



PC On-boarding

Password Management Guide

Click to view detailed FM Password Guidelines

- **Eight (8) characters** minimum
- At least **one (1) Upper Case letter** & **one (1) number**
- At least **one (1) special character** : ~ ! @ # \$ % ^
- No “**space**” between characters
- No more than **two (2) consecutive** numbers or letters
- No more than **three (3) repeated** characters
- No more than **three (3) consecutive characters** in common with your **name or employee ID**

EXAMPLES

Hom3lo@n

M0rtg@ge

Acco4nt!

4nYth!ng

Fr3dd!eM@c

All Freddie Mac new hires are provided with standard IT equipment

- HP EliteBook laptop
- A laptop bag, containing:
 - AC adapter
 - Security cable lock
 - Mouse
 - A Jabra USB headset



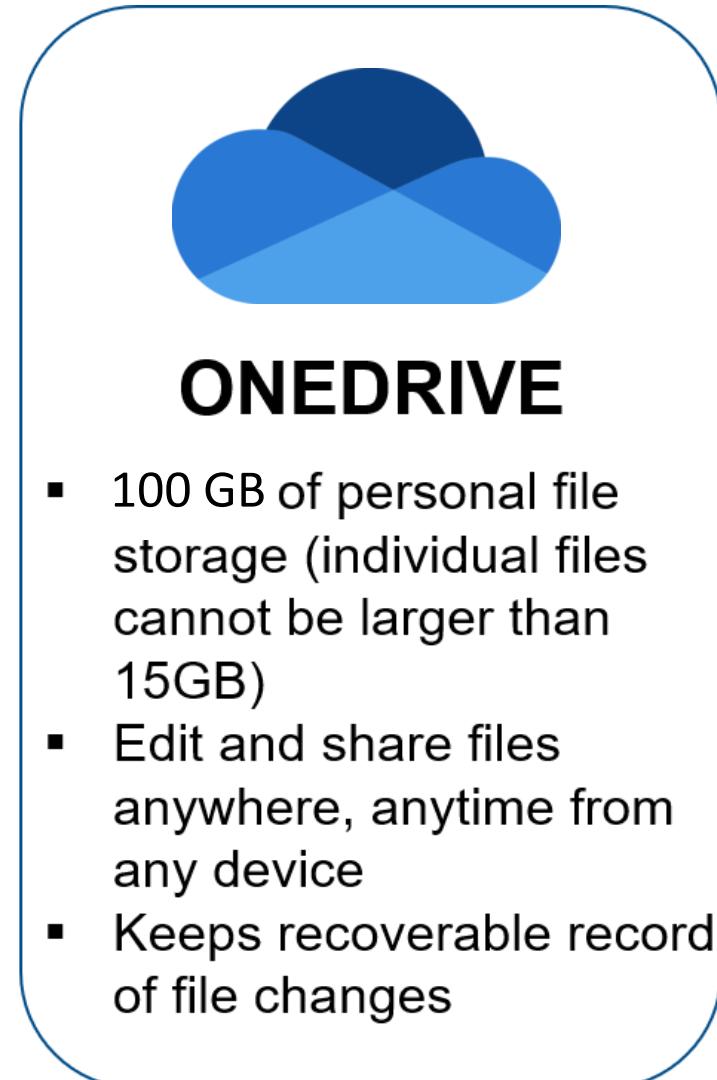
Introduction : Compliance



- PC policy updates are regularly pushed to your machine.
- You should restart your PC daily, or at least weekly, to receive software patches and updates.
- Connect to the Freddie Mac network every 30 days to prevent being locked out of the FM network.



- Data on your PC is **not** backed up. Save **all** important data to one of these network locations:
 - Microsoft OneDrive
 - Shared workgroup LAN drives
 - SharePoint sites
- For help submitting access requests, visit [Access Control Home](#) (click to go)
- For more information, read Series 6 of [Freddie Mac Corporate Policy](#) (click to go)



Freddie Mac utilizes MS Teams, allowing users increased productivity and collaboration with team members.

- Access to Communication Tools.
- Customizable Workspaces.
- Microsoft Teams allows you to make changes to shared documents seamlessly.
- Accessible on mobile devices.



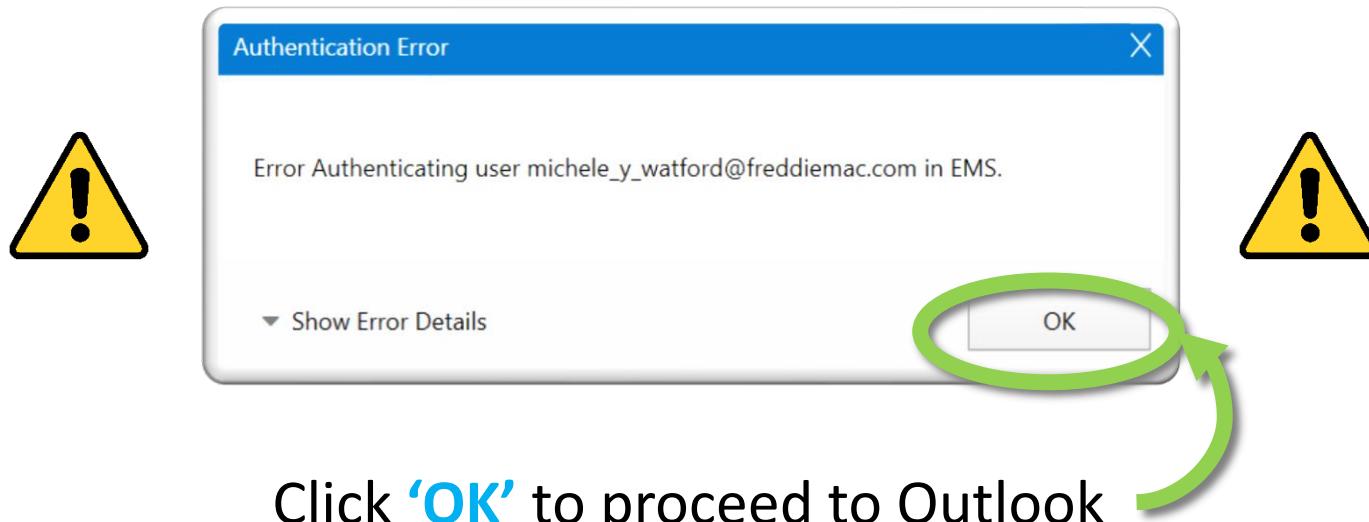
MS TEAMS

- Replaces Jabber, WebEx & Sametime
- Share files, make real-time edits and track copy changes
- Use and sync across multiple devices

Your Outlook email has already been set up



NOTE: If you receive this error, it may take up to five business days before your account is created. Contact the Conference Center Operations (CCO) if this issue persists beyond that time.



Freddie Mac uses Cisco Jabber for voice and messaging services.

Jabber Softphone technology has replaced traditional desk phones, allowing you to stay connected from any location using any Freddie Mac computer.

You can use Jabber to:

- Make internal & external phone calls
- Instant message coworkers
- Have group discussions in Chat Rooms



Cisco Jabber : Setup



1. Double-click the 'Cisco Jabber' icon on your desktop

2. Enter your C-ID and password, then click 'Sign In'

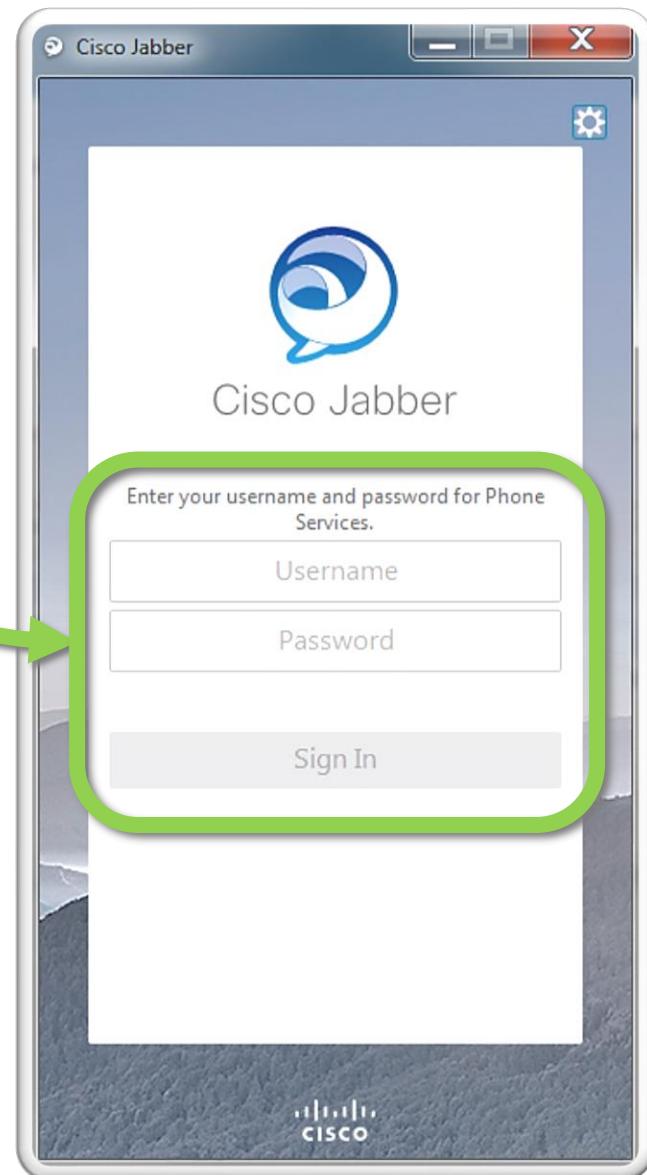
NOTE: This is the same as your Windows login



Cannot find your services automatically. Click advanced settings to set up manually.



