HUD Healthcare Portal User Registration Manual

How to register new lenders and new users and update existing users in the 232 Healthcare Portal

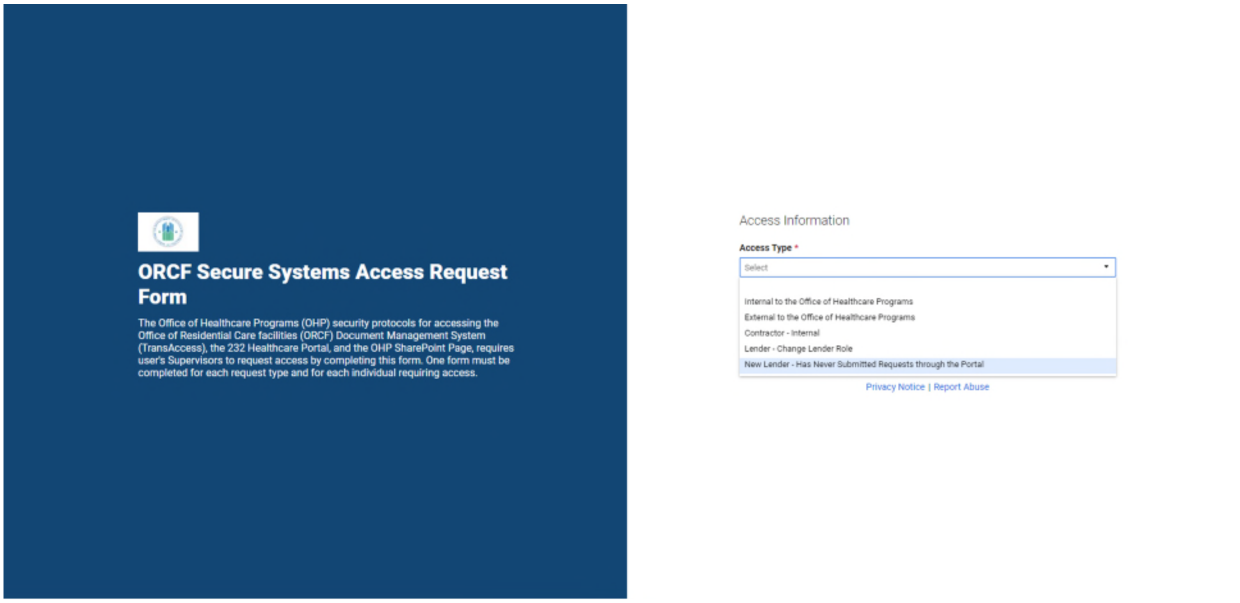
2024 v 1.0

HHCP Helpdesk
hhcp@hud.gov

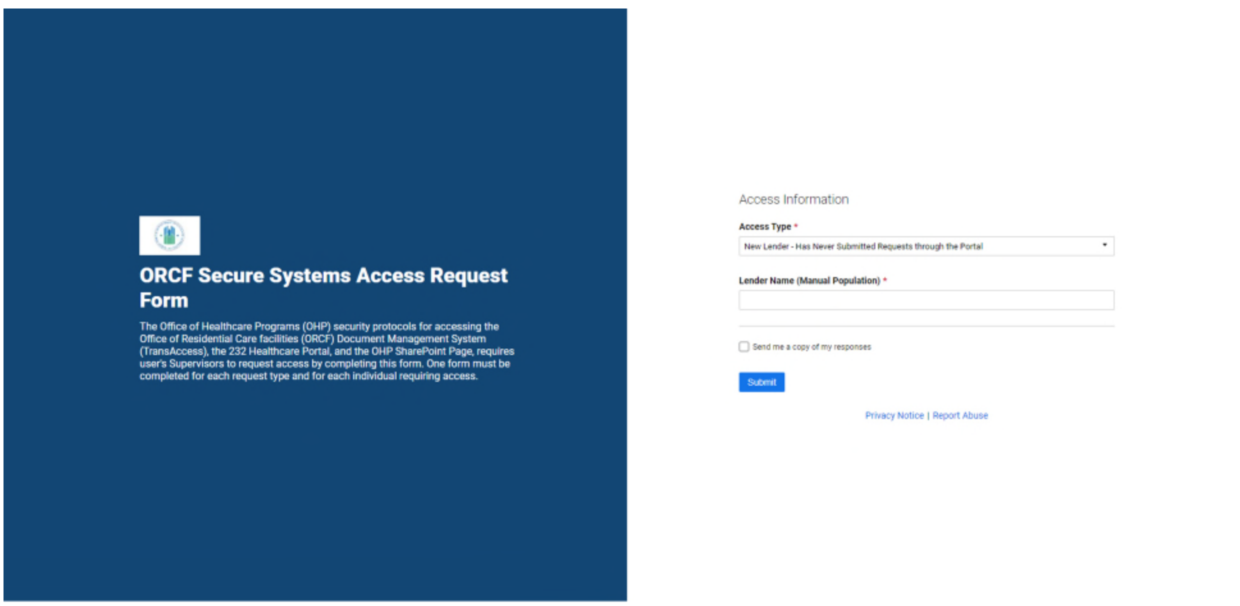
Contents

How to register a new lender

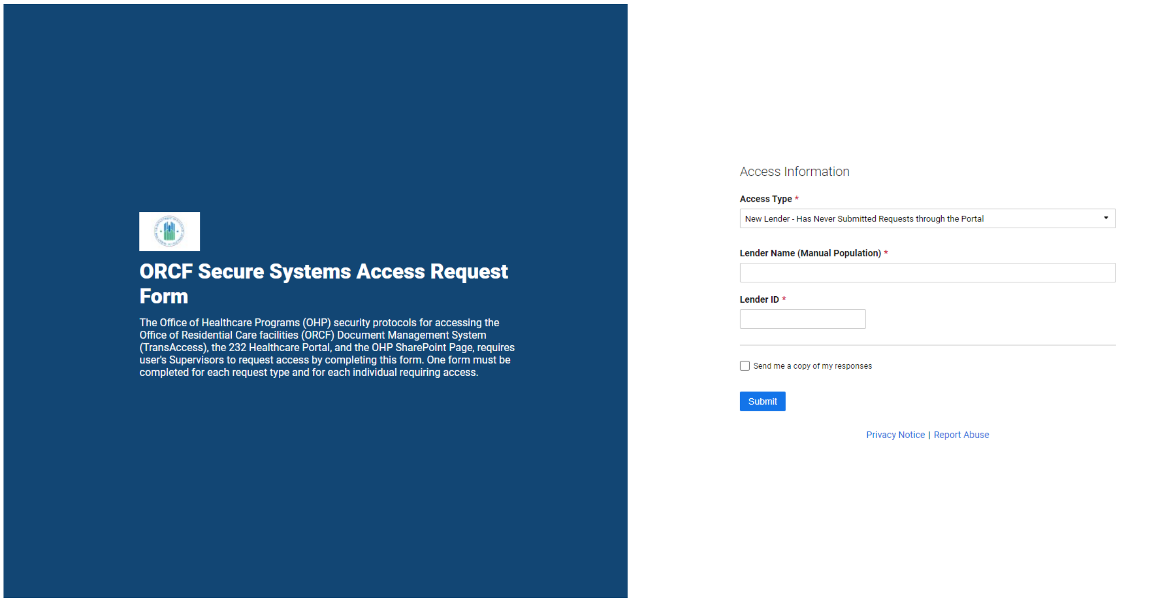
1. Navigate to the [ORCF Secure Systems Access Request Form].
2. Click on the "Access Type" drop down menu and select "New Lender – Has Never Submitted Requests through the Portal".



