

# MPF® Applications

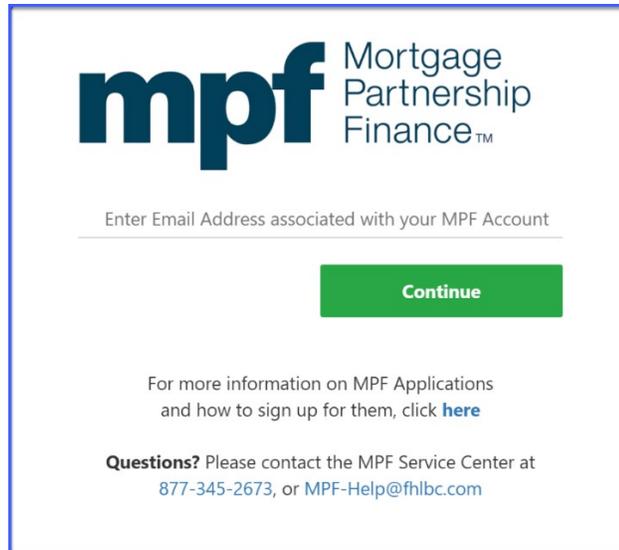
## Reset Password

### Instructions

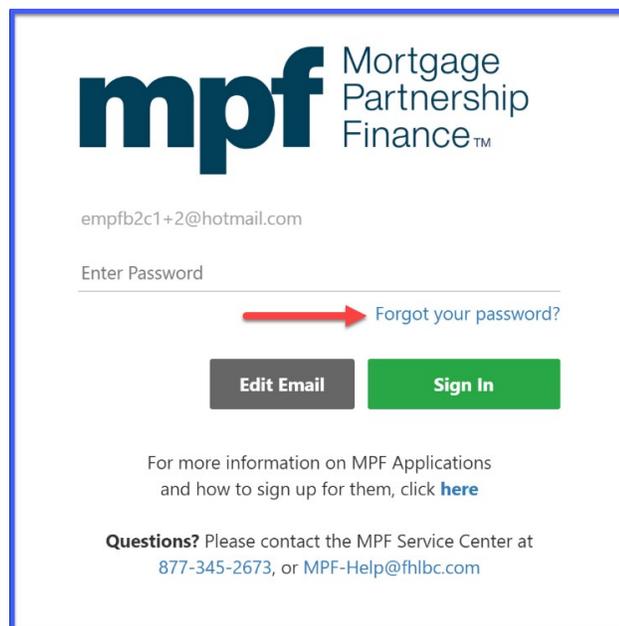


# MPF<sup>®</sup> Applications – Reset Password Instructions

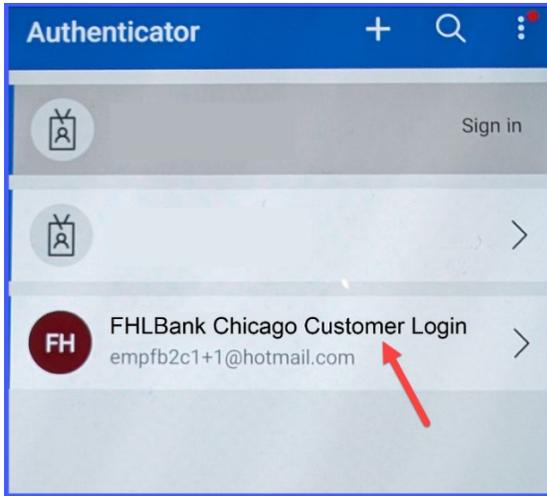
1. Navigate to the login page for the MPF Application you would like to access:
  - eMPF: <https://www.empf.com>
  - MPF Customer Service Portal: [https://fhlbc.servicenow.com/csm/login\\_with\\_sso.do?glide\\_sso\\_id=637ab95b1b741ad869168661604bcb9d](https://fhlbc.servicenow.com/csm/login_with_sso.do?glide_sso_id=637ab95b1b741ad869168661604bcb9d)
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.

A screenshot of the MPF Mortgage Partnership Finance verification screen. The logo 'mpf Mortgage Partnership Finance™' is at the top. Below it, the text reads: 'On this screen, enter the six-digit code from the Microsoft Authenticator app (select the "FHLBank Chicago Customer Login" account) and click Verify.' A box contains instructions: 'If you are registering for the first time, you will be prompted to verify twice. Enter the code and click Verify, wait for the six-digit code to change in the Microsoft Authenticator app, enter the new set of digits on this screen, and click Verify.' Below this is a text input field labeled 'Enter Six-Digit Code' and a green 'Verify' button. At the bottom, there is a link for more information and contact information for the MPF Service Center.

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