User Administration

Application Coordinators perform FHA Connection user administration tasks for their organization's users who have completed FHA Connection registration and received authorization from HUD. Application Coordinators are responsible for ensuring that access to the FHA Connection is provided only to employees who are directly authorized by HUD through HUD's assignment of a user ID to that specific individual and who are in continuing good standing.

Important: The FHA Connection is a secure system, subject to the provisions of *Title 18, United States Code, section 1030* which specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers. See the **Secure System Access Requirements** section of this ***FHA Connection Guide*** module.

Application Coordinator requirements and administrative tasks are described in the following sections:

- **Application Coordinator Responsibilities**
- **FHA Connection ID Administration Tasks** which presents, with illustrations from the online form, the specific procedures and steps to administer user accesses
- **Secure System Access Requirements**
- **Special Acknowledgments to Enable Program Participation**
- **User Assistance Tips**, including contact information and other basics to help system users

All FHA Connection ID administration tasks are performed using the **FHA Connection ID Administration** function which is accessed via the **ID Maintenance** menu (**Figure 1**).

Figure 1: ID Maintenance link and top segment of ID Maintenance menu page

Application Coordinator Responsibilities

The Application Coordinator role is key to organizations in their use of the FHA Connection. For an organization new to the FHA Connection, the establishment of HUD-approved Application Coordinators must take place prior to any user registration. Each Single Family HUD-approved lender can establish up to four Application Coordinators. For all other HUD-approved groups using the FHA Connection, two to four Application Coordinators may be assigned based upon the group type. Each institution or agency should establish at least two Coordinators to ensure a backup is available (and to perform ID administration tasks for each other).

Application Coordinator responsibilities include performing:

- the ID administration tasks enabling user access to system applications and specific system functions (explained in the **FHA Connection ID Administration Tasks** section)
- TOTAL Scorecard and Lender Insurance acknowledgments; these are special management-directed actions to allow organizational access to specific HUD programs (explained in the **Special Acknowledgments to Enable Program Participation** section)
- tasks as a Standard User, if the Application Coordinator is also authorized to use FHA Connection functions to perform loan processing and/or loan servicing for their institution

The following **FHA Connection ID Administration Tasks** section and subsections describe Application Coordinators' duties related to user ID administration.

FHA Connection ID Administration Tasks

Application Coordinator ID administration duties fall into two main categories:

- **New User Set Up Tasks**: When HUD approves a new user, both the user and their Application Coordinator receive e-mail notification of HUD's approval. Therefore, it is very important to enter the correct e-mail address on the registration form and also for Application Coordinators to ensure that their own e-mail addresses are current and correct. The new user cannot access the system, though, until the Application Coordinator sets up authorization rights to the FHA Connection systems and functions which the user is approved by their organization to use. When this is completed, the Application Coordinator notifies the new user of their user ID and that they can now access the FHA Connection. The system and function authorizations granted by the Application Coordinator are effective within 10 minutes.
- **Existing User ID Maintenance Tasks**: User ID maintenance tasks performed by the Application Coordinator include updating nonsecure user information and performing password reset (**Figure 4)** and adding and/or terminating user access rights to FHA Connection system applications and functions (**Figures 5** and **6)**.

To perform these ID administration tasks:

1. On the **ID Maintenance** menu, select **FHA Connection ID Administration** (**Figure 1**) to open the FHA Connection ID Administration Request page (**Figure 2**). Enter or select information in the following fields to locate a user for whom to perform user administration tasks or to retrieve a list of users:
   - **Query User IDs** to locate the user record(s) (select or enter one or more criteria)
   - Optionally, change the **Sorted By** criteria (user ID, last name) to customize the display order of the information retrieved. This is especially helpful if more than one user is retrieved and the FHA Connection ID Administration List page is presented (**Figure 3**).

