



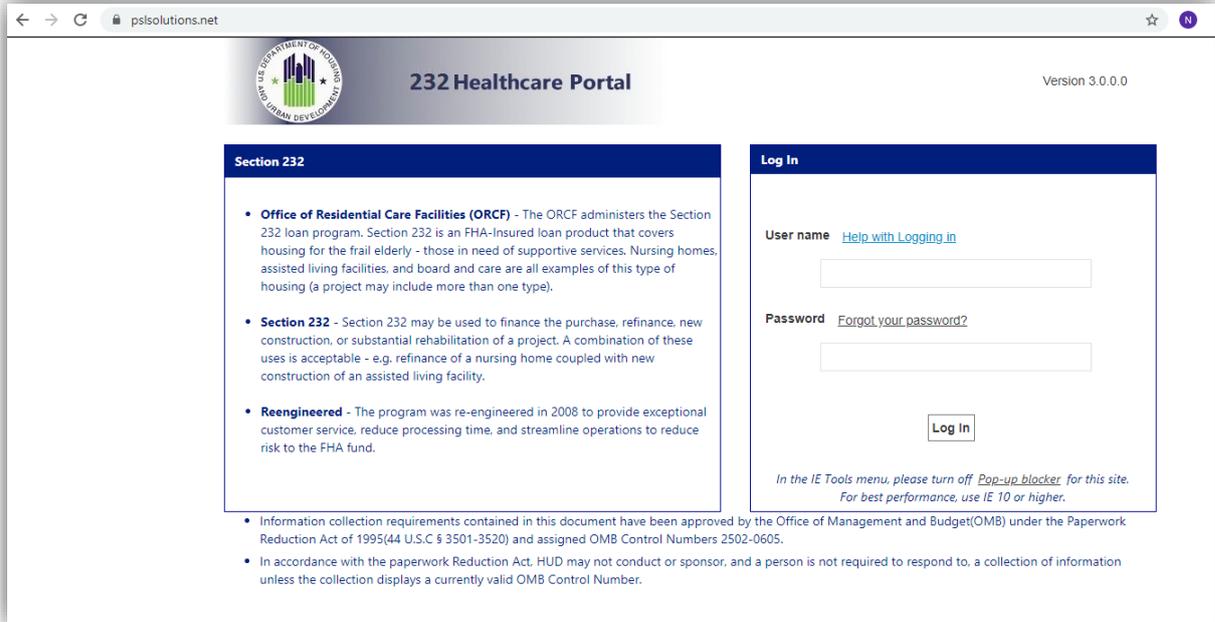
HHCP HEALTHCARE PORTAL SPECIAL OPTION USER MANUAL (LENDER)

