



Loan Quality Connect Quick Start Guide

Welcome to Loan Quality Connect™, an interactive loan quality management system that will help you to work faster and smarter. It brings you simplified technology, seamless collaboration, and increased certainty to drive loan quality and manage the post-purchase review process. But before you can experience the many benefits of Loan Quality Connect, there are a few steps you'll need to take to get set up. This *Quick Start Guide* will help you every step of the way.

Your role in Loan Quality Connect

All Quality Assurance System (QAS) users will be mapped to the manager role in Loan Quality Connect. The manager role can perform all tasks in the system, such as submitting self-reports, responding to resolution requests, viewing Data Validation Center requests, and more.

System access

To access Loan Quality Connect, navigate to our [web page](#) and click the Launch App button. Enter your User ID and password and consider the following:

- If you have access to other Fannie Mae applications, such as Desktop Underwriter® (DU®) or Fannie Mae Connect™, you will be able to use the same User ID and password.
- If you do not have access to other Fannie Mae applications, contact the Technology Manager Administrator at your company to register for Loan Quality Connect and get your login credentials. Click [here](#) for details.

Loan file management

For a short period of time, you may need to work in both the Quality Assurance System (QAS) and Loan Quality Connect if you have open loan file reviews as of Dec. 31, 2018; the list below provides details on managing loan files in two systems:

Loan File Requests

If you receive a notification requesting a loan file from QAS, respond to that notification in QAS. Similarly, if you receive a notification requesting a loan file from Loan Quality Connect, then respond to that notification in Loan Quality Connect.

Missing/Defective Documents

All notifications regarding missing or defective documents from QAS should be resolved in QAS. If you receive a message from Loan Quality Connect, respond to the notification in Loan Quality Connect.

Lender Action Requested

If you receive a notification indicating lender action is required from QAS, respond to the notification in QAS. All Loan Quality Connect notifications regarding lender actions should be responded to in Loan Quality Connect.

Loan File Selections

All loan file selections made from Jan. 21, 2019 onward will be processed in Loan Quality Connect.

Resolution Requests

If a significant defect is found in QAS, the resolution request will be processed in Loan Quality Connect – making sure you make the most of our exclusive Loan Quality Defect Notice.

Self-Reporting

You can start self-reporting loan files in Loan Quality Connect on Jan. 21, 2019. Review the *Internal Process Change* section below for details.



Internal process changes

Loan Quality Connect is simple and intuitive, but you may need to change your internal processes surrounding submitting loan files, self-reporting, and responding to Data Validation Center requests.

Submitting loan files

Some of our lenders use a B2B Synchrony Platform (such as Connect Direct or Axway AS2) or the File Transfer Portal to transmit files from the Quality Assurance System (QAS) to Fannie Mae. Loan Quality Connect is replacing this process by enabling lenders to seamlessly transmit all loan files and documents in the system with increased file sizes and no manifest.

- **You *won't* need to change** how you gather or package a set of loan files and documents.
- **You *will* need to change** how you submit files to Fannie Mae.

View the [Providing Loan Files and Documents for a Single Loan Review](#) and [Bulk Upload of Loan Files or Documents](#) job aids for more information.

Self-reporting

Loan Quality Connect delivers a better user experience by integrating self-reporting into one system. You will no longer need to use email to submit this information to Fannie Mae.

- **You *won't* need to change** how you determine if a loan needs to be self-reported.
- **You *will* need to change** how you submit self-reports to Fannie Mae.

View the [Self-Reporting](#) overview video [Submitting a Lender Self-Report](#) job aid and the for more information.

Responding to Data Validation Center requests

The entire Data Validation Center process now takes place in Loan Quality Connect. You won't need to use any other systems to respond to Data Validation Center requests, send documents via secure emails, and more.

- **You *will* need to change** how you interact with the Data Validation Center to view data changes and communicate with Fannie Mae those changes.

View the [Data Validation Center](#) overview video and [Responding to an Initial DVC Data Defect or Secondary Lender Action](#) job aid for more information.

System notifications and email contacts

Ensure you'll receive system notifications

Work with your IT department to "whitelist" or add LQCRequest_NoReply@fanniemae.com to a "safe senders" list. This will make sure Loan Quality Connect notifications do not get blocked by spam filters.

Update your email contacts

In Loan Quality Connect, certain events will trigger email notifications to be sent, such as requesting a loan file or missing document. You will need to follow a new process to manage your contact information to ensure you receive your notifications. Review the [Updating Email Notification Contacts](#) [job aid](#) for details.

Online training materials

Our [web page](#) contains many training materials, including overview videos, eLearnings, job aids, and more.

Questions?

Visit our [web page](#) for additional information. If you have any questions, please contact us at 1-800-2Fannie (1-800-232-6643).