



# Using the FHA Connection's "New Look"

## The FHA Connection's New Look Benefits Users While Fully Preserving All Original Functionality

On Monday January 23, 2006, the FHA Connection will have a new look: a streamlined, more user-friendly appearance and improved navigation. However, consistent functionality continues side-by-side with new navigation and enhanced features. The following familiar components are all unchanged:

- Sign on and all ID maintenance and registration procedures
- Functionality and data
- Main menus, submenus, and menu organization
- User screens, including locations of fields and user options (e.g., drop-down lists)\*
- User's work processes and work flows

\*Note: The Single Family Origination business area was formatted with the new look; other business areas remain unchanged for now.

### 1 Home (Welcome) page: all existing options are carried over

The new FHA Connection home page is compared below to the original home page.

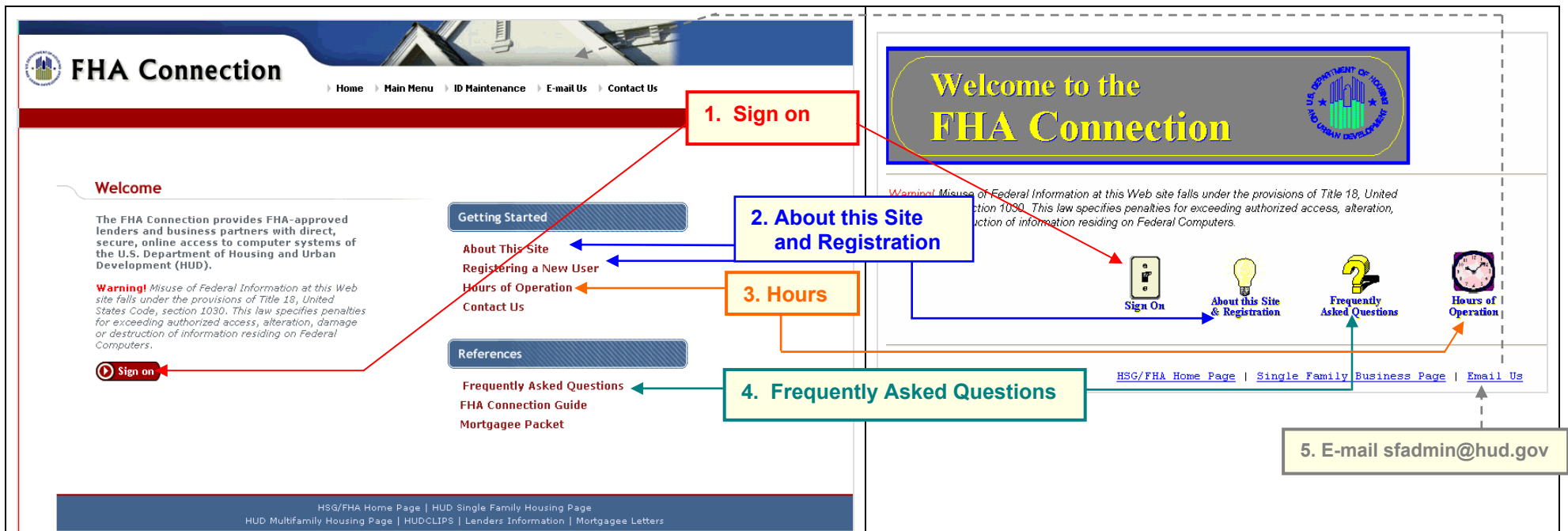


Figure 1: FHA Connection New Look

Figure 2: Original FHA Connection



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## 2 Home page: more direct links to frequently accessed pages

With the redesign, more key information is available directly from the home page:

- the FHA Connection **Main Menu** and **ID Maintenance** functions (a dialog box pops up for sign on to each)
- the **Contact Us** information, which is succinctly organized into a Contacts list popup
- **Registration Information** for new users
- Training Information resources: **FHA Connection Guide** and **Mortgagee Packet**
- Additional links to more HUD pages. In addition to the previously available **HUD Housing/FHA** and **Single Family Housing** pages, reach **HUD Multifamily Housing**, **HUDCLIPS**, **Lenders Information**, and **Mortgagee Letters** (all without sign on).

