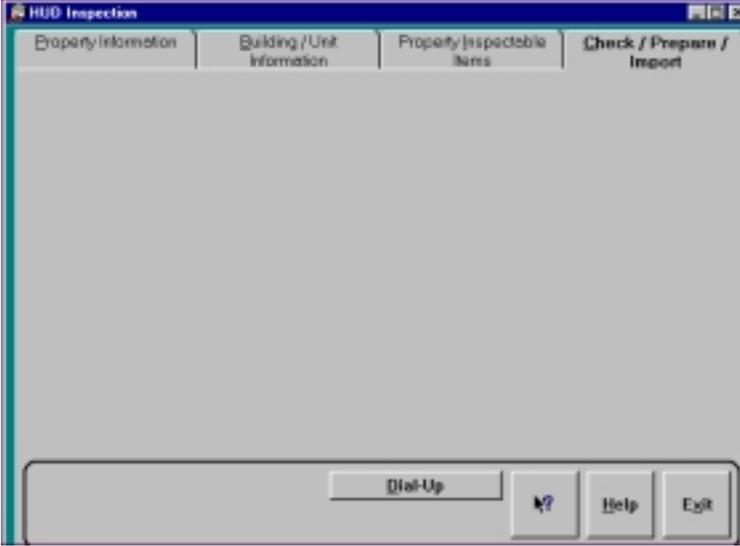


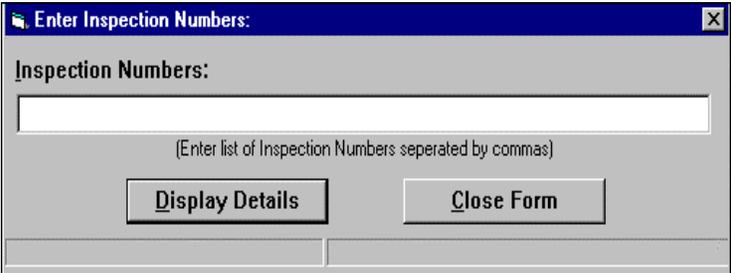
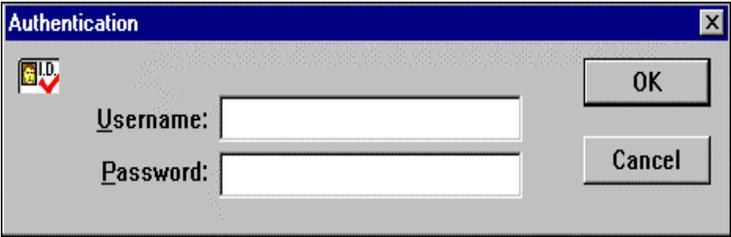
## Downloading property information

The first step in the HUD Physical Inspection process is receiving property profile information from REAC. This is accomplished by downloading the information from REAC via the Internet to your DCD.

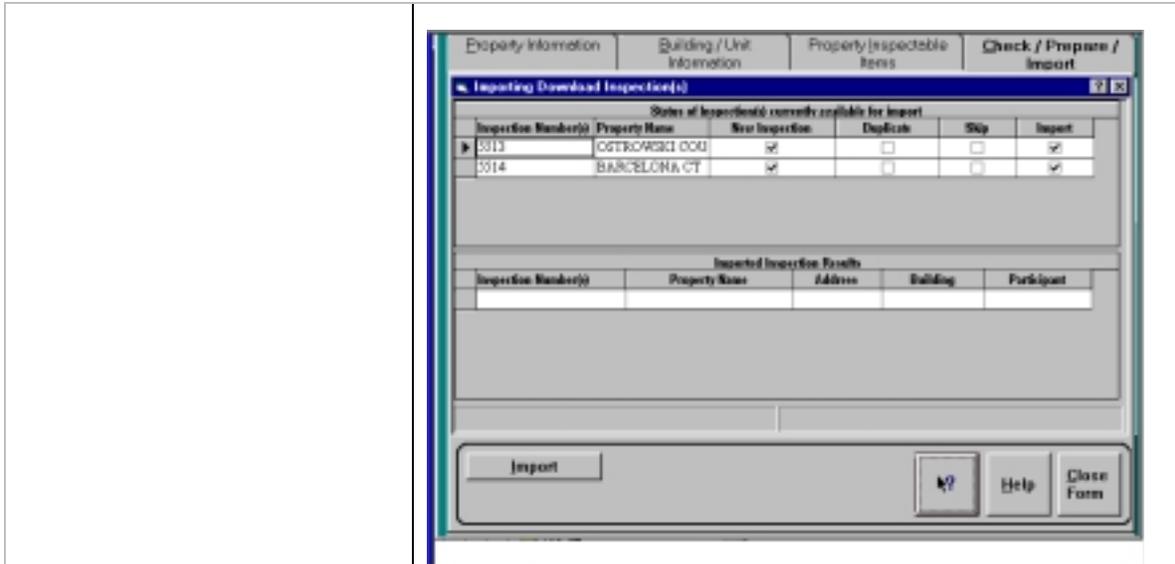
To download information from the Internet, you need to connect your DCD to the phone line.

