



ONAP:

Case Binder Module

Lender User Guide

**U.S. Department of Housing and Urban Development (HUD)
Office of Public & Indian Housing (PIH)
Office of Native American Programs (ONAP)**

June 2020



Solution Information

	Information
Solution Name	ONAP: Case Binder
Solution Acronym	ONAP EDD (Electronic Document Delivery)
Project Number / Task Number	<i>OCIO</i>
Primary Segment Sponsor	<i>OCIO</i>
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Document History

Version No.	Date	Author	Revision Description
1.0	06/26/2020	HUD Contractor	First Release

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1. Introduction

The Housing and Urban Development (HUD) Office of Native American Programs (ONAP) Case Binder Module User Guide provides instructions for DG Lenders/Serviceicers on how to access and use the ONAP Case Binder Module Electronic Document Delivery (EDD) application.

ONAP Case Binder Module is a web-based secure medium that supports digital delivery of origination and loan guarantee claim documents by the DG Lenders and Serviceicers to the Office of Native American Programs (ONAP). As part of the HUD's Information Technology (IT) Modernization effort, the Case Binder Module will replace the receipt of paper loan origination case binders and loan guarantee claim files with an electronic format. ONAP Approved Direct Guarantee (DG) lenders and ONAP Approved Serviceicers can submit Section 184 and Section 184A loan origination case binder documents and loan guarantee claim documents electronically for loan guarantee endorsement and claim payment. Test Case Lenders can also submit Test Cases electronically through this platform, thereby eliminating physical shipment of paper case binder. DG Lenders/Serviceicers can submit Notice of Return (NOR) Resubmission documents electronically by uploading into ONAP– Case Binder module.

This document has been developed to provide DG Lenders/Serviceicers with guidance on how to upload different categories of loan documents using the Case Binder Module. Please refer to the Section 184 Indian Loan Guarantee Program Processing Guide and the Section 184A Native Hawaiian Housing Loan Guarantee Program Processing Guide for the case binder stacking order, in-depth information on program policy.

1.1. Important Notes

1. DG Lenders and Servicers may **request access** to the application by emailing: ONAP-OLGSystemsAccess@hud.gov. Include the form found here: https://www.hud.gov/program_offices/public_indian_housing/ih/homeownership/184/lenders
2. You may see **references to FHA Catalyst** throughout this user guide. It is not a typo; the initial ONAP Case Binder release will leverage the existing FHA Case Binder application.
 - a. For example: fhacatalyst@hud.gov and <https://fha-gateway.force.com/hudpdeform/s/>
3. The Salesforce platform highly recommends using the **Google Chrome** browser.
4. **Expected document upload and download** times are highlighted in the table below:

Upload		Download	
File Size	Estimated Time	File Size	Estimated Time
97.7 MB Zip	03 mins	4 MB	less than 1 min
300 MB Zip	08 mins	200 MB Zip	7 mins
405 MB Zip	13 mins	400 MB Zip	13 mins

5. **Session Timeout** is set to 30 minutes:
 - The last active session value is updated halfway through the timeout period (i.e. 15 minutes).
 - If the user updates a record after 20 minutes, the user's timeout resets because it is 5 minutes after the active session time is checked. In this scenario, the user has another 30 mins before logout occurs, for a total of 50 mins.
 - If the user updates a record after 10 mins, logout occurs 20 mins later (30 mins total) because there was no activity in the past 15 mins.

2. Getting Started

To access the application, you must request an account. To request an account, please email:

ONAP-OLGSystemsAccess@hud.gov. Include the form found here:

https://www.hud.gov/program_offices/public_indian_housing/ih/homeownership/184/lenders

Once your account is created, you will receive an automated email with your username from fhacatalyst@hud.gov. Click the link in the email to reset your password. Then you may log in following the steps outlined below.

