



HHCP HEALTHCARE PORTAL SPECIAL OPTION USER MANUAL (LENDER)

V 1.2

HHCP Help Desk hhcp@hud.gov

Process Flow of Multi-Lender Assignment

Step 1: Log into application as Lender Account Manager or Backup Account Manager.



Click on Register tab from the Administration tab on the Quick Navigation Toolbar.



Step 2: Select External User from the drop down.

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232 Healthcare Portal	Version 3.0.0. Log out Welcome James Shouş Lender Account Manage
Home Tasks Group Tasks Financial Analysis Asset Management Production Administration Help Desk Home > Administration > Register Create New User Account	
User Type Select User Type Select User Type External User	

Step 3: Select Special Option User and move to assigned roles by clicking on right facing arrow and click on continue button below.

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	Create New User Account	
	User Type External User V	
Availab	e Roles: Assigned Roles:	
Lender Backup Special Lender Operato Inspecti	Account Manager Option User Account Representative Account Representative on Contractor	
Conti	lue Cancel	

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Home → Tasks →	Group Tasks • Financial Analysis • Asset Management •	Production + Administration + Help Desk +	
	Create New Us	er Account	
	User Type External L	Jser •	
	Lender Account Manager Backup Account Manager Lender Account Representative Operator Account Representative Inspection Contractor	Special Option User	
	Continue Cancel		

Step 4: Now select the FHA-number or numbers from "Available FHAs" that you want to assign to the special option user and move the selected FHA-number(s) to "Selected FHAs" by clicking on right facing arrow and click on continue button below.

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	Select FHA	's for the Special Option user	
	Available FHAs:	Selected FHAs:	
	126-22176 (Ridgeview Assisted Living and W.▲ 126-22178 (Margorie House) 129-22027 (MISSION HILLS HEALTH CARE 129-43042 (Occanside Post Acute) 136-22080 (Tracy Convalescent and Rehabili 777-77777 (7777777) 888-88888 (0888888) 999-22222 (smpl fha)	Remove selected	
	Continue		

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232 Healthcare Portal		Version 3.0.0. Log out Welcome James Shoup Lender Account Manager
iroup Tasks 👻 Financial Analysis 👻 Asset Management		
Select FHA	's for the Special Option user	
Available FHAs:	Selected FHAs:	
126-22171 (Creekside Rehab and Nursing) 126-22176 (Ridgeview Assisted Living and W 126-22178 (Marjorie House) 129-22027 (MISSION HILLS HEALTH CARE 129-43042 (Oceanside Post Acute) 136-22080 (Tracy Convalescent and Rehabili 777-77777 (77777777) 888-88888 (8888888)	999-2222 (smpl fha) ^	
Continue		
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Step 5: Now click on check user button to register existing user as Special Option User (user is already existing in portal)

Note: If you want to create new user fill in the form and continue with "Register" button.

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232 He	althcare Portal		Version 3.0.0. Log ou Welcome James Shou Lender Account Manage
Home	Financial Analysis 👻 Asset Management	t	
Home > Administration > Regis	ter > Create New Account		
		Create a new account	
First Name		Middle Name/Initial	
Last Name		Title	
Organization		Phone Number	
Street Address		City	
State	Select State 🔹	Zip Code	
Time Zone	Select Timezone	Email Address	
User Name		Confirm Email Address	
	Register Cancel Check Lis	er	
		Check User	

Step 6: Once you click on check user button, the 'Check User Email' window will pop up. Enter the email id of user to whom you want to assign the special option user role to and click on "Check." Then another pop up will display confirming that user already exist or not, and to continue with existing user click on "Yes" (Can see in this process in below screens)

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Home 🛨 Tasks 👻 Group Tasks 👻 Fin	nancial Analysis Email Address			
Home > Administration > Register	> Create No			
			Check	
First Name				
Last Name		Title		
Organization		Phone Number		
Street Address		City		
State	Select State *	Zip Code		
Time Zone	Select Timezone	Email Address		
User Name		Confirm Email Address		

