

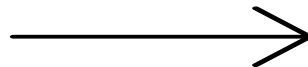
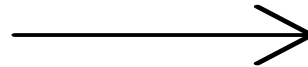
CNA eTool v 3.0: Getting Started



Office of Multifamily Housing Programs

Webinar Logistics

- Participants on mute
- Ask questions via the WebEx Q&A box
- If technical issues related to WebEx, insert them in the Chat Box

A screenshot of the WebEx Q&A interface. The window has a blue title bar with a dropdown arrow, a question mark icon, and the text 'Q&A'. Below the title bar is a tab labeled 'All (0)'. The main area is a large white rectangle. At the bottom, there is a text input area with a placeholder text: 'Select a question, and then type your answer here. There is a 256-character limit.' Below this is another text input area with a placeholder text: '256-character limit: Select a question, and then type your answer here. There is a 256-character limit.'

CNA eTool is changing.

The time has come. CNA eTool will undergo a significant transformation with the release of version 3.0. The new and improved CNA eTool will feature improved user interface, ease of data entry, enhanced review screens and fast built-in validation at a click of a button. Say good-bye to all the mysterious SQL insertion errors. The new eTool will guide the users to enter the right data along the path. The new is here.





Webinar Focus

Prepare users to use the new CNA eTool,
v. 3.0

- Learn how to obtain access to the new eTool
- Learn the conversion process from the legacy Assessment Tool to the new CNA eTool



Webinar Goals

Participants will understand:

- How individuals obtain access to HUD Secure Systems and obtain log-in credentials (M-IDs) to access the CNA eTool
- Role of organizational coordinators
- Different CNA eTool user paths
- Process of transferring data from legacy CNA eTools to version 3.0


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

 **Sign on**

[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

 U.S. Department of Housing and Urban Development
451 7th Street S.W., Washington, DC 20410
Telephone: (202) 708-1112 TTY: (202) 708-1455

[Home](#) | [Privacy Statement](#)

 **Secure Systems
Single Sign On**

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


User ID

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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**

Video – Obtaining an M-ID

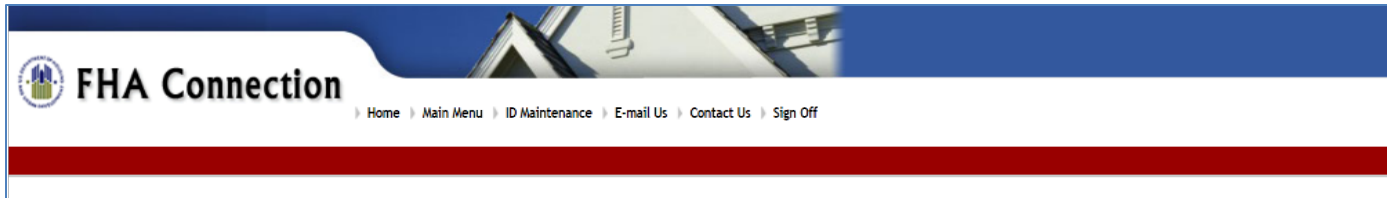
**HUD'S CNA E-TOOL, V.3.0:
GETTING STARTED**

OBTAINING AN M-ID



COORDINATORS

Coordinator Roles



Registering to Use the FHA Connection

An FHA Connection user ID and password are required to log on to the FHA Connection. To obtain an ID, an applicant defined for the user type. Refer to the table below.

Type of User	Description
<ul style="list-style-type: none"> FHA-approved Lender (Single Family or Multifamily) Service Bureau 	<p>The organization must designate an employee to act as an FHA Connection Application Coordinator. Application Coordinators can have a maximum of four Application Coordinators. Application Coordinators represent the entire organization (besides using the FHA Connection applications for which they are designated).</p> <ul style="list-style-type: none"> Prior to applying for an Application Coordinator user ID, the applicant should have a record for the organization to avoid possible mailing delays. For a lender, the Administrative Contact on record in HUD's Lender Electronic Assessment Program (LEAP) home office mailing address HUD has on record for the organization with all applications. The Application Coordinator applicant completes the Application Coordinator user ID.

<ul style="list-style-type: none"> Service Bureau (Single Family or Multifamily) FHA-approved Lender 	<p>Connection user ID:</p> <ul style="list-style-type: none"> The Application Coordinator applicant completes the Application Coordinator user ID. Prior to applying for an Application Coordinator user ID, the applicant should have a record for the organization to avoid possible mailing delays. For a lender, the Administrative Contact on record in HUD's Lender Electronic Assessment Program (LEAP) home office mailing address HUD has on record for the organization with all applications. The Application Coordinator applicant completes the Application Coordinator user ID.
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Video – Coordinator Responsibilities

