FHA Connection Overview

FHA Connection Overview

❖ An interactive system on the Internet that gives approved FHA lenders real-time access to FHA systems

❖ Streamlined, user-friendly operation via familiar, cost-effective web browser technology

❖ Users navigate loan processing functions in the Connection as easily as they navigate the web
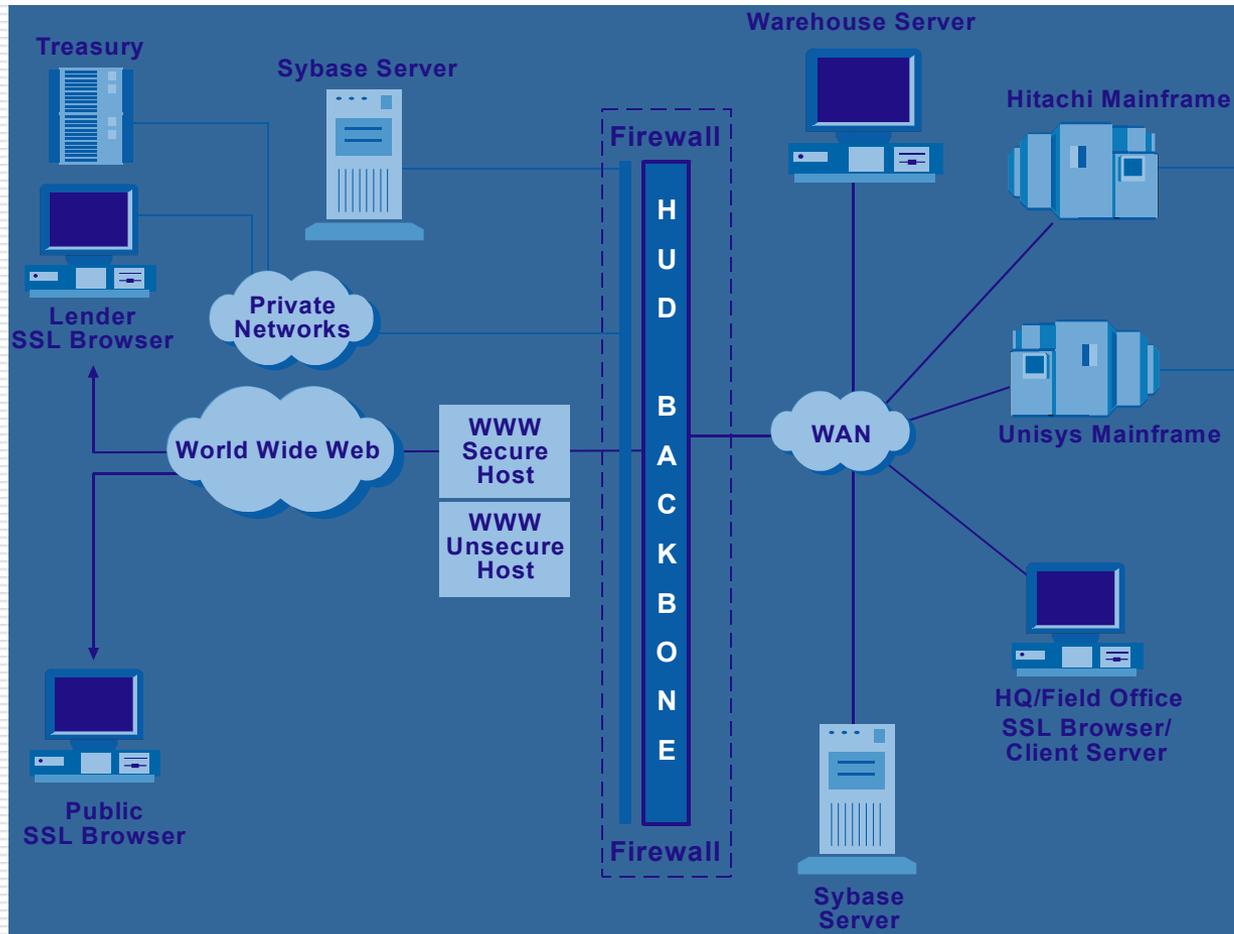
FHA Connection Capabilities

❖ A secure application that uses state-of-the-art Secure Sockets Layer (SSL) technology

❖ Provides over 80 different types of online business transactions supporting the entire loan processing life cycle

❖ Processes over 180,000 transactions daily

FHA Connection Capabilities

❖ Gives real-time access to data residing within eight different systems on multiple platforms

❖ Expedites processing turn-around time through the use of new technologies

FHA Connection System Design

User System Requirements

❖ A personal computer with access to the Internet using a modem or network that accesses an Internet Service Provider (ISP)

❖ An Internet web browser that is SSL compliant

FHA Connection Benefits

❖ Reduces processing time from weeks to minutes

❖ Ensures data integrity

❖ No data entry required for Government staff

❖ Immediate software upgrades from centralized server

FHA Connection Security

- ❖ Uses Secure Sockets Layer (SSL) communications protocol to ensure data security

- ❖ Data encryption protects transmissions between a user's terminal and the HUD Internet server

- ❖ Displays authentication to the user that they are connected to HUD

- ❖ Unique user IDs and password security required for access

FHA Connection Security

❖ Access to FHA Connection functions is a carefully controlled process between HUD and the lender organization

❖ Efficient, protected security administration and maintenance take place online via ID Maintenance for:

  ❖ Password Change

  ❖ Authorization Update

  ❖ Service Bureau Authorization

  ❖ Application Coordinators Look Up

Single Family FHA Functions

- ❖ Single Family Origination
- ❖ Single Family Servicing
- ❖ Property Improvement/ Manufactured Housing
- ❖ Lender Approval
- ❖ Lender Assessment
- ❖ Physical Assessment
- ❖ HMDA Data Submissions
- ❖ Neighborhood Watch
- ❖ Mortgagee Letters

Multi Family FHA Functions

❖ Multifamily Delinquency and Default Reporting

❖ Physical Assessment Subsystem

Multiple Ways to Assist Users

❖ Users have direct e-mail to sfadmin@hud.gov and helpline (202) 708-3300

❖ User-friendly page design simplifies data input and facilitates user success

❖ Embedded user aids:

  ❖ Direct on-screen lookups

  ❖ User-created lists of frequently used information (appraisers, inspectors)

  ❖ End-of-screen links to the same case displayed in a different function

Training Tools at Users' Fingertips

❖ Targeted information integrated into the user's working environment

  ❖ Learning Tools--What I Need to Know About…specific topics--located next to the menu link, e.g., Insurance Application and Appraisal Logging

  ❖ Processing a Loan for Single Family Insurance, located on the Single Family and Case Processing pages

  ❖ Help links to Business Background, Processing Steps, and Field Descriptions

Training Tools at Users' Fingertips

❖ Welcome Page links you to:

❖ FHA Connection Guide--a quick start guide combined with detailed instruction, mapping information to the FHA Connection menu

❖ Mortgagee Packet, providing an overview of the Single Family FHA loan processing functions and general FHA Connection information such as how to obtain a user ID, sign on, change your password, along with links to HUD lender resource pages

FHA Connection Successes

❖ Mortgagees now perform over 99% of FHA underwriting tasks using the FHA Connection

❖ Delivers a huge advantage in time, effort, and information accuracy to all concerned—lenders, homebuyers, and HUD

FHA Connection Successes

❖ Recipient of the 1998 Hammer Award
as a cost-effective, secure
electronic means for the
lending community to do
business with HUD–
supporting the entire
loan processing life cycle

**1998
Hammer
Award
Winner**