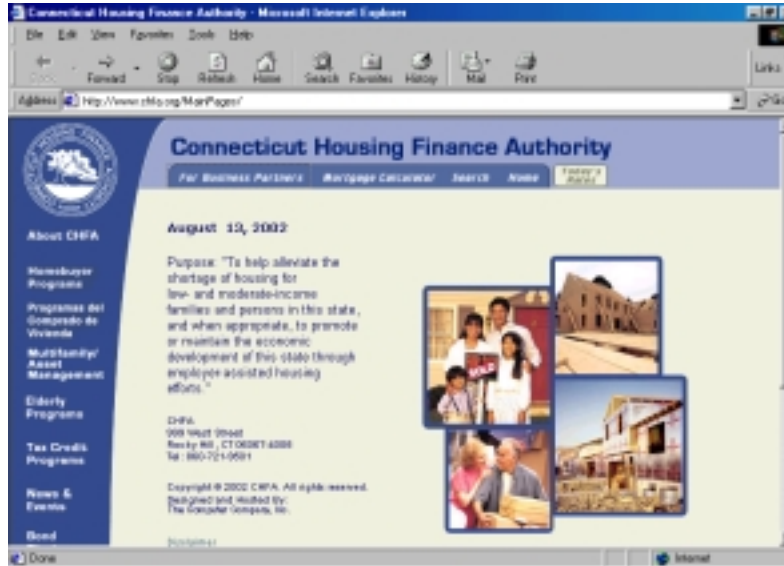
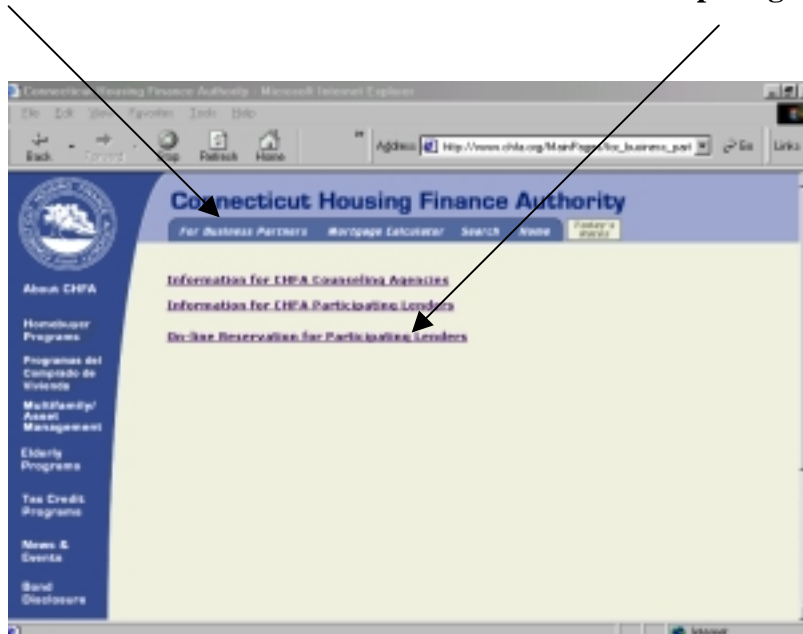


ON-LINE RESERVATION SECURITY ADMINISTRATION

From your Internet browser address line, type www.chfa.org, then press the **Enter** key. This will connect you to the CHFA website as displayed below:

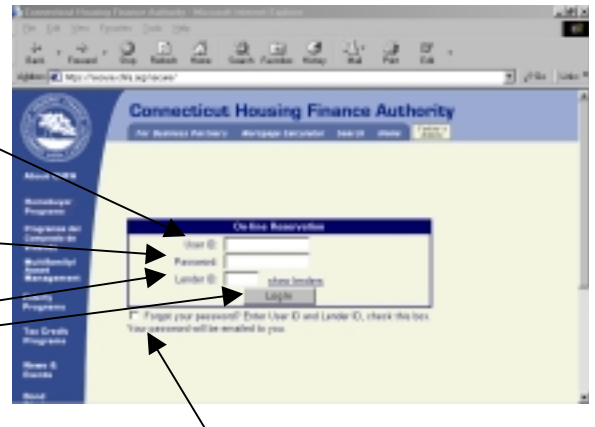


Click on **For Business Partners** then on **On-Line Reservation for Participating Lenders**.