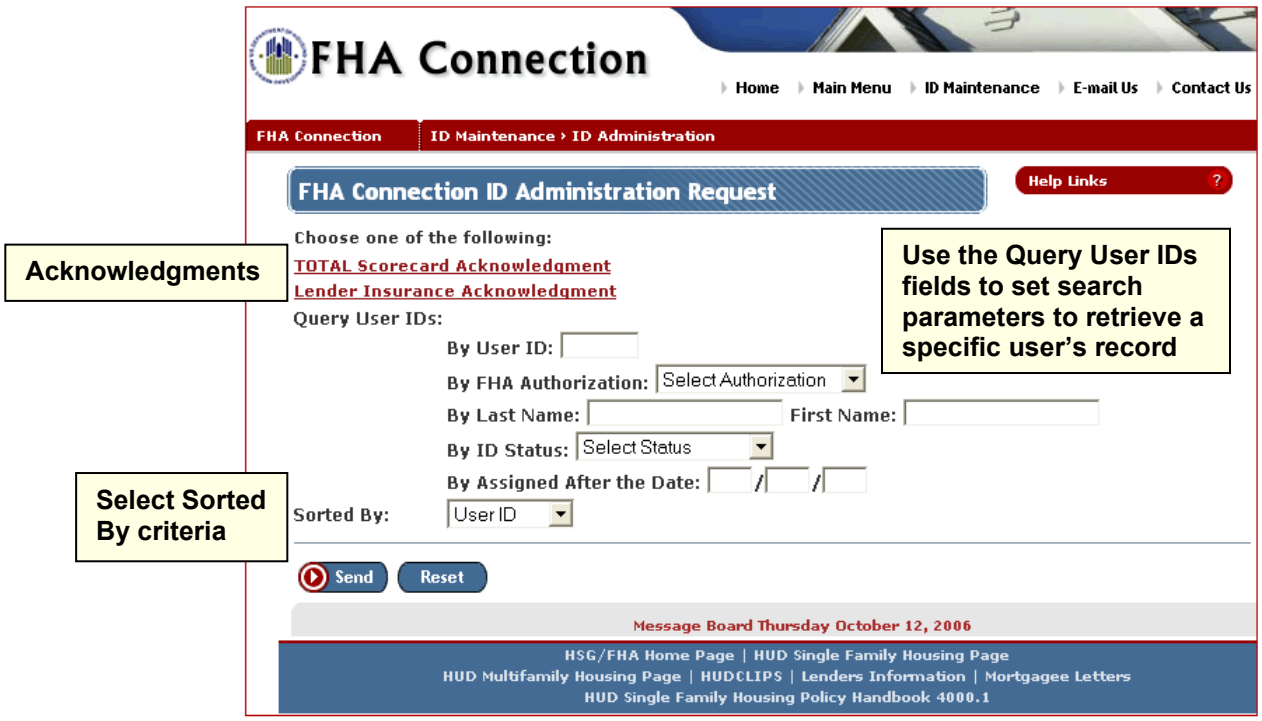


Figure 2: FHA Connection ID Administration Request page

2. If more than one user record is retrieved, the FHA Connection ID Administration List page (**Figure 3**) appears. Select the appropriate user ID in the **User ID** field and proceed to step 3. If a single user record is retrieved, go directly to step 3 below.

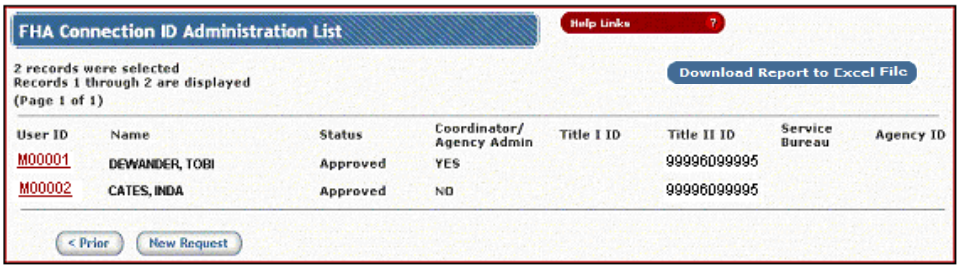


Figure 3: FHA Connection ID Administration List page

3. The FHA Connection ID Administration page appears when a single user record is retrieved (**Figure 4**). Verify that it is the correct user. The use of this page is shown, section by section in:
   - **Change User Data and/or Reset Password**
   - **Make or Change System Application and System Function Selection(s)**
   - **Terminate a User**
   - **Reinstate a User**

