

Overview

To ensure the safety of sensitive financial data, Fannie Mae is moving some solutions to a secure cloud-based environment. All processes currently using the File Transfer Portal will be migrated to a new file transfer solution.



Key Dates

Feb. 1, 2024: Begin using new solution

Mar. 29, 2024: The existing File Transfer system is retired.

Onboarding

Existing Users

Users who currently have access to the File Transfer Portal will be onboarded to the new file transfer portal automatically. Users will receive a communication to start using the new solution.

New Users

Any new user should work with their Corporate Administrator to add the required workflow role to the user's profile in Technology Manager.

Why are we implementing this change?

Fannie Mae is moving systems to a cloud environment to take advantage of increased flexibility and enhanced security, including, an enterprise-level security service that employs virus scanning and other security measures to ensure the safe transmission of file uploads and downloads.

FAQs:

Q1: What is a workflow and how do I know I need to use one?

A workflow is any process that requires our customers to upload files in a secure environment to Fannie Mae in order to conduct business. Each workflow has a workflow owner (Fannie Mae representative) that works with users to ensure the files are received.

Q1: How will access be managed going forward?

Requesting access to a workflow will be similar to how those activities are performed using the FTP Portal today. When a user is asked to use a workflow, reach out to the company assigned Fannie Mae Corporate Administrator to add the role to their user account in Technology Manager.

Q2: What if I'm having problems accessing the new solution?

Call 800-2FANNIE (800-232-6643) or contact the Fannie Mae representative that you work with to upload files.