



HUD Healthcare Portal User Registration Manual

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

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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”.



Access Information

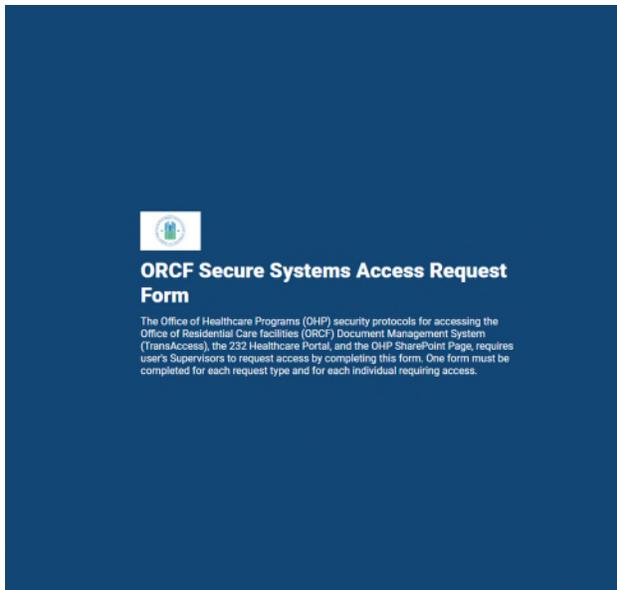
Access Type *

Select

- Internal to the Office of Healthcare Programs
- External to the Office of Healthcare Programs
- Contractor - Internal
- Lender - Change Lender Role
- New Lender - Has Never Submitted Requests through the Portal

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



Access Information

Access Type *

New Lender - Has Never Submitted Requests through the Portal

Lender Name (Manual Population) *

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



Access Information

Access Type *
New Lender - Has Never Submitted Requests through the Portal

Lender Name (Manual Population) *

Lender ID *

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



Access Information

Access Type *
New Lender - Has Never Submitted Requests through the Portal

Lender Name (Manual Population) *

Lender ID *

Site Access Type for New Lender
Select
Lender Account Manager (LAM)
Backup Account Manager (BAM)

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



Employee Information
Please enter the remainder of the required "*" fields.

First Name *
Name of Employee

Middle Name
Middle Name of Employee

Last Name *
Last Name of Employee

Employee Job Title *

Employee Email *

Employee Work Street Address *

Employee Work City *

Employee Work State *

Employee Work Zip *

Employee Telephone Number *

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.



Employee Work Street Address *

Employee Work City *

Employee Work State *

Employee Work Zip *

Employee Telephone Number *

Supervisor Information
Please complete the remainder of the required "*" fields.

Employee Supervisor's Name *

Employee Supervisor's Title *

Employee Supervisor's E-mail Address *

Supervisor's Recommendation *
Please check this box to recommend user receive access to the requested tool.

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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.

 **232 Healthcare Portal** Version 17.9.0

Section 232

- **Office of Residential Care Facilities (ORCF)** - The ORCF administers the Section 232 loan program. Section 232 is an FHA-Insured loan product that covers housing for the frail elderly - those in need of supportive services. Nursing homes, assisted living facilities, and board and care are all examples of this type of housing (a project may include more than one type).
- **Section 232** - Section 232 may be used to finance the purchase, refinance, new construction, or substantial rehabilitation of a project. A combination of these uses is acceptable - e.g. refinance of a nursing home coupled with new construction of an assisted living facility.
- **Reengineered** - The program was re-engineered in 2008 to provide exceptional customer service, reduce processing time, and streamline operations to reduce risk to the FHA fund.
- **System Downtime - The HUD Healthcare PORTAL shall be down for maintenance on (mm/dd/yyyy) from 00:00 AM EST until 00:00 PM EST.**

