



FHA Catalyst: **Case Binder** **Module** **User Guide**

U.S. Department of Housing and Urban Development

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Solution Information

	Information
Solution Name	<i>FHA Catalyst</i> : SFH Electronic Document Delivery Module, also known as Case Binder Module
Solution Acronym	FHA Catalyst
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Document History

Version No.	Date	Author	Revision Description
1.0	04/02/2020	Hud Contractor	Original Document
2.0	8/31/2020	Hud Contractor	Updated to include Loan Review System (LRS) binder submission functionality 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 answers@hud.gov 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.

1. Check your email for welcome email from FHACatalyst@hud.gov. 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.

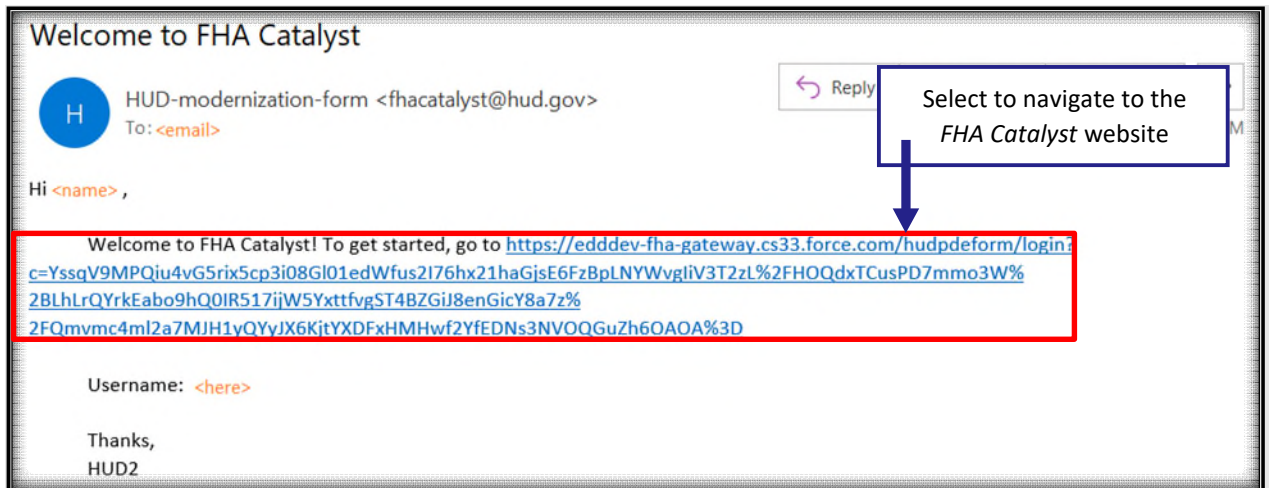
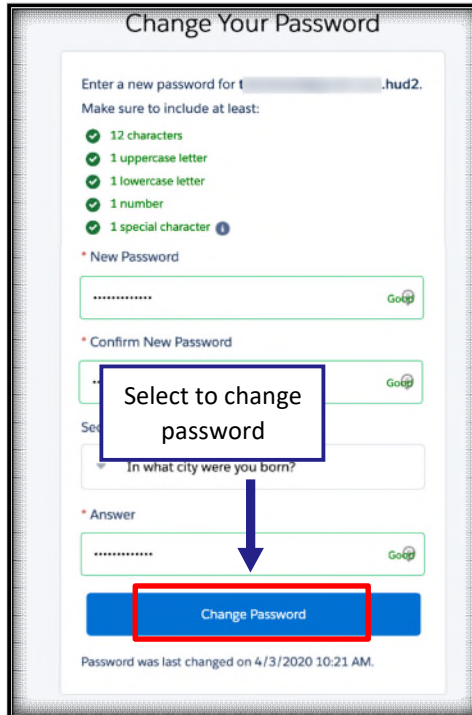


Figure 1: Welcome Email

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.



Change Your Password

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

***** Go

* Confirm New Password

***** Go

Select to change password

In what city were you born?

