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**Homeownership
Happen!**

Lender Notice

Online Homebuyer Education Course Technical Issues

August 21, 2023

Introduction

This notice relates to ongoing technical issues with the three Online Homebuyer Education Course provided by NH Housing found on our website: <https://www.gonewhampshirehousing.com/education-and-resources/online-education>.

Summary

NH Housing is currently experiencing technical issues with our in-house online Homebuyer Education courses accessible through our website.

The three affected courses are as follows:

- Becoming a Homeowner (Homebuyer education)
- Homebuyer Tax Credit
- Purchase Rehab Loan Program

Users have brought to our attention instances where they have completed the course, however, are unable to generate a certificate of completion. Additionally, there have been issues reported when attempting to complete the courses using a mobile device.

We are actively addressing the matter and working diligently to provide a quick resolution. While we investigate and work to resolve this issue, we would like to offer the following recommendations:

1. Use a desktop computer to complete and download NH Housing homebuyer courses; and
2. Use the latest version of the Google Chrome (Version 116.0.5845) browser when completing the course.

As a friendly reminder, NH Housing accepts homebuyer education certificates of completion from the following providers:

- [NH Housing's Becoming a Homeowner](#)
- [eHomeAmerica](#) (Available in English and Spanish)
- [HomeView](#) (Available in English and Spanish)

Approved in-person homebuyer education can also be found at: <https://www.gonewhampshirehousing.com/education-and->

[resources/homebuyer-seminars.](#)

We apologize for any inconvenience this situation may have caused and appreciate your understanding as we work to rectify these concerns.

If you have any questions or issues regarding NH Housing's online homebuyer education, please email ownershipinfo@nhhfa.org.

Sincerely,

Homeownership Team
New Hampshire Housing
ownershipinfo@nhhfa.org
NHHomeownership.org

About New Hampshire Housing As a self-sustaining public corporation, New Hampshire Housing promotes, finances, and supports housing solutions for the people of New Hampshire. NH Housing operates a number of rental and homeownership programs that assist low- and moderate-income persons in obtaining affordable housing. Since its inception, NH Housing has helped more than 55,000 families purchase their own homes and has been instrumental in financing the creation of almost 16,000 multifamily housing units. Learn more at NHHomeownership.org.

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NHHomeownership.org

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