

MPF® Applications

Step-by-Step Registration Guide

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Introduction

This step-by-step guide will walk you through how to download the Microsoft Authenticator mobile app and establish your credentials for the MPF Program's new security authentication platform that will impact how you log in to MPF Applications (eMPF® and the MPF Customer Service Portal).

IMPORTANT: If you already have the Microsoft Authenticator app installed on the mobile device you plan to use for authentication to MPF Applications, **you will still need to go through the registration process beginning on page 8 to be able to log in to MPF Applications.**

Please ensure you have enough time to complete the entire process and proceed through all of the steps until you are shown the screen stating you have successfully registered.

What You'll Need

- 5 to 10 minutes to complete the process.
- The mobile device you plan to use for authentication to MPF Applications.
- For iPhone or iPad (Apple) users, your Apple ID password or biometric for the App Store.
- Access to a desktop computer or laptop.
- The email address associated with your MPF account and access to its inbox.

Microsoft Authenticator Security Requirements

1. Download the official and most recent version of the Microsoft Authenticator app available for your mobile device. Please note that only the Microsoft authenticator app will be supported.
2. Microsoft Authenticator must be installed on a mobile device (cannot install it on a desktop computer or laptop).
3. The operating system for the mobile device you plan to use for authentication to MPF Applications must be iOS/iPadOS 15.0 or later (for Apple devices), Android 8.0 or later (for Android devices), or Windows 10 Mobile or later (for Microsoft devices).

Download/Install Microsoft Authenticator – Apple (iPhone or iPad)

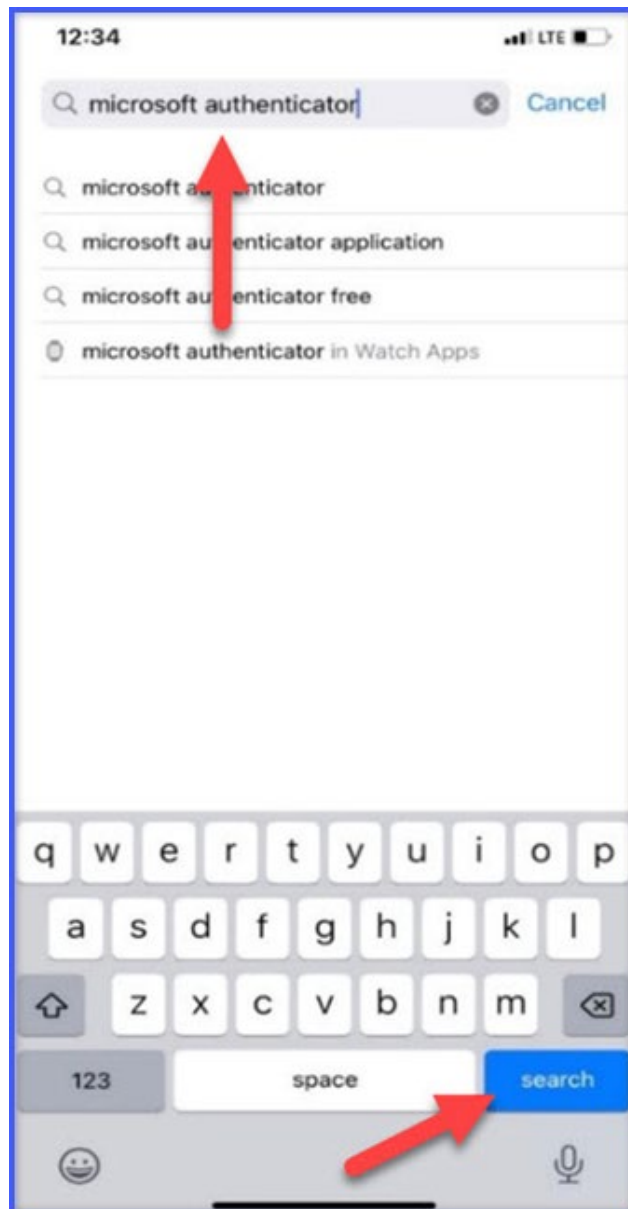
1. On the iPhone or iPad (cannot install on a desktop computer or laptop) you plan to use for authentication to MPF Applications, navigate to the App Store.