* Answer

***** Go

Change Password

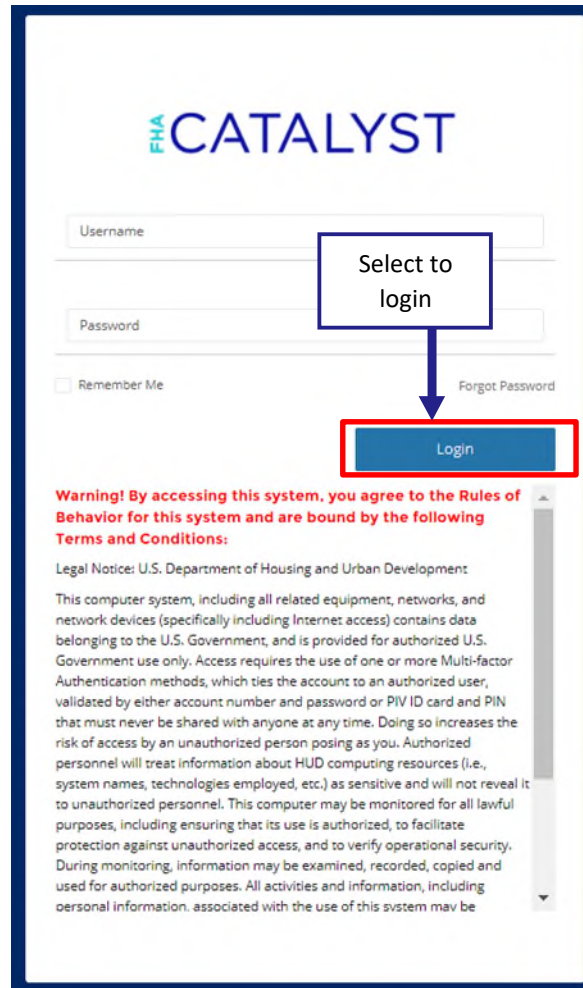
Password was last changed on 4/3/2020 10:21 AM.

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 <https://www.hud.gov/FHACatalyst>.
2. Enter your username and password, then select **Login**.



The screenshot shows the FHA Catalyst login interface. At the top, the 'FHA CATALYST' logo is displayed. Below it are input fields for 'Username' and 'Password'. A blue box with the text 'Select to login' has an arrow pointing to the 'Login' button, which is highlighted with a red rectangle. To the left of the 'Login' button is a 'Remember Me' checkbox, and to the right is a 'Forgot Password' link. Below the login fields is a red warning message: 'Warning! By accessing this system, you agree to the Rules of Behavior for this system and are bound by the following Terms and Conditions:'. This is followed by a 'Legal Notice' section from the U.S. Department of Housing and Urban Development, detailing system security and data handling policies.

