CNA e-Tool Version 3.0

Consolidated Q&A Sessions - Getting Started Webinars

Q: Is there a timeline restriction on the M-ID? i.e. if I am still working thru security with my organization (i.e. unable to access HUD's secure email) and it is taking longer than expected, will my M-ID expire?

A: After 90 days of inactivity the user's M-ID will get terminated. If the user is a lender than they will need to contact their lender coordinator and not the FHA Connection Help Desk to get their M-ID credential reactivated.

For a Multifamily Participant (PHA, PAE, Needs Assessor, or USDA) you should contact the REAC-TAC Help Desk at 1-888-245-4860 to get your M-ID reactivated. Multifamily Participants have no relationship with the FHA Connection help desk and have no need to ever contact them because that help desk is just for the lenders.

Q: Will I need an M-ID for access to the new CNA e-Tool, if I am a coordinator for my organization?

A: Yes. We recommend the M-ID coordinator get all external CNA e-Tool roles that are available. By having a role access will be provided as well.

Q: IS there a place in the CNA e-Tool where the Submitters can see the Preparer's (consultant) Scope of work for the different types of CNAs?

A: The program requirements and the 3rd Party Needs Assessor duties and qualifications are provided in the Multifamily Accelerated Processing (MAP) Guide Chapter 5 and Appendix 5G for CNAs being prepared for FHA Multifamily Insured Loans. For Rental Assistance Demonstrations, they were Authorized by Congress under the FY12 HUD appropriations act. Please contact Office of Recapitalization Resources Desk for RAD specific requirements.

Q: Does this mean that no CNA e-Tools can be submitted during the blackout period (8/21-8/24)?

A: Correct. During this blackout period the lender portal and public validation will not be accessible. The entire CNA e-Tool systems will be turned off starting 8/21/2020, 12:00am, for a 3-day "blackout" period and therefore the legacy Lender Submission Portal will go offline will not be available for any CNA submission.

Q: Will the preparer and submitter receive email notifications when the e-Tool is returned to them?

A: Only the user who submits the CNA will be notified. The submitter will be notified when the CNA has been submitted, returned, or approved. But preparers (submitter partners, assessors) will see a change in the status of a returned CNA and may notice that the returned CNA is shown in a different category in their dashboard, moving from “With Agency” to “With Partner” and status changing from “under review” to either “returned” or “approved.” But they will not receive any system generated e-mail.

Q: To confirm, a Needs Assessor cannot/will not transfer active projects, only the lender can complete the transfer via their validation portal during the 4-week window.

A: That is correct. This is because Needs Assessors are typically preparers and cannot send CNAs that they first initiate or create to a lender or submit to HUD, unless the CNAs are for select programs that allow the preparers to submit to HUD, as mentioned in the Webinar. The Needs Assessors need to first receive a CNA that their lenders initiated and sent to them as assignments for the system to establish the partnership ‘path’ between the two organizations. Therefore, any CNAs that a Needs Assessor validates to transfers will not have a lender partner established and there will be no option to ‘Send’ to any other organizations. Needs assessors can transfer those CNAs for projects for which they are or will be the actual submitters or those CNAs they wish to use only as templates or library CNAs within their organization.

Q: On setting up an M-ID account or FHA Connection registration process; if we are working for an organization, do we need to provide personal social security and information or can information for the organization be used instead?

A: When applying for an M-ID in either FHA Connection or Secure Systems you must provide all of the required information as part of the registration process.

Q: If we had access under the old e-Tool system, do we need to re-register for the new system?

A: Everyone who has access/roles in the legacy system will all migrate over to Release 3.0. No further action is required. Therefore, if you are a lender and have access to the legacy e-Tool, no additional action is needed to access the new CNA e-Tool v3.0.

Q: Do HUD employees with H-ID need to re-register?

A: No. HUD Users will also be migrated over to Release 3.0 as well.

Q: Will there be specific training for PAE's and lenders for processing and submitting 10-Year PCNAs?

A: Each program department within HUD’s Multifamily is responsible for conducting their own training for their relevant constituents. Please contact your local Office of Asset Management and Portfolio Oversight to request your training needs.

Q: Will the lender with 'submitter' role have the ability to edit data submitted by assessors?

A: No. All parties can view all the data entered in various data entry screens, but CNA e-Tool v3.0 will designate which user enters the required data. There will be data entry screens that only the Needs Assessors may enter and edit, and there will be screens that only the Submitters (e.g. Lenders) may edit.

In cases where there is an FHA approved lender, they are able to initiate the CNA, but will have read-only access to data that are being prepared by the Needs Assessor. If a lender/underwriter concludes that errors or deficiencies exist in the Needs Assessor data entry fields, then the lender should communicate these observations to the Assessor and send the CNA back to the Assessor for corrections. Note however, that such changes should be correction of errors or omissions, not a request that the Assessor modify his conclusions concerning physical conditions in order to minimize repairs, reduce needs or similar measures intended to improve loan underwriting and loan amount. If the lender believes such changes are necessary and advisable, e.g. reducing the volume and cost of immediate repairs, then they should use the “Decision Screen” to change the answer to the “when” question for example and then justify their reasoning.

Q: If I understand correctly, as a needs assessor, i need to register my firm, register as the firm's coordinator and then as a user. Is that correct?

