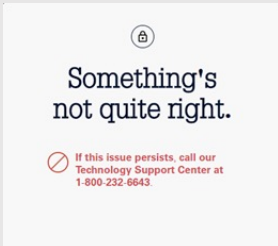



# Technology Manager Password Resets

## Scenarios and Solutions Guide

The scenarios below are frequently asked Technology Manager questions. Answers to the questions are provided in the Solution column. Click on any of the links in the Solutions column for step-by-step instructions on resolving the issue.

Scenario	Solution
I need to change my password. How do I change it?	<b>Password Reset Directions:</b> <ul style="list-style-type: none"><li>• <b>Self-Serve Password Rest Process:</b> <a href="#">Technology Manager: Self-Serve Password Reset Process.</a></li><li>• <b>Administrator Managed Password Reset Process:</b> <a href="#">Technology Manager: Administrator Managed Password Reset Process.</a></li></ul>
I submitted my User ID to reset my password, but I have not a received an email with a reset link.	<b>Perform the following due diligence:</b> <ul style="list-style-type: none"><li>• Confirm you entered the correct User ID.</li><li>• Confirm with your administrator the email address on your User Profile matches the email you're checking.</li><li>• If you haven't received the reset link within 30 minutes of submission, please try again; there may be a technical glitch.</li><li>• If the issue persists, please go to the <a href="#">Technology Support Center</a> for further assistance.</li></ul>
My administrator and or Fannie Mae Support reset my password, but I have not received an email with a reset link.	The link can take up to 5 minutes to be delivered; however, with various network response times, it may take up to 30 minutes, and remember to always check your spam folder.  If after 30 minutes you still have not received the link, verify that your email address in your profile is correct. If issue persists, please go to the <a href="#">Technology Support Center</a> for further assistance.
I reset my password, but I am unable to log into my application.	Try the password reset process again. If you're still not able to log into your application, please go to the <a href="#">Technology Support Center</a> for further assistance.
I am unable to access the password reset URL.	Company firewalls can often distort links. If you encounter issues with the reset link, we suggest you copy and paste the password reset URL directly into your browser.  If you see either of the following screens, please try to access the URL again after 15-20 minutes. If the issue persists, please go to the <a href="#">Technology Support Center</a> for further assistance.   

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Scenario	Solution										
Why do I need a PIN and security question/answer if the password reset process does not use them?	If you require password reset assistance from Fannie Mae, these fields will be used to verify your identity.										
Why is the answer to my security question not being accepted when I attempt to change my password on my User Profile?	<p>The answer you originally submitted is case-sensitive.</p> <p><b>Example:</b> In what city were you born?</p> <table border="1"><thead><tr><th>Original Answer</th><th>Non-successful answer</th></tr></thead><tbody><tr><td>St. Paul</td><td>st. paul - <i>wrong case</i></td></tr><tr><td></td><td>St Paul - <i>missing period</i></td></tr><tr><td></td><td>St.Paul - <i>missing space</i></td></tr><tr><td></td><td>Saint Paul - <i>wrong spelling</i></td></tr></tbody></table>	Original Answer	Non-successful answer	St. Paul	st. paul - <i>wrong case</i>		St Paul - <i>missing period</i>		St.Paul - <i>missing space</i>		Saint Paul - <i>wrong spelling</i>
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Someone else created my PIN, and I do not know what it is.	<p>If you are able to login but do not know your PIN, you may log into Technology Manager and click the Show PIN link to see your 4-digit numeric PIN. You can also change the PIN at any time. View the <a href="#">Edit My Profile</a> job aid for more information.</p> <p><b>Note:</b> If you are not able to log in, contact your company's Fannie Mae administrator.</p>										
I reset my password and tried to submit through my Loan Origination System (LOS), and it is telling me my Fannie Mae ID and/or password is invalid.	<p>Your LOS and Credit Agency will have separate login credentials from Fannie Mae. To prevent this error, enter your Fannie Mae ID and new password in your LOS.</p> <ul style="list-style-type: none"><li>Contact your LOS vendor to find out where to enter these credentials.</li><li>Contact your Credit Agency to find out what login credentials to use when pulling or reissuing credit through Desktop Underwriter® (DU®) or Desktop Originator (DO®).</li></ul>										