

December 21, 2023

MIF Servicing Site Security Updates

MassHousing is committed to ensuring that our customers and business partners have a safe and secure experience when accessing our online tools and applications. To that end, MassHousing will no longer allow SMS to be used as an authentication factor for users of the MIF Servicing Site, ***effective January 8, 2024***.

What is changing?

SMS will no longer be available as an authentication factor to access the MIF Servicing Site. MIF Servicing Site users must use an authenticator app such as Google Authenticator or Microsoft Authenticator, or a password manager that generates the appropriate codes. Contact your IT department for assistance in choosing and implementing a new authentication method.

Why is this changing?

SMS is widely considered to be a weak method of verifying a user's identity, and there are multiple methods that bad actors use to compromise SMS messaging.

Here's what you need to do

If you only use SMS as a secondary authentication factor to access the MIF Servicing Site

On or after January 8, 2024, you will be prompted to set up a new authentication factor when logging in to the MIF Servicing Site.

Before January 8, 2024, set up an additional authentication factor:

- Login at mif.masshousing.com
- Select My Account > Manage Security Settings
- In the Additional Verification section, add a new factor

Thank you for your cooperation as we work to provide an improved online experience, and for your continued partnership.