V 1.2

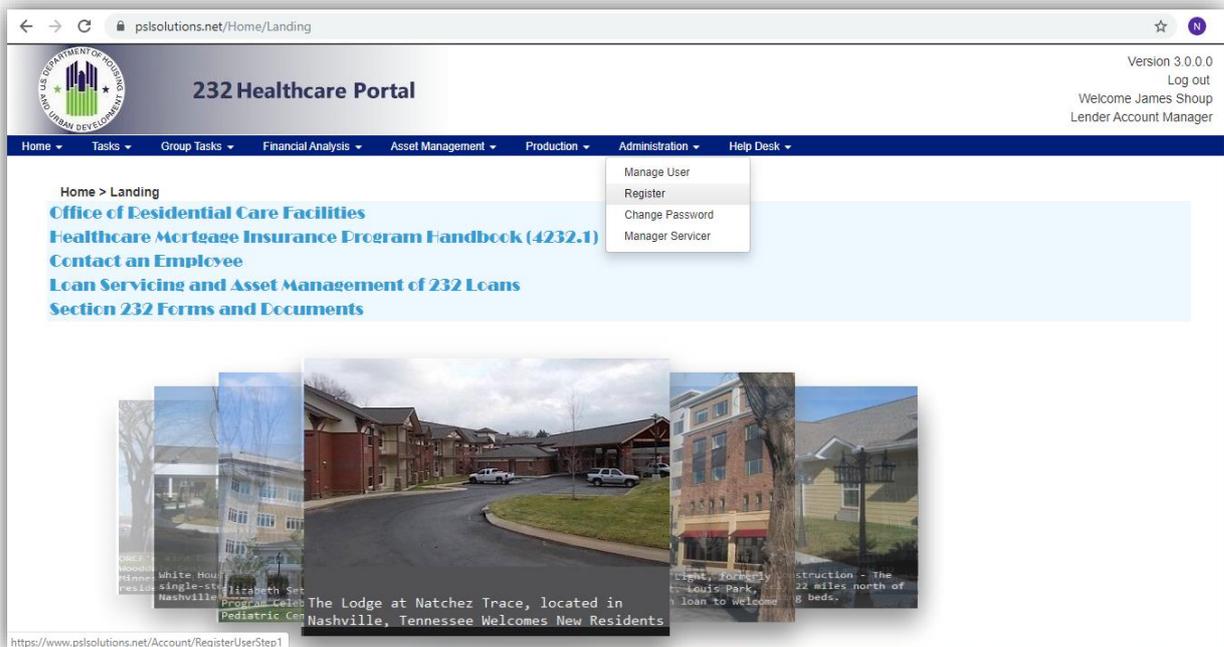
HHCP Help Desk
hhcp@hud.gov

Process Flow of Multi-Lender Assignment

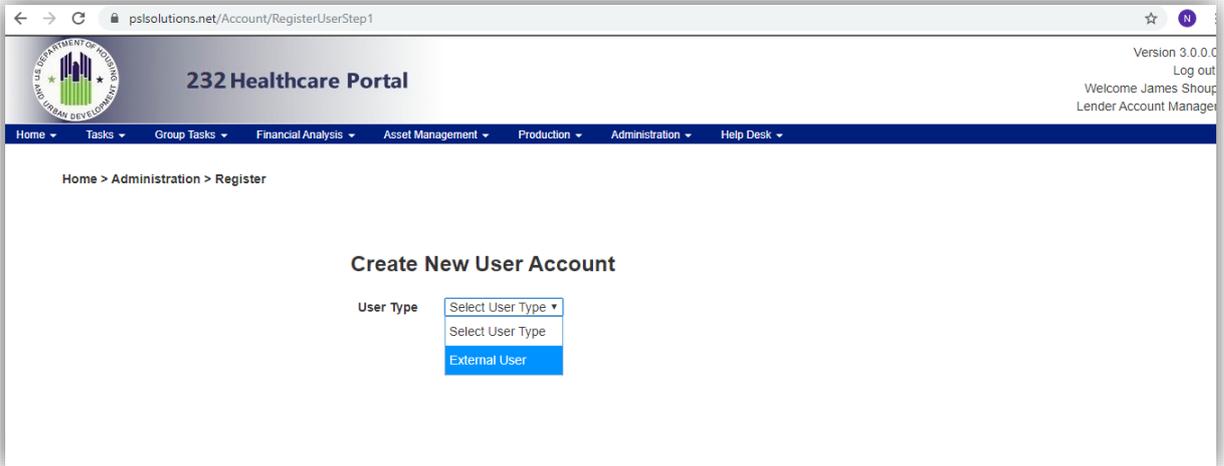
Step 1: Log into application as Lender Account Manager or Backup Account Manager.



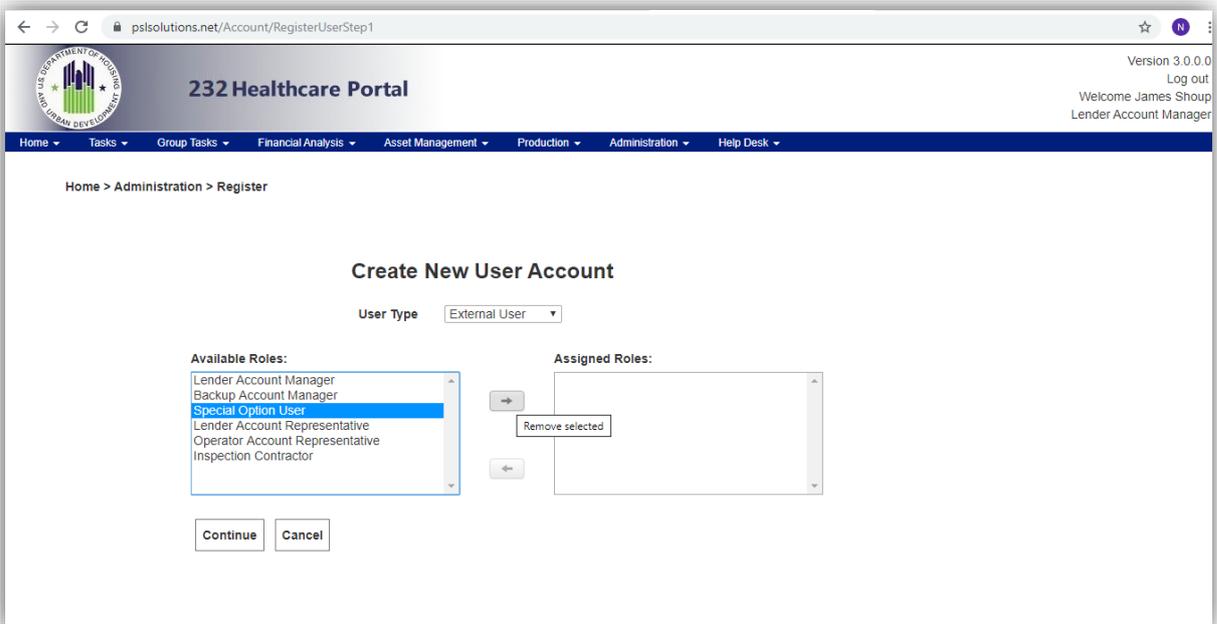
Click on Register tab from the Administration tab on the Quick Navigation Toolbar.