HUD'S CNA E-TOOL, V. 3.0: GETTING STARTED

COMPANY COORDINATOR'S ROLE

Access the video here: https://www.youtube.com/watch?v=xxXHV1d_7as

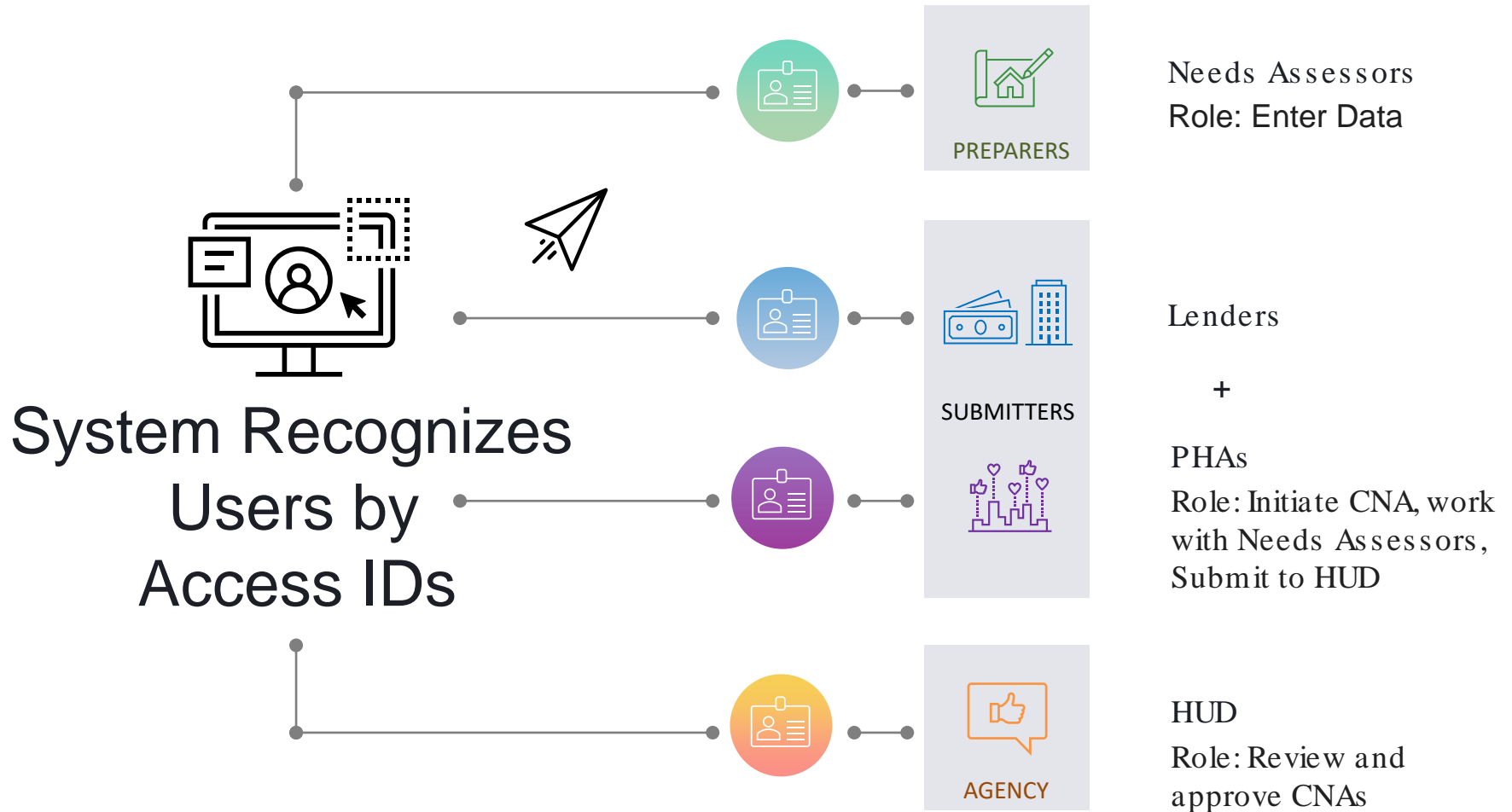
Questions

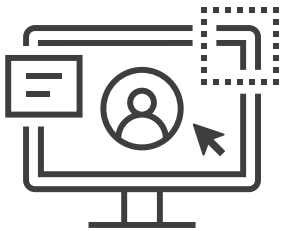
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CNA USER ROLES AND CNA TYPES

