

## A. HERMIT Help Desk Information

The Home Equity Reverse Mortgage Information Technology (HERMIT) Help Desk is the user's single point of contact for issues/questions regarding accessing and using the HERMIT Application. Please do not contact the HUD HITS Help Desk for assistance with the HERMIT Application.

**Hours of operation:** Monday to Friday, 6:00 AM (ET) – 8:00 PM (ET) excluding Federal Holidays.

**Phone:** Call **561-899-2610** to speak to a HERMIT Help Desk Agent. Voice mail left outside normal hours of operation will be responded to during the next business day.

**Email:** Address email to **support@hecmsp.com**. Emails are responded to during normal hours of operation.

### Examples of Issues/Questions Supported

- Requests for new user access
- Password changes
- Assistance with navigation of the system
- Unable to perform an action within the system
- An error message is received
- An expected result is not achieved
- Database changes needed (must be approved by HUD)

Additional information the HERMIT Help Desk may need to aid in resolution of your issue/question:

- Is your issue/question about a specific loan?
- What are you trying to accomplish?
- Is there a due date or deadline involved?
- Which module and/or function are you using?
- Can you supply screen shots?
- What is the expected result?

### Information required when submitting an Issue/Question

When contacting the Help Desk please be sure to include as much information as possible.

- User's first and last name
- Email address and contact number
- Loan Skey or FHA Case #
- User Role logged in with
- Case Status and Case Sub-Status
- Screen name relevant to issue/question
- Screen shot relevant to the issue/question (if possible)
- Summary of the issue (It is very important to provide a clear explanation of the issue/question)

### Issue/Question processing

Each new issue/question is logged and a unique ticket number is provided for future reference. Please refer to the assigned ticket number for any subsequent inquiries regarding the existing request.

The turnaround time to resolve issues and complete requests depends on the type of issue received. Emails are responded to within 4 hours.

## B. Instructions for HERMIT Application Access Requests (AAR)

1. Requestor obtains the HERMIT AAR form and either prints the blank form and completes it manually or completes the pdf form electronically and prints it.
2. Requestor must complete all required fields in Section I, select a user role in Section II and sign the form in Section III.
3. Supervisor validates the information in Section I, II and III and signs the form in Section IV.
4. Requestor emails the scanned form to support@hecmsp.com (HERMIT Help Desk email address).
5. A ticket will be created and ticket number emailed to the Requestor by the HERMIT Help Desk.
6. The HERMIT Help Desk will notify the Requestor if additional information is required.
7. If Application Access is granted, the Requestor will receive a user ID and password via email.
8. If Application Access is rejected, the Requestor will receive the reason for rejection via email.