

Loading Multifamily Guide Forms

If you're having issues previewing *Freddie Mac Multifamily Seller/Service Guide* forms in your Internet browser, use this guide to troubleshoot.

Download the Form

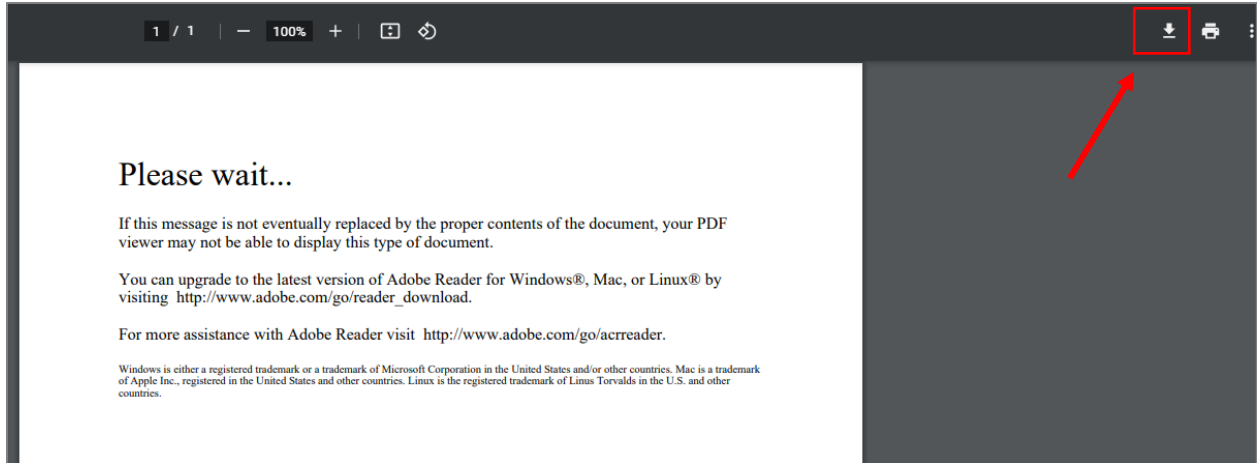
Since many Guide forms must be downloaded to be completed, downloading the form is a solution.

You can find Guide forms on the [Guide & Forms webpage](#), under one of the tab categories.

GUIDE CHAPTERS	▼
GUIDE TRAINING VIDEOS	▼
NUMBERED GUIDE FORMS	▼
CHECKLISTS AND GUIDE EXHIBITS FOR UNDERWRITING	▼
FORMS FOR ORIGINATE AND UNDERWRITE	▼
FORMS FOR ASSET MANAGEMENT	▼
FORMS FOR PURCHASE AND DELIVER	▼
ACCESS REQUEST FORMS	▼

When you click on certain PDF forms, you may see a loading screen appear with a "Please Wait..." message. Please note that this is an error – the form will not load in the browser.

Download the form using the upper right-hand button, as shown in the screenshot below.




The downloaded form on your desktop should open and load successfully.

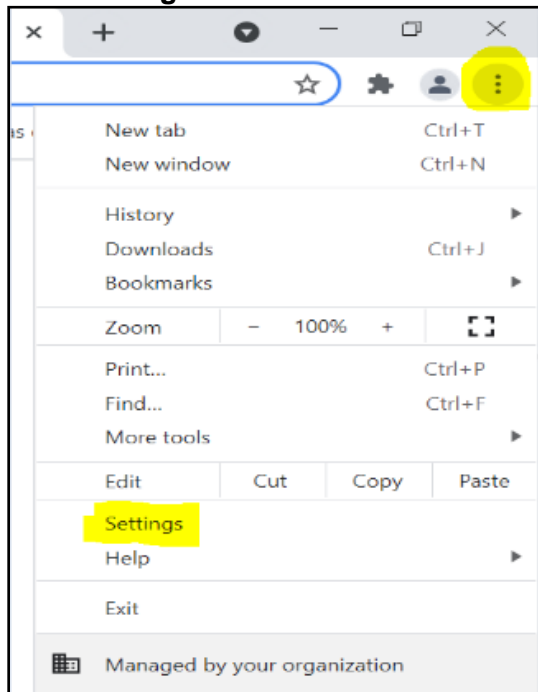
Change Browser Settings

Another solution to load the preview of Guide forms in your browser would be to change your browser settings so that you will be prompted to download all PDF documents.

