

FARMER  AC

*Introducing our NEW
eFarmerMac.com*

“Hatching” May 11th



 Great Reimagined

Meet our Presenters



Zack Carpenter

Executive Vice President
Chief Business Officer



Patrick Kerrigan

Vice President
Business Development



Amy Danner

Director, Client Services
& Credit Operations



Bill Miller

Manager
Business Development





Great Reimagined

OUR PATH TO EXCELLENCE

Welcome to our NEW eFarmerMac.com

Topics

**Introducing
eFarmerMac.com**

**Exploring the
Resource Library**

**Getting
Help**

**Accessing
eFarmerMac.com**

**Staying
Informed**
Alerts & Announcements

**Path to
Go Live**

**Navigating
eFarmerMac.com**

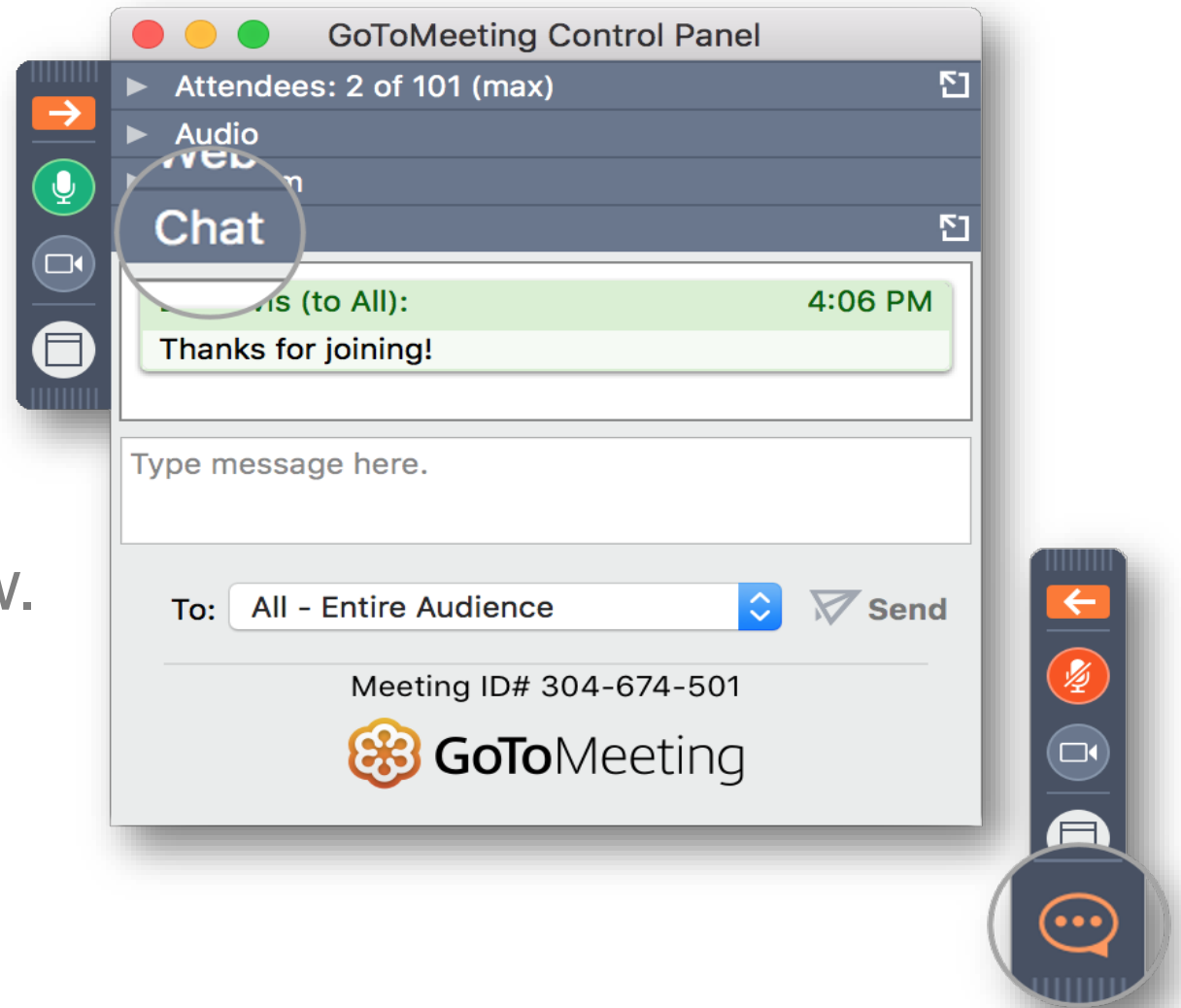
Managing Users
Profiles & Permissions

**Q&A
Session**



Submitting Feedback and Questions

Enter any feedback and questions in the Chat Window.



Welcome to the new eFarmerMac.com!

Everything you need to know in one spot.



Topics

**Introducing
eFarmerMac.com**

**Exploring the
Resource Library**

**Getting
Help**

**Accessing
eFarmerMac.com**

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Informed**
Alerts & Announcements

**Path to
Go Live**

**Navigating
eFarmerMac.com**

Managing Users
Profiles & Permissions

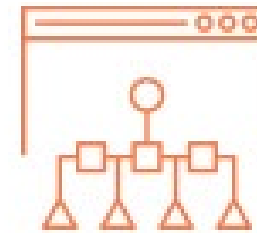
**Q&A
Session**



On May 11th, we will launch our redesigned eFarmerMac.com customer portal, featuring



A clean, modern design



Intuitive navigation



Simplified user
management



Dedicated area for alerts
and announcements



Three Exciting New Benefits . . .



Enhanced
Security and
Dependability



Single Sign On
Multiple Access



Additional
Administrators



Welcome to the new eFarmerMac.com!

Everything you need to know in one spot.

Feeling lost? Start with our resource library.

[TAKE ME THERE](#)



 **Great Reimagined**

[View Today's Rate Sheets](#)

EVOLUTION NOT REVOLUTION

eFarmerMac.com users will still access our solutions as they do today.

We've just made it BETTER.

New Here?

CLICK FOR A QUICK GUIDE.



[OR LEARN EVEN MORE IN THE RESOURCE LIBRARY](#)



We've Arrived!

THE NEW
CUSTOMER
PORTAL IS
HERE.



Topics

Introducing
eFarmerMac.com

Exploring the
Resource Library

Getting
Help

**Accessing
eFarmerMac.com**

Staying
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Alerts & Announcements

Path to
Go Live

Navigating
eFarmerMac.com

Managing Users
Profiles & Permissions

Q&A
Session




This is what BETTER looks like . . .

Modern Design | Visual Appeal

Important Alerts

FARMER AC
FINANCING RURAL AMERICA

 Farmer Mac - Phone Outage

Hi there! Welcome to your account.

Email

Password

[Back to farmermac.com](#)

[Continue](#)

Need help logging in? [Recover your email or password.](#)

New to Farmer Mac? [Contact us](#) to obtain credentials.

We've Arrived!

THE NEW
CUSTOMER
PORTAL IS
HERE.



First time logging in?

[VIEW SETUP GUIDE](#)

 Great Reimagined

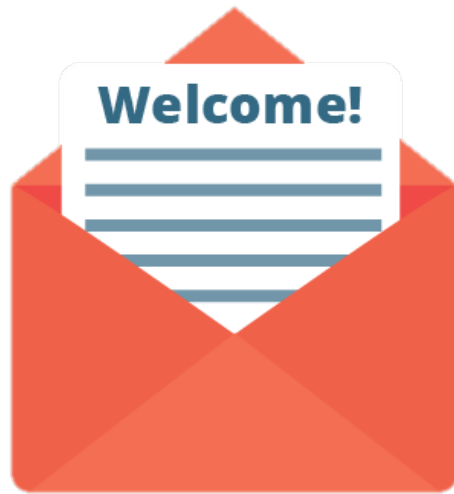
Marketing and Call to Action

Self-Service Password Reset

Customer Service



3 Step Login Process



Two Factor Authentication



The new customer portal is here.



Dear

Welcome to eFarmerMac.com. [Complete your profile now](#) to gain access to our daily rate sheets, online solutions, and pages where you can manage profiles for all users at your institution. You can also access the profile setup page by clicking [here](#).

Once your profile is complete, you'll be able to unlock the full suite of tools, solutions, and information available on our portal; additional resources may be available if an Administrator at your institution has enabled them. You can learn more about your current access levels and find contact information for any Administrators through the My Profile link on your homepage. You may wish to review this page now, and periodically in the future, to ensure your profile is accurate and up to date.

Regardless of access rights levels, any user of our site may access informational resources, up-to-date announcements, and more. Visit the Resource Library page for training tools, checklists, and guides, including information on site navigation and loan submission processes.

If you need additional assistance, please contact your Relationship Manager, or call the Client Services team at 866.452.2617.

Thank you, and welcome to our website. We look forward to working with you.

Sincerely,

The Farmer Mac Team
866.452.2617 | clientservices@farmermac.com

The information contained in this message and any attachment(s) is intended only for the named recipient(s) and may contain information that is privileged or confidential. If you are not an intended recipient of this message or an authorized employee or agent responsible for delivering it to the intended recipient, please note that any review, dissemination, distribution or copying of this message and any attachment(s) is strictly prohibited. If you have received this message in error, please notify us immediately by reply e-mail or by telephone (1-800-879-3276) and immediately delete this message and all its attachments.



Change Your Password

Enter a new password for **dalvis@acumensolutions.com**. Make sure to include at least:

✓ 8 characters

Also include at least 3 of the following:

✓ 1 uppercase letter

✓ 1 lowercase letter

✓ 1 number

✓ 1 special character ⓘ

* New Password

 Good

* Confirm New Password

 Match


Change Password

Password was last changed on 2/29/2020 4:31 PM.



