



## Fannie Mae Connect™ Frequently Asked Questions

**UPDATED | February 1, 2018**

Fannie Mae Connect is a user-friendly portal that streamlines and centralizes key Fannie Mae data from multiple reporting applications and uses business intelligence tools to provide unique analytics – making it easier to do business with us. This FAQ document provides responses to common questions related to the Fannie Mae Connect application.

**NOTE:** *This document does not provide details or FAQs regarding specific reports. Please refer to a report's Glossary tab, where applicable, for definitions or questions on its content.*

### **Q1. UPDATED How do I get access to Fannie Mae Connect or a specific report?**

Access to Fannie Mae Connect and to specific reports is a two-step process. Access to the Fannie Mae Connect application is assigned by your organizations Corporate Administrator while access to the Fannie Mae Report Categories is assigned by your organizations Report Administrator.

- **Access to the Fannie Mae Application:** An organizations Corporate Administrator must assign user access to the Fannie Mae Connect application in Technology Manager. They must also assign data folders (seller/servicer numbers) to a user in Technology Manager.
- **Access to the Fannie Mae Report Categories:** An organizations Report Administrator must assign Fannie Mae Connect report categories to your profile. A list of report administrators for an organization can be found in the users profile on the Fannie Mae Connect Home Page.

Once these steps are completed, a user will be able to access and view data in Fannie Mae Connect

The [Help Guide for Corporate Administrators](#) provides details on how to complete these tasks.

**NOTE:** *If you are logged into Fannie Mae Connect and are not seeing certain Report Categories, then you do not have access to those particular Report Categories.*

### **Q2. Is there a job aid or user manual to help me navigate the site?**

Please review the [Fannie Mae Connect Release 7.0 Notification](#) for a step-by-step guide on all site functionality and features for General Users and Report Administrators, such as ability to assign My Favorite Reports, subscribe to Email Notifications, etc.

Certain reports have specific job aids for their content; those are viewable on our business portal page [here](#) (e.g., STAR Performance Scorecard, Data Validation Loan Review Report).

### **Q3. I see the report I need, but am not seeing any data in the report. What's wrong?**

Data in a report is based off of two activities, 1) being assigned a seller/servicer number in Technology Manager by your Corporate Administrator (see Q1) and 2) actual activity having taken place for your assigned seller/servicer number(s). If you have the correctly assigned seller/servicer numbers and are still not seeing data, check the filters on the report (typically date is filtered to the most recent month) and expand your search.



**NOTE:** Individual seller/servicer numbers have their own purpose, so be sure you have the correct ones assigned to you. For example, if you are assigned only one 9-digit Servicer number but are looking at a loan delivery report, it is likely that the report will be blank as your assigned Seller/Servicer number is for servicing only, not delivery.



**Q4. I have a question about the content on a particular report, where do I go to get details?**

There are multiple ways to answer content-related questions:

1. On Tableau formatted reports, there is typically a Glossary tab that provides details on the definitions and criteria of key data elements in a report. Reference the content on this tab to answer your content-related question.
2. If you do not find your answer here, please reach out to the Technology Support Center for further details: 1-800-2FANNIE (Option 1).
3. Submit your question to our Site Feedback box on each report page. Questions are typically answered within 1-2 business days.

**Q5. How do I find a report on Fannie Mae Connect if I don't know the category or format?**

The Fannie Mae Connect [Report Directory](#) provides a consolidated list of all reports available on the site, the report category it's assigned to, publication frequency, formats available, and a report description.

**Q6. I have access to Fannie Mae Connect's Loan Servicing category but am not seeing data for the following reports: Trial Balance, Remittance Update, and/or Additional LASER report. Why not?**

These three reports require the user to also have the [Servicer's Reconciliation Facility \(SURF™\)](#) application assigned in Technology Manager by your Corporate Administrator. As part of the transition process for these reports into Fannie Mae Connect, we continue to utilize the SURF credentials to validate a user's access, which allows sub-servicers to view data in these reports as well.

**Q7. Why am I not seeing the Message Manager As-Is option in my top navigation?**

Message Manager As-Is reporting provides the exact same reports previously available in Message Manager in the Fannie Mae Connect application. This was intended to simplify the login experience, but not disrupt servicing program changes occurring in early 2017.

To view these reports, your Corporate Administrator in Technology Manager will need to assign you the Message Manager application and SERVICER\_ONLY role.

**Q8. How does a Master Servicer acquire visibility for multiple Sub-servicer/Seller Numbers?**

Please contact your organization's Corporate Administrator. They should be able to grant you access to the additional Servicer/Seller numbers needed. Subservicers will need to have all Master Servicers complete a new Data Access Authorization (DAA) Form 101 providing permission to access their Seller/Servicer ID's on Fannie Mae Connect. Once you have executed the DAA forms as well, you will need to send them to Fannie Mae Technology Manager. Visit <https://www.fanniemae.com/singlefamily/technology-manager> for more information. If you do not know your Corporate Administrator, please reach out to the Servicer Support Center via email: [servicing\\_solutions@fanniemae.com](mailto:servicing_solutions@fanniemae.com) or by phone: 1-800-2FANNIE (Option 1, Option 3, Option 3).



**Q9. Will the Master Servicer have access to the same reports a Subservicer has?**

Master Servicers have the ability to view the same reports via Fannie Mae Connect as their Subservicers. We encourage Master Servicers to review these reports and discuss them with their Subservicers on a regular basis. Please remember that Master Servicers must grant access to Subservicers using the Data Access Authorization (DAA) Form 101.

**Q10. How do I format Message Manager As-Is reports for Excel?**

Message Manager reports are available in various formats. For all non-PDF reports, you can format to Excel for easier use. For detailed information on this process, please reference the job aid found [here](#).

**Q11. I submitted a comment/ question in the site feedback box, what next?**

The Site Feedback box is an extremely valuable tool for us to respond to your inquires and to gain inputs on potential enhancements to the site. Fannie Mae is committed to responding as quickly as possible, which in most cases is within one business day.

**Q12. My question does not appear in this document, how do I get help?**

Please reach out to the Technology Support Center at 1-800-2FANNIE (Option 1) or chat directly by clicking [here](#).