

eBill is a web-based selling and servicing tool that enables you to view your monthly billing activity and statement invoices online. Through eBill, you'll be notified when an invoice is available for selling and servicing performing and non-performing loans. You can retrieve invoices as soon as they are available, view loan-level information, and review draft account information.

This quick reference explains the process of provisioning access to eBill through Freddie Mac Access Manager and outlines the steps to access eBill from the Servicing Gateway. The following topics will be covered:

- [Get Started with Freddie Mac Access Manager](#)
- [Access Manager User Roles and Responsibilities](#)
- [How to Provision eBill Access to Users](#)
- [How to Access eBill](#)
- [Additional Resources](#)

If you have any questions after reviewing this quick reference, please contact the Customer Support Contact Center at (800-FREDDIE) or your Freddie Mac representative.

Get Started with Freddie Mac Access Manager

In order to start working in eBill, you must first obtain access to the Servicing Gateway. Freddie Mac Access Manager (Access Manager) is the recommended path, however if your organization is currently using Freddie Mac selling and/or servicing tools but not signed up with Access Manager, you can request user access to eBill by completing and submitting the [Freddie Mac Servicing Gateway Access Request Form](#). Freddie Mac will respond to your request for access within 48 business hours.

Freddie Mac Access Manager is a self-service system that enables Sellers and Servicers who have registered and received Freddie Mac's authorization, to create, manage, and provision their user's access to certain selling and servicing tools and applications, including eBill.

If you are an existing Freddie Mac Seller or Servicer, your Access Manager Executive Administrator (or a designated Administrator) may provision access to authorized users of eBill. Refer to the [Access Manager User Roles and Responsibilities section of this document for more information on Access Manager user roles](#).

If you are a new Seller or Servicer, you can register for Access Manager right from the [Access Manager web page](#). Click "[Get Started](#)" to fill out a brief form requesting access.



Access Manager User Roles and Responsibilities

There are three main Freddie Mac Access Manager user role types: Administrators, Certification Users and Application Users (general users).

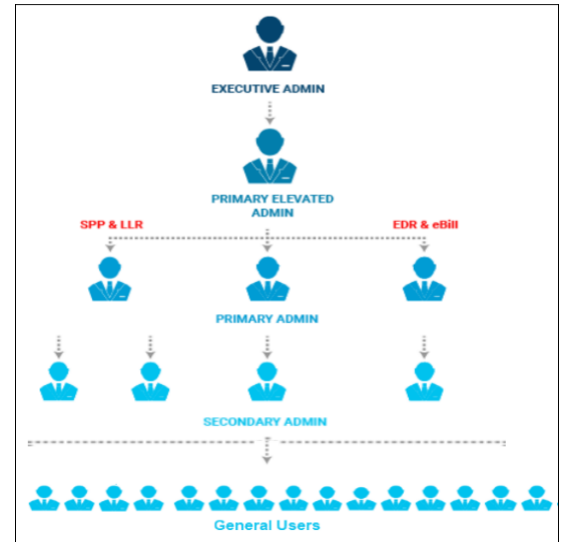
Authorized administrators can create and provision users with specific roles to access Freddie Mac applications. They can also remove, update, and revise users, run reports, and much more.

All Executive Administrators will be verified by a Freddie Mac administrator. Your company must have at least one Executive Administrator and one Primary Administrator.

There is no upper limit to the number of Executive Administrators, Primary Administrators and Secondary Administrators a counterparty may establish.

Each type of administrator has limited capabilities/workflows on their position within the administrator hierarchy or levels. The scenario on the right depicts a typical user role hierarchy.

Refer to the table below for a full list of Access Manager user types and the roles that they are required to do.



| User Role Type | Definition |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Executive Administrator (with Primary Administrator rights) | Creates and manages Primary and Secondary Administrators and grants them permission to provision access to available Freddie Mac tools and applications for other users across your organization. Executives with the Primary Administrator role can provision new users with access to a Freddie Mac application and add application access to an existing user. |
| Primary Elevated Administrator | A new Administrator role, Primary Elevated, is available for assignment in Freddie Mac Access Manager. Primary Elevated Administrators can provision access to all applications, roles and counterparty numbers for their organization. |
| Primary Administrator | Creates and manages Secondary Administrators and provisions access to available Freddie Mac tools and applications. |
| Secondary Administrator | Provisions access to available Freddie Mac tools and applications. |
| Certifier | Participates in recertification campaigns to confirm user accounts and user access for your organization. Certifier privileges may also be assigned to any user. |
| Application User or General User | A user that is not considered an Executive, Primary Elevated, Primary, or Secondary Administrator. They are users that use Freddie Mac applications and tools. |



