4.0 Using the System Online

4 USING the SYSTEM (Online)

The Web Access Security Subsystem (WASS) consists of a Secure Connection and a Secure Systems component. The Secure Connection governs the registration process and the login. Once you have successfully logged in, you are managed by the Secure Systems component of WASS.

4.1 Registration

Registration is completed online. As an external first time Regular USER, you will register online by opening a Netscape browser and going to the URL: www.hud.gov/offices/reac/online/reasyst.cfm. The Online System Login Screen provides information about online systems, login, online registration, and password reset. There are also some tools to facilitate your use of HUD subsystems. The web registration process is only for external users.

On this screen you will click on the **Online Registration** button as shown in Figure 4.1.

Figure 4-1 Online System Login Screen for WASS

The "Need A User ID" screen (Figure 4-2) is displayed and is the place where you need to select one of the three applicable secure connection registration forms: *Multifamily Housing Entity, Public Housing Agency, or Independent User.* Select the applicable link to display the registration form

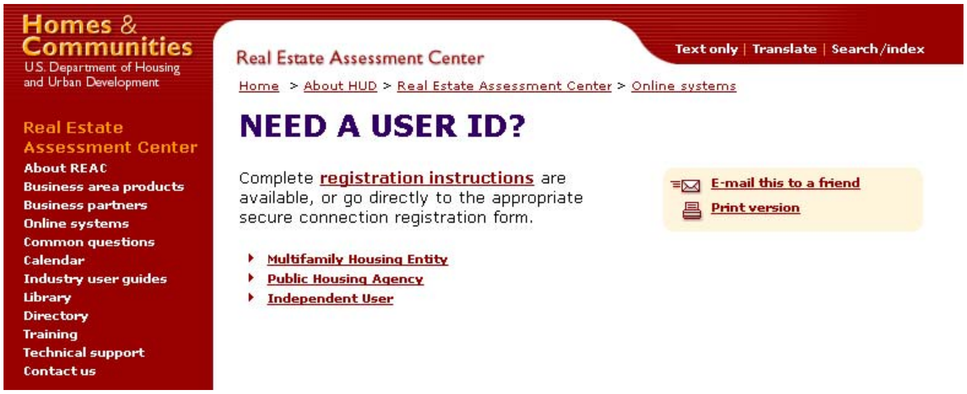
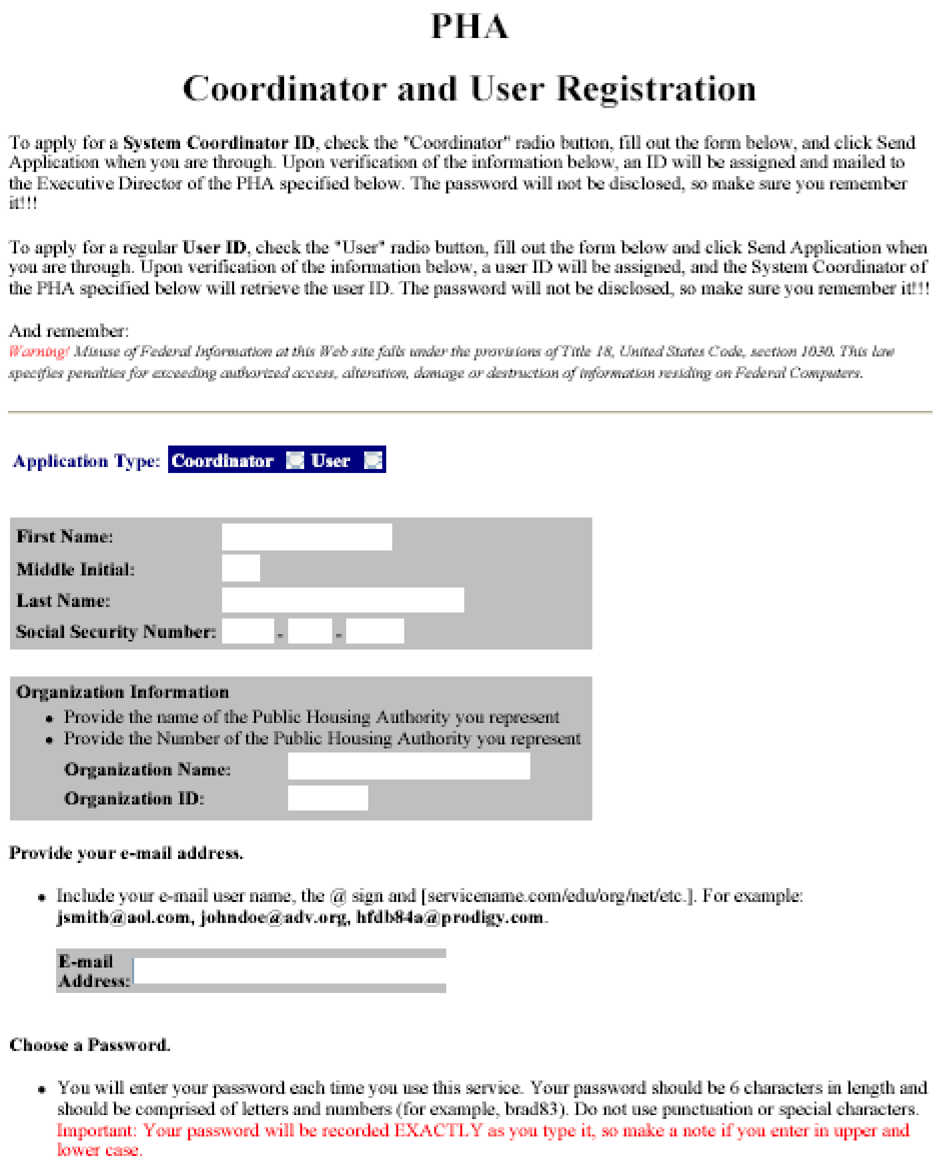


Figure 4-2 Need a User ID?

It is critical that all the information is entered accurately. The registration process takes approximately a week for Coordinators to receive their IDs through their Business Partners. External Regular USERS can contact their coordinator the day after registration to have their User IDs activated and to get access privileges assigned to them. Errors in the registration process could delay access to systems for several weeks.

The registration form in Figure 4.2 is for Public Housing Authority registrants. This registration form is for organizations that have a Public House Agency (PHA) ID. The PHA ID is entered as the Organization ID. If you use the Multifamily registration form, you will enter a Tax Identification Number (TIN) for the Organization ID. For the Independent User, the Identification Number is the user's Social Security Number.



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:
Middle Initial:
Last Name:
Social Security Number: - -

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

Organization Name:
Organization ID:

Provide your e-mail address.

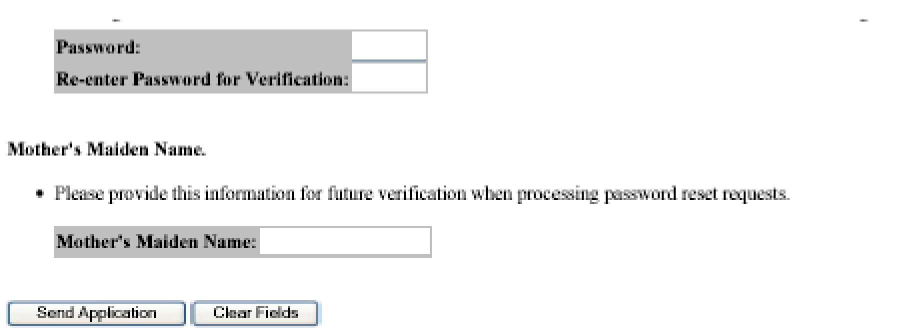
- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com**.

E-mail Address:

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 4-3 Online Registration



Password:
Re-enter Password for Verification:

Mother's Maiden Name.

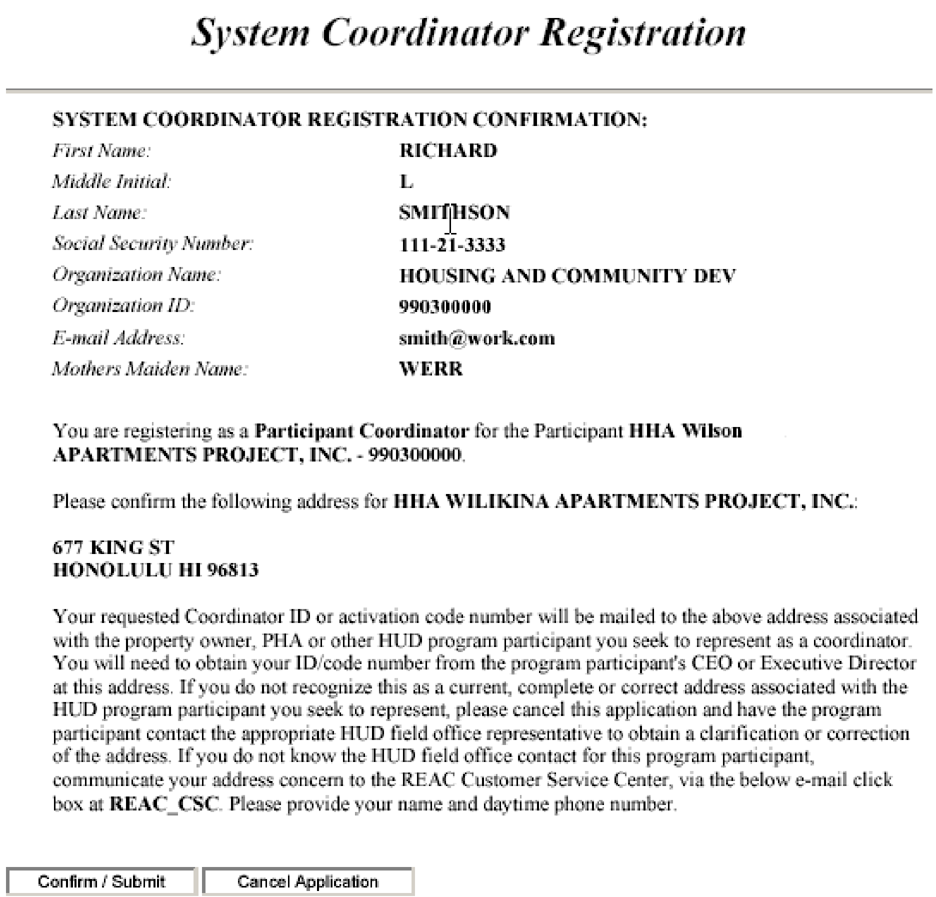
- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

Send Application | Clear Fields

Figure 4-4 Online Registration (Continued)

As you are filling out the online registration form, make sure you fulfill the registration requirements described in Table 4-1. After verifying your information click on the Send Application button and a confirmation screen like Figure 4-5 will appear.



System Coordinator Registration

SYSTEM COORDINATOR REGISTRATION CONFIRMATION:

First Name:	**RICHARD**
Middle Initial:	**L**
Last Name:	**SMITHSON**
Social Security Number:	**111-21-3333**
Organization Name:	**HOUSING AND COMMUNITY DEV**
Organization ID:	**990300000**
E-mail Address:	**smith@work.com**
Mothers Maiden Name:	**WERR**

You are registering as a **Participant Coordinator** for the Participant **HHA Wilson APARTMENTS PROJECT, INC. - 990300000**.

