

# User Guide: Multifactor Authentication Verification Steps

Multifactor Authentication (MFA) requires users to log in with the correct User ID, password, and another form of authentication, such as identity confirmation through an authentication app or an email address. Access to Fannie Mae browser-based applications requires the use of MFA.

After user setup any of the available authenticator Method, the last device they registered will be default preferred method unless user selected preferred method while setting up the authenticator or via Manage MFA settings.

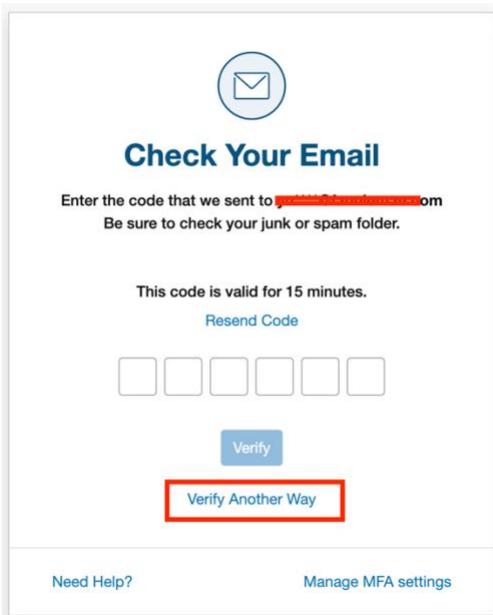
This guide explains the various ways a user will be prompted to verify their access to Fannie Mae applications after first time registration.

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- [Verify Third-Party Authenticator Method](#)
- [Verify Text Message Method](#)
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## Verify Another Way

To verify using another registered MFA verification method, select **Verify Another Way** in any of the verification screen

1. Click Verify Another Way in any of verification screens



2. Select any of the registered authenticator for second factor authentication. Email will be always available to verify.





## Verify Another Way

Choose a multifactor authentication method below to verify it's really you logging in.

 **Email** Send Code

Get an email with a security code at **\*\*\*\*@fanniemae.com**

 **Third-Party Authenticator App** Send Code

Get a code through the third-party app on your device, **google**

 **Text Message** Send Code

Get a security code in a text message at SMS \*\*\*\***XXXX**

## Verify Third-Party Authenticator Method

This section explains how a user is prompted to verify identity using the preferred third-party authenticator method when managing their Multifactor Authentication. The user obtains a 6-digit code through a third-party app such as DUO, Google or Microsoft Authenticator and is prompted to enter the code into the interface.

1. Log in to a Fannie Mae browser-based application.
2. The user is prompted to verify identity using the preferred MFA verification method (3<sup>rd</sup> party authenticator).
3. Enter the 6-digit code from the registered third-party authenticator app in the boxes, then select **Verify**.

**Note:** User has 6 attempts to enter the valid code. If the code expires, enter the new code from the third-party authenticator app. If user enters incorrect code for 6 attempts, user will be locked for 2 minutes. Please try accessing after 2 minutes.



Check Your Third-Party Authenticator

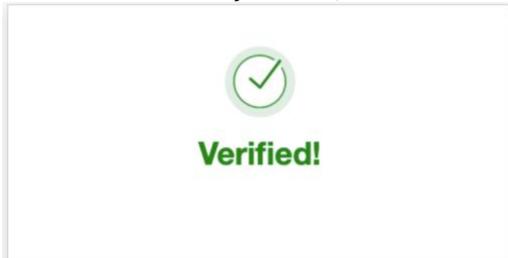
Enter the code from your third-party authenticator app, then click Verify below.

Verify

Verify Another Way

Need Help? Manage MFA settings

4. Once successfully verified, the user is taken to the Fannie Mae application.

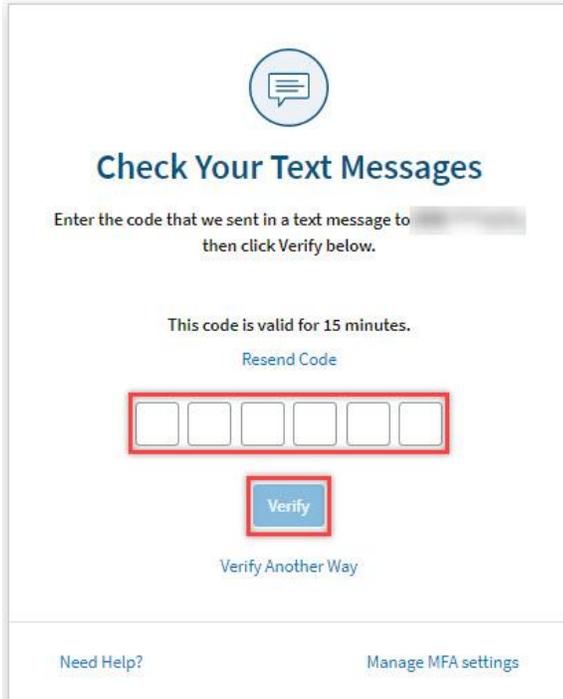


## Verify Text Message Method

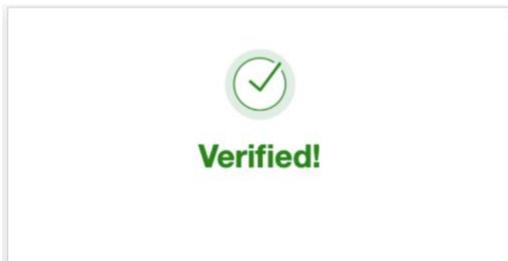
This section explains how a user is prompted to verify identity using the preferred text message method when. The user receives a 6-digit code in a text message and is prompted to enter the code into the interface.