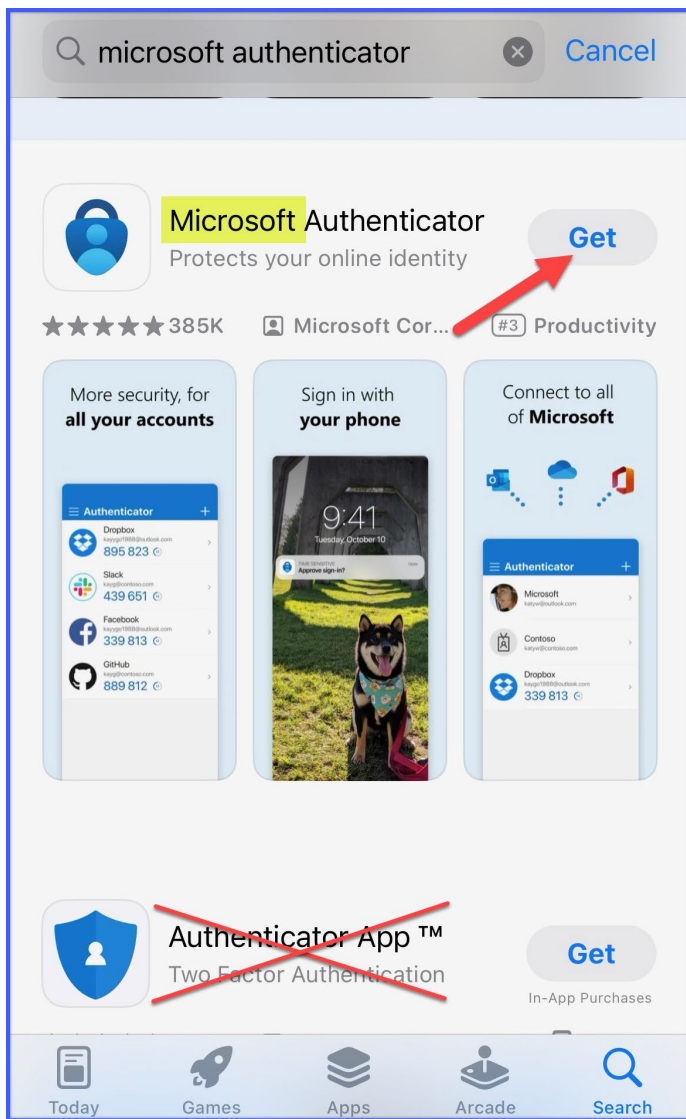
2. Tap the **Search** option in the bottom right-hand corner.



3. In the search bar at the top of the screen, type in "**Microsoft Authenticator**"
4. Tap the **search** button in the bottom right-hand corner of the keypad.



