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I. **USDA LENDER INTERACTIVE NETWORK CONNECTION (LINC)**

The USDA Lender Interactive Network Connection (LINC) is an interactive system on the internet 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 that you use 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, your financial organization will need to complete the applicable Agreement(s) (e.g., User Agreement, Trading Partner Agreement) depending on the system(s) you will need access to (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 in order 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) account (see section II).
2. Security Administrators must establish appropriate security roles for their associates in Application Authorization System Management (AASM).

To access LINC, please go to: https://usdalinc.sc.egov.usda.gov/USDALINChome.do and click on **RHS LINC Home** or the Rural Housing Service icon:
Next, you can select the applicable SFHG system you wish to access, click on the Message Board for system messages such as updates or expected downtimes, or go to the Training and Resource Library for extensive SFHG training materials and resources:

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.

<table>
<thead>
<tr>
<th>SFHG SYSTEM</th>
<th>GENERAL DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Status Reporting (ESR)</td>
<td>This system is for SFHG loan servicers to submit their monthly investor/default status reports. Electronic reporting is required.</td>
</tr>
<tr>
<td>Guaranteed Annual Fee</td>
<td>This system is for SFHG loan servicers to access and pay the monthly bills for annual fees due on their portfolio.</td>
</tr>
<tr>
<td>Loss Claim Administration</td>
<td>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.</td>
</tr>
<tr>
<td>Guaranteed Underwriting System (GUS)</td>
<td>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</td>
</tr>
</tbody>
</table>
submitted to the Agency electronically via GUS and eliminates manual file submissions.

<table>
<thead>
<tr>
<th>Lender Loan Closing / Administration</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Authorization System</td>
<td>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 is able to access within a specific SFHG system.</td>
</tr>
<tr>
<td>Maintenance (AASM)</td>
<td><strong>Lender Pre-Authorized Debit (PAD) Account Maintenance</strong> 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.</td>
</tr>
<tr>
<td></td>
<td><strong>Loss Mitigation System</strong> This system is for SFHG loan servicers to submit loan servicing plans electronically to the Agency and upload all required supporting documentation. Delegated servicers input and approve their own servicing plans. Non-Delegated servicers input their servicing plans for Agency review and approval.</td>
</tr>
</tbody>
</table>
II. **eAUTHENTICATION**

Any activity where you are working with USDA via the Internet is considered an official business transaction. For example, submitting official documents, forms, completing applications, etc.

To conduct these official business transactions online, a USDA eAuthentication (eAuth) account is created using your email as a unique User ID. An eAuth account provides secure, convenient access to multiple USDA applications, websites, and programs that you are authorized to use.

For information on USDA eAuthentication visit:  
https://www.eauth.usda.gov/home/

Please take note of the useful Quick Links at the bottom of the eAuth homepage:

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**Quick Links**

- Home
- Create Account
- Update Account
- FAQs
- Find LRA
- Contact Us

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For questions on technical issues related to eAuth Accounts, please contact the eAuth Help Desk at: 800-457-3642, select Option 1, or by email at eAuthHelpDesk@usda.gov.
III. GETTING STARTED WITH eAUTHENTICATION

A. To create an eAuth account, go to https://www.eauth.usda.gov/home or it is recommended that you start by going to the RHS LINC page and click on the link for the system you wish to access to begin the eAuth registration process. **IMPORTANT**: Once you’ve created an unverified (fka Level 1) eAuth account, for security purposes your identity must be verified (fka Level 2) in order to access certain Single-Family Housing Guaranteed (SFHG) Loan systems with your eAuth account. More information on identity verification is provided in the following paragraphs.

B. Select either Create Account option

C. Follow the prompts for Account Registration
D. When you’ve entered basic unverified information needed for Account Registration, an eAuth – Confirm Email will be sent to you. The confirmation email will contain a prompt to Continue Registration. The link to finish registering an eAuth account is only valid for 30 minutes after it’s sent.

E. Once you’ve completed with the Continue Registration information and click Submit, you will be prompted to Log in to your application. If you started the eAuth registration process from the RHS LINC page, This will take you to the system you started with in step A, Keep in mind that at this point you have unverified identity only.; once registered you may use the same eAuth account for all SFHG systemsthat you are authorized to use(If you started the eAuth registration process directly from the eAuth homepage rather than a system landing page, you will need to navigate to the system page via the RHS LINC page) Continue to step IV forVerified Identity.
F. Following is a summary of eAuth account requirements for each of the SFHG Systems which can be accessed through the LINC. The USDA LINC website is: https://usdalinc.sc.egov.usda.gov/.