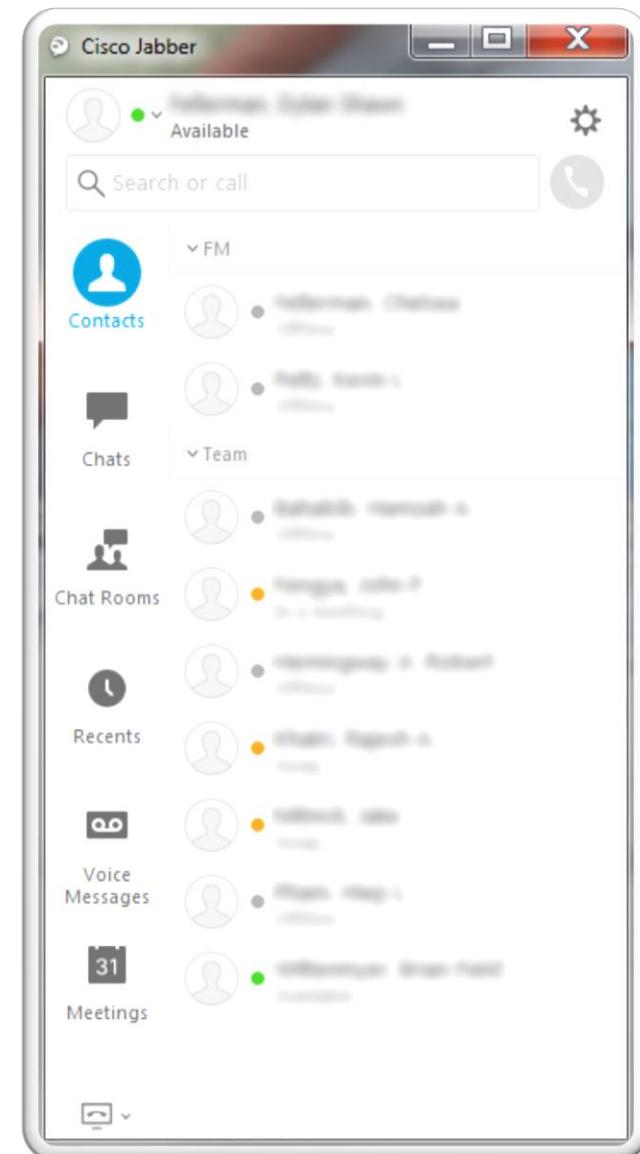
NOTE: If you receive this error, it may take up to five business days before your Jabber account is provisioned. Contact the Service Desk if you are still experiencing this issue beyond five days.



Your Jabber account
is now set up

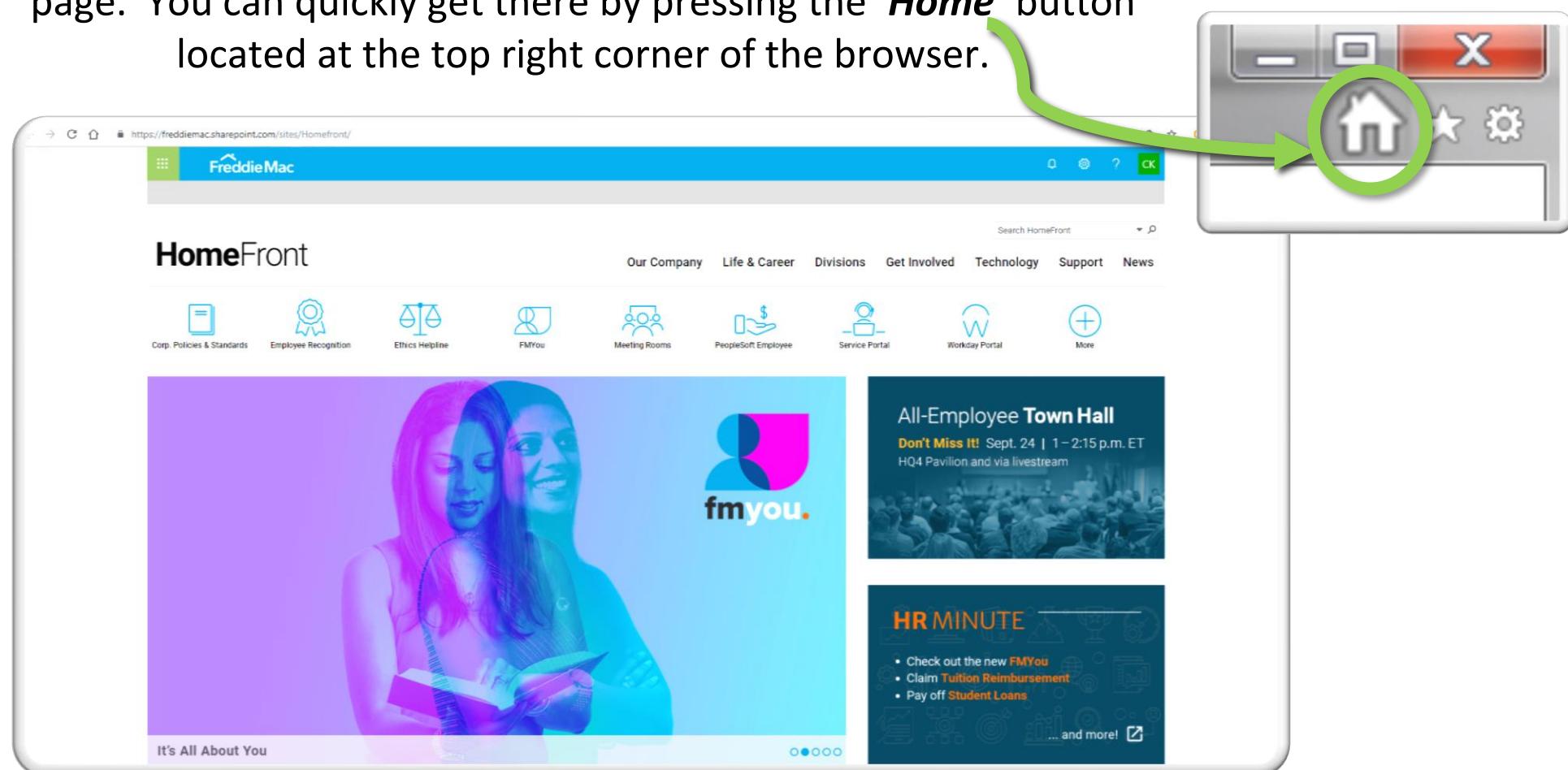


*Please minimize this window and
bring Internet Explorer up to continue*



HomeFront is Freddie Mac's intranet site, providing news and resources for employees

It can be accessed through Internet Explorer and is the default home page. You can quickly get there by pressing the '**'Home'** button located at the top right corner of the browser.