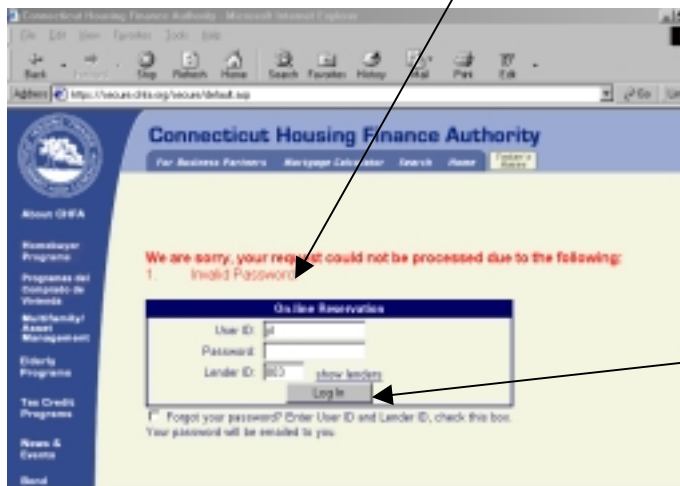
The Lender Administrator has the ability to create, modify and delete users for their Institution and the rights to add, edit, delete and view any, or all, reservations taken by any Originator from their Institution. CHFA will provide each Institution with one Lender Administrator User ID, Password and Lender ID number. Both the Lender Administrator User ID and the Lender ID of the Institution will be the same 3-digit number.

- Click in the **User ID** field and enter your Lender Administrator User ID.
- TAB to the **Password*** field and enter your password.
Note: Passwords are case sensitive. As you type your password, you will notice asterisks replace your keystrokes for security purposes.
- TAB to the **Lender ID** field and enter your 3 digit Lender ID.
- Click **Log In** or press **Enter**.



*If you forget your password, enter your User ID and Lender ID and check the *Forgot your password?* Box below the Log In screen. Your password will be promptly sent to you via e-mail.

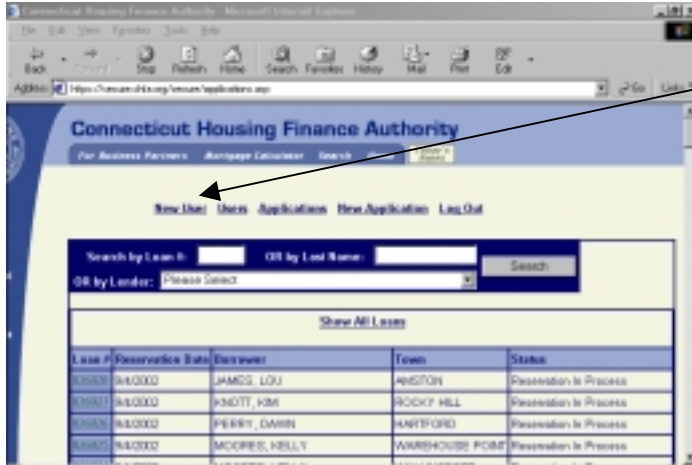
If you enter the wrong User ID, Password or Lender ID, the system will prompt you with an error message similar to the following, *We are sorry, your request could not be processed due to the following:* and a numbered list of possible errors.



Click in the field that you've entered the wrong information in and retype it correctly. For example, in the screen print to the left, an invalid password was entered. Enter the correct password and click **Log In**.