Provisioning User Access in Access Manager

The following Access Manager user roles can grant access and assign respective user role(s) to eBill users:

- Executive with Primary Administrator
- Primary Elevated Administrator
- Primary Administrator
- Secondary Administrator

Important: Individuals with the Executive with Primary Administrator and/or Primary Elevated Administrator role must add eBill Access Authorizations to applicable Primary and Secondary Administrators so that they can provision eBill access to additional users.

Finding a User ID in Access Manager

Before creating a new Access Manager user ID for someone in your organization, follow these steps to determine if an ID already exists for the individual:

1. Log into Access Manager.
2. From the Home page, click on “Find User” and enter their email address in the search box.
 - If a user exists with that email address, you may provision additional access by clicking “Add User Access.” This provides a single sign-on experience for the user. Refer to the [Provisioning Access to an Existing User in Access Manager](#) section for the detailed process steps.
 - If a user does not exist with that email address, you may continue to create a user ID and provision the needed access by clicking “Create New User with Access.” Refer to the [Provisioning Access to a New User in Access Manager](#) section below for the detailed process steps.

Provisioning Access to an Existing User in Access Manager

You can give an existing user access to another Freddie Mac application and/or user role. It is recommended that you confirm with the user’s manager that you are provisioning the correct application and specific role.

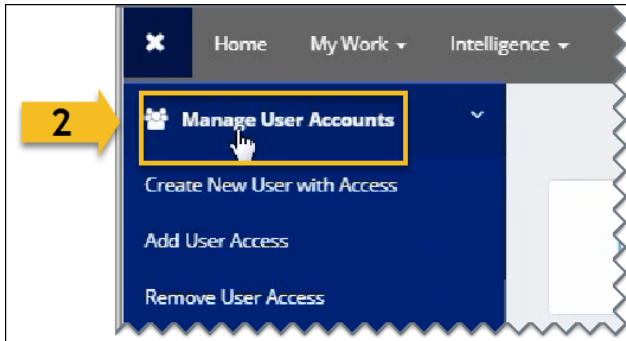
You can refer to [Add User Access](#) in Online Help as a visual reference or follow the detailed steps below.

