



## 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."

**Question:** Where can I find a DMS training webinar?

**Answer:** [Click here](#) for the training webinar.

**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 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 the [Seller/Service Help page](#) under the System Administrators tab. The form must be sent by your system administrator.

**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](#)

**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. [Click here for the instructions.](#)