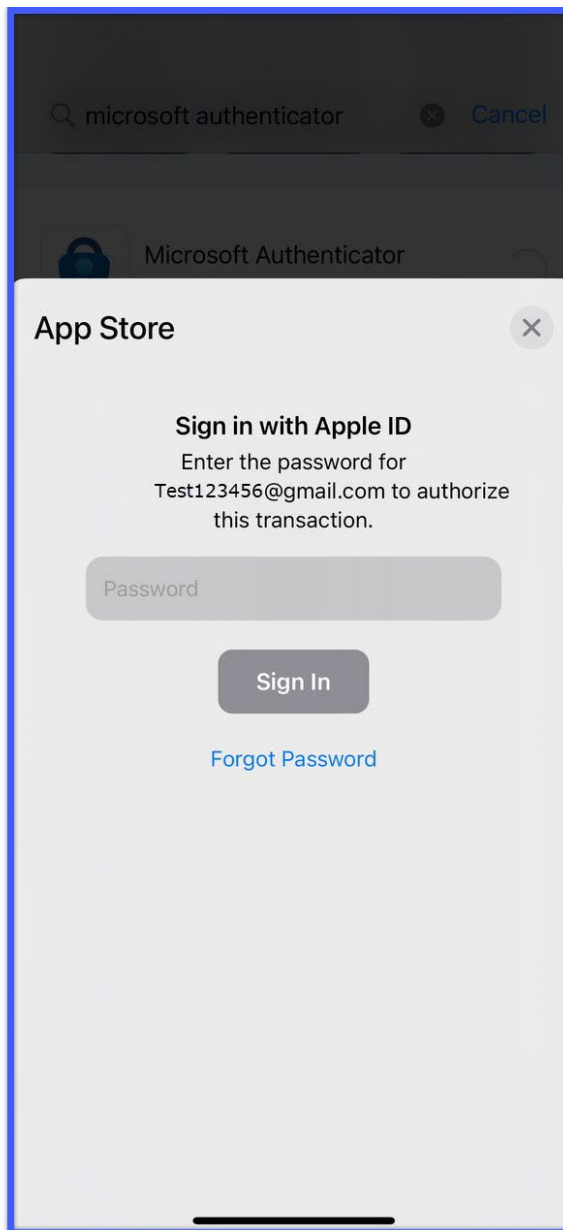
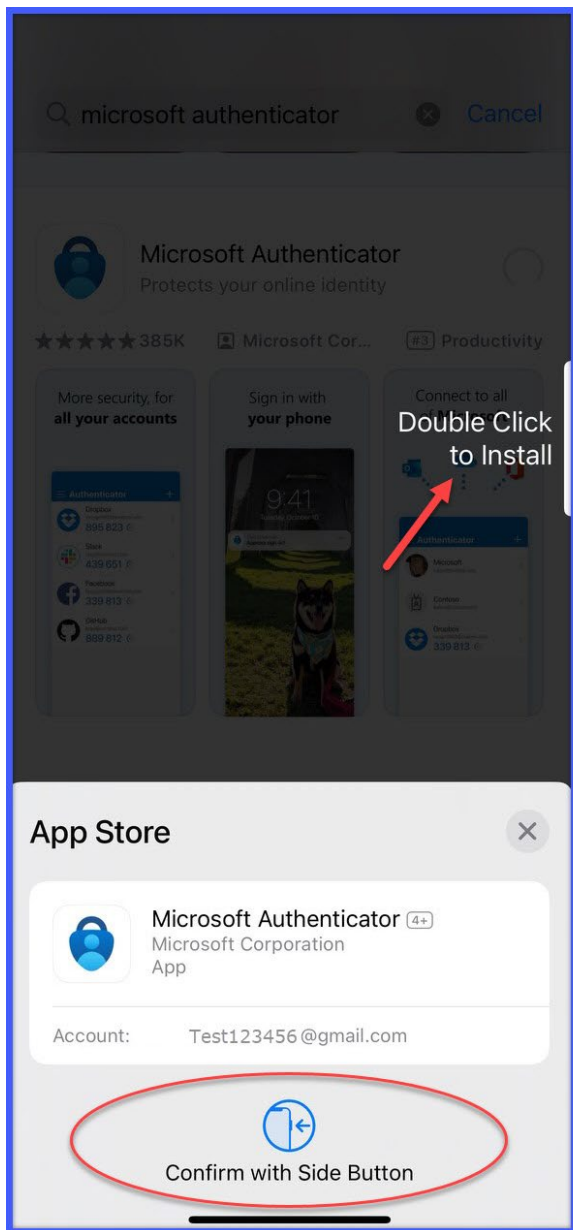
5. Locate the **Microsoft Authenticator** app and tap the **GET** button.



Be careful to install the Microsoft Authenticator app since only the Microsoft Authenticator app will be supported.

6. If prompted, double-click your device's physical Side Button to proceed with the app installation. You will then be asked to enter your Apple ID password or authenticate via a biometric such as Face ID or fingerprint.

Note: If it is your first time using the App Store with your Apple ID, you will need to tap the **Review button on the prompt and complete a setup process to allow your account to be used in the App Store.*



