

Technology Requirements

Fannie Mae's technology solutions require a standard hardware and software configuration. Users' systems should adhere to the requirements listed below to experience technology performance at or above the expected levels as determined by our performance baseline testing. Most requirements and settings must be set up at an organizational level. Individual users should involve their organizational information technology department to address any concerns or questions before contacting Fannie Mae.

This information does not apply to integration solutions; see the [Technology Integration web page](#) for details.

Information Security

Fannie Mae is intensely focused on the security of our technology tools, customer transactions, and data provided to us. We require specified security settings for users to help keep your and our systems and data safe. We also continuously monitor the information security environment and update our security requirements as needed.

Standard Specifications and Configurations

Hardware/Software Specifications	Configurations
Operating System	<p>Fannie Mae applications are currently compatible with computers that run on Windows® 11 and 10.</p> <p>For more information on Microsoft's support policy regarding the Windows family of desktop operating systems, visit Microsoft's website.</p> <p>Technical support is not provided for running our applications on other operating systems or on multi-user, "thin-client" solutions such as Citrix®.</p>
Communications	<p>Use an Internet Service Provider (ISP) of your choice to provide a high-speed Internet connection (T1, DSL, cable, fiber-optic).</p>
Web Browser	<p>Your Web browser must be set to enable Java™ and JavaScript™ and to accept cookies. The following browsers have been tested by Fannie Mae and support secure connectivity to Fannie Mae systems:</p> <ul style="list-style-type: none"> • Google Chrome 148+ • Microsoft Edge 147+ • Apple Safari for macOS 26.4+ • Mozilla Firefox® 150+ • Mozilla Firefox® ESR 140.10+ <p>Our technology applications are developed to run most optimally on the web browser versions listed. Users may encounter unexpected behavior and/or loss of some functionality if attempting to use a lower (or higher) version of the compatible browsers, or browsers not listed.</p>



Hardware/Software Specifications	Configurations
Security Settings	<p>Transport Layer Security (TLS) Version 1.2</p> <ul style="list-style-type: none">• Get instructions for enabling TLS 1.2 <p>Supported encryption ciphers:</p> <ul style="list-style-type: none">• ECDHE-ECDSA-AES128-GCM-SHA256• ECDHE-ECDSA-AES256-GCM-SHA384• ECDHE-ECDSA-CHACHA20-POLY1305• ECDHE-RSA-AES128-GCM-SHA256• ECDHE-RSA-AES256-GCM-SHA384• ECDHE-RSA-CHACHA20-POLY1305• TLS_AES_128_GCM_SHA256• TLS_AES_256_GCM_SHA384• TLS_CHACHA20_POLY1305_SHA256 <p>Encryption ciphers to be disabled October 23, 2026</p> <ul style="list-style-type: none">• ECDHE-ECDSA-AES128-SHA256• ECDHE-ECDSA-AES256-SHA384• ECDHE-RSA-AES128-SHA256• ECDHE-RSA-AES256-SHA384 <p>SHA-2 certificates</p>
Domain Name System (DNS) Configuration	<p>To maintain reliable connections to Fannie Mae, we recommend using these DNS practices for network connection settings:</p> <ul style="list-style-type: none">• Use a single DNS server to resolve all queries to Fannie Mae. This server should be able to do recursive DNS queries and another DNS server should be used only if the first one fails to respond.• If at all possible, do not route DNS queries to multiple DNS servers.• Allow DNS to perform queries for address resolution from the authoritative source and honor the default time to live (TTL).• To avoid application issues, do not cache the DNS resolution beyond 60 seconds. <p>Note: The Desktop Underwriter and Desktop Originator URLs are resolvable across the Internet.</p>
Adobe® Acrobat® Reader	<p>Many documents on our website are in Adobe Portable Document Format (PDF). Download the free Adobe Acrobat Reader from Adobe's website to view and print PDF files.</p> <p>We recommend opening PDF Guide Forms in Internet Explorer. You may also download a PDF form to your computer and then open the form using Adobe Acrobat. Click here for more information on displaying PDFs in a browser.</p>



How to check for browser updates

Use the sections below to check your browser version and install updates, if needed.

Google Chrome

Use the steps below to check your Google Chrome version and install any available updates.

