

# Quick Exchange Form 20 Technology Manager Job Aid

The following information provides Servicers' Corporate Administrators with the required application and roles which need to be requested through Fannie Mae's Technology Manager to access and work requests within the Quick Exchange Application.

## Application to Request:

- Quick Exchange

## Roles to Request:

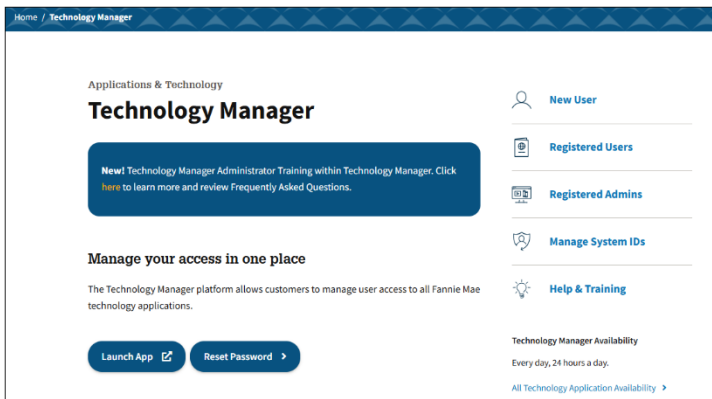
- FORM20\_SRVCR\_PROD - This access provides users with the ability to access and process form 20 requests through the Quick Exchange application

## Step-by-Step Instructions

- [Technology Manger Job Aids](#)
- [Setup Available Applications](#)
- [Create New User](#)
- [Grant a User Access to an Application](#)

## Resources:

- [Technology Manager webpage](#)
- [Technology Support Center](#)



Home / Technology Manager

Applications & Technology

### Technology Manager

**New!** Technology Manager Administrator Training within Technology Manager. Click [here](#) to learn more and review Frequently Asked Questions.

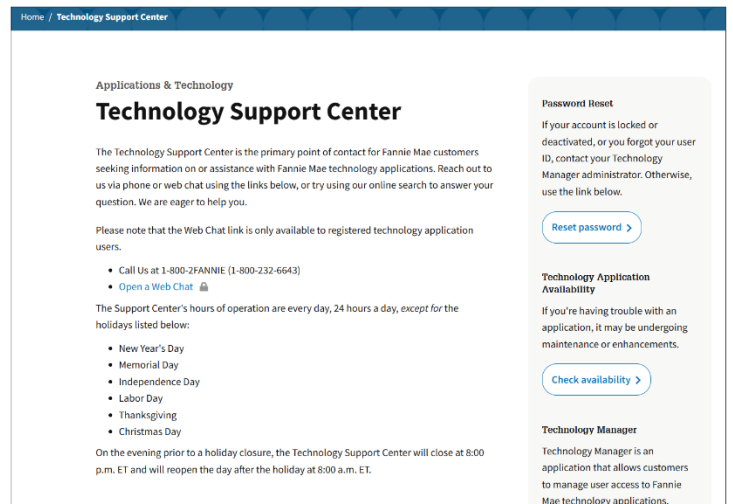
**Manage your access in one place**

The Technology Manager platform allows customers to manage user access to all Fannie Mae technology applications.

[Launch App](#) [Reset Password](#)

- [New User](#)
- [Registered Users](#)
- [Registered Admins](#)
- [Manage System IDs](#)
- [Help & Training](#)

**Technology Manager Availability**  
Every day, 24 hours a day.  
[All Technology Application Availability](#)



Home / Technology Support Center

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### Technology Support Center

The Technology Support Center is the primary point of contact for Fannie Mae customers seeking information on or assistance with Fannie Mae technology applications. Reach out to us via phone or web chat using the links below, or try using our online search to answer your question. We are eager to help you.

Please note that the Web Chat link is only available to registered technology application users.

- Call Us at 1-800-2FANNIE (1-800-232-6643)
- [Open a Web Chat](#)

The Support Center's hours of operation are every day, 24 hours a day, except for the holidays listed below:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

On the evening prior to a holiday closure, the Technology Support Center will close at 8:00 p.m. ET and will reopen the day after the holiday at 8:00 a.m. ET.

**Password Reset**  
If your account is locked or deactivated, or you forgot your user ID, contact your Technology Manager administrator. Otherwise, use the link below.

[Reset password](#)

**Technology Application Availability**  
If you're having trouble with an application, it may be undergoing maintenance or enhancements.

[Check availability](#)

**Technology Manager**  
Technology Manager is an application that allows customers to manage user access to Fannie Mae technology applications.