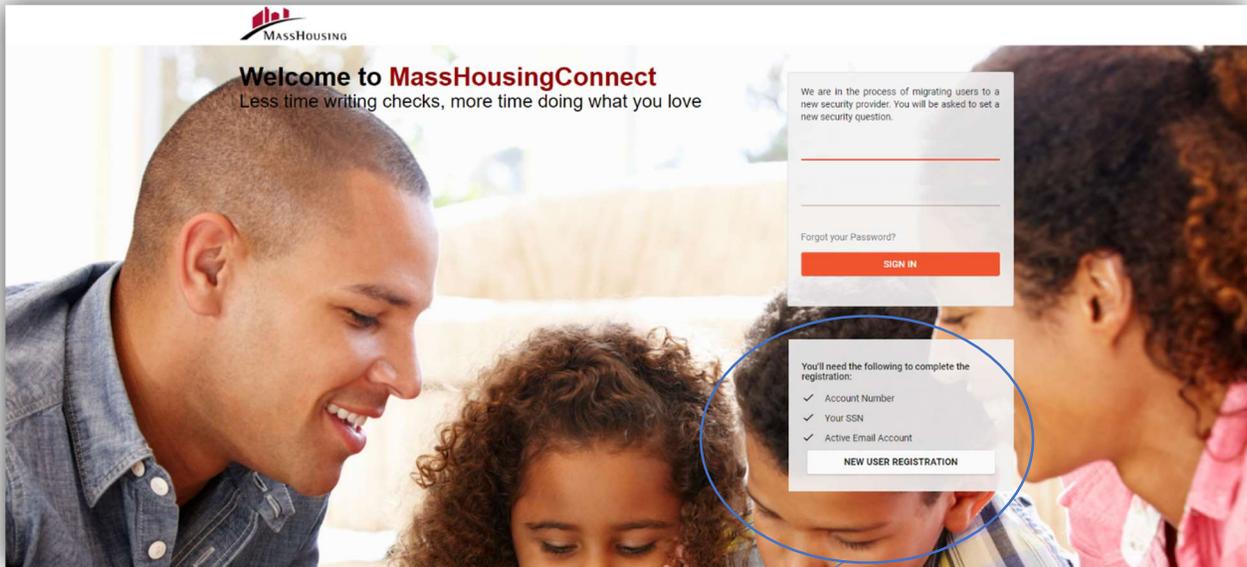
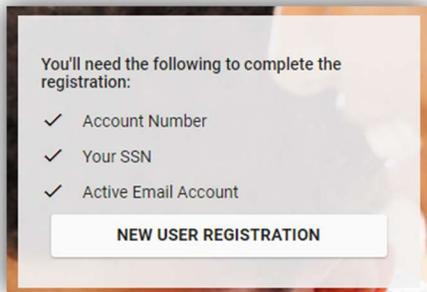


# Online Mortgage Payment with **MassHousingConnect**

- 1) To open a MassHousingConnect account you will need an active email address, your MassHousing account number, and social security number. (Please use personal email address to get started and not a work-related email address).



## New User Registration



cdanvers@yopmail.com

.....

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 symbol(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)

.....

Carol

Danvers

Middle Name

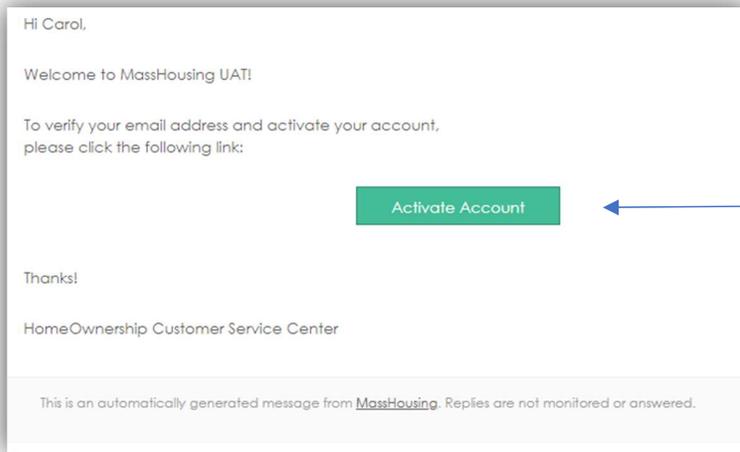
\* indicates required field

I have read and agree to the Terms and Conditions

REGISTER

- 2) Once you click “Register” you will receive a confirmation email to verify your email address and activate your account.

