



FARMER AC

Administrator Guide

Effective October 1, 2018

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The Administrator Role

As the Farmer Mac Administrator for your organization, your designated responsibilities include:

- Establishing and managing usernames and passwords (i.e., profiles) for all users at your organization
- Assigning specific access within all user profiles
- Completing the Annual Certification Form

This guide will help to define these controls and how to manage them, as well as address unique features and provide advice on how to navigate through Administrative activities.

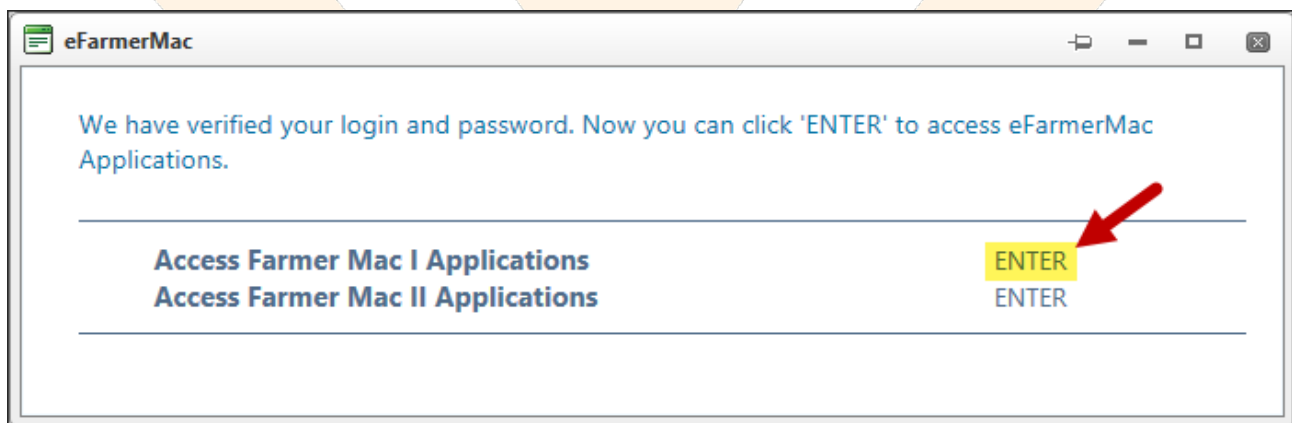
Getting Started

Visit www.efarmermac.com to access the secure Farmer Mac web portal. After entering your assigned username and password, the pop-up box shown below will appear.

Access Farmer Mac I Applications = Farm & Ranch and Purchase Commitment Programs

Access Farmer Mac II Applications = USDA Guaranteed Loan Program

Click “**Enter**” to be redirected to the appropriate business applications and programs.



To switch between portals (Farmer Mac I & II), you must logout and log back in to efarmermac.com to get to the pop-up box.

Farm & Ranch Administration

Within your profile you will be able to add new users, edit existing users, or delete users that are no longer with the company or who have changed roles and no longer need access to Farmer Mac's Farm & Ranch programs.

Click on "My Profile" to access the "Manage Users" section as shown below.

FARMER AC

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[My Profile](#)

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Profile

[Manage Users](#)

Company Information

Company Name: FAMC test seller

Company ID: AK-002

My Information

Last Name:

Middle Name:

First Name:

Under Manage Users you will be able to add new users (highlighted below) or edit existing users.

Profile - Manage Users

FAMC test seller [add new user]

Name	Date Enrolled	Active		
Banker, Sample	12/17/2013	Yes	edit	del
Contact, Test	06/19/2012	Yes	edit	del
Sample, User	02/09/2011	Yes	edit	del

Records 1 to 3 of 3

Farm & Ranch Access Rights

You have several options for the access rights you can grant to users. Below, we have outlined the options that may be visible through Farm & Ranch. You may not see all of these options listed depending on the type of business you have signed up to do with Farmer Mac. Access Rights are in the “**Access Information**” section of each user’s profile.

