



Portal Administrator/User Changes Instructions

The policy regarding authority for adding, changing or deleting users' names in the MassHousing portal rests with the Lender Administrator.

If you are a user and are requesting to be added, changed or deleted from the MassHousing Portal, please contact your System Administrator.

If you are requesting to change the Lender Administrator this should come in the form of an electronic or letter request from an executive of your organization, at the senior or executive level management of your company.

These requests should be directed to your MassHousing Business Development staff for verification, approval and processing.