



Freddie Mac Multifamily – Consent Request Tracker (CRT) – For System Administrators

How to Find Pending User Access Requests in Your CRT Approval Queue

We've designed CRT to automatically notify you when there is a pending user request for you to approve in the tool. Initially, we've experienced some issues that have prevented that functionality from performing as expected, and we're working through their resolution. During this initial period, you'll continue to have the ability to view and approve all user requests in CRT. The instructions below provide you with the steps on how to complete this process in the interim.

1) Sign in to CRT

2) Once in CRT, click on the Pending Users button

Logout Home Profile					
Freddie Mac	Consent Request Tracker				
Pipeline					
Main Menu - Select Request -	Create				
Edit Request Status History Report	Request ID				
Freddie Mac	Request ID : 70, Request Status : PS - In Process				
Current Sponsor Report	Edit FM Loan Num Securitized Pro Supp Num				
Administrator Menu	N -				
Pending Users	1 - 1 of 1				
User Management Manage Parties	Pending Users				
Lookup Management					
Data Load					

3) As System Administrator, you should review all outstanding requests, make sure that your users are requesting the correct **role** (your regular users should choose "**External User**" not "External Admin") for your organization and either approve or reject the request depending on what access the user has requested.

- If your user has requested the appropriate role, you should click on <u>confirm</u> and follow the remainder of the process.
- If you users has not requested the appropriate role, you should click on reject.
- Either way you should email your user to inform them of what has happened with their request

Note: We have already seen users select **Freddie Mac User** roles – this option is for our staff only, and it is a not correct selection for any Servicer users.

Freddie Mac®	Consent Request Tracker								
Pipeline Pending Users									
Main Menu - Select Request - 💌	Q.		Go Actions						
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Freddie Mac	Confirm	Reject		kethleen ever@freddiamec.com	FREDDIE USER	FREDDIE	11/01/2012		
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	Confirm	Reject			FREDDIE	FREDDIE	11/01/2012		
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