

Prepare to Reset Your System-to-System Password

Use this checklist as a guide to reset your system-to-system (S2S) password that will help safeguard your data across Freddie Mac Loan Advisor® tools and other technologies and aligns with *Single-Family Seller/Servicer Guide (Guide) Bulletin 2020-45*. This interactive checklist allows you to click a checkbox and mark it complete. Track and save your progress each step of the way. Make sure to complete the checklist column based on your organization's unique situation.

If You're on Access Manager and Are the Administrator	If You're NOT on Access Manager and Know Your Password	If You're NOT on Access Manager and Don't Know Your Password
Review Access Manager to confirm all system accounts associated to your organization are being used.*	Contact the Customer Support Contact Center (800-FREDDIE) to confirm all system accounts associated to your organization are being used.*	Contact the Customer Support Contact Center (800-FREDDIE) to confirm all system accounts associated to your organization are being used.*
It is recommended that S2S passwords be reset after normal business hours, when users are not in the loan origination system (LOS), point of sale (POS) and/or appropriate system interface (system interface). Please refer to our standard hours of operation .	It is recommended that S2S passwords be reset after normal business hours, when users are not in the LOS, POS and/or the appropriate system interface (system interface). Please refer to our standard hours of operation .	It is recommended that S2S passwords be reset after normal business hours, when users are not in the LOS, POS and/or the appropriate system interface (system interface). Please refer to our standard hours of operation .
Verify your system administrator is ready to update the password in all appropriate areas of the system interface.	Verify your system administrator is ready to update the password in all appropriate areas of the system interface.	Verify your system administrator is ready to update the password in all appropriate areas of the system interface.
Once you've reset your password in your system interface, please test and verify that you are able to connect by submitting a production transaction.	Once you've reset your password in your system interface, please test and verify that you are able to connect by submitting a production transaction.	After Freddie Mac resets the password, if your system has special character limitations, please refer to the Self-Service System Account Password Reset Process section of the Loan Advisor S2S Password Reset Process document.
If you experience issues after changing your password, please contact your Freddie Mac representative or the Customer Support Contact Center (800-FREDDIE) for assistance.	If you experience issues after changing your password, please contact the Customer Support Contact Center (800-FREDDIE) for assistance.	Once you've reset your password in your system interface, please test and verify that you are able to connect by submitting a production transaction.
Click on Access Manager Help for password reset instructions.	Click on Access Manager Help for password reset instructions.	If you experience issues after changing your password, please contact the Customer Support Contact Center (800-FREDDIE) for assistance.
		Click on Access Manager Help for password reset instructions.

*Note: It is important you determine which accounts are being used. Confirm if any non-active accounts can be disabled. If an account has not been used for the past 365 days, it is probably not being actively used by your organization. Refer to the **Loan Advisor S2S Password Reset Process** document and follow the applicable Disable System Accounts Not in Use instructions. If you are unsure whether the ID is being used, you must reset or deactivate the ID to ensure compliance with Guide requirements.



REMINDER: Once you have updated your system account(s) password(s), it will automatically be set to expire in 365 days.