

# **FHA Connection: How to Obtain a User ID and Password**

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## **FHA Connection**

The FHA Connection provides FHA approved lenders and business partners with direct, secure, online access to the computer systems of the U.S. Department of Housing and Urban Development (HUD). Access to this system requires a user ID and password.

### ***Types of User IDs***

There are two types of User IDs that can be requested for access to the **FHA Connection**:

- **Application Coordinator**
- **Standard User**

The only difference between an Application Coordinator and Standard User is that Application Coordinators have added administration functionality. This includes the administration of user IDs assigned under the company's lender ID and relationships with service bureaus. All other functions are the same for both Standard Users and Application Coordinators.

**NOTE:** Four application coordinator IDs may be assigned to a lending institution at any given time. However, there is no limit on the number of standard user IDs that may be assigned.

### ***Procedures to Issue IDs***

The procedures to issue the two types of User IDs are completely different:

#### **Application Coordinator**

- User IDs are sent to the CEO to determine whether or not the person requesting the Application Coordinator ID should be issued the User ID.

#### **Standard User**

- Standard User IDs are retrieved by the Application Coordinator
- Consequently, a person in the company must be setup as an FHA Connection Application Coordinator in order to retrieve the Standard User IDs of others applying.

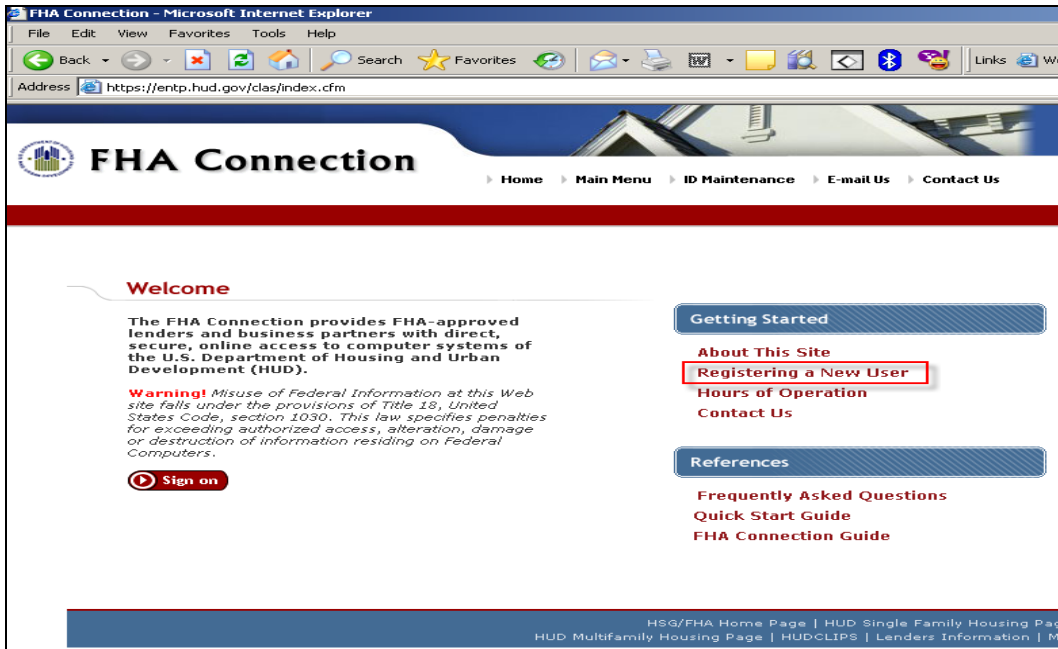
To inquire if anyone in your company is setup as an FHA Connection Application Coordinator, please send an e-mail to SFADMIN@hud.gov.

### ***Obtaining an Application Coordinator User ID and Password***

Each organization must designate at least one and up to four employees to act as an Application Coordinator. Application Coordinators maintain the FHA Connection user IDs for the entire organization. If your organization already has a designated Application Coordinator, follow the instructions in this document for **Obtaining a Standard User ID and Password**.

