

232

Healthcare
Portal
Instructional
Manual –
Servicer and
Operator

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Definitions

1. **Backup Account Manager (BAM)** – This is the backup for the Servicer System Administrator. The Backup Account Manager is responsible for assisting the Lender Account Manager with authorizing Servicer Staff and Operators access to the 232 Healthcare Portal for an assigned Servicer, reset passwords for that Servicer staff and authorize which Servicer staff can upload and submit information into the 232 Healthcare Portal.
2. **Lender Account Manager (LAM)** – This is the Servicing Lender’s System Administrator. The Lender Account Manager is responsible for authorizing Servicer Staff and Operators access to the 232 Healthcare Portal for an assigned Servicer, reset passwords for that Servicer Staff and authorize which Servicer Staff can upload and submit information into the 232 Healthcare Portal.
3. **Lender Account Representative (LAR)** – This is the person that the LAM assigns. The Lender Account Representative is responsible for uploading and submitting information into the 232 Healthcare Portal.
4. **Operator** – This is the Operator of the Section 232 Insured Project. Operators are labelled as lessees in HUD systems. Operators are defined as the borrower on projects without an operating lease and as the lessee on projects with an operating lease. The Operator role is responsible for attaching quarterly and annual financial statements to the Portal or providing quarterly and annual financial statements to the Servicer for upload to the Portal
5. **Project Report** - This report shows the financial information that was entered into the portal for a specific project. It also provides the five ratio calculations for the project.
6. **Property With Multiple Loans Report** - This report identifies those properties that currently have multiple active loans.
7. **Servicer** – The Lender that collects interest, principal, escrow payments and FHA’s mortgage insurance premium (MIP).

Module 1

Servicer's Portal Administrator Training

Servicers

Servicer's Portal Administrator Training

What are the Goals of this Training:

1. Show the Servicer how to enroll in the 232 Healthcare Portal
2. Have the Servicer identify its System administration who:
 - a. Authorize Servicer staff and operator access to the 232 Healthcare Portal
 - b. Will reset passwords for that lender's staff
 - c. Authorize which Servicer staff can upload and submit information into the 232 Healthcare Portal

Outline of Servicer Roles in the 232 Healthcare Portal:

1. **Lender Account Manager (LAM)** – The Lender Account Manager is responsible for authorizing Servicer's Staff and Operators access to the 232 Healthcare Portal for an assigned Servicer, reset passwords for Servicer Staff and authorize which Servicer Staff can upload and submit information into the 232 Healthcare Portal.
2. **Backup Account Manager (BAM)** – The Backup Account Manager is responsible for assisting the Lender Account Manager with authorizing Servicer Staff and Operators access to the 232 Healthcare Portal for an assigned Servicer, reset passwords for that Servicer staff and authorize which Servicer staff can upload and submit information into the 232 Healthcare Portal.
3. **Lender Account Representative (LAR)** – The Lender Account Representative is responsible for uploading and submitting information into the 232 Healthcare Portal.

Introduction:

1. Tabs



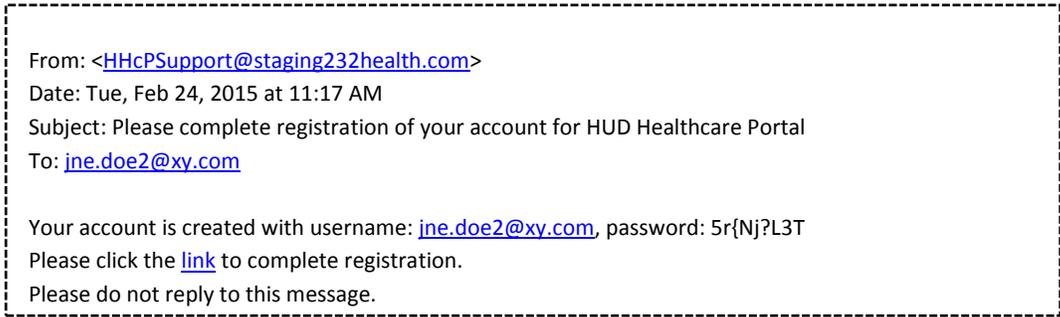
- a. Home
 - i. **Under construction**
- b. Tasks
 - i. My Tasks
 - ii. My Task is a section of the portal that shows you submissions that either you have completed or are still awaiting action.
 - iii. If you receive an e-mail from the portal stating that you have a task awaiting action, you can click on the link in that e-mail and it will take you to this section.
 - iv. When an Operator submit financial statements, the Servicer assigned to the task, will see a number next to the “Tasks” tab (see above picture).
- c. Financial Analysis
 - i. The Financial Analysis tab contains the following:
 - 1. Servicer/Operator Data Input Form
 - a. This section is where you will access the form to enter financial information and attach financial statements.
 - 2. My Upload Report
 - a. This section identifies those properties that you have uploaded financial information and attachments for.
 - 3. Upload Status
 - a. This section identifies the status of the financial information uploaded for your entire portfolio. You can verify which properties have uploaded financial information in the portal and those that have not.
 - 4. My Reports – **Under Construction**
- d. Administration
 - i. Manage user
 - 1. This section allows you to manage those users you have registered for the 232 Healthcare Portal.
 - ii. Register
 - 1. This section allows you to Register users.
 - iii. Change Password
 - 1. This section allows you to change your password if need be.
 - 2. When changing your password, you will be required to provide your Username and current password. You will then be asked to provide responses to the three security questions you created when you originally registered. Once you have provided that information you will receive an e-mail, with instructions on changing your password.
- e. Contact Us
 - i. This section allows you to contact our Help Desk with questions or concerns.

How does a Servicer Get Lender Account Management Access:

1. Complete the Access Form (located on the [232 Operator Financials website](#)) and email it back to ORCF at hhcp@hud.gov.

Sample		HUD Healthcare Portal Access Form		Attachment I	
SECTION 1a: Access Status					
<input type="checkbox"/> Create New <input type="checkbox"/> Change Existing <input type="checkbox"/> Delete					
SECTION 1b: Access Type					
<input type="checkbox"/> Lender Account Manager <input type="checkbox"/> Backup Account Manager		<input type="checkbox"/> Lender Account Representative <input type="checkbox"/> Operator Account Representative			
SECTION 2: User Information					
Last Name:			First Name:		
E-mail Address:			Telephone Number:		
Time Zone: Choose an item.					
Office Address:					
<small>Street</small>		<small>City</small>		<small>State</small>	
<small>Zip Code</small>					
Status: <input type="checkbox"/> Lender <input type="checkbox"/> Operator <input type="checkbox"/> Other (Please explain)					
SECTION 3a: FHA Approved Servicer					
FHA Approved Servicer's Name:					
Lender ID:					
SECTION 3b: FHA Approved Servicer's Authorized Representative					
Last Name:			First Name:		
E-mail Address:			Telephone Number:		
SECTION 4: Acceptable Use and Password Policy Acceptance					
<input type="checkbox"/> Office of Residential Care Facilities Healthcare Portal Rules of Behavior have been reviewed and accepted See Attachment 2					
SECTION 5: Authorized Signatures					
User Signature:		Print	Signature	Date	
Authorizer Signature:		Print	Signature	Date	
<small>I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)</small>					

2. Once registration information is received, reviewed and processed by OHP. You will receive an automatic e-mail from the Portal with your username, temporary password and log-in instructions.



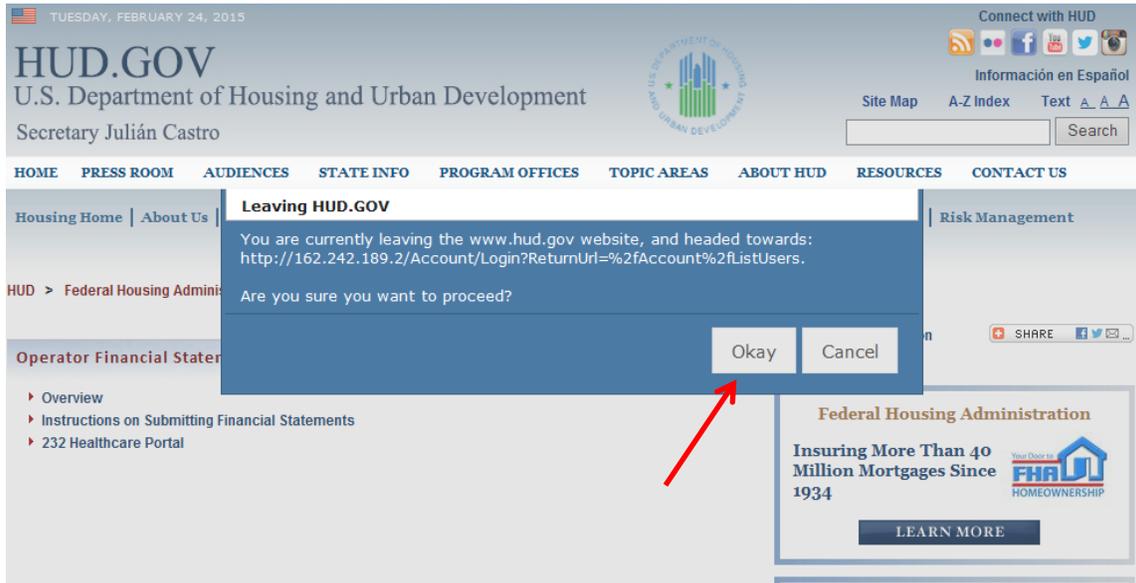
3. Once you have received this e-mail, click the “link” section in the e-mail to complete the registration process.
4. If you do not see an email from HHPSupport in your inbox within 24 hours, please check your Spam/Junk Mail folder.
5. Upon receipt of the e-mail, the requester has 30 days to access the HHcP using the temporary password.

Accessing the portal

1. To access the portal, go to the “232 Healthcare Portal” website under the “[Operator Financial Statements](#)” section:



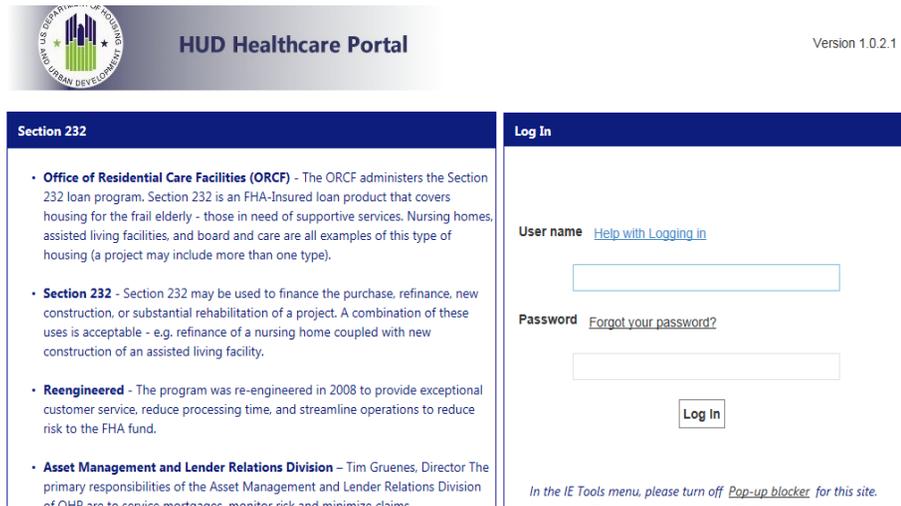
2. Select Okay.



3. You will be re-directed to the 232 Healthcare Portal.

How to Log into the Portal for the First Time:

1. Enter your Username (e-mail address) and temporary password.
2. Click the “Log In” button.



3. After logging into the portal for the first time, you will be required to create a new password and provide three challenge questions.

Please be reminded that the Portal only works with IE 10 or greater for Windows users and Google Chrome for MAC users.

How does the Lender Account Manager Give Backup Account Managers Access to the Portal:

The Lender Account Manager will request the following information from Backup Account Manager:

- **Requester Last Name**
- **Requester First Name**
- **Title**
- **Requester Office Telephone Number**
- **Requester Office Address**
- **City**
- **State**
- **Zip code**
- **E-mail Address**
- **Time Zone**
- **FHA number of the Facility or Facilities associated with**

When the Lender Account Manager receives this information, he or she will create a new user account and assign roles and permissions to the new user. The Lender Account Manager will:

1. Sign into the Portal

Section 232

- **Office of Residential Care Facilities (ORCF)** - The ORCF administers the Section 232 loan program. Section 232 is an FHA-Insured loan product that covers housing for the frail elderly - those in need of supportive services. Nursing homes, assisted living facilities, and board and care are all examples of this type of housing (a project may include more than one type).
- **Section 232** - Section 232 may be used to finance the purchase, refinance, new construction, or substantial rehabilitation of a project. A combination of these uses is acceptable - e.g. refinance of a nursing home coupled with new construction of an assisted living facility.
- **Reengineered** - The program was re-engineered in 2008 to provide exceptional customer service, reduce processing time, and streamline operations to reduce risk to the FHA fund.
- **Asset Management and Lender Relations Division** - Tim Gruenes, Director The primary responsibilities of the Asset Management and Lender Relations Division of OHP are to service mortgages, monitor risk and minimize claims

Log In

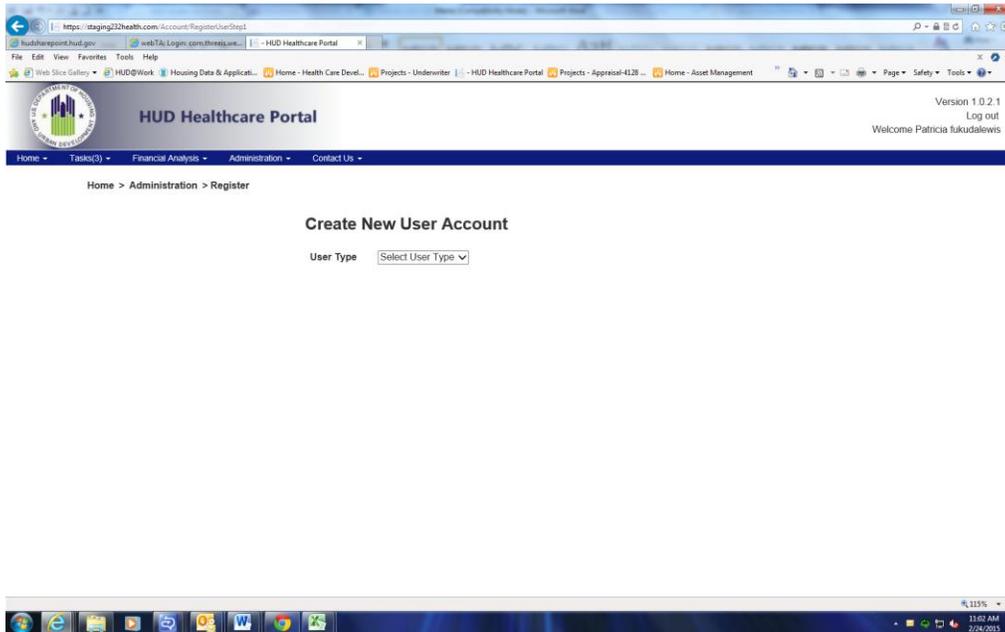
User name [Help with Logging in](#)

Password [Forgot your password?](#)

