



Technology Manager Version 2.1 Release Notes

August 16, 2016

Overview

Technology Manager is a web-based tool that allows Fannie Mae customers to provision and manage access to Fannie Mae applications. Registered users can view and modify their user profile and security information, and company designated administrators can assign different applications to individual users and user groups.

On September 12, 2016 we will implement Technology Manager Version 2.1. The release will include a number of enhancements to current functionality.

System Requirements

Technology Manager is a web-based application; therefore, the system only requires a standard web browser to be installed on your computer. For the best results, use Internet Explorer 11 or higher. Make sure your browser is set to 100% zoom and medium text size (when applicable). The optimal screen resolution is between 1280x720 and 1600x900 pixels.

New Features and Enhancements

Streamlined Access Provisioning for New Users

- “Create New User” link is now available from the middle section of the Technology Manager Home screen. Clicking the link takes the user directly to “Create New User Profile and Security Information” screen.
- User is created by clicking “Create New User” button (in previous releases this was the “Submit” button) on the “Create New User Profile and Security Information” screen.
- After new user is created, the administrator is taken to “Manage Users” screen:
 - The following message in dark green, highlighted in light green is displayed on the top of the screen – *“New user created successfully. Please assign application access.”*
 - Search results are automatically populated with the new user information. The row with the new user record is highlighted in light green.
 - “Available applications” section on the right side of the screen is automatically expanded, while other sections are collapsed.

Additional Customer Types Accommodated

- In addition to existing support of Sellers, Servicers and Mortgage Originators, other Non-Seller/Servicer customer types are now supported.
- All PAM users will be transitioned to Technology Manager, for its improved usability and enhanced functionality. As of September 30, 2016 PAM will no longer be available.

Administrator Registration Simplified

- Authorized customer representatives can fill and submit a simplified on-line Administrator Registration Form. Three paper-based forms (Technology Manager Administrator Registration forms for Lender, Broker and Multifamily customers) are retired.



Reporting Functionality Improved

- New 'Active Lender/Broker Relationships' report functionality enables customers to quickly access lender/broker relationship information (available from "Manage Lender/Broker Relationships" screen).
- Enhanced User Access report includes first name and job title attributes to facilitate an efficient and informed decision-making process when reviewing existing users' access (available from "Generate Report" screen).

Enhanced Messaging Enabled

- On-screen messages (~20) are updated to provide users additional information regarding different transaction scenarios. When applicable, these messages include links to the Customer Contact Center for fast and easy navigation to help resources.
- "New Application Added" system-generated email includes links to online Single-Family and Multifamily training materials.
- "Inactivity Lockout Warning" email notification triggered 14, 7, and 1 day before a given user ID expires due to inactivity is sent only to active administrators associated with the given user ID.
- "Passwords are Managed by Administrator" attribute name is updated to read "Passwords are Managed by Administrator Only", to clarify the limitations imposed when selected.

Field Validation

- Name fields ('First Name', 'M.I.', and 'Last Name') include data validation for first and last characters to allow only alphabetical values. This prevents system errors and internal job failures resulting in user login difficulties.
- 'Email' and the respective 'confirm email' fields' validation is not case sensitive.

Additional Resources

Additional information on Technology Manager is available from the links on the bottom right of the Home screen, and on www.fanniemae.com/singlefamily/technology-manager.