FEDERAL HOME LOAN BANKS
Community Support Program Access Control Policies and Procedures

Division of Housing Mission and Goals
Office of Housing and Community Investment

CSP Access Control Policies and Procedures for External Users

TABLE OF CONTENTS

CSP Access Control Policies and Procedures for External Users

I. Scope of this Document

This document identifies the policies and procedures which should be followed in granting, maintaining, and terminating access to the Community Support Program Portal (CSP or System) for external users (Users) only. For the purposes of this document, "external users" refer to all CSP users who are not employees or contractors of the Federal Housing Finance Agency (FHFA).

II. Introduction

The purpose of the CSP Portal is to grant access to the Federal Home Loan Banks (Banks) to perform official CSP duties. Primary emphasis is given to the Banks' responsibilities to provide CSP technical assistance to their members, and to communicate Community Support Statement (CSS or Statement) review results to their members and senior management. In addition, the respective Bank's CSP administrator(s) is responsible for ensuring only the required access is granted to perform CSP official duties and is updated or terminated as necessary.

The purpose of the CSP's Community Support Statement website is to securely gather community support information from Bank members. The CSS is a web-based application. Members should use the website to submit their Statements to FHFA for review. FHFA will review each member's CSS to determine if a Bank member is in compliance with CSP requirements. Each Bank will notify its members of their CSS review results through the CSP Portal.

III. Authorized Uses of the CSP Portal by External Users

Bank CSP Users may access the CSP Portal to review or send members their CSS review results. In addition, Bank CSP Users may access the CSP Portal to submit Bank member CSS information to FHFA upon request. These Users will also be able to report and download information to which they have access. Each Bank may have up to six CSP Users.

IV. Access Control Process

    a) Who Authorizes Access
    Access to the CSP Portal is authorized by the Bank's CSP administrator and the FHFA administrator. Access must be requested through the Bank's CSP administrator to the FHFA CSP administrator. If the request is authorized by both the Bank's CSP administrator and the FHFA's CSP administrator, the User will be notified through email with individual login instructions.

b) **Initial Access Assistance**

The Bank's CSP administrator and FHFA's CSP administrator will provide initial access assistance to new Users. Once approved, CSP accounts are managed and administered by the FHFA CSP administrator. For assistance regarding rights and roles within the CSP, Users should contact their Bank's CSP administrator(s) for assistance. For all other access related enquiries, Users can contact the FHFA CSP administrator for assistance.

c) **Exiting Users**

The Bank's CSP administrators are responsible for notifying the FHFA CSP administrator of Users who no longer need access to the CSP Portal.

V. Policy Document Maintenance

The FHFA CSP administrator will be responsible for updating this procedures document and for communicating changes to all external CSP administrators.

VI. Policy Monitoring and Reporting

The audit reporting section of the CSP standard operating procedure manual outlines the reports and tools adopted by the FHFA CSP administrator to monitor compliance to the access control procedures. Failure to comply with procedures stated in this document may result in revocation of access and prosecution.

VII. FHFA CSP Administrator Contact Information

Role	Name	Address	Phone/Fax	Email
Administrator	Michael Price	Room 9-231 400 7th Street SW Washington, DC 20024	Tel. (202) 649-3134	michael.price@fhfa.gov

VIII. CSP Access Control Procedures

1. **Who May Have a CSP Account**

   Only FHFA, Bank, or contractor staff who currently have access to Bank CSP information may have a CSP account. Generally, temporary employees and employees of the Banks who do not have access to Bank CSP information are not permitted to have a CSP account. In rare cases, they may be permitted to perform duties under certain circumstances. CSP accounts may not be provided to individuals not affiliated with FHFA or the Banks.

2.   **User Request Process for System Access**

- o A requesting User completes the CSP access request form (Appendix A and posted to the CSP Portal).

- o The requesting User forwards the signed request form to the Bank's CSP administrator for approval.

- o After approval, the Bank's CSP administrator forwards the signed request form via scan email or mail to the FHFA CSP administrator. Administrator contact information can be found in Section VII of this document.