<table>
<thead>
<tr>
<th>System</th>
<th>UNVERIFIED identity eAuth account required (f/k/a Level 1)</th>
<th>*VERIFIED identity eAuth account required (f/k/a Level 2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Authorization (AASM)</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Electronic Status Reporting Corrections</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Electronic Status Reporting</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Guarantee Annual Fee</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Guaranteed Underwriting System (GUS)</td>
<td>*x</td>
<td>x</td>
</tr>
<tr>
<td>Lender Loan Closing/Administration (LLC)</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Lender PAD Account Maintenance</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Loss Claim Administration</td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>

*See Section IV. for information about transitioning from unverified to verified beginning in summer 2021.

G. Once registered you may use the same eAuth account for all SFHG systems except GUS (A GUS user cannot act as an approved lender and as a lender agent at the same time in GUS with one user id. An eAuth user id must be established for approved lender and lender agent roles). Check above chart to determine Verified or Non-verified system requirements. As a reminder, once a user has established an eAuth account, additional security access authorization will also be required via the Application Authorization Security Management System (AASM). See Section VII.
IV. VERIFIED IDENTITY FOR eAUTHENTICATION

A. Most SFHG systems require an eAuth account with a verified identity. If you have an unverified eAuth account and are trying to access a system which requires identity verification, you will be prompted to Verify Identity (online is strongly recommended):

Or, you may manually update your eAuth account to a verified account by logging into your eAuth account at https://www.eauth.usda.gov/home and select the "Verify My Identity" option. If the option is not present in the lower right corner of the screen, it means you already have an account with a Verified Identity.

B. Follow the prompts to verify your identity. Once completed, you will receive a confirmation email.

C. 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.
D. TRANSITION FROM UNVERIFIED TO VERIFIED EAUTH ACCOUNT REQUIREMENTS (FY 2021 – 2022)

Beginning in summer 2021 and continuing through an undetermined date in 2022, the Guaranteed Underwriting System (GUS) will begin transitioning from **Unverified** eAuth accounts (f/k/a Level 1 assurance) to **Verified** eAuth accounts (f/k/a Level 2 assurance). During the transitional period, users with **Unverified** eAuth accounts will be prompted to verify identity or be reminded later. When accessing GUS, users will see the following:

1. If you choose **Remind Me Later**, you will be taken to GUS and the system will continue to periodically prompt users to verify identity.

2. If you select **Verify Identity Now**, you will be taken to a separate page and prompted to complete your identity verification online (recommended) or at a Local Registration Authority (LRA) location. If you successfully verify your identity online, you will be automatically returned to the GUS application. If you are **unable** to successfully verify your identity online, you will see the following:

   ![Unable To Validate]

You may retry online identity verification or visit a USDA Service Center for in-person identity verification.
**IMPORTANT**: During the transition period, if you have an unverified (f/k/a Level 1) eAuth account and are unable to successfully verify your identity online, you can still access GUS using your unverified eAuth account. If you fail the identity verification as shown above, and do not wish to retry at that time, navigate to GUS and log in using your unverified eAuth account.

**USERS ARE STRONGLY ENCOURAGED TO COMPLETE THE IDENTITY VERIFICATION AS EARLY AS POSSIBLE, AHEAD OF THE MANDATORY DATE IN 2022.**

For questions on identity verification for eAuth accounts, please visit: [https://www.eauth.usda.gov/eauth/b/usda/faq](https://www.eauth.usda.gov/eauth/b/usda/faq)

V. **MANAGING YOUR eAUTH ACCOUNT (UPDATE CONTACT INFORMATION, FORGOTTEN USER ID OR PASSWORD, ETC.)**

The **Manage Account** feature offers users a number of helpful options. Users can update account information such as contact information, change a password, or obtain assistance with forgotten passwords or user ID’s.

A. Go to [https://www.eauth.usda.gov/home](https://www.eauth.usda.gov/home), click on **Manage Account** and select the applicable option:
B. Or, users can also access account management options by accessing a specific SFHG system. When accessing a SFHG system, eAuth users are first presented with the following screen and can then select the applicable option:

![eAuth Screen]

**Note:** eAuth Help desk cannot reset passwords. You must use the “Forgot Password” under “Manage Account” on the main e-Authentication login page. If you do not have access to the email address associated with your existing User ID, you will need to create a new User ID using an updated email address and provide it to your System Administrator for your company to regain access to the appropriate SFHG system.