Log In

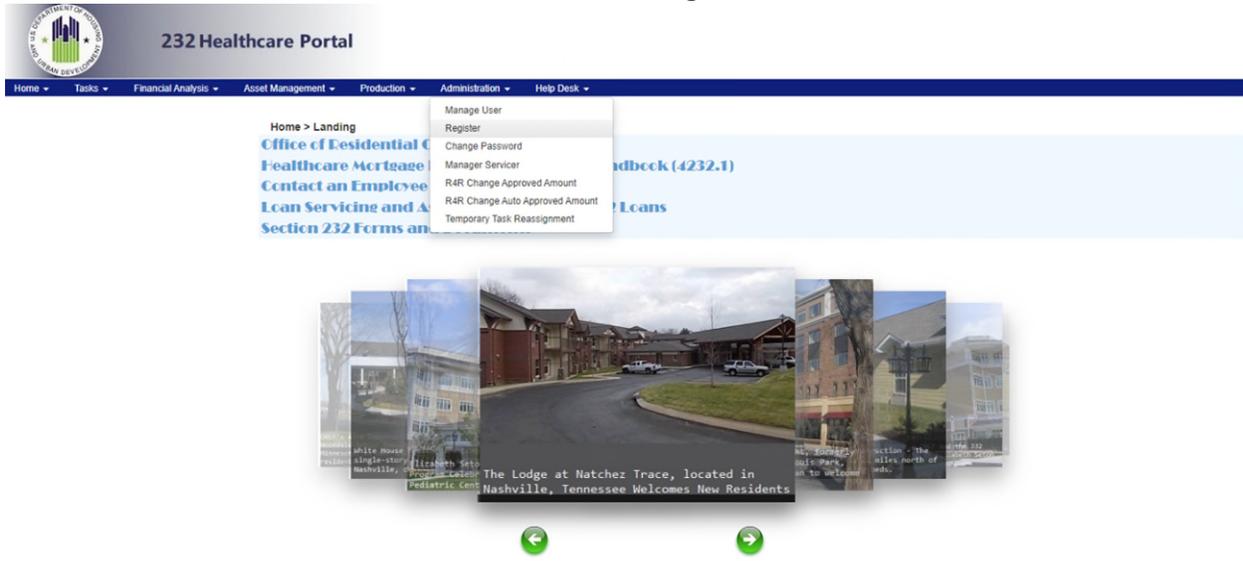
User name [Help with Logging in](#)

Password [Forgot your password?](#)

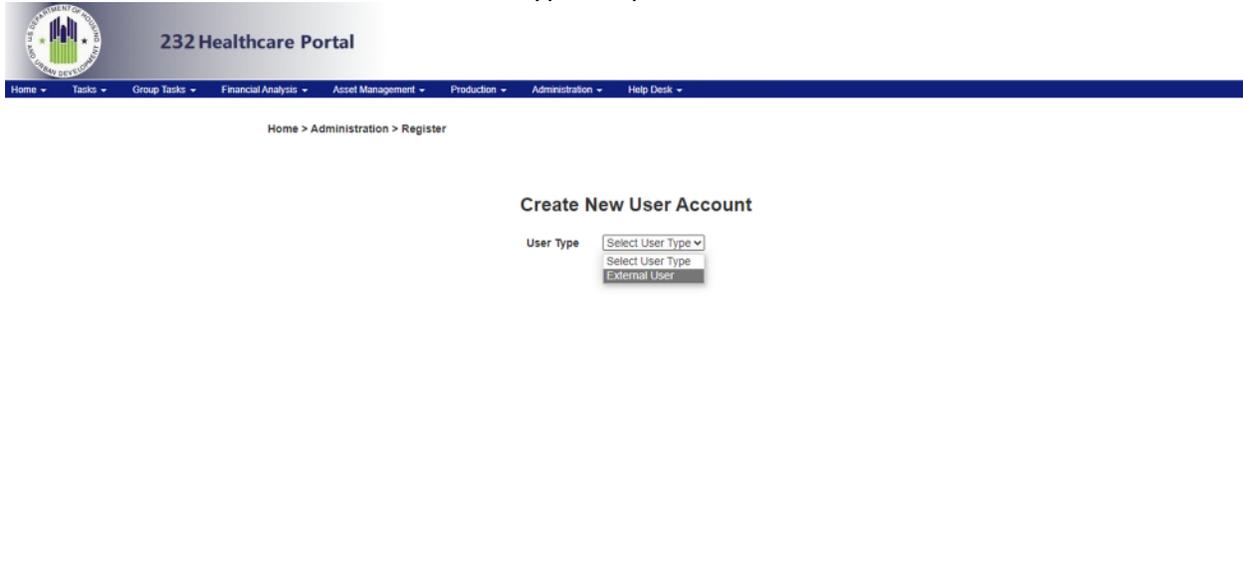
IE is no longer supported for this site and Portal users should use Edge or Chrome For best performance.

- Information collection requirements contained in this document have been approved by the Office of Management and Budget(OMB) under the Paperwork Reduction Act of 1995(44 U.S.C § [3501-3520](#)) and assigned OMB Control Numbers [2502-0605](#).
- In accordance with the paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB Control Number.