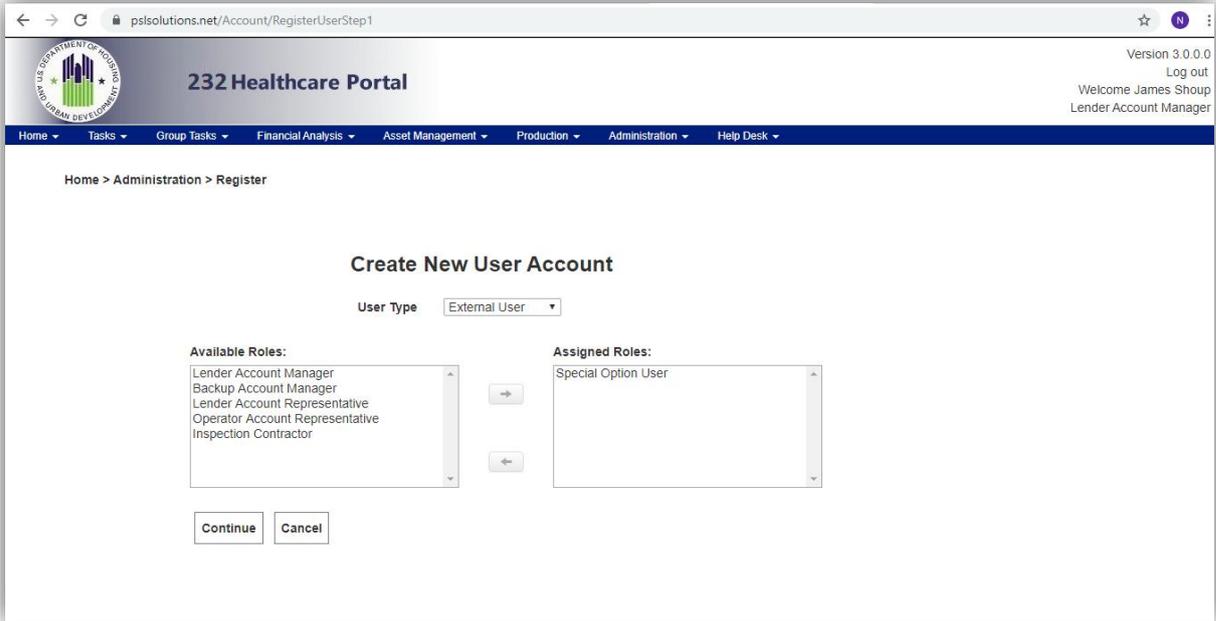


Step 2: Select External User from the drop down.

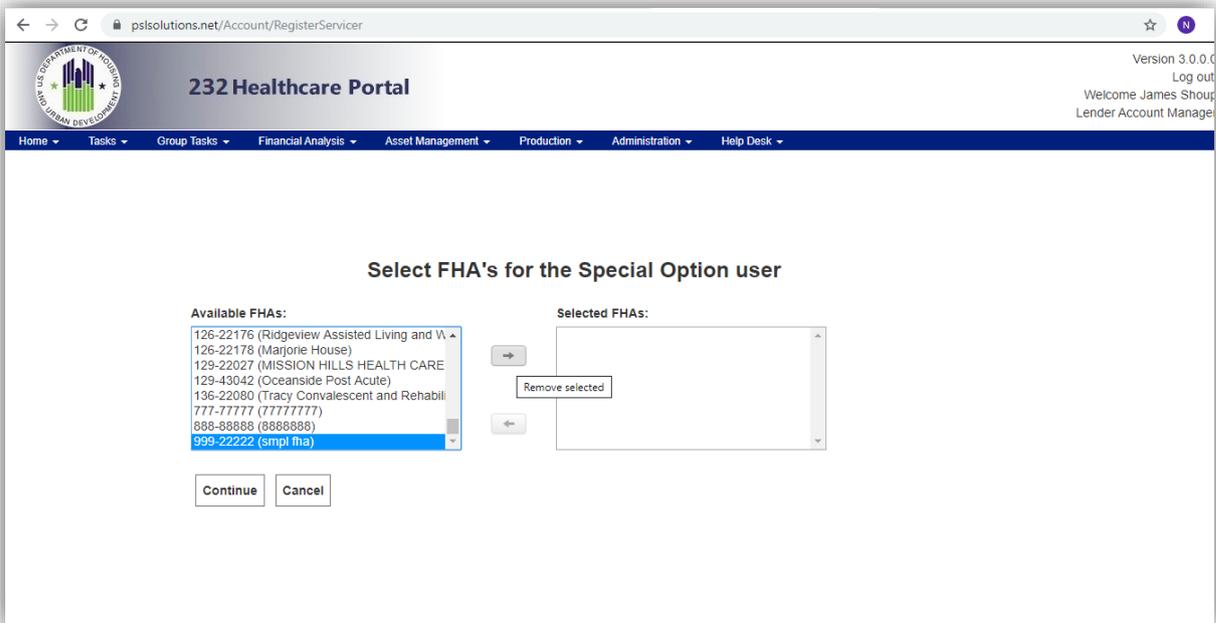


Step 3: Select Special Option User and move to assigned roles by clicking on right facing arrow and click on continue button below.

