



Housing Counselor Online and the HUD-9902

Audio is available only by conference call.

Please call: **1-800-260-0702**

Participant Access Code: **398739**

to join the conference call portion of the webinar

Webinar Logistics

- Audio is being recorded. The playback number along with the PowerPoint and a transcript will be available on the HUD Exchange at www.hudexchange.info/programs/housing-counseling/webinars/
- An OHC LISTSERV will be sent out when the Archives are posted.
- Attendee lines will muted during presentation.
- Handouts were sent out prior to webinar. They are also available in the Control Panel. Just click on document name to download.

Questions & Comments



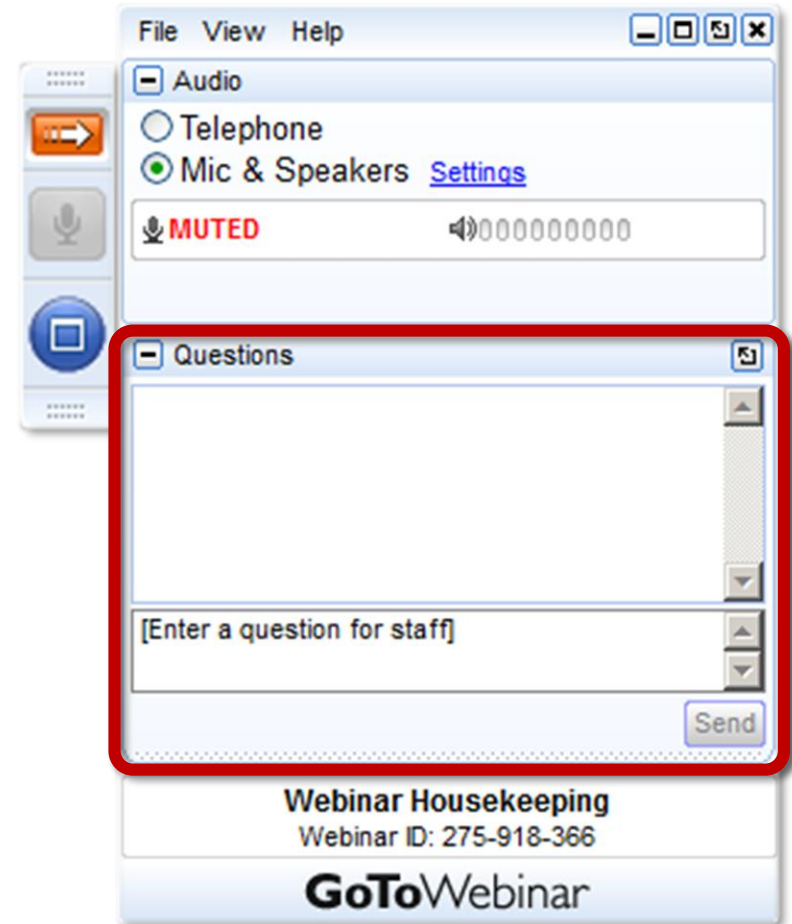
- There may be Polling Questions. Please respond to them
- There may be a Q&A period, as well as discussions opportunities.
 - If so, The operator will give you instructions on how to ask questions or make your comments.
 - If unmuted during Q&A, please do not use a speaker phone

Other Ways to Ask Questions

Your Participation

Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.

You can also send questions and comments to housing.counseling@hud.gov with **webinar topic is subject line.**





Please Mute Your Phones During Discussions

- During the discussions, all the phones may be unmuted by the operator.
- It is critical that you mute your phone during these discussions.
 - Most phones have a Mute function so please use it.
 - *6 will also mute and unmute your phone.

Brief Survey

- Please complete the brief survey at the end of this session.
- Your responses will help OHC better plan and present our webinars.



Certificate of Training

- If you logged into the webinar, you will receive a “thank you for attending” email from GoToWebinar within 48 hours.
- The email will say “***This is your CERTIFICATE OF TRAINING***”. There is no attachment
- Print out and save that email for your records.

Thank you for attending our XX hour Webinar on XX. We hope you enjoyed our event. This is your CERTIFICATE OF TRAINING. Please print out and save this email for your records. Please send your questions, comments and feedback to: housing.counseling@hud.gov.

Welcome

Jerrold H. Mayer
Director
Office of Outreach and
Capacity Building

Presenter

Lisa L. Toliver

Product Development

Manager

Fannie Mae

Fannie Mae
Housing Counselor Online (HCO)
User Guide, Help Center and Chat Link

<https://www.fanniemae.com/singlefamily/technology-support>



Conclusion

For housing counseling program information, grant information, training and events, counselor resources and to sign up for our LISTSERV.

www.hudexchange.info/programs/housing-counseling/

Email Questions or comments:

housing.counseling@hud.gov

In subject line type: Housing Counselor Online and the HUD-9902

THANKS
for
ATTENDING