



United States  
Department of  
Agriculture

# Rural Development



Electronic Application Submission Using  
Presented by the Single Family Housing Direct Loan

Revision Date: January 12, 2018

# eForms Highlights

- ❑ eForms allows applicants, loan application packagers, self help grantees, and others to submit applications electronically.
- ❑ Applications that are "accepted" in eForms upload into Rural Development's (RD or Agency) loan origination system (a.k.a. UniFi) automatically where they can be "parsed" for further processing.
- ❑ Intermediaries under the certified loan application packaging process are required to submit applications via eForms.

# eForms Highlights: RD Staff

As previously mentioned, intermediaries are required to submit loan application packages electronically using the eForms system.

To help intermediaries meet this requirement, RD State Offices are responsible for ensuring that:

- Their offices are properly set up in the eForms system.
- Their staff is familiar with the eForms field office user guide.
- Their staff reviews applications received via eForms in a timely manner and promptly takes the appropriate action.

# eForms Highlights: Steps for Submission

There are three major steps to the electronic application submission using eForms:

1. The submitter's loan application package submission.
2. The Agency's review of the submitted package which will result in accepting the application, returning the application, or re-directing the application.
3. The Agency's importing and parsing of the application into UniFi once an application is accepted.

# eForms – Step 1 (Application Package Submission)

## Intermediary's Responsibilities

To submit loan application packages via eForms, intermediaries must:

- ✓ Request access to eForms (i.e. a Level 2 eAuthentication account). Each staff member that will submit applications will need to request access individually.
- ✓ Complete Form RD 410-4, Uniform Residential Loan Application (URLA), from eForms.
- ✓ Following the Agency's stacking order, attach the additional required documentation outlined in Handbook-1-3550, Attachments 3-A and 3-J.
- ✓ Submit the application to the "right" RD office.

# eForms – Step 1 (Application Package Submission)

## Level 2 eAuthentication

### **Level 2 eAuthentication account - what is it and how do I get it?**

- A Level 2 eAuthentication account, which consists of a User ID, password, and user profile, allows the user to enter an application with high security requirements through a USDA website portal.
- To register for a Level 2 eAuthentication account you will need to visit the following site and provide certain information used to verify your identify.

[Level 2 eAuthentication website](#)

# eForms – Step 1 (Application Package Submission)

## Logging In

After a Level 2 eAuthentication account has been established, it's time to log into eForms to complete and submit an application package. [eForms website hyperlink](#)

### eAuthentication Login

<b>LincPass (PIV)</b> ?	<b>User ID &amp; Password</b> ?
 <p>CLICK HERE TO <b>LOG IN</b> WITH YOUR <b>LincPass (PIV)</b></p>	<p>User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>I forgot my <a href="#">User ID</a>   <a href="#">Password</a></p> <p><input type="button" value="REGISTER"/> <input type="button" value="LOGIN"/></p> <p><a href="#">Change my Password</a></p>

**WARNING**

**Upon Login You Agree to the Following Information:**

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

# eForms – Step 1 (Application Package Submission)

## Completing the URLA

There are three ways to complete the URLA:

- Import the industry standard Form 1003, or
- Complete the 410-4 online within eForms, or
- Export the 410-4, complete offline, and then import the completed form into eForms.

Always make sure the instruction icon appears next to the 410-4 being submitted!



# eForms – Step 1 (Application Package Submission)

## Browse Forms

USDA United States Department of Agriculture  
Service Center Agencies eForms

Logoff

You are here: Home

**eForms**

- ▶ **Browse Forms**
- ▶ Workspace
  - ▶ Create Package
  - ▶ Saved Forms
  - ▶ Saved Packages
  - ▶ Import External Form
- ▶ Inbox
  - ▶ Returned Packages
  - ▶ Cosign Packages
  - ▶ Received Packages
- ▶ Outbox
  - ▶ Collecting Signatures
  - ▶ Pending Packages
  - ▶ Completed Packages

**Welcome to the USDA**

eForms allows you to search (FSA), Natural Conservation eForms are:

- You can complete
- You can put multiple
- You can submit forms
- You will receive forms being returned for
- Your signature will to determine if a

To get started, click Browse  
The forms on this site are installed on your computer.

**Pending Actions**

Pending Submitted Package:

### Browse Forms

You may search for a form by completing any of the fields below or just all forms.

Agency Name:

Program Name:

Service Name:

Form Number:

Title or Keywords:

Show Results:

OR

Form Number	Form Title	Help
RD 410-4	Uniform Residential Loan Application	

# eForms – Step 1 (Application Package Submission)

## Upload URLA or Complete URLA Online

Please upload 1003 form data to be filled into a 410-4 form. The following list of forms may be imported, if they are the correct revision:

### 1003 form

No uploaded files

Please select the data

Input File:  Browse...

Supplemental Form(Excel format):  Browse...

Saved Form Name:

Add

Close

Save

Submit

Form RD 410-4  
(Rev. 10-06)

Position 3

Form Approved  
OMB No. 0575-0

**APPLICATION FOR RURAL ASSISTANCE (NONFARM TRACT)**  
**Uniform Residential Loan Application**

# eForms – Step 1 (Application Package Submission)

## Export and Import URLA

Form Number	Form Title	Help
RD 410-4	Uniform Residential Loan Application	  <b>Upload 1003 Form</b>

Export icon

### Import External Form

This import facility allows specially prepared eForms forms to be imported to your computer after they have been edited off-line. The following list of forms that are the correct revision:

#### Importable Forms List

RD 410-4  
RD 3555-16  
RD 3555-21

Please select the form you wish to import by using the browse and then click import the form into your Saved Forms area.