1. From within Freddie Mac Access Manager, click the menu.

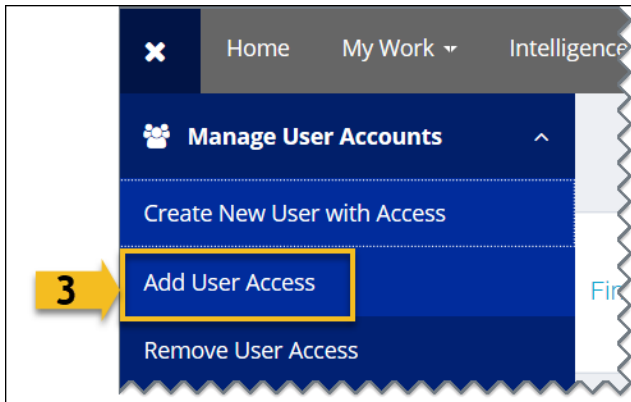




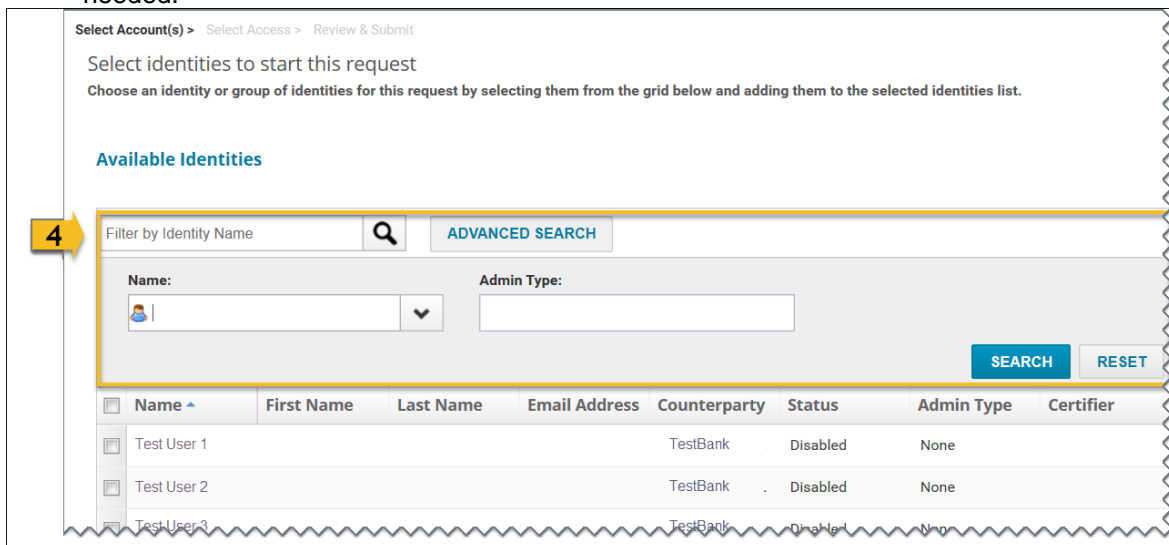
2. Select the **Manage User Accounts** drop-down.



3. Select **Add User Access**. The Select Identities page appears.



4. Type in a name to filter and search. Use the Advanced Search tab to narrow your search if needed.





5. Select one or more check boxes next to the username(s) you wish to provision. Immediately, the name(s) appear in the Selected Identities view box as shown below. You can uncheck the box and the name will be removed.

| Name | First Name | Last Name | Email Address | Counterparty | Status | Admin Type | Certifier |
|-------------------------------------|-------------|-----------|---------------|-----------------|----------|------------|-----------|
| <input checked="" type="checkbox"/> | Test User 1 | | | JPMorgan Cha... | Disabled | None | |
| <input checked="" type="checkbox"/> | Test User 2 | | | JPMorgan Cha... | Disabled | None | |
| <input checked="" type="checkbox"/> | Test User 3 | | | JPMorgan Cha... | Disabled | None | |

6. Click **Submit**. The Add User Access page displays.

Selected Identities

- Test User 1
- Test User 2
- Test User 3

Page 1 of 1

6 SUBMIT CANCEL

7. From the Add User Access page, click on the application drop-down list to select the specific application. You will select eBill for the application.

Freddie Mac Access Manager

Home My Work Intelligence demo_admin Help

Form

Add User Access

Instructions

Request Application Access allows an administrator to add additional Freddie Mac Single Family Applications, Application Roles and Counterparty Numbers to the selected user.

Application

7 eBill



8. Role and the Counterparty Numbers fields will appear for you to complete. Complete the Role and Counterparty Numbers (a.k.a. Seller/Service numbers) as applicable.

Note: There are two roles for eBill users: Basic User Seller and Basic User Servicer.

Add User Access

Instructions

Request Application Access allows an administrator to add additional Freddie Mac Single Family Applications, Application Roles and Counterparty Numbers to the selected user.

Application Name
eBill

8 **Role**
Basic User Servicer

Role Description
eBill Basic User access to access invoice/payments

8 **Counterparty Numbers**

| | |
|--------|---|
| 123456 | x |
| 234567 | x |
| 234567 | x |
| 456789 | x |

[Show 20 More...](#)

9 **Select All Counterparty Numbers**
Click to associate all Counterparty Numbers to the selected Role.

Remove All Counterparty Numbers
Click to disassociate all Counterparty Numbers from the selected Role.

10 **Add to Selected Access**

A summary of the selected access.

Selected Access *

| | |
|--|---|
| | + |
|--|---|

CANCEL BACK NEXT

9. If applicable, check the **Select All Counterparty Numbers** check box to associate all Counterparty (Seller/Service) numbers to the user.



10. You must select the **Add to Selected Access** check box (see graphic above in step 8) which triggers the addition of your requested access. To provision and permit additional Freddie Mac application access, repeat steps 7 through 10; if not, then skip to step 11.
11. Take time to review and confirm that the application, role and counterparty numbers are correct under the “A summary of the selected access” section. Click **Next**.

Add User Access

Instructions

Please specify the applications, roles, and Counterparty Number associations to which the user will have permission to access within Freddie Mac. Selected User:User Test

Application Name
eBill

Role

A summary of the selected access.

