

FHA Catalyst: Case Binder Module User Guide

U.S. Department of Housing and Urban Development

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Solution Information

	Information
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1.0	04/02/2020	Hud Contractor	Original Document
			Updated to include Loan Review System (LRS) binder submission functionality
2.0	8/31/2020	Hud Contractor	Updated to include new Case Binder user interface (UI) screens
			Added additional login instructions for first time FHA Catalyst users
2.1	9/16/2020	Hud Contractor	Updated to show Lender Name field in Case Binder details is now a clickable link.
3.0	4/30/2021	Hud Contractor	Updated to additional Drop-down option "Other" for Submission Type and "HUD Headquarters" as additional Location to specify for "Other." Update to Display of "Virus Scan Fail" status when the Case Binder does not pass the virus scan.



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1 Welcome to the Case Binder Module

FHA Catalyst: Case Binder Module is a web-based platform that supports digital delivery of origination documents by the Mortgagees to the Federal Housing Administration (FHA). As part of the Housing Information Technology (IT) Modernization effort, the Case Binder Module will replace the receipt of paper loan origination case binders with electronic format of case binders to the FHA.

FHA- Approved Mortgagees can submit Single Family Forward and Home Equity Conversion Mortgage (HECM) loan origination case binder documents electronically for FHA review and endorsement. Mortgagees can submit Notice of Return (NOR) Resubmission documents electronically by uploading into *FHA Catalyst* – Case Binder module. Mortgagees seeking Unconditional Direct Endorsement (DE) authority Test Case Lenders can also submit Test Cases electronically through this platform, thereby eliminating physical shipment of paper case binder. For Post Endorsement reviews, Mortgagees can also submit case binders requested for post-endorsement review in the Loan Review System (LRS) to FHA. Mortgagees can also upload Case Binders and related documents for other HUD requests by using "Other" binder submissions.

This document has been developed to provide Mortgagees with guidance on how to upload different categories of loan documents using the Case Binder Module in *FHA Catalyst*. Please refer to the Single-Family Housing Policy Handbook 4000.1 for case binder stacking order, in-depth information on FHA policy, event definitions, reporting timeframes, data elements, and post-audit requirements.

1.1 Navigating the Case Binder Module User Guide

The table of contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to the associated section.

This guide features step-by-step instructions. Numbered lists, bullets, and screenshots are used to give the step-by-step instructions for completing tasks in *FHA Catalyst*.

Step-by-Step Instructions

- 1. Instructions describing how to complete tasks appear in lists.
- 2. Words that point to links or boxes that the user needs to select will appear in bold.
- 3. These instructions will describe how to complete processes using screenshots.
- 4. The screenshot may also include boxes, lines, and labels that show which part of the page is important.



2 Getting Started

This section describes how **Mortgagees** can access and navigate the *FHA Catalyst* platform to upload electronic case binders and other documents in the *FHA Catalyst*: Case Binder Module.

Obtaining Access

Mortgagees seeking access to FHA Catalyst – Case Binder module or requesting guidance on its use should contact the FHA Resource Center by emailing <u>answers@hud.gov</u> or by calling 1-800-Call FHA (1-800-225-5342)

2.1 Logging In (New FHA Catalyst Users)

First time FHA Catalyst users shall receive an email from FHACatalyst@hud.gov.

- Check your email for welcome email from <u>FHACatalyst@hud.gov</u>. Note your username for future references.
- 2. Select the link on the email (utilize Google Chrome web browser), you will be redirected to setup a password.

Welcome to FHA Catalyst	
HUD-modernization-form <fhacatalyst@hud.gov> To:<email></email></fhacatalyst@hud.gov>	Select to navigate to the FHA Catalyst website
Hi <name> ,</name>	I
Welcome to FHA Catalyst! To get started, go to https://edddev-fha-gat c=YssqV9MPQiu4vG5rix5cp3i08Gl01edWfus2l76hx21haGjsE6FzBpLNYWvgliV 2BLhLrQYrkEabo9hQ0IR517ijW5YxttfvgST4BZGiJ8enGicY8a7z% 2FQmvmc4ml2a7MJH1yQYyJX6KjtYXDFxHMHwf2YfEDNs3NVOQGuZh6OAOA	ateway.cs33.force.com/hudpdeform/login? V3T2zL%2FHOQdxTCusPD7mmo3W% A%3D
Username: <here></here>	
Thanks,	
HUD2	

Figure 1: Welcome Email



3. Enter new password and confirm your password.

Note: The **New Password** and **Confirm New Password** fields must match, and all option button checks must be GREEN -- only then will the Change Password button be enabled.