### Confirmation Email



← Activate Account

- 3) You will need the name and social security number of a borrower on the MassHousing account and the zip code for the property.

MassHOUSING Help Center Hi Carol

### Account Registration

Enter the information below as it appears on your billing statement

First Name \*  
Carol

Middle Initial

Last Name \*  
Danvers

Account Number \*  
\*\*\*\*\*

Zip Code \*  
02301

Social Security Number \*  
.....

\* Required Field

[SUBMIT](#) [CANCEL](#)

© 2020 Massachusetts Housing Finance Agency Privacy Policy About Us Contact Us

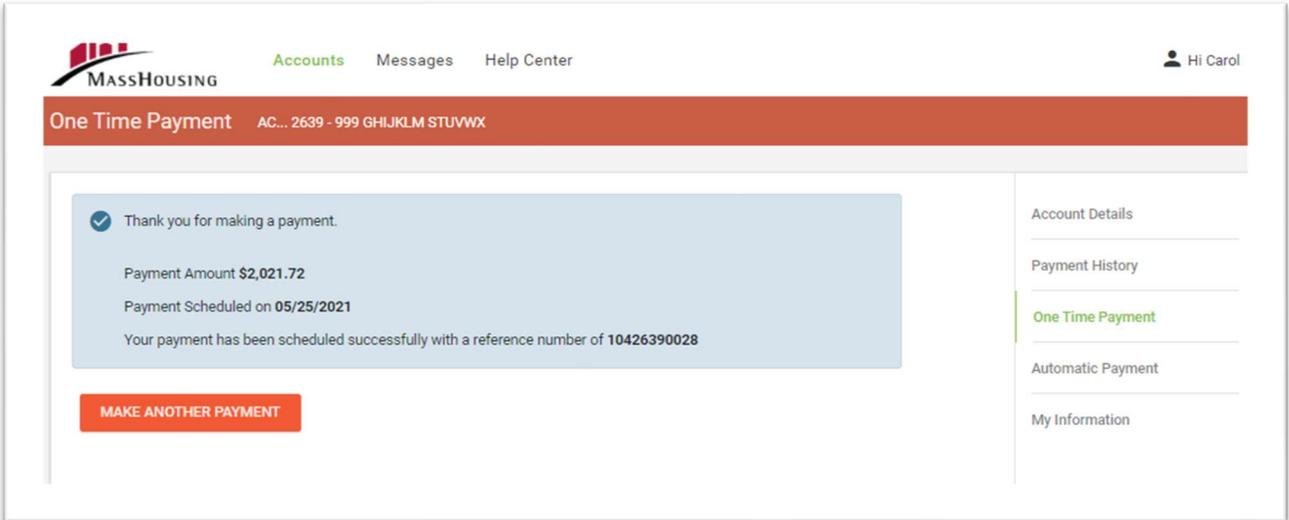
- 4) Once your MassHousingConnect account is set up, you will have access to your current account information on the Account Details tab (on the right panel), the ability to schedule payments on the Automatic Payments tab (on the right panel), make one-time payments (on the right panel) or send a secure message from the Messages tab on the tool bar at the top.

