

# Frequently Asked Questions



Committed to the future of rural communities.

## Security

**Q:** *Who do I contact for Security help?*

**A:** Contact USDA Rural Development Guaranteed Loan Branch via email at: [RD.DCFO.GLB@stl.usda.gov](mailto:RD.DCFO.GLB@stl.usda.gov) or call toll free: 1-877-636-3789.

**Q:** *What if I have problems with my ID and/or password?*

**A:** All Security ID's and Passwords are handled by eAuthentication. Go to site at: <http://www.eauth.egov.usda.gov> and click on Help or email: [eAuthHelpDesk@usda.gov](mailto:eAuthHelpDesk@usda.gov)

**Q:** *How do I add a user?*

**A:** The User must have a Level 2 eAuth ID. (See getting Level 2 access). Then the Administrator can go to the web page under User Authorization, Maintain Lender/Branch Representative. At the External Lender User List, click Add User. Input information. Click Save.

**Q:** *How does a user get eAuthentication Level 2 access?*

**A:** Go to eAuth website <http://www.eauth.egov.usda.gov> and click on Create an Account. Select Level 2 access and follow the directions.

## User Access

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**Q:** *When can I access the Rural Development Guaranteed Loan System*

**A:** Monday through Saturday 6 am to 6 pm CST/CDT, Sunday 8am to 4 pm CST/CDT

**Q:** *How do I change the phone number attached to my ID?*

**A:** Administrator – Contact the USDA-Rural Development Guaranteed Loan Branch via e-mail at [RD.DCFO.GLB@stl.usda.gov](mailto:RD.DCFO.GLB@stl.usda.gov) or call toll free: 1-877-636-3789.

All Others – Administrator will go to web page under User Authorization, Maintain Lender/Branch Representative Authorization. At External User List, type in eAuth User ID. Click Search. Click on eAuth User ID. At Maintain/Lender Branch Representative web page, change Phone Number. Click Save.

**Q:** *How do I change information other than my phone number attached to my ID?*

**A:** Go to <http://www.eauth.egov.usda.gov> click on Update your account. Change information and click Save.

**Q:** *How do I delete a user ID from the Loss Claim System?*

**A:** To inactivate an Administrator contact Rural Development Guaranteed Loan Branch at [RD.DCFO.GLB@stl.usda.gov](mailto:RD.DCFO.GLB@stl.usda.gov) or call toll free: 1-877-636-3789. To inactivate all other users the Administrator will go to the web page under User Authorization, Maintain Lender/Branch Representative. At External Lender User List, type in eAuth User ID. Click Search. Click on eAuth User ID. At Maintain Lender/Branch Representative web page, change Status to "Inactive". Click Save."

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## Reporting

**Q:** *Are there reports available for the lender?*

**A:** No, not at this time. Lenders, however, may use the system's view mode in order to see claims in progress and paid claims. For specific needs and further assistance, please contact your rural development specialist.

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## Application/ Procedure

**Q:** *What are system messages?*

**A:** Messages generated by the system in order to provide directions and guidance regarding a loss claim application.

**Q:** *How do I get payees on EFT (Electronic Funds Transfer)?*

**A:** Call the Rural Development Guaranteed Loan Branch at 877-636-3789.

**Q:** *How do I order a Liquidation Value Appraisal?*

**A:** Send an email to [guarantee.svc@stl.usda.gov](mailto:guarantee.svc@stl.usda.gov), subject "Lender Request to Order" liquidation value appraisal. Include full borrower name, loan ID and property state. You will receive an email in return when the Liquidation Value has been entered on the PDP so you may proceed.

**Q:** *How do I get the short sale amount on the PDP (Property Disposition Plan) so I can input the loss claim?*

**A:** Send an email to [guarantee.svc@stl.usda.gov](mailto:guarantee.svc@stl.usda.gov); subject "Short Sale Value for PDP". Include full borrower name, loan ID, gross amount of sale, and property state. You will receive an email in return when the short sale amount has been entered on the PDP so you may proceed.

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