



Rural Development  
U.S. DEPARTMENT OF AGRICULTURE

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# SINGLE FAMILY HOUSING GUARANTEED LOAN PROGRAM

*System Access and Security Guide*

Final Version 3.0

9/23



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# 1 USDA LENDER INTERACTIVE NETWORK CONNECTION (LINC)

## 1.1 Introduction

The USDA Lender Interactive Network Connection (LINC) is a web based interactive system that provides approved Rural Housing Service (RHS) lenders access to Single Family Housing Guaranteed (SFHG) systems and resources. RHS takes security very seriously due to the sensitivity of the data electronically shared and the threat of compromised web sites. RHS uses multiple mechanisms, each building on the other to create a very secure environment. First, the web browser on the PC being used to access the USDA LINC web site must support 128-bit encryption using Secure Socket Layer. Encryption scrambles the data sent so that no one except the intended recipient can read the confidential data. Secondly, each financial organization must complete the applicable User Agreement(s) for each system(s) requested (see the Appendix to this Guide for a list of Agreements). In the Agreement(s), one or more Security Administrators from your organization are identified and must be set up by USDA.

There are important actions which users and Security Administrators must complete first to gain access to the SFHG systems available on the LINC website (these are explained in detail later in this Guide):

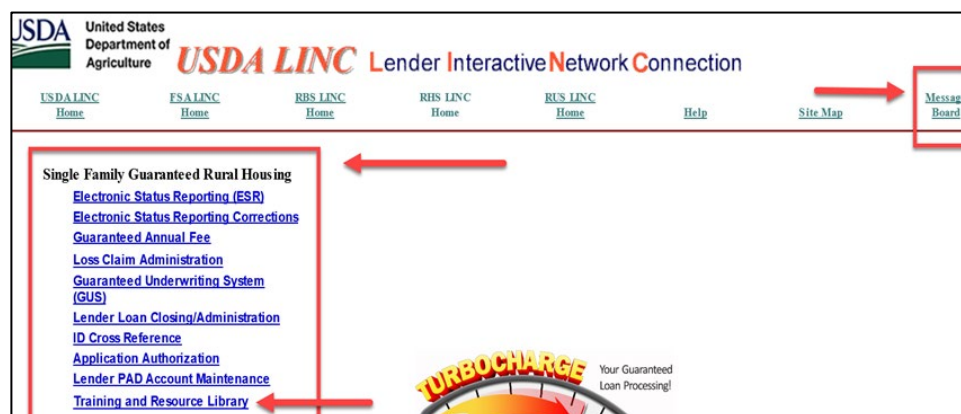
1. All users must obtain an eAuthentication (eAuth)/Login.gov account (see section II).
2. Security Administrators must establish appropriate security roles for their associates in Application Authorization System Management (AASM).

## 1.2 Accessing LINC

To access LINC, please go to: <https://usdalinc.sc.egov.usda.gov/USDALINCHome.do> and select **RHS LINC Home** or the Rural Housing Service icon:



Select the applicable SFHG system or select the **Message Board** for system messages such as updates or expected downtimes. Visit the **Training and Resource Library** to review extensive SFHG training materials and resources:



### 1.3 Systems

The chart below provides a general description of each of the SFHG systems users can access through LINC, once the appropriate eAuth account and AASM security role has been established for each user.

SFHG SYSTEM	GENERAL DESCRIPTION
<b>Electronic Status Reporting (ESR)</b>	This system is for SFHG loan servicers to submit their monthly investor/default status reports and make corrections (ESR Status Reporting Corrections link). Electronic reporting is required.
<b>Guaranteed Annual Fee</b>	This system is for SFHG loan servicers to access and pay the monthly bills for annual fees due on their portfolio.
<b>Guaranteed Underwriting System (GUS)</b>	This system is for SFHG originating lenders to enter guaranteed loan applications and submit them to the Agency's underwriting system, which will provide an underwriting recommendation on the loan and determine eligibility of the applicant, loan, and property. Loans are submitted to the Agency electronically via GUS and eliminates manual file submissions.
<b>Lender Loan Closing / Administration</b>	This system is for SFHG originating lenders to submit loan closing transactions, the upfront guarantee fee and technology fee electronically. All required documents are uploaded to the system and the Loan Note Guarantee generated is by the system once approved by the Agency.
<b>Application Authorization System Maintenance (AASM)</b>	This system is for Security Administrators to establish new lender users, define security roles for lender users, modify user roles and access levels, add lender agent, and delete lender users from the SFHG systems. The security role assigned in AASM controls the system functionality the user can access within a specific SFHG system.
<b>Lender Pre-Authorized Debit (PAD) Account Maintenance</b>	This system is for SFHG lenders to set up Pre-Authorized Debit (PAD) accounts that they will use to electronically send the payment of the upfront guarantee fees and technology fees. SFHG loan servicers will use this system to set up the PAD account they will use to electronically pay all annual fees that are owed.
<b>Loss Claim Administration</b>	This system is for SFHG loan servicers to enter and submit their loss claims to the Agency electronically to collect on the guarantee and upload all required documentation.
<b>Loss Mitigation System</b>	This system is for SFHG loan servicers to submit loan servicing plans electronically to the Agency and upload all required supporting documentation. Servicers input and approve their own servicing plans. This system is accessed through Loss Claim Administration
<b>Mortgage Recovery Advance Receivable (MRARCV)</b>	This System will allow servicers to consent to pre-authorized debit (PAD) receivable payments & review receivable payment history for SFHG loans with MRA's.

## 2 EAUTHENTICATION/LOGIN.GOV

eAuthentication will be updated Monday, September 11, 2023, to introduce a new login user interface for USDA systems. eAuthentication has partnered with Login.gov to provide public customers a multi-factor authentication login option for secure and convenient access to USDA sites.

To conduct official business transactions online (remitting fees, forms, completing applications, etc.) users must create a Login.gov account or have an existing eAuthentication (eAuth) account. An eAuth/Login.gov account provides secure, convenient access to multiple USDA applications, websites, and programs.

- **eAuthentication (eAuth) ID** – Existing users of the system currently have an eAuth ID. These users can continue to use their current eAuth ID and are not required to create a Login.gov ID at this time. However, existing users are encouraged to create a Login.gov ID and link their existing eAuth ID to the Login.gov ID. An implementation date for the requirement of Login.gov IDs has not been determined and will be communicated later.
- **Login.gov ID** - New users will be required to create a Login.gov account to gain access to USDA systems.

### 2.1 eAuthentication System Requirement

Following is a chart of account requirements for each of the SFHG Systems which can be accessed on the USDA LINC website at <https://usdalinc.sc.egov.usda.gov/>.

Once registered you may use the same Eauth credential/Login.gov credential for all SFHG systems. It is recommended to bookmark the USDA LINC page and always access systems from this menu.

Note: A GUS user cannot act as both an approved lender and a lender agent in GUS with the same credential. One crednetial must be established for the approved lender and a separate credential for the lender agent. Reference the below chart to determine Verified or Non-verified system requirements. As a reminder, once a user has established an eAuthentication/login.gov account, additional authorization is required in the **Application Authorization Security Management System (AASM)** by their organization's respective system Security Administrator. See Section 6.

SUMMARY OF eAUTH/LOGIN.GOV ACCOUNT REQUIREMENTS FOR SFHG SYSTEMS		
System	UNVERIFIED identity eAuth/Login.gov account required (f/k/a Level 1)	VERIFIED identity eAuth?Login.gov account required (f/k/a Level 2)
Application Authorization (AASM)	x	
Electronic Status Reporting Corrections		x
Electronic Status Reporting		x
Guarantee Annual Fee		x
Guaranteed Underwriting System (GUS)	x	
Lender Loan Closing/Administration (LLC)		x
Lender PAD Account Maintenance		x
Loss Claim Administration		x
Mortgage Recovery Advance (MRA)		x

## 2.2 Creating an “unverified” Login.gov id

To create an unverified Login.gov account visit the RHS LINC page and select the link for the system needed (screenshots below):

1. Select RHS Linc page <https://usdalinc.sc.egov.usda.gov/RHShome.do>



2. Select USDA System.

Single Family Guaranteed Rural Housing  
[Electronic Status Reporting \(ESR\)](#)  
[Electronic Status Reporting Corrections](#)  
[Guaranteed Annual Fee](#)  
[Mortgage Recovery Advance Receivable Payments](#)  
[Mortgage Recovery Advance Receivable History](#)  
[Loss Claim Administration](#)  
[Guaranteed Underwriting System \(GUS\)](#)  
[Lender Loan Closing/Administration](#)  
[ID Cross Reference](#)  
[Application Authorization](#)  
[Lender PAD Account Maintenance](#)  
[Training and Resource Library](#)

3. Select Create Account Option on the eAuth login page.

4. Select **Customer** as the type of user and **Continue**.

## Account Registration ?

What type of user are you?

