



**FHA INFO #21-60**

**July 22, 2021**

### **FHA Connection Origination Case Processing Functions Outage**

[FHA Connection](#) (FHAC) origination case processing functions are currently unavailable. Please note the following exceptions:

- FHA's Technology Open To Approved Lenders (TOTAL) Mortgage Scorecard will not be affected by this outage; however, data from submissions with case numbers will not be uploaded to FHAC until FHAC origination case processes resume operations.
- Appraisals uploaded to the Electronic Appraisal Delivery (EAD) or *FHA Catalyst* will not be delivered to FHAC until the system outage is resolved. This will not have an impact on EAD operations or functions.

FHA is working to address the issue, which is anticipated to be resolved at approximately 2:00 PM Eastern Time today. For additional support, users should contact the FHA Resource Center directly at the email address or phone number listed in the "Need Support?" section below.

#### **Quick Links**

- FHAC:  
<https://entp.hud.gov/idapp/html/hours1.cfm>

#### **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](http://www.hud.gov/answers).
- E-mail [answers@hud.gov](mailto: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](#)

---

This email was sent using GovDelivery Communications Cloud on behalf of the Office of Housing and the Federal Housing Administration, U.S. Department of Housing and Urban Development, 451 7th St. SW, Washington, DC 20410

