



Document Management System FAQs

Where can I find DMS Resources?

You can find DMS Resources on the [Originate & Underwrite webpage](#) or the [Asset Management webpage](#). Includes access to document mappings and the DMS user guide.

Which browsers are supported?

Currently DMS is supported by Microsoft Edge and Google Chrome. The majority of documents are stored in Adobe's PDF format so an Adobe viewer is also required.

Is there a file size limit when uploading documents?

Yes, the file size limit is 50 MB.

How do I request a new user?

Complete the [DMS New User Setup, Reactivation and Deactivation Form](#). The Form must be sent by your [system administrator](#). If servicing a loan where Freddie Mac is Master servicer, access to the Master Servicer cabinet will be needed.

Why am I deactivated?

You may be deactivated due to inactivity. You must log in every 120 days to stay active.

Who can enable my access if I have been deactivated?

Your [system administrator](#) will need to submit the [DMS New User Setup, Reactivation and Deactivation Form](#).

How do I log into DMS?

Complete the Company Code Field with "freddiemac" – all lowercase letters. Complete the User Name field with your Seller/Servicer number, followed by an underscore before your first initial and last name.

How do I reset my password?

On the login screen, click on the "I forgot password" link and an email will be sent with instructions to reset your password. You can also reset your password if you've accidentally locked yourself out after five failed login attempts.

Who can delete a document from the loan folder?

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 representative will remove the document for you.

I want to upload a document but can't find the matching Document Type on the upload screen?

The Multifamily Service Desk or your Freddie Mac representative

I have received an error message while using DMS – what should I do?

Contact the Multifamily Service Desk

Who do I contact with questions, concerns or if I'm in need of DMS training?

Multifamily Service Desk:

Hours: 8 am to 8 pm EST Mon to Fri

Phone: 703.450.3200 Option #3

Toll Free: 1.866.MultiFM (1-866-685-8436)

Email: MF_Service_Desk@freddiemac.com