Mortgage Insurance Fund Servicing

Administrator's Guide

September 27, 2023

Version 2

MassHousing

Contents

Introduction **2**
Overview **2**
MassHousing Mortgage Insurance Fund Servicing System 2
Servicer Administrator Role 2
Getting Started **3**
Accessing MassHousing Mortgage Insurance Fund (MIF) Servicing Portal 3
Multi-factor Authentication (MFA) 3
Password Requirements 4
Timeout Due to Inactivity 4
Organization Profile Management **4**
User Management **5**
User Roles 5
Administrator Role 5
Servicer Role 6
New User Requests 6
Creating New Users 8
User Management – User Statuses 11
User Status Descriptions 11
Resending Activation Emails 12
Modifying User Details 14
Modifying User Roles 16
Deleting User Accounts 17
Password Resets **18**
Forgot Password Self-Service Feature 18
Administrator Password Reset 20
Where can I go for additional assistance? **22**

Introduction

The MassHousing Mortgage Insurance Fund (MIF) is an approved mortgage insurer of Fannie Mae, Freddie Mac, and the Federal Home Loan Bank. MIF provides mortgage insurance (MI) coverage for MassHousing's conventional first mortgage loans and coverage on first mortgage loans for our approved originators that hold these loans in their portfolio or sell to Fannie Mae, Freddie Mac, or the Federal Home Loan Bank.

Overview

MassHousing Mortgage Insurance Fund Servicing System

The MassHousing Mortgage Insurance Fund Servicing system is used by Servicers to complete necessary tasks in the mortgage insurance lifecycle. These can include mortgage insurance activation, reviewing MI premiums payments, reporting loan defaults or cancellations, and submitting claims for loss.

Servicer Administrator Role

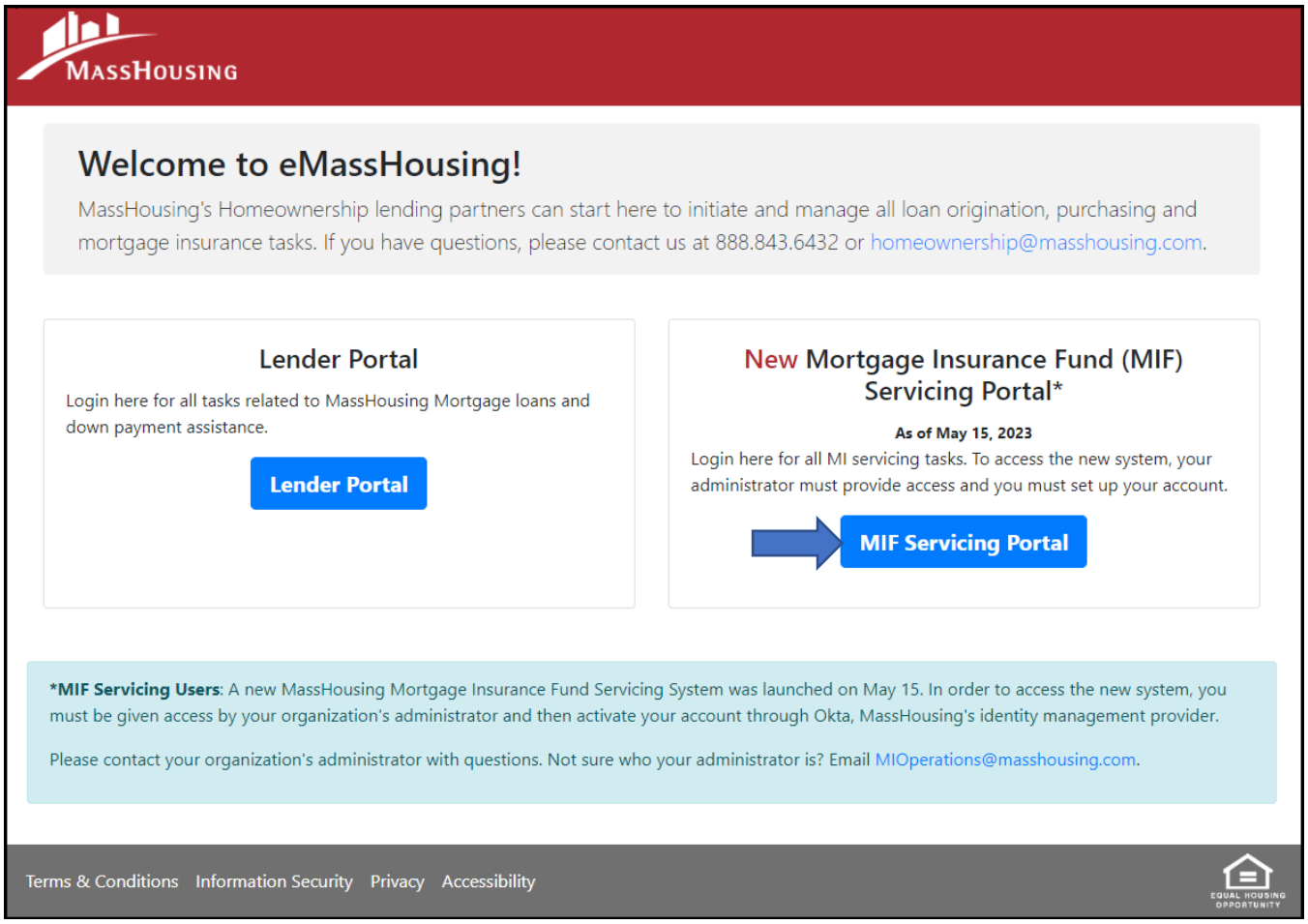
As the Administrator of your organization your role is to maintain your organization profile, your MI contacts, and access for your organization's users.

We recommend that your organization maintain at minimum two Administrators in case the primary Administrator is unavailable to perform any of the administrative tasks. If you will be leaving your organization or transitioning to another role, we recommend that you either promote an existing user to the Administrator role or create a new user to succeed you prior to leaving your position and removing your account. This will help to avoid any disruption.

Getting Started

Accessing MassHousing Mortgage Insurance Fund (MIF) Servicing Portal

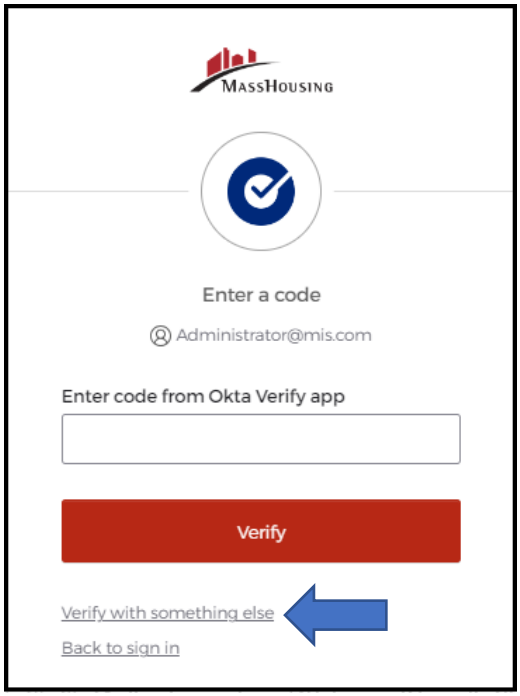
Users can access the MassHousing Mortgage Insurance Fund (MIF) Servicing Portal at https://www.emasshousing.com by selecting *MIF Servicing Portal*.

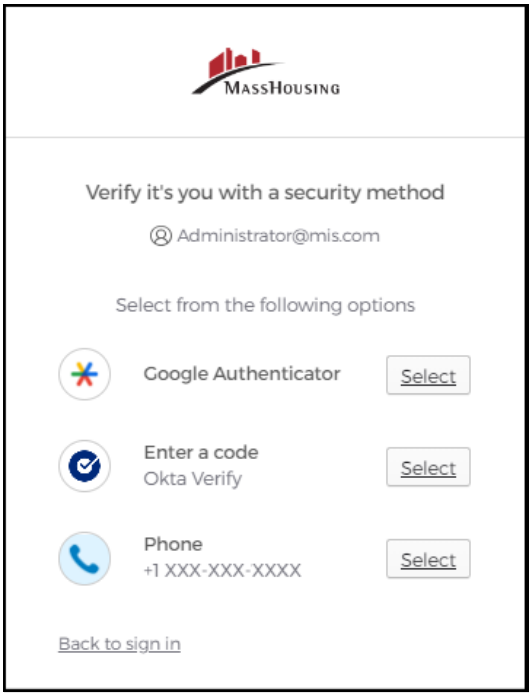


Multi-factor Authentication (MFA)

The MassHousing Mortgage Insurance Fund Servicing system leverages the Okta platform for security. Using this platform, users will be required to configure multi-factor authentication when setting up their user accounts. Users will have an option to utilize SMS authenticator, Okta Verify, or another time-based one-time password (TOTP) authenticator app, such as Google Authenticator or Microsoft authenticator.

*It's good to note that, when users have multiple MFA methods configured, the login process will default to the last method used. To select another method, users will need to select *Verify with something else*.





Password Requirements

The password requirements for MassHousing Mortgage Insurance Fund Servicing are as follows:

- Includes at least 16 characters
- Includes at least one lowercase letter
- Includes at least one uppercase letter
- Includes at least one number
- Includes at least one symbol
- Does not include any parts of your username
- Does not include your first name
- Does not include your last name
- Cannot be any of your last 4 passwords.
- At least 2 hours must have elapsed since you last changed your password.

Timeout Due to Inactivity

The MassHousing Mortgage Insurance Fund Servicing system will log out a user who has been idle in the site for more than 20 minutes. The user will be brought back to the login page when their session has expired.

Organization Profile Management

You can access your organization profile from the top navigation menu:

Administration > My Organization

As the organization Administrator it is your responsibility to maintain the organization's primary address and to upkeep the required mortgage insurance contacts for:

- Mortgage Insurance Claims
- Mortgage Insurance Billing
- MPPI (Mortgage Payment Protection Insurance) - MIPlus
- Mortgage Insurance Defaults

A valid name, email address and phone number are required for each of these contacts.

User Management

As the Administrator, it's your responsibility to manage your organization's users. This includes handling new user requests as they come in, creating new user accounts, and resetting passwords when requested. It's also your responsibility to delete user accounts when they are no longer needed and to modify user permissions as roles change within your organization. There may be times when users do not activate their accounts in the allotted 7 days, it's the Administrator's responsibility to resend the user's activation email.

User Roles

There are two user roles available to assign to your users based upon their job function. These roles are defined below.

