

Freedom Mortgage Corporation Secure Password User Guide

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Freedom Mortgage Corporation Secure Password Policy

Below are the major points of the secure password policy

Password Requirements

Each password must contain:

- At least 8 characters but no more than 20
- At least 1 uppercase letter (ABC...)
- At least 1 lowercase letter (abc...)
- At least 1 number between 0 and 9 (1234...)
- At least one special character (!@#\$%^...)

Password Expiration

Passwords will now expire every 180 days. Users will be prompted to change their password in advance of the 180 days, but if they do not, they will be forced to the first time they log into the site after the 180th day. Each password will need to meet the requirements stated above and users may not re-use any of the last 24 passwords used on the site.

Security Questions

In addition, Freedom Mortgage Corporation will now require the use of security questions. You will be prompted to select 2 security questions and supply answers. This information will be used to assist a user if they forget their password.

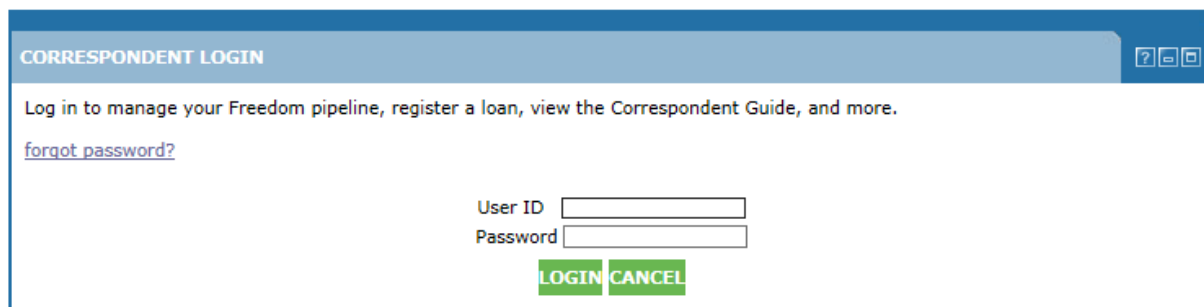
Inactive Users

If no one has logged into an account for 90 days, the system will automatically disable the account with the next login. The user will need to contact their Sales Associate in order to enable the account.

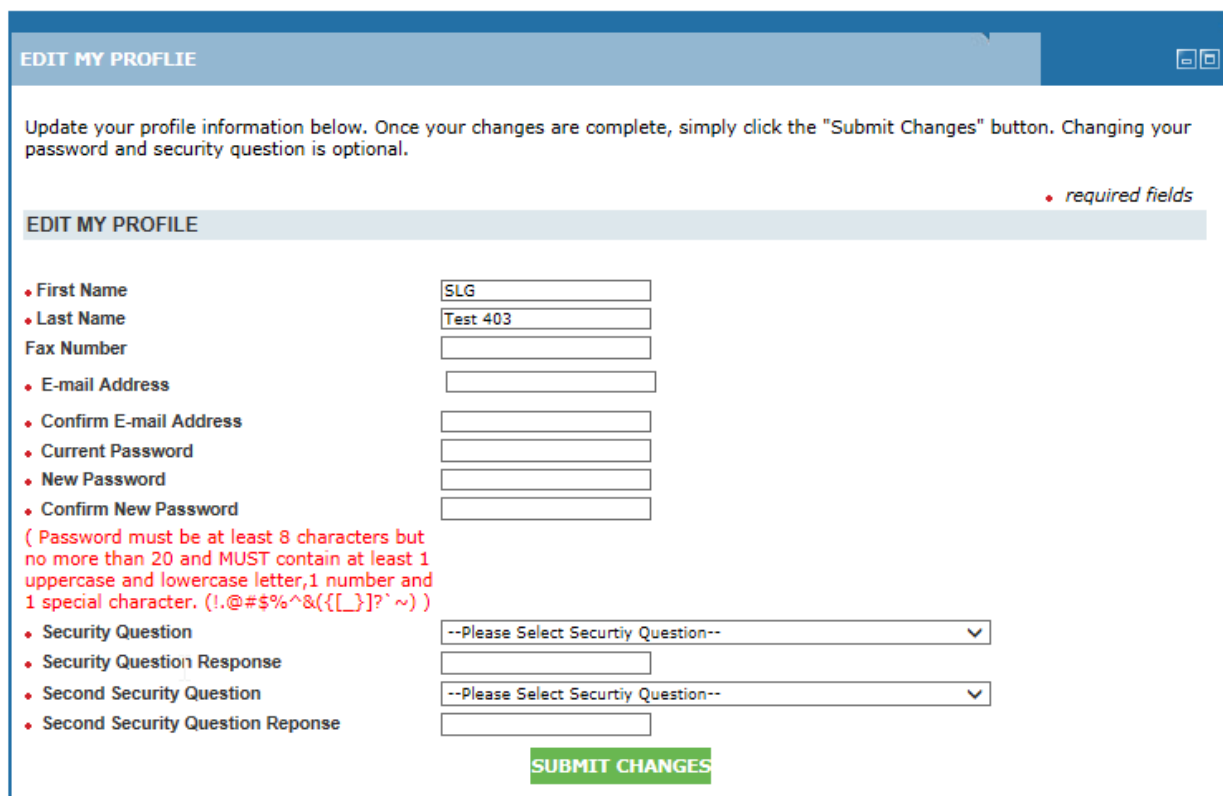
How to Set Your Initial Secure Password – Existing Users

