



FHA INFO 2023-83

October 25, 2023

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- FHA Implements Multi-Factor Authentication for the Systems Supporting its Single Family Real Estate Owned and Nonprofit Programs
- Reminder Regarding Use of FHA Connection for Case Cancellations and Reinstatements

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FHA Implements Multi-Factor Authentication for the Systems Supporting its Single Family Real Estate Owned and Nonprofit Programs

On the evening of October 27, 2023, the Federal Housing Administration (FHA) will begin implementing security enhancements that will require the use of multi-factor authentication (MFA) to access certain of its websites and systems. The MFA provides an added layer of security beyond that of just a password. Implementing the MFA reduces the risks of compromised passwords and enables greater security without compromising the user experience. MFA is being implemented in the following systems:

- FHA's [Asset Disposition and Management System \(P260\)](#) used by mortgagees, servicers, servicing contractors, and appraisers;
- [Nonprofit Data Management System \(NPDMS\)](#) used by HUD-approved Nonprofits; and
- [HUD Homestore](#), which is utilized by the public and real estate agents. This site also includes the application for real estate agents or HUD-approved Nonprofits applying for a [Name and Address Identification \(NAID\)](#).

If you are not prompted at login to update your username and create a new password, then you may need to register as a first-time user. Your email address will be your username. Additional information on registration and use of these new MFA requirements can be found at: [P260 release notes](#).

MFA requirements for additional FHA systems will be announced in the upcoming weeks.

Reminder Regarding Use of FHA Connection for Case Cancellations and Reinstatements

The Federal Housing Administration (FHA) is reminding lenders of the functionality in the FHA Connection (FHAC) system to process their case cancellations and reinstatements through the Case Cancel/Reinstate Screen, or the [Business to Government \(B2G\) Interface](#), as announced in [FHA INFO 2023-65](#).

FHAC Application Coordinators must grant authority to users responsible for performing the Case Cancellation and Reinstatement functions.

This new functionality becomes mandatory for use on November 7, 2023, through the FHAC web interface. Lenders using the B2G Interface will have until January 22, 2024, to complete implementation.

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

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