



1.0 General Information

1 GENERAL INFORMATION

The Web Access Security Subsystem (WASS) Release 3.0.0.0 User's Manual provides the information and procedures that are required by external Regular USERS. Quick Reference sheets in Section 0 facilitate a Coordinator's or Regular USER's access by providing the minimum steps required to access the systems. More extensive information about all system administration is available in the Maintenance Manual provided to each Super Administrator. The User's Manual provides the specific information especially for external Regular USER of WASS to navigate the Secure Connection and Secure Systems and to understand the decisions that will facilitate their use of one or more HUD systems.

Regular USERS are individuals who work with trusted partners, HUD employees, or are contractors who work with HUD. Those who work with trusted partners are called Coordinators and Regular USERS. HUD employees and contractors are individuals who help administer and provide support to the Coordinators and Regular USERS. Some of these individuals are System Administrators, Technical Assistance Center (TAC) Users and a few Super Administrators. Others are Internal Regular USERS who access the system through the HUD Intranet.

1.1 System Overview

The User's Manual provides information on how best to use Web Access Security Subsystem (WASS) Release 3.0.0.0, a major release of the security interface for access to 20 or more Housing and Urban Development's systems. It seeks to provide an approach to demystifying WASS 3.0 so thousands of individuals who access the systems can do so more effectively

Table 1-1 Objectives for Web Access Security Subsystem

Objectives for Web Access Security Subsystem
Provide HUD's trusted Business Partners and internal HUD users a means for requesting access to HUD's Secure Systems.
Provide secure access to HUD's secure systems environment from the Internet.
Provide secure use of the applications available via HUD's secure systems environment.

1.1.1 Secure Connection and Secure Systems Components

WASS consists of a Secure Connection component and a Secure Systems component. These components provide an overall security umbrella for thousands of Regular USERS of HUD systems.

The Secure Connection component of WASS includes online registration forms that are accessible via the World Wide Web, and are used by HUD's trusted Business Partners to submit requests for the authority to access secure systems that reside behind HUD's firewall. The data captured by the Secure Connection registration pages is used to establish authorized users on the Lightweight Directory Access Protocol (LDAP) server. Secure Connection provides system level security by validating users against the LDAP server prior to providing them access to HUD's Secure Systems environment from the Internet. Users are validated by capturing their

user identifications (IDs) via the Netscape authentication box that is displayed upon connection to the LDAP server. Upon a user's valid entry into HUD's secure systems environment, control is passed from Secure Connection to Secure Systems, which enforces application security as described below.

The Secure Systems component of WASS is comprised of the Login page, the Main Menu page, and the System Administration application that collectively provide application level security to the Internet and Intranet applications integrated under WASS. The Secure Systems Login page captures Intranet user IDs that are used to validate user authorities in terms of application access and use. The Secure Systems Main Menu provides Internet and Intranet users with hyperlinks to the one or more secure systems to which they have authority. The System Administration application provides authorized Internet and Intranet users the capability to define and maintain user rights to data and functionality within one or more secure systems.

1.1.2 External Regular USERS and Coordinators Register Online

Coordinators and Regular USERS register on line. The registration form for Coordinators and Regular USERS is the same except that each selects the appropriate Application Type – Coordinator or User. Registrations are processed over night and Coordinator User IDs are sent to the Business Partner the next day by mail. Regular USER IDs are also generated overnight and can be obtained from the Coordinator the next day.

PHA Coordinator and User Registration

To apply for a **System Coordinator ID**, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the Executive Director of the PHA specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular **User ID**, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the PHA specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:

Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Application Type: Coordinator User

First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Social Security Number:	<input type="text"/> - <input type="text"/> - <input type="text"/>

Organization Information

- Provide the name of the Public Housing Authority you represent
- Provide the Number of the Public Housing Authority you represent

Organization Name:	<input type="text"/>
Organization ID:	<input type="text"/>

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com.**

E-mail Address:	<input type="text"/>
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Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, brad83). Do not use punctuation or special characters. **Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.**

Figure 1-1 Online Registration

Password:	<input type="password"/>
Re-enter Password for Verification:	<input type="password"/>

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:	<input type="text"/>
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<input type="button" value="Send Application"/>	<input type="button" value="Clear Fields"/>
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Figure 1-2 Online Registration (Continued)

The registration process is the key first step in the assignment of system access and assignment of privileges. Table 1-2 provides a summary about how privileges are assigned in the registration process.

