

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



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	



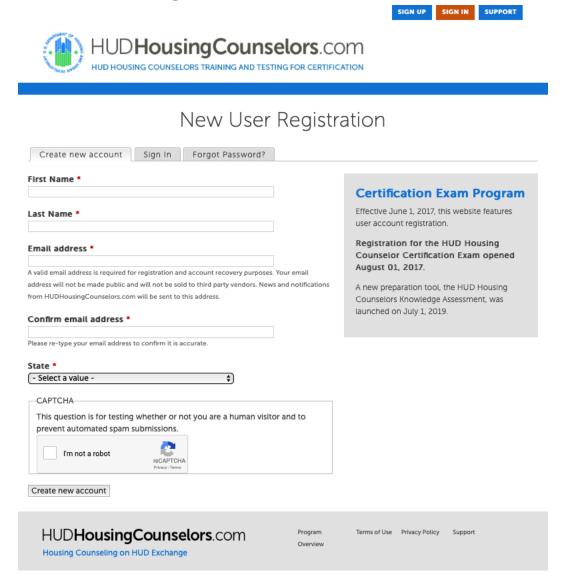
1.0 Registration Process and Description

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.

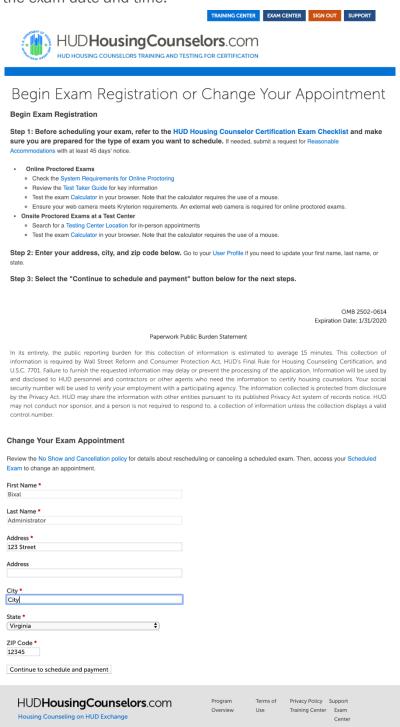




1.2 Step 2

Counselor registers for the HUD Housing Counselor Certification Examination.

- Log into 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.





1.3 Step 3

Counselor pays for certification exam.

• Pay the registration fee.

Exam Cart | Help | Log Out Welcome, Bixal Administrator



XAM STATUS CENTER	MY ASSESSMENTS	REGISTER FOR EXAM	RECEIPTS
Total Price:	USD 60.00		
Amount:	USD 60.00		
Credit Card No	ımber:		*
CVC Number:	* (<u>w</u>	/hat is this?)	
Card Type:	Visa	\$]	
Expiration Dat	e: MM \$ YYY	Y \$	
	Submit	Back / Cance	1

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 and complete exam results verification.
- Hours of operation are 8am to 9pm Monday through Friday.





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

