



**“CHCI Network Counseling Agencies
Resources Website”**

USERS GUIDE

This is the Counselor's Corner Login Page:

Log In

User ID:

Password:

[Need help to register?](#)

[F.A.Q.](#)

[User Guide](#)

[Nominate Now!](#)

"The Pennsylvania Housing Finance Agency takes great pride in helping Commonwealth residents become homeowners. The assistance provided by our partner counseling agencies is invaluable for educating Pennsylvanians about their home buying and financing decisions so they can make smart choices. Thank you for helping us to extend our outreach to the state's citizens. We hope you find the resources available on this site to be helpful."

Brian A. Hudson Sr.
Executive Director
Pennsylvania Housing Finance Agency

Messages

This site is for the use of the Pennsylvania Housing Finance Agency's approved, network Counseling Agencies.

NEW! Jobs for Counselors, News Issues, Newsletters and Training Manuals

MORE: Housing Counseling Videos! Click 'Multimedia' tab for more information.

The content of this website is for use by and convenience of participating counseling agencies and unauthorized use is forbidden. Although PHFA will use its best efforts to maintain current information, from time to time content may be updated or amended and accuracy should be verified prior to use. This page is best viewed with Internet Explorer 6.0 or above at 1024 x 768 screen resolution.

Pennsylvania Housing Finance Agency

1. The Credentials box allows the user to login the Website
2. The message box provides information on new information
3. There are two links on the Main login page
 - a. [Need help to register](#) link—Opens a Registration Form via .pdf file

PHFA Comprehensive Housing Counseling Initiative

"Counselor's Corner" Internet Resource

User Registration Form

Agency Name: _____ Date: _____

Agency Address: _____ City: _____

Address: _____ State: _____

City: _____ Zip Code: _____

Telephone Number: _____

Email: _____

Agency PIN Number (4 digits): _____

Registration Request

Indicate Purpose Request: New User Change Info Delete User

User Name: _____

Pin Requirements:

- Must contain 8 characters
- Must contain at least one number and one letter
- Must include numbers for special characters (i.e., !, @, #, \$, %, ^, &, *)
- Will not be allowed to be shared with other counselors

Pin Requirements:

- Must be unique to each user
- Must be a combination of numbers and letters
- Will not be required with Address/Agency/Change

Agency must provide electronic password for password requests.

Agency E-Password: _____ Agency Information must include cover Agency Email and Agency Website

See [How to Request a Password](#) for Agency E-Password

Please fill out form and submit via return email. Click on "Logout by Email" button

- b. [F.A.Q.](#) link—Opens Q. and A. reference .pdf file

PHFA Counselor's Corner

Frequently Asked Questions

"How do I locate the Housing Counseling Videos?"

- Log in, then click on the tab "Multimedia" in the top menu. The videos will appear on the main "Multimedia" page.

"How can I find out when the next PHFA Training is, and how can I sign up for it?"

- Log in, then drag your mouse over the tab "Training" in the top menu. A new "Training" menu now appears underneath that tab with three choices, the first choice is "Training Links". Click on that link, and then numerous links to trainings appear. Click on "Training Calendar for Housing Counselors" to see when upcoming trainings are, and click on "Training Registration for Housing Counselors" to register for those trainings.

"How often is the 'Jobs for Counselors' section updated?"

- It is updated as often as possible, which usually means twice per month. The updates for that section come as frequently as the jobs themselves open up, so keep checking that page as often as necessary.

"I'm ready to bill. How do I find my invoice?"

- Log in, then drag your mouse over the tab "Training" in the top menu. A new "Training" menu now appears underneath that tab with three choices, the first choice is "Manuals". Click on that link, and then click on "FMCI Training" for the FRACI invoice, click on "CHCI Training" to find the CHCI invoice.

"How do I run CHCI billing reports in HCO?"

- Log in, then drag your mouse over the tab "Training" in the top menu. A new "Training" menu now appears underneath that tab with three choices, the first choice is "Manuals". Click on that link, and then click on "HCO Training". HCO Trainings 6 through 9 provide instruction on billing reports.

User credentials are entered (User ID and Password) then hit the login button



Log In

User ID:

Password:

[Need help to register?](#)
[F.A.Q.](#)
[User Guide](#)
[Nominate Now!](#)

"The Pennsylvania Housing Finance Agency takes great pride in helping Commonwealth residents become homeowners. The assistance provided by our partner counseling agencies is invaluable for educating Pennsylvanians about their home buying and financing decisions so they can make smart choices. Thank you for helping us to extend our outreach to the state's citizens. We hope you find the resources available on this site to be helpful."



