



Seller/Service System Administrator Training



February 2016

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- The System Administrator (SA) manages Seller/Service (S/S) employees' and vendors' access to Freddie Mac Multifamily software applications as necessary to sell and/or service loans.
- Freddie Mac Multifamily software applications include:
 - » MultiSuite Online Registration System (MSOR)
 - System administrators use this tool register users for the following applications, systems, and tools: FreddieMac.com/Multifamily Secure Content, General Loan Information (GLI), MultiSuite for Investor Reporting, Insurance Compliance Tool, and Origination, Underwriting, and Securitization.
 - » MultiSuite for Investor Reporting (MSIR)
 - MSIR is an application that supports the monthly reporting and remittance processes for Multifamily loans and bonds.
 - » Origination Underwriting and Securitization (OUS)
 - OUS helps automate the workflow for processing loan applications from submission of the Loan Submission Template (LST) through the underwriting process.

- » Property Reporting System/Reserve Reporting (PRS/RR)
 - PRS provides a pipeline of assessment requirements and enables Servicers to upload property assessments, rent rolls and operating statements. The Reserve Reporting functionality of PRS enables Servicers to view their active Freddie Mac loans and upload escrow data and portfolio and warehouse loan terms data in bulk using an Excel® template.
- » Multifamily Consent Request Tracker (CRT)
 - CRT provides a shared platform for all Servicing parties to monitor and report on the status and completion of borrower consent requests.
- » Multifamily Document Management System (DMS)
 - DMS facilitates the electronic upload and storage of loan-related documents used throughout the life of a loan.
- » Multifamily Insurance Compliance Tool (ICT)
 - ICT is a tool for submission of insurance coverage data at origination and during the annual certification. It is also used to request coverage requirement waivers.

- » Small Balance Loans Production Pipeline Manager (SBL PPM)
 - SBL PPM is a tool that enables sellers to monitor the pipeline of Small Balance Loans. The objective of this tool is to improve the efficiency of entering new small balance deals into the pipeline, updating information on these deals, and reporting on the pipeline.
- » Multifamily Securities Investor Access (MSIA)
 - The MSIA tool is a disclosure website that provides investors with information related to the Freddie Mac Multifamily mortgage-backed securities, with issuances beginning in 2009, and their underlying collateral.

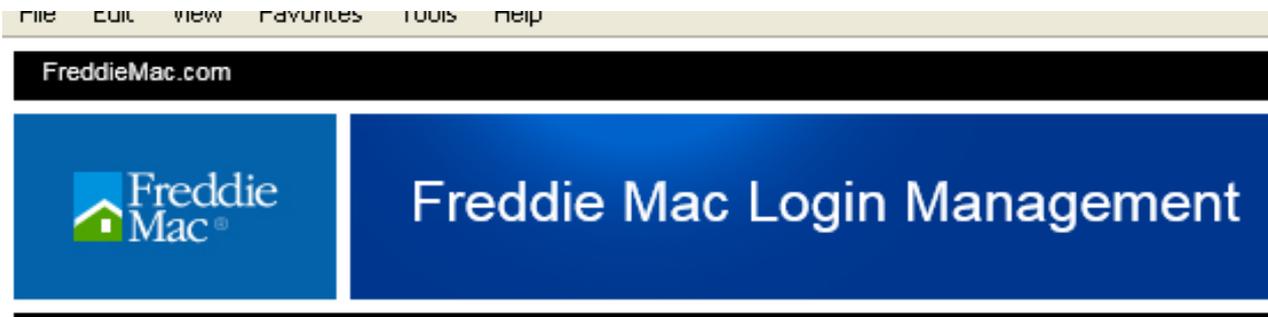
- Access provisioning
 - » Identify each Seller/Service (SS) employee or vendor needing access to a particular Freddie Mac Multifamily software application.
 - » Identify the appropriate authority level of the employee's or vendor's access based on the employee's or vendor's roles and responsibilities.
 - » Register the user's contact information using the processes established by Freddie Mac.
- Access de-provisioning
 - » Delete, or request to delete, a user's access when a user leaves the SS employment or transitions to a role that no longer requires access to a particular software application, **within 30 days of the departure or transition**, using the processes established by Freddie Mac.
- User Verification and Certification
 - » Semi-annually, Freddie Mac requires that SAs recertify system users. The SAs will verify that the access and authority level for each of its system users of Freddie Mac Multifamily software applications is current and up-to-date.

- MultiSuite Online Registration System (MSOR)
 - » System administrators grant and assign the following access rights in MSOR as needed:
 - Basic (grants access to MultiSuite)
 - Data delivery (grants ability to access OUS)
 - Investor Reporting (grants access to MSIR)
 - Investor Reporting View Only (grants view-only access to MSIR)
 - ICT

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup

Login to MSOR:



Access Manager for e-Business Login

Username:

[Forgot your username?](#)

Password:

[Forgot your password?](#)

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

Once the welcome screen appears, click “Maintain Users”:



Freddie Mac

MultiSuite
The Resource Center for Multifamily Seller/Serviceers

Contact Us | Multifamily Home | MultiSuite Home

MultiSuite Online Registration

[Help](#) | [Change Password](#)

This site is intended for System Administrators only.

[Maintain Users](#)

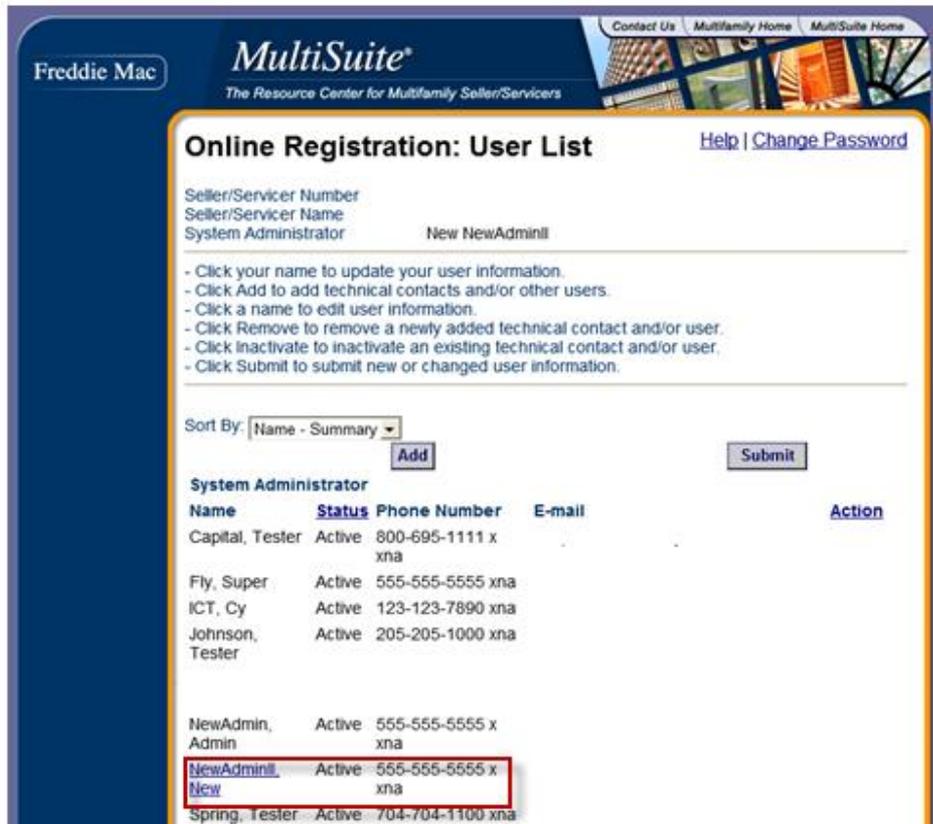
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- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

The next screen shows the users currently registered in MSOR:



Freddie Mac **MultiSuite**
The Resource Center for Multifamily Seller/Service

Contact Us | Multifamily Home | MultiSuite Home

Online Registration: User List

[Help](#) | [Change Password](#)

Seller/Service Number
Seller/Service Name
System Administrator: **New NewAdmin**

- Click your name to update your user information.
- Click Add to add technical contacts and/or other users.
- Click a name to edit user information.
- Click Remove to remove a newly added technical contact and/or user.
- Click Inactivate to inactivate an existing technical contact and/or user.
- Click Submit to submit new or changed user information.

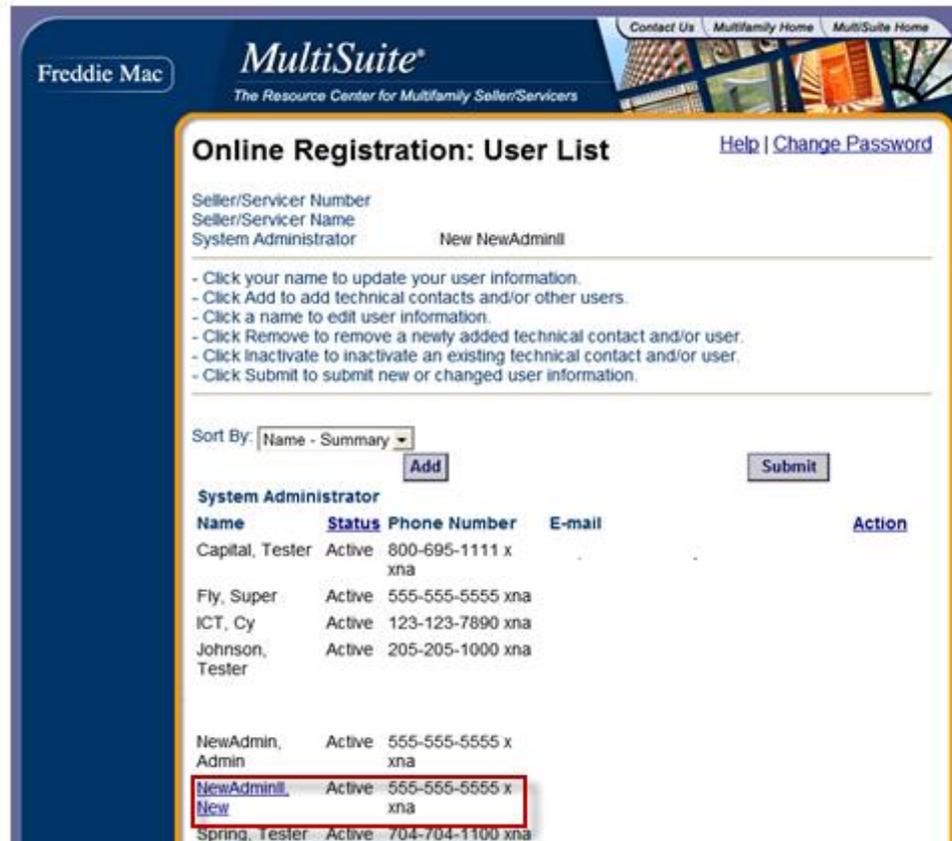
Sort By:

Name	Status	Phone Number	E-mail	Action
Capital, Tester	Active	800-695-1111 x xna		
Fly, Super	Active	555-555-5555 xna		
ICT, Cy	Active	123-123-7890 xna		
Johnson, Tester	Active	205-205-1000 xna		
NewAdmin, Admin	Active	555-555-5555 x xna		
NewAdmin, New	Active	555-555-5555 x xna		
Spring, Tester	Active	704-704-1100 xna		

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

Click "Add":



Freddie Mac **MultiSuite**
The Resource Center for Multifamily Sellers/Service

Contact Us | Multifamily Home | MultiSuite Home

Online Registration: User List

[Help](#) | [Change Password](#)

Seller/Service Number
Seller/Service Name
System Administrator [NewAdmin](#)

- Click your name to update your user information.
- Click Add to add technical contacts and/or other users.
- Click a name to edit user information.
- Click Remove to remove a newly added technical contact and/or user.
- Click Inactivate to inactivate an existing technical contact and/or user.
- Click Submit to submit new or changed user information.

