

FREQUENTLY ASKED QUESTIONS

November 2024

Frequently Asked Questions

What is IMHere?

IMHere is a state-of-the-art ticket system and client service portal. The portal enables us to respond and interact with you regarding the tickets you submit and track the interactions as your questions/issues move toward resolution.

How do I request access?

To request access to our system (MDC, DDC or IMHere), please contact your company's OKTA administrator or email governingdocs@bnymellon.com.

How do I create a ticket on IMHere?

The two preferred methods are:

1. If you have access to the IMHere icon through the OKTA portal, tickets can be created directly on the platform. Please refer to the "[IMHere Help Document](#)."
2. If you don't have access to IMHere, please email support@documentcustodian.com.

IMHere tickets can also be generated by:

3. Emailing:

- bnymellon_fnma_inquiries@documentcustodian.com (for Fannie Mae certification questions/issues or Clearing Documents)
- bnymellon_fhmc_inquiries@documentcustodian.com (for Freddie Mac certification questions/issues or Clearing Documents)
- release_pending@documentcustodian.com (to submit release/copy request)
- servicing_transfer@documentcustodian.com (to submit servicing transfer request)

4. Calling:

- Fannie Mae: 1-800-677-2669
- Freddie Mac: 1-800-211-2677
- All Other: 1-866-735-5851

Once a ticket is created, you will receive an email with the ticket number, which can be used to follow-up.

Note: Please do not copy multiple mailboxes or generate tickets with multiple methods as doing so will create multiple tickets for the same issue.

What is the best file format to provide?

Providing information in an excel file is the most helpful format. Print screens, PDFs or JPEGs can delay the research process.

How do I follow-up on an existing ticket?

There are two ways to follow-up:

1. If you have access to the IMHere ticketing application, enter a follow-up comment/question in the description field of the existing ticket.
2. Reply to the email you received from support@documentcustodian.com. Please do not change the subject line. If the subject line is changed, the system will create a duplicate ticket for the same issue.

I already have a ticket. How do I inquire about a new item?

When inquiring about a new item, please create a new ticket in the IMHere portal or send a new email to support@documentcustodian.com. Please do not use an existing ticket to add a new issue.

Please do not reply to a former Zendesk Ticket email.

How do I escalate a ticket?

Call the relevant contact number below and ask the Client Service Representative to mark the ticket as "Priority." You can also reach out to your Client Service Manager or Relationship Manager.

- Fannie Mae: 1-800-677-2669
- Freddie Mac: 1-800-211-2677
- All Other: 1-866-735-5851

Can we run reports on open tickets in IMHere?

IMHere does not currently produce reports. Within the portal, you can:

- View all of your tickets and tickets you have been cc'd on;
- Filter your tickets by Any, Open, Awaiting your Reply and Solved;

- And search your tickets.

Can we see tickets submitted by co-workers?

You can only see tickets you created.

Can we add co-workers to our tickets?

In IMHere, you can add a watcher to your ticket, which will allow the watcher to receive all email communications on the ticket.

How do I cancel a ticket that was opened in error or no longer needed?

- Preferred method: In IMHere you cannot cancel a ticket. You will need to respond to the email that you received with your ticket number and ask to have the ticket canceled.
- If you can't locate that email, please send an email to support@documentcustodian.com with details on the original request being canceled.

Will IMHere replace the need for users to research or run reports on MDC/DDC?

No. IMHere provides the ability to open tickets on issues/questions in the following categories:

- Cert Resolution—Questions on agency certifications
- Reinstatements—Questions about loans that have been shipped back to BNY but not reinstated
- Release and Copy Inquiries—Questions about your pending release/copy request
- Document Recovery—Recovery of documents that were shipped in error to BNY
- Trailing Documents—Questions around trailing document processing
- Servicing Transfer—Questions for new or pending servicing transfers
- Pending Release—Submission of release/copy requests

Should I send release requests via IMHere?

The preferred method is to send release requests is via MDC/DDC. If you do not have access, then you can submit a release request via IMHere.

How do I submit clearing documents for agency certification?

If a copy of the document is acceptable:

- If you have access to the IMHere application, go to the existing ticket and attach the document.
- If you do not have access to IMHere, reply to the email you received and attach the document.

If an original is required:

- Ship it to the address below:
 - ATTN: Resolution Team (FNMA/Freddie) Clearing Docs
2322 French Settlement Road, Suite 100
Dallas, TX 75212

Who can I contact with IMHere questions?

- Jimmy Watterson: jimmy.watterson@documentcustodian.com
- Training Mailbox: operations_training@documentcustodian.com

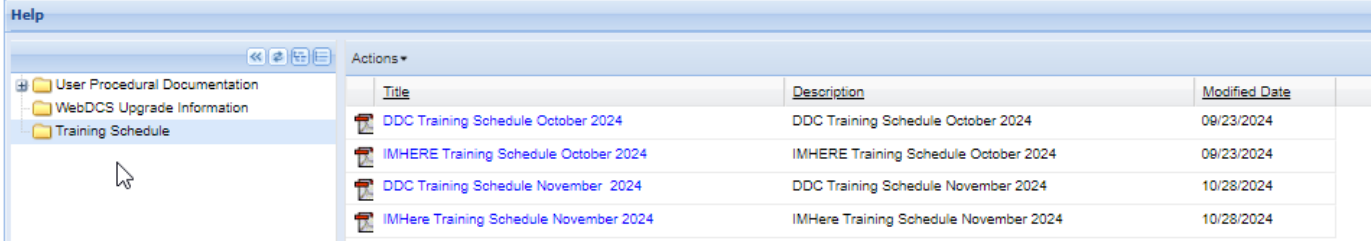
Is there training for IMHere?

Training for IMHere takes place every Tuesday and Wednesday. Please refer to the monthly training schedule for the exact training information.

To locate the training schedule, you will need to log into DDC PROD or MDC PROD.

The training schedule is updated monthly. Follow the instructions below once logged in:

- Navigate to the "HELP" tab and Training Schedule.
- Click on Training Schedule where you will see the information shown below.



The screenshot shows a web application interface with a 'Help' tab. On the left, there is a navigation pane with three folders: 'User Procedural Documentation', 'WebDCS Upgrade Information', and 'Training Schedule'. The 'Training Schedule' folder is selected. The main content area displays a table with the following data:

Title	Description	Modified Date
DDC Training Schedule October 2024	DDC Training Schedule October 2024	09/23/2024
IMHERE Training Schedule October 2024	IMHERE Training Schedule October 2024	09/23/2024
DDC Training Schedule November 2024	DDC Training Schedule November 2024	10/28/2024
IMHere Training Schedule November 2024	IMHere Training Schedule November 2024	10/28/2024

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