

[HUDHousingCounselors.com](http://HUDHousingCounselors.com)

HUD Housing Counselor  
Training and Certification  
Program

Office of Housing Counseling

U.S. Department of Housing and Urban  
Development

June 18, 2024

# Registration Process and Description

The counselor's information will be collected electronically on the Office of Housing Counseling (OHC), HUD's Housing Counselor Certification Training and Examination website, [www.HUDHousingCounselors.com](http://www.HUDHousingCounselors.com) (HHC). The HHC website is owned by HUD and is administered by Ajanta, a HUD contractor. The website is not hosted on a .gov platform as a result of IT funding constraints.

Once the housing counselor completes data entry and electronically submits their information through the website, the data will be transferred to HUD's Federal Housing Administration Connection (FHAC).

The steps that follow outline the registration process for the HUD Housing Counselor Certification Exam. The site and the screenshots included in this document are in the process of being updated and are scheduled to be released by July 2024.

## Step 1

Counselor registers for an account on [HUDHousingCounselors.com](http://HUDHousingCounselors.com).

- Enter email address to register as a new user. The HHC website 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.

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](https://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 \*

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

## 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.

## 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 payment" 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 \*

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.

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



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.



# 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.

**HUDHousingCounselors.com**  
HUD HOUSING COUNSELORS TRAINING AND TESTING FOR CERTIFICATION

### 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 \*

First

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

Transfer Results to FHAC

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Housing Counseling on HUD Exchange

Program Overview | Terms of Use | Privacy Policy | Support Training Center

Exam Center

# Data Collection and Storage

## Counselor Data and Storage Location

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

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 results	Counselor Data SSN Phone Occupation Employer Agency FHA HCS ID Direct provider (y/n) Language Ethnicity/Race Gender Training (type)  System Generated Exam result