

HUD's TMF EICAM FHA-C Project

PROPOSED SURVEY for HUD's FHA-C OKTA Deployment

1. How would you rate your overall experience with the multi-factor authentication (MFA) security system for FHA-Connection? (1: Very Dissatisfied - 5: Very Satisfied)
2. How would you rate the current login experience? (1:Very Difficult - 5: Very Easy)
3. How would you rate your MFA registration experience? (1:Very Difficult - 5: Very Easy)
4. How would you rate the responsiveness and effectiveness of customer support, if utilized? (1: Needs Improvement - 5: Good)
5. (Optional) How can FHAC improve the MFA experience for you?

Name of Organization/Company may be requested on the proposed survey.