



Consent Request Tracker (CRT) Servicer Administration


Agenda

- Introduction
- External Admin Registration
- Forgot Password
- User Management
- Questions



External Admin Registration

- The Consent Request Tracker tool can be accessed by clicking on the CRT icon on the Asset Management page on Freddiemac.com



The screenshot shows the Freddie Mac website's navigation and content. The top navigation bar includes links for Home, About Us, Careers, Media Room, Investor Relations, and Contact Us. The main navigation menu has three tabs: "Doing Business with Freddie Mac", "About Freddie Mac", and "About Homeownership". The "About Freddie Mac" tab is active, showing a sidebar with categories like Single-Family, Multifamily, Debt Securities, and Mortgage Securities. The "Asset Management" section is highlighted, featuring a description of servicer tools, a list of applications (PRS, DMS, GLI, CRT), and a "Quick Links" section with various document links. A news section titled "Asset Management News" is also visible.

Home | **About Us** | **Careers** | **Media Room** | **Investor Relations** | **Contact Us**

Freddie Mac
We make home possible®

Search
[Advanced Search](#)

Doing Business with Freddie Mac | **About Freddie Mac** | **About Homeownership**

Single-Family

Multifamily

- Originate and Underwrite
- Purchase
- Investor Reporting
- Asset Management**
- Products
- Investors
- Multifamily News Center
- Seller/Servicers
- Guide Forms and Documents
- Resource Center
- Contact Us

Debt Securities


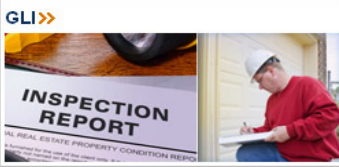
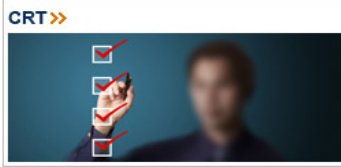
Mortgage Securities

Vendors and Suppliers

Asset Management

Servicers manage the ongoing loan management performance following origination, including a range of assessment, inspection and quarterly reporting functions. Here are the tools you need to manage assets for us.

Applications

- PRS** >>> 
- DMS** >>> 
- GLI** >>> 
- CRT** >>> 

Submit all assessments for 2012 in the PRS application. Only use the GLI application to submit general loan information requests and access historical information. The GLI application is being retired later in 2012.

Quick Links

- [Approved Counterparties List \[XLS\]](#) 🔒
- [DMS Master Document Listing Mapping \[XLS\]](#) 🔒
- [Exclusionary List \[XLS\]](#) 🔒
- [Insurance Compliance Tool](#) 🔗
- [PRS Income & Expense Line Item Guide \[XLS\]](#)
- [Password Resets \[PDF\]](#)
- [Restricted Vendor List \[PDF\]](#) 🔒

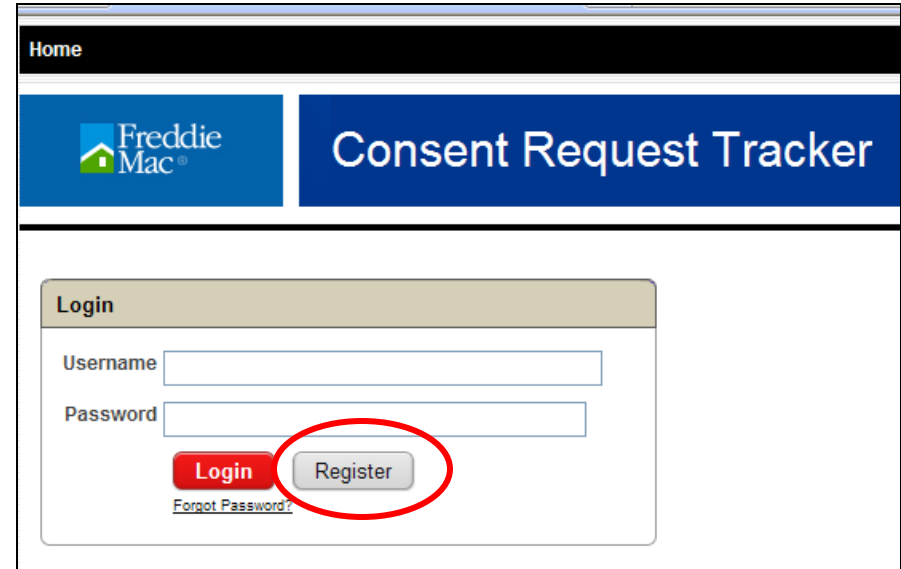
Asset Management News

- [Best Practices for Submitting a Complete Loan Package to Freddie Mac](#)
- [Freddie Mac Implementing Triple A Servicing Standards](#)
- [Important Changes to Our Interest-Only and Partial Term Interest-Only Credit Policy](#)

[All Asset Management News](#) 📄

External Admin Registration (Cont'd)

- Navigate to the CRT URL:
<https://crt.ficonsulting.com>
- Click the Register button