PDF File:  No file chosen

Saved Form Name:

#### Importable Forms List

RD 410-4  
RD 3555-16  
RD 3555-21

Select the form you wish to import by using the browse and then click import into your Saved Forms area.

PDF File:  RD410-4 Shaw.pdf

Saved Form Name:

### Saved Forms

These are the forms you have previously saved. They may be custom packages, you may choose from any of these forms to

Name	Status	C
<input type="checkbox"/>	Active	02/
<input type="checkbox"/>	Active	02/
<input type="checkbox"/>	Active	10/
<input checked="" type="checkbox"/> Shaw 4104-4	Active	03/

# eForms – Step 1 (Application Package Submission)

## Create Package

### Create Package

Please select the forms by checking the box next to the form name to be included. Including forms in a package and submitting it to a service center will not remove Forms folder.

Add To Package	Name	Status	Last Saved
<input type="checkbox"/>	G	Active	02/14/2017
<input type="checkbox"/>	H	Active	
<input type="checkbox"/>	J	Active	
<input checked="" type="checkbox"/>	Shaw 4104-4	Active	

### Create Package

Please enter a unique name for this package.

Package Name:

USDA Receiving Agency:

### Saved Packages

These are the packages you have previously saved. You may submit  or delete  these packages, and if you open them up you may add, edit or delete the forms they contain. You open packages by clicking on their name.

Name	Last Updated	Agency	Actions
A Shaw	03/16/2017	RD	  <input type="button" value="Submit"/>

# eForms – Step 1 (Application Package Submission)

## Select a Service Center

Submit the application to a pre-determined county and office.

The image shows a sequence of three screenshots from the eForms application process. The first screenshot shows the 'Saved Forms' screen with a map of the United States and a list of states. The second screenshot shows a map of Eastern Virginia Counties with a list of independent cities and a list of counties. The third screenshot shows the 'Service Center Locator' for Southhampton County, Virginia, with details for the Courtland and Emporia Service Centers.

**Eastern Virginia Counties**

Click on the map to select a county

Independent Cities	11 Petersburg
1 Lexington	12 Richmond
2 Buena Vista	13 Williamsburg
3 Bedford	14 Suffolk
4 Lynchburg	15 Chesapeake
5 Danville	16 Virginia Beach
	17 Norfolk
7 Emporia	18 Portsmouth
8 Franklin	19 Hampton
9 Colonial Heights	20 Newport News
10 Hopewell	21 Poquoson

**Service Center Locator**

Serving SOUTHAMPTON County, Virginia

**COURTLAND SERVICE CENTER**

22313 MAIN ST  
COURTLAND, VA 23837-1026  
(757) 653-2532  
(855) 592-3182 fax

[Street Map](#)  
[Driving Directions](#)  
[Mailing Address](#)

[Farm Service Agency](#)  
[Natural Resources Conservation Service](#)  
[Rural Development \(Area Office\)](#)  
[Conservation District](#)

**EMPORIA SERVICE CENTER**

706 S MAIN ST  
EMPORIA, VA 23847-2532  
(434) 634-2462  
(855) 592-3184 fax

[Street Map](#)  
[Driving Directions](#)  
[Mailing Address](#)

[Conservation District](#)

Please forward office updates and corrections to: [OP National Data Steward](#)

# eForms – Step 1 (Application Package Submission) Previously Selected or New Service Center

## Saved Packages

Please click on a previously selected service center or use the map to select a new service center:

[Text Version](#)

Name	Address	Action
HARRISON SERVICE CENTER	402 N WALNUT ST STE 127 HARRISON AR, 72601-3621	<input type="button" value="Select"/> <input type="button" value="Map"/>
AMITE SERVICE CENTER	805 W OAK ST AMITE LA, 70422-2750	<input type="button" value="Select"/> <input type="button" value="Map"/>
CONCORD SERVICE CENTER	10 FERRY ST CONCORD NH, 03301-5081	<input type="button" value="Select"/> <input type="button" value="Map"/>



# eForms – Step 1 (Application Package Submission)

## Example of Selecting a Service Center

In this example, the intermediary in Maryland was instructed to select CHARLES County from the map (or text version) and then select the LA PLATA SERVICE CENTER.

The screenshot shows the 'eForms' application interface. On the left is a sidebar with navigation options: 'Browse Forms', 'Workspace' (with sub-options 'Create Package', 'Saved Forms', 'Saved Packages', 'Import External Form'), 'Inbox' (with sub-options 'Returned Packages', 'Assign Packages', 'Received Packages'), 'Outbox' (with sub-options 'Collecting Signatures', 'Pending Packages', 'Completed Packages'), and 'Request' (with sub-options 'To Assign', 'Package'). The main content area has a breadcrumb trail: 'You are here: Home / Saved Forms / Name Package / State / County'. Below this is a green header 'Saved Forms' and a prompt: 'Please use the map to select a county for the service center in Maryland:'. A map of Maryland is displayed with various counties labeled. A red arrow points to Charles County. At the bottom, there is a footer with links: 'USDA.gov | Farm Service Agency | Natural Resources Conservation Service | Rural Development', 'FOIA | Accessibility Statement | Privacy Policy | Non-Discrimination Statement | Information Quality | USA.gov | White House'.

<b>Site: 973</b>	<b>LA PLATA SERVICE CENTER</b> 101 CATALPA DR LA PLATA, MD 20646-4319	(301) 934-9588 (855) 419-8410 fax
Office: 109848 RD	CHARLES COUNTY SERVICE CENTER 101 CATALPA DRIVE, SUITE 106A LA PLATA, MD 20646	(301) 934-9588 x 108 (855) 401-6645 fax

# eForms – Step 1 (Application Package Submission)

## Add Documents using Stacking Order

**Saved Packages**

Please review the following information for the **Shaw** package. If it is correct, enter any comments and attach any supporting documents that you want to accompany the package and on the **Submit** button at the bottom of the page.