Version 3.0 Architecture





3 User Types



Preparers

Enter Most of the Data for the CNA



Submitters

First initiate and eventually submit CNAs



Approving Agency

Reviews for compliance



CNA Submitters



Preparers

Enter Most of the Data for the CNA



Submitters

First initiate and eventually submit CNAs

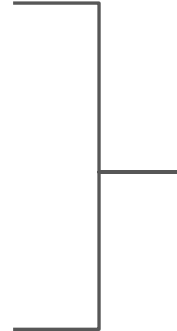


Approving Agency

Reviews for compliance



Needs Assessor



CNA Preparers



Preparers

Enter Most of the Data for the CNA



Submitters

First initiate and eventually submit CNAs



Approving Agency

Reviews for compliance



Preparers

Enter Most of the Data for the CNA



Submitters

First initiate and eventually submit CNAs

Approving Agencies



HUD Employee or Contractor



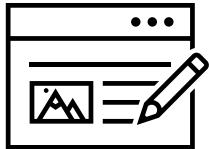
Approving Agency
Reviews for compliance



Asset Development



Asset Management



Asset Recapitalization



3 CNA Types.

Select the correct Type of CNA and Program

Choose CNA Type

Approving Agency **1**

CNA Type **2**

Program/Event **3**

HUD ▼

Asset Development ▼

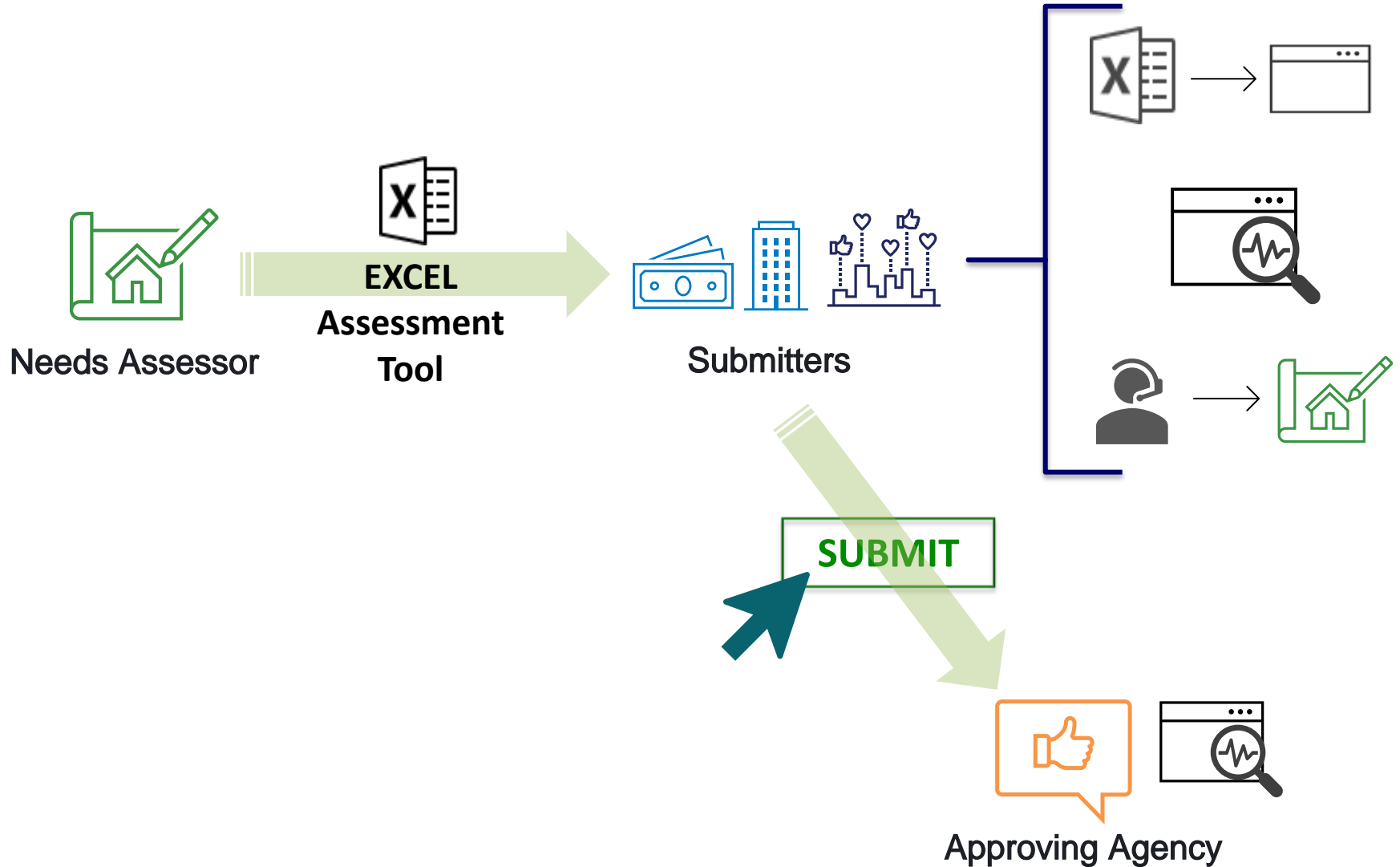
LIHTC 221(d)(4) Pilot ▼

Start New Assessment

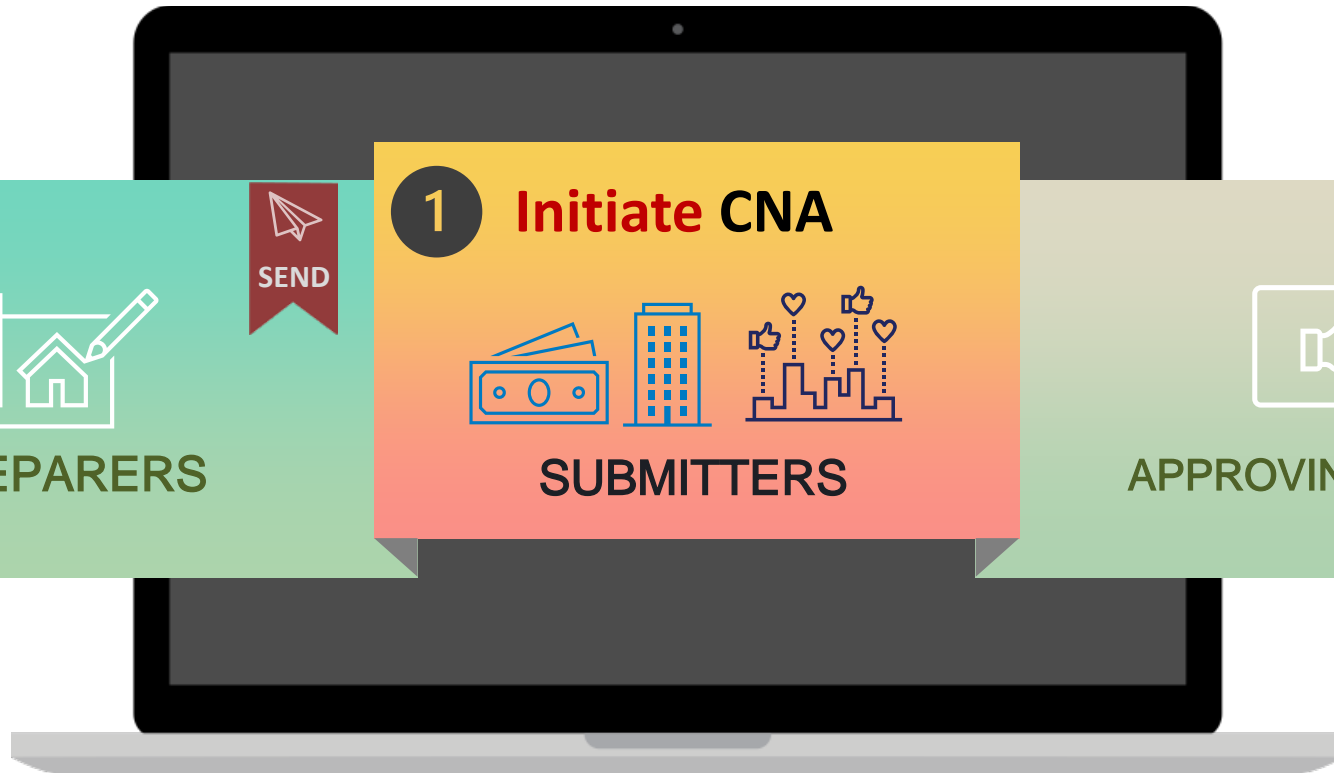
CNA Types and Programs

<u>[HUD] Asset Development</u>	<u>[HUD] Asset Management</u>	<u>[HUD] Asset Recapitalization</u>
213 Cooperative	10 yr update, insured mtg	RAD - MF
220-Redevelopment	PPC/Loan Mod, insured mtg	RAD - PRAC
221(d)(4)	TPA, assumption of insured mtg	Post-M2M
LIHTC 221 (d)(4) Pilot	PRACs	Other Asset Recapitalization
223(a)(7) Limited Refi	HAP Renewal	M2M
223(f) Refi-Acq	Rent Increase/HAP amendment	RAD - PH Rehab
223(f) refi of 202	Change of Ownership Uninsured	RAD-PH New Construction
231 Elderly	Other Asset Management	RAD-PH Sub Rehab
241(a) Supplemental		

