

INFORMATION ABOUT THE FHA CONNECTION

AUTHORIZING YOUR EMPLOYEES

Your employee(s) serving as your FHA Connection Application Coordinator(s) may now grant your staff access to this new Claim Input function. If you need to designate an FHA Connection Application Coordinator, please see the attached or our FHA Connection website for further information. The FHA Connection website can be reached from HUD's home page (<http://www.hud.gov>) by selecting Lenders under Housing Industry, then "The FHA Connection" under Work Online - or in your browser, type the URL (without the quotation marks): "<https://entp.hud.gov/cls>".

HELP

If you have general questions regarding FHA Connection, you should call your Homeownership Center.

Atlanta Homeownership Center (1-888-696-4687)

Alabama	Georgia	Kentucky	South Carolina
Caribbean	Illinois	Mississippi	Tennessee
Florida	Indiana	North Carolina	

Philadelphia Homeownership Center (1-800-440-8647)

Connecticut	Maryland	New Jersey	Rhode Island
Delaware	Massachusetts	New York	Vermont
District of Columbia	Michigan	Ohio	Virginia
Maine	New Hampshire	Pennsylvania	West Virginia

Denver Homeownership Center (1-800-543-9378)

Arkansas	Minnesota	North Dakota	Wisconsin
Colorado	Missouri	Oklahoma	Wyoming
Iowa	Montana	South Dakota	
Kansas	New Mexico	Texas	
Louisiana	Nebraska	Utah	

Santa Ana Homeownership Center (1-888-827-5605)

Alaska	California	Idaho	Oregon
Arizona	Hawaii	Nevada	Washington

Hardware/Software Requirements

To access the FHA Connection, you must have the following:

- o A personal computer, work station, or terminal with access to the Internet via a modem or network through an Internet Service Provider or a value-added provider.
- o An Internet web browser that is SSL-compliant, for example Netscape 4.75 or higher version, or Microsoft's Internet Explorer 5.0 or higher version.

Locating the FHA Connection

You can reach the FHA Connection by making a series of selections from HUD's home page (<http://www.hud.gov>): select Lenders under Housing Industry, then "FHA Connection" under Work Online. Alternatively, direct your browser to URL (omitting the quotation marks): "<https://entp.hud.gov/clas>". Once reached, please add a bookmark for this site.

User IDs

Each user of FHA Connection is required to have and use a unique User-ID. These IDs must not be shared or misused. Lender employees will have one of two types of IDs, either a standard ID or an Application Coordinator's ID. The latter employees control the access rights of other employees of the company.

Application Coordinator(s)

Each lending institution shall designate at least one person, but no more than two people, to be the lender's Application Coordinator(s).

Role: The lender's Application Coordinator(s) will be responsible for authorizing other employees (who have obtained IDs) for the appropriate applications and functions that are available on the FHA Connection. Adding or revoking these authorizations is done through the FHA Connection's ID Maintenance screen. Using that screen, your Application Coordinator will be able to give employees of your company access to the different functions (e.g. Add Branches, Update Branches, Delete Branches or Query Branches), change authorizations if an employee's job changes, and remove IDs of people no longer in your employ.

Obtaining Application Coordinator IDs: The employee(s) you have designated as Application Coordinator(s) must register through the FHA Connection web site (see Locating the FHA Connection above). Click on "About this Site & Registration." Next, please confirm that we have the correct mailing address for your corporate office (click "mailing address," then enter your FHA Title I lender ID or Title II mortgagee ID). If the

mailing address is correct, choose the FHA Application Coordinator Registration form, and complete the form. If FHA has the wrong mailing address, a Vice President or higher official must request the correction, in writing on company letterhead (such requests should be faxed to the Lender Approval & Recertification Division at 202-755-0303 and should emphasize that this is needed to complete an FHA Connection registration request).

Each Application Coordinator will need to provide:

Name
Social Security Number
Title I Lender ID (and optionally, Title II Mortgagee ID)
E-mail address
Mother's Maiden Name
Desired Password
System Applying for

After successfully completing the form, the system will generate a user ID which will be mailed to the President/CEO. The President/CEO will have to give the coordinator their ID when it is received through the mail. If the President/CEO feels the applicant should not receive this ID, they may contact their Homeownership Center to have the ID terminated.

Registering Other Employees

Once an Application Coordinator has his/her ID, the system will allow other employees to request a standard ID for themselves.

Register: Each employee needing access to FHA Connection must complete an FHA Connection ID Registration form. This form is reached from the FHA Connection web site (see Locating the FHA Connection above), by clicking on "About this Site & Registration," then clicking on standard user ID. Each employee needing an ID must provide:

Name
Social Security Number
Title II Mortgagee ID (and optionally, Title I Lender ID)
E-mail address
Mother's Maiden Name
Desired Password
System Applying for

After successfully completing the registration, the FHA Connection system will generate an ID. The Application Coordinator will then be able to retrieve the IDs from the system and grant the proper authorizations to the individual employees.

Forgotten passwords: Passwords will only be reset upon a request called to your Homeownership Center.

Accessing FHA Connection

Once you have your user ID, double-click on "Sign On", and you will be prompted for your FHA-assigned User ID. Please note that your Password is case-sensitive.