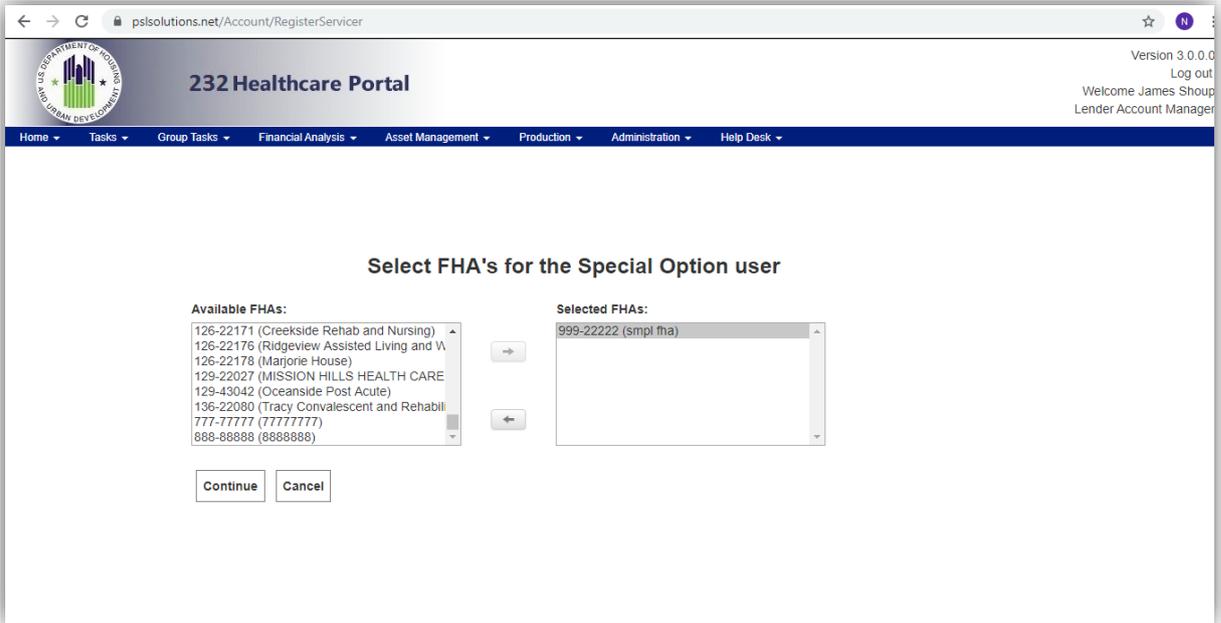




Step 4: Now select the FHA-number or numbers from “Available FHAs” that you want to assign to the special option user and move the selected FHA-number(s) to “Selected FHAs” by clicking on right facing arrow and click on continue button below.

