

New Client Educational Quick Start Origination and Underwriting

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Freddie Mac Learning has a robust training catalog, including webinars, videos, reference materials, serving thousands of sellers every year. Our training resources are designed to provide the guidance you need to succeed.

Getting Started

How do I obtain access to Freddie Mac systems?
[Request Access](#) to Access Manager

What do I need to know about Access Manager?
Review these [FAQs](#)

How do I use the Guide?
• [AllRegs® Online User Guide](#)
• [Navigating the Guide with AllRegs®](#)

Navigating the Freddie Mac Learning website
• View the [Freddie Mac Learning Tour](#) video

Loan Product Advisor®

How does it work?
• [Tutorial](#): Loan Product Advisor: How it Works
• [Online Help Tool](#)

How do I enter a loan?
[Webinar](#): Enhanced Loan Product Advisor Direct Access Data Entry

What is the Feedback Certificate?
[Webinar](#): Loan Product Advisor® Feedback Certificate: Reviewing Key Results

Loan Product Advisor [Training Resources](#)

Underwriting

What is AIM?
Asset and Income Modeler (AIM) [webpage](#)

What is ACE?
Automated Collateral Evaluation (ACE) [webpage](#)

Loan Product Advisor Documentation Matrix
[Quick reference](#) for documenting Loan Product Advisor loans

Underwriter [Training Resources](#)

Loan Advisor®

Which tools do I need?
• [Loan Advisor Demo](#)
• Loan Advisor Tools – Function & Roles [Quick Reference](#)

How do I access the Loan Advisor tools?
Getting Started with Loan Advisor [webpage](#)

[Access Manager](#)

[Webinar Calendar](#)

[Training Resources](#)

Products & Offerings

- [Home Possible®](#)
- [HomeOneSM](#)
- [Affordable Seconds®](#)
- [Construction Conversion](#)
- [ChoiceHome®](#)

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Customer Support Contact Center
800-FREDDIE
8am to 7pm ET, Mon - Fri

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Access Manager [homepage](#)

How do I use the Guide?

- [AllRegs Online User Guide](#)
- [Navigating the Guide with AllRegs®](#)

Loan Selling Advisor®

How does it work?

- Tutorial: [Loan Selling Advisor Overview](#)
- [Online Help](#)

How do I deliver a loan?

- Tutorial: [Create and Modify Loans](#)
- [Delivery Standards for Guarantor and MultiLender Swap Programs](#)
- [Delivery Standards for Cash](#)

Who it's for?

Tutorial: [Loan Selling Advisor User Roles for Sellers](#)

[Loan Selling Advisor Training Resources](#)

Selling Executions

[Sell for Securities](#)

- [Fixed Rate Guarantor](#)
- [WAC ARM Guarantor](#)
- [MultiLender Swap](#)

[Cash execution](#)

- [Mandatory Fixed Rate](#)
- [Best Efforts Fixed Rate](#)
- [Mandatory WAC ARM](#)

Servicing-Released XChange®

[Cash-Released XChange® Website Tutorial Series](#)

[Co-Issue XChange® Website](#)

[Correspondent XChange® Website Tutorial](#)

Simplify servicing transfer with [Freddie Mac Automated Servicing Transfer®](#)

[Post Fund Data Correction Tool](#)

Execution Training Tutorials

- [Purchase Contracts Overview](#)
- [Guarantor Pricing and Contract Process](#)
- [Mandatory Fixed-Rate, Servicing Retained CTOS Cash Contracts](#)
- [Best Efforts Contract Option](#)
- [Adjustable Rate Mortgage \(ARM\) ARM Cash Contracts](#)

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What is Servicing Gateway?

- [Tutorial](#): Freddie Mac Servicing Gateway and Tools Overview
- [Link](#) to Servicing Gateway

Investor Accounting

What are my responsibilities?

Introduction to Freddie Mac Investor Accounting Responsibilities [webinar](#) or [tutorial](#)

How do I report?

Investor Reporting Using Loan Level Reporting [webinar](#) or [tutorial](#)

What are the custodial account reconciliation requirements?

- Understanding Custodial Accounts [Reference Guide](#)
- Custodial Account Reconciliation Tools:
 - [Principal & Interest](#)
 - [Escrow Accounts](#)

Default Servicing

What is Electronic Default Reporting or EDR?

- [EDR tutorial](#)
- [Quick reference guide](#)

[Delinquency Management](#)

[Foreclosure Bankruptcy Resources](#)

Alternatives to Foreclosure [tutorial](#)

Loss Mitigation [resource document](#)

Servicer Performance Profile

What is the Servicer Performance Profile?
Visit the Servicer Performance Profile [homepage](#)

Servicer Success Scorecard [tutorial](#)

Manager Series reference guide

Get [SHARP](#) – earn an award for superior servicing!

Servicing Tools

- [Cash Manager](#)
- [Loan Level Reporting](#)
- [Servicing Transfer Manager](#)
- [EDR](#)
- [Foreclosure Sale Reporting](#)
- [Real Estate Valuation and Pricing](#)
- [Total MI](#)
- [eBill](#)
- [BPODirect](#)
- [PAID](#)
- [Resolve](#)

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