2.1. Logging In

The ONAP Portal login page is where DG Lenders and Services will input login credentials to access the application. **(Suggestion: Use the latest version of Google Chrome.)**

1. Navigate to <https://fha-gateway.force.com/hudpdeform/s/>
2. Enter your username and password, and then click **Login**.

the CATALYST

Username

Password

Remember Me [Forgot Password](#)

Login

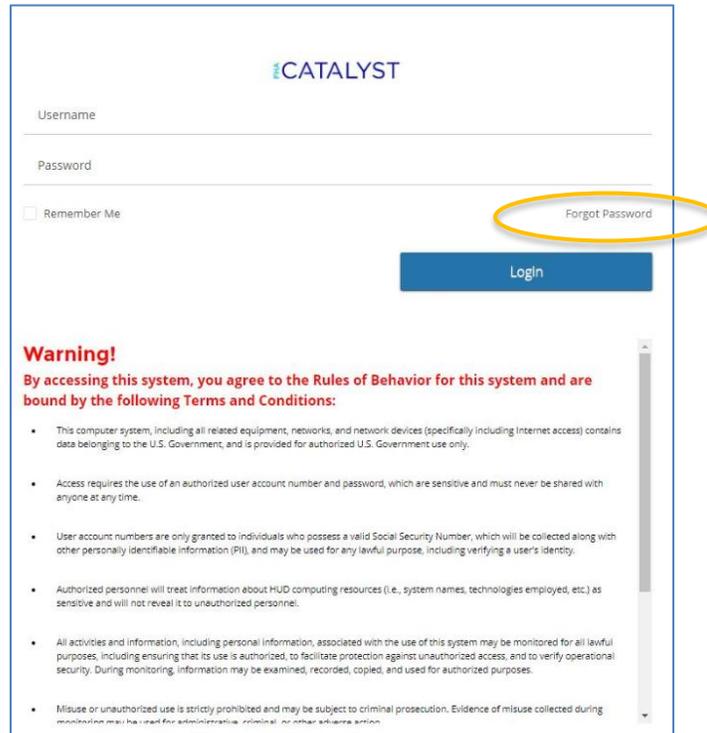
Warning!
By accessing this system, you agree to the Rules of Behavior for this system and are bound by the following Terms and Conditions:

- This computer system, including all related equipment, networks, and network devices (specifically including Internet access) contains data belonging to the U.S. Government, and is provided for authorized U.S. Government use only.
- Access requires the use of an authorized user account number and password, which are sensitive and must never be shared with anyone at any time.
- User account numbers are only granted to individuals who possess a valid Social Security Number, which will be collected along with other personally identifiable information (PII), and may be used for any lawful purpose, including verifying a user's identity.
- Authorized personnel will treat information about HUD computing resources (i.e., system names, technologies employed, etc.) as sensitive and will not reveal it to unauthorized personnel.
- All activities and information, including personal information, associated with the use of this system may be monitored for all lawful purposes, including ensuring that its use is authorized, to facilitate protection against unauthorized access, and to verify operational security. During monitoring, information may be examined, recorded, copied, and used for authorized purposes.
- Misuse or unauthorized use is strictly prohibited and may be subject to criminal prosecution. Evidence of misuse collected during monitoring may be used for administrative, criminal, or other system action.

Figure 1: ONAP Case Binder Portal Login Page

2.2. Resetting Your Password

1. If you forgot your password, select **Forgot Your Password?**



The screenshot shows the CATALYST login interface. At the top center is the CATALYST logo. Below it are input fields for 'Username' and 'Password'. A 'Remember Me' checkbox is located below the password field. To the right of the password field is a link labeled 'Forgot Password', which is circled in yellow. Below these fields is a blue 'Login' button. At the bottom of the page is a 'Warning!' section with a red header and a list of terms and conditions.

