Training Objectives:

• Understanding GUS Lender user roles.
• Understanding the basic navigation within GUS.
• Understanding how to search for loans.
• Understanding application functionality within GUS.
GUS Lender and Branch User Roles
## GUS Lender and Branch User Roles Chart

<table>
<thead>
<tr>
<th>User Roles</th>
<th>For all branches within an organization</th>
<th>For specific branch(es) within an organization</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Viewer</strong></td>
<td>• Views applications associated with Lender Tax ID (for all branches)</td>
<td>Same as the Lender but limited to the user’s lender Branch only</td>
</tr>
<tr>
<td></td>
<td>• Monitors loan applications in GUS</td>
<td></td>
</tr>
<tr>
<td><strong>Representative</strong></td>
<td>• Imports applications</td>
<td>Same as the Lender but limited to the user’s lender Branch only</td>
</tr>
<tr>
<td></td>
<td>• Manually enters loan application information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Performs preliminary submission</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Typically, an originator or processor for their lender’s organization</td>
<td></td>
</tr>
<tr>
<td><strong>Representative with Final Submit Authority</strong></td>
<td>• Imports applications</td>
<td>Same as the Lender but limited to the user’s lender Branch only</td>
</tr>
<tr>
<td></td>
<td>• Manually enters loan application information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Performs preliminary and final submissions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Confirms that loan information is accurate and consistent with documentation in the lender’s mortgage loan file</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Certifies the loan has been underwritten</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Usually an underwriter or senior processor</td>
<td></td>
</tr>
<tr>
<td><strong>Lender’s Security Administrator</strong></td>
<td>• Imports applications</td>
<td>Same as the Lender but limited to the user’s lender Branch only</td>
</tr>
<tr>
<td></td>
<td>• Manually enters loan application information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Performs preliminary and final submissions</td>
<td></td>
</tr>
<tr>
<td><strong>Lender Agent/Broker</strong></td>
<td>• Manually enters loan application information on behalf of lender / branch organizations (through the Lender Agent affiliation)</td>
<td>• Manually enters loan application information on behalf of lender / branch organizations (through the Lender Agent affiliation)</td>
</tr>
<tr>
<td></td>
<td>• Imports applications on behalf of lender / branch organizations (through the Lender Agent affiliation)</td>
<td>• Imports applications on behalf of lender / branch organizations (through the Lender Agent affiliation)</td>
</tr>
<tr>
<td></td>
<td>• Performs preliminary submissions</td>
<td>• Performs preliminary submissions</td>
</tr>
<tr>
<td></td>
<td>• Must release control of the application back to a Lender user for final submission</td>
<td>• Must release control of the application back to a Lender user for final submission</td>
</tr>
</tbody>
</table>
Overview of GUS Navigation and Functionality
GUS – Home Page

1. Main tabs on the Navigation Bar
2. Browser Recommendation
3. Welcome Message
4. Application Buttons
When searching for an existing loan, select the “Applications” tab or “Existing Application” button.
SEARCH FUNCTIONALITY

① Search Functionality: There are 4 ways to search for an application in GUS:
   • Date/Name Search
   • Borrower Social Security Number
   • Lender Loan Number
   • GUS Application ID Number

② Select the radio button for the preferred search criteria, enter the criteria and select “Find Loan”.
When search results return, select the link next to the ③ Primary Borrower’s name OR
Select the ④ Underwriting Recommendation link (if applicable) to enter the loan.
GUS - Basic Navigation

1. Navigation Bar
2. Application Header
3. Tabs
4. Page
5. Sections
Each screen within GUS contains the following information in the persistent footer of the page:

1. Previous
2. Next
3. Save
4. Close
5. Cancel
6. ? (Help)
7. Legend
Borrower Information

- Alice Firsttimer

Personal Information

- First Name: Alice
- Middle Name: 
- Last Name: Firsttimer
- Social Security Number: 991-91-9981
- Date of Birth: 04/01/1980

Citizenship:
- US Citizen
- Permanent Resident Alien
- Non-Permanent Resident Alien
- Unmarried

Current Address

- Country: 
- Street Address: 
- Unit: 
- City: 

Technical Assistance

If you need GUS technical assistance, please contact the RD Help Desk at:
1-800-457-3642
Or, contact us via e-mail at:
rd.hd@usda.gov

For additional instruction please visit the Guaranteed Underwriting System section of our online USDA LINC Training & Resource Library:

OK
Pictured are the most common page level navigation buttons and icons:

1. Required Field (denoted by red asterisk)
2. Help Text
3. Pull Down Menu
4. Link to website
5. Expand/Collapse All
PAGE FEATURES:

① **Validate Application**: When selected, the system will check the application to verify if all required fields (for preliminary and/or final validations) have been entered correctly. Results are displayed in a new web browser tab. This feature is available at all times within the application. **NOTE**: See next page for more information.

