

HERMIT Help Desk Information

The Home Equity Reverse Mortgage Information Technology (HERMIT) Help Desk is the user's point of contact for issues/questions regarding accessing and using the HERMIT Application. Please do not contact the HUD HITS Help Desk for assistance with the HERMIT Application.

Hours of operation: Monday to Friday, 8:00 AM (ET) – 6:00 PM (ET) excluding Federal Holidays.

Phone/Email:

- HERMIT Help Desk–**Servicing**:
 - By Phone: (561) 899-2610
 - By Email: servicingsupport@hermitsp.com
- HERMIT Help Desk–**Accounting**:
 - By Phone: (844) 765-9427
 - By Email: accountingsupport@hermitsp.com

Common Issues

- Requests for new user access (AAR)
- Error message received
- Password change
- Assistance with HERMIT navigation
- Unable to perform authorized actions within HERMIT
- Data changes needed (HUD must Approve)
- Expected result not achieved

Information required when submitting an Issue/Question

When contacting the Help Desk please be sure to include as much information as possible.

- User's first and last name
- Email address and contact number
- Loan Skey or FHA Case #
- User Role in HERMIT
- Screen name relevant to issue/question
- Screen shot relevant to the issue/question (If Possible)
- Case Status and Case Sub-Status
- Summary of the issue (It is very important to provide a clear explanation of the issue/question)

Providing the following additional information when you submit your issue/question to the HERMIT Help Desk will facilitate a resolution:

- Is your issue/question about a specific loan?
- What are you trying to accomplish?
- Is there a due date or deadline involved?
- Which module and/or function are you using?
- Can you supply screen shots?
- What is the expected result?

Issue/Question processing

Each new issue/question is logged and a unique ticket number is provided for identification and tracking. Please provide the assigned ticket number with any subsequent inquiries regarding the existing request.

Emails are responded to within 4 hours. The turnaround time to resolve issues and complete requests depends on the type and complexity of each issue.

Instructions for HERMIT Application Access Requests (AAR)

1. Requestor obtains the HERMIT AAR form and either prints the blank form and completes it manually or completes the pdf form electronically and prints it.
2. Requestor must complete all required fields in Section I, select a user role in Section II and sign the form in Section III.
3. Supervisor validates the information in Section I, II and III and signs the form in Section IV.
4. Requestor scans the completed and signed form into PDF and emails the PDF per following:
 - HERMIT **Servicing** Module requests to: servicingsupport@hermitsp.com
 - HERMIT **Accounting** Module requests to: accountingsupport@hermitsp.com
5. A ticket will be created and ticket number emailed to the Requestor from the corresponding HERMIT Help Desk
6. The HERMIT Help Desk will notify the Requestor if additional information is required.
7. If Application Access is granted, the Requestor will receive a User ID and password via email.
8. If Application Access is rejected, the Requestor will receive the reason for rejection via email.