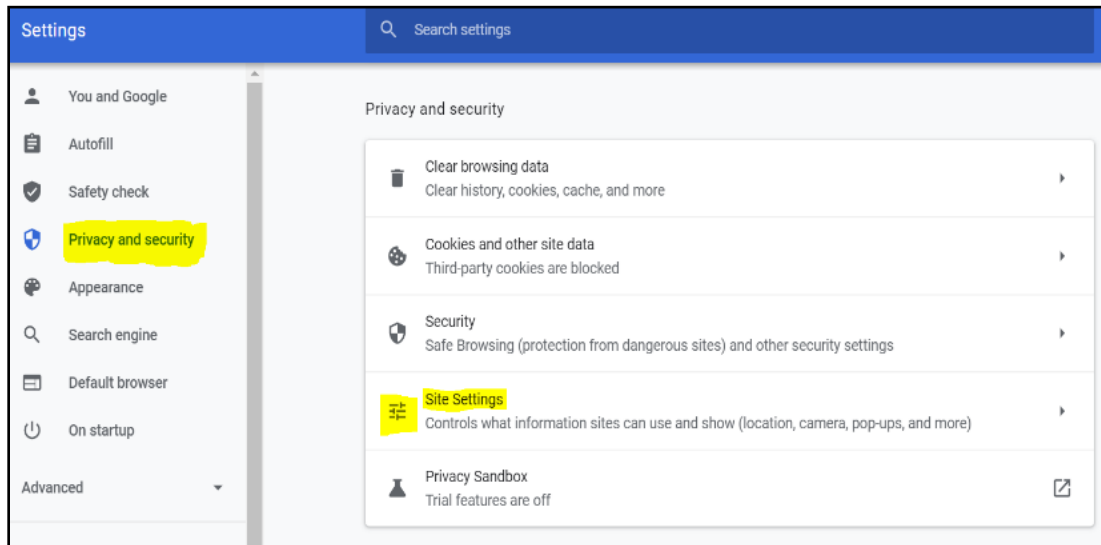
Please refer to the instructions for your preferred Internet browser.

Google Chrome

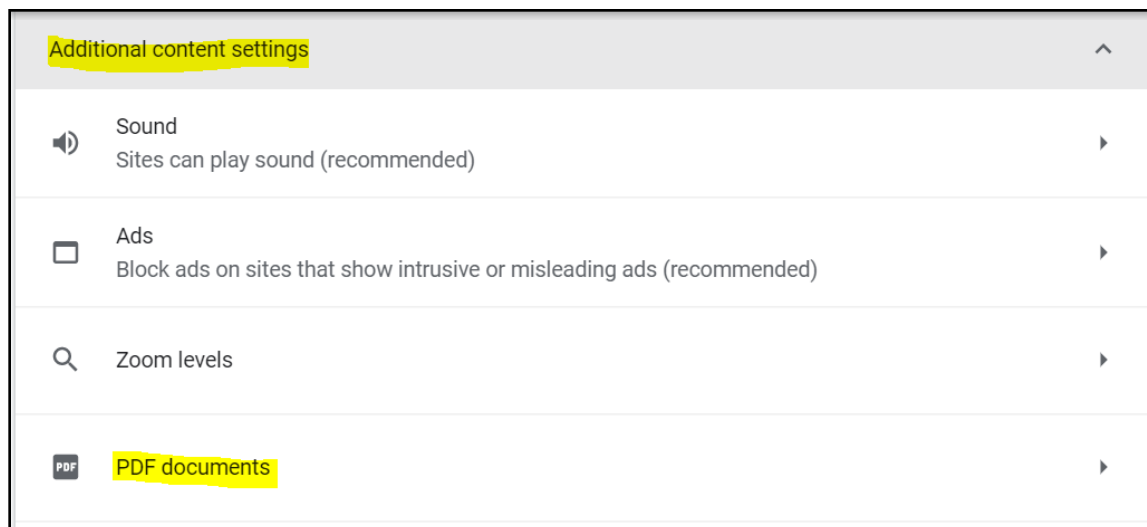
1. On your computer, open Chrome
2. At the top right, click More 
3. Click **Settings**



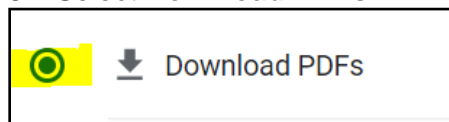
4. On the left hand side, click **Privacy and security** → **Site Settings**



5. Scroll down and Click **Additional Content settings** → **PDF Documents**





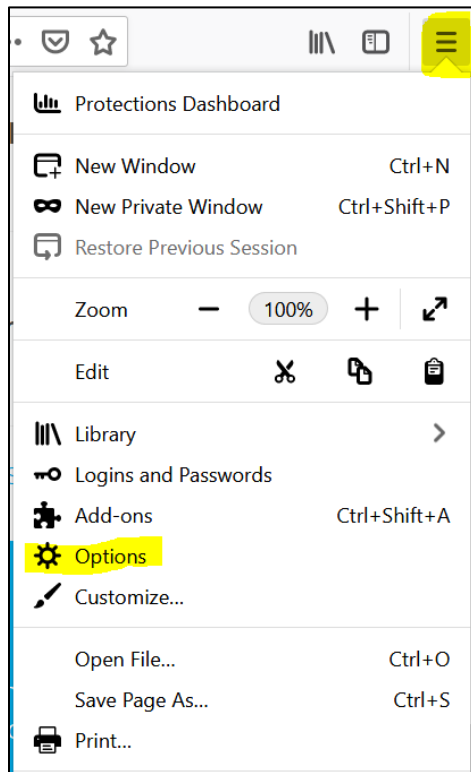
6. Select **Download PDFs**.