Demonstration	Explanation/Illustration
Connect the DCD to an analog phone line	
Tap on the <b>Check/Prepare/Import</b> tab	 <p>Select the <b>Check/Prepare/Import</b> tab by tapping the tab name with your stylus.</p>
Tap on the <b>Dial-up</b> button	Tap on  to connect to the Internet.

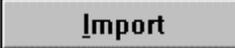
**HUD Physical Inspection Training Program – Inspector Training  
Chapter 2: Physical Assessment Subsystem**

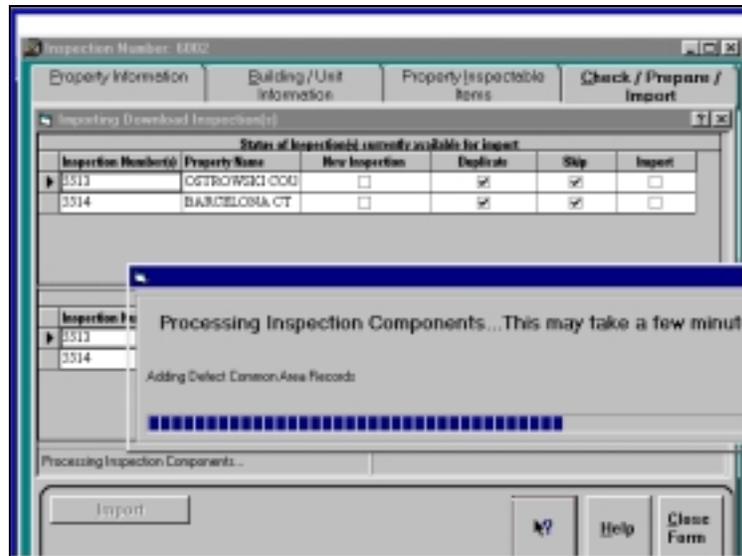
<p>Tap on the <b>Connect</b> button</p>	<p>Tap on <b>Connect</b>.</p> <p>The DCD automatically dials the Internet service provider designated in the set-up and connects to the appropriate REAC download site. Remember, the user name is the ISP ID provided by your company.</p>
<p>Tap on the <b>Download Record(s)</b> button</p>	<p>Tap on .</p>
<p>Enter the Inspection number.</p>	 <p>The screenshot shows a dialog box titled "Enter Inspection Numbers:" with a text input field. Below the field is the instruction "(Enter list of Inspection Numbers seperated by commas)". At the bottom are two buttons: "Display Details" and "Close Form".</p> <p>You can request multiple inspections by separating each inspection number with a comma. Do not enter any spaces.</p>
<p>Tap on the <b>Display Details</b> button</p>	<p>Tap on .</p>
<p>Enter your user ID (HUD-issued 'M' number) and password</p>	 <p>The screenshot shows an "Authentication" dialog box with a small ID icon and a checkmark. It contains two input fields: "Username:" and "Password:". To the right are "OK" and "Cancel" buttons.</p> <p>Enter your ID in the <b>Username</b> field, and your password in the <b>Password</b> field.</p>
<p>Tap on the <b>OK</b> button</p>	<p>Tap on  to obtain the status of the inspection.</p>