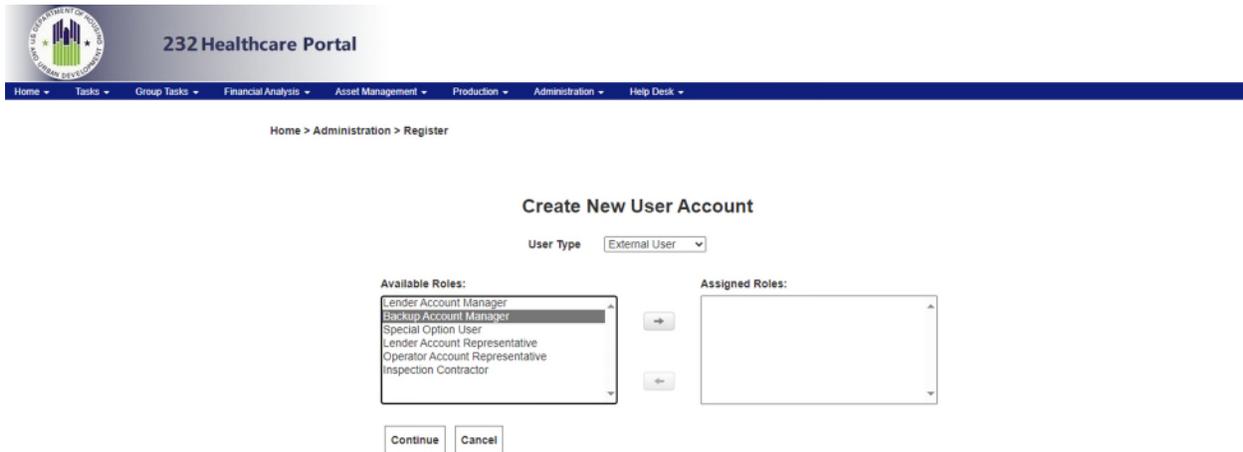
4. Hover over the Administration menu and click “Register”.



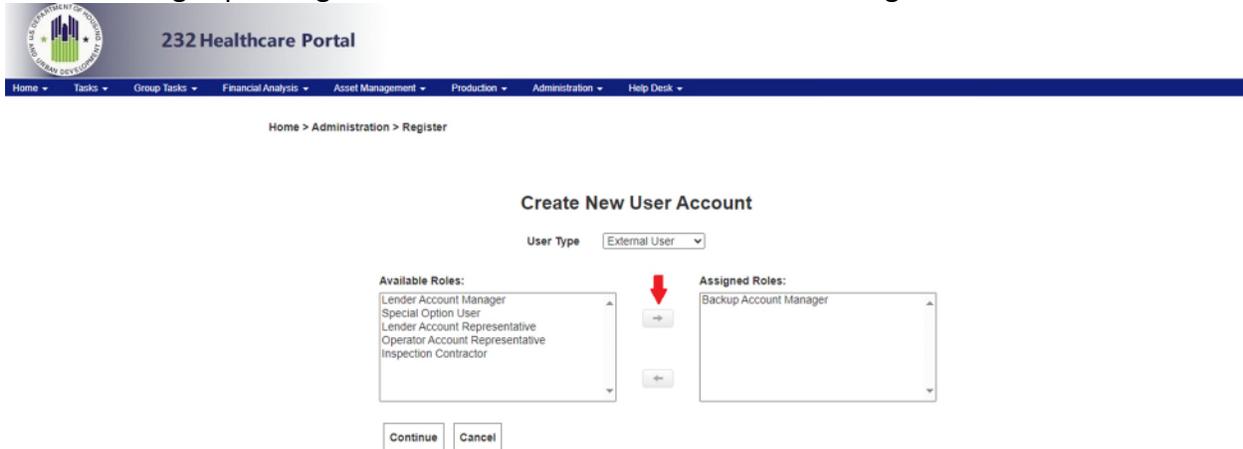
5. Select “External User” from the User Type drop-down menu.



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.