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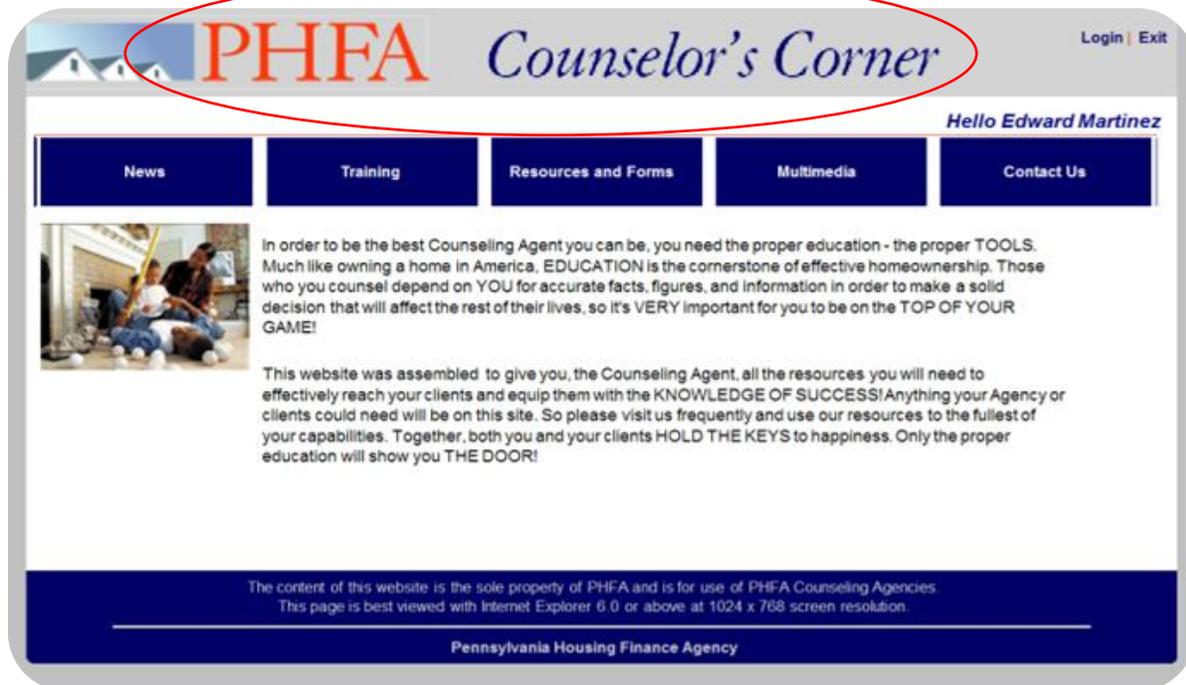
NEW! Jobs for Counselors, News Issues, Newsletters and Training Manuals

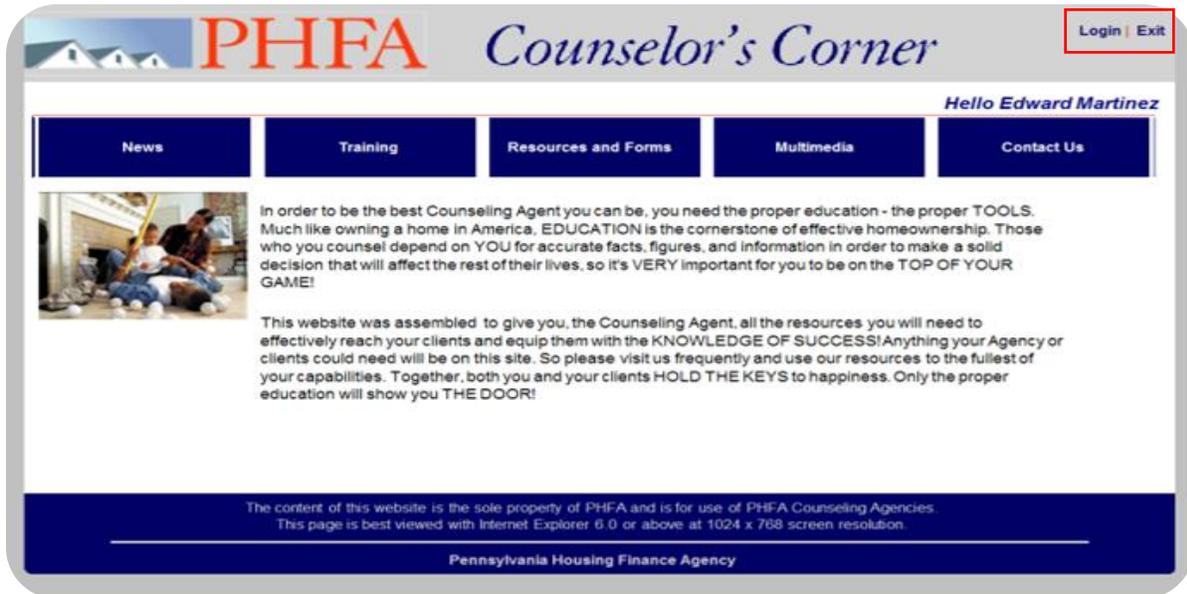
MORE: Housing Counseling Videos! Click 'Multimedia' tab for more information.