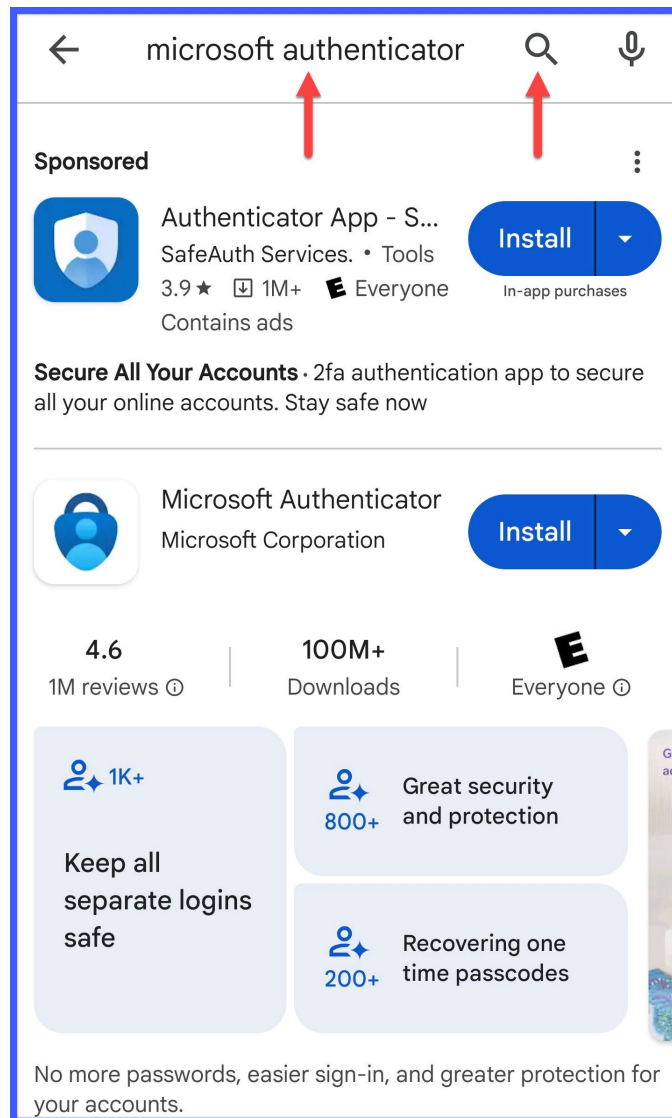
7. After the app has been successfully downloaded and installed, please proceed to page 8 to begin the mandatory registration process.

Download/Install Microsoft Authenticator – Android

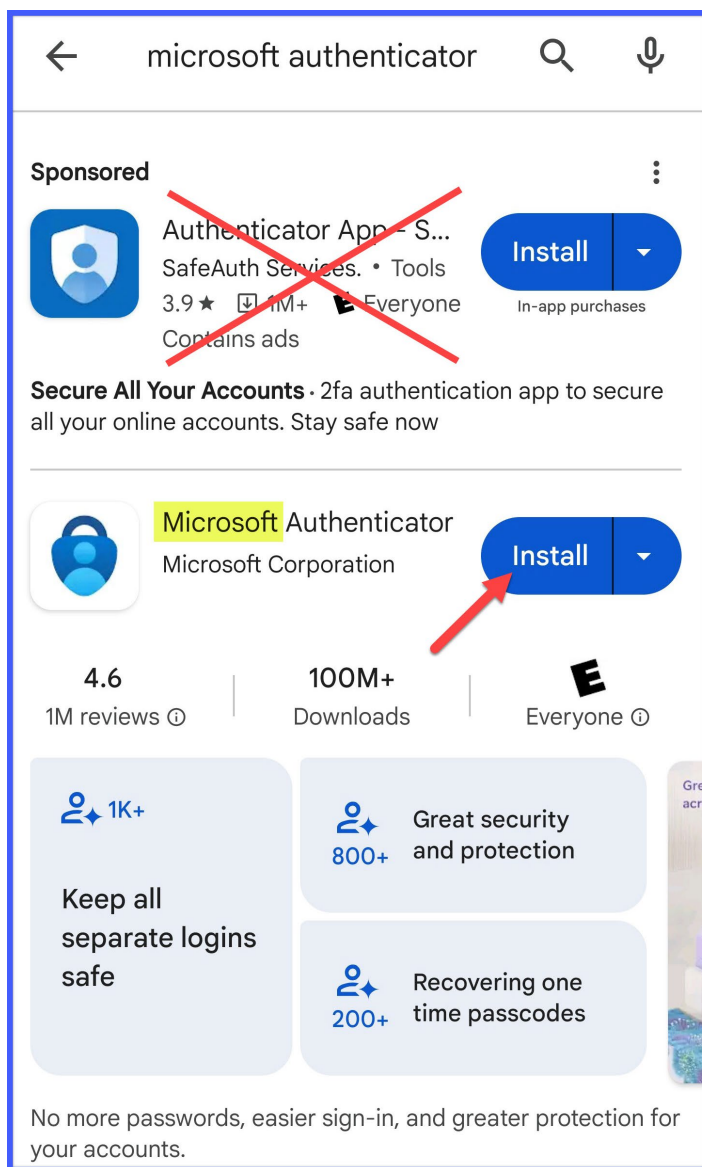
1. On the Android mobile device (cannot install on a desktop computer or laptop) you plan to use for authentication to MPF Applications, navigate to the Google Play Store.



2. In the search bar at the top of the screen, type in “**Microsoft Authenticator**” and tap the magnifying glass (search) icon.