Home

Freddie Mac

Consent Request Tracker

Login

Username

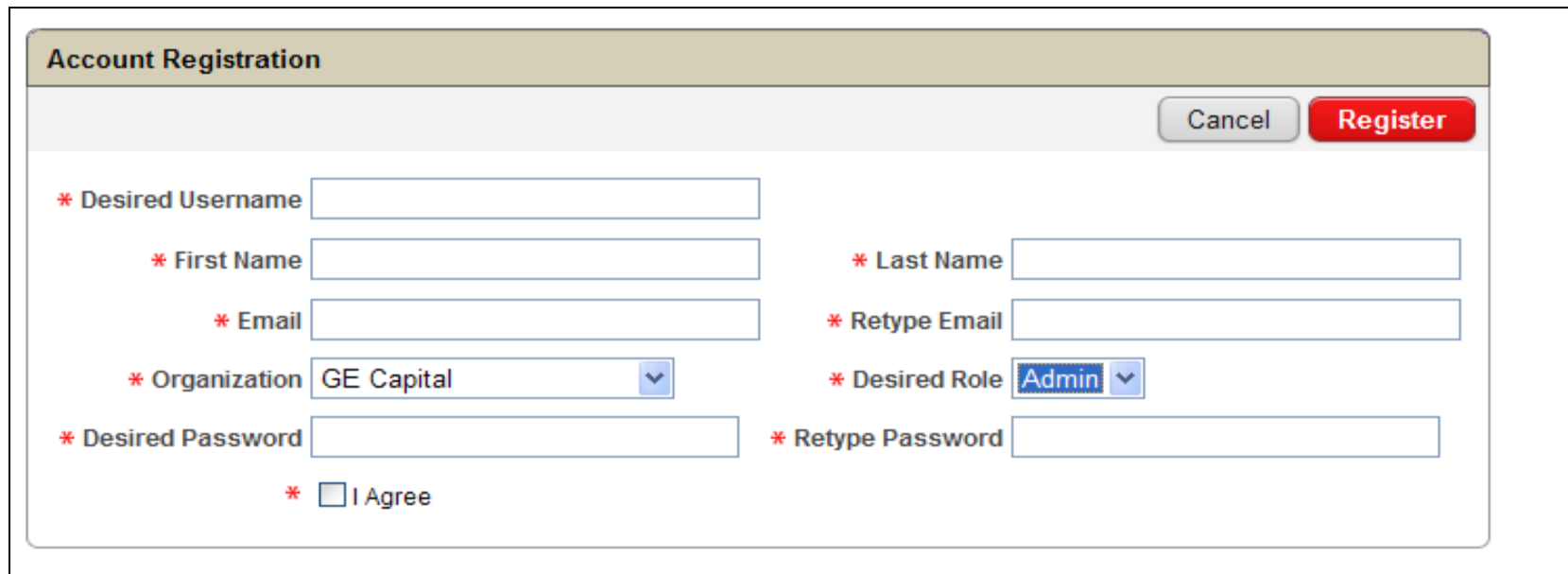
Password

[Login](#) [Register](#)

[Forgot Password?](#)

External Admin Registration (Cont'd)

- Complete all information on the Account Registration screen in accordance with the directions on the next slide.

A screenshot of an "Account Registration" form. The form has a title bar "Account Registration" and two buttons: "Cancel" and "Register". The form contains several required fields, each marked with a red asterisk (*):

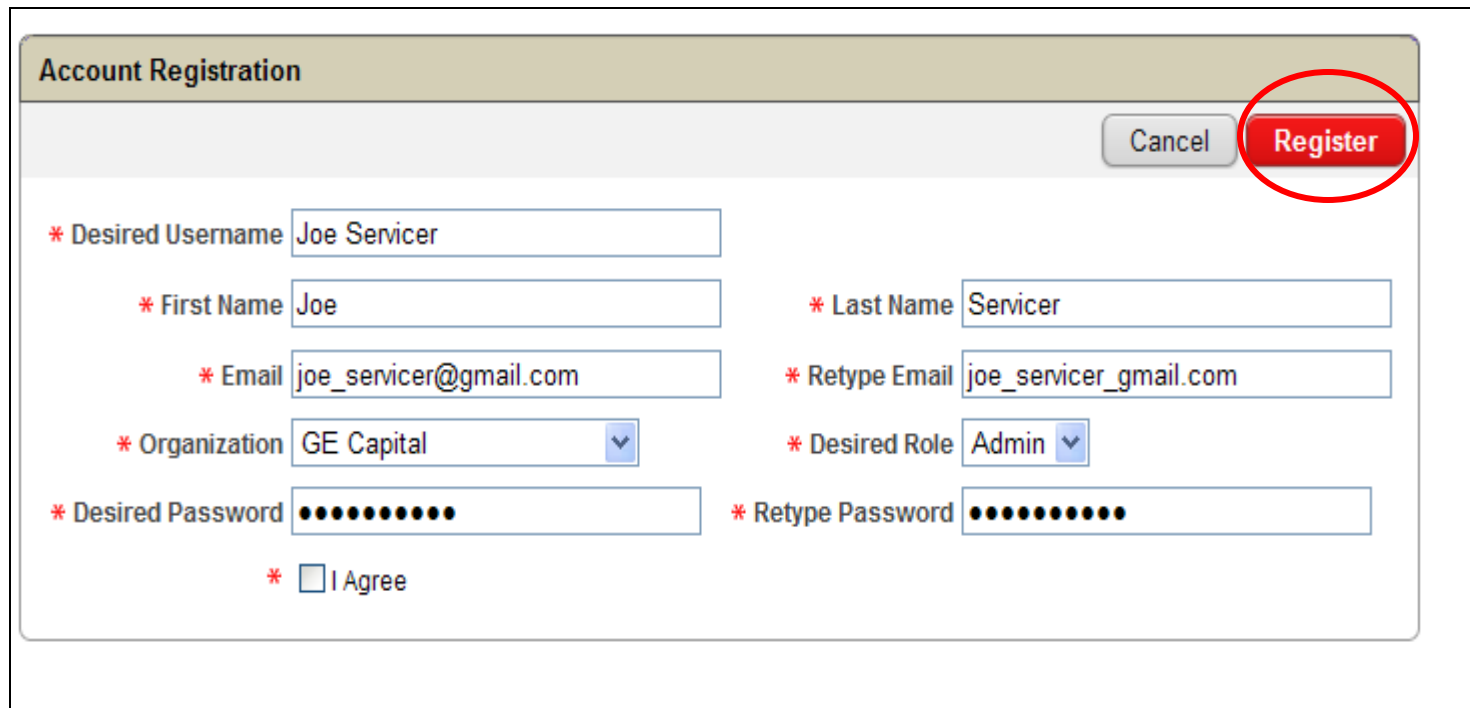
- * Desired Username: text input field
- * First Name: text input field
- * Last Name: text input field
- * Email: text input field
- * Retype Email: text input field
- * Organization: dropdown menu with "GE Capital" selected
- * Desired Role: dropdown menu with "Admin" selected
- * Desired Password: text input field
- * Retype Password: text input field
- * I Agree: checkbox