Figure 3: *FHA Catalyst* Login Page

2.3 Resetting Your Password

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

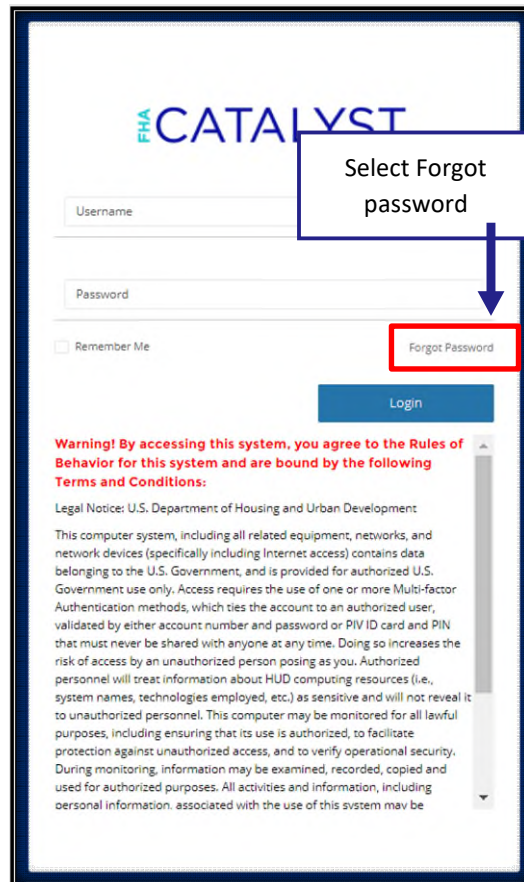


Figure 4: Forgot Password

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

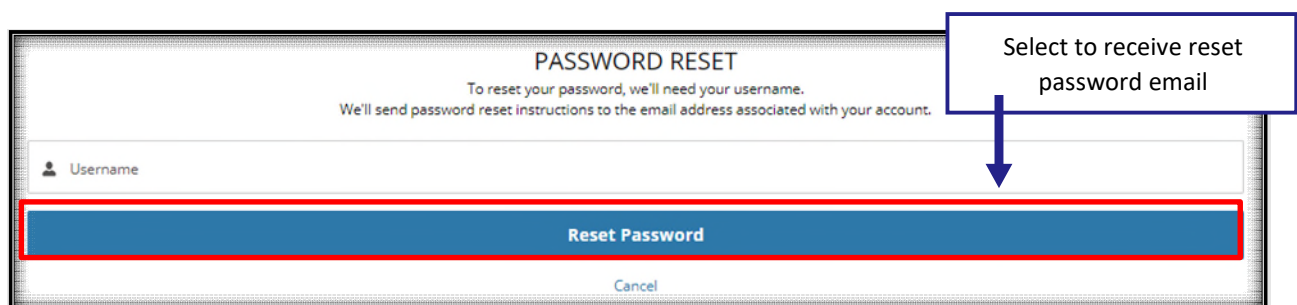


Figure 5: Reset Password

2.4 *FHA Catalyst* Landing Page

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

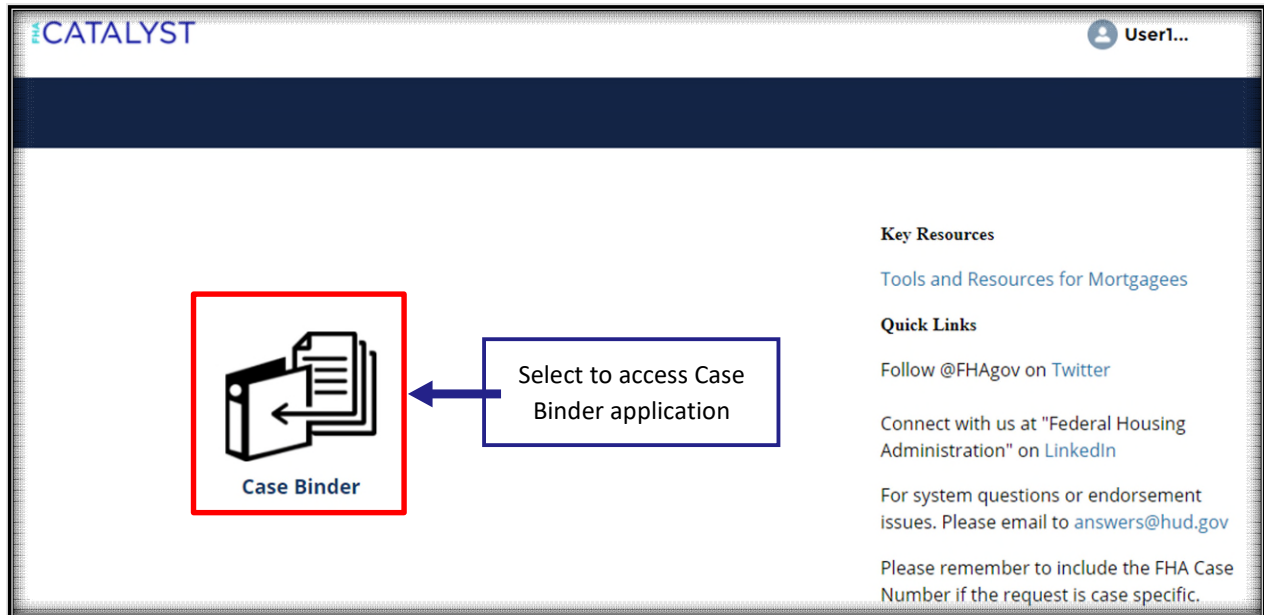


Figure 6: *FHA Catalyst* Landing Page

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.

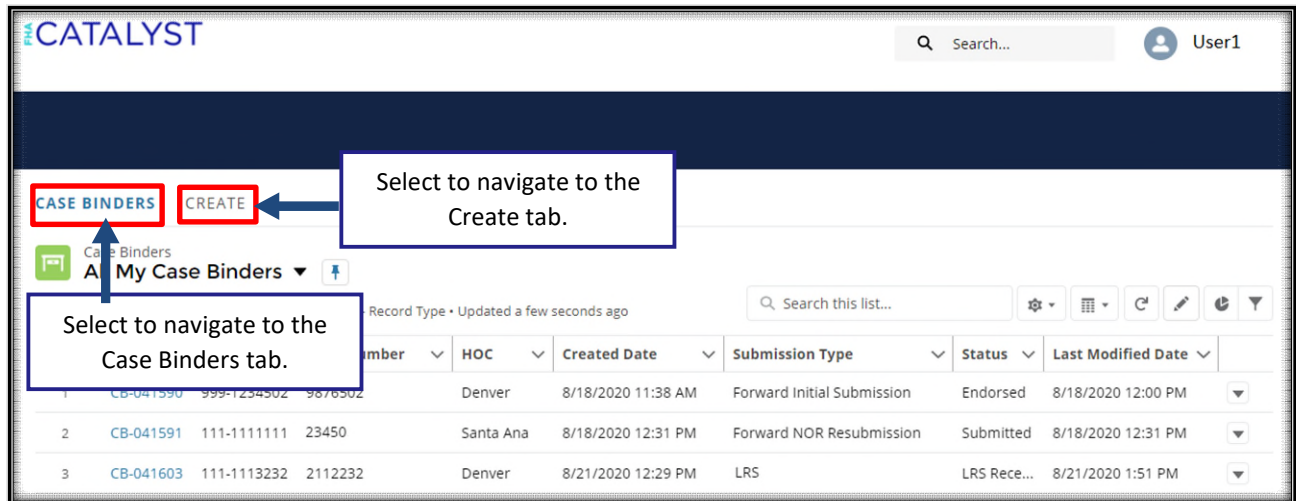


Figure 7: Case Binder Home Page

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.

