

Inspection Review Quick Reference Guide for Servicing Mortgagees (Ver. 1.0) (Master Schedulers)

*Physical Assessment Subsystem (PASS)
Release 3.1.0*

**U.S. Department of Housing and
Urban Development**
Real Estate Assessment Center (REAC)

07 / 27 / 2001

TABLE OF CONTENTS

CHAPTER 1 - INTRODUCTION	1-1
Background	1-1
Objectives	1-1
Organization of Manual	1-2
Terms and Abbreviations.....	1-3
Software and Hardware Requirements	1-4
If You Need Help	1-5
Contact Us by E-mail.....	1-5
Contact Us by Phone.....	1-9
Contact Us by Standard US Mail.....	1-9
CHAPTER 2 – ACCESS INSPECTION REVIEW	2-1
Authorized User Login	2-1
Inspection Review Query Page	2-5
Inspection Uploaded Table.....	2-6
Inspection Summaries Page.....	2-7
Inspection Review Query Fields.....	2-10
View Uploads.....	2-12
View Downloads	2-14
View Summary	2-17
Access Inspector Review – Inspector Inbox.....	2-19
Contractor Review	
Property	2-20
Participant Page	2-21
Building Page.....	2-22
NA/Defects Page	2-23
Sample Page	2-25
Summary page	2-26
Update Inspector Review – Inspector Inbox.....	2-28
Exit Inspection Review	2-30
APPENDIX A – BROWSER BASICS.....	A-1
Browser Window Elements	A-1
Bookmark a Web Page.....	A-7

CHAPTER 1 - INTRODUCTION

BACKGROUND

The Real Estate Assessment Center (REAC) is a U.S. Department of Housing and Urban Development (HUD) national management center created to centralize and standardize the way HUD monitors and evaluates the physical condition, as well as the financial assessment of HUD properties. This includes over 3,000 Public Housing Authorities (PHA) and over 30,000 Federal Housing Administration (FHA) multifamily insured, direct loan, HUD-held, and Section 8 project-based subsidized properties.

The Physical Assessment Subsystem (PASS) developed by REAC monitors the physical condition of HUD properties based on on-site physical inspections. One component of PASS addressed in this user guide is *Inspection Review*.

During REAC's inspection review process, all discrepancies between the Real Estate Management System (REMS) or Integrated Business System (IBS) data and the data collected by the inspector for a given property are identified by yet another component of PASS called *Checklist*. Upon reviewing each inspected item, REAC decides whether to accept the inspection or place the inspection on hold while getting clarification on the discrepancies. To do this, REAC sends the inspection with comments to the Servicing Mortgagee (or a Master Scheduler acting on behalf of the Servicing Mortgagee). The inspection and comments are accessed by the Servicing Mortgagee or the Servicing Mortgagee's Master Scheduler using the *Inspection Review* component.

OBJECTIVES

The PASS *Inspection Review* serves as a vehicle to notify and get clarification of any discrepancies for Servicing Mortgagee inspections. The Servicing Mortgagee accesses *Inspection Review* via the Internet through the FHA Connection. Master Schedulers working for the Servicing Mortgagee access *Inspection Review* using Secure Systems.

ORGANIZATION OF MANUAL

This *Inspection Review Quick Reference Guide for Mortgagees* provides instructions for using Inspection Review. The following is a brief overview of the contents of the individual chapters and appendices:

- **Chapter 1 - Introduction** includes the purpose of Inspection Review, a table of common terms and abbreviations, and information for getting answers to your questions on using the system.
- **Chapter 2 – Access Inspection Review** shows how to access, review, update and resubmit a challenged inspection to REAC.
- **Appendix A – Browser Basics** contains an introduction to using an Internet browser.

TERMS AND ABBREVIATIONS

<i>Term</i>	<i>Definition</i>
CIDR	Centralized Integrated Data Repository
GTM	Government Technical Monitor
HUD	U.S. Department of Housing and Urban Development
PHA	Public Housing Authority
REAC	Real Estate Assessment Center
TAC	Technical Assistance Center
URL	Uniform Resource Locator (also known as a Web address or Internet address)

SOFTWARE AND HARDWARE REQUIREMENTS

The electronic inspection review of physical inspections using PASS Servicing Mortgagee Inspection Review software requires computer resources and an Internet browser. The optimum software and hardware resources are recommended for efficiency, although users can operate with the minimum required resources.

Minimum Hardware Resources

Processor: 486
RAM: 8 MB
Modem: 14.4 kb
Video card: 256k

Minimum Software Resources

Windows 95 or higher
Netscape* 4.5 or higher
Microsoft Office 95 or higher
Adobe Acrobat 4 or higher
Internet Connection Software

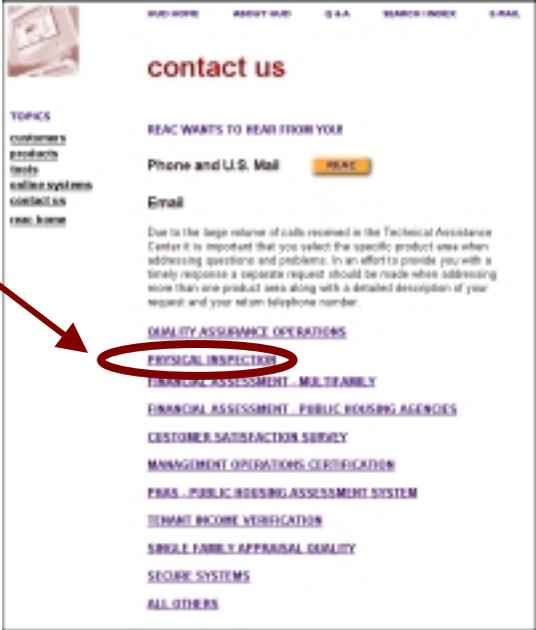
*Copyright© Netscape Communications Corporation. All rights reserved. Protected by the copyright laws of the United States and international treaties.

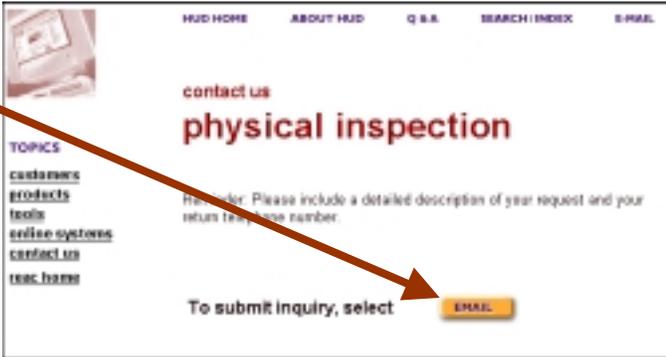
IF YOU NEED HELP

If you have a question, comment, or problem regarding PASS, you can get help by contacting the REAC. There are three methods for contacting the REAC:

- e-mail
- telephone
- standard U.S. mail

CONTACT US BY E-MAIL

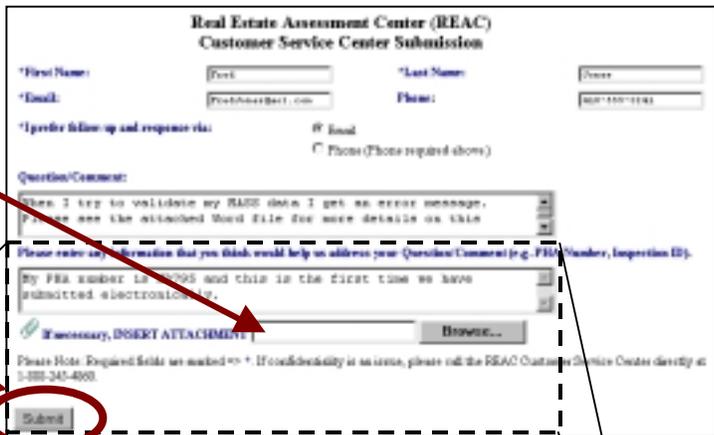
<i>Action</i>	<i>Example</i>
<p>1. Access the <i>Real Estate Assessment Center (REAC)</i> home page.</p> <p>2. Click on the Contact Us link to display the <i>Contact Us</i> page.</p>	 <p>The URL address is: www.hud.gov/offices/reac</p>
<p>3. Click on the specific product area when addressing questions or problems. For Physical Inspection questions or comments, click on the Physical Inspection link.</p>	