- ☒ Customer
- ☐ USDA Employee / Contractor
- ☐ Other Federal Employee / Contractor

**Continue**

5. Select **Continue to Login.gov**

## Customers - Use Login.gov ?

eAuth is now using Login.gov for our Public Citizens who want to conduct business online with USDA. Please click the Continue to Login.gov button to create your account.

**Continue to Login.gov**

**Cancel**

- Select **Create an Account**, enter your email address, select email language preference, acknowledge and accept login.gov Rules of Use, and select **Submit**.



USDA eAuth - Cert is using  
Login.gov to allow you to sign in to  
your account safely and securely.

Sign in

Create an account

### Create an account for new users

Enter your email address

#### Select your email language preference

Login.gov allows you to receive your email communication in English, Spanish or French.

☒ English (default)

☐ Español

☐ Français

☐ I read and accept the Login.gov [Rules of Use](#)

Submit

- Check your email account.

### Check your email

We sent an email to **ca [REDACTED] com** with a link to confirm your email address. Follow the link to continue creating your account.

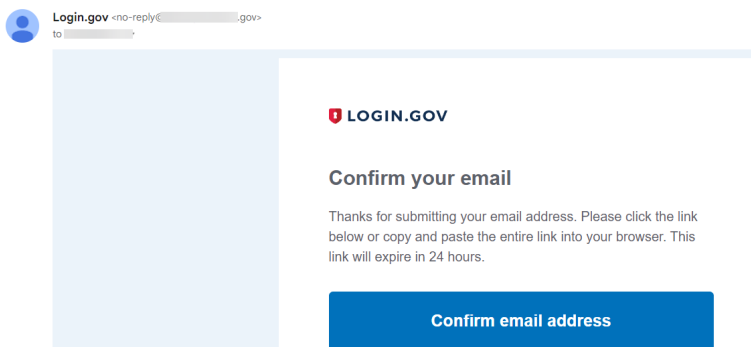


Didn't receive an email? [Resend](#)

Or, [use a different email address](#)


You can close this window if you're done.

- Confirm your email address from your email account.





9. Create a strong password and select **Continue**.

 You have confirmed your email address

### Create a strong password

Your password must be **12 characters** or longer. Don't use common phrases or repeated characters, like abc or 111.


**Password**

.....

**Confirm password**

.....


☐ Show password



Password strength: **Good**


**Continue**


10. Select two authentication methods (most common chosen are text/voice and backup codes). Select **Continue**





### Authentication method setup


Add another layer of security by selecting a multi-factor authentication method. We recommend you select at least two different options in case you lose one of your methods.

☐  **Authentication application**  
Download or use an authentication app of your choice to generate secure codes.

☐  **Text or voice message**  
Receive a secure code by (SMS) text or phone call.

☐  **Backup codes**  
A list of 10 codes you can print or save to your device. When you use the last code, we will generate a new list. Keep in mind backup codes are easy to lose.

☐  **Security key**  
A physical device, often shaped like a USB drive, that you plug in to your device.

☐  **Government employee ID**  
PIV/CAC cards for government and military employees. Desktop only.

**Continue**

11. Example if Text is chosen. Enter Phone number SMS or Phone call and select **Send code**. Note: you can choose another authentication method by selecting the link at the bottom of the screen.

### Get your one-time code

We'll send you a one-time code each time you sign in.

Phone number

How you'll get your code

☒ Text message (SMS)

☐ Phone call

You can change this anytime. If you use a landline number, select "Phone call."

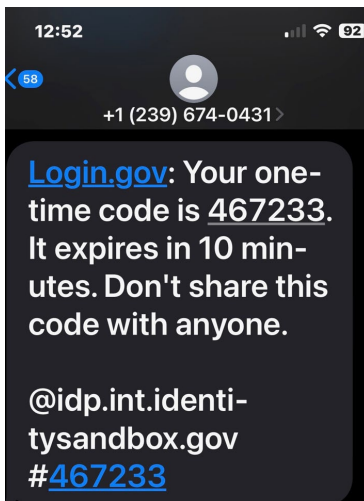
**Send code**

Message and data rates may apply. Do not use web-based (VOIP) phone services or premium rate (toll) phone numbers.

[Mobile terms of service](#)

[Choose another authentication method](#)

12. Enter your one-time code received.



### Enter your one-time code

We sent a text (SMS) with a one-time code to +1 704-467-2333. This code will expire in 10 minutes.

One-time code  
Example: 123456

☒ Remember this browser

**Submit**

[Send another code](#)

13. Phone was added to your account. Example is for choice of backup codes. If you want to use back up code, select **Continue**. Otherwise choose the link at the bottom for another authentication method.

✔ A phone was added to your account.

### Are you sure you want to use backup codes?

Backup codes are the least preferred authentication method because the codes can easily be lost. Try a safer option, like an authentication application or a security key.

We'll give you 10 codes that you can download, print, copy or write down. You'll enter one code every time you sign in.

**Continue**

[Choose another authentication method](#)

14. Save backup codes by downloading, printing, or copying. Check you have saved codes and select **Continue**.

#### Save these backup codes

If you lose your device, you'll need these codes to sign into Login.gov. Save or print them and put them somewhere safe.

B26S-MVHE-CQVK	443T-0FJ6-0YK3
RPS6-ZYMQ-P1RZ	XHKN-E13M-55KV
WZPJ-8RGN-TS6H	89E7-XNFQ-0J14
R5XD-TJFZ-1QYM	AK8S-T8V4-DD2S
JZ3S-K8M8-TDK8	CMVK-2RPX-C8WS

⚠ Each code can only be used once. We'll give you new codes after you use all ten.

[Download](#) [Print](#) [Copy](#)

☒ I've put my backup codes in a safe place.

**Continue**

15. Select **Agree and Continue** to share your information with USDA eAuth. Your login.gov account has been created. You will be taken to USDA eAuth page where you will choose to link your newly created id with or without an existing eAuth id.

✓ Backup codes were added to your account.

### Continue to USDA eAuth - Cert

We'll share your information with **USDA eAuth - Cert** to connect your account.

✓ Email address  
ca[redacted].com

**Agree and continue**

[Cancel](#)

### Customer Login

[Need an account?](#)  
Not a Customer? [Change user type](#)

Select an option to continue

**Login.gov**  
Enter Login.gov User ID and Password

**eAuth User ID**  
Enter User ID and Password

Please wait...

User ID  [Forgot User ID](#)

Password  [Forgot Password](#)

☐ Show Password

**Log In**

For more assistance visit the contact us page at the bottom of the login.gov screen  
<https://www.login.gov/contact/>

**For agencies**

[Become a partner](#)

[Developer guide](#)

**Learn**

[About us](#)

[Accessibility statement](#)

[Join us](#)

[Privacy & security](#)

**Support**

[Contact us](#)

[Help center](#)

[Login.gov system status](#)

### 3 Link Login.gov id

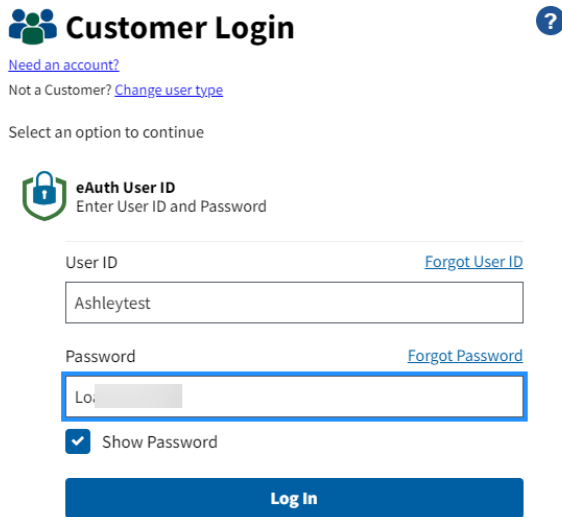
Existing users should choose “Use an existing eAuth account to link to my Login.gov account”. New users should choose “Continue without linking to an existing eAuth account”. You will receive this page from step 13 above or the first time you log in to Login.gov after initial setup.

#### 3.1 Link to existing eAuth account

1. Select “Use an existing eAuth account to link my Login.gov account” and select **Continue**.

2. Select **Customer**.


3. Enter your existing eAuth User ID and Password. Select **Log In**.



**Customer Login** ?

[Need an account?](#)  
Not a Customer? [Change user type](#)

Select an option to continue

 **eAuth User ID**  
Enter User ID and Password

User ID [Forgot User ID](#)  
Ashleytest

Password [Forgot Password](#)  
Lo: [password field]

☒ Show Password

**Log In**

4. Select **Yes** to continue to Link your eAuth ID with Login.gov.

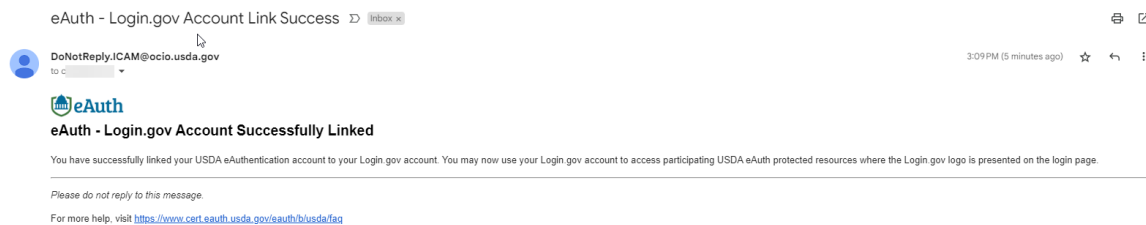
**Continue Link with Login.gov?**

After linking, your Login.gov account must be used for all future access to USDA websites and applications.