3. Locate the **Microsoft Authenticator** app and tap the **Install** button.



Be careful to install the Microsoft Authenticator app since only the Microsoft Authenticator app will be supported.

4. After the app has been successfully downloaded and installed, please proceed to page 8 to begin the mandatory registration process.

Register Your MPF Account

Verify The Email Address Associated with Your MPF Account

1. On a desktop computer or laptop:

- Click [here](#) to access the MPF Applications Registration page

OR

- Copy and paste the following link into the URL/search bar of a web browser:

<https://register.empf.com/>

- Press **Enter** on your keyboard to load the web page.

2. On the registration page, review the overview and click the **Click to begin the process** button.



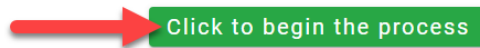
Welcome to the MPF Program's registration page for MPF Applications.

Registration Overview:

- Verify the email address associated with your current MPF Account
- Download and install Microsoft Authenticator to a mobile device (cell phone or tablet)
- Associate your MPF Account with the Microsoft Authenticator app
- Establish your password for MPF Applications

Resources:

- [View Android Tutorial \(Recommended\)](#) - 8 minutes
- [View Apple iPhone/iPad Tutorial \(Recommended\)](#) - 8 minutes
- [View Step-by-Step Guide](#)



3. On the screen below, enter the email address associated with your MPF account and click the **Continue** button.

****Note:** Every user will need to register using their unique email address (a group email address cannot be shared among multiple users).*



Enter Email Address associated with your MPF Account

Continue

For more information on MPF Applications
and how to sign up for them, click [here](#)

Questions? Please contact the MPF Service Center at
877-345-2673, or MPF-Help@fhlbc.com

4. An email containing a six-digit verification code will be sent to the address provided in the previous step. Enter or copy and paste the code from the email to the “Enter Verification Code” input box shown below and click the **Verify Code** button.

Note: The verification code expires after five minutes. If your code has expired, click the **Send New Code button to receive another email containing a new code. If you do not get the email, please check your spam/junk folder.*



A verification code has been sent to the email you provided. Please enter or copy and paste the code in the email to the Verification Code box below.

The verification code expires after five minutes. If the time has elapsed, please click the “Send New Code” button.

Email Address

empfb2c1+1@hotmail.com

Verification Code

Enter Verification Code

Verify Code **Send New Code**

**Note: The verification code email will be sent from “Microsoft on behalf of FHLBank Chicago Customer Login” with the subject line “FHLBank Chicago Customer Login account email verification code”.*

From: Microsoft on behalf of FHLBank Chicago Customer Login <msonlineserviceteam@microsoftonline.com>
Sent: Wednesday, June 12, 2024 12:04 PM
To: Test00 <test00@testaccount.com>
Subject: FHLBank Chicago Customer Login account email verification code

Verify your email address

Thanks for verifying your test00@testaccount.com account!

Your code is: 854595

Sincerely,
FHLBank Chicago Customer Login

Associate Your MPF Account with the Microsoft Authenticator App

5. The next screen on your desktop computer or laptop includes three steps that must be completed. For the first step, download and install Microsoft Authenticator on the mobile device you plan to use for authentication to MPF Applications.

**Note: If you already have the app installed, please proceed to Step 2 (on the next page) in this guide.*



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Step 1:
Download and Install Microsoft Authenticator
(If you already have the Microsoft Authenticator app installed, skip to Step 2)

On the mobile device you plan to use for authentication to MPF applications, download the Microsoft Authenticator app via Google Play (Android devices) or the App Store (Apple devices). The app will not work if downloaded onto a desktop PC or laptop.

Step 2:
Microsoft Authenticator Initial Set Up
On your mobile device, open Microsoft Authenticator. If prompted, **Accept** the privacy policy, and on the next screen, press the **Continue** button.

If the next screen displays a **Scan a QR code** button:

- Press the **Scan a QR code** button
- **Allow** the app to take pictures/access your device's camera
- Proceed to **Step 3**

If the next screen displays a "+" icon in the top right corner:

- Press "+"
- On the next screen, select **Other account** (Google, Facebook, etc.)
- Proceed to **Step 3**

Step 3:
Scan the QR Code
The camera function within your mobile device's Microsoft Authenticator app will be activated. Point the camera over the QR Code on this screen to automatically scan it.

Press the **Continue** button at the bottom of this page.