CATALYST

Username

Password

Remember Me

[Forgot Password](#)

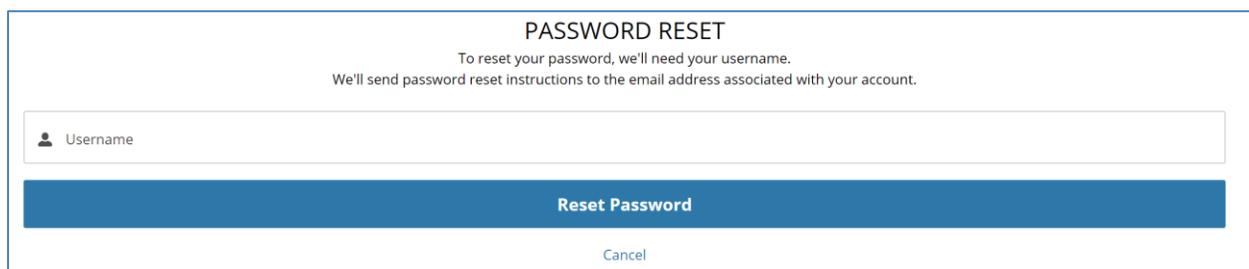
Login

Warning!
By accessing this system, you agree to the Rules of Behavior for this system and are bound by the following Terms and Conditions:

- This computer system, including all related equipment, networks, and network devices (specifically including Internet access) contains data belonging to the U.S. Government, and is provided for authorized U.S. Government use only.
- Access requires the use of an authorized user account number and password, which are sensitive and must never be shared with anyone at any time.
- User account numbers are only granted to individuals who possess a valid Social Security Number, which will be collected along with other personally identifiable information (PII), and may be used for any lawful purpose, including verifying a user's identity.
- Authorized personnel will treat information about HUD computing resources (i.e., system names, technologies employed, etc.) as sensitive and will not reveal it to unauthorized personnel.
- All activities and information, including personal information, associated with the use of this system may be monitored for all lawful purposes, including ensuring that its use is authorized, to facilitate protection against unauthorized access, and to verify operational security. During monitoring, information may be examined, recorded, copied, and used for authorized purposes.
- Misuse or unauthorized use is strictly prohibited and may be subject to criminal prosecution. Evidence of misuse collected during monitoring may be used for administrative, criminal, or other adverse action.

Figure 2: Forgot Your Password?

2. Enter your username, then select **Reset Password**. Password reset instructions will be sent to the email address associated with your username.



The screenshot shows the 'PASSWORD RESET' page. The title is 'PASSWORD RESET'. Below the title is the text: 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' There is a text input field with a user icon and the label 'Username'. Below the input field is a large blue button labeled 'Reset Password'. At the bottom center is a smaller 'Cancel' link.

PASSWORD RESET

To reset your password, we'll need your username.
We'll send password reset instructions to the email address associated with your account.

Username

Reset Password

Cancel

Figure 3: Password Rest

3. ONAP EDD Landing Page

Upon successful login, the DG Lender/Service is directed to the ONAP EDD Landing Page.