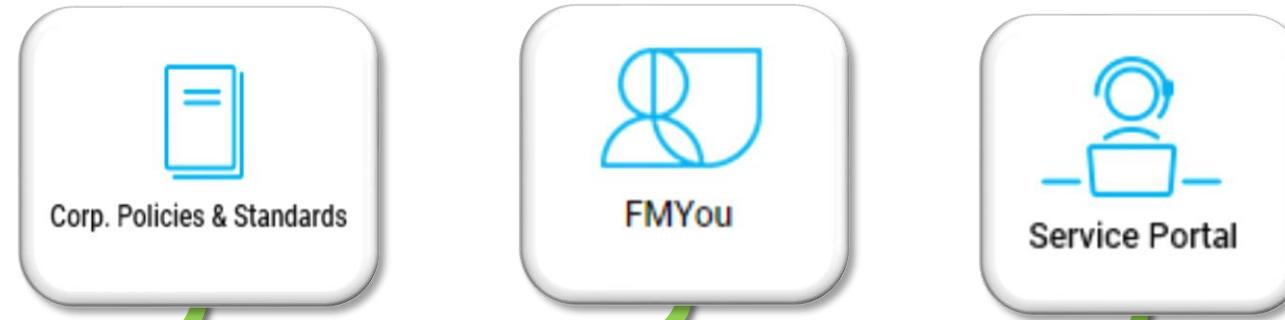


Homefront : Useful Links



There are many useful links on HomeFront.

To view this shortcut bar, make sure the **window is maximized**.



TIP:
These are clickable links

A screenshot of the HomeFront SharePoint site (<https://freddiemac.sharepoint.com/sites/Homefront/>) showing the top navigation bar. Three links are highlighted with green circles and arrows pointing to the corresponding icons above:

- Corp. Policies & Standards** (blue document icon)
- FMYou** (blue profile icon)
- Service Portal** (blue person icon at a computer)

The navigation bar also includes links for Employee Recognition, Ethics Helpline, Meeting Rooms, PeopleSoft Employee, Workday Portal, and More. Below the navigation bar is a banner featuring a photo of Jacqui Welch and text about "MORE WITH Jacqui Welch". On the right side, there is a "Discussions With David" section and a "What's Your MARKET IQ?" poll.

ASAP (AP, Sourcing, And Procurement) ASSIST
provides a central access point for all things regarding
Accounts Payable and Enterprise Supply Chain.

FAQs and Other Resources:

- [FAQs \(Updated August 2019\)](#)
- [Contractor Time Reporting](#)
- [PeopleSoft 9.2 Job Aids](#)
- [Resources for Contractor Supervisors](#)
- [Resources for New Contractors](#)

Click to go!

<p>Employees: 703-450-3200 Option 4 Outside Vendors: 703-903-ASAP 2 7 2 7</p>	 <p>ASAP_Assist @FreddieMac.com</p>
Hours: 8 a.m.–5 p.m.	
<h3>ASAP Assist</h3> <p><i>The AP, Sourcing and Procurement Help Line</i></p>	
<p>FOR QUESTIONS ABOUT: AP Invoices and Payments, eExpenses, CW Operations, Vendors, Purchase Orders, Requisitions, CW Timesheets, Travel ... and more!</p>	
	

Ethics Helpline:
877-301-CODE (2633)

Security:
703-903-2994

Emergency Hotline:
703-903-3600 or
1-800-699-7462 Opt. 1

Wellness Center:
703-903-2844

ASAP Assist	>		
CDW: Corp Data Warehouse	>	Library/CIRC	>
Classifieds	>	Pre-Clear Personal Trades	>
Expense Guidance	>	ServiceNow ITIL	>
		IT Portfolio Management Office	>
		Feedback	>

TIP:
The link to ASAP Assist is at the bottom of the home page, keep scrolling down to find it.

TAM : Synchronize Password



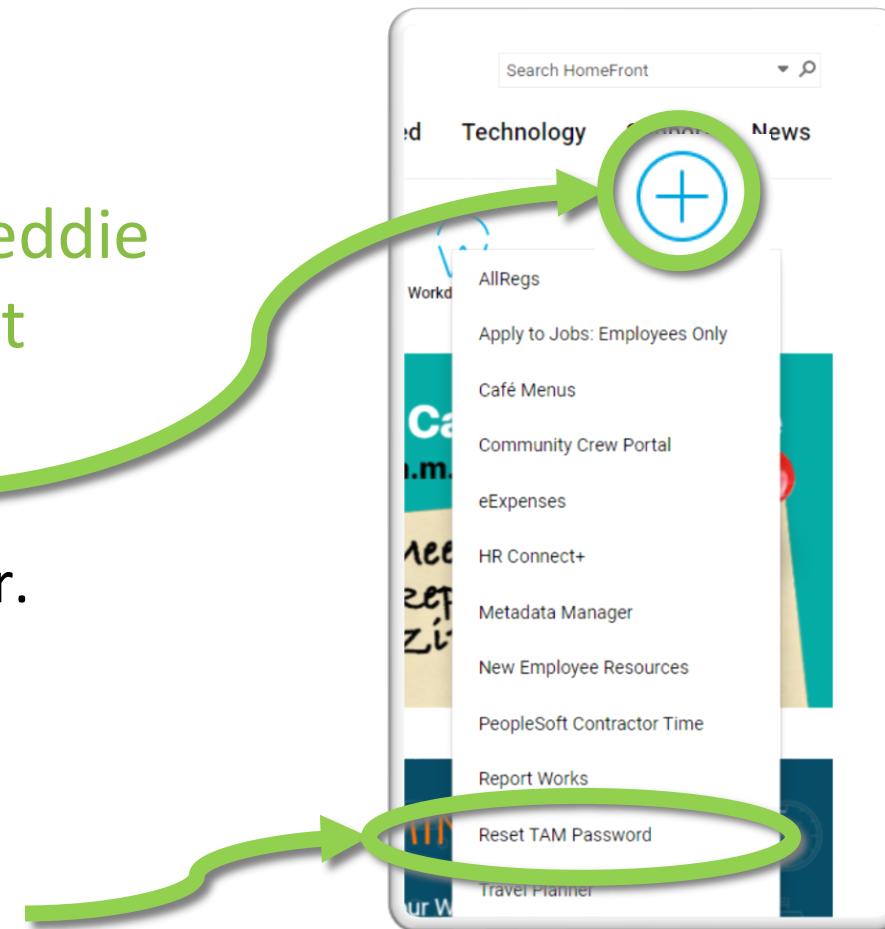
TAM utilizes Single Sign-On (SSO) to synchronize your password across the Freddie Mac internal production environment

1. From HomeFront, click the '**More**' button at the far right of the shortcut bar.

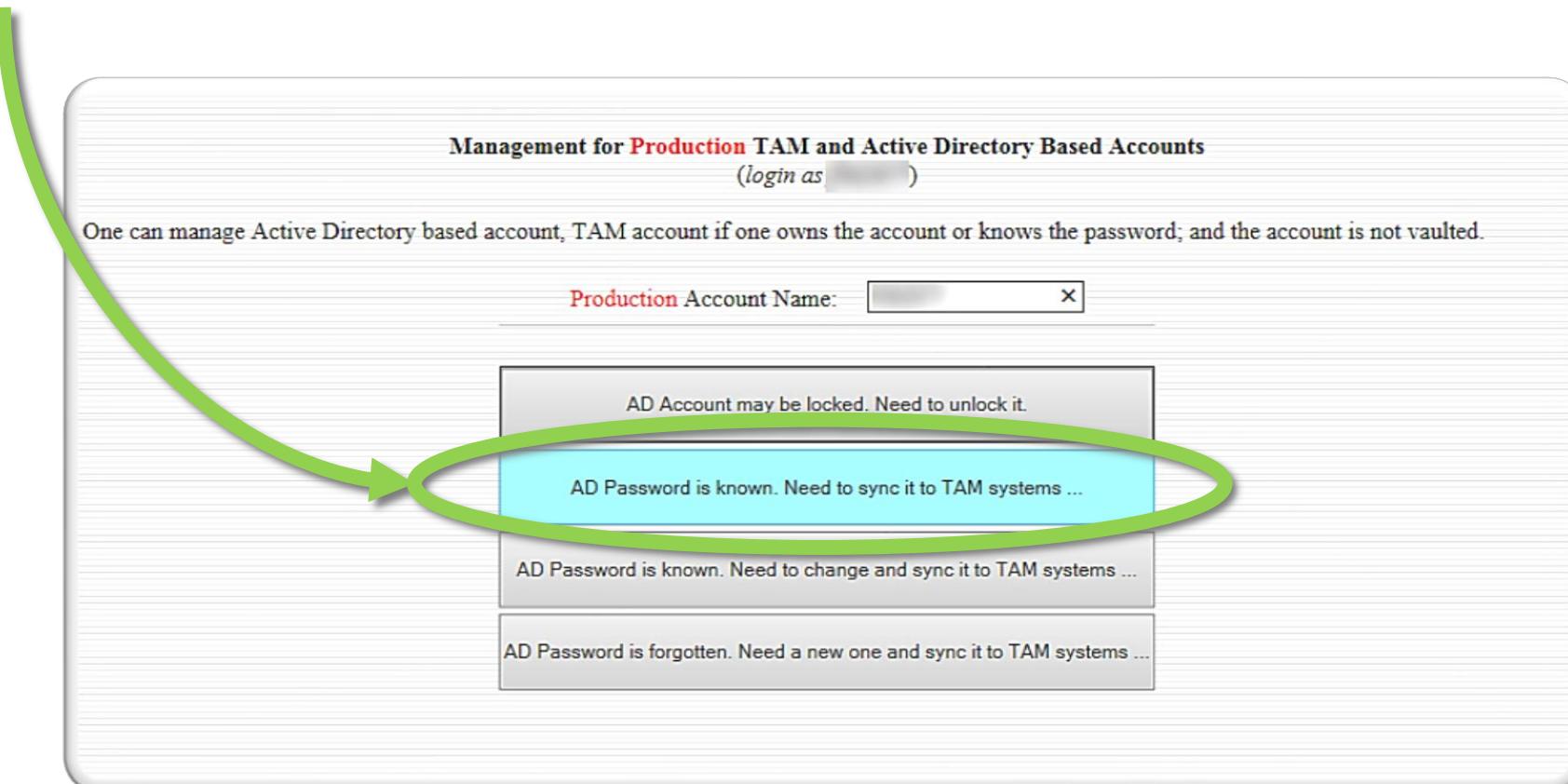
***NOTE:** The browser window must be maximized for the shortcut bar to be visible.*