Change User Data and/or Reset Password

The top section of the FHA Connection ID Administration page enables the Application Coordinator to:

- view or change nonsecure information in the user data fields
- use the **Reset Password** link to automatically change the password to the last six digits of the user's SSN (effective in 15 minutes)

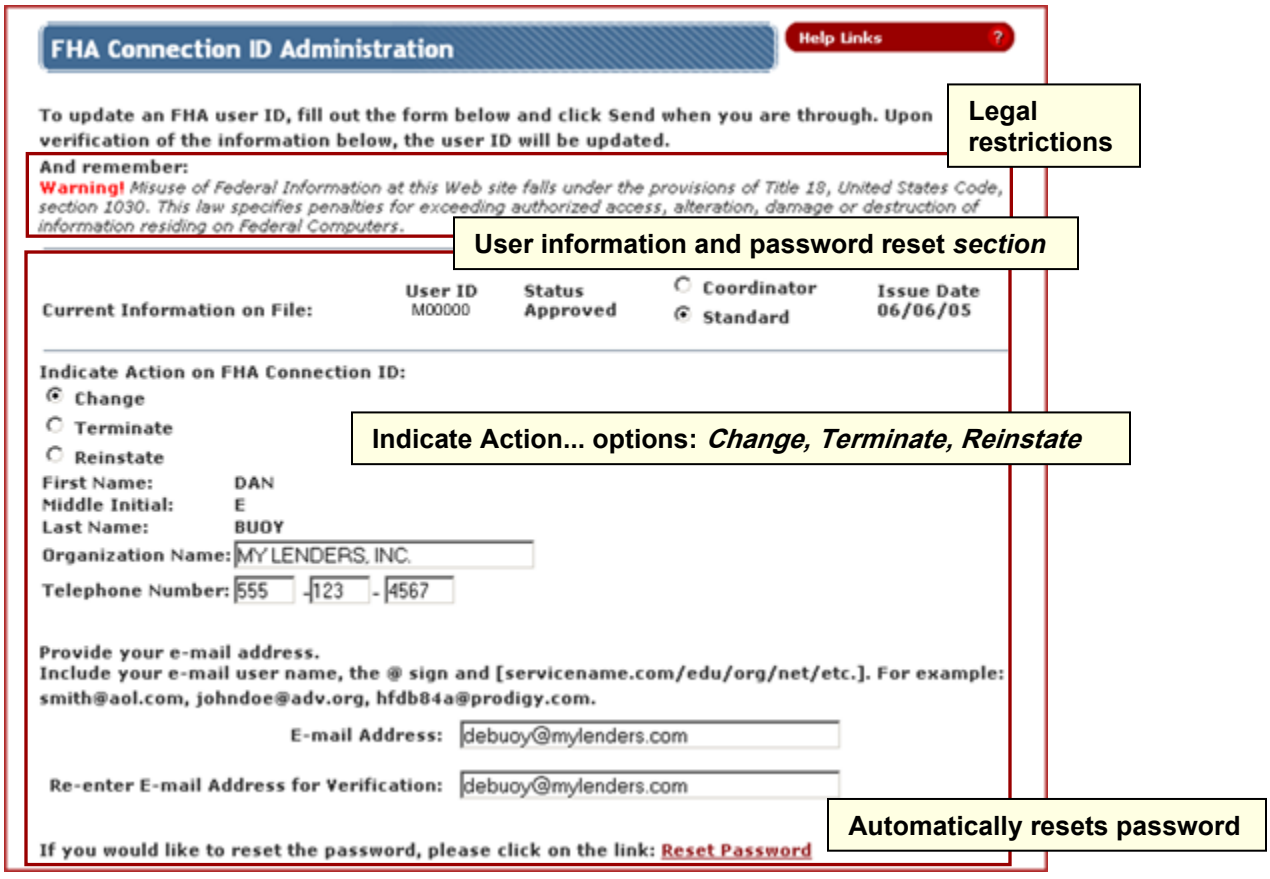


Figure 4: Top portion of FHA Connection ID Administration page - user information and password reset

Make or Change System Application and System Function Selection(s)

Use the **Choose your System Applications** section of the FHA Connection ID Administration page to add or change user accesses to FHA Connection system applications and the functions within those applications.

Note: Different options may be displayed based on your user type, e.g., Application Coordinator for a HUD-approved housing counseling agency vs. Application Coordinator for a lending institution.

As shown in **Figure 5,** the **Choose your System Applications** section, displayed for an Application Coordinator of a lending institution, is organized into the following three subsections:

- Lender Electronic Assessment Portal Applications (LEAP) applications, located in the top portion of the System Applications section
- Title II Lender, Service Bureau, and Underwriter system applications, located in the middle portion of the System Applications section
- Title I Lender system applications, located in the lower portion of the System Applications section

The following steps explain how to use the **Choose your System Applications** section:

1. Click the checkbox corresponding to any of the desired functions in the LEAP section, e.g., **Cash Flow Account Setup**, **Branch Data Entry**, **Notice of Material Events**, etc.
2. Enter the user ID, if not already displayed, for the applicable user type, i.e., Title I and/or Title II lender, Service Bureau, Underwriter.
3. Then, click the appropriate system application box or tab, e.g., **CHUMS**, **Monthly Premiums**, **CAIVRS**, etc.