Enter a new password for t	.hud2
Make sure to include at least:	
12 characters	
 1 uppercase letter 	
 1 lowercase letter 	
1 number	
1 special character ()	
* New Password	
	େଙ୍କ
* Confirm New Password	
" Select to change See password	ଦେଙ୍କ
In what city were you born? Answer	යංඥා
Change Password	

Figure 2: Change Password

4. Select **Change Password** button. Upon successful login, the *FHA Catalyst* Case Binder app is available for Lenders to upload the binders.



2.2 Logging In (for users with FHA Catalyst Access)

- 1. In Google Chrome, navigate to <u>https://www.hud.gov/FHACatalyst</u>.
- 2. Enter your username and password, then select Login.

₽CA	FALYST
Username	
	Select to login
Password	
Remember Me	Forgot Password
Warning! By accessing this Behavior for this system an Terms and Conditions: Legal Notice: U.S. Department of i	system, you agree to the Rules of a dare bound by the following Housing and Urban Development
This computer system, including a network devices (specifically inclu belonging to the U.S. Government Government use only. Access requ Authentication methods, which tie validated by either account numb that must never be shared with ar risk of access by an unauthorized personnel will treat information a system names, technologies empl to unauthorized personnel. This c	Ill related equipment, networks, and ding Internet access) contains data t, and is provided for authorized U.S. uires the use of one or more Multi-factor is the account to an authorized user, er and password or PIV ID card and PIN nyone at any time. Doing so increases the person posing as you. Authorized bout HUD computing resources (i.e., loyed, etc.) as sensitive and will not reveal it computer may be monitored for all lawful its use is authorized
purposes, including ensuring that	scores and to verify operational security

Figure 3: FHA Catalyst Login Page



2.3 Resetting Your Password

1. If you forgot your password, select Forgot Password.

#CAI	Select Forgot
Username	password
Password	
Remember Me	Forgot Password
	Login

Figure 4: Forgot Password

2. Enter your username, then select **Reset Password**. Password reset instructions will be sent to the email address associated with your username (Figure below).

	PASSWORD RESET To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.	Select to receive reset password email
🛓 Username		
	Reset Password	
	Cancel	

Figure 5: Reset Password



2.4 FHA Catalyst Landing Page

Upon successful login, the Mortgagee is directed to the FHA Catalyst Landing Page.

ECATALYST	🕒 User1
	Key Resources
Select to access Case Binder application	Tools and Resources for Mortgagees Quick Links Follow @FHAgov on Twitter Connect with us at "Federal Housing Administration" on LinkedIn
Case Binder	For system questions or endorsement issues. Please email to answers@hud.gov Please remember to include the FHA Case Number if the request is case specific.

Figure 6: FHA Catalyst Landing Page

- 1. The FHA Catalyst Landing Page contains the following items:
 - The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
 - The **Case Binder** logo is displayed on the left of the page where users will need to select to access the Case Binder application.
 - **Key Resources** are provided on the right of the page where users can access additional resources.
 - **Quick Links** are provided on the right of the page where users can access FHA social media and send any questions or comments to the FHA Resource Center.
- 2. Select on the Case Binder Logo to access the Case Binder application



2.5 Case Binder Home Page

The Case Binder Home Page displays a list view of case binders previously uploaded by the Mortgagee, and enables Mortgagees to create a new case binder.

≇CATALYST	c	X Search	8	User1		
CASE BINDERS CREATE	Select to naviga Create ta	te to the b.				
Select to navigate to the	· Record Type • Updated a few	v seconds ago	Q. Search this list		\$\$* III * C'	6 7
Case Binders tab.	ımber \vee HOC \vee	Created Date	✓ Submission Type	✓ Status	✓ Last Modified Date	~
CB-041590 999-1234502 987650	Z Denver	8/18/2020 11:38 AM	Forward Initial Submission	Endorse	d 8/18/2020 12:00 PM	
2 CB-041591 111-111111 23450	Santa Ana	8/18/2020 12:31 PM	Forward NOR Resubmission	Submitte	ed 8/18/2020 12:31 PM	
3 CB-041603 111-1113232 211223	2 Denver	8/21/2020 12:29 PM	I LRS	LRS Rece	e 8/21/2020 1:51 PM	

Figure 7: Case Binder Home Page

- 1. The **Case Binders tab** is placed on the top left of the screen and displays all Case Binders uploaded by the user.
- 2. The **Create tab** is placed next to the Case Binders tab, which allows the user to Create a new Case and upload a file.
- 3. The **List View** provides the user with the ability to view their recently reviewed Case Binder records.
 - To update your filter criteria: Select the Dropdown icon. Select the desired view (Figure below).
 - To set a specific view as the default view every time you navigate to this page, select the Pin icon (Figure below).
 - Ensure to select "All My Case Binders" to view all Case Binders created by the user.