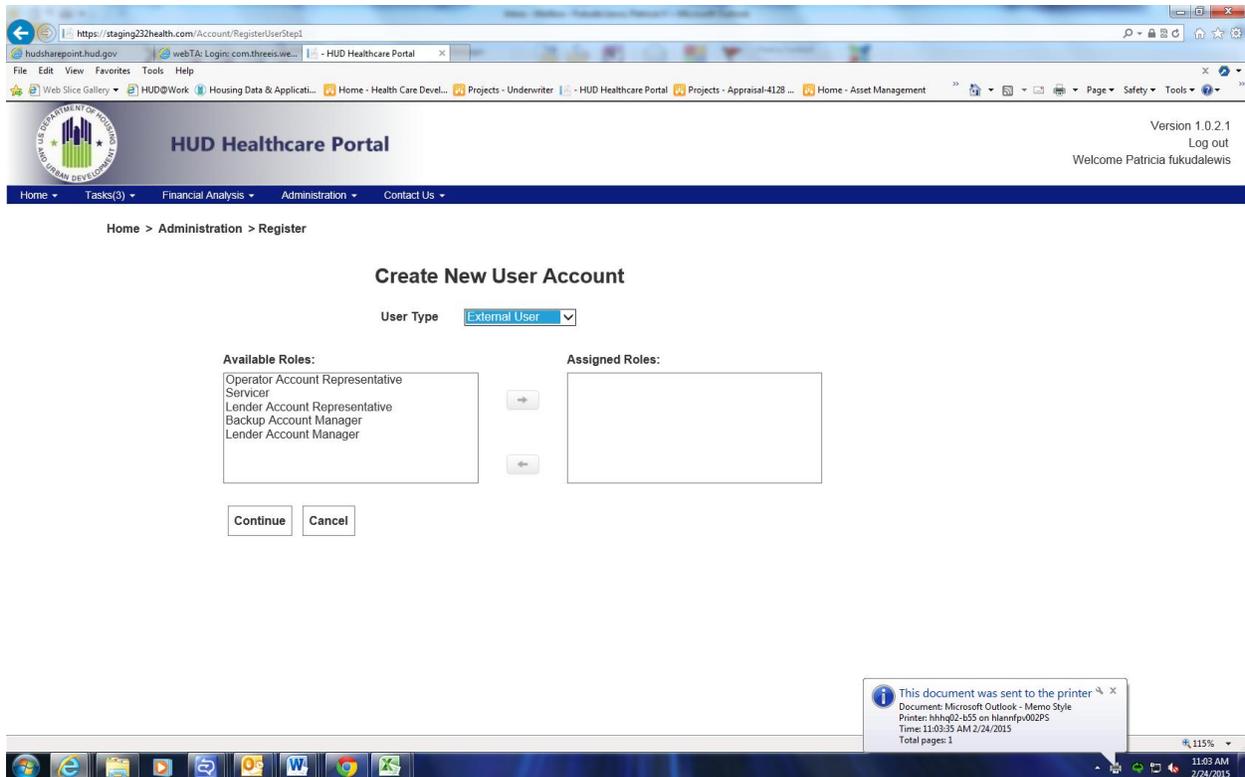
Log In

In the IE Tools menu, please turn off [Pop-up blocker](#) for this site.

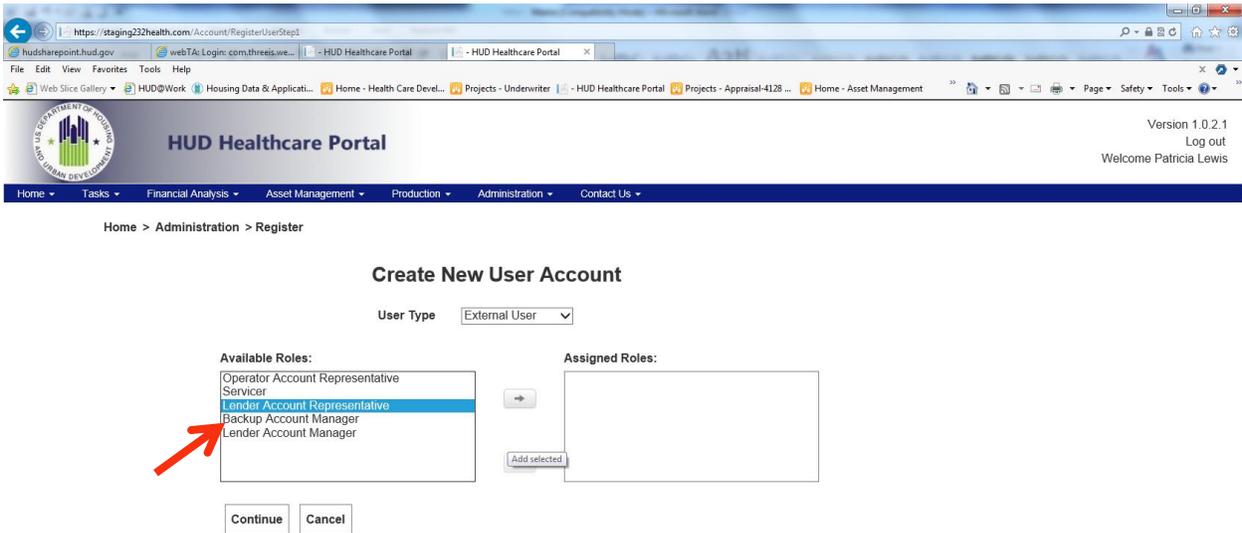
2. Go to the Administration tab and select “Register”.



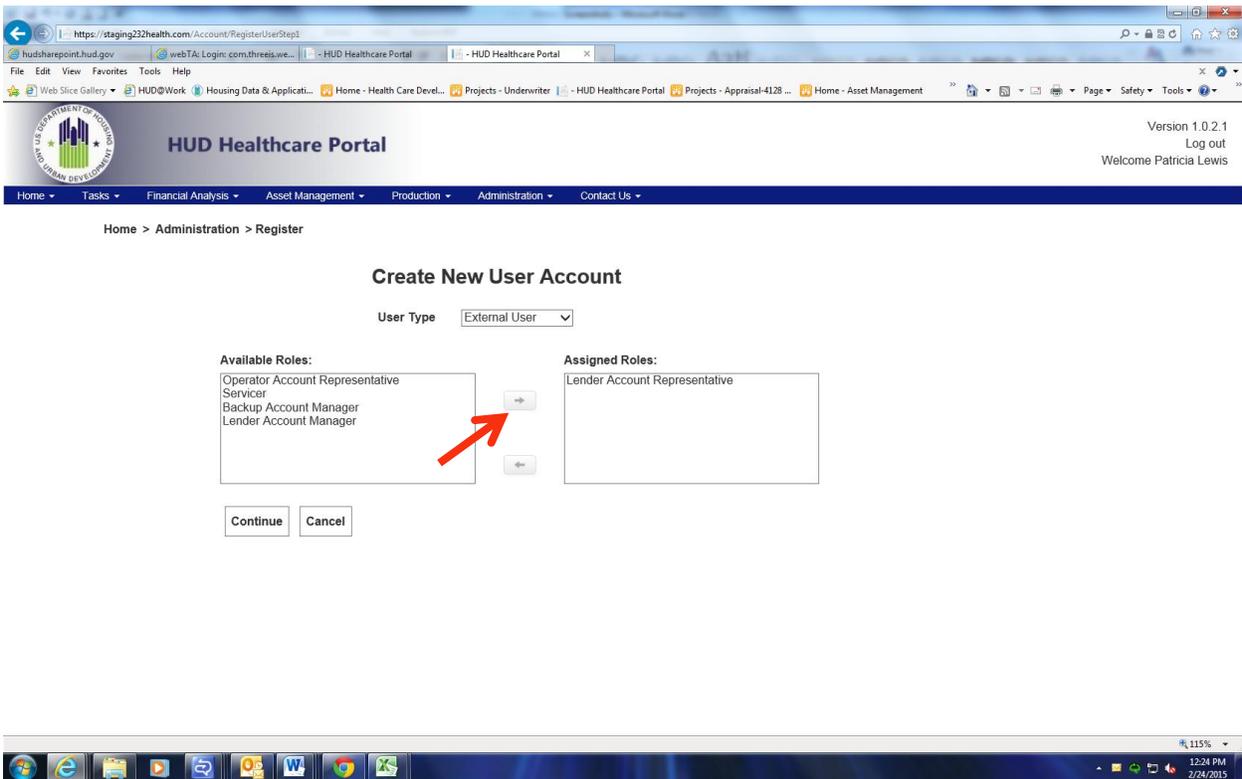
3. Select “External user” for User Type.



4. Under Available Roles, select Backup Account Manager, to assign the Lender to the new role.



5. Click the arrow to move the assigned role to the "Assigned Roles" box to the right.



6. Select the "Continue" button.

The screenshot shows a web browser window with the URL <https://staging232health.com/Account/Register/UserStep1>. The page title is "HUD Healthcare Portal" and the version is 1.0.2.1. The user is logged in as Patricia Lewis. The breadcrumb trail is "Home > Administration > Register". The main heading is "Create New User Account". The "User Type" is set to "External User". Under "Available Roles", there are three options: "Operator Account Representative", "Service", "Backup Account Manager", and "Lender Account Manager". Under "Assigned Roles", there is one option: "Lender Account Representative". There are two buttons at the bottom: "Continue" and "Cancel".

7. Enter the required information.

The screenshot shows the same web browser window as above, but now the registration form is visible. The heading is "Create a new account." The form has two columns of input fields. The left column includes: "First Name", "Last Name", "Organization", "Street Address", "State" (a dropdown menu), "Time Zone" (a dropdown menu), and "User Name". The right column includes: "Middle Name/Initial", "Title", "Phone Number", "City", "Zip Code", "Email Address", and "Confirm Email Address". There are "Register" and "Cancel" buttons at the bottom of the form.

8. Select "Register".
9. You will be taken back to the "Manage user" section of the Portal.

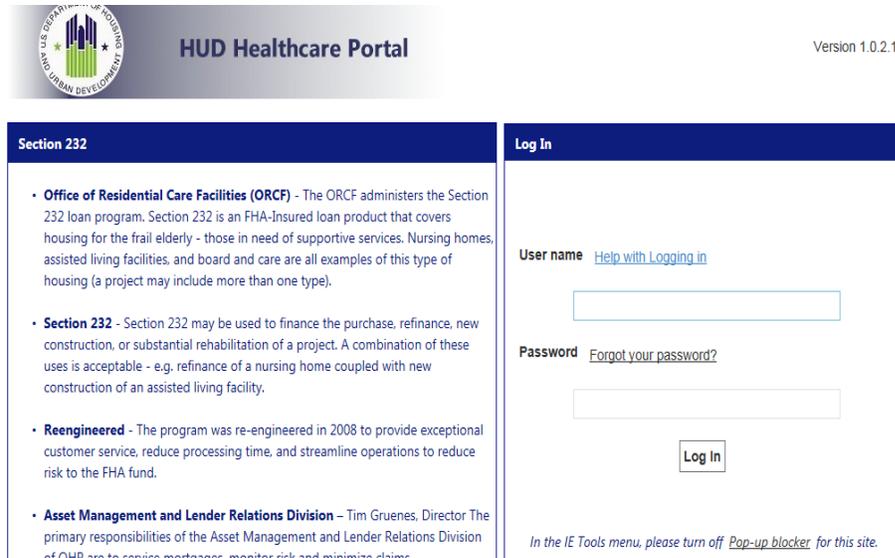
How does the Lender Account Manager or Backup Account Manager Give Lender Account Representatives Access to the Portal:

The Lender Account Manager will request the following information from Lender Account Representative:

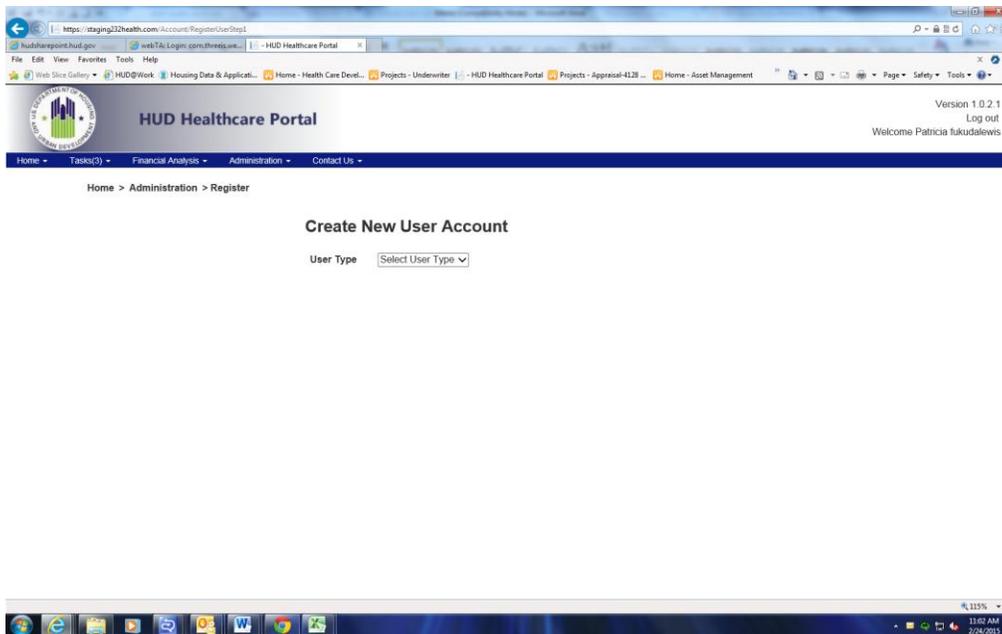
- **Requester Last Name**
- **Requester First Name**
- **Title**
- **Requester Office Telephone Number**
- **Requester Office Address**
- **City**
- **State**
- **Zip code**
- **E-mail Address**
- **Time Zone**
- **FHA number of the Facility or Facilities associated with**

When the Lender Account Manager receives this information, he or she will create a new user account and assign roles and permissions to the new user. The Lender Account Manager will:

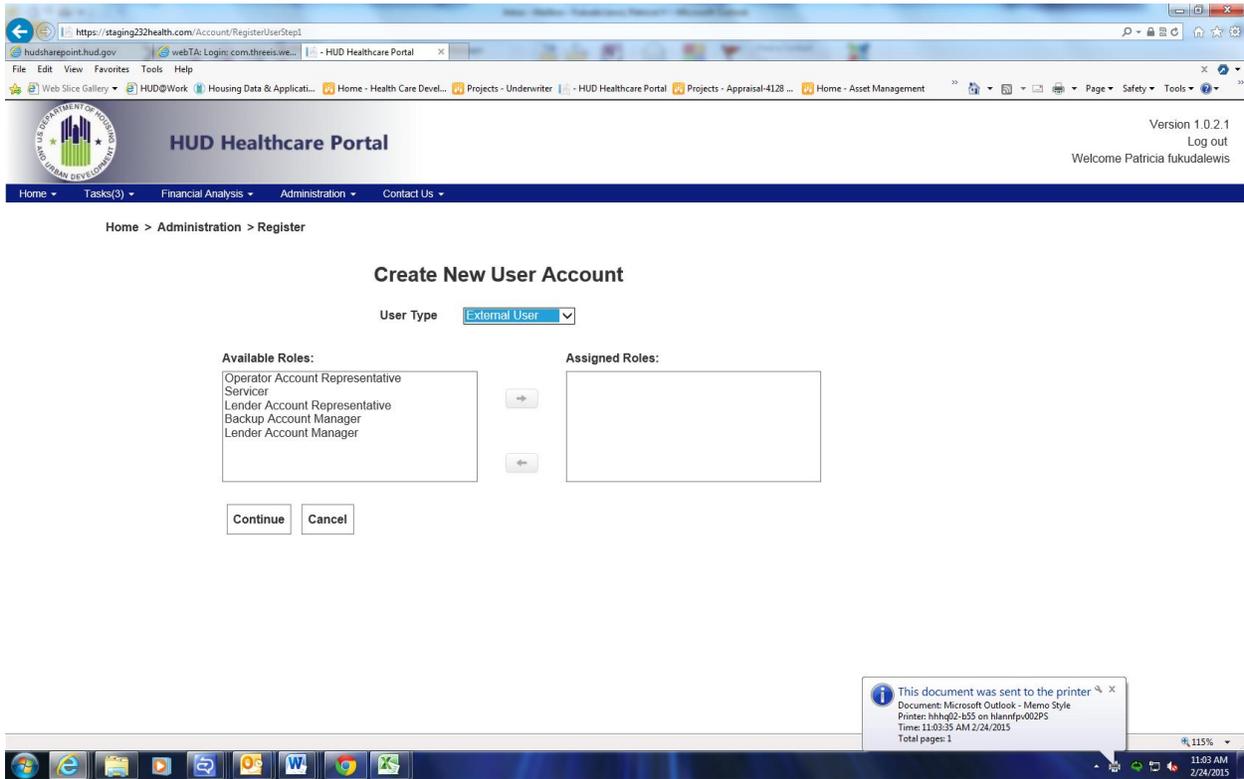
1. Sign into the Portal



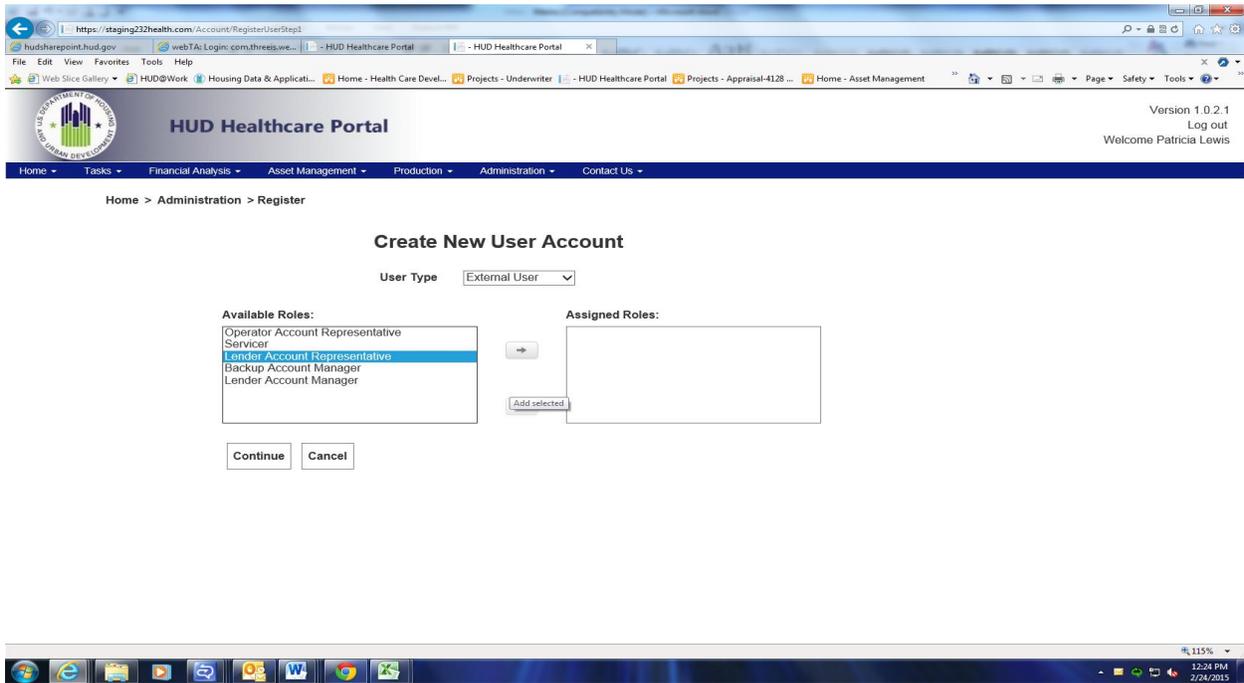
2. Go to the Administration tab and select "Register".



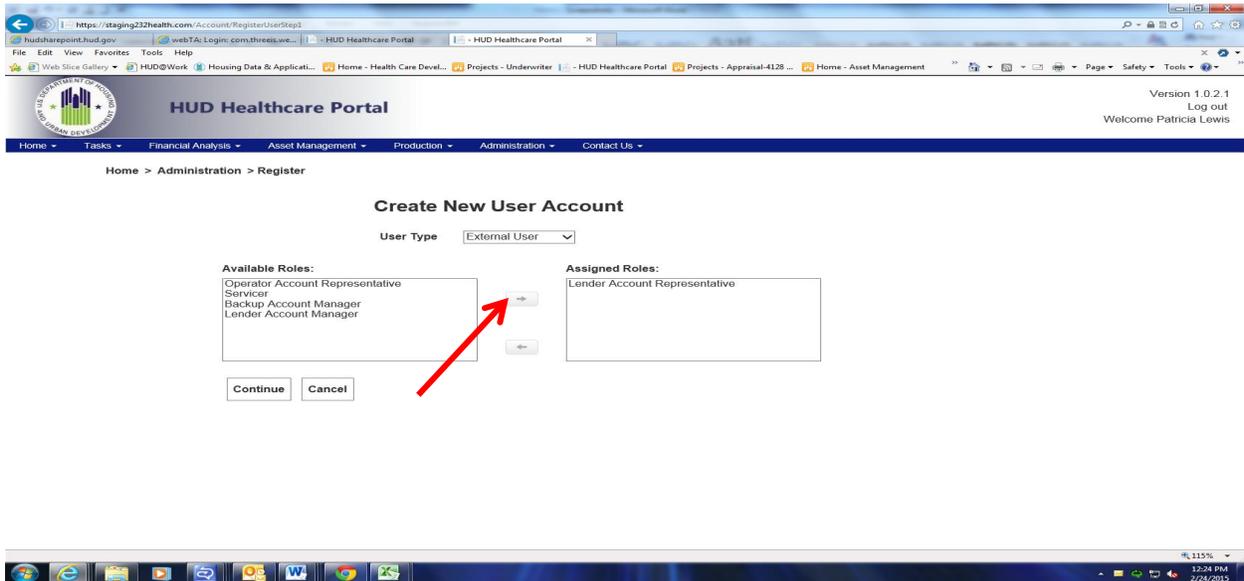
3. Select "External user" for User Type.



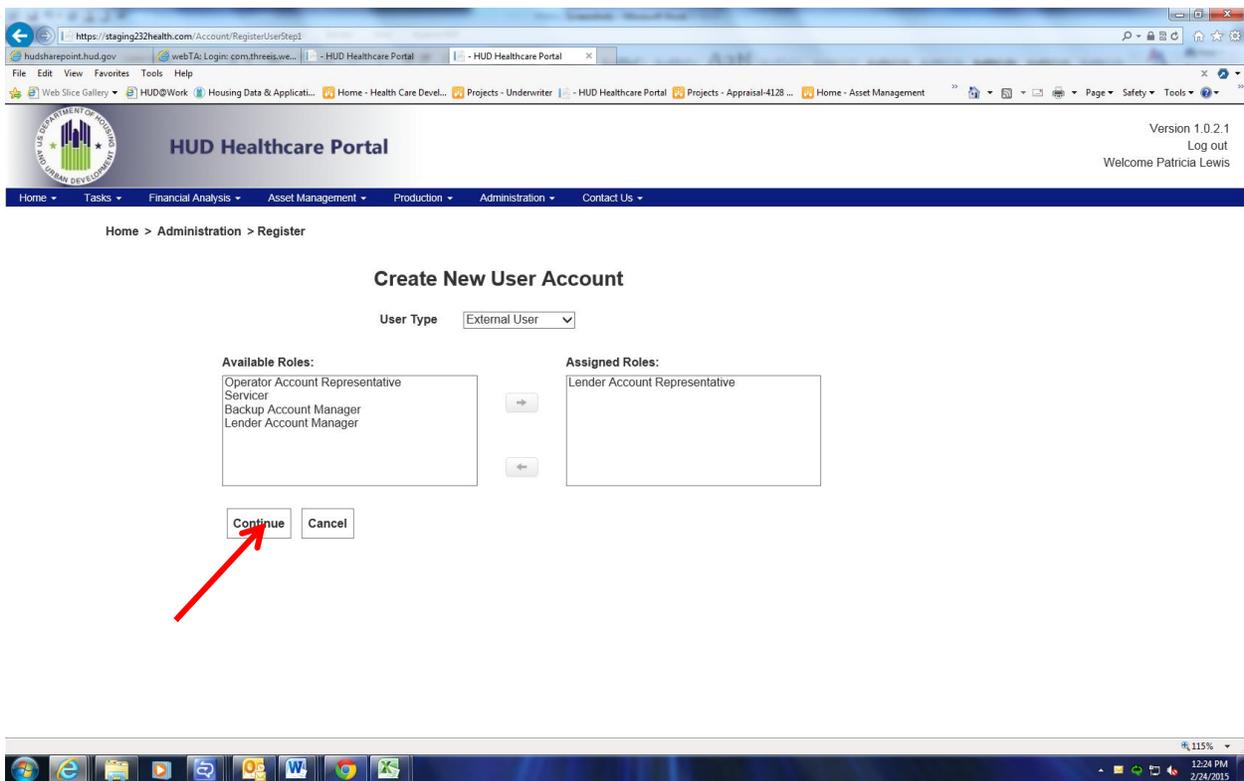
4. Under Available Roles, select Lender Account Representative, to assign the Servicer Lender to the new role.



5. Click the arrow to move the assigned role to the “Assigned Roles” box to the right.



6. Select the “Continue” button.



7. Enter the required information.

https://staging232health.com/Account/Register

HUD Healthcare Portal

Version 1.0.2.1
Log out
Welcome Patricia fukudalewis

Home Tasks(3) Financial Analysis Administration Contact Us

Create a new account.

First Name
Last Name
Organization
Street Address
State
Time Zone
User Name

Middle Name/Initial
Title
Phone Number
City
Zip Code
Email Address
Confirm Email Address

Register Cancel

8. Select "Register".

9. You will be taken back to the "Manage user" section of the Portal.

How does the Lender Account Manager Give an Operator Access:

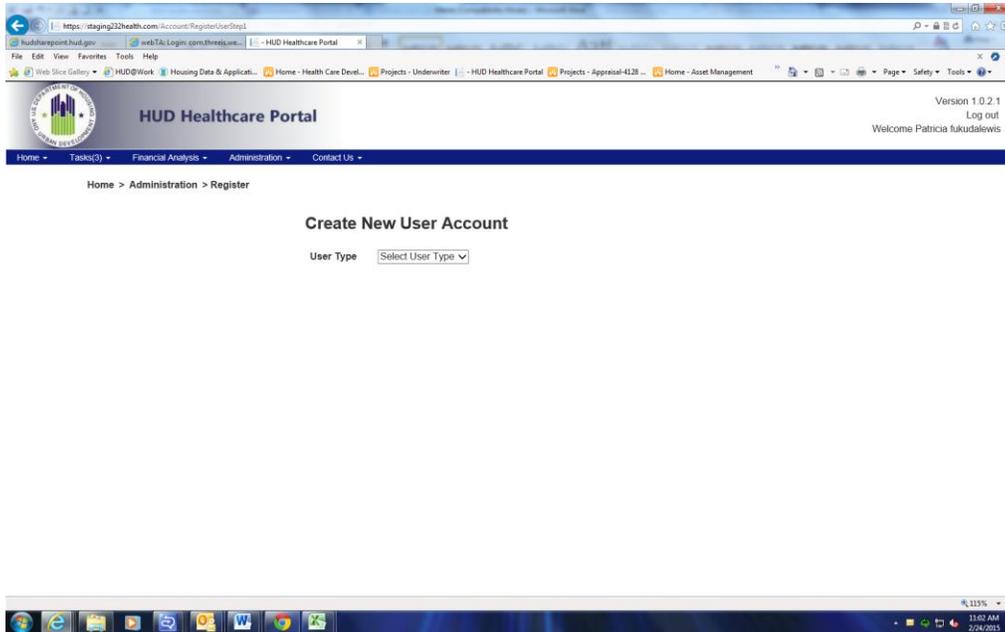
The Servicer will request the following information from the Operator:

- Requester Last Name
- Requester First Name
- Title
- Requester Office Telephone Number
- Requester Office Address
- City
- State
- Zip code
- E-mail Address

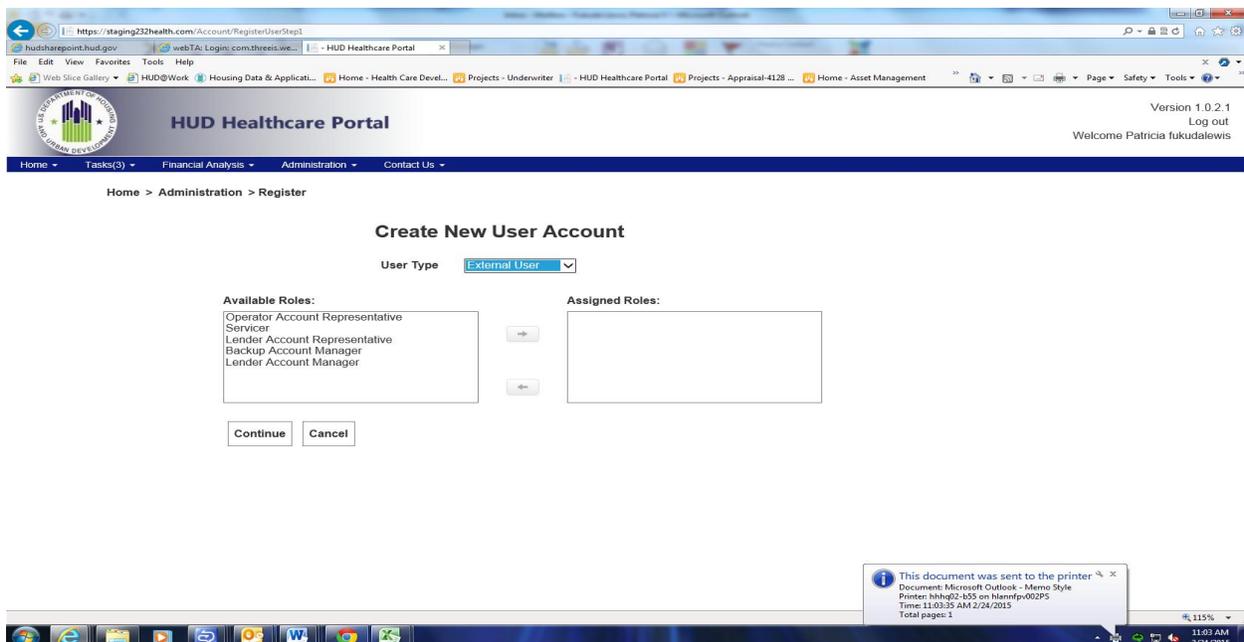
- **Time Zone**
- **FHA number of the Facility or Facilities associated with**

When the Lender Account Manager receives this information, he or she will create a new user account and assign roles and permissions to the HHCP. The Lender Account Manager will sign into the Portal and:

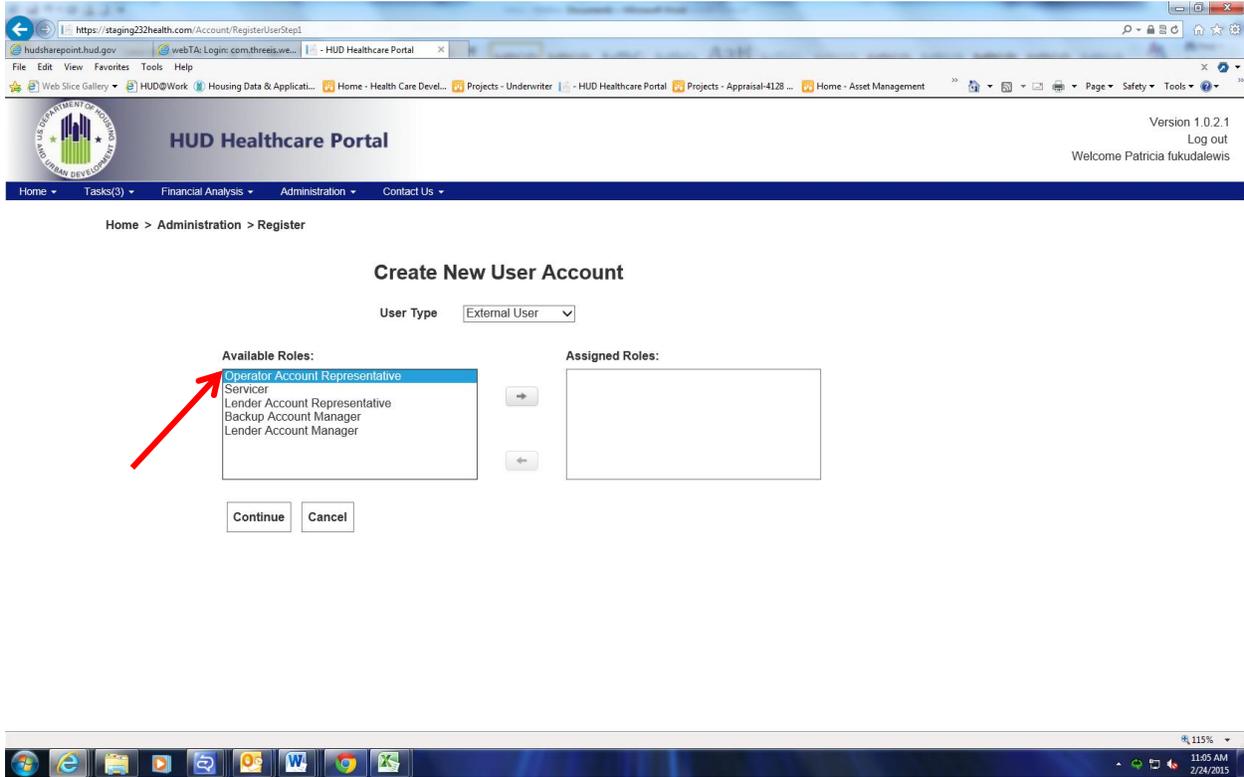
1. Go to the Administration tab and select “Register”.