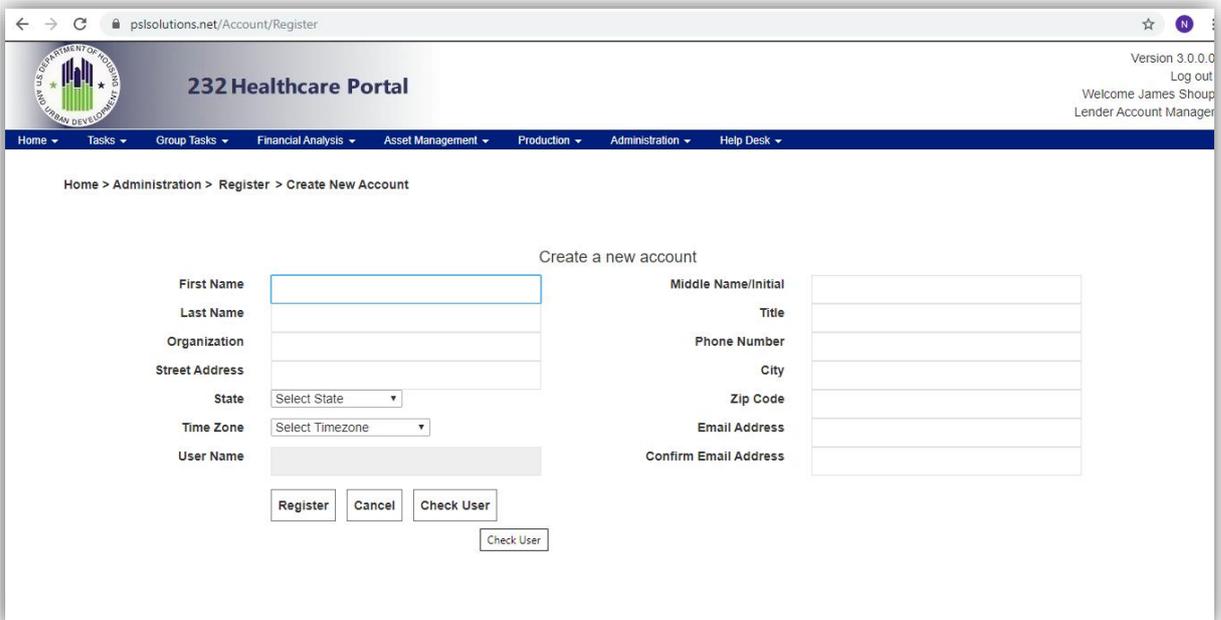


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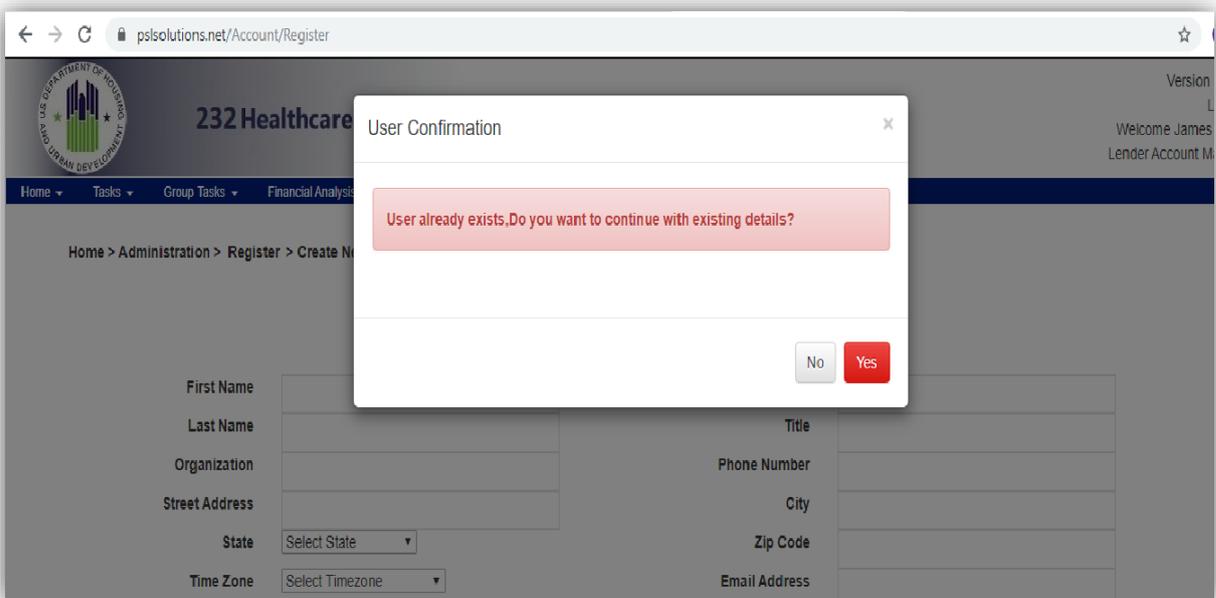
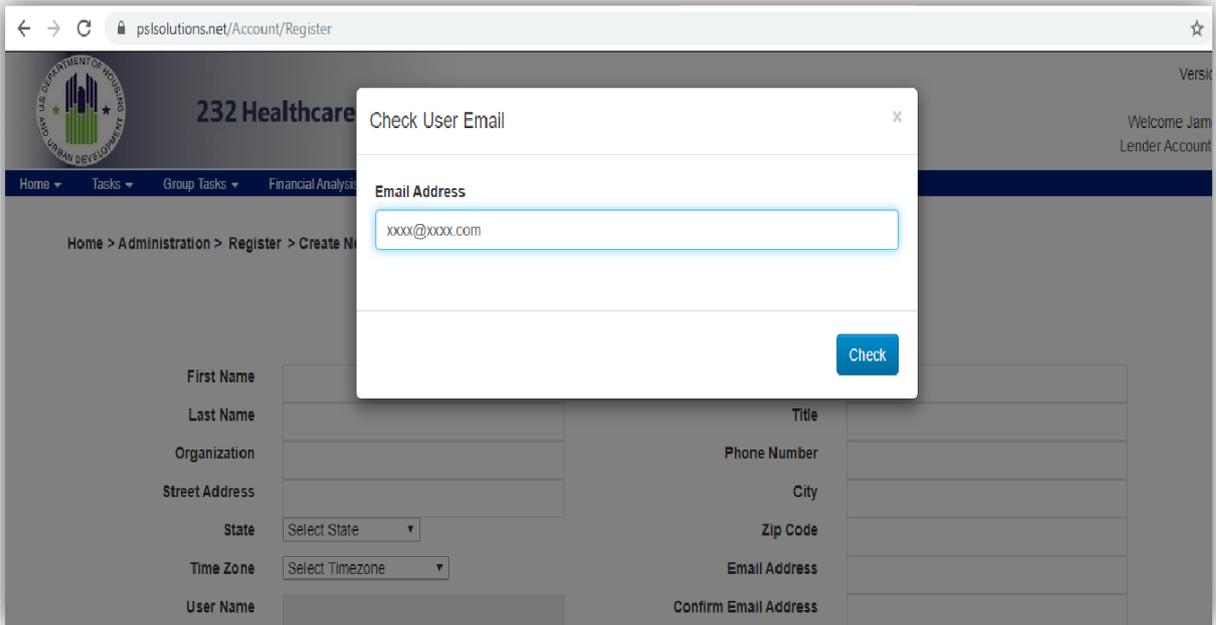


Step 5: Now click on check user button to register existing user as Special Option User (user is already existing in portal)