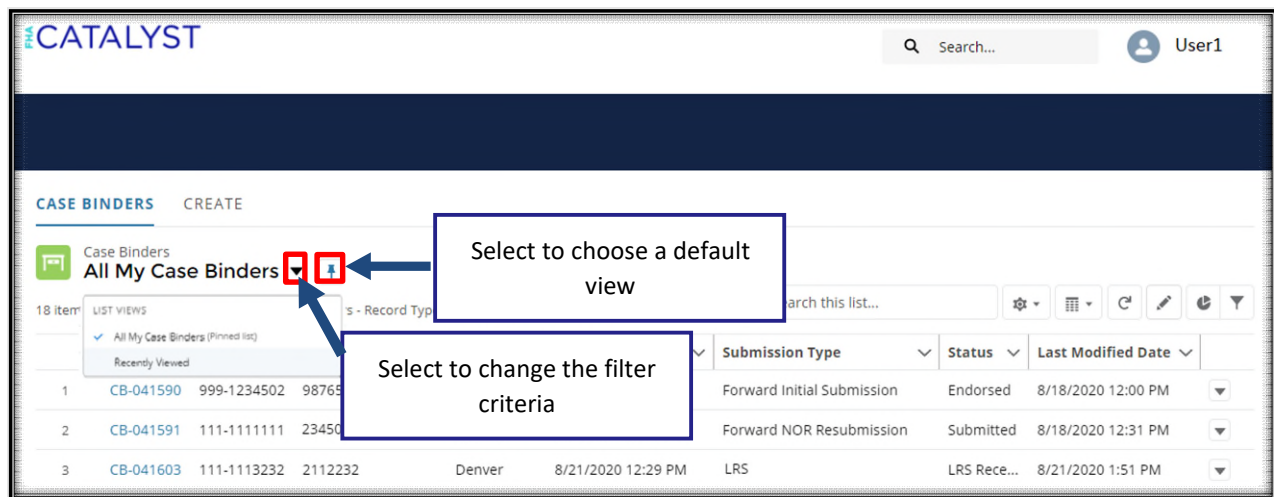


Figure 8: Filter and Pin

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.
 - o 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.

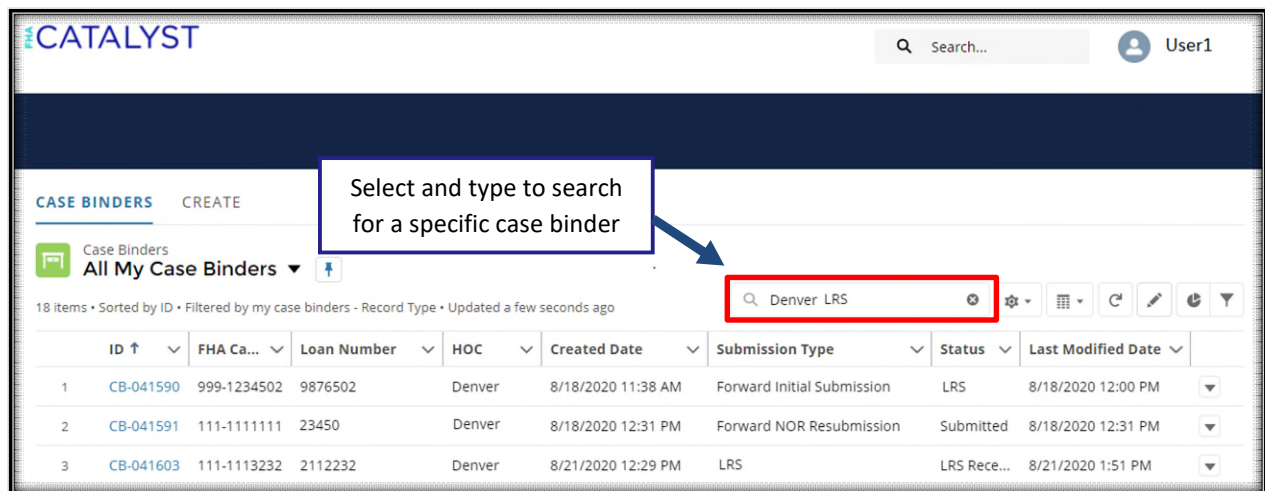


Figure 9: List View Search Bar

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).