Administrator Role

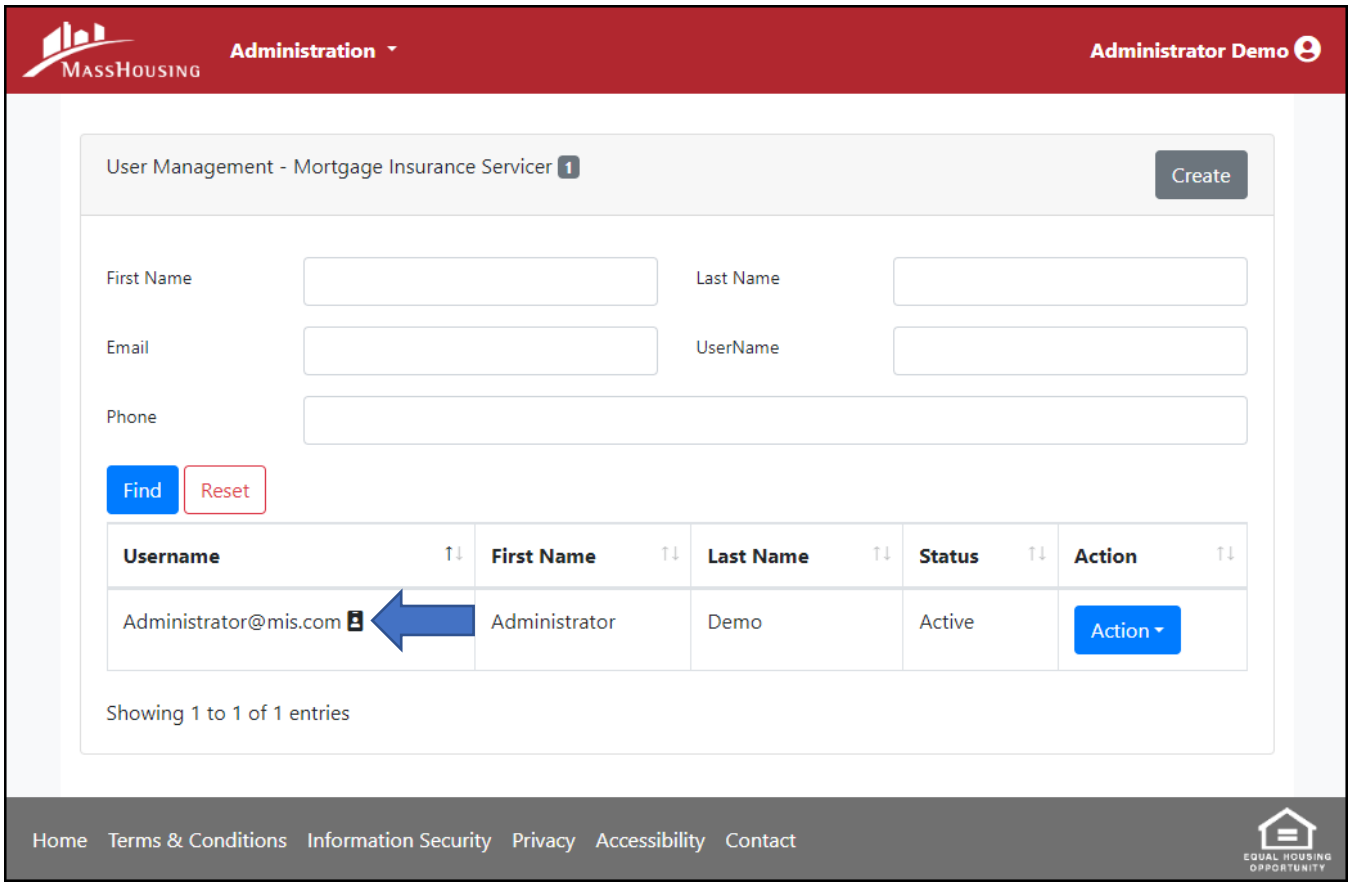
It is the responsibility of the Administrator, as a representative of your organization, to ensure access is granted only to authorized persons. Maintaining user access includes:

- Creating new users
- Assigning appropriate permissions to users
- Modifying user details
- Resetting passwords
- Resending activation email
- Deleting user accounts as necessary

Users with the Administrator role can access the following areas of the MassHousing Mortgage Insurance Fund Servicing system:

Administration
> *My Organization:* Maintain your organization profile.
> *Users:* User Management, create, delete, modify users, reset passwords, and resend activation emails.
> *New User Requests:* View Servicer registration requests/new user requests.

When viewing the user list in *User Management,* Administrator accounts are identified by the "Administrator" icon.



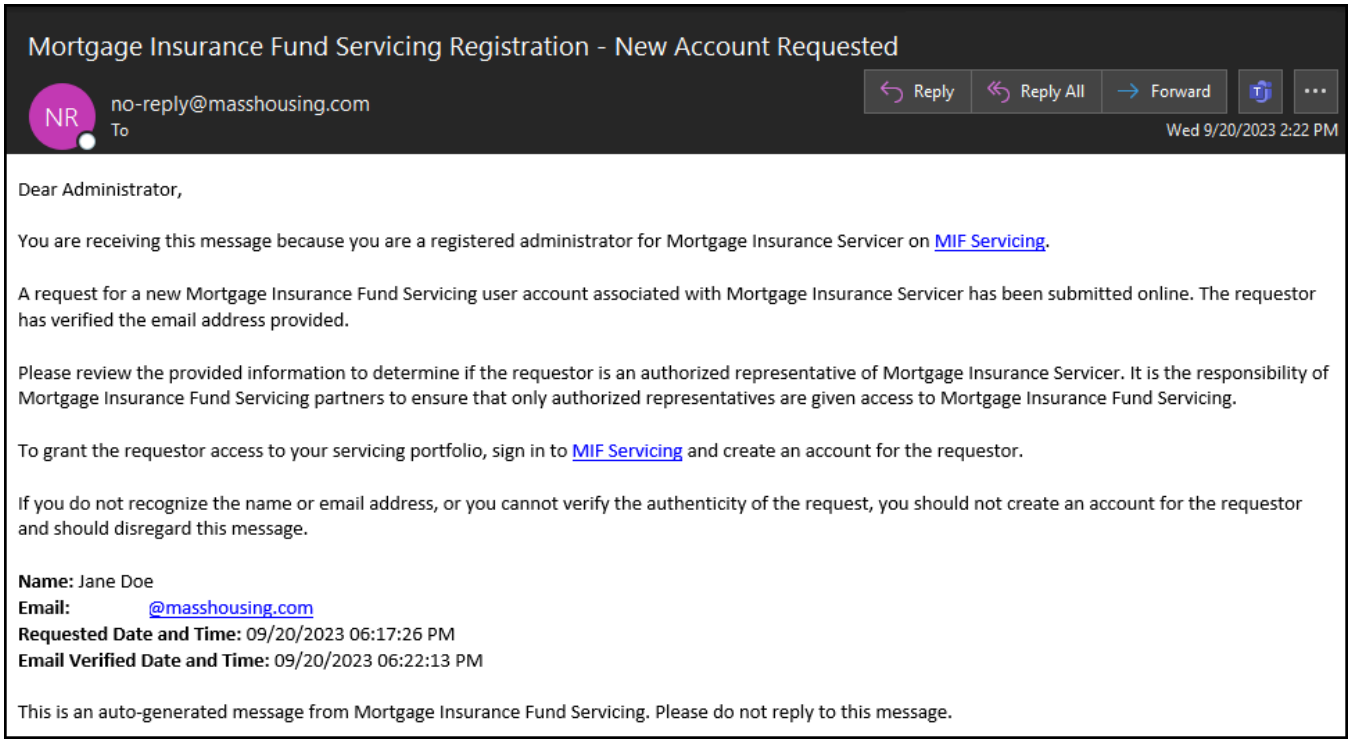
Servicer Role

Users with the Servicer role can access the following areas of the MassHousing Mortgage Insurance Fund Servicing system:

Policies: Search policies.
Activation: Activate mortgage insurance policies.
Billing
> *Invoices:* View mortgage insurance invoices.
> *Payments:* Record MI premium payments.
Defaults: Submit default notices.
Cancellations: Submit cancellations.
Claims: Submit and update mortgage insurance claims.

New User Requests

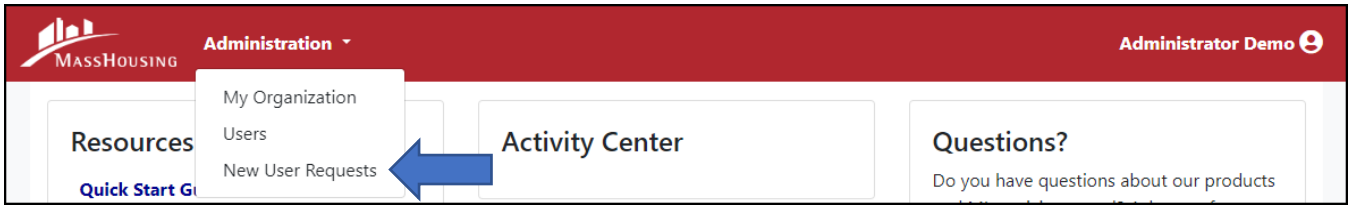
As the organization Administrator it is your responsibility to create new users when a valid new user request is received. When a potential user utilizes the *Register* feature and completes email validation, each Administrator in your organization will receive a *Mortgage Insurance Fund Servicing Registration - New Account Requested* email notification.



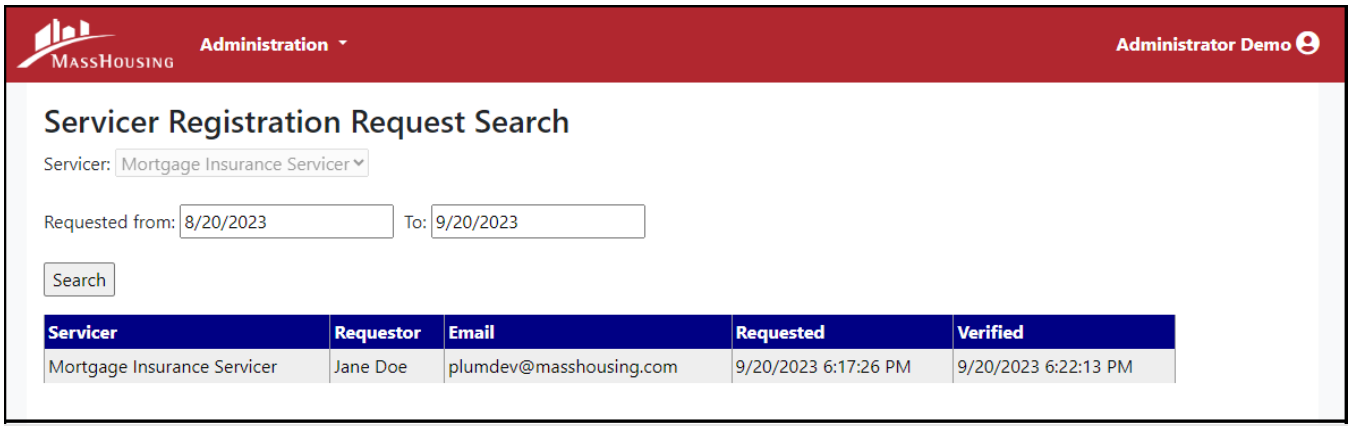
This notification will include the requestor's provided *Name*, *Email*, date the user account was requested and date the email address was verified. As the Administrator, it is your responsibility to determine if the request is valid and whether an account should be created for the user.

Administrators can view all new servicer registration requests by navigating to:

Administration > New User Requests



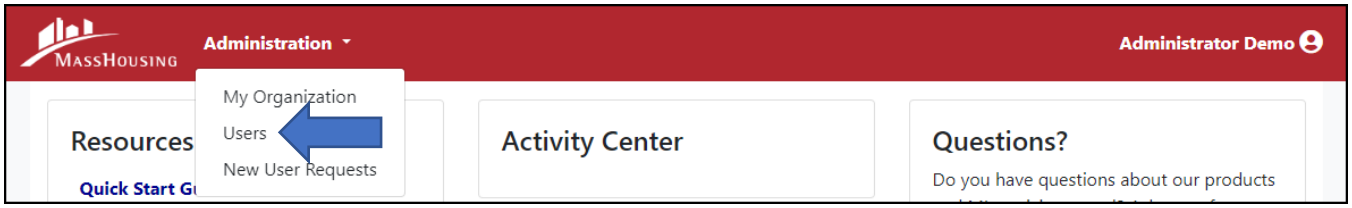
This screen allows Administrators to filter by request date and to see which registrations have had email addresses verified by the requestor.