HUD Physical Inspection Training Program – Inspector Training  
Chapter 2: Physical Assessment Subsystem



Tap on the **Import** button

Tap on 

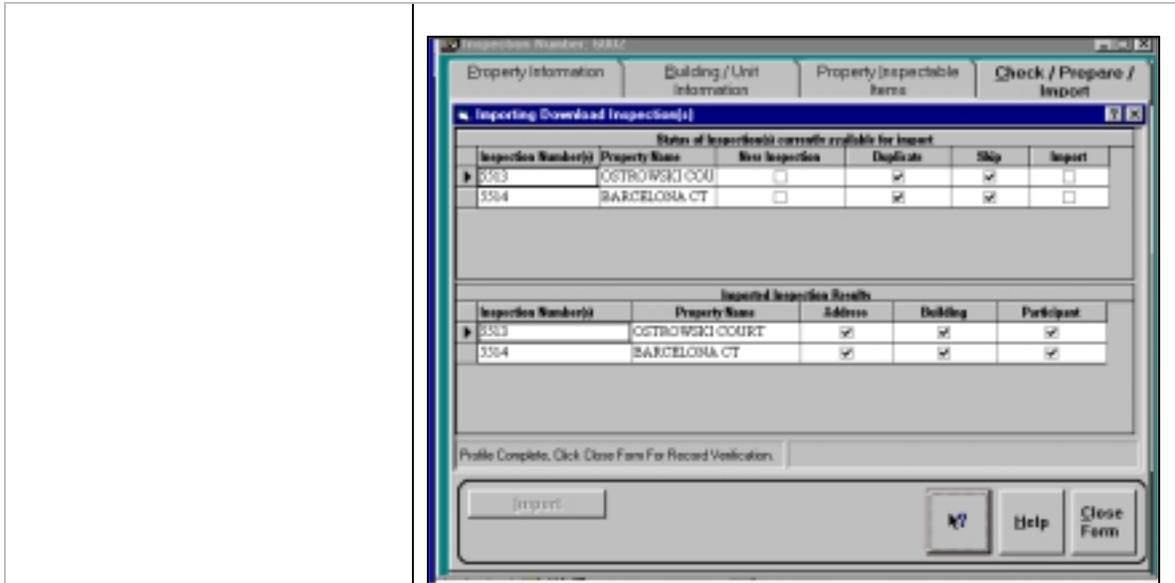


The system begins processing the inspection components. Processing time varies according to the size of the inspection. The larger the inspection, the longer the processing time.

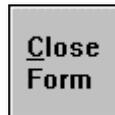
Wait until the status message, “ Profile Complete, Click Close Form for Record Verification” appears

before tapping 

HUD Physical Inspection Training Program – Inspector Training  
 Chapter 2: Physical Assessment Subsystem

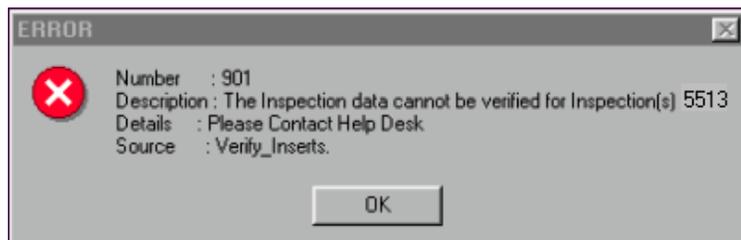
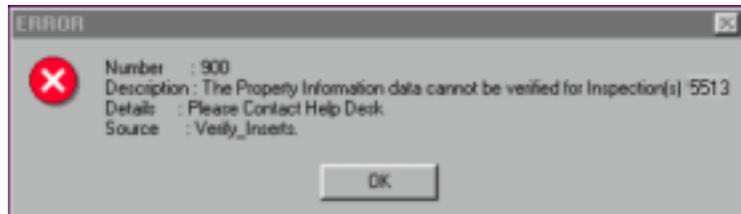


