

HUD Certified Housing Counselor Application Process: FHA Connection Navigational Guide

This document provides the application instructions through FHA Connection for HUD Housing Counseling Certification. Counselors can print off this document and follow along while navigating through FHA Connection.

Table of Contents

HUD Certified Housing Counselor Application Process: FHA Connection Navigational Guide.....	1
I. Introduction	2
II. HUD Certified Housing Counselor Eligibility Requirements.....	3
II. Counselor Instructions	4
2. Request an FHAC User ID	7
3. Request Validation for More Than One Employer or Add a Branch Office with a Unique HCS Agency ID	10
4. Update and Maintain Personal Information	12
III. Coordinator Instructions.....	13
1. FHAC Application Coordinator Instructions	14
2. Request an FHAC User ID	14
Reminders:	16
3. Validate Employment of a Certified Housing Counselor.....	17
Printing a Counselor Certificate.....	18
4. Validate End of Employment of a Certified Housing Counselor	19
5. Export a Certified Counselor Spreadsheet.....	21
IV. Intermediary and SHFA Instructions.....	22
Validate Employment for Affiliate Agencies	22
Export a Certified Counselor Spreadsheet.....	24
V. Print or Save Counselor Certificate.....	25
Counselors.....	25
VI. Public Search Functions on HUD.gov.....	26
Search for Counseling Agencies with HUD Certified Housing Counselors.....	26
Public HUD Certified Housing Counselor Database Search	27

I. Introduction

After passing the HUD Housing Counselor Certification Exam and transferring the exam results to the FHA Connection (FHAC), counselors must apply for certification in FHA Connection and have their employment validated by the agency FHA Connection application coordinator. Every agency must designate at least one person to serve as the agency application coordinator. This page provides detailed instructions and accompanying screenshots for Housing Counselors and Agency FHA Connection application coordinators.

You may apply as a **HUD certified housing counselor**, as an **application coordinator**, or as **both**. Each of these roles require different actions to be taken within FHA Connection.

This page has 3 different sets of instructions. **Note that both counselors and coordinators can print counselor certificates.**

<p>HUD Certified Housing Counselors</p> 	<p>FHAC Application Coordinators</p> 	<p>Public Search</p> 
<p>Prior to applying for certification in FHA Connection (FHAC):</p> <ul style="list-style-type: none"> • Take the exam through HUDhousingcounselors.com. • Once you pass the exam, transfer your exam results to the FHA connection. (Double check information is accurate, e.g. email, SSN, and agency HCS ID.) <p>For counselors seeking certification in FHA Connection:</p> <ol style="list-style-type: none"> 1. Apply for certification in the FHA connection. 2. Request a User ID in FHA connection. (You must complete your application in FHA connection prior to requesting a User ID.) 3. Request validation for multiple employers through the FHA connection after receiving your User ID. (Note: This section is only applicable if you work for more than one agency or if your HCS Agency ID has changed) 	<p>Application coordinators have separate instructions. The purpose of the FHAC Application Coordinator is to validate the counselor’s employment at the agency and to manage the data regarding the counselor’s employment status in the future. Application coordinators must:</p> <ol style="list-style-type: none"> 1. View and understand their overall instructions 2. Request a User ID in FHA Connection 3. Validate counselors’ employment as needed 4. Validate the end of counselors’ employment as needed 5. Export spreadsheets of certified counselors <p><i>For instructions to print a counselor certificate, view the “Print Counselor Certificate” section. Both counselors and</i></p>	<p>The final section covers nation-wide public search functions on HUD.gov for HUD certified housing counselors or agencies.</p> <p>Once counselors have become HUD certified via FHA Connection, the public can search on HUD.gov for both HUD certified housing counselors counseling agencies nation-wide.</p>

<p>4. Update and maintain your personal information in FHA connection as needed.</p> <p><i>For instructions to print a counselor certificate, view the “Print Counselor Certificate” section. Both counselors and coordinators are able to print certificates.</i></p>	<p><i>coordinators are able to print certificates.</i></p>	
--	--	--

Did you know?

HUD keeps track of which agencies are complying with the final rule by using the agency HCS IDs reported by counselors in FHA Connection.

For example, if a counselor is employed by a **branch or affiliate agency** but registered with the **Intermediary (parent) agency HCS ID** in FHA Connection, rather than the branch HCS ID or the affiliate agency HCS ID, the counselor will only be credited to the Intermediary. The branch or affiliate will be identified as not in compliance with the final rule if there are no counselors associated with the branch HCS ID or affiliate HCS ID reported in FHA Connection. **If you are a counselor or application coordinator who works at a branch or for an affiliate agency, please ensure you have entered the agency HCS ID in FHA Connection for the branch office location or affiliate agency for which you work, or enter both the branch or affiliate *and* Intermediary agency HCS ID. If you don’t know the HCS ID of your branch location or your agency, you may [search the map online](#) to find it listed under “Agency ID”.**

II. HUD Certified Housing Counselor Eligibility Requirements

To become a HUD certified housing counselor, a counselor must meet the following two eligibility requirements: 1) pass the HUD Housing Counselor Certification written examination and 2) work for an agency approved to participate in HUD’s Housing Counseling Program.

There are two steps within this process:

- **Exam:** Under the exam step, a counselor registers, pays the examination fee, and takes the exam through Hudhousingcounselors.com. The certification written examination became available on August 1, 2017. More information is available in this [Federal Register Notice](#).
- **Application:** Once the counselor has taken and passed the HUD Housing Counselor Certification written exam, the individual applies through [FHA Connection](#). The individual alerts their Agency FHAC Coordinator to validate their employment through FHA Connection.

Note: At all times, HUD participating housing counseling agencies must have an Agency FHAC Application Coordinator registered in FHA Connection. **A counselor will not be officially placed in the certified counselor database until the Agency FHAC Application Coordinator successfully validates counselor employment in the FHAC system.**

The graphic below includes the entire process, inclusive of both Exam and Application steps, for counselors to become HUD certified.