Adding Originator User IDs

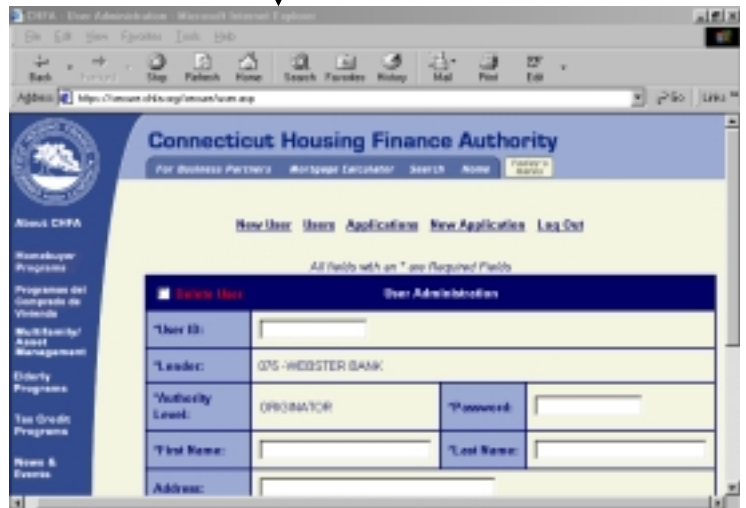
Each Institution's Lender Administrator creates Originator User IDs. The number of Originator User IDs needed for each Institution is dependent upon the number of Originators inputting reservations. Each person inputting a reservation has his/her own Originator ID. An Originator has the ability to add, edit and delete a reservation *only if created by that Originator ID*. The Lender Administrator has supervisory capabilities over all Originators.



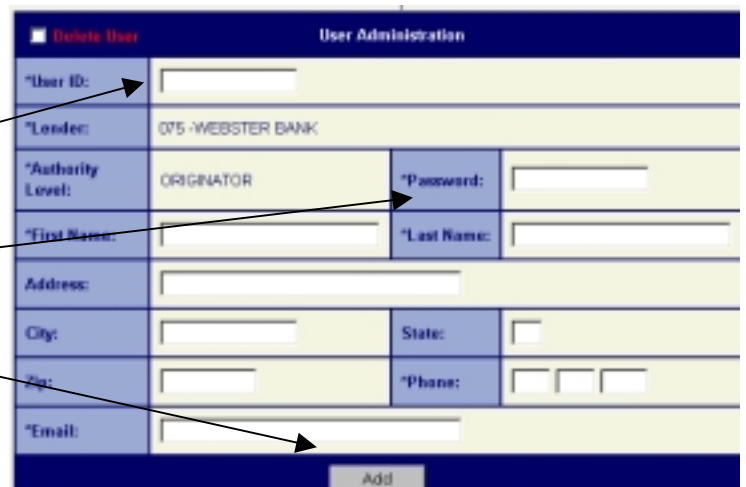
- Click on **New User** to add a new Originator User ID.

The User Administration screen appears.

There are 10 input fields on the User Administration screen. All fields with an asterisk are mandatory. Please note that the **Lender** and **Authority Level** fields are display only fields. These fields are pre-filled by your Lender Administrator User ID and cannot be changed.



- Input a **User ID**. The User ID is a minimum 3 digit alphanumeric field. It is not case sensitive.
- Input a **Password**. The Password is a minimum 6 character alphanumeric field. It is not case sensitive.
- TAB through the form and enter the required fields.
- When all data has been entered, click the **Add** button.



When you have added a new user successfully, you will be prompted with an **Add Successful** message.



If any mandatory field is not entered completely, you will be prompted with the following red error message, *We are sorry, your request could not be Processed due to the following:*

