

# HUDHousingCounselors.com Registration Process 8.19.2019

U.S. Department of Housing and Urban Development/  
Office of Housing Counseling/  
HUD Housing Counselors  
Training and Certification Program/  
86543F-18-C-00009

**bixal**

# Change Log

Version	Author	Change Description	Date	Approved By
1.0	Maricarmen Smith-Martinez	Initial version	7/25/19	
2.0	Maricarmen Smith-Martinez	Revisions requested	8/19/19	

# 1.0 Registration Process and Description

The steps that follow outline the registration process for the HUD Housing Counselor Certification Exam and data transfer to the HUD FHA Connection system.

## 1.1 Step 1

Counselor registers for an account on HUDHousingCounselors.com.

- Enter email address to register as a new user. The Bixal system will generate a verification email with instructions.
- Verify email address and follow instructions to create a password. By default, the email address is the login ID.

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### New User Registration

[Create new account](#) [Sign In](#) [Forgot Password?](#)

**First Name \***

**Last Name \***

**Email address \***

A valid email address is required for registration and account recovery purposes. Your email address will not be made public and will not be sold to third party vendors. News and notifications from HUDHousingCounselors.com will be sent to this address.

**Confirm email address \***

Please re-type your email address to confirm it is accurate.

**State \***

CAPTCHA

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.

I'm not a robot



[Create new account](#)

#### Certification Exam Program

Effective June 1, 2017, this website features user account registration.

**Registration for the HUD Housing Counselor Certification Exam opened August 01, 2017.**

A new preparation tool, the HUD Housing Counselors Knowledge Assessment, was launched on July 1, 2019.

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# 1.2 Step 2

Counselor registers for the HUD Housing Counselor Certification Examination.

- Log into [www.HUDHousingCounselors.com](http://www.HUDHousingCounselors.com) and navigate to Exam Registration.
- Select the preferred method to take the exam—in person or online.
- Schedule the exam date and time.

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## Begin Exam Registration or Change Your Appointment

### Begin Exam Registration

**Step 1: Before scheduling your exam, refer to the [HUD Housing Counselor Certification Exam Checklist](#) and make sure you are prepared for the type of exam you want to schedule.** If needed, submit a request for [Reasonable Accommodations](#) with at least 45 days' notice.

- **Online Proctored Exams**
  - Check the [System Requirements for Online Proctoring](#)
  - Review the [Test Taker Guide](#) for key information
  - Test the exam [Calculator](#) in your browser. Note that the calculator requires the use of a mouse.
  - Ensure your web camera meets Kryterion requirements. An external web camera is required for online proctored exams.
- **Onsite Proctored Exams at a Test Center**
  - Search for a [Testing Center Location](#) for in-person appointments
  - Test the exam [Calculator](#) in your browser. Note that the calculator requires the use of a mouse.

**Step 2: Enter your address, city, and zip code below.** Go to your [User Profile](#) if you need to update your first name, last name, or state.

**Step 3: Select the "Continue to schedule and payment" button below for the next steps.**

OMB 2502-0614  
Expiration Date: 1/31/2020

#### Paperwork Public Burden Statement

In its entirety, the public reporting burden for this collection of information is estimated to average 15 minutes. This collection of information is required by Wall Street Reform and Consumer Protection Act, HUD's Final Rule for Housing Counseling Certification, and U.S.C. 7701. Failure to furnish the requested information may delay or prevent the processing of the application. Information will be used by and disclosed to HUD personnel and contractors or other agents who need the information to certify housing counselors. Your social security number will be used to verify your employment with a participating agency. The information collected is protected from disclosure by the Privacy Act. HUD may share the information with other entities pursuant to its published Privacy Act system of records notice. HUD may not conduct nor sponsor, and a person is not required to respond to, a collection of information unless the collection displays a valid control number.

### Change Your Exam Appointment

Review the [No Show and Cancellation policy](#) for details about rescheduling or canceling a scheduled exam. Then, access your [Scheduled Exam](#) to change an appointment.

**First Name \***

**Last Name \***

**Address \***

**Address**

**City \***

**State \***

**ZIP Code \***

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# 1.3 Step 3

Counselor pays for certification exam.