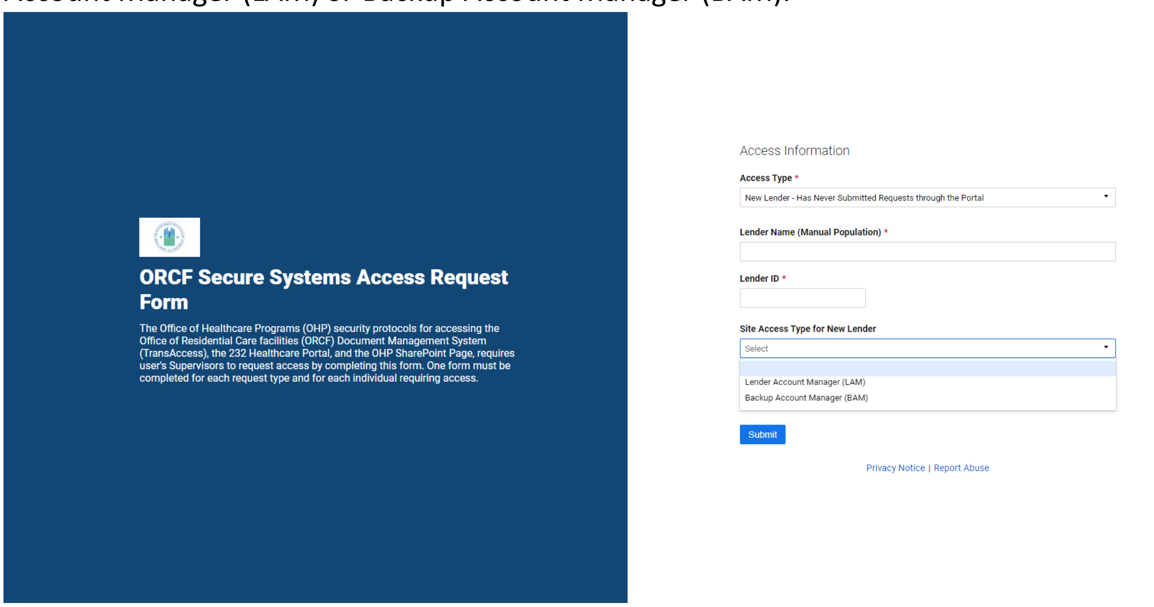
3. Click the "Lender Name (Manual Population)" field and type the name of the Lender.



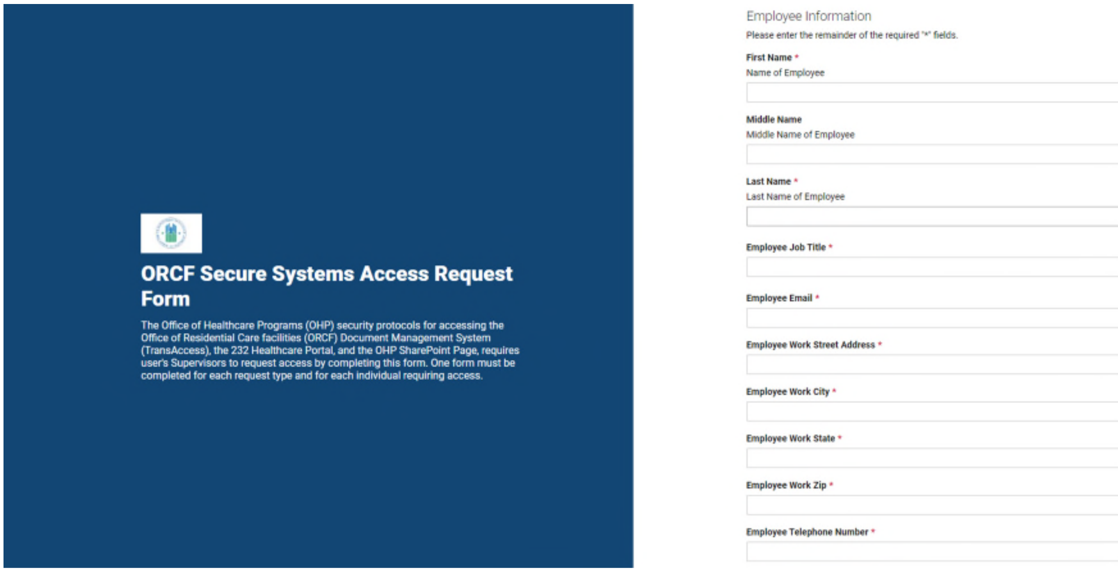
4. Click the “Lender ID” field and enter the Lender ID number.



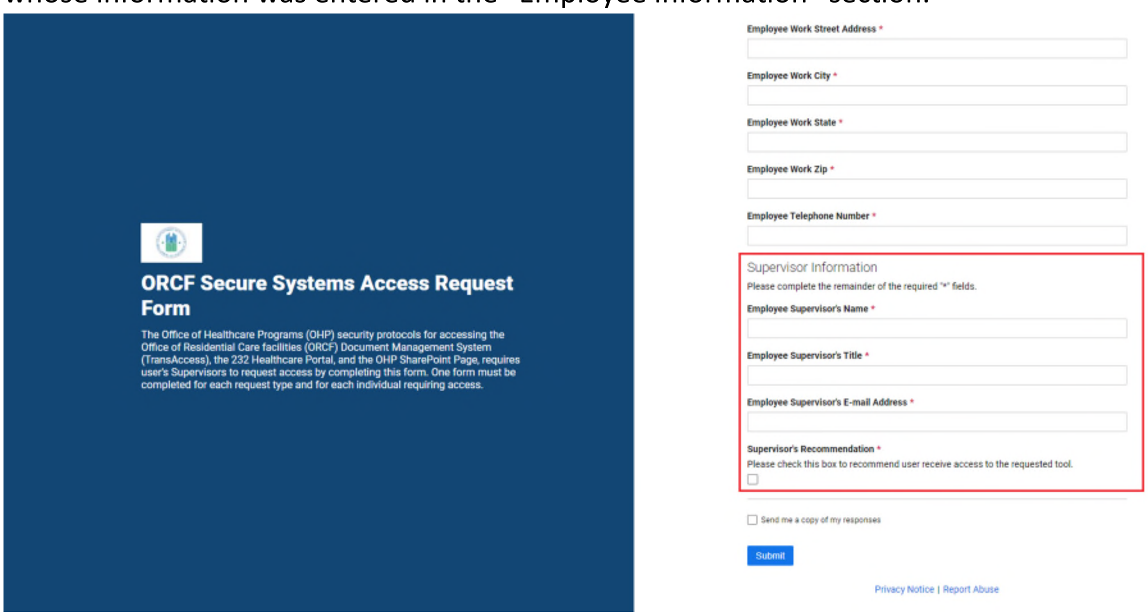
5. Click the “Site Access Type for New Lender” drop down menu and select *either* Lender Account Manager (LAM) *or* Backup Account Manager (BAM).



6. Enter all required information in the “Employee Information” section fields. All required fields are marked with a red asterisk.



7. Enter all required information in the “Supervisor Information” section fields. All fields in this section are required and marked with a red asterisk. Note that the supervisor must check the box indicating they recommend granting the user access to the Portal. The user is the individual whose information was entered in the “Employee Information” section.