- Registration Information:
 - » Desired User Name: 6 characters
 - » Enter your first and last name and work e-mail address
 - » Select your organization from the drop-down list
 - » Select the role of “Admin” from the drop-down list (“Admin” is for Servicer and Freddie Mac system administrators only)

- Registration Information (Cont'd):
 - » Enter a password using the following rules:
 - Must be at least 8 characters (letters or numbers)
 - May not contain a complete dictionary word
 - Must contain:
 - At least one special punctuation (*&%^#@%, etc.)
 - At least one uppercase letter
 - At least one lowercase letter
 - Must differ from the one previously used in the last 270 days
 - » Check “I Agree” to agree to terms of use

External Admin Registration (Cont'd)

- Completed Registration Form:



The screenshot shows a web form titled "Account Registration". The form contains the following fields and controls:

- Desired Username:** Text input field containing "Joe Servicer".
- First Name:** Text input field containing "Joe".
- Last Name:** Text input field containing "Servicer".
- Email:** Text input field containing "joe_servicer@gmail.com".
- Retype Email:** Text input field containing "joe_servicer_gmail.com".
- Organization:** Dropdown menu with "GE Capital" selected.
- Desired Role:** Dropdown menu with "Admin" selected.
- Desired Password:** Password input field with 10 dots.
- Retype Password:** Password input field with 10 dots.
- I Agree:** A checkbox that is currently unchecked.
- Buttons:** "Cancel" and "Register" buttons are located in the top right corner. The "Register" button is highlighted with a red circle.

- Click the Register button

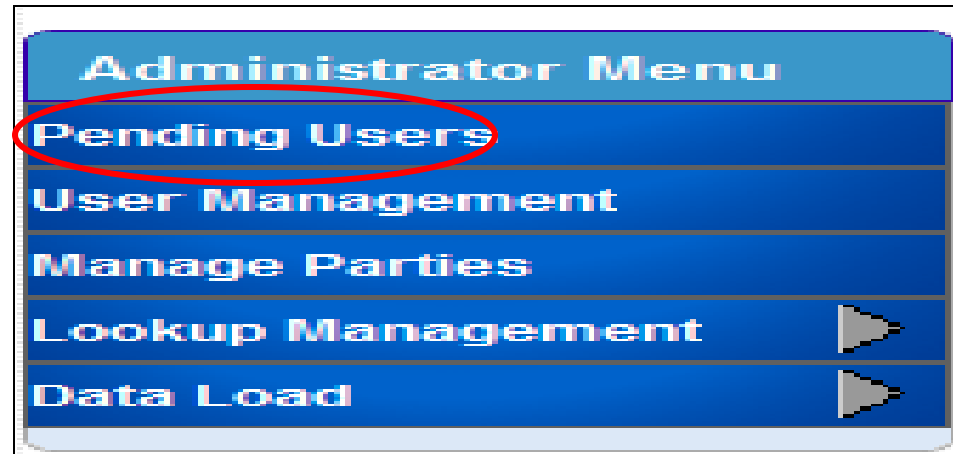
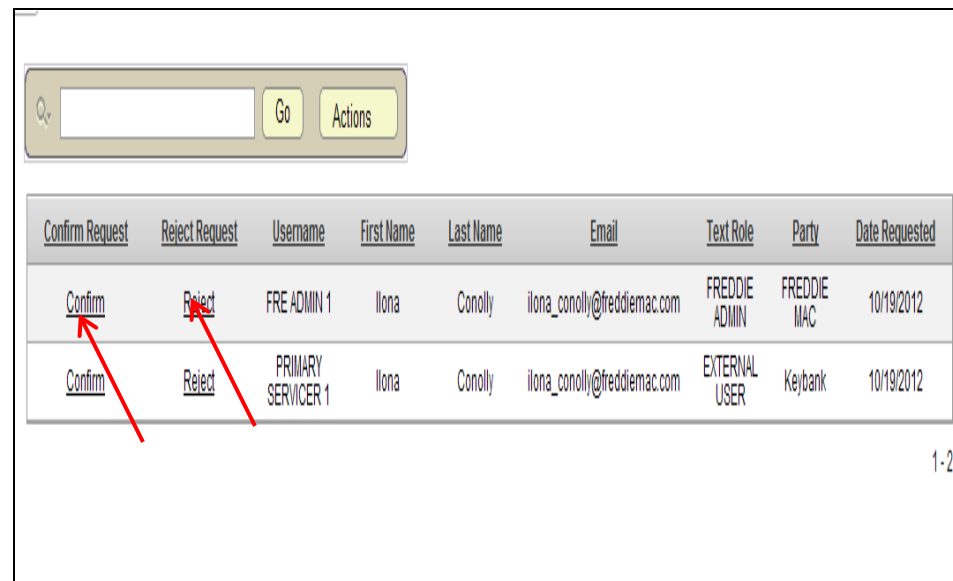
External Admin Registration (Cont'd)