- o The FHFA CSP administrator coordinates the approval process within the FHFA.

- o Once access is established, the requesting User is sent an email with the User identification information to log into the System.

- o An accompanying email with the User temporary password is emailed to the User.

- o The User will be required to change this password on his or her first login attempt.

- o The Bank CSP administrator can check on the status of a request for System access by contacting the FHFA CSP administrator.

3.   **Documentation**
The Banks' CSP administrators are responsible for maintaining all documentation submitted to them for requesting, justifying, maintaining, and terminating User access.

4.   **Request for Community Support Program Access**
Banks are permitted to have up to six CSP Users with access to the CSP Portal.

5.   **Request for Administrator Privileges**
One user may be designated as CSP Administrator for each Bank. The request or termination of administrative privileges for a User must be sent to the FHFA CSP administrator for approval by a currently designated Bank administrator. In cases where there are no current Bank CSP administrators, the Bank's Community Investment Officer (CIO) can initiate the request.

6.   **Sharing of CSP Accounts**
A User is not permitted in any circumstance to share his or her personal CSP account or to log into the System using another User's password and username.

7. **Confidentiality**
   Prior to accessing the CSP Portal data, all new Users must agree to the rules of behavior agreement on FHFA's extranet regarding the confidentiality of FHFA data.

8. **User Request for Change in CSP Portal Access**
   A request to change the type of CSP Portal access provided to a User (e.g., to add or delete access or administrator rights) should be directed to the Bank's CSP administrator. Any changes to phone numbers, email addresses or other User contact information should follow the same procedure as a request for CSP Portal access.

9. **Account Lockout**
   Users will be provided three attempts to log into to the CSP Portal with valid login credentials. Failing to provide valid credentials within three attempts will lock a User out of their CSP account. If this occurs, a User will be required to send a request for re-setting their account to the FHFA CSP administrator. Upon approval, the FHFA CSP administrator will send the Bank's CSP administrator an email containing the User's temporary password. The User will need to contact the Bank's CSP administrator to obtain his or her temporary password. Upon successfully re-accessing the Portal, the User will be required to change this password.

10. **Password Expiration Rules**
    Passwords on all CSP accounts automatically expire every six months. Prior to the planned expiration date, Users will receive an electronic message via CSP at login, prompting them to change their password.

11. **CSP Account Inactivity**
    CSP accounts are automatically disabled if not used for six months. Once a CSP account has been disabled, the Bank's CSP administrator will need to request re-enabling the CSP account for the User if CSP access is required again.

12. **User Assistance**
    Current Users and New Users should contact the Bank's CSP administrator on issues related to CSP access.

13. **Request to Cancel Access**
    Current Users wishing to terminate their access should send an access request form (Appendix A or posted to the CSP Portal) requesting termination to their Bank's CSP administrator. *A Bank's CSP administrator is required to notify the FHFA CSP administrator of all cancellation requests and terminating accounts.*

14. **Password Policy**
    Passwords must contain between seven and fourteen nonblank characters. Within the first seven characters of the password, there must be:

> • At least one special character (!@#$%^&*()+~=|? []} {); and
>
> • At least one alphabetic character uppercase or lowercase; and
>
> • At least one numeric character.

15. **Requests for New Passwords when a Password is Lost, Forgotten or Expired, or When a User is Locked Out of the System**

   o   Users should send a request for password reset to the FHFA CSP administrator.

   o   The FHFA CSP administrator will review the request and coordinate FHFA approval.

   o   Upon approval, the FHFA CSP administrator will send the Bank's CSP administrator an email notification with the User's temporary password.

   o   Users will need to contact the Bank's CSP administrator to obtain their temporary password information.

   o   Following a password reset, a User will be required to change the temporary password on his or her first login attempt.

IX.   Appendix A – CSP Access Request Form

   o   The CSP Access Request Form is available at: https://nextranet.fhfa.gov/apps/csp/default.htm#/reports, under *Reference Information*.