

## Uniform Collateral Data Portal Reference Series for the Lender Admin: 3 - Managing Users

This reference is the third in a series of five references for the lender administrator, a Uniform Collateral Data Portal® (UCDP®) user who has authority to set up and manage the business structure within the portal, including the access privileges of other users. This user is known as the lender admin. The focus of this reference is on managing users. The other references in this series include:

- [Series 1: Lender Admin Registration](#)
- [Series 2: Managing Business Units](#)
- [Series 4: Managing Lender Agents](#)
- [Series 5: Managing Aggregator Profile](#)

The topics covered in this reference include:

- [Managing Users Overview](#)
- [Adding Users](#)
- [Transferring Users In and Out of Business Units](#)
- [Changing a User's Role](#)
- [Forcing Linkage to a GSE](#)
- [Changing Passwords](#)
- [Suspending Users](#)
- [Restoring or Permanently Deleting Users](#)
- [Password Criteria](#)
- [Finding Additional Assistance](#)

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*This communication relates to the Uniform Mortgage Data Program®, an effort undertaken jointly by Fannie Mae and Freddie Mac at the direction of their regulator, the Federal Housing Finance Agency.*

**Managing Users  
Overview**

In the UCDP, authorized lender admins are responsible for adding and maintaining users for their organization. The lender admins are the only individuals who must be directly authorized by the GSEs. Once authorized, the lender admin is responsible for managing the access rights for all other users in your organization.\*

Keep in mind the functionality available to the different user roles as you add users and assign or update roles.

**Managing Users  
Overview**

*(continued)*

As indicated in [Reference Series 1: Lender Admin Registration](#), for each type of user role, the following functionality is available:


Functionality Available by User Role				
Functionality	Lender Admin	Lender User	Lender Read-Only User	Lender CorrAgg User
Set up business unit structure	√			
Add users and invite lender agents	√			
Manage users and lender agents	√			
Submit appraisal data files	√	√		√
Search for appraisals	√	√	√	√
Upload corrected appraisal data files	√	√		√
Set up reports	√	√	√	√
Review reports	√	√	√	√
Request overrides	√	√		√
Change your own user profile	√	√	√	√
Complete user account self-care tasks	√	√	√	√
Perform aggregator setup	√			
Share appraisals or search previously shared appraisals	√			√
Retrieve shared appraisals	√			√

\* Note: there is a separate process to create a Direct Integration User ID to submit appraisals from a third-party solution. For a list of third-party solutions that connect to UCDP via direct integration, please refer to [Fannie Mae's vendor list](#) and/or [Freddie Mac's vendor list](#), as applicable. To learn more about creating a Direct Integration User ID, please contact your vendor.

**Managing Users Overview**

*(continued)*

The functionality associated with managing users includes:

Functionality	Description
<a href="#">Adding Users</a>	Enables you to create or invite a lender admin, lender user, or lender read-only user to the UCDP.
<a href="#">Transferring Users In and Out of Business Units</a>	If your setup includes multiple business units, this functionality enables you to move users in and out of business units to meet organizational needs. Users can only be assigned to one business unit at a time.
<a href="#">Changing a User's Role</a>	Enables you to change a user's role among lender admin, lender user, or lender read-only user.
<a href="#">Forcing Linkage to a GSE</a>	<p>Enables you to add Fannie Mae or Freddie Mac as a GSE to receive submitted appraisals if the linkage to both GSEs is not completed during the initial registration process.</p>  <p>This functionality is inherited by all users, not just the user selected.</p>
<a href="#">Changing Passwords</a>	Enables you to change a user's password for security reasons or if a password is forgotten.
<a href="#">Suspending Users</a>	Enables you to suspend a user's access to the UCDP.
<a href="#">Restoring or Permanently Deleting Users</a>	Enables you to restore a user's access to the UCDP or permanently delete a user from UCDP.

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## Adding Users

This section explains how to add a user in the UCDP – including a lender admin, lender user, lender read-only user, or lender corragg user. Refer to the [Functionality Available by User Role](#) chart for each user’s available functionality.

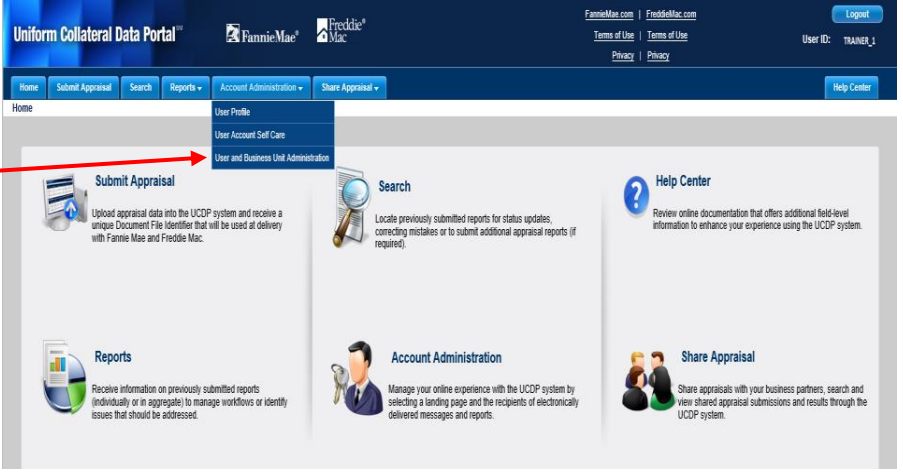

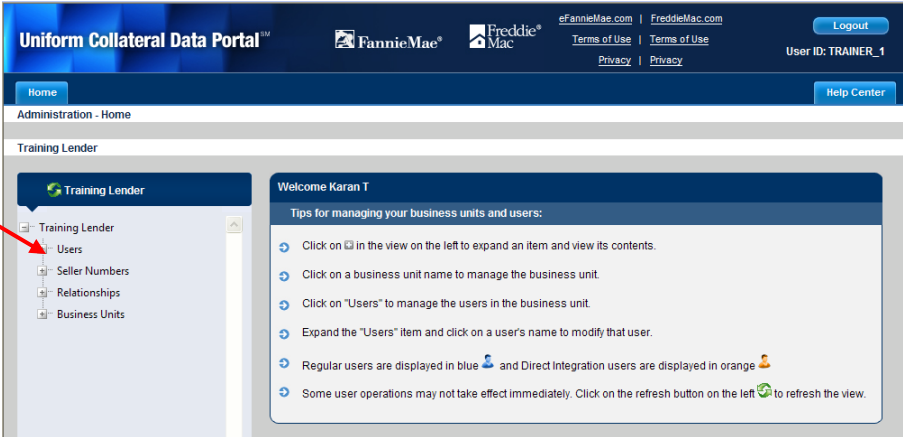


The lender corragg user role is has access to the appraisal sharing functionality within the UCDP.

To add a user, you must complete the following:

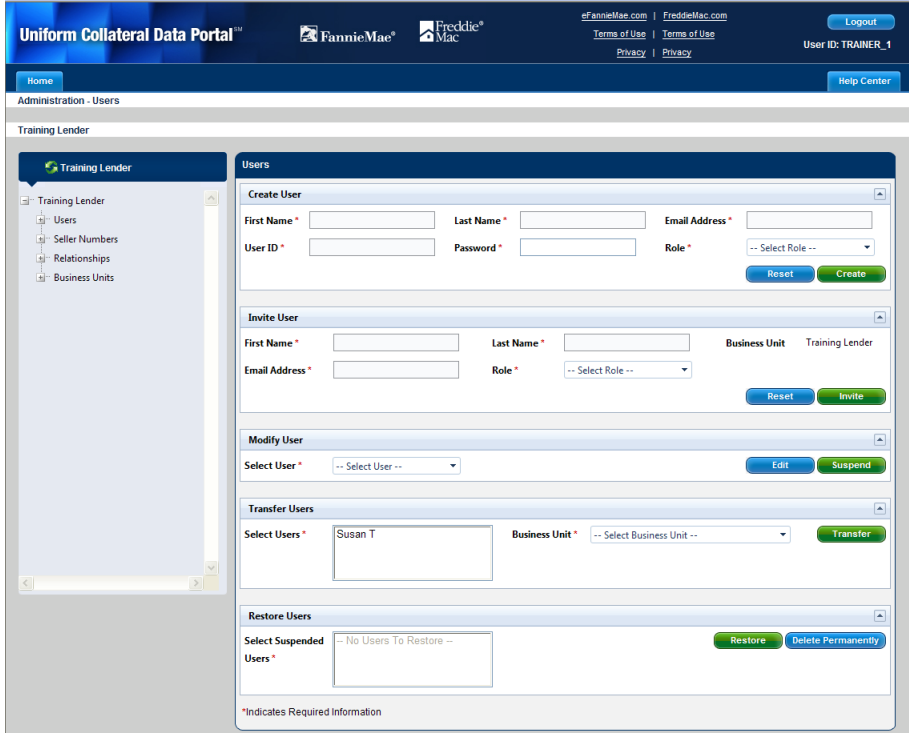
- For lender admin users only, register the individual with the applicable GSE:
  - For Fannie Mae, refer to the [UCDP page](#) on FannieMae.com for specific registration steps.
  - For Freddie Mac, complete and submit [Freddie Mac’s Uniform Collateral Data Portal Authorization Request Form](#). This form alerts Freddie Mac to add the lender admin to their system and send them a UCDP Welcome email from *no\_reply@FreddieMac.com*. The email contains information and instructions needed to complete the UCDP registration process for Freddie Mac.
- For all users, add the user in the UCDP. This generates an email from *ucdp-noreply@veros.com* containing the added user’s unique registration URL.