Housing Counselor Certification Exam and Application Process



II. Counselor Instructions

Prior to applying for certification in FHA Connection (FHAC):

- Take the exam through HUDhousingcounselors.com.
- Once you pass the exam, transfer your exam results to the FHA connection. (Double check information is accurate, e.g. email, SSN, and agency HCS ID.)

The instructions in this section are for **counselors seeking certification** in FHA Connection:

1. [Apply for certification in the FHA connection.](#)
2. [Request a User ID in FHA connection.](#)
(You must complete your application in FHA connection prior to requesting a User ID.)
3. [Request validation for multiple employers](#) through the FHA connection after receiving your User ID. (**Note:** This section is only applicable if you work for more than one agency or if your HCS Agency ID has changed)
4. [Update and maintain your personal information](#) in FHA connection as needed.

For instructions to print a counselor certificate, view the [Print Counselor Certificate](#) section. Both counselors and coordinators are able to print certificates.

Please read these notes in their entirety before taking any action.

- Read the [eligibility requirements](#).
- Applications must be submitted online.

- In addition to the application, your exam score must have been transferred and accepted into FHA Connection.
- You must include a valid email address in your application.
- If you receive an error message that you cannot remedy after reading the instructions on this page, send an email with a screenshot of the error message and a description of the issue to the **FHA Connection Single Family Help Desk** at sfadmin@hud.gov.

Beginning your application in [FHA Connection](#):

1. Go to the [HUD Certified Housing Counselor Application page](#) and change the **Counselor Type** to *Certified*. A pop-up warning message appears advising the user that any HECM training data will be cleared. Click **OK** to clear the message.

The screenshot shows the 'HUD Certified Housing Counselor Application' page. The 'Counselor Type' dropdown menu is open, showing 'Certified' selected. A pop-up message box is displayed with the text 'Changing Counselor Type to Certified will clear all training data.' and 'Click OK to close the pop-up warning'.

2. Enter all information on the [HUD Certified Housing Counselor Application page](#) in the Certified Counselor Information section. In the Counselor's Exam ID Box, the applicant should enter the 10-digit Counselor Exam ID provided on the applicant's profile page on hudhousingcounselors.com. Enter the 5-digit HCS agency ID issued to your employer (the first digit is an 8 or 9) and your hire date. If you work for multiple agencies, you will have to enter the additional agencies after you receive your FHAC User ID. **If you don't know the HCS ID of your agency or branch location, you may [search the map online](#) to find it listed under "Agency ID"**.

HUD Certified Housing Counselor Application Help Links ?

*** Personal Information ***

Counselor Type:

Legal Name:

First Name: Middle Initial: Last Name: Suffix:

Social Security Number: -- Double check that your social security number was entered correctly

*** Contact Information ***

Mailing Address:

Business Name:
 Street Address:
 City: State: Zip Code:

Phone/E-mail Information:

Phone Number: () - Fax Number: () -
 E-mail Address:
 Confirm E-mail: Enter the 5-digit HCS agency ID issued to your employer (first digit is an 8 or 9) and your hire date.

Original application's employment information for applicant:

Agency HCS ID: Hired Date: /04/2013

*** Certified Counselor Information ***

Counselor's Exam ID: Enter the 10-character counselor ID provided on your profile page at hudhousingcounselors.com.

3. Click send at the bottom of the page to submit the HUD Certified Housing Counselor Application.

Note: Applicant must complete all fields on the application screen.

If your application is successful:

1. A Success message (CERTIFIED COUNSELOR APPLICATION SUCCESSFULLY COMPLETED) will appear at the top of the Application Results page. You are not in the certified counselor database yet.

Note: A counselor will not be officially placed in the certified counselor database until the agency Application Coordinator successfully validates counselor employment in the FHAC system.

HUD Certified Housing Counselor Application Results Help Links ?

SUCCESS
 CERTIFIED COUNSELOR APPLICATION SUCCESSFULLY COMPLETED

Message received upon successfully processing the page.

Certified Housing Counselor application accepted on: **08/15/2016**

*** Personal Information ***

Counselor Type:
Certified

Legal Name:

First Name: **JEANNIE** *Middle Initial:* **T** *Last Name:* **SWEENIE** *Suffix:* **Not Entered**

Social Security Number:
111-22-3333

*** Contact Information ***

Mailing Address:

Business Name: **GOTHAM COUNSELING SERVICES INC**
Street Address: **123 FIRST STREET**
City: **GOTHAM** *State:* **New York** *Zip Code:* **22198**

Phone/E-mail Information:

Phone Number: **(800) 555-1234** *Fax Number:* **(800) 555-4321**
E-mail Address: **js@hsgcnslg.org**
Confirm E-mail: **js@hsgcnslg.org**

Original application's employment information entered by applicant:

Agency HCS ID: **89998** *Agency Name:* **GOTHAM COUNSELING SERVICES INC** *Hired Date:* **04/04/2013**

*** Certified Counselor Information ***

Counselor's Exam ID: **1234567890**

- Counselors must now request an [FHAC User ID](#).

If your application is not successful:

- An error screen will appear. A list of errors will be provided for the applicant to correct.

HUD Certified Housing Counselor Application Help Links ?

ERROR
 COUNSELOR APPLICATION NOT PROCESSED DUE TO ERROR(S) [Review Error\(s\)](#)

- If the applicant cannot remedy the error message after reading the instructions on this page, send an email with a screenshot of the error message and a description of the issue to the **FHA Connection Single Family Help Desk** at sfadmin@hud.gov.

2. Request an FHAC User ID

All HUD Certified Housing Counselors must request an FHA Connection (FHAC) User ID.