Missed the Welcome Email? No worries . . .

FARMER  **MAC**
FINANCING RURAL AMERICA

 Farmer Mac - Phone Outage

Hi there! Welcome to your account.

[Back to farmermac.com](#)

[Continue](#)

Need help logging in? [Recover your email or password.](#)

New to Farmer Mac? [Contact us](#) to obtain credentials.

We've Arrived!

THE NEW
CUSTOMER
PORTAL IS
HERE.



First time logging in?

[VIEW SETUP GUIDE](#)

 Great Reimagined



Login Setup Guide

eFarmerMac.com Login QUICK REFERENCE GUIDE

The new eFarmerMac.com has arrived!

START PECKING THOSE KEYS AND LOG IN TO OUR NEXT-GENERATION CUSTOMER PORTAL.



Welcome to our redesigned eFarmerMac.com!

With our intuitive and informative next-generation platform, you're just a click away from everything you need to connect and do business with Farmer Mac!

Our new customer portal is specially designed to provide quick, easy access to our suite of online tools and solutions. With its user-friendly design, it is very easy to navigate, and once you begin to explore, you will quickly experience just how easy it is to transact business, stay informed, access important information, prioritize your day, and manage your profile.

SO LET'S GET LOGGED IN ... There's a quick **3-STEP** login process:

- 1** To access the new portal, you will receive a **Welcome to eFarmerMac.com** email inviting you to complete your profile by updating your password before logging in to eFarmerMac.com. Just click on the "Complete your profile now" link in the email and create a new password.
PLEASE NOTE: First time access to the portal will require a password update.
- 2** Keeping your information secure is of the utmost importance! That's why we've included two-factor authentication as part of the eFarmerMac.com login process.
After you log in with your email and password (the 1st factor), a randomly generated code (the 2nd factor) is sent to you via email or SMS text message.
- 3** From time-to-time, Farmer Mac will introduce or update important policies and procedures and will require **acknowledgement of receipt** and understanding.
In fact, first time access to eFarmerMac.com will require acknowledgement of our **Farmer Mac Lender & Servicer Portal Privacy Policy**.

The following **eFarmerMac.com Login Quick Reference Guide** will walk you through these three steps, and if needed, share how you can get help.

QUESTIONS? ClientServices@FarmerMac.com | 866.452.2617 | farmermac.com



eFarmerMac.com Login QUICK REFERENCE GUIDE

THE NEW CUSTOMER PORTAL IS HERE.



1 SETUP YOUR eFarmerMac.com PROFILE

For first time access to the redesigned eFarmerMac.com, you will receive a **Welcome to eFarmerMac.com** email inviting you to complete your profile by updating your password before logging in to eFarmerMac.com.

1. Click on the "Complete your profile now" link in the email.
2. Create a password
3. Click **CHANGE PASSWORD**

Welcome to your eFarmerMac.com account.



QUESTIONS? ClientServices@FarmerMac.com | 866.452.2617 | farmermac.com

2 VERIFY YOUR IDENTITY

Authentication occurs after you've provided your email and password.

1. Select how you wish to authenticate (text or email)
2. Click **SUBMIT**—a temporary 6-digit authentication code will be sent to you via text or email.
(This code is only valid for 30 minutes.)
3. Enter the 6-digit code
4. Click **VERIFY**


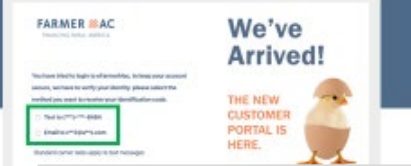
Congratulations, you are now authenticated!

IMPORTANT: You will be required to two-factor authentication every 30 days. You will also be required to two-factor authentication (i.e., different computer, mobile device, etc.).

3 ACKNOWLEDGE THE PORTAL PRIVACY POLICY

First time access to eFarmerMac.com will require acknowledgement of our **Farmer Mac Lender & Servicer Portal Privacy Policy**.

Please review and click on **I Acknowledge** at the end of the policy before proceeding to the customer portal.



QUESTIONS? ClientServices@FarmerMac.com | 866.452.2617 | farmermac.com

4 RECOVER YOUR EMAIL OR PASSWORD

From the **eFarmerMac.com Login Page**, click "Recover your email or password" link.

1. Enter your email address (your email address at your institution)
2. Click **CONTINUE**
You will receive a password reset email with a link to change your password.
3. Click on the link
4. Enter a new password
5. Click **CHANGE PASSWORD**

5 ACCESS eFarmerMac.com LOGIN QUICK REFERENCE GUIDE

From the eFarmerMac.com **Login Banner**, on the right-hand side of the screen, users can click "First time logging in? VIEW SETUP GUIDE" to access this **eFarmerMac.com Login Quick Reference Guide**.

6 CONTACT US


From the eFarmerMac.com **Login Page**, click on the "Contact us" link. You can also reach out to your institution's Farmer Mac Administrator or your Farmer Mac Relationship Manager.



HELPFUL HINTS ...

- To ensure an improved user experience, **Google Chrome is the preferred Internet browser for accessing eFarmerMac.com.**
- Be sure to **Bookmark** the portal web address for quick, easy access—every time.
Portal Web Address – www.eFarmerMac.com

QUESTIONS? ClientServices@FarmerMac.com | 866.452.2617 | farmermac.com



Enhanced Security with Two-Factor Authentication


Keeping our customer's information secure.



FARMER AC
FINANCING RURAL AMERICA

We've Arrived!

THE NEW CUSTOMER PORTAL IS HERE.



First time logging in?
[VIEW SETUP GUIDE](#)

Great Reimagined

You have tried to login to eFarmerMac, to keep your account secure, we have to verify your identity. please select the method you want to receive your identification code.

- Text to (***)-***-8484
- Email to v**3@a**s.com


Standard carrier rates apply to text messages

[Cancel](#) [Submit](#)

FARMER AC
FINANCING RURAL AMERICA

We've Arrived!

THE NEW CUSTOMER PORTAL IS HERE.



First time logging in?
[VIEW SETUP GUIDE](#)

Great Reimagined

Verify Your Identity

You're trying to Log in to eFarmerMac. To make sure your account is secure, we have to verify your identity.

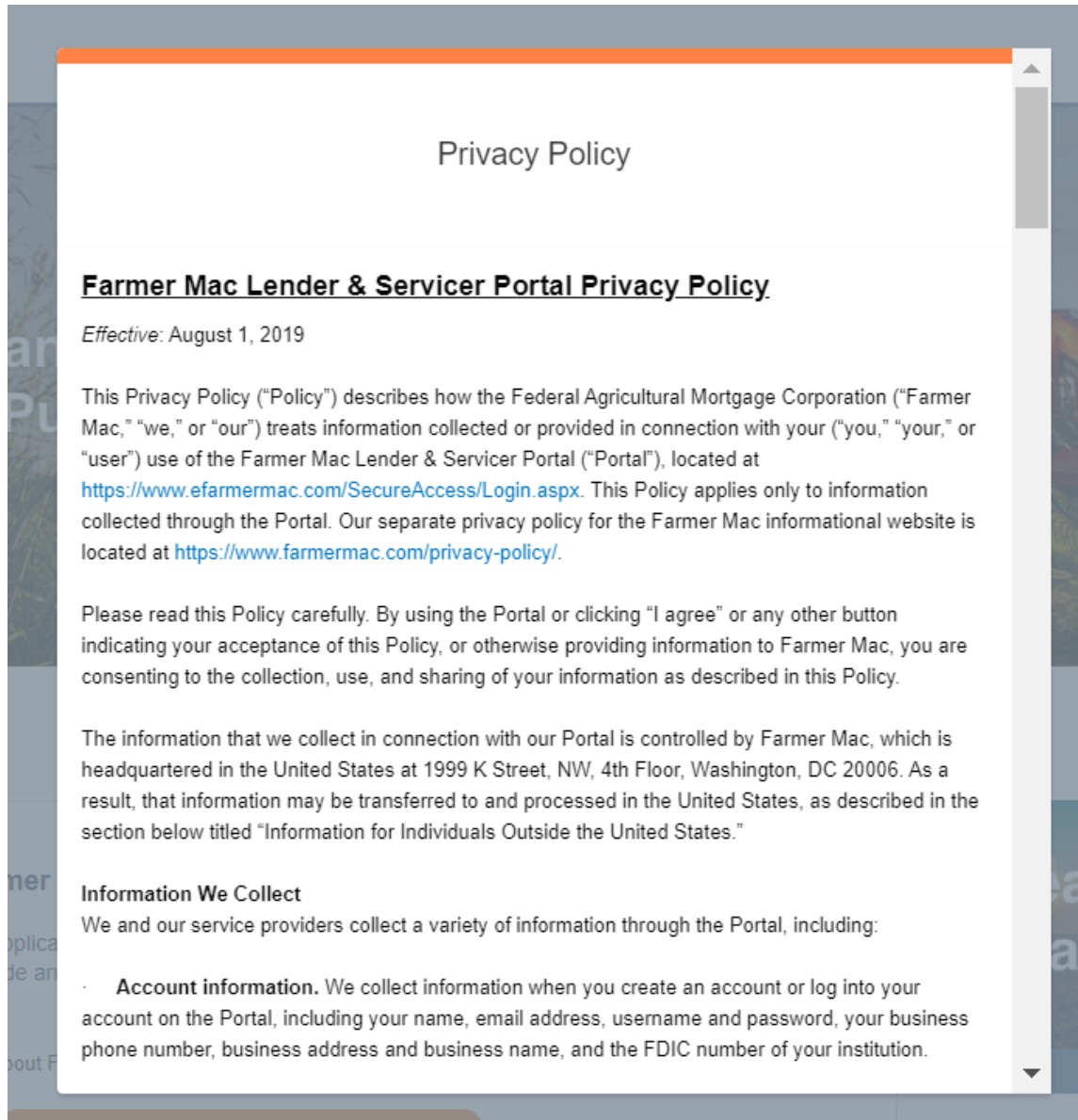
Please enter the verification code we messaged to (***)-***-8484

Verification Code

[Verify](#)



Wait . . . There's one more great feature . . .