When you log into your Freedom Mortgage Corporation website on Monday, you will be prompted to reset your password and select/answer 2 security questions. Your new password must contain at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character.

1. Access your Freedom Mortgage Corporation website
2. Access the login page
3. Enter your current credentials for your Freedom Mortgage Corporation website
4. Click on Login

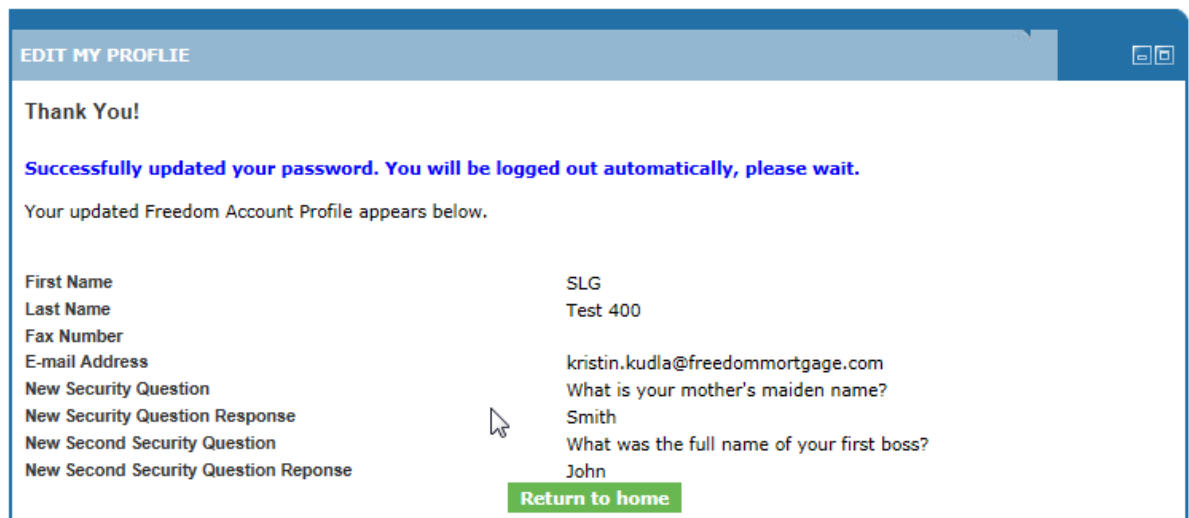


5. You will be automatically directed to the Account Initiation and Activation Portlet page



6. Validate or enter your current email address into the field labeled “E-mail Address”
7. Re-enter your current email address into the field labeled “Confirm E-mail Address”
8. Enter your current password into the field labeled “Current Password”
9. Enter your new password that meets the Freedom Mortgage Corporation secure password policy into the field labeled “New Password”

10. Re-enter your new password into the field labeled "Confirm New Password"
11. Select a security question in the field labeled "Security Question "
12. Enter a response in the field labeled "Security Question Response"
13. Select a different security question in the field labeled "Security Question"
14. Enter a response in the field labeled "Security Question Response"
15. Click on Submit Changes
16. If your password meets the Freedom Mortgage Corporation secure password policy, this message will be displayed



EDIT MY PROFILE

Thank You!

