MPF®Applications

Reset Password

Instructions

mpf Mortgage Partnership Finance™

FHLBANKS
A NATION OF LOCAL LENDERS

MPF® Applications – Reset Password Instructions

1. Navigate to the login page for the MPF Application you would like to access:
   - eMPF: https://www.empf.com
   - MPF Customer Service Portal: https://fhlbc.service-now.com/csm/login_with_sso.do?glide_sso_id=637ab95b1b741ad869168661604bcb9d

2. The same login page will appear for the MPF Applications listed above. Enter the email address associated with your MPF Account (the same email address you used during the registration process). Click the **Continue** button.
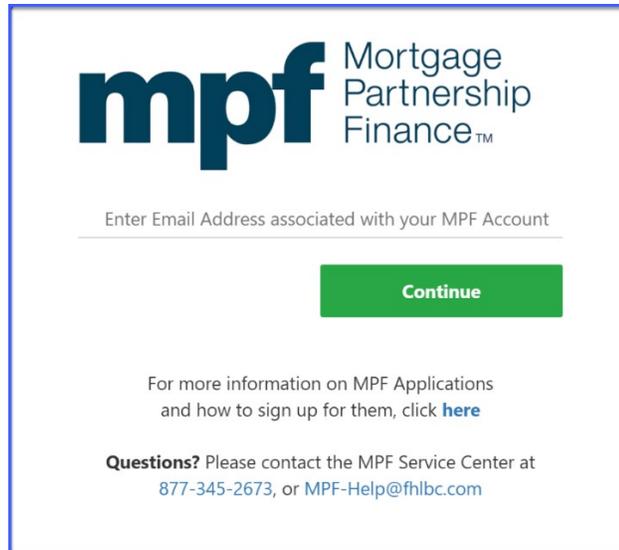
3. Click the **Forgot your password?** link.
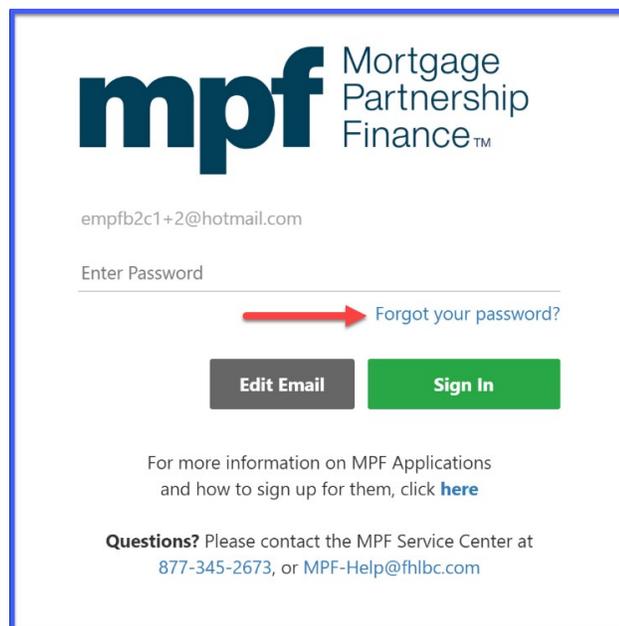
4. On your mobile device, open the Microsoft Authenticator app and tap on the "**FHLBank Chicago Customer Login**" account. Microsoft Authenticator will display a six-digit code.
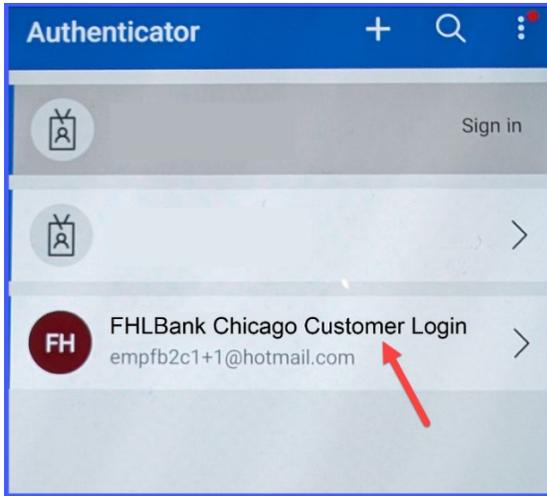
On the screen below, enter the six-digit code from Microsoft Authenticator and click the **Verify** button.

5. Create a new password following the requirements shown on the screen, confirm the new password, and click the **Continue** button.

mpf Mortgage Partnership Finance™

Create New Password

Confirm New Password

Continue

Password Requirements

1. Minimum 12 characters
2. Last 12 passwords cannot be re-used
3. The password must contain characters from all four of the following categories:
   - Uppercase characters (A-Z)
   - Lowercase characters (a-z)
   - Numbers (0-9)
   - Non-alphanumeric characters (For example, !, $, #, or %)

4. The password must not contain three or more consecutive characters from your email