Action	Example
<p>4. Click on the EMAIL button to display the <i>Customer Service Center* Submission</i> page.</p>	
<p>5. Click in the First Name field, enter the information requested, then press tab and repeat for the remaining fields. (The table on the next page contains descriptions of each field.)</p> <p><i>Note: If you wish to attach a file to this message, see page 1-8 for instructions.</i></p> <p>6. Click the Submit button once all the fields are complete.</p>	<p>The <i>Customer Service Center* Submission</i> page:</p> 

FIELD NAME	DESCRIPTION
* First Name	Click in this box and enter your first name. (This field is required.)
* Last Name	Tab and enter your last name. (This field is required.)
* Email	Tab and enter your full e-mail address. (This field is required.)
Phone	Tab and enter your phone number.
* Response Preference	Click on either the Phone or Email radio button to select your preferred response method.
Question/ Comment	Tab and enter your question or comments. Be as specific as possible.
Additional Information	Tab and enter any additional information pertaining to your question (e.g., PHA number).
Insert Attachment	If appropriate, attach a file by typing in the file's path or by clicking on the Browse button. See the following page for an explanation of this process.
<i>* Fields with an asterisk * are required fields.</i>	

ATTACH A FILE TO A TAC E-MAIL

Overview: This process shows how to attach a file to a Technical Assistance Center (TAC) e-mail. For complete details on sending a help request to TAC via e-mail, see page 1-5.

Action	Example
<ol style="list-style-type: none">1. Click inside the INSERT ATTACHMENT field.2. Type in the file name and full path of the file to be attached (e.g., C:\MyDocuments\Helpme.doc).3. Click on the Submit button.	<p>The <i>Customer Service Center Submission Form</i>:</p>  <p>Real Estate Assessment Center (REAC) Customer Service Center Submission</p> <p>*First Name: <input type="text"/> *Last Name: <input type="text"/> *Email: <input type="text"/> Phone: <input type="text"/> *I prefer follow up and response via: <input type="radio"/> Email <input type="radio"/> Phone (Phone required above)</p> <p>Question/Comment: When I try to validate my PASS data I get an error message. Please see the attached Word File for more details on this.</p> <p>Please enter any information that you think would help us address your Question/Comment (e.g. PHA Number, Inspection ID). My PHA number is ND795 and this is the first time we have submitted electronically.</p> <p>If necessary, INSERT ATTACHMENT <input type="text"/> Browse...</p> <p>Please Note: Required fields are marked with *. If confidentiality is an issue, please call the REAC Customer Service Center directly at 1-888-245-4060.</p> <p>Submit</p>



NOTE: If you are familiar with browsing in Windows, you may use the **Browse** button next to the **INSERT ATTACHMENT** field to locate the file to attach, rather than typing in the file name and path manually.

CONTACT US BY PHONE

You can call the REAC Technical Assistance Center with system questions toll-free, Monday through Friday, 7:00 a.m. to 8:30 p.m., Eastern Standard Time at:

1-888-245-4860

The Contractor's Help Desk can contact staff in the Technical Support Service Center (Physical Inspection Operations area within REAC) for assistance Monday through Friday from 7:00 A.M. to 5: P.M. Eastern Standard Time at:

1-877-406-9220

CONTACT US BY STANDARD U.S. MAIL

The REAC Technical Assistance Center may be reached by standard U.S. mail at the following address:

**U.S. Department of Housing and Urban Development (HUD)
Real Estate Assessment Center (REAC)
ATTN: Technical Assistance Center
1280 Maryland Avenue, SW, Suite 800
Washington, DC 20024-2635**

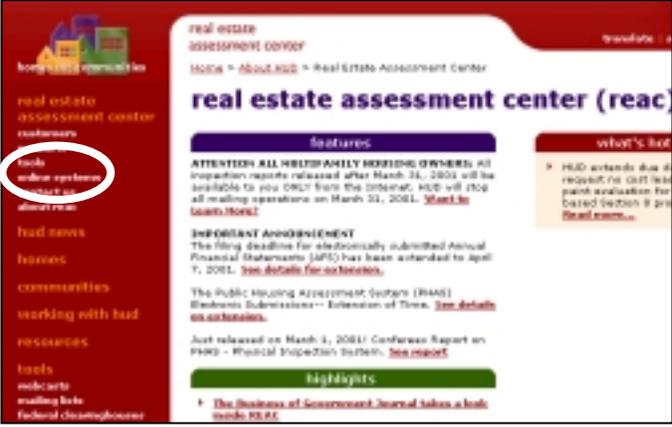
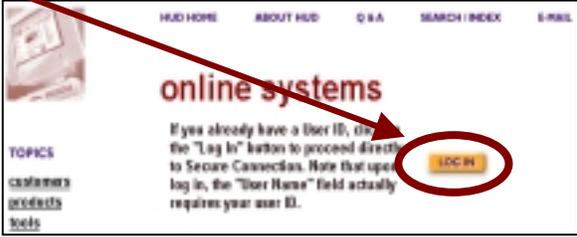
CHAPTER 2 – ACCESS INSPECTION REVIEW

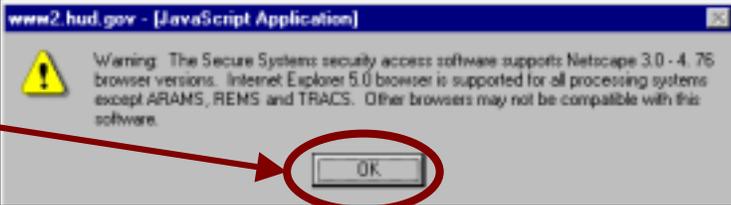
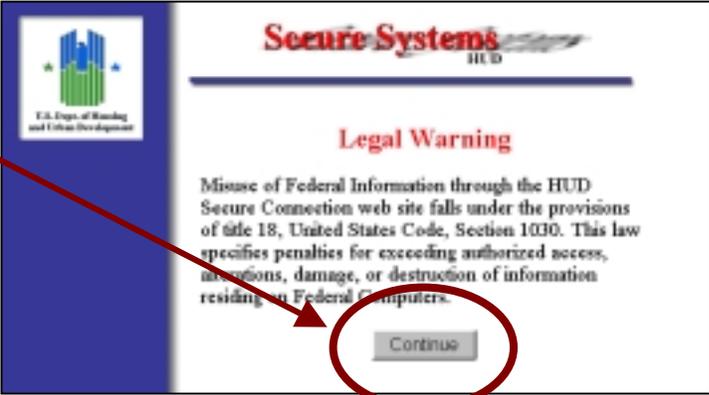
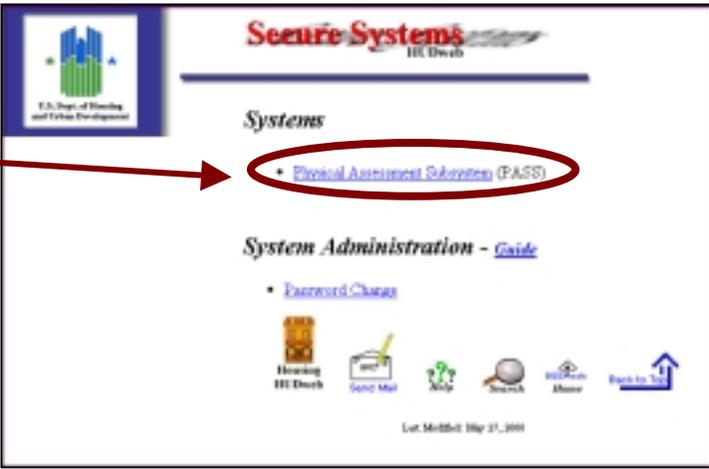
Authorized User Login

Overview: To access PASS Inspection Review, log in using your HUD-issued user ID (e.g., M11111).