2. Click '**Reset TAM Password**' from this menu.

Every time you change your password, go here to synchronize it



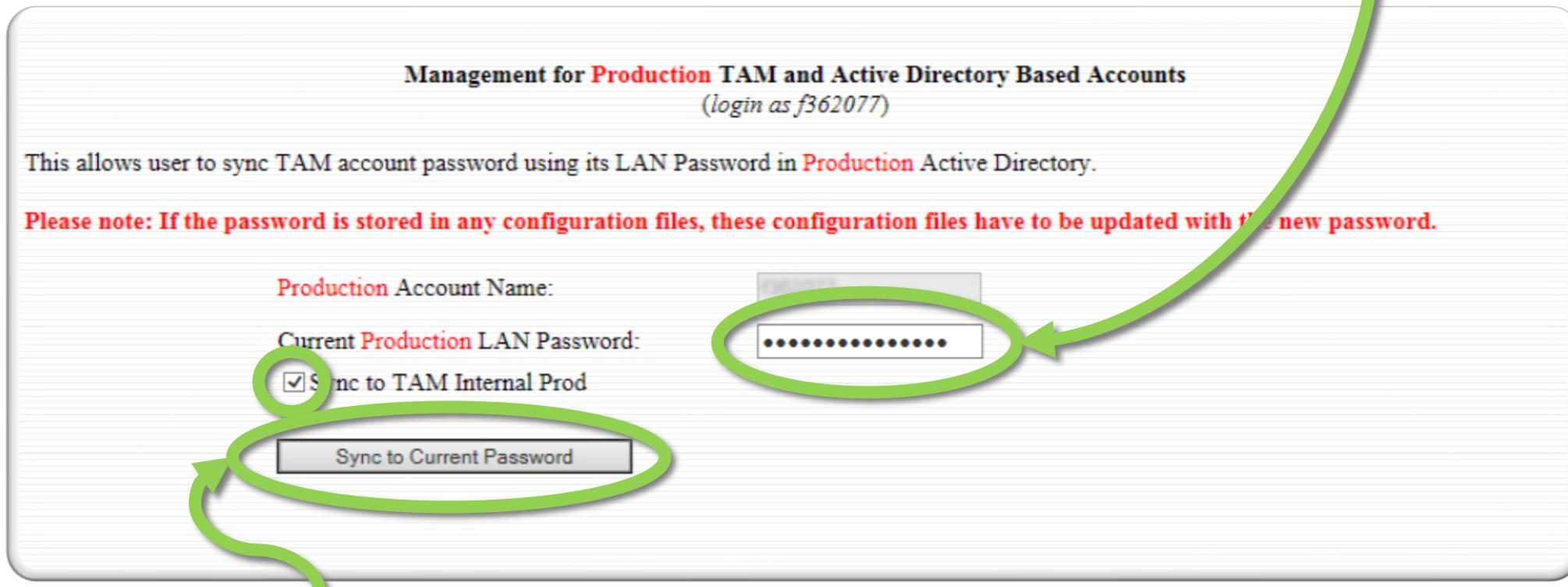
Click 'AD Password is known. Need to sync it to TAM systems...'



NOTE: Use this link to change your *non-production* VDI password

1. Enter your password in the 'Current Production LAN Password' box

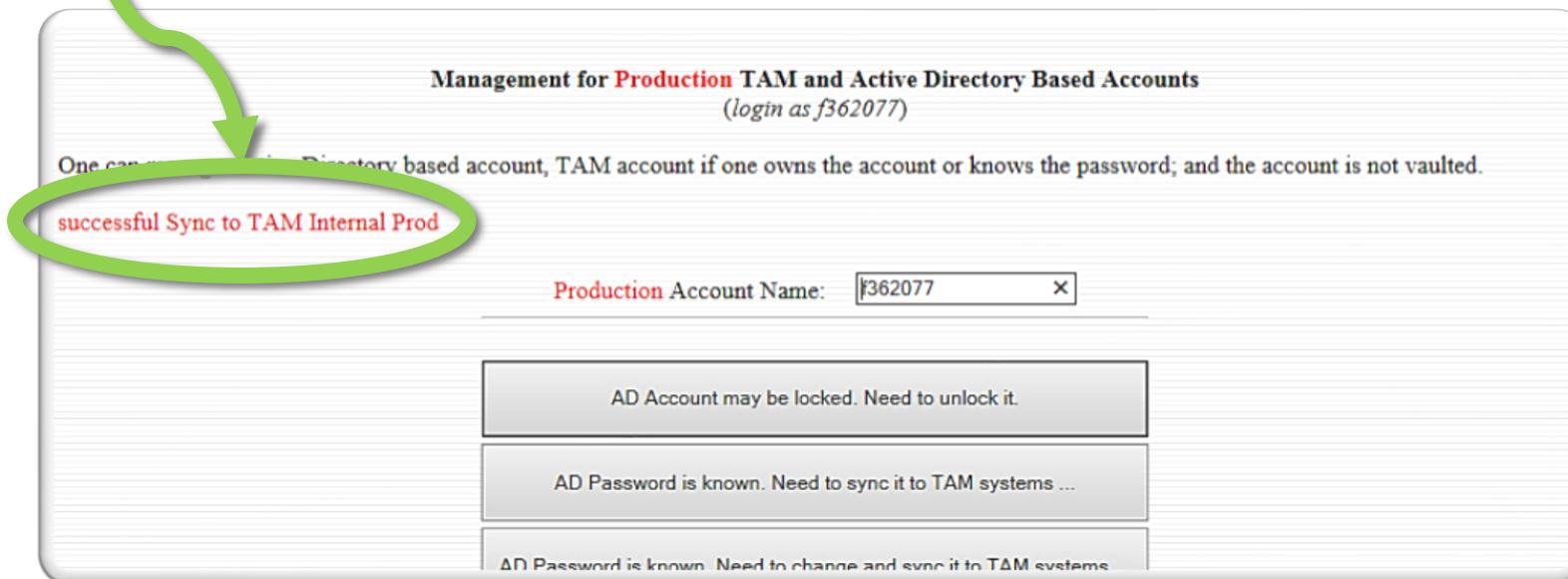
NOTE: This is the same as your Windows login



2. Make sure 'Sync to TAM Internal Prod' is checked & click 'Sync to Current Password'

The response should say '**Successful Sync to TAM Internal Prod**'

NOTE: If it doesn't, the password was incorrect. Try again.



