Document Management System (DMS) FAQs

Question: Where can I find DMS Resources?
Answer: You can find DMS Resources on Asset Management page of our website under "Resources."
http://www.freddiemac.com/multifamily/seller_servicer/asset/

Question: Where can I find a DMS training webinar?
Answer: You can find a recently recorded webinar on
http://freddiemacmultifamily.rapidlearner.com/ContentRegistration.aspx?DocumentID=5a14f15a-c32e-4baf-945e-e5897542a67f&Cust=45042&ReturnUrl=/p/4504209813

Question: Can I use Google Chrome?
Answer: No, Blitzdocs product is designed to only run through Microsoft Internet Explorer on Microsoft client operating systems.

Question: Which Internet Explorer versions are supported?
Answer: Currently this extends to Internet Explorer versions 9, 10 and 11. This does not mean that BlitzDocs will not work with earlier versions of Internet Explorer, but that the focus and support is on the three latest versions.

Question: Is there software to install?
Answer: Yes, install the custom ActiveX controls to take advantage of all functionality. Please follow the steps in the 'Getting Started with DMS – At-A-Glance' job aid.
https://multifamily.freddiemac.com/multisuite/resources/dms_getting_started.pdf

Question: Is there a file size limit when uploading documents?
Answer: Yes. The file size limit is 50MB.

Question: How do I request a new user?
Answer: Complete the Document Management System New User Setup, Reactivation and Deactivation Form located on http://www.freddiemac.com/multifamily/seller_servicer/tech/ under the System Administrators Technical Documentation. The form must be sent by your system administrator.
http://www.freddiemac.com/multifamily/resources/external_dms_user_deact_form.pdf

Question: Why am I deactivated?
Answer: You may be deactivated due to inactivity. You must log-in every 120 days to stay active.

Question: Who can enable my access if I have been deactivated?
Answer: Your system administrator will need to submit the Document Management System New User Setup, Reactivation and Deactivation Form
http://www.freddiemac.com/multifamily/resources/external_dms_user_deact_form.pdf

Question: How do I reset my password?
Answer: On the log-in screen, click on the "I forgot password" link and an email will be sent with instructions to reset your password

Question: What is the company code in the log-in screen?
Answer: Freddiemac (one word)

Question: Who can delete a document from the loan folder?
Answer: To notate a document that you would like to delete, type in 'PLEASE DELETE' in the title or comments section located in the document properties icon. A Freddie Mac business representative will remove the document for you.

Question: Is there a bulk upload feature?
Answer: Yes. Instructions can be found on the Asset Management page of our website under "Resources."
http://www.freddiemac.com/multifamily/seller_servicer/asset/
DMS –Bulk Upload Feature Using Coversheet