**Forms**

Name	Description
Shaw 4104-4	Uniform Residential Loan Application

**Attachments**

Name	Description	Act
There are currently no attachments for this package.		

**Add**

If you would like to provide the service center with any comments about them here:

Please select the file and enter a description of why it is being attached to this package.

Attachment File: **Choose File** No file chosen

Attachment File

Description:

**Add** **Cancel**

# eForms – Step 1 (Application Package Submission)

## Application Submittal

10 - 1034 - Shaw.pdf

invoice



Add

If you would like to provide the service center with any comments about this package, please enter them here:

Loan Package for , Shaw. \$25 check will be delivered asap.

Your USDA eAuthentication account email address is . All notifications pertaining to this package will be sent to this email address. If this is not the address you wish to have used, you must change it through the [USDA eAuthentication](#). Any changes to your eAuthentication profile will require that you log out of eForms and back in again to take affect.

You have selected the following service center:

Service Center: HARRISON SERVICE CENTER  
402 N WALNUT ST STE 127  
HARRISON, AR 72601-3621

Phone Number: 8707418600

Submit

# eForms – Step 1 (Application Package Submission)

## Submission Confirmation

### Saved Packages

#### USDA Submission Confirmation

I understand I am providing all information included on forms and attachments to the United States Department of Agriculture (USDA) for review and processing. My statements on any submitted forms and attachments are true, and correct to the best of my knowledge and belief and are made in good faith. I understand that a knowing and willing false statement can be punished by a fine or imprisonment or both. (See Title 18, Section 1001, of the United States Code.)

Are you sure you want to Submit the package?

Confirm

Cancel

# eForms – Step 1 (Application Package Submission) Confirmation Number

## USDA Successful Submission

You have completed the submission process for

Package **Shaw.**

It is now waiting USDA review for further processing.

Confirmation Number: **103923-1**

Retain this Confirmation Number to reference this package in any future correspondence.

You may track the progress of this package in your "Outbox Packages" folder.

Ok

## eForms Package 103923-1 Submittal

eFormsManager@one.usda.gov

Follow up.

sent: Thu 3/16/2017 10:10 AM

to:

Package 103923-1 was successfully submitted on Thursday, March 16th, 2017 at 10:09am to:

HARRISON SERVICE CENTER  
402 N WALNUT ST STE 127  
HARRISON, AR 72601-3621

It is now pending a review for completeness. You will be notified further once this has been done.

Please do not respond to this email, as it was automatically generated by the eForms system.

eForms Automation



# eForms – Step 2 (Agency's Review)

## Accept, Return, or Re-Direct

The appropriate RD staff in the receiving RD office will review the application received via eForms in a timely manner and promptly take the appropriate action. They will either:

- Accept,
- Return, or
- Re-direct the application.

# eForms – Step 2 (Agency's Review) Review Submission

These are the forms that are contained by package **102025-1**. Click on a form name to open and review it. Once all the forms for this package have been reviewed, you will be able to accept, re-direct, or return this package.

Name	Status	Last Updated	Actions
<a href="#">RD 410-4</a>	Active	07/20/2016	
<a href="#">T. F. pdf</a>	Active	07/20/2016	

**Accept** **Re-direct** **Return** **Comments** **History** **Employee Edit** **Close**

Internet Explorer

What do you want to do with displayattachment.pdf?

From: formsadmin.sc.egov.usda.gov

- Open**  
The file won't be saved automatically.
- Save
- Save as

Cancel

Form RD 410-4 (Rev. 10-06)

Position 3

Form Approved OMB No. 0575-0172

### APPLICATION FOR RURAL ASSISTANCE (NONFARM TRACT)

## Uniform Residential Loan Application

This application is designed to be completed by the applicant with the lender's assistance. Applicants should complete this form as "Applicant #1" or "Applicant #2", as applicable. All Applicants must provide information (and the appropriate box checked) when  the income or assets of a person other than the "Applicant" (including the Applicant's spouse) will be used as a basis for loan qualification or  the income or assets of the Applicant's spouse will not be used as a basis for loan qualification, but his or her liabilities must be considered because the Applicant resides in a community property state, the security property is located in a community property state, or the Applicant is relying on other property located in a community property state as a basis for repayment of the loan.

#### I. TYPE OF MORTGAGE AND TERMS OF LOAN

Mortgage Applied for:	<input type="checkbox"/> V.A.	<input type="checkbox"/> Conventional	<input type="checkbox"/> Other:	Agency Case Number	Lender Account Number
	<input type="checkbox"/> FHA	<input checked="" type="checkbox"/> USDA/Rural Housing Service			
Amount	Interest Rate	No. of Months	Amortization Type:	<input type="checkbox"/> Fixed Rate	<input type="checkbox"/> Other (Explain):
\$	%		<input type="checkbox"/> GPM	<input type="checkbox"/> ARM (Type):	

#### II. PROPERTY INFORMATION AND PURPOSE OF LOAN

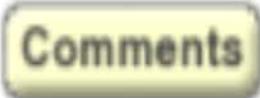
Subject Property Address (Street, City, State, ZIP)	No. of Units
Legal Description of Subject Property (Attach description if necessary)	Year Built

Date: 2017

# eForms – Step 2 (Agency's Review)

## Accept Application

These are the forms that are contained by package name to open and review it. Once all the forms for this package have been reviewed, you will be able to accept, re-direct, or return this package. Click on a form

Name	Status	Last Updated	Actions
+ RD 410-4	Active	07/20/2016	
+ T. Spriggs.pdf	Active	07/20/2016	      

# eForms – Step 2 (Agency's Review) Return Application

These are the forms that are contained by package **102025-1**. Click on a form name to open and review it. Once all the forms for this package have been reviewed, you will be able to accept, re-direct, or return this package.