No **Yes**

**Note: After linking, your Login.gov account must be used for all future access to USDA websites and Application. Users should also keep a record of the eAuthentication credential the new Login.gov credential is linked with.**

5. User will receive an email notification eAuth account was successfully linked.



If you have current roles assigned in USDA systems, you can continue to use those systems with your Login.gov credential. Select the application link from <https://usdalinc.sc.egov.usda.gov/RHShome.do> . Select Customer, Login.gov, Sign in, Enter email address and password.

### 3.2 Link new login.gov id without eAuth account

1. Select “Continue without linking to an existing eAuth account” and select **Continue**.

#### Link with Login.gov ?

Login.gov must be linked to an eAuth account to use it with USDA applications.

- ☐ Use an existing eAuth account to link to my Login.gov account.
- ☒ Continue without linking to an existing eAuth account.

**Continue**

2. Enter users **First name** and **Last name**. Select **Submit**

#### User Information Required ?

In order to complete setting up your Login.gov account with USDA eAuth, please provide the following information:

First name

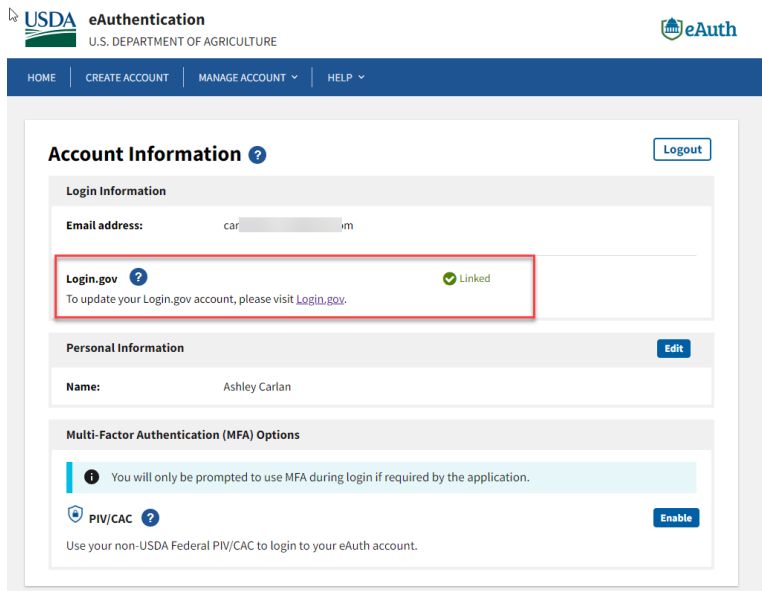
Ashley

Last name

Carlan

**Submit**

3. The account information screen will display with the user’s information and Login.gov as linked.



**USDA eAuthentication**  
U.S. DEPARTMENT OF AGRICULTURE

HOME | CREATE ACCOUNT | MANAGE ACCOUNT | HELP

**Account Information ?** [Logout](#)

**Login Information**

Email address: carlan@usda.gov

**Login.gov ?** ✔ Linked  
To update your Login.gov account, please visit [Login.gov](#).

**Personal Information** [Edit](#)

Name: Ashley Carlan

**Multi-Factor Authentication (MFA) Options**

i You will only be prompted to use MFA during login if required by the application.

**PIV/CAC ?** [Enable](#)  
Use your non-USDA Federal PIV/CAC to login to your eAuth account.

4. To gain access to systems that allow “unverified” eAuth ID access (i.e., GUS), the user must provide the Lender’s Security Administrator with their Login.gov email address to be added as a user and assigned a security role. Continue to Section 4 for steps to complete Verified Identity.

## 4 VERIFIED IDENTITY FOR LOGIN.GOV

Most SFHG systems require a Login.gov account with verified identity or an existing eAuth credential linked with a Login.gov account with verified identity. If a user has an **unverified** Login.gov account or an existing **unverified** eAuth linked account and attempts to access a system which requires identity verification, user will receive a message and will be prompted to **Verify Identity** (online is strongly recommended).

1. Select a SFHG System (verified identity required) link from <https://usdalinc.sc.egov.usda.gov/RHShome.do>.
2. Select Verify Identity choice of **Verify my identity at Login.gov (Recommended)** or **Visit a USDA Service Center**.

### 4.1 Verify Identity at Login.gov

1. Select **Verify my identity at Login.gov (Recommended)** and **Continue**

#### Verify Identity ?

The application you are accessing requires identity verification. Your account does not currently meet these requirements. Please select the method to verify your identity below.

- ☒ Verify my identity at Login.gov - Recommended
- ☐ Visit a USDA Service Center for in-person identity verification

**Continue**

2. Select **Continue to Login.gov**

#### Verify Identity at Login.gov ?


The application you are accessing requires identity verification. Your account does not meet these requirements.

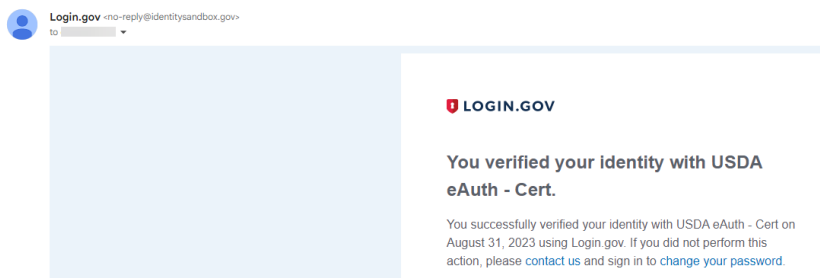
USDA eAuthentication is now using Login.gov for identity verification and authentication. Please click the "Continue to Login.gov" button.

- If you already have a Login.gov account, use it to link with eAuth and follow the prompts on the Login.gov page.
- If you do not have a Login.gov account, you can create one and follow the prompts to link.
- You will be returned to USDA eAuth to link the two accounts together.
- Once your accounts are linked, you must use Login.gov for identity verification and for all future logins to USDA resources.

**Continue to Login.gov**

3. Sign in with your login information at Login.gov and follow the prompts to verify Identity. For additional instructions refer to <https://login.gov/help/>. You will receive an email once your identity has been verified online.

You verified your identity with USDA eAuth - Cert. 





4. **For Security Administrators and initial system access:** additional steps are required via AASM. See Section 6.

**For Lender Employees:** Contact your System Administrator for your company to gain access to the appropriate SFHG system.

## 4.2 Verify Identity by visiting a USDA Service Center

1. Select **Visit a USDA Service Center** and **Continue**

### Verify Identity ?

You have reached this page because you were unable to complete the identity verification process at Login.gov. You can either try again at Login.gov, or visit a USDA Service Center for in-person identity verification.

- ☐ Verify my identity at Login.gov
- ☒ USDA Service Center for in-person identity verification

Continue

2. Enter **Date of birth** and select **Continue**.

### Verify Identity ?

You have selected the option to visit a USDA Service Center in person.

To start the process, please provide your date of birth. This information must match your government issued photo ID (e.g., State Driver's License). Upon submitting this form, you are certifying you provided your correct and true information.

Date of birth

For example: 04 28 1986

Month Day Year

04 28 1986

Continue

3. Enter **Additional Data Required** and select **Continue**.

### Verify Identity In-Person ?

Form Approved - OMB No. 0503-0014

#### Additional Information Required

Before you can visit a USDA Service Center we need to collect some additional information. Please complete the form below and confirm it is correct. This information must match your government issued photo ID (e.g., Driver's License).

First name

Ashton

Middle name (optional)

Last name

Callahan

Suffix (optional)

Home country

United States

Home address

Home city

Home state

Home zip/postal code

Home phone

Date of birth

09/26/1976

Continue



#### 4. Select **Find Service Center**.

##### Verify Identity

##### Almost Finished!

The final step is to take your government issued photo ID (e.g., State Driver's License) to a Local Registration Authority (LRA) to verify your identity in-person.

Most LRAs are located at a USDA Service Center office. Use the button below to locate the nearest USDA Service Center office. Before you go, please call ahead, and make an appointment to ensure an LRA is available to assist you with the in-person identity verification for your eAuthentication account.

