



Updated 4.16.19

Instructions: This is a working document! Submit any questions you want to be answered at www.cvent.com/d/3gqhm2/3B and check back here for answers.

Implementation

Q: When will we start using the new system?

A: The new Loan Commitment System will launch on Monday, April 22, 2019. Until then, please continue to use the existing loan commitment system (HDS).

Q: How will I learn how to use the new system?

A: A variety of training opportunities will be available leading up to the system release. These include live and recorded Webinars, guides, and staff support. [Find training information and registration details on the Minnesota Housing website.](#)

Q: What do I have to do before launch to get my information in the system?

A: We worked with all participating lenders to get Lender Participation Agreements signed and user lists added. We encourage you to attend upcoming trainings, read the eNews and contact our [Partner Solutions Team](#) with any questions.

Q: How will we log into the new system?

A: Just before the launch, your web administrator will provide you with your user IDs and initial passwords.

Q: Who will have the capacity to reset user passwords?

A: Password resets are self-managed, so you will have the ability to do it yourself.

Q: Will lender search be tied to the loan commitment system?

A: No, they are not linked. You will still need to update your lender search information separately [using this form](#). The lender search does not apply to Rehabilitation and Emergency/Accessibility Loan Program lenders.

Q: What happens to my pipeline in the existing system (HDS)?

A: For a period of time, you will work in both HDS (to finish out the pipeline for committed loans prior to April 22) and the new System (for all loans committed on and after April 22). There will be a cut-over date at a point in the future where we will convert any remaining loans in HDS over to the new System. We will be in touch when that occurs.

Q: What if I need help or have questions?

A: All hands will be on deck at Minnesota Housing when we launch the new system! You can reach us at mnhousing.solution@state.mn.us or by calling 651.296.8215 and selecting option 5.

System Capabilities

Q: There is not a specific field for NMLS numbers in the current system. How will they get included in the new system?

A: We have already gathered NMLS ID information and entered it into the system.

Q: Will we be able to reserve funds before 10 a.m.?

A: For mortgage loan programs, the new system permits loans to be locked/funds reserved any time there is an active rate sheet. So you may be able to lock a loan prior to 10:00 a.m. in the future, but it will not be any later than that. You will not be able to lock loans after 8:00 p.m. each night.

For Rehabilitation Loan Program and Emergency/Accessibility Loan Programs, loans may be committed as long as the system is accessible and program funds are available.

Q: Can the system accommodate more than two borrowers on documents?

A: Yes, up to four.

Q: Is there just a main entity listed or can we include branches?

A: As with the current system, this loan commitment system will not include branches.

Q: When do closing, first payment and maturity dates get entered?

A: All of these dates can be entered at any time – they do not have to wait until the loan goes through the true and certify process. If you are using the system to prepare loan documents, you will need to enter those dates so that the information populates on the loan documents.

Q: Will the new system have TLS 1.0 and 1.1 disabled to support security of customer data?

A: Security of customer data is of utmost importance to Minnesota Housing and we will take all necessary steps to protect that data.

Q: Can RLP/ELP lenders start using the updated loan documents before April 22?

A: Yes, RLP/ELP lenders can start using the new loan documents right away. There were no content changes for these programs, only formatting changes.