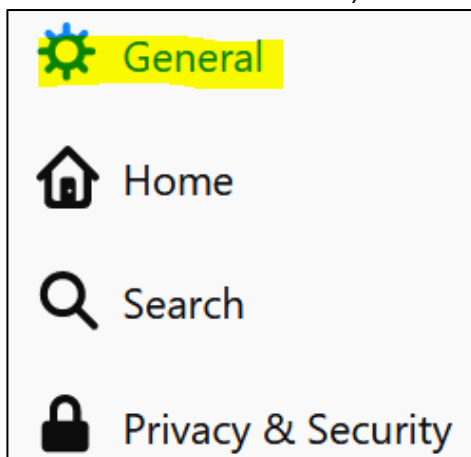
Now, every time you open a PDF file, it will download automatically to your desktop.

Mozilla Firefox

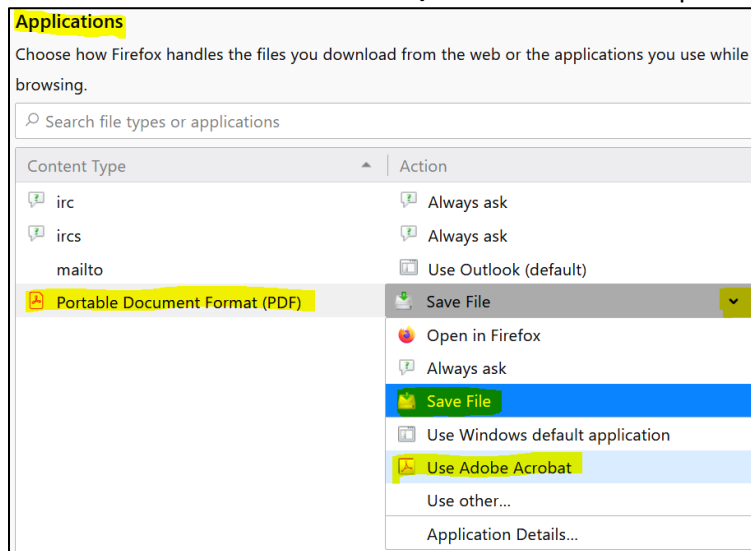
1. Open the Mozilla Firefox browser.
2. Click the  icon in the upper-right corner of the browser window.
3. Select  Options (or **Settings** in older versions of Firefox) from the drop-down menu.




4. On the left side of the screen, make sure the **General** option is selected.

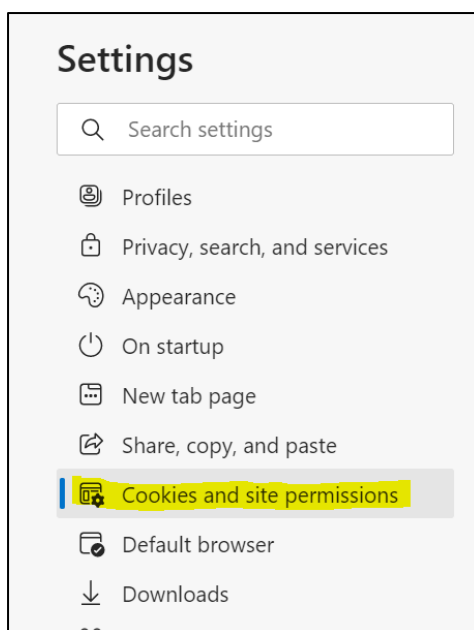


5. In the **Applications** section (under the Files and Applications heading), select the **Portable Document Format (PDF)** option.
6. To make Firefox automatically download PDF files, select **Save File** from the drop-down menu. You can also select **Use Adobe Acrobat/Reader** from the drop-down to open the file directly.

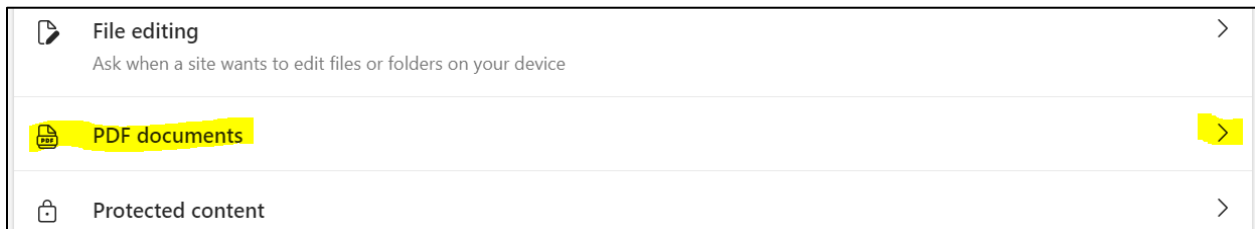


Microsoft Edge

1. Open the Microsoft Edge browser.
2. Click the  icon in the upper-right corner of the browser window.
3. Click **Settings** from the drop-down menu that appears.
4. On the lefthand side, click **Cookies and site permissions**



5. Scroll down and find **PDF documents**



6. **Enable** always download PDF files

Now, every time you open a PDF file, it will download automatically to your desktop.

If you have issues, please contact the [Multifamily Guide Team](#).