[Find Service Center](#)

#### 5. Select **State** and **County** and select **GO**. Closest local offices will be displayed.

##### Find Your Local Service Center

Ver en: [Español](#)

[USDA Service Centers](#) are locations where you can connect with Farm Service Agency, Natural Resources Conservation Service, or Rural Development employees for your business needs. Enter your state and county below to find your local service center and agency offices. If this locator does not work in your browser, please visit [offices.usda.gov](https://offices.usda.gov)

Learn more about our [Urban Service Centers](#).

Visit the Risk Management Agency website to find a [regional or compliance office](#) or to find an [insurance agent](#) near you.

State  County

**GO**

#### 6. User will receive an email that Final Step Needed

eAuth - Final Step Needed - Complete Identity Verification

DoNotReply.ICAM@ocio.usda.gov  
to

12:45 PM (53 minutes ago)



##### Final Step Needed - Complete Identity Verification

You have successfully registered your USDA eAuthentication account, but we still need to verify your identity. To complete identity verification for your account, you must present your government issued photo ID (e.g., State Driver's License) in person to a Local Registration Authority (LRA).

Most LRAs are located at a USDA Service Center office. To find the nearest USDA Service Center office, please go to <https://www.farmers.gov/working-with-us/service-center-locator>

Before you go, please call ahead and make an appointment to ensure an LRA is available to assist you with the in-person identity verification for your eAuthentication account.

Please do not reply to this message.

For more help, visit the identity verification FAQs <https://www.cert.eauth.usda.gov/eauth/b/usda/faq?gid=PublicCustomer&sgid=PublicCustomerIdentityVerification>

#### 7. **For Security Administrators and initial system access:** additional steps are required via AASM. See Section VI.

**For Lender Employees:** Contact your System Administrator for your company to gain access to the appropriate SFHG system.

## 5 MANAGING YOUR LOGIN.GOV ACCOUNT (FORGOTTEN PASSWORD, UPDATE CONTACT INFO, ETC.)

Users can manage their account from Login.gov or eAuthentication screen which will take the user to Login.gov

### 5.1 *Forgotten Password*

#### 1. Select **Sign in with LOGIN.GOV**

[What is Login.gov?](#) [Who uses Login.gov?](#) [Create an account](#) [Help center](#)

2. Select **Forgot your password.**

Sign in

Create an account

**Sign in for existing users**

Email address

Password

☐ Show password

**Sign in**

[Sign in with your government employee ID](#)

---

**Forgot your password?**

[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

3. Enter **Email address** and select **Continue.**

## Forgot your password?

Don't know your password? Reset it after confirming your email address.

Email address

**Continue**

4. User will receive a link to reset password. Once acceptable password has been reset, user will receive an email stating password was reset.

## 5.2 Update Login.gov account information

1. Visit <https://www.login.gov/>
2. Select **Sign in with LOGIN.GOV**

Language

Sign in with LOGIN.GOV

[What is Login.gov?](#)
[Who uses Login.gov?](#)
[Create an account](#)
[Help center](#)

Search

- Enter Login.gov **Sign in** information and select **Sign in**.

Sign in

Create an account

### Sign in for existing users




Email address

Password

☐ Show password

Sign in

- Update account information as needed.

Access your government benefits and services from your Login.gov account.  
[Learn more about Login.gov](#)

Your Account

Add email address  
Edit password  
Delete account  
Reset personal key

Your authentication methods

Add phone number  
Add authentication apps  
Add security key  
Add federal employee ID  
Get backup codes

Your connected accounts

History

Forget all browsers

Customer support

Your account Verified Account

Email preferences

Email addresses

ca .com

+ Add new email

Language

English [Edit](#)

Password

\*\*\*\*\*

[Edit](#)

Personal key

Reset your personal key if you don't have it. You'll need this personal key if you forget your password.

\*\*\*\*\*

[Reset](#)

Last generated on August 31, 2023

Phone numbers

+1 4

[Manage](#)

+ Add phone

Note: If you add a new email address, once confirmed, log back in to Login.gov and delete the old email address. The new email address will become your sign in email address.

## 6 APPLICATION AUTHORIZATION SECURITY MANAGEMENT (AASM) SYSTEM – Security Administrators ONLY

In addition to eAuth/Login.gov account requirements, each person using a SFHG system is assigned a Security Role in the AASM system. To access AASM, financial organizations must first designate Security Administrators. AASM provides a means for these designated Security Administrators to:

- Establish new lender users
- Define security roles for lender users
- Modify user roles and access levels
- Add lender agents
- Delete lender users from the system

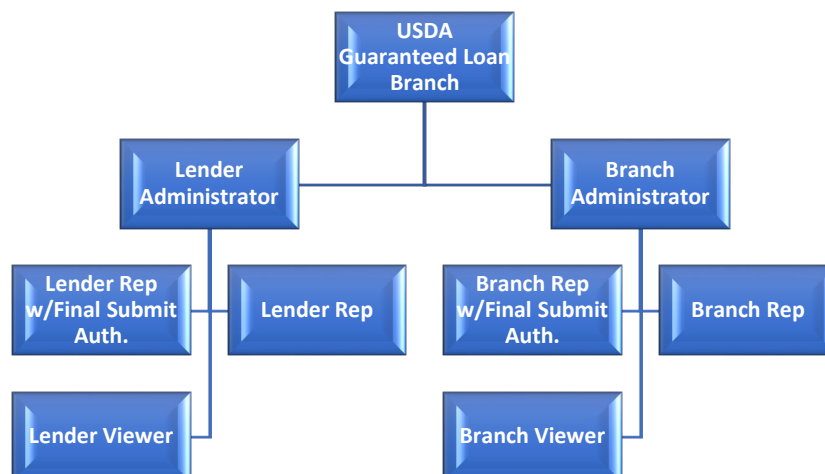
The security role, as assigned by the Security Administrator, controls the system functionality the user can access within each specific SFHG system.

\*A financial organization must have at least one associate (two is highly recommended) assigned a Security Administrator role by the Agency. Security Administrator roles are requested using the appropriate User Agreement(s), which are included in the Appendix of this guide. Security Administrators will receive an email when their ID has been activated by the Agency.

\*The financial organization's Security Administrator(s) are responsible for assigning the proper security type roles to their associates. This is done to give the financial organization control over which of their associates can access / use the system, and their level of access.

\*Users MAY NOT share access identification in any system. Each user must have an accurately assigned role, as roles define how much functionality is allowed.

\* While Security Administrators are responsible for assigning/modifying/deleting security roles for their associates, requests for adding, removing, or inactivating a Security Administrator user must be completed by USDA. The financial organization must submit the form *Request for Adding or Removing a Security Administrator* to the Agency. This form is in the Appendix.



**PLEASE REVIEW THE GENERAL DESCRIPTIONS OF EACH AASM SECURITY ROLE, AS WELL AS A SUMMARY OF AASM SECURITY ROLES BY SYSTEM, ON THE NEXT TWO PAGES.**

AASM Security Role	General Description
<b>*Branch Administrator</b>	Allows the user to grant branch roles for only the lender branch for which the user is associated. Also allows the user full update and submit authority for only the lender branch for which the user is associated.
<b>*Branch Rep</b>	Allows the user full update (but no submit authority) for only the lender branch for which the user is associated; allowed to perform loan closing transactions for only their associated branch, etc. Branch Reps can complete preliminary submittals in GUS.
<b>*Branch Rep w/Final Submit Authority</b>	Allows the user full update and submit authority for only the lender branch for which the user is associated.
<b>*Branch Viewer</b>	Allows the user view only capabilities of all applications for the branch for which the user is associated.
<b>Lender Administrator</b>	Allows the user to grant lender or branch roles to other users assigned to any of the lender's branches. Also allows the user full update and submit authority for all the lender's branches.
<b>Lender Agent</b>	<p>Allows the user to enter GUS applications on behalf of a Lender and perform preliminary submissions. When the Lender Agent has completed their portion of the application process, they will release the application to the Lender for underwriting processing. Lender Agent users can only be associated with one lender agent organization; however, they can be associated with multiple approved lenders.</p> <p><u>Note:</u> The approved lender's GUS Security Administrator must enter the Lender Agent ID (i.e. nine-digit Federal Tax ID Number of the Agent's organization) when establishing this role in the system. If the Lender Agent ID does not exist in USDA's system, the Security Administrator will receive an error prompting them to contact the RD Help Desk to establish the Lender Agent ID in the system. See Appendix for the Lender Agent Request Form.</p>
<b>Lender Rep</b>	Allows the user full update, but no submit authority for all the lender's branches; allowed to perform loan closing transactions, etc.
<b>Lender Rep w/Final Submit Authority</b>	Allows the user full update and submit authority for all the lender's branches.
<b>Lender Viewer</b>	Allows the user view only capabilities associated with the lender Tax ID for all branches.
<b>Service Bureau Administrator</b>	Allows the user to grant Service Bureau roles to other users assigned to any of the Service Bureau's branches. Also allows the user full update and submit authority for all the Lender Branches associated to the Service Bureau.
<b>Service Bureau Rep</b>	Allows the user full update, but no submit authority for all the Lender Branches associated to the Service Bureau.
<b>Service Bureau Rep w/Final Submit Authority</b>	Allows the user full update and submit authority for all the Lender Branches associated to the Service Bureau.
<b>Service Bureau Viewer</b>	Allows the user view only capabilities for all the Lender Branches associated to the Service Bureau.