Please confirm the following address for **HHA WILIKINA APARTMENTS PROJECT, INC.**:

677 KING ST
HONOLULU HI 96813

Your requested Coordinator ID or activation code number will be mailed to the above address associated with the property owner, PHA or other HUD program participant you seek to represent as a coordinator. You will need to obtain your ID/code number from the program participant's CEO or Executive Director at this address. If you do not recognize this as a current, complete or correct address associated with the HUD program participant you seek to represent, please cancel this application and have the program participant contact the appropriate HUD field office representative to obtain a clarification or correction of the address. If you do not know the HUD field office contact for this program participant, communicate your address concern to the REAC Customer Service Center, via the below e-mail click box at **REAC_CSC**. Please provide your name and daytime phone number.

Confirm / Submit | Cancel Application

Figure 4-5 Registration Confirmation

If you are registering as a Coordinator, it is important to confirm the name and mailing address of the Organization with whom you are registering. Your requested Coordinator ID or activation code number will be mailed to the address associated with the property owner, PHA or other HUD program participant you seek to represent as a Coordinator. If you do not recognize the information as a current, complete or correct address associated with the HUD program participant you seek to represent, please cancel this application by clicking on the Cancel Application button and have the program participant contact the appropriate HUD field office representative to obtain a clarification or correction of the address. If you do not know the HUD field office contact for this program participant, communicate your address concern to the REAC Customer Service Center, via E-mail at REAC_CSC@hud.gov. Please provide your name and daytime phone number in the E-mail.

Table 4-1 Registration Requirements

Registration Requirement Description
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 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.

After carefully completing the registration form and checking it for accuracy, click on the Send Application button to submit it for processing by WASS.

Coordinators should contact their Business Partner in about a week to confirm a successful registration. The Business Partner will provide the Coordinator the User ID necessary to access WASS and allow the Coordinator to assign user privileges for the subsystems. While the Coordinator has extended privileges to perform system administration functions, the Coordinators use subsystems just as any Regular USER.

Regular USERS should contact their Coordinators to inform them that their registration is complete. The Coordinator can make access assignments of roles and actions the next day after the registration. After your Coordinator assigns your access privileges, the Regular USER can Login and begin work. Select Login and the Challenge box appears. You are now accessing the Secure Connection portion of WASS. Enter your User ID and password and click on the OK button. The Secure System Main Menu dynamically displays links to the HUD/PIH-REAC Systems/Subsystems based upon the privileges (roles and actions) assigned to you by your coordinator.

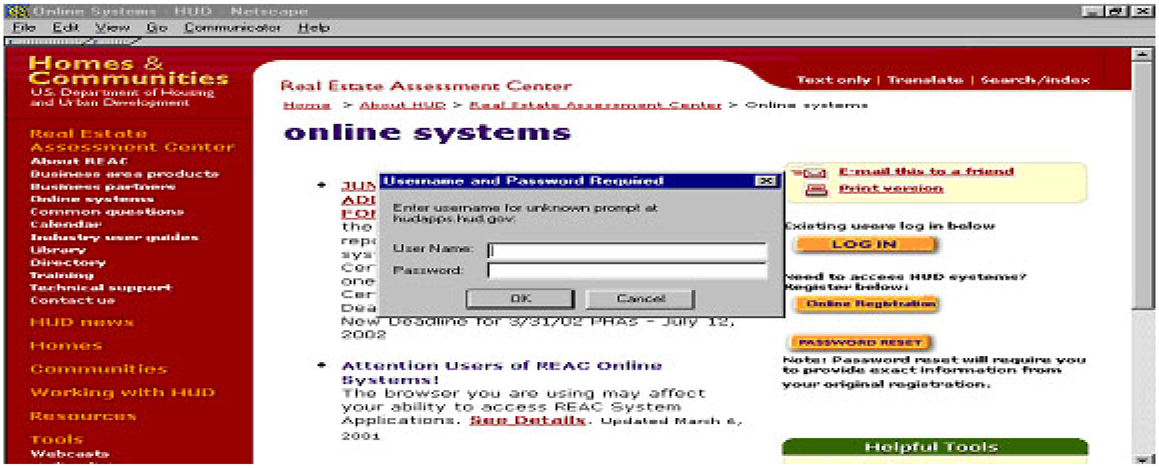


Figure 4-6 User Login and Challenge Box

A Regular USER does not have access to System Administration functionality except for the Change Password function. Coordinators, individuals who work for the Help Desks, System Administrators, and Super Administrators are the only users who see the other system administration functions. The number of System Administration functions that appear for users who have expanded system administration functions vary depending on their responsibilities.

4.2 System Administration Functions

User Maintenance is the first System Administration step for a Coordinator setting up the privileges for a Regular USER. Actions, groups, and roles must be assigned for the different systems before assigning contracts, property, or a Business Partner to a Regular USER. The *User Maintenance* function is found under System Administration. See Figure 4-7.

Figure 4-7 User Maintenance Functions for Maintaining User Information

You will notice that most of the System Administration functions also appear under *User Maintenance.* During the process of assigning actions, groups, and roles, you can access these functions directly from the pull down menu under *Maintain User Information.*

Table 4-2 Accessing System Administration Functions

Accessing System Administration Functions	
Assistance Contract Assignment Maintenance	Links under System Administration and Maintain User Information
Business Partners Maintenance	Links under System Administration and Maintain User Information
PHA Assignment	Link only under System Administration
Property Assignment Maintenance	Links under System Administration and Maintain User Information

After making the initial assignment of actions, groups, and roles for a Regular USER, you have the option of going directly to the links for contracts, Business Partners, and property. The PHA assignments functions are only available from the links under System Administration.

4.2.1 User Maintenance

Regular USERS depend on a Coordinator to change access privileges. The Regular USER's only System Administration function is to Change Password.

Coordinators use a series of screens to find users and assign access privileges for Business Partners, properties, contracts, PHAs, groups, roles, and actions.

Table 4-3 User Maintenance Functions for Coordinators

Name of System Maintenance Action	Description
Assistance Contract Assignment Maintenance	Assign or unassigns a contract to a Regular USER
Business Partners Maintenance	1. Assigns a Regular USER to a Business Partner 2. Adds or deletes a Business Partner relationship
PHA Assignment Maintenance	Assign or Unassign PHA to a Regular USER
Maintain User Information	Edit the descriptive information for a Regular USER
Maintain User Profile - Actions	Assigns or unassigns actions to a Regular USER
Maintain User Profile - Groups	Assigns or unassigns a Group to a Regular USER
Property Assignment Maintenance	Assigns or unassigns property to a Regular USER

4.2.2 User Maintenance - User Search/Selection

Figure 4-8 shows the initial screen for User Maintenance. This screen allows the Coordinator to search for a User ID. When the Regular USER completes the registration form, the Coordinator can use information about the Regular USER to find the Regular USER's User ID.

The only Regular USERS displayed to the Coordinator are those that share a common Business Partner. Also, all Independent Users are displayed if the Coordination marks the check box to search for Independent Users.

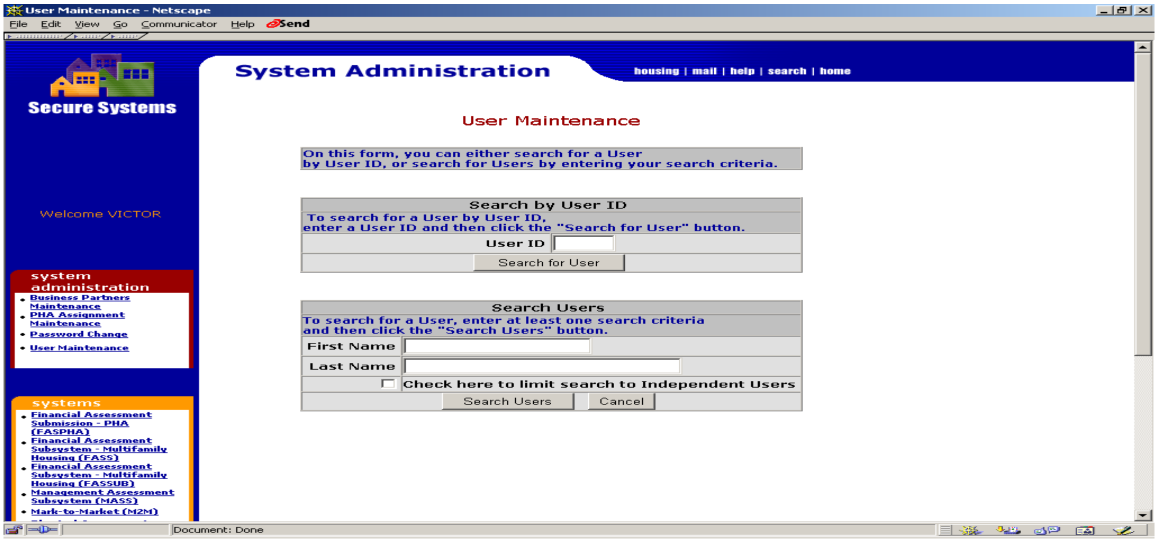


Figure 4-8 Initial User Maintenance Screen

Coordinators represent the business partner and monitor/assign/unassign the roles and actions of USERS associated with his Business Partner. The business practice associated with a business partner and one or more subsystems is the concern of the business partner and the Systems Administrators for the subsystem. The list of roles and actions available for assignment to external USERS is shown in Appendix B.

Secure Systems provides the Coordinator with the online capability to update USER Information and to add/delete/modify USER access privileges. WASS manages access based on the registration process, preferences of the business partner, and the decisions of the Coordinator. Secure Systems is not involved in the management of the data flows between USER and any of the other PIH-REAC or HUD subsystems/systems.

Table 4-4 lists the *Maintain User Information* screens. These are the screens that essential for making assignments for contracts, Business Partners, and property.

Table 4-4 User Maintenance Screens

User Maintenance Screens	Descriptions
Figure 4-10	Edit User Information
Figure 4-13	Assign/Unassign Actions
Figure 4-16	Assign/Unassign Groups
Figure 4-19	Assign/Unassign Roles

4.2.3 Maintain User Information

To maintain a Regular USER's information, select the Maintain User Information link under the System Administration menu. Search/select the desired Regular USER as described in Section 4.8.1 above. The Maintain User screen is displayed with the selected USER's information. To edit the USER's information select the Maintain User Information from the Choose a Function pull down list.

Figure 4-9 Maintain User Information

After clicking on the Submit button the Edit User Information screen is displayed for your edits. Edits can be made to the Regular USER's name and email address. If the USER's SSN is incorrect, follow these steps: Step 1: Contact the TAC to provide the updated SSN. Step 2: The TAC will validate your request and contact one of the Super Administrators to make the update.