Legacy Submission

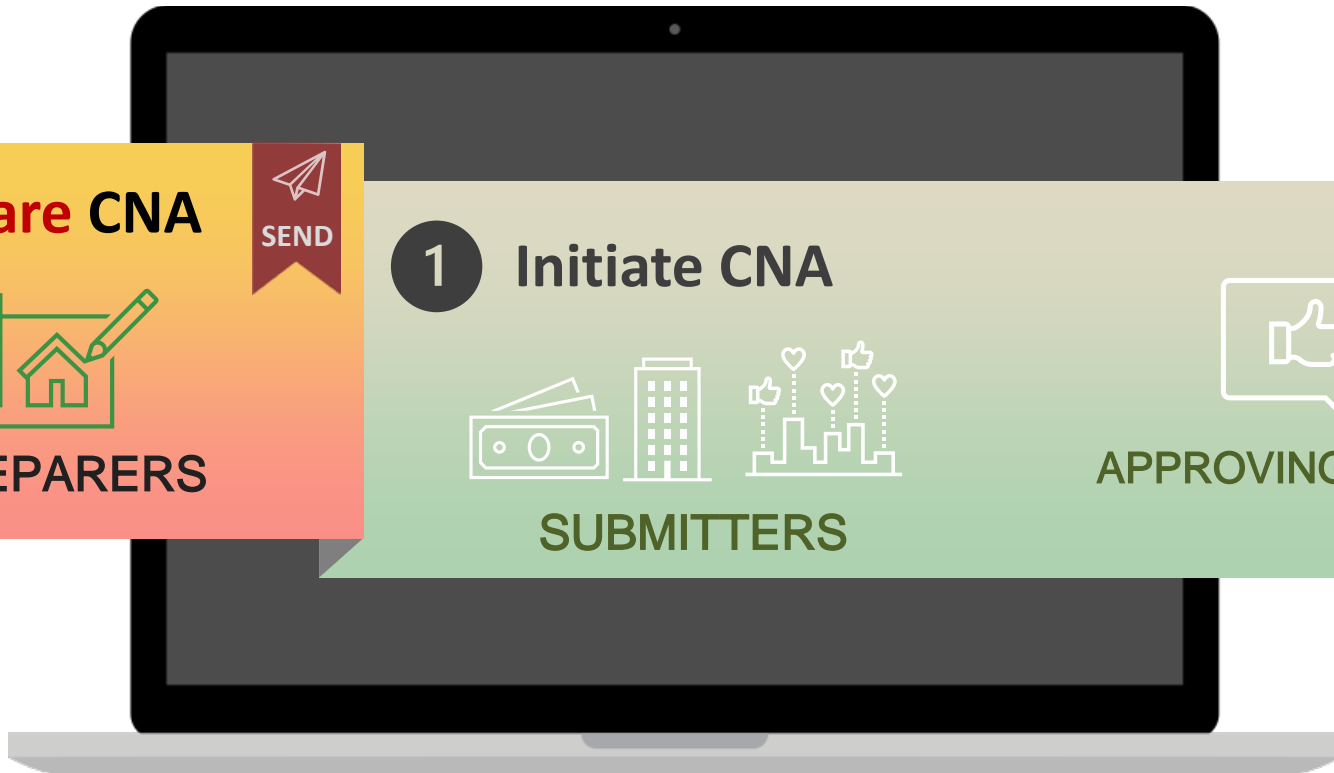


V 3.0 Step 1



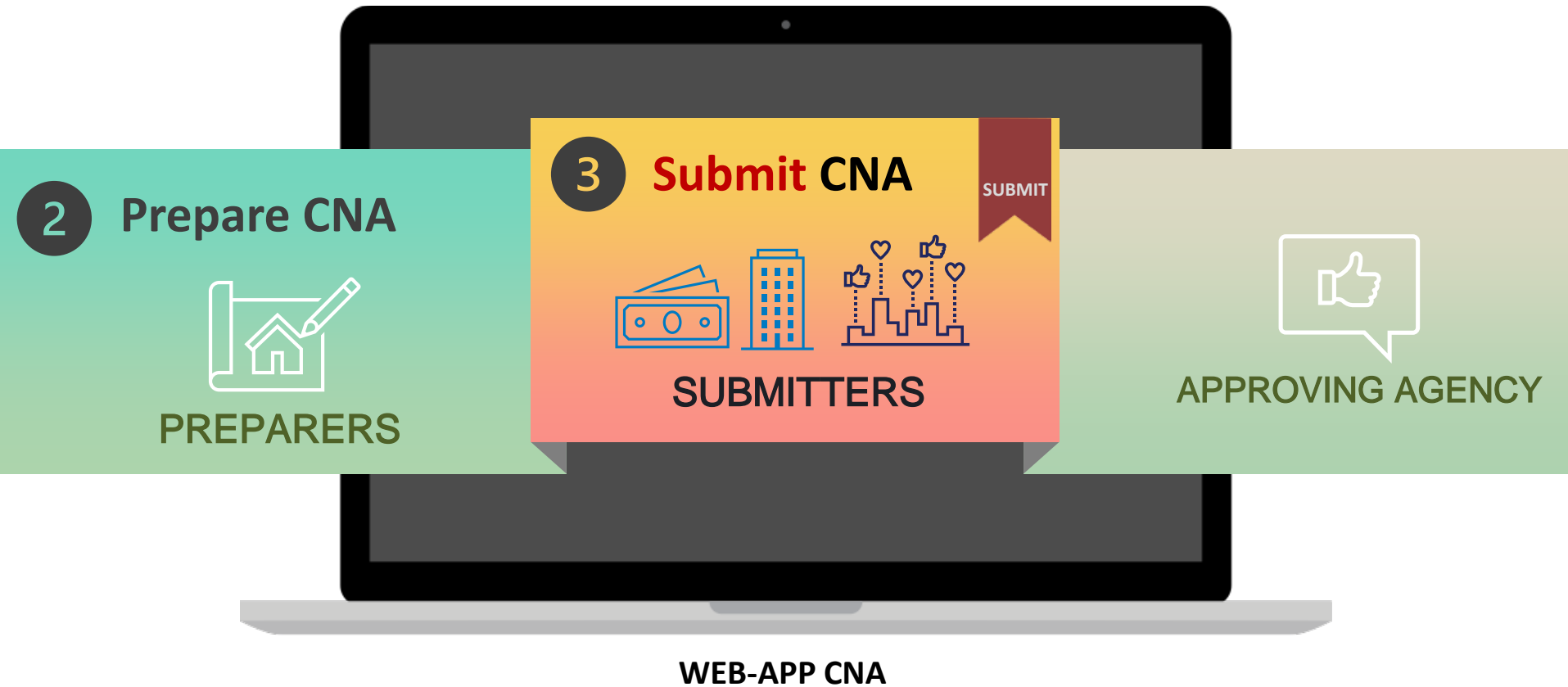
WEB-APP CNA

V 3.0 Step 2



WEB-APP CNA

V 3.0 Step 3



V 3.0 Step 4

2

Prepare CNA



PREPARERS

3

Submit CNA



SUBMITTERS

4

Approve CNA



APPROVING AGENCY



RETURN +
SUBMIT x

WEB-APP CNA

2

Prepare CNA



PREPARERS

1

3 Initiate/Submit



SUBMITTERS

4

Approve CNA



APPROVING AGENCY

Home

Signed in as T

Copy) Fairfax, VA

Status: Draft - In Progress Validation: Not Validated

Validate

Options ▾

Approving Agency: HUD
CNA Type: Asset Development
Program Type: 221(d)(4)

Validation

CNA SUMMARY

Choose CNA Type

Approving Agency

HUD ▾

CNA Type

Asset Development ▾

Program/Event

221(d)(4) × ▾

FHA # (Format ###-####)

Property ID (Format 8#####)

Spaces

Property Information

Property Name

A property (copy)