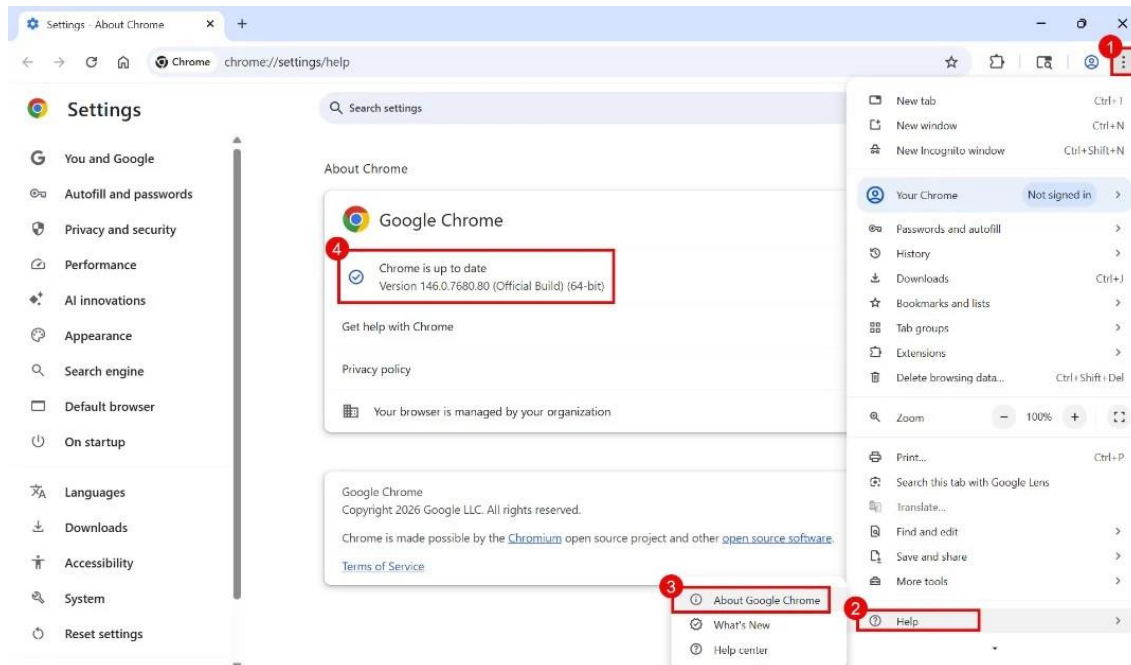
Check your version

1. Open **Google Chrome**.
2. Select the **three-dot menu** in the upper-right corner.
3. Select **Help**.
4. Select **About Google Chrome**.
5. Chrome will display the current version and automatically check for updates.

Update your browser

1. If an update is available, allow Chrome time to download it.
2. When prompted, select Relaunch to complete the update.
3. After Chrome reopens, return to About Google Chrome if needed to confirm the version is at or above the vendor recommended version.
4. If you do not see a Relaunch option, Chrome is already up to date.

Screenshots





Microsoft Edge

Use the steps below to check your Microsoft Edge version and install any available updates.

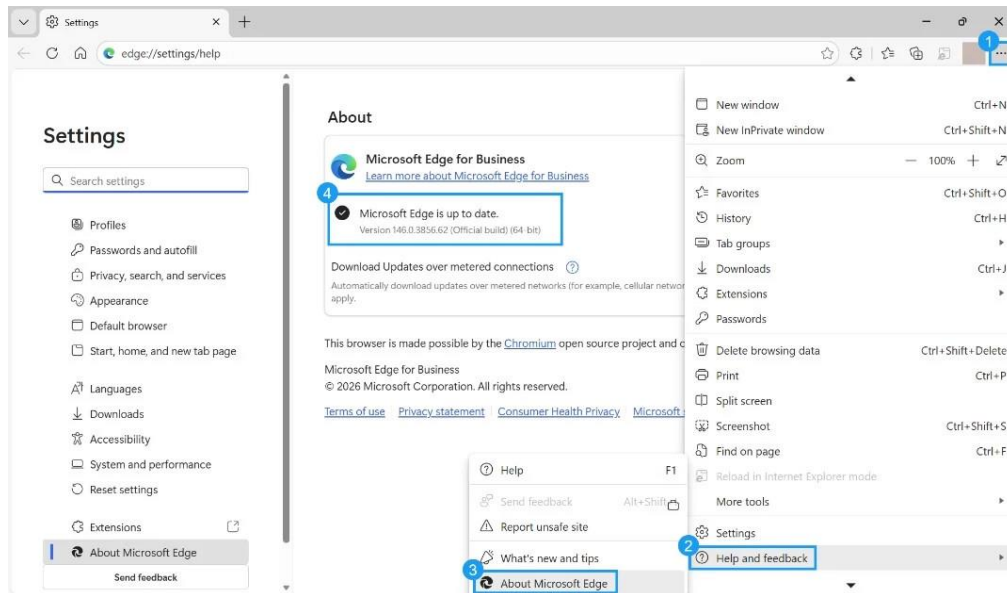
Check your version

1. Open **Microsoft Edge**.
2. Select the **three-dot menu** in the upper-right corner.
3. Select **Help and feedback**.
4. Select **About Microsoft Edge**.
5. Edge will display the current version and check for updates automatically.