To obtain an Application Coordinator User ID and Password, complete the following steps:

1. Go to the FHA Connection website at **<https://entp.hud.gov/clas/>**.
2. Under **Getting Started**, click on **Registering a New User**.



3. Click on the link to the **Application Coordinator Registration** form.

**Registration**

The organization must designate an employee to act as an Application Coordinator. A maximum of two Application Coordinators are allowed. Application Coordinators maintain the FHA Connection user IDs for the entire organization (besides using the FHA Connection applications for which they are authorized). If the request for an Application Coordinator ID is approved, a notification letter disclosing the ID is mailed within 7 to 10 days to the organization's home office mailing address, to the attention of the organization's chief executive officer (CEO). Upon final approval by the CEO, the FHA Connection user ID is provided to the Application Coordinator.

- Prior to applying for an Application Coordinator ID, the applicant should verify the mailing address HUD has on record for the organization to avoid possible mailing delays.
- An Application Coordinator applicant is required to complete the Application Coordinator Registration form to obtain an FHA Connection user ID.
- Once the Application Coordinator receives an ID, other employees of the organization (Standard Users) can request FHA Connection user IDs for themselves by completing the Standard User Registration form.
- All registration forms are processed overnight. An e-mail message is sent to the e-mail address provided on the applicant's registration form notifying the applicant if an FHA Connection user ID was issued. If an ID was not issued, an explanation is provided.

4. Follow the instructions and enter your personal information and e-mail address. Create a password. The password must contain six characters; letters and at least one number. Enter your **Mother's Maiden Name** for future verification.

**First Name:**   
**Middle Initial:**   
**Last Name:**   
**Social Security Number:** --  
**Organization Name:**   
**Telephone Number:** --

**Provide your e-mail address.**

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: hfdb84a@prodigy.com.

**E-mail Address:**

**Re-enter E-mail Address for Verification:**

**Choose a Password.**

- You will enter your password each time you use this service. Your password must be exactly 6 characters comprised of letters and at least one number (for example, brad83), and may include "-" and "\_". **FHA Connection, you will need to enter the password you record on this registration form EXACTLY lower case letters, etc.**

**Password:**

**Re-enter Password for Verification:**

**For future verification, please provide your Mother's Maiden Name:**

5. In the **Choose your System Applications** section, enter your FHA Branch ID number in the **Title II Lender ID** field. If the FHA Branch ID number is unknown, Brokers and Correspondents should contact their Branch Manager or company owner to request this information. **DO NOT** complete the **Service Bureau** Field.

**Choose your System Applications.**

- Please enter the appropriate ID(s) and click the corresponding box(es) to authorize access to the following FHA application(s). One ID must be chosen.

**Title II Lender ID:**  **Service Bureau:**

**Authorization for CHUMS Applications:**

<input checked="" type="checkbox"/> CAIVRS Authorization	<input checked="" type="checkbox"/> Case Query	<input type="checkbox"/> Mortgage Insurance Certificate
<input checked="" type="checkbox"/> Case Transfer	<input checked="" type="checkbox"/> Refinance Authorization	<input type="checkbox"/> Underwriter Registry
<input type="checkbox"/> Underwriters	<input type="checkbox"/> Origination/Escrow Closeout Reports	<input type="checkbox"/> MIC/NOR List
<input type="checkbox"/> Mortgagee Performance Report		

6. In the **Authorization for CHUMS Applications** section, select the check boxes next to:

- **CAIVRS Authorization**
- **Case Transfer**
- **Case Query**
- **Refinance Authorization**

Choose your System Applications.

• Please enter the appropriate ID(s) and click the corresponding box(es) to authorize access to the following FHA application(s). One ID must be chosen.