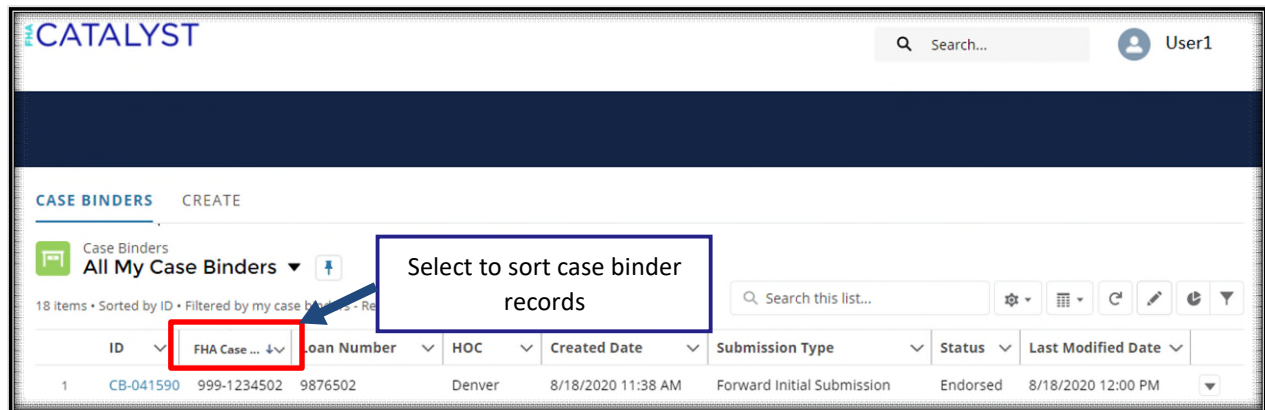


Figure 10: Sorting Columns

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 answers@hud.gov.