\*Each lender doing business with Rural Development (RD) is assigned a branch number within the RD data base. Branches are created with information provided by the lender. To request an addition or modification of branches, a person within your organization authorized to report and make changes may submit the form *USDA Branch Addition/Modification Request* form found in the appendix.

### AASM ROLES BY SYSTEM

<i>See chart on the next page for description of each Role</i>	Annual Fees	Electronic Status Reporting (ESR)	GUS	Lender Loan Closing (LLC)	Loss Claim	Loss Mitig.	PreAuth Debit (PAD)
Branch Administrator	x	x	x	x	x	x	x
Branch Rep	x	x	x	x	x	x	
Branch Rep w/Final Submit Auth.	x		x				
Branch Viewer	x		x	x	x	x	
Lender Administrator	x		x	x	x	x	x
Lender Agent			x				
Lender Rep	x		x	x	x	x	
Lender Rep w/Final Submit Auth.	x		x				
Lender Viewer	x		x	x	x	x	
Service Bureau Administrator	x				x	x	
Service Bureau Rep	x				x	x	
Service Bureau Rep w/Final Submit Auth.	x						
Service Bureau Viewer	x				x	x	

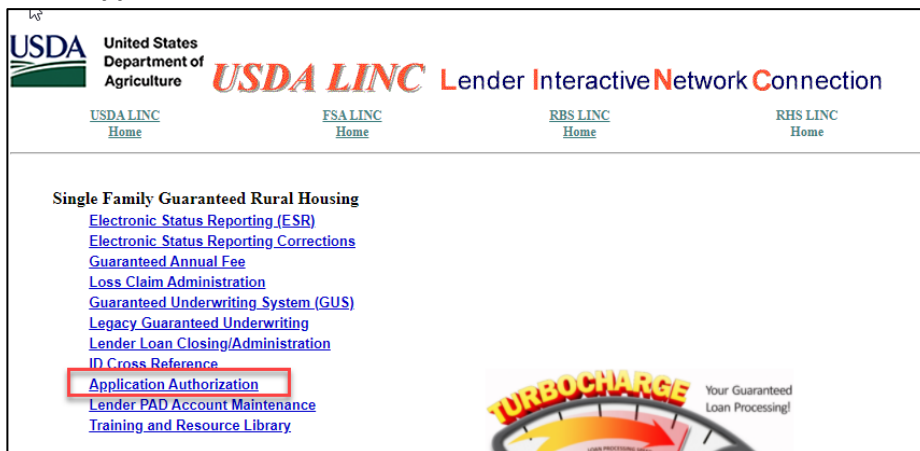
## 6.1 Creating User Roles

Once the intended user provides the Security Administrator with their eAuth/Login.gov ID, the Security Administrator will access the [LINC](https://usdalinc.sc.egov.usda.gov/) website to update users and provide access to the applicable system(s) for their organization. Users will be unable to utilize the systems until the Security Administrator adds them as a user and assigns a user role. The website is: <https://usdalinc.sc.egov.usda.gov/>.

1. Go to [LINC](https://usdalinc.sc.egov.usda.gov/). Select **RHS LINC** from the menu:



2. Select **Application Authorization**.



3. Sign in using **eAuth/Login.gov ID** and **password**, Only Security Administrators are permitted access to this website.
4. The *Application Authorization Security Management* screen will appear:

**USDA** United States Department of Agriculture **Application Authorization Security Management**

[LINC Home](#) | [Logout](#) | [Help](#)

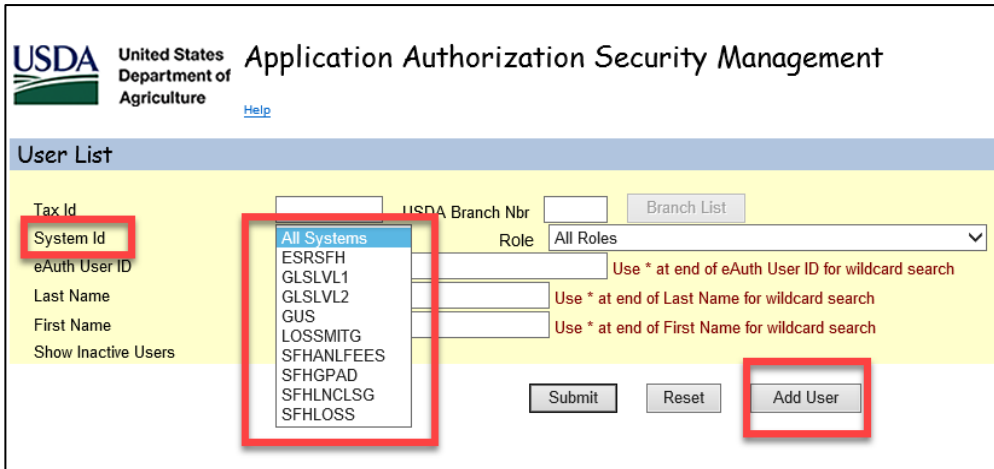
### User List

Tax Id	<input type="text" value="382603955"/>	USDA Branch Nbr	<input type="text"/>	<input type="button" value="Branch List"/>
System Id	<input type="text" value="All Systems"/>	Role	<input type="text" value="All Roles"/>	
eAuth User ID	<input type="text"/>			
Last Name	<input type="text"/>			
First Name	<input type="text"/>			

Use \* at end of eAuth User ID for wildcard search  
Use \* at end of Last Name for wildcard search  
Use \* at end of First Name for wildcard search

- To add a new user, select the applicable **System ID**, then select **Add User**.

\*Note- Only the systems you have access to will show up in the system list



USDA United States Department of Agriculture Application Authorization Security Management

Help

User List

Tax Id  USDA Branch Nbr  Branch List

System Id  Role All Roles

eAuth User ID  Use \* at end of eAuth User ID for wildcard search

Last Name  Use \* at end of Last Name for wildcard search

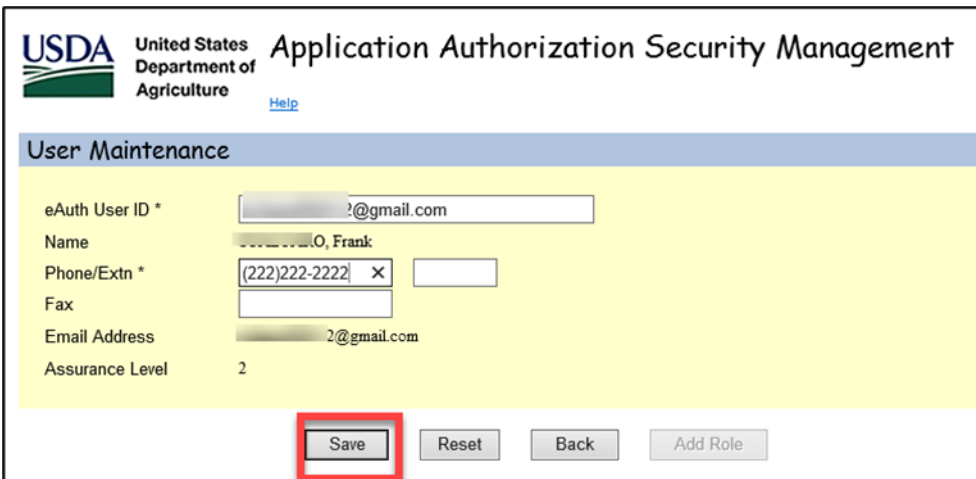
First Name  Use \* at end of First Name for wildcard search

Show Inactive Users ☐

Submit Reset Add User

- Enter the new users **eAuth/login.gov User ID** and tab out of the field. A message will appear at the top of your screen 'Retrieving Data, Please Wait...'. Data the user submitted while creating the eAuth account will populate in the Name, Phone/Ext, and Email Address fields if available. All fields with an (\*) must be completed. Select **Save**.

Note: If user has already been created in the system you will receive a popup message "Cannot add-User already exists. Would you like to continue in Change mode?" Select Ok, Select Add Role and move to step 8.



USDA United States Department of Agriculture Application Authorization Security Management

Help

User Maintenance

eAuth User ID \*  ?@gmail.com

Name  .....O, Frank

Phone/Ext \*  (222)222-2222 X

Fax

Email Address  2@gmail.com

Assurance Level 2

Save Reset Back Add Role



- Pop-up box appears once the user is successfully created. However, a security role still needs to be established – select **OK**.

- Select the **Authorized System** and **Security Role**, based upon responsibilities of the user. The Security Role dropdown will populate based on the Authorized System selected, as not all Security Roles are applicable to all Authorized Systems. A description of the available roles will display at the bottom of the screen. Also, you may refer to the [AASM Roles by System](#) chart in this Guide for a summary description of all security roles.