If the USER is no longer associated with your Business Partner (For example, employment is terminated) you can terminate a USER's access to Secure Systems by selecting *Terminated* from the User Status pull down box. This can only be done if the Regular USER is not working for any other Business Partner.

Figure 4-10 Edit User Information

After making the desired changes, click on the Save button. A transaction confirmation screen will be displayed confirming the updates.

Figure 4-11 User Edit Transaction Confirmation

4.2.4 Maintain User Profile – Actions

4.2.4.1 Assignment of Actions

Assignment of User Actions provides the Regular USER with the privileges necessary to accomplish his work with a PIH-REAC or HUD subsystem/system. Actions include such privileges as *create draft*, *access all screens*, *validate drafts*, *make submissions*, and *approve adjustments* (See Appendix B for a listing of assignable actions).

To assign/update actions for a USER, first search/select the USER as described in Section 4.2.2 above. On the Maintain User Information Screen select Maintain User Profile – Actions from the Choose a Function pull down list.

Figure 4-12 Maintain User (Maintain User Profile - Actions)

After clicking on the Submit button, the Assign/Unassign Actions screen is displayed for your edits to the USER's Profile.

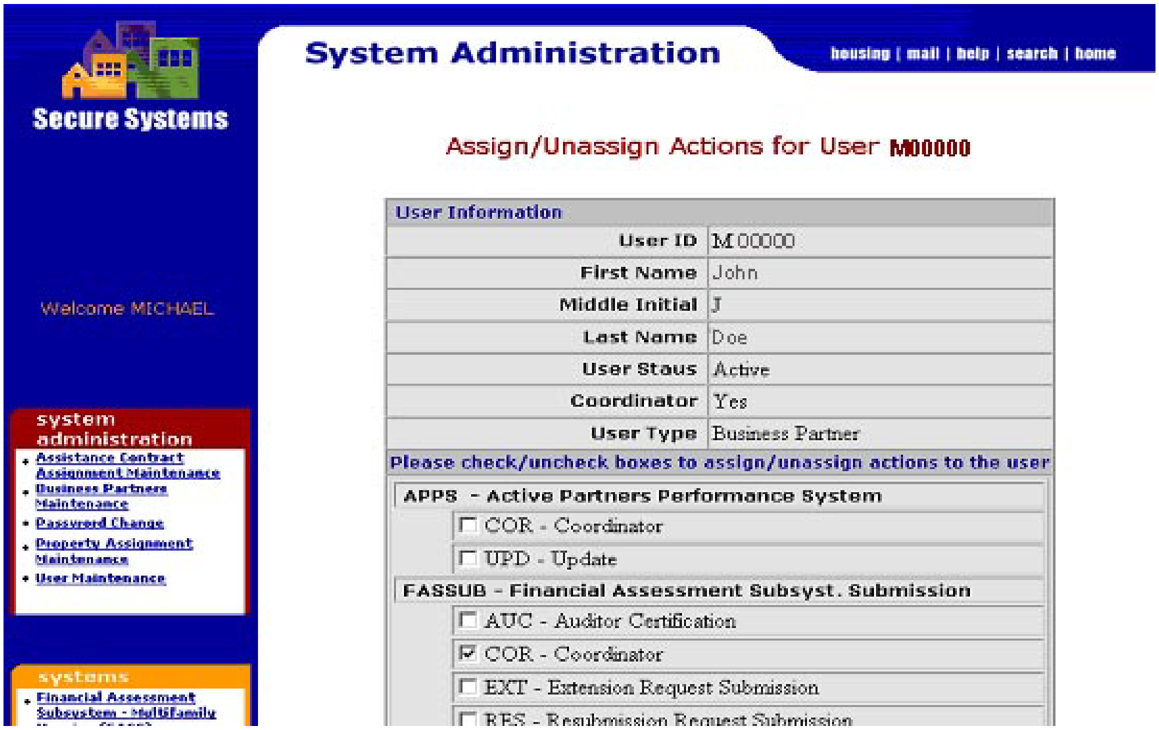


Figure 4-13 Assign/Unassign Actions for Regular USER

Assign the User actions for the desired subsystem by clicking on the check box next to the desired action(s) under the appropriate subsystem(s). After clicking on the Assign/Unassign Actions button at the bottom of the screen the following transaction confirmation screen is displayed

Figure 4-14 Assign/Unassign Action(s) Transaction Confirmation

4.2.4.2 Unassignment of Actions

To remove actions from a USER, you follow the same steps for the assignment of actions except the last step. For the last step, you click on the checked box next to the desired action(s) and this will remove the existing check next to those actions and after clicking the Assign/Unassign Actions button the Regular USER will no longer have the Actions you just unassigned.

4.2.5 Maintain User Profile – Groups

Some subsystem/systems (For example, M2M and MDDR) have set up Groups to which USERS may be assigned. Assignment of a Regular USER to a Group(s) is another way to provide a Regular USER a set of privileges already assigned to any member of the Group.

4.2.5.1 Assignment of Groups

To assign/unassign a Regular USER to a Group(s), first search/select the Regular USER as described above in Section 4.2.2, User Maintenance – User Search/Selection. On the Maintain User Information Screen select Maintain User Profile – Groups from the Choose a Function pull down list.

Figure 4-15 Maintain User (Maintain User Profile - Groups)

After clicking on the Submit button the Assign/Unassign Groups screen is displayed for your edits to the USER's Profile.

Figure 4-16 Assign/Unassign Groups

Assign the User Groups for the desired subsystem by clicking on the check box next to the desired Group(s) under the appropriate subsystem(s). After clicking on the Assign/Unassign Groups button at the bottom of the screen the following transaction confirmation screen is displayed.

Figure 4-17 Assign/Unassign Groups Transaction Confirmation

4.2.5.2 Unassignment of Groups

To remove a User from a Group, you follow similar steps as for the assignment of Groups; however, you click on the check box next to the desired Group(s) and this will remove the existing check next to those Groups and after clicking the Assign/Unassign Groups button the USER will no longer be a member of the Groups you just unassigned.

4.2.6 Maintain User Roles

Another approach to granting access privileges is to assign roles. Roles have associated Actions such as *create draft* and *query system* as we observed in Assign Actions. The assignment of roles and actions depends on the culture of a specific subsystem. The assignment of roles is a necessary first step before assigning contracts, PHAs, and properties.

4.2.6.1 Assignment of Roles

To assign/update Roles for a USER, first search/select the USER as described in Section 4.8.1 above. On the Maintain User Information Screen select Maintain User Profile – Roles from the Choose a Function pull down list.

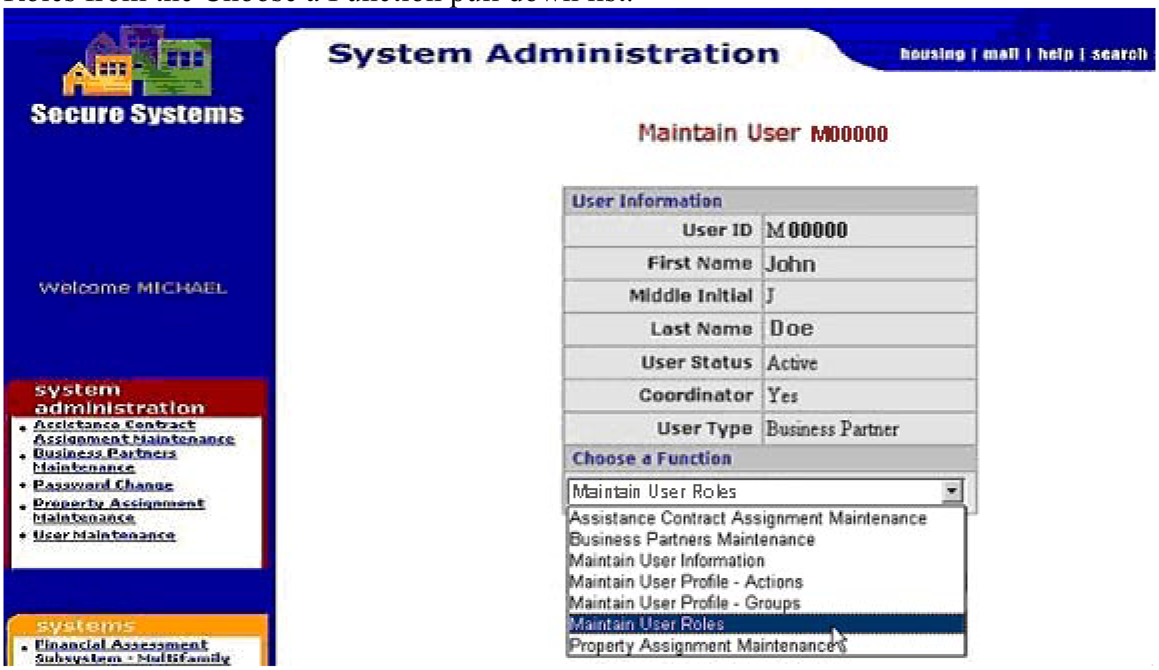


Figure 4-18 Maintain User (Maintain User Roles)

After clicking on the Submit button the Assign/Unassign Roles screen is displayed for your edits to the USER's Profile.

Figure 4-19 Assign/Unassign Roles

Assign the User Roles for the desired subsystem by clicking on the check box next to the desired role(s) under the appropriate subsystem(s). After clicking on the Assign/Unassign Roles button at the bottom of the screen the following transaction confirmation screen is displayed.

Figure 4-20 Assign/Unassign Roles Confirmation

After reviewing the pending assignment of roles for the Regular USER, click on the Confirm button to accept the change. The transaction confirmation screen is display to confirm the transaction.

Figure 4-21 Assign Roles Transaction Confirmation

4.2.6.2 Unassignment of Roles

To remove Roles from a Regular USER, you follow the same steps as for the assignment of Roles except the last step. The last step requires you to click on the checked box next to the desired Role(s). This will remove the existing check next to those Roles and after clicking the Assign/Unassign Roles button the Regular USER will no longer have the Roles you just unassigned.

4.2.7 Assistance Contract Assignment Maintenance

The Assistance Contract Assignment Maintenance function provides the capability for a Coordinator (not Regular USER) to assign a contract and an associated role or roles to a Regular USER.

4.2.7.1 Assign Contract Function

The Coordinator performs a three-step process.
Step 1: Enter the USER's ID
Step 2: Select the Assign Contract function
Step 3: Enter either the Property ID, Contract #, or CAID.