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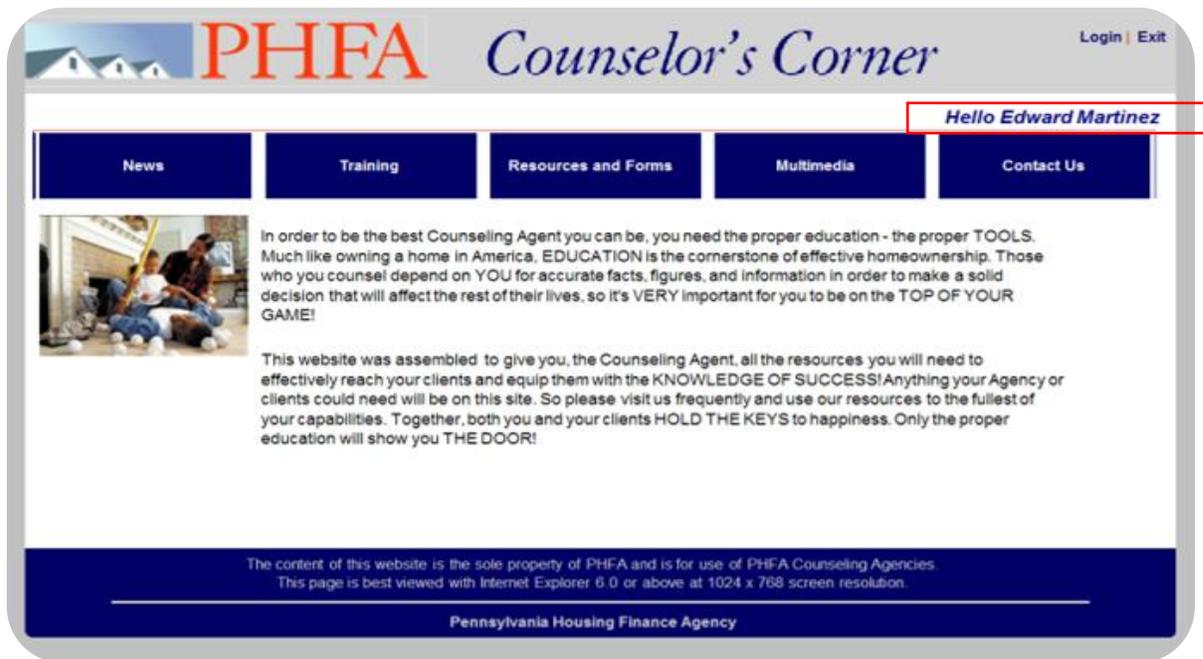
Pennsylvania Housing Finance Agency