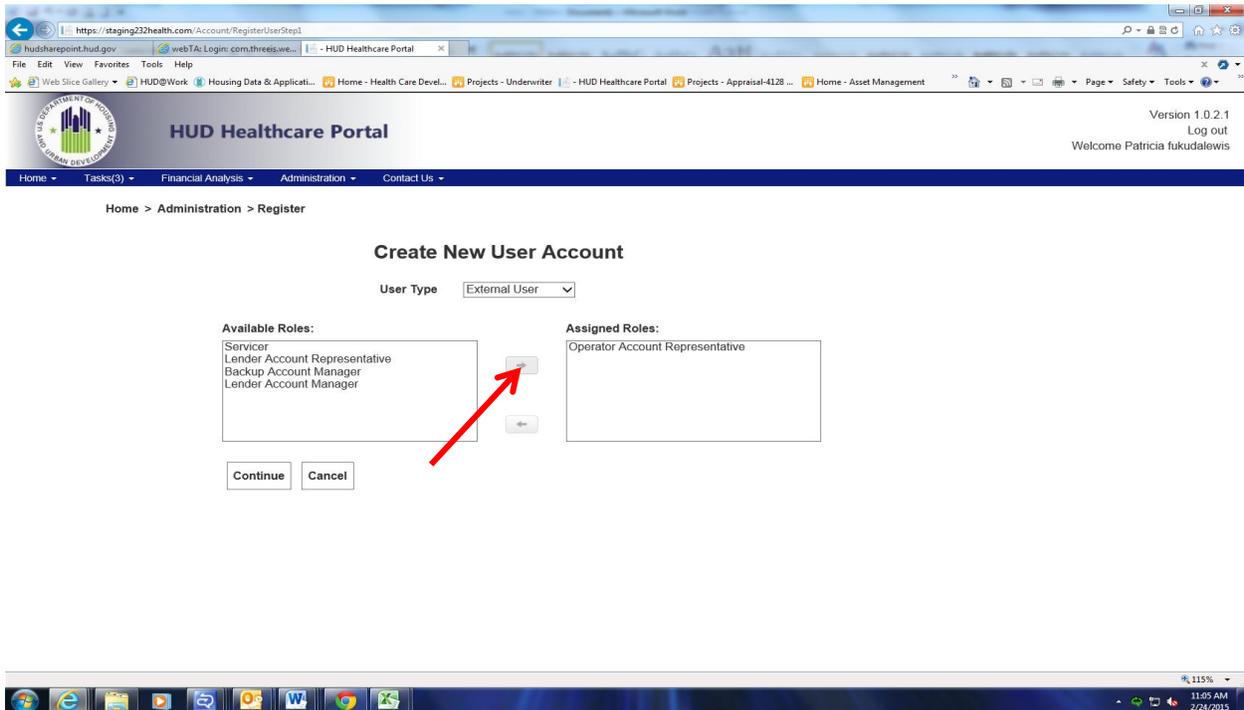
2. Select “External user” for User Type.



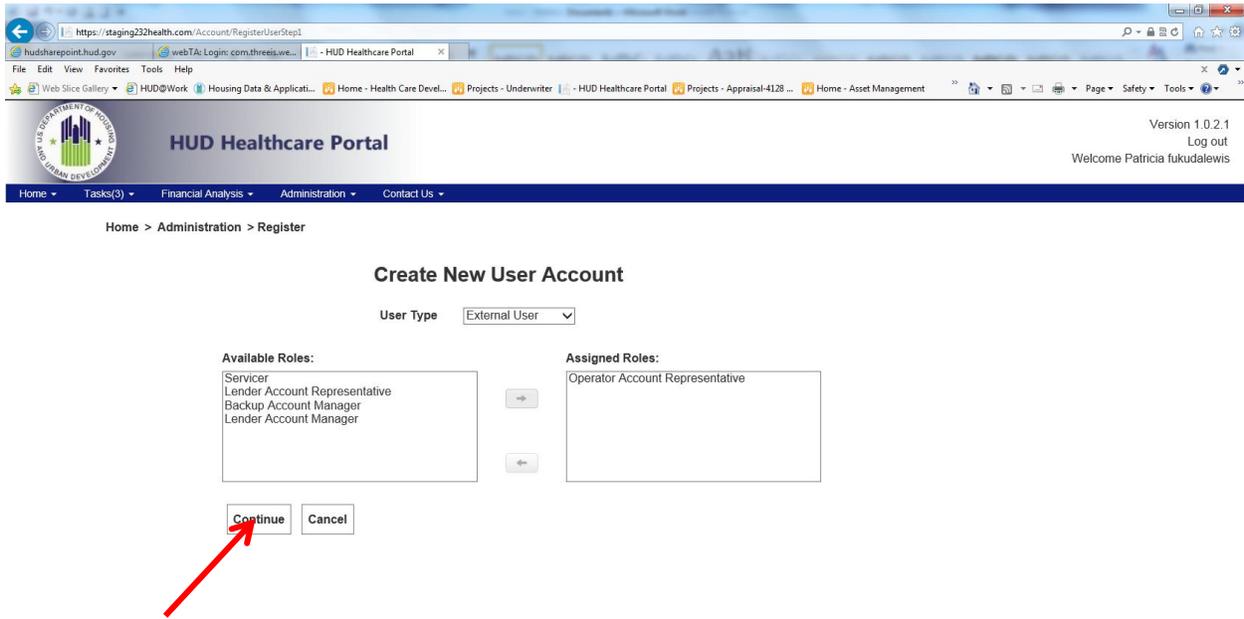
- Under Available Roles, select Operator Account Representative to assign the Operator to the new role.



- Click the arrow to move the assigned role to the "Assigned Roles" box to the right.



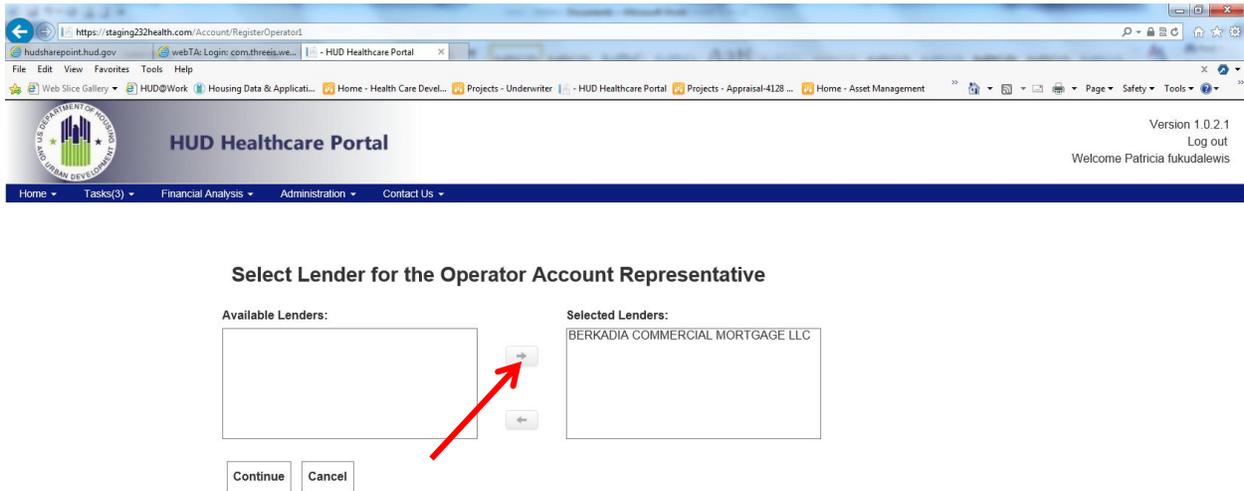
5. Select the "Continue" button.



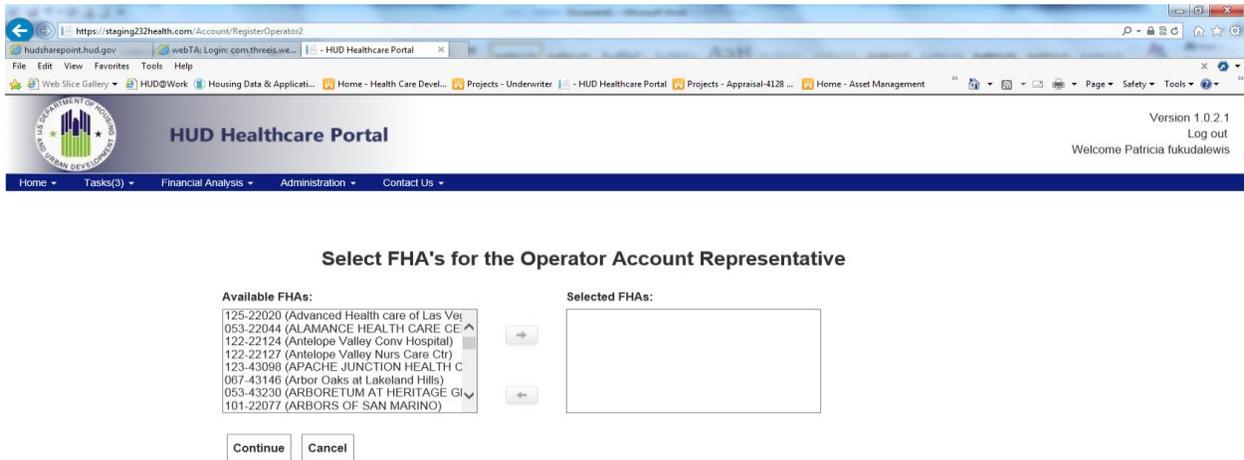
6. Select the Servicer's name in the "Available Lenders" box.



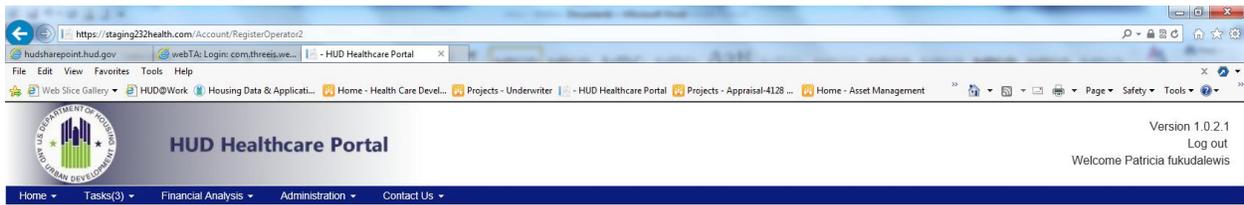
- Click the top arrow to move the “Available Lenders” name to the “Selected Lenders” box.



- Click “Continue”.
- Select the “Available FHA Number(s) to assign to the Operator.



10. Click the top arrow to move the "Available FHA" properties to the "Selected FHA" box.



Select FHA's for the Operator Account Representative

Available FHAs:

- 125-22020 (Advanced Health care of Las Vegas)
- 053-22044 (ALAMANCE HEALTH CARE CENTER)
- 122-22124 (Antelope Valley Conv Hospital)
- 123-43098 (APACHE JUNCTION HEALTH CENTER)
- 067-43146 (Arbor Oaks at Lakeland Hills)
- 053-43230 (ARBORETUM AT HERITAGE GARDENS)
- 101-22077 (ARBORS OF SAN MARINO)
- 075-22118 (Arborview Manor)

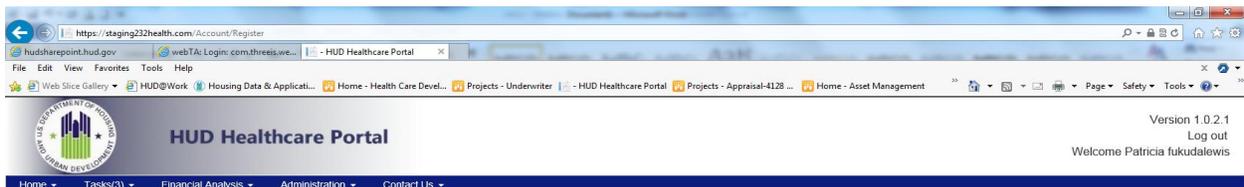
Selected FHAs:

- 122-22127 (Antelope Valley Nurs Care Ctr)

Continue Cancel

11. Click "Continue".

12. Enter the required information obtained from the Operator.



Create a new account.