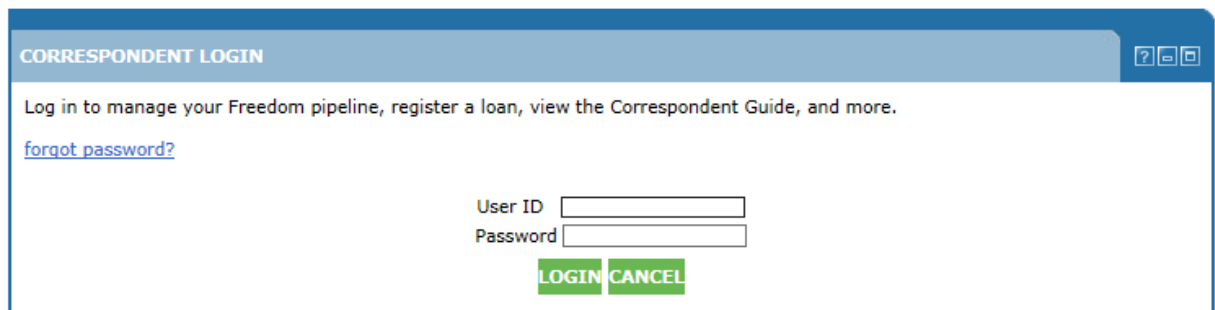
Successfully updated your password. You will be logged out automatically, please wait.

Your updated Freedom Account Profile appears below.

First Name	SLG
Last Name	Test 400
Fax Number	
E-mail Address	kristin.kudla@freedommortgage.com
New Security Question	What is your mother's maiden name?
New Security Question Response	Smith
New Second Security Question	What was the full name of your first boss?
New Second Security Question Response	John

[Return to home](#)

17. You will be returned to your Freedom Mortgage Corporation login page



CORRESPONDENT LOGIN

Log in to manage your Freedom pipeline, register a loan, view the Correspondent Guide, and more.

[forgot password?](#)

User ID

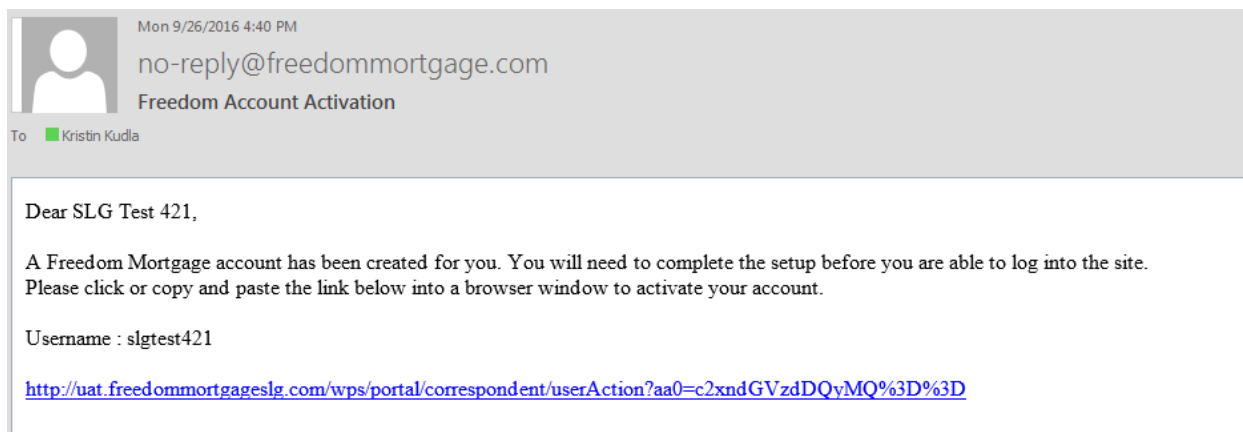
Password

[LOGIN](#) [CANCEL](#)

18. Enter your new credentials for your Freedom Mortgage Corporation website
19. Click on Login

How to Set Your Initial Secure Password – New Users

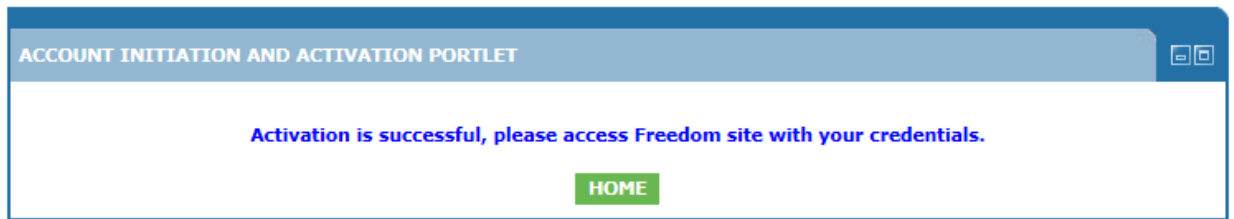
1. Once the Administrator creates the account on the Freedom Mortgage Corporation website, an email will be sent to the email address on the account



