

# Easy Transfer MFA Job Aid



## Setting up multifactor authentication for Easy Transfer

Privacy and security are essential when dealing with the variety of personal documents needed during the mortgage application and lending process. To enhance the security measures already in place for Easy Transfer users, Box will now require multifactor authentication (MFA) to access the documents being transferred.

## Easy Transfer, stronger security

MFA for Easy Transfer is more secure because it requires an additional step before access is granted. You'll still log in with a user ID and password as normal. However, with MFA, you will also be prompted to enter a unique code that is generated by the system and sent to your email address.

Going forward, access to the Easy Transfer folder will only be allowed after MFA has been enabled.

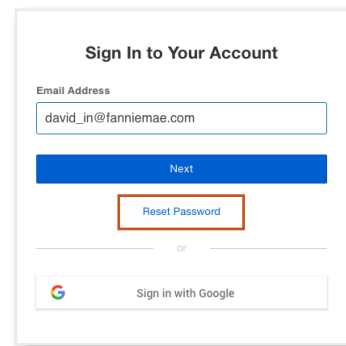
This short guide explains the steps to set up MFA for Easy Transfer.

### NOTE:

Each MFA login period lasts 8 hours. If you are logged out during this time, you will only need to provide your user ID and password (without an additional code) to access the Easy Transfer folder from the same computer or device. After 8 hours, re-authentication with an MFA code will be required for continued access.

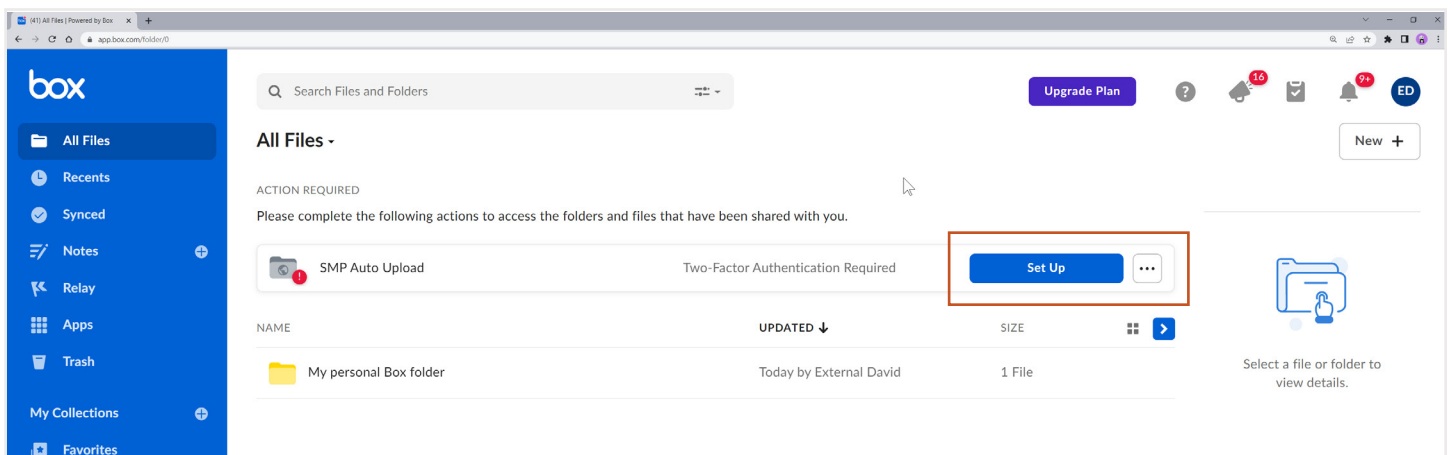
## Before you begin

To ensure the process is as secure as possible, you must update your account password before setting up MFA. On the Box sign-in page, click **Reset Password** and follow the on-screen instructions to create a new password.