Note: GUS access is referenced for illustration purposes.

Security Roles Ordered in Descend	
Lender Representative with Final Submit Authority	All the
Lender Representative	All

- Once SA selects the **Security Role**, the **Lender ID**, and **USDA Assigned Branch Nbr** fields will dynamically display. The Loan Program checkbox may appear. Complete the required fields and select **Save**:

Add Successful pop-up message will appear. The added user will receive an auto-generated email which confirms their access.

## 6.2 Adding a User Role (more than 1 role)

A Security Administrator can add additional roles to existing users.

1. Access the **User List** page, select **Add Role** from the Action drop down, and press the link for the **eAuth User ID**.

USDA United States Department of Agriculture Application Authorization Security Management

User List

Tax Id: [ ] USDA Branch Nbr: [ ] Branch List: [ ]

System Id: All Systems Role: All Roles

eAuth User ID: [ ] Use \* at end of eAuth User ID for wildcard search

Last Name: [ ] Use \* at end of Last Name for wildcard search

First Name: [ ] Use \* at end of First Name for wildcard search

Show Inactive Users: ☐

Submit Reset Add User

Action: Maintain Role Maintain User Add Role eAuth User ID

Name	Status	System	Role	Tax Id	B
AL O...	Active	GLSLVL1	Lender Administrator	111111111	
		SFHLNCLSG	Lender Administrator	111111111	

2. Select the appropriate **Authorized System**:

USDA United States Department of Agriculture Application Authorization Security Management

User Role Maintenance

eAuth User ID: [ ]

Last Name: [ ]

First Name: [ ]

Phone/Extn: (111)111-1111

Fax: [ ]

Email Address: [ ]

Assurance Level: 2

Status: Active

Authorized System \* Select

- ESR SFH
- Guaranteed Loan System - Level 1
- Guaranteed Loan System - Level 2
- Guaranteed Underwriting System
- SFH Loss Mitigation
- SFH Annual Fees
- SFHG PAD
- SFH Loan Closing
- SFH Losses

Security Roles Ordered in Descending Order: [ ]

3. Select applicable **Security Role**: Complete the **Lender ID** & **USDA Assigned Branch Nbr** fields, place a check in **RH** then select **Save**:

*Note: In GUS you cannot have a role with an approved lender and a lender agent at the same time. However, lender agents may be tied to several approved lenders.*

USDA United States Department of Agriculture Application Authorization Security Management

User Role Maintenance

eAuth User ID: [ ]

Last Name: [ ]

First Name: [ ]

Phone/Extn: [ ]

Fax: [ ]

Email Address: [ ]

Assurance Level: 1

Status: Active

Authorized System \* SFH Loan Closing

Security Role \* Lender Representative

Lender ID \* 3000000000 NS INC

USDA Assigned Branch Nbr \* 001 BranchList

Loan Program \* ☒ RH

Save Reset Back

### 6.3 Viewing a User List

A Security Administrator can view a list of all activated users associated with their Tax ID.

1. Security Administrator will access the [LINC](#) . Select **RHS Linc Home**, then **Application Authorization**.
2. Type an **asterisk (\*)** in the **eAuth User ID** field, or leave the eAuth User ID field blank, and select **Submit**.  
(You may opt to refine the search by selecting a specific system in the **System ID** dropdown.)

USDA United States Department of Agriculture Application Authorization Security Management

User List

Tax Id: [ ] USDA Branch Nbr: [ ] Branch List

System Id: All Systems Role: All Roles

eAuth User ID: \* Use \* at end of eAuth User ID for wildcard search

Last Name: Use \* at end of Last Name for wildcard search

First Name: Use \* at end of First Name for wildcard search

Show Inactive Users: ☐

Submit Reset Add User

Action: Maintain Role

eAuth User ID	Name	Status	System	Role	Tax Id	Branch	Program	Lender Name
[ ]	[ ]	Active	GLSLV12	Branch Administrator	[ ]	001	FSA	[ ]
[ ]	[ ]	Active	GLSLV12	Lender Administrator	[ ]	002	RH	[ ]
[ ]	[ ]	Active	GLSLV12	Lender Administrator	[ ]	001	BP, FSA	[ ]
[ ]	[ ]	Active	GLSLV12	Branch Administrator	[ ]	005	FSA	[ ]

### 6.4 Role Maintenance

To modify an established user's role, the Security Administrator will need to perform the below steps:

1. The Security Administrator will access [LINC](#). Select **RHS Linc Home**, then **Application Authorization** to navigate to the **User List**
2. Enter the **eAuth/Login.gov User ID** of a specific user and select **Submit**.

User List

Tax Id: 111111111 USDA Branch Nbr: [ ] Branch List

System Id: All Systems Role: All Roles

eAuth User ID: [ ] Use \* at end of eAuth User ID for wildcard search

Last Name: Use \* at end of Last Name for wildcard search

First Name: Use \* at end of First Name for wildcard search

Submit Reset Add User

3. Select **Maintain Role** from the Action dropdown and select the **Role hyperlink** of the user you wish to modify.

User List

Tax Id: 111111111 USDA Branch Nbr: [ ] Branch List

System Id: All Systems Role: All Roles

eAuth User ID: [ ] Use \* at end of eAuth User ID for wildcard search

Last Name: Use \* at end of Last Name for wildcard search

First Name: Use \* at end of First Name for wildcard search

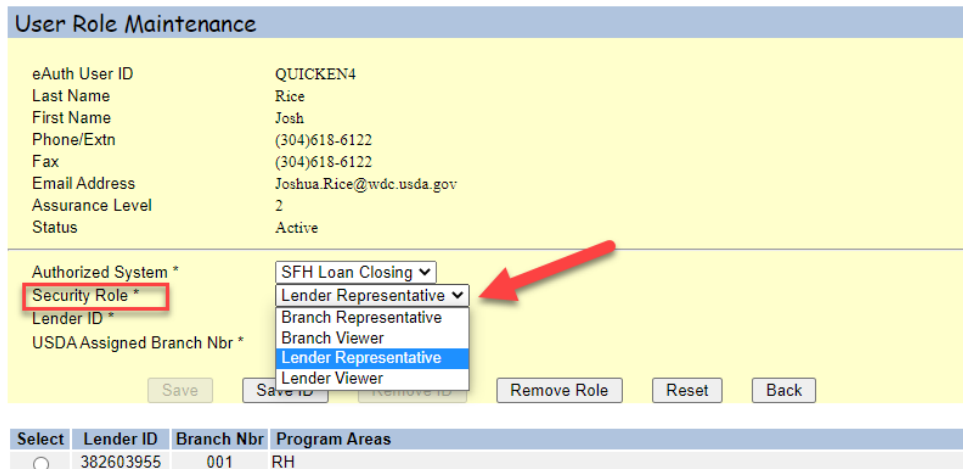
Submit Reset Add User

Action: Maintain Role

eAuth User ID	Name	Status	System	Role	Tax Id	Branch
[ ]	[ ]	Active	GUS	Lender Representative with Final Submit Authority	111111111	[ ]
[ ]	[ ]	[ ]	SFHLOSS	Lender Representative	111111111	[ ]

- The current assigned **Security Role** can be seen in the dropdown. Select the **new security role** from the dropdown, then select **Save**:

Note: If the user has multiple system roles you will choose the **Select radio button** to populate the **Lender ID** and **USDA Assigned Branch Nbr** fields.



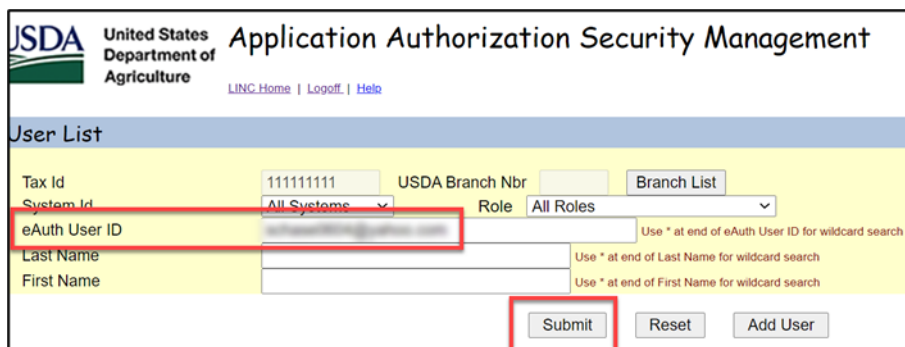
Select	Lender ID	Branch Nbr	Program Areas
<input type="radio"/>	382603955	001	RH

- The user will receive an email confirmation of the change.