- The existing Freddie Mac system administrators will receive an email request to approve or reject your registration request
- Once your registration has been approved by the system administrator, you will receive a verification email with a link to activate the user account



External Admin Registration (Cont'd)

- As an existing system administrator you will receive email requests to approve or reject users within your organization
- To approve/reject a request, Login to CRT
- Click on Pending Users
- Click on either Confirm or Reject

The image shows a search bar with a "Go" button and an "Actions" button. Below it is a table with the following data:

<u>Confirm Request</u>	<u>Reject Request</u>	<u>Username</u>	<u>First Name</u>	<u>Last Name</u>	<u>Email</u>	<u>Text Role</u>	<u>Party</u>	<u>Date Requested</u>
Confirm	Reject	FRE ADMIN 1	Ilona	Conolly	ilona_conolly@freddiemac.com	FREDDIE ADMIN	FREDDIE MAC	10/19/2012
Confirm	Reject	PRIMARY SERVICER 1	Ilona	Conolly	ilona_conolly@freddiemac.com	EXTERNAL USER	Keybank	10/19/2012

Red arrows point to the "Confirm" and "Reject" links in the first two rows of the table.

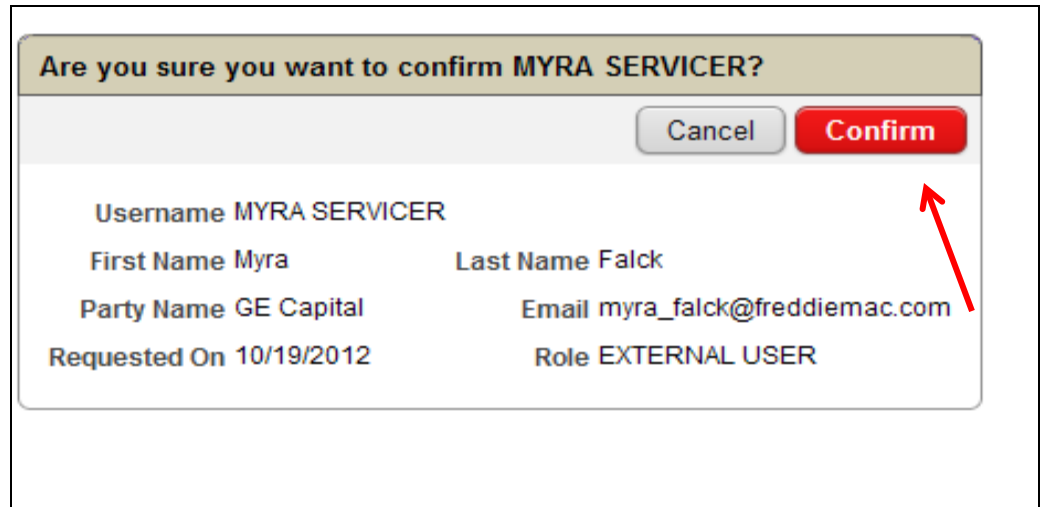
External Admin Registration (Cont'd)

- To confirm a request, Click on Confirm
- To reject a request, Click on Reject and enter a Reason

Are you sure you want to confirm MYRA SERVICER?

Cancel Confirm

Username MYRA SERVICER
First Name Myra Last Name Falck
Party Name GE Capital Email myra_falck@freddiemac.com
Requested On 10/19/2012 Role EXTERNAL USER

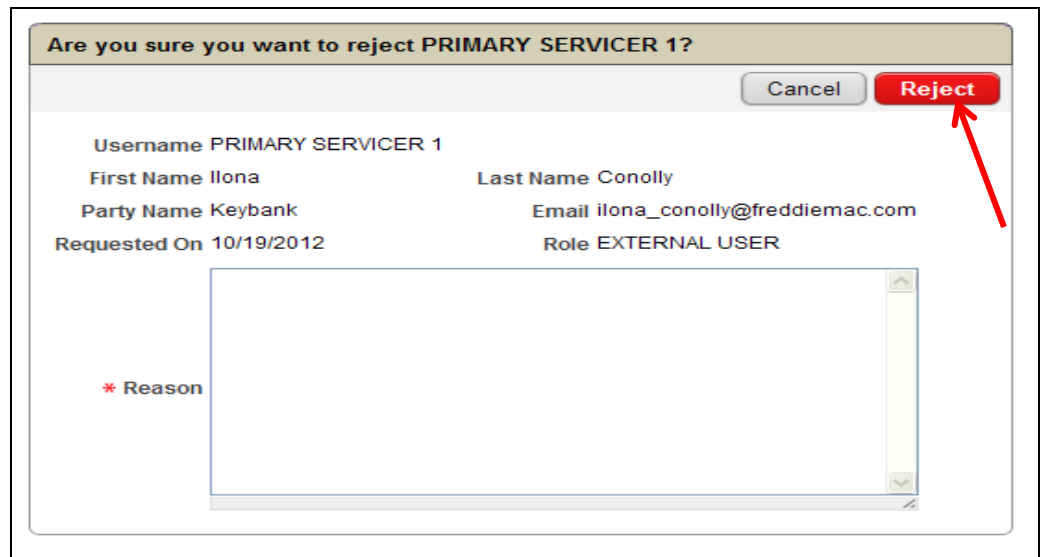


Are you sure you want to reject PRIMARY SERVICER 1?

