



FHA INFO 2022-07 (Reissue)

January 20, 2022

FHA Implements Mortgagee Administrator Role in FHA Catalyst

The Federal Housing Administration (FHA) is announcing new functionality on its FHA Catalyst platform – the Mortgagee Administrator role. The role enables mortgagees to manage their organization’s user access on several Single Family modules within the FHA Catalyst platform.

A Mortgagee Administrator must be established in FHA Catalyst. Only users who are active FHA Connection (FHAC) Application Coordinators will be granted Mortgagee Administrator access.

Mortgagee Administrators are able to perform the following actions on behalf of their organization:

- Set up new users.
- Manage existing user information, including name and contact details.
- Assign module access and permissions to users.
- Freeze or deactivate user access.
- View users in their organization, including other Mortgagee Administrators, and user reports.

The actions above can be performed by Mortgagee Administrators for the following modules only:

- FHA Catalyst: Case Binder Module
- FHA Catalyst: Electronic Appraisal Delivery (EAD) Module – Access Limited to Lender Users and Service Bureau Coordinators Only.
- FHA Catalyst: Claims Module – Access Limited to Claims Managers Only

Mortgagee Administrator Registration for Existing FHAC Application Coordinators

Existing FHAC Application Coordinators, with access to any FHA Catalyst module, were automatically registered as Mortgagee Administrators and the role was enabled in their FHA Catalyst profile. Additional details are outlined in the [FHA Catalyst Mortgagee Administrator User Guide](#).

Current FHAC Application Coordinators without access to any of the FHA Catalyst modules were sent an email from FHACatalyst@hud.gov with a registration link and instructions on how to become a Mortgagee Administrator. If the email was not received, send the completed [FHA Catalyst External User Access Request Form](#) to answers@hud.gov with the subject line: FHA Catalyst Mortgagee Administrator.

Access for New Mortgagee Administrators

Users that were not automatically registered or did not receive the registration link for the Mortgagee Administrator role, should send the completed [FHA Catalyst External User Access Request Form](#) to answers@hud.gov with the subject line: FHA Catalyst Mortgagee Administrator.

Resources

Mortgagee Administrators are encouraged to refer to the [FHA Catalyst: Mortgagee Administrator pre-recorded webinar](#) and [FHA Catalyst Mortgagee Administrator User Guide](#). These resources and further details are also available on the [FHA Catalyst User Access Management web page](#).

Need Support? Contact the FHA Resource Center.

- Visit our knowledge base to obtain answers to frequently asked questions 24/7 at www.hud.gov/answers.
- E-mail answers@hud.gov. Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern), Monday through Friday on all non-Federal holidays.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Relay Service at 1-800-877-8339.

About FHA INFO

FHA INFO is a publication of the Federal Housing Administrations (FHA), Office of Single Family Housing, U.S. Department of Housing and Urban Development, 451 7th Street, SW, Washington, DC 20410. We safeguard our lists and do not rent, sell, or permit the use of our lists by others, at any time, for any reason.

Visit the [FHA INFO Archives](#) to access FHA INFO messages. For additional information and resources, visit the FHA Single Family Housing main page on HUD.gov

Stay Connected with the Office of Housing and the Federal Housing Administration:



SUBSCRIBER SERVICES:
[Manage Subscriptions](#) | [Help](#)