Consent Request Tracker (CRT)

Servicer Administration

Freddie Mac
We make home possible®

October 2012
Agenda

- Introduction
- External Admin Registration
- Forgot Password
- User Management
- Questions
The Consent Request Tracker tool can be accessed by clicking on the CRT icon on the Asset Management page on Freddiemac.com.
External Admin Registration (Cont’d)

- Navigate to the CRT URL: [https://crt.ficonsulting.com](https://crt.ficonsulting.com)
- Click the Register button
External Admin Registration (Cont’d)

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

- 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.

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**NOREPLY@CRT.FICONSULTING.COM**

10/18/2012 12:33 PM

Please respond to NOREPLY@CRT.FICONSULTING.COM

To: &llona_T_Conolly@freddiemac.com
   cc: 
   bcc: 

Subject: CRT Username Request Confirmed

Your account request with CRT has been confirmed. To access the application, please use the link:

[Consent Request Tracker](https://crt-uat.ficonsulting.com/apex/f?p=CRT)

or type the following URL into your internet browser:


Thanks for registering.

*The CRT Application Team*
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
External Admin Registration (Cont’d)

- To confirm a request, Click on Confirm
- To reject a request, Click on Reject and enter a Reason
A message is displayed indicating that the Request has been successfully confirmed/rejected and that the user has been notified of the decision.
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
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.
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

To view the content of this message, please use an HTML-enabled mail client.

Your password reset for CRT has been initialized but is not final until you confirm your reset. You must use this link within 2 hours or it will expire. If your link expires you will need to initialize a new password reset. Please click on the following link:

Consent Request Tracker

or type the following URL into your internet browser:

https://portal.freddie.com/psas/edit?em=CRT.RESETPW.00_CONF_CODE3ED4BFBAE83CF30C9A3D65D8E8F2FD852667FE84AC0DE8553EE333FC7E814140B9B78C164492B0C5837CF7553B64B7478A1714E1

Thanks,

The CRT Application Team

You successfully confirmed the account that initialized a password reset. Please verify your new password before it is applied to your account.
Forgot Password (Cont’d)

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