3.1 Creating a Case Binder

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

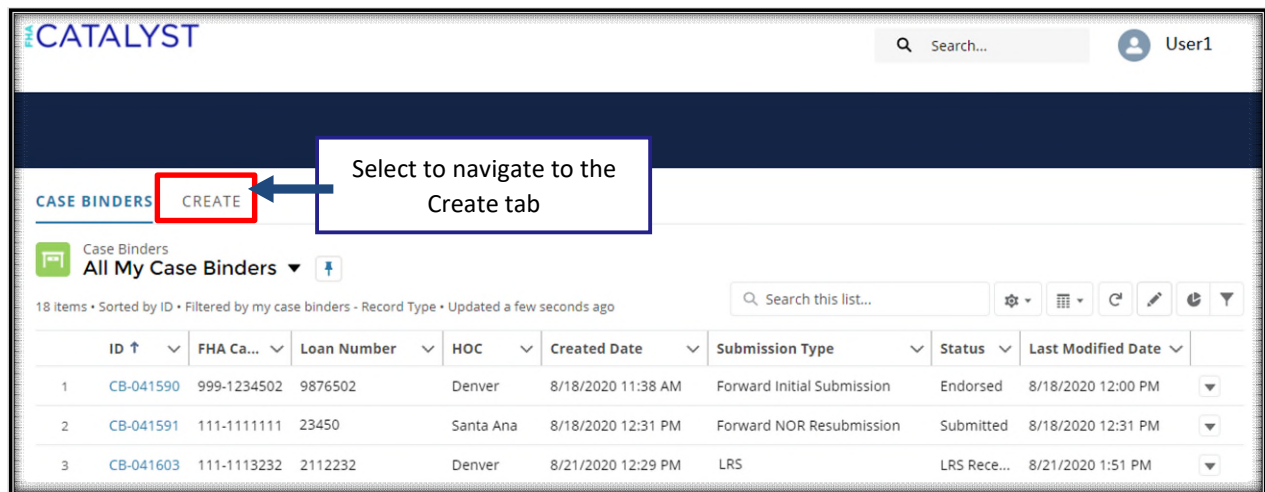


Figure 11: Creating Case Binder Records

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

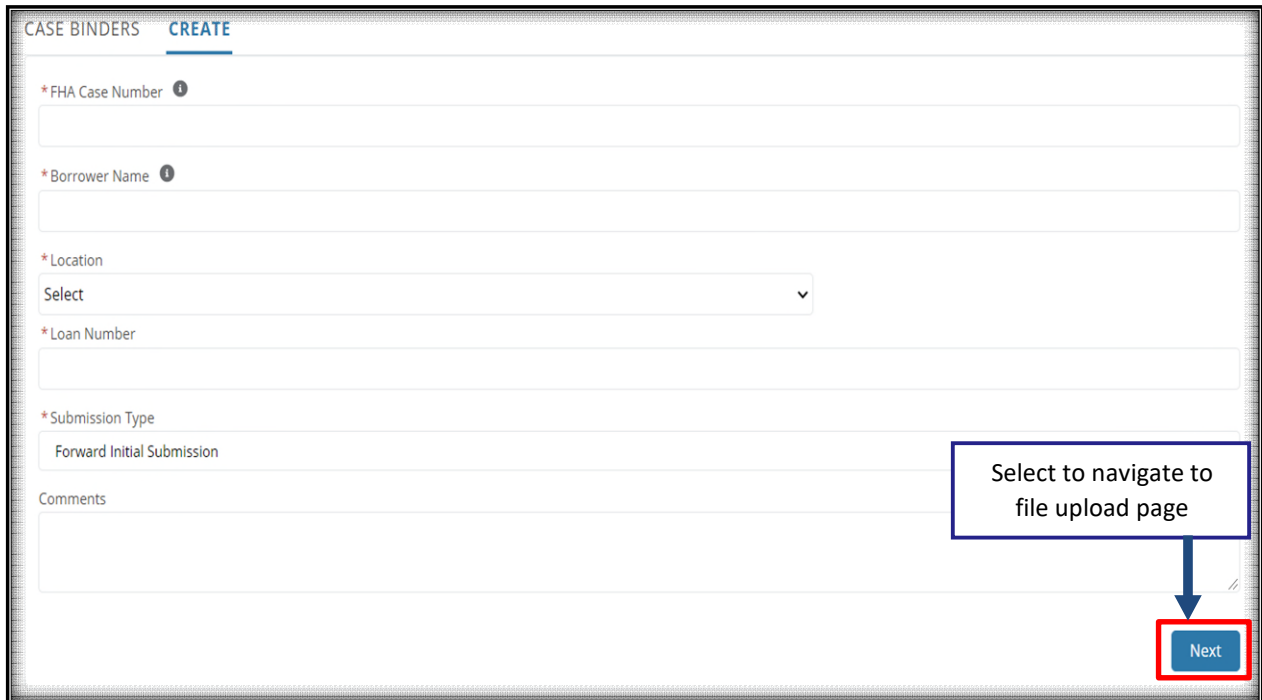


Figure 12: Case Binder Create Form

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.

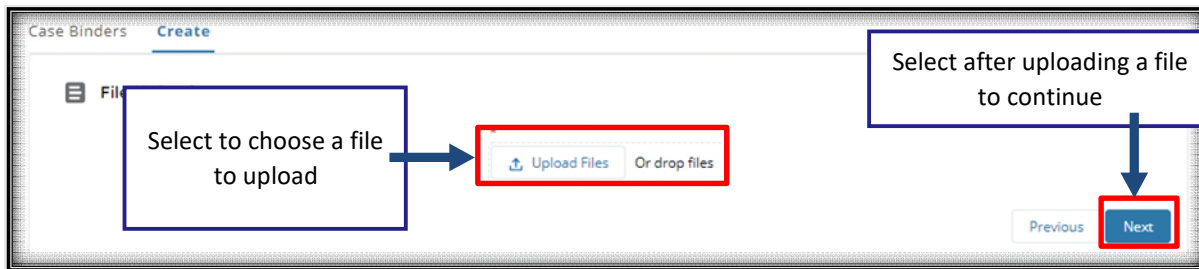


Figure 13: Case Binder Document Upload

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-#####).