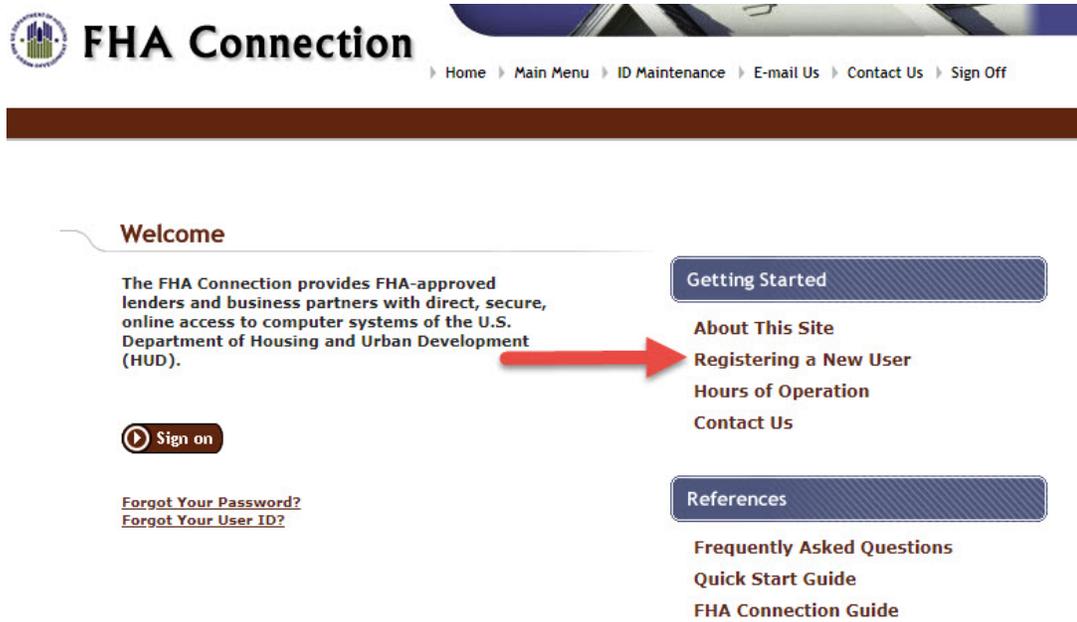
If applying as a **HUD Certified Housing Counselor**, complete the HUD Certified Housing Counselor application first and then **request a User ID**. However, if the counselor is already a HECM counselor, **the FHA Connection User ID**

issued as a HECM counselor is used for both HECM and certified counseling. The counselor does not request another FHA Connection User ID.

If applying to be **both an Application Coordinator and Counselor**, you must complete the [HUD Certified Housing Counselor application](#) first and be accepted by HUD.

Requesting an FHAC User ID:

1. From the FHAC Welcome page (<https://entp.hud.gov/clas/index.cfm>) select **Registering a New User**.



2. The **Registering to Use the FHA Connection** page displays. Click the link for Housing Counseling at the bottom of the page.

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 must register according to the procedures 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. FHA-approved lenders can have a maximum of four Application Coordinators. Application Coordinators maintain the FHA Connection user IDs for the entire organization (besides using the FHA Connection applications for which they are authorized).</p> <ul style="list-style-type: none"> Prior to applying for an Application Coordinator user ID, the applicant should verify the mailing address HUD has on record for the organization to avoid possible mailing delays. For a lender, this is the e-mail address of the lender's Administrative Contact on record in HUD's Lender Electronic Addressing Portal (LEAP). For a service bureau, this is the e-mail address of the service bureau's Administrative Contact on record in HUD's Lender Electronic Addressing Portal (LEAP).
CAIVRS for Federal Agencies and Non-FHA Approved Lenders	Registration for secure Internet use of the CAIVRS website for employees of participating CAIVRS Federal agencies.
FHA Subsidiary Ledger Business Partners	Registration for secure Internet use of the FHA Subsidiary Ledger website. This website is available to HUD business partners.
Housing Counselors and Counseling Agency Application Coordinators	Registration for secure Internet use of the Housing Counseling website. This website is available to participating counselors and their agencies.

24

Click link at the bottom of the page to display the Housing Counselor Registration page

3. You will arrive at the Housing Counseling Registration page. You can also access this page directly by going to the following URL: https://entp.hud.gov/idapp/html/hecm_cnsl_reg.cfm.



Housing Counselor Registration

If you are a counselor that has passed the certification exam, check this box.

Warning! Misuse of Federal Information at this Web site falls under the provisions of the Federal Information Security Act of 2001, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Are you a counselor that has passed the certification exam? Yes

Are you registering as an FHA Connection Application Coordinator for the housing counseling agency that employs you? Yes If yes, please enter your agency ID: [Search the map online](#)

First Name:
Middle Initial:
Last Name:
Social Security Number: - -
Telephone Number: - -

Only check this box and enter your agency's HCS ID if you are also registering as an application coordinator.

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com

E-mail Address:

Re-enter E-mail Address for Verification:

Choose a Password.

- You will enter your password each time you use this service. Your password must be 8 characters in length and have at least one uppercase letter, one number, and one special character. **Important:** At your first sign on to the FHA Connection, you will need to enter the password you record on this registration form EXACTLY as you typed it, e.g., with upper and lower case letters, etc.

Password:

Re-enter Password for Verification:

Remember the password you enter, as it will be needed once you receive your User ID (delivered via email within 2 business days).

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

Click send to process the page once it is complete and submit your application for an FHAC User ID.

Reminders:

- If you are also registering as an Application Coordinator, click "Are you registering as an FHA Connection Application Coordinator for the housing counseling agency that employs you?" and enter the Housing Counseling System (HCS) ID for that agency.
- Double check that the information you entered (such as your email address and social security number) is accurate. The email address you enter is how you will receive your FHA Connection User ID.
- Remember the password you set, since this is the password you will need to use once you receive your FHAC User ID.

If your email address in your record is correct, you will receive an email within 48 hours informing you that an ID was issued. When a new User ID is issued, counselors will receive a secure, encrypted email from the FHA Connection within 2 business days, which will include the User ID.

Keep your login information in a safe place because you will need **your User ID and Password each time you access the FHAC** to update your own roster information. FHA requires that your password be changed every 90 days.