Property Contact

Enter additional participant info in the [Participants](#) section

Contact Role

Current Owner × ▾

Firm Name

A Property Management

Delete this CNA
Export this CNA...
Create a New Version...
Send this CNA...
Submit CNA

2

Prepare CNA



PREPARERS

1

Initiate/Submit



SUBMITTERS

4

Approve CNA



APPROVING AGENCY

My CNAs (6)

Q Search

TYPE & PROGRAM

Asset Development

3

221(d)(4)

1

223(f) Refi-Acq

2

Asset Management

3

10 yr update, insured mtg

3

USDA

NON USDA OR HUD

STATUS

Approved

2

Draft - Delegated

1

Draft - In Progress

2

Submitted

1

▼ MY DESK (2)

Start New Assessment

Assessment ID	Property Name	Location	Last Modified Date	Sent/Status Date	Partner
2020-000088	Test Severe Flag 4 - Copy/Paste	New York, NY	3/17/2020	3/17/2020	Ringer Partners Management, F. LAST - MCNT10
2020-000063	Test Condos 4	New York, NY	3/17/2020	3/13/2020	RAS MANAGEMENT, F. LAST - MCNT15

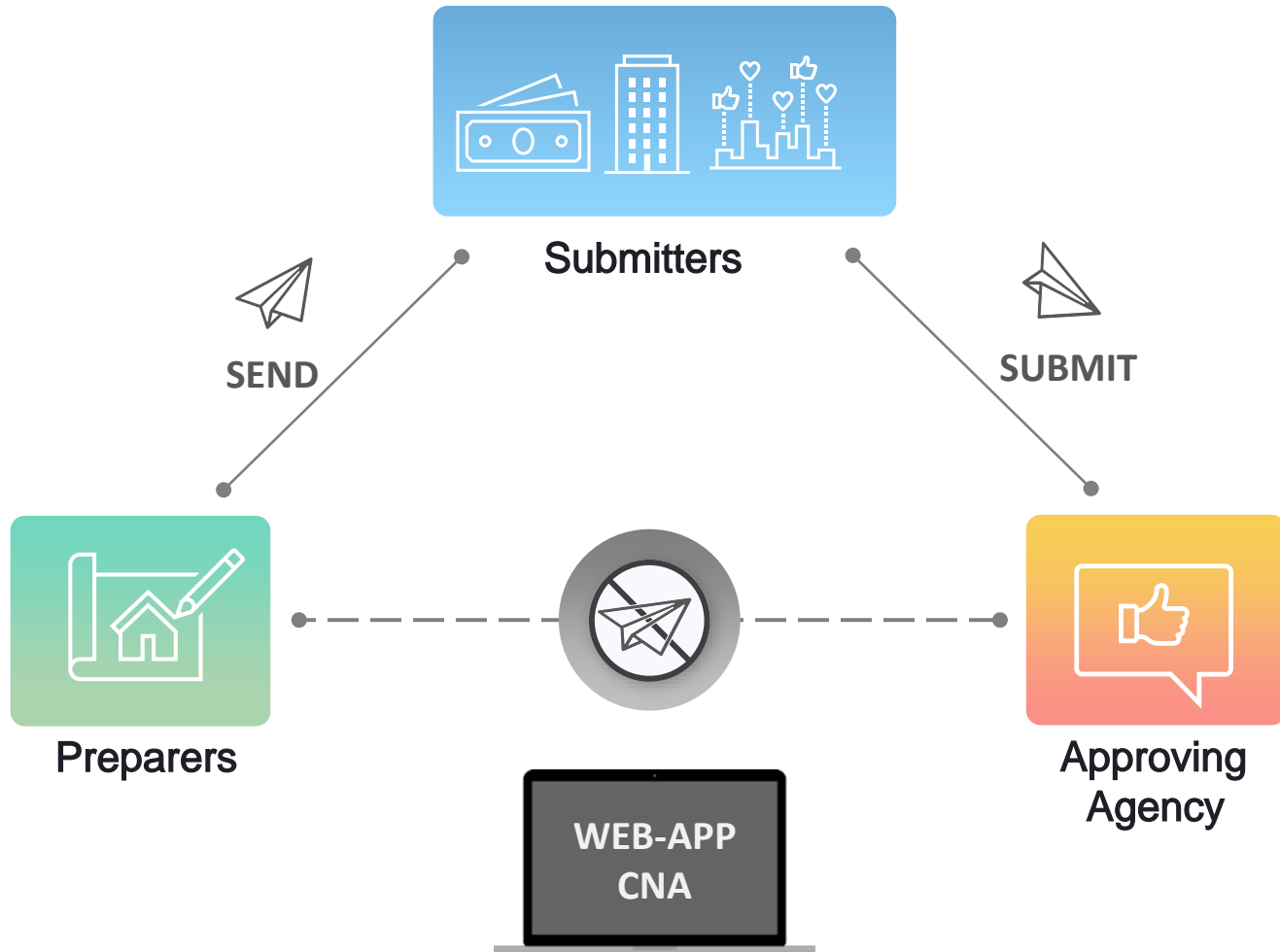
▼ MY PARTNER'S DESK (1)

Assessment ID	Property Name	Location	Last Modified Date	Sent/Status Date	Partner
2020-000142	New Construction	New City, VA	6/22/2020	6/22/2020	SJ Associates