- **Farm & Ranch Applications**
 - Read and write access to AgPower, Farmer Mac’s loan origination system (LOS). This access allows the user to create new loan applications, formally submit loan applications, and view loans in the queue that have either been shared with or submitted by them.
 - Also grants access to view Farmer Mac’s daily rate sheet which is posted on efarmermac.com. These rights cannot be uncoupled.
- **Farmer Mac II Rates**
 - Access to view Farmer Mac 2 (USDA Guaranteed) daily rate sheet. We recommend that all Farmer Mac 2 access rights be managed within the Farmer Mac 2 portal.
- **Loan Purchase Request**
 - Access to submit purchase requests through AgPower.
- **Preferred Appraiser Manager**
 - Access to view the growing list of Farmer Mac’s Preferred Appraisers.
- **Loan Servicer (Central Servicers Only)**
 - Grants access to the Central Servicer to view loans that have been assigned to them.
- **Purchase Commitment (LTSPC) – (Only available to Farm Credit Organizations)**
 - Grants access to view and submit loans through Farmer Mac’s Purchase Commitment application. The Purchase Commitment solution is available to all Farmer Mac sellers. Non-Farm Credit organizations will simply utilize AgPower to submit those loans, and therefore do not need access to this specific program.
- **Servicing Applications (Central Servicers & Purchase Commitment Users)**
 - Access to NRV and Online Servicing Platform – pertains to pre-existing loans that have been sold to Farmer Mac.

Rate Lock Rights

- **FM 1**
 - Grants authority to the user to call Farmer Mac’s rate lock desk and rate lock a Farm & Ranch loan.
- **FM 2**
 - Grants authority to the user to call Farmer Mac’s rate lock desk and rate lock a Farmer Mac 2 loan. We recommend that all Farmer Mac 2 access rights be managed within the Farmer Mac 2 portal.

Profile - Manage Users

FAMC test seller [add new user]

Name	Date Enrolled	Active		
Banker, Sample	12/17/2013	Yes	edit	del
Chowdhury, Wasiu	11/02/2016	Yes	edit	del
Contact, Test	06/19/2012	Yes	edit	del
Sample, User	02/09/2011	Yes	edit	del

Records 1 to 4 of 4

Banker, Sample

Last Name:

Middle Name:

First Name:

Title:

Active:

Account Locked:

Access Information

Access Rights:

Farm & Ranch Applications Farmer Mac II Rates

Loan Purchase Request Preferred Appraiser Manager

Rate Lock: FM I FM II

Helpful Hints to Manage Users

- Upon setting up a new user, the login username and password are NOT distributed automatically to the user; **you will need to provide the user with the temporary password** used to set up the account. Be sure to use an **active email** account for the new user as this is the email account that will be used to reset a forgotten password.
- When setting up new users, it is important to use an **accurate business address** as many sellers have multiple branch locations from which they conduct business with Farmer Mac.
- We recommend maintaining an up-to-date user list for security purposes. Access the **“Manage Users”** section of efarmermac.com to ensure all active users have the correct access rights and to delete users who no longer require access to Farmer Mac’s secure areas.

- If a user no longer requires access to Farmer Mac’s secure website, the administrator must first **“edit”** the user’s profile to **uncheck the “Active” box prior to deleting the profile**. If the user profile is deleted and the “Active” box is not unchecked first, the user will still appear as an active user on Farmer Mac’s access lists.

Contact Us	<h2 style="color: #C00000;">Profile</h2> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Manage Users </div> <p>Company Information</p> <p>Company Name: FAMC test seller Company ID: AK-002</p> <p>My Information</p> <p>Last Name: <input type="text" value="Seller"/> Middle Name: <input type="text"/> First Name: <input type="text" value="Test"/></p>
Rates	
AgPower	
Preferred Appraisal	
My Profile	
Resource Library	
Annual Certification	
Logout	

Profile - Manage Users

FAMC test seller [add new user]

Name	Date Enrolled	Active		
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Sample, User	02/09/2011	Yes	edit	del

Records 1 to 4 of 4

Banker, Sample

Last Name:

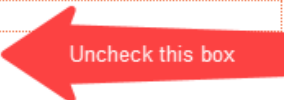
Middle Name:

First Name:

Title:

Active:

Account Locked:



- If a user's account is locked, the administrator can reset the password in the “**Manage Users**” section. Simply enter a new password and re-enter the same new password in the appropriate boxes and click “**Update Password**”. The administrator must then notify the user of the new, temporary password.

Account Information

User Name:

Password:

Re-Enter Password:

UPDATE PASSWORD

What Else Administrators Need to Know

- Initially, each account is established accepting **one email domain** (i.e. @bank.com). If your email domain changes, the system may not accept the new username domain. Contact Client Services to have additional domains (i.e. @bank2.com) added to your account.
- If we have the wrong individual assigned as the Administrator, or the Administrator has changed, please contact Client Services at 866-452-2617 or email us at clientservices@farmermac.com to update.