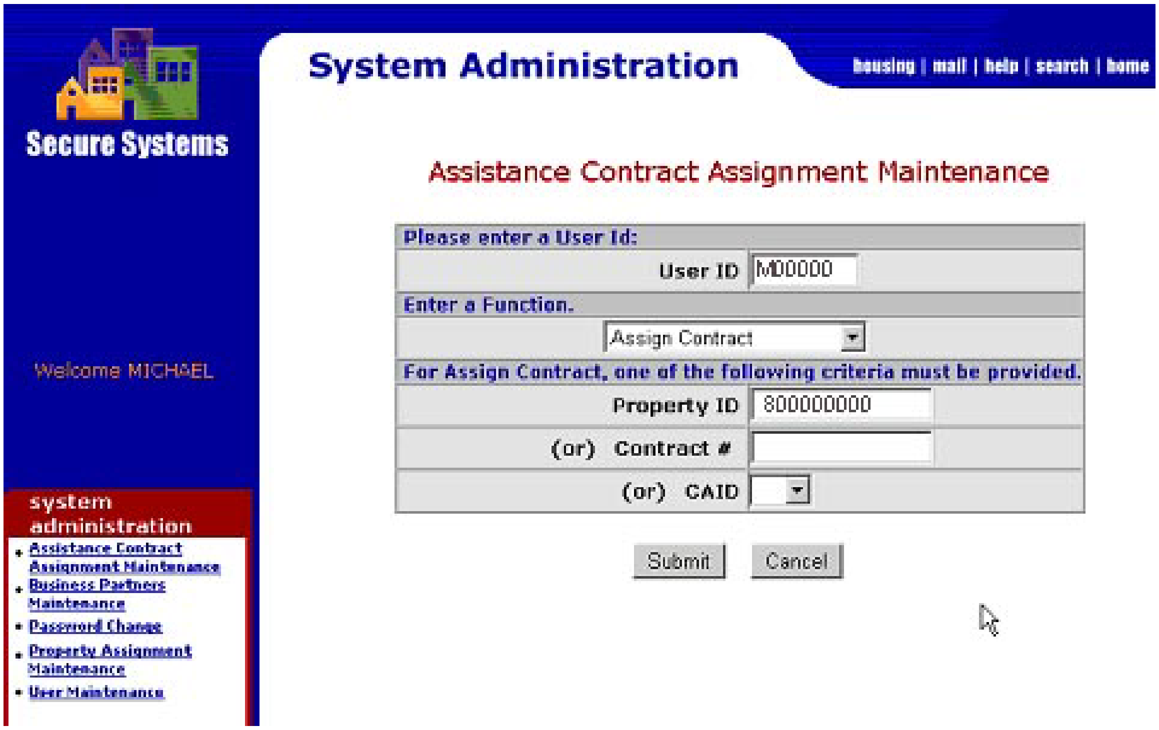


Figure 4-22 Assistance Contract Maintenance

After clicking on the Submit button, the Coordinator makes decisions on the Assign Contract screen about the roles and contracts to assign to the Regular USER. This function cannot be performed successfully unless appropriate roles have been first assigned to the Regular USER in User Maintenance.

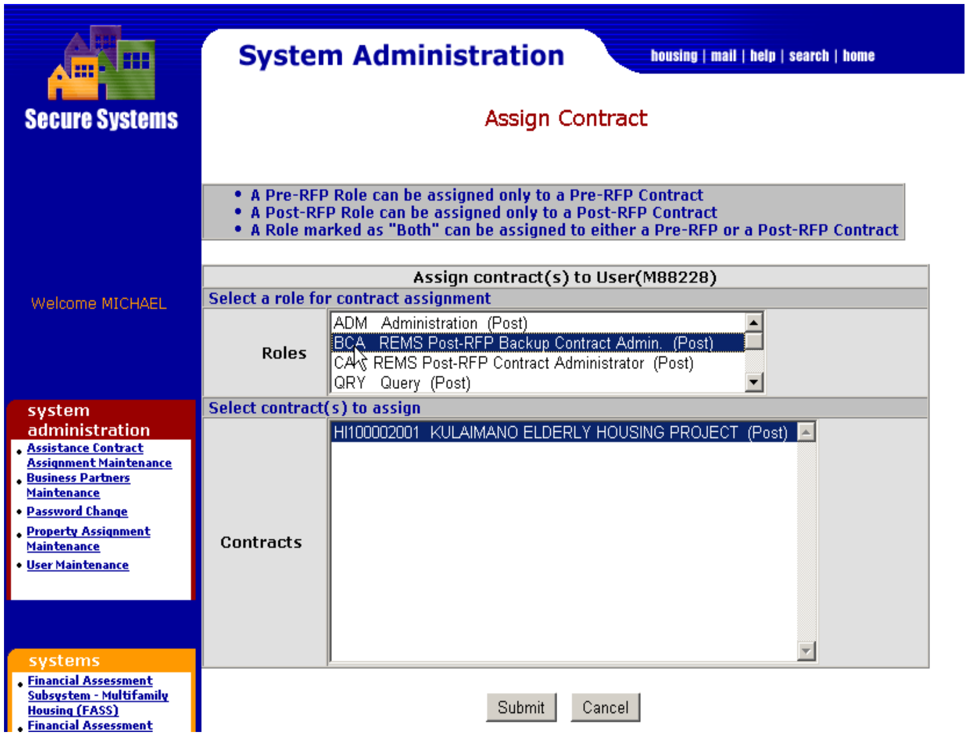


Figure 4-23 Assign Contract

The Coordinator selects a role and the Contract(s) to assign the Regular USER and clicks on the Submit button. A message is displayed confirming the assignment.

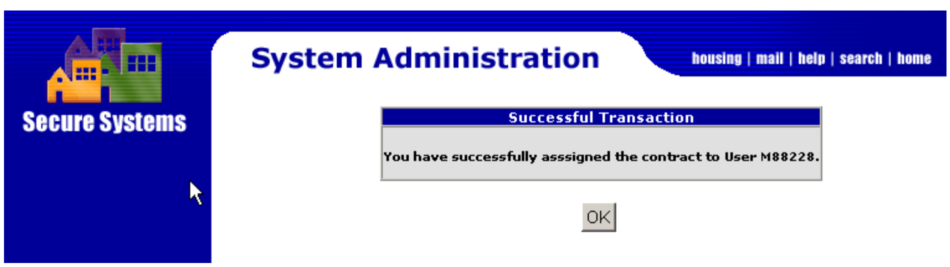


Figure 4-24 Confirmation Assignment of Contract

4.2.8 Unassign Contract Function

The Coordinator can view or unassign contracts for a user by selecting Assistance Contract Maintenance and then entering the USER's ID and selecting View/Unassign Contract from the pull down menu.

Figure 4-25 Assistance Contract Assignment Maintenance

After clicking on the Submit button, there is a displayed listing of contracts already assigned to the USER. If there are no contracts with roles assigned to the USER, a message will be displayed indicating this fact. The Coordinator can Unassign a contract(s) and role(s) by clicking in the desired check box (es) and selecting the Submit button.

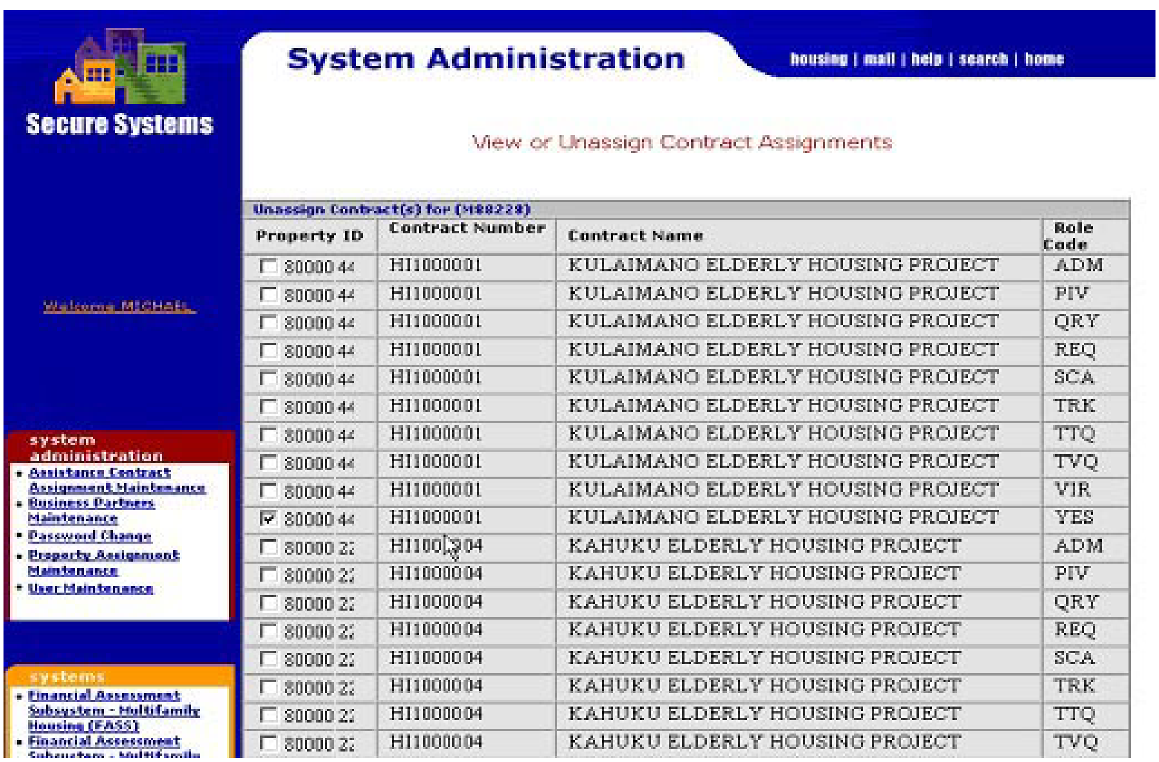


Figure 4-26 Unassign Contract Assignments

After clicking on the Submit button, a message is displayed confirming that the contract is Unassigned.

Figure 4-27 Confirmation of Unassignment of Contract

4.3 Business Partners Maintenance

The first Coordinator relationship with a Business Partner is an "Original" relationship. The privilege of working for that Business Partner is assigned at the time of Coordinator registration and when the Business Partner provides the Coordinator with the Coordinator User ID. After the "initial" coordinator registration process, Coordinators may request/establish relationships with multiple Business Partners. The Coordinators request/establish these "Additional" relationships through the Business Partners Maintenance screens. These additional relationships are referred to as BPR relationships.

4.3.1 Business Partner Maintenance

The Coordinator first selects the Business Partner Maintenance link on the Systems Administration section menu. When the screen in Figure 4-28 is displayed, the Coordinator enters Coordinator User ID as the first step in adding an additional Business Partner. Second step: Select Request New/Delete Existing Relationships. This is the same screen that will be seen later for adding or deleting Business Partners for Regular USERS.