2. Click on the link
3. You will automatically be taken to the Account Initiation and Activation Portlet

A web form titled 'ACCOUNT INITIATION AND ACTIVATION PORTLET'. It contains the text: 'Your account will be activated only after successfully completing this initialization process.' The form fields are: 'User ID:' with the value 'slgtest421'; 'Password:' and 'Confirm Password:' with empty text boxes; a red note: '(Password must be at least 8 characters but no more than 20 and MUST contain at least 1 uppercase and lowercase letter, 1 number and 1 special character).'; 'Security Question 1:' with a dropdown menu showing 'What is your mother's maiden name?'; 'Security Question Response:' with an empty text box; 'Security Question 2:' with a dropdown menu showing 'What is your mother's maiden name?'; and another 'Security Question Response:' with an empty text box. At the bottom is a green 'Submit' button.

4. Enter your new password that meets the Freedom Mortgage Corporation secure password policy into the field labeled "New Password"
5. Re-enter your new password into the field labeled "Confirm New Password"
6. Select a security question in the field labeled "Security Question "
7. Enter a response in the field labeled "Security Question Response"
8. Select a different security question in the field labeled "Security Question"
9. Enter a response in the field labeled "Security Question Response"
10. Click on Submit
11. If your password meets the Freedom Mortgage Corporation secure password policy, this message will be displayed

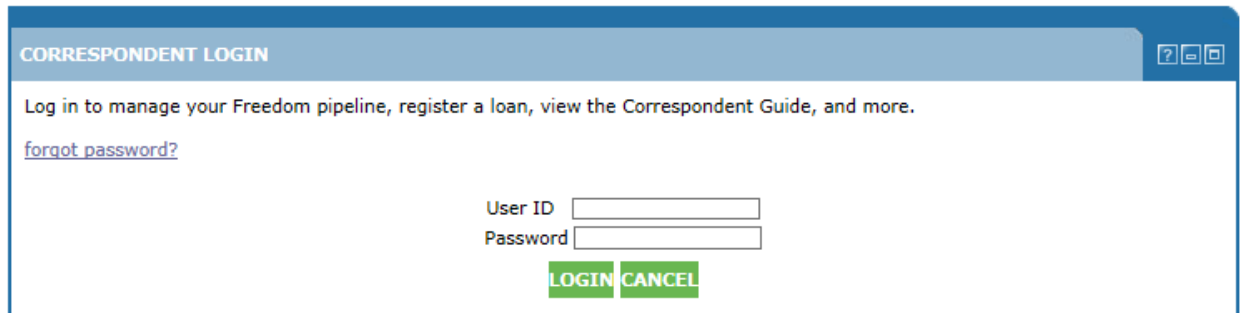


ACCOUNT INITIATION AND ACTIVATION PORTLET

Activation is successful, please access Freedom site with your credentials.

HOME

12. Click on Home
13. You will be returned to your Freedom Mortgage Corporation login page
14. Enter your new credentials for your Freedom Mortgage Corporation website



CORRESPONDENT LOGIN

Log in to manage your Freedom pipeline, register a loan, view the Correspondent Guide, and more.

[forgot password?](#)

User ID

Password

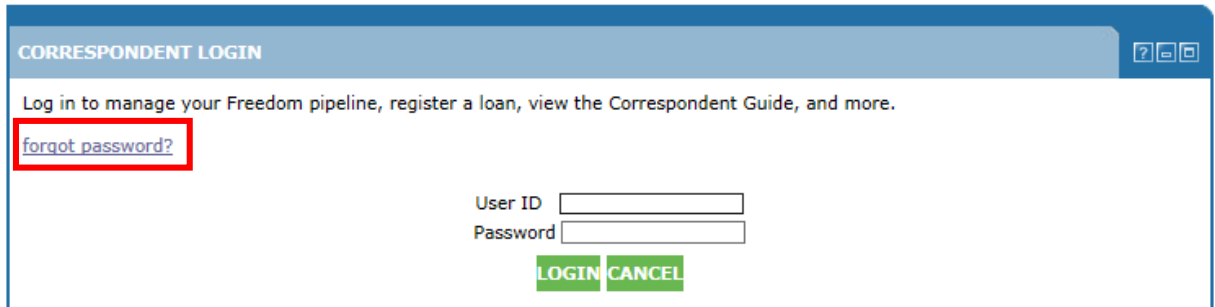
LOGIN CANCEL

15. Click on Login

How to Reset Your Password

If you forget your password, you can reset it right on the Freedom Mortgage Corporation website.