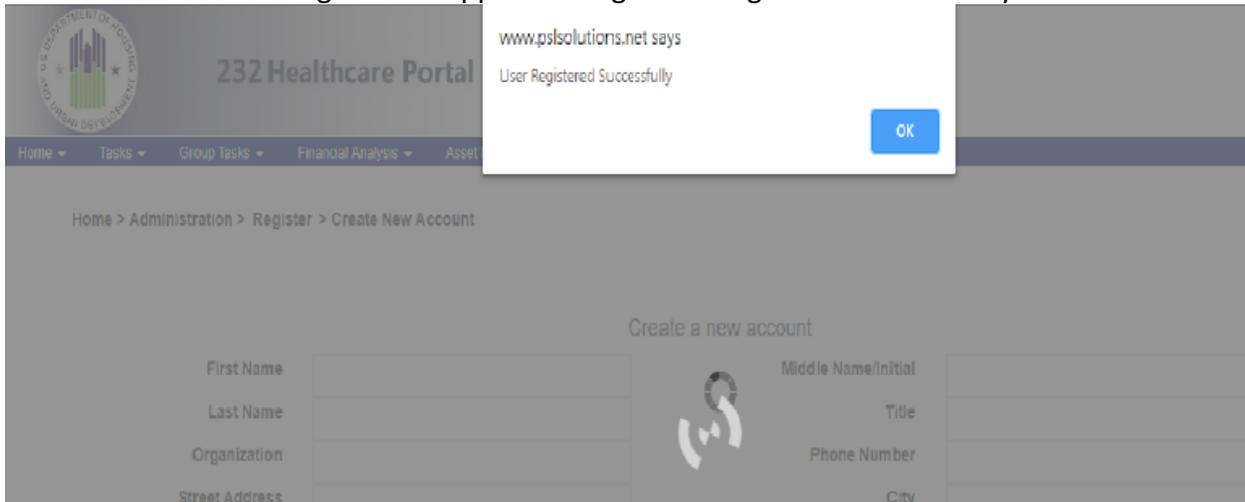


8. Click "Continue".

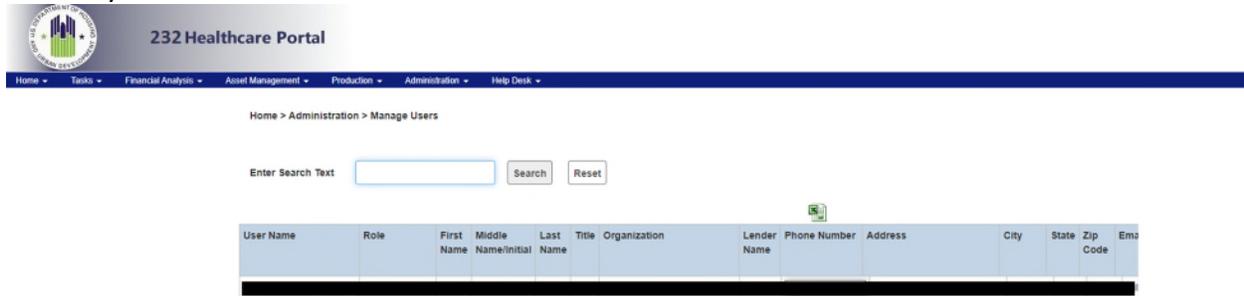
9. Enter the information requested (see below image). Do not enter information in the “User Name” field. It will populate automatically after the first email address field is complete. Then click “Register”.

The screenshot shows the '232 Healthcare Portal' registration page. The breadcrumb trail is 'Home > Administration > Register > Create New Account'. The form is titled 'Create a new account' and contains two columns of input fields. The left column includes: First Name, Last Name, Organization, Street Address, State (dropdown), Time Zone (dropdown), and User Name (disabled). The right column includes: Middle Name/Initial, Title, Phone Number, City, Zip Code, Email Address, and Confirm Email Address. At the bottom, there are three buttons: 'Register' (highlighted with a red arrow), 'Cancel', and 'Check User'.

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



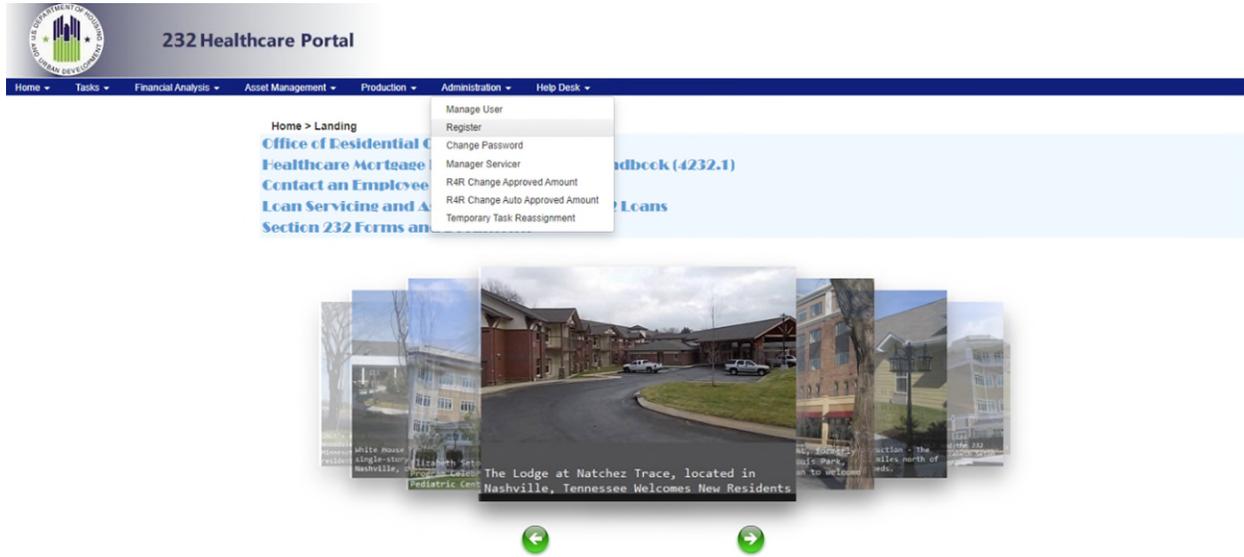
11. Once user registration is complete, the Manage Users page below will appear. To verify the user was registered correctly, enter the user’s email address in the “Enter Search Text” field and click “Search”. You may then confirm that the user’s information and role were registered correctly.