First Name

Last Name

Organization

Street Address

State

Time Zone

User Name

Middle Name/Initial

Title

Phone Number

City

Zip Code

Email Address

Confirm Email Address

Register Cancel

13. Select "Register".

14. You will be taken back to the "Manage user" section of the Portal.

HUD Healthcare Portal

Version 1.0.2.1
Log out
Welcome Patricia fukudalewis

Home > Administration

Search By FirstName/LastName

User Name	Role	First Name	Middle Name/Initial	Last Name	Title	Organization	Lender Name
pfukudalewis@gmail.com	Lender Account Manager	Patricia		fukudalewis	Lender	Berkadia	BERKADIA COMMERCIAL
Alisha.King@berkadia.com	Lender Account Manager	Alisha		King	Financial Statement Manager	Berkadia Commercial Mortgage	BERKADIA COMMERCIAL
Michelle.Hallowell@berkadia.com	Lender Account Representative	Michelle		Hallowell	Financial Statement Analyst	Berkadia Commercial Mortgage	BERKADIA COMMERCIAL
testoar@fake.com	Operator Account Representative	Chris	Lee	Lee	OAR	19	BERKADIA COMMERCIAL
testlar@fake.com	Lender Account Representative	Chris	Lee	Lee	LAR	fsa	BERKADIA COMMERCIAL
rashmioar@gmail.com	Operator Account Representative	rashmi		OAR	OAR	C3	BERKADIA COMMERCIAL
jane.doe@xyz.com	Operator Account Representative	Jane		Doe	Operator	XYZ	BERKADIA COMMERCIAL

11:17 AM
2/24/2015

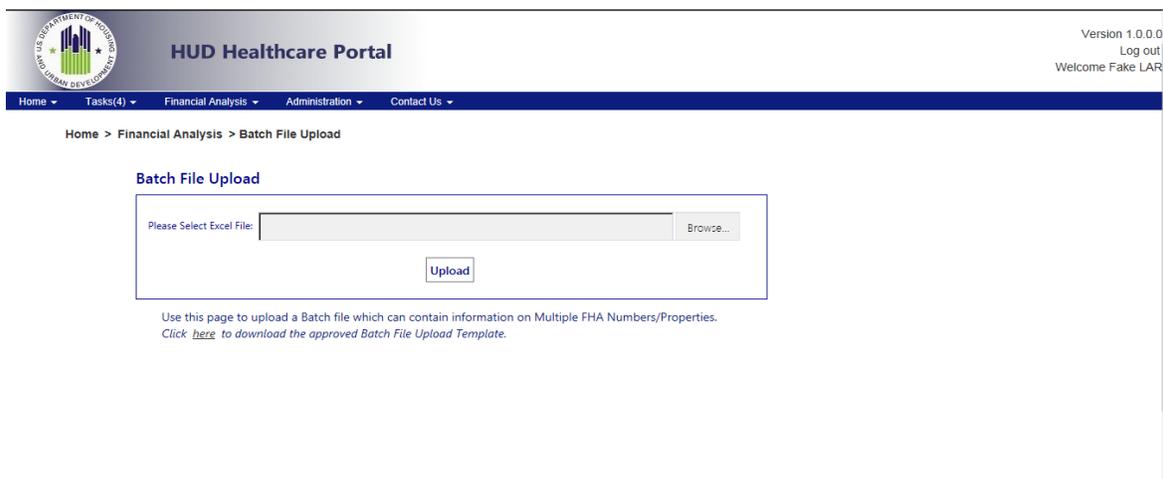
Module 2a

Inputting Financial Information Using the Batch Upload Option

Batch Uploading

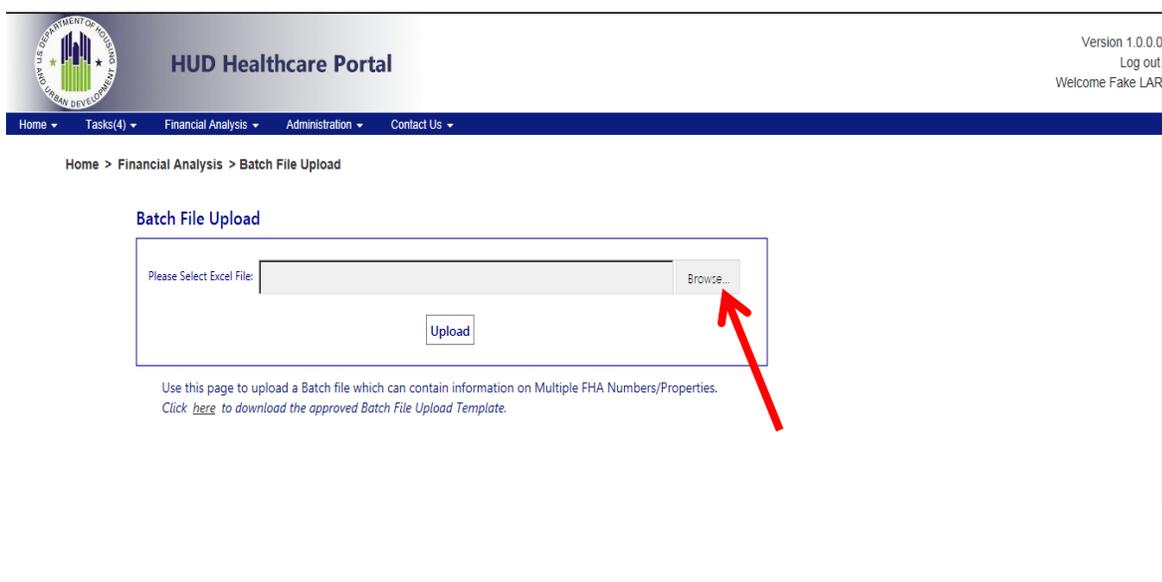
Batch Upload Excel Spreadsheet

1. As a LAM, BAM or LAR, you can Batch Upload financial information. Batch upload option is for those Servicers who elect to upload financial information for 10 or more properties only. **This option is NOT available for single uploads.**
2. Go to the Financial Analysis tab and select “Batch File Upload”.



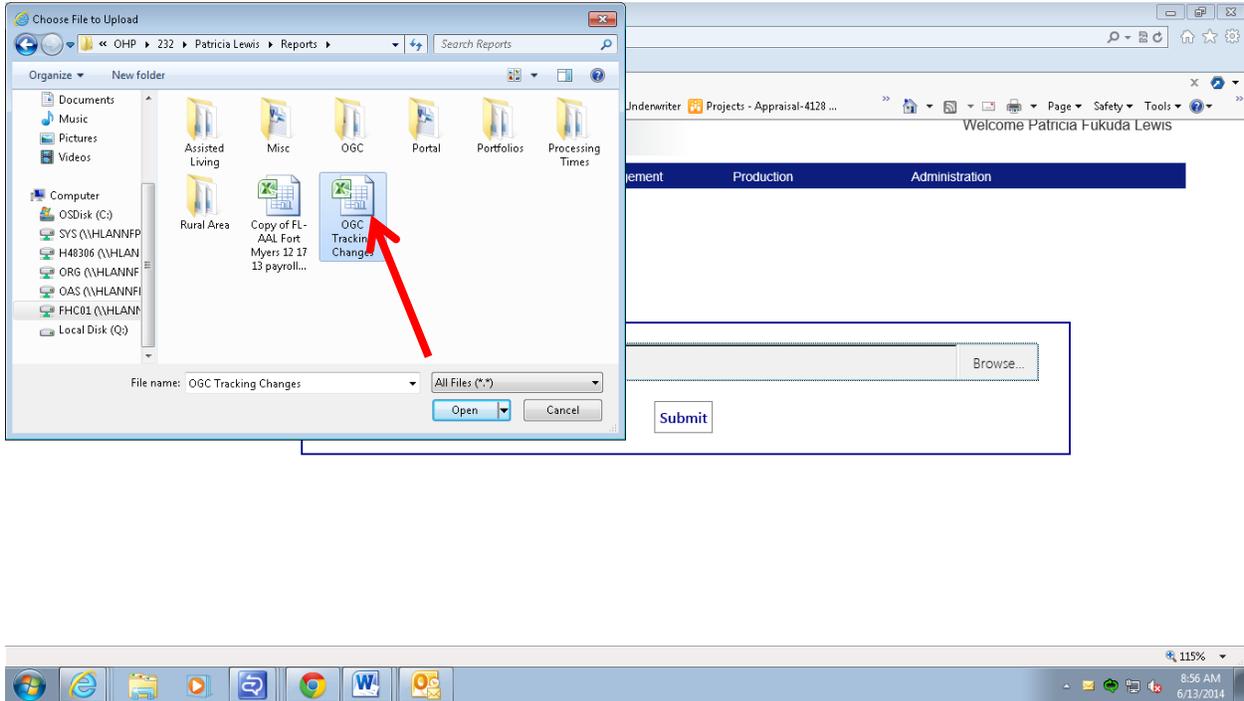
The screenshot shows the HUD Healthcare Portal interface. At the top left is the HUD logo. The page title is "HUD Healthcare Portal". On the right, it says "Version 1.0.0.0", "Log out", and "Welcome Fake LAR". A navigation bar contains "Home", "Tasks(4)", "Financial Analysis", "Administration", and "Contact Us". Below this, the breadcrumb trail reads "Home > Financial Analysis > Batch File Upload". The main content area is titled "Batch File Upload" and contains a form with a text input field labeled "Please Select Excel File:", a "Browse..." button, and an "Upload" button. Below the form, there is a note: "Use this page to upload a Batch file which can contain information on Multiple FHA Numbers/Properties. Click [here](#) to download the approved Batch File Upload Template."

3. To upload the file, click the “Browse” button.

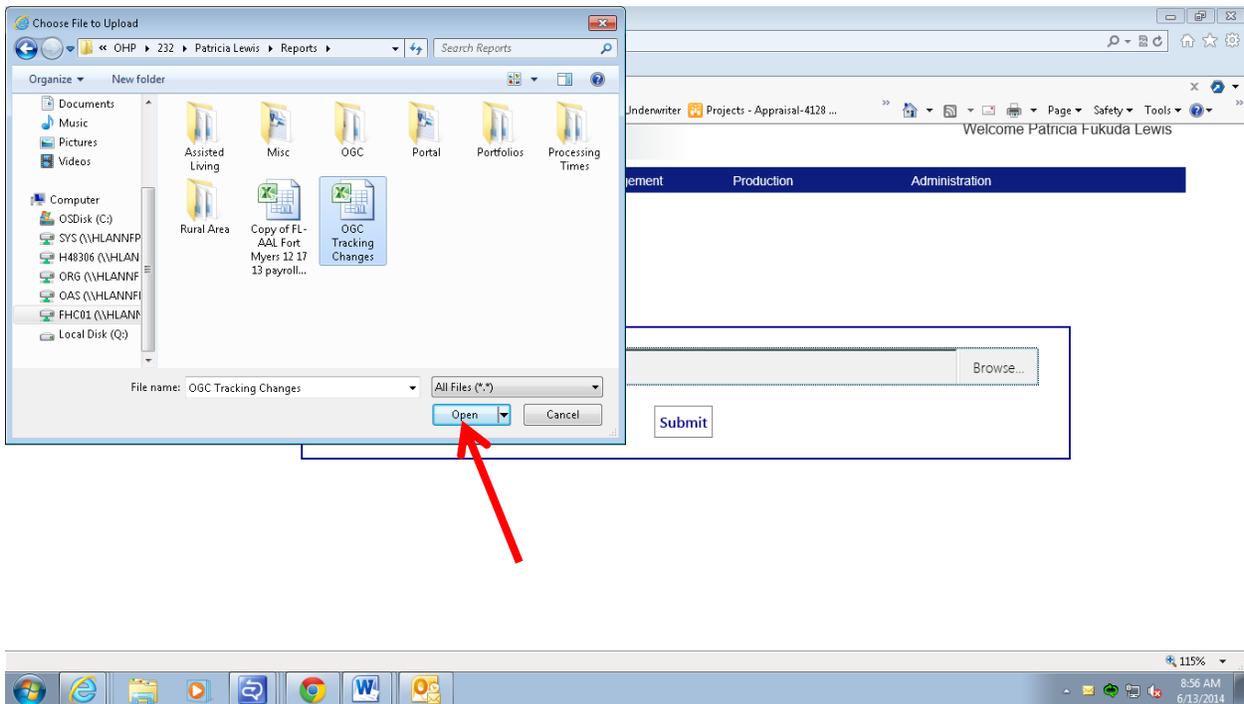


This screenshot is identical to the one above, but with a red arrow pointing to the "Browse..." button in the file selection area. The rest of the page layout, including the HUD logo, navigation bar, and breadcrumb trail, remains the same.

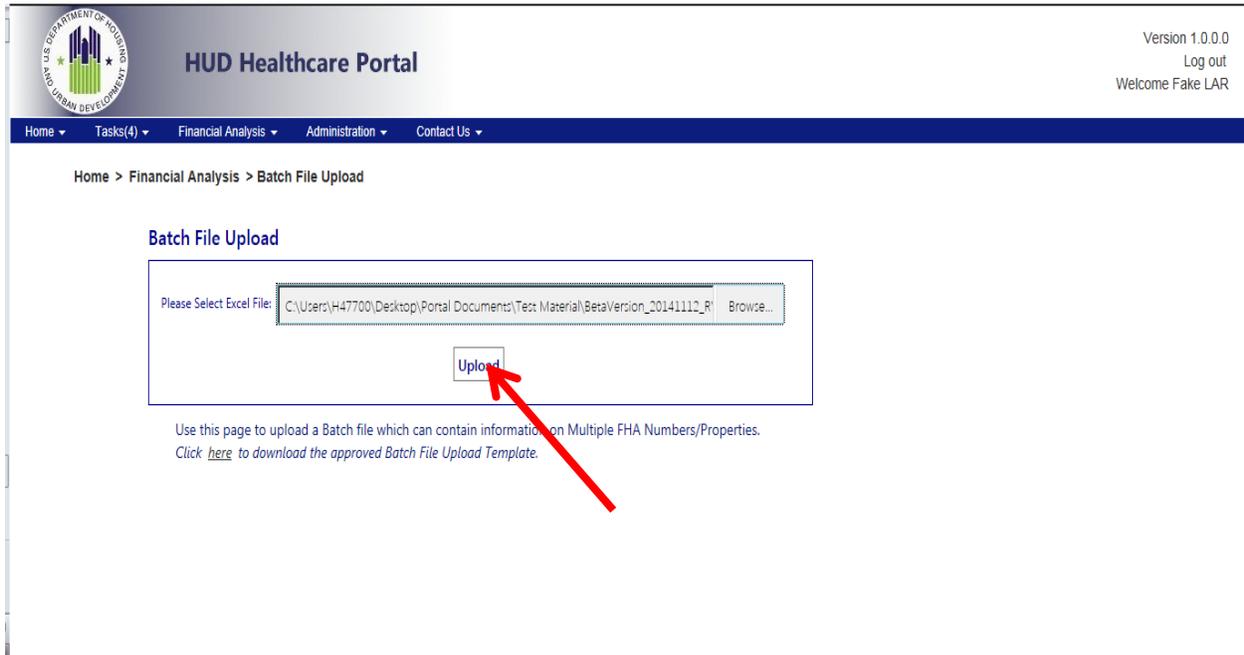
4. Select the document you want to upload and double click on it.



5. Click Open.



6. Click "Upload".



7. Agree to the Disclaimer.



You can now go to **Home > Financial Analysis > My Upload Report** to view if the upload was successful or to **Home > Financial Analysis > Project Report**, to review the financial information that was uploaded.