You are now in the Counselor's Corner Website

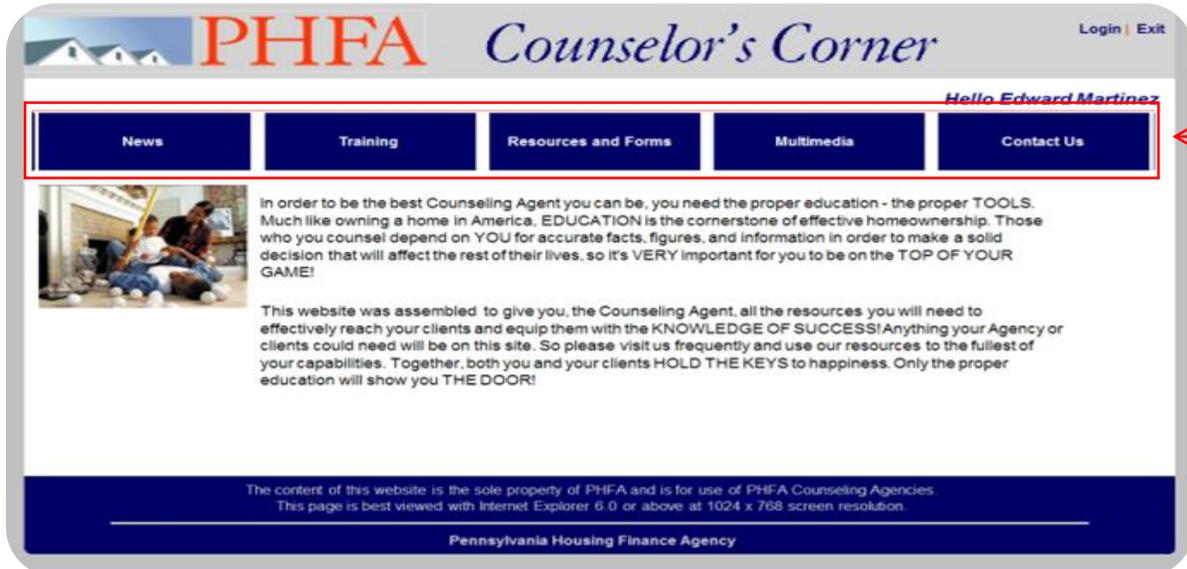




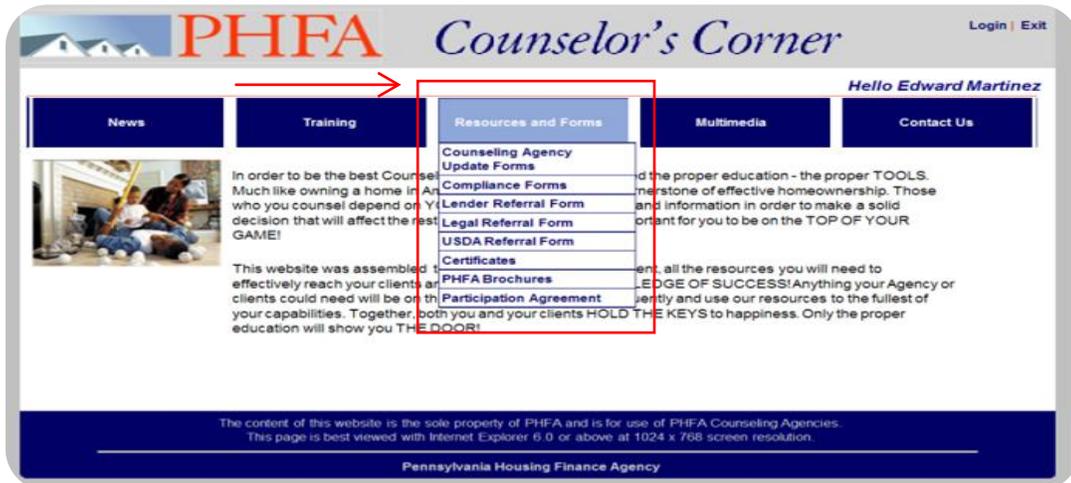
1. The return to [Login](#) and [Exit](#) links are located on the top right hand corner
2. The system's greeting message is also located on the top right hand side, above the navigation tabs



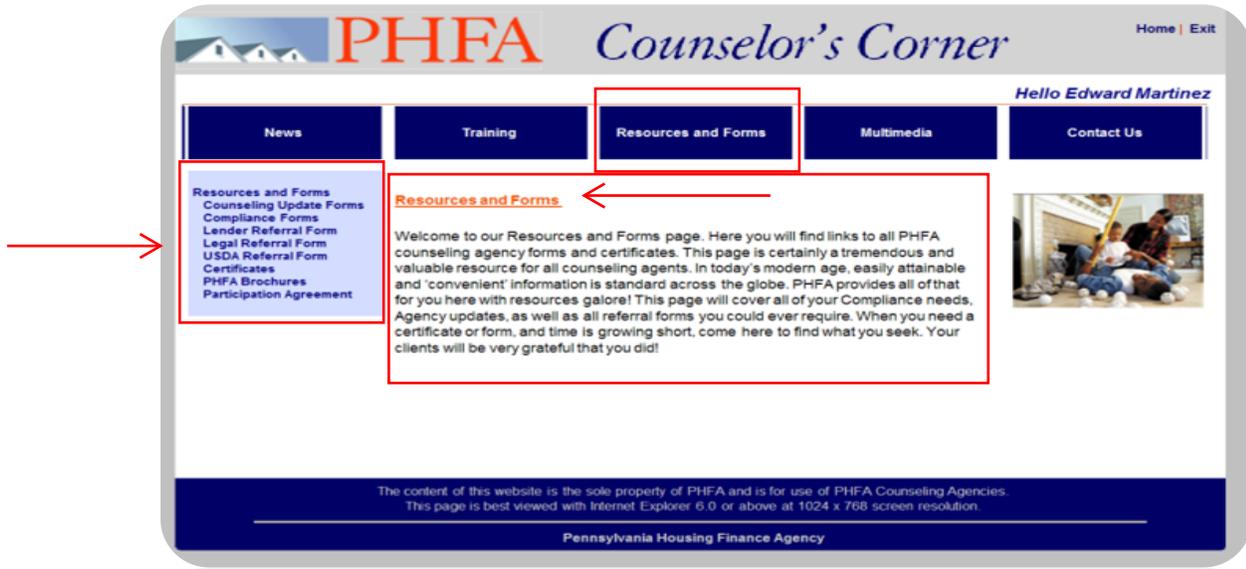
- 3. There are five navigation tabs to help you maneuver through the site
 - a. First is the News tab
 - b. Second is Training tab
 - c. Third is the Resources and Forms tab
 - d. Fourth is Multimedia tab
 - e. Fifth is Contact Us tab