Cancel Reject

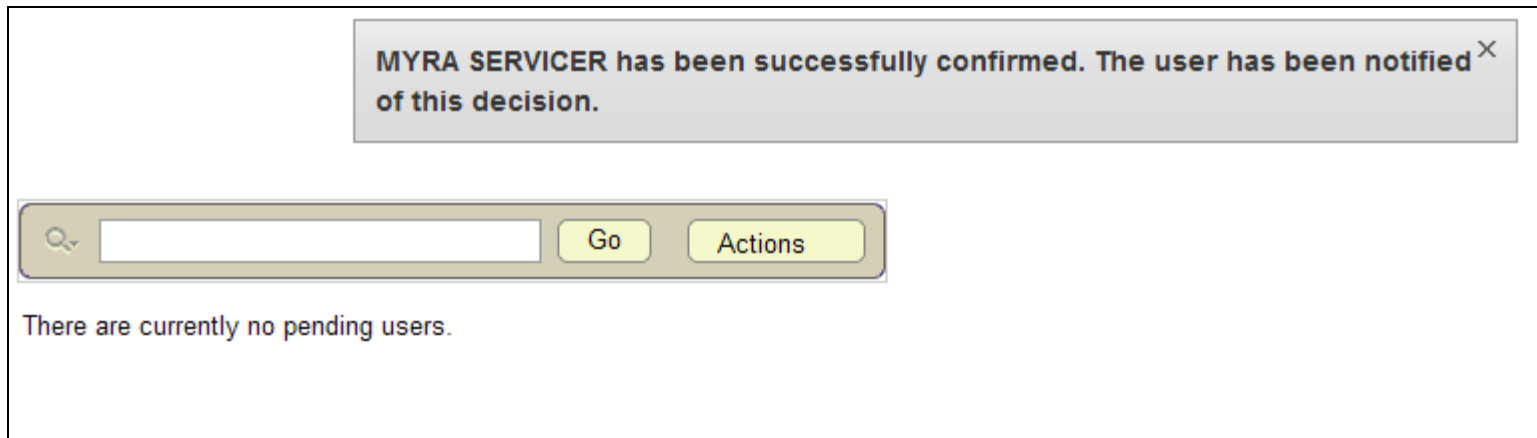
Username PRIMARY SERVICER 1
First Name Ilona Last Name Conolly
Party Name Keybank Email ilona_conolly@freddiemac.com
Requested On 10/19/2012 Role EXTERNAL USER

* Reason



External Admin Registration (Cont'd)

- A message is displayed indicating that the Request has been successfully confirmed/rejected and that the user has been notified of the decision

A screenshot of a web interface. At the top, a grey message box with a close button (X) contains the text: "MYRA SERVICER has been successfully confirmed. The user has been notified of this decision." Below the message box is a search bar with a magnifying glass icon on the left, a text input field, a "Go" button, and an "Actions" button. Below the search bar, the text "There are currently no pending users." is displayed.

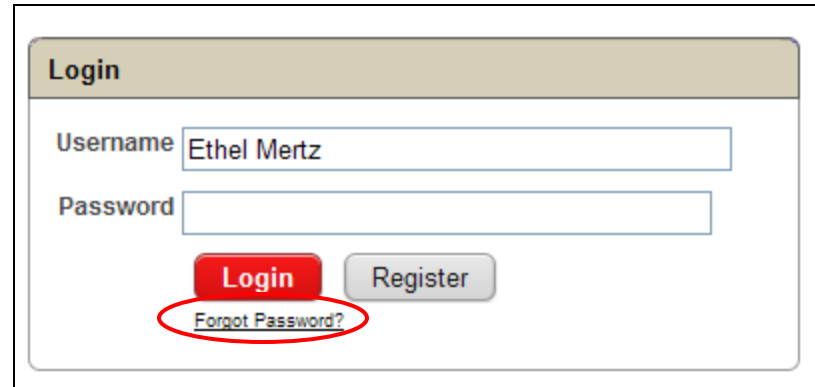
MYRA SERVICER has been successfully confirmed. The user has been notified of this decision.

Search: Go Actions

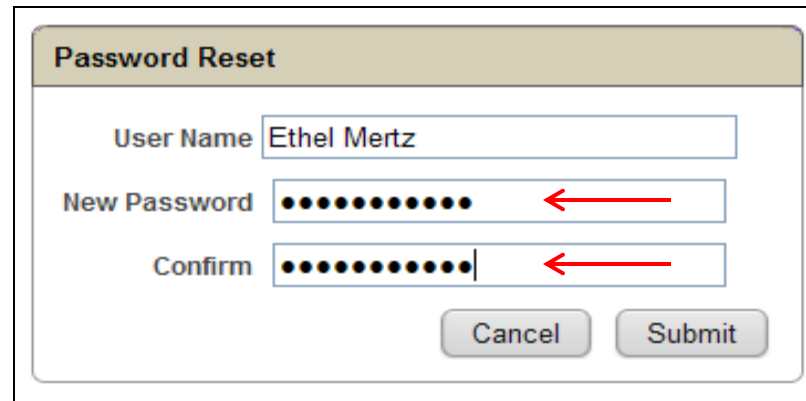
There are currently no pending users.