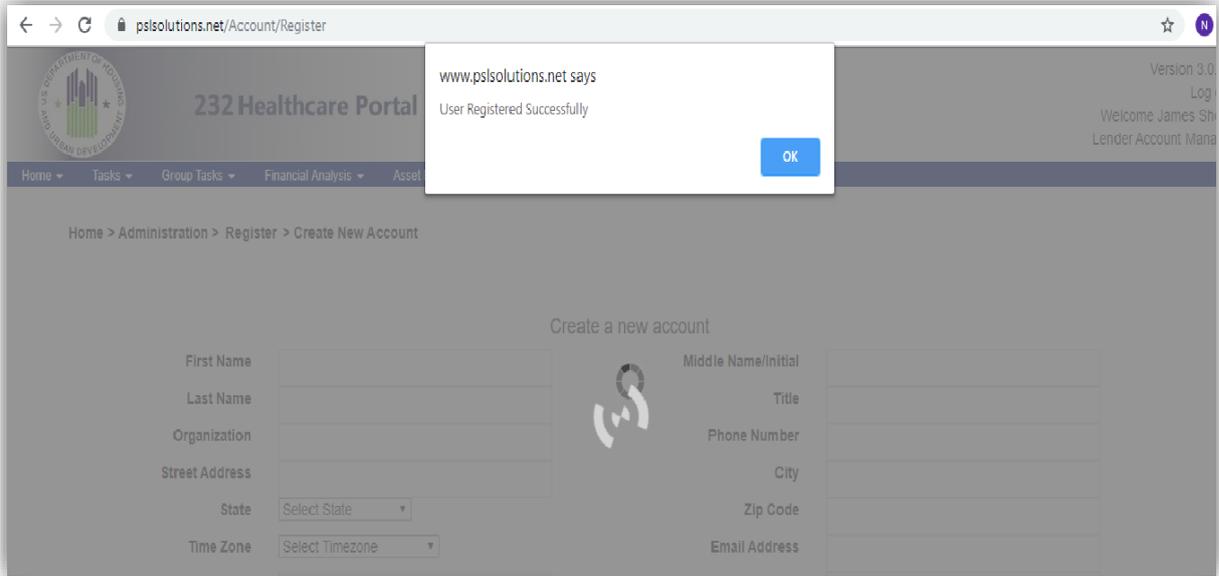
Note: If you want to create new user fill in the form and continue with "Register" button.



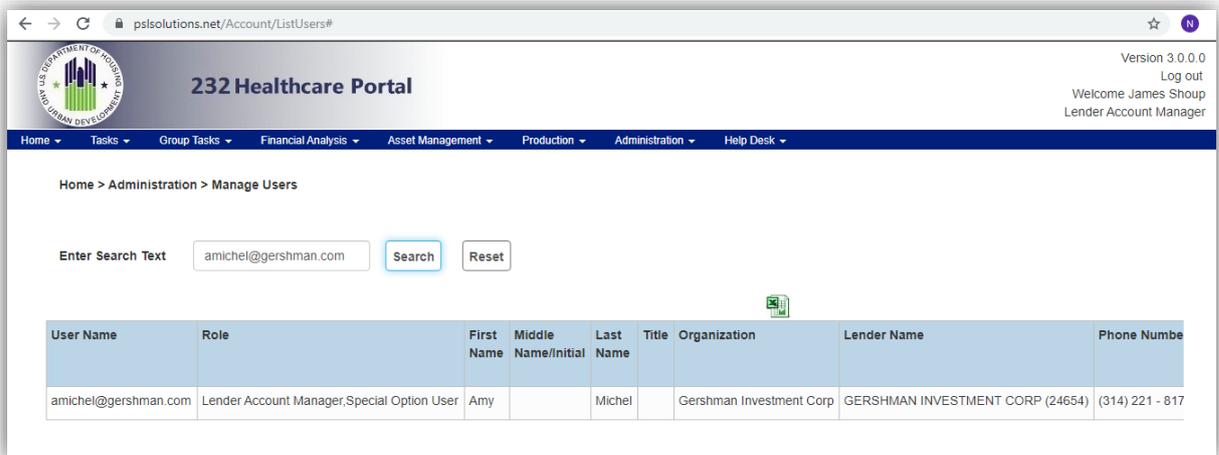
Step 6: Once you click on check user button, the 'Check User Email' window will pop up. Enter the email id of user to whom you want to assign the special option user role to and click on "Check." Then another pop up will display confirming that user already exist or not, and to continue with existing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



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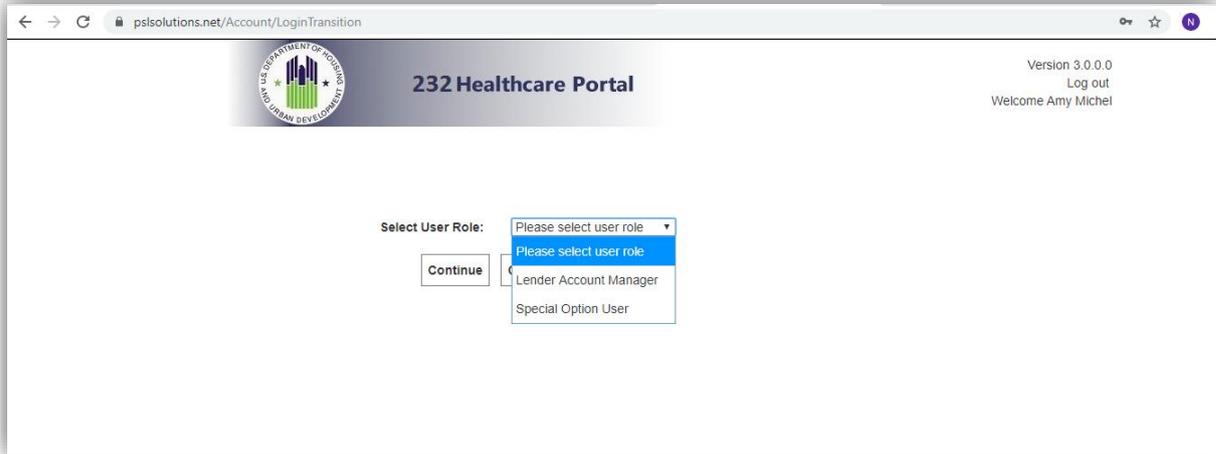


Step 7: Once user registration is done, the page will redirect to below screen. There we can verify the user and check roles assigned to the user.

