# Ask Poli Update User Job Aid

Ask Poli is being updated to enhance the user experience and enable future functionality including expanded search capabilities, bringing together Selling and Servicing topics, and leveraging Fannie Mae's Single Sign-On. Pocket Poli, an Ask Poli solution integrated with a lender's intranet/extranet, will be retired April 23, 2024.

Fannie Mae's Ask Poli® is a search tool that helps mortgage sellers and servicers quickly find answers to policy-related questions, with responses straight from the source.

In April, we are updating Ask Poli[1] to enhance the user experience and enable future functionality including:

Expanded search capabilities—introducing keyword and theme-based searching, to complement the existing full question search.

Bringing together Selling and Servicing topics, for seamless navigation through the full loan life cycle.

Leveraging Fannie Mae's Single Sign-On (SSO), consistent with other Fannie Mae applications.

[1] Pocket Poli, an Ask Poli solution integrated with a lender's intranet/extranet, will be retired April 23, 2024.

## Ask Poli Update Timeline

**April 1, 2024**

SSO login button added to the **Ask Poli web page** (alongside existing legacy login options)

**April 1-22, 2024**

Ask Poli is available in both environments

**April 23, 2024**

Legacy login (SSID/business role) removed/Pocket Poli is retired. Ask Poli requires a Fannie Mae User ID with appropriate permissions

Beginning April 1, users can access Ask Poli via the new SSO login button on the **Ask Poli web page**. For a period of time, both legacy (SSID/business role) and SSO login options will be available.

**On and after April 23[2], access to Ask Poli will require a Fannie Mae User ID with appropriate permissions – previous logins will direct to the Ask Poli web page.**

[2] Be sure to update any login bookmark(s) prior to April 23, 2024.

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# Login to Ask Poli

✓ **I have a Fannie Mae User ID**

Beginning April 1, 2024, access the updated Ask Poli using the 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 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.

# Frequently Asked Questions

**Q1** **Why is Ask Poli moving to a new platform?**

Ask Poli is being updated to enhance the user experience and enable future functionality, including expanded search capabilities, navigating through the full loan life cycle, and leveraging Single Sign-On, consistent with other Fannie Mae applications.

**Q2** **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, a Fannie Mae User ID will be required to access Ask Poli beginning April 23, 2024.

**Q3** **Who do I contact if I have questions?**

Users who require access to Ask Poli should work with their internal Corporate Administrator to create 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**