

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. After **February 25, 2023**, users will need to use a User ID and one other form of authentication.

Administrators are asked to select and adopt the MFA package of their choice by January 9, 2023, and all users will need to register the MFA method(s) of their choice beginning February 26 to continue accessing Fannie Mae browser-based applications.

MFA adoption timeline:



Authentication methods:



Email

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



Third-Party Authenticator

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



Voice Message

One-time passcode sent as voice message to phone number



SMS Text Message

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

MFA packages:

The two MFA packages are available for registration within the 'Edit Company Configuration' page within Technology Manager. Note: MFA Package 1 will be selected and implemented by default unless the Administrator selects MFA Package 2 before January 9, 2023.

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MFA Package 1

MFA methods:

- Email
- Third-Party Authenticator
- Voice message

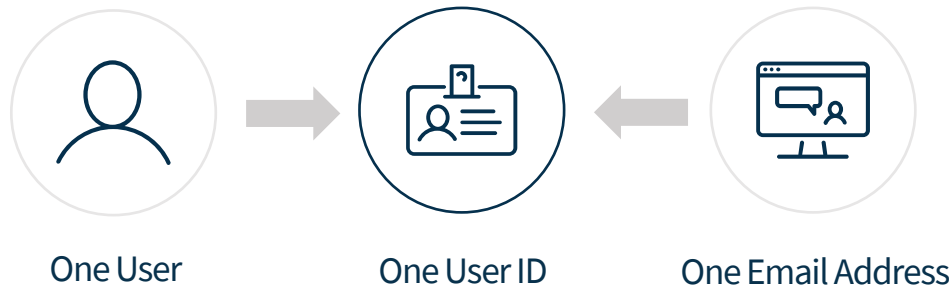
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MFA Package 2

MFA methods:

- Email
- Third-Party Authenticator
- Voice message
- SMS text message

How to adopt and implement MFA:



- 1 Before implementing MFA, Administrators should ensure that each user has their own User ID and that the user's own email address is associated with their User ID. Only User IDs can be used to access Fannie Mae browser-based applications. System IDs can no longer be used for browser-based applications. View the [Technology Manager Job Aids](#) for instructions on how to [create a User ID](#) and [manage users](#).
- 2 Administrators can register for one of two MFA packages within Technology Manager by selecting 'Edit Company Configuration' on the dashboard. Each package contains a set of MFA methods, with SMS only being available in MFA Package 2. Administrators' selected package will be implemented on January 9, 2023. Note: Unless MFA Package 2 was chosen before January 9, MFA Package 1 will be automatically selected by default.
- 3 During the adoption window between January 9 and February 25, users will be presented with the MFA screen at login, but they will be able to skip registration until February 25, the date the MFA registration period ends, or an earlier enforcement date designated by the Administrator.
- 4 After February 25, end users will no longer be able to log in to Fannie Mae browser-based applications without first registering one or more MFA methods, after which they will be able to continue the login process.

Frequently Asked Questions

What is a System ID? What is a User ID?

System IDs are intended to be used for application-to-application integrations and should not be used to access the user interface of a Fannie Mae application. A User ID allows a single end user to access a Fannie Mae application. Learn more on the [Technology Manager Job Aid](#).

Why is multifactor authentication (MFA) required?

Fannie Mae is adopting MFA to improve data security and reduce risk to your business.

Which environments are affected by this new requirement?

MFA will only be required when logging to Fannie Mae browser-based applications in the production environment.

Does this new requirement affect direct integrations to Fannie Mae applications?

No. MFA will not be required when logging into direct integrations.

Does this new requirement affect integrations with third-party providers?

No. MFA will not be required when logging into a direct integration provided by a third-party provider. However, MFA will be required to make certain API workflows available to some end users.

How can I easily create more than one User ID?

The [Technology Manager Virtual Assistant](#) can create up to five new User IDs in one session as well as copy one user's application and role access to another user's profile. Access the Virtual Assistant by clicking the icon in the bottom right-hand corner of your Technology Manager dashboard.

Who do I contact with questions or concerns about this new requirement?

Contact your Fannie Mae representative or 800-2FANNIE.