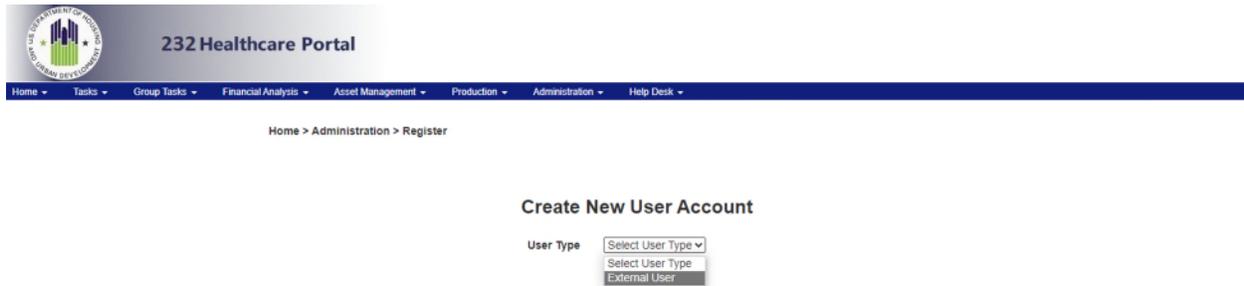
12. Note that the user who was registered will receive an email after the registration process is complete with a temporary password. The email will prompt the user finalize the registration process by changing the password. Registration is not finalized until the user completes the instructions in this 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

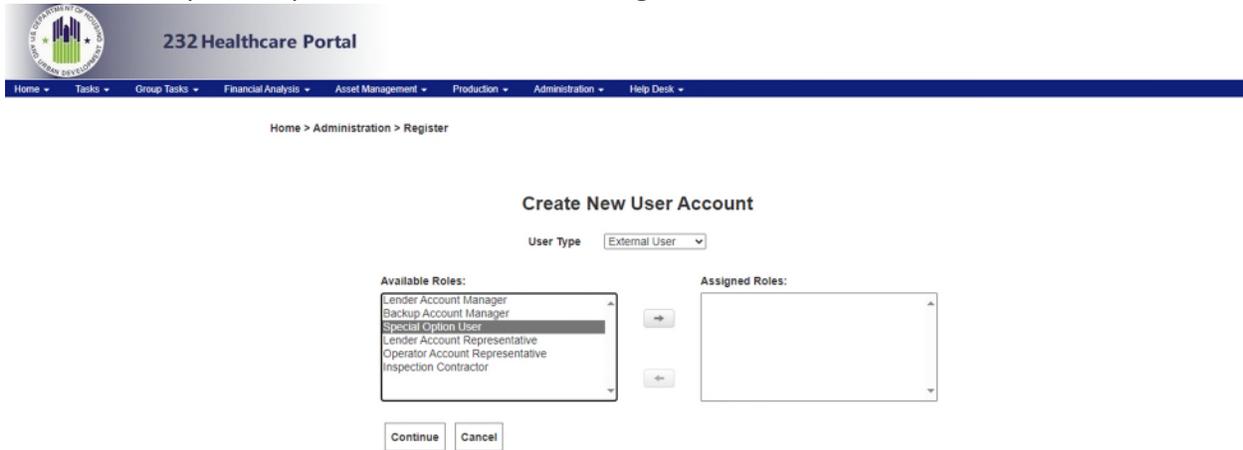
1. Hover over the Administration menu and click “Register”.