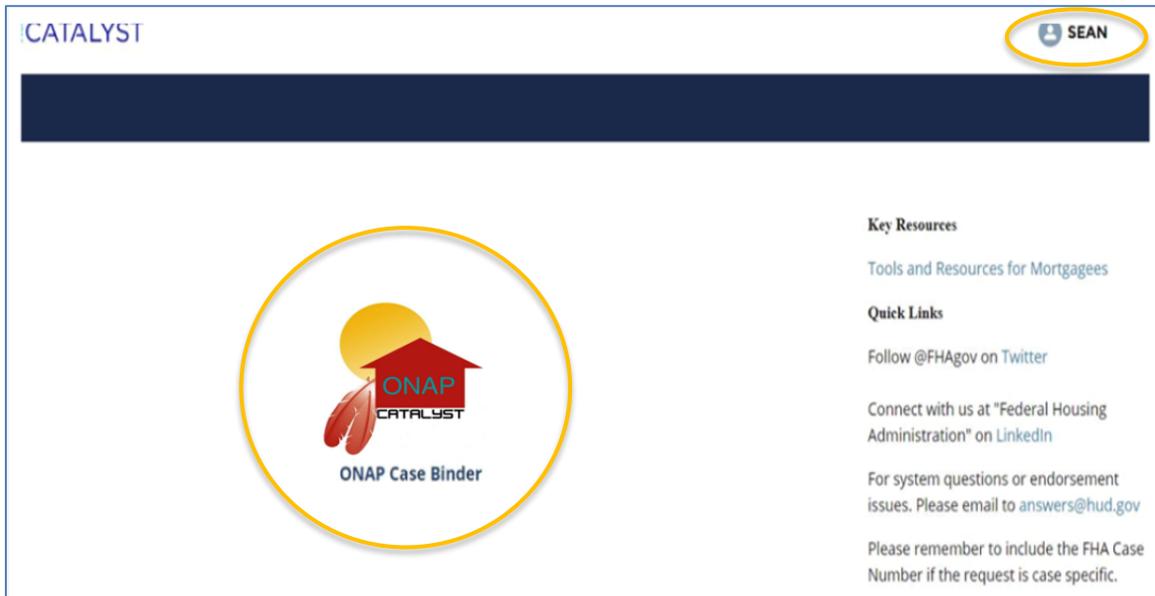


Figure 4: ONAP EDD Landing Page

- The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
- The **ONAP logo** is displayed on the center of the page where users will need to click to access the ONAP Case Binder Module.
- **Quick links** are provided on the right of the page where users can access additional resources.

4. Case Binder Home Screen

After you have selected the “ONAP Case Binder” icon from Landing Page, you will see a table of case binders that you have uploaded. The table only displays records submitted by the user. It does not display all records submitted under the DG Lender/Service account.

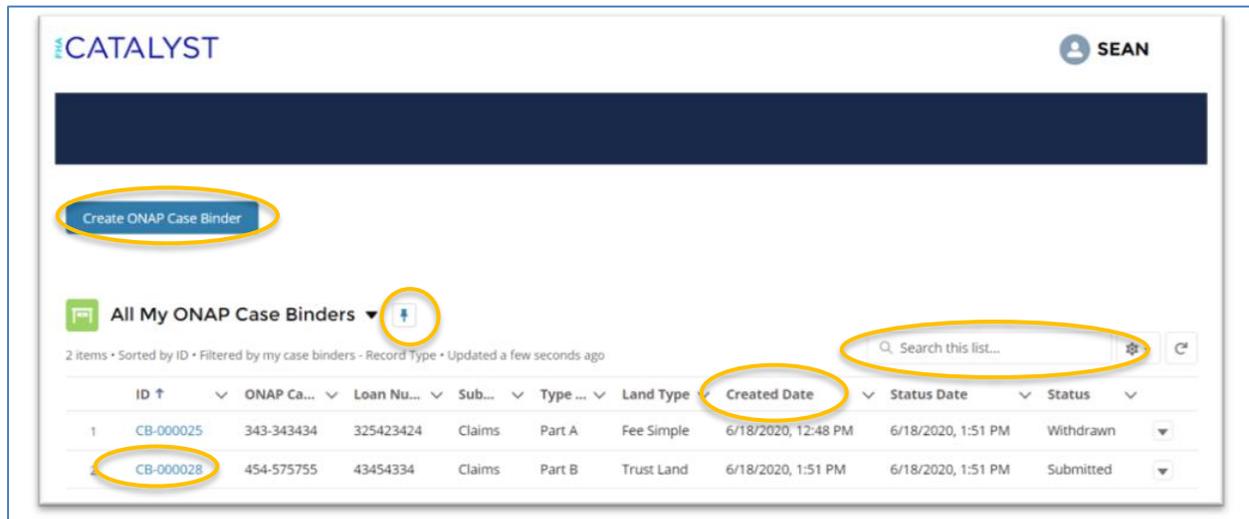


Figure 5: ONAP Case Binder Homescreen

- Click **Create ONAP Case Binder button** to create a new Case Binder and upload a file.
- Click the **ID link** to open the ONAP Case Binder record and view its details.
- Click the **pin icon** to the right of “All My ONAP Case Binders”, so this table is always displayed when you navigate to the ONAP Case Binder Homescreen.
- Search for records by typing your criteria in the **search bar**.
- Filter records by clicking the desired **column header**.

5. Create a Case Binder

The section describes creation, upload, and submission of an electronic origination case binder or claim file by a DG Lender/Service.