ECA	TALYS	Γ								۹	Search			6	Us	er1
CASE	Case Binders All My Case	e Binders	.	Record Typ	Select	to choose a o view	def	ault	arch this list			¢۲ •	II •	G	/	¢ 7
1	1 CB-041590 999-1234502 98765		to chang criter	ge the filter ia	~	Submiss Forward	ion Type Initial Submission	~	Status Endorse	✓ La d 8/	ast Modi 18/2020	fied D 12:00	ate ∨ PM	•		
2	CB-041591 CB-041603	111-1111111 111-1113232	23450 2112232		Denver	8/21/2020 12:29 PI	И	Forward	NOR Resubmissio	n	Submitte	ed 8/ e 8/	18/2020 21/2020	12:31 1:51 P	PM M	•

Figure 8: Filter and Pin

- 4. **To search for a specific case binder**: enter any field or a combination of fields with a space between them in the search bar. Hit Enter to search.
 - Note: to clear a search and return to the full list view, select the "x" icon in the search bar or delete the entry and press Enter.

ECAT	ALYS1	ſ					C	২ s	earch			8	Usei	r 1
	INDERS C	REATE	Select for a s	and type pecific ca	to search ise binder									
18 items •	Sorted by ID • F	E Binders	e binders - Record Ty	pe • Updated a	few seconds ago		Q Denver LRS	_	٢	ŵ *		C'	•	Y
	ID † \sim	FHA Ca 🗸	Loan Number	∨ нос	✓ Created Date	e ~	Submission Type	\sim	Status	∨ La	st Modi	fied Dat	e 🗸	
1	CB-041590	999-1234502	9876502	Denver	8/18/2020 11	:38 AM	Forward Initial Submission		LRS	8/	18/2020	12:00 PI	N	•
2	CB-041591	111-1111111	23450	Denver	8/18/2020 12	:31 PM	Forward NOR Resubmission		Submitte	ed 8/	18/2020	12:31 PI	N	•
3	CB-041603	111-1113232	2112232	Denver	8/21/2020 12	:29 PM	LRS		LRS Rece	8/2	21/2020	1:51 PM		•

Figure 9: List View Search Bar

5. **To sort case binder records**: select the name of the column header. The arrow next to the column header name indicates the sort type (ascending or descending).



#CATALYST		Q	Search	2	User1	
CASE BINDERS CREATE						
Case Binders All My Case Binders 🔻 👎	Select to sor	t case binder				
18 items • Sorted by ID • Filtered by my case body Re	rec	ords	Q Search this list	ŵ	•• III• C'	<u> </u>
ID ∨ FHA Case ↓∨ .oan Number	∨ HOC ∨	Created Date V	Submission Type 🛛 🗸	Status 🗸	Last Modified Da	ite 🗸
1 CB-041590 999-1234502 9876502	Denver	8/18/2020 11:38 AM	Forward Initial Submission	Endorsed	8/18/2020 12:00 F	M 💌

Figure 10: Sorting Columns

3 Creating a Case Binder

This section describes the creation, upload, and submission of an electronic origination case binder or other document submission type by a mortgagee.

Note: There may be a Virtual Private Network (VPN) connection limitation. If there is an issue, please contact the FHA Resource Center at <u>answers@hud.gov</u>.