Can't scan the QR code? Click here

Continue

6. For Step 2 shown on your desktop computer or laptop screen, complete the initial setup of the Microsoft Authenticator app by following the directions shown in the screenshot below.

Note: To open the app from the App Store or Google Play, tap the **Open button. Otherwise, you can locate **Authenticator** among your device's apps, and tapping its icon will open the app.*



Microsoft Authenticator
Protects your online identity

Open



Authenticator

Step 2:
Microsoft Authenticator Initial Set Up

On your mobile device, open Microsoft Authenticator. If prompted, **Accept** the privacy policy, and on the next screen, press the **Continue** button.

If the next screen displays a **Scan a QR code** button:

- Press the **Scan a QR code** button
- **Allow** the app to take pictures/access your device's camera
- Proceed to **Step 3**

If the next screen displays a "+" icon in the top right corner:

- Press "+"
- On the next screen, select **Other account (Google, Facebook, etc.)**
- Proceed to **Step 3**

Secure Your Digital Life

Skip

Sign in with Microsoft

When you are signed in with Microsoft, all stored passwords, addresses, and other autofill info will be available on this device.

Add work or school account

Scan a QR code

Restore from backup

Add account

WHAT KIND OF ACCOUNT ARE YOU ADDING?

Personal account

Work or school account

Other (Google, Facebook, etc.)

Authenticator

Ready to add your first account?

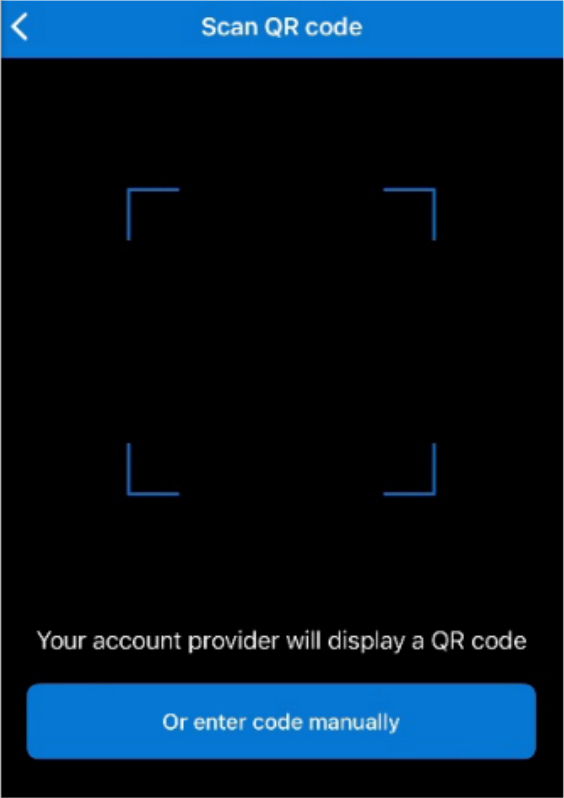
Any Microsoft account or other type of account you add will appear here.

Add account

7. The previous step will activate the Microsoft Authenticator app's camera function. For Step 3 on this screen, point the camera over the **QR Code shown on your desktop computer or laptop** (not the code shown in the screenshot below) to automatically scan it (you do not need to press your mobile device's screen to scan the QR Code).

**Note: If you are unable to scan the code, see the section on page 20 titled "Manually Import QR Code".*

Microsoft Authenticator Camera Function



Step 3:

Scan the QR Code

The camera function within your mobile device's Microsoft Authenticator app will be activated. Point the camera over the QR Code on this screen to automatically scan it.

Press the **Continue** button at the bottom of this page.