To add a user in the UCDP, follow these steps:


Adding Users	
Step	Action / Result
<p>1. From the UCDP <b>Home</b> page, click the <b>Account Administration</b> tab and select <b>User and Business Unit Administration</b>.</p>	 <p>After you select <b>User and Business Unit Administration</b>, the <b>Administration - Home</b> page appears.</p>
<p>2. From the <b>Administration - Home</b> page, click <b>Users</b> in the left navigation bar.</p> <p> Click the <b>+</b> sign to display the list of users assigned to that business unit.</p>	

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## Adding Users


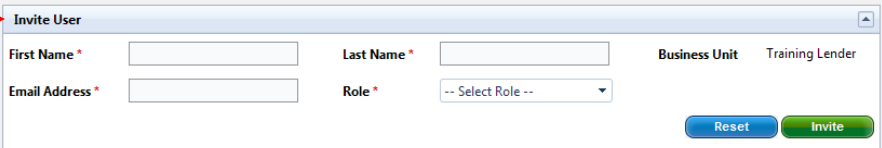
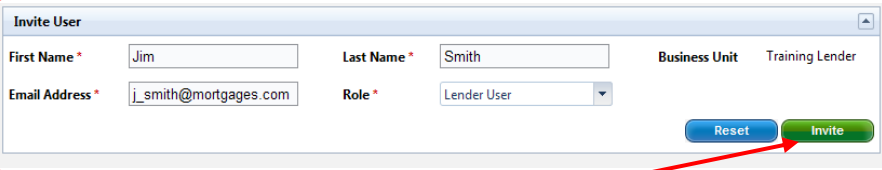
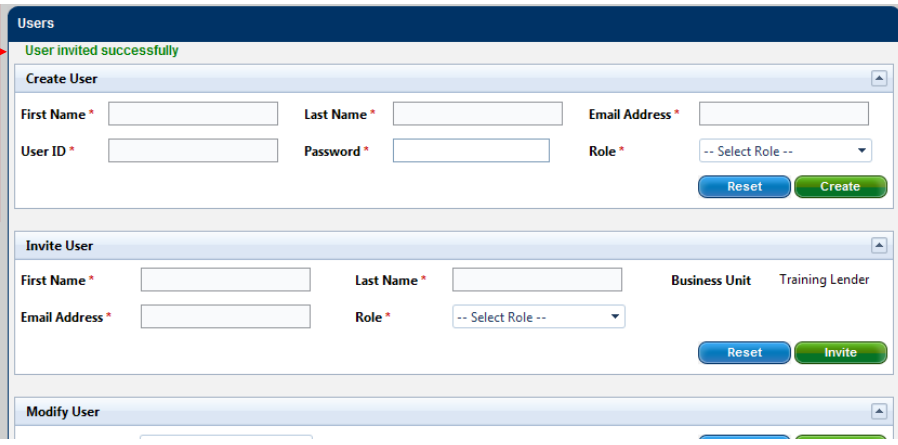
Step	Action / Result
	<p>After you select <b>Users</b> from the left navigation bar, the <b>Administration – Users</b> page appears.</p> 
	<p>The <b>Administration – Users</b> page allows you to manage the users within your business unit(s). You can create, invite, modify, transfer, and restore users. The focus of this section is to add another user by creating or inviting a user. The major difference between the two is who creates the User ID and Password:</p> <p><b>Create User</b> – With Create User, you enter the name and email address of the person you are creating, along with a User ID and Password you select. This allows you to control the naming convention of the User IDs. You must also provide the Password to the person you are adding. Once created, the person created receives an email with their User ID and a unique registration URL to begin the registration process. After the registration process is started, the user receives a prompt to change their password. To create a user, continue with <b>Step 3</b>.</p> <p><b>Invite User</b> – With Invite User, you enter only the name and email address of the person you are inviting. Once invited, the person invited receives an email with a unique registration URL to begin the registration process. After the registration process is started, the user receives a prompt to create a User ID and Password. To invite a user, continue with <b>Step 4</b>.</p>

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Adding Users	
Step	Action / Result
<p><b>Create User:</b></p> <p>3. From the <b>Administration – Users</b> page, locate the Create User section and complete the required (*) fields:</p> <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Email Address</li> <li>• User ID</li> <li>• Password (follow the <a href="#">Password Criteria</a>)</li> <li>• Role (select lender admin, lender user or lender read-only user)</li> </ul> <p>Click <b>Create</b>.</p> <p> The <b>Reset</b> button clears all the information entered in the fields.</p>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Create User</p> <p>First Name * <input type="text"/> Last Name * <input type="text"/> Email Address * <input type="text"/></p> <p>User ID * <input type="text"/> Password * <input type="password"/> Role * -- Select Role --</p> <p style="text-align: right;"><input type="button" value="Reset"/> <input type="button" value="Create"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Create User</p> <p>First Name * <input type="text" value="Patty"/> Last Name * <input type="text" value="Ryan"/> Email Address * <input type="text" value="p_ryan@mortgages.com"/></p> <p>User ID * <input type="text" value="P_Ryan"/> Password * <input type="password" value="....."/> Role * <input type="text" value="Lender Admin"/></p> <p style="text-align: right;"><input type="button" value="Reset"/> <input type="button" value="Create"/></p> </div> <p>After you click <b>Create</b>, a <b>User created successfully</b> message appears at the top of the <b>Administration – Users</b> page and an email is sent to the user with a unique URL to begin their registration process. Be sure to provide the user with the password you created. When the user logs in with the new temporary password, he/she is prompted to create a new secure password.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Users</p> <p style="color: green;">User created successfully. This change may take a few minutes to take effect.</p> <p>Create User</p> <p>First Name * <input type="text"/> Last Name * <input type="text"/> Email Address * <input type="text"/></p> <p>User ID * <input type="text"/> Password * <input type="password"/> Role * -- Select Role --</p> <p style="text-align: right;"><input type="button" value="Reset"/> <input type="button" value="Create"/></p> </div>

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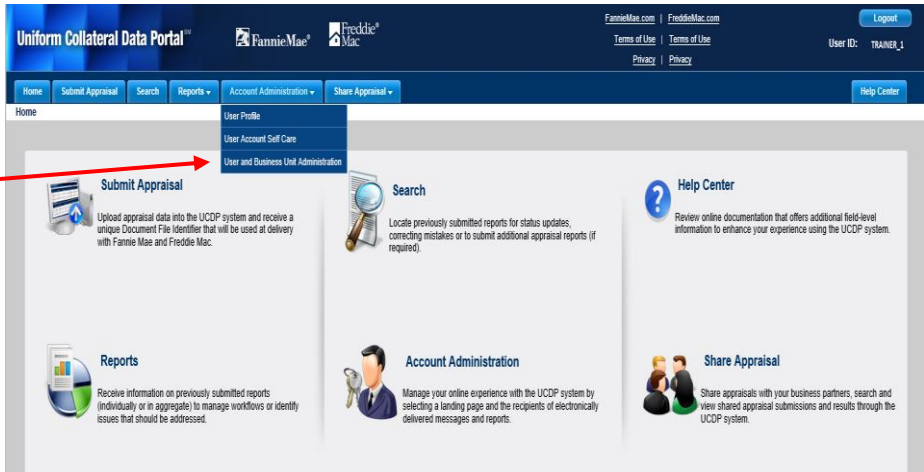

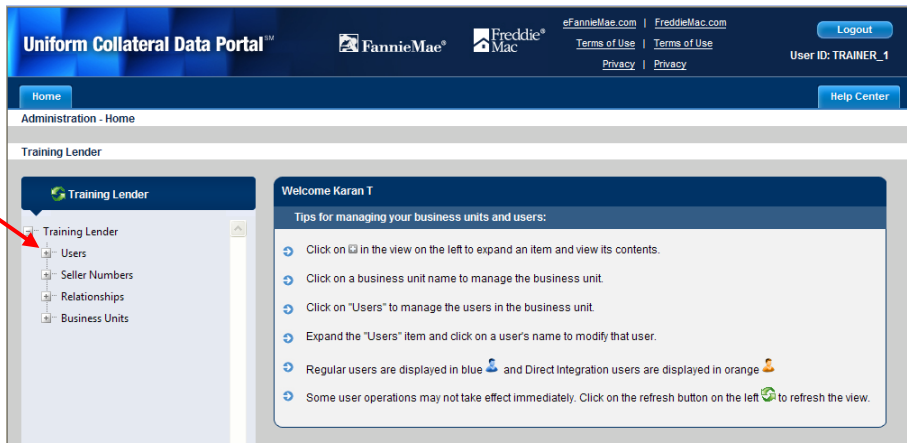
Adding Users	
Step	Action / Result
<p><b>Invite User:</b></p> <p>4. From the <b>Administration – Users</b> page, locate the Invite User section and complete the required fields:</p> <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Email Address</li> <li>• Role (select lender admin, lender user or lender read-only user)</li> </ul> <p>Click <b>Invite</b>.</p> <p> The <b>Reset</b> button clears all the information entered in the fields.</p>	  <p>After you click <b>Invite</b>, a <b>User invited successfully</b> message appears at the top of the <b>Administration – Users</b> page and an email is sent to the user with a unique URL to begin the registration process.</p> 

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## Transferring Users In and Out of Business Units

If your organization sets up multiple business units, this functionality allows you to transfer users from one unit to another. Transferring users in and out of different business units allows you to efficiently manage resources based on the setup of your organization. Users only have access to submit appraisal data files to the business unit to which they are assigned. However, users who are transferred from a child business unit to a parent business unit can view and edit submissions in the child business units. Transferred users receive emails notifying them of the transfer.