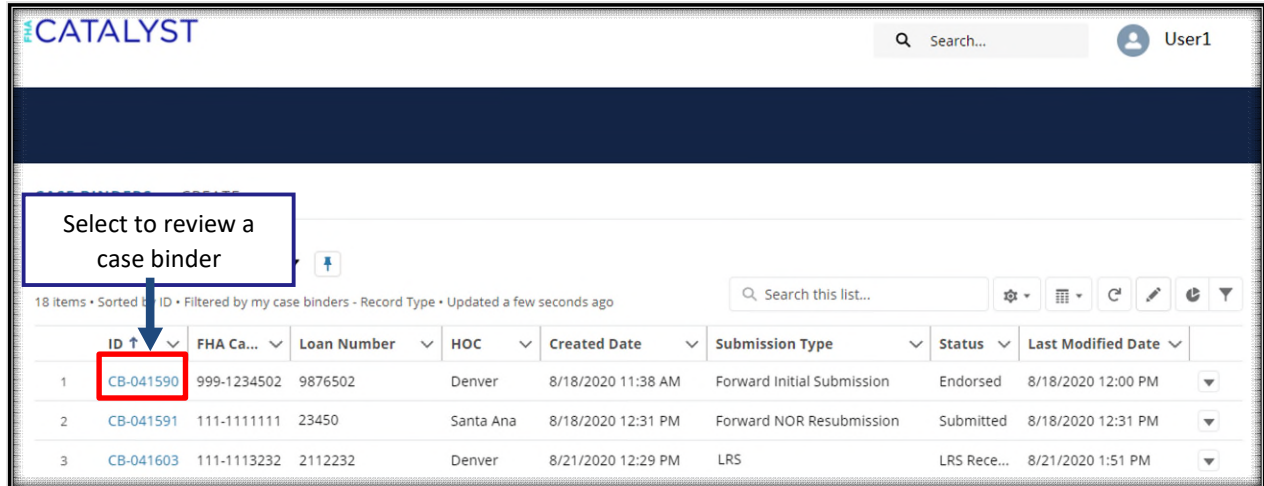


Figure 15: Select Case Binder

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

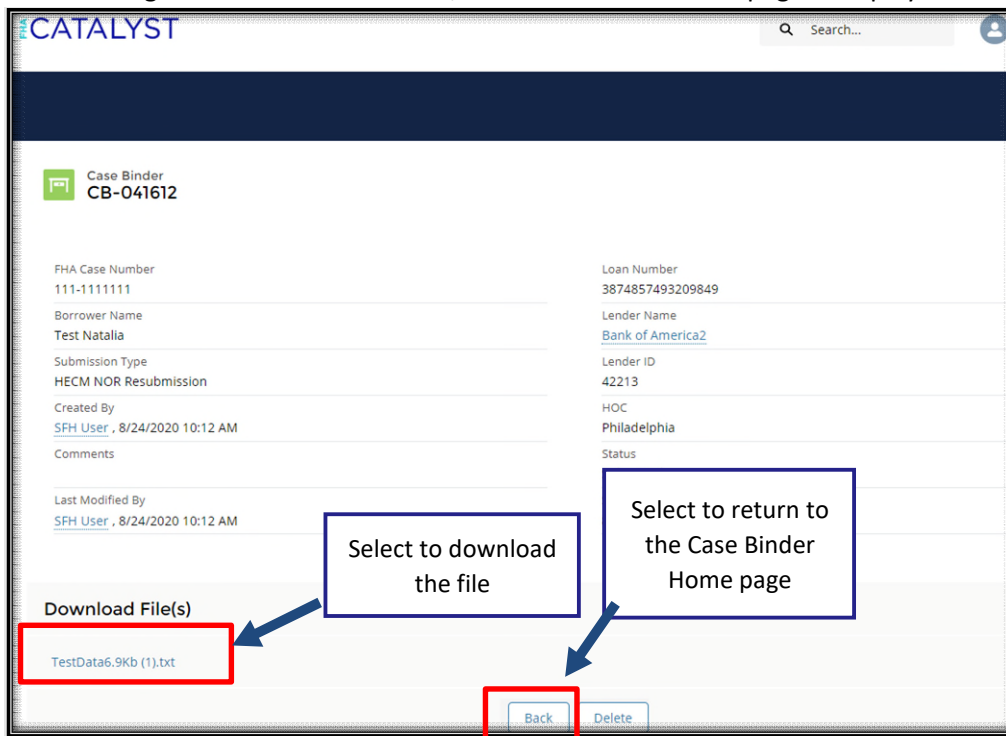


Figure 16: Case Binder Details View

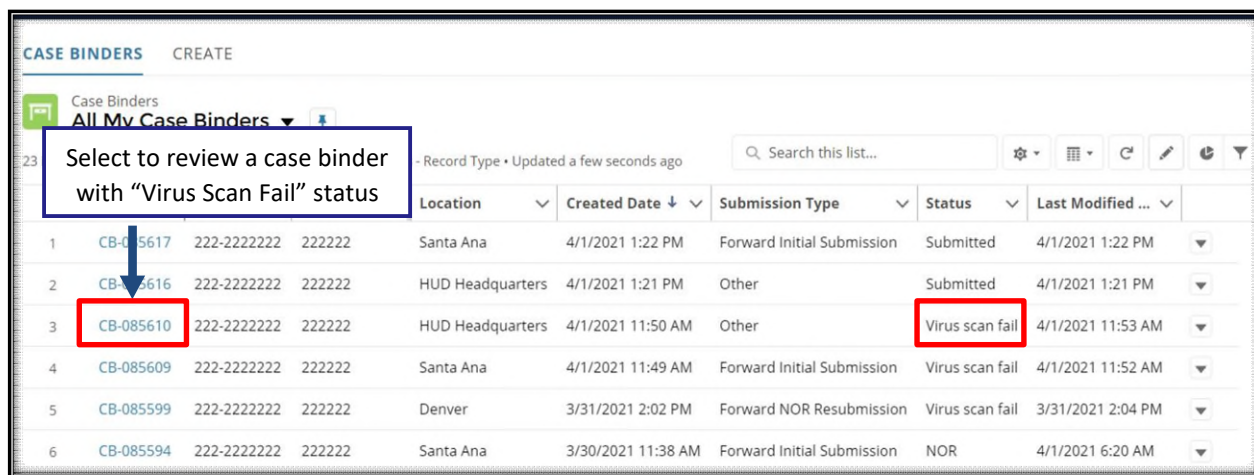
3. Select the **blue file name** to download the file that was uploaded to the Case Binder.
4. The **Delete** button is available to the Lender only when the status is set to "Submitted" and "Virus Scan Fail."

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).

1. 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



	Location	Created Date	Submission Type	Status	Last Modified
1	Santa Ana	4/1/2021 1:22 PM	Forward Initial Submission	Submitted	4/1/2021 1:22 PM
2	HUD Headquarters	4/1/2021 1:21 PM	Other	Submitted	4/1/2021 1:21 PM
3	HUD Headquarters	4/1/2021 11:50 AM	Other	Virus scan fail	4/1/2021 11:53 AM
4	Santa Ana	4/1/2021 11:49 AM	Forward Initial Submission	Virus scan fail	4/1/2021 11:52 AM
5	Denver	3/31/2021 2:02 PM	Forward NOR Resubmission	Virus scan fail	3/31/2021 2:04 PM
6	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

- 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.