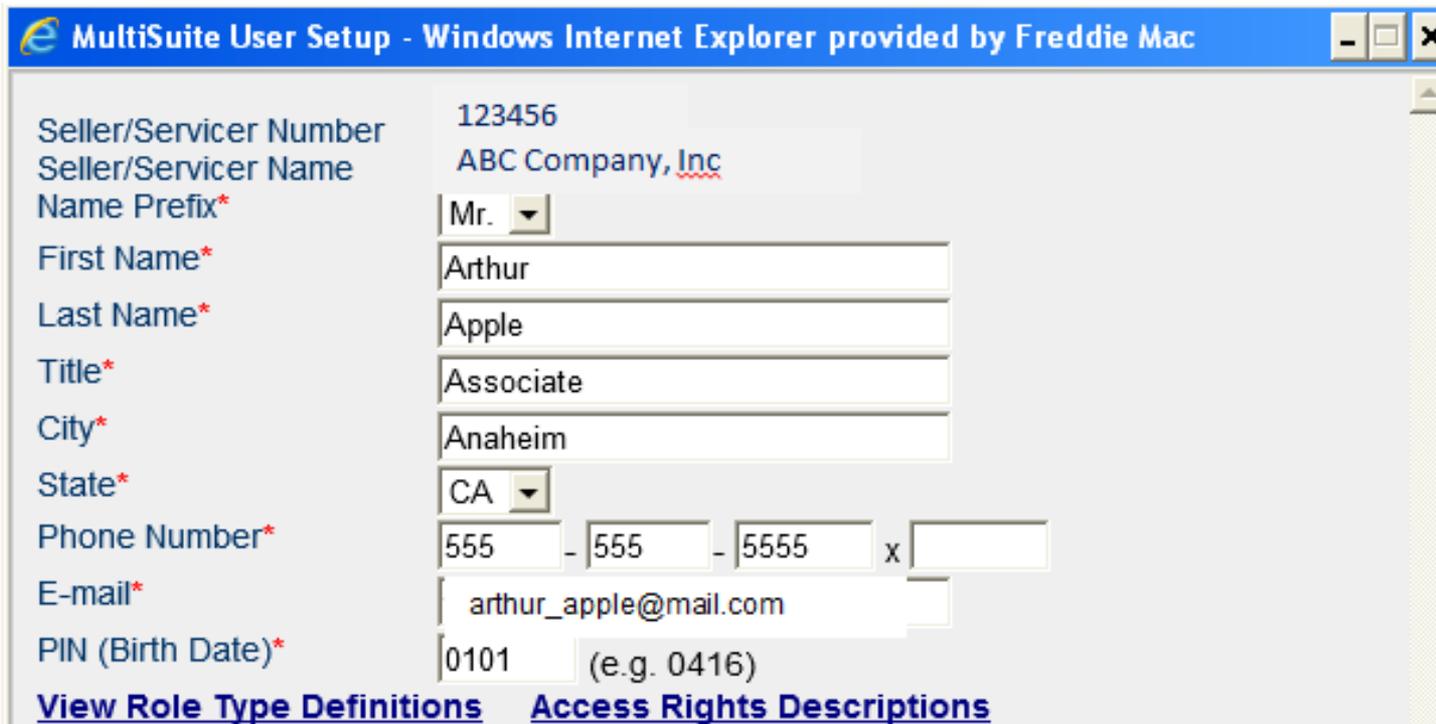
Sort By:

Name	Status	Phone Number	E-mail	Action
Capital, Tester	Active	800-695-1111 x xna		
Fly, Super	Active	555-555-5555 xna		
ICT, Cy	Active	123-123-7890 xna		
Johnson, Tester	Active	205-205-1000 xna		
NewAdmin, Admin	Active	555-555-5555 x xna		
NewAdmin	Active	555-555-5555 x xna		
New				
Spring, Tester	Active	704-704-1100 xna		

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

The user setup screen appears; enter required information:



Seller/Service Number	123456
Seller/Service Name	ABC Company, Inc
Name Prefix*	Mr. <input type="text"/>
First Name*	<input type="text" value="Arthur"/>
Last Name*	<input type="text" value="Apple"/>
Title*	<input type="text" value="Associate"/>
City*	<input type="text" value="Anaheim"/>
State*	CA <input type="text"/>
Phone Number*	<input type="text" value="555"/> - <input type="text" value="555"/> - <input type="text" value="5555"/> x <input type="text"/>
E-mail*	<input type="text" value="arthur_apple@mail.com"/>
PIN (Birth Date)*	<input type="text" value="0101"/> (e.g. 0416)

[View Role Type Definitions](#) [Access Rights Descriptions](#)

Note: Fields with the * require data input.

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

The current user has basic access rights; select the additional rights required and click “Add/Update”:



View Role Type Definitions **Access Rights Descriptions**

Role Type* System Administrator

Access Rights* Basic
 Data Delivery
 ICT

NOTE: Only one of the following access rights can be selected

Investor Reporting
 Investor Reporting View Only

* required field

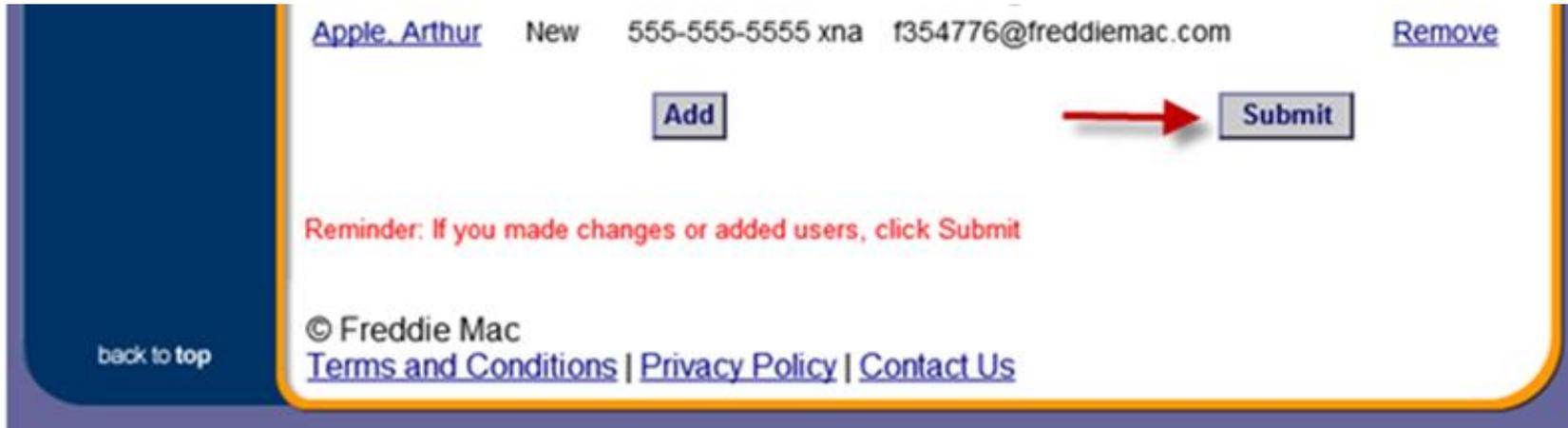
Add/Update **Cancel**

Note: If the user's access needs to be deactivated, simply uncheck the box for the access rights that are no longer required.

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

Returning to the “User List” screen, click “Submit” to finalize the request:



Apple, Arthur New 555-555-5555 xna f354776@freddiemac.com [Remove](#)

Reminder: If you made changes or added users, click Submit

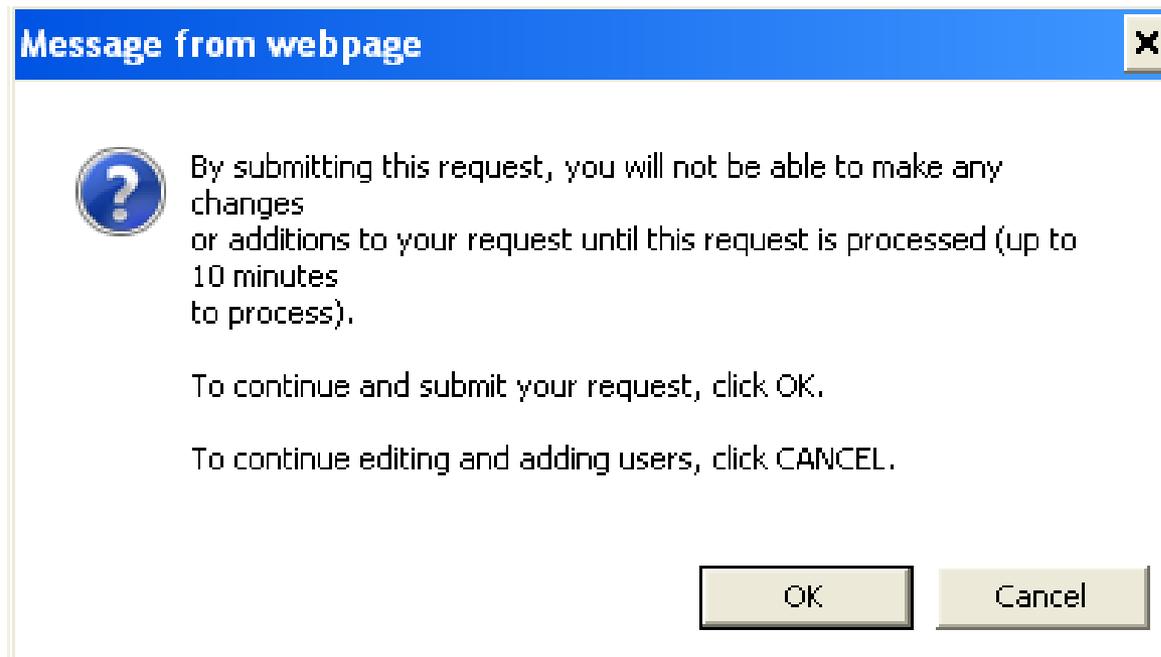
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- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

After clicking “Submit,” a message will appear acknowledging your request; click “OK” to submit your request:



- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

A confirmation message will appear to verify a successful submission:



MultiSuite System Administrator Registration

Online Registration: Submission Complete

[Help](#)

Your changes have been submitted. You will get an e-mail confirming that your changes were processed within 10 minutes. If you have added new user(s), they will be notified via e-mail when their access has been set up.

[Back](#)

[Return To MultiSuite](#)

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

An email will be delivered to the SA to confirm completion of the request (see below); concurrently, an email will be delivered to the new user with the temporary password information:

Your MultiSuite authorization request has been completed

Database Admin 

 Extra line breaks in this message were removed.

Sent:

To:

Your recent MultiSuite user registration request has been completed. Any new users that you added have been e-mailed their temporary passwords. Each new user will need their unique MultiSuite ID which is provided in this e-mail.

If you have made modifications to a users' information or changed their access roles, the user will be notified of these changes via e-mail.

If you have inactivated a user, the user will not be notified.

If you would like to make additional changes, click on the following link and choose "MultiSuite Information".

<https://multifamily.freddiemac.com/multisuite/>

The following actions were completed on your MultiSuite user registration request:

--> Created new user Arthur Apple, ID-->jcgi_aapple,
with the following access: Basic, Data Delivery, Investor Reporting View Only

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

After receiving the email, log into MSOR and change the Sort by view from “Name – Summary” to “User ID” in order to receive the new user ID:



Freddie Mac **MultiSuite**[®]
The Resource Center for Multifamily Seller/Serviceers

Contact Us Multifamily Home MultiSuite Home

Online Registration: User List

[Help](#) | [Change Password](#)

Seller/Serviceer Number
Seller/Serviceer Name
System Administrator New NewAdminll

- Click your name to update your user information.
- Click Add to add technical contacts and/or other users.
- Click a name to edit user information.
- Click Remove to remove a newly added technical contact and/or user.
- Click Inactivate to inactivate an existing technical contact and/or user.
- Click Submit to submit new or changed user information.

Sort By: 

- MultiSuite Online Registration System (MSOR) (cont'd)

User Setup (cont'd)

The SA will need to provide the user ID to the new user:



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The Resource Center for Multifamily Seller/Service

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Online Registration: User List [Help](#) | [Change Password](#)

Seller/Service Number: 132344
Seller/Service Name: Johnson Capital Group, Inc.
System Administrator: New NewAdminll

- Click your name to update your user information.
- Click Add to add technical contacts and/or other users.
- Click a name to edit user information.
- Click Remove to remove a newly added technical contact and/or user.
- Click Inactivate to inactivate an existing technical contact and/or user.
- Click Submit to submit new or changed user information.

Sort By: 

User ID	Name	Status	Phone Number	Action
jcgi_aapple	Apple, Arthur	Active	555-555-5555 xna	Inactivate

- Origination and Underwriting System (OUS)

Prerequisite: After assigning the data delivery role in MSOR, the system administrators have the ability to set up external user accounts and roles in OUS:

View Role Type Definitions Access Rights Descriptions

Role Type*	System Administrator
Access Rights*	<input checked="" type="checkbox"/> Basic <input checked="" type="checkbox"/> Data Delivery <input type="checkbox"/> ICT NOTE: Only one of the following access rights can be selected <input type="checkbox"/> Investor Reporting <input type="checkbox"/> Investor Reporting View Only

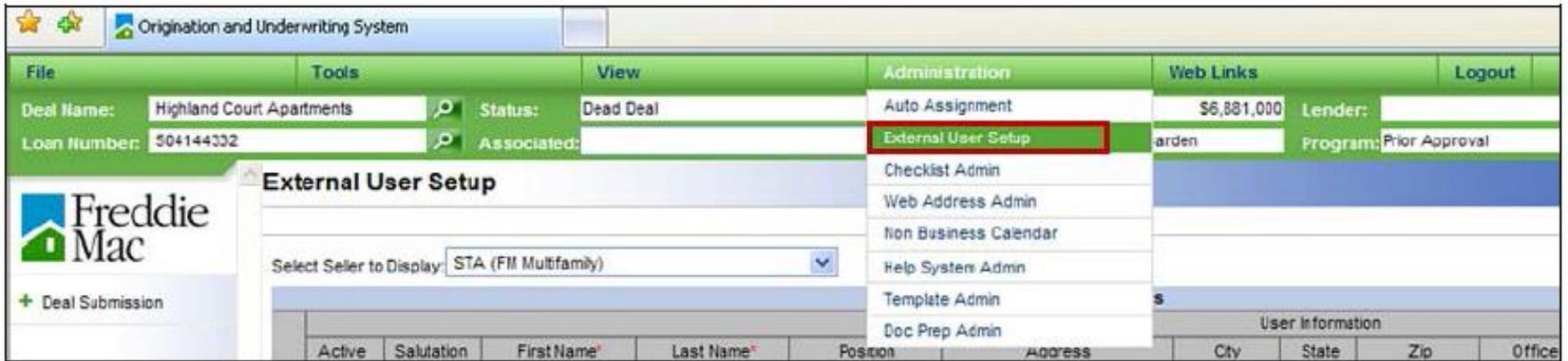
* required field

Note: If the user's access needs to be deactivated, simply uncheck the box for the access rights that are no longer required.