A screenshot of a web browser displaying a privacy policy page. The page has a white background with a grey border. At the top, the title "Privacy Policy" is centered. Below it, the section header "Farmer Mac Lender & Servicer Portal Privacy Policy" is underlined. The text is left-aligned and includes the effective date, a description of the policy's scope, a consent statement, and a section titled "Information We Collect" which lists account information.

Privacy Policy

Farmer Mac Lender & Servicer Portal Privacy Policy

Effective: August 1, 2019

This Privacy Policy ("Policy") describes how the Federal Agricultural Mortgage Corporation ("Farmer Mac," "we," or "our") treats information collected or provided in connection with your ("you," "your," or "user") use of the Farmer Mac Lender & Servicer Portal ("Portal"), located at <https://www.efarmermac.com/SecureAccess/Login.aspx>. This Policy applies only to information collected through the Portal. Our separate privacy policy for the Farmer Mac informational website is located at <https://www.farmermac.com/privacy-policy/>.

Please read this Policy carefully. By using the Portal or clicking "I agree" or any other button indicating your acceptance of this Policy, or otherwise providing information to Farmer Mac, you are consenting to the collection, use, and sharing of your information as described in this Policy.

The information that we collect in connection with our Portal is controlled by Farmer Mac, which is headquartered in the United States at 1999 K Street, NW, 4th Floor, Washington, DC 20006. As a result, that information may be transferred to and processed in the United States, as described in the section below titled "Information for Individuals Outside the United States."

Information We Collect

We and our service providers collect a variety of information through the Portal, including:

- **Account information.** We collect information when you create an account or log into your account on the Portal, including your name, email address, username and password, your business phone number, business address and business name, and the FDIC number of your institution.

*Important
Acknowledgements*



Welcome to the new eFarmerMac.com!

Everything you need to know in one spot.



Topics

Introducing
eFarmerMac.com

Exploring the
Resource Library

Getting
Help

Accessing
eFarmerMac.com

Staying
Informed
Alerts & Announcements

Path to
Go Live

Navigating
eFarmerMac.com

Managing Users
Profiles & Permissions

Q&A
Session



[Contact Us](#)[AgPower](#)[My Profile](#)[Preferred Appraiser](#)[Rates](#)[Purchase Commitment](#)[CRM](#)[Resource Library](#)[Logout](#)

NOTICE: Rate Lock Period Now 8 Weeks for All New Locks, at No Additional Cost

Farmer Mac is closely monitoring the impact of the COVID-19 pandemic on our customers.

We remain open for business and are committed to assisting where we can. Effective immediately, new loans across all business lines will be rate locked with 8-week delivery windows. Previously, 8-week locks were available at an additional cost compared to our standard 4-week period, but that additional cost is being waived. If you have questions about this new policy, or if you have previously locked a loan and anticipate difficulties in closing, please contact your relationship manager. Thank you!

Farmer Mac Rates

- ▶ Farmer Mac Rates Post Schedule
- ▶ Farm and Ranch Loan Purchase Rates
- ▶ Farm and Ranch Loan Purchase - ABA Rates
- ▶ Farm and Ranch Loan Purchase - ICBA Rates
- ▶ Farm & Ranch Variable Rate Mortgage (VRM) Reset Rates - Monthly Resets
- ▶ Farm & Ranch Variable Rate Mortgage (VRM) Reset Rates - All Other Resets
- ▶ Farmer Mac 2 Rates
- ▶ Historical Farmer Mac 2 COFI Rates



This is GREAT REIMAGINED . . .

The screenshot shows the eFarmerMac.com website. At the top left is the logo for FARMER MAC FINANCING RURAL AMERICA. To the right is a user profile icon labeled 'USER NAME'. Below the logo is a navigation menu with links: Home, Solutions, Rates, Servicing, Resource Library, Manage Users, and Dashboard. A 'Contact Us' link is on the far right. The main content area features a large welcome message: 'Welcome to the new eFarmerMac.com! Everything you need to know in one spot.' Below this is a call-to-action button 'TAKE ME THERE' and a link 'View Today's Rate Sheets' next to an image of a chick. On the left, there are three loan product cards: 'Farm & Ranch Loan Purchase (Farmer Mac 1)', 'USDA Guaranteed Loan Purchase (Farmer Mac 2)', and 'Farm & Ranch Purchase Commitment (LTSPC)'. On the right, there is a 'New Here?' section with a pig wearing glasses and a 'CLICK FOR A QUICK GUIDE.' button, followed by an 'Alerts (4)' section with a 'Farmer Mac - Phone Outage' alert and an 'Announcements (4)' section with a 'NEW - Dave's GPS' announcement.

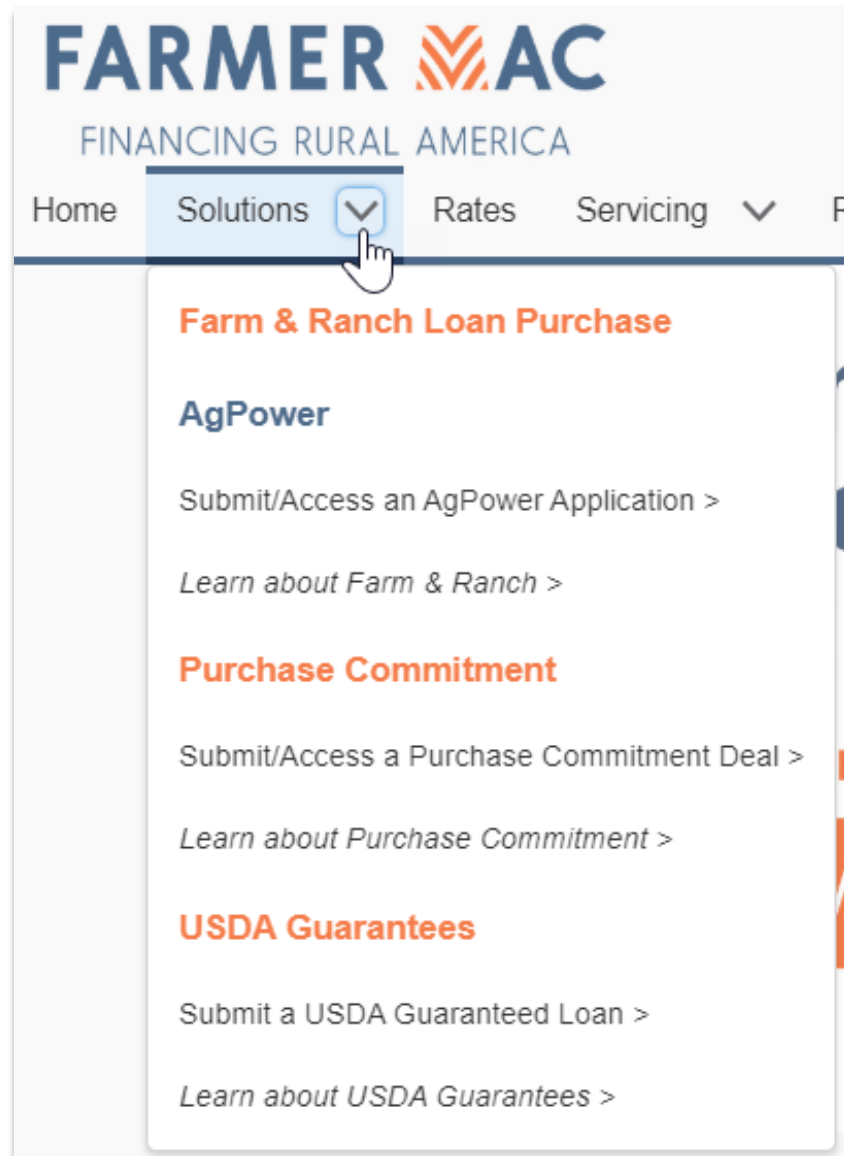
Intuitive Navigation

Multiple ways
to access our
Solutions
Rates

Resource Library
Alerts & Announcements



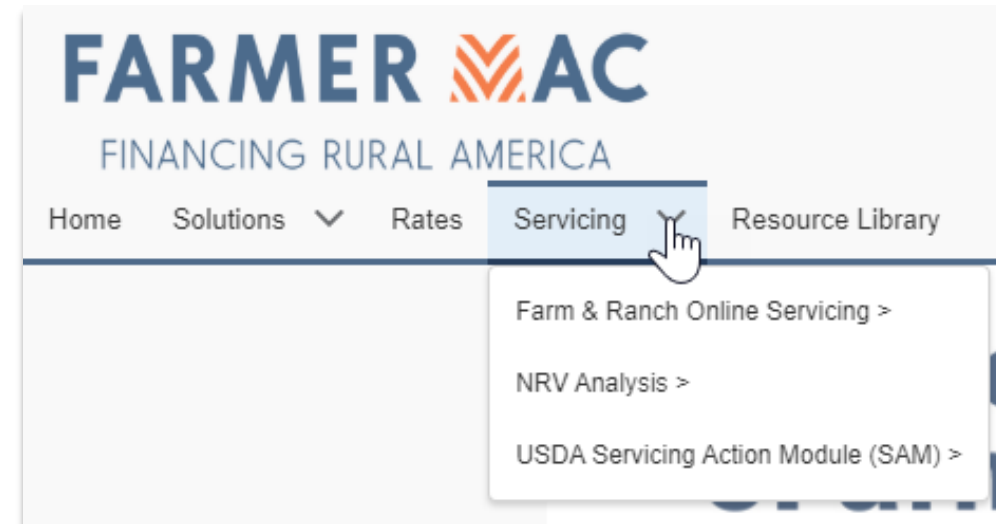
Easy access to online tools and solutions . . .



