## Solution Information

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## Document History

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1. Welcome to the Case Binder Module

FHA Catalyst: Case Binder Module is a web-based secure medium that supports digital delivery of origination documents by the Mortgagees to the Federal Housing Administration (FHA). As part of the Housing Information Technology (IT) Modernization effort, the Case Binder Module will replace the receipt of paper loan origination case binders with an electronic format. FHA Approved Mortgagees can submit single family forward and Home Equity Conversion Mortgage (HECM) loan origination case binder documents electronically for FHA endorsement. Test Case Lenders can also submit Test Cases electronically through this platform, thereby eliminating physical shipment of paper case binder. Mortgagees can submit Notice of Return (NOR) Resubmission documents electronically by uploading into FHA Catalyst – Case Binder module.

This document has been developed to provide Mortgagees with guidance on how to upload different categories of loan documents using the Case Binder Module. Please refer to the Single Family Housing Policy Handbook 4000.1 for case binder stacking order, in-depth information on FHA policy, event definitions, reporting timeframes, data elements, and post-audit requirements.

1.1 Navigating the Case Binder Module User Guide

The table of contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to the associated section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the return to table of contents links at the end of each section.

This guide features step-by-step instructions. Numbered lists, bullets, and screenshots are used to give the step-by-step instructions for completing tasks in Catalyst.

Step-by-Step Instructions

Instructions describing how to complete tasks appear in lists.
Words that point to links or boxes that the user needs to select will appear in bold.
These instructions will describe how to complete processes using screenshots.
The screenshot may also include boxes, lines, and labels that show which part of the page is important.
2. Getting Started

This section defines the basic functionalities of Salesforce as well as specific terminology to help Mortgagees (HUD’s external users) navigate the system. This section describes how Mortgagees upload electronic case binders in the FHA Catalyst: Case Binder Module.

2.1 Logging In

2. Enter your username and password, then select Log In.

![FHA Catalyst Login Page](image)

Figure 1: FHA Catalyst Login Page
2.2 Resetting Your Password

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

![Figure 2: Forgot Your Password?](image)

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

![Figure 3: Reset Password](image)
3. FHA Catalyst Landing Page

Upon successful login, the Mortgagee is directed to the FHA Catalyst Landing Page.

![FHA Catalyst Landing Page](image)

**Figure 4: FHA Catalyst Landing Page**

1. The FHA Catalyst Landing Page contains the follow items:
   - The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
   - The **Case Binder** logo is displayed on the center of the page where users will need to click to access the Case Binder application.
   - **Key Resources** are provided on the right of the page where users are access additional resources.
   - **Quick Links** are provided on the right of the page where users can access FHA social media and send any questions or comments to the FHA Resource Center.

2. Click on the **Case Binder** Logo to access the Case Binder application.
4. Case Binder Home Page

The Case Binder Home Page displays a list view of case binders previously uploaded by the mortgagee. It allows for mortgagees to create a new case binder.

1. The Create Case Binder Button is placed on the top left of the screen which allows the user to Create a new Case and upload a file.

2. The Listview provides the user with the ability to view their previously submitted Case Binder records.
3. To update your filter criteria, see the following:
   - Select the Dropdown icon.
   - Select the desired view.
4. To set a specific view as the default view every time you navigate to this page, select the Pin icon.
5. Ensure to select “All my Case Binders” to view all Case Binders created by the user

![Figure 7: List View Case Binder](image)

6. To search for a specific case binder, enter two values in the search bar and placing a space between them.
7. Hit Enter to search.

![Figure 8: List View Search Bar](image)

8. To clear a search and return to the full list view, delete the entry and press Enter.
9. Column headers can be clicked to sort the values by ascending and descending order by using the arrow to the right of the column header.

![Figure 9: Sorting Columns](image)

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5. Creating a Case Binder

This section describes creation, upload, and submission of an electronic origination case binder by a mortgagee.

⚠️ There may be a Virtual Private Network (VPN) connection limitation. If there is an issue, please contact the FHA Resource Center at answers@hud.gov.

5.1 Creating a Case Binder

1. To create a Case Binder, select the Create Case Binder button.
2. The Case Binder Package page is displayed, which allows for user to enter case binder details.

![Figure 11: Case Binder Package Page](image)

3. Complete all required fields, which are marked with a red asterisk (*)
   - **Lender Name**: Auto populated with Lender information provided.
   - **FHA Case Number**: The case number must be 11 Characters with a hyphen after the first 3 digits i.e. 123-4567899.
   - **Lender ID**: Auto populated with Lender information provided.
   - **Loan Number**: Must be less than 15 digits.
   - **Borrower Name**: Name of Borrower; to be entered manually by user.
   - **Submission Type**: Allows user to select one of the submissions (Forward Initial Submission, HECM Initial Submission, Forward NOR Submission, HECM NOR Submission, Test Case).
   - **HOC**: Allows user to select the Homeownership Center the case binder will be electronically submitted to.

4. Enter any **Comments**: Allows user to add appropriate comments for HOC review. Please limit the character count to < 200.

5. Upload the case binder file via two options:
   - Click the **Upload Files** button to select a file to upload.
   - Or Drag and Drop a file into the Upload Files section on the screen to attach the file.
     - A green circle with a checkmark will appear when the file has completed uploading.

Note: Clicking the **Trash Can** icon after file uploads deletes the file from the Case Binder.
6. Once the file is successfully uploaded, then a check mark icon appears above the file name.
   a. After a file is uploaded, then Submit button is activated.

7. Selecting the Submit button to transmit to HUD.

8. Selecting the Cancel button will disregard the changes and take the user back to the Case Binder Home Page.

9. Upon clicking the Submit button, a message will appear at the top of the screen displaying “Case Binder successfully created”.

10. Click OK to continue. The new case binder created is displayed in the Case Binder Home Page.
5.2 Viewing Case Binder Details

1. To select a case binder for review, select appropriate blue hyperlink of the ID (CB-#####).

![Figure 14: Select Case Binder](image)

2. After clicking the ID from the Listview, the Case Binder Details page is displayed.

![Figure 15: Case Binder Details Page](image)

3. Click the blue file name to download the file that was uploaded to the Case Binder.

4. The **Delete** button is available to the Lender only when the status is set to “Submitted.”

5. Clicking the **Cancel** button takes the user to the Case Binder Home Page.

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6. Getting Help

For further assistance, please contact the FHA Resource Center:

- E-mail answers@hud.gov.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at 1-800-877-8339.
- Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern Standard Time), Monday through Friday on all non-Federal holidays.