Table 1-2 Assignment of Privileges for External Regular USERS

User Type	Registration Process	Assignment of User ID	Privileges
User (Participant, Expected Participant, AQA contractor, Appraiser, Includes User for Trusted Partner, Independent User)	Apply Online	WASS is responsible for generating the User ID. The Coordinator retrieves User ID and provides User ID to Regular USER	Assigned by Coordinator
User (Inspector)	Registration done during Training	By Training Organization	Assigned by Inspector Coordinator
Coordinator for Inspectors	Coordinator status establisher by Business Partner	By Training Organization	Assigned by self
Coordinator (Includes Participant (Trusted Partner), Expected Participant (Organization applying for Trusted Partner Status, AQA Contractor)	Apply Online	WASS is responsible for generating the User ID. Letter with the Coordinator's ID and the activation number mailed to Business Partner	Assigned by self
BPR Coordinator	Indicates online need for assignment to one or more additional Business Partners	Initiates request to system and a unique activation code is sent to the Business Partner and through the Business Partner to the BPR Coordinator	Assigned by self
Lenders	Apply to FHA Connection	FHA Connection	Assigned by FHA Connection

1.1.3 Internal/Intranet Access to WASS

Over 2000 of HUD users are internal Regular USERS who use the HUD Intranet. Table 1-3 summarizes the assignment of internal USER privileges during the registration process.

Table 1-3 Assignment of Privileges to Internal Regular USERS

User Type	Registration Process	Assignment of User ID	Privileges
Technical Assistance Center	Apply to ADP Security	Assigned by ADP Security	Set by WASS Super Administrator
System Administrator	Apply to ADP Security	Assigned by ADP Security	Assigned by self and/or WASS Super Administrator
Super Administrator	Apply to ADP Security	Assigned by ADP Security	Assigned by WASS Super Administrator
User	Apply to ADP Security	Assigned by ADP Security	Set by System Administrator of specific systems or by a Super

User Type	Registration Process	Assignment of User ID	Privileges
Guest	None	None	Administrator Access for info only to certain systems.

Intranet/Internal Users are HUD Employees and HUD Contractors who access HUD/PIH-REAC systems through HUD’s Intranet. These users must obtain their system ID from the ADP Security Office rather than the Online Registration available on the Internet. The success of the registration process depends on a complete registration process and meeting the registration requirements as described in Table 1-4.

Table 1-4 Registration Requirements

Requirement Description
REGISTRATION
The CEO or Executive Director of every trusted Business Partner must designate a Coordinator to serve as his/her representative in controlling access to the system and performing other system administration functions.
There will be a limit of two Coordinators for a particular trusted Business Partner.
A registration application must indicate whether application type is User or Coordinator.
Every application must provide the applicant’s first and last name. Middle initial is optional
Every application must provide the applicant’s social security number
A PHA application must provide the name of the PHA organization the applicant represents.
A PHA application must provide a valid PHA organization number of the organization the applicant represents.
Every application must provide a six character password
Every application must provide the maiden name of the applicant’s mother.
Only one user ID may be generated for the same user. A user ID is uniquely identified by a user’s SSN.
The Coordinator is responsible for informing REGULAR USERS of their user ID.
A multifamily application must provide the name of the HUD-registered Organization or Individual the applicant represents.
A multifamily application must provide the Tax Identification (TIN) or Social Security Number of the HUD-registered Organization or Individual the applicant represents.
A multifamily application must specify whether the HUD-registered entity they represent is an organization or an individual.
The TIN submitted on a multifamily application must be a HUD approved Business Partner.
The PHA organization number submitted on PHA application on must be a HUD approved Business Partner.
An appraiser must be a HUD approved Single Family Appraiser in order for his/her registration application to be valid.
An AQA contractor must be a contractor of record with HUD in order for his/her registration application to be valid.