VI. APPLICATION AUTHORIZATION SECURITY MANAGEMENT (AASM) SYSTEM – Security Administrators ONLY

In addition to eAuth requirements, each person using a SFHG system is assigned a Security Role in the AASM system. In order 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 to the user by the Security Administrator, controls the system functionality the user can access within a specific SFHG system.

Please note the following:

1. A financial organization must have at least one associate 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. Security Administrator’s will receive an email when their ID has been activated.

2. The Security Administrator is then responsible for assigning the proper security type roles to their associates, once the users have notified their Security Administrator of their eAuth Login ID. 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.

3. While Security Administrators are responsible for assigning/modifying/deleting security roles for their associates, **requests for adding, removing, or inactivating a Security Administrator user are completed by the Agency.** 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.
<table>
<thead>
<tr>
<th>AASM Security Role</th>
<th>General Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Branch Administrator</td>
<td>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.</td>
</tr>
<tr>
<td>*Branch Rep</td>
<td>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.</td>
</tr>
<tr>
<td>*Branch Rep w/Final Submit Authority</td>
<td>Allows the user full update and submit authority for only the lender branch for which the user is associated.</td>
</tr>
<tr>
<td>*Branch Viewer</td>
<td>Allows the user view only capabilities of all applications for the branch for which the user is associated.</td>
</tr>
<tr>
<td>Lender Administrator</td>
<td>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.</td>
</tr>
<tr>
<td>Lender Agent</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Note: 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.</td>
</tr>
<tr>
<td>Lender Rep</td>
<td>Allows the user full update, but no submit authority for all the lender’s branches; allowed to perform loan closing transactions, etc.</td>
</tr>
<tr>
<td>Lender Rep w/Final Submit Authority</td>
<td>Allows the user full update and submit authority for all the lender’s branches.</td>
</tr>
<tr>
<td>Lender Viewer</td>
<td>Allows the user view only capabilities associated with the lender Tax ID for all branches.</td>
</tr>
<tr>
<td>Service Bureau Administrator</td>
<td>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.</td>
</tr>
<tr>
<td>Service Bureau Rep</td>
<td>Allows the user full update, but no submit authority for all the Lender Branches associated to the Service Bureau.</td>
</tr>
<tr>
<td>Service Bureau Rep w/Final Submit Authority</td>
<td>Allows the user full update and submit authority for all the Lender Branches associated to the Service Bureau.</td>
</tr>
<tr>
<td>Service Bureau Viewer</td>
<td>Allows the user view only capabilities for all the Lender Branches associated to the Service Bureau.</td>
</tr>
</tbody>
</table>

*Each lender doing business with Rural Development (RD) is assigned a branch number within the RD database. 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

**See chart on the next page for description of each Role**

<table>
<thead>
<tr>
<th>Role</th>
<th>Annual Fees</th>
<th>Electronic Status Reporting (ESR)</th>
<th>GUS</th>
<th>Lender Loan Closing (LLC)</th>
<th>Loss Claim</th>
<th>Loss Mitig.</th>
<th>PreAuth Debit (PAD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch Administrator</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Branch Rep</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Branch Rep w/Final Submit Auth.</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Branch Viewer</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Lender Administrator</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Lender Agent</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender Rep</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Lender Rep w/Final Submit Auth.</td>
<td>x</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Lender Viewer</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Service Bureau Administrator</td>
<td>x</td>
<td></td>
<td></td>
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<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Service Bureau Rep</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Service Bureau Rep w/Final Submit Auth.</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Bureau Viewer</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>
A. **Creating User Roles.** Once the intended user provides the Security Administrator with their eAuth Login ID, the Security Administrator will access the **LINC** 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**. Select RHS LINC from the menu:

2. Select **Application Authorization.**
3. Through a sign in process utilizing the eAuth Login ID and password, the Security Administrator will access the Application Authorization Management Screen. Only Security Administrators are permitted access to this website.

4. The Application Authorization Security Management screen will appear:

![Application Authorization Security Management Screen]

5. 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

![Added User System IDs]

![Application Authorization Security Management Screen with System IDs]
6. Input the new users **eAuth 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**.

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

8. 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.

9. Once you select the Security Role, the Lender ID and USDA Assigned Branch Nbr fields will dynamically display. Once you’ve populated Lender ID & Branch Nbr, the Loan Program checkbox may appear. Complete the required fields and select Save:

Upon Save, you will receive an Add Successful pop-up. The user will receive an auto-generated email which confirms their access.

B. 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. Click on RHS Linc Home, then Application Authorization (see A. Creating User Roles, items 1 - 4 above for
screen shots on how to navigate to the User List screen).