3. Request Validation for More Than One Employer or Add a Branch Office with a Unique HCS Agency ID

Note: this step only applies to counselors who:

- **Work for more than one agency or serve multiple branch offices with a unique HCS agency ID**
- **Are looking to change their employment**
- **Work for an agency whose HCS ID has changed**

Housing counselors who applied at a parent or intermediary agency HCS ID may need to follow these instructions to apply for certification at their branch location.

If you only work for one agency and entered that ID in your application, please proceed to [step 4](#).

HUD Certified Housing Counselors need to request employment validation once they receive their FHAC User IDs. On the HUD Certified Housing Counselor Application, only one employer is entered. If the certified counselor works for more than one housing counseling agency or branch office, or recently changed employers, a request can be made to validate employment for another agency or branch office. Finally, over time, a housing counseling agency's HCS ID may change and employment may need to be validated under the new ID.

1. Log in to the [FHA Connection](#).
2. Navigate to the **HUD Certified Housing Counselor Database** by following these steps:
 - Select Single Family FHA
 - Select Single Family Origination
 - Select Counseling Functions
 - Select HUD Certified Housing Counselor Request
3. This displays the Certified Counselor Employment Request page.

Certified Counselor Employment Request Help Links ?

New Employment Validation Requests

Enter up to 5 new agency IDs. If you need to remove an agency request, check the box to the right of the agency. Click the Send Button when you are ready to submit your changes.

Awaiting Employment Validation

Agency ID	Agency Name	Agency Status	Employment Requested Date	Remove Agency Request
89998	GOTHAM COUNSELING SERVICES 123 FIRST ST GOTHAM NY 21998-0000	Active	August 15, 2016	<input type="checkbox"/>

Employment validation request generated from HUD Certified Housing Counselor Application.

Note that you can remove a previous incorrect employment request by checking this box.

Certified Counselor Employment Request Help Links ?

Currently Employed

Agency ID	Agency Name

Previously Employed

Enter HCS ID of other agency

New Employment Validation Requests

Enter up to 5 new agency IDs. If you need to remove an agency request, check the box to the right of the agency. Click the Send Button when you are ready to submit your changes.

Awaiting Employment Validation

Agency ID	Agency Name	Agency Status	Employment Requested Date	Remove Agency Request
89998	GOTHAM COUNSELING SERVICES 123 FIRST ST GOTHAM NY 21998-0000	Active	August 15, 2016	<input type="checkbox"/>

Currently Employed

Agency ID	Agency Name	Agency Status

Previously Employed

Click OK to close pop-up that appears when Send is clicked

Message from webpage

You have selected:
WE'RE HERE FOR YOU LLC

Click "OK" to use, "Cancel" to try again.

69

4. If the certified counselor is employed by more than one housing counseling agency, or recently changed employers, make a request to validate employment for another agency by entering the 5-digit HCS Agency ID of the housing counseling agency in one of the text-entry boxes in the **New Employment Validation Requests** field. A pop-up message appears stating the name of the housing counseling agency (or stating the agency was not found).
5. If it is the correct housing counseling agency, select **OK**. If not, select **Cancel** and enter the correct agency ID. You can enter up to five agencies at a time.
6. Click Send to complete the request.
7. The Certified Counselor Employment Request page is refreshed, and the Awaiting: Employment Validation section of the page displays the pending employment validation record.

Certified Counselor Employment Request Help Links ?

New Employment Validation Requests

Enter up to 5 new agency IDs. If you need to remove an agency request, check the box to the right of the agency. Click the Send Button when you are ready to submit your changes.

Awaiting Employment Validation

Agency ID	Agency Name	Agency Status	Employment Requested Date	Remove Agency Request
89998	GOTHAM COUNSELING SERVICES 123 FIRST ST GOTHAM NY 21998-0000	Active	August 15, 2016	<input type="checkbox"/>
89997	WE'RE HERE FOR YOU, LLC 99 THIRD ST HEREFORD TX 88888-0000	Active	September 6, 2016	<input type="checkbox"/>

Currently Employed

Agency ID	Agency Name	Agency Status	Employment Start Date
Previously Employed			

The housing counseling agency must have an Active status (HUD approval is in effect) in order for the counselor to conduct counseling for the agency

4. Update and Maintain Personal Information

Active status counselors on the HUD Certified Housing Counselor Database are responsible for updating and maintaining their own information on the FHA Connection.

1. Log in to [FHA Connection](#) and select the counseling functions. You can access the Counseling Functions menu through the following steps:
 - Select Single Family FHA
 - Select Single Family Origination
 - Select Counseling Functions
 - Select HUD Certified Housing Counselor Database
2. Select HUD Certified Housing Counselor Database. The HUD Certified Housing Counselor Database Update/Renewal page is displayed with the counselor's information.
3. Update personal information and contact information as needed.

HUD Certified Housing Counselor Database Update/Renewal Help Links ?

Counselor added to Counselor Database on: **04/14/2017**

*** Personal Information ***

Counselor ID: 777ZXY [View HECM Counselor Roster Application](#)

Counselor Type:
HECM

Legal Name:

First Name: AMI	Middle Initial: 	Last Name: AMIGO	Suffix: Select Suffix ▼
---------------------------	----------------------------	----------------------------	-----------------------------------

Social Security Number: 555-99-7777 **Date of Birth:** 12 / 19 / 1989

Gender: Female ▼ **Ethnicity:** Latino/Hispanic ▼

Race(s): American Indian: Asian: Black:
Native Hawaiian: White:

*** Contact Information ***

Mailing Address:

Business Name: FRIENDLY CREDIT FOUNDATION			
Street Address: 123 CHUMS PLACE			
City: FRIENDSHIP	State: New York ▼	Zip Code: 14273	

Phone/E-mail Information:

Phone Number: (800) 555 -0999	Fax Number: (800) 555 -8885
E-mail Address: aamigo@fcb.org	
Confirm E-mail: aamigo@fcb.org	

Counselor must enter e-mail address every time a change is made on the HUD Certified Counselor Database Update/Renewal page

4. The counselor’s email address must be entered in the Confirm E-mail field each time an update is processed.

III. Coordinator Instructions

Instructions in this section are for **application coordinators**. The purpose of the FHAC Application Coordinator is to validate the counselor’s employment at the agency and to manage the data regarding the counselor’s employment status in the future. Application coordinators must:

1. [Read the overall instructions for application coordinators](#)
2. [Request a User ID in FHA Connection](#)
3. [Validate counselors’ employment as needed](#)
4. [Validate the end of counselors’ employment as needed](#)
5. [Export spreadsheets of certified counselors](#)

For instructions to print a counselor certificate, view the [Print Counselor Certificate](#) section. Both counselors and coordinators are able to print certificates.