Share Application Feature (AgPower)

- When the loan officer checks the box to “**Share this Application**” (highlighted below), the application will appear in the loan queue of all the bank's users. The users will be able to open, view and edit the loan.
- On a shared application, the **AgPower auto-notifications** will be emailed to the **assigned loan officer and any user that has Rate Lock permissions**.
- If the application is **not shared**, only the **selected loan officer and the Administrator** (if not the same person) will be able to view and edit the loan application. In this case, **the loan officer would be the only user to receive AgPower auto-notifications**.
- The **Administrator** has rights to **view and edit any loan application from their loan queue** in AgPower, even if they are not the loan officer. This includes sharing the application if the loan officer has not already checked that box.
- The **Administrator** is also the **ONLY** user that can go into a loan and **switch the loan officer** at any time regardless of the application status.

Loan Officer Information:

Loan Officer:	Carr Terpstra	<input checked="" type="checkbox"/> Share this Application?
Address:	5408 nw 88th st	
City:	Johnston	
State:	IA	Zip: 50131
Phone:	202-872-6682	Alternate Phone:
Fax:	000-000-0000	
Email:	cterpstra@farmermac.com	

Annual Certification Form

Every year the administrator will need to certify that the institution is still an approved Seller of Farmer Mac. You will receive an email reminder with detailed instructions regarding how to submit the Annual Certification Form.

If the Annual Certification Form is not completed, the Seller’s profile will be moved to **Suspended** status and users will **no longer be able to view rates** on efarmermac.com or receive the daily rate emails.

<p>Contact Us</p> <p>Rates</p> <p>AgPower</p> <p>Preferred Appraisal</p> <p>My Profile</p> <p>Resource Library</p> <p>Annual Certification</p> <p>Logout</p>	<h2>Annual Certification Form</h2> <hr/> <p>I, Test Seller, hereby certify that I am the _____ (title) of FAMC test seller, (the “Seller”), an approved Seller in the Farmer Mac Farm & Ranch Program, and do hereby further certify to Farmer Mac that:</p> <ol style="list-style-type: none"> There has been no material adverse change in the Seller’s financial condition since the date of the Seller’s application to become a Farmer Mac Seller, except for such changes as Seller has previously reported to Farmer Mac; The Seller, either itself or through a related entity, continues to own Farmer Mac Common Stock _____ as a member or partner as evidenced at Seller’s initiative.
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If there have been material changes to the Seller’s account, such as a merger or acquisition, please contact Client Services to have our records updated accordingly.

Manage Your Account

- The first time logging in, the new user will be prompted to reset the password for security purposes.
- Signing up for **Farmer Mac daily rate emails** and **Farmer Mac announcements** is easy through the efarmermac.com website. Once logged in, go to My Profile and click on the checkbox next to appropriate communication as shown below. Please note, once you sign up for Daily Rates the initial distribution will occur on the following Monday and continue daily thereafter.

My Information

Last Name:

Middle Name:

First Name:

Title:

Address:

City:

State: Zip:

Telephone:

Cell:

Fax:

Send Me Future Announcements

Please email me the daily Farmer Mac rates

UPDATE PROFILE



Forgot Password

- If you forget your password or ever get locked out, simply click on the “**Forgot Password**” link located on the login page of efarmermac.com and follow the steps to reset your password


Login

Please enter your user name, password and captcha to login to the Farmer Mac Website.

If you have forgotten your password, please click on the forgot password button below to reset your password.

User Name/Email:

Password:



[Resource Library](#)
 Visit our Resource Library for important documents such as the Seller/Service Guide and Collateral Valuation Supplement and many more.

Farmer Mac - Reset Password

To reset your password, please type your email address in the line below and then click “Request Reset Password.” An email from DoNotReply@farmermac.com will be sent to you immediately that includes a link to the next step. If you don’t receive the email with the link, it is most likely in your spam filter or junk mail folder. If you are still having trouble, please call the authorized contact at your institution who can reset your password for you. If you are the authorized contact and have questions, please contact Mariah Gehle at Farmer Mac at 800-879-3276 or mgehle@farmermac.com.

Email Address:

Supplement and many more.

Once you enter your email address and click “**Reset**” the message below will appear, and an automated email will be sent to the email associated with your profile.

Login

Please enter your user name, password and captcha to login to the Farmer Mac Website.