Selected Access *

| | |
|---------------------------------|---|
| | + |
| eBill-Basic User Seller- 123456 | x |
| eBill-Basic User Seller- 234567 | x |
| eBill-Basic User Seller- 345678 | x |
| eBill-Basic User Seller- 456789 | x |
| eBill-Basic User Seller- 567890 | x |

[Show 20 More...](#)

CANCEL BACK **11** NEXT

12. The Confirm Selected Access page appears. Click **Submit** to complete the process and return to the Home page.



Confirm Selected Access

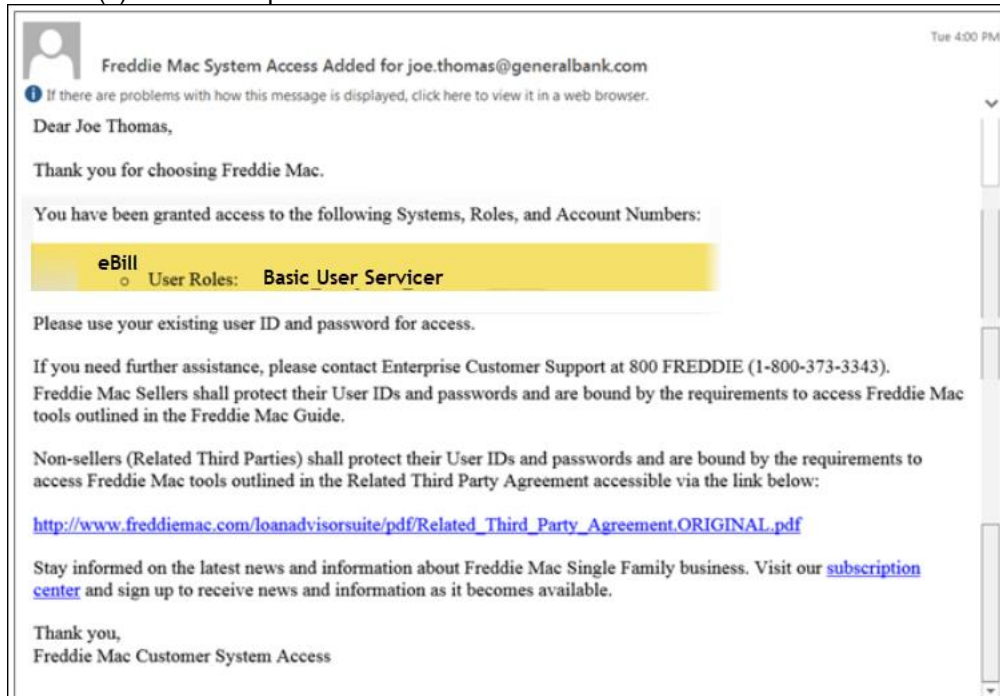
Instructions
Please review the selected access for the selected users: demo_mjones

| Application | Role | Counterparty Number(s) |
|-------------|---------------------|------------------------|
| eBill | Basic User Servicer | 123456 |

12



13. The user will receive an email that details which application(s), role(s) and counterparty number(s) have been provisioned to the user's account.



Provisioning Access to a New User in Access Manager

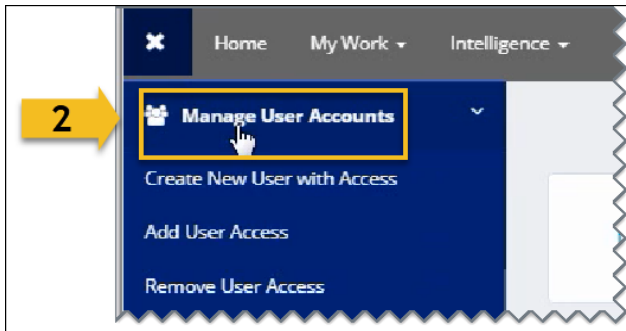
You can create a new user and give that user access to specific Freddie Mac applications along with respective user role(s). It is recommended that you confirm with the user's manager that you are provisioning the correct application and specific role.

You can refer to [Create New User with Access](#) in Online Help as a visual reference or follow the detailed steps below.