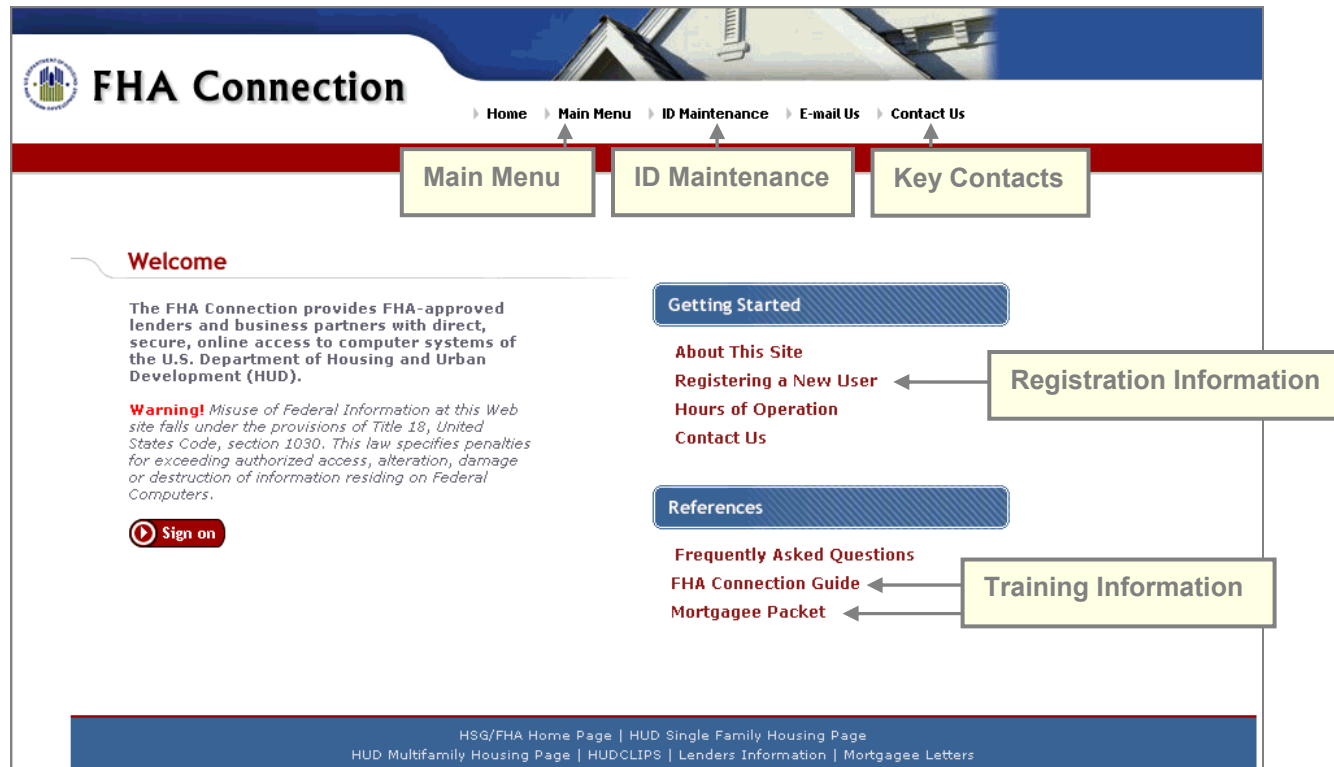


Figure 3: Immediate access to more key information



# Using the FHA Connection’s “New Look”

## 3 Menu structures remain the same

The following figures show the new and the original menus side-by-side, illustrating the continuity of menu structure and improved organization.

### 3.1 Main Menu

The new and the original menus list the same menu functions, as shown below.

**FHA Connection**

Home Main Menu ID Maintenance E-mail Us Contact Us

Single Family FHA	Provides access to the online business areas used to originate, process, insure and service FHA loans.	MORE
Multifamily FHA	Provides access to MDDR, PASS, and the Web-based eLOCCS system.	MORE
Lender Approval	Provides access to information on record for HUD/FHA-approved lending institutions.	MORE

**FHA Connection Resources**

**HUDCLIPS:** The HUD Client Information and Policy System (HUDCLIPS) offers HUD clients free access to HUD’s official repository of policies, procedures, announcements, and other materials using full-text online searches.

**Lenders Information:** The Lenders page located on HUD’s Internet Web site provides access to information originated and maintained by HUD’s Office of Housing on how to become an FHA lender, what FHA lenders need to know, and a comprehensive index of FHA-related information.

**Mortgage Letters:** The FHA Mortgage Letters page on HUD’s Internet Web site enables you to view online and/or print all mortgagee

HUDCLIPS Mortgage Letters

HSG/FHA Home Page | HUD Single Family Housing Page  
HUD Multifamily Housing Page | HUDCLIPS | Lenders Information | Mortgage Letters

Figure 4: New Main Menu

**FHA Connection**

- Single Family FHA
- Multi Family FHA
- HUDCLIPS
- Lender Approval
- Lenders Information
- Mortgage Letters

[Home] [ID Maintenance]

Figure 5: Original Main Menu



# Using the FHA Connection's "New Look"

## 3.2 Single Family FHA Menus

The new and the original menus list the same menu functions, as shown below.

Single Family FHA Business Areas	Message Boards Updated as of:
Single Family Origination	Friday, January 06, 2006
Single Family Servicing	Wednesday, November 13, 2002
Property Improvement/Manufactured Housing	Thursday, February 07, 2002
Lender Approval	Thursday, June 20, 2002
Neighborhood Watch	Friday, February 08, 2002
Lender Assessment	
Physical Assessment	
HMDA Data Submissions	
Mortgagee Letters	

Footer: HSG/FHA Home Page | HUD Single Family Housing Page | HUD Multifamily Housing Page | HUDCLIPS | Lenders Information | Mortgagee Letters

Figure 6: New Single Family FHA Menu

Message Boards Updated As Of:

- Single Family Origination: Friday December 23, 2005
- Single Family Servicing: Wednesday November 13, 2002
- Property Improvement/Manufactured Housing: Thursday February 07, 2002
- Lender Approval: Thursday June 20, 2002
- Lender Assessment: Friday February 08, 2002
- Physical Assessment: Friday February 08, 2002
- HMDA Data Submissions: Friday February 08, 2002
- Neighborhood Watch: Friday February 08, 2002
- Mortgagee Letters: Friday February 08, 2002

Figure 7: Original Single Family FHA Menu



# Using the FHA Connection's "New Look"

## 3.3 Single Family FHA Menus

The new and the original Single Family Origination menus present identical menu options. The Processing a Mortgage training is still available, identified by a new icon.