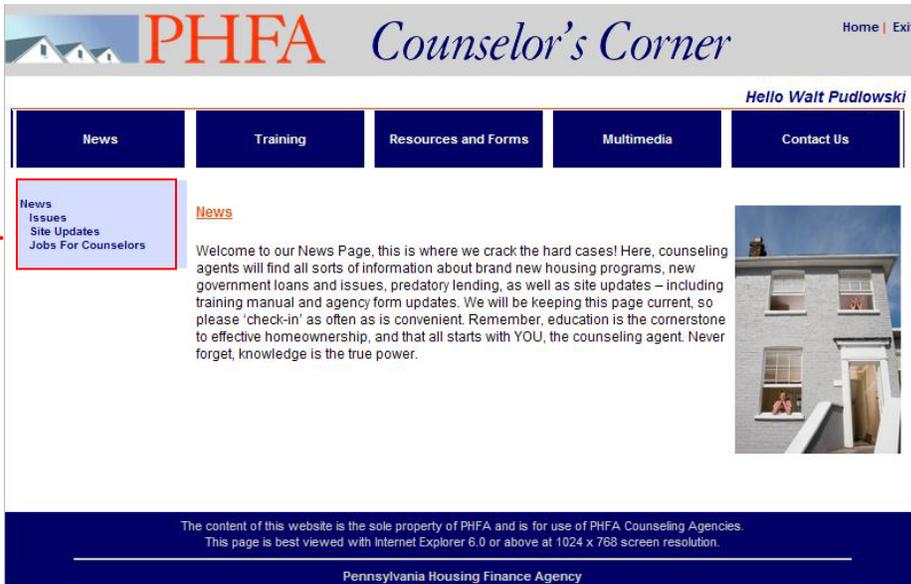
- 4. Hovering your mouse over the navigation tab will open drop-down menu options



- 5. When you actually click on each navigation tab, the Website will take you to a designated Web page with a brief description of the page you are visiting. The toolbox on the left allows you to access pertinent forms and information

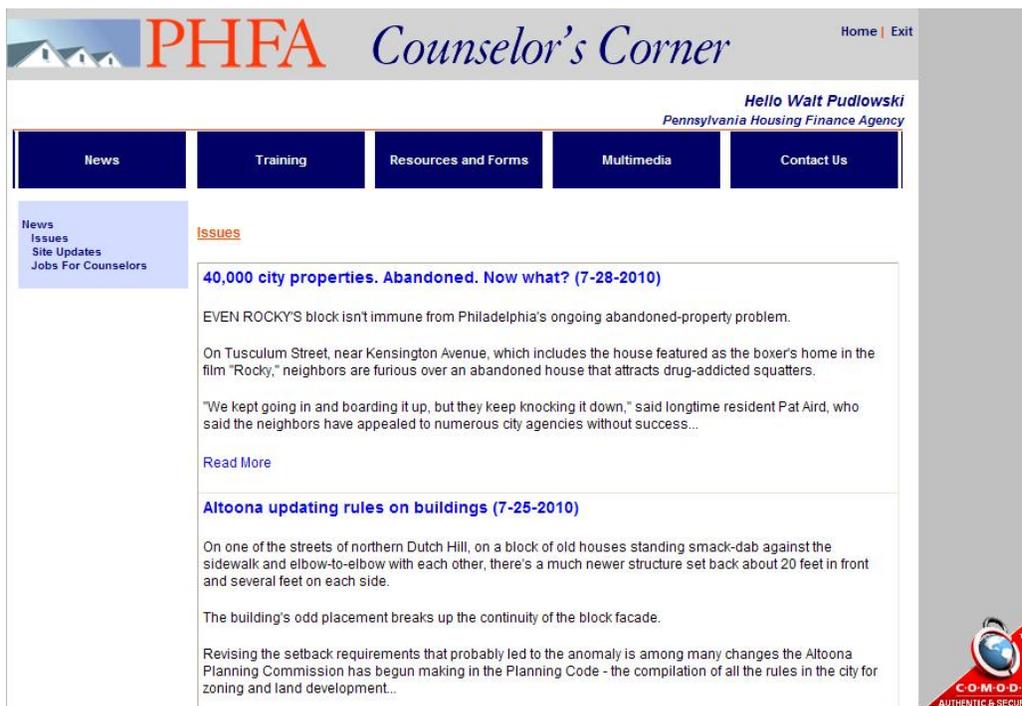


This is the Counselor’s Corner Main News Page.



1. This page contains 3 menu choices: Issues, Site Updates, and Jobs for Counselors
2. All 3 menu choices are updated bimonthly