1. FHAC Application Coordinator Instructions

The purpose of the FHAC Application Coordinator is to validate the counselor's employment at the agency and to manage the data regarding the counselor's employment status in the future.

- HUD-approved housing counseling agencies must designate at least one individual to act as FHAC Application Coordinator.
- **An agency can have a maximum of 4 FHAC Application Coordinators and at least 2 are recommended.**
- If you are already a HECM coordinator, you do not have to apply again to be an FHAC application coordinator.
- The coordinator **cannot** validate their own employment.
- **Intermediary coordinators may perform the coordinator functions for their affiliates.** Intermediaries may also request an FHAC User ID simply to view their affiliates or if they want to validate and/or terminate counselors from their network.
- The coordinator **cannot** be the same person currently registered in in the Line of Credit Control System (LOCCS) or the Web Access Security Subsystem (WASS, Secure System), nor can the coordinator currently act as the FHA lender coordinator for the agency.

First, you must request a User ID in FHA Connection (FHAC) as the FHAC Application Coordinator for your agency.

2. Request an FHAC User ID

1. From the FHAC Welcome page (<https://entp.hud.gov/clas/index.cfm>) select **Registering a New User**.

FHA Connection

Home ▶ Main Menu ▶ ID Maintenance ▶ E-mail Us ▶ Contact Us ▶ Sign Off

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).

[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](#)

2. The **Registering to Use the FHA Connection** page displays. Click the link for Housing Counseling at the bottom of the page.

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 must register according to the procedures 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. FHA-approved lenders can have a maximum of four Application Coordinators. Application Coordinators maintain the FHA Connection user IDs for the entire organization (besides using the FHA Connection applications for which they are authorized).</p> <ul style="list-style-type: none"> Prior to applying for an Application Coordinator user ID, the applicant should verify the mailing address HUD has on record for the organization to avoid possible mailing delays. For a lender, this is the e-mail address of the lender's Administrative Contact on record in HUD's Lender Electronic Access System (LEAS). For a service bureau, this is the e-mail address of the service bureau's Administrative Contact on record in HUD's Lender Electronic Access System (LEAS).
CAIVRS for Federal Agencies and Non-FHA Approved Lenders	Registration for secure Internet use of the Credit and Adverse Information Reporting System (CAIVRS) for employees of participating CAIVRS Federal agencies and non-FHA approved lenders. CAIVRS website .
FHA Subsidiary Ledger Business Partners	Registration for secure Internet use of the FHA Subsidiary Ledger is available to HUD business partners.
Housing Counselors and Counseling Agency Application Coordinators	Registration for secure Internet use of the Housing Counseling functions is available to participating counselors and their agencies.

Click link at the bottom of the page to display the Housing Counselor Registration page

- You will arrive at the Housing Counseling Registration page. You can also access this page directly by going to the following URL: https://entp.hud.gov/idapp/html/hecm_cnsl_reg.cfm. If you don't know the HCS ID of your agency or branch location, you may [search the map online](#) to find it listed under "Agency ID".



Housing Counselor Registration

Only check this box if you are **also a counselor** who has passed the certification exam.

Warning! Misuse of Federal Information at this Web site falls under the provisions of the law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Are you a counselor that has passed the certification exam? Yes

Are you registering as an FHA Connection Application Coordinator for the housing counseling agency that employs you? Yes If yes, please enter your agency ID:
[Search the map online](#)

First Name:
Middle Initial:
Last Name:
Social Security Number: - -
Telephone Number: - -

Check this box and enter your agency's HCS ID if you are registering as an **application coordinator**.

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com

E-mail Address:
Re-enter E-mail Address for Verification:

Choose a Password.

- You will enter your password each time you use this service. Your password must be 8 characters in length and have at least one uppercase letter, one number, and one special character. **Important: At your first sign on to the FHA Connection, you will need to enter the password you record on this registration form EXACTLY as you typed it, e.g.,with upper and lower case letters, etc.**

Password:
Re-enter Password for Verification:

Remember the password you enter, as it will be needed once you receive your User ID (delivered via email to your **Agency Program Manager within 2 business days**).

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

Click **send** to process the page once it is complete and submit your application for an FHAC User ID.

Reminders:

- If you are registering **only** as an Application Coordinator, do not click "Yes" to the first box, "Are you a counselor that has passed the certification exam".
- Click "Are you registering as an FHA Connection Application Coordinator for the housing counseling agency that employs you?" and enter the Housing Counseling System (HCS) ID for that agency.

- Double check that the email address you entered is accurate, as this is how you will receive your FHA Connection User ID.
- Remember the password you set, since this is the password you will need to use once you receive your FHAC User ID.

Upon completion of your registration, you will get an email stating that a secure, encrypted email has been sent to the Agency Program Manager from the FHA Connection within 2 business days, which will include the User ID.

Keep your login information in a safe place because you will need **your User ID and Password each time you access the FHAC** to update your own roster information. FHA requires that your password be changed every 90 days.

3. Validate Employment of a Certified Housing Counselor

1. Log in to the [FHA Connection](#).
2. Navigate to the **HUD Certified Housing Counselor Database** by following these steps:
 - Select Single Family FHA
 - Select Single Family Origination
 - Select Counseling Functions
 - Select HUD Certified Housing Counselor Database
3. Enter the counselor’s last name.
4. Under “Counselor Type,” select Certified.
5. Under “Validated by Agency,” select No.
6. Click the Send button. You don’t need to change any of the other fields. You should now see the counselor’s name or a list if there is more than one with that last name. Click the counselor’s name to see their record.