- Origination and Underwriting System (OUS)

Adding New Users

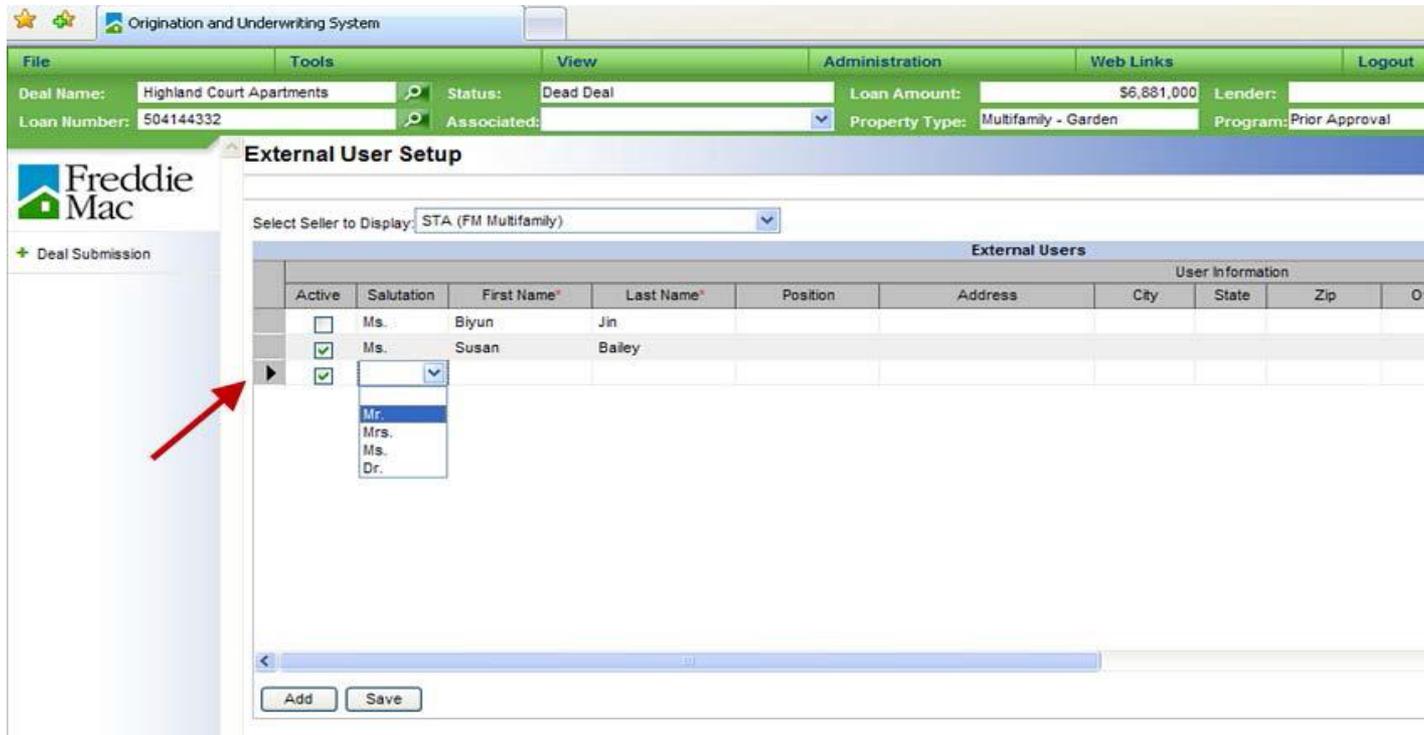
In the OUS navigation menu, select “Administration” then “External User Setup”:



- OUS (cont'd)

Adding New Users (cont'd.)

In the new row that appears, click on the shaded cell in the first column to input data. Check the “Active” box in each field to enter user information; click “Save” when finished:



Deal Name: Highland Court Apartments Status: Dead Deal Loan Amount: \$6,881,000 Lender:
Loan Number: 504144332 Associated: Property Type: Multifamily - Garden Program: Prior Approval

Select Seller to Display: STA (FM Multifamily)

External Users									
Active	Salutation	First Name*	Last Name*	Position	Address	City	State	Zip	Off
<input type="checkbox"/>	Ms.	Biyun	Jin						
<input checked="" type="checkbox"/>	Ms.	Susan	Bailey						
<input checked="" type="checkbox"/>	<input type="text" value="▼"/>								

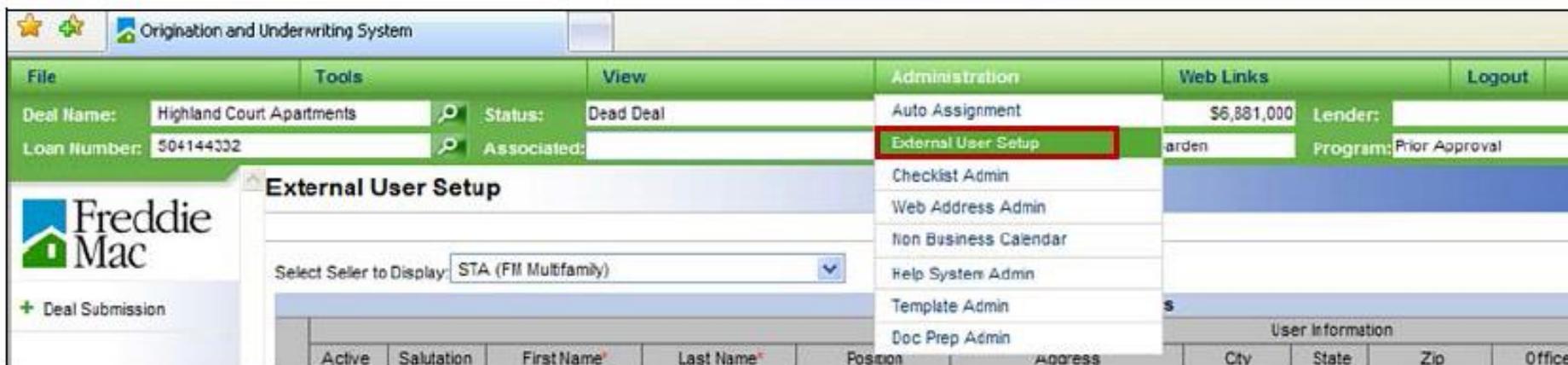
Buttons: Add Save

Note: Fields with the * require data input. You need to enter the user's First Name, Last Name and Log In ID. The Log In ID must be the same as their MultiSuite ID.

- OUS (cont'd)

Edit a User Account

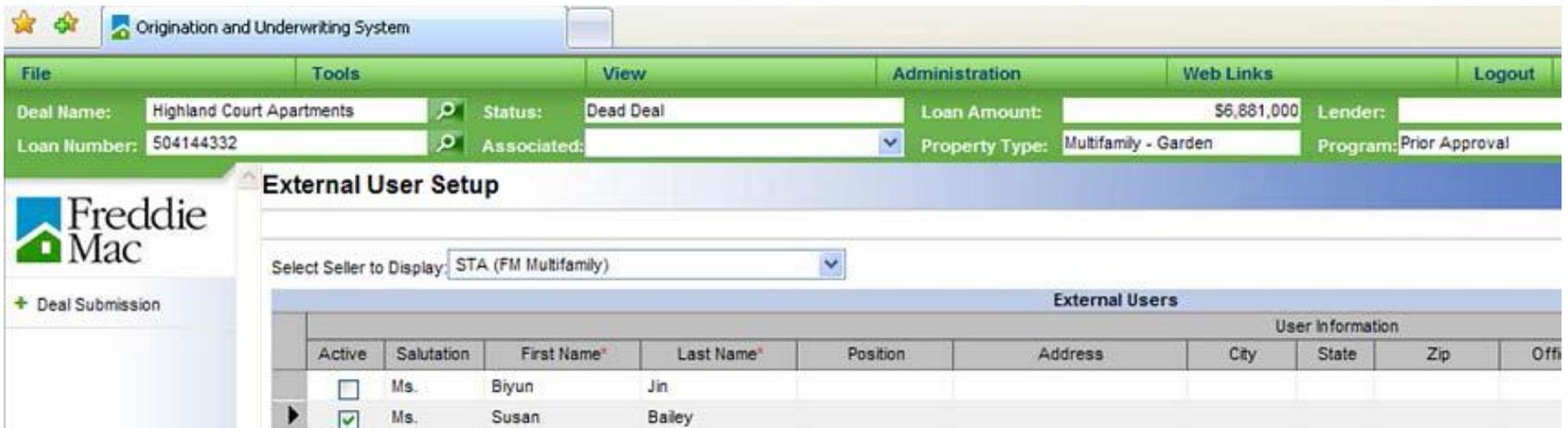
In the OUS navigation menu, select “Administration” then “External User Setup”:



- OUS (cont'd)

Edit a User Account (cont'd)

Select the shaded cell of the user account you want to modify on the “External User Setup” screen:



The screenshot shows the Freddie Mac Origination and Underwriting System interface. The top navigation bar includes File, Tools, View, Administration, Web Links, and Logout. The deal information section shows Deal Name: Highland Court Apartments, Status: Dead Deal, Loan Amount: \$6,881,000, Lender: (blank), Loan Number: 504144332, Associated: (blank), Property Type: Multifamily - Garden, and Program: Prior Approval.

The External User Setup section is active, showing a dropdown menu for "Select Seller to Display" set to "STA (FM Multifamily)". Below this is a table of External Users.

External Users										
User Information										
Active	Salutation	First Name*	Last Name*	Position	Address	City	State	Zip	Offi	
<input type="checkbox"/>	Ms.	Biyun	Jin							
<input checked="" type="checkbox"/>	Ms.	Susan	Bailey							

- OUS (cont'd)

Edit a User Account (cont'd)

Click the applicable field(s) for the “User Information” and edit as necessary; check/uncheck any changes to the “System Filter” or “User Roles;” click “Save” when finished:

The screenshot shows the 'External User Setup' interface in the Freddie Mac Origination and Underwriting System. The top navigation bar includes 'File', 'Tools', 'View', 'Administration', 'Web Links', and 'Logout'. Below this, deal information is displayed: Deal Name: Highland Court Apartments, Status: Dead Deal, Loan Amount: \$6,881,000, Lender: [blank], Loan Number: 504144332, Associated: [blank], Property Type: Multifamily - Garden, and Program: Prior Approval.

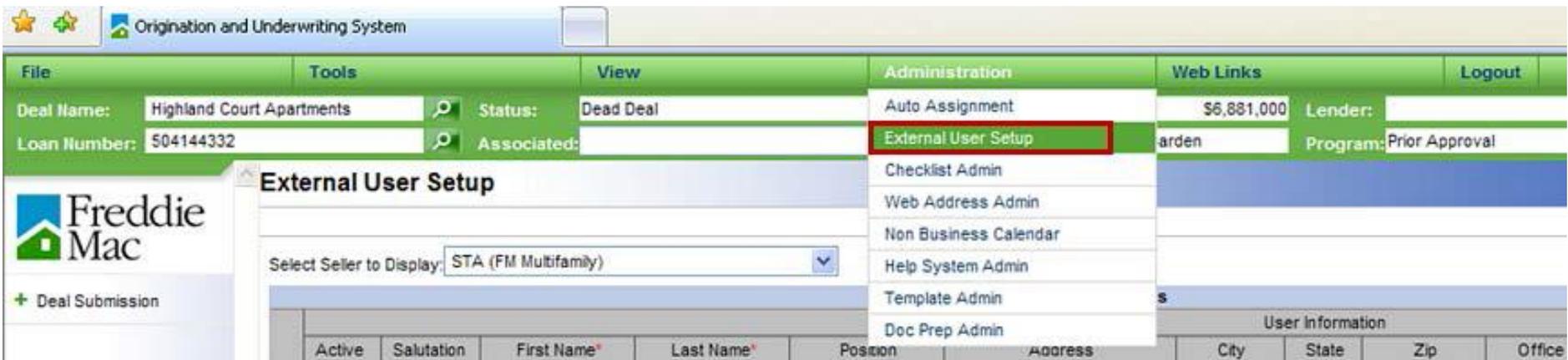
The 'External User Setup' section features a dropdown menu for 'Select Seller to Display' set to 'STA (FM Multifamily)'. Below this is a table of 'External Users' with columns for 'Phone', 'Fax', 'Email', 'Login ID*', 'System Filter', and 'User Roles' (Analyst, Company Office Admin, ExtSubmitter, Loan Support, Originator).