This is the Counselor’s Corner ‘News Issues’ Page



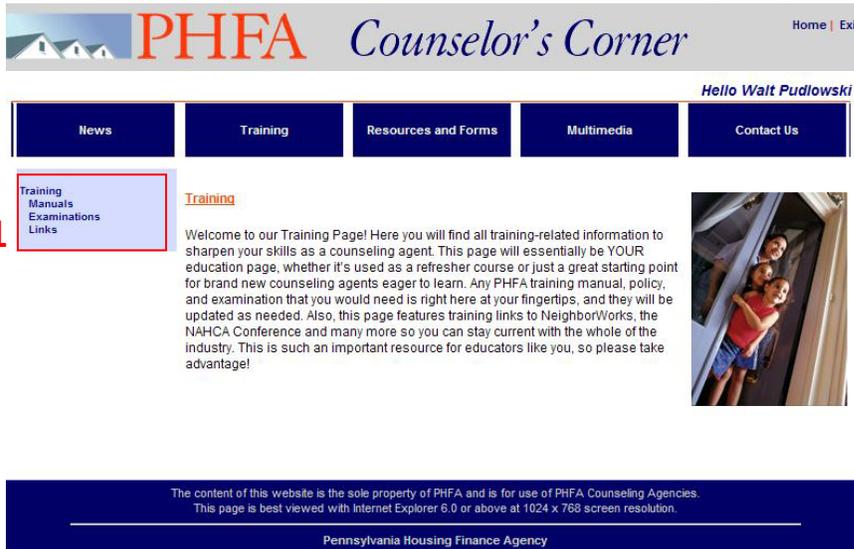
This is the Counselor’s Corner ‘Site Updates’ Page

The screenshot shows the PHFA Counselor's Corner website. At the top left is the PHFA logo with a house icon. To the right is the text 'PHFA Counselor's Corner' and a 'Home | Exit' link. Below this is a navigation bar with five buttons: 'News', 'Training', 'Resources and Forms', 'Multimedia', and 'Contact Us'. A personalized greeting 'Hello Walt Pudlowski' is displayed. On the left, a sidebar menu lists 'News', 'Issues', 'Site Updates', and 'Jobs For Counselors'. The main content area features a 'Site Updates' link, a paragraph explaining that the page contains recent changes and additions, and a 'New for May' section listing 'News Issues, Jobs For Counselors, Multimedia, Forms, Training Manuals'. At the bottom, a dark blue footer contains a disclaimer: 'The content of this website is the sole property of PHFA, and is for use of PHFA Counseling Agencies. This page is best viewed with Internet Explorer 6.0 or above at 1024 x 768 screen resolution.' and the text 'Pennsylvania Housing Finance Agency'.

This is the Counselor’s Corner ‘Jobs for Counselors’ Page:

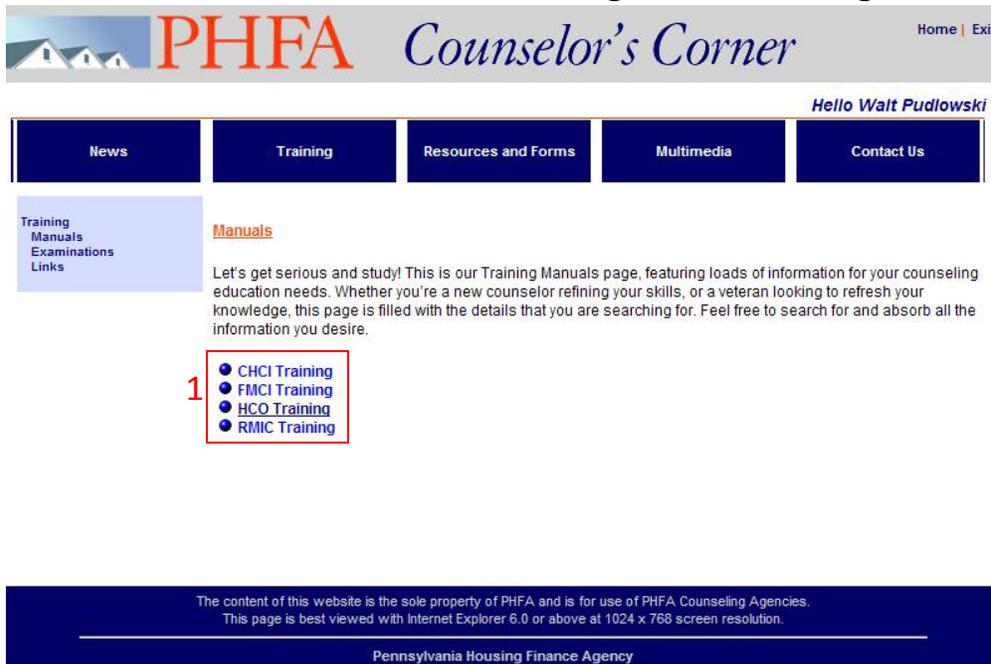
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This is the Counselor’s Corner Main Training Page:



1. This page contains 3 menu choices: Manuals, Examinations, and Links

This is the Counselor’s Corner Training ‘Manuals’ Page:



1. This page has numerous links to different types of Training Manuals
 - When each header is clicked, its pertaining manuals appear

[Training Manuals Examinations Links](#)

Manuals

Let's get serious and study! This is our Training Manuals page, featuring loads of information for your counseling education needs. Whether you're a new counselor refining your skills, or a veteran looking to refresh your knowledge, this page is filled with the details that you are searching for. Feel free to search for and absorb all the information you desire.