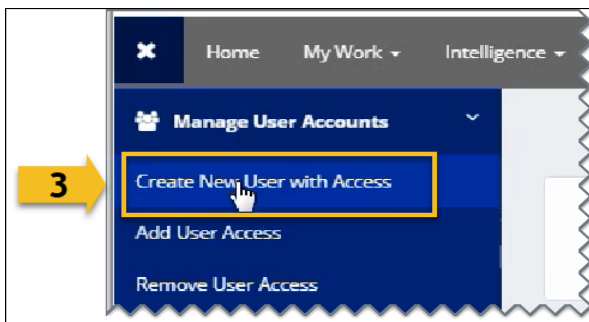
1. From within Freddie Mac Access Manager, click the menu.



2. Select the **Manage User Accounts** drop-down.



3. Select **Create New User with Access**. The Create New User with Access page opens.



4. Complete the required fields: Counterparty, First Name, Last Name, Phone Number, Email.

Create New User with Access

Instructions
Fill out the information below to create a new user.

4 Counterparty * Select your Counterparty (Seller/Service) Name from the drop-down menu

4 First Name * Middle Name

4 Last Name * **4** Email *

4 Phone Number * Cell Phone Number

Fax Number

5



5. Click **Next**. The Add User Access page displays.
6. From the Add User Access page, click on the Application name drop-down list to select a specific application. You will select eBill for the application.

7. Role and the Counterparty Numbers fields will appear for you to complete. Complete the Role and Counterparty Numbers (a.k.a. Seller/Service numbers) as applicable.

Note: There are two roles for eBill users: Basic User Seller and Basic User Servicer.



Add User Access

Instructions
Please specify the applications, roles, and Counterparty Number associations to which the user will have permission to access within Freddie Mac. Selected User:User Test

Application Name
eBill

7 **Role**
Basic User Servicer

Role Description
eBill Basic User access to access invoice/payments

7 **Counterparty Numbers**

| | |
|--------|---|
| 123456 | x |
| 234567 | x |
| 234567 | x |
| 456789 | x |

[Show 20 More...](#)

8 **Select All Counterparty Numbers**
Click to associate all Counterparty Numbers to the selected Role.

Remove All Counterparty Numbers
Click to disassociate all Counterparty Numbers from the selected Role.

9 **Add to Selected Access**

A summary of the selected access.

Selected Access *

| | |
|--|---|
| | + |
|--|---|

CANCEL BACK NEXT

8. If applicable, check the **Select All Counterparty Numbers** check box to associate all Counterparty (Seller/Servicer) numbers to the user.
9. You must select the **Add to Selected Access** check box which triggers the addition of your requested access. To provision and permit additional Freddie Mac application access, repeat steps 6 through 9; if not, proceed to step 10.



10. Take time to review and confirm that the application, role and counterparty numbers are correct under the “A summary of the selected access” section. Click **Next**.

Add User Access

Instructions
Please specify the applications, roles, and Counterparty Number associations to which the user will have permission to access within Freddie Mac. Selected User:User Test

Application Name
eBill

Role

A summary of the selected access.

Selected Access *

| | |
|---------------------------------|---|
| | + |
| eBill-Basic User Seller- 123456 | x |
| eBill-Basic User Seller- 234567 | x |
| eBill-Basic User Seller- 345678 | x |
| eBill-Basic User Seller- 456789 | x |
| eBill-Basic User Seller- 567890 | x |

[Show 20 More...](#)