3.1 Creating a Case Binder

1. To create a Case Binder, select the **Create tab**.

ECAT	ALYS	ſ					۵	Search			8	User	1
CASE BI	NDERS	REATE	Select to	o navigate reate tab	e to the								
18 items •	ase Binders II My Case Sorted by ID • F	e Binders	e binders - Record Type	• Updated a few	seconds ago		Q Search this list		\$ \$ *	Ⅲ •	C /	¢	Y
		FHA Ca 🗸	Loan Number 🗸 🗸	нос ∨	Created Date	~	Submission Type	✓ Status	~ L	ast Modi	fied Date	e ~	
1	CB-041590	999-1234502	9876502	Denver	8/18/2020 11:38	3 AM	Forward Initial Submission	Endors	ed 8	/18/2020	12:00 PM	1	•
2	CB-041591	111-1111111	23450	Santa Ana	8/18/2020 12:31	PM	Forward NOR Resubmission	Submit	ted 8	/18/2020	12:31 PN	1 (•
3	CB-041603	111-1113232	2112232	Denver	8/21/2020 12:29	PM	LRS	LRS Red	:e 8	/21/2020	1:51 PM		

Figure 11: Creating Case Binder Records

2. The Case Binder Package page is displayed, which allows for user to enter case binder details.



CASE BINDERS CREATE	
*FHA Case Number 🕚	
*Borrower Name	
*Location	
Select ~	
*Loan Number	
*Submission Type	
Forward Initial Submission	Select to navigate to
Comments	file upload page
	Next

Figure 12: Case Binder Create Form

- 3. Complete all required fields, which are marked with a red asterisk (*)
 - **FHA Case Number**: The case number must be 11 Characters with a hyphen after the first 3 digits e.g. *123-4567899*.
 - **Borrower Name**: Name of Borrower; to be entered manually by user; alphabetic characters only.
 - **Location**: Allows user to select the location to which the case binder will be electronically submitted (Denver, Atlanta, Santa Ana, Philadelphia, HUD Headquarters).
 - Loan Number: Must be less than 15 digits.
 - Submission Type: Allows user to select one of the submissions (Forward Initial Submission, HECM Initial Submission, Forward NOR Submission, HECM NOR Submission, LRS, Test Case, Other).
- 4. Enter any **Comments**: Allows user to add appropriate comments for FHA review. Please limit your comments to less than 1000 characters.

5. Select Next.

- 6. Upload the case binder file via two options:
 - Select the **Upload Files** button to select a file to upload.
 - Or Drag and Drop a file into the Upload Files section on the screen to attach the file.
 - A green circle with a checkmark will appear when the file has completed uploading.
 - Note: Selecting the Trash Can icon after file uploads deletes the file from the Case Binder.





Figure 13: Case Binder Document Upload

- 7. Select the **Previous** button to return to the previous page.
- 8. Upon selecting the **Next** button, a message will appear at the top of the screen displaying "File successfully uploaded."
- 9. Select **Finish** to continue. The new case binder created is displayed in the Case Binder Home Page.



Figure 14: Case Binder Success Notification



3.2 Viewing Case Binder Details

1. To select a case binder for review, select appropriate blue hyperlink of the ID (CB-######).

	ALYS1					٩	Search	User1
		0.0175	_					
Sel	ect to rev	view a						
18 items •	Sorted to ID • F	iltered by my cas	e binders - Record Type	• Updated a few	seconds ago	Q Search this list	\$	
	ID TV 🗸	FHA Ca 🗸	Loan Number 🗸 🗸	нос 🗸	Created Date V	Submission Type 🗸 🗸	Status 🗸	Last Modified Date 🗸
1	CB-041590	999-1234502	9876502	Denver	8/18/2020 11:38 AM	Forward Initial Submission	Endorsed	8/18/2020 12:00 PM
2	CB-041591	111-1111111	23450	Santa Ana	8/18/2020 12:31 PM	Forward NOR Resubmission	Submitted	8/18/2020 12:31 PM
3	CB-041603	111-1113232	2112232	Denver	8/21/2020 12:29 PM	LRS	LRS Rece	8/21/2020 1:51 PM

Figure 15: Select Case Binder

2. After selecting the ID from the Listview, the Case Binder Details page is displayed.

CATALYST		Q Search	2
Case Binder CB-041612			
FHA Case Number 111-1111111 Borrower Name Test Natalia		Loan Number 3874857493209849 Lender Name Bank of America2	
Submission Type HECM NOR Resubmission		Lender ID 42213	
SFH User , 8/24/2020 10:12 AM Comments		Philadelphia Status	
Last Modified By SFH User , 8/24/2020 10:12 AM	Select to download the file	Select to return to the Case Binder Home page	
TestData6.9Kb (1).txt	Back	Delete	

Figure 16: Case Binder Details View

- 3. Select the **blue file name** to download the file that was uploaded to the Case Binder.
- 4. The **Delete** button is available to the Lender only when the status is set to "Submitted" and "Virus Scan Fail."



