

New Customer Training Resources

This document lists all New Customer training resources available to you from Freddie Mac Learning.

Access the following resources by clicking their titles.

Getting Started

Reference Tools

[AllRegs User Guide](#)

Step-by-step information on using AllRegs to access the Guide.

Tutorials

[Getting Started with Access Manager Overview Videoclip](#)

This 10-minute clip provides an overview of Freddie Mac Access Manager and includes brief descriptions of common administrator workflows, as well as the reporting and certification processes.

[Navigating the Guide with AllRegs®](#)

See how to use AllRegs to search, view, and print the Freddie Mac *Single-Family Seller/Service Guide*.

[Freddie Mac Learning Tour](#)

This video provides a quick overview of the Freddie Mac Learning website, including where to find key resources specific to your learning focus and job role.

[Loan Advisor Overview](#)

This tutorial provides a quick introduction to give you a better understanding of all available Loan Advisor tools.

Underwriting

Reference Tools

[Loan Product Advisor Documentation Matrix](#)

Information to help streamline the document-gathering process for your borrowers, including helpful underwriting reminders.

Webinars

[Loan Product Advisor Feedback Certificate: Reviewing Key Results](#)

What does LPASM have to say about your loan submission? Join us as we walk through the feedback certificate.

[Underwriting Employed Income](#)

Learn about the analysis, verification, calculation and determination of stable monthly income covering employed income (e.g., Form W-2 wage earner).

[Underwriting Other Income](#)

Does your borrower earn income other than employed or self-employed? Join us for a discussion of Freddie Mac's specific requirements for "other" income types. We'll review stable monthly income and documentation requirements for supporting stability and continuance, including how to qualify a borrower whose income begins after the note date.

[Reviewing the Uniform Residential Appraisal Report](#)

A summary of requirements and guidelines for determining the acceptability of an appraisal report, including a review of the field-specific standardization requirements of the Uniform Appraisal Dataset (UAD).

Tutorials

[Loan Product Advisor – How it Works](#)

An introduction to Loan Product Advisor[®], Freddie Mac's automated underwriting service.

[Assets and Acceptable Sources of Funds](#)

A review of requirements, guidelines, and policy changes for asset calculation and documentation to help ensure that borrowers have acceptable and sufficient funds.

Selling

Reference Tools

[Delivery Standards for Cash](#)

Provides standards for delivering cash contracts.

[Delivery Standards for Guarantor and MultiLender Swap Programs](#)

Provides standards for delivering guarantor contracts.

[Loan Closing Advisor User Guide](#)

Loan Closing Advisor[®] is a web-based tool within Freddie Mac's Loan Advisor that collects Uniform Closing Dataset (UCD) data.

Tutorials

[Create and Modify Loans](#)

Reviews how to create loans in Loan Selling Advisor.

[Loan Selling Advisor Overview](#)

Information about logging on to the system, navigating, user profiles, user roles, and various resources.

[Loan Selling Advisor User Roles](#)

Describes the various user roles available, as well as how to obtain them.

[Purchase Contracts Overview](#)

An overview selling of contracts to Freddie Mac, including contract types and the contract lifecycle.

[Loan Closing Advisor: Introduction and Overview](#)

This tutorial shows how Loan Closing Advisor® evaluates loan closing data for alignment with the Uniform Closing Dataset (UCD), providing sellers and third-party originators with actionable feedback on UCD data quality to assist in resolving data defects before the loan closes.

Servicing

Reference Tools

[2023 Due Date Calendar for Monthly Reporting and Drafting](#)

This quick reference highlights the 2023 due dates for loan-level transactions, drafting, and Electronic Default Reporting (EDR).

[Servicing Reports Online Tool](#)

This interactive tool provides information on available reports for loan-level and default activity submitted through Freddie Mac's servicing tools.

Tutorials

[Freddie Mac Servicing Gateway and Tools Overview](#)

Discover the new Servicing Gateway – one platform, one login, one doorway to Freddie Mac Servicing Tools! Learn about the Servicing Tools available via the Servicing Gateway.

[Introduction to Investor Accounting Responsibilities](#)

This tutorial introduces the primary responsibilities for reporting and drafting monthly mortgage activity for new Sellers/Servicers who retain servicing.

[Investor Reporting Using Loan Level Reporting](#)

This tutorial introduces your investor reporting staff to Loan Level Reporting functionality to help complete your monthly reporting to Freddie Mac.

For a catalog of all Freddie Mac Learning resources, visit:

https://sf.freddiemac.com/content/_assets/resources/pdf/fact-sheet/freddie-mac-learning-catalog.pdf