External Users						User Roles				
Phone	Fax	Email	Login ID*	System Filter	Analyst	Company Office Admin	ExtSubmitter	Loan Support	Originator	
		Biyun_Jin@freddier sfm4_bjin		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		susan_bailey@fred sfm4_sbailey0		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

- OUS (cont'd)

De-activate a User Account

In the OUS navigation menu, select “Administration” then select “External User Setup”:

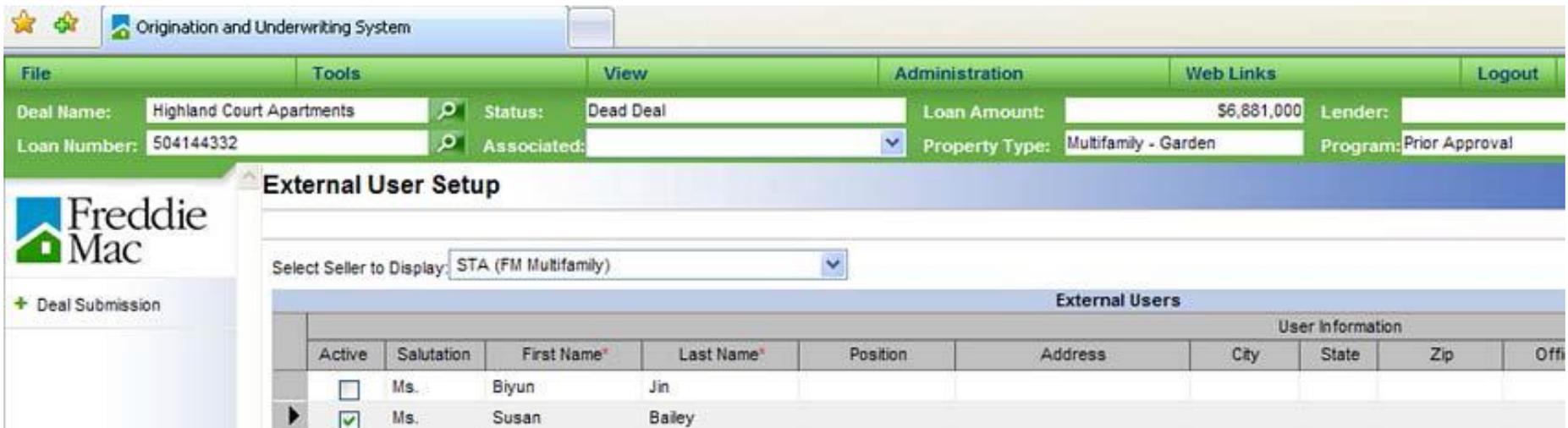


The screenshot displays the 'Origination and Underwriting System' interface. The top navigation bar includes 'File', 'Tools', 'View', 'Administration', 'Web Links', and 'Logout'. The 'Administration' menu is open, showing options: 'Auto Assignment', 'External User Setup' (highlighted with a red box), 'Checklist Admin', 'Web Address Admin', 'Non Business Calendar', 'Help System Admin', 'Template Admin', and 'Doc Prep Admin'. The main content area shows deal details for 'Highland Court Apartments' with a status of 'Dead Deal' and a loan number of '504144332'. A 'Deal Submission' button is visible on the left. Below the navigation, a table header for 'External User Setup' is partially visible, including columns for 'Active', 'Salutation', 'First Name*', 'Last Name*', 'Position', 'Address', 'City', 'State', 'Zip', and 'Office'.

- OUS (cont'd)

De-activate a User Account (cont'd)

Select the shaded cell of the user account you want to de-activate and click the “Active” box to remove the check mark; click “Save” when finished:



The screenshot shows the Freddie Mac Origination and Underwriting System interface. The top navigation bar includes File, Tools, View, Administration, Web Links, and Logout. The main content area displays deal information: Deal Name: Highland Court Apartments, Status: Dead Deal, Loan Amount: \$6,881,000, Lender: (blank), Loan Number: 504144332, Associated: (blank), Property Type: Multifamily - Garden, and Program: Prior Approval. Below this is the External User Setup section, which includes a dropdown menu for 'Select Seller to Display' set to 'STA (FM Multifamily)'. The 'External Users' table is shown below, with columns for Active, Salutation, First Name, Last Name, Position, Address, City, State, Zip, and Office. The table contains two rows: one for Biyun Jin (Active: unchecked) and one for Susan Bailey (Active: checked).

External Users									
User Information									
Active	Salutation	First Name*	Last Name*	Position	Address	City	State	Zip	Offi
<input type="checkbox"/>	Ms.	Biyun	Jin						
<input checked="" type="checkbox"/>	Ms.	Susan	Bailey						

- Property Reporting System/Reserve Reporting (PRS/RR)
 - » System administrators have the ability to add, edit, manage, and deactivate users using the User Management and Role Assignment functions for Property Reporting and Reserve Reporting purposes.

Adding New Users

To add a new user to PRS, on the User Management page, click “Add New”:

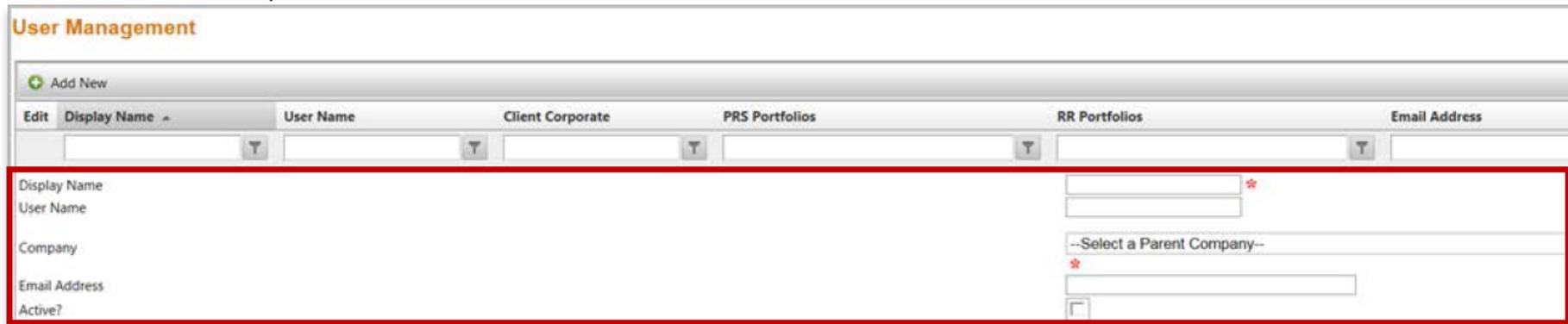


- Property Reporting System/Reserve Reporting (PRS/RR)
Adding New Users (cont'd)

The grid expands and allows you to enter:

- Display
- User Name
- Client Corporate
- Email Address
- Active? (Check the checkbox)

** indicates a required field*



User Management

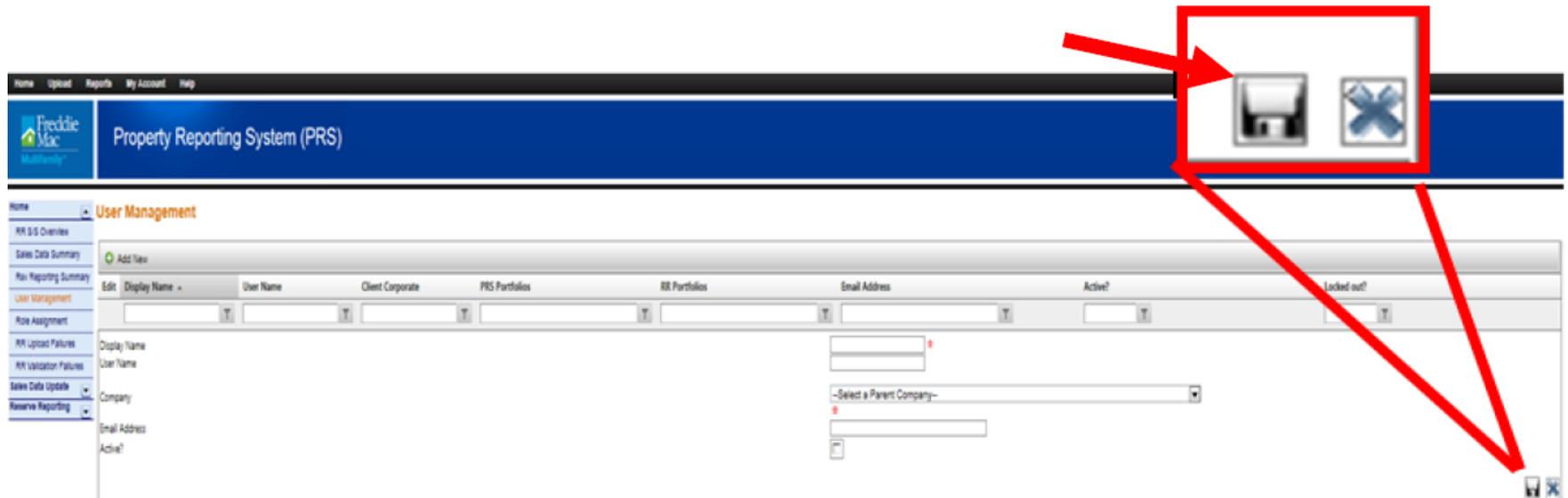
Add New

Edit	Display Name	User Name	Client Corporate	PRS Portfolios	RR Portfolios	Email Address
	<input type="text"/>	<input type="text"/>				
Display Name	<input type="text"/>				<input type="text"/>	<input type="text"/>
User Name		<input type="text"/>				
Company					--Select a Parent Company--	
Email Address						<input type="text"/>
Active?						<input type="checkbox"/>

- Property Reporting System/Reserve Reporting (PRS/RR) (cont'd)

Adding New Users (cont'd)

Once completed, click the disk icon to save:



- Property Reporting System/Reserve Reporting (PRS/RR) (cont'd)

Assigning Servicer Portfolio(s)

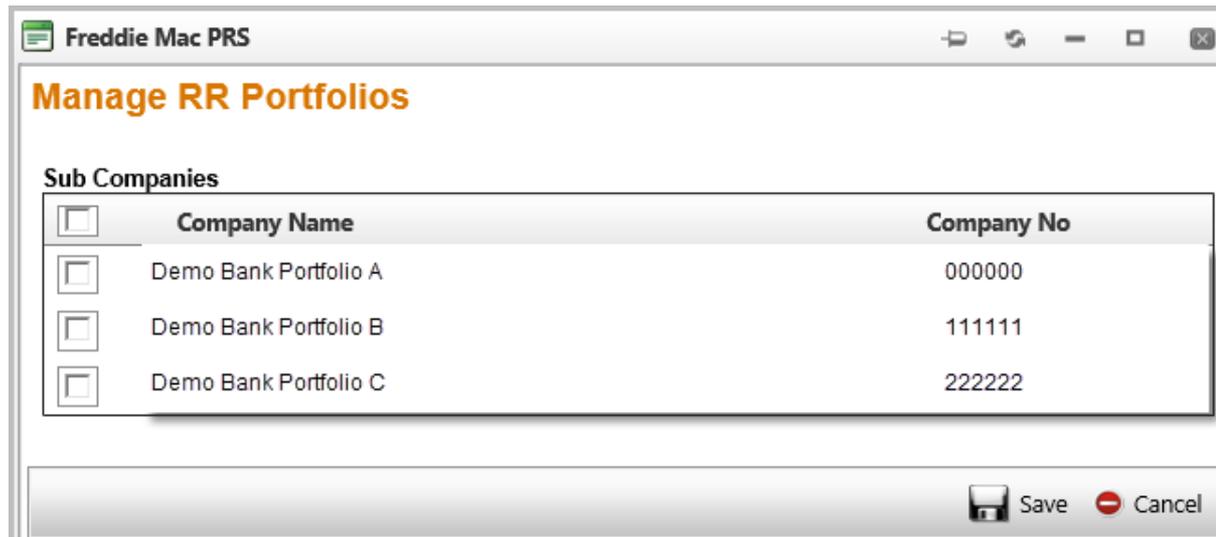
To assign servicer portfolio(s), right click on user's name and select "Manage PRS Portfolios" or "Manage RR Portfolios":



- Property Reporting System/Reserve Reporting (PRS/RR) (cont'd)

Assigning Servicer Portfolio(s) (cont'd)

To assign a PRS or RR portfolio to a user, check the appropriate box that corresponds to Company Name and Company No:



<input type="checkbox"/>	Company Name	Company No
<input type="checkbox"/>	Demo Bank Portfolio A	000000
<input type="checkbox"/>	Demo Bank Portfolio B	111111
<input type="checkbox"/>	Demo Bank Portfolio C	222222

- Property Reporting System/Reserve Reporting (PRS/RR) (cont'd)

Editing Users

To edit a user, perform a search on the user name and click the “Edit” icon to edit the user’s profile accordingly; once completed, click the disk icon to save the changes:



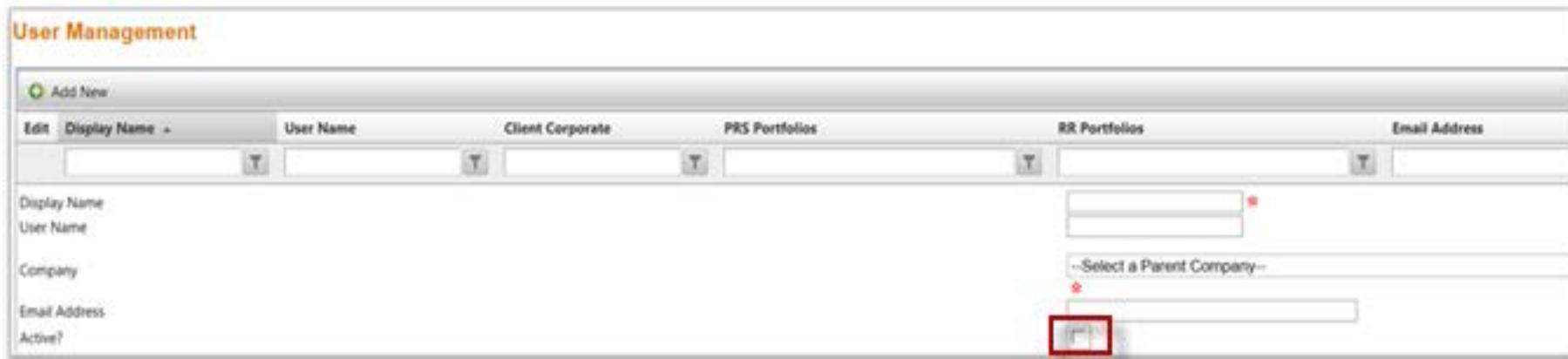
The screenshot shows the Freddie Mac Multifamily Property Reporting System (PRS) interface. The top navigation bar includes Home, Upload, Reports, My Account, and Help. The main header displays the Freddie Mac logo and the title 'Property Reporting System (PRS)'. Below the header, the 'User Management' section is active, showing a table of users. The table has columns for Display Name, User Name, Client Corporate, PRS Portfolios, and RR Portfolios. An 'Edit' icon is highlighted with a red box next to the first user entry.