1. Log in to a Fannie Mae browser-based application.
2. The user is prompted to verify identity using the preferred MFA verification method (text message).
3. Enter the 6-digit code sent in a text message to the verify second factor authentication in the boxes, then select **Verify**.

**Note:** User has 6 attempts to enter the valid code. The code is only valid for 15 minutes. If the code expires, select **Resend Code** to receive new code. There is a daily limit of 10 codes for texts and phone calls.



4. Once successfully verified, the user is taken to the Fannie Mae application.

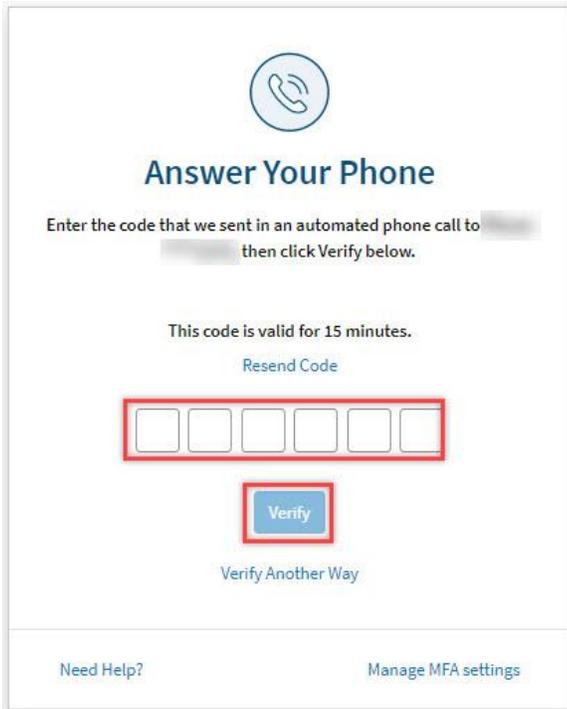


## Verify Automated Phone Call Method

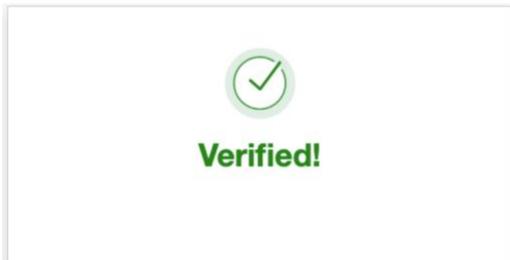
This section explains how a user is prompted to verify identity using the preferred automated phone call method. The user receives a 6-digit code via an automated phone call and is prompted to enter the code into the interface.

1. Log in to a Fannie Mae browser-based application.
2. The user is prompted to verify identity using the preferred MFA verification method (phone call).
3. Enter the 6-digit code received in an automated phone call to verify in the boxes, then select **Verify**.

**Note:** User has 6 attempts to enter the valid code. The code is only valid for 15 minutes. If the code expires, select **Resend Code** to receive new code. There is a daily limit of 10 codes for texts and phone calls.



4. Once successfully verified, the user is taken to the Fannie Mae application.



## Verify Email Method

This section explains how a user is prompted to verify identity using the preferred email method when managing their Multifactor Authentication. The user receives a 6-digit code at the email address registered with Fannie Mae and is prompted to enter the code into the interface.

1. Log in to a Fannie Mae browser-based application.
2. The user is prompted to verify identity using the preferred MFA verification method (email).
3. Enter the 6-digit code sent to the email address registered with Fannie Mae in the boxes, then select **Verify**

**Note:** User has 6 attempts to enter the valid code. The code is only valid for 15 minutes. If the code expires, select **Resend Code** to receive new code.





## Check Your Email

Enter the code that we sent in an email to [redacted] then click Verify below.

This code is valid for 15 minutes.

[Resend Code](#)

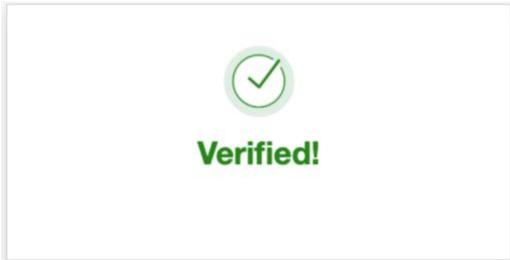
Verify

[Verify Another Way](#)

[Need Help?](#)

[Manage MFA settings](#)

4. Once successfully verified, the user the user is taken to the Fannie Mae application.



  
**Verified!**