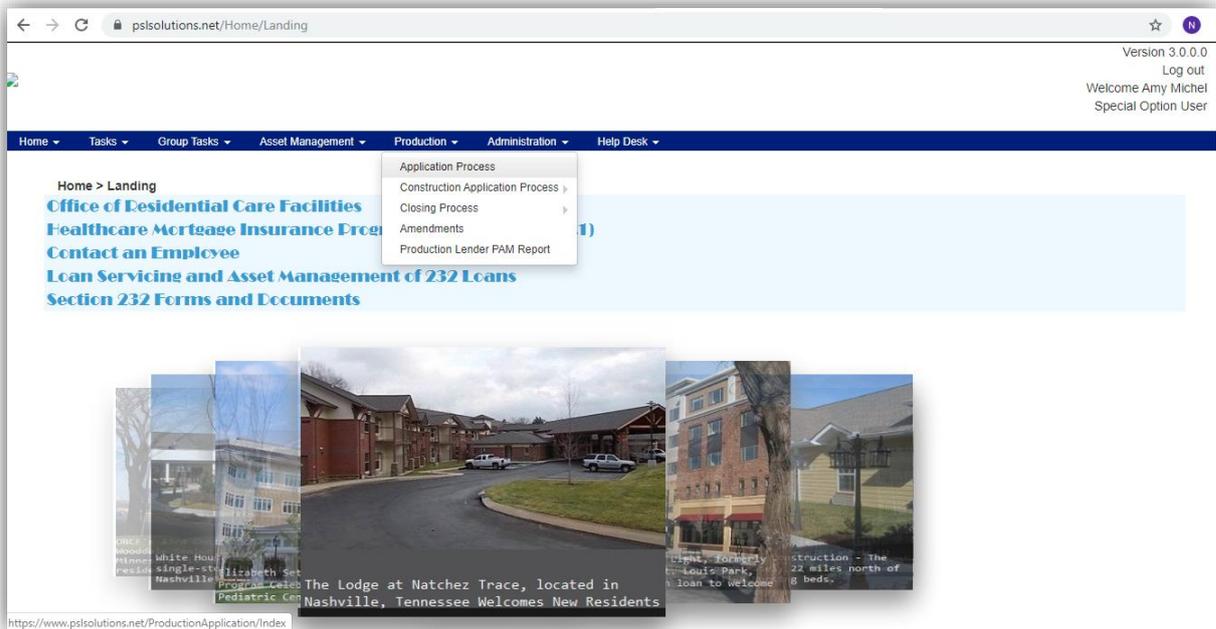


HHCP Healthcare Portal Special Option User Manual (Lender) 2022

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.

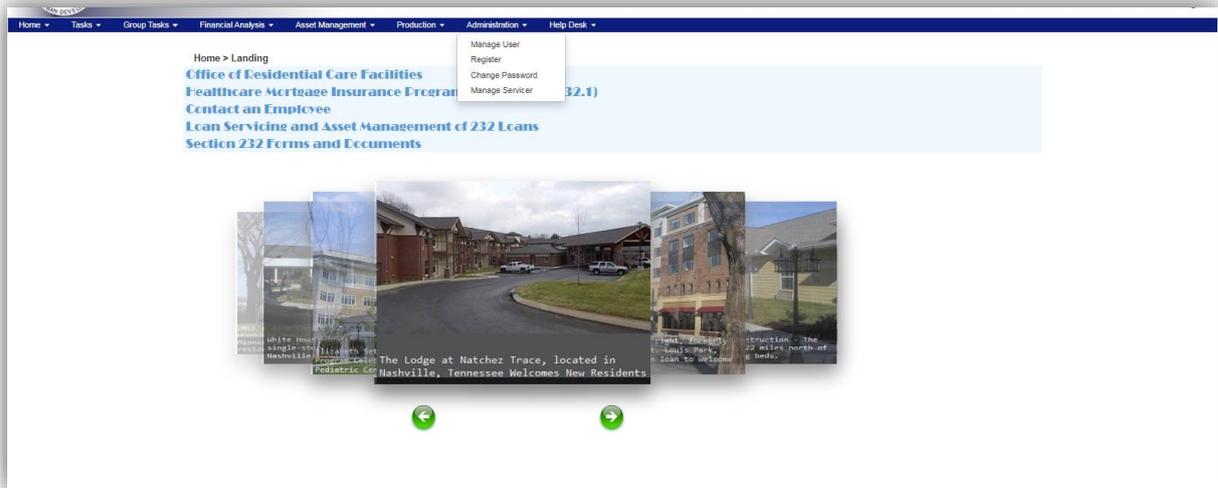


Step 9: Once after you have logged in as special option user all the remaining process is the same as the existing process.