Figure 8: New Single Family Origination Menu



Figure 9: Original Single Family Origination Menu



# Using the FHA Connection's "New Look"

## 3.4 Case Processing Menus

The new and original Case Processing menus list the same functions in the same order. The What I Need to Know training is available as indicated by its familiar icon to the left of the function.

Figure 10: New Case Processing Menu

Figure 11: Original Case Processing Menu



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## 3.5 Case Number Assignment Menus

The new and original Case Number Assignment menus present the same functions in the same order.

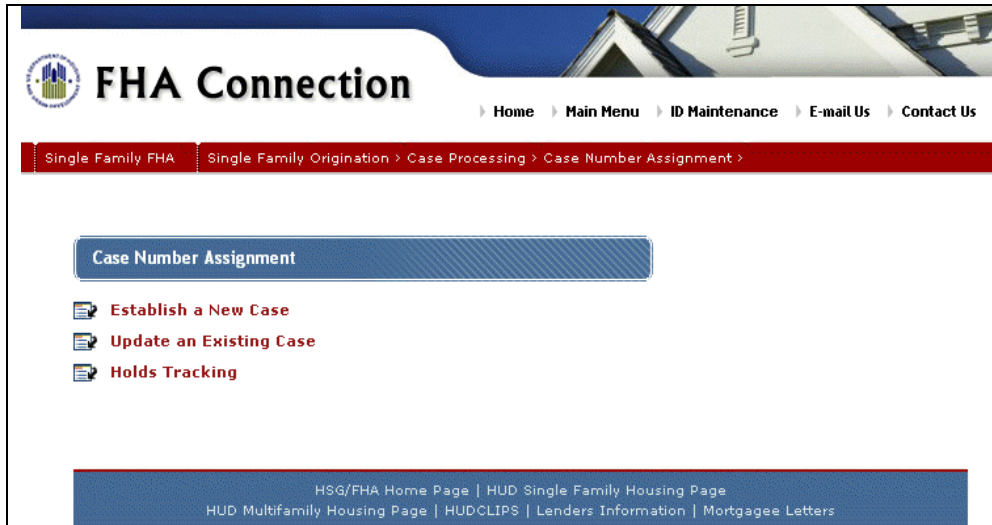


Figure 12: New Case Number Assignment Menu

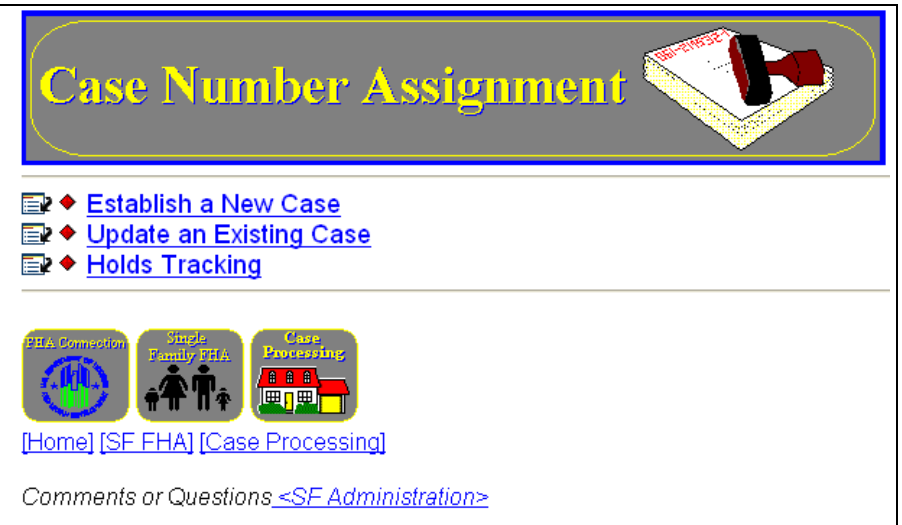


Figure 13: Original Case Number Assignment Menu



# Using the FHA Connection’s “New Look”

## 4 Navigation improvements provide a consistent framework and “map” for the user

The new framework streamlines the work process for both new and experienced users. Navigation amenities include:

- The top section of each page (header) and the bottom section of each page (footer) are consistently available on every menu page and every **Single Family Origination** function page, allowing direct (one-click) access to key information (see 5.1 *Consistent header and footer links aid navigation*)
- Users are oriented to where they are in the menu structure via a “breadcrumb trail” that indicates their path (see 5.2 *Consistent “breadcrumb trail”*).

### 4.1 Consistent header and footer links aid navigation

The “always available” header and footer rows are a guide throughout the FHA Connection (from Sign on to a final Results processing page). The header links enable direct access to key FHA Connection options; the footer links access HUD pages:

- The same header links are consistently available, identifying FHA Connection operational options. You can click each option to go to that page: **Home**, **Main Menu**, **ID Maintenance**, **E-mail Us**, and **Contact Us**.
- The same footer links are consistently available to display relevant HUD pages. You can click each option to go to that page: **HUD Housing/FHA Home**, **HUD Single Family Housing**, **HUD Multifamily Housing**, **HUDCLIPS**, **Lenders Information**, and **Mortgage Letters**.