## Enable multifactor authentication

1. Click the **Set Up** button for the Servicing Marketplace (SMP) Easy Transfer folder.



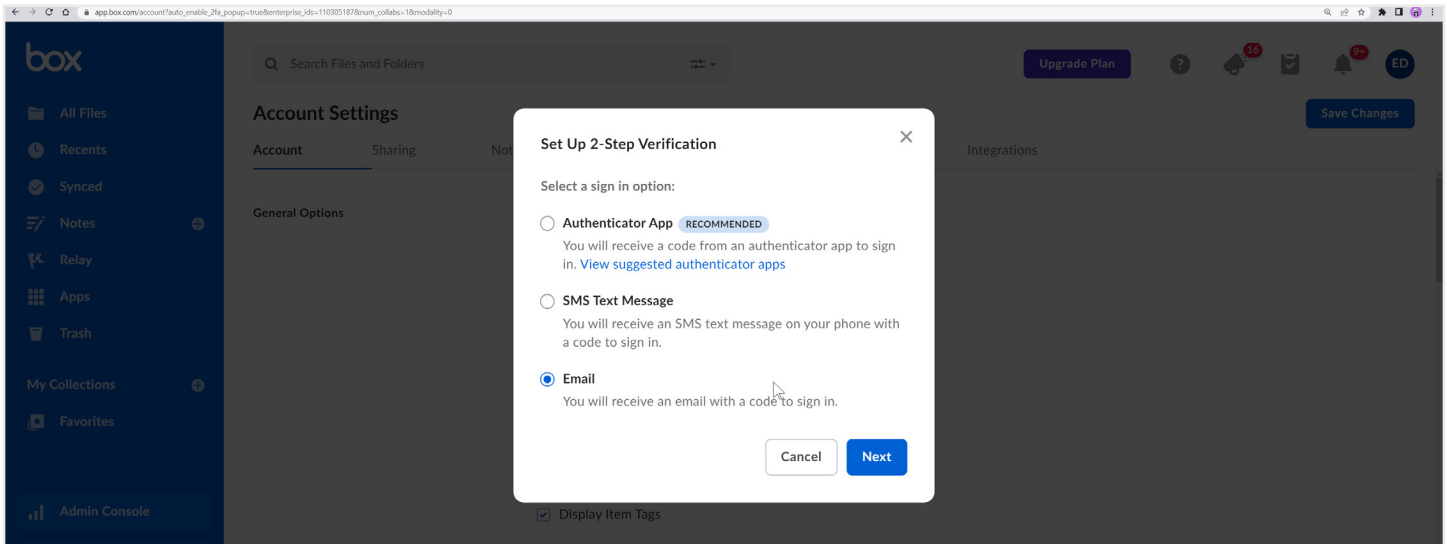
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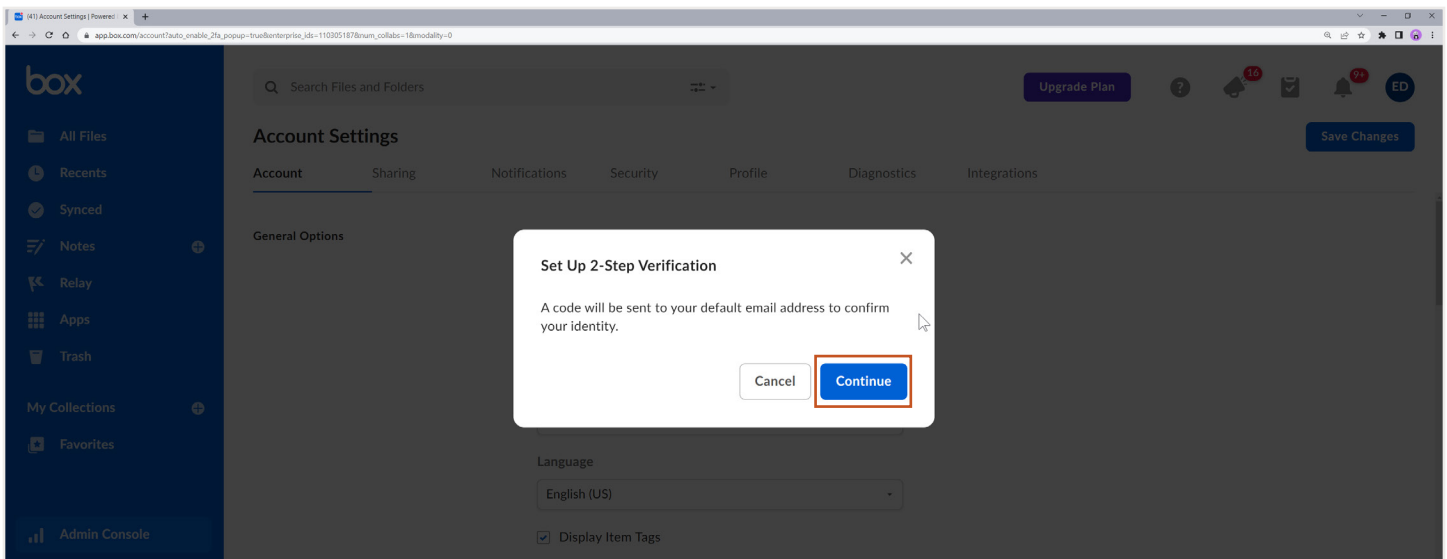
2. Select **Email** as the two-step sign-in option, and then click **Next**.

**NOTE:**

Email verification is recommended for the best user experience. Verification is also available through an authenticator app or SMS text message. If you decide to use one of the alternative methods, follow the on-screen instructions to complete the setup.