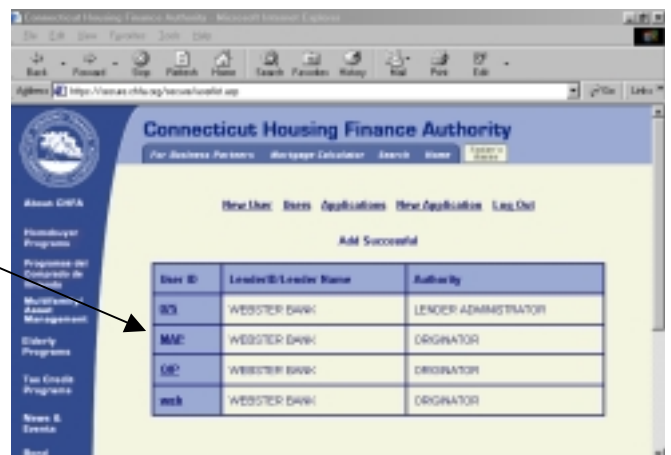


While in the error message screen, you are in edit mode and can edit any fields to correct your entry error. Upon correction of the error, click the **Add** button at the bottom of the screen to resubmit.

Deleting an Originator User ID

You may find it necessary to delete an Originator User ID, if an employee leaves your Institution, for example. When you delete an Originator User ID, none of the reservations inputted by that Originator ID will be deleted. The Lender Administrator will have control over any reservations inputted by an Originator ID that has been deleted. If for any reason you delete an Originator ID by accident, simply recreate that Originator ID by following the directions for creating a New User and using the exact same Originator ID. The password can be different but the Originator ID must be the same as the one deleted.

- To delete an Originator ID, click on that User ID in the User Administration screen.



- Click the **Delete User** box in the upper left-hand corner of the User Administration screen. Click the **Update** button.

Delete User User Administration

*User ID: []

*Lender: [001 - CHFA]

*Authority Level: [ORIGINATOR] *Password: []

*First Name: [John] *Last Name: [Jones]

Address: [325 west street]

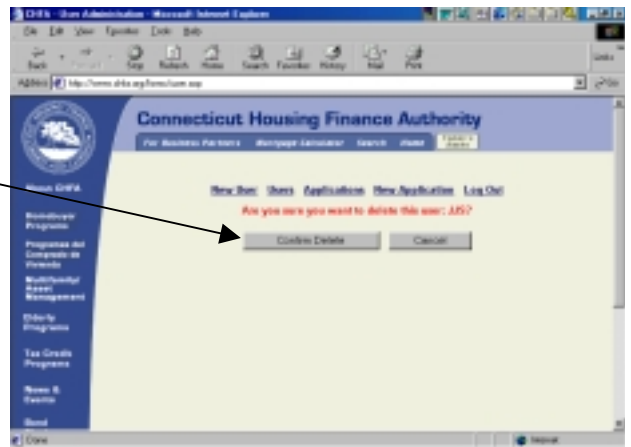
City: [] State: [CT]

Zip: [06107] *Phone: [603] [626] [6230]

*Email: [jones@state.net]

[Update]

- You will be prompted with, *Are you sure you want to delete this user: XXX?* Click **Confirm Delete**. This Originator ID will be deleted.



Modifying Originator User IDs

Connecticut Housing Finance Authority

Home User Users Applications New Applications Log Out

User ID	Lender ID/Lender Name	Authority
001	AMERICAN NATIONAL BANK	ORIGINATOR
JL	AMERICAN NATIONAL BANK	LENDER ADMINISTRATOR
WRT	AMERICAN NATIONAL BANK	ORIGINATOR

Clicking on the **Users** link on the User Administration screen will display all the ID's created by your Institution, displaying User ID, LenderID/Lender Name and Authority rights.

To edit a user, single click on the User ID. When you've finished making your modifications, click the **Update** button to save.

Delete User User Administration

*User ID: [WRT]

*Lender: [003 - AMERICAN NATIONAL BANK]

*Authority Level: [ORIGINATOR] *Password: []

*First Name: [Bill] *Last Name: [Thomas]

Address: [999 West Street]

City: [] State: [CT]

Zip: [06857] *Phone: [860] [444] [9956]

*Email: [bill.thomas@ed.org]

[Update]

Originator Rights

New Originator IDs have Originator rights by default. Originators can view only the reservations they entered. Originators can *view* any reservations entered for their Institution by clicking **Show All Loans**.