Action	Example
<p>1. Click on the browser icon on your Windows desktop to start your browser application. (For example, Netscape, Internet Explorer, or America On Line.)</p> <p>For more information on browsers, see “Appendix A – Browser Basics.”</p>	 <p>The top of the browser window:</p> 
<p>2. Click in the Location* field (see note below) and enter the Web address www.hud.gov/offices/reac</p>	<p><i>Note that the appearance of your browser's main page may vary slightly from the example shown above, but all browsers have a Location field.</i></p>
<p>3. Press Enter to display the <i>Real Estate Assessment Center</i> page:</p>	

 **NOTE:** The **Location** field may show the words “Location,” or “Go To,” “Netsite,” or “Address.”

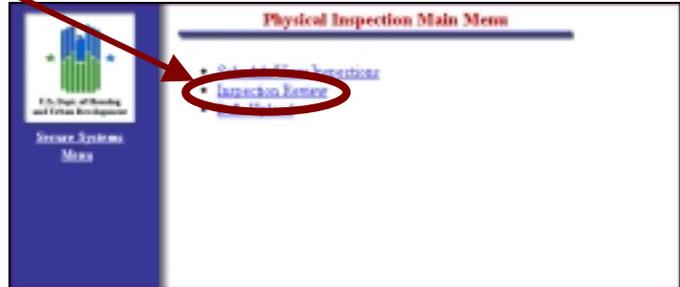
Action	Example
<p>4. Click on the online systems link to display the <i>Online Systems</i> page.</p> <p><i>Screens are updated regularly, so what you see on your screen may appear slightly different from what is shown here.</i></p>	<p>The <i>Real Estate Assessment Center</i> page:</p> 
<p>5. Click on the LOG IN button to display the <i>Username and Password</i> window.</p>	<p>The <i>Online Systems</i> page:</p> 
<p>6. Click in the User Name field and enter your user ID.</p> <p><i>Don't forget to capitalize the initial letter of your user ID when you type it in the User Name field.</i></p> <p>7. Tab to the Password field and type in your password.</p> <p>8. Click the OK button to display the <i>Browser Version Warning</i> window.</p>	<p>The <i>Username and Password</i> window:</p> 

Action	Example
<p>9. If this is the first time you've entered the system on a given day, you may receive a notice about Internet browser versions. If you do, read it and then click OK to display the <i>Legal Warning</i> page.</p> <p><i>If you don't see the Browser Warning window, the Legal Warning page displays instead, as shown in the next step.</i></p>	<p>The <i>Browser Version Warning</i> window MAY display:</p> 
<p>10. Click on the Continue button to display the <i>Secure Systems</i> page.</p>	<p>The <i>Legal Warning</i> page:</p> 
<p>11. Click on the link for the Physical Assessment Subsystem (PASS) to display the <i>Physical Inspection Main Menu</i> page.</p>	<p>The <i>Secure Systems</i> page:</p>  <p><i>Depending on your user ID's configuration, you may see more links than those shown above.</i></p>

Action **Example**

12. Click on the **Inspection Review** link to display the *Inspection Review - Query* page or the *Inspection Review - Select Organization* page.

The *Physical Inspection Main Menu* page:



If you represent multiple Servicing Mortgagees, this *Select Organization* page displays:



13. Click on the desired *Servicing Mortgagee* from the drop down list, then click on the **Select Organization** button to display the *Inspection Review Query* page.

If you represent both Contractors and Servicing Mortgagees, this *Select Organization* page displays.



13. Click on the desired *Servicing Mortgagee* or *Contractor* from the drop-down lists, then click on the **Select Organization** button to display the *Inspection Review Query* page.

Note: If you represent only a single Servicing Mortgagee or Contractor, the Inspection Review Query page displays automatically after step 12.

The *Inspection Review Query* page displays:



INSPECTION REVIEW QUERY PAGE

The *Inspection Review Query* page consists of two sections: an *Inspection Uploaded Table* section and a *Query* section. The *Inspection Uploaded Table* at the top of the page displays the number of physical inspection data transfer attempts, as well as the number of physical inspections successfully transferred (uploaded) to the central database by the Servicing Mortgagee or inspectors working for the Servicing Mortgagee. Links on the **Upload Problems** and **Successfully Uploaded** fields provide access to Summary Reports. The Summaries accessed through the *Inspections Uploaded Table* list each inspection uploaded successfully, as well as inspections that encountered errors in the upload process.

In addition, data is provided on the number of inspections that are either accepted or rejected by REAC. The table also displays data on the number of challenged items posted, responded, and expired. Links are available on the *Posted*, *Responded* and *Expired* columns that provide access to the *Inspector Inbox*.

The *Query* section at the bottom of the page allows you to search for inspections based on specific criteria, such as, *Inspector ID*, *Status Date*, *Inspection Number*, and *Status*. Queries allow you to view lists of uploaded inspections, downloaded inspections, and a summary list of uploaded and downloaded inspections.

Inspection Uploaded Table

	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired
Last Night	0	0	0	0	0	0	0
To Date	10	10	0	0	2	0	0

Query Section

Select Type:
 View Upload View Download View Summary

Inspector ID:

 M30002
 M30016
 M30020

Status Date:
 From:
 To:
 (mm/dd/yyyy)

Inspection No.:

Status:

INSPECTION UPLOADED TABLE

The *Inspection Uploaded Table* is a summary table located at the top of the *Inspection Review Query* page. The seven column headings (categories) are *Upload Problems*, *Successfully Uploaded*, *Accepted*, *Rejected*, *Posted*, *Responded* and *Expired*.



Created On **October 20 2000 8:56AM** for Organization "**SMITHER MORTGAGE GROUP**"

	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired
Last Night	0	0	0	0	0	0	0
To Date	10	10	0	0	2	0	0

- The **Upload Problems** category reflects the number of errors encountered while uploading inspection data. This number is the total number of inspections uploaded that encountered an error during processing.
- **Successfully Uploaded** category reflects every inspection that was successfully uploaded to the Centralized Integrated Data Repository (CIDR) and processed.
- The third and fourth columns provide the total number of all inspections **Accepted** or **Rejected**.
- The **Posted** column informs the Servicing Mortgagee of the number of inspections that have been challenged and sent for clarification. Once the Servicing Mortgagee reviews the challenged inspection and sends the information back to REAC, the **Responded** column is updated.
- If the Servicing Mortgagee does not answer the challenged inspection before the expiration date given by REAC, the **Expired** column is updated.

The *Last Night* row shows the total number of inspections in any category from the previous night. The *To Date* row shows the total number of inspections to date for each category. Access the *Inspection Summaries* page by clicking on any one of the number links in the columns *Upload Problems* or *Successfully Uploaded*. The *Inspection Summaries* page lists the inspections, time uploaded and any errors that occurred.