Name	Status	Last Updated
<a href="#">RD 410-4</a>	Active	07/20/2016
<a href="#">T. f</a>	Active	07/20/2016

Accept Re-direct **Return** Comments History Emplo

Department of Agriculture  
eForms Administration

Home About eForms Help Contact Us Logoff

You are here: [Home](#) / [Inbox](#) / [Items](#) / [Return Reason](#)

## Inbox

Package Confirmation Number: 103923-  
Package Owner: F

Please enter the reason for returning this package.

-Page 2 annual income was listed instead of monthly. Please indicate rent.  
-Page 6 list annual wages and child care cost.

Thank you,

**Continue** **Cancel**

# eForms – Step 2 (Agency's Review) Re-Direct Application

What happens if  
an application  
wasn't sent to the  
pre-determined  
RD Service  
Center?

## Inbox

These are the forms that are contained by package **102025-L**..... Click on a form name to open and review it. Once all the forms for this package have been reviewed, you will be able to accept, re-direct, or return this package.

Name	Status	Last Updated	Actions
+ RD 410-4	Active	07/20/2016	
+ T.	Active	06/29/2016	

[Accept](#) [Re-direct](#) [Return](#) [Comments](#) [History](#) [Employee Edit](#) [Close](#)

# eForms – Step 2 (Agency's Review)

## Map for Redirection



# eForms – Step 2 (Agency’s Review)

## Selecting Office for Redirection

Name	Agency	Address	Action
GREENEVILLE SERVICE CENTER (65540)	RD	214 N COLLEGE ST GREENEVILLE TN, 37745-5167	Select Map
BLOUNTVILLE SERVICE CENTER (65662)	FSA	2942 HIGHWAY 394 BLOUNTVILLE TN, 37617	Select Map
BLOUNTVILLE SERVICE CENTER (65664)	NRCS	2942 HIGHWAY 394 BLOUNTVILLE TN, 37617	Select Map
KNOXVILLE AREA OFFICE (80107)	NRCS	9737 COGDILL RD KNOXVILLE TN, 37932	Select Map
NRCS-FSA STATE OFFICE (101031)	FSA	801 BROADWAY STE 675 NASHVILLE TN, 37203-3878	Select Map
NRCS-FSA STATE OFFICE (101032)	NRCS	801 BROADWAY STE 675 NASHVILLE TN, 37203-3878	Select Map
NASHVILLE SERVICE CENTER & RD STATE OFFICE (101035)	RD	3322 W END AVE STE 300 NASHVILLE TN, 37203-1084	Select Map
CHATTANOOGA SERVICE CENTER (101185)	NRCS	6183 ADAMSON CIR CHATTANOOGA TN, 37416	Select Map
LEWISBURG SERVICE CENTER (103471)	NRCS	1171 NASHVILLE HWY LEWISBURG TN, 37091-2236	Select Map
COLUMBIA SERVICE CENTER (103473)	NRCS	811 HATCHER LN COLUMBIA TN, 38401-3523	Select Map
BLOUNTVILLE SERVICE CENTER (103497)	CD	2942 HIGHWAY 394 BLOUNTVILLE TN, 37617	Select Map
MURFREESBORO SERVICE CENTER (103610)	NRCS	315 JOHN R RICE BLVD LANE AGRI-PARK MURFREESBORO TN, 37129	Select Map
BLOUNTVILLE SERVICE CENTER (107721)	OCIO	2942 HIGHWAY 394 BLOUNTVILLE TN, 37617	Select Map

Name	Agency	Address	Action
GREENEVILLE SERVICE CENTER (65540)	RD	214 N COLLEGE ST GREENEVILLE TN, 37745-5167	Select Map Select
BLOUNTVILLE SERVICE CENTER (65662)	FSA	2942 HIGHWAY 394 BLOUNTVILLE TN, 37617	Select Map
BLOUNTVILLE SERVICE CENTER (65664)	NRCS	2942 HIGHWAY 394 BLOUNTVILLE TN, 37617	Select Map
KNOXVILLE AREA OFFICE (80107)	NRCS	9737 COGDILL RD KNOXVILLE TN, 37932	Select Map
NRCS-FSA STATE OFFICE (101031)	FSA	801 BROADWAY STE 675 NASHVILLE TN, 37203-3878	Select Map

# eForms – Step 2 (Agency's Review)

## Reason for Redirection

### Inbox

Package Confirmation Number: 102025-  
Package Owner:

Please enter the reason for redirecting this package.

Continue

Cancel

# eForms – Step 3 (Importing and Parsing into UniFi) Application Messaging

410-04 E-Form Application Messaging

You have received 410-04 E-Form application(s) listed below. You may select any application to parse in the address lines. Select 'Parse Addr Lines' button to complete the import process

In on	Time	Borrower	Branch	Form Name
03/16/2017	13:09:50	[REDACTED]	Campbell	04005 s:\webdev\prod\Xfer\