To transfer a user from one business unit to another, follow these steps:

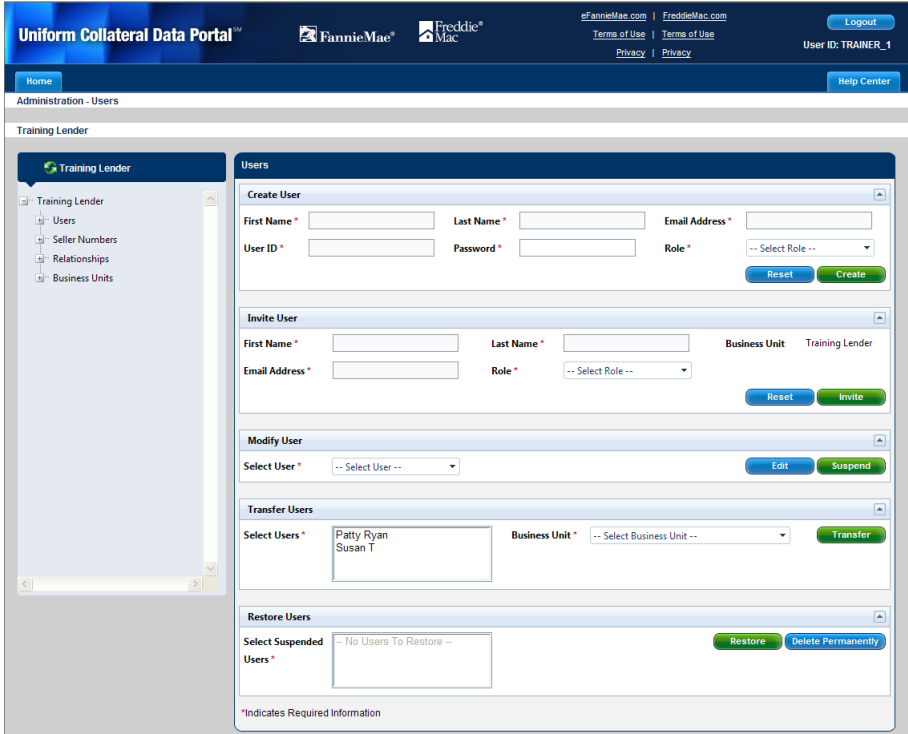
Transferring Users In and Out of Business Units	
Step	Action / Result
<p>1. From the UCDP <i>Home</i> page, click the <b>Account Administration</b> tab and select <b>User and Business Unit Administration</b>.</p>	 <p>After you select <b>User and Business Unit Administration</b>, the <b>Administration - Home</b> page appears.</p>
<p>2. From the <b>Administration - Home</b> page, click <b>Users</b> in the left navigation bar.</p> <p> Click the <b>+</b> sign to display the list of users assigned to that business unit.</p>	

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**Transferring Users In and Out of Business Units**

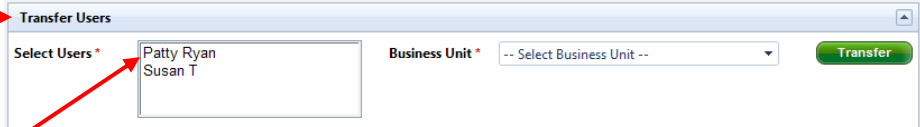
Step	Action / Result
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After you select **Users** from the left navigation bar, the **Administration – Users** page appears.



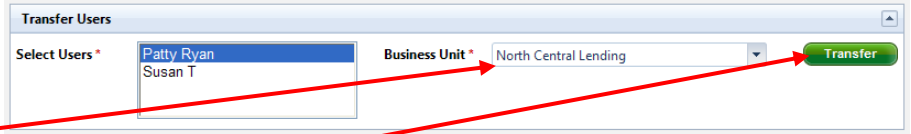
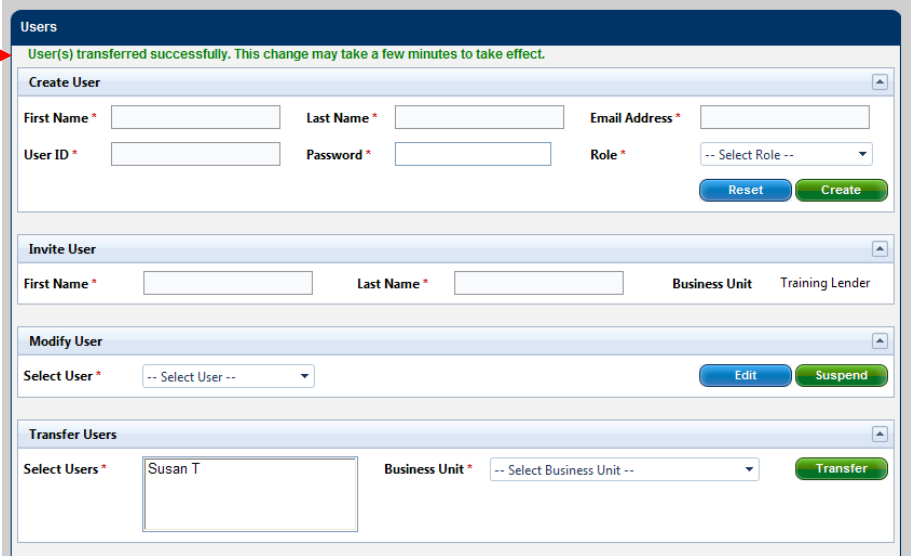
The **Administration – Users** page allows you to manage the users within your business unit(s). You can create, invite, modify, transfer, and restore users. The focus of this section is transferring a user from one business unit to another.

3. From the **Administration – Users** page, locate the Transfer Users section. Select the user(s) you wish to transfer from the **Select Users** dropdown.



Hold down the 'Ctrl' key to highlight more than one user at a time.

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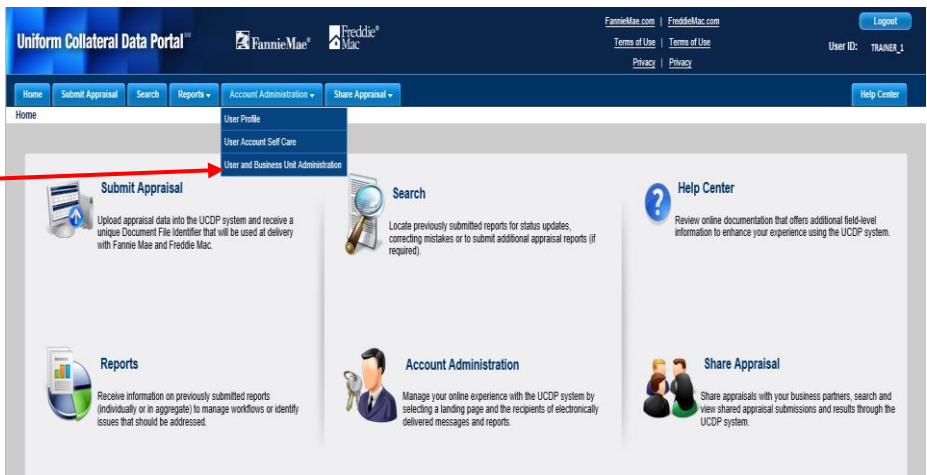

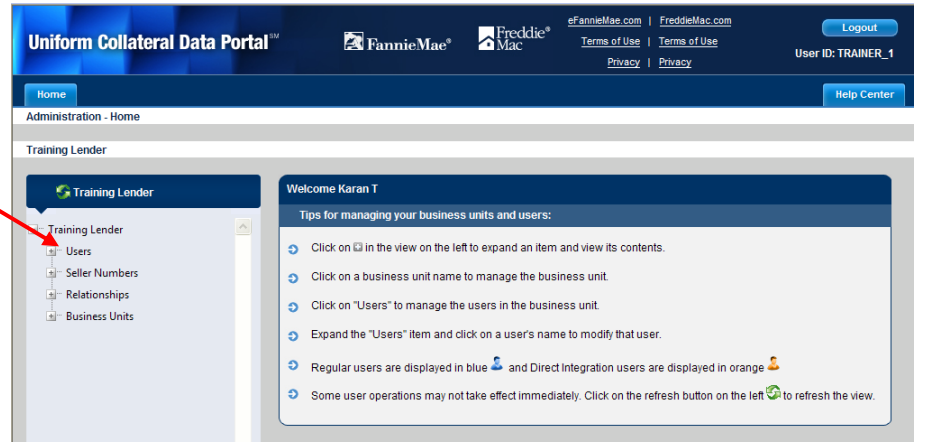
Transferring Users In and Out of Business Units	
Step	Action / Result
<p>4. From the <b>Business Unit</b> dropdown, select the Business Unit to which you want the user transferred.</p> <p>Click <b>Transfer</b>.</p>	
	<p>After you click Transfer, a <b>User(s) transferred successfully</b> message appears. Transferred users receive an email notifying them of their transfer to another business unit.</p>  <p>A transferred user may lose access to the appraisal data files they previously uploaded. Unless the user is a lender admin in the parent business unit, a user has access to the appraisal data files in his/her current business unit and child business units, as applicable. You cannot transfer submissions from one business unit to another.</p>

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## Changing a User's Role

Changing a user's role provides the user with greater or less functionality from that point forward for all appraisal data files that user can access. If changing the role of a lender user or lender read-only user to lender admin, the user must be authorized via Fannie Mae and/or Freddie Mac, as applicable. Refer to the [Functionality Available by User Role](#) chart for each user's available functionality.

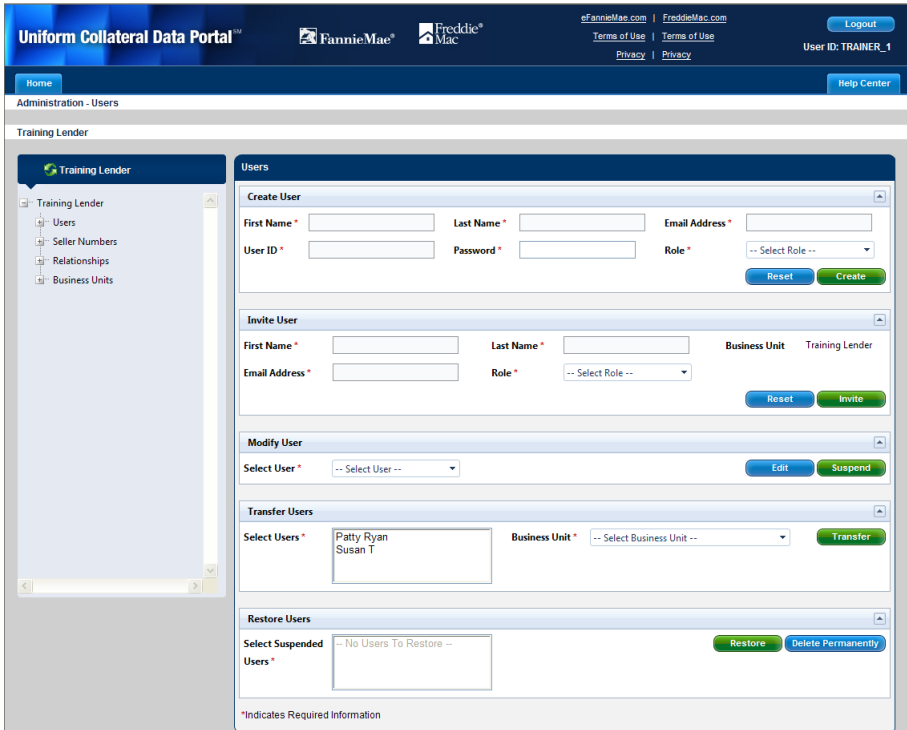
To change a user's role, follow these steps:

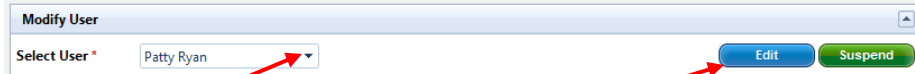
Changing a User's Role	
Step	Action / Result
<p>1. From the UCDP <b>Home</b> page, click the <b>Account Administration</b> tab and select <b>User and Business Unit Administration</b>.</p>	 <p>After you select <b>User and Business Unit Administration</b>, the <b>Administration - Home</b> page appears.</p>
<p>2. From the <b>Administration - Home</b> page, click <b>Users</b> in the left navigation bar.</p> <p>Click the  sign to display the list of users assigned to that business unit.</p>	

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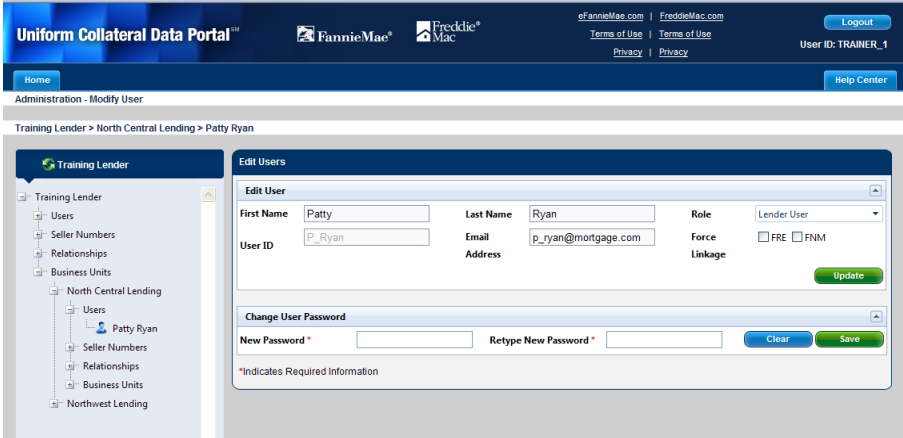
## Changing a User's Role

Step	Action / Result
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	<p>After you select Users from the navigation bar, the <b>Administration – Users</b> page appears.</p>  <p>The <b>Administration – Users</b> page allows you to manage the users within the business unit(s). You can create, invite, modify, transfer, and restore users. The focus of this section is changing a user's role under Modify User.</p>
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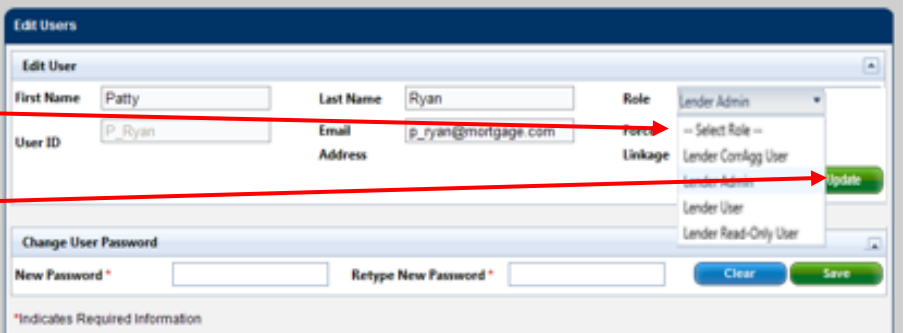
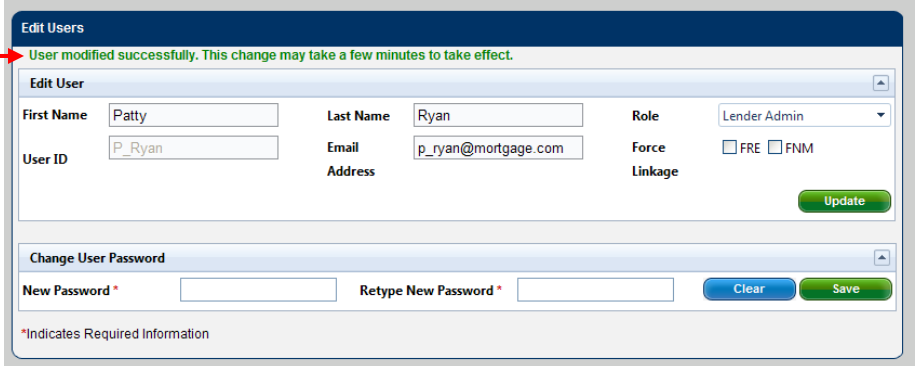
<p>3. From the <b>Administration – Users</b> page, locate the Modify User section. In the <b>Select User</b> dropdown, select the user you wish to edit.</p> <p>Click <b>Edit</b>.</p>	
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Changing a User's Role	
Step	Action / Result
	<p>After you click <b>Edit</b>, the <b>Edit Users</b> page appears. The user's name, User ID, email address and current role are listed.</p> 

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### Changing a User's Role

Step	Action / Result
<p>4. To change a user's role, select the new role from the Role dropdown.</p> <p>Click <b>Update</b>.</p> <p> <b>IMPORTANT:</b> If changing the role of a lender user to lender admin, the user must be authorized via Fannie Mae and/or Freddie Mac, as applicable. You should complete this prior to changing the user's role. After the role is changed in the UCDP and the new lender admin attempts to log in, they are asked to enter credential information they received from the applicable GSE(s).</p>	 <p>After you click <b>Update</b>, a <b>User modified successfully</b> message appears. The user receives an email notifying them of their changed user role.</p> 

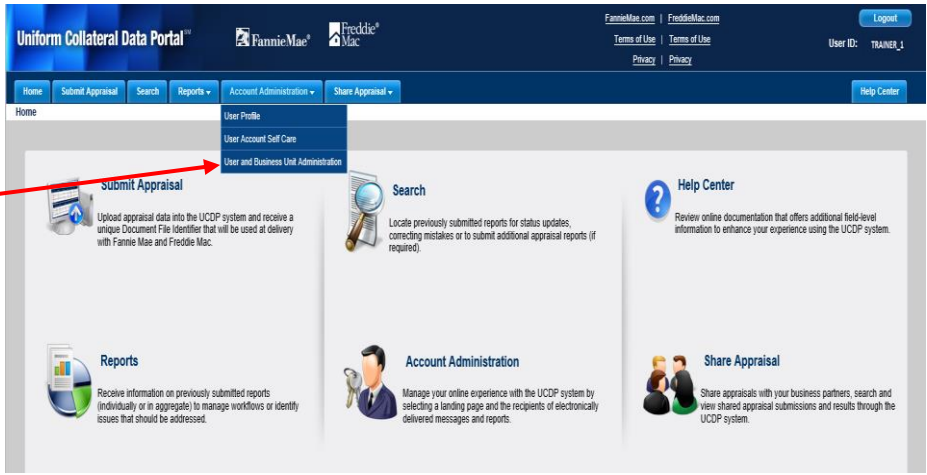
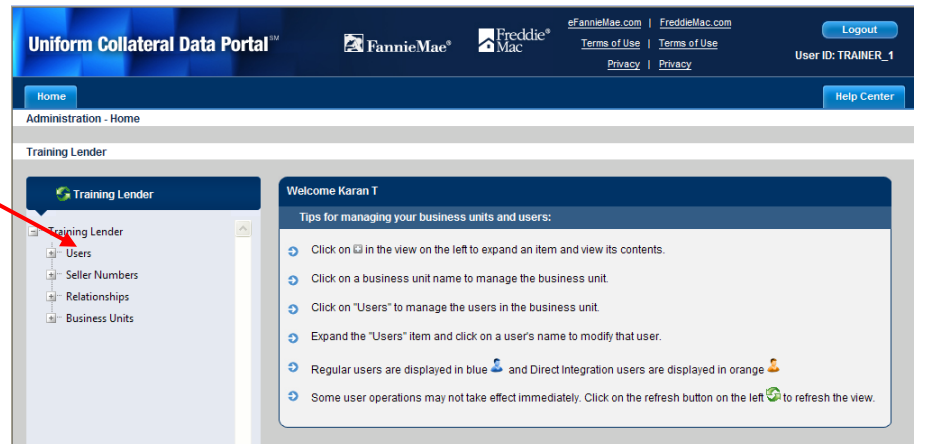
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**Forcing Linkage to a GSE**

If your current setup only links to one GSE, this functionality allows you to create a linkage to the other GSE. Once a lender admin establishes a new link with a GSE for their organization, all of the other lender admins in that organization must establish their linkage to the new GSE. All other users inherit that new linkage. All lender admins are prompted to enter the applicable GSE's credential information during registration or, if already registered with one GSE, upon their next login.

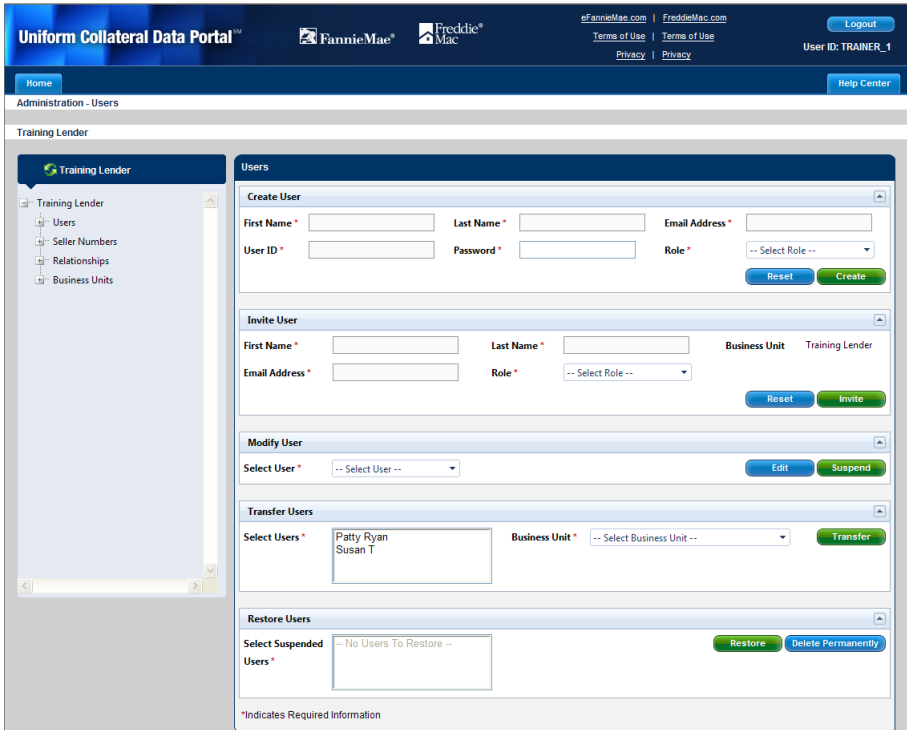
To force linkage with a GSE, follow these steps:


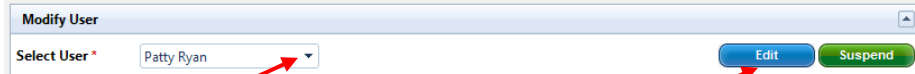
Forcing Linkage to a GSE	
Step	Action / Result
<p>1. From the UCDP <i>Home</i> page, click the <b>Account Administration</b> tab and select <b>User and Business Unit Administration</b>.</p>	 <p>After you select <b>User and Business Unit Administration</b>, the <b>Administration - Home</b> page appears.</p>
<p>2. From the <b>Administration - Home</b> page, click <b>Users</b> in the left navigation bar.</p>	

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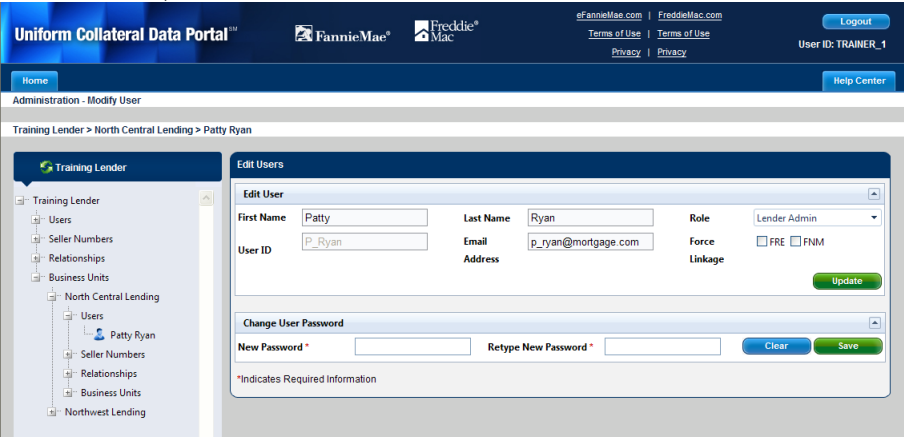
## Forcing Linkage to a GSE

Step	Action / Result
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	<p>After you select <b>Users</b> from the left navigation bar, the <b>Administration – Users</b> page appears.</p>  <p>The <b>Administration – Users</b> page allows you to manage users within your business unit(s). You can create, invite, modify, transfer, and restore users. The focus of this section is on forcing linkage to a GSE under Modify User.</p>
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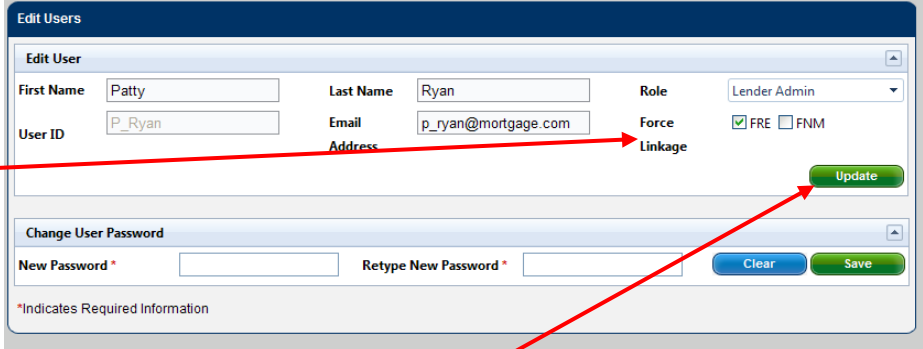
<p>3. From the <b>Administration – Users</b> page, locate the Modify User section. In the <b>Select User</b> dropdown, select the lender admin user you wish to edit.</p> <p> Only a lender admin can be selected for the Force Linkage option.</p> <p>Click <b>Edit</b>.</p>	
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Forcing Linkage to a GSE	
Step	Action / Result
	<p>After you click <b>Edit</b>, the <b>Edit Users</b> page appears. The user's name, User ID, email address, and current role are listed.</p> 

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**Forcing Linkage to a GSE**

Step	Action / Result
<p>4. To force a linkage to either GSE, check the applicable box for the <b>Force Linkage</b> field (a box can be unchecked if mistakenly selected).</p> <p> If you need to verify your current linkage, check the <b>Submit Appraisal</b> page to see which GSE(s) can be selected to receive appraisal data files. You can also check to see if you have Seller Numbers available or assigned for the GSE.</p> <p>Click <b>Update</b>.</p> <p> Only a lender admin can complete the forced linkage to either GSE, but this impacts all users in that organization.</p>	

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## Forcing Linkage to a GSE

Step	Action / Result
	<p>After you click <b>Update</b>, a <b>User modified successfully</b> message appears.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>The screenshot shows the 'Edit Users' interface. At the top, a green message box states: 'User modified successfully. This change may take a few minutes to take effect.' Below this, the 'Edit User' form is visible with fields for First Name (Patty), Last Name (Ryan), Role (Lender Admin), User ID (trainer_1), Email (p_ryan@mortgages.com), and Force Linkage (checked for FRE). A 'Change User Password' section is also present with 'New Password' and 'Retype New Password' fields. A red arrow points to the success message.</p> </div> <p>With the forced linkage completed, all lender admins are prompted to enter the applicable GSE's credential information during registration or, if already registered with one GSE, upon their next login.</p>

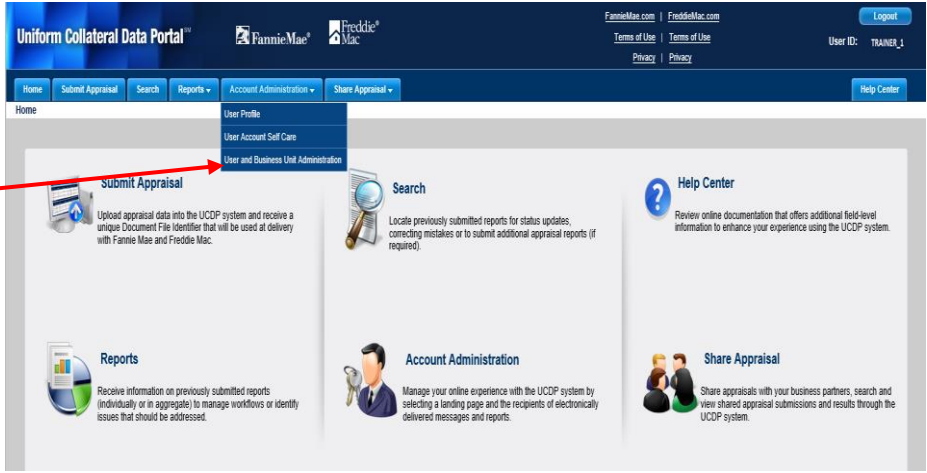
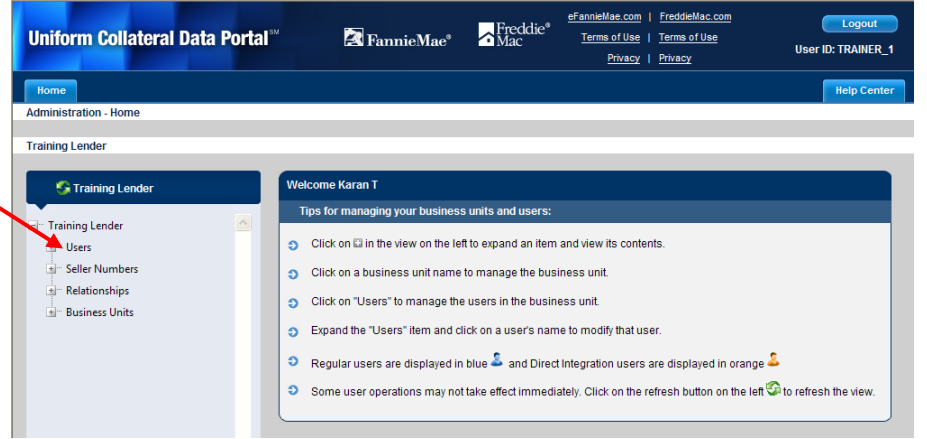
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**Changing Passwords**

This functionality allows you to change a user’s password for security reasons and for forgotten passwords. Once you change a password, you must give it to the user to enable login. An email notification is sent telling the user their password has changed, but does not provide the new password. After logging in with the new temporary password, the user is prompted to create a new secure password after answering the personal challenge questions.

Note: Users have the ability to reset their own password using the “Forgot your password?” link from the UCDP login page.