Tap on the **Close Form** button

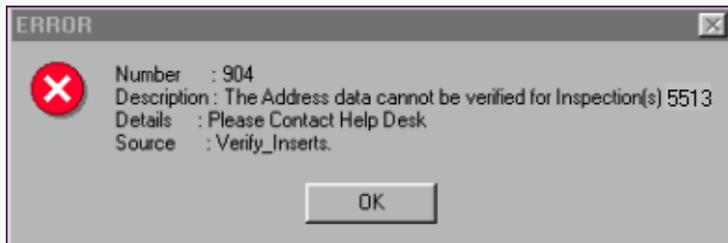
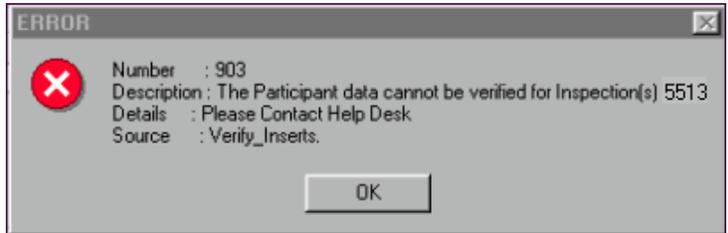
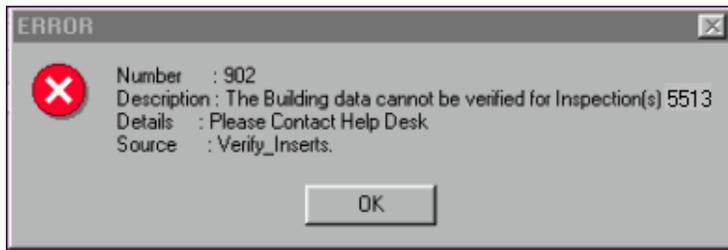


Tap on **Close Form** for record verification.

The system verifies that the following data is received accurately: properties, inspections, buildings, participant, and addresses. If any information is incorrect or missing one of the following messages displays:

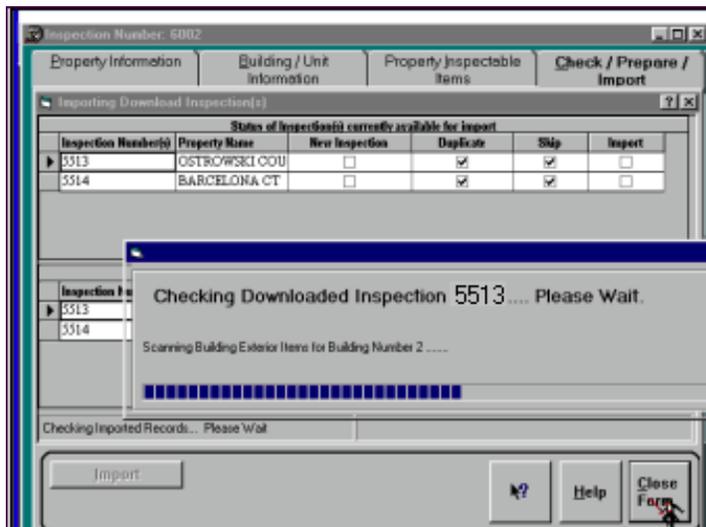


**HUD Physical Inspection Training Program – Inspector Training  
Chapter 2: Physical Assessment Subsystem**



If one of the above error messages displays, contact your Contractor Help Desk.