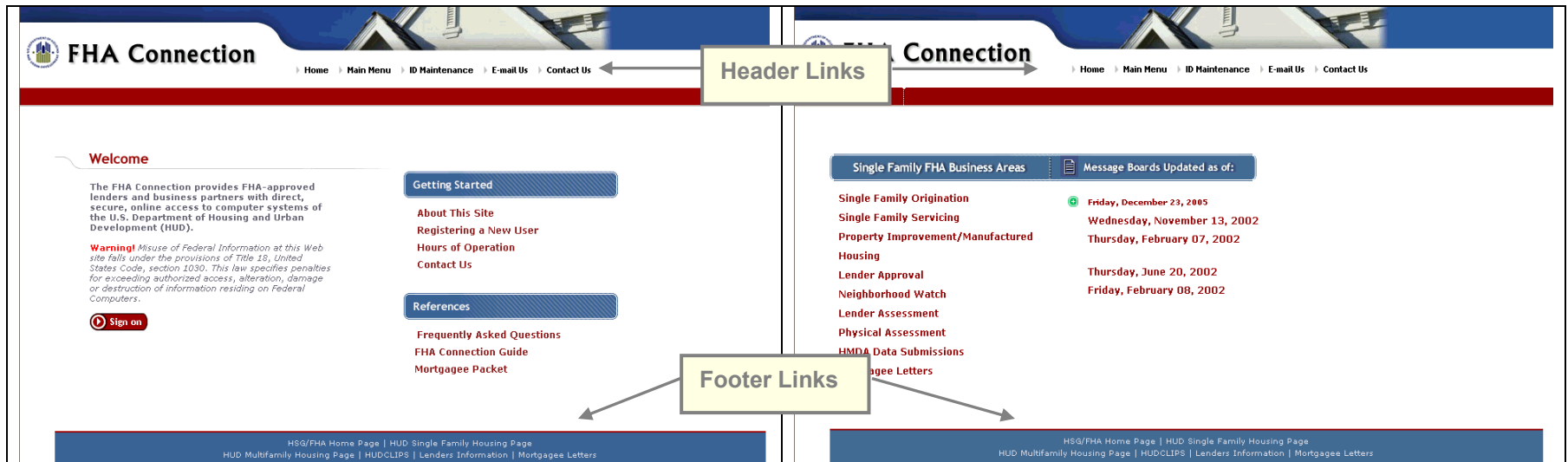


Figure 14: Header and footer links always available





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## 4.2 Consistent “breadcrumb trail”

As you progress through the FHA Connection menus, a “breadcrumb trail” tracks your path. This trail is available in the red banner at the top of every menu page, from the **Main Menu** page forward, and the top of every **Single Family Origination** function page. The red banner always identifies FHA Connection menus used to arrive at the current page, and lets you click the menu name to go directly back to that menu.

- Looking at the red banner, you can consistently view all the steps in your path through the FHA Connection via its “breadcrumb trail” and return to any step with a single click.
- This orienting ability to identify exactly “where you are” in the FHA Connection helps new users learning the system, experienced users, and anyone assisting any user with processing questions.

The example below illustrates the path taken to get to Case Processing’s **Case Number Assignment** function of **Holds Tracking**. Each of the steps in the path presents a direct link back to that menu or menu option.

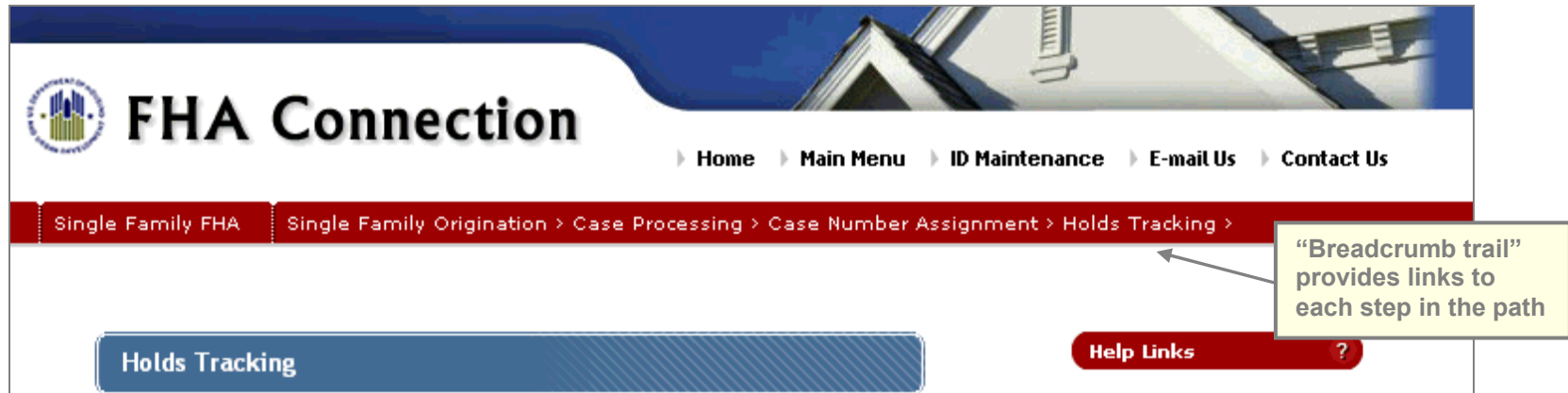


Figure 15: Top of function page illustrates “breadcrumb” path to Holds Tracking page

## 5 Sign on, IDs, and ID Maintenance procedures are unchanged

No change has been made to procedures for sign on, IDs, or ID maintenance. Password, authorization level, and registration procedures also remain the same.