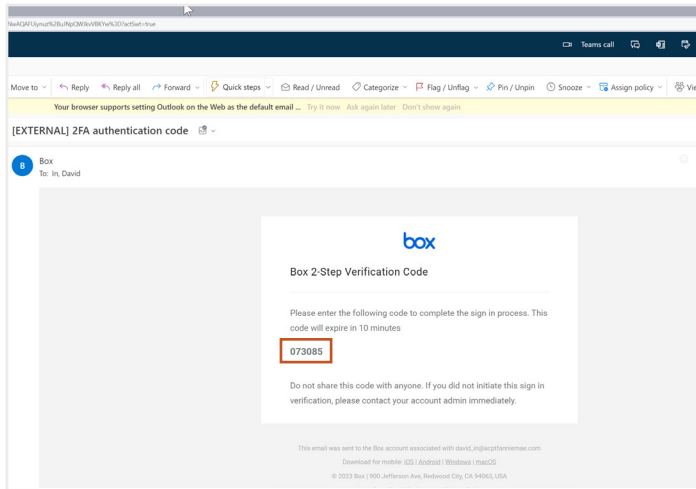
3. Click **Continue**. An email with a confirmation code will be sent to the email address you use to log in.



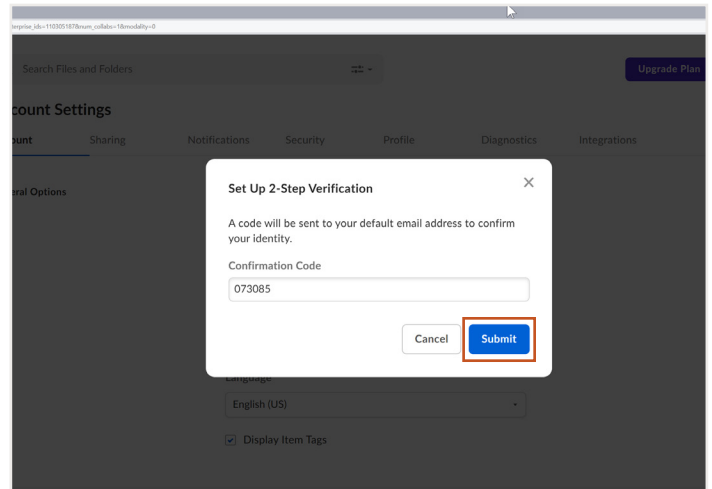
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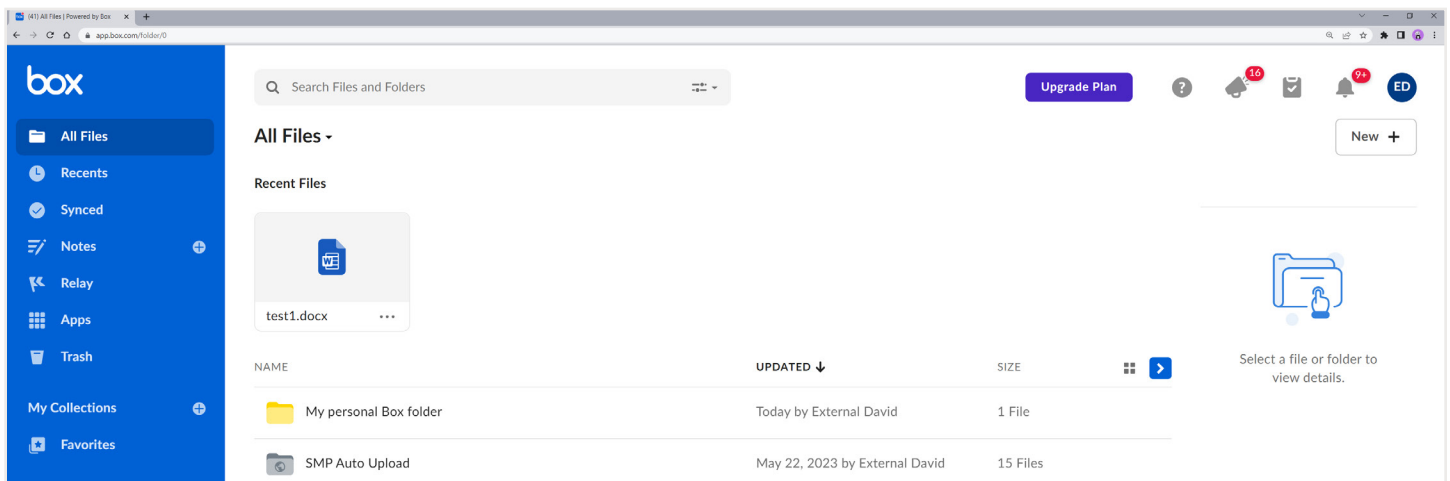
4. Check your email for an email from Box containing the confirmation code.



5. On the webpage, enter the confirmation code from the email, and then click **Submit**.



6. Multifactor authentication is now set up. Refresh your browser for access to the **SMP Easy Transfer** folder.



## Questions?

If you have any questions, contact SMP support at [smp\\_support@fanniemae.com](mailto:smp_support@fanniemae.com).