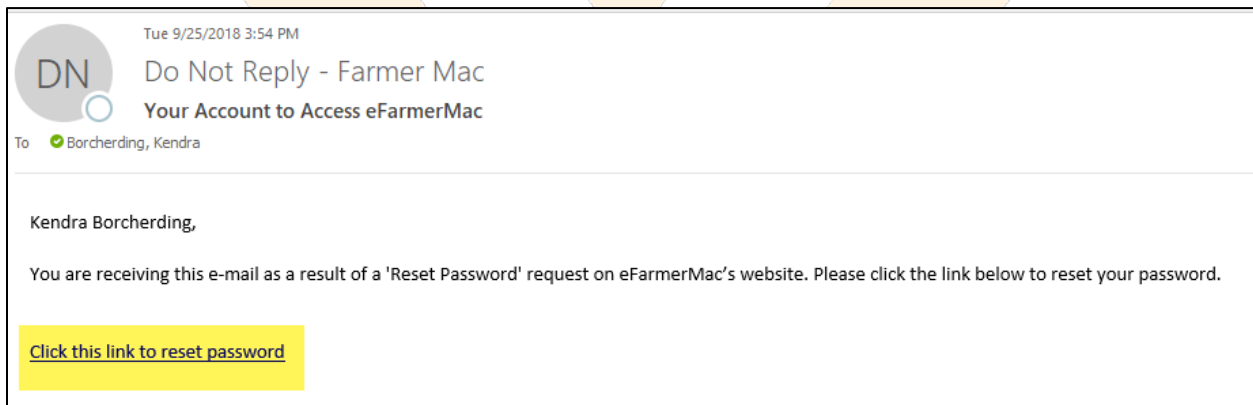
If you have forgotten your password, please click on the forgot password button below to reset your password.

An e-mail has been sent to KBorcherding@farmermac.com. Please click the link 'reset password' inside the e-mail and follow the instructions to reset your password.

Resource Library

Visit our Resource Library for important documents such as the Seller/Service Guide and Collateral Valuation Supplement and many more.

The email will come from donotreply@farmermac.com and contain a link to reset your password.



Once you click on that link, you will be redirected to the “**Reset Password**” screen on efarmermac.com. Follow the instructions to create a new password and click on “**Reset Password**”.

Reset Password

Please key in your new password below twice for validation purposes and click on the “reset password” button.

The new password must contain at least 8 characters, at least one capital letter and at least one number.

New Password:

Re-enter New Password:

Reset Password

Click on “**LOGIN**” to get back to the starting page and use your new password to gain access to your secure profile on efarmermac.com.

Reset Password

Please key in your new password below twice for validation purposes and click on the “reset password” button.

The new password must contain at least 8 characters, at least one capital letter and at least one number.

Your password has been reset successfully. Please use your new password to **LOGIN** again.

If you run into any issues resetting your password, please contact Client Services at 866-452-2617, or email us at clientservices@farmermac.com.

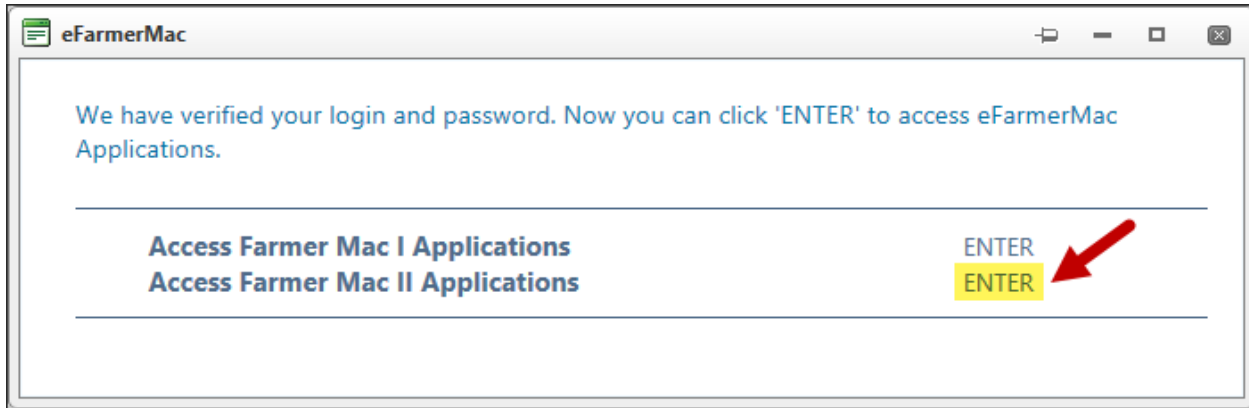
Contact Your Institution's Farmer Mac Administrator

- If you need to adjust your access rights.
- If your account has been locked and resetting your password didn't work. Your Administrator can reset your account by assigning and providing you with a temporary password.
- Training is available to all users. Please contact our Client Services department to discuss training options to suit your needs.

