

HAMP® UPDATE

December 04, 2017

Upcoming HAMP Reporting Tool User Interface Outage

Black Knight will be performing connectivity testing from 6:00 a.m. ET to 9:00 a.m. ET on the following dates:

- Sunday, December 10, 2017
- Sunday, January 21, 2018
- Sunday, February 11, 2018

During these tests, all Black Knight applications including the HAMP Reporting Tool user interface will be unavailable. If users attempt to access a Black Knight application during this maintenance, they can expect to see connection errors. If you have questions, call 1-866-939-4469; to reach Black Knight Financial Services (BKFS), select option 1, then option 5.

HMPAdmin.com and NPV Portal Security Update

As part of our ongoing effort to provide a high level of security, HMPAdmin.com and the NPV Transaction Portal will be updated for required changes to internet security protocols for Transport Layer Security (TLS).

These changes will be applied on Sunday, December 10, 2017 from 6:00 a.m. ET to 12:00 p.m. ET. The updates may affect some users' ability to access HMPAdmin.com and the NPV Transaction Portal during this time. It is strongly recommended that users update their internet browsers to the most current version and ensure all security patches have been applied.

What Is The Impact For Users?

Users of older browsers (Internet Explorer (IE) 6 and lower versions) and older operating systems (Windows XP and lower versions) will no longer be able to access HMPAdmin.com or the NPV Transaction Portal.

What Must I Do?

Upgrade your browser to at least IE 7. Upgrade the operating system on your computer to at least Windows 7 or a later version.

We appreciate your understanding and cooperation as we strive to continually enhance users' experience.

Questions?

[Email](#) or call the HAMP Solution Center at 1-866-939-4469.