NOTE: If the number link is **0**, no Inspection Summaries will be displayed.

THE INSPECTION SUMMARIES PAGE

Overview: Follow this process to display the *Inspection Summaries* page.

Action	Example
---------------	----------------

1. Click on a number link in the *Last Night* or *To Date* row.

For this example, *Upload Problems To Date* is selected.

The *Inspection Review Query* page:

	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired
Last Night	0	0	0	0	0	0	0
To Date	10	10	0	0	2	0	0

2. Click on an inspection number link to display the *Inspection Details* page (e.g., [59527](#)).

The *Inspection Summaries* page displays:

Below is a summary of uploaded inspections. Click on an Inspection Number below to see more details.

Inspection No.	Time Uploaded	Time Error Occurred	Error
59527	08/10/1999 21:56:38	Mar 22 2000 1:00:34	Inspection Locked By BEAC
59528	08/10/1999 21:56:38	Apr 19 2000 7:09:56 PM	Inspection Locked By BEAC
59529	08/10/1999 21:56:38	Apr 20 2000 4:40:00 PM	Inspection Locked By BEAC
59530	08/10/1999 21:56:38	Apr 21 2000 3:48:00 PM	Inspection Locked By BEAC
59531	08/10/1999 21:56:38	Apr 27 2000 3:33:00 PM	Inspection Locked By BEAC
59532	08/10/1999 21:56:38	May 8 2000 6:28:00 AM	Inspection Locked By BEAC
59533	08/10/1999 21:56:38	Aug 7 2000 5:39:00 AM	Inspection Locked By BEAC
59534	08/10/1999 21:56:38	Aug 7 2000 6:07:00 AM	Inspection Locked By BEAC
59535	08/10/1999 21:56:38	Aug 7 2000 6:27:00 AM	Inspection Locked By BEAC
59536	08/10/1999 21:56:38	Aug 29 2000 4:20:00 PM	Inspection Locked By BEAC



NOTE: The *Inspection Summaries* page lists each problem item (error) encountered while uploading the inspections on a separate line.

Action	Example
---------------	----------------

- Click on the **Close** button to return to the *Inspection Summaries* page.

The *Inspections Details* page displays:

Inspection Details for Inspection 59527

Property ID:	80113456
Property Address:	49 Bemar Drive Leona, OH 33334
Inspection Date:	08/09/1999 11:39:29
Building Count:	2
Building Total:	2
Dwelling Total:	6
Vacant Unit Count:	0
Previous Inspection:	
Comments:	
Last Updated:	08/09/1999 11:39:29

 [Internal Report \(Previous\)](#)
 [Internal Report](#)

The **Internal Report (Previous)** link displays the previous year's inspection summary report.

The **Internal Report** link displays the current Inspection Summary Report for that inspection. When the **Internal Report** link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.

- Click on the **Close** button to display the *Inspection Review Query* page.

The *Inspection Summaries* page displays:

Inspection Summaries

Below is a summary of uploaded inspections. Click on an Inspection Number below to see more details.

Inspection No.	Time Uploaded	Time Error Occurred	Error
1	59527	Mar 22 2000 1:26PM	Inspection Locked By BEAC
2	59528	Apr 19 2000 7:05PM	Inspection Locked By BEAC
3	59529	Apr 20 2000 4:40PM	Inspection Locked By BEAC
4	59530	Apr 21 2000 3:43PM	Inspection Locked By BEAC
5	59531	Apr 27 2000 3:38PM	Inspection Locked By BEAC
6	59532	May 8 2000 6:28PM	Inspection Locked By BEAC
7	59533	Aug 7 2000 5:39PM	Inspection Locked By BEAC
8	59534	Aug 7 2000 6:07PM	Inspection Locked By BEAC
9	59535	Aug 7 2000 6:27PM	Inspection Locked By BEAC
10	59536	Aug 29 2000 4:20PM	Inspection Locked By BEAC

Action **Example**

The *Inspection Review Query* page displays:

inspection review
 Created On October 20 2000 8:56:14M for Organization "EMTNER MORTGAGE GROUP"

	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired
Last Night	0	0	0	0	0	0	0
To Date	10	10	0	0	2	0	0

Select Type:
 View Upload View Download View Summary

Inspector ID:

Status Date:
 From:
 To:
 (mm/dd/yyyy)

Inspection No.:
Status:

INSPECTION REVIEW QUERY FIELDS

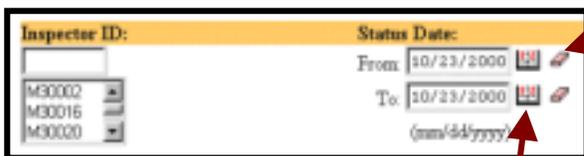
- **Select Type** radio buttons select the type of inspection information to be viewed (i.e. uploaded inspections, downloaded inspections or summaries).

	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired
Last Night	0	0	0	0	0	0	0
To Date	10	10	0	0	2	0	0

- **Inspector ID** field drop-down arrow lists inspector ID numbers. Leave this field blank to include all the inspectors in the search.
- **Status Date** searches inspections within a date range. The default is the current date. To enter other dates use the *Calendar* window (see next page).

- **Inspection No.** field allows you to search for a specific physical inspection by entering the inspection's number. Leave this field blank to include all inspection numbers in the search.
- **Status** field allows you to search by the inspection's status. Click on the right drop-down arrow to display the list of statuses. Leave this field blank to include all statuses in the search. The Status selections are:
 - Successfully Uploaded (including Accepted, Rejected, Posted, Responded, or Expired)
 - Not Yet Processed
 - Stuck In Staging
- **View Upload / Download / Summary** button changes depending on which **Select Type** radio button is selected. For example, when the **View Summary** radio button (in the "Select Type" area) is selected, the button's name changes to **View Summary**. Click on this button to view inspections based on the search criteria entered on the rest of the *Inspection Review Query* page.

To select a date using the *Calendar* window:



- If desired, click on the **Erase** icons to clear the date fields and generate a search with no dates.

The *Calendar* window:

- Click on the **Calendar** button to display the *Calendar* window.

- Click on the  or  to move forward or backward by month.

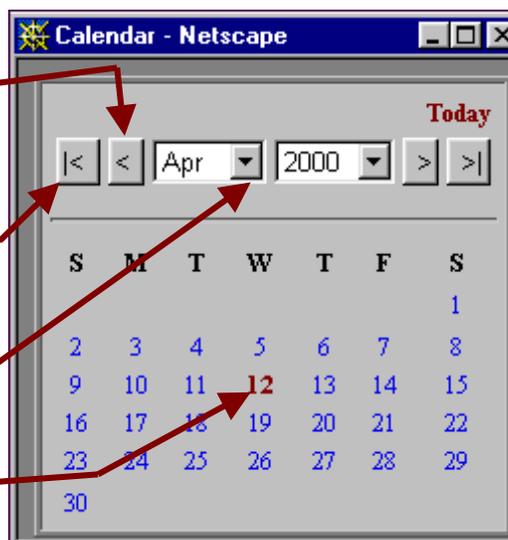
- Click on the  or  to move forward or backward by year.

OR

- Click on the drop-down arrows to select the month and year from the **Month** and **Year** menus.

- Click on a date (e.g., 12) to select a date in the current month.

- The *Calendar* window closes when you select a day or click on the **X** button.



VIEW UPLOADS

Overview: The *Inspection Uploads* page lists all the physical inspections uploaded to CIDR, REAC's database, based on the query criteria entered. The *Status* column on the *Inspection Uploads* page indicates whether the upload is posted, accepted, rejected, new, engineer in progress, engineer complete, GTM in progress, complete, or marked for deletion.