Forgot Password

- Navigate to the CRT URL:
(insert URL link)
- Enter Username
- Click on Forgot Password?
- Enter the New Password
- Re-enter the New Password in the Confirm field
- Click on Submit



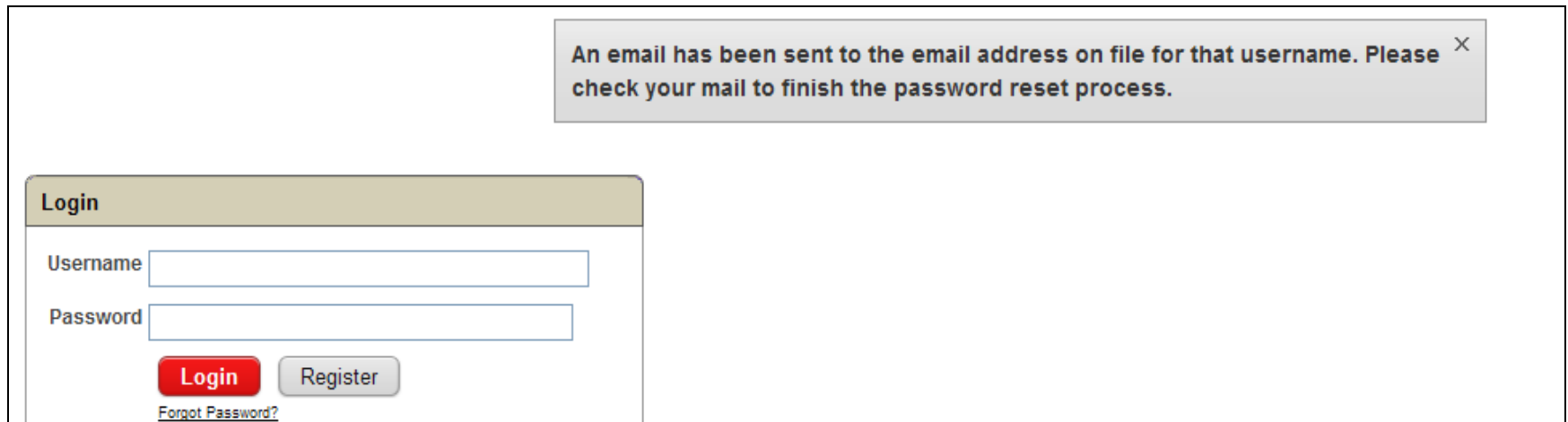
The screenshot shows a 'Login' form with a title bar. It contains two input fields: 'Username' with the text 'Ethel Mertz' and an empty 'Password' field. Below the fields are three buttons: a red 'Login' button, a grey 'Register' button, and a blue 'Forgot Password?' link. The 'Forgot Password?' link is circled in red.



The screenshot shows a 'Password Reset' form with a title bar. It contains three input fields: 'User Name' with the text 'Ethel Mertz', 'New Password' with ten black dots and a red arrow pointing left, and 'Confirm' with ten black dots and a red arrow pointing left. At the bottom right are two buttons: a grey 'Cancel' button and a grey 'Submit' button.

Forgot Password (Cont'd)

- A message displays indicating an email has been sent to the email address on file to finish the password reset process

A screenshot of a web application interface. At the top right, a grey notification box with a close button (X) contains the text: "An email has been sent to the email address on file for that username. Please check your mail to finish the password reset process." Below this, on the left, is a "Login" form. The form has a header "Login" in a tan box. It contains two input fields: "Username" and "Password". Below the fields are two buttons: a red "Login" button and a grey "Register" button. At the bottom of the form is a link labeled "Forgot Password?".

An email has been sent to the email address on file for that username. Please check your mail to finish the password reset process. ✕

Login

Username

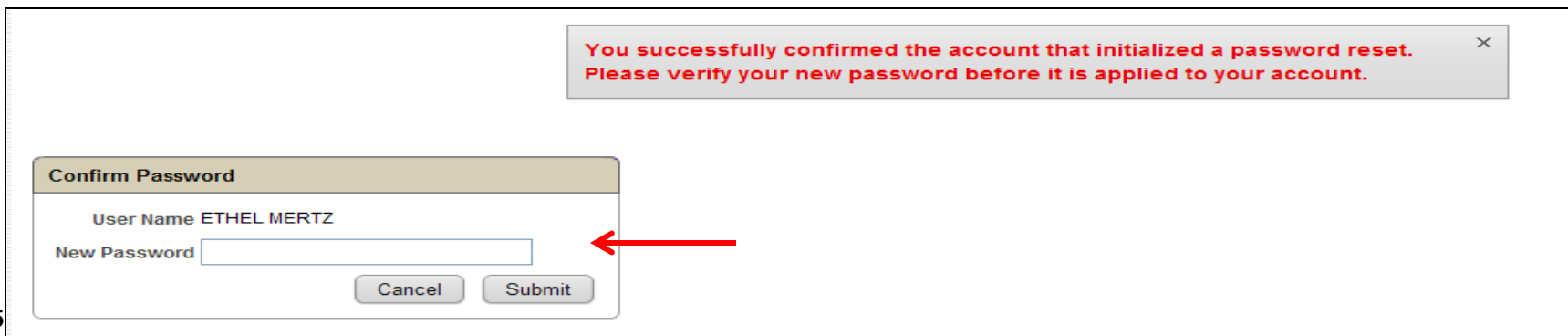
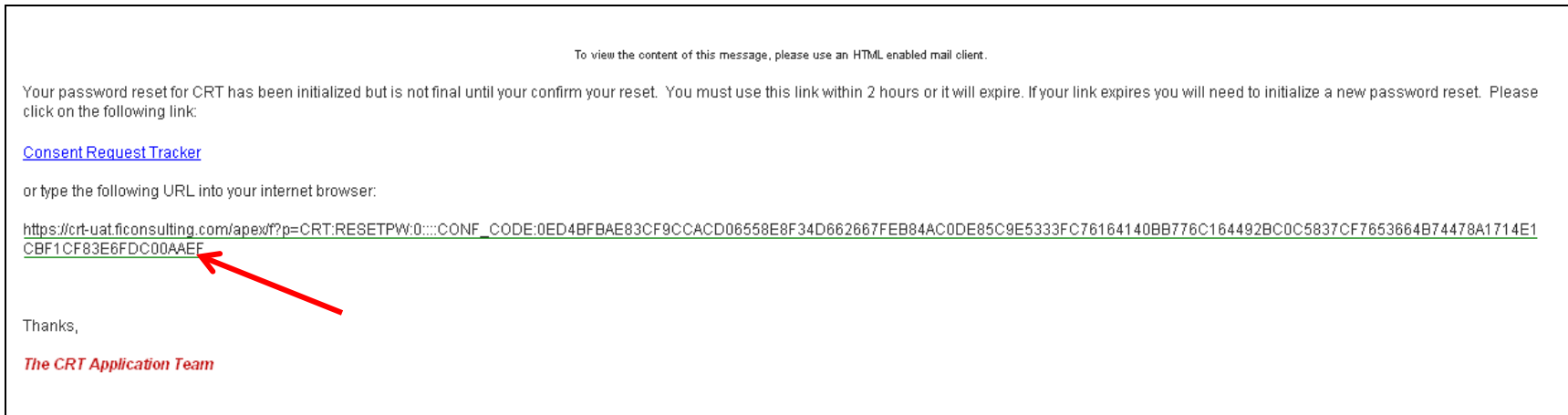
Password

