

# **CNA eTool v 3.0: Getting Started**



Office of Multifamily Housing Programs




# Users

- There are no new rules about when a CNA is required or how a CNA must be conducted
- The way to ***access*** the new version of the e-Tool has changed
- CNA e-Tool is now intended for use by:
  - ✓ Lenders
  - ✓ Assessors
  - ✓ PAEs
  - ✓ HUD –OAMPO/Recap/Prod
  - ✓ PHAs (for RAD only)
  - ✓ USDA



# **OBTAINING ACCESS CREDENTIALS**

# HUD Secure Systems Platform


 **FHA Connection**

### Welcome

The FHA Connection provides FHA-approved lenders and business partners with direct, secure, online access to computer systems of the U.S. Department of Housing and Urban Development (HUD).

User ID:

Password:

 Sign on

[Forgot Your Password?](#)  
[Forgot Your User ID?](#)


### Getting Started

[About This Site](#)  
[Registering a New User](#)  
[Hours of Operation](#)  
[Contact Us](#)

### References

[Frequently Asked Questions](#)  
[Quick Start Guide](#)  
[FHA Connection Guide](#)

[Forgot Your User ID?](#)  
[Forgot Your Password?](#)

 Sign on


Password:

User ID:

[FHA Connection Guide](#)  
[Quick Start Guide](#)  
[Frequently Asked Questions](#)

[References](#)

[Contact Us](#)

 **Secure Systems  
Single Sign On**

### User Login

[faq](#) | [help](#) | [search](#) | [home](#)


User ID

Password


**ATTENTION:**

- Your User ID will be locked after three incorrect login attempts.
- Forgot your password? Click this [link](#) to access Reset Password and other useful information.
- There is an inactivity timeout of 30 minutes. Please save your work periodically to avoid loss of data.
- There is a session timeout of 4 hours. Once reached, you will need to re-authenticate after work where you left off.
- This computer system, and all the systems associated with this system for User Authorization, are protected by a computer security system; unauthorized access to these systems is not permitted.

Content updated January 6, 2018

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# Access Process

Multifamily Partner  
Organizations/Firms

**Register in  
APPS**

**Users**

**Obtain M-ID**

# **Organizational Types**

- **FHA-approved Lenders**
- **Multifamily Business Partners**
  - Needs Assessors
  - PAEs
  - USDA
- **PHAs**

# Questions

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