1. Access your Freedom Mortgage Corporation website
2. Click on the “forgot password” link on the login page



CORRESPONDENT LOGIN

Log in to manage your Freedom pipeline, register a loan, view the Correspondent Guide, and more.

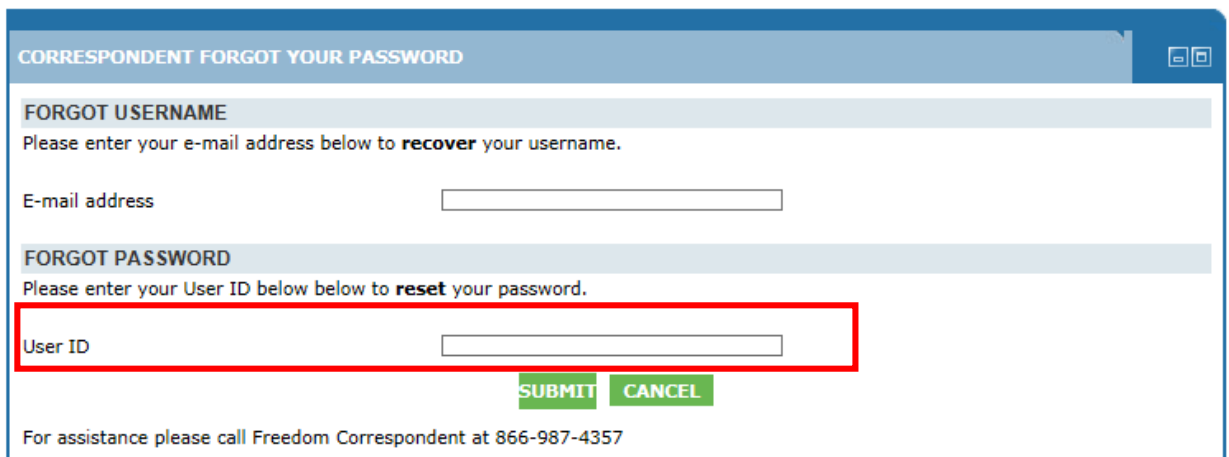
[forgot password?](#)

User ID

Password

LOGIN **CANCEL**

3. Enter your User ID under Forgot Password



CORRESPONDENT FORGOT YOUR PASSWORD

FORGOT USERNAME

Please enter your e-mail address below to **recover** your username.

E-mail address

FORGOT PASSWORD

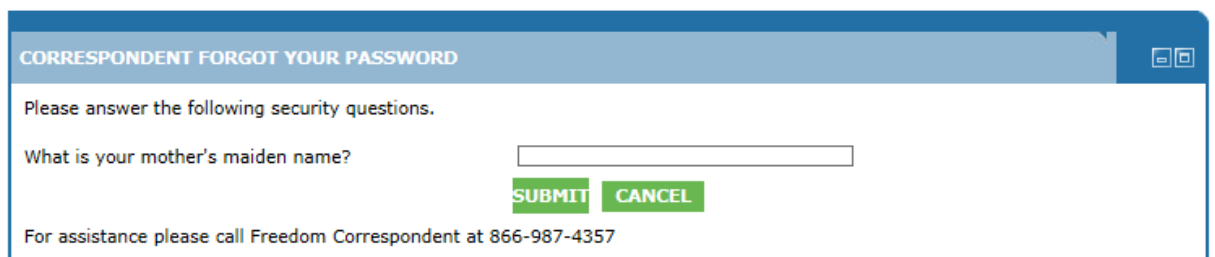
Please enter your User ID below to **reset** your password.

User ID

SUBMIT **CANCEL**

For assistance please call Freedom Correspondent at 866-987-4357

4. Click on Submit
5. Answer the first security question



CORRESPONDENT FORGOT YOUR PASSWORD

Please answer the following security questions.

What is your mother's maiden name?

SUBMIT **CANCEL**

For assistance please call Freedom Correspondent at 866-987-4357

6. Click on Submit
7. Answer the second security question

CORRESPONDENT FORGOT YOUR PASSWORD

Please answer the following security questions.

What is your nickname?

SUBMIT **CANCEL**

For assistance please call Freedom Correspondent at 866-987-4357

8. Click on Submit
9. Enter in a new password that meets the Freedom Mortgage Corporation secure password policy

CORRESPONDENT FORGOT YOUR PASSWORD

Please enter your new password to reset.

New Password:

(Password must be at least 8 characters but no more than 20 and MUST contain at least 1 uppercase and lowercase letter, 1 number and 1 special character).

