



Resetting user passwords at administrator-managed organizations

We've simplified the steps to reset user passwords at administrator-managed organizations.* Users and administrators can now take advantage of a fully automated, self-serve process that makes it easier to maintain access to Fannie Mae applications.

Previous state

VS

Current state

1

User receives password expiration notification email.

User receives password expiration notification email.



2

User contacts their administrator to initiate the password reset.

User validates identity via a temporary passcode provided in email that triggers a password reset notification to their assigned administrator.



Note: If your organization has multiple administrators assigned, they will each receive the notification.



Users often do not know who their administrator is and must spend time tracking them down or call Fannie Mae's Technology Support Center for assistance.



Users no longer have to worry about knowing who their administrator is, the system automatically notifies them.

3

Administrator initiates password reset process for user within Technology Manager. This triggers an email to the user with an embedded link to reset their password.

Administrator approves or denies request directly within Technology Manager.



4

User answers security question and enters the PIN they set up when their account was created.

If approved, user is notified via email and is able to reset their password.



Users often are unable to recall their security question or PIN and must contact their administrator (if known) or call Fannie Mae's Technology Support Center for assistance.



Users are able to reset their password without needing to answer a security question or enter their PIN.

If denied, user is notified via email and instructed to contact their administrator for follow-up.

*Administrator-managed organizations are those that require user passwords to be managed by their assigned corporate/user administrator(s).