CANCEL BACK **10** NEXT

11. The Confirm Request page appears. Click **Submit** to complete the process and return to the Home page.



Confirm Request

Instructions
Confirm the request for the creation of the following user

Counterparty
Test Bank

User Title
First Name
John

Middle Name
Last Name
Smith

Email
test@testbank.com
Phone Number
111-222-3333

Cell Phone
Fax Number

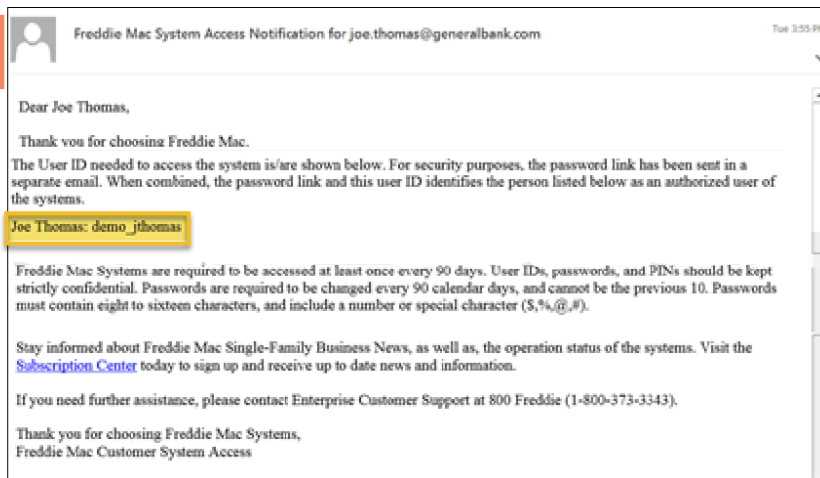
Pin
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| Application | Role | Counterparty Number(s) |
|-------------|---------------------|------------------------|
| eBill | Basic User Servicer | 123456 |
| eBill | Basic User Servicer | 234567 |
| eBill | Basic User Servicer | 345678 |
| eBill | Basic User Servicer | 456789 |
| eBill | Basic User Servicer | 567890 |

CANCEL BACK **11** SUBMIT

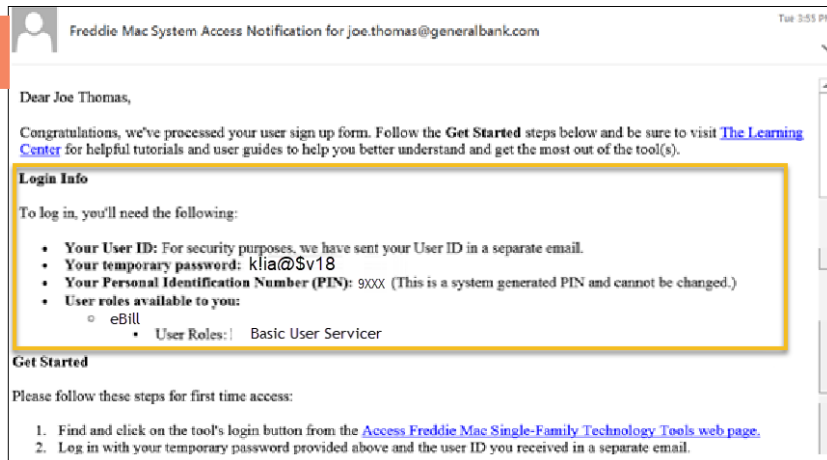
12. Once the access request has been completed, two emails will be sent out to the newly created user. The first email contains the user's account ID, and the second email contains a temporary password. See the two example emails below:

Email #1





Email #2



13. Use the email and temporary password provided in the Freddie Mac Access Notification emails to access eBill through the [Servicing Gateway](#). Refer to the next section: [How to access eBill](#) for step-by-step instructions.



How to Access eBill

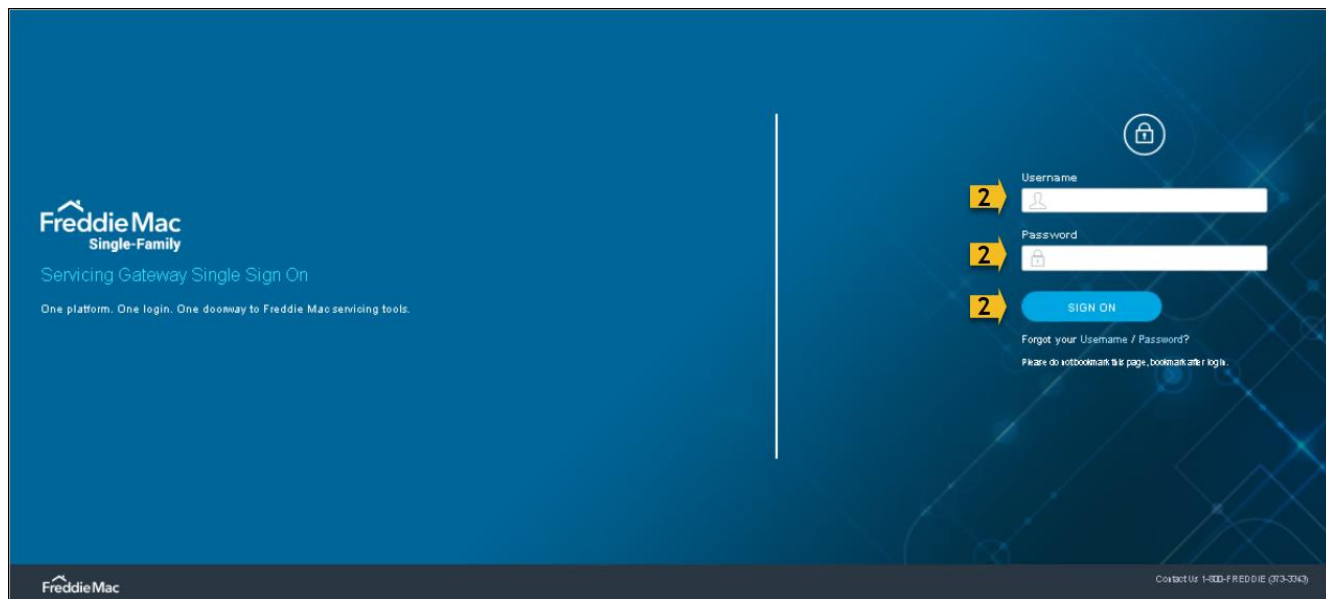
Once you have been successfully provisioned, you can access eBill through the [Servicing Gateway](#). The functions that you will be able to perform in the system are dependent on your access credentials.