FARMER AC
FINANCING RURAL AMERICA

Home Solutions Rates Servicing

- Farm & Ranch Loan Purchase**
- AgPower**
Submit/Access an AgPower Application >
Learn about Farm & Ranch >
- Purchase Commitment**
Submit/Access a Purchase Commitment Deal >
Learn about Purchase Commitment >
- USDA Guarantees**
Submit a USDA Guaranteed Loan >
Learn about USDA Guarantees >



FARMER AC
FINANCING RURAL AMERICA

Home Solutions Rates Servicing Resource Library

- Farm & Ranch Online Servicing >
- NRV Analysis >
- USDA Servicing Action Module (SAM) >



Welcome to the new eFarmerMac.com!

Everything you need to know in one spot.

Feeling lost? Start with our resource library.

TAKE ME THERE



Topics

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eFarmerMac.com

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Q&A
Session




This is what BETTER looks like . . .


FARMER AC
FINANCING RURAL AMERICA

Home Solutions ▾ Rates Servicing ▾ **Resource Library** Manage Users Dashboard Contact Us

Welcome to the new eFarmerMac.com!
Everything you need to know in one spot.
Feeling lost? Start with our resource library.
[TAKE ME THERE](#)


[View Today's Rate Sheets](#)

Farm & Ranch Loan Purchase (Farmer Mac 1)
Submit a new loan or access an existing loan application through our Farm & Ranch portal, AgPower. As an Approved Lender, when you sell us your loan, you gain access to our wide array of innovative loan products at competitive rates and with flexible

New Here?
[CLICK FOR A QUICK GUIDE.](#)

[OR LEARN EVEN MORE IN THE RESOURCE LIBRARY](#)



This is what BETTER looks like . . .

ONE-STOP SHOP for all training and support resources.

Resource Library

Welcome to the Resource Library, your spot for guidance materials and forms. Unsure where to start? Peruse the training materials or watch a short webinar to learn more. Click on the tiles below to begin your informational journey.

Libraries

4 items • Sorted by Last Activity



**FARM & RANCH
LOAN PURCHASE**
(Previously "Farmer Mac 1")

[View Farm & Ranch Loan Purchase documents](#)



**USDA
GUARANTEES**
(Previously "Farmer Mac 2")

[View USDA Guaranteed documents](#)



**PURCHASE
COMMITMENTS**
(Previously "LTSPC")

[View Purchase Commitment documents](#)



**EFARMERMAC
GUIDANCE**

[View eFarmerMac user guides and documents](#)

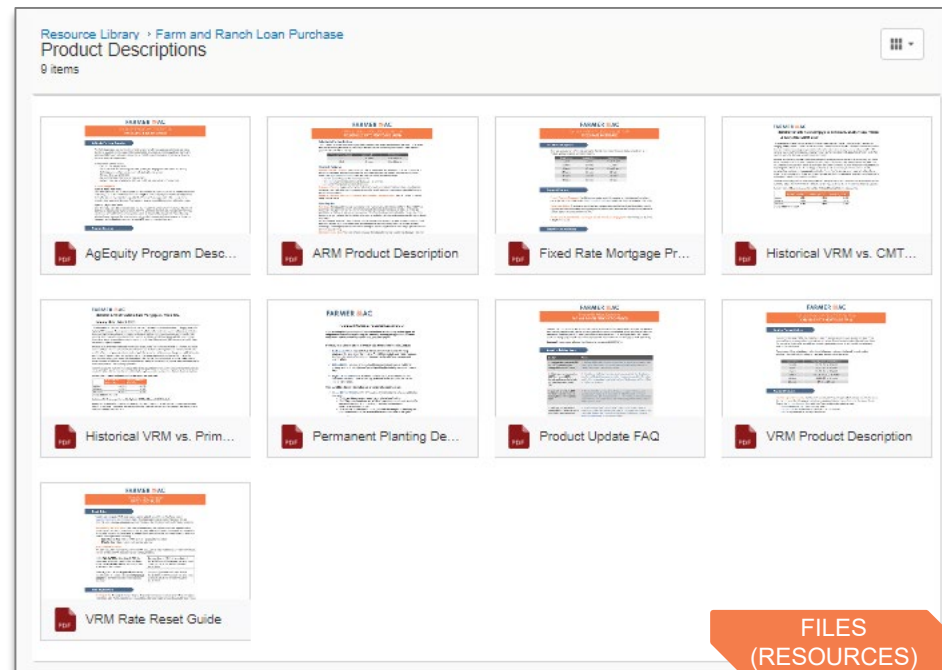
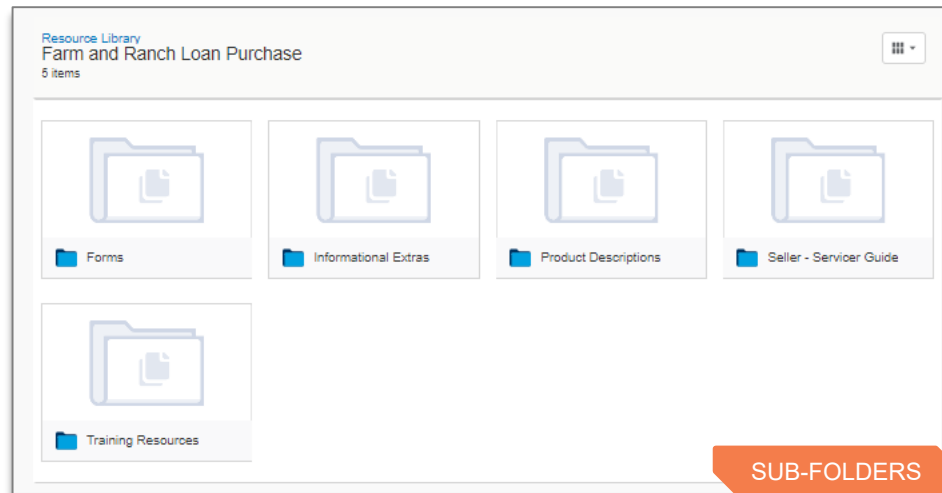


1999 K Street, NW
4th Floor
Washington DC 20006

866-455-5555



This is what BETTER looks like . . .



Efficient and user-friendly.

Images of materials.

View on-screen without opening the document.

Option to View or Download.



Preview or Download Resources

The screenshot shows a PDF viewer interface. At the top, a dark header bar contains a PDF icon, the title 'Comment and Guidance on Collateral Valuation Report Forms', and three icons: a green circle with 'A', a green circle with 'B' and a download icon, and a green circle with 'C' and a close icon. Below the header, the left sidebar shows a 'Resource Library > Farm and Ranch Forms' section with '16 items'. The main content area displays the document's title 'FARMER MAC Collateral Valuation Standards & Guidelines' and the section 'CV 101.9 Collateral Valuation Forms'. Under this section, there are two sub-sections: 'A. Farmer Mac Collateral Valuation Reports - Styles or Formats and Certifications' and 'B. Assumptions and Limiting Conditions (Farmer Mac Form 1037)'. The text under section B is highlighted in yellow. A large, faint yellow watermark of the Farmer Mac logo is visible in the background. At the bottom of the page, a footer indicates 'Page 1 of 12' and 'Special Production Agricultural Facility property valuation and related financing issues'. Callouts A through E are placed over the document: 'A' is over the title bar, 'B' is over the download icon, 'C' is over the close icon, 'D' is over the page number, and 'E' is over the page navigation arrows.

Comment and Guidance on Collateral Valuation Report Forms

PDF Download View File Details

Resource Library > Farm and Ranch Forms
16 items

FARMER MAC *Collateral Valuation Standards & Guidelines*

CV 101.9 Collateral Valuation Forms

A. Farmer Mac Collateral Valuation Reports - Styles or Formats and Certifications

Appraisal reports can be composed in a narrative style or format, or by use of standardized form sets. Appraisers are required to certify their appraisal reports in compliance with USPAP to ensure recognition and acceptance of responsibility for the assignment results.

B. Assumptions and Limiting Conditions (Farmer Mac Form 1037)

It is typical practice for an appraiser to state the assumptions and limiting conditions that applied in the development of the assignment results, including any extraordinary assumptions or hypothetical conditions.

Farmer Mac recognizes that these statements form the context of the collateral valuator's opinions and conclusions, and can significantly affect the meaning and usefulness of the information in the report.

The assumptions and limiting conditions in appraisal reports address specific situations in an assignment as well as typical "normal" assignment situations.

In view of the distinct character of Special Production Agricultural Facility property valuation and related financing issues, Farmer Mac has identified a set of Assumptions and Limiting Conditions that are accepted as normal in an appraisal submitted for use in a Farmer Mac loan or servicing action.

Page 1 of 12



eFarmerMac Guidance

FARMER MAC eFARMERMAC.com SELLER USER GUIDE



WELCOME

Together, we strengthen the financial position of American agriculture and rural communities. Our capital, united with your commitment, is a winning combination.



eFarmerMac.com Got a question? We have answers.

FAQ

LOGIN RELATED QUESTIONS

Q Where do I go to log in?

A Enter efarmermac.com into your web browser. To ensure an improved user experience, Google Chrome is the preferred internet browser for accessing eFarmerMac.com. Bookmark the portal web address for quick, easy access—every time.

Q How do I log in?

A Go to efarmermac.com and enter your email (your email address at your institution) and password. Click CONTINUE to access eFarmerMac.com. **IMPORTANT:** As a first time user, you will receive a Welcome to eFarmerMac.com email, inviting you to create a profile password before logging into eFarmerMac.com. Click on the [Complete your profile now](#) link in the email to create a password. Once created, you will be redirected to the login page to enter your email and password to access the portal.