Title II Lender ID:  Service Bureau:

Authorization for CHUMS Applications:

<input checked="" type="checkbox"/> CAIVRS Authorization	<input checked="" type="checkbox"/> Case Query	<input type="checkbox"/> Mortgage Insurance Certificate
<input checked="" type="checkbox"/> Case Transfer	<input checked="" type="checkbox"/> Refinance Authorization	<input type="checkbox"/> Underwriter Registry
<input type="checkbox"/> Underwriters	<input type="checkbox"/> Origination/Escrow Closeout Reports	<input type="checkbox"/> MIC/NOR List
<input type="checkbox"/> Mortgagee Performance Report		

7. Click the **Add/Update** radio buttons for:

- **Appraisal Processing**
- **Case Number Assignment**
- **Inspector Assignment**

Click the **Update** radio button for:

- **Borrower/Address Change**

<p><b>Appraisal Processing:</b> <input checked="" type="radio"/> Add/Update ←</p> <p><input type="radio"/> Query (Read-Only)</p> <p><input type="radio"/> Not Authorized</p>	<p><b>Case Number Assignment:</b> <input checked="" type="radio"/> Add/Update ←</p> <p><input type="radio"/> Query (Read-Only)</p> <p><input type="radio"/> Not Authorized</p>
<p><b>Insurance Application:</b> <input type="radio"/> Add/Update</p> <p><input type="radio"/> Query (Read-Only)</p> <p><input checked="" type="radio"/> Not Authorized</p>	<p><b>Inspector Assignment:</b> <input checked="" type="radio"/> Add/Update ←</p> <p><input type="radio"/> Query (Read-Only)</p> <p><input type="radio"/> Not Authorized</p>
<p><b>Nonprofits:</b> <input type="radio"/> Query (Read-Only)</p> <p><input checked="" type="radio"/> Not Authorized</p>	<p><b>Escrow Closeout:</b> <input type="radio"/> Add/Update</p> <p><input checked="" type="radio"/> Not Authorized</p>
<p><b>203K Consultants:</b> <input type="radio"/> Query (Read-Only)</p> <p><input checked="" type="radio"/> Not Authorized</p>	<p><b>Mortgage Credit Reject:</b> <input type="radio"/> Add/Update</p> <p><input type="radio"/> Query (Read-Only)</p> <p><input checked="" type="radio"/> Not Authorized</p>
<p><b>Notice of Return:</b> <input type="radio"/> Query (Read-Only)</p> <p><input checked="" type="radio"/> Not Authorized</p>	<p><b>Borrower/Address Change:</b> <input checked="" type="radio"/> Update ←</p> <p><input type="radio"/> Query (Read-Only)</p> <p><input type="radio"/> Not Authorized</p>

8. In the **Authorization for Lender Approval Applications** section, check the boxes for:

- **Add Branch**
- **Query Branch**
- **Terminate Branch**
- **Update Institution**
- **Update Branch**
- **Query Institution**

**Authorization for Lender Approval Applications:**

<input checked="" type="checkbox"/>	Add Branch	<input checked="" type="checkbox"/>	Terminate Branch	<input checked="" type="checkbox"/>	Update Branch
<input checked="" type="checkbox"/>	Query Branch	<input checked="" type="checkbox"/>	Update Institution	<input checked="" type="checkbox"/>	Query Institution
<input type="checkbox"/>	Update Sponsor Relations	<input type="checkbox"/>	Query Sponsor Relations	<input type="checkbox"/>	Update Authorized Agent
<input type="checkbox"/>	Query Authorized Agent				

9. In the **Authorization for Neighborhood Watch Applications** section, check the boxes for:

- **Summary Data**
- **Loan Details**

**Authorization for Neighborhood Watch Applications:**

<input checked="" type="checkbox"/>	Summary Data	<input checked="" type="checkbox"/>	Loan Details
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10. In the **Authorization for Lender Assessment Subsystem Applications** section, check the box for:

- **Submitter**

**Authorization for Lender Assessment Subsystem Applications:**

<input checked="" type="checkbox"/>	Submitter
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11. Any remaining fields **DO NOT** need to be completed.

12. Click **Send** at the bottom of the screen.

13. If the submission is successful, a message is displayed indicating that the application has been transmitted to FHA. If there is an error, a message is displayed indicating that the application has not been sent. Make the necessary corrections and resubmit.