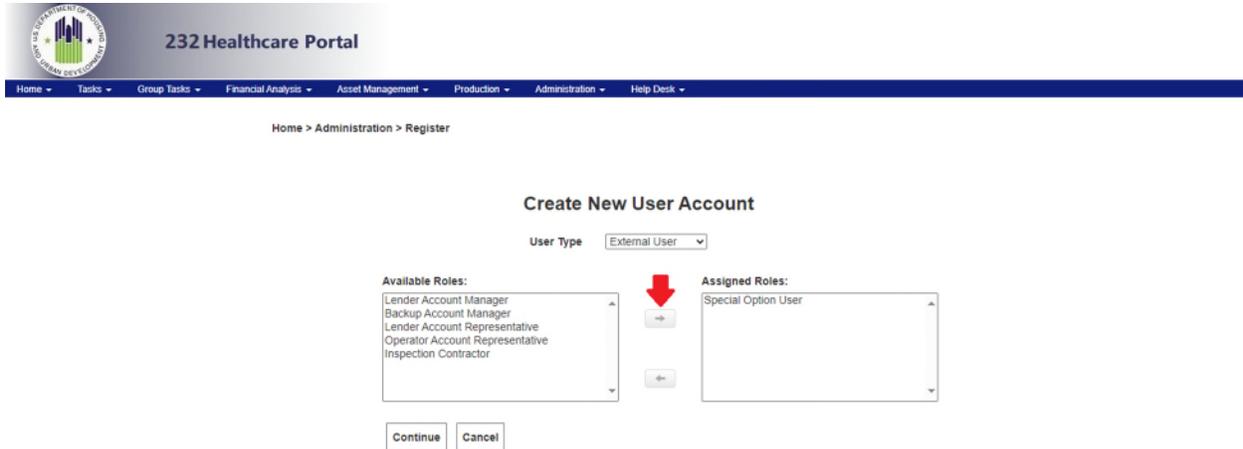
2. Select “External User” from the drop-down menu.



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

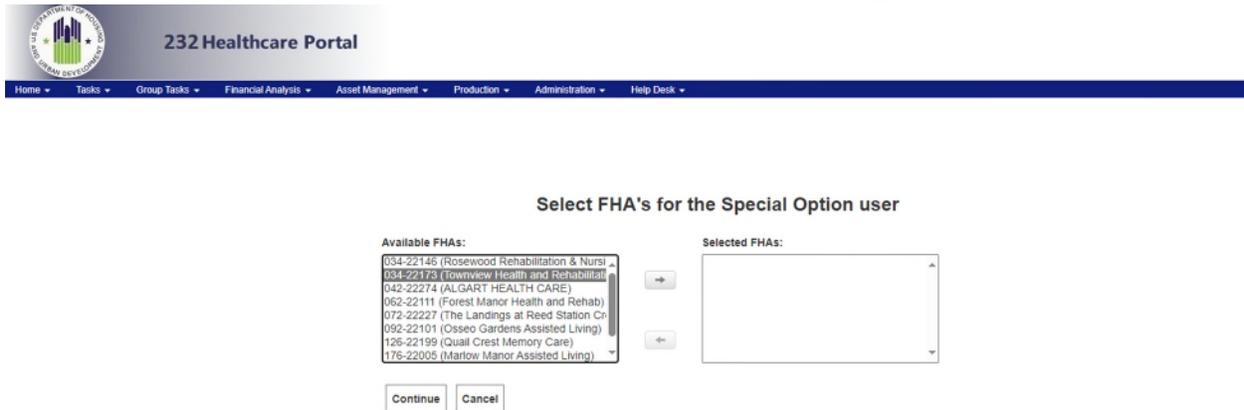


4. Click the right-pointing arrow to move the desired role to the Assigned Roles field.

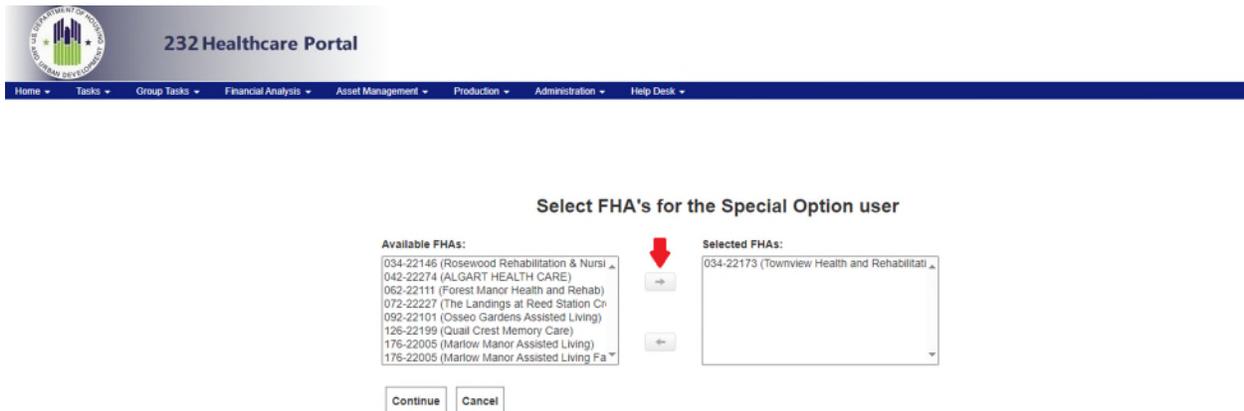


5. Click "Continue".

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”.