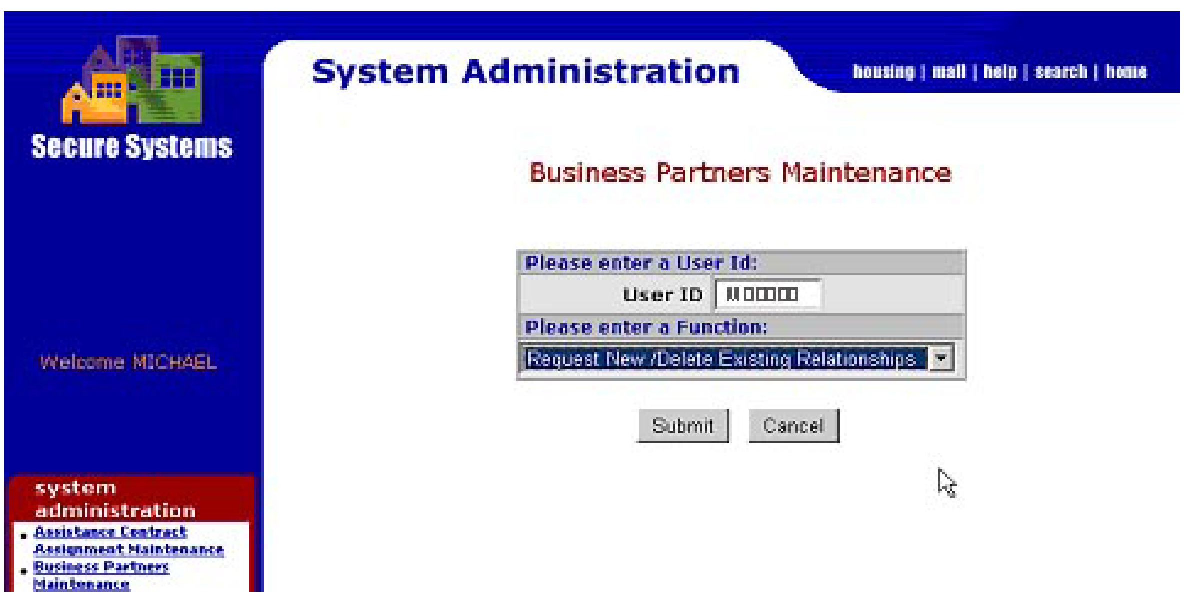


Figure 4-28 Business Partner Maintenance Request

After clicking on the Submit button the Add/Delete Relationships screen is displayed.

Figure 4-29 Request/Add Business Relationships

4.3.1.1 Requesting A Business Partner Relationship

The Coordinator enters the Business Partner's TIN, SSN, or PHA ID under *Relationships to add* and selects the Business Partner Type from the pull down list. After clicking on the Submit button, the Add/Delete Confirmation Screen is displayed. In the case of adding a business relationship, it is important to recheck the accuracy of the information. Specifically you should verify the Business Partner's mailing address is correct. Your Activation Code will be mailed to this address at the specified address. If this address is incorrect, you should coordinate with this business partner to contact the HUD field office for an address update.

Figure 4-30 Add/Delete Relationships Confirmation

If you are satisfied with the information about the Business Partner, select the Confirm button. Secure Systems will display a screen that confirms a successful transaction.

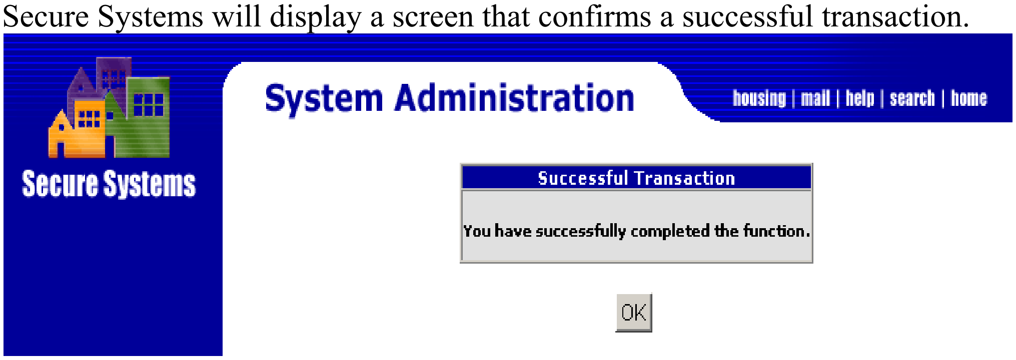


Figure 4-31 Request Business Partner Relationship Transaction Confirmation

4.3.2 Activation of a Requested Business Partner Relationship

The request by the Coordinator for an additional Business Partner relationship (BPR Coordinator) will trigger a letter to be sent to the Business Partner with an Activation Key for the relationship. Once the Coordinator obtains the Business Partner Relationship Activation Key from the Business Partner, he/she logs into WASS, and selects Business Partner Maintenance. The coordinator enters the User ID and selects Activate Relationships from the pull down box.

Figure 4-32 Business Partners Maintenance – Activate Relationship

After clicking on the Submit button, the Activate Relationships screen is displayed

Figure 4-33 Activate Relationships

The Coordinator enters the Activation Key provided in the letter from his requested Business Partner and clicks on the Submit button. A message will be displayed confirming the successful completion of the transaction.

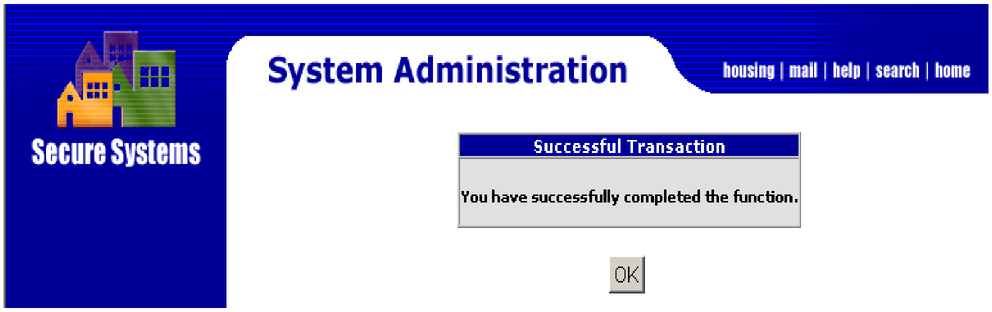


Figure 4-34 Business Partner Relationship Activation Transaction Confirmation

Once the Coordinator has obtained privileges for a business partner, assignments of privileges for the Regular USERS can be done.

4.3.3 Deactivate a Business Partner Relationship

A Coordinator may Deactivate his/her Coordinator relationship with any of his Business Partners other than the relationship with the Original Business Partner for which he registered. To Deactivate a Coordinator relationship with a Business Partner, the Coordinator selects Business Partner Maintenance from the Systems Administration menu; enters his/her User ID, and selects Deactivate Existing Relationship from the pull down box.

Figure 4-35 Business Partner Maintenance – Deactivation Request

After clicking on the Submit button the Deactivate Relationships screen is displayed.

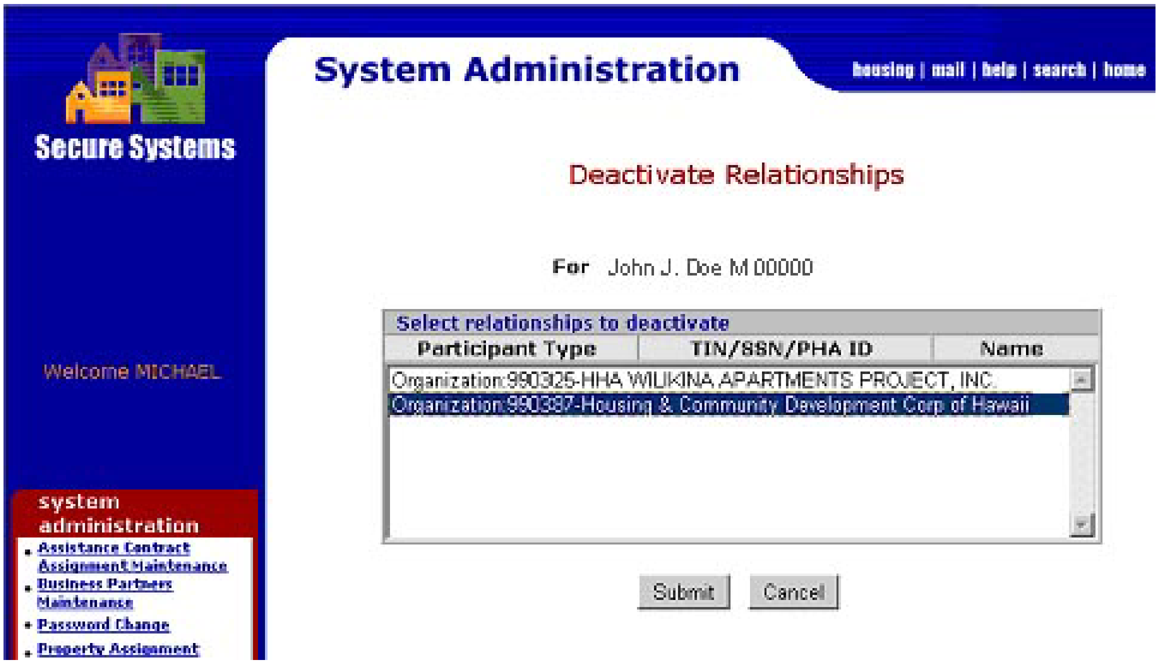


Figure 4-36 Business Partner Relationship – Deactivate Relationships

The Coordinator selects the Business Partner relationship to deactivate and clicks on the Submit button. A message is displayed confirming the successful transaction.

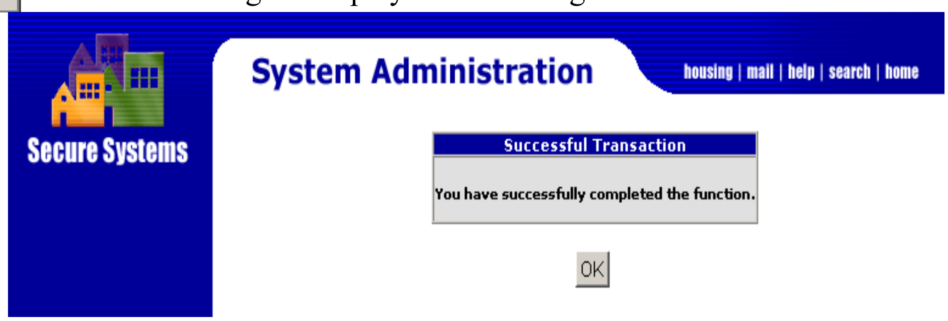


Figure 4-37 Business Partner Deactivation Transaction Confirmation

4.3.4 Deleting A Business Partner Relationship

First Step: The Coordinator selects the desired Business Partner Relationship to delete.
Second Step: The Coordinator scrolls to the bottom of the screen and clicks on the Submit button.