	Display Name	User Name	Client Corporate	PRS Portfolios	RR Portfolios
					
					

- Property Reporting System/Reserve Reporting (PRS/RR) (cont'd)

Making Users Inactive

To inactivate a user, perform a search on the user name and click the “Edit” icon; click the Active box to remove the checkmark and also click the disk icon to save the changes:



The screenshot shows the 'User Management' interface. At the top, there is a header 'User Management' and a button 'Add New'. Below this is a table with columns: 'Edit', 'Display Name', 'User Name', 'Client Corporate', 'PRS Portfolios', 'RR Portfolios', and 'Email Address'. Each column has a search icon. Below the table is a form with fields for 'Display Name', 'User Name', 'Company', 'Email Address', and 'Active?'. The 'Active?' field has a checkbox that is currently checked, and it is highlighted with a red box. There is also a red asterisk next to the 'Active?' field. The 'Company' field has a dropdown menu with the text '--Select a Parent Company--'.

Note: Users cannot be permanently deleted, but can have their account status inactivated by unchecking the “Active?” box.

- Property Reporting System/Reserve Reporting (PRS/RR) (cont'd)

Role Assignment

Before anyone can access PRS/RR, a role needs to be assigned to a user. To assign a role to a user:

1. Go to the Role Assignment page.
2. Select the appropriate role and click “Edit” to expand.
3. Click on “Add New.”
4. Select the appropriate user from the drop-down list.
5. Click on the disk icon to save the changes.

- Property Reporting System/Reserve Reporting (PRS/RR) (cont'd)

Role Assignment

Home Upload Reports My Account Help

Freddie Mac Multifamily™

Property Reporting System (PRS)

S/S Homepage - Role Assignment1

Edit	Role
	RR S/S Admin
	RR S/S Read-Only
	RR S/S User

Users

Add New

Edit	Users	Delete
	Please Select User	
	Role RR S/S User	
	Team Freddie Mac	

No records to display.

1 2 3 4 5

- Property Reporting System/Reserve Reporting (PRS/RR) (cont'd)

Reset User Password

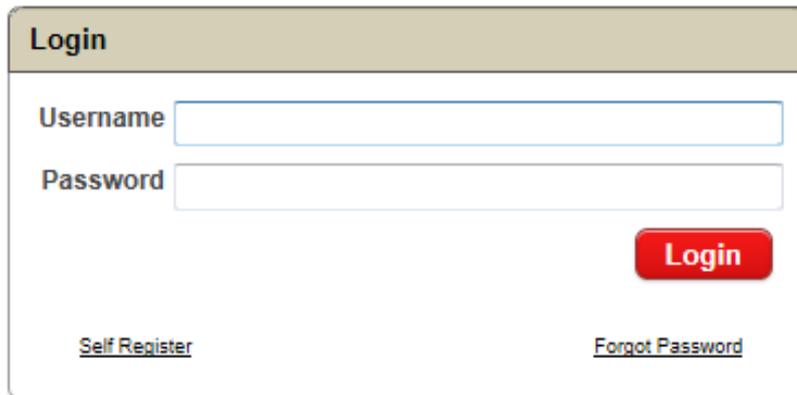
To send the user a temporary password by email:

1. Go to the User Management page, right-click on the username and click “Reset Password.”
2. The PRS system will automatically send a temporary password to the email address associated with the user.



- Multifamily Consent Request Tracker (CRT)

- » Users **must** self register for the application using the Self Register link on the Login screen:

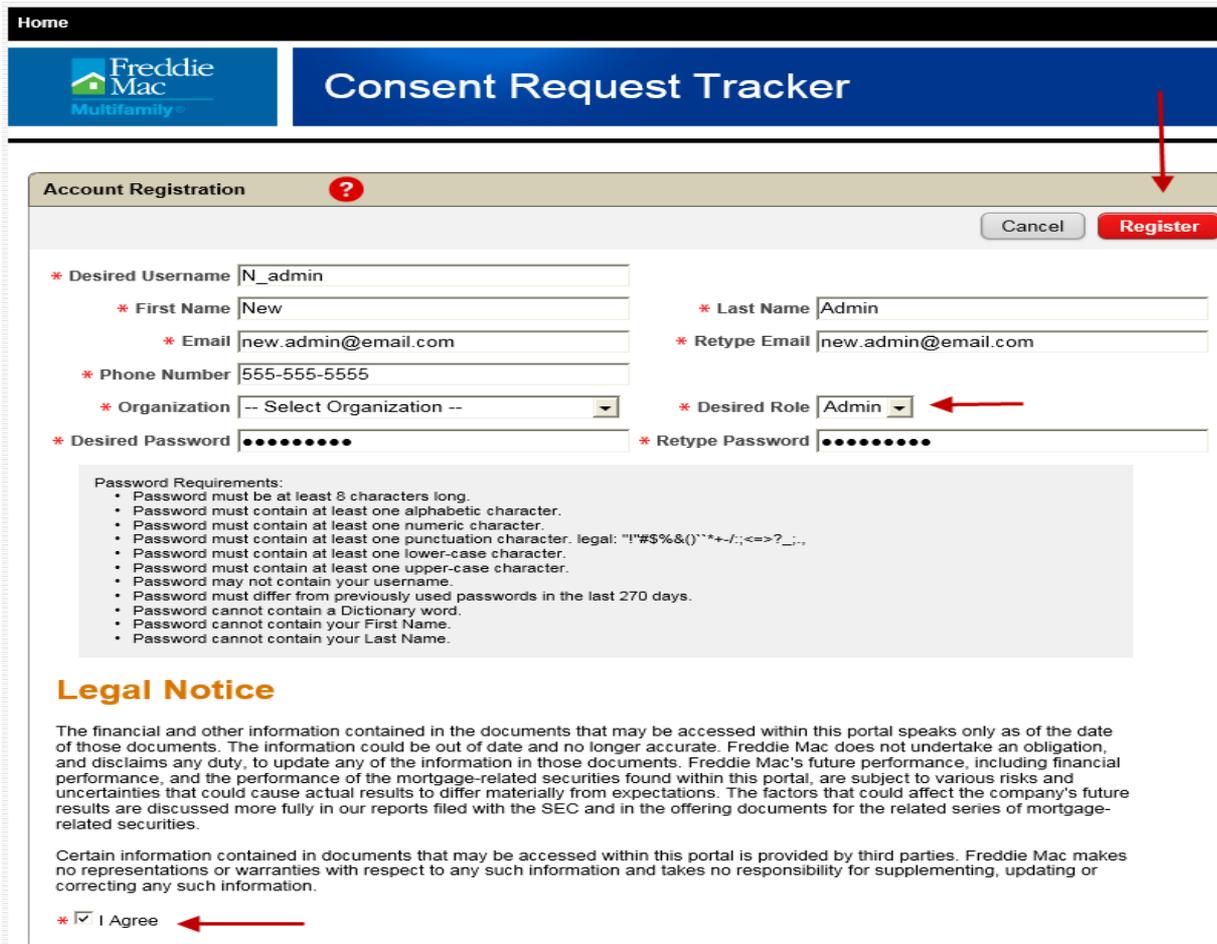


Note: Only the initial SA can register as a system administrator. Any new SA should sign up as a new user and allow an existing SA to update a user role to the admin role.

- » System administrator can:
 - Confirm or reject pending users
 - Lock and deactivate users for their organization
 - Update user information
 - Assign user roles

■ Multifamily Consent Request Tracker (CRT) (cont'd)

New User Request



Home

Freddie Mac Multifamily

Consent Request Tracker

Account Registration ?

Cancel Register

* Desired Username

* First Name * Last Name

* Email * Retype Email

* Phone Number

* Organization

* Desired Role

* Desired Password * Retype Password

Password Requirements:

- Password must be at least 8 characters long.
- Password must contain at least one alphabetic character.
- Password must contain at least one numeric character.
- Password must contain at least one punctuation character. legal: "!\"#\$%&()*'*/-;:<=>?_.,
- Password must contain at least one lower-case character.
- Password must contain at least one upper-case character.
- Password may not contain your username.
- Password must differ from previously used passwords in the last 270 days.
- Password cannot contain a Dictionary word.
- Password cannot contain your First Name.
- Password cannot contain your Last Name.

Legal Notice

The financial and other information contained in the documents that may be accessed within this portal speaks only as of the date of those documents. The information could be out of date and no longer accurate. Freddie Mac does not undertake an obligation, and disclaims any duty, to update any of the information in those documents. Freddie Mac's future performance, including financial performance, and the performance of the mortgage-related securities found within this portal, are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. The factors that could affect the company's future results are discussed more fully in our reports filed with the SEC and in the offering documents for the related series of mortgage-related securities.

Certain information contained in documents that may be accessed within this portal is provided by third parties. Freddie Mac makes no representations or warranties with respect to any such information and takes no responsibility for supplementing, updating or correcting any such information.

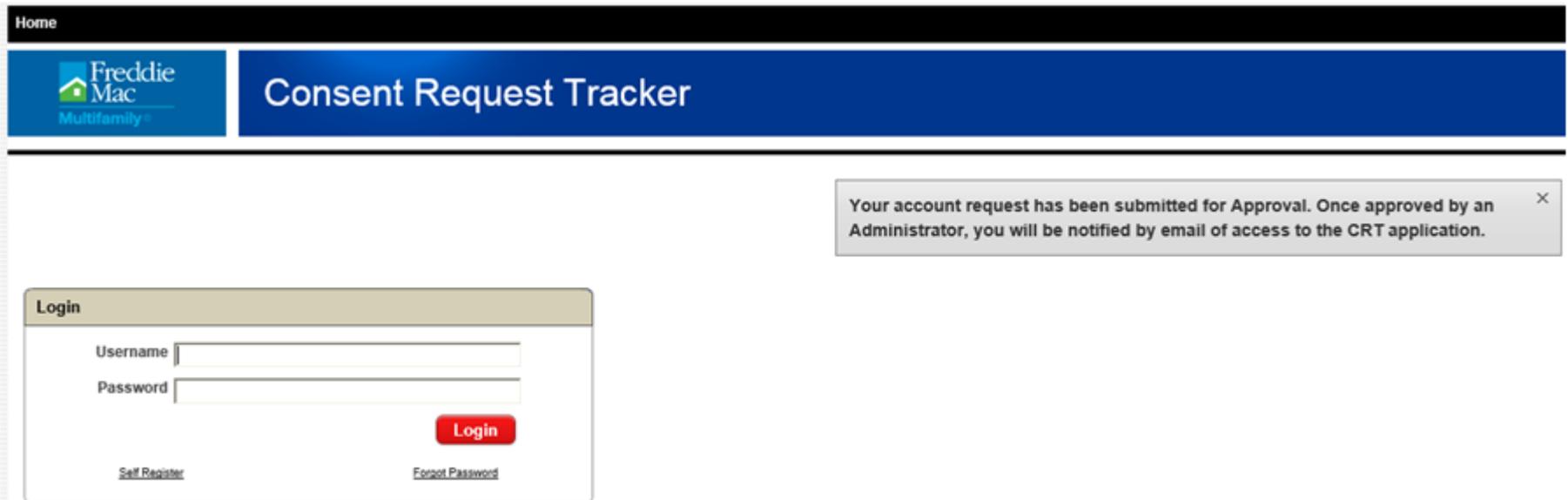
* I Agree

Note: Fields with the * require data input. Before clicking the "Register" button, it is important that users select the correct role and check "I Agree" in the Legal Notice Section.

- Multifamily Consent Request Tracker (CRT) (cont'd)

New User Request (cont'd)

After clicking register on the “Account Registration” screen, a notification of your request will appear on the login screen:



Home

Freddie Mac
Multifamily

Consent Request Tracker

Your account request has been submitted for Approval. Once approved by an Administrator, you will be notified by email of access to the CRT application. X

Login

Username

Password

Login

[Self Register](#) [Forgot Password](#)

- Multifamily Consent Request Tracker (CRT) (cont'd)

New User Request

A confirmation email will be sent to users after Self registration:

CRT Username Request Confirmed.

crt_no-reply@ficonsulting.com

Sent:

To: 



To view the content of this message, please use an HTML enabled mail client.