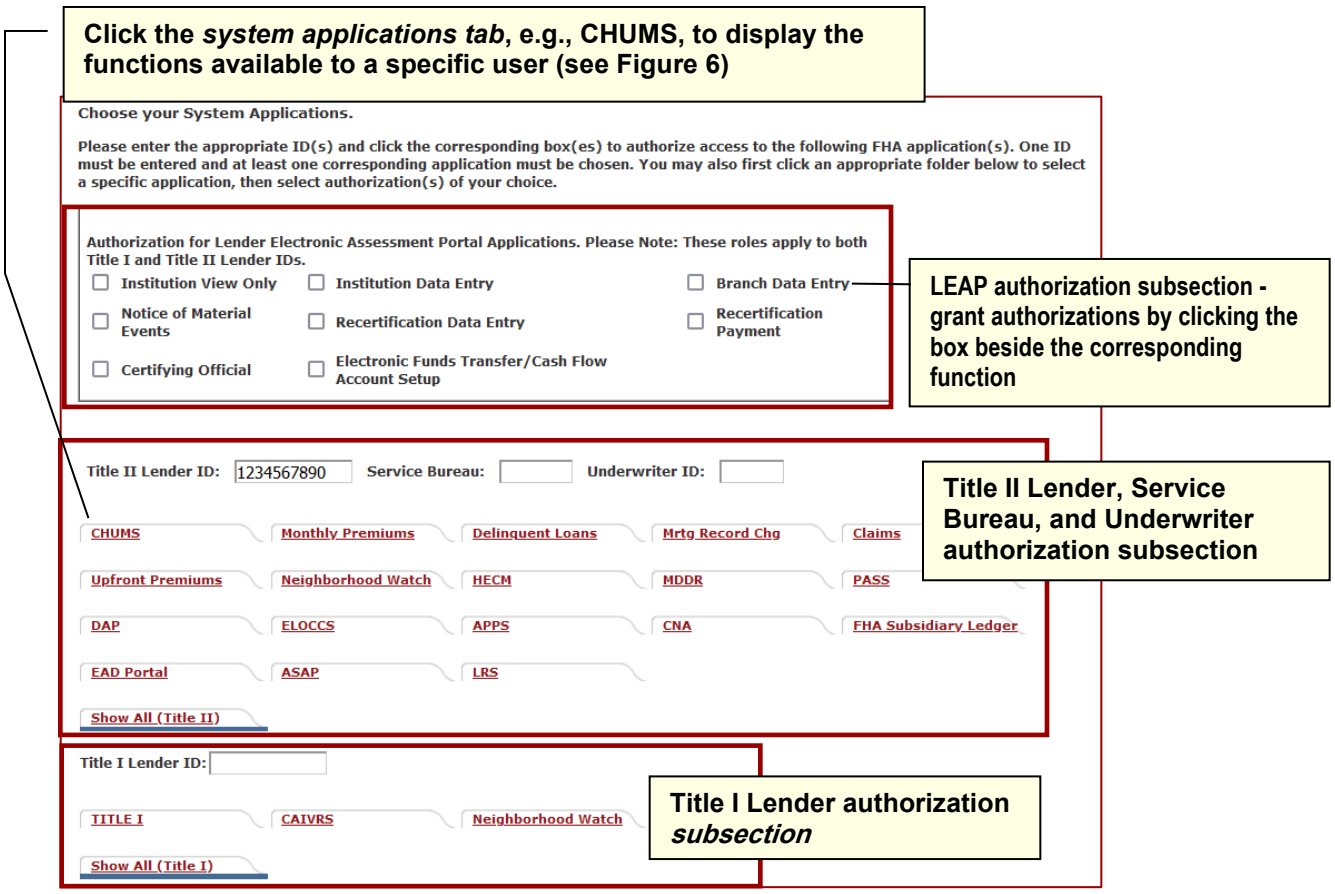


Figure 5: System Applications section of the FHA Connection ID Administration page for a user from a lending institution

When you click the system application tab, e.g., the **CHUMS** tab shown in **Figure 5** above, a detailed authorization section displays showing the functions specific to that system.

Step 3 and **Figure 6** (following) show the procedure for selecting system application authorizations and functions.

4. To select system application authorizations, in the appropriate **Authorization for**...section(s), either:
   - check the box next to the authorization option needed, *or*
   - for the functions with access-level selections, e.g., **Appraisal Processing**, click the radio button to select the appropriate access, e.g., *Add/Update*. Selection of the access level also selects that function.

   Figure 6 illustrates these options using the CHUMS system application authorizations as an example. As shown, selection functionality (*checkbox* or *radio button*) varies according to whether or not an *access level* must be designated.

