

**Office of Public and Indian Housing
Enterprise Income Verification (EIV) System Resources
As of January 28, 2010**

PHAs that require assistance with PIH EIV system access should contact their local HUD office and ask to speak with their EIV Coordinator. Local HUD office information for PIH is located at:

http://www.hud.gov/offices/pih/about/field_office.cfm. If your local EIV Coordinator is unable to assist you, they will either request that you email PIH.RHIIP.TA@HUD.GOV, with a copy to them; or your EIV Coordinator will email PIH.RHIIP.TA@HUD.GOV, on your behalf. HUD staff that requires assistance should send an email to PIH.RHIIP.TA@HUD.GOV.

Please follow the below guidance when sending an email to PIH.RHIIP.TA@HUD.GOV:

Your inquiry should include the following:

1. Your PHA code
2. If related to your EIV access, your User ID **and** a screen shot of your access problem
3. If related to a specific family/tenant, the head of household (HOH) first and last name **and** only the last 4-digits of the HOH's SSN
 - a. **NEVER SEND VIA EMAIL: FULL SSNs OR SCREEN SHOTS THAT CONTAIN FULL SSNs**
 - b. **Emails that contain full SSNs whether in the body of the email message or as an attachment will automatically be deleted!**

For your convenience, PIH EIV information is available on the web at the below listed URLs. Many of your questions can be answered by viewing information that is posted on the HUD web pages. Bookmark these pages!

Overview of Upfront Income Verification (UIV) Technique:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uiv.cfm>

Training and Technical Assistance (including webcast training materials):

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm>

EIV System, Access Authorization Form, and User Manuals:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>

Subscribe to PIH RHIIP Mailing list:

<http://www.hud.gov/subscribe/signup.cfm?listname=Public%20and%20Indian%20Housing%20Rental%20Housing%20Integrity%20Improvement%20Project&list=PIH-RHIIP-L>

PIH EIV Webcasts Archives: <http://www.hud.gov/webcasts/archives/iv.cfm>

Latest EIV News: <http://www.hud.gov/offices/pih/programs/ph/rhiip/uivnewsflash.cfm>

Income Discrepancy Resolution: <http://www.hud.gov/offices/pih/programs/ph/rhiip/indisres.cfm>

Public Notices: <http://www.hud.gov/offices/pih/programs/ph/rhiip/pubnotices.cfm>

Report Fraud, Waste & Abuse to HUD OIG: <http://www.hud.gov/offices/pih/programs/ph/rhiip/uivreporting.cfm>

Verification Guidance: <http://www.hud.gov/offices/pih/programs/ph/rhiip/verifguidance.cfm>