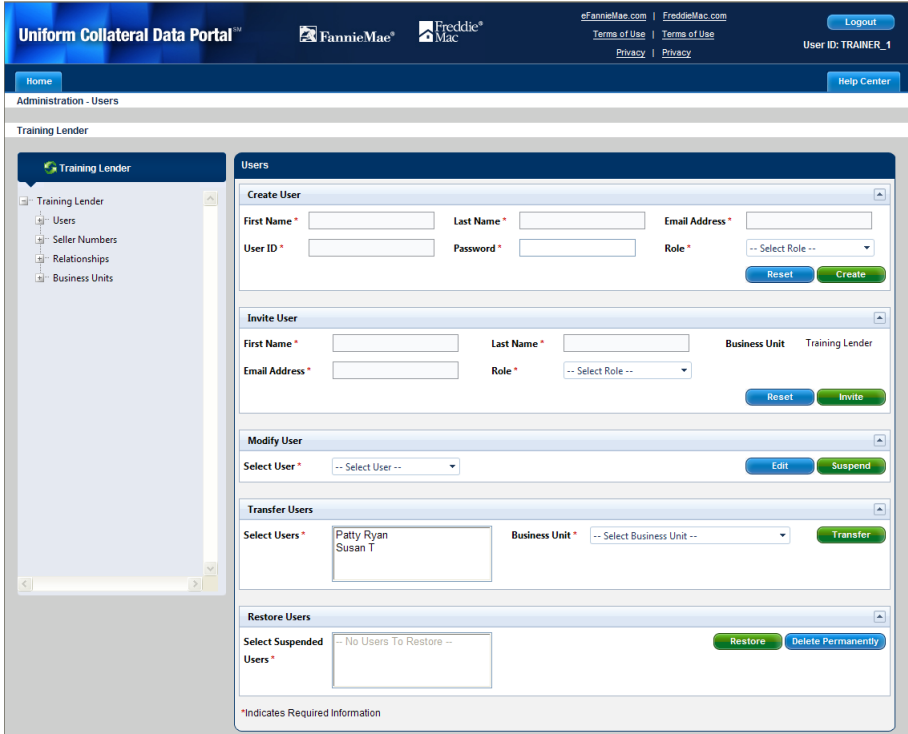
To change a password, follow these steps:

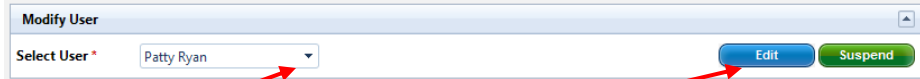
Changing Passwords	
Step	Action / Result
<p>1. From the UCDP <b>Home</b> page, click the <b>Account Administration</b> tab and select <b>User and Business Unit Administration</b>.</p>	 <p>After you select <b>User and Business Unit Administration</b>, the <b>Administration - Home</b> page appears.</p>
<p>2. From the <b>Administration – Home</b> page, click <b>Users</b> in the left navigation bar.</p>	

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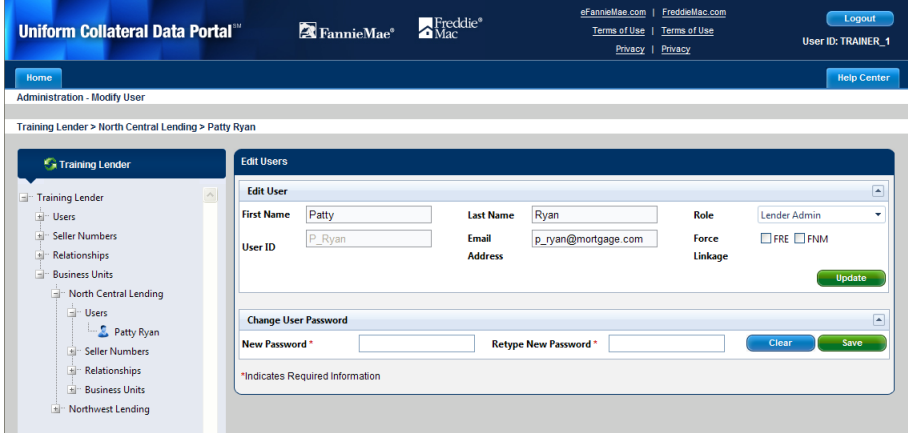
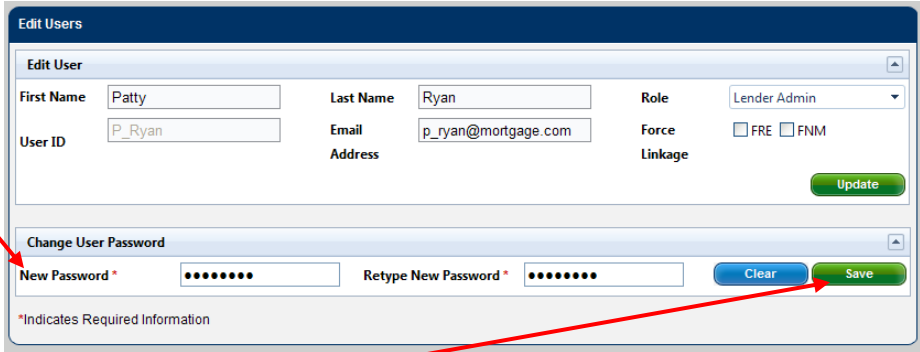
## Changing Passwords

Step	Action / Result
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	<p>After you select <b>Users</b> from the left navigation bar, the <b>Administration – Users</b> page appears.</p>  <p>The <b>Administration – Users</b> page allows you to manage the users within your business unit(s). You can create, invite, modify, transfer, and restore users. The focus of this section is changing a user's password under <b>Modify User</b>.</p>
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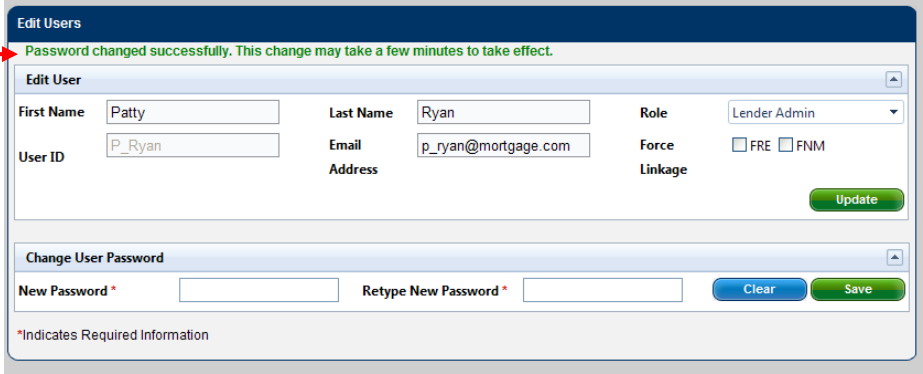
<p>3. From the <b>Administration – Users</b> page, locate the <b>Modify User</b> section. In the <b>Select User</b> dropdown, select the user you wish to edit.</p> <p>Click <b>Edit</b>.</p>	
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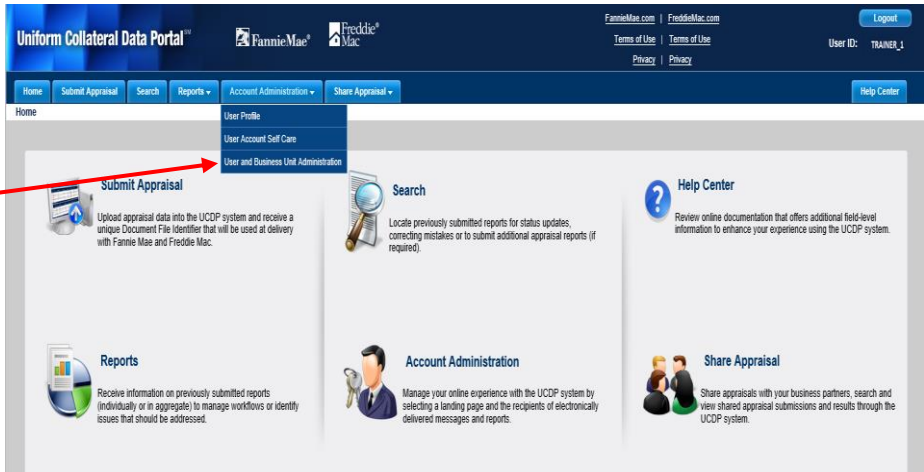

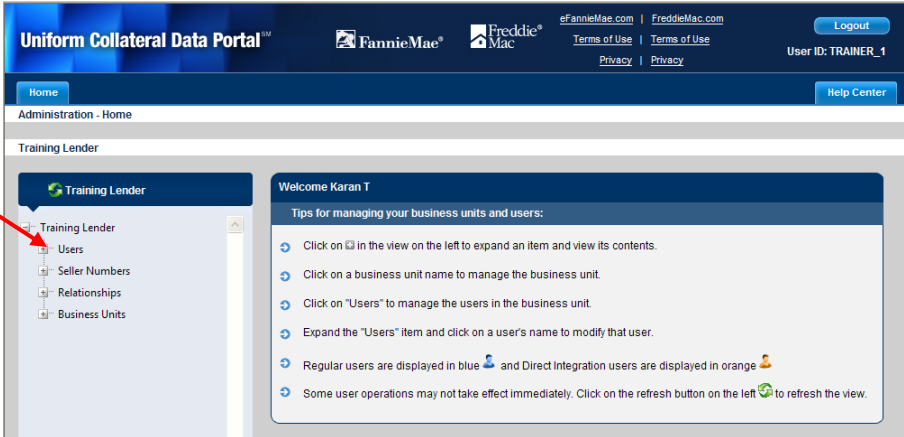
Changing Passwords	
Step	Action / Result
	<p>After you click <b>Edit</b>, the <b>Edit Users</b> page appears. The user's name, User ID, email address, and current role are listed.</p> 
<p>4. From the <b>Edit Users</b> page, locate the Change User Password section. Enter a new password in the <b>New Password</b> field following the <a href="#">Password Criteria</a>. Repeat the new password in the <b>Retype New Password</b> field.</p> <p>Click <b>Save</b>.</p>	

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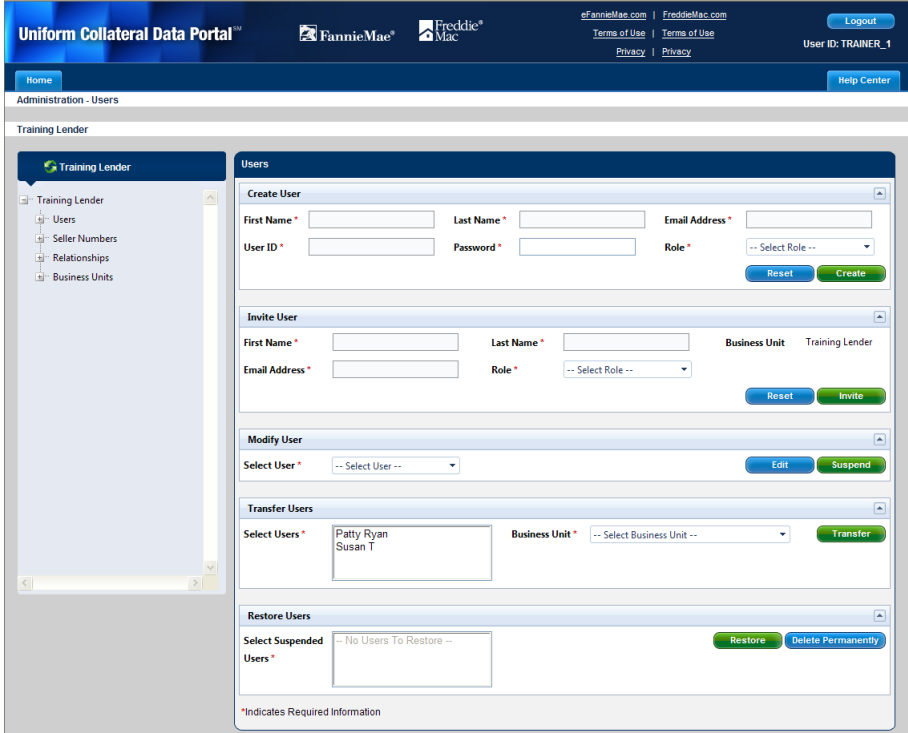
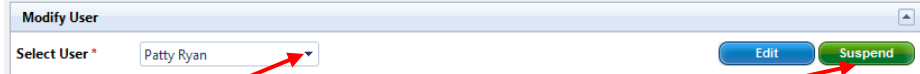