5. After successfully processing this information, the user's authorizations are effective within 10 minutes.

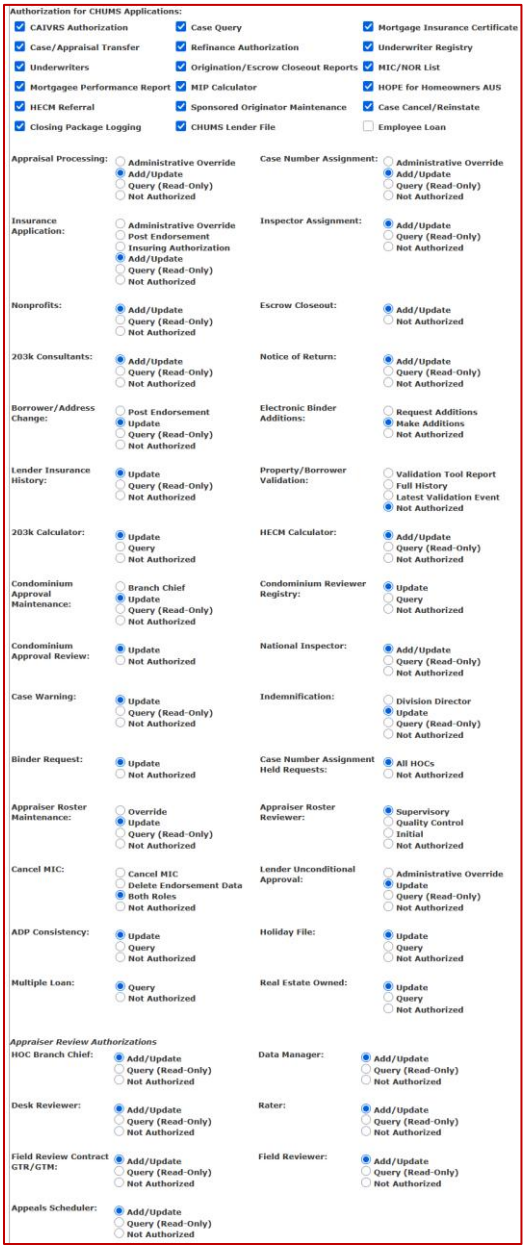


Figure 6: Authorizations for CHUMS applications

System function authorization selection *section*

Terminate a User

On the FHA Connection ID Administration page (**Figure 4**), review the user ID displayed and the user data to ensure that the correct user is selected. At the top of the FHA Connection ID Administration page, in the **Indicate Action**...field (**Figure 7**), click *Terminate*.

Figure 7: Terminate option selected in Indicate Action field (top portion of FHA Connection ID Administration page)

The FHA Connection ID Termination Reason page (**Figure 8**) appears for you to enter a termination reason selection using the **Reason for Termination** drop-down list and process the termination.

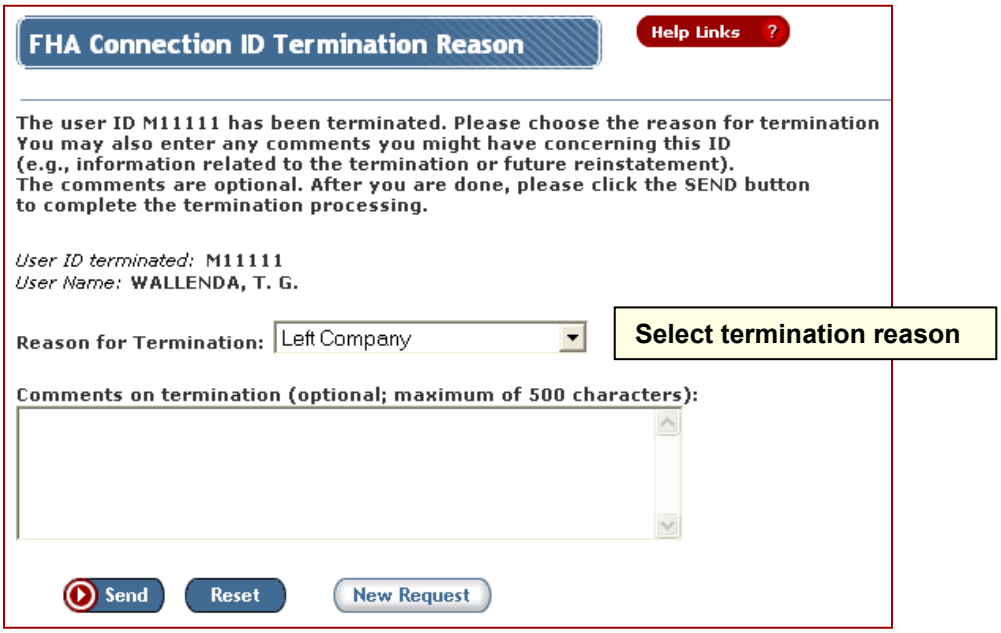


Figure 8: FHA Connection ID Termination Reason page

Termination reasons are available in the drop-down Select Termination Reason list, as illustrated in **Figure 9**.