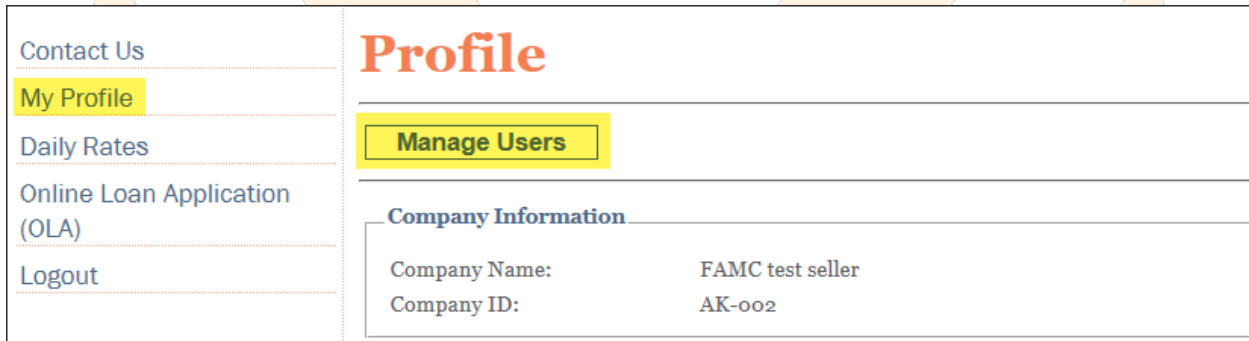
Farmer Mac 2 Administration

Managing users in the Farmer Mac 2 portion of efarmermac.com is very similar to managing users in the Farm & Ranch portion of efarmermac.com. If you have been granted access, you will see the option to “Enter” the Farmer Mac 2 portion of efarmermac.com, as shown below.

To switch between portals (Farmer Mac I & II), you must logout and log back in to efarmermac.com to get to the pop-up box.



To manage your users, select the “My Profile” option from the left-hand menu and click the “Manage Users” button.



Here you will be able to add new users, edit existing users, or delete users that are no longer with the company or who have changed roles and no longer need access to Farmer Mac 2 programs. When adding a new user, or editing an existing user, it is important to remember that **the Title field is required**. You will not be able to save any changes made to the profile unless all required fields are filled out.

Manage Users

FAMC test seller [\[add new user\]](#)

Name	Date Enrolled	Active		
Banker, Sample	12/17/2013	Yes	edit	del
Chowdhury, Wasiu	11/02/2016	Yes	edit	del
Contact, Test	06/19/2012	Yes	edit	del
Sample, User	02/09/2011	Yes	edit	del

Records 1 to 4 of 4

New User

Last Name:

Middle Name:

First Name:

Title:

Address:

City:

State: Zip:

Telephone:

Cell:

Fax:

Active:

Account Locked:

Farmer Mac 2 Applications

Online Loan Application (OLA) Service Action Module (SAM)

Access Rights

Basic Access: (Must be checked to access the application)

Full Access: (Must be checked to submit loan purchase or service request)

Website Access

User Name:

Password:

Re-Enter Password:

ADD USER

Farmer Mac 2 Application List

Online Loan Application (OLA): always available by default

Servicing Action Module (SAM): available by request

Choosing any one of the above applications will grant **Basic Access** by default, the box will automatically convert from greyed out/unselectable, to checked (without ability to uncheck). To uncheck, all applications must first be unselected.

You may additionally choose to grant **Full Access** rights to a user by checking the box. Please note that the user will automatically have Full Access rights to ALL applications available to them (i.e. you can't have only Basic Access to OLA but Basic and Full Access to SAM).

Farmer Mac 2 Access Rights

- **Online Loan Application (OLA)**
 - **Basic Access** in OLA allows a user to:
 - Log in to the application
 - See any active loans for their branch
 - Upload documents
 - Send and receive communications within the app
 - Create a new file and submit it for a rate lock
 - **Full Access** in OLA (in addition to Basic Access) allows a user to:
 - Lock in a rate
 - Submit a loan purchase request
 - E-sign documents
- **Servicing Action Module (SAM)**
 - **Basic Access** in SAM allows a user to:
 - Log in to the application
 - See any existing servicing action requests for their branch
 - Create a new request and save it as a draft
 - Upload documents
 - Send and receive communications within the app
 - **Full Access** in SAM (in addition to Basic Access) allows a user to:
 - Submit draft requests for review and/or rate lock
 - E-sign documents

Important note: To grant Full Access to an application, the administrator must grant BOTH Basic and Full Access. Basic Access allows the application to become visible to the user in the left-hand side menu.