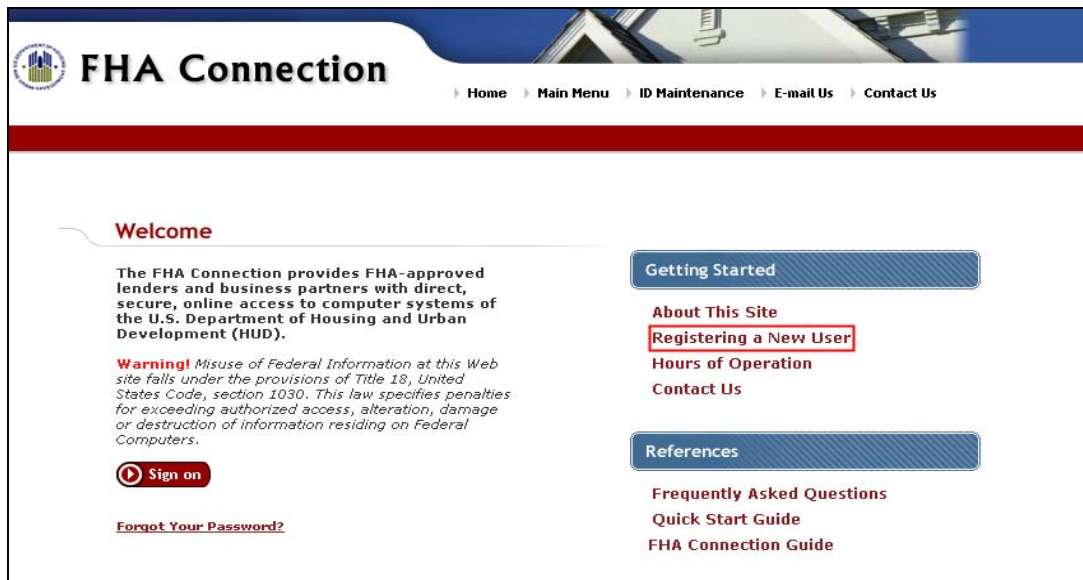
If the request for an Application Coordinator ID is approved, a notification letter disclosing the ID is mailed within 7 to 10 days to the organization's home office mailing address, to the attention of the organization's Chief Executive Officer (CEO). Upon final approval by the CEO, an FHA Connection User ID is provided to the Application Coordinator.

### ***Obtaining a Standard User ID and Password***

The following instructions assume that at least one member of your company has Application Coordinator access to the FHA Connection.

To obtain a Standard User ID and Password to access FHA Connection, complete the following steps:

1. Go to the FHA Connection website at: <https://entp.hud.gov/clas/>.
2. Under **Getting Started**, click the **Registering a New User** link.





3. Click the **Standard User Registration** link.

Registration
<p>The organization must designate an employee to act as an Application Coordinator. A maximum of two Application Coordinators are allowed. Application Coordinators maintain the FHA Connection user IDs for the entire organization (besides using the FHA Connection applications for which they are authorized). If the request for an Application Coordinator ID is approved, a notification letter disclosing the ID is mailed within 7 to 10 days to the organization's home office mailing address, to the attention of the organization's chief executive officer (CEO). Upon final approval by the CEO, the FHA Connection user ID is provided to the Application Coordinator.</p> <ul style="list-style-type: none"> <li>• Prior to applying for an Application Coordinator ID, the applicant should verify the <a href="#">mailing address</a> HUD has on record for the organization to avoid possible mailing delays.</li> <li>• An Application Coordinator applicant is required to complete the <a href="#">Application Coordinator Registration</a> form to obtain an FHA Connection user ID.</li> <li>• Once the Application Coordinator receives an ID, other employees of the organization (Standard Users) can request FHA Connection user IDs for themselves by completing the <a href="#">Standard User Registration</a> form.</li> <li>• All registration forms are processed overnight. An e-mail message is sent to the e-mail address provided on the applicant's registration form notifying the applicant if an FHA Connection user ID was issued. If an ID was not issued, an explanation is provided.</li> <li>• The Application Coordinator obtains the ID issued for the Standard User by accessing FHA Connection ID Administration through the FHA Connection's ID Maintenance menu. The Application Coordinator grants the Standard User the appropriate FHA Connection application authorizations (see <a href="#">User Administration</a> in the FHA Connection Guide for details). The FHA Connection user ID is then disclosed to the Standard User by the Application Coordinator. Application Coordinators can maintain their own FHA Connection user ID information</li> </ul>