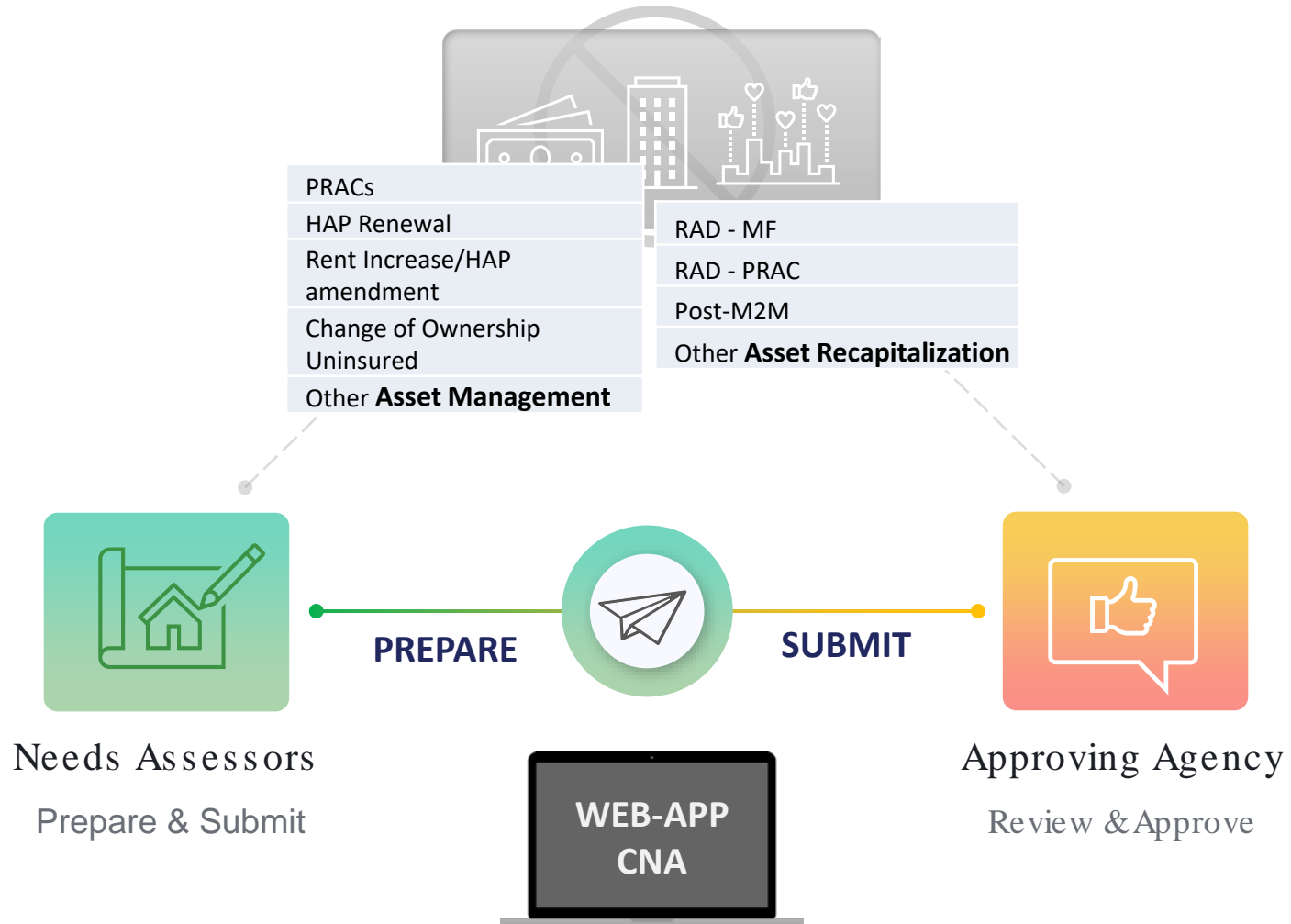
▼ WITH AGENCY (3)

Assessment ID	Property Name	Location	Last Modified Date	Sent/Status Date	Partner
✓ 2020-000073	TEAM 4 - CNA B	McLean, VA	3/25/2020	3/17/2020	Ringer Partners Management, F. LAST - MCNT10
✓ 2020-000070	TEAM 4 - CNA A	McLean, VA	3/18/2020	3/17/2020	Ringer Partners Management, F. LAST - MCNT10

V 3.0 Path



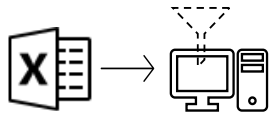
V 3.0 Path





TRANSFERRING DATA FROM THE LEGACY TOOL TO 3.0

Transferring Data from the Legacy Tool - Timeline



August 21 - August 24
Blackout Period



July 27 - August 20
Data Transfer Period



August 24
NEW CNA e-Tool goes
live!

Video – Transferring Data

HUD's CNA E-Tool, V.3.0: Getting Started

Data Transfers From the Legacy Tool



Important Points – Data Transfer

- The CNA **must be** validated **by your lender; you cannot do it yourself**;
- The validation must be performed **in the Submission portal**, and **NOT** the public validation portal; and
- **The CNA must be validated within** the 4-week period, from **July 27 to August 20**.



RESOURCES

FHA Connection Support



FHA Connection

[Home](#) [Main Menu](#) [ID Maintenance](#) [E-mail Us](#) [Contact Us](#) [Sign Off](#)

About the FHA Connection

The FHA Connection provides Federal Housing Administration (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).