The screenshot displays the 'HUD Certified Housing Counselor Database' interface. On the left, search filters are set: Last Name (empty), State (All States), Agency HCS ID (89998), Counselor Type (Certified), Counselor Status (Active), Validated by Agency (No), and HECM Training/Exam Status (Select Status). A 'Send' button is highlighted. A success message reads: 'HUD CERTIFIED HOUSING COUNSELOR DATABASE LIST SUCCESSFULLY COMPLETED'. Below this is a table with the following data:

Counselor Name	Counselor Address	Agency Name	Agency Status	Counselor Type	Counselor Validation Start Date	Counselor Validation End Date	HECM Exam Status	HECM Training Status	Termination Date
SWEENIE, JEANNIE T (AAA111)	123 FIRST STREET GOTHAM, NY 22190000	GOTHAM COUNSELING SERVICES, INC.	Active	Certified (Requested)	Not on file	n/a	n/a	n/a	n/a

Search criteria are listed below the table:

Sorted by: Last Name
 Last Name: Not Entered
 First Name: Not Entered
 State: All States
 Agency HCS ID: 89998
 Counselor Type: Certified
 Counselor Status: Active
 Validated by Agency: No
 HECM Training/Exam Status: Not Selected

A 'New Request' button is at the bottom left, and the page number '71' is at the bottom right.

- At the bottom of the page, check a box to validate their employment. Click Send.

HUD Certified Housing Counselor Database - Coordinator [Help Links](#)

Counselor

*** Personal Information ***

Counselor ID: AAA111
 Counselor Type: **Certified**

Legal Name:

First Name: JOHN	Middle Initial: K	Last Name: SMITH	Suffix: Not Entered
---------------------	----------------------	---------------------	------------------------

Social Security Number:
N/A

*** Contact Information ***

Mailing Address:

Business Name: COUNSELING SERVICES	Street Address: 123 MAIN ST	City: ANYWHERE	State: Vermont	Zip Code: 05401
---------------------------------------	--------------------------------	-------------------	-------------------	--------------------

Phone/E-mail Information:

Phone Number: (802) 555-1212	Fax Number: Not Entered
E-mail Address: me@anywhere.com	
Confirm E-mail: me@anywhere.com	

Original application's employment information entered by applicant:

Agency Name: HOUSING COUNSELING AGENCY NAME Hired Date: 09/20/2021

*** Certified Counselor Information ***

Agency ID	Agency Name	Agency Status	Counselor Validation	Remove Validation Request
89998	HOUSING COUNSELING AGENCY NAME	Active	<input type="checkbox"/> I certify that the individual is employed by this Housing Counseling Agency and that all information entered on this screen is correct to my knowledge	<input type="checkbox"/> Remove this validation request

[View Certified Agency Validation History](#)

Exam Pass Date: 02/02/2022 Certified exam administered by: BIXAL
 Counselor's Exam ID: 1234567890

Check box to validate employment

[Send](#) [Reset](#) [New Request](#)

Message Board Monday April 12, 2021

[HCL/YHA Home Page](#) | [HUD Single Family Housing Page](#)
[HUD Multifamily Housing Page](#) | [HUDOLPS](#) | [Lenders Information](#) | [Mortgage Letters](#)
[HUD Single Family Housing Policy Handbook 4000.1](#)

- The counselor's name will now appear in the HUD Certified Housing Counselor database.

Printing a Counselor Certificate

The **Agency ID** will link to the HUD Certified Housing Counselor Certificate for printing or downloading. The link is only available if the agency has an *Active* status in HCS and the counselor's employment was validated.

*** Certified Counselor Information ***

Agency ID / View Cert	Agency Name	Counselor Validation		View Certified Agency Validation History
		Start Date	End Date	
89998	GOTHAM COUNSELING SRVICES INC	08/18/2016	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Exam Pass Date: 07/19/2016
Counselor's Exam ID: 1234567890

Click link to view the HUD Certified Counselor Certificate. The link is available if the agency has an **Active** status and counselor is currently employed. If no longer employed with agency, no certificate link is available. The counselor and HUD personnel also have a link.

The certificate is issued by the U.S. Department of Housing and Urban Development to **JEANNIE T. SWEENIE** of **GOTHAM COUNSELING SERVICES INC** for meeting the criteria for this certification. This Certificate expires upon termination of the above named agency's participation in HUD's Housing Counseling Program or when the individual named ceases to work for the agency. Date Issued: August 18, 2016. Agency HCS ID: 89998. Housing Counselor ID: AAA111.

Jerrold H. Mayer
Jerrold H. Mayer, Director
Office of Outreach and Capacity Building

The purpose of this Certificate is to identify the above named individual as being approved and certified by HUD to provide counseling pursuant to Section 106 of the Housing and Urban Development (HUD) Act of 1988 and other pertinent regulations and requirements. The approval and certification of a counselor does not create or imply a warranty or endorsement by HUD or the HUD Participating Agency which employ the Counselor. Approval and certification of a Counselor represents a warranty of any counseling provided by the Counselor or the Participating Agency which employ the Counselor. Approval and Certification means only that the Counselor has met the qualifications and conditions prescribed by HUD. Warning: Misuse of this Certificate may subject users to Criminal penalties under 18 U.S.C. 709 or other civil or administrative action.

4. Validate End of Employment of a Certified Housing Counselor

The housing counseling agency's Application Coordinator signs on to the FHA Connection to end the certified counselor's employment validation with the agency.

