



**010423-MP**

# Memorandum

**To:** All Company Staff, MLOs, Processors  
**From:** Kathy Lee Quach  
**Date:** January 4, 2023  
**Re:** UPDATED CHANGES TO FANNIE MAE DU APPLICATIONS

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Fannie Mae is updating the requirements for accessing their browser-based applications. On Monday, Jan 9, you may be prompted to register for multifactor authentication (MFA) after logging in. To ensure uninterrupted access, register by selecting one or more MFA methods before Feb 26, when the use of MFA will be required. Here's what you need to do to maintain access:

- Make sure you're using your own User ID associated with your own email address to access Fannie Mae browser-based applications.
- When prompted, register for the multifactor authentication method of your choice. Methods that may be available include SMS, phone call, email, and third-party authenticator (Google, Microsoft, or Duo).

See separate PDF instructions on how to register and use MFA to access Fannie Mae browser-based applications.

# Multifactor authentication for browser-based apps

To better protect your data, Fannie Mae will require that multifactor authentication (MFA) be used to access Fannie Mae browser-based applications.

## Help Us Protect Your Account

On January 9, 2023, you may be asked to register for **multifactor authentication (MFA)** when logging in to Fannie Mae browser-based applications. Registration is not required until February 26, 2023, when you will need to use a User ID and one other form of authentication to log in.

Before using MFA, you are required to have your own User ID and have your own email address associated with it as sharing User IDs is not permitted.

### Authentication methods that may be available:



#### Email

One-time passcode sent to the existing email address registered with Fannie Mae.



#### Voice Message

One-time passcode sent as voice message to phone number.



#### Third-Party Authenticator

One-time passcode sent from Google or Microsoft authenticator app.



#### SMS Text Message

One-time passcode sent as SMS text message to phone number.

For instructions and FAQs, visit the [MFA Help Center](#).