1. Click the **Create ONAP Case Binder button** from the ONAP Case Binder Module Home screen

The screenshot shows the 'ONAP Case Binder Upload' interface. At the top left is the 'CATALYST' logo. At the top right is a user profile icon labeled 'USER1...'. The main content area has a header 'ONAP Case Binder Upload' with a folder icon. Below this, the form is organized into two columns. The left column contains: 'Lender Name: Bank of America', a required field for '* Submission Type' with a dropdown menu, a required field for '* ONAP Case #' with a text input containing 'xxx-xxxxxx', and a required field for '* Borrower Name' with a text input containing 'Last Name, First name'. Below these is an 'Upload Files' button with a plus icon and a dashed box labeled 'Or drop files'. The right column contains: 'Lender ID: 78965', a required field for '* Loan Number' with a text input, a required field for '* Type Details' with a dropdown menu, and a required field for '* Land Type' with a dropdown menu. At the bottom of the right column is a 'Comments' text area with the note 'Up to 500 characters'. At the very bottom of the form are 'Cancel' and 'Submit' buttons.

Figure 6: Create ONAP Case Binder Screen

A new form will open to enter data. All fields are required except Comments.

- **Lender Name** and **Lender ID** are auto populated using the Lender’s account association.
- **Loan #** is Lender’s loan number and may be up to 100 alphanumeric characters.
- **ONAP Case #** must be 10 characters with a hyphen after the first 3 digits (i.e. 123-4567899).
- **Submission Type** has multiple choices in a drop down to choose from:
 - Claims
 - Claims Resubmission - NOR
 - Claims – 184A
 - Endorsements – Initial Submission
 - Endorsements – NOR – Initial Submission
 - Endorsements – 184A
- **Type Detail** has multiple choices in a drop down to choose from:
 - Part A
 - Part B
 - Supplemental
 - Purchase

- Refinance
- Single Close – Construction
- Recorded Deed/Assignment
- Final CTSR/Title Policy

Type Detail	Submission Type Must Be
Part A	Claims
Part B	
Supplemental	
Purchase	Endorsements - Initial Submission Endorsements - NOR - Initial Submission Endorsements - 184A
Refinance	
Single Close – Construction	
Recorded Deed/Assignment	Any
Final CTSR/Title Policy	

- **Borrower Name** is the name of the borrower and may be up to 40 characters. Name must be entered as: Last Name, First Name. (i.e. Pan, Peter)
- **Land Type** has multiple choices in a drop down to choose from:
 - Trust Land
 - Fee Simple
- **Comments** allows the user to enter comments associated with the document. Please limit the character count to less than 500 characters (alpha, numeric, or special).
- **File upload** allows the user to select a single file (ZIP or PDF) to attach to the ONAP Case Binder. There is are no size restriction.
 - There are two ways to attach a file:
 1. Click the Upload Files button to select a file to upload
 2. Or Drag and Drop a file into the Upload Files section on the screen to attach the file
 - Clicking the Trash Can icon after file uploads deletes the file from the Case Binder and a new file upload is required (see figure below).
- **Cancel button** will disregard the changes and take the users back to the ONAP Case Binder Home Screen.
- **Submit button** becomes active once all required fields have been populated (only the Comments field is optional). The file must complete uploading before Submit button is activated. Upon clicking this button, users are taken back to the ONAP Case Binder Home Screen and the new record is displayed:

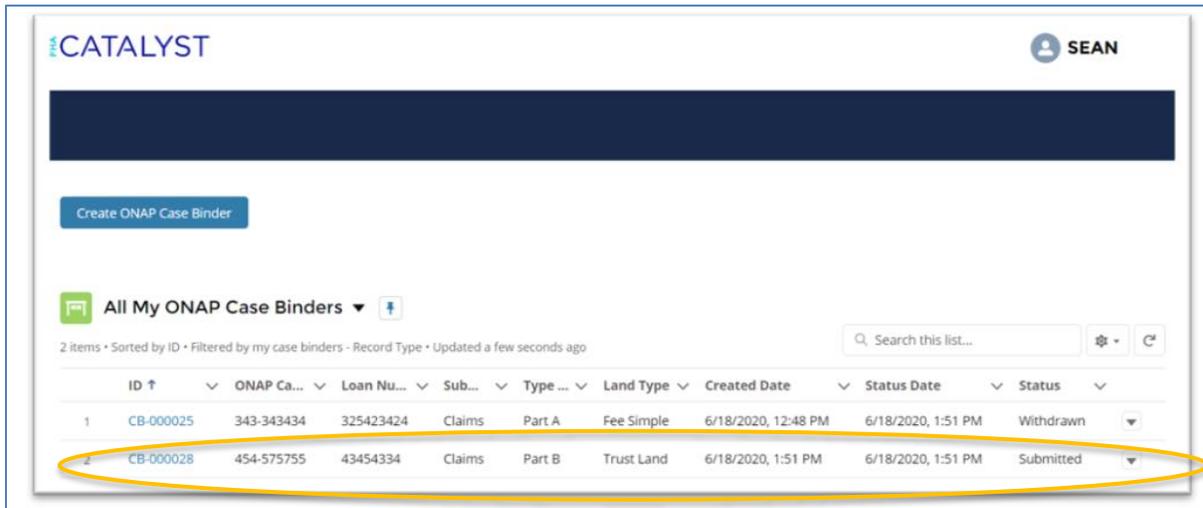


Figure 7: ONAP Case Binder Homes Screen After Submission

6. View a Case Binder

This section provides an overview of how a lender can view details of a document submission.