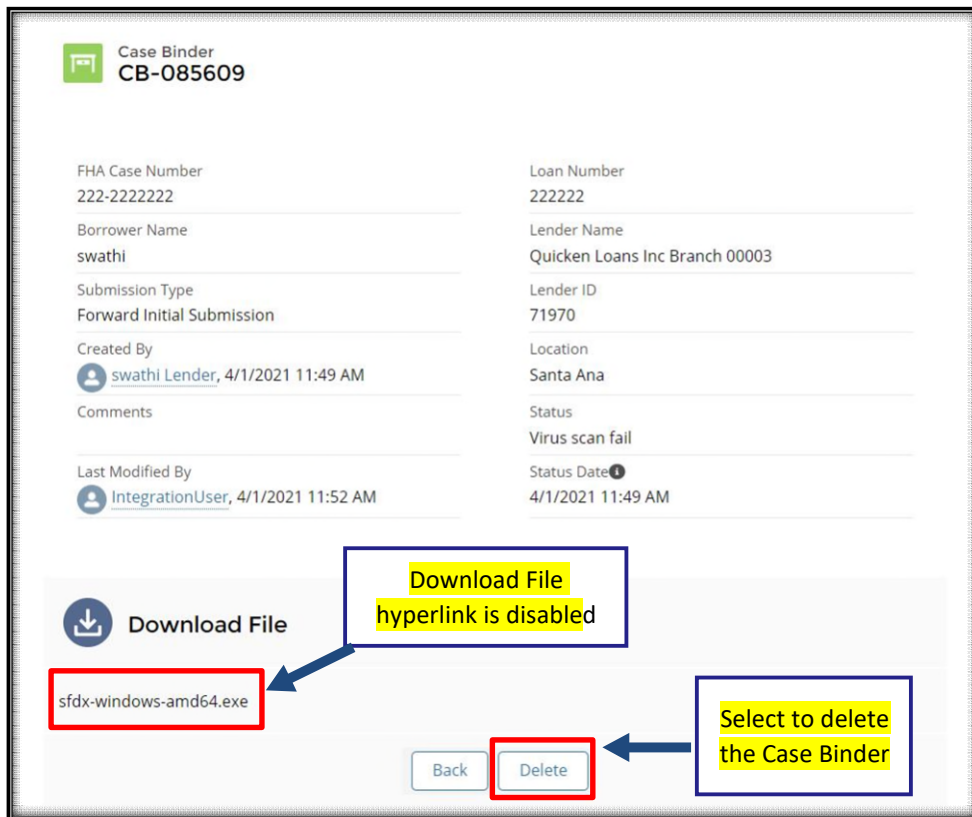


Figure 18: How to delete a Case Binder that doesn't pass the virus scan

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**.

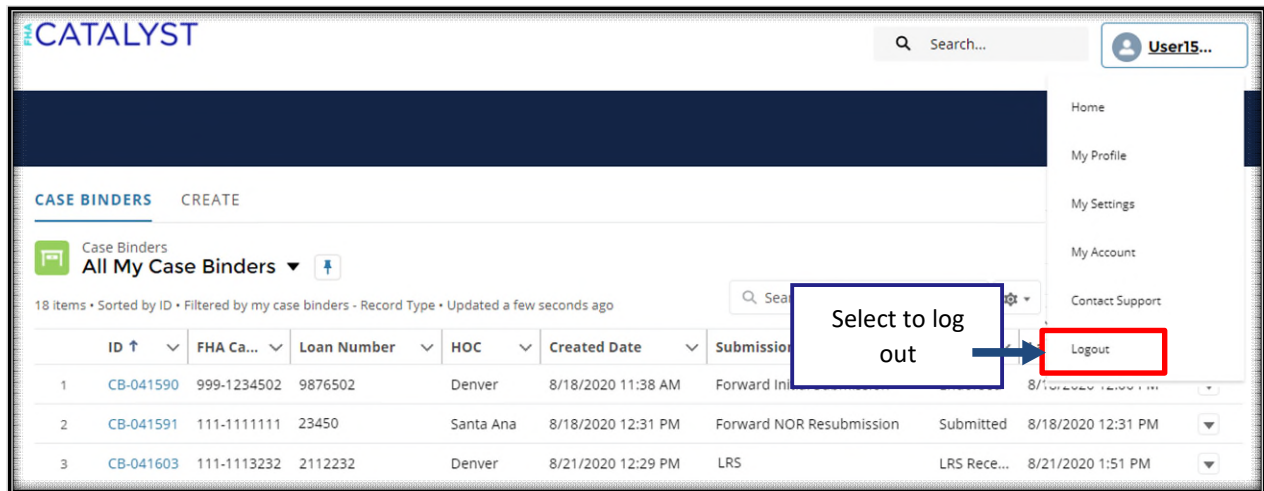


Figure 19: Logging Out

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.