## 6.5 Removing Roles or Users

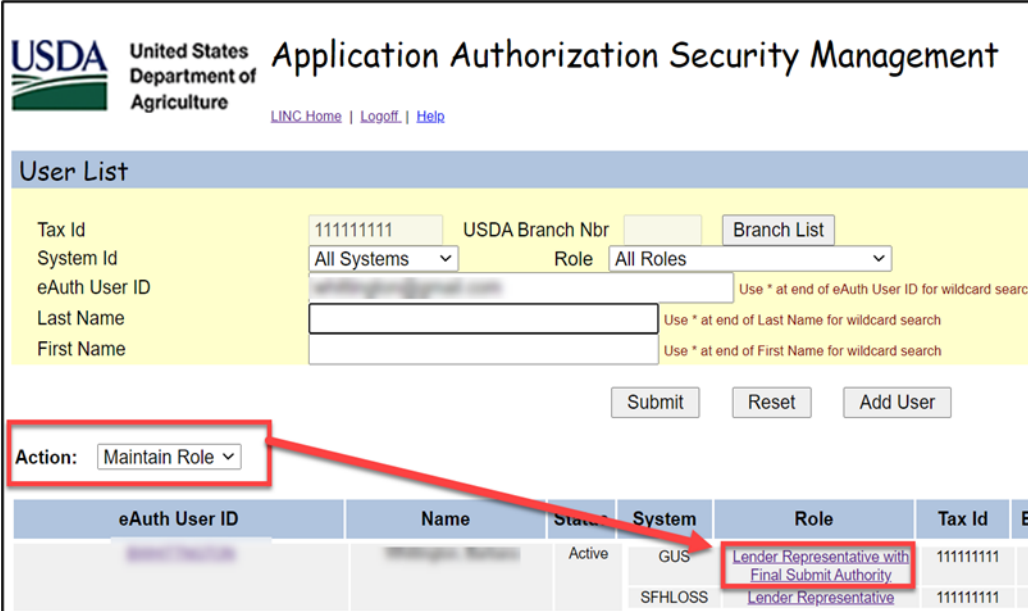
When a user needs to be removed from the system (e.g., user leaves place of employment, changes area of concentration with same employer, etc.), Security Administrators are tasked with making changes in the system to ensure that only eligible users continue to have access.

- The Security Administrator will access the [LINC](#). Select **RHS Linc Home**, then **Application Authorization** to navigate to the User List screen.
- Enter the **eAuth/Login.gov User ID** of a specific user and select **Submit**.



Select	Lender ID	Branch Nbr	Program Areas
<input type="radio"/>	382603955	001	RH

3. Select **Maintain Role** from the **Action** dropdown and select the **Role hyperlink** of the user you wish to modify.



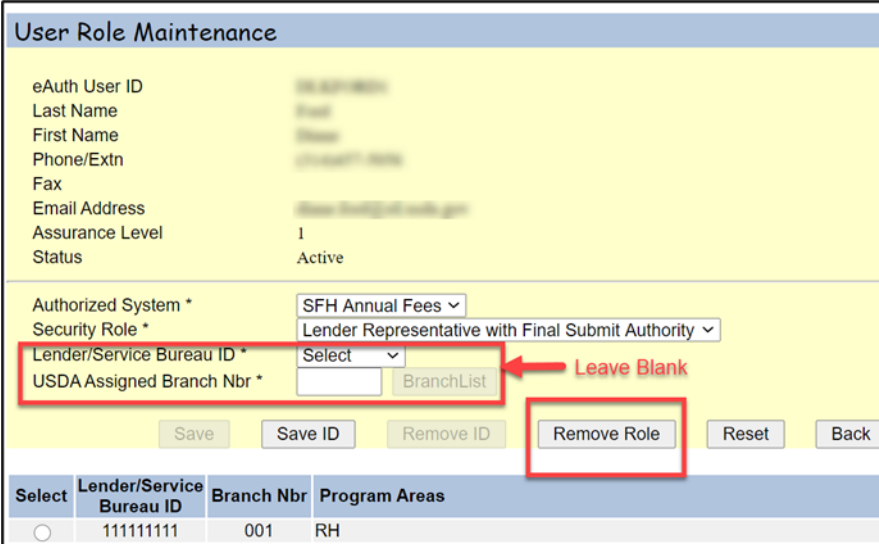
USDA United States Department of Agriculture Application Authorization Security Management  
[LINK Home](#) | [Logout](#) | [Help](#)

**User List**  
 Tax Id: 111111111 USDA Branch Nbr: Branch List  
 System Id: All Systems Role: All Roles  
 eAuth User ID: [Redacted] Use \* at end of eAuth User ID for wildcard search  
 Last Name: [Redacted] Use \* at end of Last Name for wildcard search  
 First Name: [Redacted] Use \* at end of First Name for wildcard search  
 Submit Reset Add User

**Action:** Maintain Role

eAuth User ID	Name	Status	System	Role	Tax Id	Branch
[Redacted]	[Redacted]	Active	GUS	Lender Representative with Final Submit Authority	111111111	
			SFHLOSS	Lender Representative	111111111	

4. On the User Role Maintenance screen, the **Remove Role** button removes the user's specified Security Role for all Authorized Systems. To remove individual roles, skip to step 5.



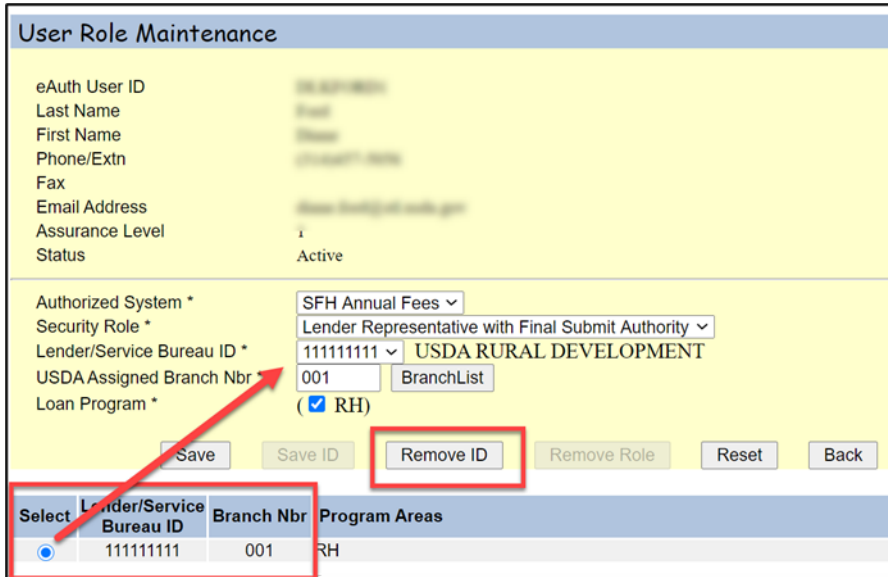
**User Role Maintenance**  
 eAuth User ID: [Redacted]  
 Last Name: [Redacted]  
 First Name: [Redacted]  
 Phone/Extn: [Redacted]  
 Fax: [Redacted]  
 Email Address: [Redacted]  
 Assurance Level: 1  
 Status: Active

Authorized System \*: SFH Annual Fees  
 Security Role \*: Lender Representative with Final Submit Authority  
 Lender/Service Bureau ID \*: Select  
 USDA Assigned Branch Nbr \*: BranchList

Save Save ID Remove ID Remove Role Reset Back

Select	Lender/Service Bureau ID	Branch Nbr	Program Areas
<input type="radio"/>	111111111	001	RH

- Alternatively, if the Security Administrator clicks on the **Select** radio button and populates the **Lender or Lender/Service Bureau ID** and **USDA Assigned Branch Nbr**, the Remove Role button becomes disabled and the **Remove ID** button becomes enabled. The Remove ID button removes the user's specified Security Role for the Authorized System for ONLY the specified Lender ID or Lender/Service Bureau ID that user is associated with.



**User Role Maintenance**

eAuth User ID: [text]  
 Last Name: [text]  
 First Name: [text]  
 Phone/Extn: [text]  
 Fax: [text]  
 Email Address: [text]  
 Assurance Level: 1  
 Status: Active

Authorized System \*: SFH Annual Fees ▾  
 Security Role \*: Lender Representative with Final Submit Authority ▾  
 Lender/Service Bureau ID \*: 111111111 ▾ USDA RURAL DEVELOPMENT  
 USDA Assigned Branch Nbr: 001 BranchList  
 Loan Program \*: ☒ RH