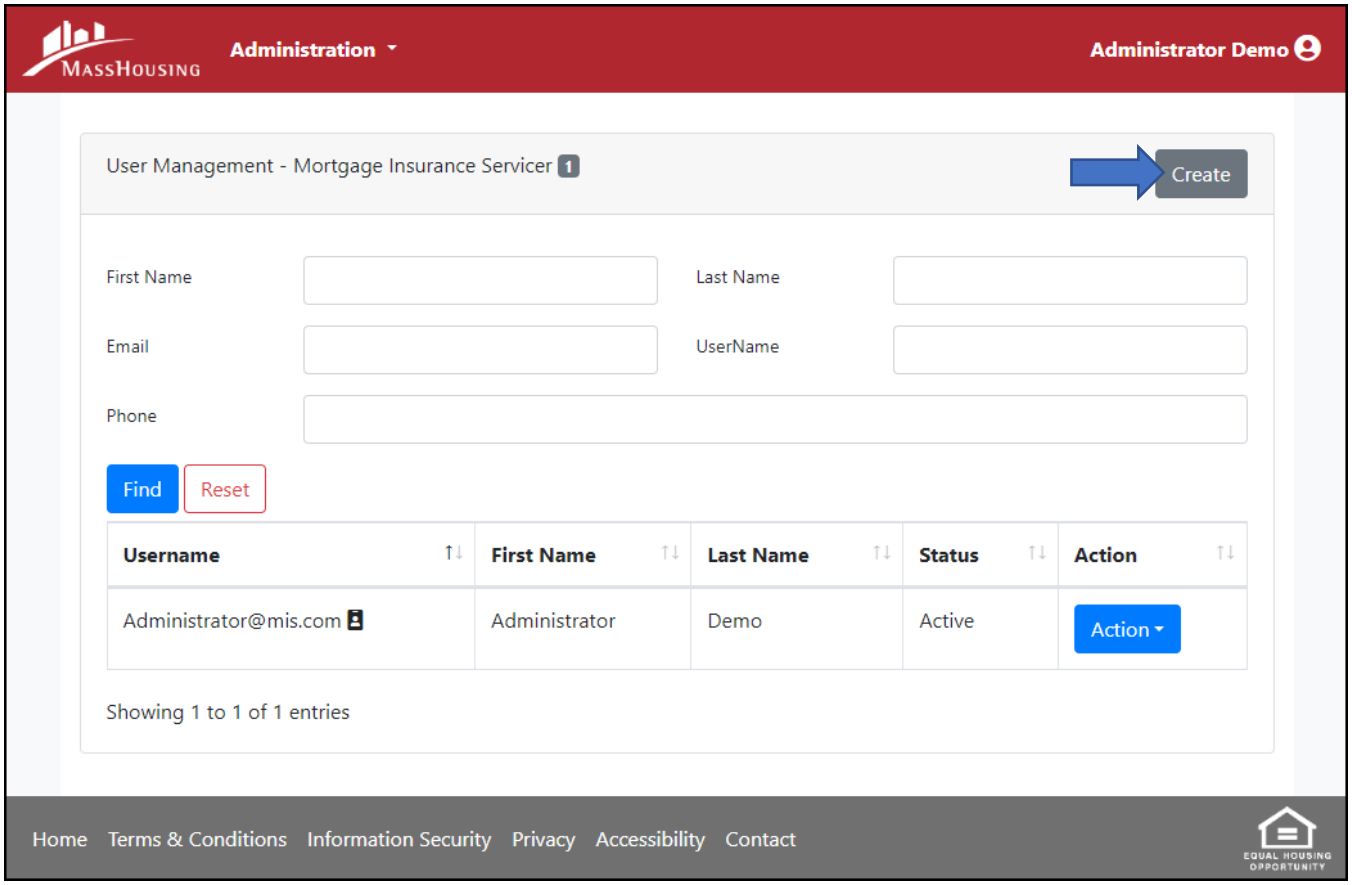


Creating New Users

To create a new user, navigate to:

Administration > *Users* > *Create*

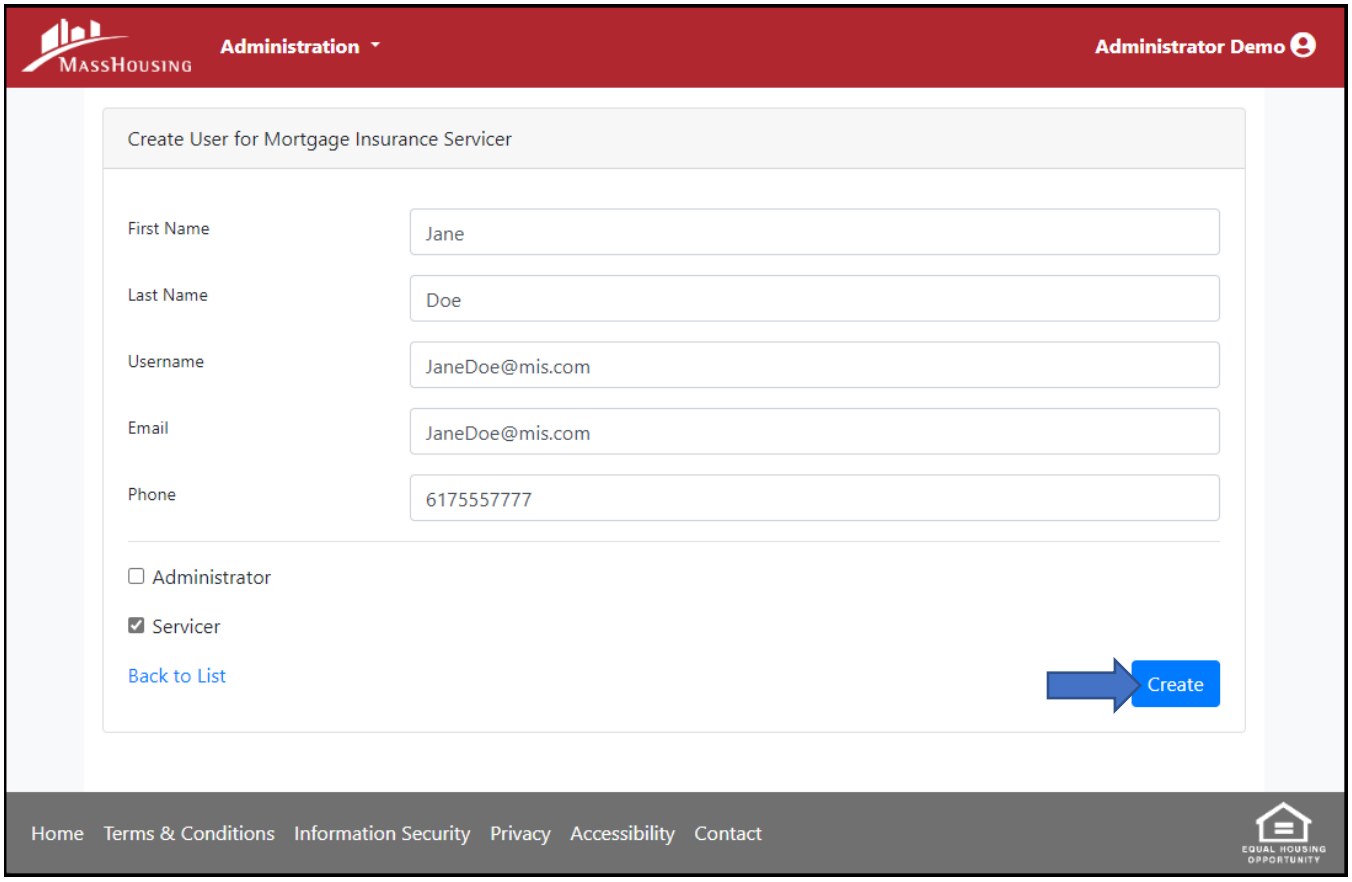




Enter the *First Name*, *Last Name*, *Username*, *Email* and *Phone* number for the user.

Usernames must be a valid email address.

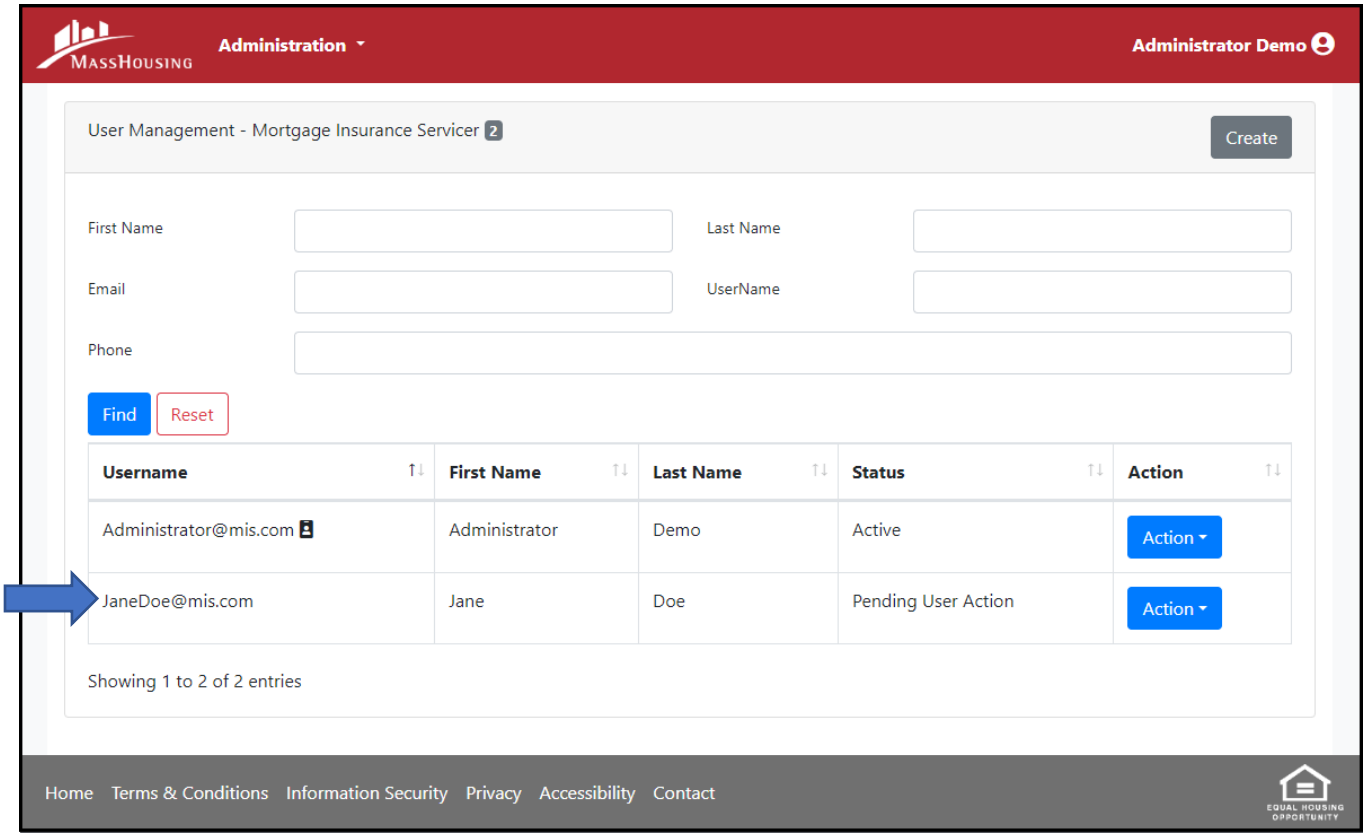
Select a role for the user and select *Create*.