8. Click “Submit”. Note: you may select “Send me a copy of my responses” if you desire.

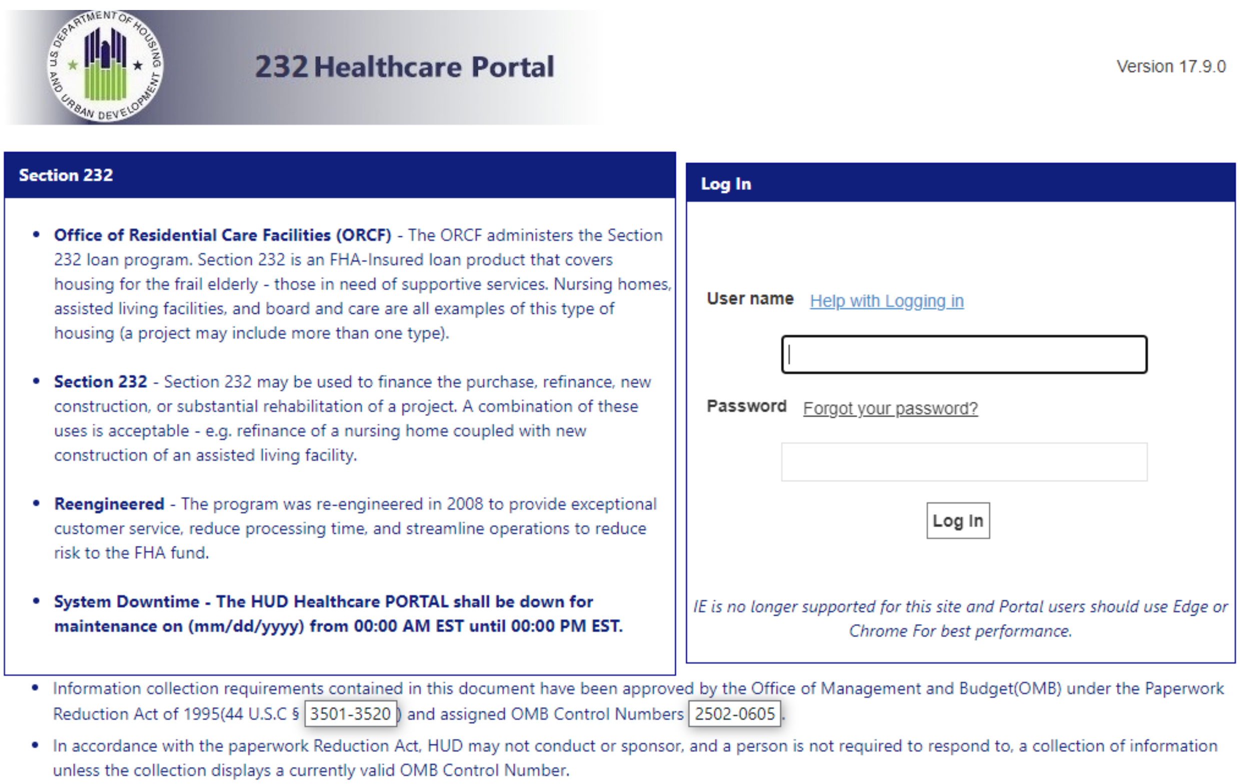
Who can register new users

The instructions below are for Lender Account Managers (LAMs) or Backup Account Managers (BAMs) who wish to register a new user or request a change to an existing user's role(s) in the 232 Healthcare Portal for the user types shown below.

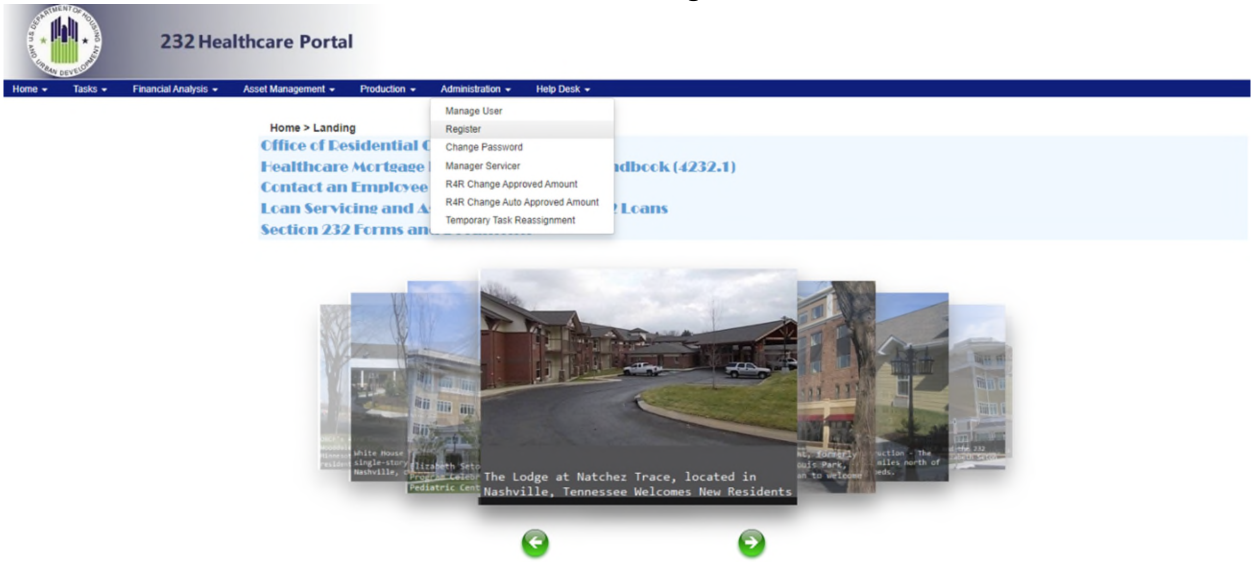
- Lender Account Manager (LAM)
- Backup Account Manager (BAM)
- Lender Account Representative (LAR)
- Special Option User (SOU)

How to register a new user for Lender Account Manager, Backup Account Manager, and Lender Account Representative roles

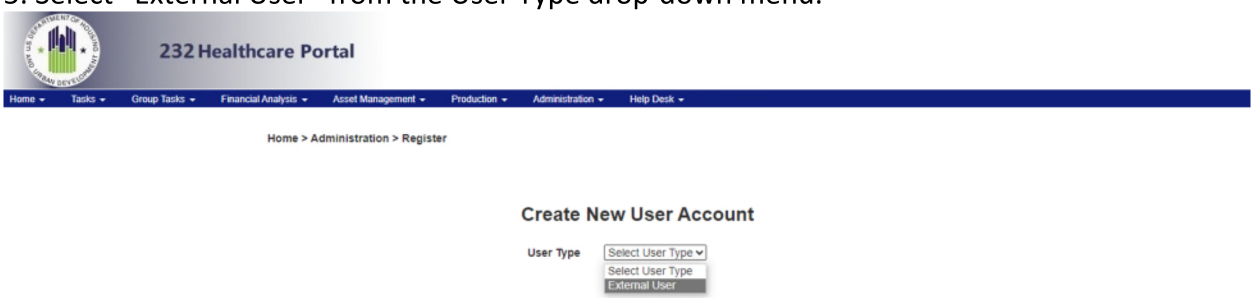
1. Navigate to the 232 Healthcare Portal.
2. Enter your Username (e-mail address) and Password.
3. Click the "Log In" button.



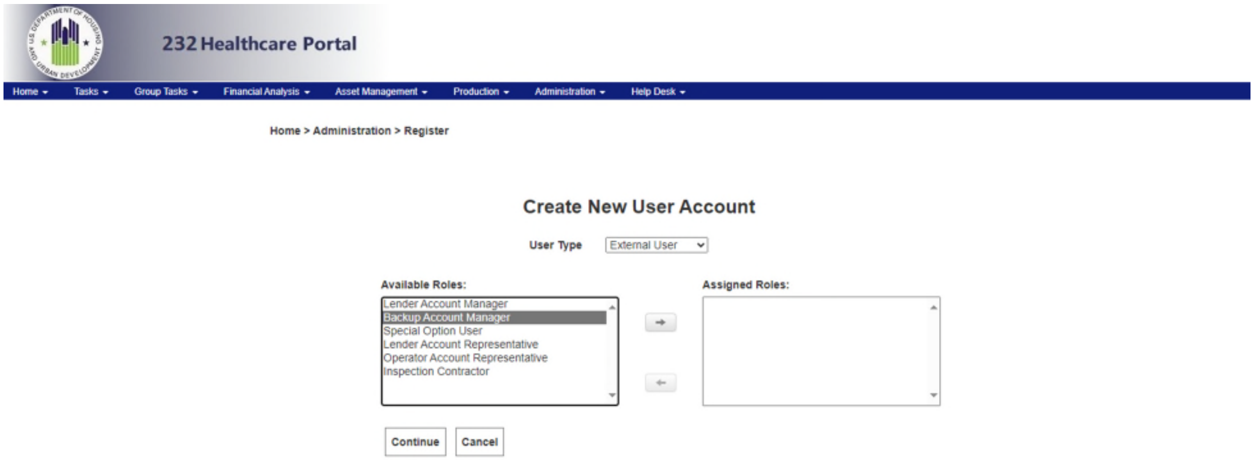
4. Hover over the Administration menu and click “Register”.



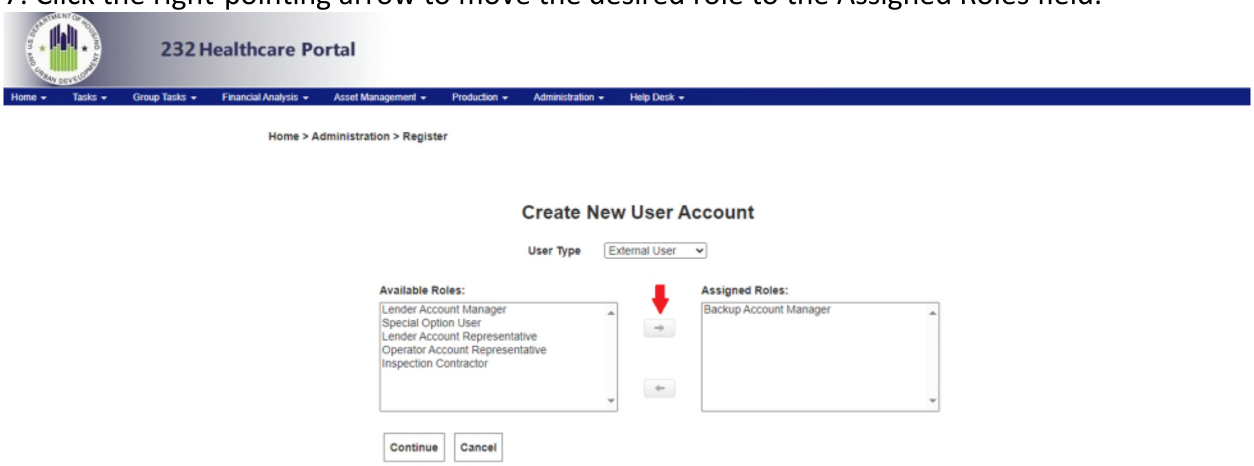
5. Select “External User” from the User Type drop-down menu.