4. Follow the instructions and enter your personal information and e-mail address. Create a password. The password must contain six characters; letters and at least one number. Enter your **Mother's Maiden Name** for future verification.

<p>First Name: <input type="text"/></p> <p>Middle Initial: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Social Security Number: <input type="text"/>-<input type="text"/>-<input type="text"/></p> <p>Organization Name: <input type="text"/></p> <p>Telephone Number: <input type="text"/>-<input type="text"/>-<input type="text"/></p> <p>Provide your e-mail address.</p> <ul style="list-style-type: none"> <li>• Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example hfdb84a@prodigy.com.</li> </ul> <p>E-mail Address: <input type="text"/></p> <p>Re-enter E-mail Address for Verification: <input type="text"/></p> <p>Choose a Password.</p> <ul style="list-style-type: none"> <li>• You will enter your password each time you use this service. Your password must be exactly 6 characters comprised of letters and at least one number (for example, brad83), and may include "-" and "_". <b>FHA Connection, you will need to enter the password you record on this registration form EXACTLY as you entered it, including upper and lower case letters, etc.</b></li> </ul> <p>Password: <input type="text"/></p> <p>Re-enter Password for Verification: <input type="text"/></p> <p>For future verification, please provide your Mother's Maiden Name: <input type="text"/></p>
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5. In the **Choose your System Applications** section, enter your FHA Branch ID number in the **Title II Lender ID** field. If the FHA Branch ID number is unknown, brokers and correspondents should contact their branch manager or company owner to request this information. **DO NOT** complete the **Service Bureau** field.

Choose your System Applications.

- Please enter the appropriate ID(s) and click the corresponding box(es) to authorize access to the following FHA application(s). One application must be chosen.

Title II Lender ID:  Service Bureau:

<input type="checkbox"/> For CHUMS	<input type="checkbox"/> For Lender Approval	<input type="checkbox"/> For Monthly Premiums
<input type="checkbox"/> For Delinquent Loans	<input type="checkbox"/> For Mortgage Record Changes	<input type="checkbox"/> For Claims Processing
<input type="checkbox"/> For SFPCS-U	<input type="checkbox"/> For Neighborhood Watch	<input type="checkbox"/> For Home Equity Conversion Mortgage Reports
<input type="checkbox"/> For Multifamily Delinquency and Default Reporting	<input type="checkbox"/> For Physical Assessment Subsystem	<input type="checkbox"/> For Development Application Processing
<input type="checkbox"/> For Lender Assessment Subsystem	<input type="checkbox"/> For eLOCCS - Line of Credit Control Subsystem	<input type="checkbox"/> For Active Partners Performance

6. Check the **For CHUMS** box.

Choose your System Applications.

- Please enter the appropriate ID(s) and click the corresponding box(es) to authorize access to the following FHA application(s). One application must be chosen.

Title II Lender ID:  Service Bureau:

<input checked="" type="checkbox"/> For CHUMS	<input type="checkbox"/> For Lender Approval	<input type="checkbox"/> For Monthly Premiums
<input type="checkbox"/> For Delinquent Loans	<input type="checkbox"/> For Mortgage Record Changes	<input type="checkbox"/> For Claims Processing
<input type="checkbox"/> For SFPCS-U	<input type="checkbox"/> For Neighborhood Watch	<input type="checkbox"/> For Home Equity Conversion Mortgage Reports
<input type="checkbox"/> For Multifamily Delinquency and Default Reporting	<input type="checkbox"/> For Physical Assessment Subsystem	<input type="checkbox"/> For Development Application Processing
<input type="checkbox"/> For Lender Assessment Subsystem	<input type="checkbox"/> For eLOCCS - Line of Credit Control Subsystem	<input type="checkbox"/> For Active Partners Performance

7. **DO NOT** check any other boxes or fields beyond this point.