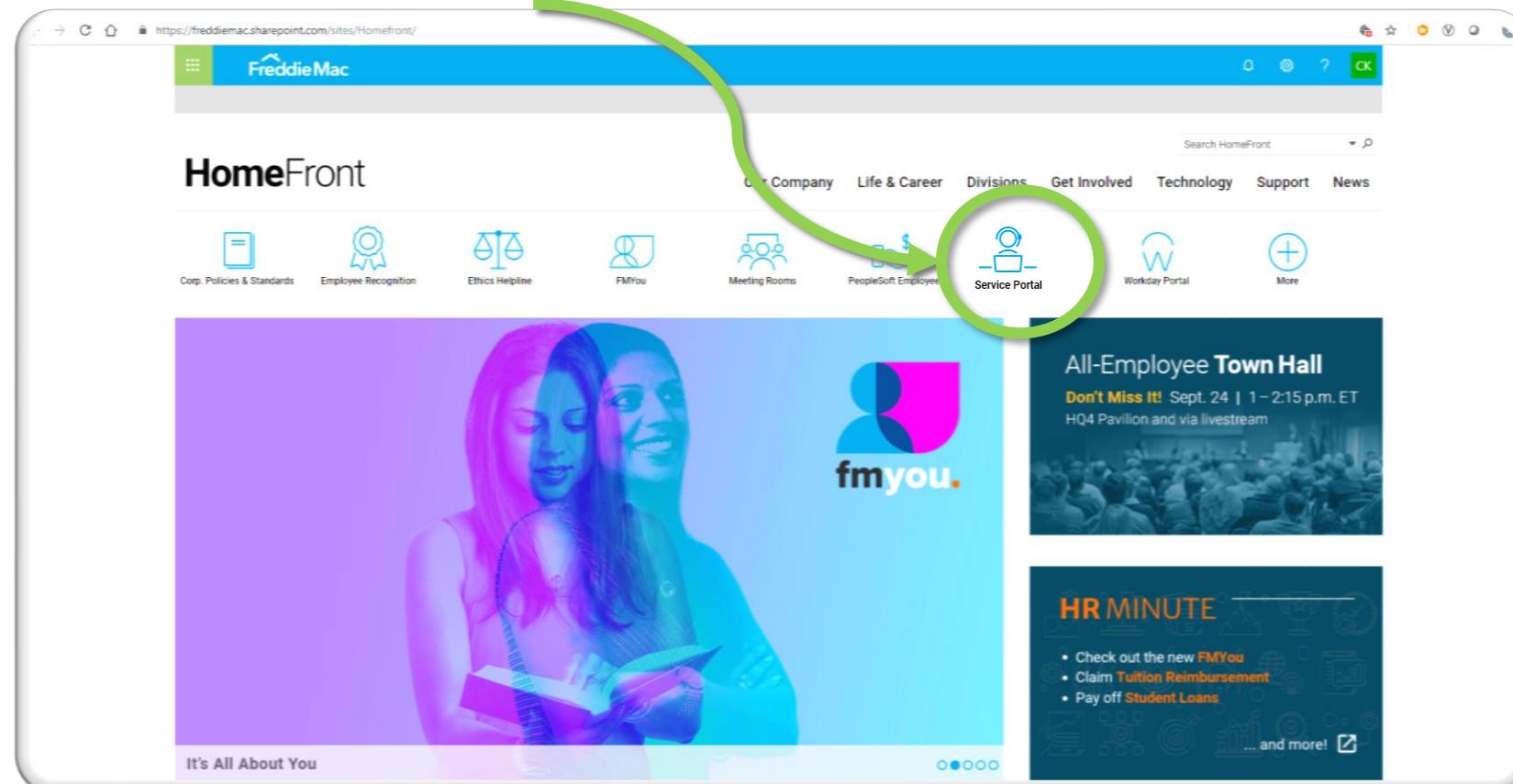
Your password has been synced



Please close this browser window and go back to Homefront to continue

The Service Portal is your one-stop shop for information, requesting support, and services here at Freddie Mac

Click '**Service Portal**' from the shortcut bar



Service Portal : Service Catalog



Click 'Service Catalog' on the left-hand side

Welcome to t
How can we help?

Service Catalog
Browse the catalog for services and items you need

News & Feedback

IT Dispatch Application Health and Monitoring Feedback

Current Status - Active Major Incidents

INC0548036
3 - Medium - BA0209 Loan Scoring Service • Loan Scoring Service connectivity issues (Internal Only)

Contact Service Desk - (703) 450-3200

This is where you can submit requests for services and items like hardware, software, phone support, facilities support, SharePoint and IT services.

TIP: Bookmark (Control-D) this page for quick access.

FreddieMac

Home > Service Catalog

Categories

- » Automation 8
- » Business Services 8
- Can We Help You? 8
- » Delivery Services 39
- » End User Services 26
- » Facilities Services 21
- » Hardware 91
- » Human Resources 5
- » Infrastructure Services 18
- » Platform Services 7
- Software 292

Requested For: [dropdown]

Popular Items

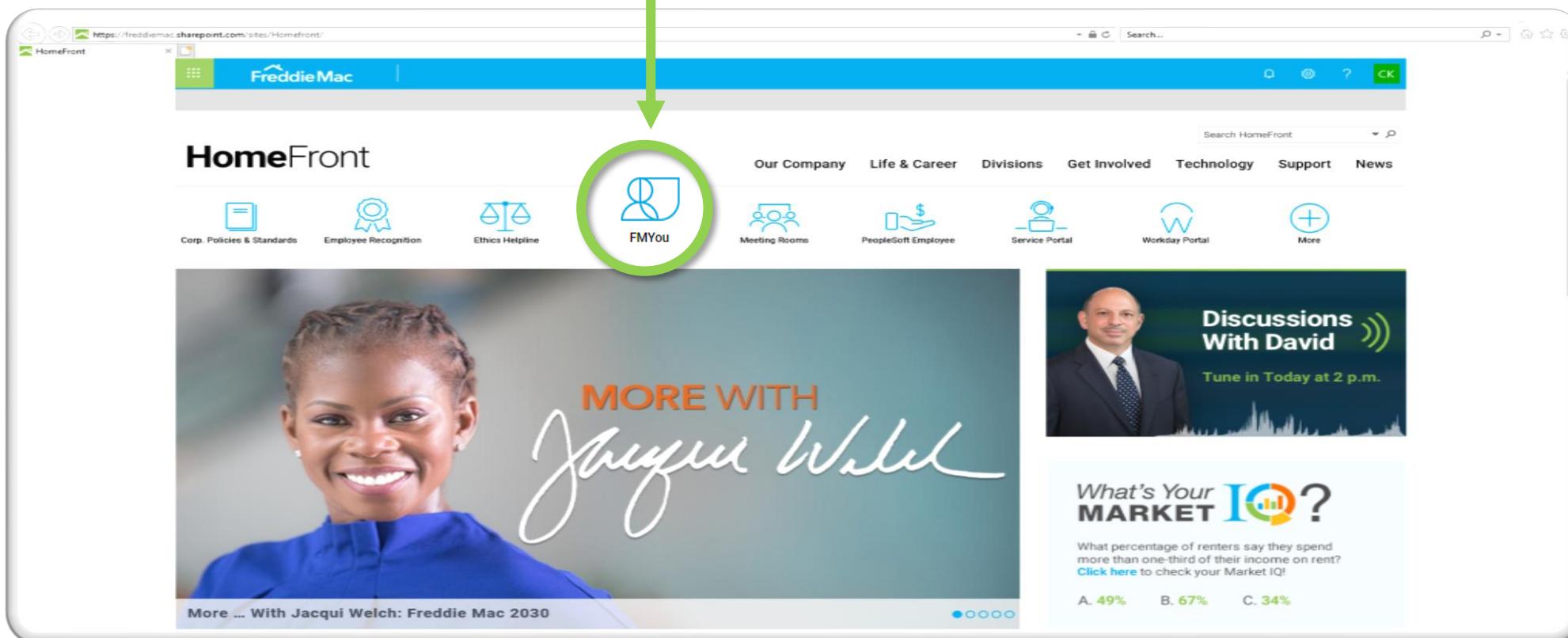
Item	Description	Action
Service Desk Request	Item to be used by the Service Desk for general requests.	View Details
Operations Center Execution	Request an Ad-Hoc or Special Request execution from the Operations Center	View Details
Password Reset	Request a password reset and/or unlock an account	View Details
VPN Services	Request for assistance with VPN	View Details
IT Services	General request for support	View Details
Firewall Policy Change	Service providing both production and nonproduction firewall policy changes	View Details
Admin Login Request for Wi...	Admin login request for	View Details
Laptop or Desktop for New...	Laptop or Desktop for	View Details
Pick Up or Return an Asset	Pick Up or Return an	View Details

Contact Service Desk - (703) 450-3200

ServiceNow Modules: Change Incident Problem Release

Freddie Mac University (FMYou) hosts mandatory and recurring training courses for contingent workers

From HomeFront, Click '**FMYou**' from the shortcut bar



Freddie Mac University : My Transcript



Bookmark (*Control-D*) the main page for quick access.

