HUDHousingCounselors.com

Registration Process

11.7.2022

U.S. Department of Housing
and Urban Development/
Office of Housing Counseling

HUD Housing Counselor
Training and Certification
Program

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.

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.

New User Registration

Create new account | Sign In | Forgot Password?

Privacy Policy
Last updated: 11/4/2022

Authority: Section 106 of the Housing and Urban Development Act of 1968 (12 U.S.C.1701x); Purpose: All personal identifiers are needed for registration of training and for the certification exam purposes as mentioned above.

Routine Use: 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. HUD may share the information with other entities pursuant to its published Privacy Act system of records notice.

Disclosure: Failure to furnish the requested information may delay or prevent the processing of the application.

SORN Name: HUD Certified Housing Counselor and Client Certificate of Housing Counseling Database, available at https://www.hud.gov/program_offices/officeofadministration/privacy_act/pia/fednotice/SORNs_LoB

On behalf of the U.S. Department of Housing and Urban Development's Office of Housing Counseling, Ajanta Consulting, LLC. ("us", "we", or "our") operates https://www.hudhousingcounselors.com (the "Site"). This page informs you of our policies regarding the collection, use, and disclosure of Personal Information we receive from users of the Site.

We use your Personal Information only for the purposes of providing and improving the Site and/or providing information related to the certification process. By using the Site, you agree to the collection and use of information in accordance with this policy.

Information Collection and Use
While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name ("Personal Information").

Log Data
Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data").

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.
In addition, we may use third party services such as Google Analytics that collect, monitor, and analyze this data.

Communications
We may use your Personal Information to contact you with information relating to the certification process and/or relating to your requests through the Site.

Cookies
Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.
Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

Security
The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Changes to This Privacy Policy
This Privacy Policy is effective as of 11/04/2022 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

Contact Us

If you have any questions about this Privacy Policy, please contact us at HUDHousingCounselors.com/Support.

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 *

- Select a value -

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

reCAPTCHA
Privacy - Terms

Create new account

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.

Begin Exam Registration or Change Your Appointment

Register for an Exam

Step 1

Decide whether to take the exam at a test center or online. If needed, submit a request for Reasonable Accommodations before you register and at least 45 days in advance of your target test date.

Step 2

Enter your address, city, and zip code in the fields below to register, view test center availability, or to update your address.

The name you register with must match your government-issued ID which is now required for both online exams and exams at a test center. Go to your User Profile if you need to update your first name, last name, or state.

Step 3

Make sure you are prepared for taking your exam online or at a test center. Review and agree to the exam requirements. Select "Continue to schedule and payment" for next steps

Reschedule an Exam

Step 1

Review the No Show and Cancellation policy for details about rescheduling or canceling a scheduled exam.

Step 2

Access your scheduled exam by selecting the "**Continue to schedule and paymen**t" button below to enter Webassessor's Exam Status Center then select "My Assessments" under "Need to reschedule?"

First Name *

Update this in your profile.

Last Name *

Update this in your profile.

Address *

Address

City *

State *

Florida

Update this in your profile.

ZIP Code *

☐ I acknowledge that I have reviewed and understand the requirements for my in-person or online exam.

☐ I understand that if I fail to follow the preparation guidelines in the checklist, Kryterion may suspend or cancel my exam.

Continue to schedule and payment

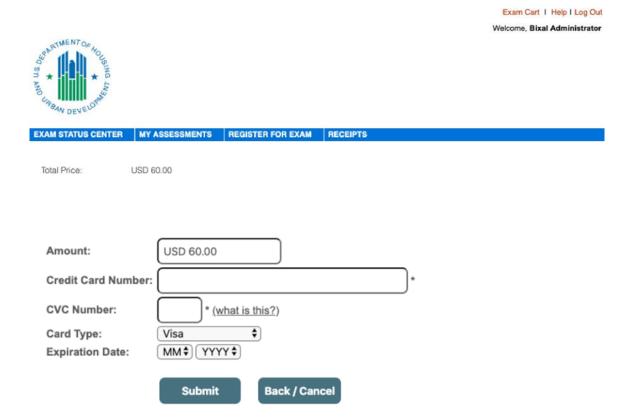OMB 2502-0614
Expiration Date: 8/31/2023

Paperwork Public Burden Statement

In its entirety, the public reporting burden for this collection of information is estimated to average 15 minutes including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Comments regarding the accuracy of this burden estimate and any suggestions for reducing this burden can be sent to the Reports Management Officer, Office of Policy Development and Research, REE, Department of Housing and Urban Development, 451 7th St SW, Room 4176, Washington, DC 20410-5000. When providing comments, please refer to OMB Approval No. 2502-0614. HUD requires this information for participation in its Housing Counseling program in accordance with the Section 106 of the Housing and Urban Development Act of 1968 (12 U.S.C.1701x). HUD uses the personal identifiers collected from the applicants for registration of training and for the certification exam purposes. The information collected is protected from disclosure by the Privacy Act. 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.

Step 3

Counselor pays for certification exam.

- Pay the registration fee.

EXAM STATUS CENTER	MY ASSESSMENTS	REGISTER FOR EXAM	RECEIPTS

Total Price: USD 60.00

Amount:	USD 60.00
Credit Card Number:	*
CVC Number:	* (what is this?)
Card Type:	Visa
Expiration Date:	MM YYYY

Submit   **Back / Cancel**

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

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