The screenshot shows the '232 Healthcare Portal' interface. The navigation bar includes 'Home', 'Tasks', 'Group Tasks', 'Financial Analysis', 'Asset Management', 'Production', 'Administration', and 'Help Desk'. The breadcrumb trail is 'Home > Administration > Register > Create New Account'. The form is titled 'Create a new account' and contains the following fields:

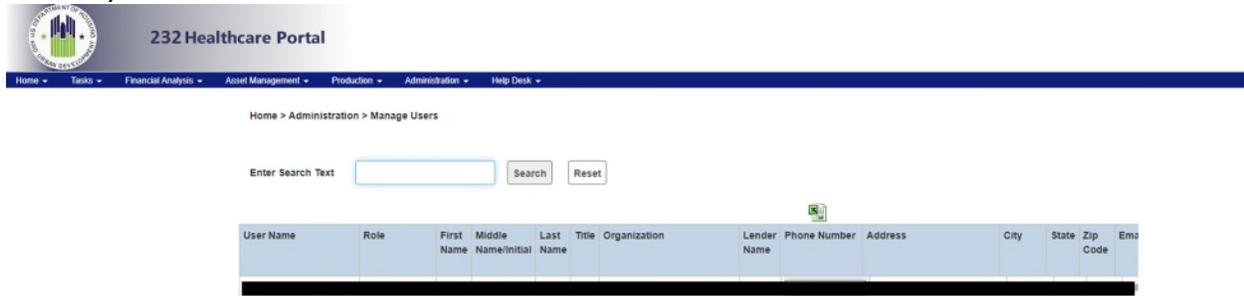
- First Name
- Last Name
- Organization
- Street Address
- State (dropdown menu: Select State)
- Time Zone (dropdown menu: Select Timezone)
- User Name
- Middle Name/Initial
- Title
- Phone Number
- City
- Zip Code
- Email Address
- Confirm Email Address

At the bottom of the form are three buttons: 'Register', 'Cancel', and 'Check User'. A red arrow points to the 'Register' button.

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

This screenshot shows the same registration form as above, but with a confirmation dialog box overlaid. The dialog box has a title bar that reads 'www.psisolutions.net says' and contains the text 'User Registered Successfully'. There is an 'OK' button in the bottom right corner of the dialog box. The background form is dimmed.

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.



Access Information

Access Type *

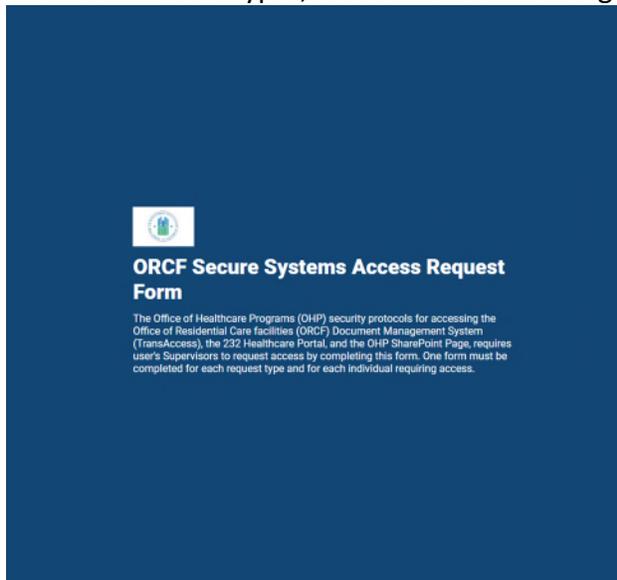
Select

Send me a copy of my responses

Submit

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



Access Information

Access Type *

Select

- Internal to the Office of Healthcare Programs
- External to the Office of Healthcare Programs
- Contractor - Internal
- Lender - Change Lender Role**
- New Lender - Has Never Submitted Requests through the Portal