1. Log in to the [FHA Connection](#).
2. Navigate to the **HUD Certified Housing Counselor Database** by following these steps:
 - Select Single Family FHA
 - Select Single Family Origination
 - Select Counseling Functions
 - Select HUD Certified Housing Counselor Database
3. On the HUD Certified Housing Counselor Database page, enter the required search criteria in the following fields and click Send:
 - Under "Last Name and First Name," enter the counselor's name in the Last Name and First Name fields. The first name is optional and a partial last name can be entered.
 - Under "Counselor Type," select Certified.
 - Under "Counselor Status," select Both.
 - Under "Validated by Agency," select Yes – Entered Agency Only or Yes – Include Counselors for Branches, Affiliates, and Sub Grantees.
 - Under "HECM Training/Exam Status," select Both.

HUD Certified Housing Counselor Database

[Help Links](#) ?

Sorted By:

Last Name: First Name:

State:

Agency HCS ID:

Counselor Type:

Counselor Status:

Validated by Agency:

HECM Training/Exam Status:



- Click the counselor's name on the HUD Certified Housing Counselor Database List page.

HUD Certified Housing Counselor Database List

[Help Links](#) ?

SUCCESS

HUD CERTIFIED HOUSING COUNSELOR DATABASE LIST SUCCESSFULLY COMPLETED

HUD Certified Housing Counselor Database List as of 08/05/2019
(1 records were selected, 1 records displayed.)

[Download Report to Excel File](#)

Counselor Name	Counselor Address	Agency Name	Agency Status	Counselor Type	Counselor Validation Start Date	Counselor Validation End Date	HECM Exam Status	HECM Training Status	Termination Date
BUSH, ROSE (123ABC)	10 ROSEBUD ROAD ROSEDALE, NY 114220000	ROSEDALE HOUSING PARTNERSHIP	Active	Certified	10/17/2017	n/a	n/a	n/a	n/a

Search criteria:

Sorted by: Last Name
 Last Name: BUSH
 First Name: ROSE
 State: All States
 Agency HCS ID: 99998
 Counselor Type: Certified
 Counselor Status: Both
 Validated by Agency: Yes - Include Counselors for Branches, Affiliates, and Sub Grantees
 HECM Training/Exam Status: Not Selected

- The counselor's profile is displayed on the HUD Certified Housing Counselor Database – Coordinator page. Scroll down to the Certified Counselor Information section.

Counselor added to Counselor Database on: 10/10/2017

* Personal Information *

Counselor ID: 123ABC

Counselor Type:
Certified

Legal Name:

First Name: ROSE	Middle Initial:	Last Name: BUSH	Suffix: Not Entered
---------------------	-----------------	--------------------	------------------------

Social Security Number:
N/A

* Certified Counselor Information *

Agency ID / View Cert	Agency Name	Agency Status	Counselor Validation	
			Start Date	End Date
99998	ROSEDAL HOUSING PARTNERSHIP	Active	10/11/2017	08 / 05 / 2019

[View Certified Agency Validation History](#)

Exam Pass Date: 10/10/2017

Certified exam administered by: BIXAL

Counselor's Exam ID: NY12345678

- Enter the date the counselor's employment with the agency was ended in the End Date field and click Send. The certified counselor is no longer listed as employed by the agency.

5. Export a Certified Counselor Spreadsheet

Application coordinators are able to export spreadsheets of all certified counselors who work for the agency.

- Log in to the [FHA Connection](#) and navigate to the **HUD Certified Housing Counselor Database** by following these steps:
 - Select Single Family FHA
 - Select Single Family Origination
 - Select Counseling Functions
 - Select HUD Certified Housing Counselor Database
- On the HUD Certified Housing Counselor Database page,
 - For Counselor Type, select: Certified
 - For Validated by Agency:
 - Select "Yes - Include Counselors for Branches, Affiliates, and Sub Grantees" if you are an intermediary and want to see counselors for all affiliates
 - Select "Yes - Entered Agency Only" if you do not work for an intermediary or only wish to see the certified counselors from one agency

- The result will be a list of all certified housing counselors that meet the criteria you searched. Click on the “Download report” button to receive the information in a excel spreadsheet.

[Download Report to Excel File](#)

IV. Intermediary and SHFA Instructions

This section has instructions for Intermediaries and SHFAs looking to manage the certification of their affiliate agencies, including:

- How Intermediary or SHFA application coordinators can [validate employment for counselors employed by affiliate agencies](#)
- How to [export a spreadsheet of all counselors who work in the intermediary’s network](#)

Validate Employment for Affiliate Agencies

An FHAC application coordinator for an Intermediary or State Housing Finance Agency (SHFA) can verify counselor employment for an affiliate agency in their network **if they apply to be an application coordinator**. The Intermediary FHAC application coordinator must enter the affiliate agency’s ID in the Agency HCS ID field on the HUD certified housing counselor database screen to retrieve information on the counselors that have applied for certification at the affiliate agency.

- Log in to the [FHA Connection](#).
- Navigate to the **HUD Certified Housing Counselor Database** by following these steps:
 - Select Single Family FHA
 - Select Single Family Origination
 - Select Counseling Functions
 - Select HUD Certified Housing Counselor Database

When the Intermediary application coordinator accesses the HUD Certified Housing Counselor Database search screen, the Agency HCS ID is prefilled with the Intermediary’s HCS ID:

Help Links ?

HUD Certified Housing Counselor Database

Sorted By: Last Name ▼

Last Name: First Name:

State: All States ▼

Agency HCS ID: Intermediary Agency ID

Counselor Type: Select Type ▼

Counselor Status: Active ▼

Validated by Agency: Select Status ▼

HECM Training/Exam Status: Select Status ▼

Send
Reset

The Intermediary application coordinator can change the Agency HCS ID to the HCS ID of the affiliate, select **Counselor Type = Certified**, and select **Validated by Agency = No** to search for Certified Counselor applicants for the affiliate agency.

Help Links ?

HUD Certified Housing Counselor Database

Sorted By: Last Name ▼

Last Name: First Name:

State: All States ▼

Agency HCS ID: Affiliate Agency ID

Counselor Type: Certified ▼

Counselor Status: Active ▼

Validated by Agency: No ▼

HECM Training/Exam Status: Select Status ▼

Send
Reset

Once the intermediary hits “send,” a list of any counselors that have applied for certification for the affiliate agency will appear as a result:

HUD Certified Housing Counselor Database List

Help Links ?