Update your browser

1. If the About Microsoft Edge page shows that an update is available, select **Download and install**.
2. Allow Edge time to download the update.
3. If prompted, select **Restart** to finish applying the update.
4. After Edge reopens, return to **About Microsoft Edge** if needed to confirm the version is at or above the vendor recommended version.
5. If the page says **Microsoft Edge is up to date**, no further action is needed.

Screenshots



Apple Safari (macOS)

Safari is included with macOS. If a newer version of Safari is available for your Mac, you can get it by installing the latest available macOS update or upgrade.

Check your version

1. Open **Safari**.
2. In the menu bar at the top of your screen, select **Safari**.
3. Select **About Safari**.
4. Review the version number shown in the window.

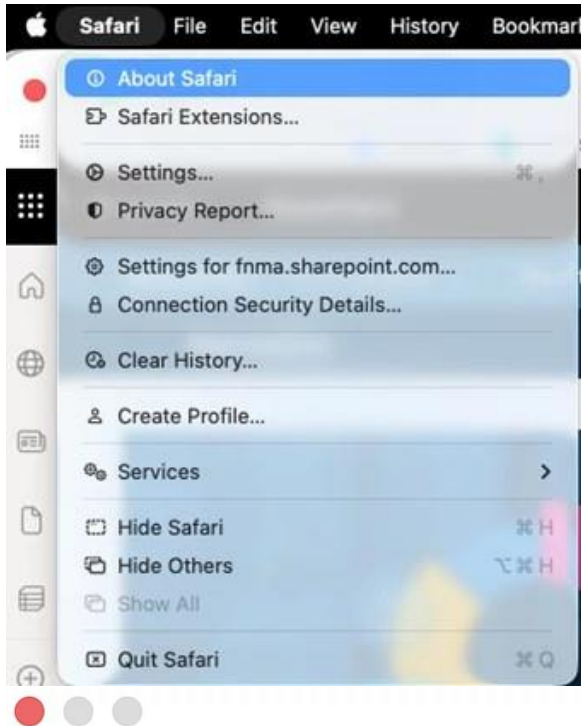
Update your browser

1. Open **Software Update** on your Mac.



2. You can do this by selecting the Apple menu in the upper-left corner of your screen, then selecting **System Settings > General > Software Update**.
3. Allow your Mac to check for available software.
4. If an update is available, select **Update, Upgrade, or Restart Now**, depending on what appears on your screen.
5. After the update is complete, reopen Safari and confirm the **version is at or above the vendor recommended version**.

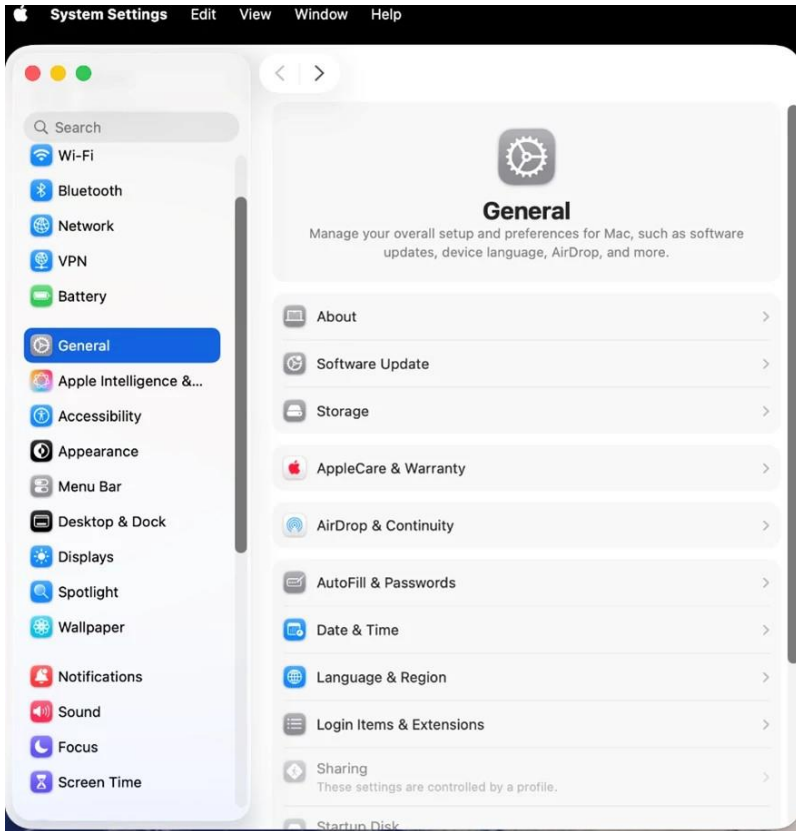
Screenshots



Safari

Version 26.4 (21624.1.16.11.4)

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Mozilla Firefox

Use the steps below to check your Mozilla Firefox version and install any available updates.