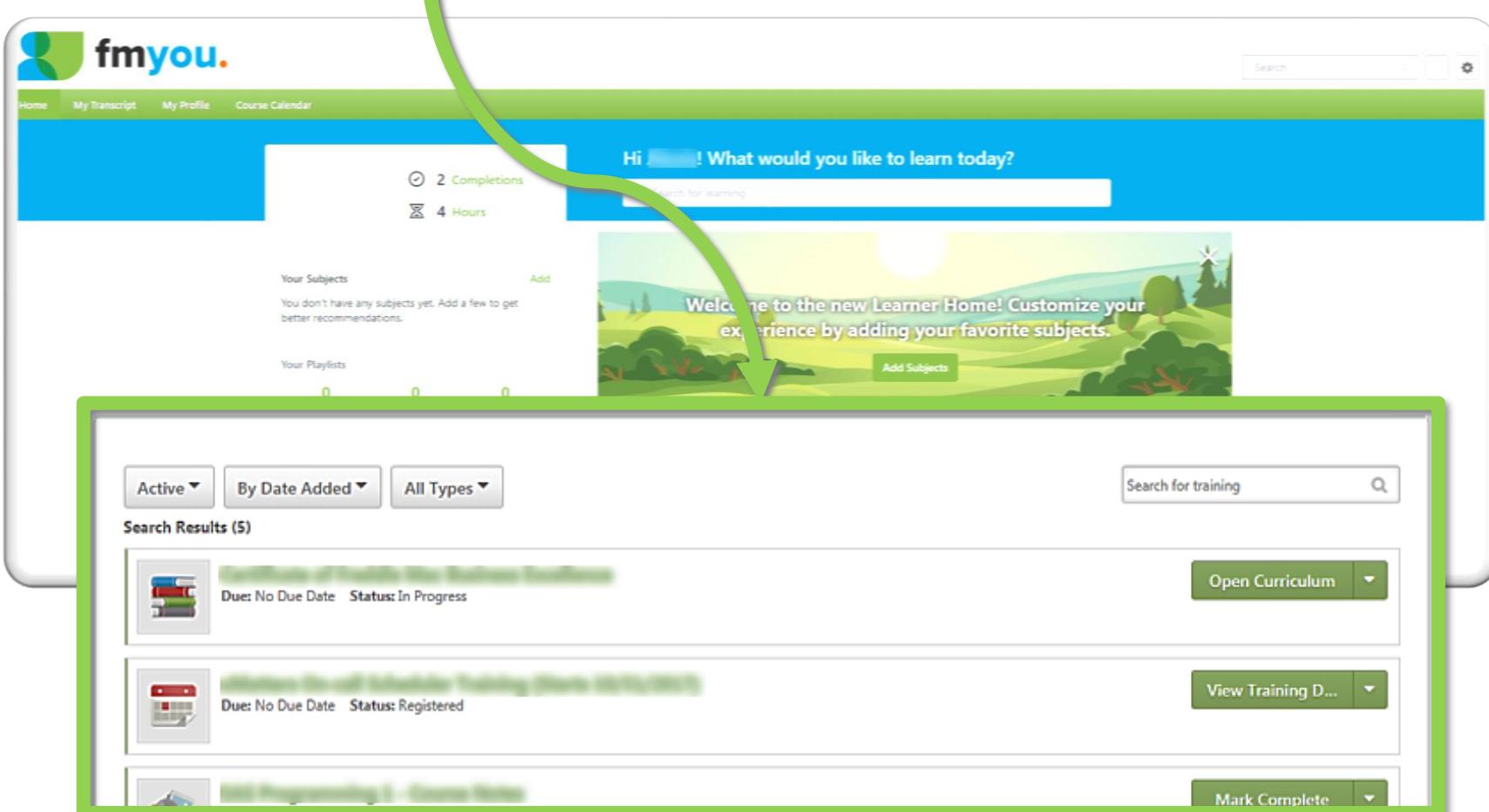
The screenshot shows the 'My Transcript' section of the Freddie Mac University website. At the top, there is a navigation bar with links for 'Home', 'My Transcript' (which is circled in red), 'My Profile', and 'Course Calendar'. Below the navigation bar, there is a summary box showing '2 Completions' and '4 Hours'. The main content area features a welcome message: 'Hi [redacted]! What would you like to learn today?' with a search bar below it. A large graphic in the center says 'Welcome to the new Learner Home! Customize your experience by adding your favorite subjects.' with a 'Add Subjects' button. On the left side, there are sections for 'Your Subjects' (with a note: 'You don't have any subjects yet. Add a few to get better recommendations.') and 'Your Playlists' (showing 0 Created, 0 Followers, and 0 Followed, with a 'Create New Playlist' link). At the bottom, there are links for 'Transcript View' and 'Mandatory Training'.

Click on the link labeled 'Mandatory Training for New Hires'

This is where you can view classes that you are signed up for. Some of these are *mandatory* and *need to be completed within a certain amount of time*.

NOTE:

*If you miss the deadline for mandatory training, your account can be **locked out**, in which you'll need to complete the required course and then visit a Solution Center to have your account unlocked.*



The screenshot shows the 'My Transcript' section of the Freddie Mac University platform. At the top, there's a green header bar with the 'fmyou.' logo, a search bar, and a gear icon. Below the header, a large blue banner says 'Hi [redacted]! What would you like to learn today?' with a 'Search for learning' input field. A green curved arrow points from the text above down to this banner. The main content area has a light gray background. It features a 'Welcome to the new Learner Home!' message with a 'Customize your experience by adding your favorite subjects.' button. On the left, there are sections for 'Your Subjects' (which says 'You don't have any subjects yet. Add a few to get better recommendations.') and 'Your Playlists' (with three zeroed-out counts). On the right, there's a large green callout box containing a list of training results. The first result is 'Due: No Due Date Status: In Progress' with an 'Open Curriculum' button. The second is 'Due: No Due Date Status: Registered' with a 'View Training D...' button. The third is partially visible with a 'Mark Complete' button. At the bottom of the callout box, there are buttons for 'Active', 'By Date Added', and 'All Types', along with a 'Search for training' input field and a magnifying glass icon.

Software Center is an application repository that will allow you to install a variety of pre-approved applications, updates, and plugins.

If you do not see an application that you need, in order to do your job, in Software Center, you can request it through [Service Portal](#). Once approved, you will be notified and the application will be available for install through Software Center within 24 hours.



[Note:](#) View Freddie Mac's [full list of approved software](#)

Software Center : Introduction



From your desktop, double-click on the
'Software Center' icon



Software
Center

Tip: You can minimize all open windows and get
to your desktop quickly by pressing 'Windows+D'

The screenshot shows the Software Center application window. The left sidebar has navigation links: Applications, Updates, Operating Systems, Installation status, Device compliance, and Options. The main area displays a grid of software items. A green arrow points from the 'Search' bar to a green circle around three view mode icons (List, Grid, and Tile) located at the bottom right of the main grid. Another green arrow points from the 'Grid' icon to a callout bubble.

Freddie Mac Information Technology

All Required

Filter: All Sort by: Most recent

FireEye Endpoint Agent 27.30.4 Google Chrome Registry Cleanup... Google Chrome 72.0.3626.121 - ... AddPrintQueue - Microsoft SCCM SnagIT 19.1.0

FireEye 27.30.4 Google Google 72.0.3626.121 FollowMe - Run... Console 1810 - L... Microsoft 1810 TechSmith 19.1.0.2653

Adobe Reader DC 2019 R1 - Uninstall Player 12.3.4.204 Adobe Shockwave 2019 Adobe Reader DC 2019 Reader 2019.008.20081 Adobe Flash Player Synaptics 32.0.0.114 - For IE TouchPad Driver...