Module 2b

Inputting Financial Information Using the Servicer Operator Input Form

Directly Inputting Financial Information – 232 Healthcare Portal

How Does a Servicer:

Attach Files:

1. Log into the Portal.
2. You will be directed to the Servicer/Operator Data Input Form where you will enter the financial information and attach the Financial Statement(s)

Version 1.0.0
Log out
Welcome Fake LA

Home > Financial Analysis

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number	<input type="text"/>
Project Name	<input type="text"/>
Servicer Name	First Fake Lender
Servicer ID	<input type="text"/>

OPERATOR INPUT

Operator Owner	Select Operator/Owner
Period Ending	<input type="text"/>
Months in Period	Select Months In Period
Financial Statement Type	Select Financial Statement Type
Units in Facility	<input type="text"/>

GENERAL INPUT

FHA Number	000-00002
Project Name	My New Fake Nursing Home
Servicer Name	First Fake Lender
Servicer ID	11111

OPERATOR INPUT

Operator Owner	Operator
Period Ending	<input type="text"/>
Months in Period	Select Months In Period
Financial Statement Type	Select Financial Statement Type
Units in Facility	<input type="text"/>
Cash	<input type="text"/>
Net Accounts Receivable	<input type="text"/>
Investments	<input type="text"/>
Current Assets	<input type="text"/>
Current Liabilities	<input type="text"/>
Total Revenues	<input type="text"/>
Rent/Lease Expense	<input type="text"/>
Depreciation Expense	<input type="text"/>
Amortization Expense	<input type="text"/>
Total Expenses	<input type="text"/>
Net Income	<input type="text"/>
Supporting File	User Agreement.pdf
Attach File	<input type="text"/>

**Please Note: For each submission, one file pertaining to a single Property/EHA Number will be accepted. The file must

4. The following fields will automatically populate.

GENERAL INPUT

FHA Number	000-00002
Project Name	My New Fake Nursing Home
Servicer Name	First Fake Lender
Servicer ID	11111

OPERATOR INPUT

Operator Owner	Operator
Period Ending	
Months in Period	Select Months in Period
Financial Statement Type	Select Financial Statement Type
Units in Facility	
Cash	
Net Accounts Receivable	
Investments	
Current Assets	
Current Liabilities	
Total Revenues	
Rent/Lease Expense	
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

**Please Note: For each submission, one file pertaining to a single Property/EHA Number will be accepted. The file must

5. Enter the remaining fields.

GENERAL INPUT

FHA Number	000-00002
Project Name	My New Fake Nursing Home
Servicer Name	First Fake Lender
Servicer ID	11111

OPERATOR INPUT

Operator Owner	Operator
Period Ending	
Months in Period	Select Months in Period
Financial Statement Type	Select Financial Statement Type
Units in Facility	
Cash	
Net Accounts Receivable	
Investments	
Current Assets	
Current Liabilities	
Total Revenues	
Rent/Lease Expense	
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

**Please Note: For each submission, one file pertaining to a single Property/EHA Number will be accepted. The file must

OPERATOR INPUT

Operator Owner: Operator

Period Ending: []

Months in Period: 0

Financial Statement Type: March 2015

Units in Facility	Su	Mo	Tu	We	Th	Fr	Sa
Cash	1	2	3	4	5	6	7
Net Accounts Receivable	8	9	10	11	12	13	14
Investments	15	16	17	18	19	20	21
Current Assets	22	23	24	25	26	27	28
Current Liabilities	29	30	31				
Total Revenues							
Rent/Lease Expense							
Depreciation Expense							
Amortization Expense							
Total Expenses							
Net Income							

Supporting File: User Agreement.pdf

Attach File: []

****Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx****

Attach File Remove File

OPERATOR INPUT

Operator Owner: []

Period Ending: []

Months in Period: 0

Financial Statement Type: Type

Units in Facility							
Cash							
Net Accounts Receivable							
Investments							
Current Assets							
Current Liabilities							
Total Revenues							
Rent/Lease Expense							
Depreciation Expense							
Amortization Expense							
Total Expenses							
Net Income							

Supporting File: User Agreement.pdf

Attach File: []

****Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx****

Attach File Remove File

OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Select Financial Statement Type	←
Units in Facility	Audit	
	Certified	
Cash		
Net Accounts Receivable		
Investments		
Current Assets		
Current Liabilities		
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	←
Units in Facility		
Cash		
Net Accounts Receivable		
Investments		
Current Assets		
Current Liabilities		
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

OPERATOR INPUT

Operator Owner	Operator
Period Ending	02/28/2015
Months in Period	3
Financial Statement Type	Certified
Units in Facility	122
Cash	
Net Accounts Receivable	
Investments	
Current Assets	
Current Liabilities	
Total Revenues	
Rent/Lease Expense	
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator
Period Ending	02/28/2015
Months in Period	3
Financial Statement Type	Certified
Units in Facility	122
Cash	121345
Net Accounts Receivable	
Investments	
Current Assets	
Current Liabilities	
Total Revenues	
Rent/Lease Expense	
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator	🗑️
Period Ending	02/28/2015	🗑️
Months in Period	3	🗑️
Financial Statement Type	Certified	🗑️
Units in Facility	122	🗑️
Cash	121,345	🗑️
Net Accounts Receivable	5,432	🗑️
Investments		🗑️
Current Assets		🗑️
Current Liabilities		🗑️
Total Revenues		🗑️
Rent/Lease Expense		🗑️
Depreciation Expense		🗑️
Amortization Expense		🗑️
Total Expenses		🗑️
Net Income		🗑️
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator	🗑️
Period Ending	02/28/2015	🗑️
Months in Period	3	🗑️
Financial Statement Type	Certified	🗑️
Units in Facility	122	🗑️
Cash	121,345	🗑️
Net Accounts Receivable	5,432	🗑️
Investments	12345	🗑️
Current Assets		🗑️
Current Liabilities		🗑️
Total Revenues		🗑️
Rent/Lease Expense		🗑️
Depreciation Expense		🗑️
Amortization Expense		🗑️
Total Expenses		🗑️
Net Income		🗑️
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34567	x
Current Liabilities		
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/RHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/RHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx



OPERATOR INPUT

Operator Owner	Operator	🗑️
Period Ending	02/28/2015	🗑️
Months in Period	3	🗑️
Financial Statement Type	Certified	🗑️
Units in Facility	122	🗑️
Cash	121,345	🗑️
Net Accounts Receivable	5,432	🗑️
Investments	12,345	🗑️
Current Assets	34,567	🗑️
Current Liabilities	9,876	🗑️
Total Revenues	4,321	🗑️
Rent/Lease Expense	234,567	🗑️
Depreciation Expense	56,789	🗑️
Amortization Expense		🗑️
Total Expenses		🗑️
Net Income		🗑️
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File **Remove File**



OPERATOR INPUT

Operator Owner	Operator	🗑️
Period Ending	02/28/2015	🗑️
Months in Period	3	🗑️
Financial Statement Type	Certified	🗑️
Units in Facility	122	🗑️
Cash	121,345	🗑️
Net Accounts Receivable	5,432	🗑️
Investments	12,345	🗑️
Current Assets	34,567	🗑️
Current Liabilities	9,876	🗑️
Total Revenues	4,321	🗑️
Rent/Lease Expense	234,567	🗑️
Depreciation Expense	56,789	🗑️
Amortization Expense	147,074	🗑️
Total Expenses		🗑️
Net Income		🗑️
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File **Remove File**



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

****Please Note:** For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx**

Attach File Remove File

OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File		

****Please Note:** For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx**

Attach File Remove File

6. Click "Attach File"

OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

7. Select "Browse".
8. Locate the document you want to upload.
9. Select the document for upload.
10. Click "Open".

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment		
FHA Mortgage Insurance Premium		
Reserve for Replacement Escrow Balance		
Reserve For Replacement Deposit		

Submit Upload Select Operator

Notes Notes to Operator

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

****Please Note:** For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx**

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment	35,790	
FHA Mortgage Insurance Premium		
Reserve for Replacement Escrow Balance		
Reserve For Replacement Deposit		



Submit
 Upload
 Select Operator: Fake Operator (First Fake Lender) ▾

 Notes: submitted for your review
 Notes to Operator:

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

****Please Note:** For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx**

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment	35,790	
FHA Mortgage Insurance Premium	9,510,300	
Reserve for Replacement Escrow Balance		
Reserve For Replacement Deposit		



Submit
 Upload
 Select Operator: Fake Operator (First Fake Lender) ▾

 Notes: submitted for your review
 Notes to Operator:

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment	35,790	
FHA Mortgage Insurance Premium	9,510,300	
Reserve for Replacement Escrow Balance		
Reserve For Replacement Deposit		



Submit Upload Select Operator

Notes Notes to Operator

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment	35,790	
FHA Mortgage Insurance Premium	9,510,300	
Reserve for Replacement Escrow Balance	2,300	
Reserve For Replacement Deposit		



Submit Upload Select Operator

Notes Notes to Operator

Current Liabilities	9,876	PC
Total Revenues	4,321	PC
Rent/Lease Expense	234,567	PC
Depreciation Expense	56,789	PC
Amortization Expense	147,074	PC
Total Expenses	23,456,789	PC
Net Income	654,433	PC
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

LENDER INPUT

FHA Insured Principal Payment	12,345	PC
FHA Insured Interest Payment	35,790	PC
FHA Mortgage Insurance Premium	9,510,300	PC
Reserve for Replacement Escrow Balance	2,300	PC
Reserve For Replacement Deposit	1,200	PC

Submit Upload Select Operator Fake Operator (First Fake Lender) v

Submit Notes submitted for your review Notes to Operator

11. Click the "Upload" radial button.

Total Expenses	123,454	PC
Net Income	12,345,656	PC
Attach File	User Agreement.pdf	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

LENDER INPUT

FHA Insured Principal Payment	6,543	PC
FHA Insured Interest Payment	4,793	PC
FHA Mortgage Insurance Premium	5,808,274	PC
Reserve for Replacement Escrow Balance	8,757,101	PC
Reserve For Replacement Deposit	528	PC

Submit Upload

Upload

12. Click "Upload".

Total Expenses	123,454	ⓧ
Net Income	12,345,656	ⓧ
Attach File	User Agreement.pdf	ⓧ

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

LENDER INPUT

FHA Insured Principal Payment	6,543	ⓧ
FHA Insured Interest Payment	4,793	ⓧ
FHA Mortgage Insurance Premium	5,808,274	ⓧ
Reserve for Replacement Escrow Balance	8,757,101	ⓧ
Reserve For Replacement Deposit	528	ⓧ

Submit Upload



13. You will be asked to agree to the "Upload Disclaimer".

HUD Healthcare Portal

Version 1.0.0.
Log ou
Welcome Fake LA

Home ▾ Tasks(3) ▾ Financial Analysis ▾ Administration ▾ Contact Us ▾

Upload Disclaimer

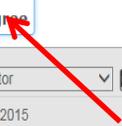
I do hereby certify that the financial information uploaded is true and correct to the best of my knowledge, information and belief; further, I understand that in the event that I have knowingly and willfully provided any false information, I will be liable for punishment in accordance with all applicable laws and statutes.

****Warning**** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

GENERAL INPUT

OPERATOR INPUT

Operator Owner	Operator	ⓧ
Period Ending	02/28/2015	ⓧ
Months in Period	2	ⓧ
Financial Statement Type	Certified	ⓧ
Units in Facility		ⓧ



14. Once you agree, you will be taken to "My Task".

Review uploaded files:

1. Once you are taken to "My Task", you can review what you have uploaded.
2. Click on the name of the property.



Home > My Tasks

Name	Action	Status	Last Updated Time	Assigned By	Assigned To	Current Notes	Historic Notes	Due Date	Has Opened	Due
My New Fake Nursing Home	Submit Form ▶		3/25/2015 1:41:14 PM	ooperator97@yahoo.com	servicerlar@yahoo.com	I have updated the document as...			Yes	In F
My Old Fake Nursing Home	Submit Form ▶		3/25/2015 9:34:58 AM	ooperator97@yahoo.com	servicerlar@yahoo.com				Yes	In F
My New Fake Nursing Home	Submit Form ▶		3/23/2015 2:36:23 PM	ooperator97@yahoo.com	servicerlar@yahoo.com	hello			Yes	In F
My Old Fake Nursing Home	Final Step ■		3/20/2015 2:22:14 PM	servicerlar@yahoo.com	servicerlar@yahoo.com	thx			Yes	Co
My Old Fake Nursing Home	Submit Form ■		3/20/2015 1:46:14 PM	servicerlar@yahoo.com	ooperator97@yahoo.com				Yes	In F
My Old Fake Nursing Home	Submit Form ▶		3/20/2015 12:42:30 PM	ooperator97@yahoo.com	servicerlar@yahoo.com				Yes	In F
My Old Fake Nursing Home	Submit Form ▶		3/18/2015 3:29:12 PM	ooperator97@yahoo.com	servicerlar@yahoo.com				No	In F
My Old Fake Nursing Home	Submit Form ▶		3/16/2015 12:19:32 PM	ooperator97@yahoo.com	servicerlar@yahoo.com	From WLM - OAR - LAR			Yes	In F
My Old Fake Nursing Home	Submit Form ▶		3/16/2015 9:31:02 AM	ooperator97@yahoo.com	servicerlar@yahoo.com				No	In F



3. Review the information uploaded, to include the attached Financial Statement

Determine if the upload was successful:

1. Log into the portal.
2. You will be taken to the "Servicer/Operator Data Input Form" landing page.



Home > Financial Analysis

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number

Project Name

Servicer Name

Servicer ID

OPERATOR INPUT

Operator Owner

Period Ending

Months in Period

Financial Statement Type

Units in Facility

3. Click on the "Financial Analysis" tab.



Home > Financial Analysis

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number	<input type="text"/>	AC
Project Name	<input type="text"/>	
Servicer Name	First Fake Lender	
Servicer ID	<input type="text"/>	AC

OPERATOR INPUT

Operator Owner	Select Operator/Owner	AC
Period Ending	<input type="text"/>	AC
Months in Period	Select Months In Period	AC
Financial Statement Type	Select Financial Statement Type	AC
Units in Facility	<input type="text"/>	AC

4. Select "Upload Status".



Home > Financial Analysis

- Batch File Upload
- Servicer/Operator Data Input Form
- My Upload Report
- Upload Status
- My Reports

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number	<input type="text"/>	AC
Project Name	<input type="text"/>	
Servicer Name	First Fake Lender	
Servicer ID	<input type="text"/>	AC

OPERATOR INPUT

Operator Owner	Select Operator/Owner	AC
Period Ending	<input type="text"/>	AC
Months in Period	Select Months In Period	AC
Financial Statement Type	Select Financial Statement Type	AC
Units in Facility	<input type="text"/>	AC

HUD Healthcare Portal

Version 1.0.0.0
Log out
Welcome Fake LAR

Home > Financial Analysis > Upload Status

Q4 2014

Lender Name	Total Expected	Received	Missing
First Fake Lender	1	0	1

Reporting Period: Q4 2014

1 Expected Projects to Upload

5. View by quarter, the status of the information previously uploaded.

Review missing project uploads:

1. Log into the Portal.
2. Select the Financial Analysis Tab
3. Select Upload Status
4. Select the number in the column titled "Missing"
5. You are now able to view the missing project.