1.1.4 Registration Process

WASS provides the front door security for over 20 HUD systems. The various systems have a large number of rules that govern how thousands of Regular USERS and Coordinators can gain access to one or more of the systems and exercise one or more roles and actions as part of that portion of their business process.

Fortunately, Regular USERS only need to know those roles and actions that affect them directly. This User’s Manual uses a number of different perspectives on the information about WASS to allow each Coordinator and each user to access that information necessary to manage access for themselves and those other Regular USERS for which Coordinators are responsible. Coordinators have the responsibility to manage the type of access that Regular USERS need.

The next series of tables seek to summarize the process after registration and how registration influences the options and the range of access to systems, roles and actions. These are decisions that a particular Coordinator can make for those functions depending on whether you are working for a Business Partner with a Tax Identification Number or a PHA Number.

Table 1-5 Access to Systems Based on Registration Information

Factors Influencing Assignment of Systems at Assignment of User ID	Systems Available to Coordinators to Assign to Regular USERS	Who Can Assign or Modify Assignment to Systems
Property Assignment with TIN	APPS FASSUB LASS M2M PASS QASS SASS TASS LOCCS REMS TRACS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Contract Assignment with TIN	LOCCS REMS TRACS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Property Assignment and Contract Assignment with TIN	APPS FASSUB LASS M2M PASS QASS SASS TASS LOCCS REMS TRACS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Property Assignment with PHA ID	APPS FASSUB LASS M2M PASS QASS SASS TASS LOCCS REMS TRACS FASPHA MASS NASS RASS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system

Factors Influencing Assignment of Systems at Assignment of User ID	Systems Available to Coordinators to Assign to Regular USER	Who Can Assign or Modify Assignment to Systems
Contract Assignment with PHA ID	LOCCS REMS TRACS FASPHA MASS NASS RASS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Property Assignment and Contract Assignment with PHA ID	APPS FASSUB LASS M2M PASS QASS SASS TASS LOCCS REMS TRACS FASPHA MASS NASS RASS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system

1.1.7 DETERMINE ACCESS RIGHTS

It is the responsibility of Coordinators/System Administrators to perform system administration functions that establish system access for their Regular USERS. Before they can set access rights for any of their Regular USERS a Coordinator must first establish himself or herself as the Coordinator/System Administrator. This is accomplished through *User ID Maintenance - Maintain User Profile* in which the Coordinator/System Administrator selects the desired system(s) to be accessed (see *Maintain User Data* section for explanation of this function). The systems selected under a Coordinator/System Administrator’s user profile determine what system links are displayed on the *Secure Systems* screen for the Coordinator/System Administrator. The system links displayed for USERS depend upon the roles assigned to the User by his/her Coordinator/System Administrator through *Maintain User Information* (see *Maintain User Data* section for explanation of this function).

The *Secure Systems* screen is divided into two sections - *Systems* and *System Administration*. Determine Access Rights is the process that decides what system links and what system administrative links are displayed on the *Secure Systems* screen. Links to the systems for which a user has access rights are displayed under *System*. System administrative links for which a user has access rights are displayed under *System Administration*.

1.2 WASS Integrates Data Flows from Other Systems

WASS is a strategic system and manages access to security information and communicates about user notification. It ensures that the registration process results in the creation of a User ID, assignment of privileges and notification to Business Partners. WASS is the secure connection for HUD systems managed by the Office of Public and Indian Housing - Real Estate Assessment Center (PIH-REAC) and Multifamily. The ownership of the systems is displayed in Table 1-6.

