

User Guide: How to Manage Multifactor Authentication

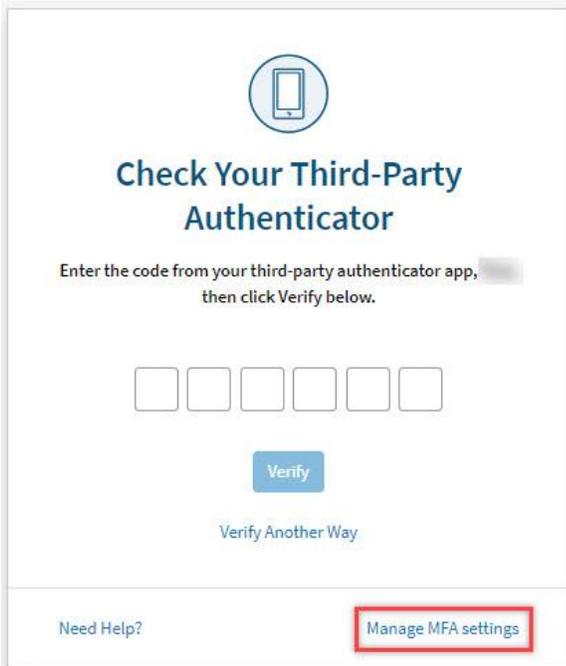
Multifactor Authentication (MFA) requires users to log in with the correct User ID, password, and another form of authentication, such as identity confirmation through an authentication app or an email address. Access to Fannie Mae browser-based applications requires the use of MFA.

This guide explains how to access and manage MFA settings via **Manage Multifactor Authentication** page the including:

- [How to access Manage MFA settings](#)
- [Add MFA Verification Method](#)
- [Delete MFA Verification Method](#)
- [Change Preferred MFA Verification Method](#)
- [Change Device Nickname](#)

How to access Manage MFA settings

1. Log in to a Fannie Mae browser-based application.
2. Click **Manage MFA Settings** in the lower right-hand corner in any of the authentication screen. Don't make any entry in the boxes.
 - a. This example shows third party authenticator as the method initially chosen at set up.



3. Verify MFA based on the authentication method initially chosen at set up for Manage MFA Settings. This example shows third party authenticator as the method chosen at set up.



Verify to Manage MFA Settings

Enter the code from the authenticator app on your device, then click Verify below.

Verify

[Verify Another Way](#)

[Need Help?](#)

Note: Refer to **User Guide: How to Verify Multifactor Authentication** for more details on how to verify using a registered MFA verification method. The verification screen is slightly different from the screenshot in this User Guide, with **Verify to Manage MFA Settings** as header.

Keep in mind there is a daily limit of 10 codes for texts and phone calls.

- Once successfully verified, the user is redirected to **Manage Multifactor Authentication** page.

Manage Multifactor Authentication

Manage the methods you use to verify your identity when you log in to Fannie Mae applications.

+ Add a Verification Method

Email Preferred verification method
Get an email with a security code
Device nickname | **ym****@fanniemae.com**

Third-Party Authenticator App Preferred verification method
Get a code through an app such as Duo, Google or Microsoft Authenticator. [X Delete method](#)
Device nickname | **google** [Edit](#)

Text Message Preferred verification method
Get a security code in a text message [X Delete method](#)
Device nickname | **SMS ****-****** [Edit](#)
Phone number | + *********



Add MFA Verification Method

This section explains how to add an additional MFA verification method after the initial set up.

1. From the **Manage Multifactor Authentication** page, click **Add a Verification Method**.

Note: Each user can only set up a maximum of 10 devices.

Manage Multifactor Authentication
Manage the methods you use to verify your identity when you log in to Fannie Mae applications.