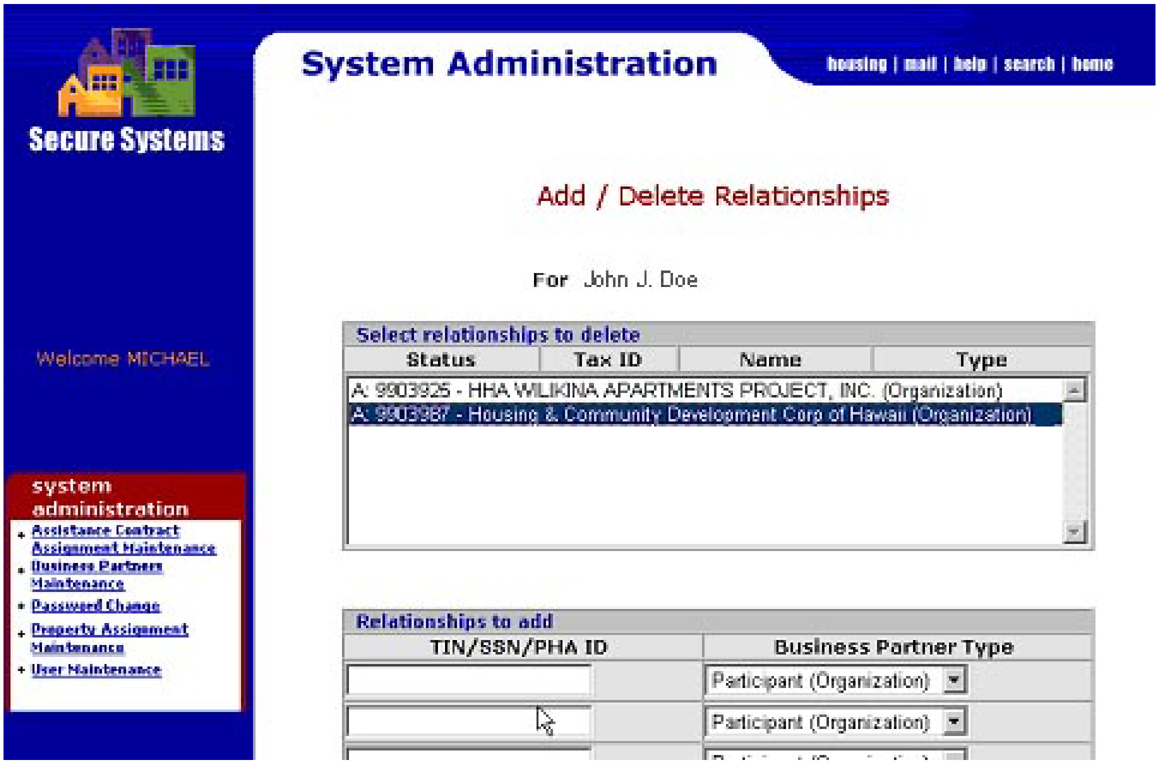


Figure 4-38 Delete Business Partner Relationships

The Add/Delete Relationships Confirmation Screen is displayed.

Figure 4-39 Delete Business Partner Relationship Confirmation

The Coordinators reviews the Business Partner Relationship that is to be deleted and, if correct, the Coordinator clicks on the Confirm button. Each successful transaction is rewarded with a confirmation message shown in Figure 4-40.

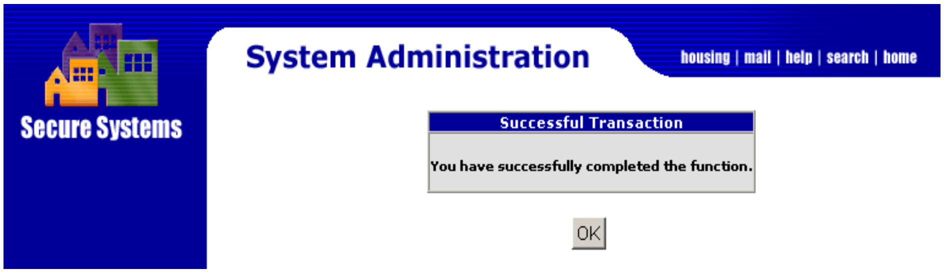


Figure 4-40 Confirmation of Business Relationship Maintenance

4.4 PHA Assignment Maintenance

4.4.1 Assign PHA

The Coordinator assigns PHAs and applicable roles to the Regular USER by selecting the PHA Assignment Maintenance link under Systems Administration and filling in the information on the PHA Assignment Maintenance screen. Follow these steps:

Step 1: Enter the User ID of the Regular USER
Step 2: Indicate whether the action is to assign or unassign a PHA
Step 3: Enter the PHA ID. If you do not know the PHA ID, you can select the name of the state to display a listing of all the state's PHAs and sort the PHAs in that state by PHA ID number or by name.

A Coordinator can assign PHAs and applicable roles only if applicable privileges have already been assigned to the Regular USER in *User Maintenance.*

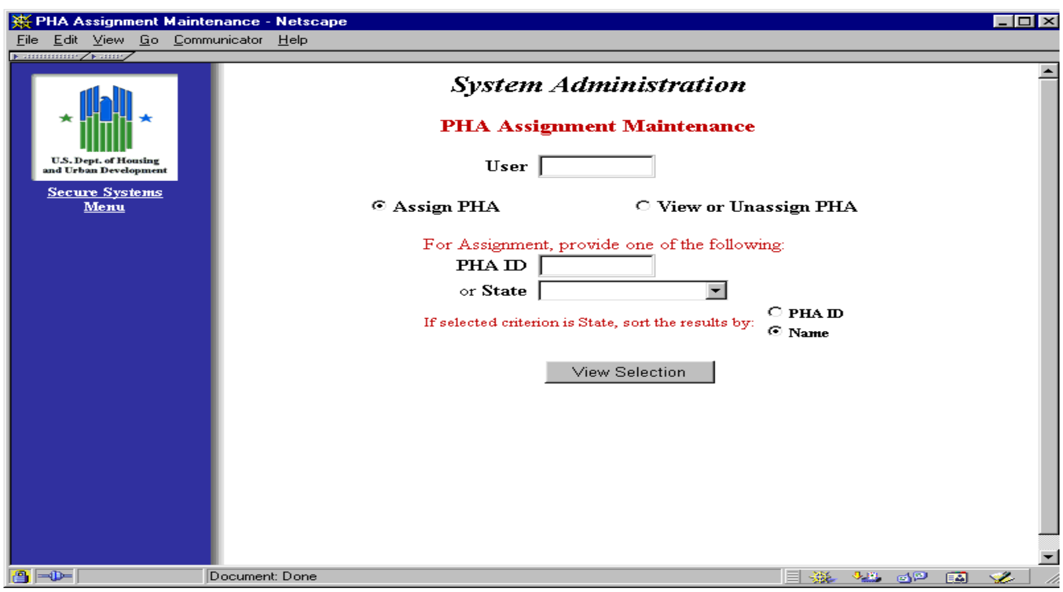


Figure 4-41 PHA Assignment Maintenance

After clicking on the View Selection button the Assign PHA screen is displayed. Select a role and applicable PHA(s).

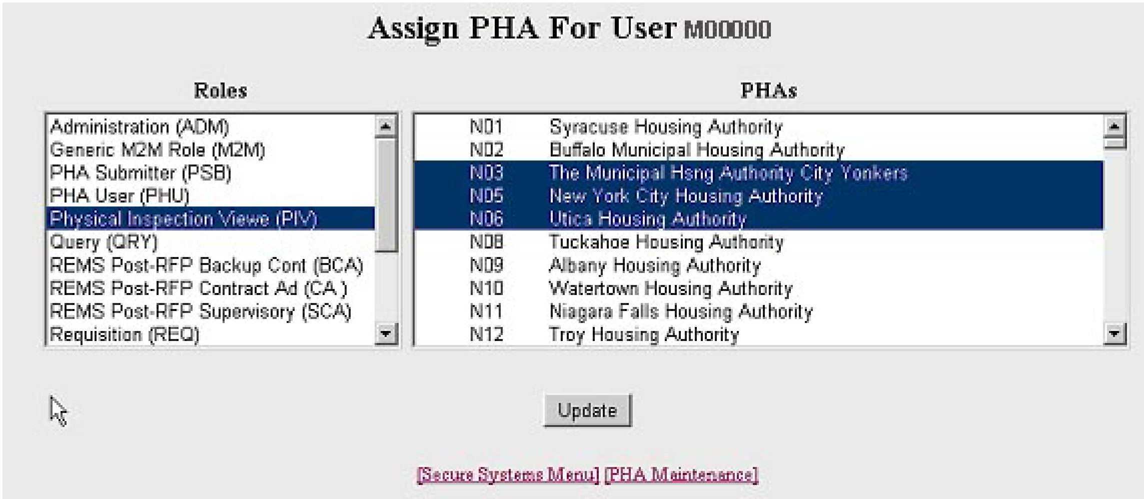


Figure 4-42 Assignment of PHA and PHA Roles

After clicking on the Update button, an Update Results screen will appear confirming that all updates have been completed successfully**.**

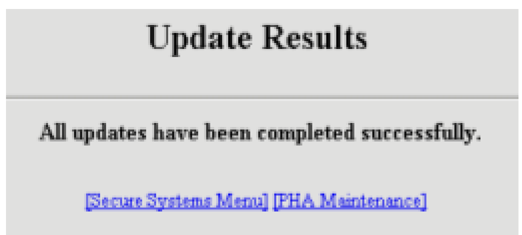


Figure 4-43 Confirmation of PHA Assignment

4.4.2 View or Unassign PHA

The Coordinator may view or unassign PHAs with associated Roles for a Regular USER by using the PHA Assignment Maintenance screen (Figure 4-44). Enter the Regular USER ID, select View or Unassign PHA and click on the View Selection button. The Unassign PHA screen is displayed showing the current PHAs assigned to the user.

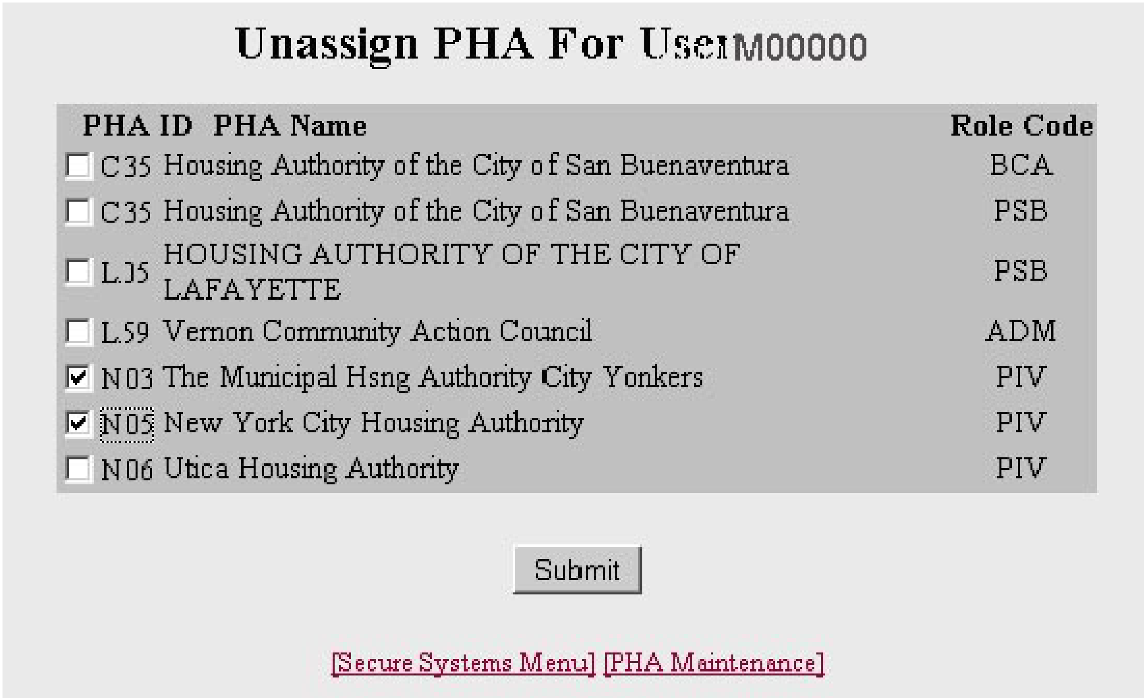


Figure 4-44 View or Unassign PHA for a USER

To unassign PHAs, select the check marked box (es) next to the applicable PHA(s) and click on the Submit button. A confirmation screen will be displayed confirming the unassignment of PHA(s).