1

- **CHCI Training**
 - Chart 1-CHCI Approval Process Flow Chart
 - Chart 2-Credit & Budget Flow Chart
 - Chart 3-Default & Delinquency Flow Chart
 - Chart 4-One-on-One Flow Chart
 - Chart 5-Pre-Closing Flow Chart
 - CHCI Trainer's Manual
 - CHCI-HUD Billing Client Intake SAMPLE
- **FMCI Training**
 - 1 FMCI Grant SAMPLE Invoice
 - 2 FMCI Grant SAMPLE Export
 - 3 FMCI Grant SAMPLE 5 PHFA Fields
 - 4 FMCI Grant Data Points
 - 5 FMCI Grant Counseling Levels Checklist
 - 6 FMCI Alerts Reference Sheet
- **HCO Training**
 - HCO 1 Introduction
 - HCO 2-3 Registration
 - HCO 4 Intake Fields
 - HCO 4a Granting Access to Cases
 - HCO 5 Intake Instructions
 - HCO 5a NFMC Overview Guide
 - HCO 6 Custom Report-CHCI Billing
 - HCO 7 Appointments Report-CHCI Billing
 - HCO 8 Workshops Report-CHCI Billing
 - HCO 9 Secure Email-Billing
 - HCO 9a Shared Cases Handout
 - HCO 9b Shared Cases SAMPLE Report
- **RMIC Training**
 - RMIC Homebuyer Education Course

1. By then clicking on any individual manual, you open that corresponding page in a .PDF. These manuals will be updated as often as needed.

This is the Counselor's Corner Training 'Examinations' Page:

Home | Exit

Hello Walt Pudlowski

News

Training

Resources and Forms

Multimedia

Contact Us

[Training Manuals Examinations Links](#)

Examinations

Here are the PHFA examinations that you, the counselor, will be responsible for passing. Your level of education on our programs will be tested here. Remember, education is the cornerstone of effective homeownership, and we need you to be fully competent in our programs so that your clients are given the best possible start.

1

- HERO Examination - SAMPLE
- PHFA Competency Exam - UNDER CONSTRUCTION

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Pennsylvania Housing Finance Agency

1. Clicking on 'HERO Examination' takes you to a .PDF Sample Test which upon completion can be emailed to us automatically. The Competency Exam is still under construction.

This is the Counselor’s Corner Training ‘Links’ Page:

Home | Exit

Hello Walt Pudlowski

News Training Resources and Forms Multimedia Contact Us

Training
Manuals
Examinations
Links

1 [Training Links](#)

Here you will find informative, educating links which are outside of PHFA's original training resources. These links will help to keep your counselors' housing knowledge current on a national scale, not just statewide.

- Training Calendar for Housing Counselors
- Training Registration for Housing Counselors
- NCHEC/HUD Homeownership Counseling Training Program
- HUD Training Page
- NAHCA Training Page

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Pennsylvania Housing Finance Agency

1. Clicking on each link will take you its corresponding training. The first two links take you to PHFA’s Training Calendar and PHFA’s Training Registration respectively.

This is the Counselor’s Corner Resources and Forms Page:

Home | Exit

Hello Walt Pudlowski

News Training Resources and Forms Multimedia Contact Us

1 [Resources and Forms](#)

- Resources and Forms
- Counseling Update Forms
- Compliance Forms
- Lender Referral Form
- Legal Referral Form
- USDA Referral Form
- Certificates
- PHFA Brochures
- Participation Agreement

[Resources and Forms](#)

Welcome to our Resources and Forms page. Here you will find links to all PHFA counseling agency forms and certificates. This page is certainly a tremendous and valuable resource for all counseling agents. In today's modern age, easily attainable and 'convenient' information is standard across the globe. PHFA provides all of that for you here with resources galore! This page will cover all of your Compliance needs, Agency updates, as well as all referral forms you could ever require. When you need a certificate or form, and time is growing short, come here to find what you seek. Your clients will be very grateful that you did!

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Pennsylvania Housing Finance Agency

1. By clicking on each link, you will have access to the types of forms each one provides.

Examples of the Resources and Forms menu choices (all .PDF):

The screenshot shows the PHFA Counselor's Corner website. The header includes the PHFA logo and the text 'Counselor's Corner'. A navigation bar contains 'News', 'Training', 'Resources and Forms', 'Multimedia', and 'Contact Us'. The 'Resources and Forms' menu is expanded, showing a list of items including 'Counseling Agency Update Forms', 'Compliance Forms', 'Lender Referral Form', 'Legal Referral Form', 'USDA Referral Form', 'Certificates', 'PHFA Brochures', and 'Participation Agreement'. The 'Counseling Agency Update Forms' section is highlighted, listing items such as 'Agency Update Form', 'Client Authorization Form', 'Client Intake Form', 'Close Out Form', 'Contact Update Form', 'Counseling Referral Form', 'Counselor Update Form', 'Direct Deposit Authorization Form', and 'Letter of Circumstances'. A footer contains a disclaimer and the text 'Pennsylvania Housing Finance Agency'.