Adobe Systems Inc. 12.3.4.204 Adobe Systems Inc. 2019 Reader 2019.008.20081 Adobe Systems Inc. 32.0.0.114

Adobe Flash Player Software AG HP 840G3 Camera Citrix Receiver Citrix Receiver 49 Citrix Receiver 49 IBM Rational DOORS 9.6.1.11

32.0.0.114 - For C... Webmethods 10.1.1 Driver for Win 7 - ... Cleanup Old Pac... LTSP Update5 - ... LTSP Update5 - ... IBM Rational DOORS 9.6.1.11

Adobe Systems Inc... Software AG HP 840G3 Camera Citrix Receiver Citrix Receiver 49 Citrix Receiver 49 IBM Rational DOORS 9.6.1.11

HP 840G3 Wireless Oracle_OracleClient Oracle_OracleClient Citrix Receiver 13.4 t_11.2.0.1-32_TA_... t_11.2.0.1-32_TA_... - Uninstall

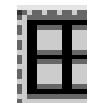
Looking for software
is easy using the
search bar



▪ Multi-Select Mode

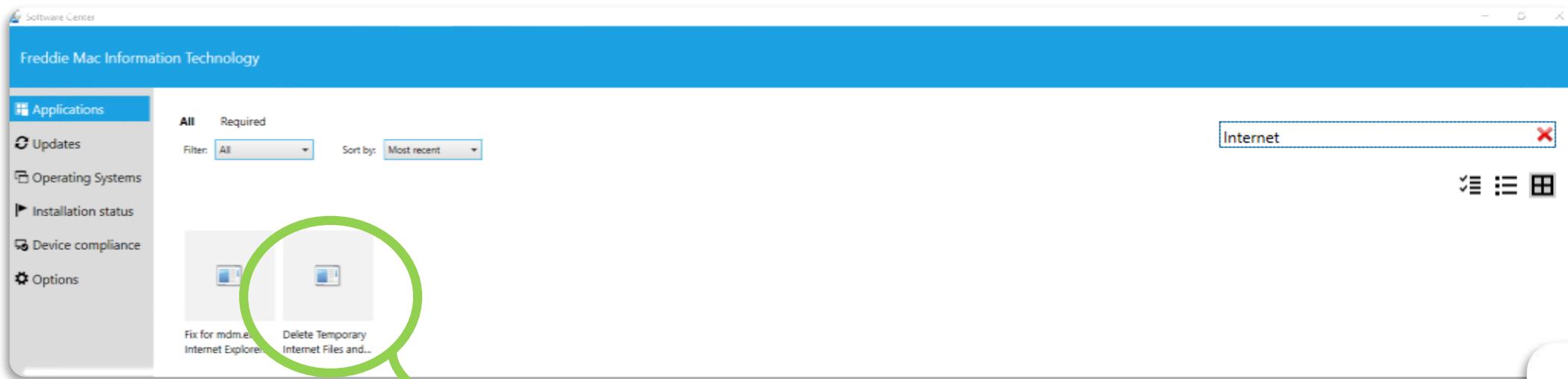


▪ Switch to List View



▪ Switch to Tile View

Software Center: Introduction

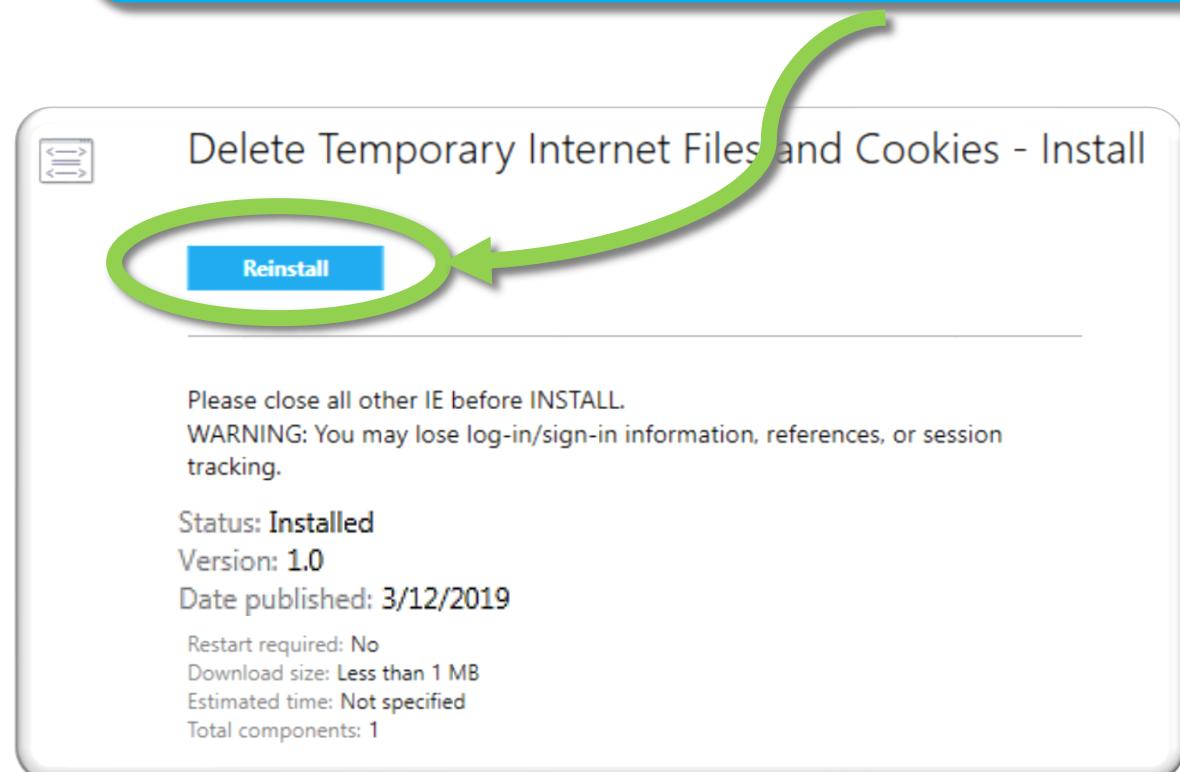


Delete Temporary
Internet Files and...

1. From Software Center, type '**Internet**' into the search bar.
you will be brought to another page that displays the following install options.
2. Click on the install option for '**Delete Temporary Internet Files and Cookies-Install**'
3. Click on the '**Install**'

The installation is automatic and will run in the background. When it is complete, it will show 'Installed' as its status.

When the installation is complete, please **close Software Center**.



Bring Your Own Device (BYOD):

Introduction



Bring Your Own Device (BYOD) - BYOD software enables you to use your own iPhone, iPad, or Android smartphone to access to Freddie Mac mobile applications. Request through Service Catalog. Requires your Freddie Mac manager's and VP approval.

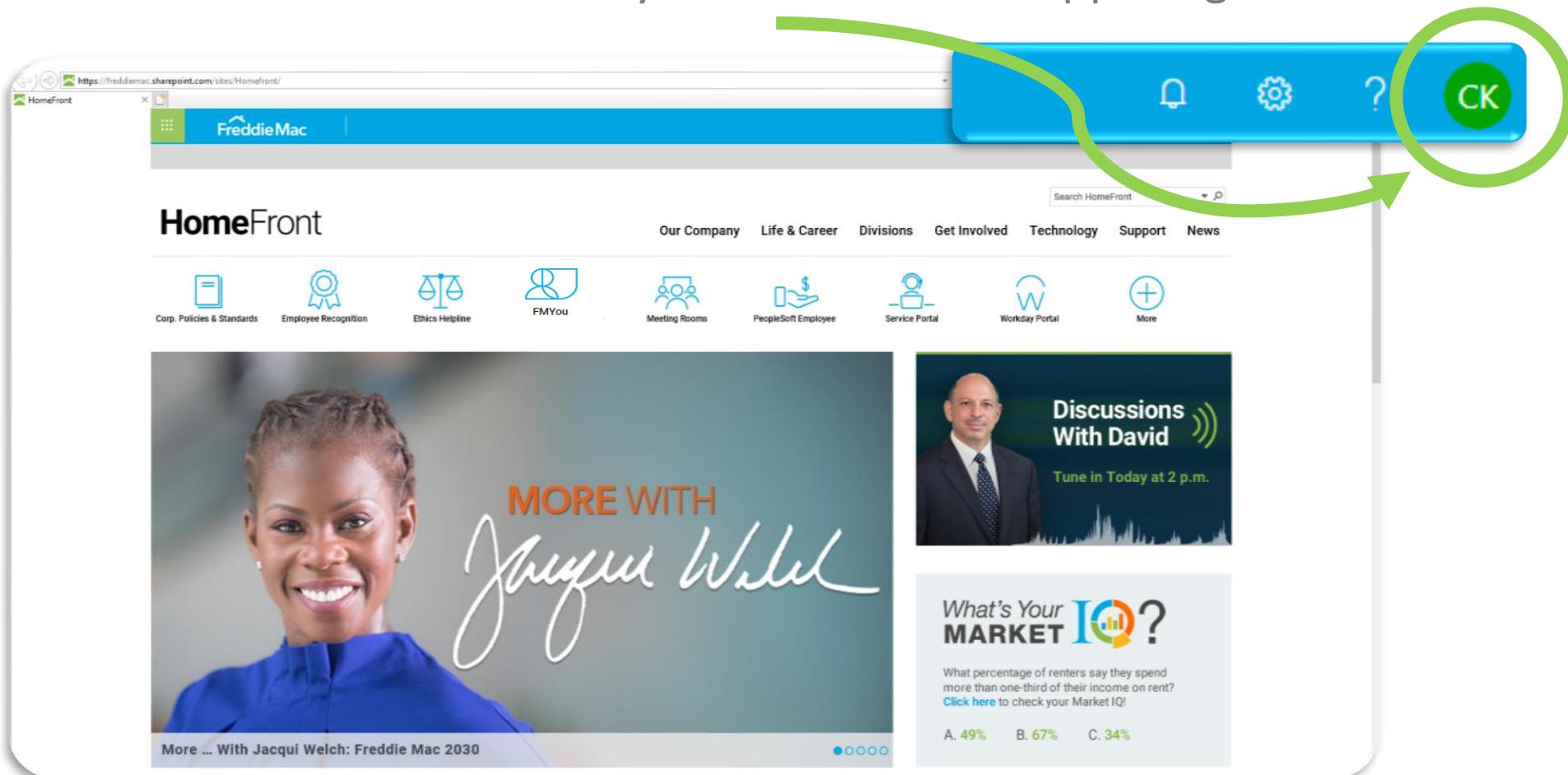


FM APP STORE

- Replaces the Blackberry Mobility Solution for BYOD
- Access native Microsoft Apps such as Outlook, Word, Excel, PowerPoint
- Access to email, calendar and contacts