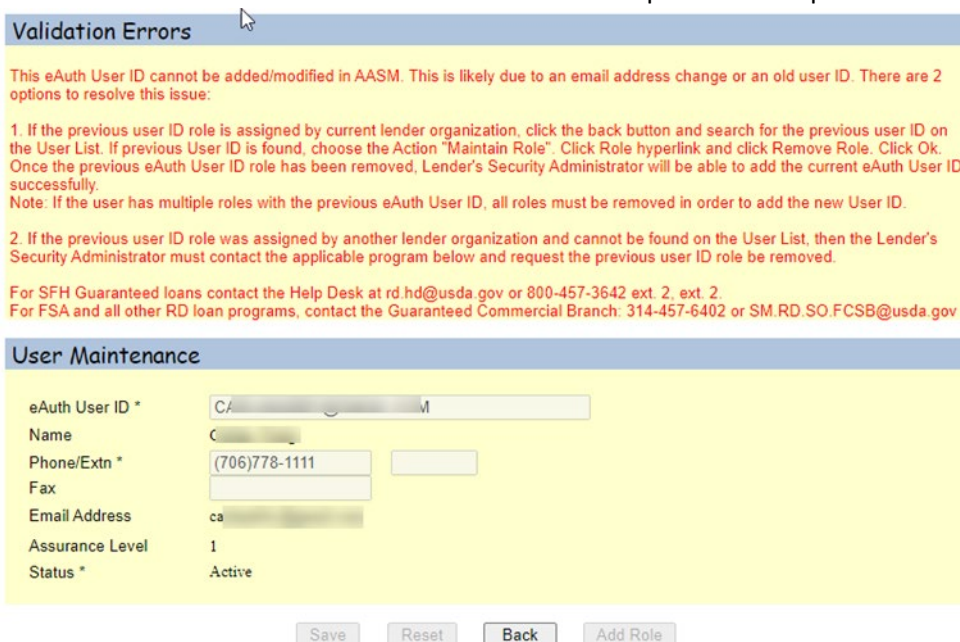
Save Save ID **Remove ID** Remove Role Reset Back

Select	Lender/Service Bureau ID	Branch Nbr	Program Areas
<input checked="" type="radio"/>	111111111	001	RH

## 6.6 Validation Errors

The Security Administrator may encounter validation errors when attempting to add users. See below examples Occurs when a user updates their email address in their eAuth profile. In most situations, there are 2 options to correct the error which will display on the AASM screen. See screen print examples below for validation errors for each scenario:

- Example: In this scenario, lender is attempting to add a previous eAuth user ID tied to an old email address and the address and eAuth user ID has been updated. See options in screen print.



**Validation Errors**

This eAuth User ID cannot be added/modified in AASM. This is likely due to an email address change or an old user ID. There are 2 options to resolve this issue:

- If the previous user ID role is assigned by current lender organization, click the back button and search for the previous user ID on the User List. If previous User ID is found, choose the Action "Maintain Role". Click Role hyperlink and click Remove Role. Click Ok. Once the previous eAuth User ID role has been removed, Lender's Security Administrator will be able to add the current eAuth User ID successfully.  
 Note: If the user has multiple roles with the previous eAuth User ID, all roles must be removed in order to add the new User ID.
- If the previous user ID role was assigned by another lender organization and cannot be found on the User List, then the Lender's Security Administrator must contact the applicable program below and request the previous user ID role be removed.

For SFH Guaranteed loans contact the Help Desk at rd.hd@usda.gov or 800-457-3642 ext. 2, ext. 2.  
 For FSA and all other RD loan programs, contact the Guaranteed Commercial Branch: 314-457-6402 or SM.RD.SO.FCSB@usda.gov

**User Maintenance**

eAuth User ID \*: CA [text] M  
 Name: C [text]  
 Phone/Extn \*: (706)778-1111 [text]  
 Fax: [text]  
 Email Address: ca [text]  
 Assurance Level: 1  
 Status \*: Active

Save Reset Back Add Role



2. Example: In this scenario, lender is attempting to add a user id that exists in GUS with an existing role. See options in screen print.

**Validation Errors**

Cannot add - eAuth User ID has a role assigned by you as the administrator or a different lender organization. The current role must be deleted before another role can be assigned. There are 2 options to resolve this issue:

1. If the user ID role is assigned by current lender organization, click the back button and search for the user ID on the User List. If User ID is found, choose the Action "Maintain Role". Click Role hyperlink and click Remove Role. Click Ok. Once the existing role has been removed, Lender's Security Administrator will be able to add new role to eAuth User ID successfully.
2. If the user ID role was assigned by another lender organization and cannot be found on the User List, then the Lender's Security Administrator must contact the applicable program below and request the user ID role be removed.

For SFH Guaranteed loans contact the Help Desk at [rd.hd@usda.gov](mailto:rd.hd@usda.gov) or 800-457-3642 ext. 2, ext. 2.  
For FSA and all other RD loan programs, contact the Guaranteed Commercial Branch: 314-457-6402 or [SM.RD.SO.FCSB@usda.gov](mailto:SM.RD.SO.FCSB@usda.gov)

**User Role Maintenance**

eAuth User ID	JA	ORG
Last Name	Ca	
First Name	Ja	
Phone/Extn	(706)778-1111	Extn: 123
Fax		
Email Address	jac	org
Assurance Level	1	
Status	Active	

---

Authorized System *	Guaranteed Underwriting System
Security Role *	Lender Representative with Final Submit Authority
Lender ID *	3 QUICKEN LOANS INC
USDA Assigned Branch Nbr *	001 BranchList

Save Reset Back

3. Example: In this scenario, lender is adding an updated eAuth user id however an existing role exists with an old eAuth user ID (same eAuth profile but email address has changed/updated). See options in screen print.

**Validation Errors**

This eAuth User ID cannot be added/modified in AASM. This is likely due to an email address change or an old user ID. There are 2 options to resolve this issue:

1. If the previous user ID role is assigned by current lender organization, click the back button and search for the previous user ID on the User List. If previous User ID is found, choose the Action "Maintain Role". Click Role hyperlink and click Remove Role. Click Ok. Once the previous eAuth User ID role has been removed, Lender's Security Administrator will be able to add the current eAuth User ID successfully.  
Note: If the user has multiple roles with the previous eAuth User ID, all roles must be removed in order to add the new User ID.
2. If the previous user ID role was assigned by another lender organization and cannot be found on the User List, then the Lender's Security Administrator must contact the applicable program below and request the previous user ID role be removed.

For SFH Guaranteed loans contact the Help Desk at [rd.hd@usda.gov](mailto:rd.hd@usda.gov) or 800-457-3642 ext. 2, ext. 2.  
For FSA and all other RD loan programs, contact the Guaranteed Commercial Branch: 314-457-6402 or [SM.RD.SO.FCSB@usda.gov](mailto:SM.RD.SO.FCSB@usda.gov)

**User Maintenance**

eAuth User ID *	jac	org
Name	Ca	
Phone/Extn *	(706)778-1111	
Fax		
Email Address	jac	org
Assurance Level	1	

Save Reset Back Add Role



## 7 Contact US

Technical Issues: GUS/GLS	<a href="mailto:RD.HD@usda.gov">RD.HD@usda.gov</a> or 800-457-3642 Option 2, Option 2
Technical Issues: Login.gov ID	<a href="https://www.login.gov/help/">https://www.login.gov/help/</a>
Training & Guides	<a href="#">USDA LINC Training &amp; Resource Library</a>
USDA Single Family Housing Guaranteed Loan Contacts	<a href="https://www.rd.usda.gov/page/sfh-guaranteed-lender">https://www.rd.usda.gov/page/sfh-guaranteed-lender</a>



## 8 APPENDIX

All listed forms can be found in the LINC Training and Resource Library under the SFHG System referenced below:

<https://www.rd.usda.gov/page/usda-linc-training-resource-library>

SFHG SYSTEM	FORMS
<b>Electronic Status Reporting (ESR)</b>	<ul style="list-style-type: none"> <li>Trading Partner Agreement</li> <li>Addendum E to Trading Partner Agreement</li> </ul>
<b>Guaranteed Annual Fee / Lender Pre-Authorized Debit (PAD) Account Maintenance</b>	<ul style="list-style-type: none"> <li>Lender User Agreement for SFH Guaranteed Annual Fees (GAF)</li> <li>Service Bureau Addendum for SFH Guaranteed Annual Fees (GAF))</li> <li>Service Bureau User Agreement for SFH Guaranteed Annual Fees (GAF)</li> </ul>
<b>Loss Claim Administration</b>	<ul style="list-style-type: none"> <li>Addendum E to Trading Partner Agreement</li> </ul>
<b>Guaranteed Underwriting System (GUS)</b>	<ul style="list-style-type: none"> <li>GUS User Agreement &amp; Training Certificate</li> <li>Lender Agent Request Form</li> <li>Lender Request for Branch Addition/Modification to the Rural Development Database</li> </ul>
<b>Lender Loan Closing / Administration</b>	<ul style="list-style-type: none"> <li>User Agreement for Single Family Housing Guarantee Lender Loan Closing (LLC)</li> </ul>
<b>Loss Mitigation System</b>	<ul style="list-style-type: none"> <li>Loss Mitigation User Agreement</li> </ul>
<b>Mortgage Recovery Advance Receivable (MRARCV)</b>	<ul style="list-style-type: none"> <li>SFH Mortgage Recovery Advance Receivable Lender User Agreement</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>Request for Adding or Removing a Security Administrator</li> </ul>
<b>SFH Guaranteed Loan Basic Training and Resources</b>	<ul style="list-style-type: none"> <li>Form RD 3555-16, Agreement for Participation in Single Family Housing Guaranteed / Insured Loan Programs</li> </ul>