Single-Family Business Portal www.fanniemae.com/singlefamily

Top 5 Search Tips

Use these tips to find the information that you need quickly.

5. Sort by relevance

Results are sorted so that those documents and pages which are most likely to be *relevant* to what you are looking for are shown at the top. (By default, most search results sort by relevancy.)

4. Sort by date

Results are sorted so that documents and pages appear in order by the last updated date, with the most recent showing at the top.
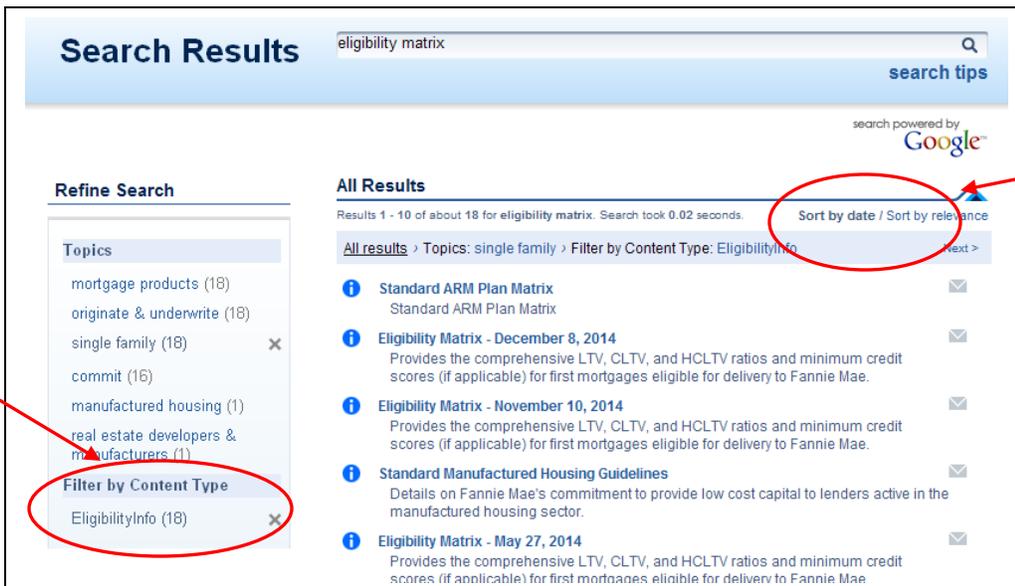
> **TIP:** *To sort by date or sort by relevance, click on the words as shown below.*
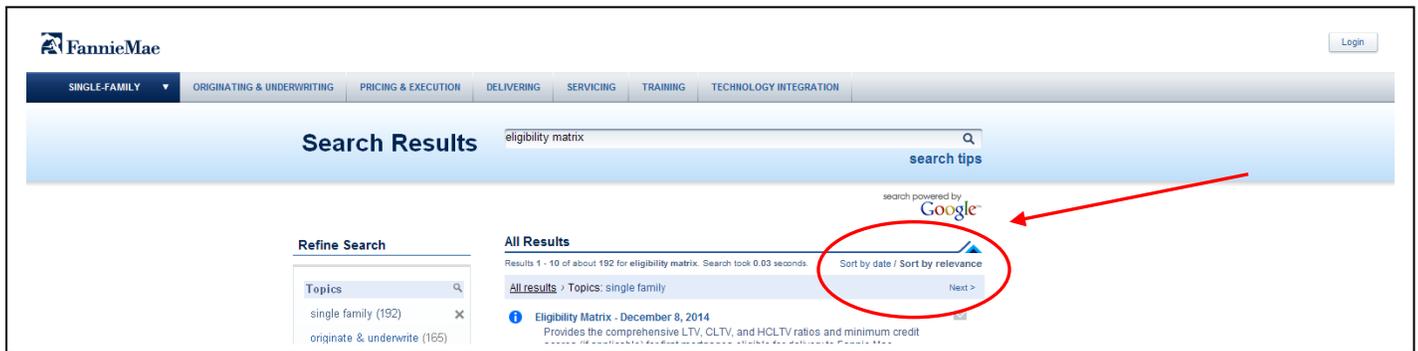
3. Refine your search

Use the "Topics" and "Filter by Content Type" filters to narrow your results.

> **TIP:** *Here's an example for how to find the most recent and previous versions of the Eligibility Matrix.*

Step 1

Step 2

After searching for eligibility matrix:
1. Click on EligibilityInfo
2. Then click sort by date

2. Log in instead of searching for technology applications.

If you have a Fannie Mae technology application user ID, use it to log in to the website.

After logging in, use the three drop-down menu buttons at the top of the page for quick access to add/update bookmarks (i.e., create bookmarks to your frequently accessed pages on the website), launch your tech apps, and log out.

To access a **personalized home page** after logging in, click "Single-Family" on the top left of the page. You'll then have access to your bookmarks and your list of tech apps, plus you can:

- Find your technology support phone number;
- See and click back to content you have recently accessed on the website; and
- View a list of your recent support tickets.

1. Use the special search for the *Selling Guide* and *Servicing Guide*

Go to the *Selling Guide* or *Servicing Guide* web pages (there are links located on the Single-Family section main page). Then, use the search box on the left side of all Guide pages instead of the search in the upper right corner of the website. This is a quick way to automatically narrow your search to the contents of the Guide. (The search in the upper right searches all content in the Single-Family section.)

If you're a frequent user of the *Selling Guide* or *Servicing Guide*, you should bookmark the page for fast access to the special search tool.

General search tips

- Keep it simple. Start by typing the name of the item you are looking for, e.g., Selling Guide.
- Add relevant words if you do not see what you are looking for, e.g., Selling Guide Announcement.
- Place quotation marks around words to search for an exact phrase.
- Use a - sign to exclude certain words that you don't want in your results.

About the Single-Family Business Portal

The Single-Family Business Portal is organized based on the phases of the loan life-cycle: Originating & Underwriting, Pricing & Execution, Delivering, and Servicing.

Visit each page for easy access to Guide resources, technology applications, training, pricing and eligibility information, as well as additional tools. In addition, the Training page provides centralized access to webinars, virtual classroom training, onDemand eLearning, job aids, and FAQs.

Other resources:

New servicer toolkit: A guide to performing essential servicer activities.

Single-Family site map: Understand how the business portal is designed.

Sign up for email updates: Stay informed about new and updated policies, procedures, and technology applications; and the services and support we offer to help you address their implications to your business.

Helping you work more efficiently.

- State-of-the-art search capability powered by Google provides suggestions as you type a query for quick access to content.
- Streamlined design with resources organized by function and type.
- The portal provides a foundation on which we will build regularly to provide even more features and functionality that make it easier to do business with us.