- FHA-approved lenders can [originate](#) and [service](#) FHA-insured single family home mortgages.
- FHA-approved lenders can access the Lender Electronic Assessment Portal (LEAP) for lender approval and recertification activities and also maintain institution and branch information, set up and maintain cash flow accounts, and submit requests and notifications.
- FHA-approved lenders can access the Loan Review System (LRS) for post-endorsement technical reviews (PETR) of loans, unconditional direct endorsement (DE) authority test cases, post-closing test case reviews, lender monitoring reviews, and lender self-reporting of fraud and other material findings.
- HUD personnel and other FHA-approved business partners can access Appraiser Review, [Multifamily Delinquency and Default Reporting System \(MDDR\)](#), Multifamily Premiums, Physical Assessment Subsystem (PASS), Web-based Line of Credit Control System (eLOCCS), Active Partners Performance System (APPS), and Capital Needs Assessment eTool (CNAe-tool).

Many FHA Connection transactions are also available via the direct FHA Connection Business to Government ([FHAC B2G](#)) interface with user Loan Origination Systems (LOS).

To obtain the FHA Connection user ID and password required for sign on, [register](#) according to the procedures defined for the user type.

CONTACT INFORMATION

- sfadmin@hud.gov - the FHA Connection Single Family Help desk
- FHA Resource Center** - (800) CALL-FHA (800) 225-5342
For general questions from industry partners or consumers. The FHA Resource Center offers assistance with Homeownership Center (HOC)-related issues such as FHA loan products, processing issues and problems, mortgage credit guidelines, property analysis guidelines. Refer to the geographic table in [Homeownership Center \(HOC\) Areas Served](#) if you need to determine your state's HOC when seeking assistance.

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- FHA Resource Center** - (800) CALL-FHA (800) 225-5342

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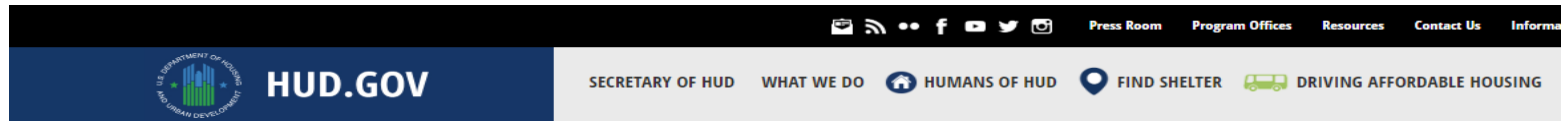
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Secure Systems Support

https://www.hud.gov/program_offices/public_indian_housing/reac/support/tac



[Home](#) / [Help](#) / [Technical Assistant Center](#)

PIH-REAC TECHNICAL ASSISTANCE CENTER (TAC)

IMS/PIC Upgrade: No Access March 13-23

The Inventory Management/Public Housing Information Center (IMS/PIC) system will be upgraded to align with industry best practices for security and data integrity.

PHAs and PIH staff are to refrain from using **the IMS/PIC system from March 13, 2020 through March 23, 2020.**

During that time, the system will not process 50058 submissions. [Read more on this upgrade.](#)

Jump to...

▸ [Phone](#)

▸ [Fax](#)

The mission of the Real Estate Assessment Center (REAC) Technical Assistance Center (TAC) is to provide multi-channel contact center services that support the HUD mission in order to create strong, sustainable, inclusive communities and quality affordable homes for all. The TAC manages strategic and tactical communications with Departmental Business Partners and Departmental Customers for more than 35 program, business area, information technology, and functional offices within HUD. As the 'face of HUD,' TAC commitment to customer service satisfaction in the delivery of governmental services is achieved through strategies, services, and operations grounded in the application of Knowledge Management principles and Six Sigma quality assurance and control techniques.


Customers may call the TAC **Monday through Friday, 7:00am - 8:30pm EST.**

The *Ask A Question* (AAQ) Resource – Still Available

Link on CNA e-Tool homepage

HUDEXchange.info > Program Support > Ask A Question

Resources and assistance to support HUD's community partners

 **HUD EXCHANGE**
Secretary Ben Carson

NEED HOUSING ASSISTANCE?

Email Updates Log In

Programs ▾ Resources ▾ Trainings Program Support ▾ Grantees ▾ News 🔍

[Home](#) > [Program Support](#) > Ask A Question

Ask A Question

The following Ask A Question desks are active: AFFH, BRAC, CNA e-Tool, CoC, DRGR, eCon Planning Suite, ESG, *e-snaps*, HDX, HMIS, HOPWA, HEROS, HUD-VASH, IDIS, Legacy Homeless Programs, NSP, Sage, and Title V.

The CDBG and HOME Ask A Question desks are closed and no longer accepting questions. Please contact your **local CPD Field Office** for assistance.

Step 1 of 2 1 of 2

Personal Information* Required fields

*First Name

*Last Name

*State

Other CNA e-Tool v. 3.0 Resources

All resources accessible from the CNA e-Tool homepage on the HUD website at:

https://www.hud.gov/program_offices/housing/mfh/cna

- CNA e-Tool User Guide
- User Access Guide
- CNA e-Tool Web-Based Training Modules
- Upcoming Webinar – User Basics for v. 3.0

Questions

???

Thank
You