② **Withdraw Application**: The user may choose to indicate they no longer wish to move forward with the application by selecting **Withdraw Application**. This option is available only while the application’s submission status is Unknown or Preliminary.

③ **Check Property Eligibility**: Select after entering property address on the Eligibility tab. Three results could come back: Eligible, Ineligible or Unable to Determine.

④ **Display Property Map**: The Display Property Map button opens a new Internet browser map that shows the location of the entered property address. If it is Unable to Determine, select **Display Property Map** and locate the property on the map. Common errors include: new construction (property address has not been mapped yet) and spelling errors.

⑤ **Check Income Eligibility**: Select after entering all required household income on the Eligibility tab to determine if Total Household Income meets USDA guidelines.
VALIDATE APPLICATION: RESULTS SCREEN

When selected, the system checks the application to verify if all required fields (for preliminary and final validations) have been entered correctly. Field validation errors are displayed in a new web browser tab.

The Results screen contains the following information:

1. **Borrower Name**: Displays the name of the borrower for which the validation error is related.
2. **PRELIM**: If “Y” is displayed, indicates the error must be corrected before preliminary submission is requested.
3. **FNL**: If “Y” is displayed, indicates the error must be corrected before final submission is requested.
4. **Description of Error**: Displays field information that must be completed or updated before preliminary or final submission.
GUS – Field Level Validation

Errors upon Saving: Message appear at the top of the page if there are any application errors that need to be resolved prior to saving the page.

Field Validation: When a user moves in and out of a mandatory field (indicated by an *) without entering information, field level validation is triggered.
# GUS – Contact Us tab

## Single Family Housing Guaranteed Loan Program (SFHGLP)

### Contacts & Resources

<table>
<thead>
<tr>
<th>Topic</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>File-Specific Questions</strong></td>
<td></td>
</tr>
<tr>
<td>Information to include in email:</td>
<td></td>
</tr>
<tr>
<td>• Identify the state the application is located; if applicable;</td>
<td></td>
</tr>
<tr>
<td>• Include contact information; and</td>
<td></td>
</tr>
<tr>
<td>• GUS loan number, if applicable;</td>
<td></td>
</tr>
<tr>
<td>• Indicate if you would like a call back (otherwise you will receive an email reply)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Lender Approval</strong></th>
<th><a href="mailto:sfhgl.noncompliance@usda.gov">sfhgl.noncompliance@usda.gov</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lender Recertification</strong></td>
<td><a href="mailto:sfhgl.compliance@usda.gov">sfhgl.compliance@usda.gov</a></td>
</tr>
<tr>
<td><strong>Program Training</strong></td>
<td><a href="mailto:sfhgl.landpartner@usda.gov">sfhgl.landpartner@usda.gov</a></td>
</tr>
<tr>
<td><strong>Program Marketing &amp; Outreach</strong></td>
<td><a href="mailto:sfhgl.landpartner@usda.gov">sfhgl.landpartner@usda.gov</a></td>
</tr>
<tr>
<td><strong>General Loan Scenario Questions</strong></td>
<td><a href="mailto:sfhgl.program@usda.gov">sfhgl.program@usda.gov</a></td>
</tr>
<tr>
<td><strong>Loan Policy/Regulation/Handbook</strong></td>
<td><a href="mailto:sfhgl.program@usda.gov">sfhgl.program@usda.gov</a></td>
</tr>
<tr>
<td><strong>Technical issues: e-Authentication</strong></td>
<td><a href="mailto:eAuthenticationDesk@ftc.usda.gov">eAuthenticationDesk@ftc.usda.gov</a></td>
</tr>
<tr>
<td></td>
<td>800-457-3642, option 1 (USDA e-Authentication Issues)</td>
</tr>
</tbody>
</table>
USDA is an equal opportunity provider, employer, and lender.