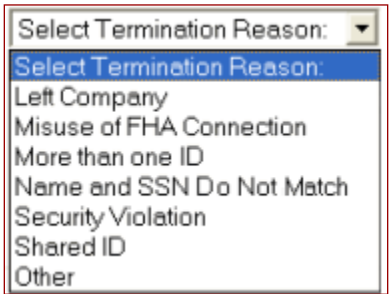


Figure 9: FHA Connection ID Termination Reason page

For a successful user ID termination, the FHA Connection ID Termination Reason Results page appears with a Success message.

Reinstate a User

On the FHA Connection ID Administration page (**Figure 4**), review the user ID displayed and check the user data to ensure that the correct user is selected**.** Click *Reinstate* in the **Indicate Action**…field (**Figure 10**) at the top of the FHA Connection ID Administration page. If the user is successfully reinstated, the FHA Connection ID Administration Results page appears displaying the user data and a Success message. Reinstatement is effective the next business day.

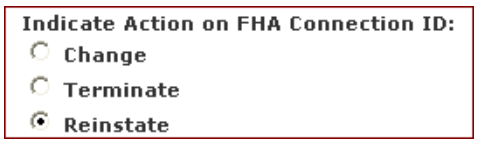


Figure 10: Reinstate option (top portion of FHA Connection ID Administration page)

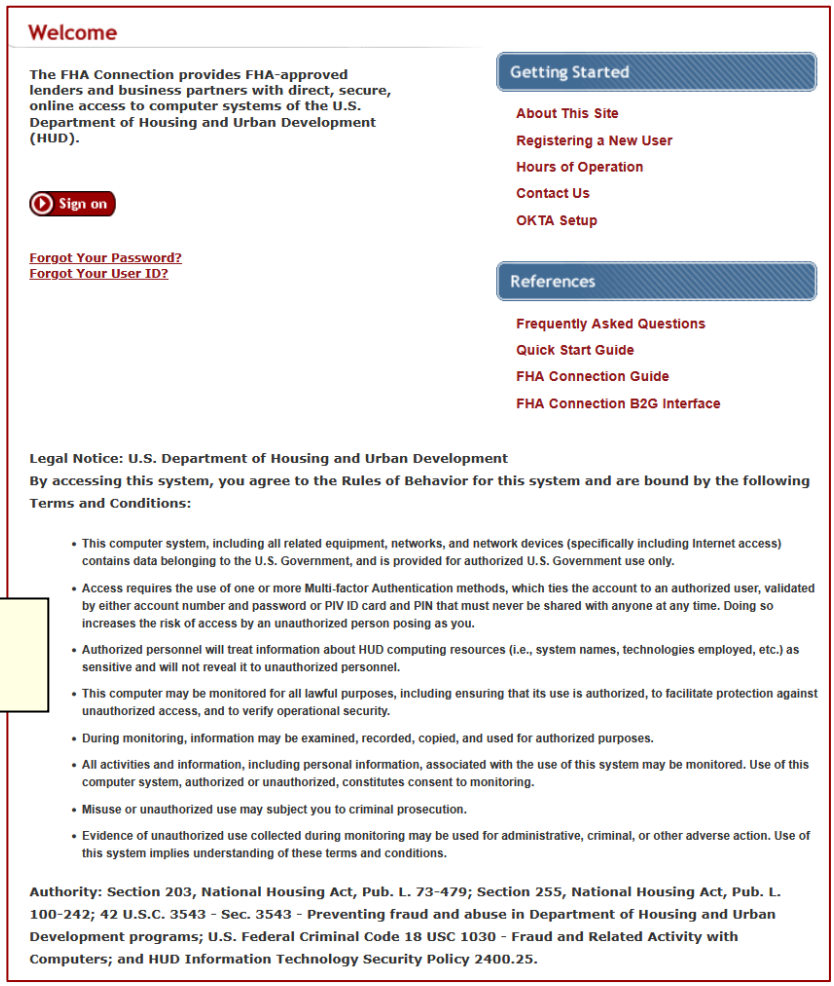
Note: If a user ID is terminated by a HUD staff member who indicated the ID can only be reinstated by HUD staff, the Application Coordinator cannot reinstate the ID (the FHA Connection ID Administration page appears with user information in view-only format).

