



Authorized Users in HSP Online

HOW TO ACCESS HSP ONLINE

To gain access to HSP Online, member contacts must be designated as Authorized Users and assigned the AHP/HSP Role in Members Only by their institution's Members Only Member Administrators. Contact HCD at TurnKey@fhlbtopeka.com or 1.866.571.8155 for additional information and instructions on how to become an Authorized User.

ABOUT AUTHORIZED USERS

Authorized Users are individual(s) designated by their member institution to execute applications, agreements, disbursement requests, reservations, forms, and other documents and otherwise complete all activities required to participate in Affordable Housing Program (AHP) and TurnKey programs.

Members should limit the number of Authorized Users for their institution to a few individuals who can be subject matter experts, manage the TurnKey Programs for their institution and have the capacity to fulfill the responsibilities of an Authorized User.

Authorized Users submitting TurnKey Reservations and Disbursements in HSP Online are responsible for:

- Directly interviewing households to determine program eligibility.
- Gathering all required documentation and information from households.
- Calculating household income per the AHP/TurnKey Income Calculation Guidelines.
- Certifying household eligibility in HSP Online.
- Managing communication between all stakeholders (household members, real estate agents, loan officers, title companies, etc.) and FHLBank.
- Reviewing documentation prior to the loan closing (Closing Disclosure, Homebuyer Education Certificate, Real Estate Retention Agreement, Repair Documentation, etc.) to ensure the transaction meets FHLBank guidelines.
- Reviewing documentation post-closing, prior to disbursement request submission, to ensure the documents are completed correctly. If corrections are required, Authorized User must contact FHLBank prior to making the corrections to ensure the method of correction is acceptable.

If the Authorized User is unable to directly interview the household, they must review backup documentation for all eligibility certifications. If the Authorized User does not have first-hand knowledge of the eligibility certifications required to submit a reservation in HSP Online, the Authorized User should not submit the reservation until they are able to acquire first-hand knowledge of household eligibility.

