

FHA INFO #12-3

Distribution Date: January 6, 2012

FHA HECM/IACS System Functionality; Demonstration of NeighborWorks America® Website for HECM Counselors

TO: ALL HECM Mortgagees and HECM Servicers:

FHA HECM/IACS System Functionality

Technical difficulties have impacted HECM/IACS system functionality. At this time, IACS will collect and process all data inputs, postings, and adjustments entered by the user. However, some users may experience problems in receiving reports that are manually generated by HUD. Currently there is no estimated time of repair. The Office of Single Family Housing is working to resolve the issue as quickly as possible.

Updates to this message will be posted as the situation warrants. We regret any inconvenience this interruption may have on our HECM business partners.

For technical support on these or any other FHA issue, please contact the FHA Resource Center at: [www.hud.gov/answers](http://www.hud.gov/answers) Search our online knowledge base & find answers to our most commonly asked questions. You can also get email technical support at: [answers@hud.gov](mailto:answers@hud.gov) or phone FHA toll-free between 8:00 a.m. & 8:00 p.m. ET (5:00 a.m. to 5:00 p.m. PT) at: (800) CALLFHA or (800) 225-5342. Call FHA TDD at: (877) TDD-2HUD (877) 833-2483).

AND

Demonstration of NeighborWorks America Website for HECM Counselors: [www.hecmcounselors.org](http://www.hecmcounselors.org)

Date: Tuesday, January 24, 2012 2:00PM EST

Details: NeighborWorks America has “re-launched” its website for active and prospective HECM counselors. The new website contains information on HUD’s requirements for the HUD HECM Roster and how to register and prepare for the HUD HECM Counselors exam. New features include an online practice exam and a password protected area for HUD HECM counselors with online discussion groups and other types of technical support. This information session will guide you through the newly redesigned HECM Counselors website: [www.hecmcounselors.org](http://www.hecmcounselors.org). Questions will be addressed over the phone at the end of the call. There is no need to register for the sessions in advance, simply follow the directions below to join on Jan. 24<sup>th</sup>. Please note that this is a general information session. Attendance will not be taken and no training certificates will be issued.

How to Join the Webinar:

In order to both hear the speakers and see the slides, you must have BOTH a computer with internet access AND a telephone. If you have never used WebEx before on your computer, or your organization’s technology security high, it is highly advised you test your machine BEFORE THE DAY OF THE EVENT, by using this test link: <http://www.webex.com/test-meeting.html>. Failure to do so may result in your inability to view the video portion of the webinar. We are unable to provide technical support on the day of the webinar.

To access Video Portion of webinar, follow these steps:

1. Ten minutes before the session, go to NeighborWorks’ WebEx site at: <https://nw.webex.com/mw03061d/mywebex/default.do?siteurl=nw&service=7>
2. Find the session titled “Demo of HECM Counselors website” and click it to join
3. Enter the required information, and join the session- the session password is hecm

If the direct link provided above does not work:

1. Go to [nw.webex.com](http://nw.webex.com) (no https, or www)
2. Choose *More Services* in the menu, and then choose the Training Center
3. Find the session titled "Demo of HECM Counselors website" and click it to join
4. Enter the required information, and join the session- the session password is hecm

To access Audio Portion of Webinar:

1. Dial in to Teleconference Dial-In Number(s): 866 363 6079
2. When prompted to do so, enter code: 412 057 0898