Check your version

1. Open **Mozilla Firefox**.
2. Select the **menu button** in the upper-right corner.
3. Select **Help**.
4. Select **About Firefox**.
5. Firefox will display the current version and automatically check for updates.

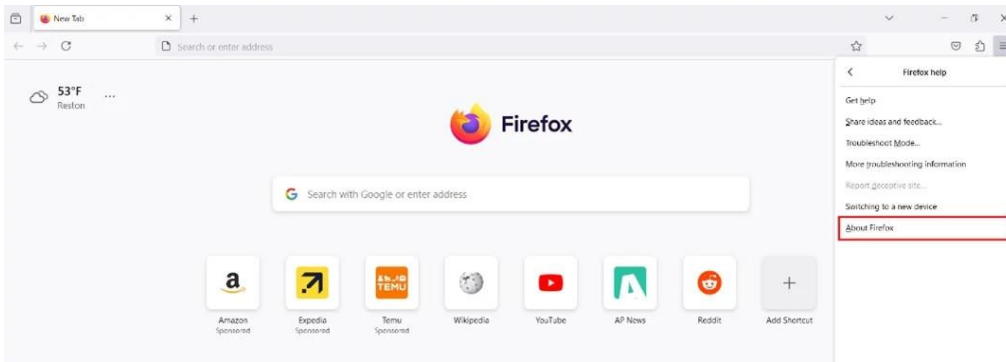
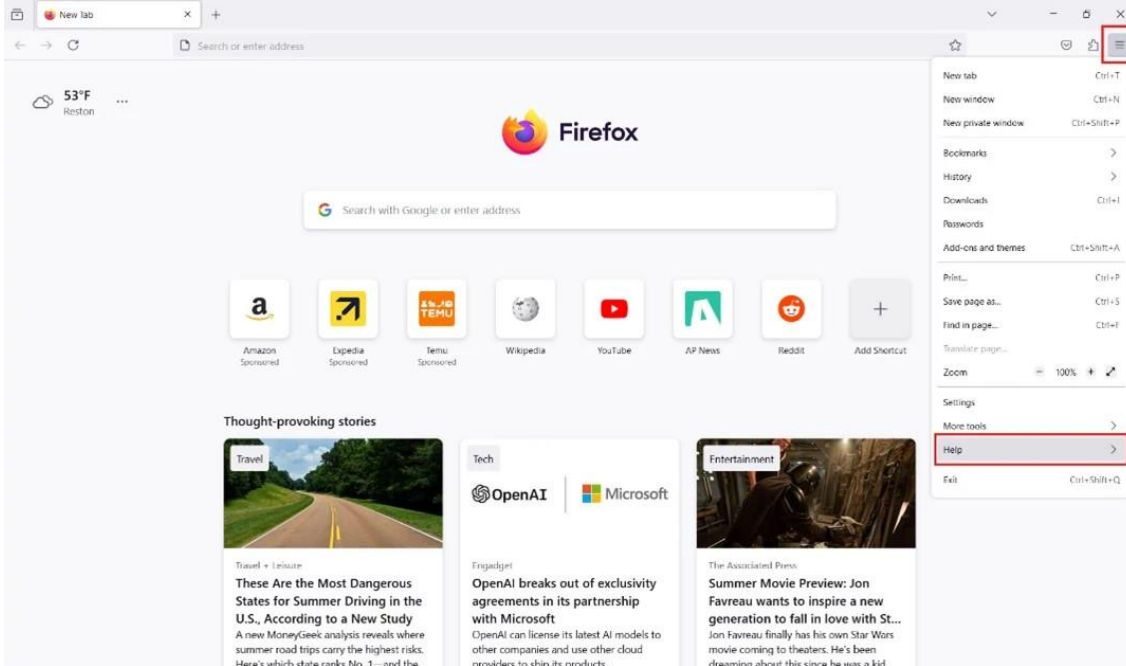
Update your browser

1. If an update is available, allow Firefox time to download it.
2. When the download is complete, select **Restart to update Firefox**.
3. After Firefox reopens, return to **About Firefox** if needed to confirm the version is **at or above the vendor recommended version**.

Note: If Firefox was installed through the Microsoft Store, updates are provided through the Microsoft Store rather than through Mozilla's standard installation/update path.



Screenshots





For More Information

For more information or assistance, please contact your Fannie Mae customer account team or our [Technology Support Center](#) (open every day, 24 hours a day, except major holidays).