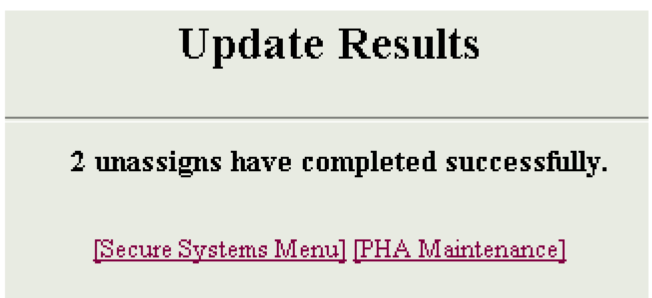


Figure 4-45 Unassignment Confirmation Screen

4.5 Password Change

4.5.1 Changing Password

For the user, changing your password is the only system administration function applicable. The frequent changing of Passwords is an important step in increasing security. You can change your password at anytime; however, if you have not changed your password for over 21 days you will be prompted after login to change your password. To change your password, select the Change Password link under System Administration. Enter your old password. Then enter a new password, reenter it to verify it, and click on the Save button.

Figure 4-46 Change Password

4.5.2 Forgotten Password

Have you forgotten your password? Go to the screen shown in Figure 4-1 that is available on the REAC-PIH Online web page and select PASSWORD RESET to display the Reset Password page, Figure 4-47.

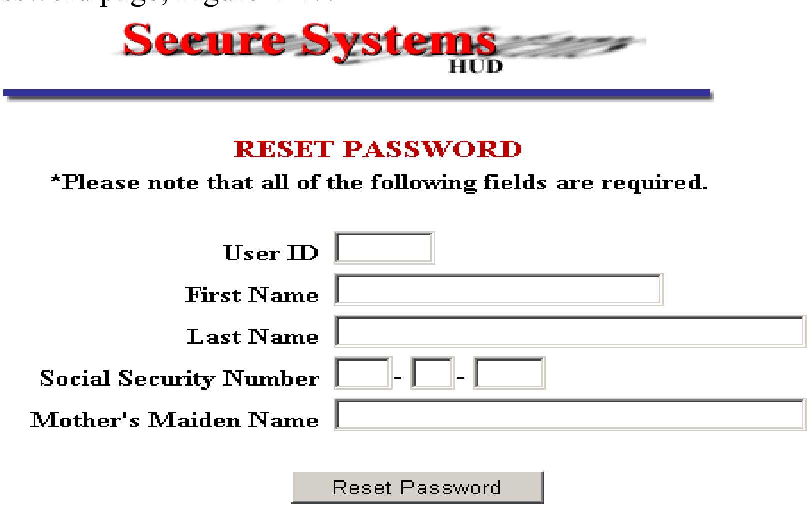


Figure 4-47 Reset Password

The information that you provide is compared to the data in Secure Systems that was obtained during your registration process. If you have provided information that corresponds to the information in Secure Systems, your password will be reset to a randomly generated 6 character alphanumeric string. This new password will be E-mailed to the E-mail address WASS has as part of your User Information. Make sure to keep your Coordinator informed of all changes in your User Information. Otherwise, WASS will rely on the information provided at registration.

If you encounter any problems during the Reset Password process and receive an error message from the system, please contact the Technical Assistance Center (TAC) at **(888) 245-4860**. A TAC User has the capability to reset passwords. Before the TAC User will issue your password, he or she needs to verify your identity. The TAC User will ask for your User ID, first name, last name, last four digits of your SSN, and your mother's maiden name. If you have correctly answered these security questions, then the TAC User will reset your password to "password".

4.6 Property Assignment Maintenance

4.6.1 Property Assignment

Property Assignment Maintenance is used by the Coordinator to assign properties with applicable roles to a Regular USER. Assignments of properties with roles to a Regular User can only be performed if the Coordinator has first assigned the applicable Roles and Actions to Regular USERS using *User Maintenance* under System Administration.

The Coordinator selects the Property Assignment Maintenance link from the sidebar and sees the screen shown in Figure 4-48. In order to assign property for the Regular USER, enter the User ID for the Regular USER who is to have access and then enter one of the other items of information – Property ID, FHA Number, Contract Number or servicing site – and click on the Submit button.

Figure 4-48 Initial Property Assignment Maintenance Screen

Next you will see the Assign Property screen as shown in Figure 4-49.

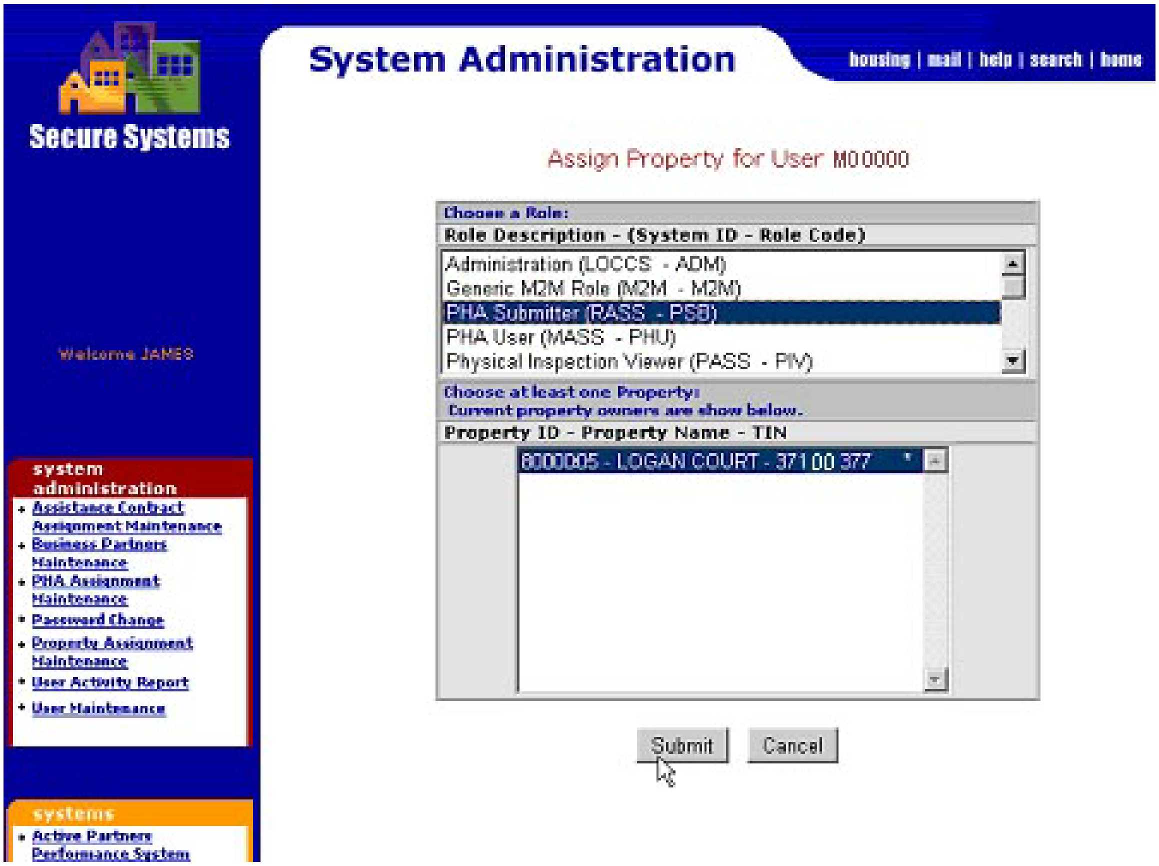


Figure 4-49 Assign Property Screen

Step 1: Select one or more properties. Step 2: Select an applicable user role. Step 3: Click on the Submit button. A transaction confirmation screen will be displayed.

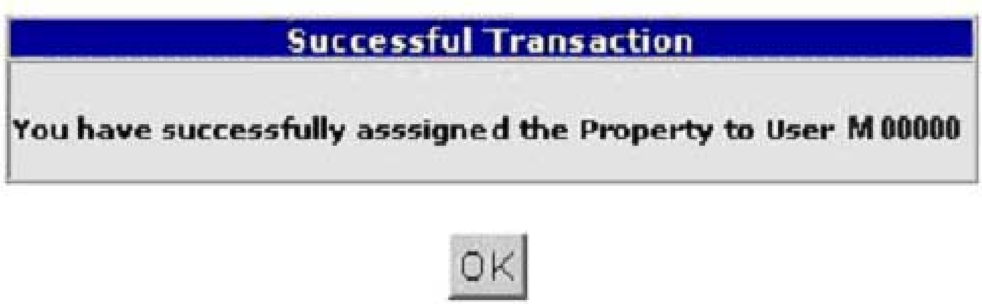


Figure 4-50 Property Assignment Transaction Confirmation

If you want to assign properties from a list of Servicing Site's properties, select the *Property Assignment Maintenance* link from the System Administration menu. Enter the User ID and select the Servicing Site from the Servicing Site pull down box.

Figure 4-51 Property Assignment within a Servicing Site

After clicking on the Submit button, the Assign Property for USER is displayed with the listing of properties associated with the selected Servicing Site.