[+ Add a Verification Method](#)

- Email** Preferred verification method
Get an email with a security code
Device nickname | [redacted]@fanniemae.com
- Third-Party Authenticator App** Preferred verification method
Get a code through an app such as Duo, Google or Microsoft Authenticator. [X Delete method](#)
Device nickname | google [Edit](#)
- Text Message** Preferred verification method
Get a security code in a text message [X Delete method](#)
Device nickname | SMS ****[redacted] [Edit](#)
Phone number | +[redacted]

2. Setup any authenticator method as needed

Help Us Protect Your Account
Choose a multifactor authentication method to verify your identity when you login to to Fannie Mae applications.

- Third-Party Authenticator App** [Set Up](#)
Get a code through a third-party app such as Duo, Google or Microsoft Authenticator
- Text Message** [Set Up](#)
Get a security code in a text message
- Automated Phone Call** [Set Up](#)
Get a security code in an automated phone call

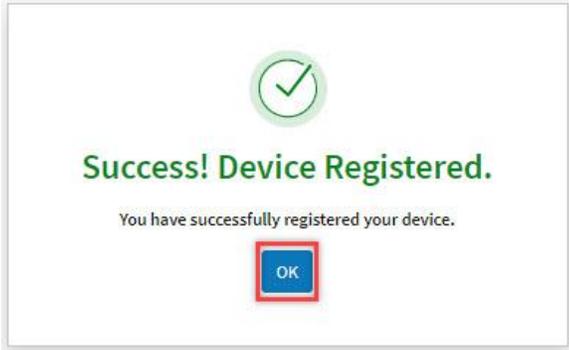
[Go Back](#)

[Need Help?](#)



Note: Refer to **User Guide: How to Set Up Multifactor Authentication** for more details on how to set up the MFA verification method.

3. Once successfully registered, select **OK**.



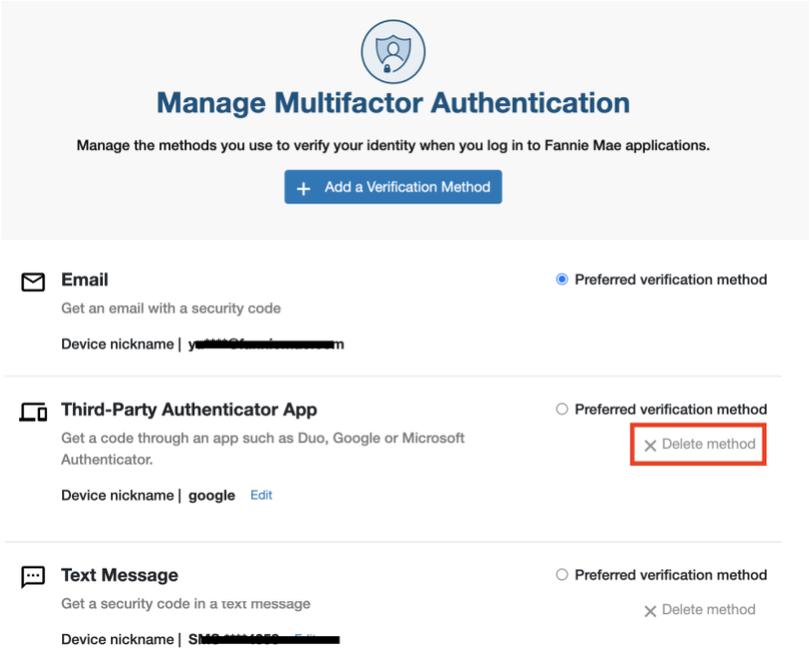
4. You will receive an email confirming your selection. You can make additional changes to MFA settings via Manage Multifactor Authentication screen or click "Continue to Application".

Delete MFA Verification Method

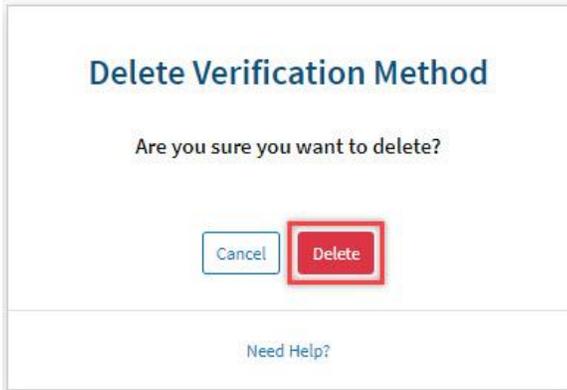
This section explains how to delete an MFA verification method.