Your account request with CRT has been confirmed. To access the application, please use the link:

[Consent Request Tracker](#)

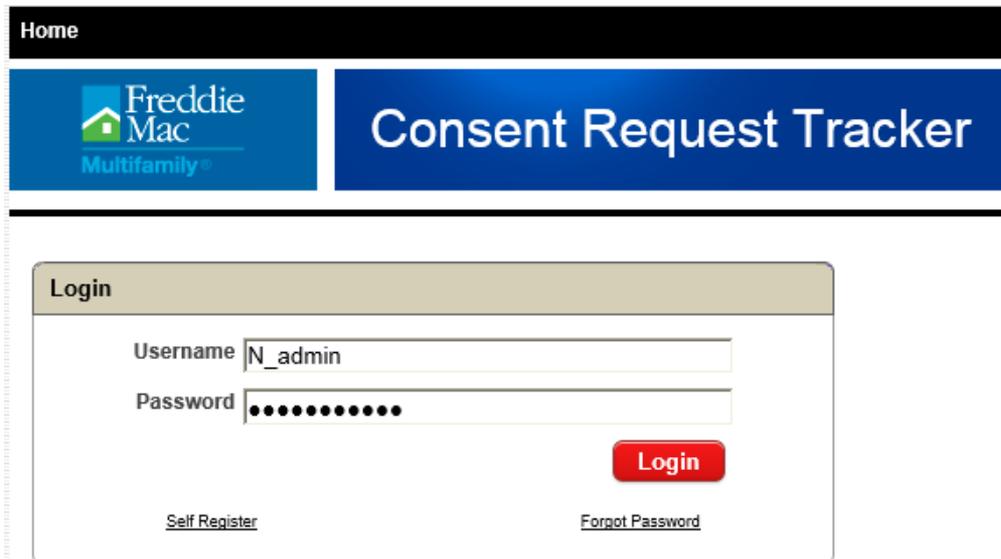
or type the following URL into your internet browser:

<https://crt.ficonsulting.com/apex/f?p=CRT>

- Multifamily Consent Request Tracker (CRT) (cont'd)

Confirm New User

To confirm a new user, the System Administrator logs into CRT:



Home

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Multifamily®

Consent Request Tracker

Login

Username

Password

Login

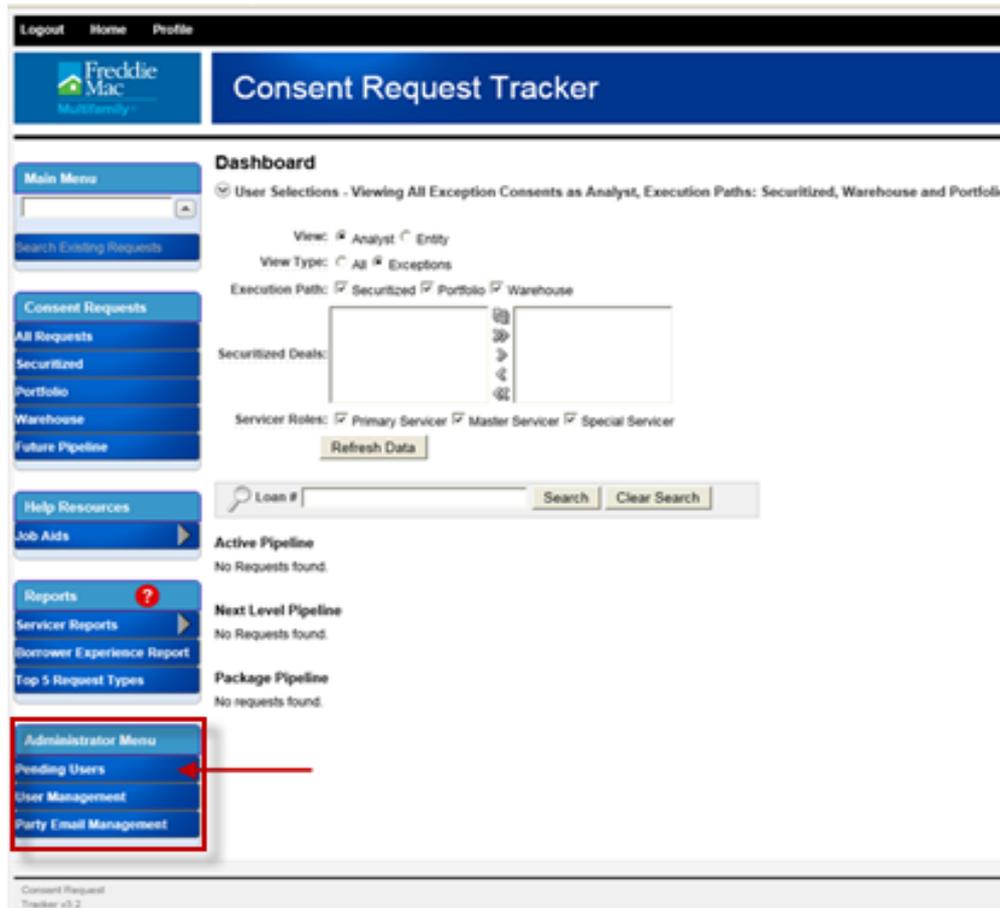
[Self Register](#) [Forgot Password](#)

Note: System administrators can confirm/update information for other users, but cannot update information for other system administrators. Once an SA is created by Freddie Mac, any new SA should sign up as a new user and allow an existing System administrator to update the user role to the admin role.

- Multifamily Consent Request Tracker (CRT) (cont'd)

Confirm New User (cont'd)

In the CRT Dashboard view, select “Pending Users” in the Administrator Menu:



The screenshot displays the Freddie Mac Consent Request Tracker (CRT) Dashboard. The top navigation bar includes 'Logout', 'Home', and 'Profile'. The main header features the Freddie Mac logo and the title 'Consent Request Tracker'. The dashboard is divided into several sections:

- Main Menu:** A search bar for 'Search Existing Requests'.
- Consent Requests:** A list of filters: 'All Requests', 'Securitized', 'Portfolio', 'Warehouse', and 'Future Pipeline'.
- Help Resources:** A link to 'Job Aids'.
- Reports:** A list of reports: 'Servicer Reports', 'Borrower Experience Report', and 'Top 5 Request Types'.
- Administrator Menu:** A menu with three options: 'Pending Users', 'User Management', and 'Party Email Management'. The 'Administrator Menu' header and the 'Pending Users' option are highlighted with a red box, and a red arrow points to 'Pending Users'.

The main dashboard area, titled 'Dashboard', shows the following configuration:

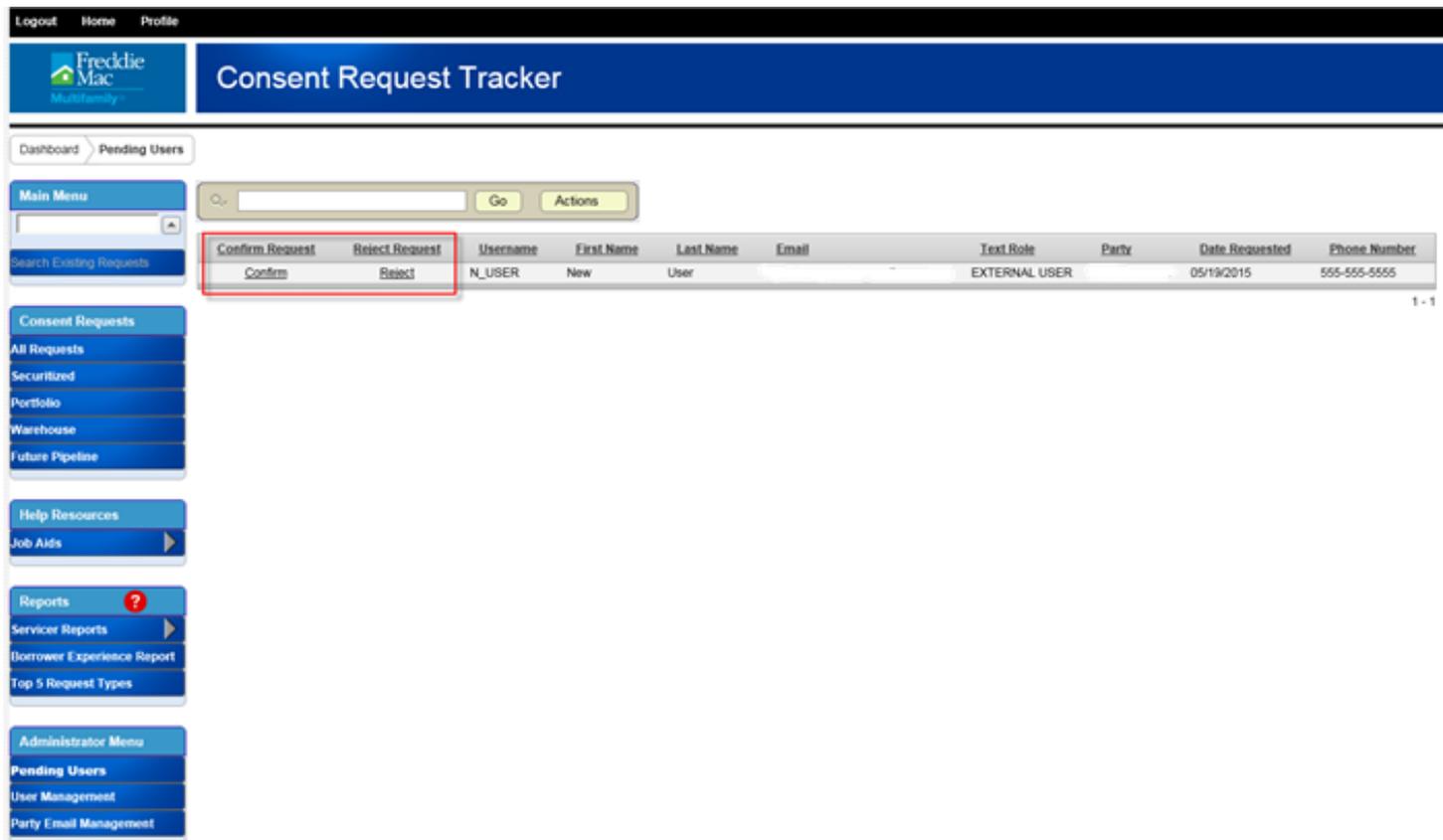
- User Selections:** 'Viewing All Exception Consents as Analyst, Execution Paths: Securitized, Warehouse and Portfolio'.
- View:** 'Analyst' (selected) and 'Entry'.
- View Type:** 'All' (selected) and 'Exceptions'.
- Execution Path:** 'Securitized', 'Portfolio', and 'Warehouse' (all selected).
- Securitized Deals:** A list of deals with navigation arrows.
- Servicer Roles:** 'Primary Servicer', 'Master Servicer', and 'Special Servicer' (all selected).
- Refresh Data:** A button to refresh the data.
- Search:** A search bar for 'Loan #' with 'Search' and 'Clear Search' buttons.
- Pipeline Status:** Three pipeline status indicators: 'Active Pipeline' (No Requests found), 'Next Level Pipeline' (No Requests found), and 'Package Pipeline' (No requests found).

At the bottom of the page, the version information 'Consent Request Tracker v3.2' is displayed.

- Multifamily Consent Request Tracker (CRT) (cont'd)

Confirm New User (cont'd)

The “Pending Users” screen will have two options: Confirm or Reject Request; select “Confirm”:

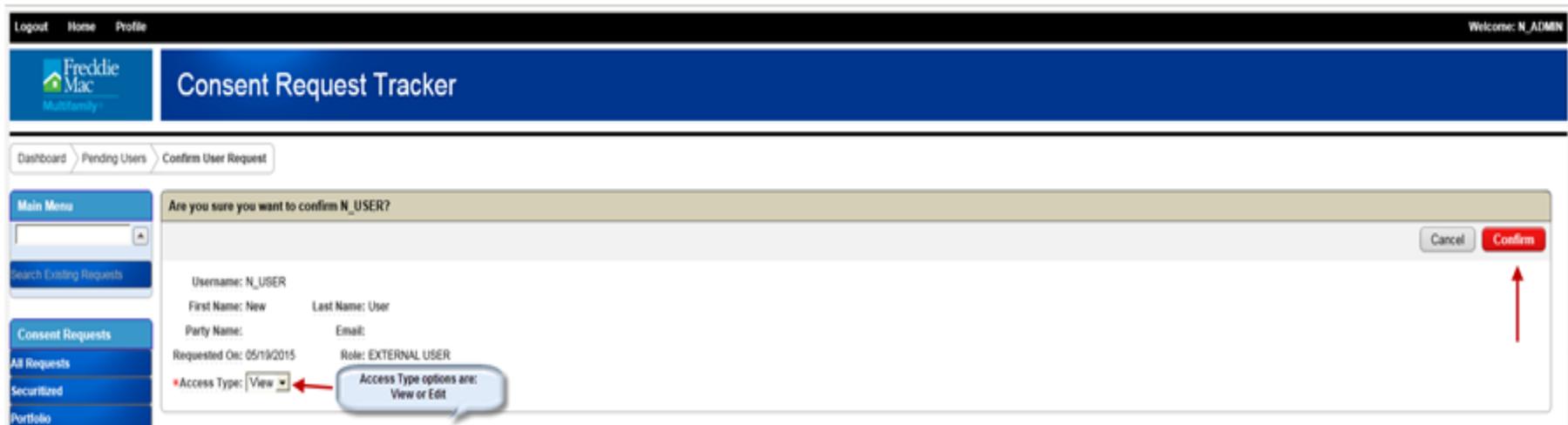


Confirm Request	Reject Request	Username	First Name	Last Name	Email	Text Role	Party	Date Requested	Phone Number
Confirm	Reject	N_USER	New	User		EXTERNAL USER		05/19/2015	555-555-5555

- Multifamily Consent Request Tracker (CRT) (cont'd)

Confirm New User (cont'd)

In the “Confirm User Request” screen, select the Access Type and then click the “Confirm” button:

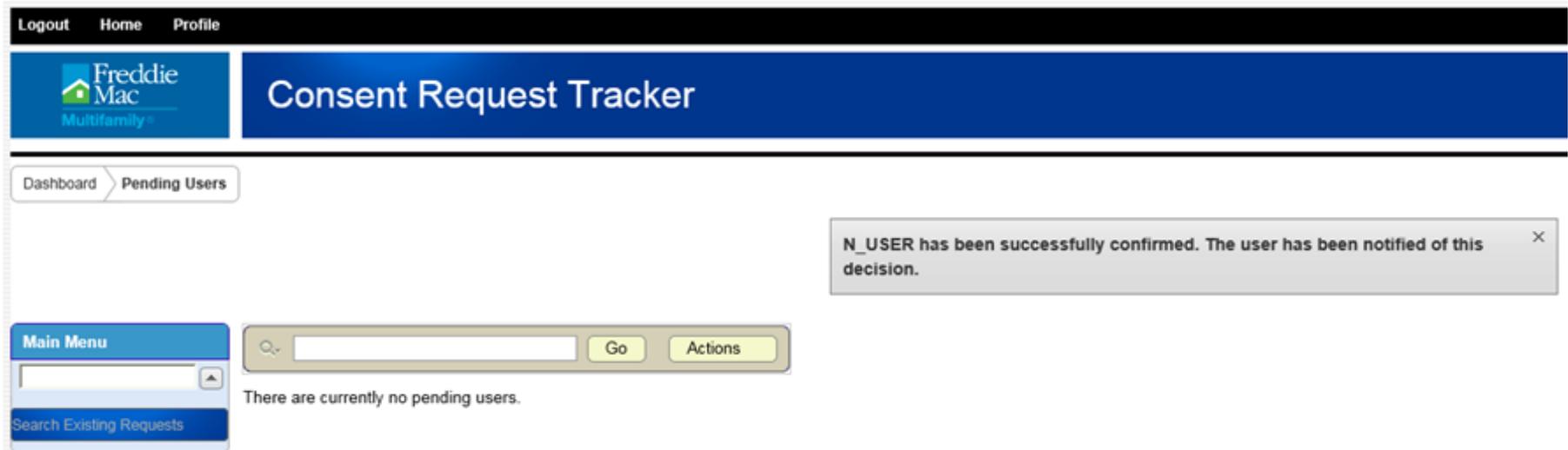


The screenshot displays the 'Confirm User Request' interface. At the top, there are navigation links for 'Logout', 'Home', and 'Profile', and a 'Welcome: N_ADMIN' message. The main header features the Freddie Mac Multifamily logo and the title 'Consent Request Tracker'. Below the header, a breadcrumb trail shows 'Dashboard > Pending Users > Confirm User Request'. On the left, a 'Main Menu' sidebar includes options like 'Search Existing Requests', 'Consent Requests', 'All Requests', 'Securitized', and 'Portfolio'. The central area contains a confirmation dialog titled 'Are you sure you want to confirm N_USER?'. The dialog lists user details: Username: N_USER, First Name: New, Last Name: User, Party Name, Email, Requested On: 05/19/2015, and Role: EXTERNAL USER. The 'Access Type' is currently set to 'View', with a callout bubble stating 'Access Type options are: View or Edit'. At the bottom right of the dialog, there are 'Cancel' and 'Confirm' buttons, with a red arrow pointing to the 'Confirm' button.

- Multifamily Consent Request Tracker (CRT) (cont'd)

Confirm New User (cont'd)

To confirm success, a successful submission pop-up message will appear:

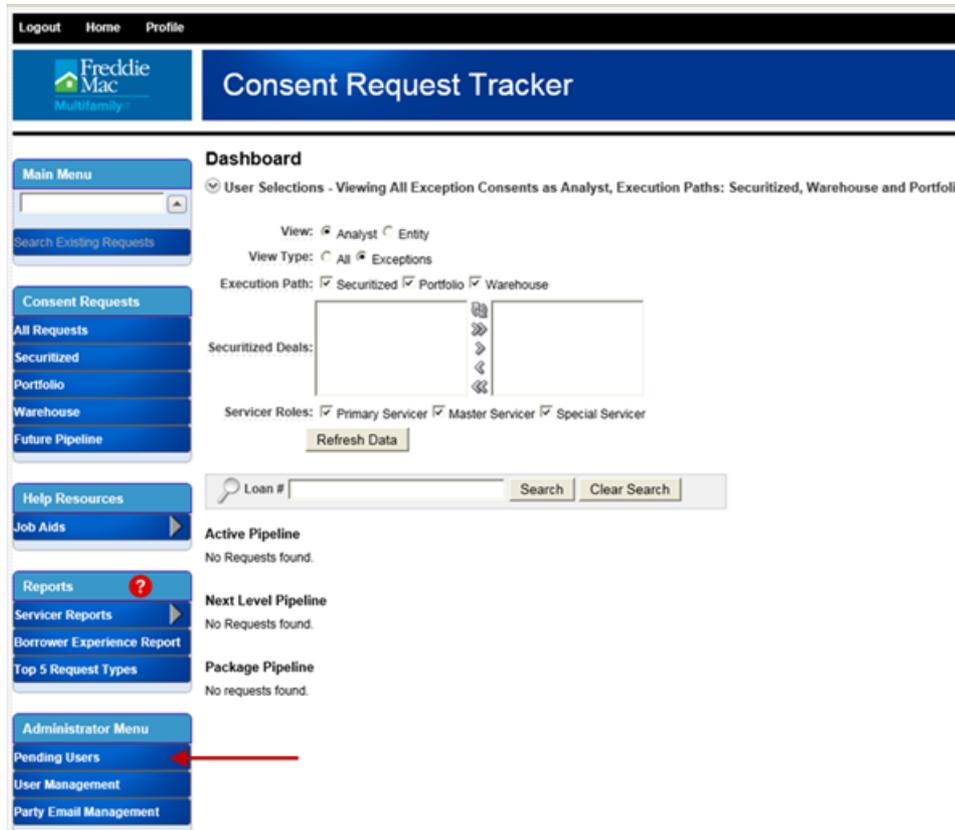


The screenshot displays the Freddie Mac Multifamily Consent Request Tracker (CRT) interface. At the top, there is a navigation bar with links for "Logout", "Home", and "Profile". Below this is a blue header with the Freddie Mac Multifamily logo on the left and the title "Consent Request Tracker" in the center. A breadcrumb trail shows "Dashboard" and "Pending Users". A search bar with a magnifying glass icon, a "Go" button, and an "Actions" button is present. A message box on the right states: "N_USER has been successfully confirmed. The user has been notified of this decision." Below the search bar, the text "There are currently no pending users." is displayed. On the left side, there is a "Main Menu" section with a search input field and a "Search Existing Requests" button.

- Multifamily Consent Request Tracker (CRT) (cont'd)

Update User Role to Admin

Select “User Management” in the Administrator Menu located on the Dashboard screen:

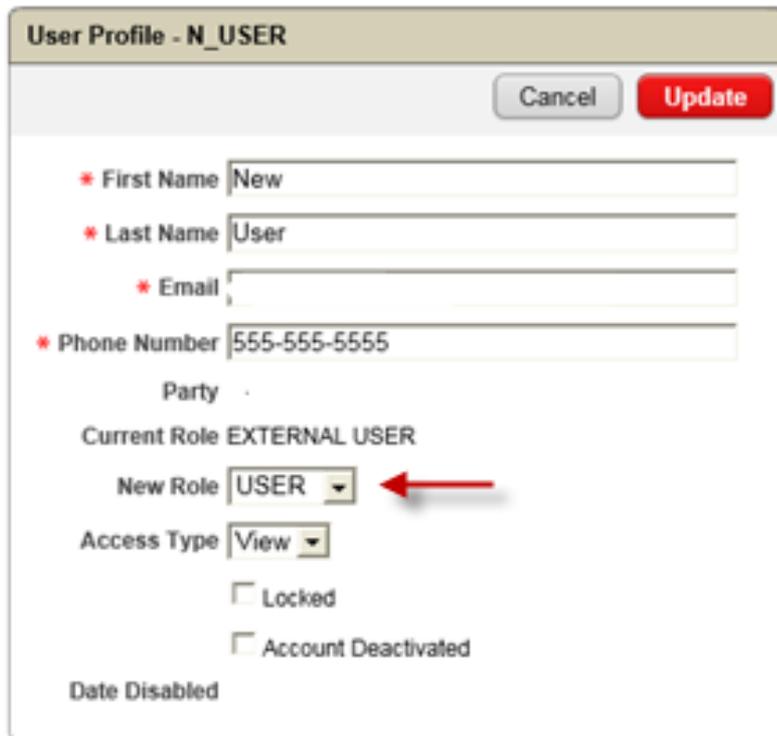


The screenshot displays the Freddie Mac Multifamily Consent Request Tracker (CRT) dashboard. At the top, there is a navigation bar with 'Logout', 'Home', and 'Profile' links. Below this is the Freddie Mac Multifamily logo and the title 'Consent Request Tracker'. The dashboard is divided into a left-hand navigation menu and a main content area. The navigation menu includes sections for 'Main Menu', 'Consent Requests', 'Help Resources', 'Reports', and 'Administrator Menu'. The 'Administrator Menu' is expanded, showing 'Pending Users', 'User Management', and 'Party Email Management'. A red arrow points to the 'User Management' option. The main content area, titled 'Dashboard', shows a filter for 'User Selections' (set to 'Viewing All Exception Consents as Analyst, Execution Paths: Securitized, Warehouse and Portfolio'). It includes options for 'View' (Analyst/Entity), 'View Type' (All/Exceptions), 'Execution Path' (Securitized/Portfolio/Warehouse), and 'Servicer Roles' (Primary Servicer/Master Servicer/Special Servicer). There is a 'Refresh Data' button and a search bar for 'Loan #'.

- Multifamily Consent Request Tracker (CRT) (cont'd)

- Update User Role to Admin (cont'd)

In the User Management screen, change the **New Role** from “User” to “Admin”:



The screenshot shows a web form titled "User Profile - N_USER". It contains several input fields: "First Name" (New), "Last Name" (User), "Email" (empty), and "Phone Number" (555-555-5555). Below these is a "Party" section with "Current Role" set to "EXTERNAL USER". The "New Role" dropdown menu is currently set to "USER", with a red arrow pointing to it. Other options include "Access Type" (View), "Locked" (checkbox), "Account Deactivated" (checkbox), and "Date Disabled". Buttons for "Cancel" and "Update" are at the top right.



The screenshot shows the same "User Profile - N_USER" form, but the "New Role" dropdown menu is now set to "ADMIN", with a red arrow pointing to it. All other fields and options remain the same as in the previous screenshot.

- Multifamily Consent Request Tracker (CRT) (cont'd)

- Update User Role to Admin (cont'd)**

To confirm success, a successful submission pop-up message will appear:



- Multifamily Consent Request Tracker (CRT) (cont'd)

Password Reset

To reset a password, click “Forget Password” from the login screen:

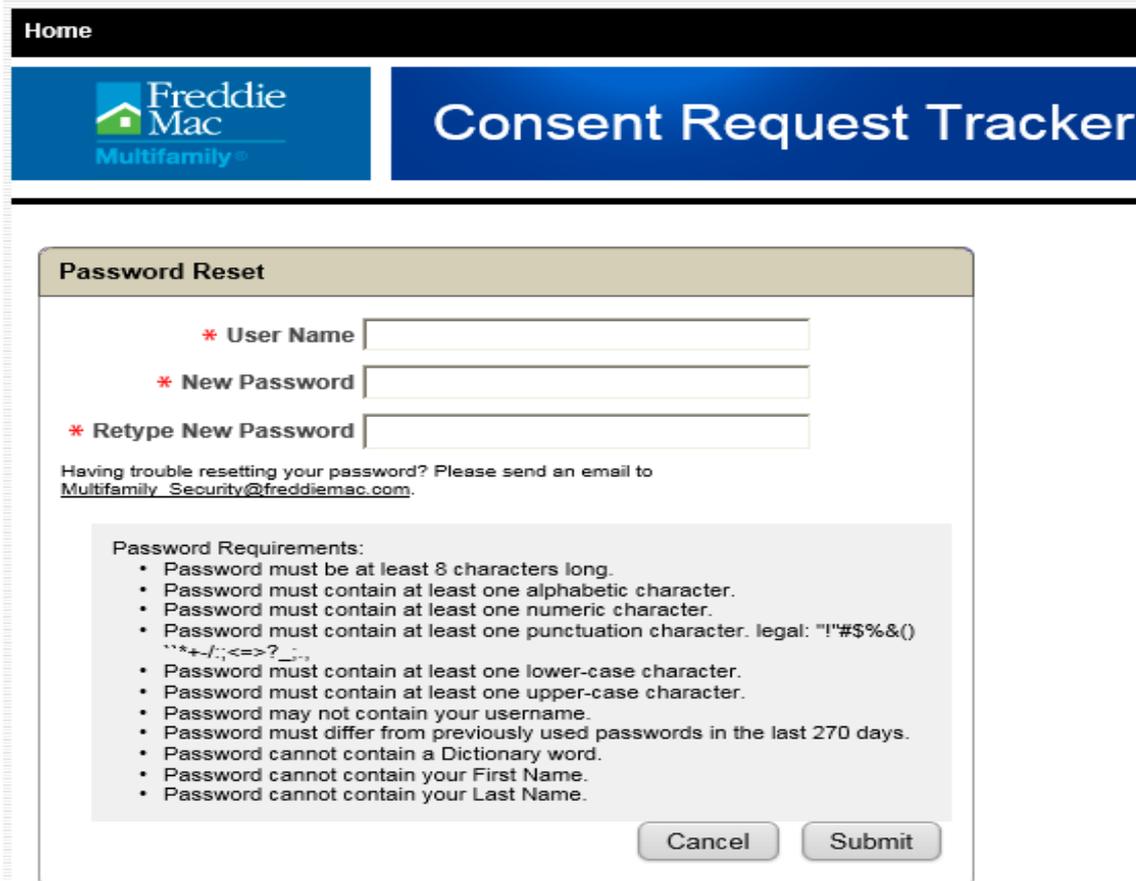


Note: Any user has the ability to reset his/her own password.



