

Frequently Asked Questions (FAQs)

Background

As you know, managing cybersecurity risk is a shared responsibility between Fannie Mae and the organizations we do business with. Regular training ensures that business partners continue to understand their responsibilities, along with expectations to proactively manage access for their users when using Fannie Mae applications.

Technology Manager Administrators managing their users' access to Fannie Mae technology products have certain responsibilities within the Technology Manager application. **On an annual basis, all active Technology Manager Administrators will be required to complete training** in Technology Manager confirming their roles and responsibilities.

FAQs

Q1. What device and browser should I use to take training?

We suggest that you use Chrome or Edge browsers, on your Desktop or Laptop. **Note:** A tablet (i.e. iPad), phone, and any other device is not recommended.

Q2. Is annual training required for all User IDs that are assigned to me?

Yes, all Corporate and User Administrators, must ensure that the annual training requirement has been fulfilled for all User IDs they manage.

Q3. How long do I have to complete training?

You are required to complete training, which should take about 30 minutes, no later than your training due date for each User ID assigned to you as specified on the notification email. For the User ID you are currently logged in under, training is to be completed by training due date.

Q4. What happens if I don't complete my required training by the due date?

Failure to complete training by the due date will result in you being locked out from Technology Manager until the training requirement is fulfilled. Once training has been completed, Technology Manager functionality is expected to be restored within 20 minutes.

Q5. What happens if I am in the middle of the training, and I need to pause and leave the training module?

Feel free to leave the training at any time, your progress will be saved exactly where you left off.



Q6. **When I try to access the Training with the provided link, I either see a blank screen or the link does not work.**

This could be caused by various technical issues/restrictions. Please login directly to Technology Manager and navigate to the Virtual Assistant to complete the training. See below an image of the Technology Manager Dashboard and the Virtual Assistant icon.



Additional Support

If you have any additional questions, please contact the Fannie Mae [Technology Support Center](#) (TSC) at 800-2FANNIE (800-232-6643) immediately or open a [web chat](#).