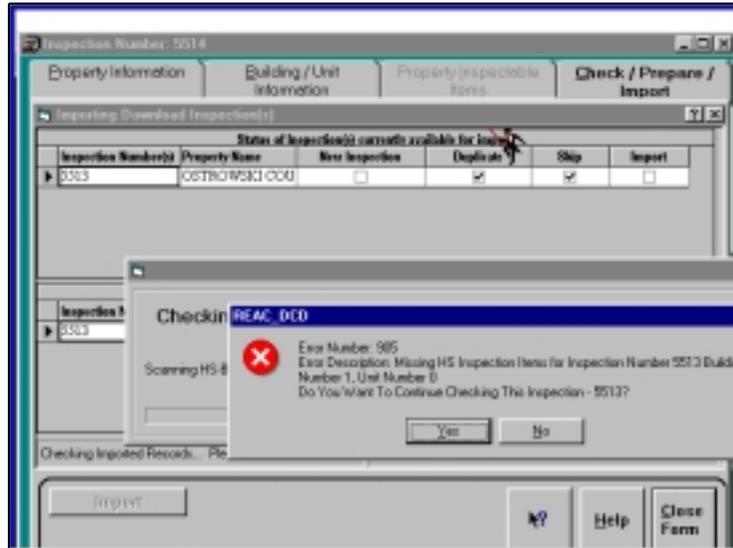
If no errors are identified, the system continues the verification process by verifying the following items and corresponding defects: Site, building exterior, building system, unit, building common area, health and safety items and certificates.



HUD Physical Inspection Training Program – Inspector Training  
Chapter 2: Physical Assessment Subsystem

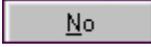
If the verification process is successful, the **Check/Prepare/Import** screen displays.

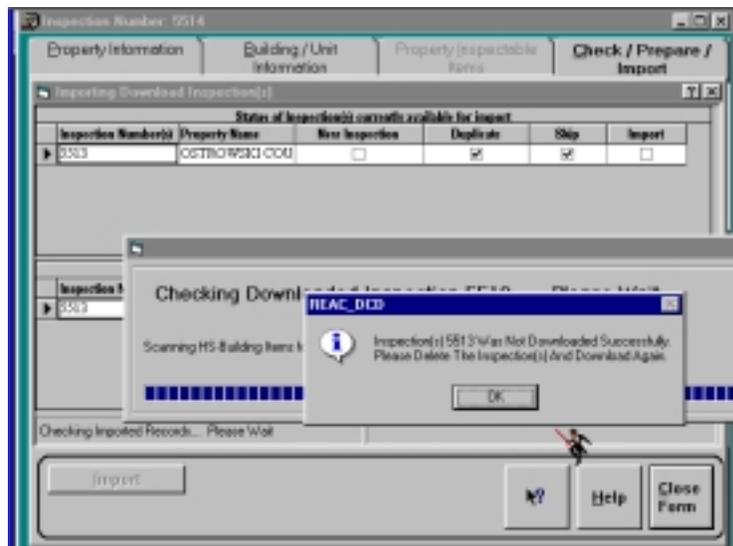
If there are errors, an error window displays describing the error.



Continue to tap on the **Yes** button to page through all of the error messages or tap on the **No** button

After the last error message or when the **No** button is tapped, a message window displays confirming that the download was unsuccessful

Tap on  to page through all of the error messages or tap on the  button.



Tap on the **OK** button

Tap on . The **Check/Prepare/Import** screen displays.

**PLEASE NOTE:**

The error messages are indications that part of the inspection data is missing. Regardless of how complete the inspection appears on the **Property Inspectable Items** screen, **DATA IS MISSING**. The following steps must be taken to correct the problem.

- Delete the inspection
- Compress the Database
- Download the inspection again

If error messages appear after the inspection has been downloaded for the second time, contact your Contractor Help Desk.

*Background Information:*

If you are unable to download information due to:

*No dialtone*—Recheck all cable connections, check the line through the use of a phone, or use another line.

*Busy Signal*—Wait a few minutes and try again, verify “Dialing Properties” to ensure only the desired dialing prefixes are being used.

*Internet Error 4, 5, or 99*—Disconnect from the Internet and exit the inspection program, restart, and try again.

*Message stating “No inspection/property data was found/downloaded!”*—Verify the inspection ID to make sure you are not using the property ID or a PHA/FHA number.

*Unable to get past the Basic Authentication Form*—Ensure you are using the correct Inspector ID and password.

If you are still unable to download an inspection, contact your (contractor) Help Desk.