# Using the FHA Connection’s “New Look”

## 6 Single Family Origination function page functionality remains the same in the new look

The function pages of the Single Family Origination business area have also been converted to the new look. The other business areas (such as Single Family Servicing and Lender Approval) remain for now in the original format, but will be converted later.

The Single Family Origination function pages display the new look, but all processing is unchanged. The pages continue to collect, display, and process the same information in the same order, using the same fields as before, as illustrated by Case Processing’s Case Number Assignment function and the FHA Approval Lists’ Zip Codes function (see sections 6.1, 6.2 and 6.3). The function pages appear in the new format (new look and improved navigation with breadcrumb path, header, and footer). However, the page organization, fields, drop-down lists, and look ups are in the same places and are used the same way as before. The only changes are in accessing the familiar help links and using the Other Functions (Same Case) links (see sections 6.4 and 6.5).

### 6.1 Case Number Assignment Update

Figure 16: New (partial) Case Number Assignment Update page

Figure 17: Original (partial) Case Number Assignment Update page



# Using the FHA Connection's "New Look"

## 6.2 Case Number Assignment Results

**\* General Information \***  
 FHA Case Number: 371-3465346  
 Field Office: Albany, NY Lender Case Ref:  
 Originator ID: 7586400000 Sponsor/Agent ID: Not Entered  
 M AND T MORTGAGE CORPORATION CLIFTON PARK, NY 120650000  
 Case Type: Regular DE Construction Code: Existing Construction Processing Type: N/A Financing Type: N/A  
 ADP Code: 703 Living Units: 01 Program ID: 00  
 This is a Purchase case.

**\* As Required \***  
 Streamline Ref: N/A Prev Case No: Not Entered  
 203k Consultant ID: Not Entered  
 PUD/Condo Indicator: N/A PUD/Condo ID: Phase: Spot Lot: N/A  
 Month/Yr Completed: 08/1951 VA CRV Expire Date: Not Entered VA CRV Number: Not Entered  
 HECM Counsel TIN: Not Entered HECM Counsel Date: Not Entered  
 Projected Closing Date: Not Entered Contact Name: Not Entered Contact Phone: Not Entered

**\* Property Address \***

Hse No	Unit	Pre	Street	Type	Post	Lot	Blk/Plat
213			WHITEHALL	RD			
City	St	Zip Code	County				
ALBANY	NY	12209-0000	001				

**\* Appraiser Fields \***  
 Assignment Choice: License ID: NY450000122FI  
 Assignment Date: 01/24/05 KEVIN, KEVIN S

**\* Compliance Inspection Fields \***  
 Assignment Choice: Inspector ID: Not Entered  
 NO INSPECTOR ASSIGNED

**\* Borrower Information \***

Borrower Name: ESCO, RAMONITO	SSN: 000-77-3633	Birth Date: 10/28/1969
Coborrower Name: Not Entered	SSN:	Birth Date: Not Entered
Coborrower Name: Not Entered	N/A	Birth Date: Not Entered
Coborrower Name: Not Entered	N/A	Birth Date: Not Entered
Coborrower Name: Not Entered	N/A	Birth Date: Not Entered

Figure 18: New Case Number Assignment Results page

**\* General Information \***  
 FHA Case Number: 371-3465346  
 Field Office: Albany, NY Lender Case Ref:  
 Originator ID: 7586400000 Sponsor/Agent ID: Not Entered  
 M AND T MORTGAGE CORPORATION CLIFTON PARK, NY 120650000  
 Case Type: Regular DE Construction Code: Existing Construction Processing Type: N/A Financing Type: N/A  
 ADP Code: 703 Living Units: 01 Program ID: 00  
 This is a Purchase case.

**\* As Required \***  
 Streamline Ref: N/A Prev Case No: Not Entered  
 203k Consultant ID: Not Entered  
 PUD/Condo Indicator: N/A PUD/Condo ID: Phase: Spot Lot: N/A  
 Month/Yr Completed: 08/1951 VA CRV Expire Date: Not Entered VA CRV Number: Not Entered  
 HECM Counsel TIN: Not Entered HECM Counsel Date: Not Entered  
 Projected Closing Date: Not Entered Contact Name: Not Entered Contact Phone: Not Entered

**\* Property Address \***

Hse No	Unit	Pre	Street	Type	Post	Lot	Blk/Plat
213			WHITEHALL	RD			
City	St	Zip Code	County				
ALBANY	NY	12209-0000	001				

**\* Appraiser Fields \***  
 Assignment Choice: License ID: NY450000122FI  
 Assignment Date: 01/24/05 KEVIN, KEVIN S

**\* Compliance Inspection Fields \***  
 Assignment Choice: Inspector ID: Not Entered  
 NO INSPECTOR ASSIGNED

**\* Borrower Information \***

Borrower Name: ESCO, RAMONITO	SSN: 000-77-3633	Birth Date: 10/28/1969
Coborrower Name: Not Entered	SSN:	Birth Date: Not Entered
Coborrower Name: Not Entered	N/A	Birth Date: Not Entered
Coborrower Name: Not Entered	N/A	Birth Date: Not Entered
Coborrower Name: Not Entered	N/A	Birth Date: Not Entered