6. Select the user type you would like to register from among the Available Roles.

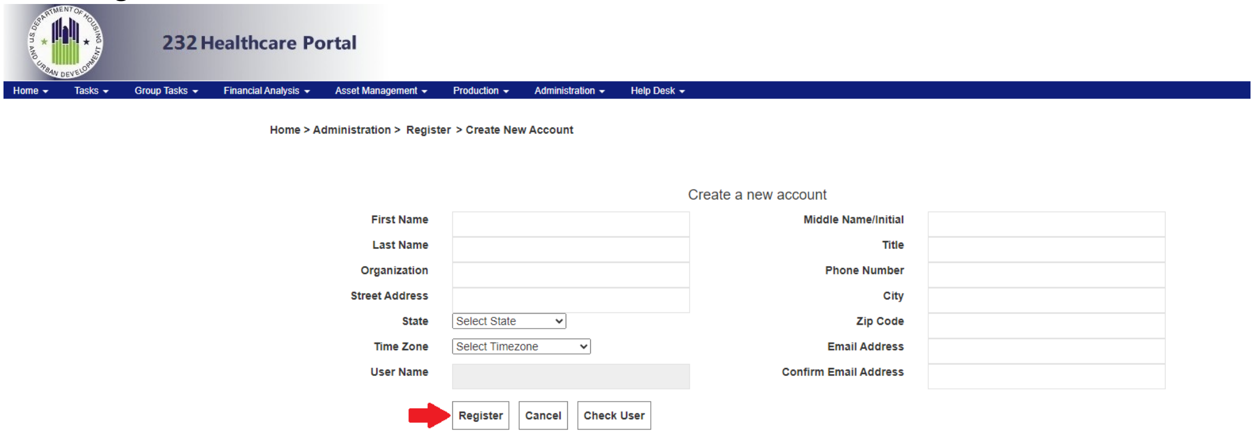


7. Click the right-pointing arrow to move the desired role to the Assigned Roles field.

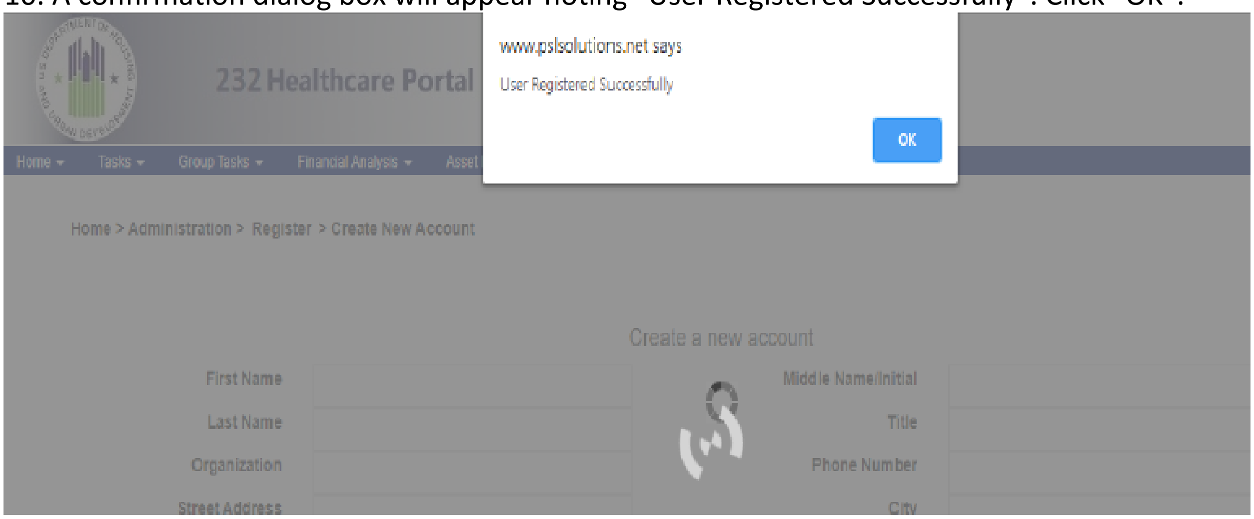


8. Click “Continue”.

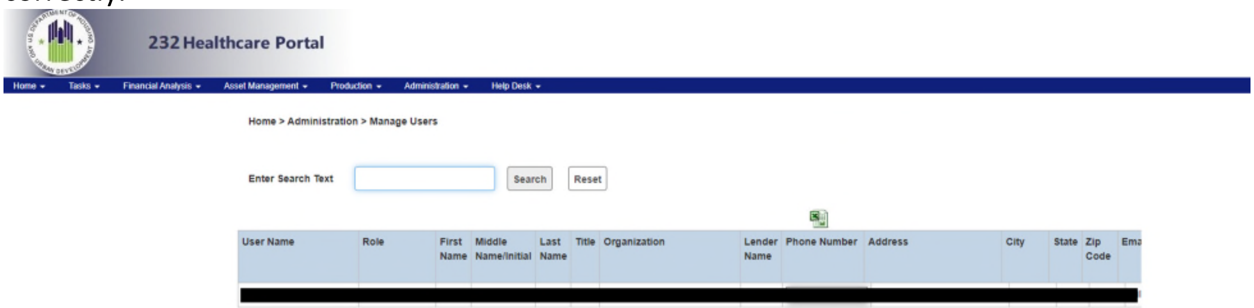
9. Enter the information requested (see below image). Do not enter information in the "User Name" field. It will populate automatically after the first email address field is complete. Then click "Register".



10. A confirmation dialog box will appear noting "User Registered Successfully". Click "OK".



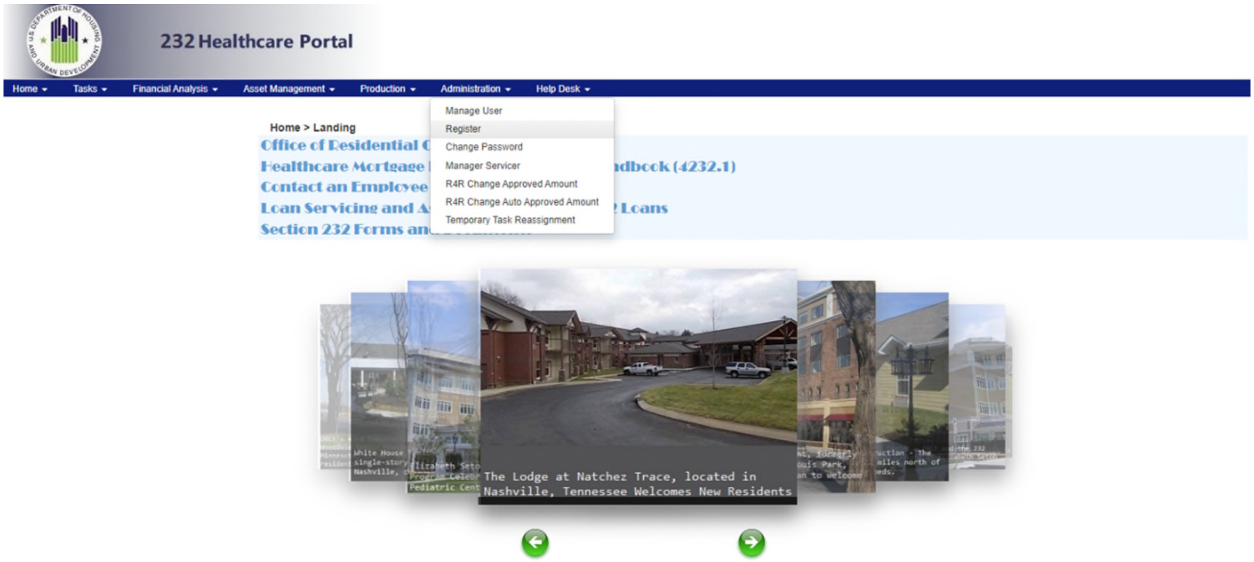
11. Once user registration is complete, the Manage Users page below will appear. To verify the user was registered correctly, enter the user's email address in the "Enter Search Text" field and click "Search". You may then confirm that the user's information and role were registered correctly.