5. Select the **Back** button to return to the Case Binder Home Page.

4 Virus Scan Fail Notification

This section describes the scenario when an uploaded Case Binder does not pass the virus scan. When this occurs, the file is not available for access (viewing or downloading) in FHA Catalyst, but the record of the upload is shown until the lender deletes the upload).

- If the Case Binder does not pass the virus scan, "Virus Scan Fail" will be displayed as status of the Case Binder on Listview a few minutes after it is uploaded. To review the Case Binder, select blue hyperlink of the ID (CB-######).
- 2. Note: You can also sort on the Status column to quickly see which files are in this status

CAS	SE	BINDERS C	REATE											
E	T	Case Binders All My Case	Binders 🔻	*	-									
23		Select to re	eview a cas	se binder	- Record Type • Update	d a few seconds ago	Q Search this list		¢.	• 11 •	C		C	Y
		with "Viru	s Scan Fai	l" status	Location \checkmark	Created Date \downarrow \checkmark	Submission Type 🛛 🗸	Status	~	Last Mod	ified	~		
	1	CB-0 5617	222-2222222	222222	Santa Ana	4/1/2021 1:22 PM	Forward Initial Submission	Submitted		4/1/2021	1:22 PM		v	
	2	CB-0 5616	222-2222222	222222	HUD Headquarters	4/1/2021 1:21 PM	Other	Submitted		4/1/2021	1:21 PM		w	
	3	CB-085610	222-2222222	222222	HUD Headquarters	4/1/2021 11:50 AM	Other	Virus scan	fail	4/1/2021	11:53 AM	N	Ŧ	
	4	CB-085609	222-2222222	222222	Santa Ana	4/1/2021 11:49 AM	Forward Initial Submission	Virus scan	fail	4/1/2021	11:52 AM	N	v	
	5	CB-085599	222-2222222	222222	Denver	3/31/2021 2:02 PM	Forward NOR Resubmission	Virus scan	fail	3/31/2021	2:04 PM	N	¥	
	6	CB-085594	222-2222222	222222	Santa Ana	3/30/2021 11:38 AM	Forward Initial Submission	NOR		4/1/2021	6:20 AM		•	

Figure 17: Select Case Binder with "Virus Scan Fail" status



3. After selecting the **ID** (CB-######) from the Listview, the Case Binder Details page will be displayed. Please select the **Delete** button to delete the record.

FHA Case Number	Loan Number
222-222222	222222
Borrower Name	Lender Name
swathi	Quicken Loans Inc Branch 00003
Submission Type	Lender ID
Forward Initial Submission	71970
Created By	Location
Swathi Lender, 4/1/2021 11:49 AM	Santa Ana
Comments	Status Virus scan fail
Last Modified By SintegrationUser, 4/1/2021 11:52 AM	Status Date 4/1/2021 11:49 AM
Download File	<mark>nload File</mark> nk is disable <mark>d</mark>

Figure 18: How to delete a Case Binder that doesn't pass the virus scan



5 Logging out of FHA Catalyst

- 1. To log out of FHA Catalyst, select your username in the upper right section of the screen.
- 2. Select Logout.

CAT	ALYST	Γ				Q	Search	User15.	•
								Home	
								My Profile	
CASE BI	NDERS C	REATE						My Settings	
Ca A	ase Binders II My Case	e Binders	•					My Account	
18 items •	Sorted by ID • F	iltered by my cas	e binders - Record Type	Updated a few	seconds ago	Q Sear	olog ^{¢r} ∗	Contact Support	
	ID † 🗸 🗸	FHA Ca 🗸	Loan Number 🗸 🗸	нос ∨	Created Date \sim	Submission Out		Logout	
1	CB-041590	999-1234502	9876502	Denver	8/18/2020 11:38 AM	Forward Ini	8/	10,2020 12.00 1 11	•
2	CB-041591	111-1111111	23450	Santa Ana	8/18/2020 12:31 PM	Forward NOR Resubmission	Submitted 8/	18/2020 12:31 PM	•
3	CB-041603	111-1113232	2112232	Denver	8/21/2020 12:29 PM	LRS	LRS Rece 8/	21/2020 1:51 PM	•



6 Getting Help

For further assistance, please contact the FHA Resource Center:

- E-mail answers@hud.gov.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at 1-800-877-8339.
- Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern Standard Time), Monday through Friday on all non-Federal holidays.