Figure 19: Original Case Number Assignment Results page



# Using the FHA Connection's "New Look"

## 6.3 FHA Approval Lists' Zip Codes Function

**FHA Connection**  
 Home Main Menu ID Maintenance E-mail Us Contact Us

Single Family FHA Single Family Origination FHA Approval Lists Zip Codes

Zip Codes List [Help Links](#)

**SUCCESS**  
 ZIP CODES SUCCESSFULLY COMPLETED

Zip codes as of 01/06/2006  
 (809 records were selected, records 1 through 50 displayed) [Download Report to Excel File](#)

Zip	City	State	County Code	County Name	Field Office Name	Field Office Type
310010000	ABBEVILLE	GA	315	WILCOX	Atlanta, GA	Jurisdictional
301010000	ACWORTH	GA	067	COBB	Atlanta, GA	Jurisdictional
301020000	ACWORTH	GA	015	BARTOW	Atlanta, GA	Jurisdictional
301020000	ACWORTH	GA	057	CHEROKEE	Atlanta, GA	Jurisdictional
301020000	ACWORTH	GA	067	COBB	Atlanta, GA	Jurisdictional
301030000	ADAIRSVILLE	GA	015	BARTOW	Atlanta, GA	Jurisdictional
316200000	ADEL	GA	075	COOK	Atlanta, GA	Jurisdictional
310020000	ADRIAN	GA	107	EMANUEL	Atlanta, GA	Jurisdictional
304100000	AILEY	GA	209	MONTGOMERY	Atlanta, GA	Jurisdictional
304110000	ALAMO	GA	309	WHEELER	Atlanta, GA	Jurisdictional
316220000	ALAPAHA	GA	019	BERRIEN	Atlanta, GA	Jurisdictional
317010000	ALBANY	GA	095	DOUGHERTY	Atlanta, GA	Jurisdictional

**Note:** Zip Code list display abbreviated for example purposes

**Search Criteria:**  
 Sorted by: **City**  
 Field Office Types: **All Field Office Types**  
 Field Office: **Atlanta, GA**  
 State: **GA**  
 Zip Code:  
 City:  
 County Code:  
 County Name:

Figure 20: New FHA Approval Lists' Zip Codes List page

**Zip Codes List**

[Business Background](#) [Steps for Processing](#) [Field Descriptions](#) [Help](#)

**Message: ZIP CODES SUCCESSFULLY COMPLETED**

Zip codes as of 01/06/2006  
 (939 records were selected, records 1 through 50 displayed) [Download Report to Excel File](#) [\[Download Help\]](#)

Zip	City	State	County Code	County Name	Field Office Name	Field Office Type
310010000	ABBEVILLE	GA	315	WILCOX	Atlanta, GA	Jurisdictional
301010000	ACWORTH	GA	067	COBB	Atlanta, GA	Jurisdictional
301020000	ACWORTH	GA	015	BARTOW	Atlanta, GA	Jurisdictional
301020000	ACWORTH	GA	057	CHEROKEE	Atlanta, GA	Jurisdictional
301020000	ACWORTH	GA	067	COBB	Atlanta, GA	Jurisdictional
301030000	ADAIRSVILLE	GA	015	BARTOW	Atlanta, GA	Jurisdictional
316200000	ADEL	GA	075	COOK	Atlanta, GA	Jurisdictional
310020000	ADRIAN	GA	107	EMANUEL	Atlanta, GA	Jurisdictional
304100000	AILEY	GA	209	MONTGOMERY	Atlanta, GA	Jurisdictional
304110000	ALAMO	GA	309	WHEELER	Atlanta, GA	Jurisdictional
316220000	ALAPAHA	GA	019	BERRIEN	Atlanta, GA	Jurisdictional

**Note:** Zip Code list display abbreviated for example purposes.

**Search Criteria:**  
 Sorted by: **City**  
 Field Office Types: **All Field Office Types**  
 Field Office: **Atlanta, GA**  
 State: **GA**  
 Zip Code:  
 City:  
 County Code:  
 County Name:

Figure 21: Original FHA Approval Lists' Zip Codes List page



# Using the FHA Connection's "New Look"

## 6.4 Other Functions (Same Case) Moves to New Location

Access to Other Functions (Same Case) was originally via links at the bottom right of relevant Single Family Origination processing pages (Figure 22). A new Other Functions icon is now located at the top right of the page for convenience and greater visibility (Figure 23). Click the new icon to display a drop-down list to select the desired function for case display.

