For technical issues with AllRegs:

If you have any trouble accessing AllRegs, try the following:

1. Use the most recent version of Google Chrome, Microsoft Edge or Mozilla Firefox.

2. Go to your browser's security settings and clear cache and cookies.*
   - Ensure to clear browsing data for the time range of "All time."
   - Under "third-party cookies," review the site data and permissions and clear all data or delete the data just for AllRegs.com.

*Note that some organizations may not allow you to adjust all of your browser history or cookies settings. If you are still experiencing issues accessing the AllRegs subscription site, contact your company's AllRegs System Administrator.

System Admins can manage users access and run admin reports for users within their organization under Administration Tasks in the dropdown menu below their username in the upper right corner of the AllRegs screen. Review the AllRegs Online Quick Reference Guide – User Administrator* for more information.

*Tip, ensure that you are logged into the AllRegs site before trying to view this content. If you are not, you will be prompted to log into ICE via Access, Encompass or some other account.

For additional technical questions using AllRegs, contact ICE Mortgage Technology at 800-848-4904. For general questions regarding the Freddie Mac *Multifamily Seller/Servicer Guide*, email MF_GUIDE_TEAM@freddiemac.com.

Training videos:

AllRegs offers training videos* on several topics, including the following:

- Home Page
- Smart Search
- Agency Guides (which includes the Freddie Mac *Multifamily Seller/Servicer Guide*)
- Use Account & E-alert Settings

*Note that these training videos show the subscription site version of AllRegs, which provides the Freddie Mac *Multifamily Seller/Servicer Guide* as well as several other guides and materials such as the Freddie Mac *Single-Family Seller/Servicer Guide*, Fannie Mae Single-Family Seller/Servicer Guide, FHA, Treasury, VA, Ginnie Mae and HUD requirements.

Freddie Mac offers short training videos* for using the Freddie Mac *Multifamily Seller/Servicer Guide*. Access the following trainings from Optigo Academy:

- [Introduction to the Guide](#)
- [3 Ways to Access the Guide](#)
- [2 Ways to Print the Guide](#)

*Note that these Freddie Mac training videos show the Freddie Mac free site version of AllRegs, which provides only the Freddie Mac *Multifamily Seller/Servicer Guide*.