eHOUSINGPLUS

Program Management Specialists

User Credentials for the eHPortal and eHP Front Porch

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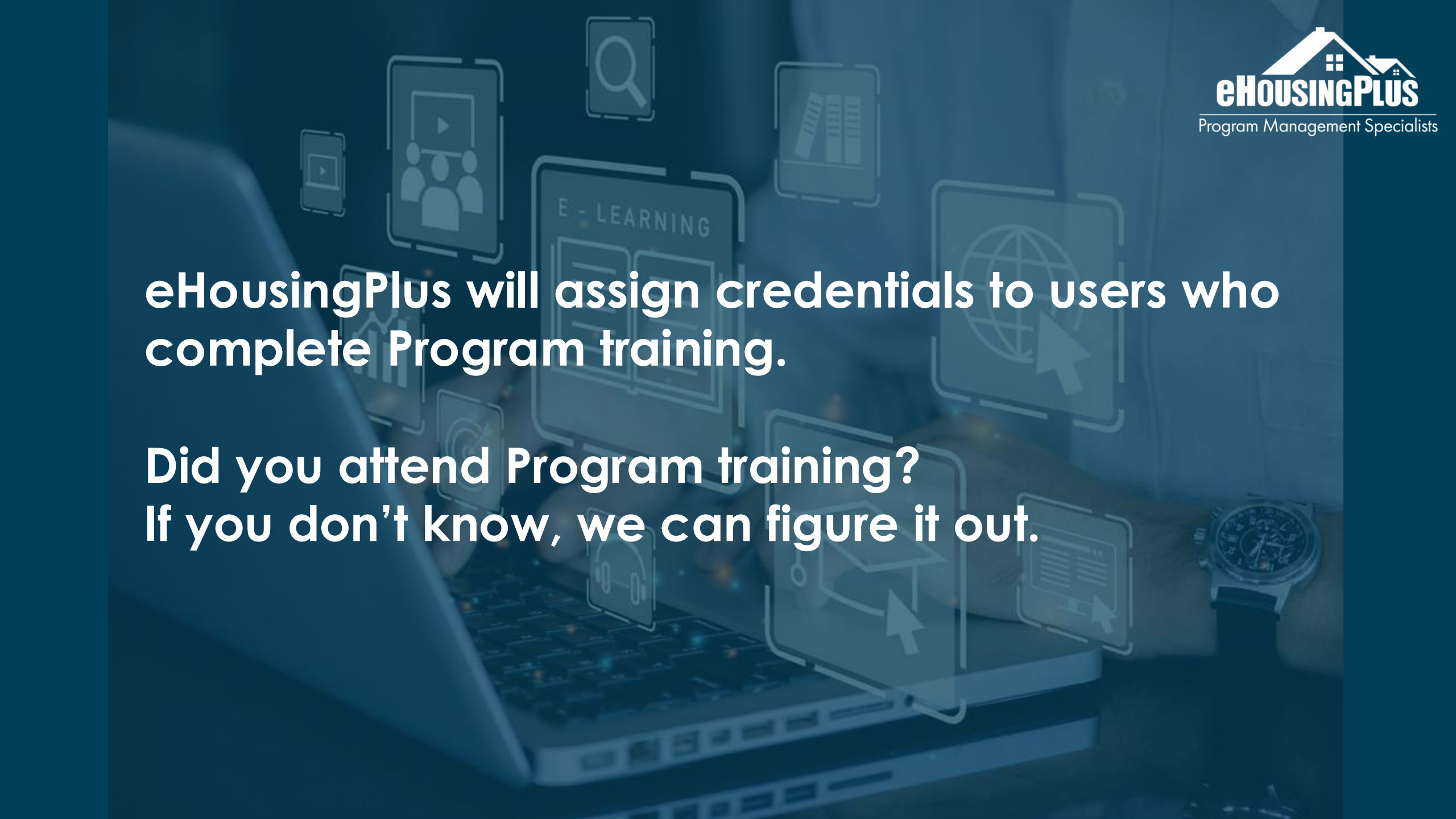
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#1. Determine if you need user credentials.

PARTICIPATING LENDERS – Continue, you NEED user credentials.

BROKERS - stop. Your Lender will reserve program funds you do not require user credentials.

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eHousingPlus will assign credentials to users who complete Program training.

Did you attend Program training?
If you don't know, we can figure it out.

#2. Do you have user credentials for the Florida Housing Program already?

Yes – And I have logged in successfully within the last 3 months. Stop, no need to continue.

Yes – But I have not logged in within the last 3 months. Continue to next slide.

I have no idea if I have credentials. Continue to next slide.

No – I did not attend Program training. Continue to next slide.

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#3a. If you attended Program training, try to log-in now. If you are not successful return to this presentation.

Need to attend training? Skip this step, go to next slide.

Click on this link below to log in to the eHPortal.
You will know this is the correct portal because you will see the Florida Housing logo. If you do not see the Florida Housing logo, you are in the wrong place.
https://sfweb.ehousingplus.com/Default.aspx

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#3b. If you need to attend Program training, click on this link to register. Stop and complete training. After you successfully complete training, eHP will assign credentials.

https://register.gotowebinar.com/rt/2544384704898436448

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#4. Were you successful logging in to eHP?

Yes – Stop, no need to continue. You are ready to roll.

No - I was unable to log in. Continue to the next slide.

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#5. First, try to reset your password.



The reset password email is sent from:
donotreply@eHousingPlus.com
Look in your spam or junk folder.

TYPE the password, do not copy and paste.

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#5. Did the reset password work?

Yes – I was able to log-in, stop no need to continue.

No – Please email useraccess@eHPUniversity.com
Subject line: FHFC Program User Access Help
The user access team will provide assistance.

No – I never received the reset password email. Follow steps above to contact the User Access Team.

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