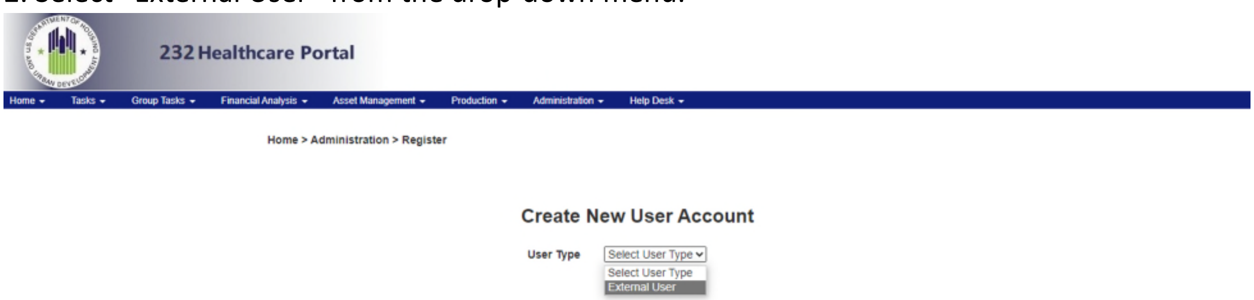
12. Note that the user who was registered will receive an email after the registration process is complete with a temporary password. The email will prompt the user finalize the registration process by changing the password. Registration is not finalized until the user completes the instructions in this email. *Important: the new user must complete the password change within 24 hours of receiving a registration email for the new user request.

How to register a new user for the Special Option User role

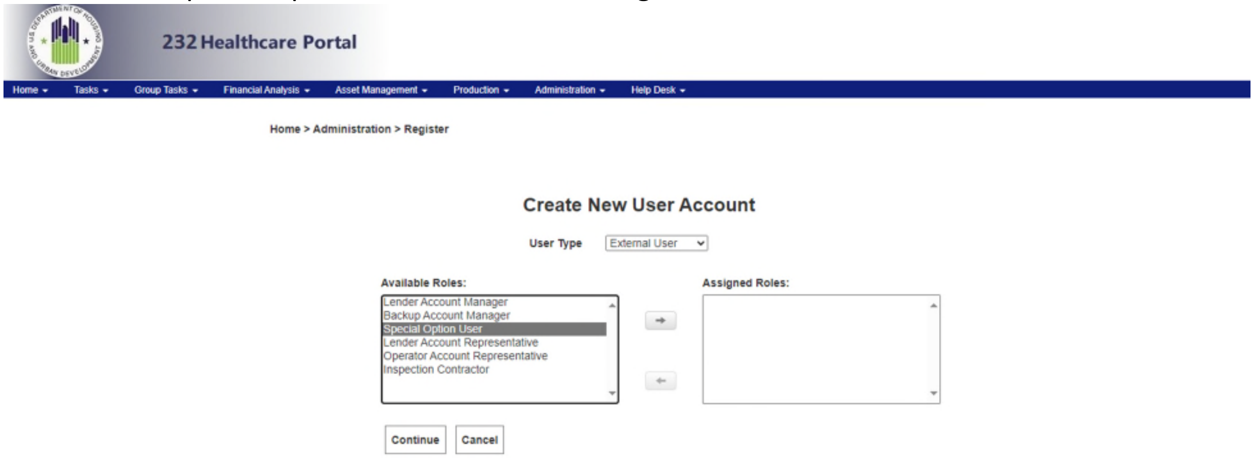
1. Hover over the Administration menu and click "Register".



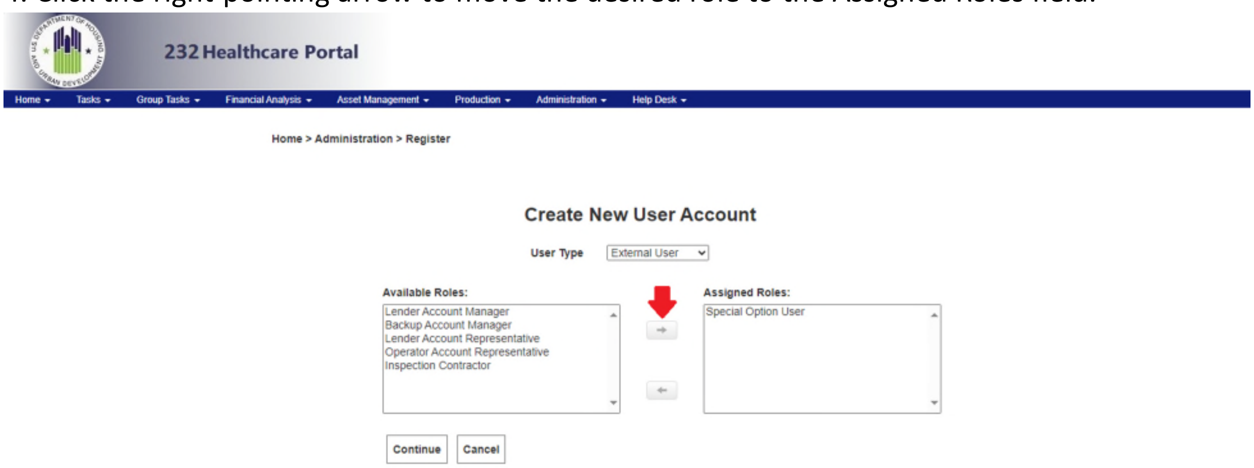
2. Select "External User" from the drop-down menu.