Complete the following steps to log into eBill:

1. Log into the [Servicing Gateway](https://sg.freddiemac.com) (<https://sg.freddiemac.com>).

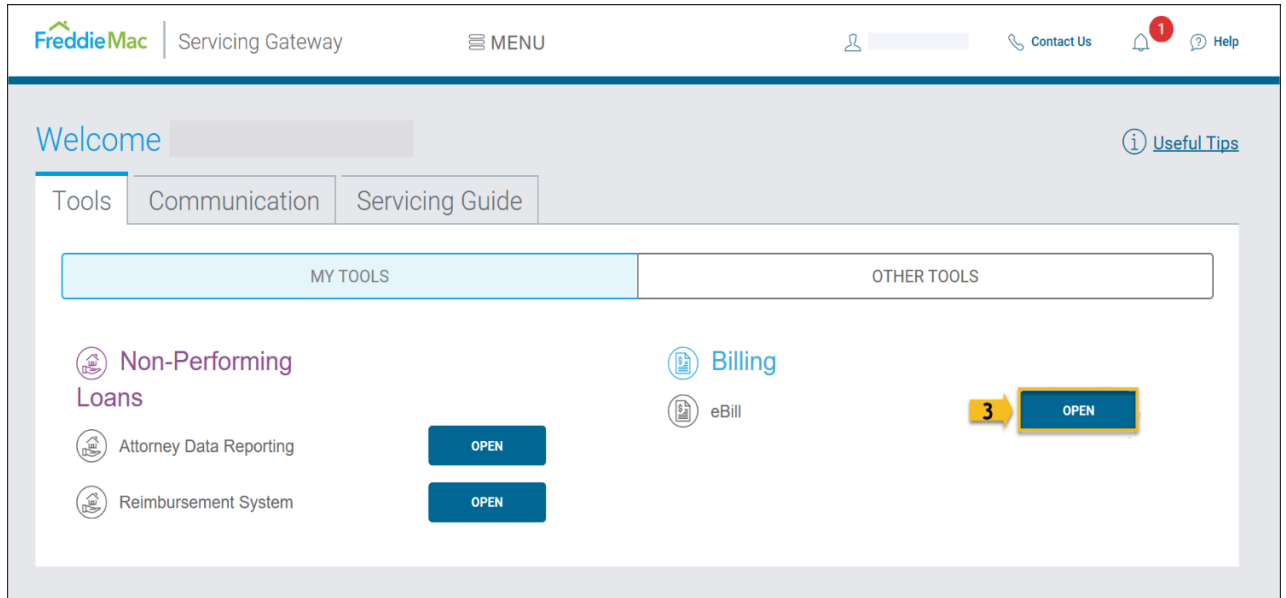
| If You are: | Then: |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| An existing Servicing Gateway user | Use your previous credentials to log into the Servicing Gateway. You will now have access to any new applications that were provisioned to you. |
| A new Servicing Gateway user | Use the credentials provided in the Freddie Mac System Access Notification emails (including the temporary password) to log in to the Servicing Gateway. Change the temporary password to a permanent password once you are logged in. |