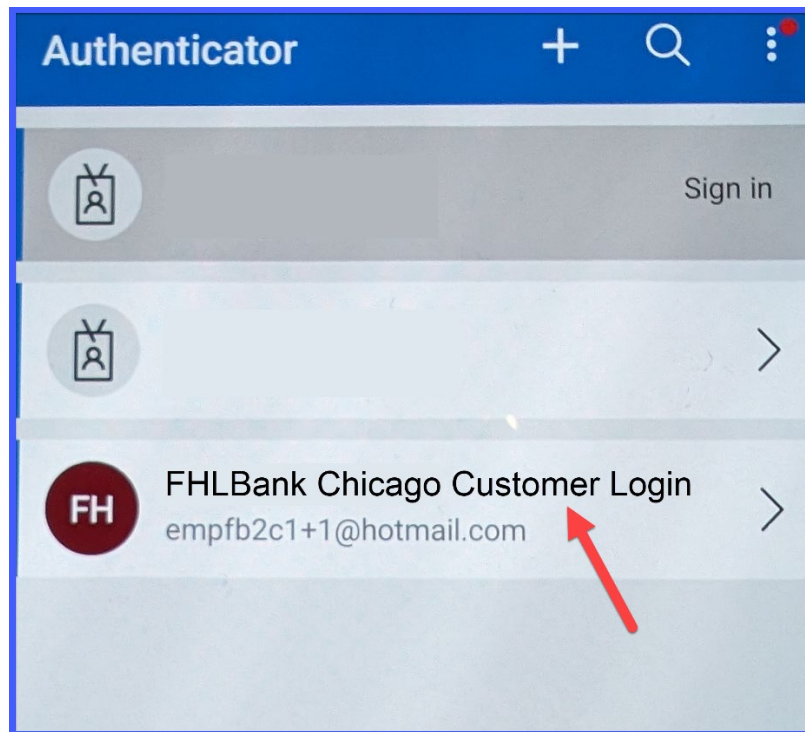
QR Code



[Can't scan the QR code? Click here](#)

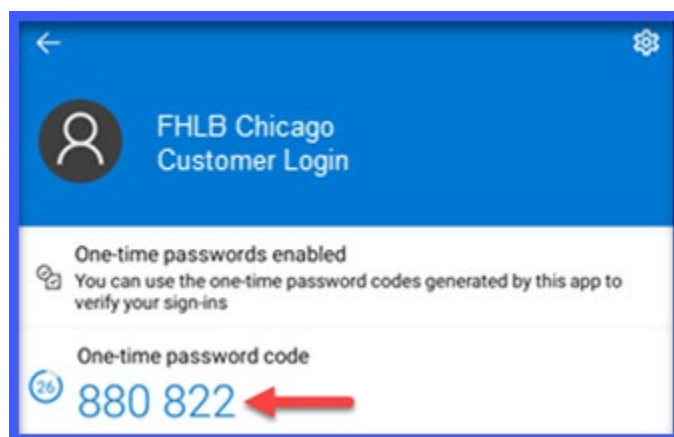
Continue

8. If the QR Code was successfully scanned in the previous step, on your mobile device, Microsoft Authenticator will list an account called **"FHLBank Chicago Customer Login"**. Tap this account to select it.



9. Microsoft Authenticator will display a six-digit code that will be needed for an upcoming step (enter six-digit code on your desktop computer or laptop's screen).

**Note: The codes in the app change every 30 seconds.*



10. On your desktop computer or laptop, click the **Continue** button.

Step 3:

Scan the QR Code

The camera function within your mobile device's Microsoft Authenticator app will be activated. Point the camera over the QR Code on this screen to automatically scan it.

Press the **Continue** button at the bottom of this page.



[Can't scan the QR code? Click here](#)



11. On your desktop computer or laptop, the screen below will prompt you to enter and verify **two different six-digit codes** from the Microsoft Authenticator app.

Enter the six-digit code from Microsoft Authenticator and click the Verify button. **Wait for the six-digit code to change in Microsoft Authenticator**, enter the **new** set of digits, and click the Verify button.



On this screen, **enter the six-digit code from the Microsoft Authenticator app** (select the "FHLBank Chicago Customer Login" account) and click Verify.

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.