■ Multifamily Consent Request Tracker (CRT) (cont'd)

Password Reset (cont'd)



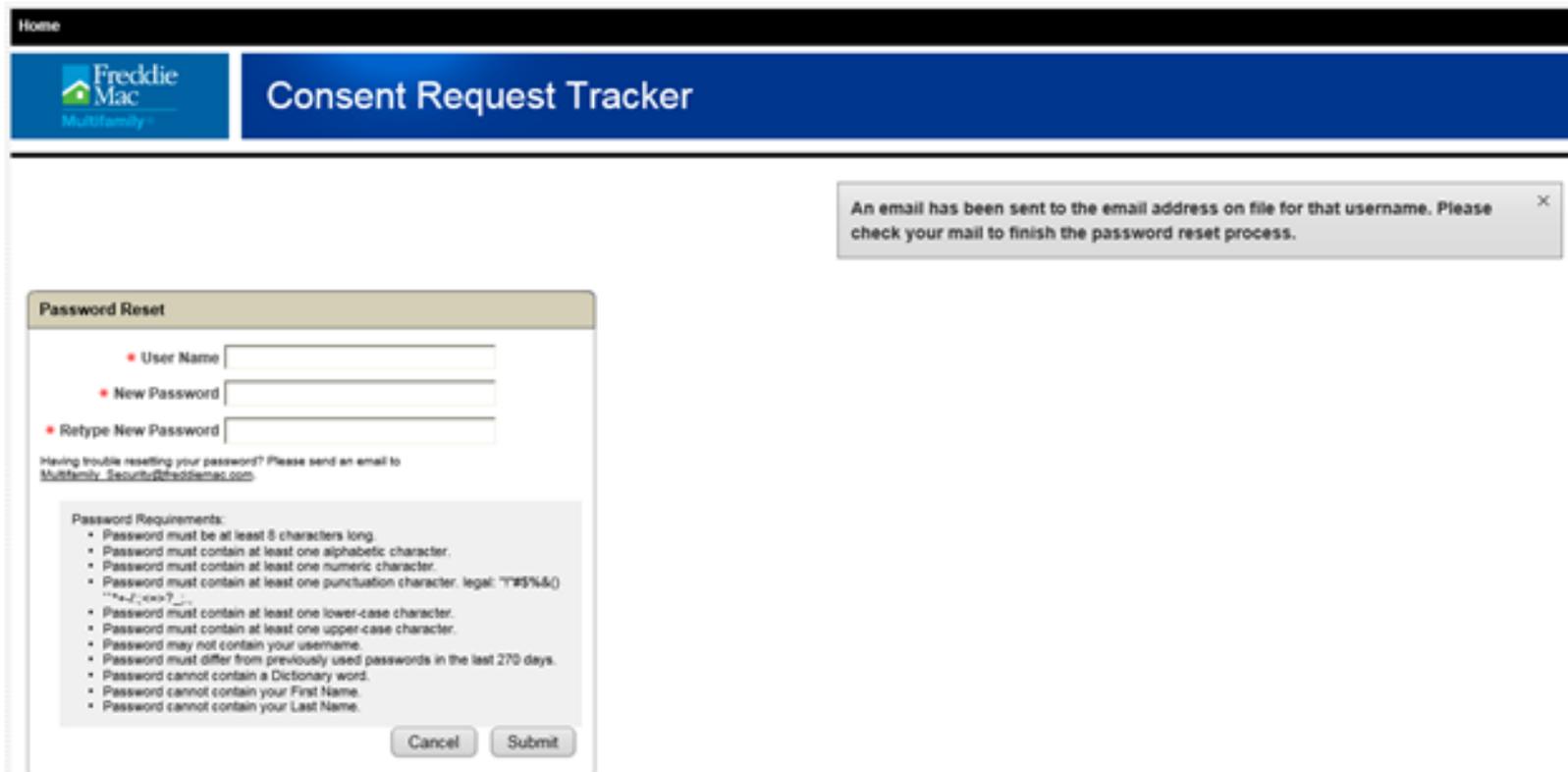
The screenshot shows a web interface for a password reset. At the top, there is a navigation bar with a "Home" link. Below this is a header section with the Freddie Mac Multifamily logo on the left and the text "Consent Request Tracker" in a large blue box on the right. The main content area is titled "Password Reset" and contains three input fields, each with a red asterisk indicating a required field: "User Name", "New Password", and "Retype New Password". Below the input fields, there is a link for users having trouble: "Having trouble resetting your password? Please send an email to Multifamily_Security@freddiemac.com". A section titled "Password Requirements:" lists several rules for the new password, including length, character types, and restrictions on containing usernames or dictionary words. At the bottom of the form are "Cancel" and "Submit" buttons.

Note: Fields with the * require data input. Before clicking the "Submit" button, it is important that the new password meets all of the Password Requirements.

■ Multifamily Consent Request Tracker (CRT) (cont'd)

Password Reset (cont'd)

An email will be sent to the address on file for the user name; it is important to confirm reset within **two hours** of receipt or the password will expire:



Home

Freddie Mac
Multifamily

Consent Request Tracker

An email has been sent to the email address on file for that username. Please check your mail to finish the password reset process.

Password Reset

• User Name

• New Password

• Retype New Password

Having trouble resetting your password? Please send an email to Multifamily_Security@freddiemac.com

Password Requirements:

- Password must be at least 8 characters long.
- Password must contain at least one alphabetic character.
- Password must contain at least one numeric character.
- Password must contain at least one punctuation character. legal: !"#\$%&()*+,-./:;<=>?@_{}~
- Password must contain at least one lower-case character.
- Password must contain at least one upper-case character.
- Password may not contain your username.
- Password must differ from previously used passwords in the last 270 days.
- Password cannot contain a Dictionary word.
- Password cannot contain your First Name.
- Password cannot contain your Last Name.

Cancel Submit

■ Multifamily Consent Request Tracker (CRT) (cont'd)

Password Reset (cont'd)

CRT Password Reset Verification.

 crt_no-reply@ficonsulting.com

Sent:

To:



To view the content of this message, please use an HTML enabled mail client.

Your password reset for CRT has been initialized but is not final until you confirm your reset. You must use this link within 2 hours or it will expire. If your link expires OR if clicking on the link fails to successfully confirm your reset, you will need to initialize a new password reset. Please click on the following link:

[Consent Request Tracker](#)

Copy/paste the URL below into your internet browser. If you are receiving a second email after clicking on the initial email was unsuccessful, please copy/paste or type the URL below into your internet browser:

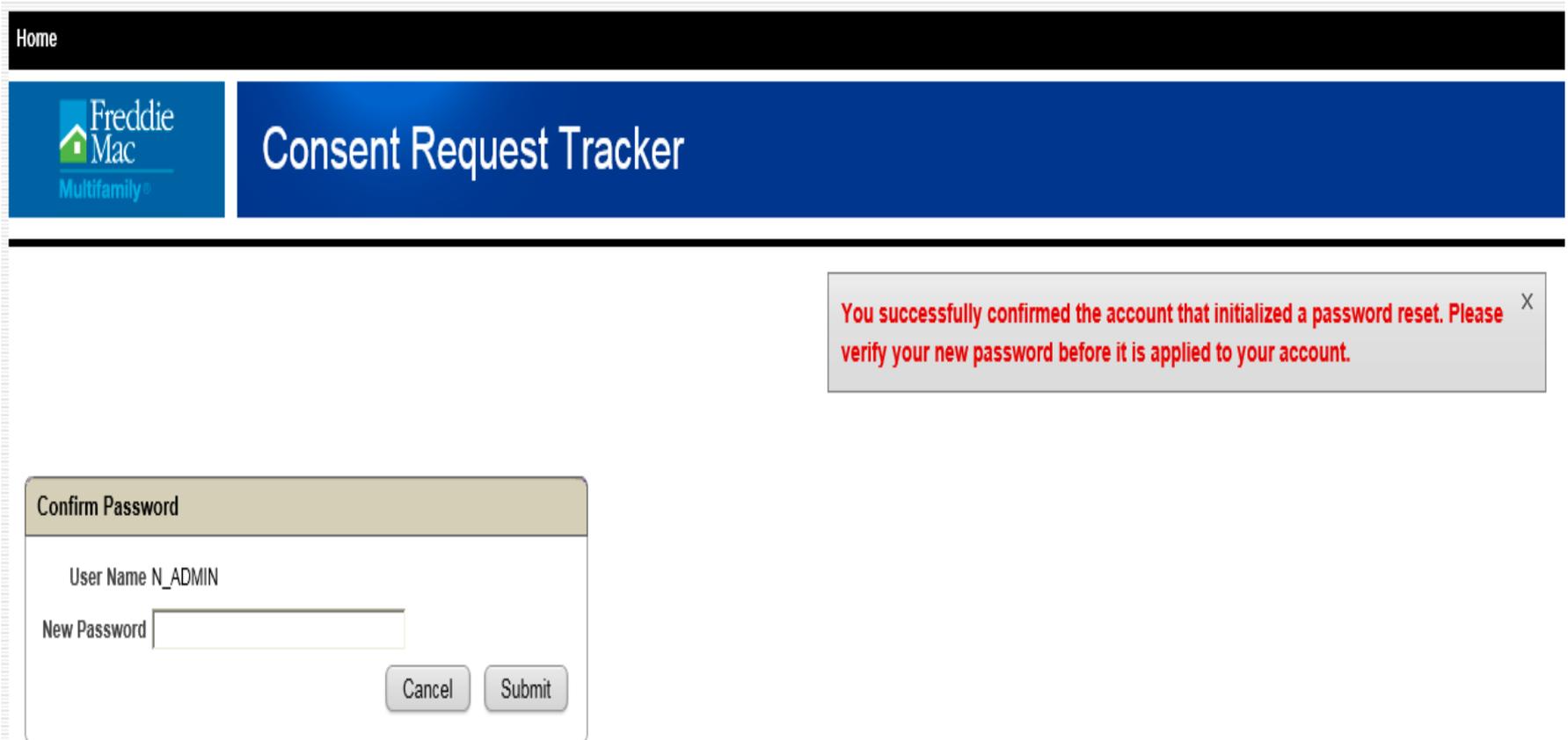
https://crt-...ficonsulting.com/apex/f?p=CRT:RESETPW0::APP:CONF_CODE:c8ad6dc3cb73363d267a8602a776febd94ee5628

Thanks,

The CRT Application Support Team

- Multifamily Consent Request Tracker (CRT) (cont'd)

Password Reset (cont'd)



The screenshot displays the Multifamily Consent Request Tracker (CRT) interface. At the top, there is a navigation bar with a "Home" link. Below this is a blue header area containing the Freddie Mac Multifamily logo on the left and the text "Consent Request Tracker" in the center. A red confirmation message is displayed in a grey box on the right side of the page, stating: "You successfully confirmed the account that initialized a password reset. Please verify your new password before it is applied to your account." Below the message is a "Confirm Password" dialog box. This dialog box has a title bar and contains the following fields and buttons: "User Name N_ADMIN", a "New Password" input field, and "Cancel" and "Submit" buttons.

As system administrator for both Multifamily's Document Management System and Insurance Compliance Tool, system administrators are only required to add/remove users. This is done by completing forms as follows:

- Multifamily Document Management System (DMS)
 - » The [DMS New User Setup, Reactivation and Deactivation Form](#) allows system administrators to request, reactivate, and/or deactivate DMS access for one or more users. Once completed, click the "Submit Request" button on the form to submit the request to the Multifamily Service Desk.

- Multifamily Insurance Compliance Tool (ICT)

- » For any new users that need access to ICT, the user account must first be created by the system administrator in the MultiSuite Online Registration System (MSOR):



View Role Type Definitions **Access Rights Descriptions**

Role Type* Technical Contact User

Access Rights* Basic
 Data Delivery
 ICT

NOTE: Only one of the following access rights can be selected
 Investor Reporting
 Investor Reporting View Only

* required field

Note: If the user's access needs to be deactivated, simply uncheck the box for the access rights that are no longer required.

- » Access the ICT User Access Request form via FreddieMac.com: [Technical Resources](#). Once completed, submit request to mf_service_desk@freddiemac.com.

- Small Balance Loan Production Pipeline Manager (SBL PPM)
 - » This is a self-registering system. Access is granted by Freddie Mac.
- Multifamily Securities Investor Access (MSIA)
 - » This is a self-administered system; there are no required system administration duties related to MSIA.

Summary

Application/System/Tool	How to Manage Access/Update Contact Information	How to Reset Passwords
MultiSuite for Investor Reporting (MSIR)	Use Online Registration *	Use the Online Registration Password Reset function
Origination and Underwriting System (OUS)	Use Online Registration * to provide user access; activate/deactivate users in OUS	Use the Online Registration Password Reset function
Property Reporting System/Reserve Reporting (PRS/RR)	Use PRS *	Use PRS *
Consent Request Tracker (CRT)	Use CRT *	Use CRT *
Document Management System (DMS)	Complete the Multifamily DMS New User Setup and Deactivation , available on the Technical Resources page on FreddieMac.com, and submit it to: multifamily_security@freddiemac.com	Call 1-866-MultiFM (1-866-685-8436) and reference DMS or email multifamily_security@freddiemac.com

Application/System/Tool	How to Manage Access/Update Contact Information	How to Reset Passwords
Insurance Compliance Tool (ICT)	Complete the ICT User Access Request form , available on the Technical Resources page on FreddieMac.com, and return it to: mf_service_desk@freddiemac.com	Use the Online Registration Password Reset function
Small Balance Loan Production Pipeline Manager	Use SBL PPM *	Use SBL PPM *
Multifamily Securities Investors Access (MSIA)	Use MSIA	Use MSIA

*Freddie Mac will provide the system administrator with access to MultiSuite Online Registration, OUS, and PRS.

Contacts

- Call 1.866.MULTI-FM (866.685.8436), available from 8:00 am to 8:00 pm ET, Monday through Friday or email mf_service_desk@freddiemac.com.
- FreddieMac.com: [Technical Resources](#)