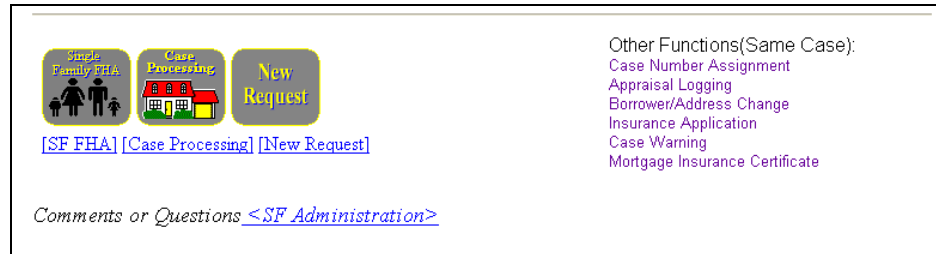


Figure 22: Original Other Functions (Same Case) links at bottom of page

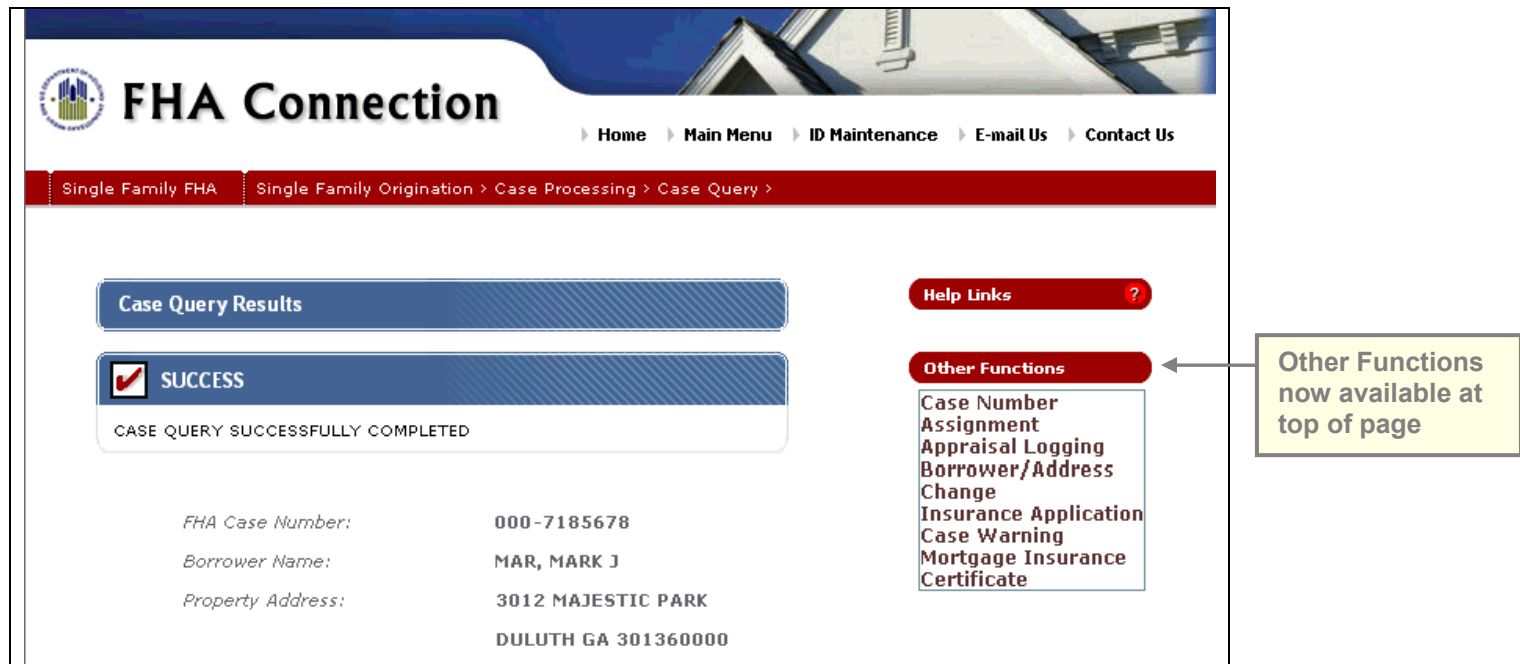


Figure 23: Other Functions icon on Case Query; click icon to select from drop-down list of options



# Using the FHA Connection’s “New Look”

## 6.5 New Help Links icon

The help menu bar that was located near the top of **Single Family Origination** function pages was replaced with a **Help Links** icon. When the icon is clicked, a pop-up menu displays (Figure 24). The links on the pop-up help menu are the same links that appeared on the previous help menu bar (Figure 25).

