

# Disabling Users in FAM

Guide for Multifamily System Admins

---

August 2021

# Disabling Users in FAM

This guide details how to disable Freddie Mac Access Manager (FAM) access for an existing user account.

First, a system admin should remove all access from the intended user account.

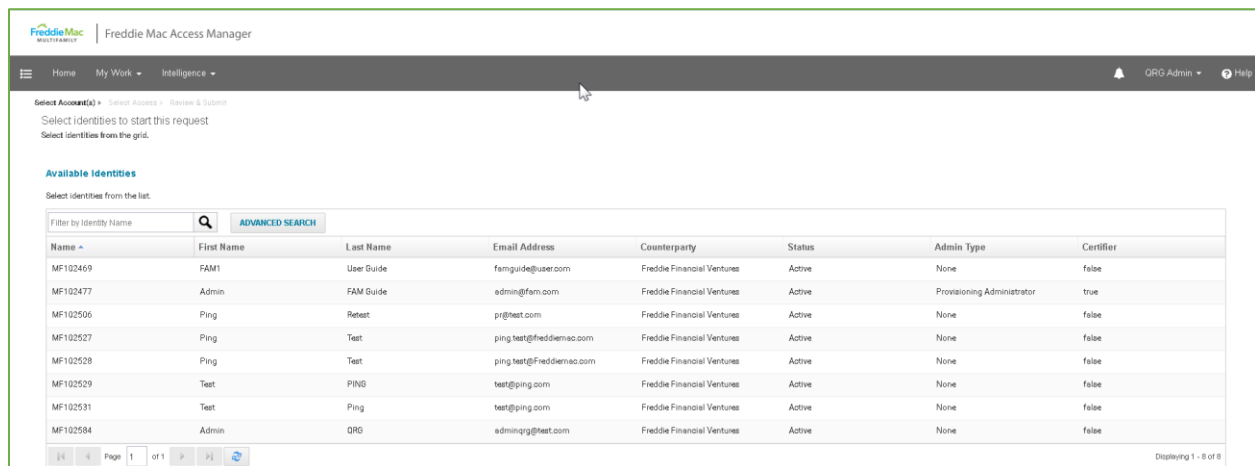
Next, the user account should be disabled to ensure the user can't access their account and Freddie Mac applications.

## Step 1

From the home screen, click on the **Remove User Access (Multifamily)** card.

## Step 2

1. On the Search page, search for the user by entering the MF ID, First Name or Last Name in the search bar.
2. Click on the user from the search results.



The screenshot shows the Freddie Mac Access Manager interface. At the top, there is a navigation bar with 'Home', 'My Work', and 'Intelligence'. Below this, there is a section titled 'Available Identities' with a search bar and an 'ADVANCED SEARCH' button. The search results are displayed in a table with the following columns: Name, First Name, Last Name, Email Address, Counterparty, Status, Admin Type, and Certifier.

Name	First Name	Last Name	Email Address	Counterparty	Status	Admin Type	Certifier
MF102469	FAM1	User Guide	famguide@user.com	Freddie Financial Ventures	Active	None	false
MF102477	Admin	FAM Guide	admin@fam.com	Freddie Financial Ventures	Active	Provisioning Administrator	true
MF102506	Ping	Reset	pr@nest.com	Freddie Financial Ventures	Active	None	false
MF102527	Ping	Test	ping.test@freddiemac.com	Freddie Financial Ventures	Active	None	false
MF102528	Ping	Test	ping.test@freddiemac.com	Freddie Financial Ventures	Active	None	false
MF102529	Test	PING	test@ping.com	Freddie Financial Ventures	Active	None	false
MF102531	Test	Ping	test@ping.com	Freddie Financial Ventures	Active	None	false
MF102584	Admin	QRG	admin@qr@test.com	Freddie Financial Ventures	Active	None	false

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a 'Displaying 1 - 8 of 8' indicator.