Login Register

[Forgot Password?](#)

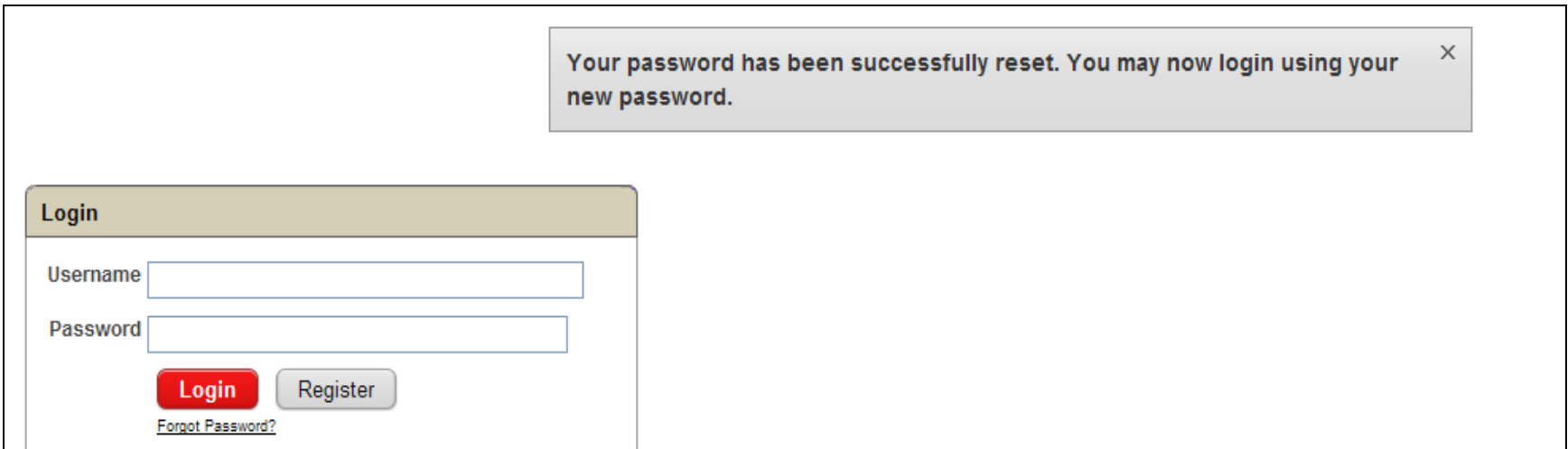
Forgot Password (Cont'd)

- Click on the URL link displayed in the email
- You will be sent to the Confirm Password screen
- Enter the New Password



Forgot Password (Cont'd)

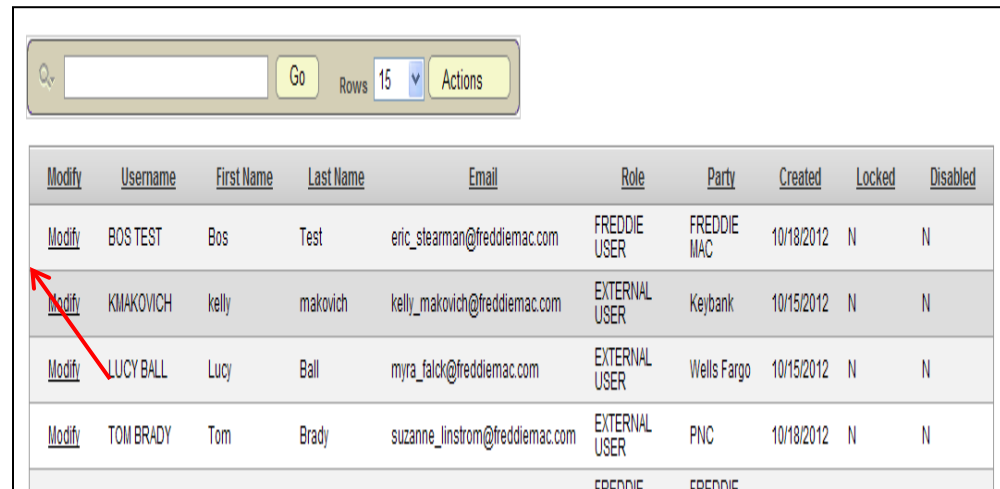
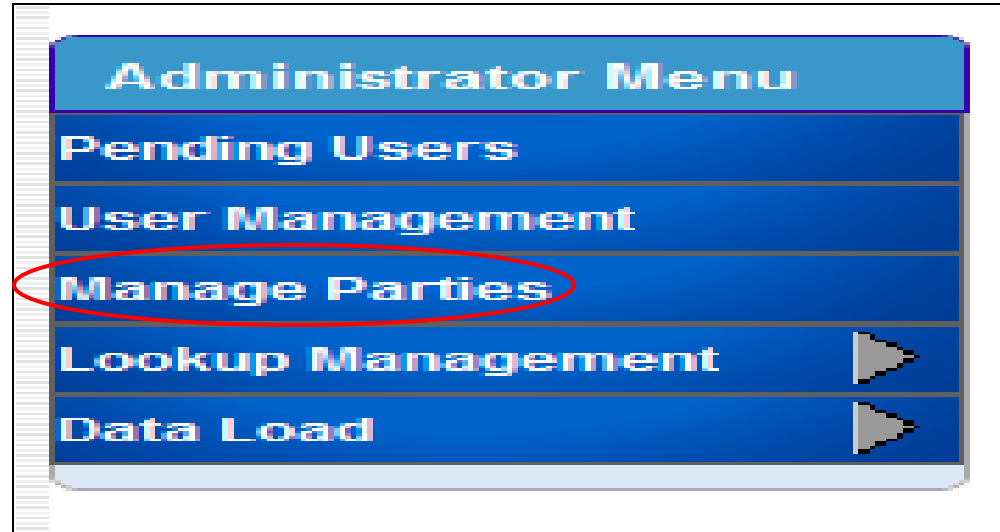
- A message displays indicating you have successfully reset your password
- You may log-in with your new password