3. Select the Special Option User role from among the Available Roles.

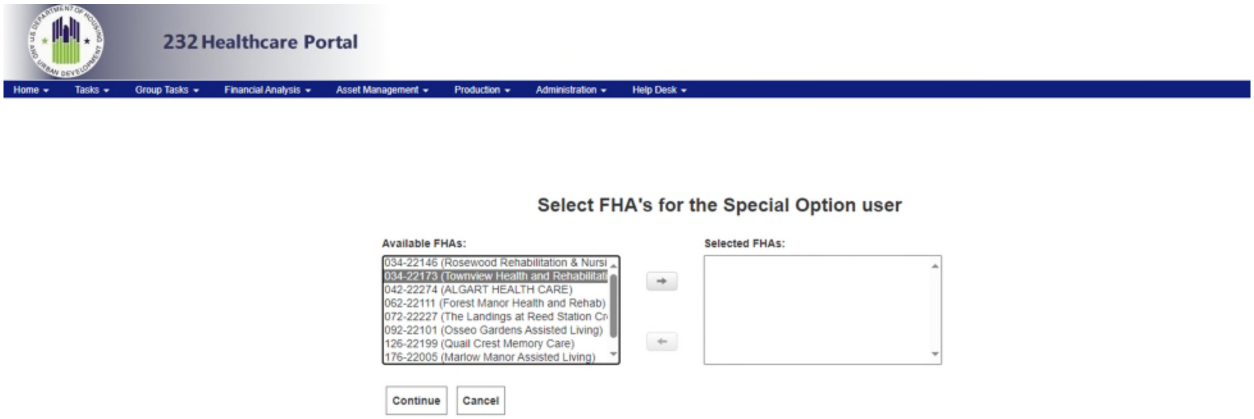


4. Click the right-pointing arrow to move the desired role to the Assigned Roles field.

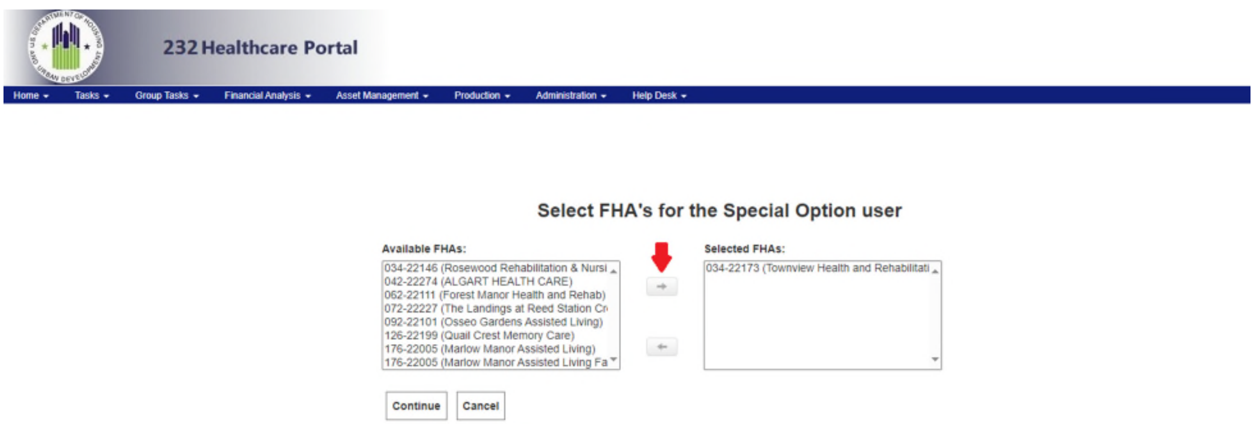


5. Click “Continue”.

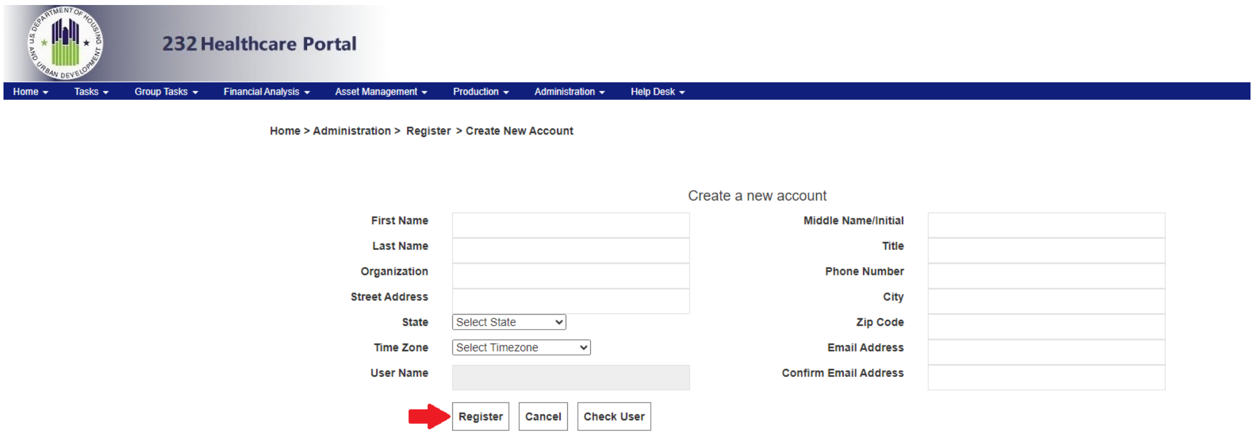
6. Select the FHA number(s) which you would like to assign to the user from among the "Available FHAs" field. To select multiples, hold control while clicking additional FHA number(s).



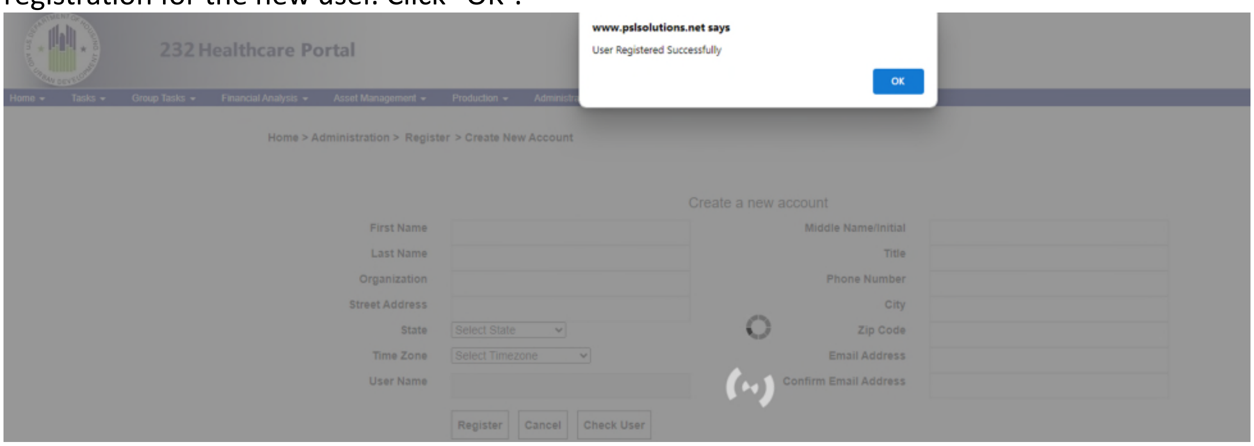
7. Click the right-pointing arrow to move the selected FHA number(s) to the Selected FHAs field. Then click "Continue".



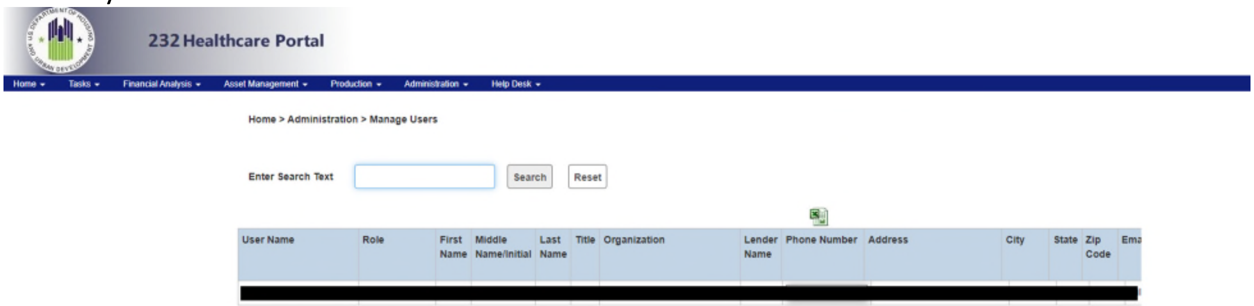
8. To Register a new user, enter the information requested (see below image). Do not enter information in the "User Name" field. It will populate automatically after the first email address field is complete. Then click "Register".



9. A confirmation dialog box will appear noting "User Registered Successfully". This completes registration for the new user. Click "OK".



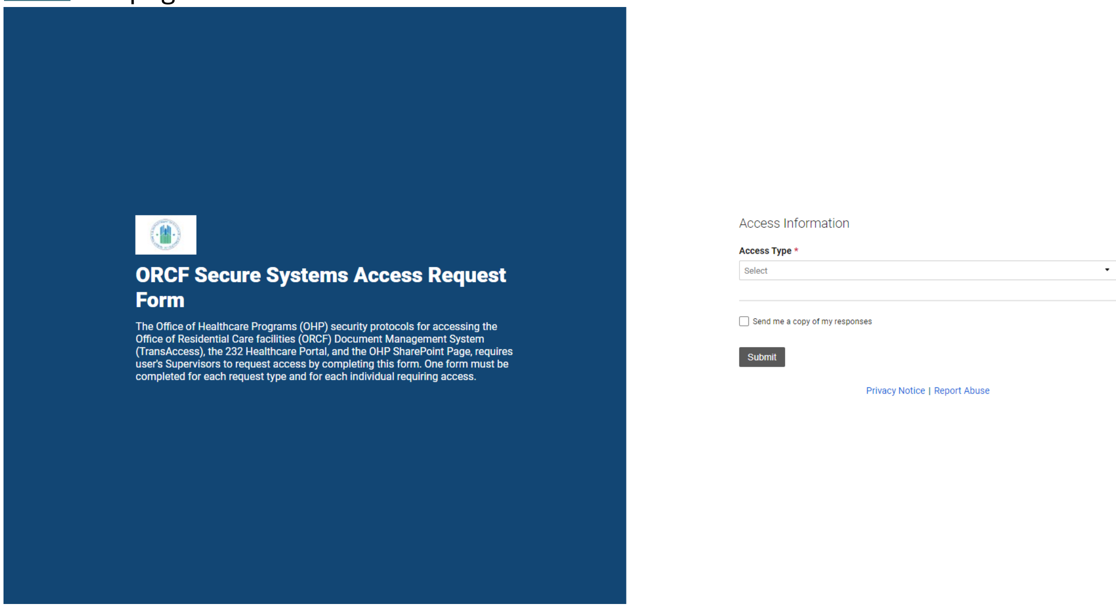
10. Once user registration is complete, the Manage Users page below will appear. To verify the user was registered correctly, enter the user's email address in the "Enter Search Text" field and click "Search". You may then confirm that the user's information and role were registered correctly.