Q Where/how do I get my login credentials if I don't have them?

A Reach out to your institution's Farmer Mac Administrator or you can initiate password reset by clicking on the [Reset your email or password](#) link on the eFarmerMac.com Login Page.

Q I forgot my password. Now what?

A You can initiate a password reset by clicking on the [Recover your email or password](#) link on the eFarmerMac.com Login Page.

QUESTIONS? ClientServices@FarmerMac.com

You have questions. We have answers.

Take a few minutes to read through answers to frequently asked questions.

Q What is two-factor authentication? Who do I call if the two-factor authentication isn't working for me?

A Keeping your information secure is of the utmost importance! That's why we've included a two-factor authentication as part of the eFarmerMac.com login process. This extra layer of protection ensures the security of your online account beyond just an email and password. Two-factor authentication requires users to successfully provide two pieces of information (or factors) to gain access to their account. After you log in with your email and password (the 1st factor), a randomly generated code (the 2nd factor) is sent to you via email or SMS text message. Reach out to your institution's Farmer Mac Administrator with any questions or difficulties logging in.



eFarmerMac.com Administration



FAQ

MANAGING USERS RELATED QUESTIONS

Q How do I add/delete/edit user profiles for others at my organization?

A One of your primary responsibilities as the Administrator within your organization is to manage your users and their access to eFarmerMac.com.

The majority of your administrative duties will be completed from the Manage Users tab, located on the HOME PAGE TAB BAR.

To create a new user:

- 1 Click on **Manage Users** tab.
- 2 Click on **Create New User** quick action button on the right-hand side of the page.
- 3 A pop-up box will appear—enter new user information.
- 4 Click **Create**.

To edit a user:

- 1 Click on the user's name or the **Edit** quick action button on the right side of the User List.
- 2 A pop-up box will appear with the user's profile and permission information.
- 3 Update the user's profile information (name, phone, address).
- 4 Add or remove permissions.
- 5 Click **Update**.

Q When I add a user, how will they know they are added? Do they receive a notification?

A The new user will receive an email from eFarmerMac.com containing their username and an embedded link that will prompt the user to create a password and log into eFarmerMac.com. Refer to the eFarmerMac.com Seller User Guide for more information around user login.

QUESTIONS? ClientServices@FarmerMac.com | 866-452-2617 | farmermac.com



QUICK START GUIDE

This Quick Start Guide is designed to GET YOU STARTED, and help you QUICKLY NAVIGATE to Farmer Mac's suite of online tools and solutions. Please refer to the Seller User Guide for more step-by-step instructions should more information be needed.

LET'S GET STARTED

1. Get Logged In
2. Manage My Profile & Permissions
3. Easily Navigate our Customer Portal
4. Access What's Important: Solutions, Announcements, Resource Library
5. Get Help



eFarmerMac.com Welcome.

Welcome to eFarmerMac.com—Farmer Mac's customer portal—providing quick, easy access, to Farmer Mac's online tools and solutions.



QUESTIONS? ClientServices@FarmerMac.com | 866-452-2617 | farmermac.com



You'll find our customer portal offers many benefits and makes it easy to connect and do business with us.

- 1. EASE OF USE: Enhanced navigation and organization of information.
- 2. EASY TO MANAGE: Manage profiles, permissions, and passwords with ease.
- 3. STAY INFORMED: Dedicated areas for announcements, promotions, and alerts.

FARMER MAC eFARMERMAC.com ADMINISTRATOR GUIDE



WELCOME

Together, we strengthen the financial position of American agriculture and rural communities. Our capital, united with your commitment, is a winning combination.

The new eFarmerMac.com has arrived!

eFarmerMac.com Login QUICK REFERENCE GUIDE

Welcome to our redesigned eFarmerMac.com!

With our intuitive and informative next-generation platform, you're just a click away from everything you need to connect and do business with Farmer Mac! Our new customer portal is specially designed to provide quick, easy access to our suite of online tools and solutions. With its user-friendly design, it is very easy to navigate, and once you begin to explore, you will quickly experience just how easy it is to transact business, stay informed, access important information, prioritize your day, and manage your profile.

SO LET'S GET LOGGED IN

There's a quick 3-STEP login process:

1. **Welcome!** To access the new portal, you will receive a Welcome to eFarmerMac.com email inviting you to complete your profile by updating your password before logging in to eFarmerMac.com. Just click on the "Complete your profile now" link in the email and create a new password. **PLEASE NOTE: First time access to the portal will require a password update.**
2. **Your Profile and Permissions** Keeping your information secure is of the utmost importance! That's why we've included two-factor authentication as part of the eFarmerMac.com login process. After you log in with your email and password (the 1st factor), a randomly generated code (the 2nd factor) is sent to you via email or SMS text message.
3. **Your Profile and Permissions** From time-to-time, Farmer Mac will introduce or update important policies and procedures and will require acknowledgement of receipt and understanding. In fact, first time access to eFarmerMac.com will require acknowledgement of our Farmer Mac Lender & Servicer Portal Privacy Policy.

The following eFarmerMac.com Login Quick Reference Guide will walk you through these three steps, and if needed, share how you can get help.

QUESTIONS? ClientServices@FarmerMac.com | 866-452-2617 | farmermac.com



EFARMERMAC GUIDANCE

View eFarmerMac user guides and documents



Welcome to the new eFarmerMac.com!

Everything you need to know in one spot.



Topics

Introducing
eFarmerMac.com

Exploring the
Resource Library

Getting
Help

Accessing
eFarmerMac.com

**Staying
Informed**
Alerts & Announcements

Path to
Go Live

Navigating
eFarmerMac.com

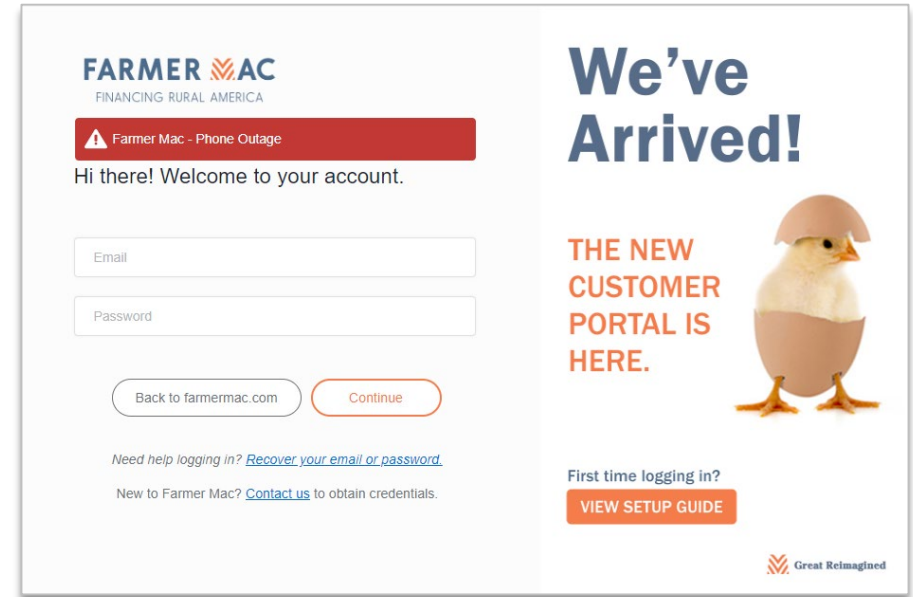
Managing Users
Profiles & Permissions

Q&A
Session

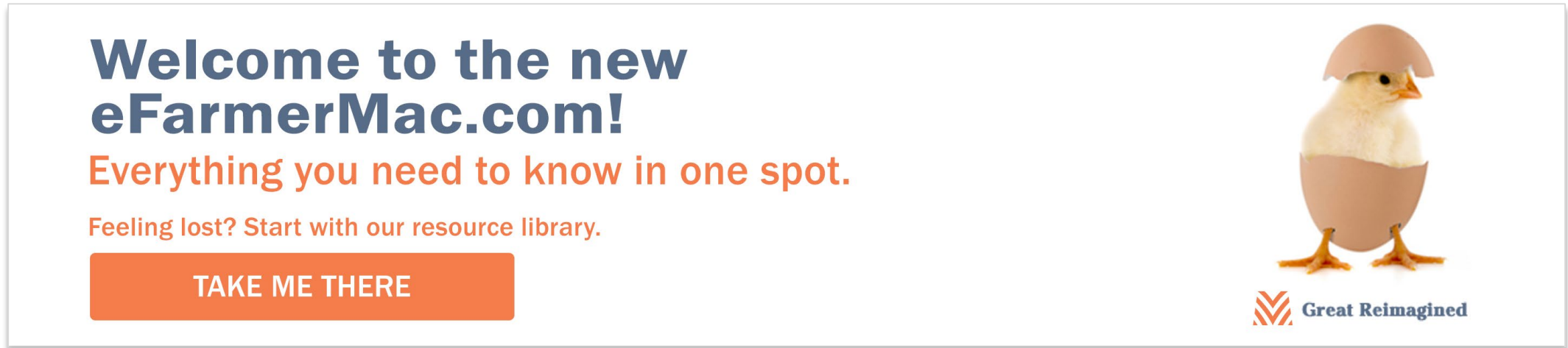


This is what BETTER looks like . . .

- 1 It starts on the Login Page.
Critical Alerts
Promotion Banner



- 2 From the Home Page Banner.



Welcome to the new eFarmerMac.com!

Everything you need to know in one spot.

Feeling lost? Start with our resource library.

