



Upcoming Password and Security Changes for MassHousing Websites

In compliance with [Massachusetts General Law, Chapter 93H](#) and corresponding regulation [201CMR17](#), MassHousing will soon implement enhancements to its password policy and security practices for external users who conduct business with us online. Below is a summary of what you can expect once these changes take effect.

1. Email from MassHousing

You will receive an email from MassHousing that provides you a temporary "strong" password.

2. Create a new password

The email will contain a link to the login page. Log in to the site with your temporary password and create a new password. For tips on creating a strong password, view MassHousing's [Password Policy](#).

3. Challenge Questions

After you create a new password, you'll be asked to select and answer five security questions. If you ever forget your password, you'll need to answer two of these questions in order to reset it.

4. Logging in

If you're a MassHousing lender, you'll notice a slight difference when logging in to [emasshousing.com](#). Instead of entering your username and password on the home page, you'll instead click the "Login" link and enter your information on the next page.

CDMS users can continue to log in by visiting [masshousingrental.com](#) and clicking the "login" link.

The changes above will enable MassHousing to maintain the highest level of security and privacy for our business partners and customers. If you have any questions or concerns about these changes, please [contact us](#).