Secure System Access Requirements

Sensitive information is accessed and transmitted through HUD's FHA Connection website. Therefore, a secure environment is maintained to ensure protection of information. Access to this environment is subject to the provisions of the *Computer Fraud and Abuse Act, Title 18 U.S. Code, section 1030* which specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on federal computers. The legal ***Warning*** stating this is posted on the FHA Connection Welcome page (**Figure 11**), on all registration forms, and on the FHA Connection ID Administration page.

Figure 11: Title 18, United States Code, section 1030 statement on Welcome page

Legal warning citing secure system access requirements



Requirements for secure system access by Application Coordinators and Standard Users include that:

- The FHA Connection user ID is a unique identification number specifically assigned to a single individual within an organization. Only HUD assigns and issues these IDs.
- Using or reissuing an FHA Connection user ID assigned to another person is prohibited.
- Application Coordinators are prohibited from providing an existing or a terminated user ID to another user other than the user originally authorized for that ID.
- Application Coordinators and authorized users must not share, display, or divulge online or publicly the FHA Connection user ID or password. For example, user IDs and passwords should not be given to third parties in telephone conversations, placed on office message boards, or left written on telephone message notes on unattended workstations.

Special Acknowledgments to Enable Program Participation

There are two special actions performed only by Application Coordinators (or authorized HUD personnel) to enable organizational participation in HUD's TOTAL Scorecard program and/or in HUD's Lender Insurance (LI) program. These acknowledgments are made using the links at the top of the FHA Connection ID Administration page. The Application Coordinator submits, following specific management direction and on behalf of the lending organization, certain legally binding certifications/inputs required for organizational-level participation. These acknowledgments are special actions and are performed following specific HUD approval and/or at management direction.

The acknowledgments (see Acknowledgments, **Figure 2**) are:

- the **TOTAL Scorecard Acknowledgment** which enables authorized employees of authorized institutions to use the FHA's TOTAL Scorecard (algorithm) in making credit decisions within their automated underwriting system (AUS)
- the **Lender Insurance Acknowledgment** required for participation in the LI program that allows qualifying lenders to endorse their own loans. When you click **Lender Insurance Acknowledgment**, the Lender Insurance Contact page appears; entry of primary contact information is required. Clicking **Send** processes the contact information and verifies eligibility for the LI program. Upon successful processing, the Acknowledgment of Terms and Conditions for LI page appears, serving as both the application for the LI program and the acknowledgment of LI terms and conditions.

  Note: **Lender Insurance Acknowledgment** is also available on the **Lender Functions** menu.

User Assistance Tips

This section provides suggestions of how to direct users needing to contact an Application Coordinator or to consult user administration resources:

- *To locate an organization's Application Coordinator*:
  - users who can sign on should do so and then click the **ID Maintenance** menu link at the top of the page, and click the **Coordinators** option to find a contact listing for their Application Coordinator
  - users who cannot sign on, e.g., when a password reset is needed, use links provided on the FHA Connection Welcome page, selecting either:
- **Contact Us** Link provides contact information for FHA Connection systems.
- **E-mail Us** Link available in the page header and used to reach the Single Family FHA Connection Administrator.

- **Forgot Your Password?** -or- **Forgot Your User ID?** Use links available on the FHAC sign-on page to assist users with their FHAC password needs.
- *To make a change in secure information*, e.g., correction of a Social Security Number (SSN), send an e-mail to sfadmin@hud.gov describing the need and inquiring about the process to use.
- *For assistance with Homeownership Center (HOC)-related issues* such as FHA loan products, processing issues and problems, mortgage credit guidelines, and property analysis guidelines, contact the FHA Resource Center ((800) CALLFHA).