[TAKE ME THERE](#)



 Great Reimagined

[View Today's Rate Sheets](#)

Farm & Ranch Loan Purchase (Farmer Mac 1)

Submit a new loan or access an existing loan application through our Farm & Ranch portal, AgPower. As an Approved Lender, when you sell us your loan, you gain access to our wide array of innovative loan products at competitive rates and with flexible repayment terms.

You can visit the [Resource Library](#) to learn more about Farm & Ranch Loan Purchase and review the [Farm & Ranch training kit](#).

USDA Guaranteed Loan Purchase (Farmer Mac 2)

Unleash the potential of your USDA Guaranteed Loans and access competitive long-term rates by participating them with Farmer Mac. Submit a USDA FSA or RD Guarantee or continue the process of setting a loan in our Online Loan App (OLA). You can also view records for all your previously participated loans in the OLA archive.

You can visit the [Resource Library](#) to learn more about USDA Guaranteed Loan Purchase and review the [USDA Guarantees training kit](#).

Farm & Ranch Purchase Commitment (LTSPC)

Manage risk and free up capital by taking advantage of this credit enhancement solution. Simply identify the loans that Farmer Mac will commit to purchase in case of default for a modest fee, and submit them through the Purchase Commitment application.

You can visit the [Resource Library](#) to learn more about Farm & Ranch Purchase Commitment and review the [Purchase Commitment training kit](#).

[SUBMIT/ACCESS A PURCHASE COMMITMENT DEAL](#)

New Here?

[CLICK FOR A QUICK GUIDE.](#)



[OR LEARN EVEN MORE IN THE RESOURCE LIBRARY](#)

Alerts (4)

Farmer Mac - Phone Outage
Farmer Mac's phone service provider is currently experiencing intermittent outages, which may impact our customers' ability to contact ...
[Read More](#)

System Maintenance
System maintenance is scheduled for Saturday, February 8 (00:00:00 CT until 24:00:00 CT). During this time, access to eFarmerMac.com and its underlying systems and ...
[Read More](#)

Farmer Mac - Holiday Closure
Farmer Mac offices will be closed on Monday, February 17, in observance of Presidents Day. Please plan your rate locks and purchase requests accordingly. ...
[Read More](#)

[View all](#)

Announcements (4)

January Refresh Webinar
Get a grip... on agriculture and the economy with Dr. David Kohl!
Join this Farmer Mac webinar where Dr. David Kohl will discuss the effects of th...
[Read More](#)

The Feed - Winter 2019 | 2020 is Here!
In addition to covering the "ostrich boom" of the '90s, this issue includes an update on renewable energy growth, cropland cash rent trends, off...
[Read More](#)

NEW - Dever's OPS
According to Dr. Kohl, customers within an ag lender's typical portfolio are either parting, moving forward, trading water, or ready to sink. Classifying the por...
[Read More](#)

[View all](#)

3

Dedicated Area

Always be in the know.

Dedicated and reliable area for special alerts and announcements.



Let's Take A Tour . . .

Welcome to the new eFarmerMac.com!

Everything you need to know in one spot.

Feeling lost? Start with our resource library.

[TAKE ME THERE](#)



 **Great Reimagined**

[View Today's Rate Sheets](#)



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This is what BETTER looks like . . .

Welcome to your Profile Page



User
Samuel Seller [Edit](#)

Title	Company Name	Account ID	Active
Senior Lender	Acumen Bank	AC-009	<input checked="" type="checkbox"/>

PROFILE [CHANGE PASSWORD](#)

Name
Samuel Seller

Preferred First Name

Title
Senior Lender

Company Name
Acumen Bank

Email
test@testbank.com

Phone
Extension

Mobile
123-456-6789

Fax

Other Phone
Extension

▼ **Mailing Address**

Country
United States

Street
1234 Main Street




City
Anytown

State
District of Columbia

Zip
12345

My Administrator(s)

Administrators manage your access rights to this website. Contact them to learn more about which applications you have access to, to gain new access rights or additional permissions within these systems, or for other help with your access to eFarmerMac.com.

-  **Bixby Brian**
[\(123\) 123-1231](#)
dgustafson_test@farmerma...
-  **Church Street**
[\(703\) 360-8568](#)
kzcal_test@farmermac.com
-  **Peter Parker**
[\(654\) 654-6544](#)
peconterra_test@farmerma...

My Access Rights

This is a summary of your ability to access the various tools available through eFarmerMac.com. Your active permissions are listed below. To change these permissions, or to learn more about access rights, please contact an administrator listed above.

My Access Rights

This is a summary of your ability to access the various tools available through eFarmerMac.com. Your active permissions are listed below. To change these permissions, or to learn more about access rights, please contact an administrator listed above.

Farm & Ranch Loan Purchase

- AgPower App
- AgXpress App
- Purchase Request
- Rate Sheet

Farm & Ranch Purchase Commitment

- Purchase Commitment App

Farm & Ranch Loan Servicing

- Online Servicing Request
- Net Realizable Value (NRV) Analysis

USDA Guaranteed Loan Purchase (FM2)

- Servicing Action Module (SAM)
- Online Loan Application (OLA)



Administrator Responsibilities



Creating, updating, and deactivating users

Helping users with password resets
and unlocking frozen accounts



Ensuring data quality and access rights
are kept up-to-date



This is what BETTER looks like . . .

The screenshot shows the 'Manage Users' page of the FARMER AC website. The header includes the logo and navigation menu. A dark blue banner at the top of the main content area reads 'Manage Users'. Below this is a search bar (D) and a 'Create New User' button (B). A table (C) lists three users with columns for Name, Title, Email, Phone, and Status. Each row has an 'Edit' button (E).

FARMER AC
FINANCING RURAL AMERICA

Home Solutions ▾ Rates Servicing ▾ Resource Library Manage Users Dashboard

Manage Users

Search Users (D) (B) Create New User

Name	Title	Email	Phone	Status	
User Name	Title	User Email	(515) 661-1945	Active	Edit (E)
User Name	Title	User Email	(202) 555-5422	Active	Edit
User Name	Title	User Email	(703) 555-5555	Active	Edit



Manage Users

User Information

* Account:

Acumen Bank

* First Name:

* Last Name:

* Title:

* Email Address:

* Username:

Either Phone or Mobile Phone is required. Mobile Number will be used to send verification SMS.

* Phone Number:

(###) ### ####

* Mobile Number:

(###) ### ####

Other Phone Number:

(###) ### ####

Other Phone Extension:

Mailing Address

* Street:

8280 Greensboro Drive

* City:

McLean

* State:

Virginia

* Country:

USA

Create

User Permissions

Farm & Ranch: Loan Purchase

- AgPower App
- Rate Lock Request
- Purchase Request
- Rate Sheet

Farm & Ranch: Purchase Commitment

- Purchase Commitment App

Farm & Ranch: Loan Servicing

- Online Servicing Request
- Net Realizable Value (NRV) Analysis

USDA Guaranteed Loan Purchase (FM2)

Servicing Action Module (SAM)

No Access

Online Loan Application (OLA)

No Access

- Rate Sheet

eFarmerMac.com Administration

Account Admin (Manage Users)

Update

Reset Password

Deactivate User



Wait . . . there's more . . .

FARMER AC
FINANCING RURAL AMERICA

Home Solutions Rates Servicing Resource Library Manage Users Dashboard USER NAME Contact Us

Dashboard
Seller Administrator Dashboard
As of Mar 24, 2020 11:39 PM-Viewing as Peter Parker Refresh

Total Users
Includes Active and Inactive Users
Record Count
Active true ●
10
View Report (Active vs. Inactive Users)

Active and Inactive Users List

First Name	Last Name	Email	Username	Active
Albert	Brooks	je_saf@farmermac.com	je_saf@farmermac.com	<input type="checkbox"/>
Bixby	Brian	djustafson_test@farmermac.com	djustafson_test@farmermac.com	<input type="checkbox"/>
Carr	Test	terpslakes@gmail.com	terpslakes@gmail.com	<input type="checkbox"/>
Church	Street	kzcal_test@farmermac.com	kzcal_test@farmermac.com	<input type="checkbox"/>
Peter	Parker	peconterra_test@farmermac.com	peconterra_test@farmermac.com	<input type="checkbox"/>
Roger	Robert	ccovington_test@farmermac.com	ccovington_test@farmermac.com	<input type="checkbox"/>
Steve	McQueen	ccauley_test@farmermac.com	ccauley_test@farmermac.com	<input type="checkbox"/>
Test	X	xtest@farmermac.com	xtest@farmermac.com	<input type="checkbox"/>
Test	Y	ytest@farmermac.com	ytest@farmermac.com	<input type="checkbox"/>
Willie	Jackson	ggzions_test@farmermac.com	ggzions_test@farmermac.com	<input type="checkbox"/>

User Dashboards and Reports

Report: Network Members 3.0
Active vs. Inactive Users

Total Records: 10

Active	First Name	Last Name	Member Account	Account Name	Email	Username	Last Login
<input type="checkbox"/>	Albert	Brooks	Zions Agricultural Finance		je_saf@farmermac.com	je_saf@farmermac.com	3/24/2020 6:48 PM
<input type="checkbox"/>	Steve	McQueen	Zions Agricultural Finance		ccauley_test@farmermac.com	ccauley_test@farmermac.com	3/24/2020 10:11 AM
<input type="checkbox"/>	Roger	Robert	Zions Agricultural Finance		ccovington_test@farmermac.com	ccovington_test@farmermac.com	3/23/2020 12:45 PM
<input type="checkbox"/>	Bixby	Brian	Zions Agricultural Finance		djustafson_test@farmermac.com	djustafson_test@farmermac.com	3/24/2020 10:21 AM
<input type="checkbox"/>	Willie	Jackson	Zions Agricultural Finance		ggzions_test@farmermac.com	ggzions_test@farmermac.com	3/24/2020 10:35 AM
<input type="checkbox"/>	Church	Street	Zions Agricultural Finance		kzcal_test@farmermac.com	kzcal_test@farmermac.com	-
<input type="checkbox"/>	Peter	Parker	Zions Agricultural Finance		peconterra_test@farmermac.com	peconterra_test@farmermac.com	3/24/2020 11:38 PM
<input type="checkbox"/>	Carr	Test	Zions Agricultural Finance		terpslakes@gmail.com	terpslakes@gmail.com	-
<input type="checkbox"/>	Test	X	Zions Agricultural Finance		xtest@farmermac.com	xtest@farmermac.com	-
<input type="checkbox"/>	Test	Y	Zions Agricultural Finance		ytest@farmermac.com	ytest@farmermac.com	-
Subtotal							
Total (10)							

Row Counts Detail Rows Subtotals Grand Total



Let's Take A Tour . . .