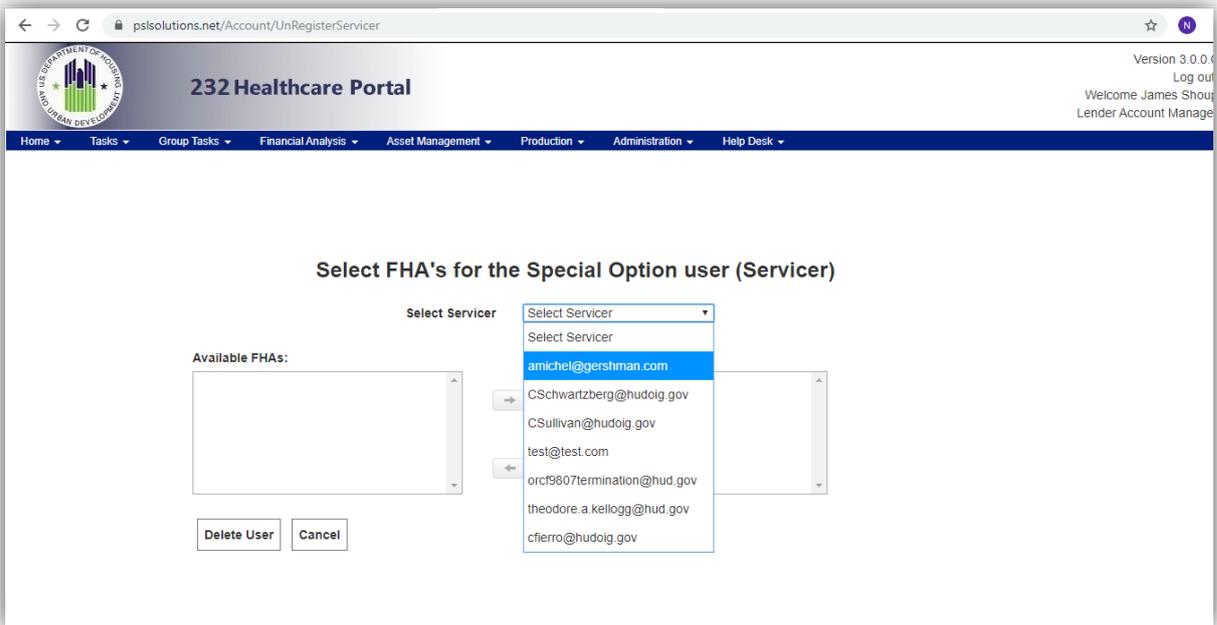


Deletion of FHA Numbers Assigned

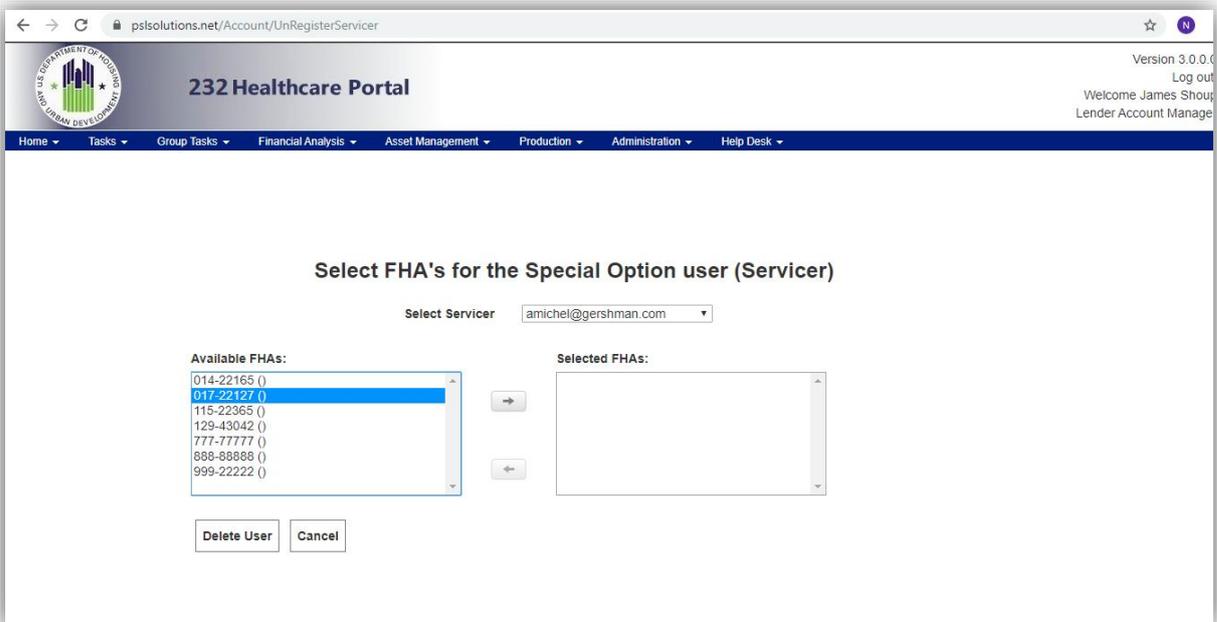
Step 1: Login to portal as Lender Account Manager (LAM) and go to Administration tab from main menu and click on Manage Servicer



Step 2: Select Servicer name from dropdown, then FHA Number will populate in available FHA's box.



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.



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.