2. Enter your User ID and Password and click **SIGN ON**.

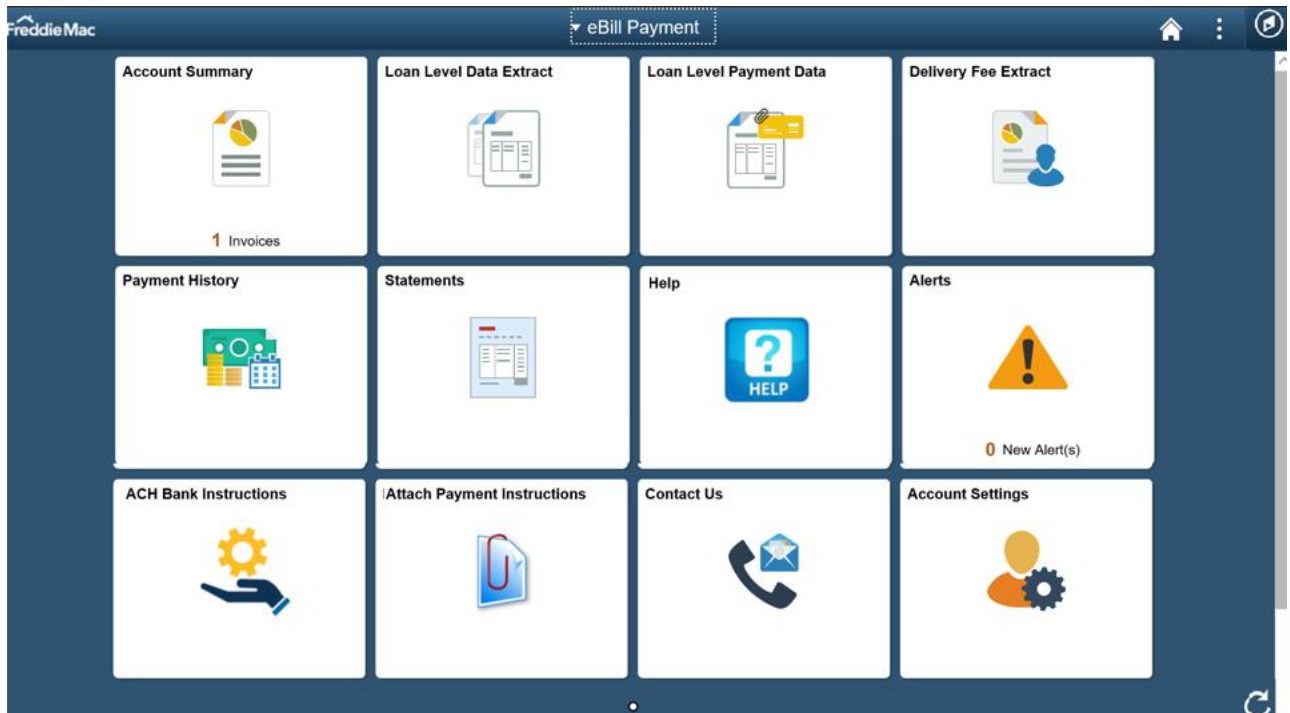




3. The Servicing Gateway menu displays tools you have been provisioned to access. Click on **OPEN** to the right of eBill.



4. The eBill Dashboard (home page) displays.





Additional Resources

In addition to this quick reference, the following resources provide additional information and training around accessing and using the eBill portal:

- [Getting Started with Freddie Mac Access Manager](#): This 15-20-minute video clip provides an overview of Access Manager and includes demonstrations of how to complete the most common administrator workflows and provisioning tasks.
- [Freddie Mac Access Manager Online Help](#): Learn how to navigate Access Manager and perform specific delegation, certification, reporting and other business workflows to set up your users to do business with Freddie Mac.
- [Freddie Mac Access Manager FAQs](#): Learn more about Access Manager with our Frequently Asked Questions.
- [eBill Overview Video Clip](#): Provides a brief description of the benefits of the eBill portal, as well as a look into the eBill dashboard.
- [eBill Online Help](#): This comprehensive online help contains information to guide you through all the features and functionalities available to you in eBill.
- [Freddie Mac Single Family eBill web page](#): Highlights the main features, functionality and benefits available within eBill.

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