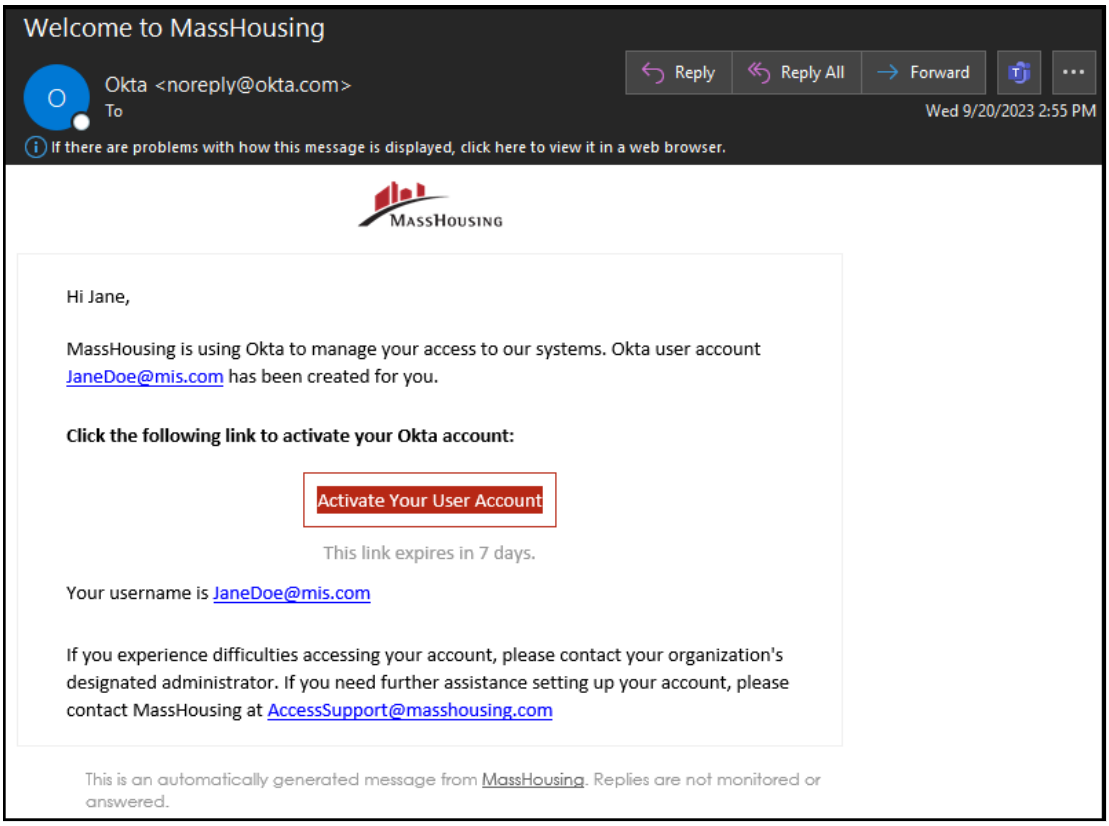
You should now see the user listed in *User Management* with a Status of *Pending User Action.*

To see the user in *User Management*, navigate to:

Administration > Users



Once a new user is created, they will receive a “Welcome to MassHousing” email notification with a link to activate their new user account. The link is active for 7 days.

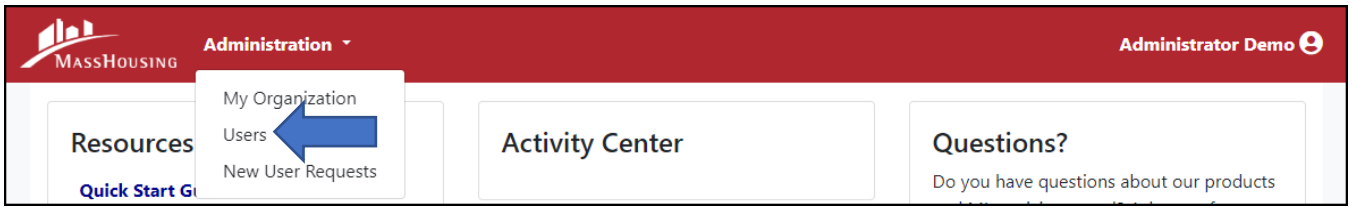


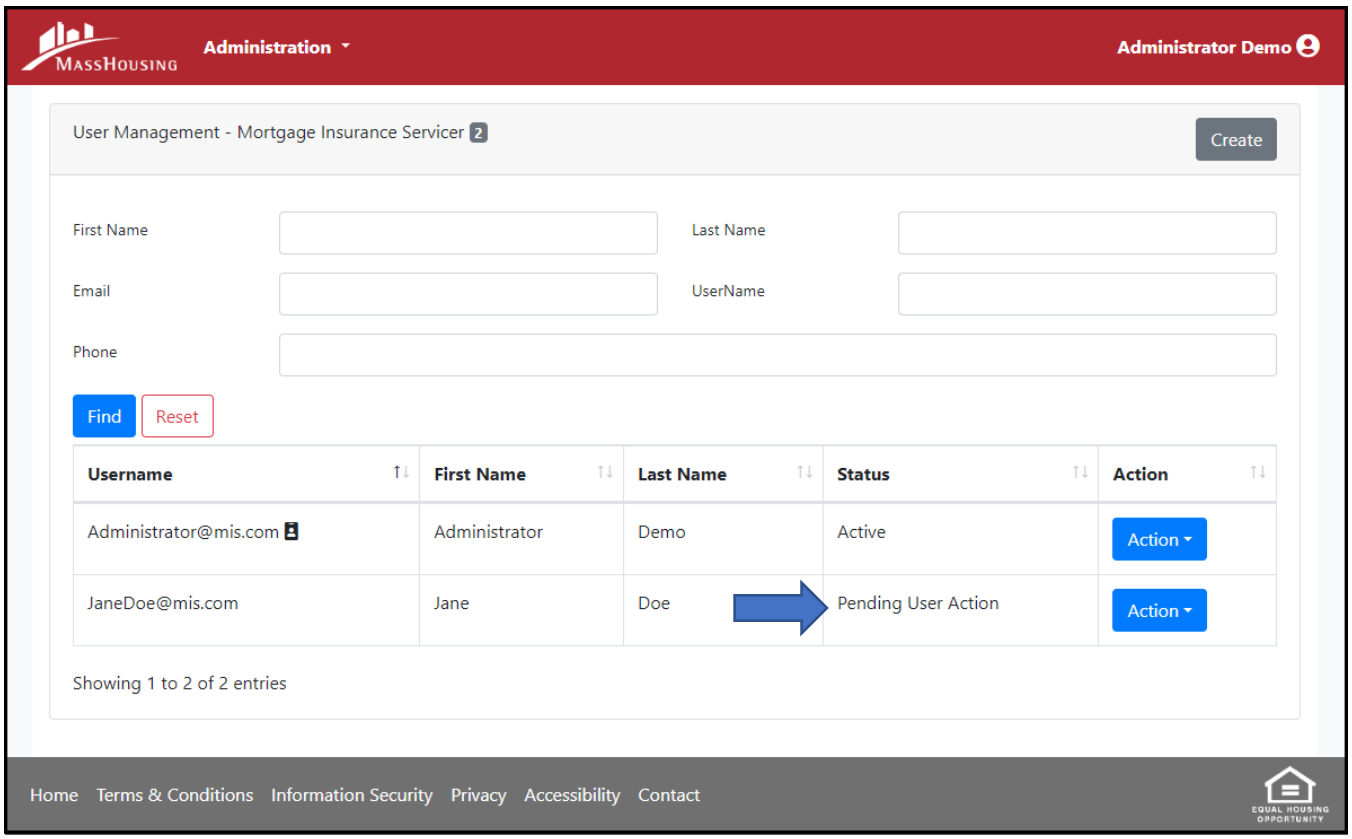
User Management – User Statuses

The *User Management* page provides Administrators with the *Status* of user accounts in their organization.

To see the *Status* of your users, navigate to:

Administration > Users





User Status Descriptions

When users have successfully activated their user account, the *Status* column will reflect, “Active” and no other action is necessary. However, there may be times when an account was not properly activated. The below chart describes other values you may see in this column, what they mean and what actions can be taken by the Administrator, if necessary, for the user.

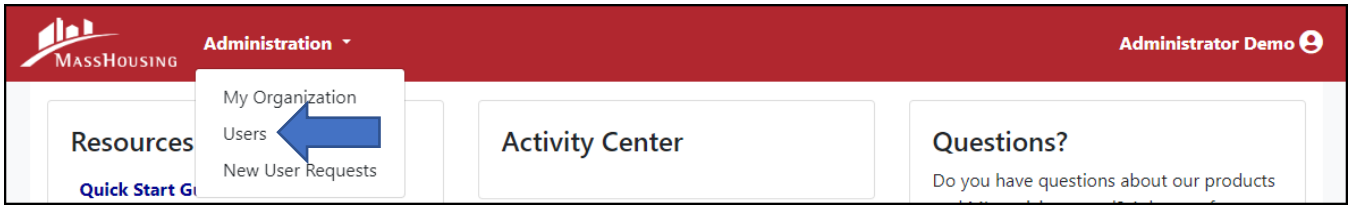
User Account Status	Description	Action
Active	User account is active.	No action is needed.
Pending User Action	User account set up. Pending user verification.	• User needs to complete the activation process by following the link in the activation email, configuring a new password that meets the password policy and configuring multi-factor authentication (MFA). • If the user has not activated their account in the allotted 7-days, the Administrator can resend the activation email using *Resend Email* feature in *User Management*.
Locked Out	Number of login attempts exceeded. Account is locked out.	• User can request password using *Forgot password?* feature. • Administrator can reset password using *Password Reset* feature in *User Management*.
Password Reset	Password reset has been completed by organization Administrator and reset is pending user action.	• User needs to complete the password reset process by following the link in the password reset email and configuring a new password that meets the password policy.
Password Expired	Account requires password reset. Password has expired.	• User can request password using *Forgot password?* feature. • Administrator can reset password using *Password Reset* feature in *User Management*.
Deactivated	Account has been deactivated. Please contact MassHousing for assistance.	MassHousing Administration assistance is needed, please contact MIOperations@masshousing.com
Suspended	User account suspended by Administrator. Please contact MassHousing for assistance.	MassHousing Administration assistance is needed, please contact MIOperations@masshousing.com
Staged	User account setup. Activation flow not yet initiated. Please contact MassHousing for assistance.	MassHousing Administration assistance is needed, please contact MIOperations@masshousing.com

Resending Activation Emails

When new user accounts are created, the user has 7 days to activate their user account. There may be occasions when users do not activate their account in the permitted 7 days. When this occurs, the Administrator can resend the activation email from *User Management*.

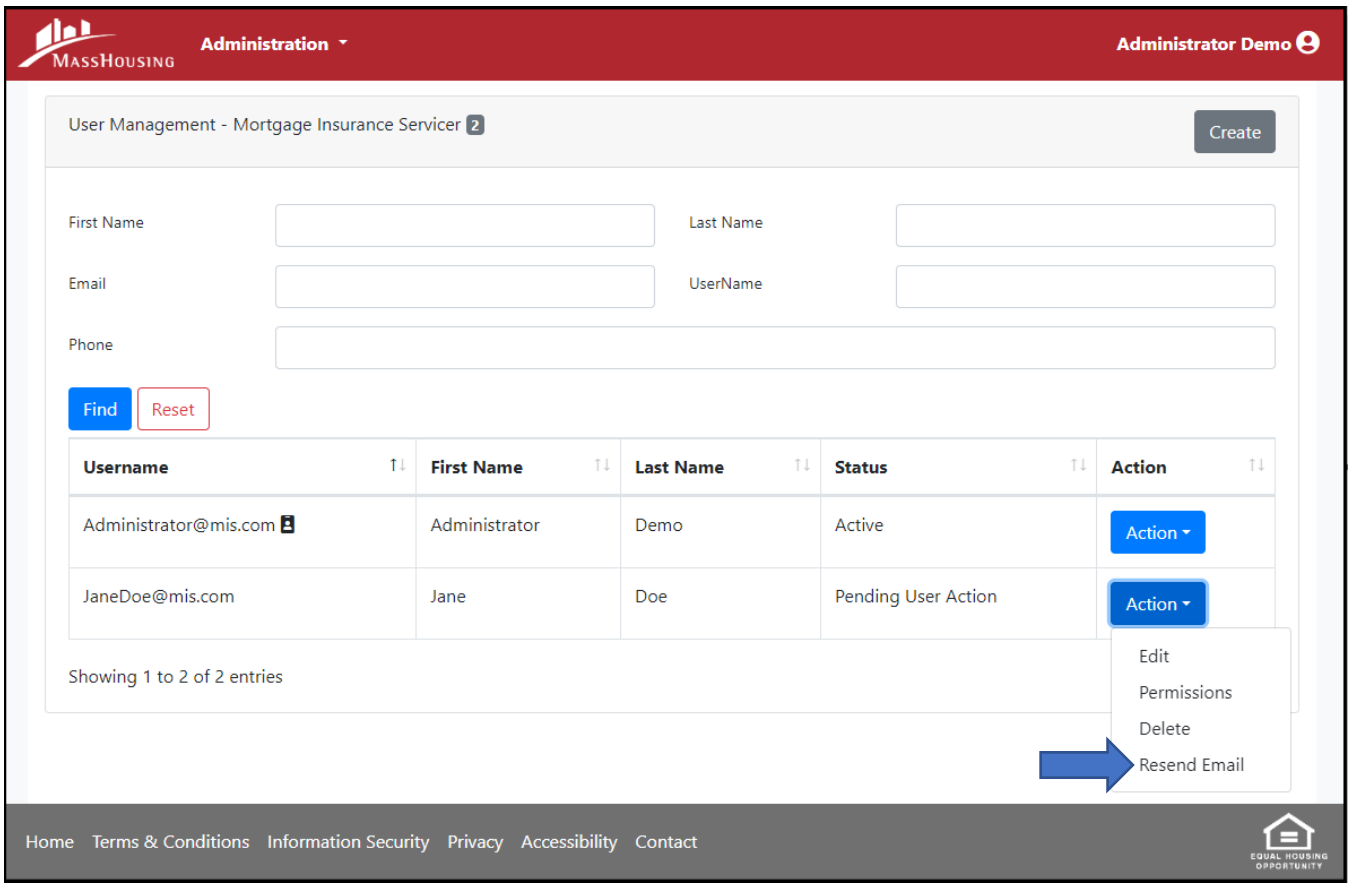
To resend an activation email, navigate to:

Administration > Users

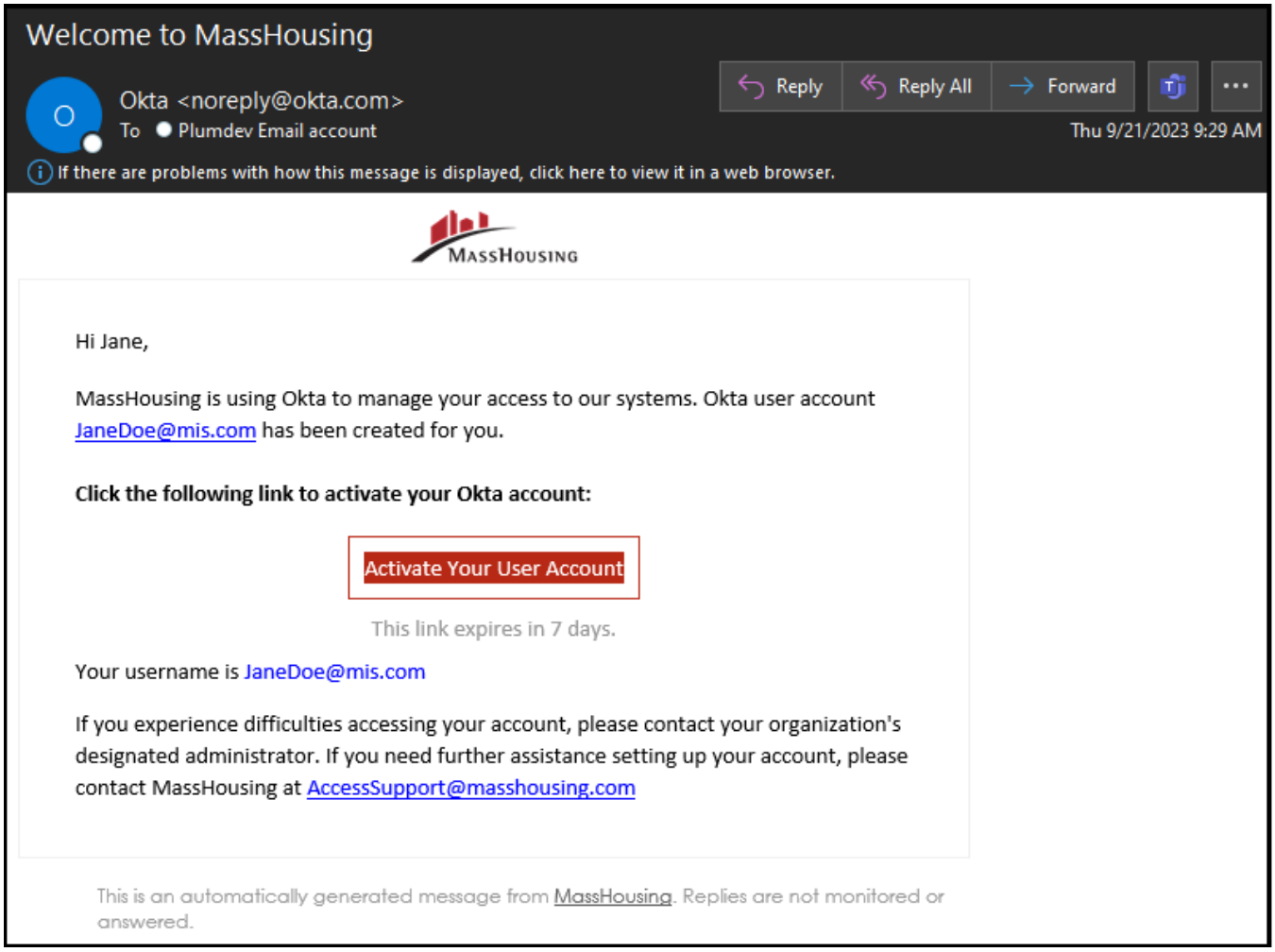


Locate the user, (the *Status* will reflect *Pending User Action*), select:

Action > Resend Email



Once the activation email is sent, the user will receive a “Welcome to MassHousing” email notification with a link to activate their user account. The link is active for 7 days.

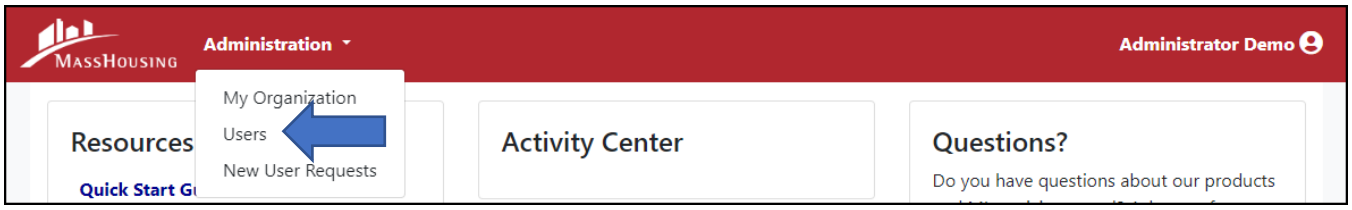


Modifying User Details

Usernames cannot be modified once an account has been created. If the username is incorrect, then the user account must be deleted and recreated.

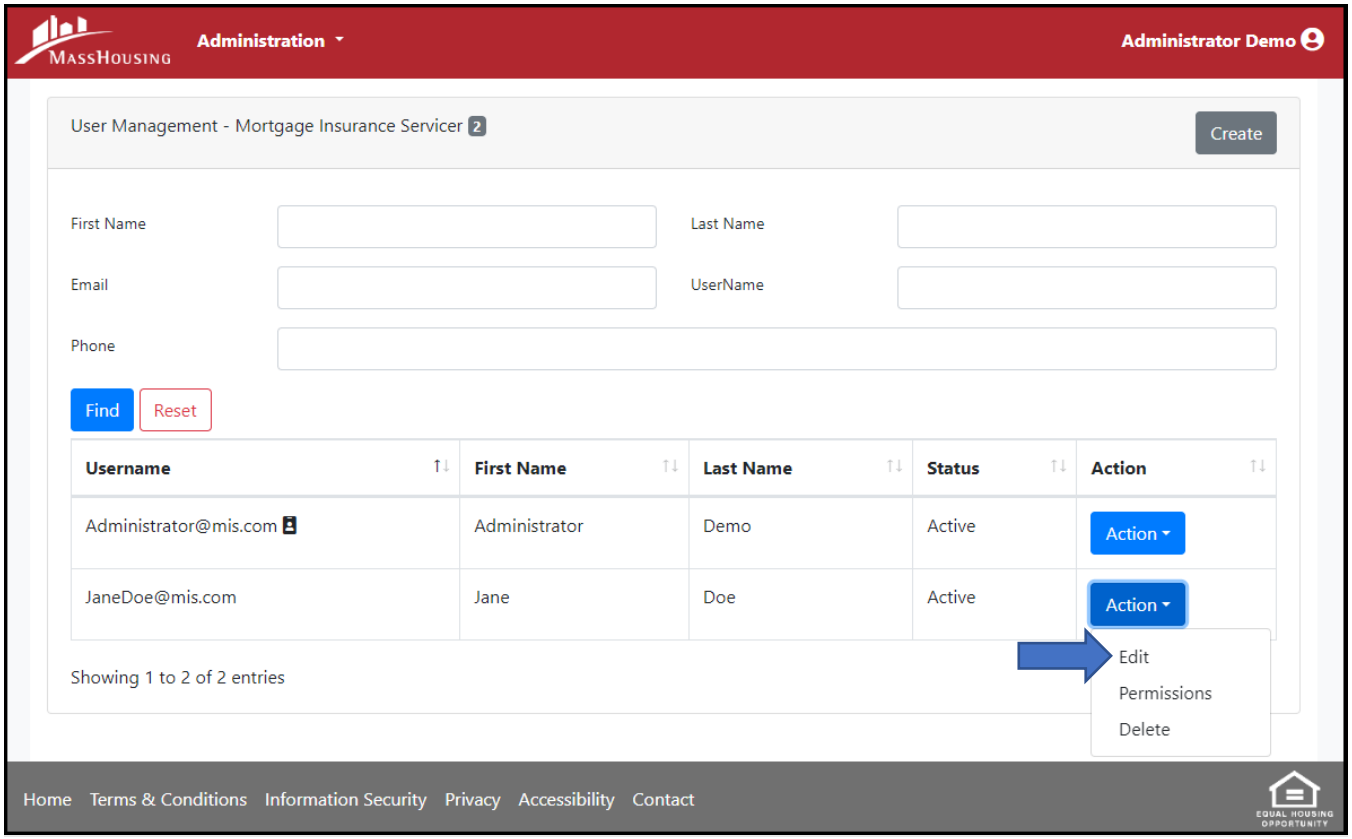
To edit the *First Name*, *Last Name*, *Email* address or *Phone* number of a user, navigate to:

Administration > Users

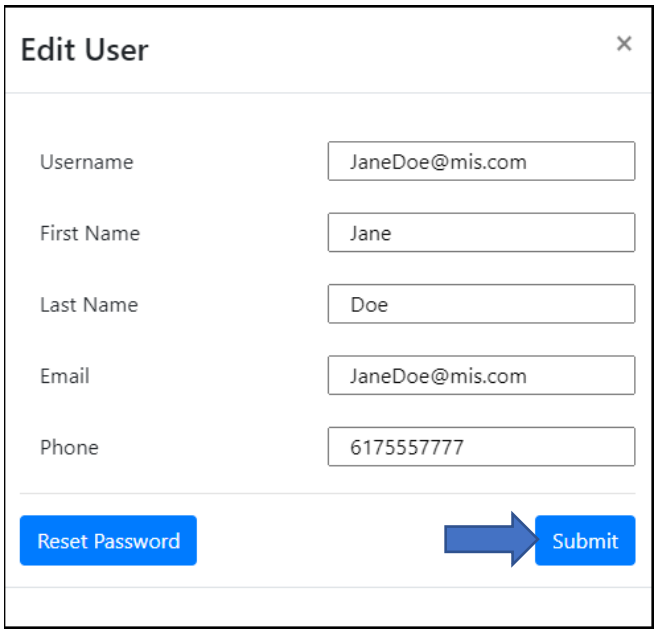


Locate the user, select:

Action > Edit



Once you've made the desired changes select *Submit*.