Table 1-6 Systems Accessed through WASS

System Code	System Name	Internet	Intranet	System Owner
ADM	Administration of Secure Systems	✓	✓	PIH-REAC
APPS	Active Partners Performance System	✓	✓	Office of MFH
DAP	Development Application Processing			Office of MFH
DQIS	Multifamily Data Quality Information System		✓	Office of MFH
FASS	Financial Assessment System		✓	PIH-REAC
FASPHA	Financial Assessment System – PHA	✓		PIH-REAC
FASSUB	Financial Assessment Subsystem Submission	✓		PIH-REAC
LASS	Lender Assessment Subsystem	✓	✓	PIH-REAC
LOCCS	Line of Credit Control System	✓		Office of MFH
M2M	Market-to-Market	✓	✓	Office of MFH
MASS	Management Assessment Subsystem	✓	✓	PIH-REAC
MDDR	Multifamily Delinquency and Default Reporting	✓	✓	Office of MFH
MFCS	Multifamily Insurance Claims System	✓	✓	Office of MFH

System Code	System Name	Internet	Intranet	System Owner
NASS	Integrated Assessment Subsystem	✓	✓	PIH-REAC
PASS	Physical Assessment Subsystem	✓	✓	PIH-REAC
QASS	Quality Assurance Subsystem	✓	✓	PIH-REAC
RASS	Resident Satisfaction Assessment Subsystem	✓	✓	PIH-REAC
REMS	Real Estate Management System	✓	✓	Office of MFH
REMSEC	Enforcement Center Contractor REMS		✓	Office of MFH
SASS	Single Family Appraisal Subsystem	✓	✓	PIH-REAC
TASS	Tenant Assessment Subsystem	✓		PIH-REAC
TRACS	Tenant Rental Assistance Certification	✓	✓	Office of MFH

1.3 Project References

Table 1-7 Project References

References	Location
Web Access Security Subsystem (WASS) Release 3.0 System/Subsystem Specification (SSS) December 2001.	Richard Dean, WASS Project Manager
WASS Release 3.0 Updated Functional Requirements Document (FRD), October 2001	Richard Dean, WASS Project Manager
WASS Software Project Management Plan, April 2002	Richard Dean, WASS Project Manager
WASS Video Training 2000	Bill Thomas

1.4 Authorized Use Permission

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

System Administrators and Super Administrators have access to an audit trail database that records the details of access and access changes made by Coordinators. The information from the audit trail log is available to support reviews of activities. Details about quality assurance procedures are not included in this User’s Manual. Table 1-8 and Table 1-9 provide a description of the information that is collected and stored for at least 30 days.

Table 1-8 Audit Trail Information Available to System Administrators

Description
Data base of all transactions by User ID – maintained for at least 30 days
User attempts a login (i.e., internet, intranet)
User login fails
User Login successful
User account locked because the number of failed attempts exceed the allowable number
User changed their password

Someone reset a user’s password
Someone unlocked/reactivated a user account
Someone locked/terminated a user account
WASS locked a user account because of inactivity
WASS/FHA Connection created a user account
WASS/FHA Connection changed the content of a WASS table in the HEREMS database
Some deleted a user account

Table 1-9 Description Requirements for Audit Trail

Description
Date/time of activity/change
Type of action (database, login, password, account, registration)
Requested action (insert, update, delete, select, attempted, failed, successful, etc.)
User ID performing the action
Table name
Column name
Row (combination key)
Value
Program performing the action

1.5 Points of Contact

1.5.1 Information

Coordination of access information is the responsibility of Coordinators, the respective help desks, System Administrators, and Super Administrators. Information is shared among them about the success of WASS. This information can impact procedures in future releases of WASS and User’s Manuals.

1.5.2 Coordination

Web Access Security Subsystem depends on its online nature to administer the security aspects of accessing HUD systems for the over 40,000 Regular USER. The people connection for WASS is through the respective help desks.