Confirm Password:

SUBMIT **CANCEL**

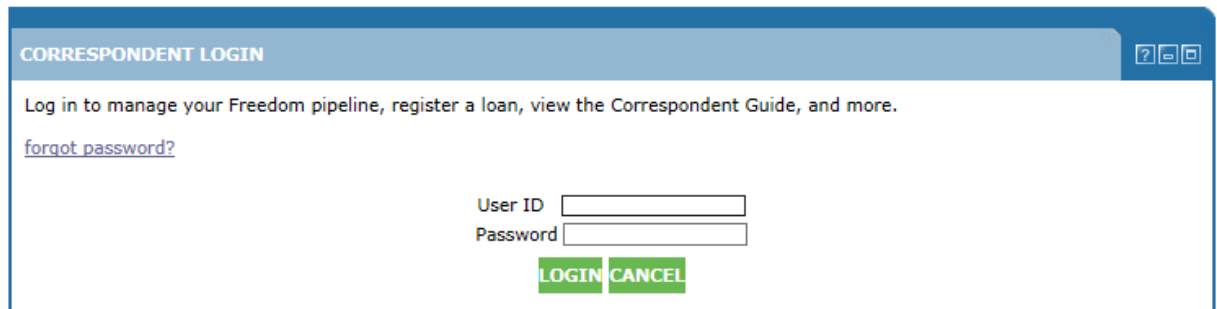
For assistance please call Freedom Correspondent at 866-987-4357

10. Click on Submit
11. Access your Freedom Mortgage Corporation website
12. Enter your new credentials for your Freedom Mortgage Corporation website
13. Click on Login

How to Change Your Password

If you want to change your password, you can do so at any time right on your Freedom Mortgage Corporation website.

1. Access your Freedom Mortgage Corporation website
2. Enter your current credentials and click on Login



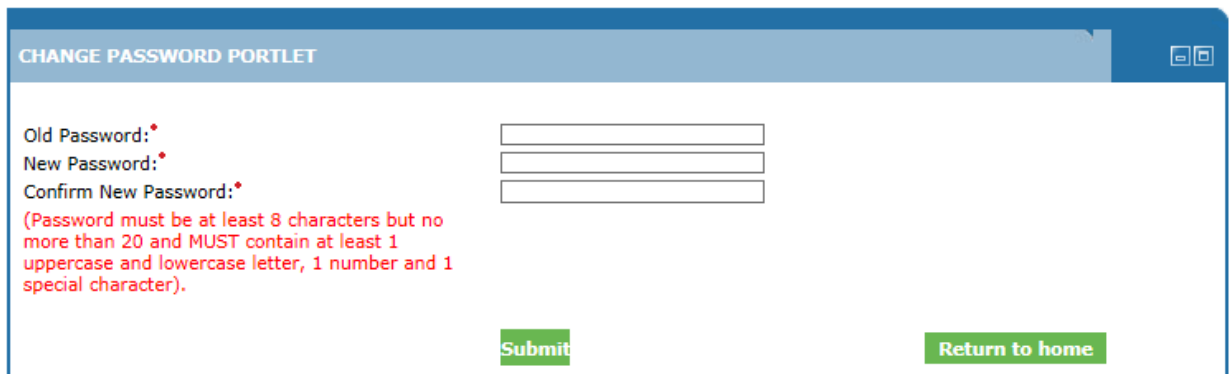
3. Click on Change Password



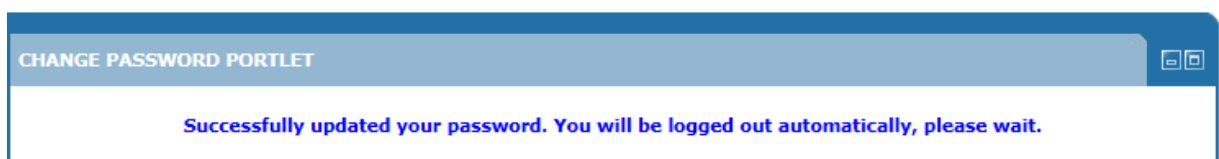
Home | [Edit My Profile](#) | [Change Password](#) | [Help/FAQ](#) | [Logout](#)

[PIPELINE](#) [REPORTS](#) [DASHBOARDS](#) [SELLER GUIDE](#) [CONTACT US](#)

4. Enter your existing password and your desired new password that meets the Freedom Mortgage Corporation secure password policy, then confirm your desired new password



5. Click on Submit
6. If your password meets the Freedom Mortgage Corporation secure password policy, this message will be displayed



7. You will be redirected to the login page

CORRESPONDENT LOGIN

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Log in to manage your Freedom pipeline, register a loan, view the Correspondent Guide, and more.

