Technology Manager Reports Frequently Asked Questions (FAQs)

Q1. What types of reports can I run in Technology Manager?

The three different types of reports that can be generated within Technology Manager are the following:

- **User Access Report**
  - The User Access Report provides information about users' access to Fannie Mae technology applications. This report can be customized, based on user group, active/deactivated status, and application. For security purposes, User IDs and System IDs cannot be viewed or reactivated after 180 days in deactivated status.
- **Locked User Report**
  - The Locked User Report lists users currently locked out of using Fannie Mae technology applications.
- **Projected Inactivity and Password Expiration Report**
  - Projected Inactivity and Password Expiration Report lists users that are currently expected to be locked out of using Fannie Mae technology applications due to inactivity or password expiration. This report can be customized, such as showing only those users that will be locked out within a specified number of days.

Q2. Why are there applications listed on the User Access Report that do not appear under the Manage Users section in Technology Manager?

Applications that must be provisioned to users by Fannie Mae are not available to be added within Technology Manager; therefore, they are listed on the User Access Report, but they are not listed within Technology Manager.

Q3. What is the CAMR application that is listed on the User Access Report?

The Customer Access Management Registration (CAMR) is another name for the Technology Manager application. Every user that has a User ID is automatically provisioned with access to CAMR with an External Technology User role. Technology Manager administrators will have additional roles under CAMR depending upon whether they are a Corporate Administrator or a User Administrator.

Q4. Why are roles not listed on the User Access Report for certain applications and institutions?

Some applications do not require a role, just as some applications do not require an Institution ID. If an application requires both a role and an Institution ID, they will appear as separate entries on the report.

Q5. I am not certain what some of the fields mean in the report. Is there a list of definitions or an explanation of the report fields?

You can find a list of the report field terms, along with their definitions, for each of the three reports in the report glossaries listed below.

User Access Report:

Term	Definition
Active ("C")	Status of a user or a user's application access (indicated by "C"). A user with an active status will be able to log into the application listed on the report.
Application Name	The name of the application that the user has been granted access to.

Application Status	The current state of the user's application access, represented by "C" (active) or "D" (deactivated).
Created By	Administrator who created the User ID in Technology Manager.
Created Date	Date the User ID was created in Technology Manager.
Data Folder Name / Institution Name / Portfolio Name	The identifier name of the data sets that are maintained within an application.
Data Folder Status	The status of the data sets that are maintained within an application.
Deactivated ("D")	Status of a user or an application (indicated by "D"). A user with a deactivated status will not be able to log into the application listed on the report.
Email	The email address of the user.
First Name	The first name of the user.
Institution ID	A unique identifier for the group of data sets that are maintained within an application.
Job Title	Designation that describes the user's position within their organization.
Last Name	The last name of the user.
Lock Date	The date the User ID was locked.
Lock Flag	Identifies if the User ID is locked or not. 'N' indicates the User ID is not locked, and 'Y' indicates it is locked.
Lock Reason	The reason the User ID was locked.

Modified By	The Admin/System that made the most recent change to user's application access or status.
Modified Date	The date the most recent change was made to the application access or status associated with the User ID.
Phone Number	The phone number of the user.
Role Name	Indicates functionality a user can perform while accessing the Fannie Mae application.
Role Status	The status of the role granted to the user accessing the application.
Seller/Servicer Number	A unique 9-digit identifier assigned by Fannie Mae to a Seller and/or Servicer that has been approved to sell loans to Fannie Mae and/or service loans on its behalf. (Each Seller-Servicer Number is comprised of a 5-digit primary number followed by a 4-digit number that identifies a branch or specific location of the organization.)
Status ("C" or "D")	The current state of the user, indicating if the user is active ("C") or deactivated ("D").
User Group	Collection of users or a defined set of users within an organization that is intended to help simplify user administration.
User Group ID	A system-generated 6-digit, alphanumeric identifier (e.g., a12x4g) sometimes referred to as "Subscriber ID." This number is different from a Seller/Servicer Number and is easy to identify because the first five digits of any User ID are also the first five digits of the User Group ID.
User Group Name	The name of a group of users in an organization.
User ID	A unique ID provided to a user that, together with a password, the user to access Fannie Mae applications.
5-Digit Seller/Servicer Number	The first 5 digits of the 9-digit Seller/Servicer Number.

Locked User Report:

Terms	Definitions
Email	The email address of the user.
Last Login Date	The last date the User ID was used to log in to a Fannie Mae application.
Last Name	The last name of the user.
Lockout Date	The date the User ID was locked.
Lockout Reason	The reason the User ID was locked.
User Group Name	The name of a group of users in an organization.
User Group ID	A User Group ID is a system-generated 6-digit, alphanumeric identifier (e.g., a12x4g), sometimes referred to as "Subscriber ID." This number is different from a Seller/Servicer Number and is easy to identify because the first five digits of any User ID are also the first five digits of the User Group ID.
User ID	A unique ID provided to a user that, together with a password, enables the user to access Fannie Mae applications.

Projected Inactivity and Password Expiration Report:

Terms	Definitions
Email	The email address of the user.
Last Login Date	The last date the User ID was used to log into a Fannie Mae application.

Last Name	The last name of the user.
Password Expiration Date	The date a password is set to expire.
Projected Lockout Date	The date the User ID is expected to be locked if the user does not log into a Fannie Mae application.
Projected Lockout Reason	The reason the User ID is expected to be locked.
User Group ID	A system-generated 6-digit, alphanumeric identifier (e.g., a12x4g), sometimes referred to as "Subscriber ID." This number is different from a Seller/Servicer Number and is easy to identify because the first five digits of any User ID are also the first five digits of the User Group ID.
User Group Name	The name of a group of users in an organization.
User ID	A unique ID provided to a user that, together with a password, enables the user to access Fannie Mae applications.