The screenshot shows a web interface with a success message and a login form. The success message is a grey box with a close button (X) in the top right corner, containing the text: "Your password has been successfully reset. You may now login using your new password." Below the message is a "Login" form with a tan header. The form contains two input fields: "Username" and "Password". Below the fields are two buttons: a red "Login" button and a grey "Register" button. At the bottom of the form is a blue link labeled "Forgot Password?".

User Management

- To maintain a list of existing users (including external/internal administrators), select User Management from the Administrative Menu
- A list of existing users/administrators within your organization and their profile information will display
- Click on Modify to display the User Profile Screen

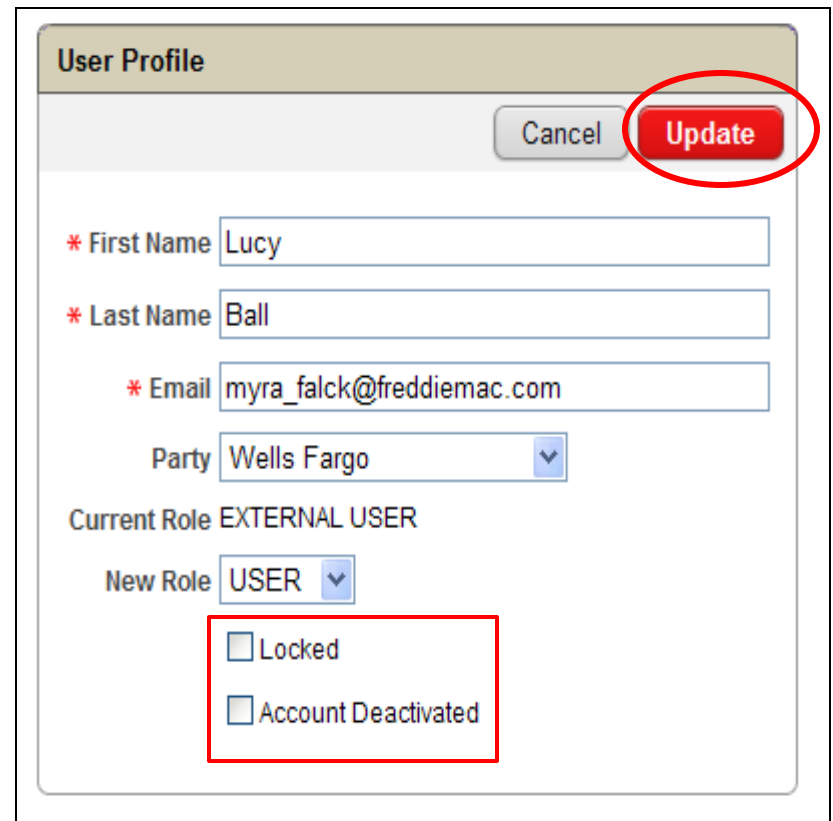


The image shows a user management interface. At the top is a search bar with a "Go" button, a "Rows" dropdown set to "15", and an "Actions" button. Below is a table with columns: Modify, Username, First Name, Last Name, Email, Role, Party, Created, Locked, and Disabled. A red arrow points to the "Modify" link in the second row.

Modify	Username	First Name	Last Name	Email	Role	Party	Created	Locked	Disabled
Modify	BOSTEST	Bos	Test	eric_stearman@freddiemac.com	FREDDIE USER	FREDDIE MAC	10/18/2012	N	N
Modify	KIMAKOVICH	kelly	makovich	kelly_makovich@freddiemac.com	EXTERNAL USER	Keybank	10/15/2012	N	N
Modify	LUCY BALL	Lucy	Ball	myra_falck@freddiemac.com	EXTERNAL USER	Wells Fargo	10/15/2012	N	N
Modify	TOM BRADY	Tom	Brady	suzanne_linstrom@freddiemac.com	EXTERNAL USER	PNC	10/18/2012	N	N

User Management (Cont'd)

- Enter the desired Text Changes
- To Lock/Unlock or Deactivate/Activate a User, Check/Uncheck the Locked/Account Deactivated boxes
- Click on Update to update the information and return to the User Management Screen



User Profile

Cancel **Update**

* First Name

* Last Name

* Email

Party

Current Role EXTERNAL USER

New Role

Locked

Account Deactivated