Changing Passwords	
Step	Action / Result
	<p>After you click <b>Save</b>, a <b>Password changed successfully</b> message appears.</p>  <p>The screenshot shows a web interface titled 'Edit Users'. At the top, a green message box states: 'Password changed successfully. This change may take a few minutes to take effect.' Below this is a form for editing user details. The form includes fields for First Name (Patty), Last Name (Ryan), User ID (P_Ryan), Email (p_ryan@mortgage.com), and Address. There are also dropdown menus for Role (Lender Admin) and Force (FRE, FNM), and a Linkage section. A green 'Update' button is at the bottom right of the form. Below the form is a 'Change User Password' section with 'New Password' and 'Retype New Password' fields, and 'Clear' and 'Save' buttons. A note at the bottom indicates '*Indicates Required Information'.</p>

<h3>Suspending Users</h3>	<p>If necessary, you may suspend a user from the UCDP. Once suspended, the user can no longer access the UCDP. Suspended users receive an email notifying them of their suspension from UCDP. You may later <a href="#">restore or permanently delete</a> a suspended user in the UCDP.</p> <p>Appraisal data files associated with suspended users remain available in the UCDP in the business unit where they were submitted.</p> <p>To suspend a user, perform the following steps:</p>
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Suspending Users	
Step	Action / Result
<p>1. From the UCDP <b>Home</b> page, click the <b>Account Administration</b> tab and select <b>User and Business Unit Administration</b>.</p>	 <p>After you select <b>User and Business Unit Administration</b>, the <b>Administration - Home</b> page appears.</p>
<p>2. From the <b>Administration - Home</b> page, click <b>Users</b> in the left navigation bar.</p> <p> Click the <b>+</b> to display the list of users assigned to that business unit.</p>	

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Suspending Users	
Step	Action / Result
	<p>After you select <b>Users</b> from the left navigation bar, the <b>Administration – Users</b> page appears.</p>  <p>The <b>Administration – Users</b> page allows you to manage the users within your business unit(s). You can create, invite, modify, transfer, and restore users. The focus of this section is suspending a user under Modify User.</p>
<p>3. From the <b>Administration – Users</b> page, locate the Modify User section. In the <b>Select User</b> dropdown, select the user you wish to suspend.</p> <p>Click <b>Suspend</b>.</p>	

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Suspending Users	
Step	Action / Result
	<p>After you click <b>Suspend</b>, a <b>User suspended successfully</b> message appears and an email notification is sent to the suspended user. You can also see the suspended user listed in the <b>Select Suspended Users</b> field of the Restore Users section after the page is refreshed. A suspended user cannot access the UCDP, but you may later <a href="#">restore or permanently delete</a> them in the UCDP.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <div style="background-color: #003366; color: white; padding: 2px;">Users</div> <p style="color: green; font-weight: bold;">User suspended successfully. This change may take a few minutes to take effect.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>Create User</b></p> <p>First Name * <input type="text"/> Last Name * <input type="text"/> Email Address * <input type="text"/></p> <p>User ID * <input type="text"/> Password * <input type="text"/> Role * <span>-- Select Role --</span></p> <p style="text-align: right;"><input type="button" value="Reset"/> <input type="button" value="Create"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>Invite User</b></p> <p>First Name * <input type="text"/> Last Name * <input type="text"/> Business Unit North Central Lending</p> <p>Email Address * <input type="text"/> Role * <span>-- Select Role --</span></p> <p style="text-align: right;"><input type="button" value="Reset"/> <input type="button" value="Invite"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>Modify User</b></p> <p>Select User * <span>-- Select User --</span></p> <p style="text-align: right;"><input type="button" value="Edit"/> <input type="button" value="Suspend"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>Transfer Users</b></p> <p>Select Users * <input type="text" value="Patty Ryan"/> Business Unit * <span>-- Select Business Unit --</span></p> <p style="text-align: right;"><input type="button" value="Transfer"/></p> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Restore Users</b></p> <p>Select Suspended Users * <span>-- No Users To Restore --</span></p> <p style="text-align: right;"><input type="button" value="Restore"/> <input type="button" value="Delete Permanently"/></p> </div> <p style="font-size: small; color: #003366;">*Indicates Required Information</p> </div>

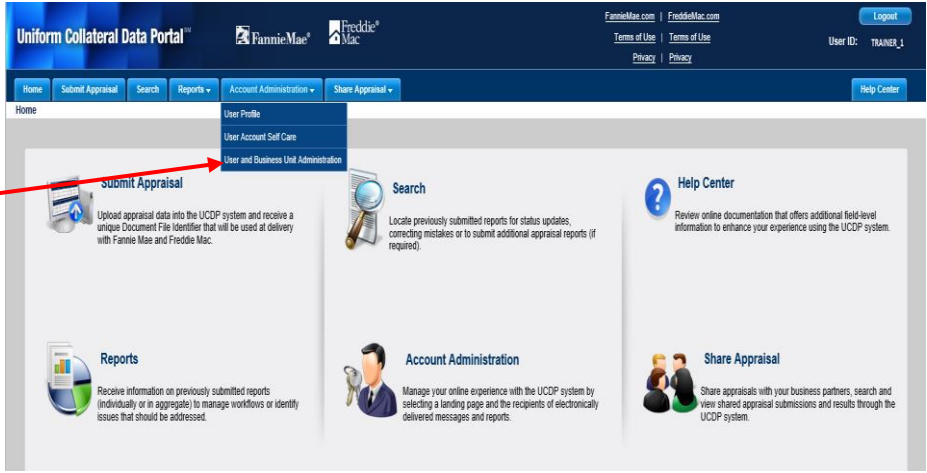
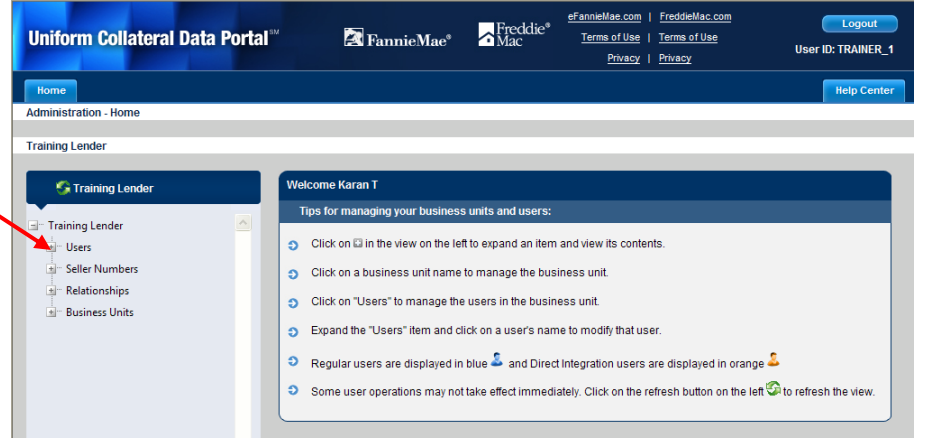
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## Restoring or Permanently Deleting Users

You may restore or permanently delete a suspended user. Restoring a user provides the same access the user had prior to suspension. Once restored, an email notification is sent to the user enabling them to log in to the system again. Permanently deleting a user removes the user completely from the UCDP. Once you permanently delete a user, an email notification is sent telling them they have been permanently removed from the UCDP.

Appraisal data files for users permanently deleted from the UCDP remain available in the business unit where they were submitted.

To restore or permanently delete a user, follow these steps:

Restoring or Permanently Deleting Users	
Step	Action / Result
<p>1. From the UCDP <b>Home</b> page, click the <b>Account Administration</b> tab and select <b>User and Business Unit Administration</b>.</p>	 <p>After you select <b>User and Business Unit Administration</b>, the <b>Administration - Home</b> page appears.</p>
<p>2. From the <b>Administration - Home</b> page, click <b>Users</b> in the left navigation bar.</p> <p>Click the <b>+</b> to display the list of users assigned to that business unit.</p>	

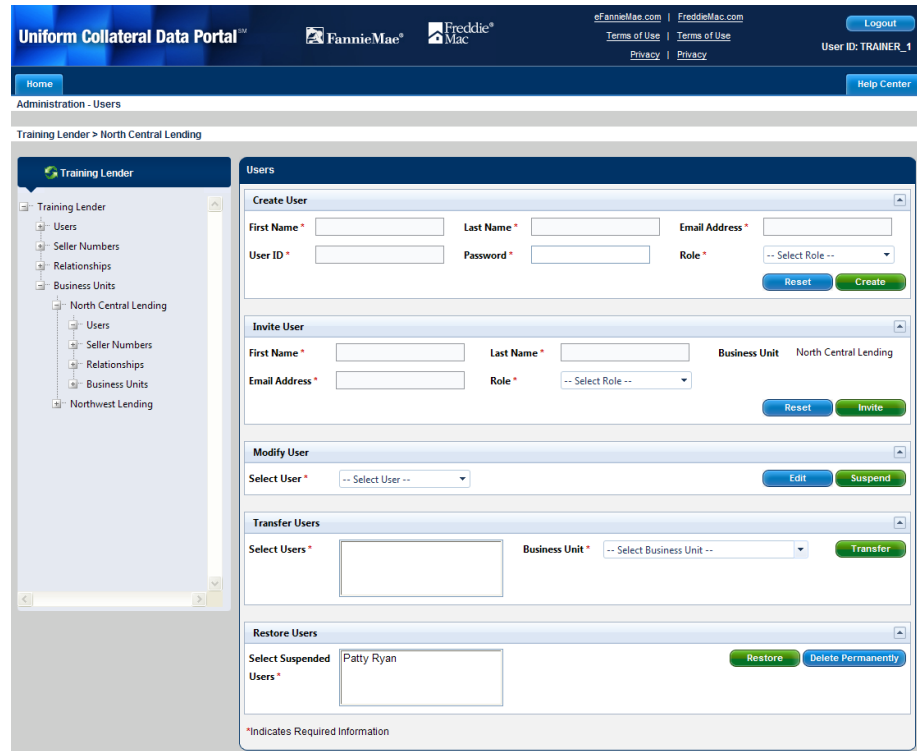
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### Restoring or Permanently Deleting Users