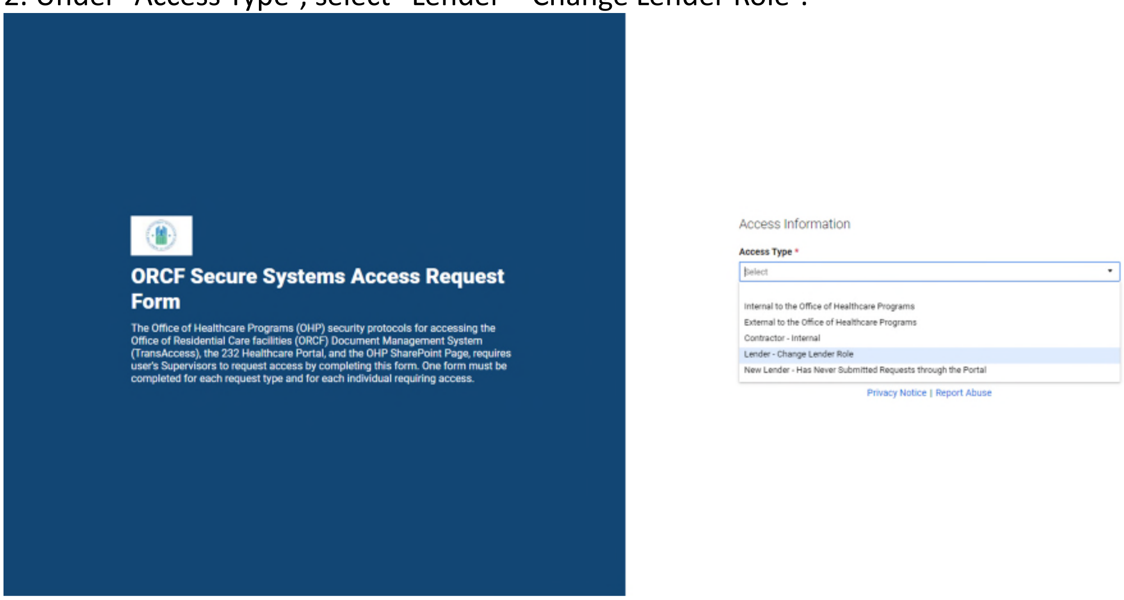
11. Note that the user who was registered will receive an email after the registration process is complete with a temporary password. The email will prompt the user finalize the registration process by changing the password. Registration is not finalized until the user completes the instructions in this email. *Important: the new user must complete the password change within 24 hours of receiving a registration email for the new user request.

How to request an update to an existing user's role

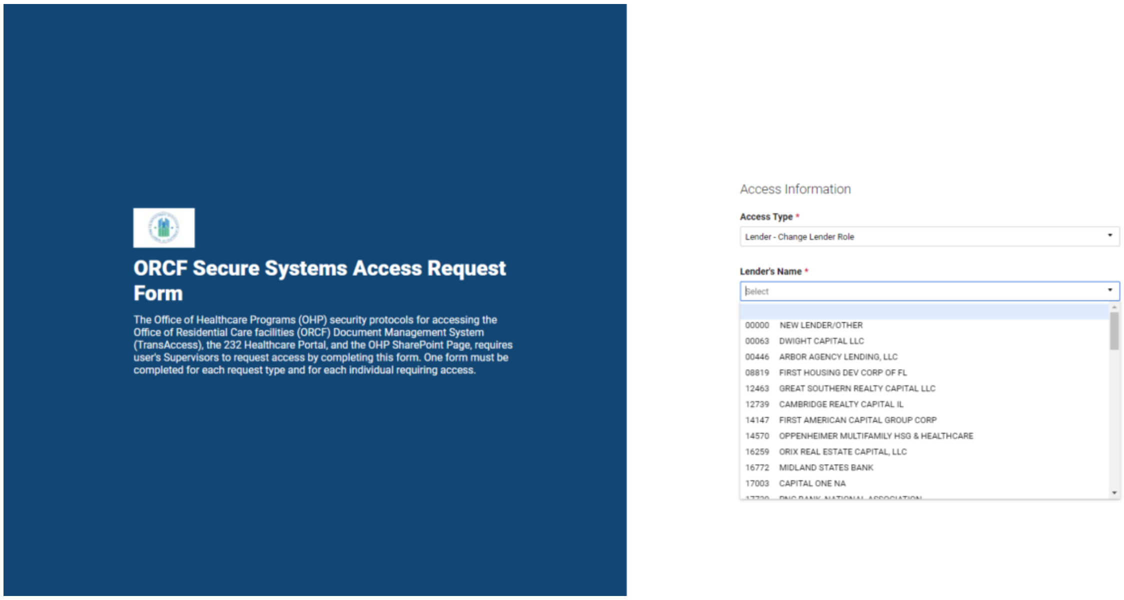
1. To change an existing Portal user's role, navigate to the ORCF Secure Systems Access Request Form webpage.



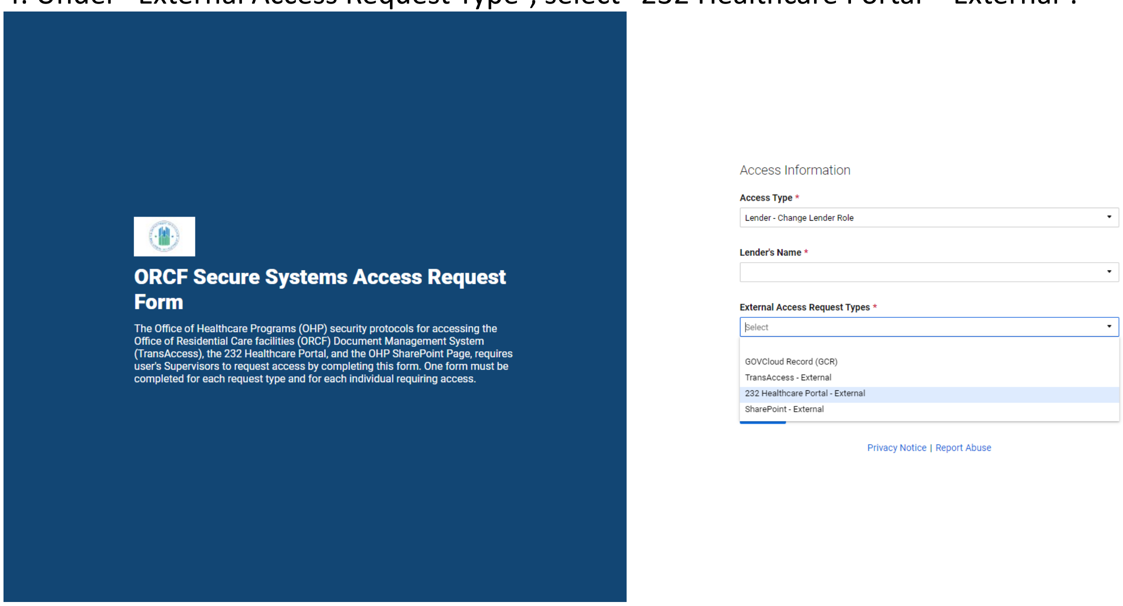
2. Under "Access Type", select "Lender – Change Lender Role".