[forgot password?](#)

User ID

Password

LOGIN

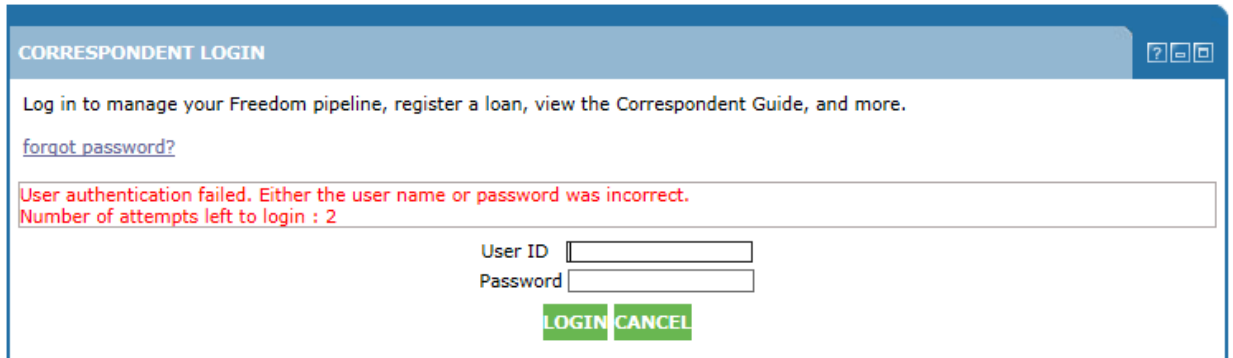
CANCEL

20. Enter your new credentials for your Freedom Mortgage Corporation website
21. Click on Login

How to Enable Your Account

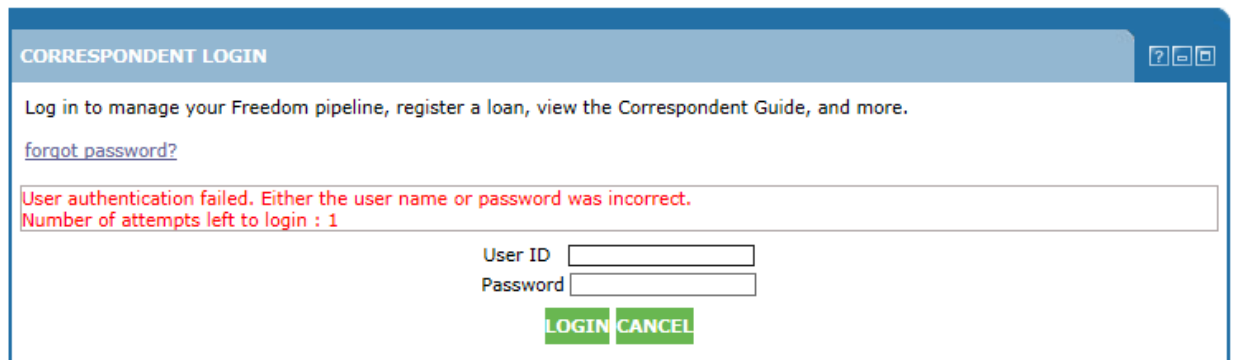
If you try to log in 3 times with an incorrect username or password or if you do not log in to your account for 90 days, your account will be disabled. You will need to contact your Sales Associate to have the account enabled.

1. Access your Freedom Mortgage Corporation website
2. Enter your current credentials and click on Login
3. If your credentials are incorrect the first time, you will see an error message along with a countdown clock showing how many attempts are remaining before the account is disabled



The screenshot shows the 'CORRESPONDENT LOGIN' page. At the top, there is a header with the title 'CORRESPONDENT LOGIN' and three icons (help, back, forward). Below the header, a message reads: 'Log in to manage your Freedom pipeline, register a loan, view the Correspondent Guide, and more.' followed by a link 'forgot password?'. A red error message box states: 'User authentication failed. Either the user name or password was incorrect. Number of attempts left to login : 2'. Below this, there are input fields for 'User ID' and 'Password', and two green buttons labeled 'LOGIN' and 'CANCEL'.

4. Enter your current credentials and click on Login
5. If your credentials are incorrect a second time, you will see an error message along with a countdown clock showing how many attempts are remaining before the account is disabled



The screenshot shows the 'CORRESPONDENT LOGIN' page. At the top, there is a header with the title 'CORRESPONDENT LOGIN' and three icons (help, back, forward). Below the header, a message reads: 'Log in to manage your Freedom pipeline, register a loan, view the Correspondent Guide, and more.' followed by a link 'forgot password?'. A red error message box states: 'User authentication failed. Either the user name or password was incorrect. Number of attempts left to login : 1'. Below this, there are input fields for 'User ID' and 'Password', and two green buttons labeled 'LOGIN' and 'CANCEL'.