- Pay the registration fee.

[Exam Cart](#) | [Help](#) | [Log Out](#)

Welcome, **Bixal Administrator**



<a href="#">EXAM STATUS CENTER</a>	<a href="#">MY ASSESSMENTS</a>	<a href="#">REGISTER FOR EXAM</a>	<a href="#">RECEIPTS</a>
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Total Price: USD 60.00

**Amount:**

**Credit Card Number:**  \*

**CVC Number:**  \* [\(what is this?\)](#)

**Card Type:**

**Expiration Date:**


An email will be sent confirming payment and registration for this exam.

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# 1.4 Step 4

Counselor authorizes transfer of information to FHAC.

- Log into [www.HUDHousingCounselors.com](http://www.HUDHousingCounselors.com) and complete exam results verification.
- Hours of operation are 8am to 9pm Monday through Friday.

**HUD Housing Counselors.com**  
HUD HOUSING COUNSELORS TRAINING AND TESTING FOR CERTIFICATION

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### Transfer Results to FHAC

Complete the information below to transfer your HUD Housing Counselors Certification written exam results to FHA Connection. After your results are successfully transferred to FHAC, you will receive an email with your Counselor Exam ID.

- Important: You will need your Counselor Exam ID to begin your [HUD Certified Housing Counselor Application](#) in FHAC. For reference, your Counselor Exam ID will also be available in your [User Profile](#). For more information on the certification application process, please visit the [HUD Certified Housing Counselor Application Process](#) page on the HUD Exchange.

An asterisk (\*) indicates a required response.

**Social Security Number \***

**Phone Number \***

**Fax**

**Occupation \***

**Employer \***

**Direct Provider**  
Check here if, in your position, you provide direct housing counseling services to individual clients.

**Agency HCS ID**

**Training**

**Languages**

<input type="checkbox"/> English	<input type="checkbox"/> Hindi	<input type="checkbox"/> Turkish
<input type="checkbox"/> Spanish	<input type="checkbox"/> Indonesian	<input type="checkbox"/> Vietnamese
<input type="checkbox"/> Arabic	<input type="checkbox"/> Korean	<input type="checkbox"/> Farsi
<input type="checkbox"/> Cambodian	<input type="checkbox"/> Polish	<input type="checkbox"/> Ukrainian
<input type="checkbox"/> Cantonese	<input type="checkbox"/> Portuguese	<input type="checkbox"/> ASL
<input type="checkbox"/> Chinese	<input type="checkbox"/> Russian	<input type="checkbox"/> Hmong
<input type="checkbox"/> Mandarin	<input type="checkbox"/> German	<input type="checkbox"/> Creole
<input type="checkbox"/> Czech	<input type="checkbox"/> Italian	<input type="checkbox"/> Other
<input type="checkbox"/> French	<input type="checkbox"/> Swahili	

**Demographics**

Hispanic

American Indian

Asian

Black

Native Hawaiian

White

**Gender**

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## 2.0 Data Collection and Storage

### 2.1 Counselor Data and Storage Location

The table outlines the counselor data collected in each step of the registration process and details which system (i.e., Bixal, Kryterion, FHAC) stores the data. The table differentiates between required and optional data and also indicates which data is system generated.

Step	Data Collected	Bixal	Kryterion	FHAC
1	<b>Required</b> First name Last name Email State	<b>Counselor Data</b> First name Last name Email State  <b>System Generated</b> UUID	N/A	N/A
2	<b>Required</b> Full address	<b>System Generated</b> Counselor ID	<b>Counselor Data</b> First name Last name Email Full address  <b>System Generated</b> UUID Counselor ID	N/A
3	<b>Required</b> Credit card number CVC number Expiration date	N/A	N/A	N/A
4	<b>Required</b> SSN Phone Occupation Employer  <b>Optional</b> Fax Direct provider (y/n) Agency FHA HCS ID Training (type) Language Ethnicity/Race Gender	N/A	<b>System Generated</b> Exam result	<b>Counselor Data</b> SSN Phone Occupation Employer Agency FHA HCS ID Direct provider (y/n) Language Ethnicity/Race Gender Training (type)  <b>System Generated</b> Exam result