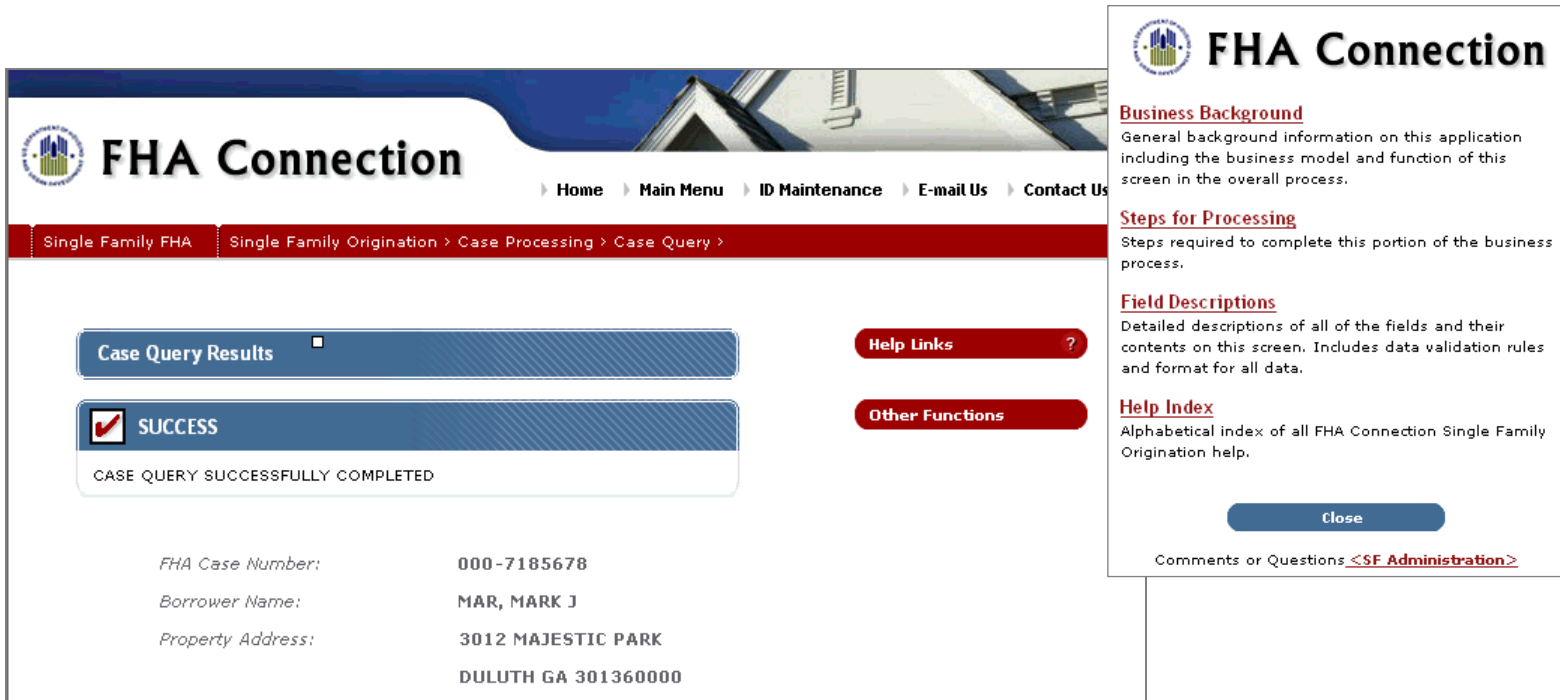


Figure 24: New Help Links icon displays pop-up menu



Figure 25: Original Help menu bar



# Using the FHA Connection's "New Look"

## 7 FHA Connection Information and Training Resources provide the same support

Training and user assistance resources remain available as before with the usual updates when there is a business process change. User access to these resources is facilitated by the new format. The new look is implemented with:

- Link to **Frequently Asked Questions** still available on the FHA Connection Home page (Figure 1)
- New direct link to **Registration Information, Mortgagee Packet, and FHA Connection Guide** on the Home page (Figure 3)
- New look for **Mortgagee Packet** Web page (Figure 26)
- Help on all FHA Connection function pages; new **Help Links** icon on **Single Family Origination** pages (Figure 24)
- New icon for **Processing a Mortgage** tutorial in **Single Family Origination** (Figures 8 and 10)
- Same icon for **What I Need to Know** training to the left of the relevant **Single Family Origination** functions (Figure 10).



# Using the FHA Connection's "New Look"

**FHA Connection Mortgagee Packet**

This training *explains* and *illustrates* the use of Single Family FHA loan processing functions performed using the FHA Connection (FHAC).

It includes guidance on how to register to obtain an FHAC user ID, receive authorizations to use functions, sign on, and change your password. It also offers links to HUD lender resource pages.

Each topic link below can be viewed online, saved, and/or printed (see information about [PDF format](#)).

<b>Getting Started</b>	<a href="#">FHA Connection Basics</a> <a href="#">Registering a User</a> <a href="#">Starting a Session</a> <a href="#">Authorizing Standard Users</a> <a href="#">Service Bureau Authorizations</a>
<b>Single Family Origination</b>	<a href="#">Processing a Case</a> <a href="#">Holds Tracking</a> <a href="#">Logging an Appraisal</a> <a href="#">Endorsing a Case</a> <a href="#">Endorsing a HECM Case</a> <a href="#">Case Processing Functions</a> <b>UPDATED</b> <a href="#">FHA Approval Lists</a> <a href="#">Underwriter Registry</a> <a href="#">Origination Reports</a> <b>UPDATED</b> <a href="#">Upfront Premium Collection</a>
<b>Single Family Servicing</b>	<a href="#">Claims Input and Summary</a> <a href="#">Claim Status</a> <a href="#">Title Approval Status</a> <a href="#">Delinquent Loans</a> <a href="#">Lender Query by Case Number</a> <a href="#">Monthly Premiums</a> <a href="#">Mortgage Record Changes</a> <a href="#">Mortgage Calculator</a> <a href="#">Mortgage Servicing Data Quality System</a>
<b>Neighborhood Watch</b>	<a href="#">Neighborhood Watch</a>
<b>Lender Approval</b>	<a href="#">Lender Approval</a>
<b>HMDA Data Submissions</b>	<a href="#">HMDA Data Submissions</a>
<b>FHA Mortgagee Letters</b>	<a href="#">FHA Mortgagee Letters</a>
<b>Lender Resources</b>	<a href="#">Lender Resources</a> <a href="#">Lenders Page</a> <a href="#">Mortgage Starter Kit</a>

Figure 26: Mortgagee Packet page with new look