

Ask Poli User Access Job Aid

Poli knows. Just ask.

Ask Poli® is an intelligent business tool designed to assist Fannie Mae’s approved mortgage sellers and servicers to quickly get answers straight from the source. Intuitive navigation reduces the steps and time needed to find the answers you need, turbocharging your search!

To get started using Ask Poli, **reach out to your internal Fannie Mae Corporate Administrator to request a Fannie Mae User ID with the Ask Poli role.**

Once you log-in, there are three easy ways to get answers to your questions:



Let Ask Poli predict the answer you need

Type in your question or keyword(s) in the search bar and look for autocomplete suggestions right underneath.



Choose from a list of search results

Type in your question or keyword(s) in the search bar and press “Enter” to see a list of articles.



Use navigational icons to get answers

Use the icons which represent the mortgage loan life cycle, at the top of the page to browse selling and servicing.

Login to Ask Poli



I have a Fannie Mae User ID

Access Ask Poli using the Single Sign-on (SSO) login located on the [Ask Poli web page](#).



I do not have a Fannie Mae User ID

The [Selling](#) and [Servicing Guides](#) are available to search for the information you’re looking for with no log-in required. If you are an approved Fannie Mae’s mortgage seller or servicer, reach out to your internal Fannie Mae Corporate Administrator to request a Fannie Mae User ID with the Ask Poli role.

Note: Once the Ask Poli role has been assigned to a user, it may take **up to 24 hours** for provisioning to complete and content to be available in Ask Poli.



Frequently Asked Questions

Q1

Why do I have to log in with a Fannie Mae User ID and password?

Fannie Mae is committed to information security best practices. Consistent with other Fannie Mae applications, log-in with a Fannie Mae User ID and Single-Sign-on is required to access Ask Poli.

Q2

Who do I contact if I have questions?

Users who require access to Ask Poli should work with their internal Corporate Administrator to create a Fannie Mae User ID with the Ask Poli role (Enterprise Customer Relationship Management application/Ask Poli role) in Technology Manager.

For additional information or assistance with Fannie Mae applications, the Technology Support Center is the primary point of contact for Fannie Mae customers.



Call us at 1-800-2FANNIE
(1-800-232-6643)



Visit the [TSC Support Page](#)