Inputting Financial Information after Operator Has Submitted their Financial Statements – 232 Healthcare Portal

How Does a Servicer:

Complete "Servicer/Operator Data Input Form" after receiving the attachment from the Operator:

1. Log into the Portal.
2. Click the "My Task" tab.
3. In the "Action" column, look for the title "Submit Form".

HUD Healthcare Portal

Version 1.0.2.1
Log out
Welcome Fake LAR

Home - Tasks(9) - Financial Analysis - Administration - Contact Us

Home > My Tasks

Name	Action	Status	Last Updated Time	Assigned By	Assigned To	Current Notes	Historic Notes	Due Date	Has Opened	Duration
My New Fake Nursing Home	Submit Form ▶		3/24/2015 2:04:02 PM	operator97@yahoo.com	servicerlar@yahoo.com	submitted for your review			No	In Process
My New Fake Nursing Home	Submit Form ▶		3/23/2015 2:36:23 PM	operator97@yahoo.com	servicerlar@yahoo.com	hello			No	In Process
My Old Fake Nursing Home	Final Step ■		3/20/2015 2:22:14 PM	servicerlar@yahoo.com	servicerlar@yahoo.com	thx			Yes	Complete
My Old Fake Nursing Home	Submit Form ■		3/20/2015 1:46:14 PM	servicerlar@yahoo.com	operator97@yahoo.com				Yes	In Process
My Old Fake Nursing Home	Submit Form ▶		3/20/2015 12:42:30 PM	operator97@yahoo.com	servicerlar@yahoo.com				Yes	In Process
My Old Fake Nursing Home	Submit Form ▶		3/18/2015 3:29:12 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Process
My Old Fake Nursing Home	Submit Form ▶		3/16/2015 12:19:32 PM	operator97@yahoo.com	servicerlar@yahoo.com	From WLM - OAR - LAR			No	In Process
My Old Fake Nursing Home	Submit Form ▶		3/16/2015 9:31:02 AM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Process
My Old Fake Nursing Home	Submit Form ▶		3/14/2015 3:51:53 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Process

4. Click on the Name of the new Task.

HUD Healthcare Portal

Version 1.0.2.1
Log out
Welcome Fake LAR

Home - Tasks(9) - Financial Analysis - Administration - Contact Us

Home > My Tasks

Name	Action	Status	Last Updated Time	Assigned By	Assigned To	Current Notes	Historic Notes	Due Date	Has Opened	Duration
My New Fake Nursing Home	Submit Form ▶		3/24/2015 2:04:02 PM	operator97@yahoo.com	servicerlar@yahoo.com	submitted for your review			No	In Process
My New Fake Nursing Home	Submit Form ▶		3/23/2015 2:36:23 PM	operator97@yahoo.com	servicerlar@yahoo.com	hello			No	In Process
My Old Fake Nursing Home	Final Step ■		3/20/2015 2:22:14 PM	servicerlar@yahoo.com	servicerlar@yahoo.com	thx			Yes	Complete
My Old Fake Nursing Home	Submit Form ■		3/20/2015 1:46:14 PM	servicerlar@yahoo.com	operator97@yahoo.com				Yes	In Process
My Old Fake Nursing Home	Submit Form ▶		3/20/2015 12:42:30 PM	operator97@yahoo.com	servicerlar@yahoo.com				Yes	In Process
My Old Fake Nursing Home	Submit Form ▶		3/18/2015 3:29:12 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Process
My Old Fake Nursing Home	Submit Form ▶		3/16/2015 12:19:32 PM	operator97@yahoo.com	servicerlar@yahoo.com	From WLM - OAR - LAR			No	In Process
My Old Fake Nursing Home	Submit Form ▶		3/16/2015 9:31:02 AM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Process
My Old Fake Nursing Home	Submit Form ▶		3/14/2015 3:51:53 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Process

5. Using the attached Financial Statement, enter the remaining required information.

Current Liabilities	
Total Revenues	
Rent/Lease Expense	
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

****Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx****

Attach File Remove File

LENDER INPUT

FHA Insured Principal Payment	
FHA Insured Interest Payment	
FHA Mortgage Insurance Premium	
Reserve for Replacement Escrow Balance	
Reserve For Replacement Deposit	

Submit Upload Select Operator Fake Operator (First Fake Lender) v

Submit Notes submitted for your review Notes to Operator

6. Click "Open"

Current Liabilities	
Total Revenues	
Rent/Lease Expense	
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

****Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx****

Attach File Remove File

LENDER INPUT

FHA Insured Principal Payment	
FHA Insured Interest Payment	
FHA Mortgage Insurance Premium	
Reserve for Replacement Escrow Balance	
Reserve For Replacement Deposit	

Submit Upload Select Operator Fake Operator (First Fake Lender) v

Submit Notes submitted for your review Notes to Operator

Do you want to open or save **User Agreement.pdf** from **staging232health.com**? Open Save Cancel

7. Enter the remaining fields using the financial information from the attached document.

GENERAL INPUT

FHA Number	000-00002
Project Name	My New Fake Nursing Home
Servicer Name	First Fake Lender
Servicer ID	11111

OPERATOR INPUT

Operator Owner	Operator
Period Ending	
Months in Period	Select Months in Period
Financial Statement Type	Select Financial Statement Type
Units in Facility	
Cash	
Net Accounts Receivable	
Investments	
Current Assets	
Current Liabilities	
Total Revenues	
Rent/Lease Expense	
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

**Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must

OPERATOR INPUT

Operator Owner	Operator
Period Ending	
Months in Period	March 2015
Financial Statement Type	
Units in Facility	
Cash	
Net Accounts Receivable	
Investments	
Current Assets	
Current Liabilities	
Total Revenues	
Rent/Lease Expense	
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File

Remove File

OPERATOR INPUT

Operator Owner	<input type="text" value="Operator"/>
Period Ending	<input type="text" value="02/28/2015"/>
Months in Period	<input type="text" value="3"/>
Financial Statement Type	<input type="text" value="Type"/>
Units in Facility	<input type="text"/>
Cash	<input type="text"/>
Net Accounts Receivable	<input type="text"/>
Investments	<input type="text"/>
Current Assets	<input type="text"/>
Current Liabilities	<input type="text"/>
Total Revenues	<input type="text"/>
Rent/Lease Expense	<input type="text"/>
Depreciation Expense	<input type="text"/>
Amortization Expense	<input type="text"/>
Total Expenses	<input type="text"/>
Net Income	<input type="text"/>
Supporting File	<input type="text" value="User Agreement.pdf"/>
Attach File	<input type="text"/>

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

OPERATOR INPUT

Operator Owner	<input type="text" value="Operator"/>
Period Ending	<input type="text" value="02/28/2015"/>
Months in Period	<input type="text" value="3"/>
Financial Statement Type	<input type="text" value="Select Financial Statement Type"/>
Units in Facility	<input type="text" value="Audit Certified"/>
Cash	<input type="text"/>
Net Accounts Receivable	<input type="text"/>
Investments	<input type="text"/>
Current Assets	<input type="text"/>
Current Liabilities	<input type="text"/>
Total Revenues	<input type="text"/>
Rent/Lease Expense	<input type="text"/>
Depreciation Expense	<input type="text"/>
Amortization Expense	<input type="text"/>
Total Expenses	<input type="text"/>
Net Income	<input type="text"/>
Supporting File	<input type="text" value="User Agreement.pdf"/>
Attach File	<input type="text"/>

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

OPERATOR INPUT

Operator Owner: Operator
Period Ending: 02/28/2015
Months in Period: 3
Financial Statement Type: Certified
Units in Facility:
Cash:
Net Accounts Receivable:
Investments:
Current Assets:
Current Liabilities:
Total Revenues:
Rent/Lease Expense:
Depreciation Expense:
Amortization Expense:
Total Expenses:
Net Income:
Supporting File: User Agreement.pdf
Attach File:



Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

OPERATOR INPUT

Operator Owner: Operator
Period Ending: 02/28/2015
Months in Period: 3
Financial Statement Type: Certified
Units in Facility: 122
Cash:
Net Accounts Receivable:
Investments:
Current Assets:
Current Liabilities:
Total Revenues:
Rent/Lease Expense:
Depreciation Expense:
Amortization Expense:
Total Expenses:
Net Income:
Supporting File: User Agreement.pdf
Attach File:



Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121345	
Net Accounts Receivable		
Investments		
Current Assets		
Current Liabilities		
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File

Remove File

OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments		
Current Assets		
Current Liabilities		
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File

Remove File

OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12345	x
Current Assets		
Current Liabilities		
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

****Please Note: For each submission, one file pertaining to a single Property/RHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx****

Attach File

Remove File



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34567	x
Current Liabilities		
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

****Please Note: For each submission, one file pertaining to a single Property/RHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx****

Attach File

Remove File



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues		
Rent/Lease Expense		
Depreciation Expense		
Amortization Expense		
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator
Period Ending	02/28/2015
Months in Period	3
Financial Statement Type	Certified
Units in Facility	122
Cash	121,345
Net Accounts Receivable	5,432
Investments	12,345
Current Assets	34,567
Current Liabilities	9,876
Total Revenues	4,321
Rent/Lease Expense	234,567
Depreciation Expense	
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator
Period Ending	02/28/2015
Months in Period	3
Financial Statement Type	Certified
Units in Facility	122
Cash	121,345
Net Accounts Receivable	5,432
Investments	12,345
Current Assets	34,567
Current Liabilities	9,876
Total Revenues	4,321
Rent/Lease Expense	234,567
Depreciation Expense	56,789
Amortization Expense	
Total Expenses	
Net Income	
Supporting File	User Agreement.pdf
Attach File	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses		
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File **Remove File**



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income		
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File **Remove File**



OPERATOR INPUT

Operator Owner	Operator	
Period Ending	02/28/2015	
Months in Period	3	
Financial Statement Type	Certified	
Units in Facility	122	
Cash	121,345	
Net Accounts Receivable	5,432	
Investments	12,345	
Current Assets	34,567	
Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File		



Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File		

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment		
FHA Mortgage Insurance Premium		
Reserve for Replacement Escrow Balance		
Reserve For Replacement Deposit		



Submit Upload Select Operator Fake Operator (First Fake Lender)

Submit Notes submitted for your review Notes to Operator

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

****Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx****

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment	35,790	
FHA Mortgage Insurance Premium		
Reserve for Replacement Escrow Balance		
Reserve For Replacement Deposit		



Submit Upload Select Operator

Notes submitted for your review Notes to Operator

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

****Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx****

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment	35,790	
FHA Mortgage Insurance Premium	9,510,300	
Reserve for Replacement Escrow Balance		
Reserve For Replacement Deposit		



Submit Upload Select Operator

Notes submitted for your review Notes to Operator

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment	35,790	
FHA Mortgage Insurance Premium	9,510,300	
Reserve for Replacement Escrow Balance		
Reserve For Replacement Deposit		



Submit Upload Select Operator

Notes Notes to Operator

Current Liabilities	9,876	
Total Revenues	4,321	
Rent/Lease Expense	234,567	
Depreciation Expense	56,789	
Amortization Expense	147,074	
Total Expenses	23,456,789	
Net Income	654,433	
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

LENDER INPUT

FHA Insured Principal Payment	12,345	
FHA Insured Interest Payment	35,790	
FHA Mortgage Insurance Premium	9,510,300	
Reserve for Replacement Escrow Balance	2,300	
Reserve For Replacement Deposit		



Submit Upload Select Operator

Notes Notes to Operator

Current Liabilities	9,876	🗑️
Total Revenues	4,321	🗑️
Rent/Lease Expense	234,567	🗑️
Depreciation Expense	56,789	🗑️
Amortization Expense	147,074	🗑️
Total Expenses	23,456,789	🗑️
Net Income	654,433	🗑️
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

LENDER INPUT

FHA Insured Principal Payment	12,345	🗑️
FHA Insured Interest Payment	35,790	🗑️
FHA Mortgage Insurance Premium	9,510,300	🗑️
Reserve for Replacement Escrow Balance	2,300	🗑️
Reserve For Replacement Deposit	1,200	🗑️

Submit Upload Select Operator

Notes submitted for your review Notes to Operator

8. Click the "Upload" radial button.
9. Click "Upload".

What does a Servicer do if the attached financial information is incorrect, old or has some other type of error and needs to be replaced by the Operator.

If you receive the incorrect financial statement, an old financial statement or the financial statement has other issues that require the Operator to resubmit, you should annotate that in the Comment Section of the Portal and send it back to the Operator for correction.

1. Enter notes in the "Notes to Operator" section accordingly.

Current Liabilities	<input type="text"/>	🗑️
Total Revenues	<input type="text"/>	🗑️
Rent/Lease Expense	<input type="text"/>	🗑️
Depreciation Expense	<input type="text"/>	🗑️
Amortization Expense	<input type="text"/>	🗑️
Total Expenses	<input type="text"/>	🗑️
Net Income	<input type="text"/>	🗑️
Supporting File	User Agreement.pdf	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

LENDER INPUT

FHA Insured Principal Payment	<input type="text"/>	🗑️
FHA Insured Interest Payment	<input type="text"/>	🗑️
FHA Mortgage Insurance Premium	<input type="text"/>	🗑️
Reserve for Replacement Escrow Balance	<input type="text"/>	🗑️
Reserve For Replacement Deposit	<input type="text"/>	🗑️

Submit Upload Select Operator

Notes submitted for your review Notes to Operator

2. Click the "Submit" radial button.
3. Enter note accordingly, in the "Notes to Operator" box.

4. Click "Submit".

5. Accept the "I Agree" button of the Submit Disclaimer.
6. You will be taken back to the "My Tasks" section where you can see it's in a hold status, awaiting action by the Operator.

HUD Healthcare Portal

Version 1.0.0.0
Log out
Welcome Fake LAR

Home > My Tasks

Name	Action	Status	Last Updated Time	Assigned By	Assigned To	Current Notes	Historic Notes	Due Date	Has Opened	Dural
My New Fake Nursing Home	Submit Form		3/25/2015 7:42:41 AM	servicerlar@yahoo.com	operator97@yahoo.com	The financial statement you pr...			No	In Pr
My New Fake Nursing Home	Submit Form	▶	3/23/2015 2:36:23 PM	operator97@yahoo.com	servicerlar@yahoo.com	hello			No	In Pr
My Old Fake Nursing Home	Final Step	■	3/20/2015 2:22:14 PM	servicerlar@yahoo.com	servicerlar@yahoo.com	fly			Yes	Com
My Old Fake Nursing Home	Submit Form		3/20/2015 1:46:14 PM	servicerlar@yahoo.com	operator97@yahoo.com				Yes	In Pr
My Old Fake Nursing Home	Submit Form	▶	3/20/2015 12:42:30 PM	operator97@yahoo.com	servicerlar@yahoo.com				Yes	In Pr
My Old Fake Nursing Home	Submit Form	▶	3/18/2015 3:29:12 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Pr
My Old Fake Nursing Home	Submit Form	▶	3/16/2015 12:19:32 PM	operator97@yahoo.com	servicerlar@yahoo.com	From WLM - OAR - LAR			No	In Pr
My Old Fake Nursing Home	Submit Form	▶	3/16/2015 9:31:02 AM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Pr
My Old Fake Nursing Home	Submit Form	▶	3/14/2015 3:51:53 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Pr

7. Once you submit the document, it will be returned to the Operator for editing and will show in your “My Task” as holding for action.

Module 3 Operator Instructions

Operators

Operator Training

What are the Goals of this training:

1. Show Operators how to can gain access to the 232 Healthcare Portal
2. Show Operators how to Logon and Attach PDF of financial statement.

Introduction:

Tabs



- a. Home
 - i. **Under Construction**
- b. Tasks
 - ii. My Tasks
 1. My Task is a section of the portal that show you submissions and their statuses.
- c. Financial Analysis
 - iii. The Financial Analysis tab contains the following:
 1. Servicer/Operator Data Input Form
 - a. This section is where you will access the form to attach financial statements.
 2. My Reports
 - a. Project Report
 - i. This section is where you can see the financial information that was uploaded by the Servicer. – **Under Construction**
- d. Administration
 - iv. Change Password
 1. This section allows you to change your password if need be.

2. When changing your password, you will be required to provide your Username and current password. You will then be asked to provide responses to the three security questions you created when you originally registered. Once you have provided that information you will receive an e-mail, with instructions on changing your password.
- e. Contact Us
 - a. Contact Info
 - i. This section allows you to contact the 232 Healthcare Help Desk with questions or concerns.

Outline of Operators Roles in the 232 Healthcare Portal:

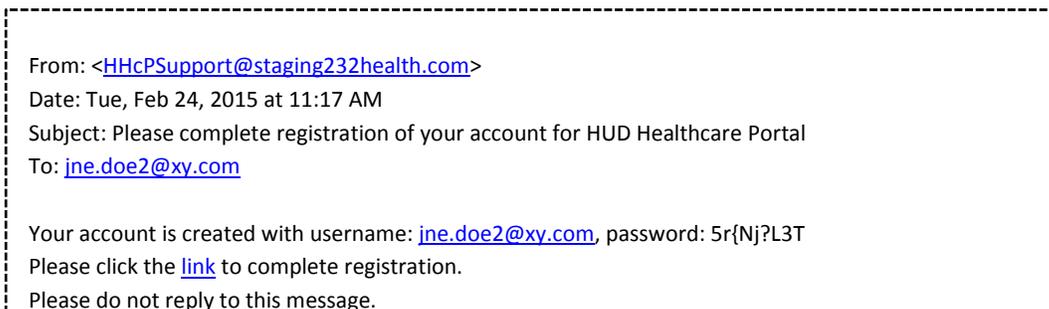
The Operator role may be responsible for attaching Quarterly and Annual financial statements to the Portal and submitting them to the Servicer for upload to the Portal. This action is determined by each individual Servicer.