Action	Example
<ol style="list-style-type: none"> 1. Click on the View Upload radio button. 2. Optional: Select the search criteria under the <i>Inspector ID</i>, <i>Status Date</i>, <i>Inspection No.</i> and/or <i>Status</i> areas. 3. Click on the View Upload button to display the <i>Inspections Upload</i> page. 	<p>The <i>Inspection Review Query</i> page:</p>
<ol style="list-style-type: none"> 4. Click on an inspection number link (e.g., <u>54811</u>) to display the <i>Inspection Details</i> page. <p><i>Note: The Change Search Criteria button allows you to return to the <i>Inspection Review Query</i> page to enter different search criteria.</i></p>	<p>The <i>Inspection Uploads</i> page displays:</p> <p><i>If the list is long, use the scroll bar to see the entire list.</i></p>

Action **Example**

- Click on the **Close** button to return to the *Inspection Uploads* page.

The *Inspection Details* page:

Inspection Details for Inspection 54811

Property ID:	8101457	 Internal Report (Previous)
Property Address:	111 Sargon Avenue Winch, Va 33111	
Inspection Date:	06/16/1999 10:02:40	 Internal Report
Building Count:	4	
Building Total:	9	
Dwelling Total:	52	
Vacant Unit Count:	0	
Previous Inspection:		
Comments:		
Last Updated:	06/16/1999 10:02:40	

The **Internal Report (Previous)** link displays the previous year's *Inspection Summary Report*.

The **Internal Report** link displays the current *Inspection Summary Report* for that inspection. When the **Internal Report** link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.

The ***Inspection Uploads*** page displays:

- Click on the **Change Search Criteria** button to return to the *Query* page.

Inspection Uploads

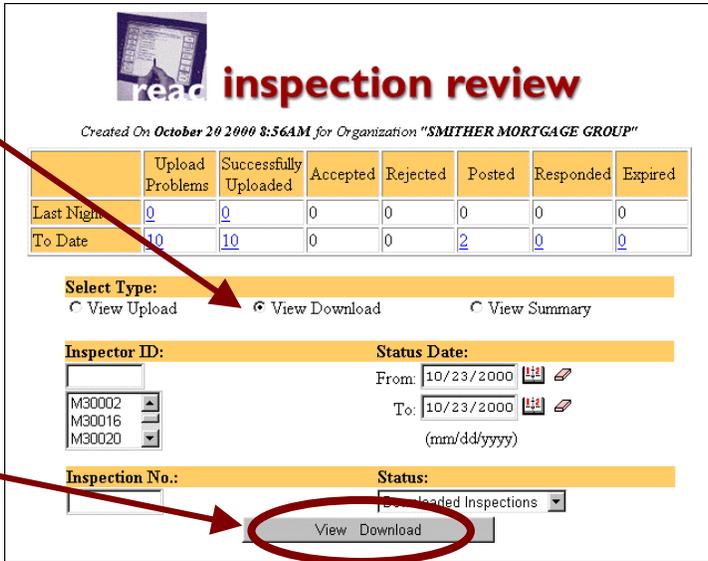
Name of Servicing Mortgagee

Successfully Uploaded Inspections
10 Records found

	Inspector	Inspection No.	Time Uploaded	Status
1	Smith (M30185)	54811	Jan 16 1999 12:45AM	COMPLETE
2	Jones (M30199)	51333	Jan 17 1999 12:46AM	COMPLETE
	Hicks (M30108)	51332	Jan 18 1999 12:44AM	COMPLETE
4	West (M30105)	51333	Jan 21 1999 12:46AM	COMPLETE
5	Hill (M30307)	51285	Jan 22 1999 12:46AM	COMPLETE
6	Woods (M30414)	51287	Jan 22 1999 12:46AM	COMPLETE
7	Jacks (M30609)	51385	Jan 23 1999 12:47AM	COMPLETE
8	Hill (M30411)	51323	Jan 23 1999 12:47AM	COMPLETE
9	Long (M30911)	52625	Jan 24 1999 12:46AM	COMPLETE
10	Kir (M30333)	51392	Jan 28 1999 11:49AM	COMPLETE

VIEW DOWNLOADS

Overview: The **Downloaded Inspections** page lists all the physical inspections downloaded for the specified query criteria.

Action	Example
<p>1. Click on the View Download radio button.</p> <p><i>Note: The View Upload button at the bottom of the page changes to the View Download button.</i></p> <p>2. Optional: Select additional search criteria in the <i>Inspector ID, Status Date, Inspection No. and/or Status</i> areas.</p> <p>3. Click on the View Download button to display the Downloaded Inspections page.</p>	<p>The Inspection Review Query page:</p> 
<p>4. Click on an inspection number link to view the Inspection Details page. (In this example, Inspection No. 59501 is selected.)</p> <p><i>Note: The Change Criteria button allows you to return to the Inspection Review Query page to enter different search criteria.</i></p>	<p>The Downloaded Inspections page:</p> 

Action **Example**

- Click on the **Close** button to return to the *Downloaded Inspections* page.

The *Inspection Details* page:

Inspection Details for Inspection 59501

Property ID:	201940
Property Address:	128 North Capital Lane Fort Royal, Tenn. 37111
Inspection Date:	10/13/2008 13:35:47
Building Count:	2
Building Total:	3
Dwelling Total:	10
Vacant Unit Count:	0
Previous Inspection:	
Comments:	
Last Updated:	10/13/2008 13:35:47


[Internal Report \(Previous\)](#)


[Internal Report](#)

The **Internal Report (Previous)** link displays the previous year's *Inspection Summary Report*.

The **Internal Report** link appears if the inspection has been uploaded and processed. Click on it to display the *Inspection Summary Report* for that inspection. When the **Internal Report** link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.

- Click on the **Change Criteria** button to return to the *Inspection Review Query* page.

The *Downloaded Inspections* page displays:

Downloaded Inspections
2 Records Found

Inspector	Inspection No.	Time Downloaded	Status
1 BILLS (081344)	59501	Oct 13 2008 12:00AM	OK
2 WILSON (081361)	59502	Oct 13 2008 12:00AM	FAILED-11



NOTE: If an error occurred during the download, the *Status* column provides a status error link. To display the error message, click on the failed number link. (In this example, **FAILED-11**.)

Inspection Query - Netscape

Inspection Query—Errors

Action **Example**

The *Inspection Review Query* page:

read inspection review

Created On October 20 2000 8:56AM for Organization "SMITHER MORTGAGE GROUP"

	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired
Last Night	0	0	0	0	0	0	0
To Date	10	10	0	0	2	0	0

Select Type:
 View Upload View Download View Summary

Inspector ID:
 M30002
 M30016
 M30020

Status Date:
 From: 10/23/2000
 To: 10/23/2000
 (mm/dd/yyyy)

Inspection No.: **Status:** Downloaded Inspections

View Download

VIEW SUMMARY

Overview: The *Inspection Summary* page lists all the inspections that have been uploaded and downloaded within the query criteria.

Action	Example
--------	---------

1. Click on the **View Summary** radio button.

*Note: The **View Upload** button at the bottom of the page changes to the **View Summary** button.*

2. Optional: Select additional search criteria in the *Inspector ID*, *Status Date*, *Inspection No.* and/or *Status* areas.

