

# Office of Native American Programs (ONAP) Electronic Document Delivery (EDD)

## FAQs

June 2020

### Access

How do I request access to the application?

1. Complete the 'Catalyst User Form' found here:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/ih/homeownership/184/lenders](https://www.hud.gov/program_offices/public_indian_housing/ih/homeownership/184/lenders)
2. Email the completed form to: [ONAP-OLGSystemsAccess@hud.gov](mailto:ONAP-OLGSystemsAccess@hud.gov)

I already have access to FHA Catalyst. Do I need to request access again?

- Yes, you need to request access to the ONAP Case Binder Module by following the steps outlined above.

I already have access to FHA Catalyst. Will I receive new credentials for ONAP EDD?

- No, you will use the same credentials.

The 'Catalyst User Form' has a field for Section 184 Lender ID. What if our organization does not have one?

- You may use the Tax ID Number (TIN) for your organization.

### File Upload

What are limitations with the file upload?

- 1 upload per submission. ONAP prefers you upload 1 zip file of PDFs for the entire file in one submission.
- Any file type is support.
- Over 2GB files have been tested and verified.

Do we need to upload left/right side separately?

- Please upload 1 zip file of PDFs, with Right and then Left uploads.

### Onboarding

Is there a date by which we must begin to use ONAP EDD?

- As users are onboarded, they are expected to use ONAP EDD for new cases. Eventually the email process will close.



If a paper claim has already been submitted, do we need to resubmit using the new application?

- No, continue using the original method for claims and endorsements currently in progress until you are onboarded to ONAP EDD.

## Application Features

Should the Monthly and Weekly Servicing and COVID reports be sent via email?

- Yes.

Will Loan Guarantee certificates be sent via email?

- Yes.

Can I pull LGC's from this site?

- Not currently.

## Other

Will ONAP EDD speed up endorsing process time?

- Yes.

Is there an ETA on when Claim Submission will begin?

- The timeline is currently being discussed and more information will be shared as it becomes available.

Will you have an updated Checklist? Ours still requests the HUD instead of the CD.

- Yes, eventually.