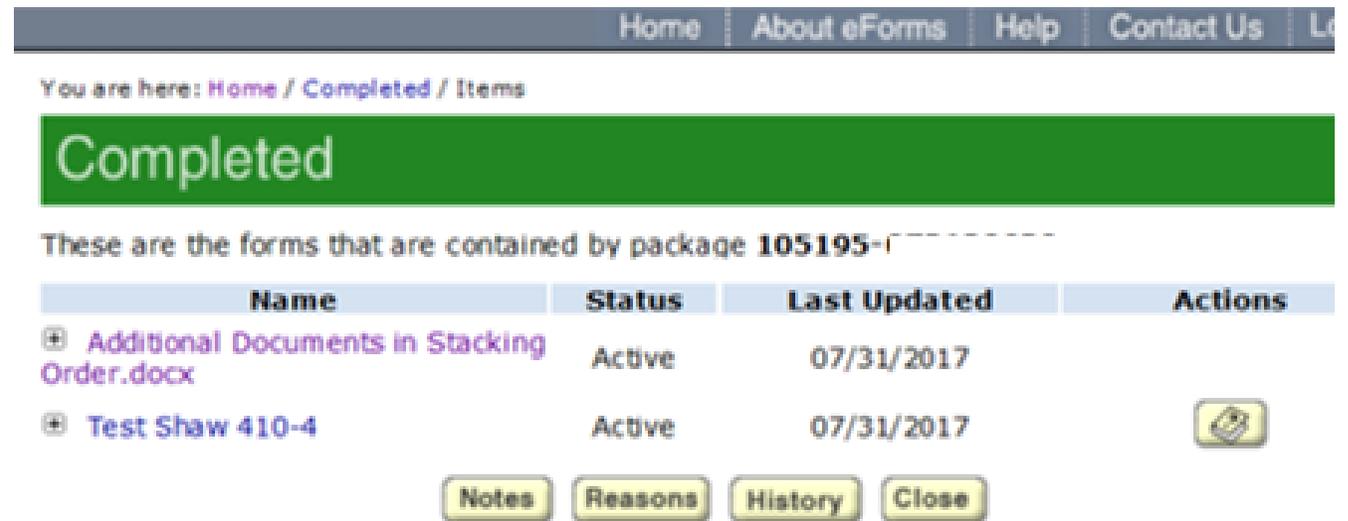
Parse Addr Lines

OK Cancel

# eForms – Step 3 (Importing and Parsing into UniFi)

## TIP

TIP – when reviewing the application in UniFi to complete all necessary fields, go to the 410-4 from the completed mailbox and have that open to refer to.



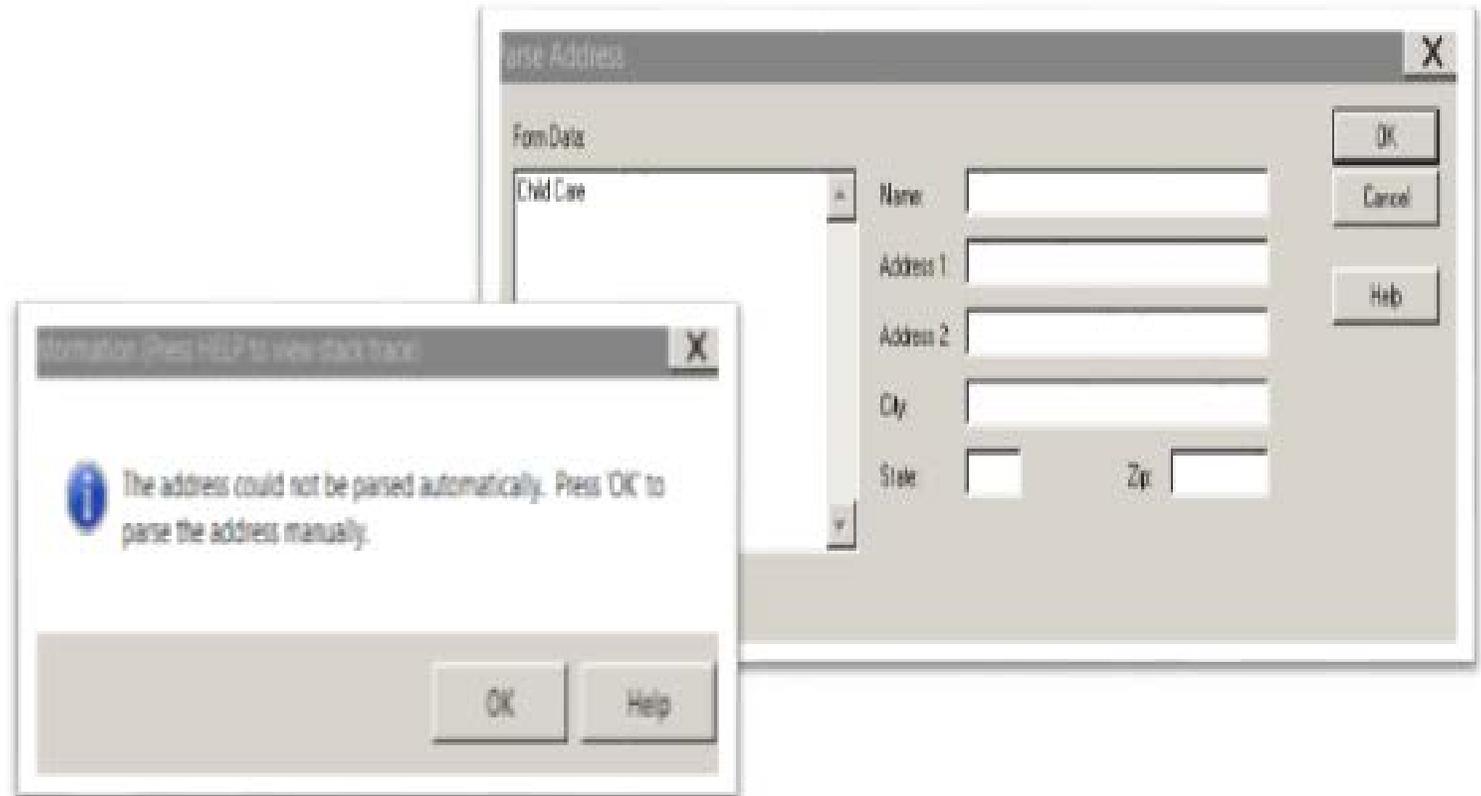
The screenshot shows the UniFi web interface. At the top, there is a navigation bar with links for Home, About eForms, Help, Contact Us, and Log Out. Below this, a breadcrumb trail reads 'You are here: Home / Completed / Items'. A large green banner with the word 'Completed' is displayed. Underneath, a text line states 'These are the forms that are contained by package 105195-'. A table with four columns: Name, Status, Last Updated, and Actions, lists two items. The first item is 'Additional Documents in Stacking Order.docx' with a status of 'Active' and a last updated date of '07/31/2017'. The second item is 'Test Shaw 410-4' with a status of 'Active' and a last updated date of '07/31/2017'. Below the table, there are four buttons: Notes, Reasons, History, and Close.