How does Operator Get access:

1. The Operator will contact their Lender Account Manager and provide the following information:

- **Requester Last Name**
- **Requester First Name**
- **Title**
- **Requester Office Telephone Number**
- **Requester Office Address**
- **City**
- **State**
- **Zip code**
- **E-mail Address**
- **Time Zone**
- **FHA number of the Facility or Facilities associated with**

After the request is submitted to the Lender Account Manager and it's reviewed and processed, you will receive an automatic e-mail from the Portal with your username, temporary password and log-in instructions (see sample e-mail below).



8. Once you have received this e-mail, click the “link” section in the e-mail to complete the registration process.
9. If you do not see an email from HHPSupport in your inbox, please check your Spam/Junk Mail folder.
10. Upon receipt of the e-mail, you have 30 days to access the HHcP using the temporary password.

Accessing the portal

1. To access the portal, go to the following website and click on “232 Healthcare Portal” under the “Operator Financial Statements” section:

http://portal.hud.gov/hudportal/HUD?src=/federal_housing_administration/healthcare_facilities/residential_care/Operator_Financial_Stmt



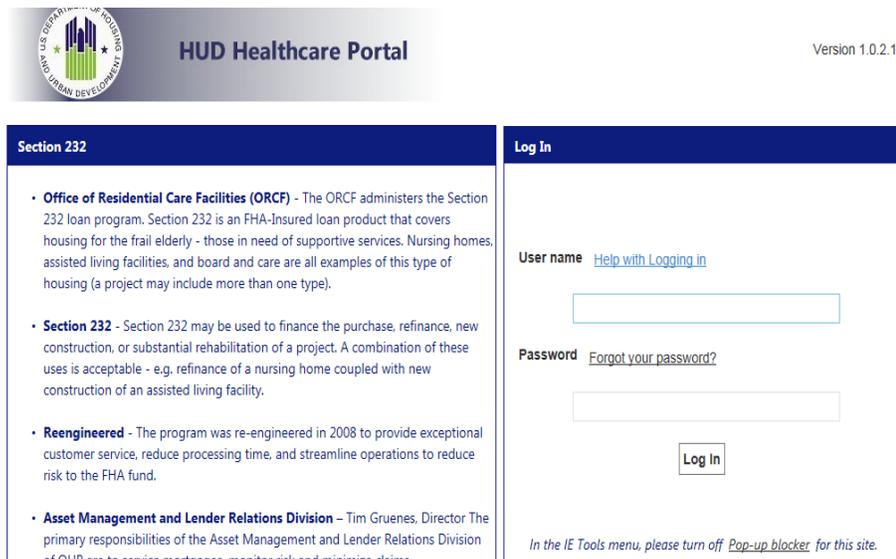
2. Select Okay.



3. You will be re-directed to the 232 Healthcare Portal.

How to Log into the Portal for the First Time:

1. Enter your Username (e-mail address) and temporary password.
2. Click the “Log In” button.



3. After logging into the portal for the first time, you will be required to create a new password and provide three challenge questions.

How does an Operator:

Attach Files:

1. Log into the Portal.
2. You are taken directly to the Servicer/Operator Data Input Form

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number	<input type="text"/>	
Project Name	<input type="text"/>	
Servicer Name	First Fake Lender	
Servicer ID	<input type="text"/>	

OPERATOR INPUT

Operator Owner	<input type="text" value="Select Operator/Owner"/>	
Period Ending	<input type="text"/>	
Months in Period	<input type="text" value="Select Months In Period"/>	
Financial Statement Type	<input type="text" value="Select Financial Statement Type"/>	
Units in Facility	<input type="text"/>	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, xls, or .xlsx

Select Lender

Notes to Lender

3. Enter the fha number of the property.

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number	000-00001	
Project Name	My Old Fake Nursing Home	
Servicer Name	First Fake Lender	
Servicer ID	11111	

OPERATOR INPUT

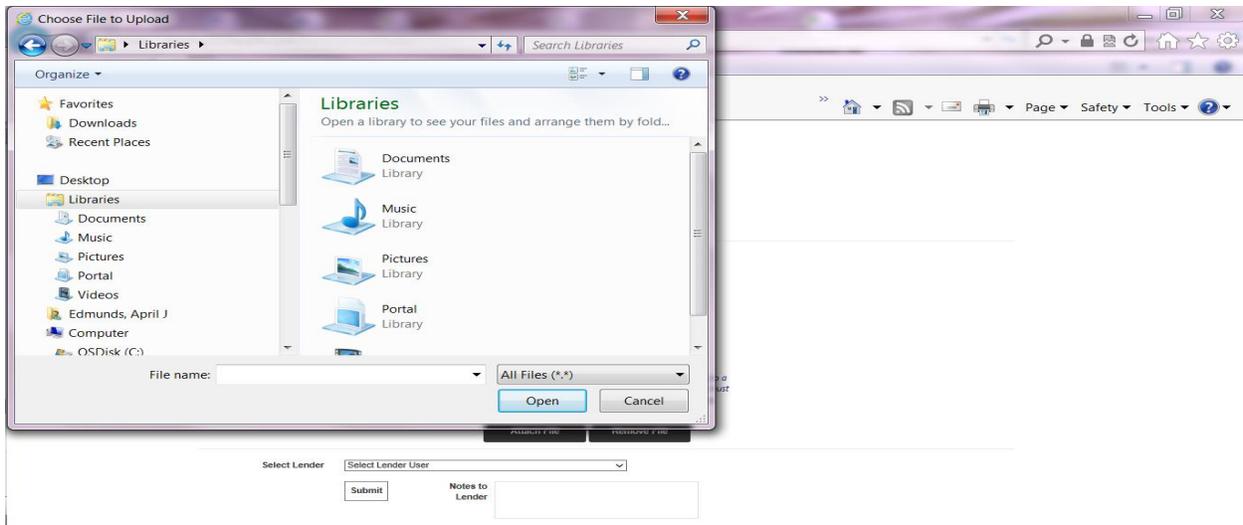
Operator Owner	<input type="text" value="Select Operator/Owner"/>	
Period Ending	<input type="text"/>	
Months in Period	<input type="text" value="Select Months In Period"/>	
Financial Statement Type	<input type="text" value="Select Financial Statement Type"/>	
Units in Facility	<input type="text"/>	
Attach File	<input type="text"/>	

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, xls, or .xlsx

Select Lender

Notes to Lender

4. Click "Attach File".



5. Locate the document you want to upload.
6. Select the document for upload.
7. Click "Attach File".
8. You will see the attached document.

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number	000-00001
Project Name	My Old Fake Nursing Home
Servicer Name	First Fake Lender
Servicer ID	11111

OPERATOR INPUT

Operator Owner	Select Operator/Owner
Period Ending	
Months in Period	Select Months in Period
Financial Statement Type	Select Financial Statement Type
Units in Facility	
Attach File	Portal Access Request - 3-11-2015 updated.pdf

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File **Remove File**

Select Lender: Select Lender User

Submit Notes to Lender

9. Select the Lender.

GENERAL INPUT

FHA Number	000-00001
Project Name	My Old Fake Nursing Home
Servicer Name	First Fake Lender
Servicer ID	11111

OPERATOR INPUT

Operator Owner	Select Operator/Owner
Period Ending	
Months in Period	Select Months In Period
Financial Statement Type	Select Financial Statement Type
Units in Facility	

Attach File Portal Access Request - 3-11-2015 updated.pdf
Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

Select Lender Fake LAM (First Fake Lender, Lender Account Manager)

Submit Notes to Lender

10. Enter any notes.

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number	000-00001
Project Name	My Old Fake Nursing Home
Servicer Name	First Fake Lender
Servicer ID	11111

OPERATOR INPUT

Operator Owner	Select Operator/Owner
Period Ending	
Months in Period	Select Months In Period
Financial Statement Type	Select Financial Statement Type
Units in Facility	

Attach File Portal Access Request - 3-11-2015 updated.pdf
Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Attach File Remove File

Select Lender Fake LAM (First Fake Lender, Lender Account Manager)

Submit Notes to Lender this is a test

11. Click Submit.

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number: 000-00001
 Project Name: My Old Fake Nursing Home
 Servicer Name: First Fake Lender
 Servicer ID: 11111

OPERATOR INPUT

Operator Owner: Select Operator/Owner
 Period Ending:
 Months in Period: Select Months In Period
 Financial Statement Type: Select Financial Statement Type
 Units in Facility:

Attach File: Portal Access Request - 3-11-2015 updated.pdf
 Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Select Lender: Fake LAM (First Fake Lender, Lender Account Manager)

Submit Notes to Lender: this is a test

12. Click on the “I Agree” tab of the Submit Disclaimer.

Servicer/Operator Data Input Form

GENERAL INPUT

Submit Disclaimer

I do hereby certify that the financial information submitted is true and correct to the best of my knowledge, information and belief; further, I understand that in the event that I have knowingly and willfully provided any false information, I will be liable for punishment in accordance with all applicable laws and statutes.

****Warning**** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

OPERATOR INPUT

Financial Statement Type: Select Financial Statement Type
 Units in Facility:

Attach File: User Agreement.pdf
 Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

How does an Operator know the submission was successful:

1. Once the financial statements have been submitted, the page resolves to “My Task”, and you will see that the task is awaiting Servicer’s review.



Home > My Tasks

Name	Action	Status	Last Updated Time	Assigned By	Assigned To	Current Notes	Historic Notes	Due Date	Has Opened	Duration
My New Fake Nursing Home	Submit Form		3/23/2015 2:36:23 PM	operator97@yahoo.com	servicerlar@yahoo.com	hello			Yes	In Proce
My Old Fake Nursing Home	Final Step		3/20/2015 2:22:14 PM	servicerlar@yahoo.com	servicerlar@yahoo.com	fix			Yes	Comple
My Old Fake Nursing Home	Submit Form	▶	3/20/2015 1:46:14 PM	servicerlar@yahoo.com	operator97@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form		3/20/2015 12:42:30 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form		3/18/2015 3:29:12 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form		3/17/2015 12:48:34 PM	operator97@yahoo.com	servicerservicer@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form		3/17/2015 12:19:19 PM	operator97@yahoo.com	servicerservicer@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form		3/17/2015 12:18:20 PM	operator97@yahoo.com	serviceriam@yahoo.com				Yes	In Proce
My Old Fake Nursing Home	Submit Form		3/16/2015 12:19:32 PM	operator97@yahoo.com	servicerlar@yahoo.com	From WLM - OAR - LAR			Yes	In Proce
My New Fake Nursing Home	Submit Form		3/16/2015 12:09:49 PM	operator97@yahoo.com	servicerservicer@yahoo.com	Great job BAM			No	In Proce

< 1 2 Next >

What happens to the attached file:

1. The attached file is then uploaded by the Servicer and made viewable and printable for the Servicer and HUD Staff.
2. If an attachment was submitted in error, the Servicer has the ability to request the Operator to resubmit the attachment.

How does an Operator resubmit an attachment:

1. As an Operator, you may receive a Task in your "My Task" section requesting that you re-submit your financial statements that you previously submitted. This may be requested by the Servicer because you accidentally submitted the wrong financial statement, you submitted a poor scanned PDF copy, or a host of other things that may be noted in the comments section of the portal.
2. If you have a task awaiting action from you, you will see a number next to the "Tasks" tab.



Home > Financial Analysis

GENERAL INPUT

3. Click "Tasks" then "My Task".

The screenshot shows the HUD Healthcare Portal interface. The top navigation bar includes 'Home', 'Tasks(9)', 'Financial Analysis', 'Administration', and 'Contact Us'. A 'My Tasks' button is highlighted. The main content area is titled 'Servicer/Operator Data Input Form' and is divided into two sections: 'GENERAL INPUT' and 'OPERATOR INPUT'.

GENERAL INPUT

- FHA Number:
- Project Name:
- Servicer Name: First Fake Lender
- Servicer ID:

OPERATOR INPUT

- Operator Owner:
- Period Ending:
- Months in Period:
- Financial Statement Type:
- Units in Facility:
- Attach File:

****Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: pdf, .doc, .docx, xls or .xlsx****

Buttons:

4. Click the name of the task awaiting action from you.

The screenshot shows the HUD Healthcare Portal interface with the 'My Tasks' section active. It displays a table of tasks with columns for Name, Action, Status, Last Updated Time, Assigned By, Assigned To, Current Notes, Historic Notes, Due Date, Has Opened, and Duration.

Name	Action	Status	Last Updated Time	Assigned By	Assigned To	Current Notes	Historic Notes	Due Date	Has Opened	Duration
My New Fake Nursing Home	Submit Form	II	3/23/2015 2:36:23 PM	operator97@yahoo.com	servicerlar@yahoo.com	hello			Yes	In Proce
My Old Fake Nursing Home	Final Step	III	3/20/2015 2:22:14 PM	servicerlar@yahoo.com	servicerlar@yahoo.com	this			Yes	Comple
My Old Fake Nursing Home	Submit Form	▶	3/20/2015 1:46:14 PM	servicerlar@yahoo.com	operator97@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form	II	3/20/2015 12:42:30 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form	II	3/18/2015 3:29:12 PM	operator97@yahoo.com	servicerlar@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form	II	3/17/2015 12:48:34 PM	operator97@yahoo.com	servicerservicer@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form	II	3/17/2015 12:19:19 PM	operator97@yahoo.com	servicerservicer@yahoo.com				No	In Proce
My Old Fake Nursing Home	Submit Form	II	3/17/2015 12:18:20 PM	operator97@yahoo.com	serviceriam@yahoo.com				Yes	In Proce
My Old Fake Nursing Home	Submit Form	II	3/16/2015 12:19:32 PM	operator97@yahoo.com	servicerlar@yahoo.com	From WLM - OAR - LAR			Yes	In Proce
My New Fake Nursing Home	Submit Form	II	3/16/2015 12:09:49 PM	operator97@yahoo.com	servicerservicer@yahoo.com	Great job BAM			No	In Proce

Navigation: < 1 2 Next >

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number  

Project Name

Servicer Name

Servicer ID  

OPERATOR INPUT

Operator Owner 

Period Ending

Months in Period 

Financial Statement Type 

Units in Facility

Current File

Attach File

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Select Lender

Notes  

Notes to Lender

- After clicking the name of the task you will be able to make the necessary changes according to the Servicer's request. If the request is to update the Financial Statement you submitted, simply locate the edited one, select it and click "Attach File", add notes accordingly and submit it back to the Servicer. You will be asked to "Accept" the terms of the disclaimer prior to submitting.

Servicer/Operator Data Input Form

GENERAL INPUT

FHA Number  

Project Name

Servicer Name

Servicer ID  

OPERATOR INPUT

Operator Owner 

Period Ending

Months in Period 

Financial Statement Type 

Units in Facility

Current File

Attach File

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, .xls, or .xlsx

Select Lender

Notes  

Notes to Lender

3. Upload the new document.

OPERATOR INPUT

Operator Owner 

Period Ending 

Months in Period 

Financial Statement Type 

Units in Facility 

Current File User Agreement.pdf

Attach File

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, xls, or .xlsx

Select Lender

Notes

Notes to Lender

4. Add notes if need be.

OPERATOR INPUT

Operator Owner 

Period Ending 

Months in Period 

Financial Statement Type 

Units in Facility 

Current File User Agreement.pdf

Attach File

Please Note: For each submission, one file pertaining to a single Property/FHA Number will be accepted. The file must have one of the following file extensions: .pdf, .doc, .docx, xls, or .xlsx

Select Lender

Notes

Notes to Lender

5. Click Submit.
6. Agree to the disclaimer.
7. Return to "My Tasks" to see the updated document(s).

Module 4

Reports

Reports

Who Can View Reports:

Reports are available to be viewed by Operators, Lender Account Manager, Backup Account Managers and their designated Lender Account Representatives.

Available Reports: - Under Construction