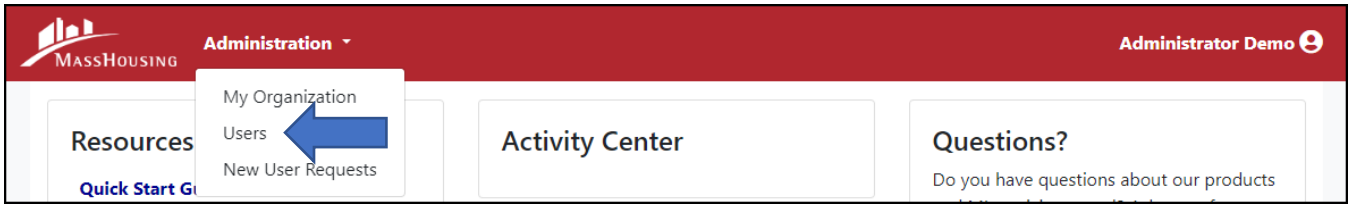


Users can also modify their own profile information by clicking on their name in the top right corner of the page and selecting *My Account*.

Modifying User Roles

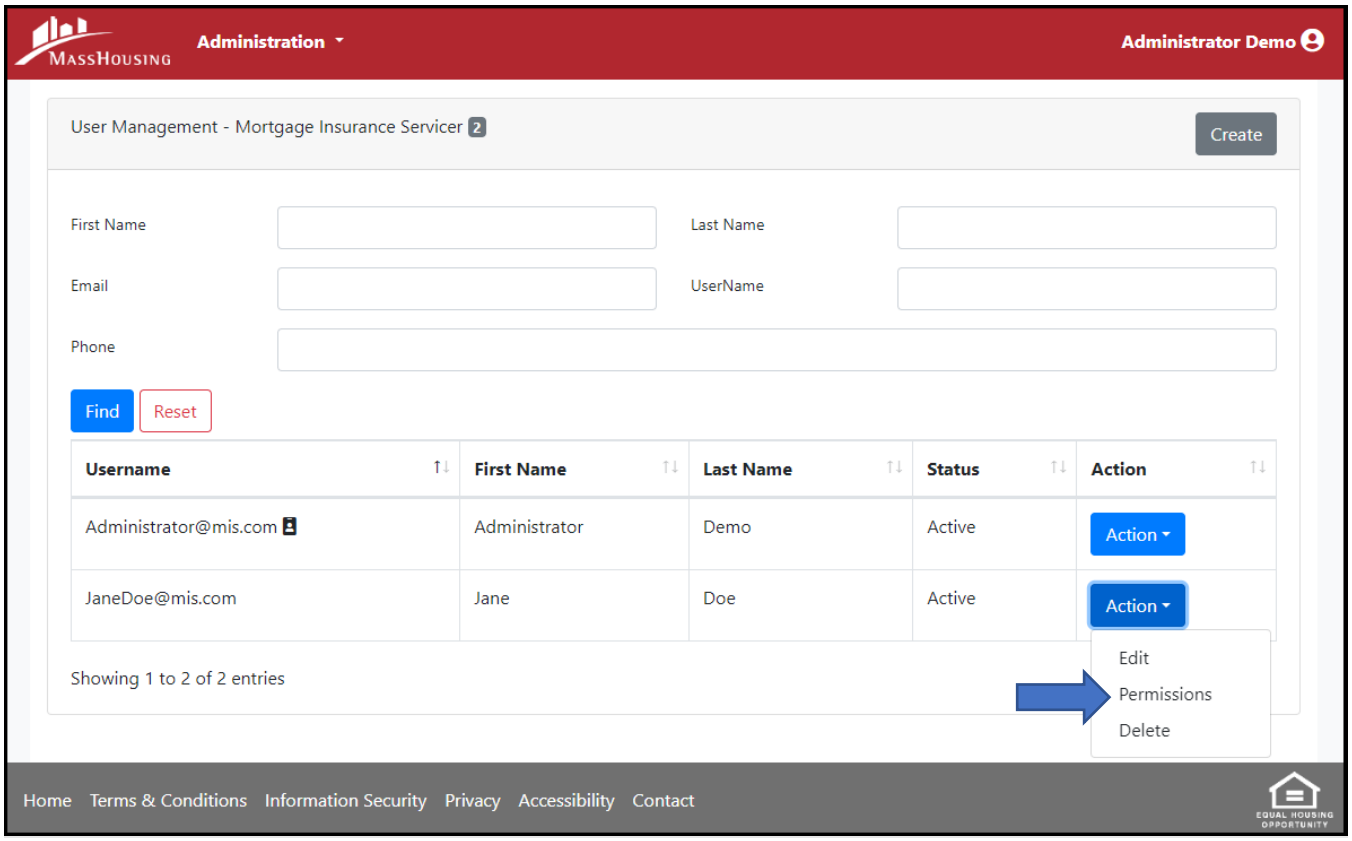
To edit the role of a user, navigate to:

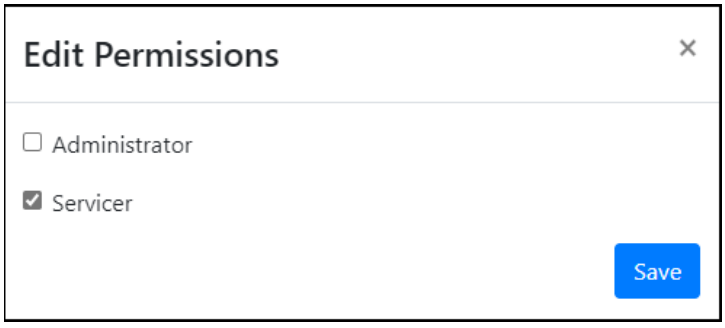
Administration > Users



Locate the user, select:

Action > Permissions





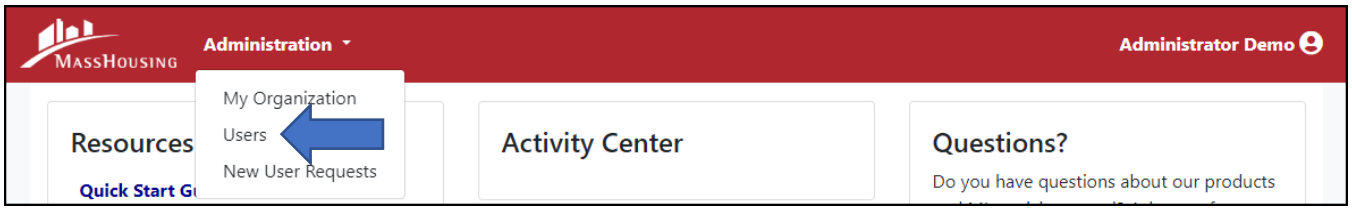
Select the needed role for the user, select *Save*.

Deleting User Accounts

When an employee leaves the organization or transfers to another role and no longer needs access to the MassHousing Mortgage Insurance Fund Servicing system, it's important to remove their account from the system for security purposes.

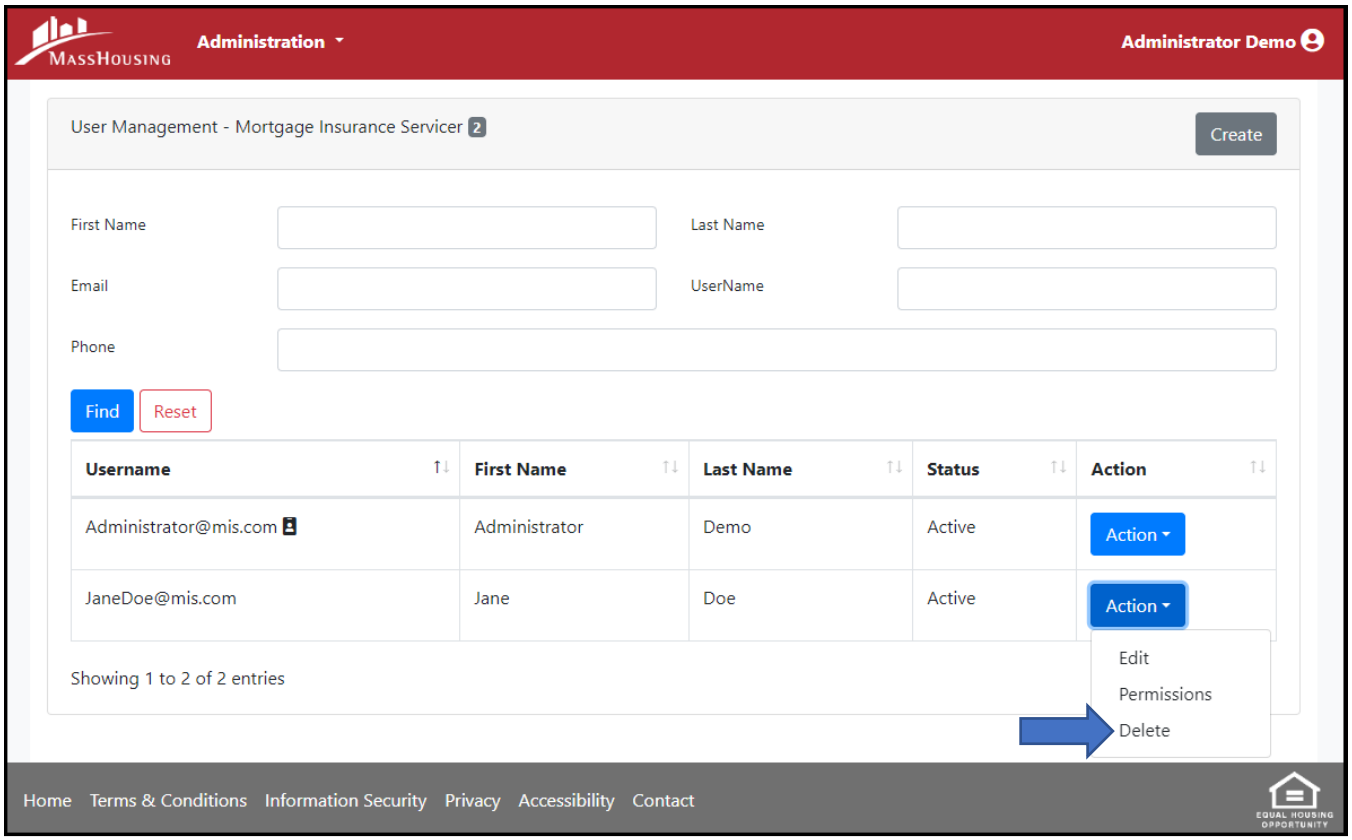
To delete user accounts that are no longer needed, navigate to:

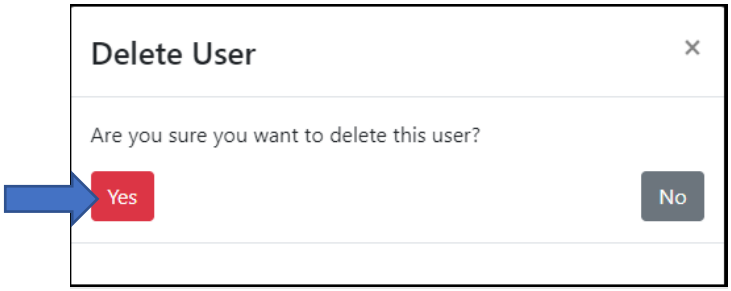
Administration > Users



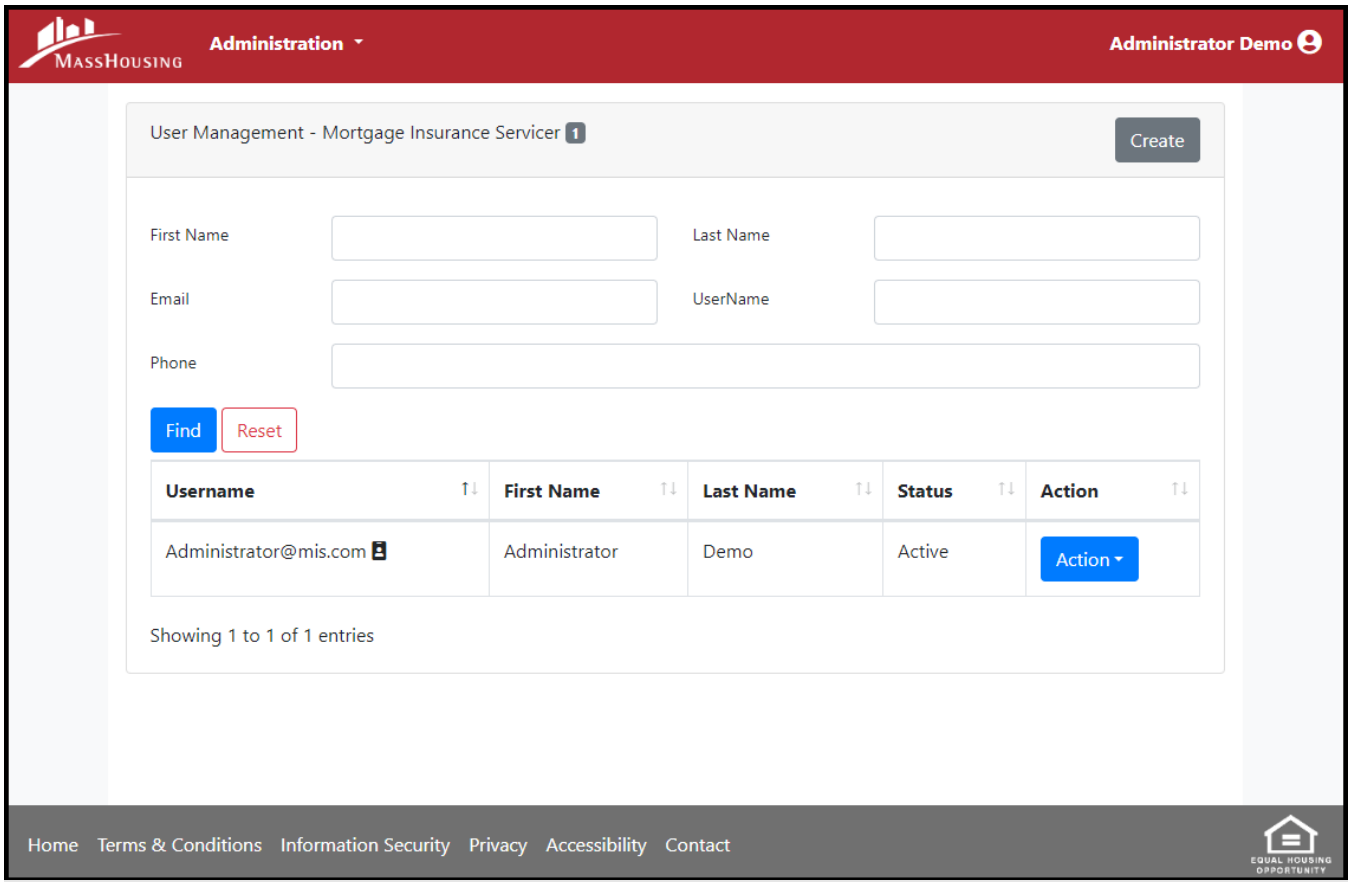
Locate the user, select:

Action > Delete > Yes





The user should no longer be displayed in your *User Management* list.



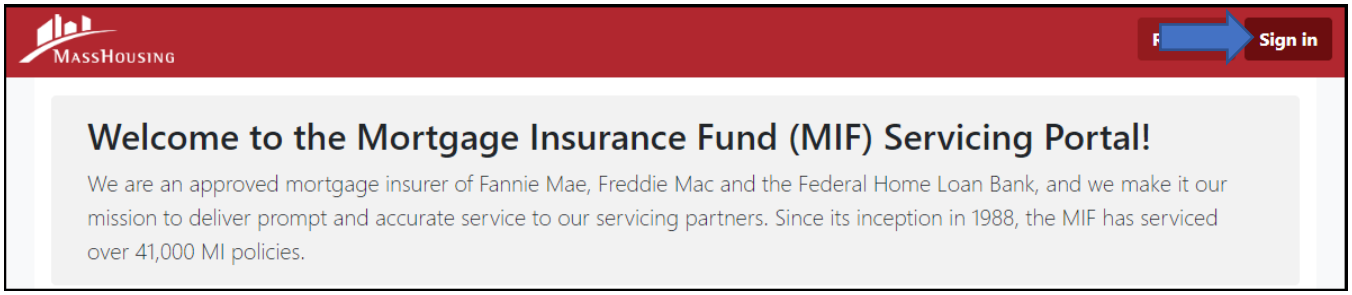
Password Resets

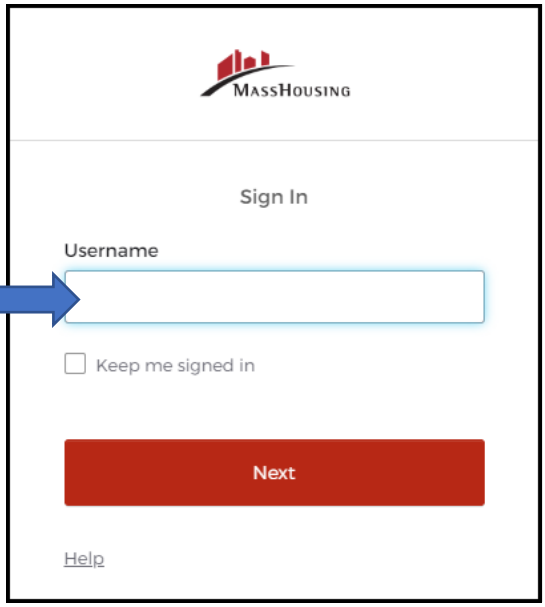
When users have forgotten their passwords, Administrators can reset their passwords or users can use the *Forgot Password?* self-service feature.

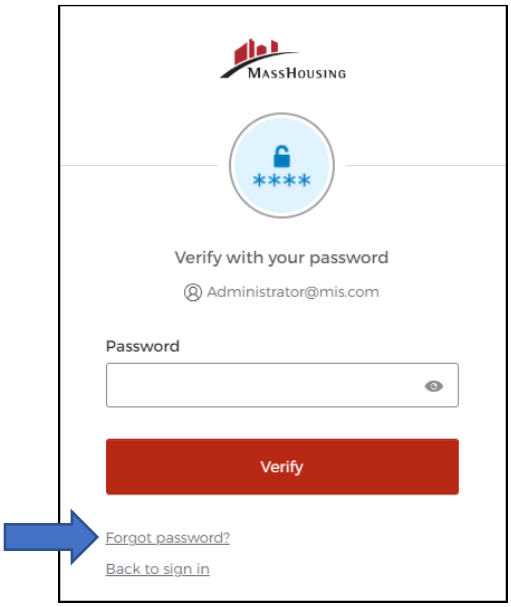
Forgot Password Self-Service Feature

Users can access the *Forgot Password?* feature by navigating to the following from the homepage:

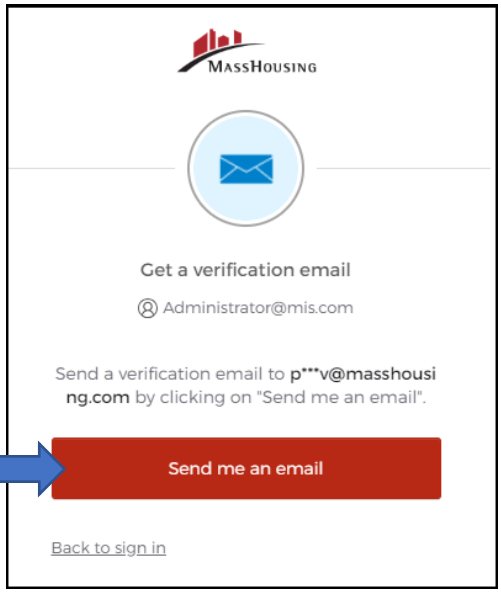
Select *Sign in* > enter a valid username > select *Next* > select *Forgot password?*

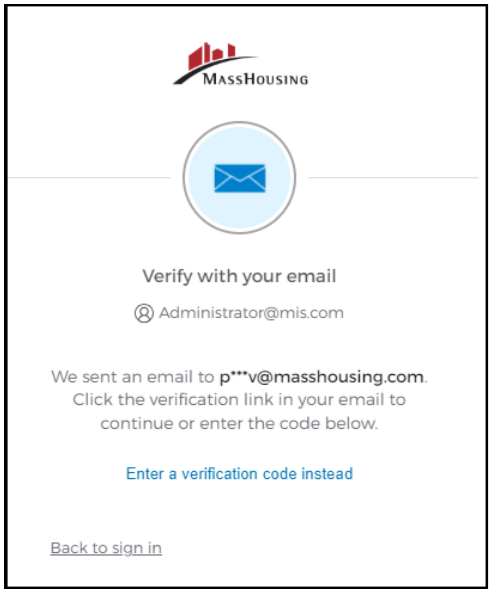




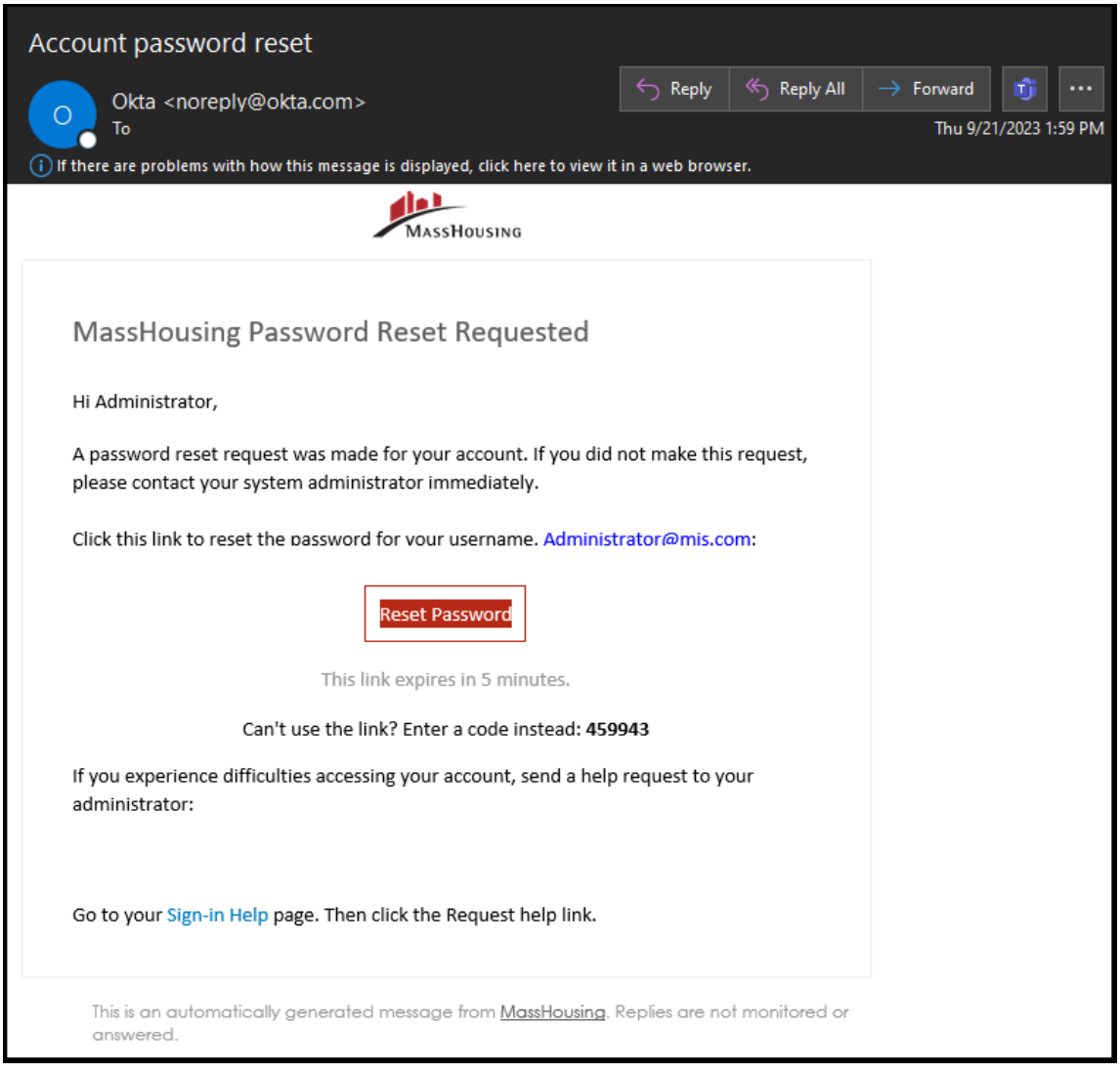


On the following screen, select *Send me an email*.