This is the 'Counseling Agency Update Forms' section. Each corresponding link opens a .PDF file: most are fill-in and savable.

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This is the 'Compliance Forms' section. Each corresponding link opens a .PDF file: most are fill-in and savable.

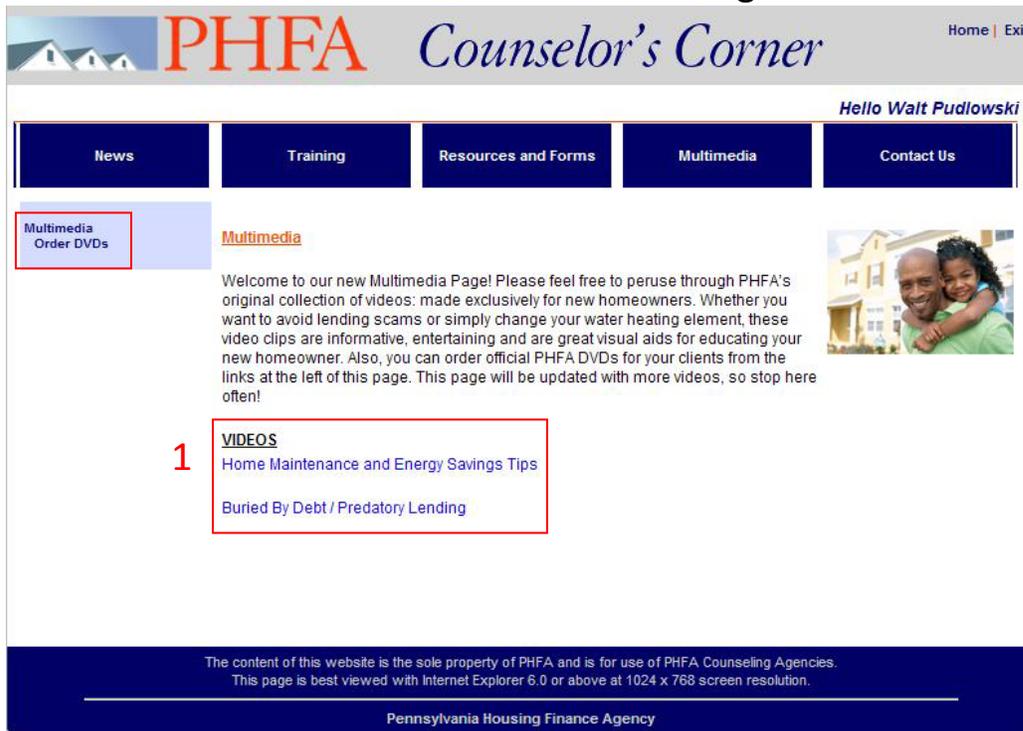
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This is the 'Certificates' section. Each corresponding link opens a .PDF certificate regarding a specific training session completed.



This is the 'PHFA Brochures' section. Each corresponding link opens a .PDF brochure which can be then printed.

This is the Counselor's Corner Multimedia Page



1. Clicking on each link opens a new window showing the video you selected.
2. By clicking 'Order DVDs' you are taken to an order form.

Examples of the Multimedia Page options:

PHFA Counselor's Corner Home | Exit

Hello Wait Pudlowski

News Training Resources and Forms Multimedia Contact Us

Multimedia Order DVDs **DVD Orders**

Shipping Information

Agency:

Attention To:

Address Line 1:

Address Line 2:

City:

State: PA

Zip Code:

| DVD Title | Number of Copies |
|--|----------------------|
| Home Maintenance And Energy Savings Tips | <input type="text"/> |

OK

This is the 'Order DVDs' section. Upon filling out the information and pressing the 'OK' button, the DVD order sheet is emailed directly to us, as opposed to the regular fax.

Homebuyers, Homeowners, & Renters Homeownership Professionals Multifamily Housing Professionals Housing Resources About PHFA

Home Maintenance And Energy Tips

| | |
|-----------|-----------------------------|
| PHFA | Introduction |
| CHAPTER 1 | Home Repair And Maintenance |
| CHAPTER 2 | Home Energy Savings |
| CHAPTER 3 | Home Safety |

Video player showing a man speaking.

Upon clicking on a link to our videos, a new window appears displaying the video.

This is the Counselor's Corner 'Contact Us' Page:

[Contact Us](#)

Welcome to our Contact page. If you have any comments or concerns, please post them here. Also, feel free to ask any questions of us, and you will receive a response shortly afterwards. Your inquiries are very important to us, as are you. Thank you for your thoughts and efforts.

1

Name:

Agency:

* Email:

Phone:

* Questions/Comments:

OK

1. This page is for all comments, questions, and/or concerns concerning the use of the website. When all fields marked with an asterisk have been filled in, the user clicks the 'OK' button and the comments are sent directly to us via email.