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.)

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

![Image of Authorized System](image)

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

Note: If adding a lender agent role and you receive a validation error “cannot add”, the user will need to be removed from a current approved lenders user list or create a separate e-Authentication ID. 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.

![Image of User Role Maintenance](image)

D. **Role Maintenance**. An example of a changed role may be a user (e.g., loan originator) currently assigned a “Branch Representative” security role for one particular branch or location. If, at a later time, this user becomes responsible for
loans at multiple locations they will need to have access to multiple branch locations.

To enable this change, the Security Administrator would need to change the user’s assigned security role from “Branch Representative” to “Lender Representative”.

To modify an established user’s role, the Security Administrator will need to perform the necessary steps to modify the role in the AASM website:

1. The Security Administrator will access LINC. Click on RHS Linc Home, then Application Authorization to navigate to the User List screen (see A. Creating User Roles, items 1 – 4 above for screen shots on how to navigate to the User List screen).

2. Generate a complete User List as shown in C. Viewing a User List above OR enter the eAuth Login ID of a specific user and click Submit.

3. Next, select Maintain Role from the Action dropdown and click on the Role hyperlink of the user you wish to modify.
4. The currently assigned Security Role can be seen in the dropdown, and can be changed by selecting the appropriate role from the dropdown, then click 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.

The user will receive an email confirmation of the change.

E. 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.

1. The Security Administrator will access the LINC.

   Click on RHS Linc Home, then Application Authorization to navigate to the User List screen (see A. Creating User Roles, items 1 – 4 above for screen shots on how to navigate to the User List screen).

2. Generate a complete User List as shown in C. Viewing a User List above OR enter the eAuth Login ID of a specific user and click Submit.
Next, select **Maintain Role** from the Action dropdown and click on the **Role hyperlink** of the user you wish to modify.

3. On the User Role Maintenance screen, the **Remove Role** button removes the user's specified Security Role for the Authorized System for **ALL** Lender ID or Lender/Service Bureau ID's that user is associated with.

3a. 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.

VII. CONTACT INFORMATION / RESOURCES / HELP

- **eAuthentication.** For questions on technical issues related to eAuth Accounts, please contact the eAuth Help Desk at: 800-457-3642, select Option 1, or by email at eAuthHelpDesk@usda.gov. For general eAuth information (account creation or management, FAQ’s, etc.), please visit: https://www.eauth.usda.gov/home.
  
  **Note:** eAuth Help desk cannot reset passwords. You must use the “Forgot Password” under “Manage Account” on the main e-Authentication login page. If you do not have access to the email address associated with your existing User ID, you will need to create a new User ID using an updated email address and provide it to your System Administrator for your company to regain access to the appropriate SFHG system.

- **USDA Single Family Housing Guaranteed Loan Contacts.** For questions related to guaranteed program and policy or process questions, please visit The SFH Guaranteed Lender page: https://www.rd.usda.gov/page/sfh-guaranteed-lender

- **Training & Guides.** Training and Guides are located on the USDA LINC Training & Resource Library https://www.rd.usda.gov/page/usda-linc-training-resource-library for all systems.
VIII. APPENDIX

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


<table>
<thead>
<tr>
<th>SFHG SYSTEM</th>
<th>FORMS</th>
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| Electronic Status Reporting (ESR)                | • Trading Partner Agreement  
  • Addendum E to Trading Partner Agreement       |
| Guaranteed Annual Fee / Lender Pre-Authorized Debit (PAD) Account Maintenance | • Lender User Agreement for SFH Guaranteed Annual Fees (GAF)  
  o Service Bureau Addendum for SFH Guaranteed Annual Fees (GAF)  
  • Service Bureau User Agreement for SFH Guaranteed Annual Fees (GAF) |
| Loss Claim Administration                        | • Addendum E to Trading Partner Agreement                           |
| Guaranteed Underwriting System (GUS)             | • GUS User Agreement & Training Certificate  
  • Lender Agent Request Form  
  • Lender Request for Branch Addition/Modification to the Rural Development Database |
| Lender Loan Closing / Administration             | • User Agreement for Single Family Housing Guarantee Lender Loan Closing (LLC) |
| Loss Mitigation System                           | • Loss Mitigation User Agreement                                   |
| Security                                         | • Request for Adding or Removing a Security Administrator          |
| SFH Guaranteed Loan Basic Training and Resources | • Form RD 3555-16, Agreement for Participation in Single Family Housing Guaranteed / Insured Loan Programs |