8. Click the **Send** button.



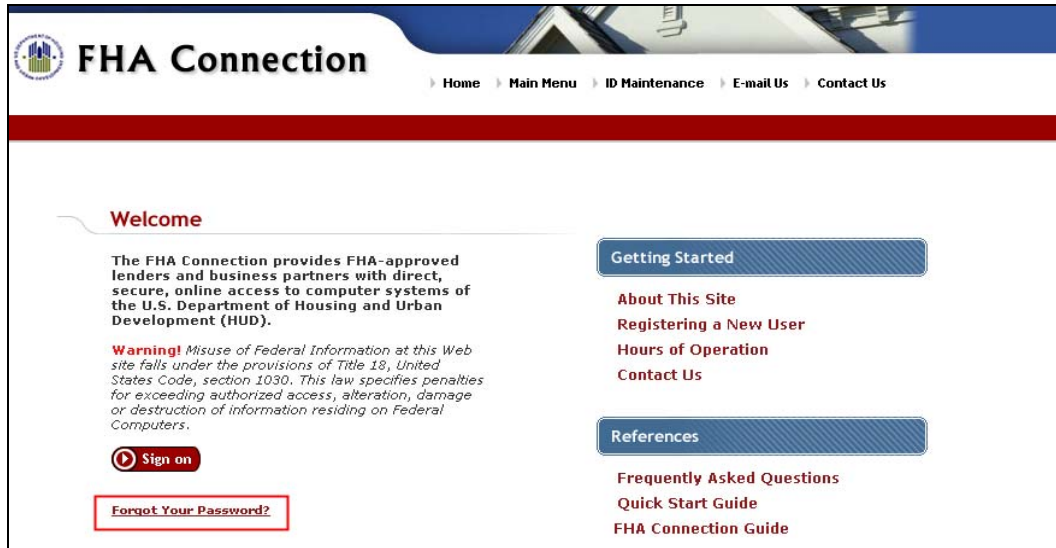
9. If the submission is successful, a message is displayed indicating that the application has been transmitted to FHA. If there is an error, a message is displayed indicating that the application has not been sent. Make the necessary corrections and resubmit.

The screenshot shows the 'FHA Connection' website interface. At the top left is the logo and the text 'FHA Connection'. To the right is a navigation menu with links: Home, Main Menu, ID Maintenance, E-mail Us, and Contact Us. Below this is a red banner with 'FHA Connection' on the left and 'Help Links ?' on the right. The main content area has a blue header 'FHA Connection Password Reset'. Below this is a paragraph: 'If you would like to have your password reset, please enter all the fields below and click SEND. If the information you provided is verified, your password will be reset to the last six digits of your Social Security Number.' There are three input fields: 'User ID:', 'Last Name:', and 'Mother's Maiden Name:'. At the bottom are two buttons: 'Send' (with a red arrow icon) and 'Reset'.

- Click the **Send** button at the bottom of the screen to electronically submit your application to FHA/HUD. As soon as the application is approved, FHA/HUD sends an e-mail message to the Application Coordinator of your company indicating that the User ID and Password request has been approved.
- The Application Coordinator should retrieve the User ID, assign the proper access in the FHA Connection, and then forward it to the appropriate person. This process could take 24-48 hours.

## Password Re-set

If you have forgotten your password, click the Forgot **Your Password** link located on the bottom of the FHA Connection Welcome page.



1. Enter your **User ID, Last Name** and your **Mother's Maiden Name**. Click the **Send** button. If the information is verified, the password will be reset to the last six digits of your social security number.

## Assistance

If you have questions or need assistance with setting up a User ID and Password for the FHA Connection, please call the FHA Help Desk at **1-800-CALL FHA**.