Name	Status	Last Updated	Actions
⊕ Additional Documents in Stacking Order.docx	Active	07/31/2017	
⊕ Test Shaw 410-4	Active	07/31/2017	

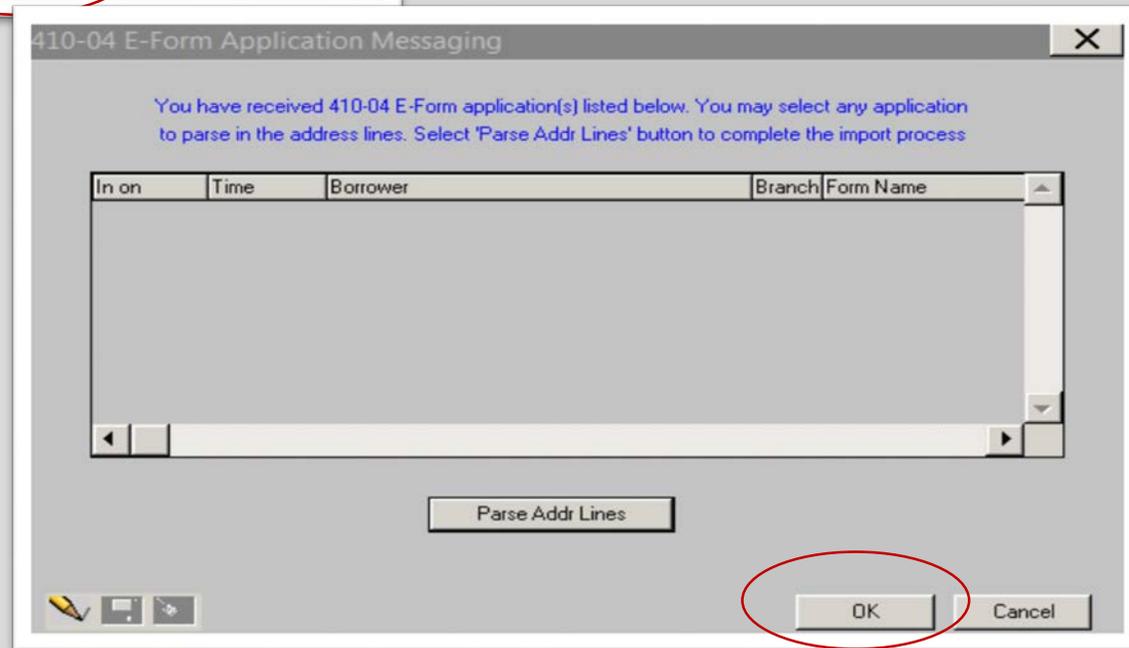
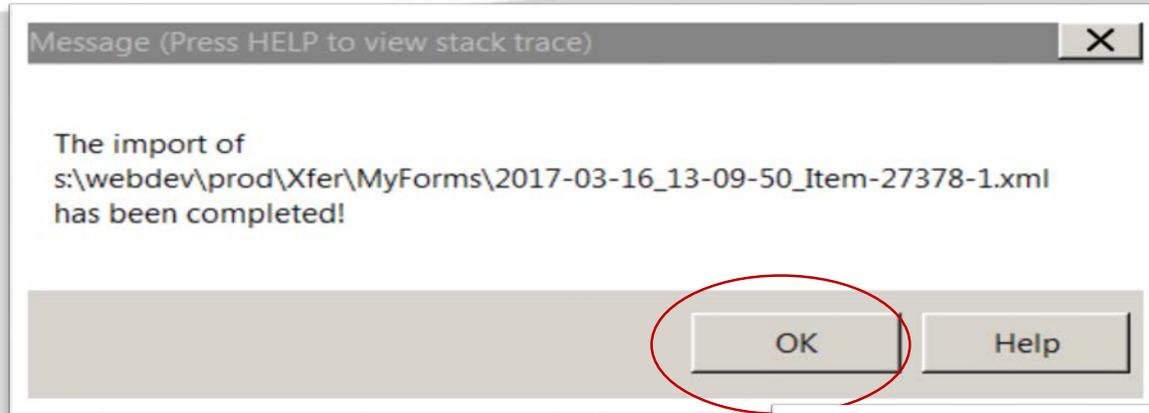
Notes   Reasons   History   Close

# eForms – Step 3 (Importing and Parsing into UniFi) Pop-Up Messages

Parsing pop-up  
messages...