HATCHING MAY 11!
Our new eFarmerMac.com
is almost here.

TRAINING AVAILABLE 4/28 OR 5/4

SIGN UP NOW



Great Reimagined



Welcome to the new eFarmerMac.com!

Everything you need to know in one spot.



Topics

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eFarmerMac.com

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Help

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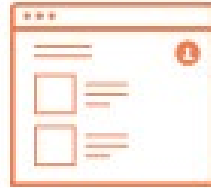
This is what BETTER looks like . . .

Knowing where to go for help just got easier!

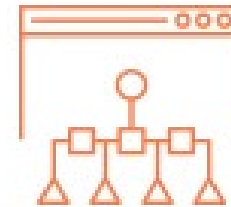
The screenshot displays the Farmer Mac website interface. At the top left is the logo 'FARMER AC FINANCING RURAL AMERICA'. A navigation menu includes 'Home', 'Solutions', 'Rates', 'Resource Library', 'Manage Users', and 'Dashboard'. In the top right corner, there is a user profile icon and a 'User Name' dropdown menu. A green-bordered 'Contact Us' button is located in the top right corner of the main content area. The main content area features the Farmer Mac logo and the text: 'Have a question or need additional support? We are here to help.' To the right of this text is a circular profile picture of a man, with an orange button labeled 'Relationship Manager Name' and another orange button labeled 'Contact your Relationship Manager' with a sub-button 'Relationship Manager Email'. Below this, there are four contact sections: 'Client Services' with phone number '(866) 452-2617' and email 'clientservices@farmermac.com'; 'Rate Lock Desk' with phone number '(866) 452-2617' and hours '9:00 a.m. — 2:00 p.m. Central Time'; 'Corporate Headquarters' with address '1999 K Street, N.W., 4th Floor, Washington, DC 20006'; and 'Midwest Office' with address '9169 Northpark Drive, Johnston, IA 50131'. At the bottom right, there is a 'Stay in the loop' section with social media icons for Facebook, Twitter, and LinkedIn.



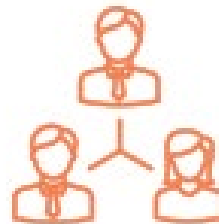
This is what BETTER looks like . . .



A clean, modern design



Intuitive navigation



Simplified user management



Dedicated area for alerts and announcements



We've Arrived!

THE NEW CUSTOMER PORTAL IS HERE.



Topics

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eFarmerMac.com

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Session



Get Ready for Go Live Communications

- Today's Webinar recording will be on www.FarmerMac.com
- Training Follow Up Email with Links to Training Resources and Recorded Webinar
- Prepare for Go Live Email – May 6th
 - Reminder to log out of Legacy Portal on Friday, May 8th
 - Login Instructions
 - Links to Resources
- Welcome Email with Login Link – May 11th



Training Support Materials



eFARMERMAC.com SELLER USER GUIDE



Together, we strengthen the financial position of American agriculture and rural communities. Our capital, united with your commitment, is a winning combination.

eFARMERMAC.com SELLER USER GUIDE

- 2 [Getting Started](#)
- 3 [Accessing eFarmerMac.com](#)
- 4 [Login](#)
- 5 [Forgotten Password](#)
- 6 [Two-Factor Authentication](#)
- 7 [Important Acknowledgments and Alerts](#)
- 8 [Navigating eFarmerMac.com](#)
- 9 [Home Page](#)
- 12 [My Profile and Permissions](#)
- 14 [Solutions](#)
- 17 [Rates](#)
- 19 [Servicing](#)
- 20 [Exploring Farmer Mac's Resource Library](#)
- 26 [Staying Informed](#)
- 27 [Alerts](#)
- 28 [Announcements](#)
- 29 [Getting Help](#)
- 30 [Contact Us](#)
- 31 [Answers to your Frequently Asked Questions](#)
- 35 [Appendix](#)

Sample Emails and Acknowledgements



eFARMERMAC.com ADMINISTRATOR GUIDE



Together, we strengthen the financial position of American agriculture and rural communities. Our capital, united with your commitment, is a winning combination.

eFARMERMAC.com ADMINISTRATOR GUIDE

- 2 [Getting Started](#)
- 3 [Welcome](#)
- 3 [The Administrator Role](#)
- 4 [Accessing eFarmerMac.com](#)
- 9 [eFarmerMac.com Administration](#)
- 10 [Managing Users Overview](#)
- 11 [Creating a New User](#)
- 12 [eFarmerMac.com Permissions & Access Rights](#)
- 14 [Searching for an Existing User](#)
- 15 [Password Reset and Unlocking a User Account](#)
- 16 [Deactivating a User](#)
- 17 [Helpful Hints to Manage Users](#)
- 18 [Bi-Annual User Audit and Annual Certification](#)
- 19 [User Dashboard](#)
- 20 [Getting Help](#)
- 21 [Contact Us](#)
- 22 [Answers to your Frequently Asked Questions](#)
- 24 [Appendix](#)

Sample Emails and Acknowledgements
My Overview

QUICK START GUIDE

eFarmerMac.com

Welcome.

Welcome to eFarmerMac.com—Farmer Mac's customer portal—providing quick, easy access, to Farmer Mac's online tools and solutions.

The Quick Start Guide is designed to **GET YOU STARTED**, and help you **QUICKLY NAVIGATE** to Farmer Mac's suite of online tools and solutions.

Please refer to the **Seller User Guide** for more step-by-step instructions should more information be needed.

LET'S GET STARTED

1. [Get Logged In](#)
2. [Manage My Profile & Permissions](#)
3. [Easily Navigate our Customer Portal](#)
4. [Access What's Important](#)
5. [Solutions](#)
6. [Announcements](#)
7. [Resource Library](#)
8. [Get Help](#)

You'll find our customer portal offers many benefits and makes it easy to connect and do business with us.

- 1. **EASE OF USE**
Enhanced navigation and organization of information.
- 2. **EASY TO MANAGE**
Manage profiles, permissions, and passwords with ease.
- 3. **STAY INFORMED**
Dedicated areas for announcements, promotions, and alerts.

QUESTIONS? ClientServices@FarmerMac.com | 866.452.2617 | farmermac.com

FAQ

eFarmerMac.com

Got a question? We have answers.

LOGIN RELATED QUESTIONS

Q Where do I go to log in?
A Enter efarmermac.com into your web browser. To ensure an improved user experience, Google Chrome is the preferred internet browser for accessing eFarmerMac.com. Bookmark the portal web address for quick, easy access—every time.

Q How do I log in?
A Go to efarmermac.com and enter your email (your email address at your institution) and password. Click CONTINUE to access eFarmerMac.com. **IMPORTANT:** As a first time user, you will receive a Welcome to eFarmerMac.com email, inviting you to create a profile password before logging into eFarmerMac.com. Click on the [Complete your profile now](#) link in the email to create a password. Once created, you will be redirected to the sign page to enter your email and password to access the portal.

Q Where/how do I get my login credentials if I don't have them?
A Reach out to your institution's Farmer Mac Administrator. Or you can initiate a password reset by clicking on the [Recover your email or password](#) link on the eFarmerMac.com Login Page.

Q I forgot my password. Now what?
A You can initiate a password reset by clicking on the [Recover your email or password](#) link on the eFarmerMac.com Login Page.

You have questions. We have answers.

Take a few minutes to read through answers to frequently asked questions.

Q What is two-factor authentication? Who do I call if the two-factor authentication isn't working for me?
A Keeping your information secure is of the utmost importance! That's why we've included a two-factor authentication as part of the eFarmerMac.com login process. This extra layer of protection ensures the security of your online account beyond just an email and password. Two-factor authentication requires users to successfully provide two pieces of information (or factors) to gain access to their account. After you log in with your email and password (the 1st factor), a randomly generated code (the 2nd factor) is sent to you via email or SMS text message. Reach out to your institution's Farmer Mac Administrator with any questions or difficulties logging in.

Q Will I be required to do a two-factor authentication every time I log in?
A You will be required to two-factor authenticate the first time you log in to the portal, and then again every time you log in. You will also be required to two-factor authenticate anytime you log in from a new IP address/device (i.e. different computer, mobile device, etc.).

QUESTIONS? ClientServices@FarmerMac.com | 866.452.2617 | farmermac.com

FAQ

eFarmerMac.com

Administration

ADMINISTRATION DUTIES RELATED QUESTIONS

Q What are my Administration responsibilities?
A As the Farmer Mac Administrator for your organization, your designated responsibilities include:
• Creating new users and inviting them to access eFarmerMac.com.
• Managing existing users and assisting with password resets and locked accounts.
• Deactivating users who have left your organization or no longer need access to eFarmerMac.com.
• Assigning access and permissions to various solutions and online tools, as well as applications and systems within eFarmerMac.com.
• Completing a bi-annual audit of all users.
• Lending your eFarmerMac.com subject matter expertise to your organization's users.