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STATUTO TO T					Version
232 Healthcare	User Confirmation		×	We	elcome James der Account M
Home + Tasks + Group Tasks + Financial Analysis	User already exists,Do you	want to continue with existing details?			
Home > Administration > Register > Create N					
Eirst Nama		No	Yes		
First Name					
Last Name		Title			
Organization		Phone Number			
Street Address		City			
State Select State	T	Zip Code			
Time Zone Select Timezo	one 🔻	Email Address			

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232 He	althcare Portal User	v,pslsolutions.net says Registered Successfully	Version 3.0 Log Welcome James Sh Lender Account Mana
Home 👻 Tasks 👻 Group Tasks 👻	Financial Analysis 👻 Asset		
Home > Administration > Regist	er > Create New Account		
		Create a new account	
First Name		Create a new account Middle Name/Initial	
First Name Last Name		Create a new account Middle Name/Initial	
First Name Last Name Organization		Create a new account Middle Name/Initial Title Phone Number	
First Name Last Name Organization Street Address		Create a new account Middle Name/Initial Title Phone Number City	
First Name Last Name Organization Street Address State	Select State •	Create a new account Middle Name/Initial Title Phone Number City Zip Code	

Step 7: Once user registration is done, the page will redirect to below screen. There we can verify the user and check roles assigned to the user.

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Ho En	ome > Adminis Iter Search Te	stration > Manag	le Users @gershman.com	Search	Reset]					
Use	r Name	Role			First Name	Middle Name/Initial	Last Name	Title	Organization	Lender Name	Phone Numbe

Step 8: Now have the newly registered Special Option User login to their account with the special option user role and select role from dropdown and click continue.

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232 Healthcare Portal	Version 3.0.0. Log out Welcome Amy Michel
Select User Role: Continue Please select user role Please select user role Lender Account Manager Special Option User	

Step 9: Once after you have logged in as special option user all the remaining process is the same as the existing process.



Deletion of FHA Numbers Assigned

Step 1: Login to portal as Lender Account Manager (LAM) and go to Administration tab from main menu and click on Manage Servicer

Home + Task + Group Task + Financial Analysis + Asset Management + Production + Home > Landing Office of Residential Care Facilities Featthcare Morteage Insurance Drogram Contact an Employee Loan Servicing and Asset Management of Section 232 Forms and Documents	Administration • Kelp Deak • Manago Liter Register Change Password Manago Servicer \$22,1) cf 232 Leans
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Step 2: Select Servicer name from dropdown, then FHA Number will populate in available FHA's box.

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				Welcome James Sho Lender Account Manag
Home 👻 Tasks 👻 Group Tasks 👻	Financial Analysis 👻 Asset Management 👻 🛛	Production - Administration -	Help Desk 👻	
Available	Select FHA's for the Select Servicer	Select Servicer Select Servicer amichel@gershman.com CSchwartzberg@hudolg.gov	er (Servicer)	
		test@test.com orcf9807termination@hud.gov theodore.a.kellogg@hud.gov	Ŧ	
Delete	User Cancel	cfierro@hudoig.gov		

Step 3: Select the FHA Number's that needs to be removed from servicer and move them to Selected FHA's box by clicking the right arrow button.

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Home 🔹 Tasks 🔹 Group Tasks 👻 Financial Analysis 👻 Asset Management 👻 Production 👻 Administration 👻 Help Desk 👻	
Select FHA's for the Special Option user (Servicer)	
Select Servicer amichel@gershman.com •	
Available FHAs: Selected FHAs: 014-22165 () 01722127 () 115-22855 () 129-43042 () 7777-7777 () 888-88888 () 999-22222 ()	
Delete User Cancel	

Step 4: Selected FHA Number will be under Selected FHA's box than click on Delete User. A popup message will appear after successfully deleted the access.

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Home - Tasks -	232 Healthcare Portal Group Tasks + Financial Analysis + Asset	www.pslsolutions.net says FHA Number Deleted Successfully OK	Version 3.0.0.1 Log ou Welcome James Shou Lender Account Manage
	Select FH/ Se	A's for the Special Option user (Servicer)	
	D14-22165 () 115-22365 () 129-3042 () 777-77777 () 888-88888 () 999-22222 () Delete User Cancel	017-22127 ()	