1. Select **Delete method** next to the MFA verification method you want to delete.

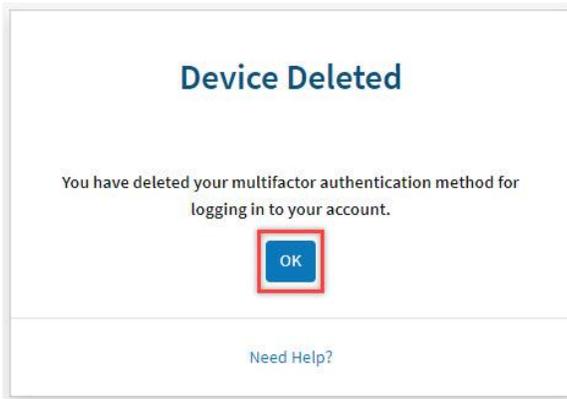
Note:
 The user cannot delete the email method nor the method that is set as preferred verification method.
 To delete the current preferred MFA verification method, refer to [Change Preferred MFA Verification Method](#) section to first set a different method as preferred.



2. Click **Delete Method** for the verification method to be deleted.



3. Select **OK** on the **Device Deleted** screen.



4. The Manage Multifactor Authentication Screen will open. You can make additional updates or continue to application by clicking on the **Continue to Application** button.
5. You will receive a confirmation email for the deletion.

Change Preferred MFA Verification Method

This section explains how to change the preferred MFA verification method.

1. Click the radio button next to the MFA verification method you want to set as preferred.




Manage Multifactor Authentication
Manage the methods you use to verify your identity when you log in to Fannie Mae applications.
[+ Add a Verification Method](#)

Email Preferred verification method
Get an email with a security code
Device nickname | y*****m

Third-Party Authenticator App Preferred verification method
Get a code through an app such as Duo, Google or Microsoft Authenticator. ✕ Delete method
Device nickname | google [Edit](#)

Text Message Preferred verification method
Get a security code in a text message ✕ Delete method
Device nickname | S*****

2. Click **Update** on the **Preferred Verification Method** screen.

Preferred Verification Method

Are you sure you want to update your preferred device?

[Need Help?](#)

3. Click **OK** on the **Preferred Method Updated** screen.

Preferred Method Updated

You have changed your preferred multifactor authentication method for logging in to your account.

[Need Help?](#)

4. The Manage Multifactor Authentication Screen will open. You can make additional changes or click **Continue to Application button** to continue to the Fannie Mae application.

5. You will receive a confirmation email.



Change Device Nickname

This section explains how to change the device nickname.

1. Select **Edit** next to the device nickname you want to change.

Note: You cannot change the device nickname for the email method.



Manage Multifactor Authentication

Manage the methods you use to verify your identity when you log in to Fannie Mae applications.

+ Add a Verification Method

 **Email**

Get an email with a security code

Device nickname | XXXXXXXXXX

Preferred verification method

 **Third-Party Authenticator App**

Get a code through an app such as Duo, Google or Microsoft Authenticator.

Device nickname | google Edit

Preferred verification method
[X Delete method](#)

 **Text Message**

Get a security code in a text message

Device nickname | XXXXXXXXXX

Preferred verification method
[X Delete method](#)

2. Edit the **Device Nickname**, then select **Save**.

 **Third-Party Authenticator App**

Get a code through an app such as Duo, Google or Microsoft Authenticator.

Device nickname | Save

Preferred verification method
[X Delete method](#)

Note: The **Device Nickname** can contain numbers, letters, and the following special characters: space (), asterisk (*), hyphen (-), underscore (_), and apostrophe ('). The maximum length is 30 characters.

3. The Manage Multifactor Authentication Screen will open. You can make additional changes or click **Continue to Application button** to continue to the Fannie Mae application.