FHA Connection Origination Case Processing Functions Outage

(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


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.