### Step 3

On the Select Access page, select all user access from the **Access** drop-down menu. Then click Confirm and click Next.

**Instructions**

Selected User: FAM1 User Guide (MF102469)

Remove User Access allows an administrator to remove Freddie Mac Multifamily Access from the selected user. Please specify the **Access** to which the User will no longer have permission to access within Freddie Mac Multifamily. Then review the **Selected Access to be Removed** cart, use the **X** next to the particular access to remove from the list if added to the cart for removal in error. Click **NEXT** to confirm removal of access(es).

**Access**

A summary of the selected access.

**Selected Access To Be Removed \***

	+
Loan Lifecycle Management::Seller:Loan Submitter:LLM::170355	x
Digital Loan Submission::Seller:Loan Submitter:DLS::170355	x
MF Origination and Underwriting System::Seller:Loan Submitter:OUS::170355	x
Third Party Data Collection::Seller:Loan Submitter:TPDC::170355	x
Multifamily Universal Hub::Seller:Loan Submitter:Hub::170355	x

### Step 4

On the Confirm Request page, review the information and click Submit.

**Confirm Removal Request (Multifamily)**

**Instructions**

Selected User: FAM1 User Guide (MF102469)

Confirm the request to remove the access(es) below. If any access removal is incorrect, select the **BACK** button to modify the User(s)' removed permitted access. If all data is correct, click **SUBMIT** to remove the User's provisioned access.

Application	Role	Company Identifier(s)
Loan Lifecycle Management	Seller:Loan Submitter:LLM	170355
Digital Loan Submission	Seller:Loan Submitter:DLS	170355
MF Origination and Underwriting System	Seller:Loan Submitter:OUS	170355
Third Party Data Collection	Seller:Loan Submitter:TPDC	170355
Multifamily Universal Hub	Seller:Loan Submitter:Hub	170355

## Step 5

On the home screen, click on the **Disable User Accounts (Multifamily)** access card.

## Step 6

1. On the Search page, search for the user by entering the MF ID, First Name or Last Name in the search bar.
2. Select the checkbox next to the user account and click Submit.

Select Account(s) > Select Access > Review & Submit

Select identities to start this request  
Choose an identity or group of identities for this request by selecting them from the grid below and adding them to the selected identities list.

**Available Identities**

<input type="checkbox"/>	Name ^	First Name	Last Name	Email Address	Counterparty	Status	Admin Type	Certifier
<input checked="" type="checkbox"/>	MF102469	FAM1	User Guide	famguide@user.com	Freddie Financial Ven...	Active	None	false

Displaying 1 - 1 of 1

**Selected Identities**

Name

- FAM1 User Guide

Page 1 of 1

**Note: Only user accounts that are currently listed as “Active” will appear in the search results.**

## Step 7

On the Confirm Request page, review the user information for accuracy. You can click cancel to close the request without submitting. Otherwise, if everything is accurate, click Submit.

**Disable User Accounts (Multifamily)**

**Instructions**

The **Disable** functionality allows an administrator to deactivate user(s) access to all Freddie Mac Multifamily systems through one action, where the provisioned access will remain tied to the user, but the User will not be able to access any Freddie Mac Multifamily system. Confirm the request to **Disable** Accounts for the following user(s). Click **SUBMIT** to **Disable** the user(s). If any users have been selected in error, select **CANCEL** and then reinitiate the workflow with the correct user(s).

Note: This workflow should only be used for short term use, such as when a User goes on vacation, maternity leave, or short-term absences. Use the Remove User Access workflow if the User should no longer have the permitted access.

Company	User ID
Freddie Financial Ventures	MF102469
First Name	Last Name
FAM1	User Guide

CANCEL
SUBMIT

### Of Note

- User accounts that have no entitlements associated to the profile for more than 120 continuous days will automatically be set to 'Disabled' within FAM.
- User accounts that have been 'Disabled' for more than 150 days will automatically be set to 'Inactive' within FAM.