3. Click on the **View Summary** button to display the *Inspection Summary* page.

The *Inspection Review Query* page:

Inspection Review Query

Select Type:
 View Upload View Download View Summary

Inspector ID:
 M30016
 M30020
 M30029

Status Date:
 From: 10/23/2000
 To: 10/23/2000
 (mm/dd/yyyy)

Inspection No.:
 [All Inspections]

View Summary

The *Inspection Summary* page displays:

Inspection Summary

Successfully Uploaded Inspections
12 Records Found

Inspector	Inspection No.	Time Uploaded	Status
1 Smart (M11114)	52018	May 6 1999 12:31AM	COMPLETE
2 Grant (M17431)	52019	May 6 1999 12:33 AM	COMPLETE
3 Titum (M41411)	52020	May 18 1999 12:35AM	COMPLETE
4 Hise (M11111)	52021	May 18 1999 12:35AM	COMPLETE
7 Jackson (M73824)	52122	May 13 1999 12:40AM	COMPLETE
8 Coats (M01813)	51436	May 18 1999 1:03AM	COMPLETE
9 Marshall (M33461)	52428	May 19 1999 12:39AM	COMPLETE
30 Hsieh (M20501)	52468	May 19 1999 12:39AM	COMPLETE
31 Jansz (M43972)	51843	May 28 1999 12:41AM	COMPLETE
32 Lee (M13423)	52427	May 28 1999 12:41AM	COMPLETE

Not Yet Processed Inspections
1 Record Found

Inspector	Inspection No.	Time Uploaded	Status
SMITH (M45119)	43017	Aug 31 1999 2:07 AM	OE

Stack In Progress Inspections
1 Record Found

Inspector	Inspection No.	Time Uploaded	Status
GILMORE (M1122)	53117	Aug 12 1999 2:18 AM	PAUSED 156

Downloaded Inspections
2 Records Found

Inspector	Inspection No.	Time Downloaded	Status
1 BILLS (M1144)	52581	Oct 13 2000 12:00AM	OE
3 WELSH (M1161)	52582	Oct 13 2000 12:00AM	OE

Change Criteria

4. Click on an Inspection Number link to view the *Inspection Details* page (e.g. 57218).

Action **Example**

- Click on the **Close** button to return to the *Inspection Summary* page.

The **Internal Report (Previous)** link displays the previous year's *Inspection Summary Report*.

The **Internal Report** link displays the current *Inspection Summary Report* for that inspection. When the **Internal Report** link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.

The *Inspection Details* page displays:

The *Inspection Summary* page displays:

- Click on the **Change Criteria** button to return to the *Inspection Review Query* page.

ACCESS INSPECTOR REVIEW - INSPECTOR INBOX

Overview: The Master Scheduler for the Servicing Mortgagee can make changes to the challenged inspection information and provide comments.

Action	Example
--------	---------

1. Click on one of the links in the *Posted*, *Responded*, or *Expired* columns to display the **Inspector Review – Inspector Inbox** page.

The top of the **Inspection Review Query** page:

	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired
Last Night	0	0	0	0	0	0	0
To Date	10	10	0	0	2	0	0

2. Click on the desired *Inspection Number* link (e.g. [2034](#)) to display that inspection with the first page, **Contractor Review - Property** page.

The **Inspector Review – Inspector Inbox** page displays:

Inspection Number	Inspector ID	Property Name	Expiration Date	Status	No of Corrections	No of Problems	Ready for HUD
2034	M11111	ROYAL PLACE	11-12-2000	Posted	0	0	No
5029	M30002	MONT CLARE APARTMENTS	11-12-2000	Posted	2	4	No



NOTE: Click on the **Sorted By** drop-down arrow, if applicable, to select how the data in the *Inbox* should be sorted. The sort default is by **Inspection Number**.

Changes cannot be made to inspections with a status of “Expired” or “Responded.”

Action	Example
---------------	----------------

ITEMS CHALLENGED:

3. Update the necessary fields in the Updated Inspection column.
4. Enter your comments in the **Comments** field
OR
Click on the checkbox for **Required information has been supplied.**

*Clicking the box causes the system to insert the text "Required information has been supplied." The **Comments** field is required, so you must either check the box or enter your own comment text.*
5. Click on the **Save** button to save the updated information. (Click on the **Reset** button to return all fields to their original values.)

ITEMS NOT CHALLENGED:

This example shows challenged items. An unchallenged item would have no active fields and no **Save** or **Reset** buttons.

The *Contractor Review – Property* page displays:

The **Internal Report (Previous)** link displays the previous Inspection Summary Report.

The **Internal Report** link displays the current Inspection Summary Report for that inspection. When the **Internal Report** link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.



NOTE: Required fields are marked with an asterisk (*) and must be updated. Updated data will be lost if not saved before going to the next tab.

CONTRACTOR REVIEW - PARTICIPANT PAGE

Overview: The Master Scheduler for the Servicing Mortgagee can make changes to the challenged participant information and provide comments. If the participant information is not challenged, all fields are view only and the **Contractor Comments** field is not visible.



Click on the **Participant** tab to display the *Contractor Review – Participant* page.

The **Internal Report (Previous)** link displays the previous year's *Inspection Summary Report*.

The **Internal Report** link displays the current *Inspection Summary Report* for that inspection. When the **Internal Report** link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.

ITEMS NOT CHALLENGED:

This example shows no challenges, so there are no active fields and no **Save** or **Reset** buttons.

ITEMS CHALLENGED:

A challenged item would include active fields and **Save** and **Reset** buttons. Update the necessary fields, then click on the **Save** button (not shown).

The *Contractor Review - Participant* page:

* Indicated Required Data		Updated Inspection
Participant ID:	0001	
Organization Name:	CONCRETE DATA	CONCRETE DATA
First Name:	John	John
Middle Name:		
Last Name:	John	John
Phone Number:	(205) 555-1212	(205) 555-1212
Fax Number:	(205) 555-7111	(205) 555-7111
E-mail Address:		
Address Line 1:	41 21st St	41 21st St
Address Line 2:	Post Office Box 1440	Post Office Box 1440
City:	Warren	Warren
State:	Alabama	Alabama
Zip:	35402-0108	35402-0108
* Indicated Required Data		Updated Inspection
Participant ID:	0171	
Organization Name:	JONES REALTY CO. INC.	JONES REALTY CO. INC.
Role:	Management Agent	Management Agent
First Name:	Janice	Janice
Middle Name:		
Last Name:	Janice	Janice
Phone Number:	(205) 755-8181	(205) 755-8181
Fax Number:	(205) 172-1480	(205) 172-1480
E-mail Address:		
Address Line 1:	41 21st St	41 21st St
Address Line 2:	P. O. Box 1331	P. O. Box 1331
City:	Warren	Warren
State:	Alabama	Alabama
Zip:	35402-1111	35402-1111



NOTE: For a challenged report, all required fields must be updated. Required fields are marked with an asterisk (*). Updated data will be lost if not saved before going to the next tab.

The **Contractor Comments** field (not shown) **must** be updated manually or by checking the **Required information has been supplied** check box.

CONTRACTOR REVIEW - BUILDING PAGE

Overview: The Master Scheduler for the Servicing Mortgagee can make changes to challenged items and provide comments. If the information is not challenged, the **Building** page shows no data.

Action	Example
--------	---------

Click on the **Building** tab to display the *Contractor Review – Building* page.

The **Internal Report (Previous)** link displays the previous year's *Inspection Summary Report*.

The **Internal Report** link displays the current *Inspection Summary Report* for that inspection. When the **Internal Report** is selected a disclaimer is displayed indicating that the report is not final or available for distribution.

ITEMS CHALLENGED :

1. Update the necessary fields and enter the Contractor's comments in the **Contractor Comments** field.
2. Click on the **Save** button to save the updated information. (To return the fields to the original values, click on the **Reset** button.)

ITEMS NOT CHALLENGED:

This example shows challenged items. If the building information is not challenged, the narrative "no data" displays and there are no **Save** or **Reset** buttons.