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



Access Information

Access Type *

Lender - Change Lender Role

Lender's Name *

Select

00000	NEW LENDER/OTHER
00063	DWIGHT CAPITAL LLC
00446	ARBOR AGENCY LENDING, LLC
08819	FIRST HOUSING DEV CORP OF FL
12463	GREAT SOUTHERN REALTY CAPITAL LLC
12739	CAMBRIDGE REALTY CAPITAL IL
14147	FIRST AMERICAN CAPITAL GROUP CORP
14570	OPPENHEIMER MULTIFAMILY HSG & HEALTHCARE
16259	ORIX REAL ESTATE CAPITAL, LLC
16772	MIDLAND STATES BANK
17003	CAPITAL ONE NA
17330	FARM BANK NATIONAL ASSOCIATION

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



Access Information

Access Type *

Lender - Change Lender Role

Lender's Name *

External Access Request Types *

Select

GOVCloud Record (GCR)
TransAccess - External
232 Healthcare Portal - External
SharePoint - External

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



Access Information

Access Type *
Lender - Change Lender Role

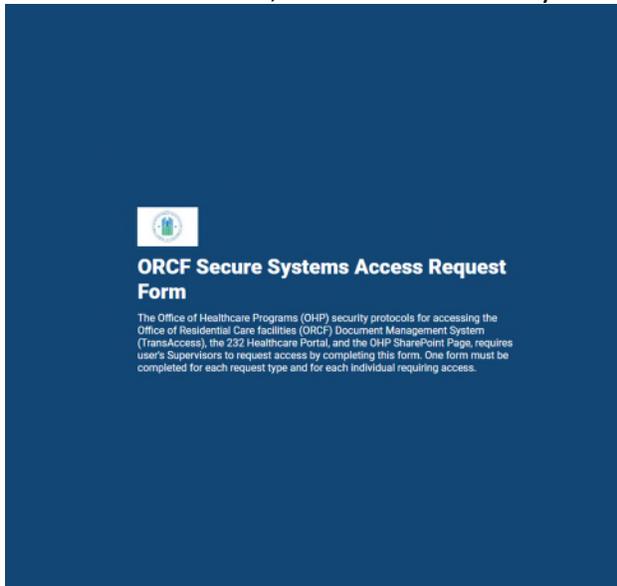
Lender's Name *
[Empty field]

External Access Request Types *
232 Healthcare Portal - External

Current Role *
[Dropdown menu with options: Lender Account Manager, Backup Account Manager, Lender Account Representative, Special Option User]

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



Access Information

Access Type *
Lender - Change Lender Role

Lender's Name *
[Empty field]

External Access Request Types *
232 Healthcare Portal - External

Current Role *
Lender Account Manager

New Role *
[Dropdown menu with options: Lender Account Manager, Backup Account Manager, Lender Account Representative, Special Option User]

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



Employee Information
Please enter the remainder of the required "*" fields.

First Name *
Name of Employee

Middle Name
Middle Name of Employee

Last Name *
Last Name of Employee

Employee Job Title *

Employee Email *

Employee Work Street Address *

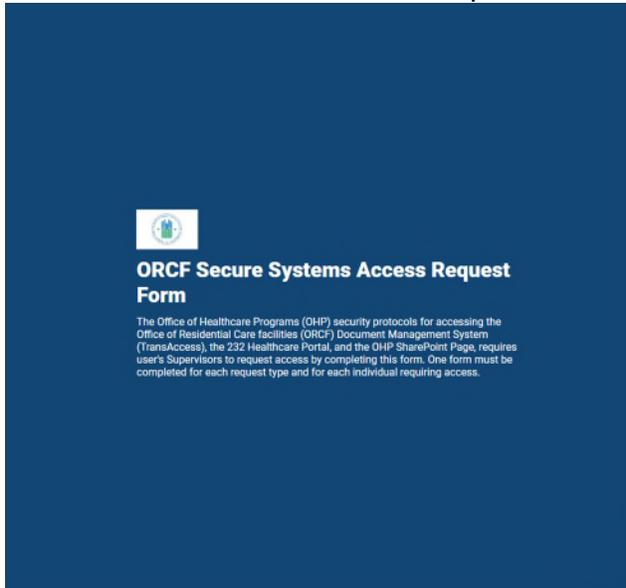
Employee Work City *

Employee Work State *

Employee Work Zip *

Employee Telephone Number *

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



Employee Work Street Address *

Employee Work City *

Employee Work State *

Employee Work Zip *

Employee Telephone Number *

Supervisor Information
Please complete the remainder of the required "*" fields.

Employee Supervisor's Name *

Employee Supervisor's Title *

Employee Supervisor's E-mail Address *

Supervisor's Recommendation *
Please check this box to recommend user receive access to the requested tool.

Send me a copy of my responses

Submit

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