6. Enter your current credentials and click on Login
7. If your credentials are incorrect a third time, you will see an error message that the account has been locked with the contact information for the Service Desk

CORRESPONDENT LOGIN

Log in to manage your Freedom pipeline, register a loan, view the Correspondent Guide, and more.

[forgot password?](#)

User authentication failed. Either the user name or password was incorrect.
User account was locked, please contact administrator.

User ID

Password

LOGIN **CANCEL**

8. Once the Administrator enables the account on the Freedom Mortgage Corporation website, an email will be sent to the email address on the account

Wed 8/31/2016 5:11 PM
no-reply@freedommortgage.com
Freedom Account Activation

To: Kristin Kudla

Dear SPG Test 501,

Please click or copy and paste the link below into a browser window to complete your account setup.

Username : spgtest501

<http://uat.freedomconnect.com/wps/portal/correspondent/userAction?aa0=c3BndGVzdDUwMQ%3D%3D>

9. Click on the link
10. You will automatically be taken to the Account Initiation and Activation Portlet

ACCOUNT INITIATION AND ACTIVATION PORTLET

Your account will be activated only after successfully completing this initialization process.

User ID: **slgtest421**

Password:

Confirm Password:

(Password must be at least 8 characters but no more than 20 and MUST contain at least 1 uppercase and lowercase letter, 1 number and 1 special character).

Security Question 1:

Security Question Response:

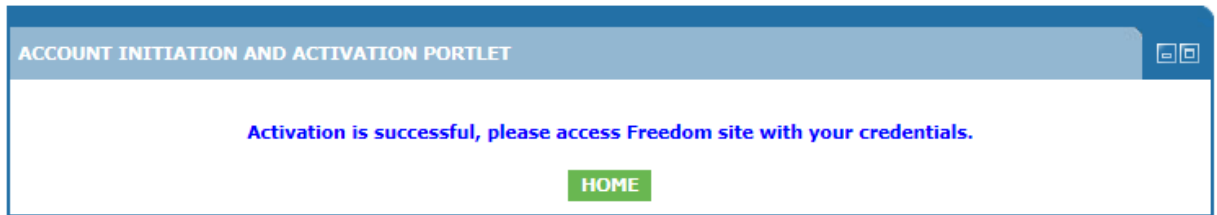
Security Question 2:

Security Question Response:

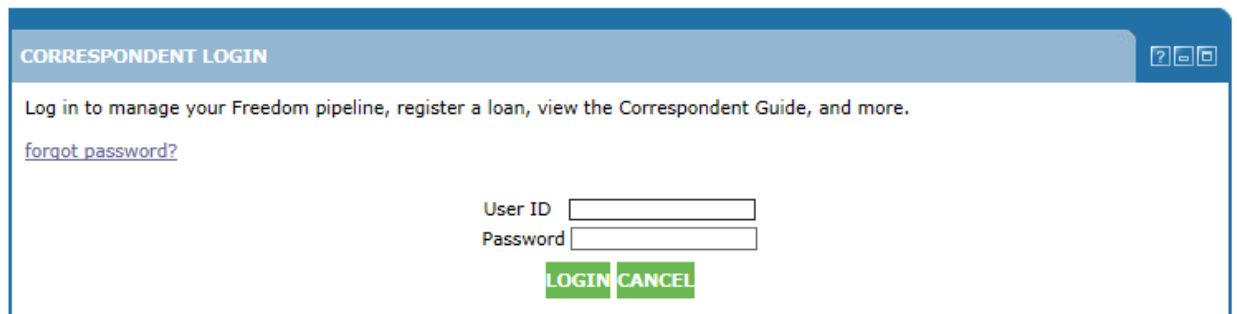
Submit

16. Enter your new password that meets the Freedom Mortgage Corporation secure password policy into the field labeled "Password"
17. Re-enter your new password into the field labeled "Confirm Password"
18. Select a security question in the field labeled "Security Question 1 "
19. Enter a response in the field labeled "Security Question Response"
20. Select a different security question in the field labeled "Security Question 2"
21. Enter a response in the field labeled "Security Question Response"

22. Click on Submit
23. If your password meets the Freedom Mortgage Corporation secure password policy, this message will be displayed



11. Click on Home



12. Enter your new credentials for your Freedom Mortgage Corporation website
13. Click on Login