Loan Quality Connect™
Frequently Asked Questions

April 2019

Loan Quality Connect is a state-of-the-art system that transforms the way we work with lenders to drive loan quality and manage the post-purchase review process. It allows lenders and Fannie Mae staff to collaborate in real-time to manage file requests, loan reviews, the Data Validation Center process, and more.

These FAQs address many of the questions received since the launch; however, the Loan Quality Connect web page contains training materials that address some of the most sought-after information, including:

- Job aid: Accessing Loan Quality Connect / User ID and Password requirements
- Job aid: Logging in and out of Loan Quality Connect
- eLearning: Document and Loan File Requests

System accessibility FAQs

Q1.   What is my role in Loan Quality Connect?

To identify your role in Loan Quality Connect, click the **drop-down menu** next to your name in the top right-hand corner and select **My Account**. Your role will display on the screen.

Loan Quality Connect has four roles, including:

- Document Technician
- DVC Specialist
- Remediation Specialist
- Manager

View the Why Your User Role Matters and Managing Users job aids for more information. If you have questions about your user role that is not addressed in the job aids, please contact 1-800-2Fannie.

Q2.   Which browser should I use to access Loan Quality Connect?

Loan Quality Connect is supported by multiple browsers, including Internet Explorer, Google Chrome, and Firefox. However, Google Chrome may provide the best user experience.

Loan file FAQs

Q3. **Do loan files or missing document requests have size limitations and file naming conventions in Loan Quality Connect?**

Loan files and missing document requests may be uploaded to the *Bulk Documents* screen and *Tasks* tab when they meet the following criteria:

- Loan files up to 400 MB may be uploaded to the Bulk Document Upload screen and Tasks tab as long as the loan file uses the following file naming convention:
  - FannieMaeLoanNumber_LoanFile.pdf
  - FannieMaeLoanNumber_<LenderName>.pdf
  - FannieMaeLoanNumber_<LenderLoanNumber>.pdf
- If a loan file/missing document is uploaded using any other naming convention, you are restricted to uploading no more than 250 MB to the Tasks tab.

View the Document Upload Naming Convention job aid for more information.

Q4. **How can I confirm bulk loan files have been submitted to Fannie Mae?**

You can confirm bulk loan files have successfully uploaded to Loan Quality Connect by following these steps:

- Navigate to the **Processed** tab on the Bulk Upload screen to view all successful uploads.
- Search for the loan using the search function.
- Access the **Documents** tab, open the loan review, and validate that the loan file document was received.

Review the Bulk Upload of Loan Files or Documents job aid for more information.