1. Click the **ID** to open the **ONAP Case Binder Details Screen**.

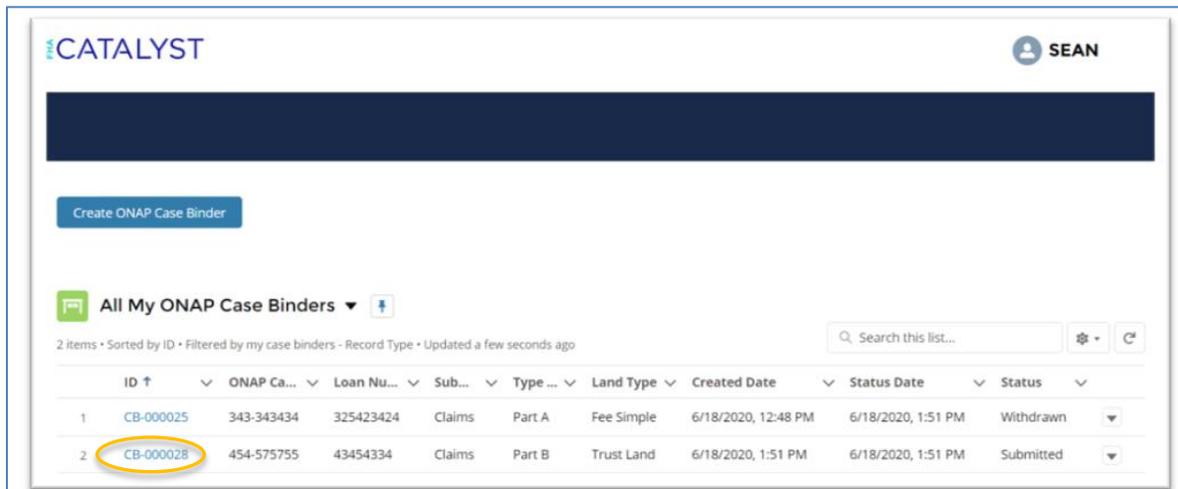


Figure 8: ONAP Case Binder ID Link

2. After clicking the **ID**, the ONAP Case Binder Details screen is displayed.

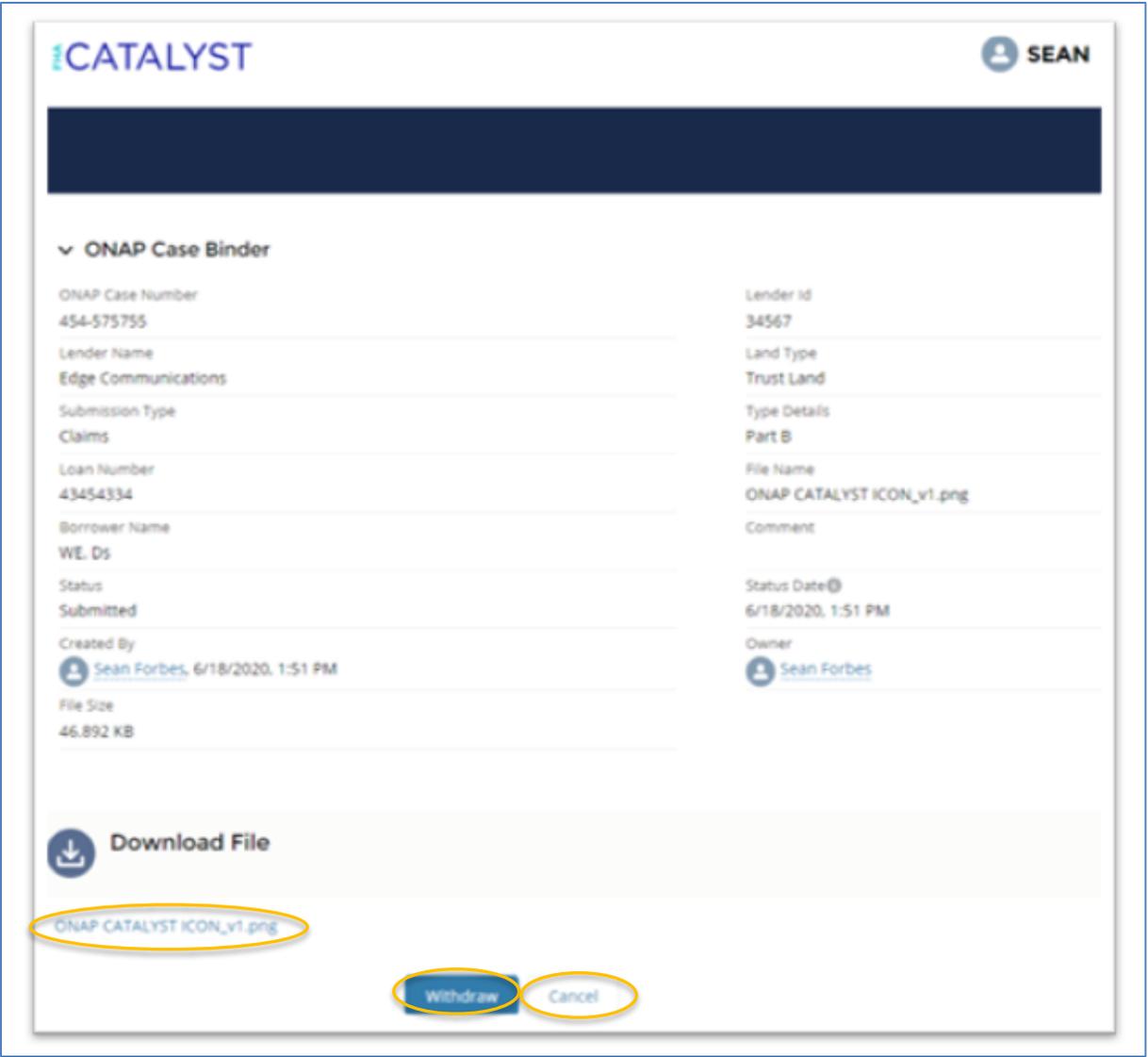


Figure 9: Details Screen

- Click the **File** link to download the file that was attached to the ONAP Case Binder record.
- Click **Withdraw** to update the status of the document to Withdrawn.
 - a. This status is only available if Status = Submitted or Test Case.
 - b. Case Binders with Status = Withdrawn are still displayed in both the DG lender/service and HUD ONAP user's dashboard.
- Click **Cancel** to return to the ONAP Case Binder Home screen.

End of Document