



# Frequently Asked Questions for Technology Manager Administrators

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## Setting up an Administrator

**Q1. What is the process to register a Corporate Administrator or User Administrator?**

An authorized representative from your company must complete and submit the online form at this [link](#) to designate a Corporate Administrator or User Administrator. Instructions on using this form can be found on the [Fannie Mae website](#).

**Q2. What is a 5-digit Seller/Service Number?**

The 5-digit Seller/Service Number is the first 5 digits of the 9-digit Seller/Service number or your 9-digit Non-Seller/Service Number.

**Q3. What is a User Group and a User Group ID?**

A User Group ID is a system-generated 6-digit, alphanumeric identifier (Example, a12x4g). It is sometimes referred to as “Subscriber ID.” This number is different than the Seller/Service Number. It is easy to identify because the first five digits of any User ID are also the first five digits of the User Group ID.

User Groups are utilized to organize users for the purpose of user administration. A Corporate Administrator can use Technology Manager to provision a user group, but as a best practice we do not recommend creating specific user groups.



## Password Management

### Q4. **As a Corporate Administrator, how can I allow my users to reset their own password?**

- As a Corporate Administrator, you can change the administrator-managed setting by going to the Corporate Administrator Home Page. Then select the organization (“My Company” drop-down) that you wish to edit. In “Company” section, click the Edit Company Configuration link.
- In “Passwords are Managed by Administrator Only” Field select “No” and click Submit.
- After the configuration is changed to self-serve, your users will be able to reset their password here.
- NOTE: Any user who has a public email domain (i.e., Gmail, yahoo, etc.) in their user profile will not be able to perform a self-serve password reset. The company’s administrator will need to reset their password.

### Q5. **I’m an Administrator trying to reset a password and the Reset button is not enabled. What can I do?**

The Administrator will be unable to reset a user’s password if the user did not set their security question, and then got locked out. The user cannot go in and set the security question until the password is reset.

Call 1-800-2FANNIE (232-6643), (select 1 three times) to get the password reset and then notify the end user to set their security question.

### Q6. **I am having issues with resetting my password.**

Refer to this [list of scenarios](#) to troubleshoot password reset issues.

For a user to perform their own password reset, the following parameters must be set in their [User Profile](#).

1. The setting for Password is Managed by Administrator Only must be set to **No**.
2. The User’s Email in the User Profile must be a non-public email domain.

### Q7. **What is 90-Day Password Expiration?**

As a general rule, all Fannie Mae user IDs automatically lock if the user has not logged into any Fannie Mae technology application for more than 90 days. As an added layer of protection, we also offer a 90-Day Password Expiration option. When activated, this feature requires all users within your company to change their password every 90 days regardless of how frequently the ID is used, which is the best practice.



## System IDs

### Q8. **What is a System ID?**

In Technology Manager, a User ID can be set up as a unique system ID, for your systems, jobs and processes (i.e., backend integration for APIs). If it is flagged as a System ID, it does not belong to one user. Once the System ID is established, the password will never expire, and the profile is never locked due to inactivity. You cannot login to Technology Manager using a System ID.

### Q9. **How can I create and manage a System ID?**

Fannie Mae will need to assist you in adding a System ID flag to a User ID or in removing that flag to enable you to update the ID profile or change the password. Once an ID is flagged as a System ID, you will not be able to make changes to that ID profile or reset the password. Contact your TDM to request this change, or you can also contact 1-800-2FANNIE (232-6643) and submit your request on your company's letterhead. More detailed instructions can be found in the Technology Manager [Job Aid](#) for System IDs

## Managing Desktop Originator® (DO®) Sponsorship Requests

### Q10. **Why is my company's institution ID not listed when I attempt to approve a new DO Sponsorship request?**

The list of available company institutions only includes institutions for which relationships do not currently exist. If the relationship already exists, it will be shown in the current relationship tab at the bottom of the Select Institution screen. To remove the duplicate request (if the relationship already exists), click on the 'Cancel' option to go to the previous 'Manage Originator Sponsorships' screen. Select the duplicate request and click on the 'Remove' option below the Request Summary screen. The duplicate request will be removed from the queue.

### Q11. **If I remove or deny a sponsorship request because the mortgage originator already has a sponsorship with me, will that remove the current relationship that exists?**

No, denying a current request will not affect the existing relationship.

For further assistance, consult the Technology Manager Job Aids and other information provided at <https://www.fanniemae.com/singlefamily/technology-manager> or call the Technology Support Center at 1-800-2FANNIE (1-800-232-6643) (select 1 three times).