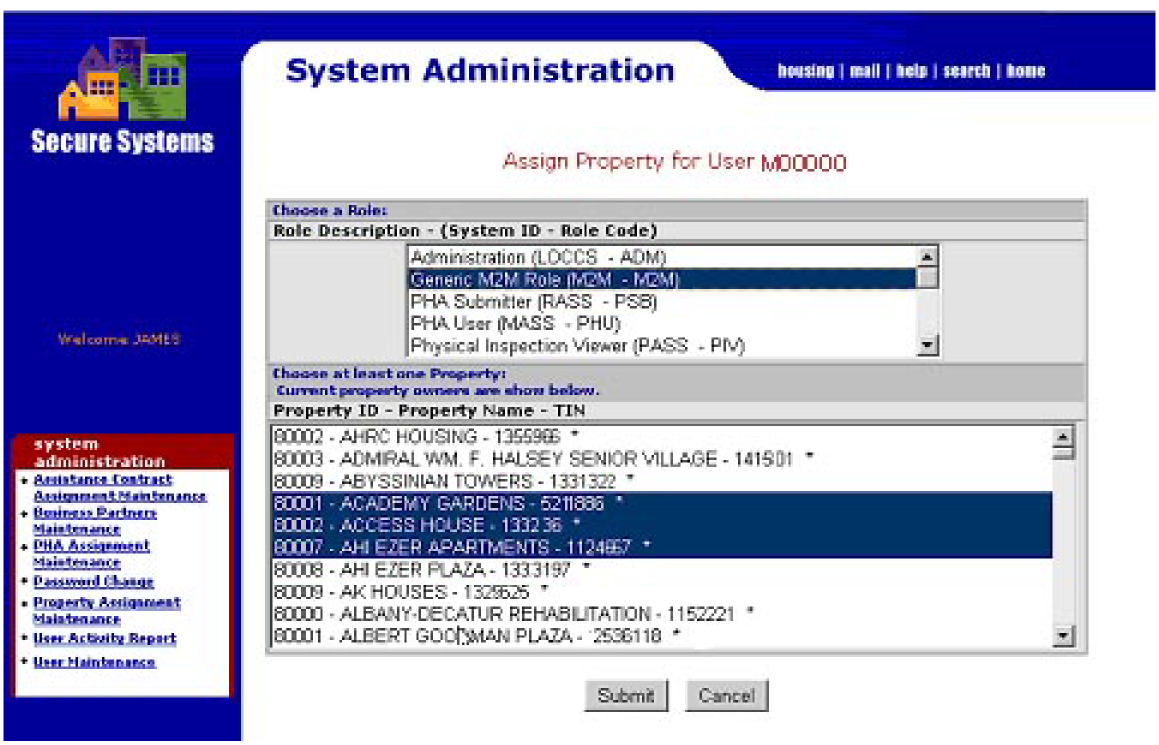


Figure 4-52 Assign Property for USER from a Listing of Servicing Site Properties

Proceed as described above to assign properties with associated roles to the Regular USER.

4.6.2 View or Unassign Properties

A Coordinator can view or unassign properties for a Regular User by selecting the Property Assignment Maintenance link under System Administration. Step 1: Enter the User ID. Step 2: Select the View or Unassign Property option. Step 3: Click on the Submit button.

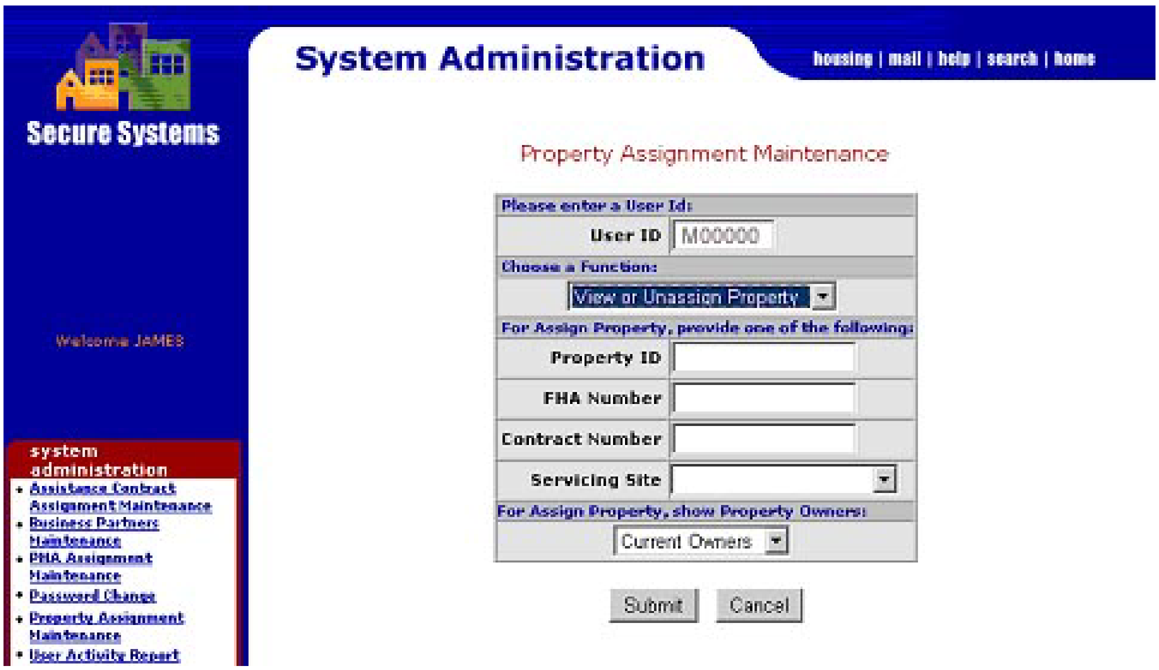
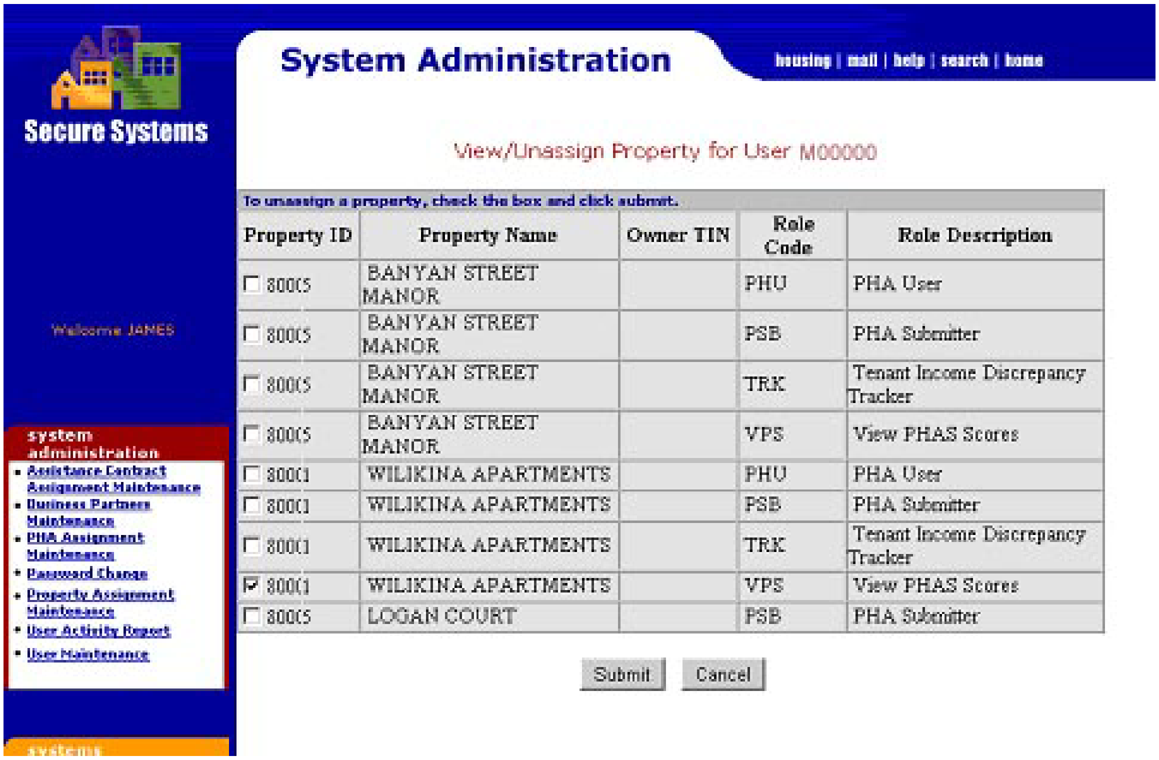


Figure 4-53 View or Unassign Property

The View/Unassign Property screen is displayed with a listing of properties with associated roles currently assigned to the Regular USER. To unassign a property



Property ID	Property Name	Owner TIN	Role Code	Role Description
800C5	BANYAN STREET MANOR		PHU	PHA User
800C5	BANYAN STREET MANOR		PSB	PHA Submitter
800C5	BANYAN STREET MANOR		TRK	Tenant Income Discrepancy Tracker
800C5	BANYAN STREET MANOR		VPS	View PHAS Scores
800C1	WILIKINA APARTMENTS		PHU	PHA User
800C1	WILIKINA APARTMENTS		PSB	PHA Submitter
800C1	WILIKINA APARTMENTS		TRK	Tenant Income Discrepancy Tracker
800C1	WILIKINA APARTMENTS		VPS	View PHAS Scores
800C5	LOGAN COURT		PSB	PHA Submitter

Figure 4-54 View/Unassign Property for USER

After clicking on the Submit button at the bottom of the screen a transaction confirmation screen is displayed.

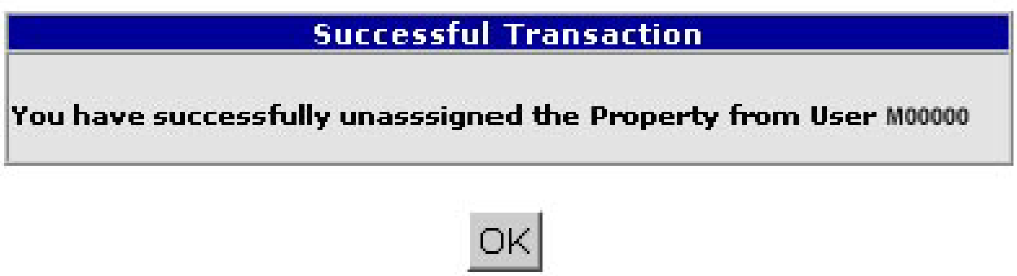


Figure 4-55 Property Unassignment Transaction Confirmation

4.7 User Activity Report

This report is only available to a Super Administrator. If the Coordinator needs some additional information about USER activity, a request can be made through the appropriate Help Desk.

4.8 Special Instructions and Caveat

4.8.1 Special Instructions for Error Correction

WASS employs error codes to provide timely alerts of the need for corrective action. Below is a list of some error messages you may encounter as a Coordinator and a description of what you need to do, as well as where you can expect to encounter the message. Error messages provide Coordinators information about requirements for information and actions that violate one or more business rules. See Appendix A for many of the Business Rules.

Table 4-5 Error Messages

Error Messages	User Action	When Occurs
At least one criteria must be provided	Provide at least one criteria	On those screens that require more information than the User ID
User MXXXXX not found	Enter correct ID	When enter incorrect User ID
The user ID that was entered is a SASS user. This function is not used for SASS users	Check to see if User ID is correct. If yes, leave function.	When in Assign Business Partner
This function is not applicable to user M00000	Check User ID or leave system administration function	When Coordinator is in functional area with no privileges for User ID

4.8.2 Caveats and Exceptions

Access to government computer systems and information can be misunderstood. This access is a privilege. Abuse of the privilege is punishable. It is in your better interest to protect your access by not leaving your computer unattended while you are logged on. And use the information acquired from the HUD systems as set forth in your relationship with your business partner and by the managers of the subsystem or subsystems you access.

Before working on any particular subsystem, you should determine if there are any restrictions on how you use the subsystems. How you interact with your Coordinator and the subsystems is your responsibility.

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.