Q I understand there can be more than one Administrator. How do I assign more?
A Looking to add additional Administrators? Reach out to Client Services at 866-452-2617 or email clientervices@farmermac.com. There are many benefits to having multiple administrators. Here's just a few:
1. Minimizes potential disruptions for password resets, locked accounts, or any other system access issues.
2. Offers multiple touch points for support.
3. Provides ample coverage during vacations, appointments, time away from the office, and personal time off.

You have questions. We have answers.

Take a few minutes to read through answers to frequently asked questions.

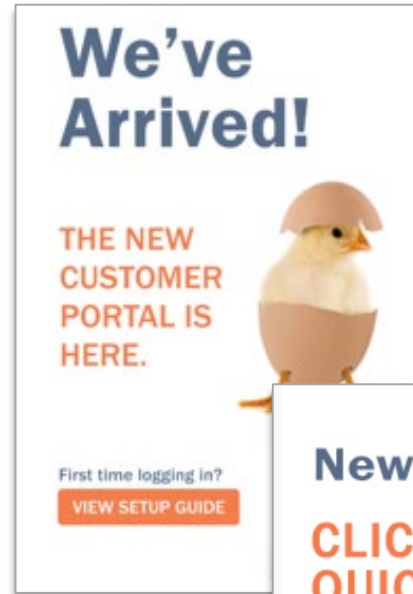
Q How do I know if I have Administration rights?
A Navigate to [My Profile](#) from the eFarmerMac.com Home Page. As an Administrator, you will be listed in the [My Administrator\(s\)](#) column on the right-hand side of the page. As an Administrator, you should also have access to the [Manager Users and Dashboard](#) tabs on the eFarmerMac.com HOME PAGE TAB BAR. For questions regarding your administration rights, please reach out to our Farmer Mac Client Services team at 866-452-2617 or email clientervices@farmermac.com.

Q I am a new Administrator and I'm not sure what that means. Where do I go to learn about this?
A We're excited to share several resources to help with your eFarmerMac.com administration questions. Once you've logged into eFarmerMac.com, navigate to the [Resource Library](#) and click on the eFarmerMac.com Guidance link to access the eFarmerMac.com Administrator Guide. The guide provides step-by-step instructions around all of your Administrator responsibilities, and includes definitions around the various permission and access controls within eFarmerMac.com.

QUESTIONS? ClientServices@FarmerMac.com | 866.452.2617 | farmermac.com



Getting Help - Customers



- ✓ Training Follow Up Email with Links to Training Resources
- ✓ Preparing for Go Live Email (Cutover Plan, Login Instructions, Links to Resources)

- ✓ Easy access to Login, Navigation, and eFarmerMac Guidance resources

- ✓ Contact Relationship Manager and/or Client Services Team



We've Arrived!

THE NEW
CUSTOMER
PORTAL IS
HERE.



Topics

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eFarmerMac.com

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You Have Questions . . . We Have Answers



You Have Questions . . . We Have Answers

FARMER MAC eFARMERMAC.com SELLER USER GUIDE

FAQ

FAQ

eFarmerMac.com
Got a question? We have answers.

FARMER MAC

LOGIN RELATED QUESTIONS

Q. Where do I go to log in?
A. Enter efarmermac.com into your web browser. To ensure an improved user experience, Google Chrome is the preferred internet browser for accessing eFarmerMac.com. Bookmark the portal web address for easy access—every time.

Q. How do I log in?
A. Go to efarmermac.com and enter your email address at your institution's password. Click CONTINUE on eFarmerMac.com.

IMPORTANT: As a first time user, you will receive a Welcome to eFarmerMac.com email, inviting you to create a password before logging in to eFarmerMac.com. Click on the **Complete your profile** link in the email to create a password. Once created, you will be redirected to a page to enter your email and password to access the portal.

Q. Where/how do I get my login credentials if I don't have them?
A. Reach out to your institution's Farmer Mac Administrator. Or you can request your email or password link on the eFarmerMac.com Login Page.

Q. I forgot my password. Now what?
A. You can initiate a password reset on the **Recover your email or password** link on the eFarmerMac.com Login Page.

QUESTIONS? ClientServices@FarmerMac.com

You have questions.
We have answers.
Take a few minutes to read through answers to frequently asked questions.

FAQ

eFarmerMac.com
Got a question? We have answers.

FARMER MAC

LOGIN RELATED QUESTIONS

Q. Will I be required to change my password? How often?
A. You will be required to reset your password every 180 days.

Q. What do I do if I get locked out of my account?
A. You will automatically be locked out of your account after 3 failed login attempts. Once your account is locked, you must wait 15 minutes before resetting your password. You can also reach out to your institution's Farmer Mac Administrator for assistance.

Q. Once I'm logged in, will the system kick me out after a period of non-activity?
A. The system will require you to log back in if you have been inactive for more than 90 minutes.

PROFILE RELATED QUESTIONS

Q. Where do I access My Profile?
A. Your institution's Farmer Mac Administrator has established your profile and permissions, and you have the ability to view and edit your profile through **My Profile**. Click the user icon in the upper right-hand corner of the Home Page and select **My Profile** from the drop-down menu. Personalize your profile by adding a picture and ensuring your information is up-to-date.

Q. When I make a change to My Profile, is the change immediate and is Farmer Mac aware of the update?
A. Yes, and all updates are instantaneous.

QUESTIONS? ClientServices@FarmerMac.com | 866.452.2617 | farmermac.com

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FARMER MAC eFARMERMAC.com ADMINISTRATOR GUIDE

FAQ

FAQ

eFarmerMac.com
Administration

FARMER MAC

ADMINISTRATION DUTIES RELATED QUESTIONS

Q. What are my Administration responsibilities?
A. As the Farmer Mac Administrator for your organization, your designated responsibilities include:

- Creating new users and inviting access to eFarmerMac.com
- Managing existing users and assisting with password resets and locked accounts
- Deactivating users who have left your organization or no longer need access to eFarmerMac.com
- Assigning access and permissions to various solutions and online tools, such as applications and systems on eFarmerMac.com
- Completing a bi-annual audit of all user accounts
- Lending your eFarmerMac.com matter expertise to your organization

Q. I understand there can be more than one Administrator. How do I assign more than one?

A. Looking to add additional Administrators? Reach out to Client Services at 866-452-2617 or email clientservices@farmermac.com. There are many benefits to having administrators. Here's just a few:

1. Minimizes potential disruptive password resets, locked accounts, and other system access issues.
2. Offers multiple touch points for support.
3. Provides ample coverage during vacations, time away from the office, and personal time off.

QUESTIONS? ClientServices@FarmerMac.com

You have questions.
We have answers.
Take a few minutes to read through answers to frequently asked questions.

FAQ

eFarmerMac.com
Administration

FARMER MAC

MANAGING USERS RELATED QUESTIONS

Q. How do I add/delete/edit user profiles for others at my organization?
A. One of your primary responsibilities as the Administrator within your organization is to manage your users and their access to eFarmerMac.com.

The majority of your administrative duties will be completed from the **Manage Users** tab, located on the HOME PAGE TAB BAR. To create a new user:

1. Click on **Manage User** tab
2. Click on **Create New User** quick action button on the right-hand side of the page
3. A pop-up box will appear—enter new user information
4. Click **Create**

To edit a user:

1. Click on the user's name or the **Edit** quick action button on the right side of the User List
2. A pop-up box will appear with the user's profile and permission information.
3. Update the user's profile information (name, phone, address)
4. Add or remove permissions
5. Click **Update**

Q. When I add a user, how will they know they are added? Do they receive a notification?

A. The new user will receive an email from eFarmerMac Portal containing their username and an embedded link that will prompt the user to create a password and log into eFarmerMac.com.

Refer to the eFarmerMac.com Seller User Guide for more information around user login.

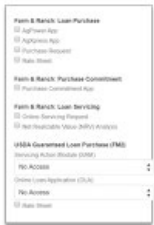
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Q. What are each of the solutions/applications/rights that I'm granting for users? What happens when I give them access? Is it immediate?

A. Assigned permissions/access rights are immediate. When creating or editing a user, you have the ability to assign permission rights to the following solutions and rate sheets:

- Farm & Ranch Loan Purchase
- Farm & Ranch Loan Servicing Commitment
- Farm & Ranch Loan Servicing
- USDA Guaranteed Loan Purchase

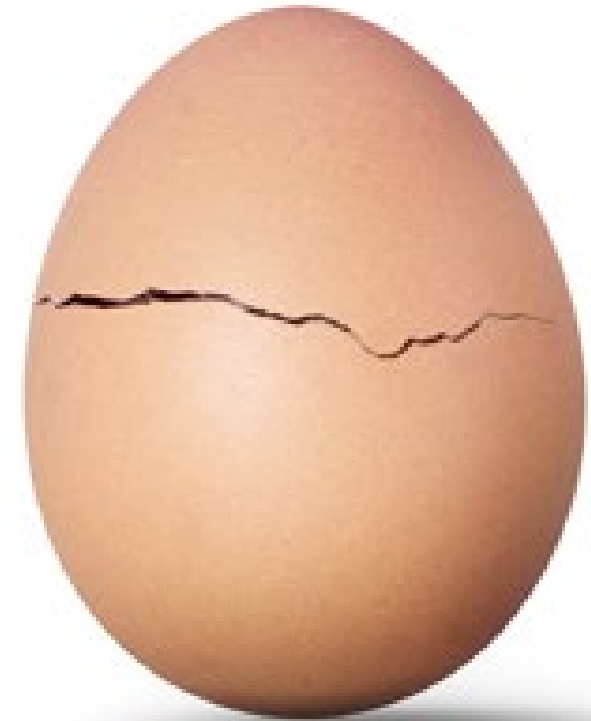


Refer to pages 12 and 13 of the eFarmerMac.com Administrator Guide for more information around User Permissions/Access Rights.



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at a fresh, new
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HATCHING MAY 11!



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