The screenshot shows the 'Account Details' page for a mortgage account. The top navigation bar includes the MassHousing logo, 'Accounts', 'Messages', and 'Help Center', along with a user profile 'Hi Carol'. The account identifier is 'AC... 2639 - 999 GHIJKL STUVWX'. The main content area is divided into three sections: 'Mortgage' details, a summary table, and a right-hand navigation menu. The 'Mortgage' section lists the address '999 GHIJKL STUVWX, BCDEFGHI, MA 02301' and the current account 'AC...2639 (Current)'. It displays the 'Regular Monthly Payment Amount and Due Date\*' as '\$1,921.72' on '06/01/2021', with a 'Pay Now' button circled in blue. The summary table lists: Remaining Balance: \$232,844.39; Escrow Balance: \$6,003.75; Interest Rate: 4.5%; Original Loan Amount: \$252,200.00; Started: 01/27/2017; Term: 360 Months; Maturing: 02/2047; Payment Cycle: Monthly. The right-hand menu includes 'Account Details', 'Payment History', 'One Time Payment', 'Automatic Payment', and 'My Information'.

- 5) **One Time Payment** allows you to make a payment, whenever you choose, with no additional fees. All you need is an active bank account and your bank's routing number.

The screenshot shows the 'One Time Payment' page for the same account. The top navigation bar is identical to the previous screenshot. The page title is 'One Time Payment' for account 'AC... 2639 - 999 GHIJKL STUVWX'. The main content area features a 'Pending Payments' section with a 'Select Amount \*' dropdown menu. The dropdown is open, showing 'Pay Total Due' at '\$1,921.72' and 'Principal Only' at '\$0.00'. Below this, there are fields for '\$ Additional Principal' and '\$ Additional Escrow', both set to '\$0.00'. A summary line states: '\$1,921.72 is your NEW total one time payment.' The right-hand navigation menu includes 'Account Details', 'Payment History', 'One Time Payment' (highlighted), 'Automatic Payment', and 'My Information'.

- Once you have hit 'submit' you will see this confirmation page and you have completed the transaction steps! *Please note that it takes **2 business days** for funds to be debited from your bank account and could take up to 7 days to realize input errors that could prevent processing.*



## OTHER OPTIONAL FEATURES

- You have the option to save your monthly payment information with our "Wallet" feature.

The screenshot shows a form titled 'NEW PAYMENT METHOD' with a green header and a red circle icon. The form contains several input fields and options:

- 'Checking' (dropdown menu)
- 'Account Number \*' (text input field with asterisks and a question mark icon)
- 'Routing Number \*' (text input field with '784512358' and a question mark icon)
- 'Bank Name not found' (text input field)
- 'Name On Account \*' (text input field with 'Captain Marvel')
- 'City \*' (text input field with 'Hala')
- 'Massachusetts' (dropdown menu)
- 'Add to wallet' (toggle switch, currently turned on)
- 'Nickname for Wallet \*' (text input field with 'Captain Marvel')
- 'Set Default for Wallet' (toggle switch, currently turned on)

At the bottom left, there is a note: '\* Required Field'.

2. **Automatic Payment** allows you to have your monthly payment deducted from your bank account automatically every month. You choose the date your payment will be processed. Update your automatic payment details whenever you want on MassHousingConnect. It is recommended that you schedule your payment on any day from the 1-15<sup>th</sup> of the month to avoid a late charge.

**MASSHOUSING** Accounts Messages Help Center Hi Carol

Automatic Payment AC... 2639 - 999 GHIJKLM STUVWX

\$1,946.72 is your **total** monthly recurring payment.

\$ Additional Principal	\$ Additional Escrow
\$25.00	\$0.00

Set My Payment Frequency

Monthly  5th

Effective Date \*  
06/05/2021

Payment must be started on the 5th of the month and be at least 2 days from today

Select wallet item for payment\*

**Pay by Bank**

Captain Marvel...0870 (Default)

NEW PAYMENT METHOD

\* Required Field

By clicking "Submit a Payment" button, you confirm that you have reviewed and agree to the [Terms & Conditions](#).

The automatic payment start date can be no sooner than 2 business days from today's date. The date requested must be within your grace period as defined in your note. (Typically 15 days)

\*\*To pay your Escrow Shortage, please call 888.843.6432 to make that payment over the phone or use the Coupon provided with your Escrow Analysis

**SCHEDULE AUTOMATIC PAYMENT**

Account Details  
Payment History  
One Time Payment  
**Automatic Payment**  
My Information