Before leaving, you will need to reach out to your Supervisor

From HomeFront click on your **initials** in the upper right corner



The screenshot shows the Freddie Mac HomeFront intranet homepage. At the top, there's a blue header bar with the Freddie Mac logo and a search bar. To the right of the search bar is a user profile icon containing the initials 'CK', which is circled in green. Below the header, the page title 'HomeFront' is displayed, along with various navigation links like 'Our Company', 'Life & Career', and 'Divisions'. The main content area features a large photo of a woman with the text 'MORE WITH Jacqui Welch' overlaid. To the right, there's a 'Discussions With David' section and a 'Market IQ' poll.

https://freddiemac.sharepoint.com/sites/Homefront/

HomeFront

Freddie Mac

CK

HomeFront

Our Company Life & Career Divisions Get Involved Technology Support News

Search HomeFront

Corp. Policies & Standards Employee Recognition Ethics Helpline FMYOU Meeting Rooms PeopleSoft Employee Service Portal Workday Portal More

MORE WITH
Jacqui Welch

Discussions With David
Tune in Today at 2 p.m.

What's Your MARKET IQ?

What percentage of renters say they spend more than one-third of their income on rent?
[Click here](#) to check your Market IQ!

A. 49% B. 67% C. 34%

Who is my Point of Contact: Finding my Information



A screenshot of a web application interface titled "My account". At the top right is a green circular icon with "CK". Below it, the user's name "Compton, Alexis K" is displayed. A green oval highlights the "My Office profile" link, which is underlined in blue. Other links include "My account" and "Sign out".

A screenshot of the "Delve" feature from the Freddie Mac platform. On the left, a sidebar shows "People" with a list of names and icons. The main area shows a profile for "Compton, Alexis K" with details like "Installation and Moves Assoc HQ2-IN/G6" and an email address. A large green arrow points from the "My Office profile" link on the previous screen to this profile. To the right, there's a section for "Recent documents" showing a thumbnail for a PowerPoint file named "CW Onboarding v.051419 (Draft).pptx". Below that, there are sections for "About me" and "Organization".

Click on 'My Office Profile' to see your detailed employee profile.

Who is my Point of Contact: Direct Report



Organization



Brickman, David
Chief Executive Officer



Nazzaro, Frank
SVP Chief Technology Officer Acting CIO



Mauritz, Christopher
VP, IT Platforms



Tam, Alison
Development Sr Dir



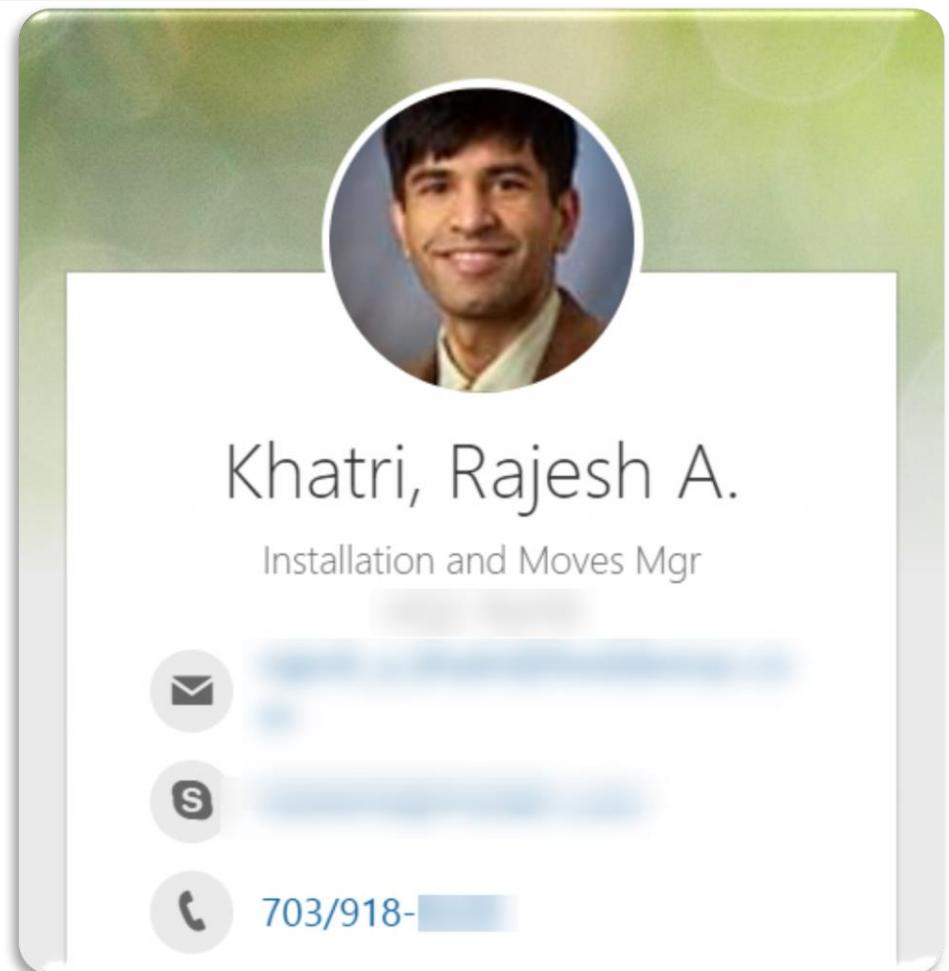
Khatri, Rajesh A.
Installation and Moves Mgr



Compton, Alexis R.
Installation and Moves Assoc

Click on your supervisor's name to reveal his/her contact information.

Contact your supervisor for instructions before leaving class!



A large green-bordered pop-up window displays a portrait of a smiling man, identified as the supervisor. Below the portrait, the supervisor's name and title are listed, along with three contact icons: email, phone, and a blurred address.

Khatri, Rajesh A.
Installation and Moves Mgr

✉️

📞

703/918-[REDACTED]

NOTE: Your supervisor's name is directly above your own.

IT Solution Centers

- Located in HQ1, HQ2, HQ3, HQ4, RE1, ARL
- Hours [*vary per location*]:
 - Monday – Thursday
8:00 AM to 5:00 PM
 - Friday
8:00 AM to 4:00 PM
- Troubleshooting:
 - FM Laptops
 - iPhone & BYOD
 - Approved Applications
- Accessory Requests
- Equipment Returns

The IT Solution Center provides onsite IT support for employees and CW company-issued devices

Click to go! [Stop by or schedule an appointment](#)



Service Desk is the single point of contact for employees & CWs to get assistance for IT services wherever they are.

The best source for customers to get help with computer, facility, telephone, email, mobile, application, IT process support, and information requests.

Click to go!

Service Desk Support:

- Phone : (703)450-3200
 - Monday – Friday
7:00 AM to 6:00 PM (EST)
- Live Chat
 - Monday – Friday
 - 9:00 AM to 5:00 PM (EST)



תודה
Dankie Gracias
Спасибо شکرًا
Merci Takk
Köszönjük Terima kasih
Grazie Dziękujemy Děkujeme
Dziękujemy Vielen Dank Paldies
Đakujeme Vielen Dank Paldies
Kiitos Täname teid 谢谢
Thank You Tak
感謝您 Obrigado Teşekkür Ederiz
감사합니다
Σας ευχαριστούμε សាបកណ្ត
Bedankt Děkujeme vám
ありがとうございます Tack

Welcome to
Freddie Mac