The *Contractor Review - Building* page:



NOTE: All required fields must be updated. Required fields are marked with an asterisk (*). Updated data will be lost if not saved before going to the next tab.

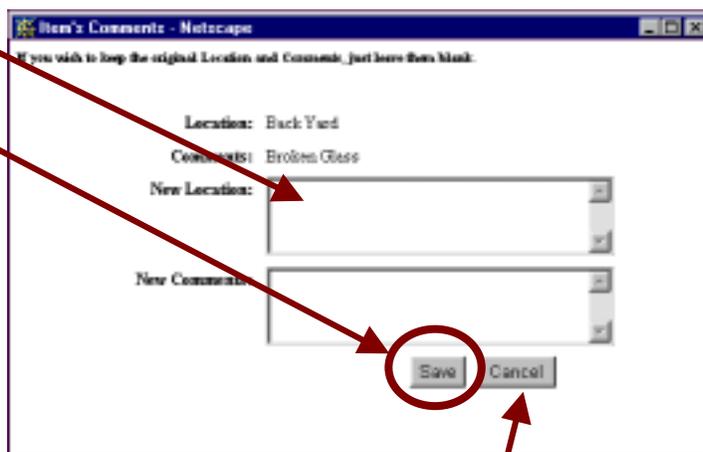
CONTRACTOR REVIEW - NA/DEFECTS PAGE

Overview: The Master Scheduler for the Servicing Mortgagee can make changes to the challenged items and provide comments. If the information is not challenged, the **NA/Defects** page shows no data.

Action	Example
<p>Click the NA/Defects tab to display the <i>Contractor Review – NA/Defects</i> page.</p> <p>The <u>Internal Report (Previous)</u> link displays the previous year's <i>Inspection Summary</i>.</p> <p>The <u>Internal Report</u> link displays the current <i>Inspection Summary Report</i> for that inspection. When the <u>Internal Report</u> link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.</p> <p>Certificate options:</p> <ul style="list-style-type: none"> • Yes – a valid certificate is available • No – a valid certification is not available • NA – a certificate is not needed <p>Challenged Inspectable Item options:</p> <ul style="list-style-type: none"> • NA – can be changed to NOD or remain NA • NOD – can be changed to NA or remain NOD • L1, L2, or L3 – can be changed to another level or deleted <p>ITEMS CHALLENGED:</p> <ol style="list-style-type: none"> 1. Click on the L3 link (if the rating is L3) to display the <i>Item's Comments</i> page. <p>This allows the entry of a new location and comments for the L3 item.</p>	<p>The <i>Contractor Review – NA/Defects</i> page:</p>

2. Click in the **New Location** and **New Comments** boxes and enter the desired text.
3. Click on the **Save** button to save the updated information and to display the **NA/Defects** page again.

The **Items Comments** page displays:



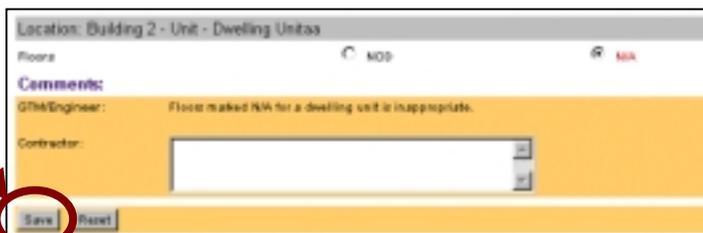
NOTE: Click on the **Cancel** button to return to the **NA/Defects** page without making any changes.

4. Update the necessary fields on the **NA/Defects** page and enter the Contractor's comments.

*The **Contractor Comments** field must be updated.*

5. Click on the **Save** button to save the updated information. (To return the fields to the original values, click on the **Reset** button.)

The bottom of the **Contractor Review – NA/Defects** page:



ITEMS NOT CHALLENGED:

This example shows a challenged item. If the information is not challenged, the narrative "no data" is displayed.

CONTRACTOR REVIEW - SAMPLE PAGE

Overview: If the sample is challenged, the Master Scheduler for the Servicing Mortgagee can only update the **Contractor Comments** field. If the sample is not challenged, the **Contractor Comments** field is not visible.

<i>Action</i>	<i>Example</i>
---------------	----------------

Click on the **Sample** tab to display the *Contractor Review – Sample* page.

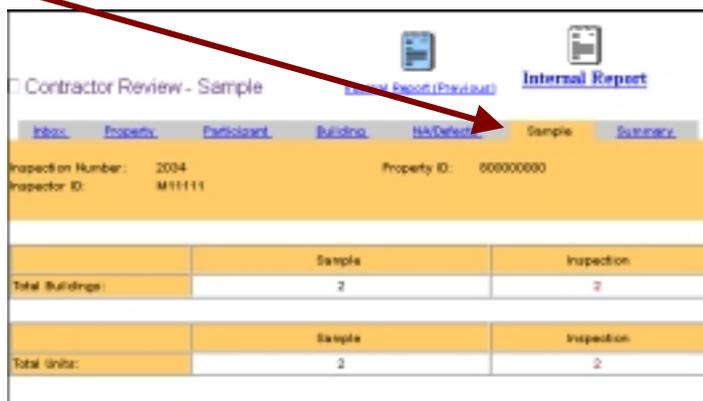
ITEMS NOT CHALLENGED:

This example shows no challenges. All field are view only and there are no **Save** or **Reset** buttons.

ITEMS CHALLENGED:

A challenged sample would include the **Contractor Comments** field and **Save** and **Reset** buttons. Update the **Contractor Comments** field, then click on the **Save** button (not shown).

The *Contractor Review – Sample* page:



The **Internal Report (Previous)** link displays the previous year's Inspection Summary Report.

The **Internal Report** link displays the current Inspection Summary Report for that inspection. When the **Internal Report** link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.



NOTE: All required fields must be updated. Required fields are marked with an asterisk (*). Updated data will be lost if not saved before going to the next tab.

CONTRACTOR REVIEW – SUMMARY PAGE

Overview: The **Contractor Review – Summary** page provides the Master Scheduler for the Servicing Mortgagee with a summary list of the inspection’s challenged items. This process shows how to save the challenged items list to a file, which can then be attached to an e-mail and sent to the inspector responsible for the inspection.



1. Click on the **Summary** tab to display the **Contractor Review – Summary** page.

There are no editable fields in the Contract Review – Summary page.

*The **Internal Report (Previous)** link displays the previous year’s Inspection Summary Report.*

*The **Internal Report** link displays the current Inspection Summary Report for that inspection. When the **Internal Report** link is selected a disclaimer is displayed indicating that the report is not final or available for distribution.*

2. Hold down the **CTRL** key on your keyboard and tap the “**S**” key to display the **Save As** dialogue box.

The **Contractor Review – Summary** page:

Contractor Review - Summary

Home Search Default Notice My/MyData **Summary**

Inspection Number: 2008 Property ID: 00000000
Inspector ID: 001111

Property

Property Name	Remodel Date	Inspected Inspection
10000000	00/00/00	00/00/00
Property Address Line 1	NEW COUNTY DRIVE	
Property Address Line 2	10 10 100	
City	BOATON	
State	Alabama	
Zip	35003	
Phone Number	000 1111111	
Comments	Please verify address	

Building 1

Name	Building 1
Building Type	Apartment
Construction Year	1971
Building Units	1
Responsible Person	None Defined
Building Comments	
Street Line 1	NEW COUNTY DR
Street Line 2	10 10 100
City	BOATON
State	ALABAMA
Zip	35003
Warning	The LBP Disclosure Form and/or LBP Inspection Report appear to be inappropriate for the given year (i.e. 1900). The building address appears to have been updated.
Comments	

Building 2

Name	Building 2
Building Type	Apartment
Construction Year	1971
Building Units	1
Responsible Person	None Defined
Building Comments	
Street Line 1	NEW COUNTY DR
Street Line 2	10 10 100
City	BOATON
State	ALABAMA
Zip	35003
Warning	The building address appears to have been updated.
Comments	

NA/Defects

Location: Certificate

Lead Based Paint Disclosure Form	No
Comments	The LBP Disclosure Form and/or LBP Inspection Report appear to be inappropriate for the given year (i.e. 1900).
Lead Based Paint Inspection Report	No
Comments	The LBP Disclosure Form and/or LBP Inspection Report appear to be inappropriate for the given year (i.e. 1900).