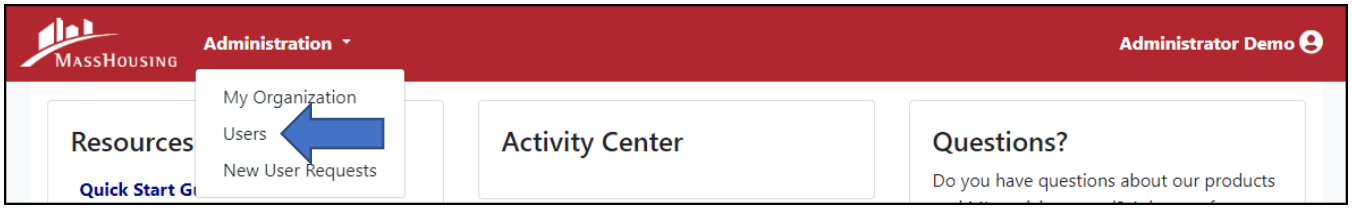
The user will receive an *Account Password Reset* email with a *Reset Password* link. The link is active for 5 minutes.



Administrator Password Reset

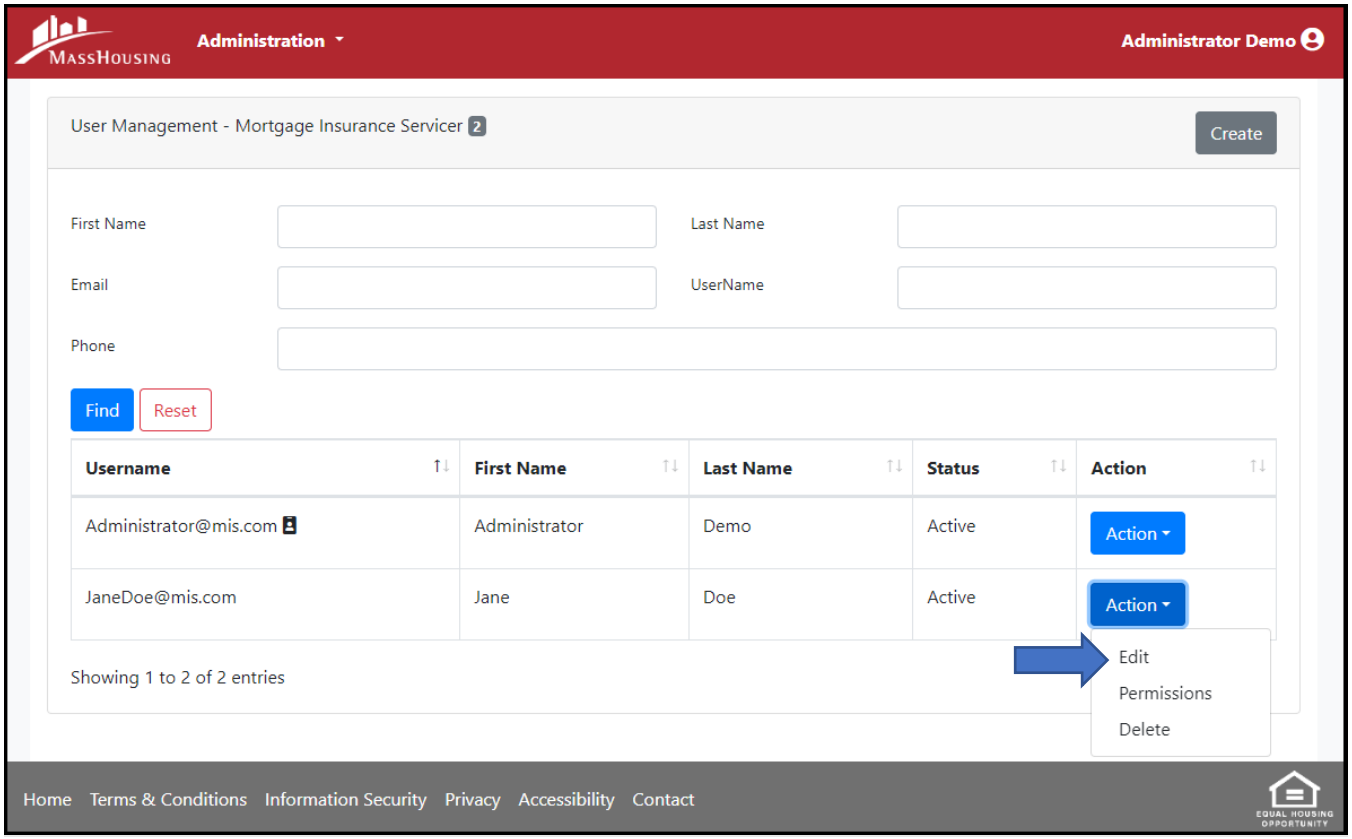
When users need additional assistance, they may need the Administrator to reset their password for them. Administrators can reset the user password by navigating to the following:

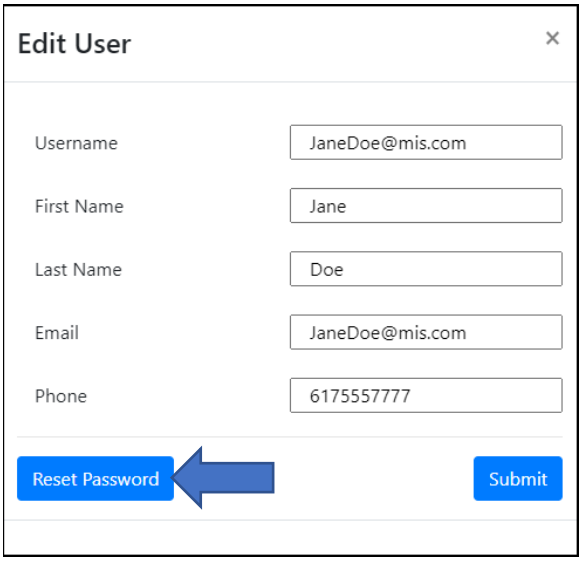
Administration > Users



Locate the user, select:

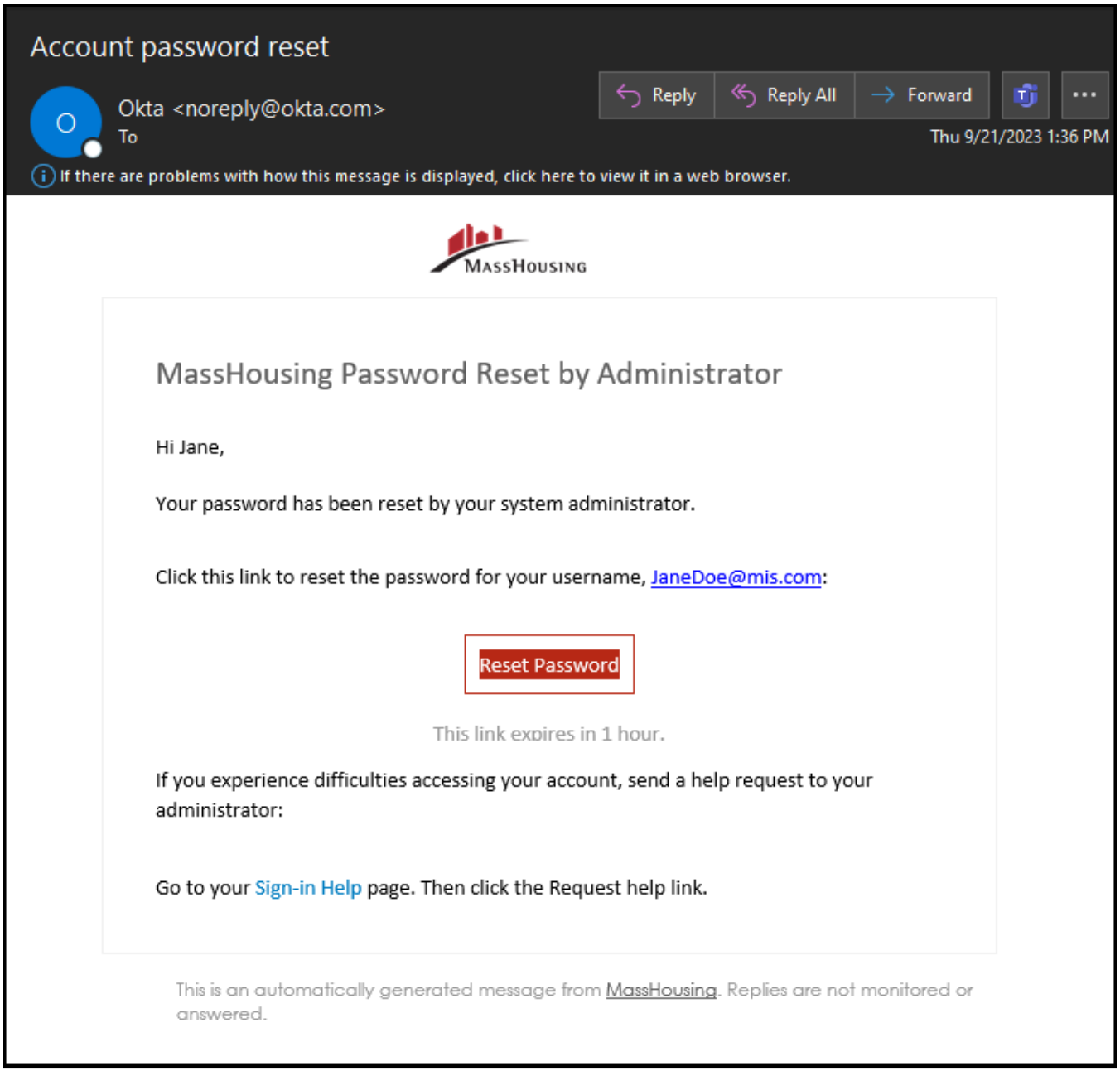
Action > Edit > Reset Password


MassHousing
Administration
Administrator Demo
User Management - Mortgage Insurance Servicer 2
Create
First Name
Last Name
Email
UserName
Phone
Find
Reset
Username
First Name
Last Name
Status
Action
Administrator@mis.com
Administrator
Demo
Active
Action
JaneDoe@mis.com
Jane
Doe
Active
Action
Edit
Permissions
Delete
Showing 1 to 2 of 2 entries
Home
Terms & Conditions
Information Security
Privacy
Accessibility
Contact
EQUAL HOUSING OPPORTUNITY


Edit User
Username
JaneDoe@mis.com
First Name
Jane
Last Name
Doe
Email
JaneDoe@mis.com
Phone
6175557777
Reset Password
Submit

Success
Password reset successfully.
Close

The user will receive an *MassHousing Password Reset by Administrator* email with a *Reset Password* link. The link is active for 1 hour.



Where can I go for additional assistance?

If you encounter any problems with the MassHousing Mortgage Insurance Fund Servicing system or have general inquiries, please contact MIOperations@masshousing.com