# eForms – Step 3 (Importing and Parsing into UniFi) Pop-Up Messages



# eForms – Step 3 (Importing and Parsing into UniFi)

## BE AWARE

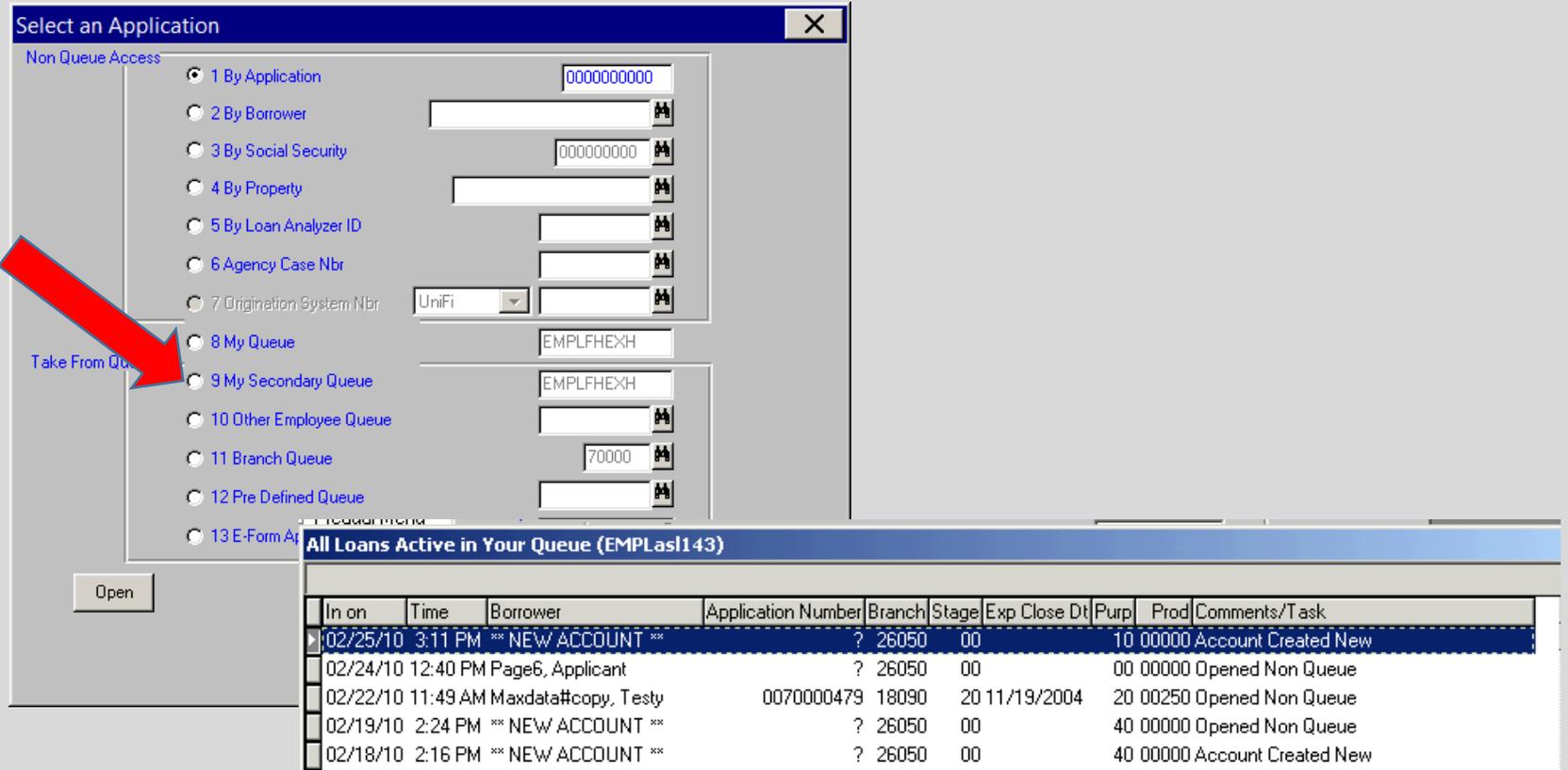
BE AWARE that phone numbers may become jumbled during the parsing process.

The screenshot displays a software interface with a navigation tree on the left and a form on the right. The navigation tree includes sections like 'Prequal Menu', 'Registration', 'Processing', 'Credit Bureau', 'Underwriting', 'Closing', 'Loan Summary', 'Handbook Letters', 'All Forms', 'LINKS', 'Open a New Account', 'Close Account', 'Copy Account', 'Reports', 'Password Maintenance', and 'Common Name and Addresses'. The 'Registration' section is expanded, showing options like 'Registration Borrower Data', 'Registration Loan Data', 'New Application Addt1 Setup', 'Assumption/Refinance Loan Info', 'Assumption/Refinance Loan Info', 'Streamlined Disbursements', and 'PRINT Registration Forms'. The form on the right contains a table with columns 'Borr#', 'Name', and 'Form#'. The first row shows '01', 'K.', and '01'. Below the table, there are several form fields: 'Borrower is a Corporation' (checkbox), 'Form Nbr' (01), 'Borr. Name' (K.), 'Spouse Borr Nbr' (00), 'Military/Foreign Address' (checkbox), 'Borr. Address', 'Borr. Address 2', 'Borr. City' (Harrison), 'St' (AR), 'Borr. Zip Code' (72601), 'Phone' ((870) -68-8-16), 'Military/Foreign Addr', 'Active Military?' (dropdown), and 'CAIVR Code' (dropdown). The phone number field is circled in red.

# eForms – Step 3 (Importing and Parsing into UniFi)

## BE AWARE

BE AWARE that if you accidentally close an application without fully completing it, you have to access it using the **My Secondary Queue** option from the Select an Application pop-up.