 SUCCESS

HUD CERTIFIED HOUSING COUNSELOR DATABASE LIST SUCCESSFULLY COMPLETED

HUD Certified Housing Counselor Database List as of 07/17/2020
(1 records were selected, 1 records displayed.)

Download Report to Excel File

Counselor Name	Counselor Address	Agency Name	Agency Status	Counselor Type
Affiliate Counselor Name and ID	Affiliate Counselor Address	Not on file	Not on file	Certified (Requested)

Search criteria:

Sorted by: Last Name
 Last Name: Not Entered
 First Name: Not Entered
 State: All States
 Agency HCS ID: Affiliate Agency ID
 Counselor Type: Certified
 Counselor Status: Active
 Validated by Agency: No

From here, the Intermediary application coordinator can click on the counselor’s name and validate the employment of each name that appears tied to this affiliate agency.

HUD Certified Housing Counselor Database - Coordinator

Help Links ?

Counselor added to Counselor Database on: 08/06/2009

* Personal Information *

Counselor ID:

Counselor Type: **HECM and Certified**

Legal Name:

First Name: Affiliate Counselor Name	Middle Initial: Affiliate Counselor Name	Last Name: Affiliate Counselor Name	Suffix: Not Entered
---	---	--	------------------------

Social Security Number: N/A

Date of Birth: Affiliate Counselor Date of Birth	Gender: Affiliate Counselor Gender	Ethnicity: Affiliate Counselor Ethnicity
---	---------------------------------------	---

Race(s):

Export a Certified Counselor Spreadsheet

Application coordinators are able to export spreadsheets of all certified counselors who work for the agency. Application coordinators who work for an intermediary agency can export a spreadsheet of all counselors who work in the intermediary’s network. To begin, the Application Coordinator signs on to the FHA Connection to query the certified housing counselors.

1. Log in to the [FHA Connection](#) and navigate to the **HUD Certified Housing Counselor Database** by following these steps:
 - o Select Single Family FHA

- Select Single Family Origination
 - Select Counseling Functions
 - Select HUD Certified Housing Counselor Database
2. On the HUD Certified Housing Counselor Database page,
- For Counselor Type, select: Certified
 - For Validated by Agency:
 - Select “Yes - Include Counselors for Branches, Affiliates, and Sub Grantees” if you are an intermediary and want to see counselors for all affiliates
 - Select “Yes - Entered Agency Only” if you do not work for an intermediary or only wish to see the certified counselors from one agency

3. The result will be a list of all certified housing counselors that meet the criteria you searched. Click on the “Download report” button to receive the information in a excel spreadsheet.

[Download Report to Excel File](#)

V. Print or Save Counselor Certificate

Once a counselor’s employment has been validated by the FHAC Application Coordinator, the counselor’s certificate will be available to print or save as a PDF.

Counselors

For counselors wishing to access their own certificate, follow these steps:

1. Log in to the [FHA Connection](#).
2. Navigate to the **HUD Certified Housing Counselor Database** by following these steps:
 - Select Single Family FHA
 - Select Single Family Origination
 - Select Counseling Functions

- Select HUD Certified Housing Counselor Database
3. If you are a **certified counselor**, you are automatically taken to your profile.
If you are an **application coordinator** or **both** a counselor and a coordinator, type your name in to view your profile.
 4. The **Agency ID** will link to the HUD Certified Housing Counselor Certificate for printing or downloading. The link is only available if the agency has an *Active* status in HCS and the counselor's employment was validated.

*** Certified Counselor Information ***

Agency ID / View Cert	Agency Name	Counselor Validation		View Certified Agency Validation History
		Start Date	End Date	
89998	GOTHAM COUNSELING SRVICES INC	08/18/2016	<input type="text"/> / <input type="text"/> / <input type="text"/>	

Exam Pass Date: 07/19/2016
Counselor's Exam ID: 1234567890

Click link to view the HUD Certified Counselor Certificate. The link is available if the agency has an *Active* status and counselor is currently employed. If no longer employed with agency, no certificate link is available. The counselor and HUD personnel also have a link.

VI. Public Search Functions on HUD.gov

Once counselors have become HUD certified via FHA Connection, the public can search on HUD.gov for both HUD certified housing counselors counseling agencies nation-wide.

Search for Counseling Agencies with HUD Certified Housing Counselors

On the [Counseling Agency search screen](#) under Counseling type select Certified. The result provides a list of active housing counseling agencies with a HUD certified housing counselor.

Counseling Agencies

Welcome to FHA's search for Counseling Agencies by location or name. You can search to find Counseling Agencies in various parts of the country. For example, if your search is for a list of all active Counseling Agencies in Washington, D.C., the important fields to fill would be the state and city fields. To search a smaller area, the zip code could be used. If you need help, take a look at our [help](#) screen or contact the Single Family Administrator.

Sorted By:

Agency Name:

City:

State:

Zip Code:

Counseling Type:

Public HUD Certified Housing Counselor Database Search

On HUD.gov's [HUD Certified Housing Counselor Database screen](#) enter the 6 digit counselor ID. Click send to locate the counselor record.

HUD Certified Housing Counselor Database

Counselor ID:

If a match is found a list of agencies that employ the counselor are listed.

HUD Certified Housing Counselor Database

 **Message: HUD CERTIFIED HOUSING COUNSELOR DATABASE SUCCESSFULLY COMPLETED**

HUD Certified Housing Counselor Database as of 12/05/2018
(1 records were selected, 1 records displayed.)

First Name	Last Name	Agency ID	Agency Name
JEANNIE	SWEENIE	89997	WE'RE HERE FOR YOU LLC
JEANNIE	SWEENIE	89999	GOTHAM COUNSELING SERVICES INC

Search criteria:

Sorted by: **Agency ID**

Counselor ID: **ABC123**

 Previous