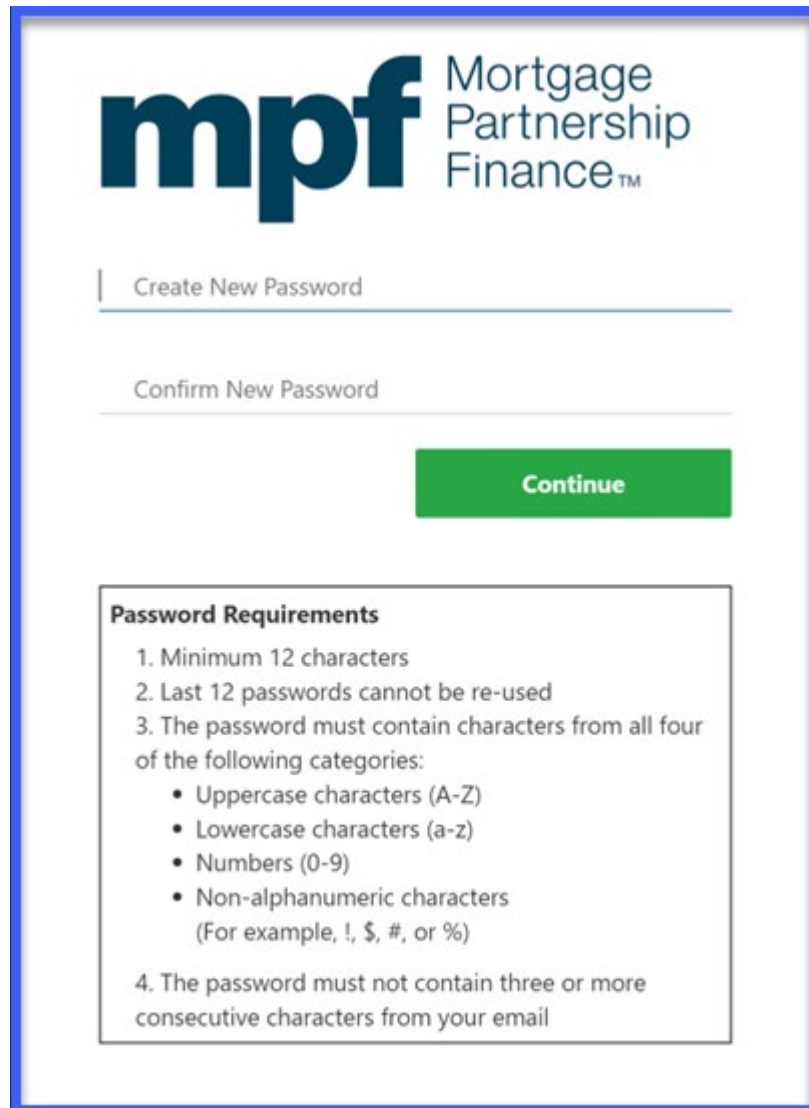
Verify

For more information on MPF Applications and how to sign up for them, click [here](#)

Questions? Please contact the MPF Service Center at [877-345-2673](tel:877-345-2673), or MPF-Help@fhlbc.com

Create Your Password

12. On your desktop computer or laptop, the screen below will appear. Create a password (**this will be your password for MPF Applications**) following the requirements shown on the screen, re-enter/confirm the password, and click the **Continue** button.



The screenshot shows the MPF Mortgage Partnership Finance logo at the top. Below the logo are two input fields: "Create New Password" and "Confirm New Password". A green "Continue" button is positioned to the right of the "Confirm New Password" field. Below these fields is a box titled "Password Requirements" containing a list of rules for creating a secure password.

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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

Registration Successfully Completed

13. You have successfully registered for the new MPF authentication system!

For questions, please reach out to the MPF Service Center at MPF-Help@fhlbc.com or 877-345-2673, option 6 – this is a dedicated menu option to further assist you through the registration process.



You have successfully registered for access to MPF Applications. Thank you!

- Click [here](#) for links to the MPF Application login pages and more information on the various applications
- All users have access to our MPF Customer Service Portal. For help identifying other MPF Applications you may have access to, please contact your security administrator or the MPF Service Center

No further action is required from you at this time. You may safely close this browser.

New or Different Mobile Device

To access MPF Applications, you may only use one registered mobile device at a time. If you have already registered on a mobile device and need to need to register on a new or different device, please contact the MPF Service Center at MPF-Help@fhlbc.com or 877-345-2673 (option 6) for assistance on setting up your new or different device.

Manually Import QR Code

1. If you are unable to scan the QR code during step 7 (page 13) of the registration process, click the **Can't scan the QR code? Click here** link at the bottom of this page.



2. After clicking the link in the previous step, the screen will display additional instructions. Follow the instructions and click the **Continue** button when complete.

Step 3:

Scan the QR Code

The camera function within your mobile device's Microsoft Authenticator app will be activated. Point the camera over the QR Code on this screen to automatically scan it.

Press the **Continue** button at the bottom of this page.



In the Microsoft Authenticator App:

- Select **OR ENTER CODE MANUALLY** at the bottom of the screen
- Select **Other account (Google, Facebook, etc.)**
- Enter your email address in the **Account name** line
- Enter the Secret key provided below in the **Secret key** line
- Press the **FINISH** button
- On this screen, click the **Continue** button

Account Name: empfb2c1+1@hotmail.com
Secret key: duu6kp23ivivk6c2

Continue

3. Continue the registration process beginning with **step 8 on page 14** above.