A: Correct. Needs Assessor Firms register their firm in APPS with their Tax Identification Number (TIN). Next have a coordinator apply for an M-ID using that same TIN. Users also register for the M-ID using the same TIN as well.

Q: On the dashboard, I will see the e-Tools that are in the various stages of the process for our company, ONLY, correct?

A: That is correct. The system recognizes each organization and the registered users under each organization along with the CNAs being prepared by its users. Each user will only be able to see the CNAs created and being prepared by their own company.

Q: If an assessment will be submitted between July 27 and August 20, will it need to be transferred manually to the new system?

A: Any CNAs fully and successfully submitted to HUD using the legacy e-Tool will be transferred automatically. No further action would be required. Any CNAs fully submitted all the way up to the blackout period, 8/21/20, 12:01am, will be transferred automatically.

Q: August 21 to August 23 is the only timeframe during which the SUBMISSION of CNAs to HUD will not be possible, correct?

A: That is correct. CNAs may be submitted using the legacy e-Tool until the beginning of the blackout period that starts on 8/21/20, 12:00am. After the blackout period, all CNAs will need to be submitted using the new CNA e-Tool v3.0. please note that when the v3.0 goes live, the legacy Assessment Tool Excel file will no longer be used for submission.

Q: is there a plan or timeline to make the CNA 3.0 e-tool integrate with M2M underwriting models?

A: There is no set plan or timeline currently, but the cloud platform of the new CNA e-Tool makes that a possibility in the near future when the entire system is migrated to the cloud platform including the database (v3.1).

Q: When the submitter selects a needs assessor as a partner. Will they be selecting a specific individual at the preparer company, or just the company? In short, will the coordinator be able to filter the e-Tools to users on their staff?

A: The partner selection is at the company level. Once it is sent to the company, anyone within that partner company may locate and open to edit.

Q: Now that everyone is at home, can the new tool be accessed through a MAC?

A: Yes, as long as you are using Google Chrome as your browser, you may use any OS that supports Chrome, including Macs.

Q: I have a new HUD Exchange Username and Password. Is the 'M' ID different?

A: Yes. The M-ID is a credential issued by HUD, whereas the HUD Exchange Username is issued by ICF. M ID is entirely different from HUD Exchange User account. Please make sure to learn about getting M IDs by accessing the resources provided at HUD's CNA e-Tool website: https://www.hud.gov/program_offices/housing/mfh/cna

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Q: Is this M-ID only applicable for this process and not for other REAC systems?

A: Incorrect. The Multifamily Participant ID can be used for some of the other Multifamily and REAC systems, but only if the user requests and is granted specific access and roles for each additional system

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Q: If a "User" does not log in within 90 days and their account becomes inactive can the coordinator reactivate it, or does it have to go through HUD?

A: When it is a lender the answer is yes. But when it is a PHA, Needs Assessor, PHA, or PAE, the process is different. For a Multifamily Participant (PHA, PAE, Needs Assessor, or USDA) you should contact the REAC-TAC Help Desk at 1-888-245-4860 to get your M-ID reactivated.

Q: Just to be clear to migrate old data to the new system that has not been submitted, under review, returned, approved, or saved as draft is to validate it INSIDE the lender portal, correct?

A: Yes, that is correct. Please use the Lender's Submission Portal to validate (requires login with M ID), NOT the Public Validation Portal.

Q: Will there be a demo version to access and work with prior to going live? Right now, once you log in to HUD's secured system and then click on CNA E-Tool, it brings you to a page that has no information.

A: We are planning to allow a demo version for the users to access and try prior to going live. However, the trial version is hosted on a Staging Environment that is different than the production environment that you access when you login to HUD's secured systems for CNA e-Tool.

Q: But the public validation is going away, correct?

A: Yes, that is correct

Q: Is there an excel or something available to pre-validate. If we are testing ADRR versus IDRR? And it will continue to work post blackout?

A: The current Financial Factors Tool Excel file for testing ADRR & IDRR amounts will continue to be in use alongside CNA e-Tool v3.0. It will remain a separate tool for users to download and use.

Q: Currently we are not able to delete validations. How will this work in the new e-Tool?

A: In the new e-Tool, the act of validating will not create a separate instance of the CNA with a new separate Assessment ID.

Q: For PII, do we need to password protect everything we upload to the e-tool?

A: We are not anticipating PII sensitive information in any of the documents required to be attached to the e-Tool.

Q: Will the public / practice validation portal remain active online as a tool? Before i submit an e-tool. i will publicly validate to check for flags and make sure everything validates right before i submit in the lender portal - so we can continue to publicly validate and check for issues before submission?

A: No, the public validation engine portal will cease to exist at the beginning of the Blackout period. This portal requires the use of the Excel Assessment Tool template, which is retired at the start of the Blackout date. In the new e-Tool, Validation is integrated and readily available at any point during data entry and CNA preparations. There will be no need for a separate portal just for the purpose of validating and seeing the test results.

Q: Will the same Financial Factors analysis tool be used in the new version?

A: If the reference is to the HUD RfR Financial Factors Tool, the answer is yes, but we intend to revise and simplify this tool with specific reference to the Financial Schedule produced in Release 3.0.

Q: Is the R4R financial factors tool imbedded into the new platform or will it still be a separate excel document?

A: It will remain a separate document. The amortization test applies only to certain CNA Types and Programs.