New Client Quick Start: A Guide to Training

This Quick Start is designed to provide an introduction to the Freddie Mac training resources you need to succeed as a new client. Freddie Mac Learning has a robust training catalog, including webinars, videos, and reference materials, serving thousands of Seller/Servicers every year.

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Getting Started

What do I need to know about Access Manager?

Request access to Access Manager

Getting Started with Access Manager

Freddie Mac Digital Guide

How do I use the Guide?

What is Online Help?

Origination & Underwriting

Origination Training Webpage

Selling & Delivery

Selling & Delivery Training Webpage

Servicing

Servicing Training Webpage

Looking for more training and resources?

Freddie Mac Learning

Explore the Freddie Mac Learning website. Take the Freddie Mac Learning Tour.

Freddie Mac Learning Catalog

This document is an all-inclusive list of the training resources available to you from Freddie Mac Learning. Find all Freddie Mac learning resources sorted by topic and modality.

Freddie Mac Learning Webinar Calendar

View our monthly webinar training calendar covering Origination & Underwriting, Selling & Delivery, Servicing and other topics.

Freddie Mac is here for you!

Customer Support Contact Center (800-FREDDIE) | Standard Hours of Operation

Origination & Underwriting

Loan Advisor

Loan Advisor Overview Demo [Tutorial]

Loan Advisor Tools - Function and Roles [Reference]

Getting Started with Loan Advisor [Webpage]

Loan Product Advisor®

Loan Product Advisor®: How it Works [Tutorial]

Loan Product Advisor® Training Resources [Reference]

How to Use the Feedback Results [Webinar]

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

Loan Product Advisor® Documentation Matrix [Reference]

Underwriting

Underwriting Employed Income [Webinar]

Self-Employed Basics [Webinar]

Assets: The Essentials [Reference]

What is ACE (Automated Collateral Evaluation)? [Webpage]

Underwriting Training Resources [Reference]

Condominium Project Eligibility Requirements [Webinar]

Appraisals and Appraisal Waivers [Webinar]

Products & Offerings

Low Down Payment Solutions for Products [Webinar]

Grow Business with Home Possible® [Tutorial]

Home Possible® Income Eligibility [Tutorial]

CHOICERenovation® Mortgages [Webinar]

GreenCHOICE Mortgages® [Tutorial]

Down Payment Assistance Solutions [Webinar]

Underwriting Spotlight

Originate and Underwrite Loans for Freddie Mac

Go Digital and Reduce Defects

Effective Quality Control

Affordable Lending Spotlight

Together, We Can Make a Strong Impact on Affordable Lending

Explore Products & Offerings Webpages

Freddie Mac Home Possible®

Construction Conversion Mortgages

CHOICEHome® FAQ

Freddie Mac HomeOne®

Freddie Mac Affordable Seconds®

Mortgage Products Training Resources

Selling & Delivery

Loan Closing Advisor®

Loan Closing Advisor® [Webpage]

Introduction & Overview [Tutorial]

User Guide [Reference]

Loan Selling Advisor®

Loan Selling Advisor® Overview [Tutorial]

Loan Selling Advisor Online Help [Online Help]

User Roles for Sellers [Tutorial]

Execution Training Tutorials

Purchase Contracts Overview [Tutorial]

Guarantor Pricing and Contract Process [Tutorial]

Mandatory Cash Contract Fundamentals [Tutorial]

Best Efforts Contract Option [Tutorial]

Adjustable Rate Mortgage (ARM) Cash Contracts [Tutorial]

Best Efforts Overview [Webinar]

Servicing-Released XChange®

Cash-Released XChange® [Tutorial]

Correspondent XChange® [Tutorial]

Post-Fund Data Corrections

Post-Fund Data Correction Tool [Webpage]

System Overview [Tutorial]

Importing Data Correction Files [Tutorial]

Selling Executions Spotlight

Sell for Securities

Sell for Cash

Optimize for Affordable Delivery Spotlight

Freddie Mac Tools and Loan Product Advisor® (LPA℠) Messages to Help Determine Credit Fee Cap Eligibility

Explore Servicing-Released XChange Webpages

Cash-Released XChange®

Freddie Automated Servicing Transfer (FAST®)

Co-Issue XChange®

Correspondent XChange®

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Servicing

Investor Accounting

Introduction to Investor Accounting Responsibilities [Tutorial]

Introduction to Investor Accounting Responsibilities [Webinar]

Investor Reporting Using Loan-Level Reporting [Tutorial]

Investor Reporting Resolving Loan-Level Edits [Webinar]

Understanding Custodial Accounts [Reference]

Principal and Interest Custodial Account Reconciliation [Reference]

Custodial Account Reconciliation: Escrow Accounts [Reference]

Investor Accounting: Training Resources [Reference]

Default Servicing

Electronic Default Reporting (EDR) Overview [Tutorial]

Electronic Default Reporting (EDR) Quick Reference Guide [Reference]

Delinquency Management for Mortgages Secured by Primary Residences [Reference]

Foreclosure & Bankruptcy Resources [Reference]

Alternatives to Foreclosure [Tutorial]

Loss Mitigation Training Resources [Reference]

Servicer Performance Profile

Servicer Performance Profile [Webpage]

Servicer Success Scorecard [Tutorial]

Manager Series [Reference]

Freddie Mac Servicer Honors and Rewards Program (SHARP)℠ [Webpage]

Servicing Tools

Ready, Set, Resolve® [Tutorial]

PAID Video Series [Tutorial]

Servicing Gateway Overview [Tutorial]

Total MI Claims Video Series [Tutorial]

eBill Overview [Tutorial]

Total MI: Cancellations [Tutorial]

Explore Servicing Tools Webpages

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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