1.5.3 Help Desk

Table 1-10 Help Desk Contact Information

Help Desk	Systems	Telephone/Email Address
Technical Assistance Center	FASSPHA, FASSUB, MASS,NASS, PASS, QASS, RASS, SASS, (LOCCS), PASS-CLA	(888) 245-4860. Email: Select “Contact Us” on the PIH-REAC Online Web Page
Multifamily Help Desk	APPS, M2M, MDDR, REMS, TRACS	(800) 767-7588 Email: Real_Estate_MGMT@HUD.GOV.
FHA Connections	LASS	Contact FHA Connection

1.6 Organization of the Manual

The WASS User's Manual serves a diverse audience. Most Regular USERS have limited responsibility for system administration. For these Regular USERS, the objective is to provide them the necessary information to function as Regular USERS and to have conversations with Coordinators about changes in the assignment of properties and the assignment of roles and actions.

Coordinators have extensive system administration responsibility and have a much larger responsibility for the operation of the Secure Connection and the Secure Systems. Coordinators do not all have the same privileges, but the similarity of their function makes it possible to address them as a group.

Systems Administrators are another key group because these are primarily the individuals who provide system administration for the systems. They tend to have more system administration responsibility than Coordinators.

A handful of individuals are Super Administrators. These individuals exercise the full range of system administration roles that were described in the system overview. They also assume new responsibilities under WASS 3.0.0.0 for submitting SQL scripts for assignment of systems, system privileges, and reports from security transaction log. These are described in the WASS Maintenance Manual.

1.7 Terms and Abbreviations

Table 1-11 Terms and Abbreviations

Terms	Definitions
Coordinator	External user that does system administration for trusted Business Partner
Coordinator for BPR (Business Partner Relationship)	A Coordinator that has an added role for coordination for another Business Partner. This individual is not the original Coordinator
System Administrator	Internal user who does system administration for one or more HUD system (s)
Super Administrator	Internal user who performs all system maintenance functions
Technical Assistance Center (TAC) User	Internal user who works for the help desk
User	External user who works for one or more Coordinators for one or more trusted partners
Section 508	June 2001 law that requires that individuals with disabilities be able to access web information with Assistive technologies
Lightweight Director Access Protocol (LDAP)	Maintains the directory and Access Control Lists (ACL) for Internet USERS
Access Control Lists (ACL)	Controls what directories on the web server a user reads

Table 1-12 Abbreviations and Acronyms

Acronym/Abbreviation	Definition
ADM	Administration of Secure Systems
APPS	Active Partners Performance System
BPR	Business Partner Relationship
CLASS	Comprehensive Lead Assessment Subsystem
CMM	Capability Maturity Model
CSC	Computer Software Component
DQIS	Multifamily Data Quality Information System
DR	Deficiency Report
FASPHA	Financial Assessment Subsystem – PHA
FASS	Financial Assessment Subsystem
FASS-PHA	Financial Assessment Subsystem – PHA
FASSUB	Financial Assessment Subsystem Submission
FRD	Functional Requirements Document
FTS	Functional Test Scripts
HEREMS	Housing Enterprise Real Estate Management System
HUD	U.S Department of Housing and Urban Development
HUDweb	Department of Housing and Urban Development’s (HUD’s) Intranet
ID	Identification
LASS	Lender Assessment Subsystem
LDAP	Lightweight Directory Access Protocol
LOCCS	Line of Credit Control System
M2M	Market-to-Market
MASS	Management Assessment Subsystem
MDDR	MF Delinquency and Default Reporting
MFCS	Multifamily Insurance Claims System
MFH	Office of Multifamily Housing
NASS	Integrated Assessment Subsystem
PASS	Physical Assessment Subsystem
PIH	Public and Indian Housing
SASS	Single Family Appraisal Subsystem
REAC	Real Estate Assessment Center
RASS	Resident Assessment Subsystem
REMS	Real Estate Management System
TAC	Technical Assistance Center
TASS	Tenant Assessment Subsystem
TRACS	Tenant Renewal Assistance Certification System