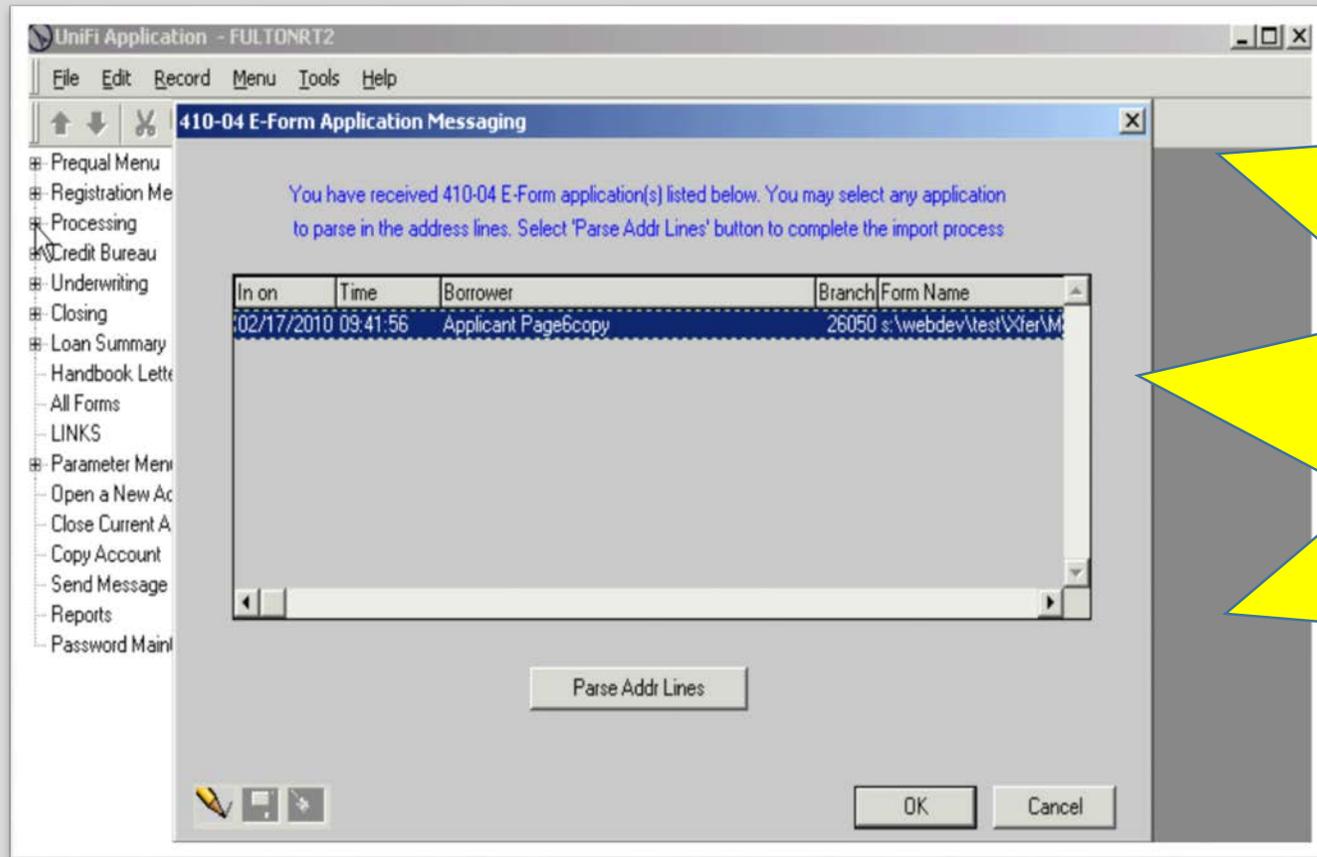
The screenshot shows a 'Select an Application' dialog box with the following options:

- 1 By Application
- 2 By Borrower
- 3 By Social Security
- 4 By Property
- 5 By Loan Analyzer ID
- 6 Agency Case Nbr
- 7 Origination System Nbr
- 8 My Queue
- 9 My Secondary Queue
- 10 Other Employee Queue
- 11 Branch Queue
- 12 Pre Defined Queue
- 13 E-Form Application

A red arrow points to the '9 My Secondary Queue' option. Below the dialog is a table titled 'All Loans Active in Your Queue (EMPLAs143)' with the following data:

In on	Time	Borrower	Application Number	Branch	Stage	Exp Close Dt	Purp	Prod	Comments/Task
02/25/10	3:11 PM	** NEW ACCOUNT **		? 26050	00		10	00000	Account Created New
02/24/10	12:40 PM	Page6, Applicant		? 26050	00		00	00000	Opened Non Queue
02/22/10	11:49 AM	Maxdata#copy, Testy	0070000479	18090	20	11/19/2004	20	00250	Opened Non Queue
02/19/10	2:24 PM	** NEW ACCOUNT **		? 26050	00		40	00000	Opened Non Queue
02/18/10	2:16 PM	** NEW ACCOUNT **		? 26050	00		40	00000	Account Created New

# eForms – Step 3 (Importing and Parsing into UniFi) User Guide



**More information on parsing is available in the field office user guide.**

# Troubleshooting

- Users (to include RD and external partners) having issues with eForms are encouraged to contact the RD Help Desk. They are the best resource to help with technical issues and can track issues and identify potential trends. The RD Help Desk cannot assist with questions regarding loan or grant origination. Program related questions should be directed to your local RD Servicing Office.
- Below is the contact information for the RD Help Desk:
  - ✓ E-mail: [RD.HD@STL.USDA.GOV](mailto:RD.HD@STL.USDA.GOV)
  - ✓ Phone: 800-457-3642, select USDA Applications (Press 2); then select Rural Development (Press 2)

Servicing Office locations can be found by navigating to:

[USDA office locator hyperlink](#)



United States  
Department of  
Agriculture

# Rural Development



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