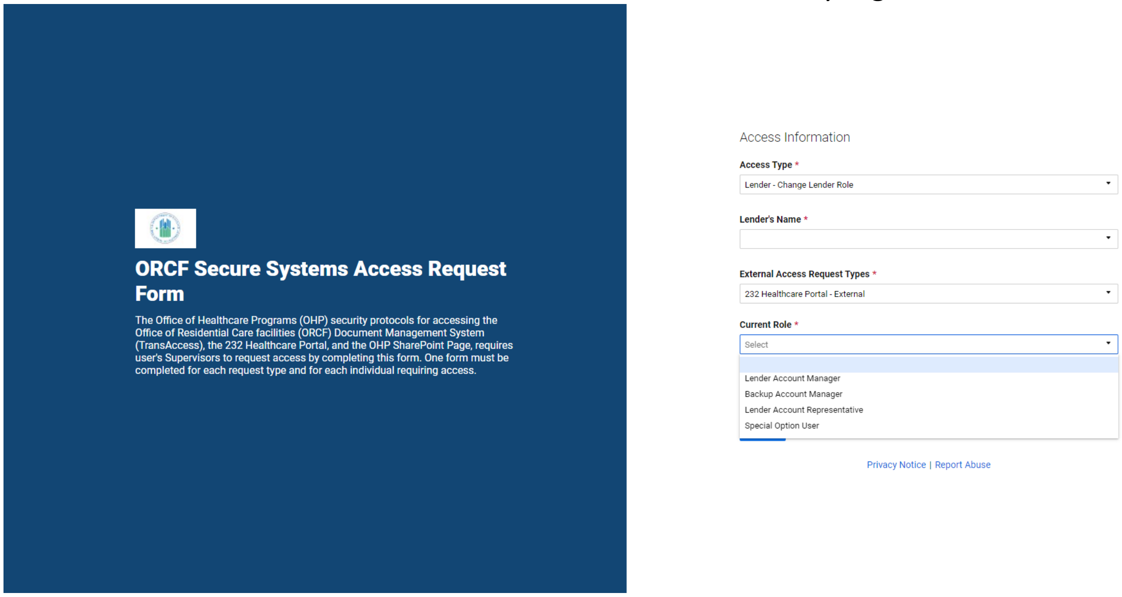
3. Under “Lender’s Name”, select the correct lender from the list.



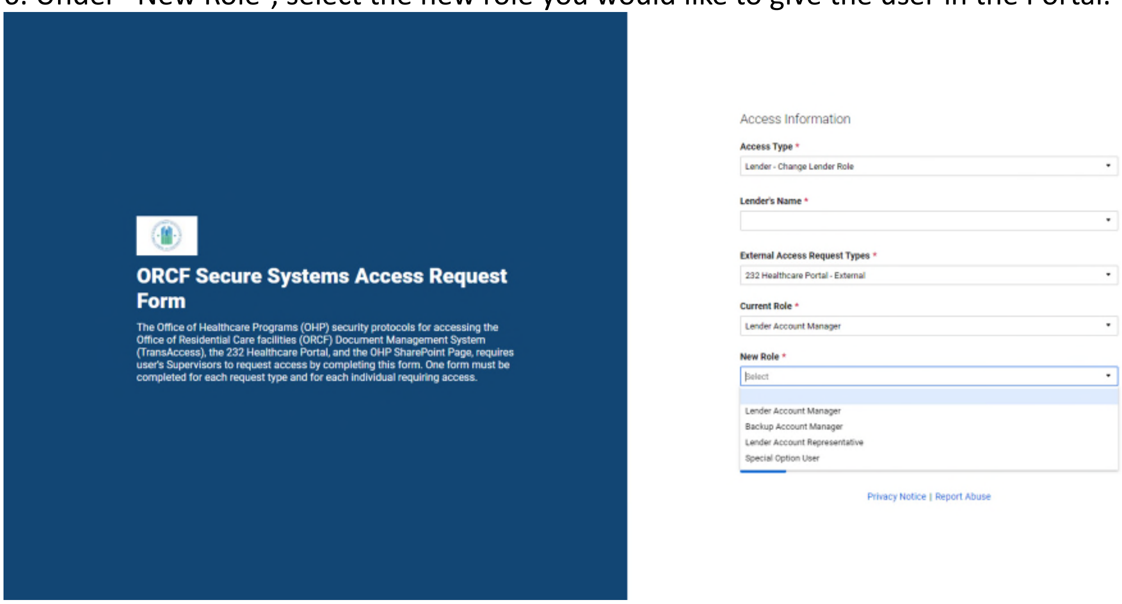
4. Under “External Access Request Type”, select “232 Healthcare Portal – External”.



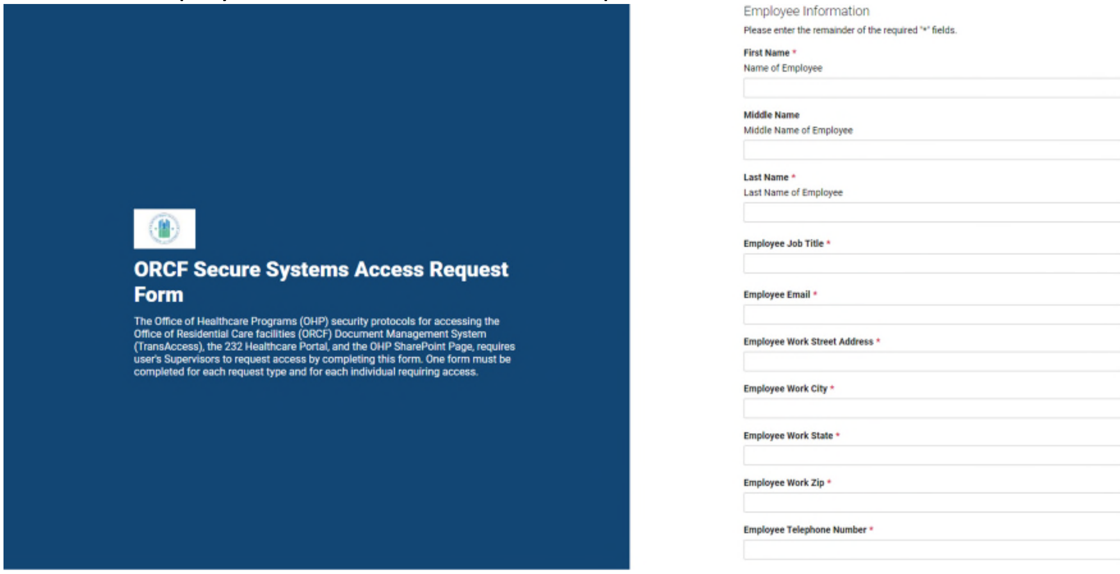
5. Under “Current Role”, select the role that the user is currently registered as in the Portal.



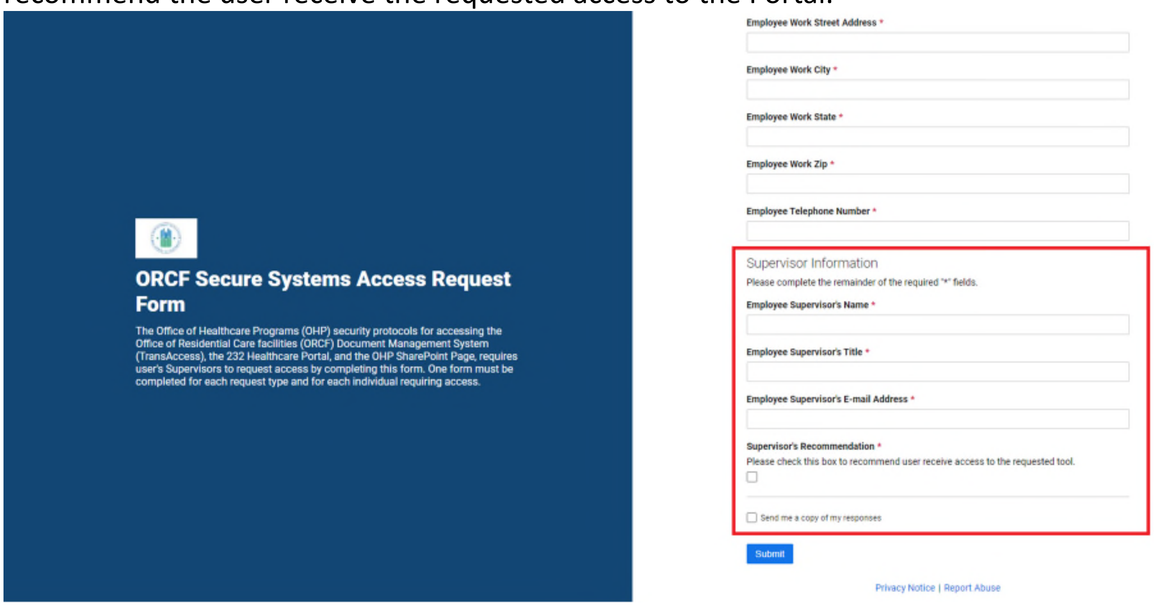
6. Under “New Role”, select the new role you would like to give the user in the Portal.



7. Under “Employee Information”, enter all required information.



8. Under “Supervisor Information”, enter all required information and check the box to recommend the user receive the requested access to the Portal.



9. Click “Submit”. Note: you may select “Send me a copy of my responses” if you desire.