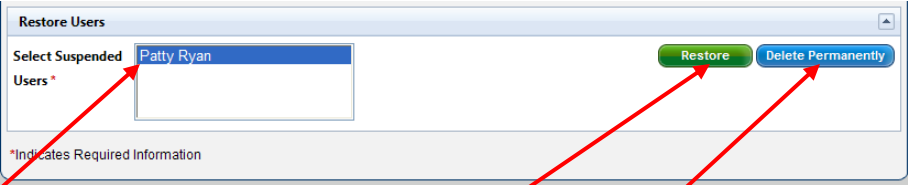
**Step**

**Action / Result**

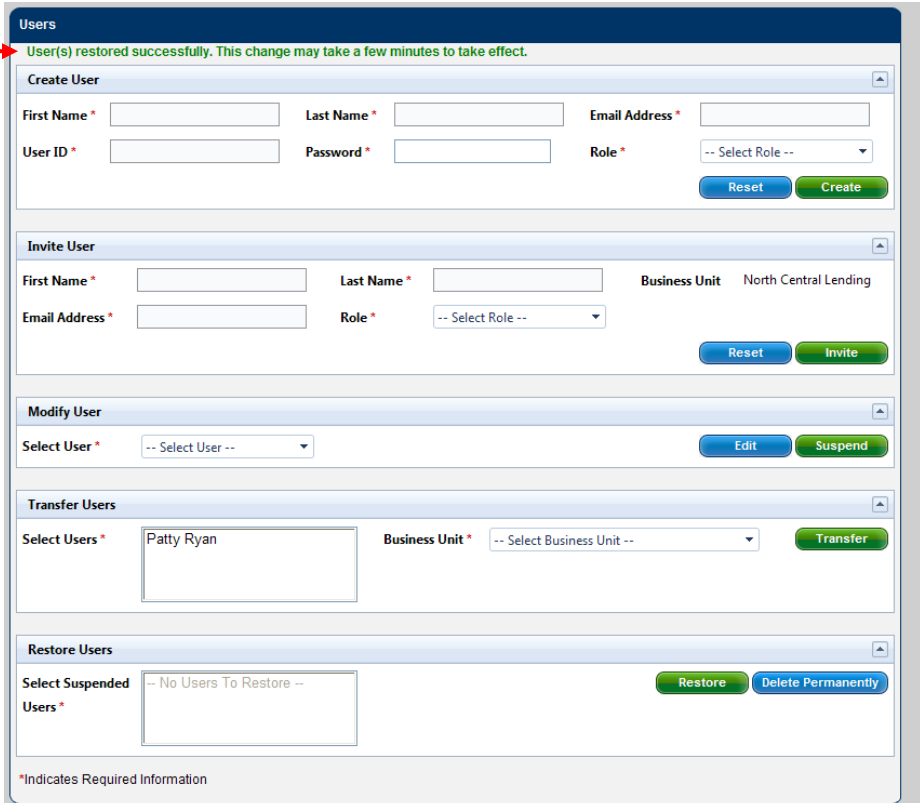
After you select **Users** from the left navigation bar, the **Administration – Users** page appears.



This page allows you to manage the users within a business unit. You can create, invite, modify, transfer, and restore users. The focus of this section is on the Restore Users section.

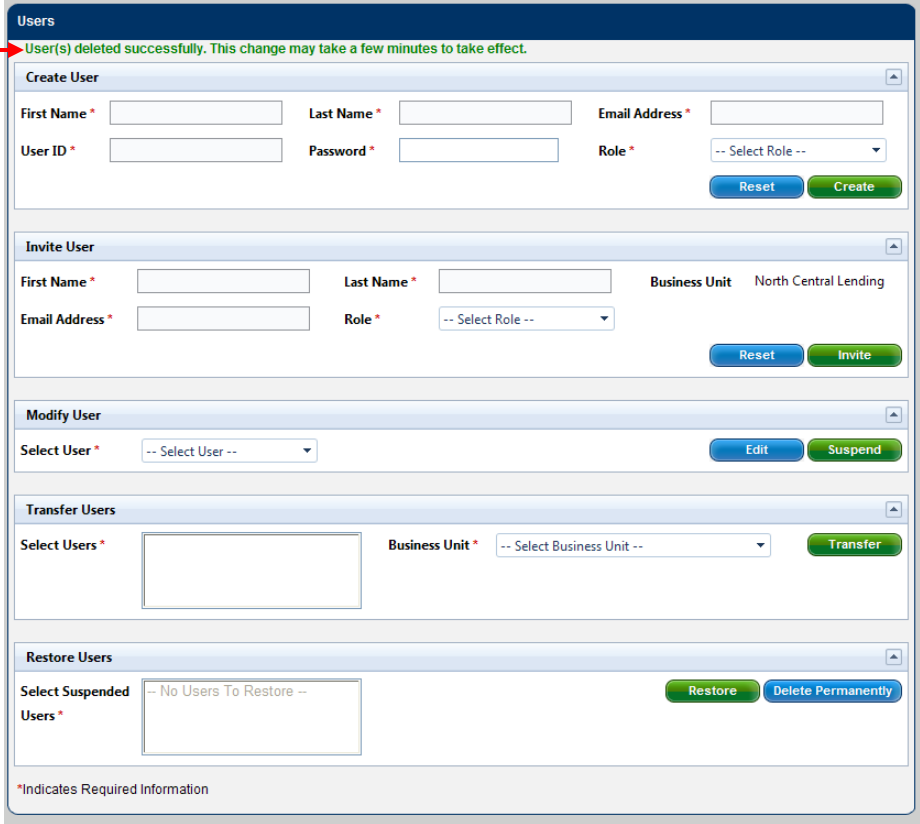
Restoring or Permanently Deleting Users	
Step	Action / Result
<p>3. From the <b>Administration – Users</b> page, locate the Restore User section. From the Select Suspended Users list, highlight the user you wish to either restore or permanently delete.</p> <p> Hold down the 'Ctrl' key to highlight more than one user at a time.</p> <p>Click <b>Restore</b> if you want the user to have access to the UCDP again.</p> <p>OR</p> <p>Click <b>Delete Permanently</b> if you want to completely remove the user from the UCDP.</p>	

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Restoring or Permanently Deleting Users	
Step	Action / Result
	<p>After you click <b>Restore</b>, a <b>User(s) restored successfully</b> message appears. The user receives an email notifying them that they now have access to the UCDP.</p>  <p>The screenshot shows a 'Users' management interface with a success message: 'User(s) restored successfully. This change may take a few minutes to take effect.' Below the message are several sections: 'Create User' with fields for First Name, Last Name, Email Address, User ID, Password, and Role; 'Invite User' with fields for First Name, Last Name, Business Unit, and Email Address; 'Modify User' with a 'Select User' dropdown; 'Transfer Users' with a 'Select Users' dropdown containing 'Patty Ryan' and a 'Business Unit' dropdown; and 'Restore Users' with a 'Select Suspended Users' dropdown containing '-- No Users To Restore --'. Buttons for 'Reset', 'Create', 'Invite', 'Edit', 'Suspend', 'Transfer', 'Restore', and 'Delete Permanently' are visible. A red arrow points to the success message.</p>

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Restoring or Permanently Deleting Users	
Step	Action / Result
	<p>After you click <b>Delete Permanently</b>, a <b>User(s) deleted successfully</b> message appears. The user receives an email notifying them that they were permanently deleted from the UCDP.</p>  <p>The screenshot shows a 'Users' management interface with a success message: 'User(s) deleted successfully. This change may take a few minutes to take effect.' Below the message are several sections: 'Create User' with fields for First Name, Last Name, Email Address, User ID, Password, and Role; 'Invite User' with fields for First Name, Last Name, Email Address, Role, and Business Unit; 'Modify User' with a 'Select User' dropdown; 'Transfer Users' with a 'Select Users' list and a 'Business Unit' dropdown; and 'Restore Users' with a 'Select Suspended Users' list. Buttons for 'Reset', 'Create', 'Invite', 'Edit', 'Suspend', 'Transfer', 'Restore', and 'Delete Permanently' are visible. A red arrow points to the success message.</p>

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<b>Password Criteria</b>	Refer to the following table for the specific characteristics of acceptable passwords.
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Password Criteria	
Requirement	Value
Minimum length	8
Maximum number of repeated characters	2
Minimum number of alphabet characters	1
Minimum number of numeric characters	1
Repeated history length.  This means the last ten passwords cannot be used. For example, if one of your previous ten passwords was <i>123abc01</i> , you cannot change your new password to <i>123abc01</i> again until at least ten password changes occur.	10
Reversed history length.  This means the reverse order of the last ten passwords cannot be used. For example, if your password is <i>123abc01</i> , you cannot change your password to <i>10cba321</i> until at least ten password changes occur.	10
Disallow User Name as password.  For example, if your User Name is <i>Jonathan</i> , your password cannot be <i>jonathan1</i> .	Yes
Disallow User ID as password.  For example, if your User ID is <i>ABCMortgage</i> , your password cannot be <i>abcmortgage22</i> .	Yes

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**Finding Additional Assistance**

For additional assistance, refer to:

- [Fannie Mae's UCDP web page](https://www.fanniemae.com/singlefamily/uniform-collateral-data-portal)  
(<https://www.fanniemae.com/singlefamily/uniform-collateral-data-portal>)
- [Freddie Mac's UCDP web page](https://sf.freddie.mac.com/tools-learning/uniform-mortgage-data-program/ucdp)  
(<https://sf.freddie.mac.com/tools-learning/uniform-mortgage-data-program/ucdp>)
- The UCDP Support Center at 1-800-917-9291
- UCDP Help Center (accessible after you log in to the UCDP)

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