Location: Site - Site

Mapping Software	Yes	Location: Example Site
Comments	Comment appears to be unrelated to observed deficiencies	
Manual Appeal	No	
Comments	Manual Appeal marked NA or Mapping-MS	

Location: Building 2 - Unit - Challenging Status

Phone	No
Comments	Please marked NA for a building unit/inappropriate

Action **Example**

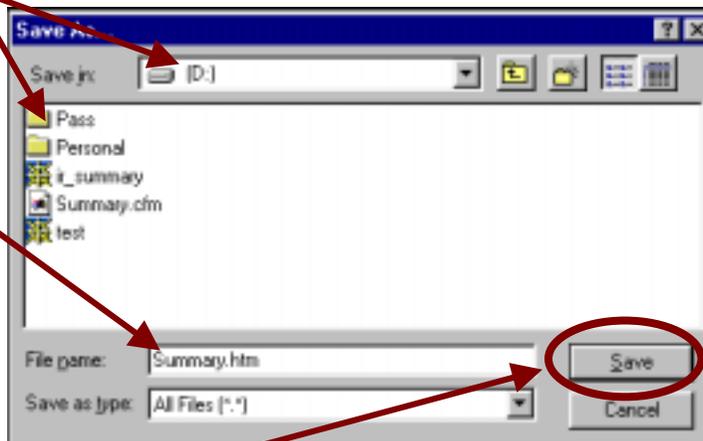
3. Select the desired drive and folder where the file is to be saved.

4. Click in the **File Name** field and type a file name with the extension **.htm**.

*In the example shown at right the file is saved to the D:\ drive, the file name is **Summary**, and the file extension is **.htm**.*

5. Click on **Save** to save the file.

The **Save As** dialogue box displays:



NOTE: This file can be attached to an email and sent to the inspector that conducted the inspection.

UPDATE INSPECTOR REVIEW - INSPECTOR INBOX

Action	Example
--------	---------

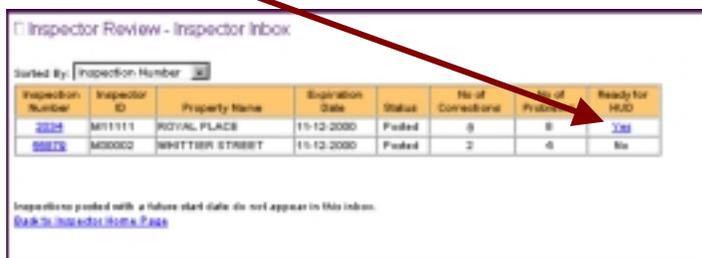
1. Click on the **Inbox** tab to display the *Inspector Review – Inspector Inbox* page.

The *Inspector Review – Inspector Inbox* page:



2. Click on the **Yes** link in the *Ready For HUD* column to display the *Resubmit Confirmation* window.

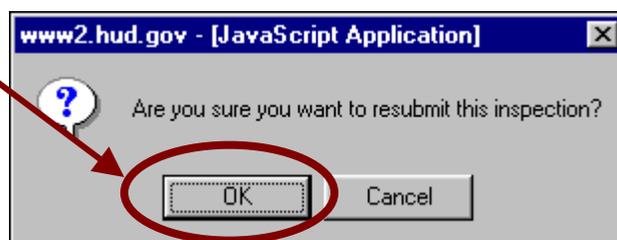
The *Inspector Review - Inspector Inbox* displays:

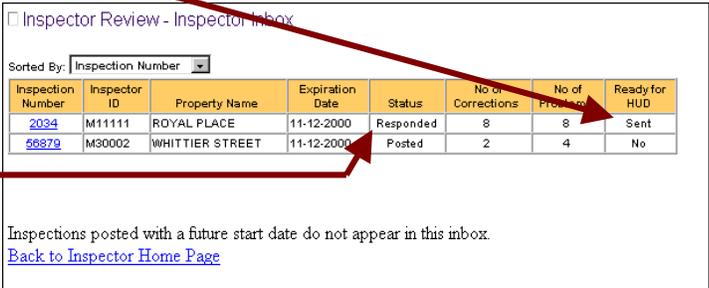


NOTE: The number of corrections must equal the number of problems before the **Yes** link appears in the *Ready For HUD* column.

3. Click on the **OK** button to resubmit the inspection and to display the *Inspector Review – Inspector Inbox* page again.

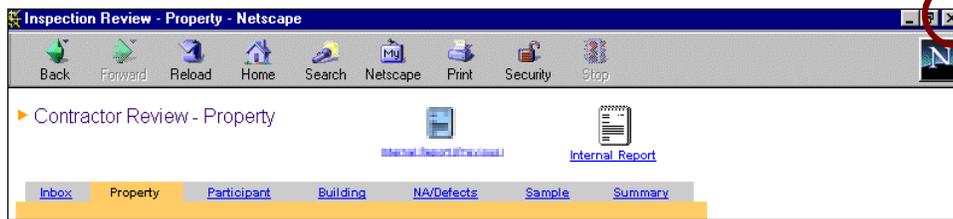
The *Resubmit Confirmation* window:



Action	Example																								
<p><i>Note: The Yes link in the Ready for HUD column changes to Sent and Status changes from Posted to Responded.</i></p> <p><i>The inspection remains in the Inspector Inbox until the inspection is completed by HUD.</i></p>	<p>The Inspector Review – Inspector Inbox page displays:</p>  <p>Inspector Review - Inspector Inbox</p> <p>Sorted By: <input type="text" value="Inspection Number"/></p> <table border="1"><thead><tr><th>Inspection Number</th><th>Inspector ID</th><th>Property Name</th><th>Expiration Date</th><th>Status</th><th>No of Corrections</th><th>No of Protocols</th><th>Ready for HUD</th></tr></thead><tbody><tr><td>2034</td><td>M11111</td><td>ROYAL PLACE</td><td>11-12-2000</td><td>Responded</td><td>8</td><td>8</td><td>Sent</td></tr><tr><td>58879</td><td>M30002</td><td>WHITTIER STREET</td><td>11-12-2000</td><td>Posted</td><td>2</td><td>4</td><td>No</td></tr></tbody></table> <p>Inspections posted with a future start date do not appear in this inbox. Back to Inspector Home Page</p>	Inspection Number	Inspector ID	Property Name	Expiration Date	Status	No of Corrections	No of Protocols	Ready for HUD	2034	M11111	ROYAL PLACE	11-12-2000	Responded	8	8	Sent	58879	M30002	WHITTIER STREET	11-12-2000	Posted	2	4	No
Inspection Number	Inspector ID	Property Name	Expiration Date	Status	No of Corrections	No of Protocols	Ready for HUD																		
2034	M11111	ROYAL PLACE	11-12-2000	Responded	8	8	Sent																		
58879	M30002	WHITTIER STREET	11-12-2000	Posted	2	4	No																		

EXIT INSPECTION REVIEW

Remember to save any changes before exiting. To exit the system at any time, click on the  button located at the top of any ***Inspection Review*** page.

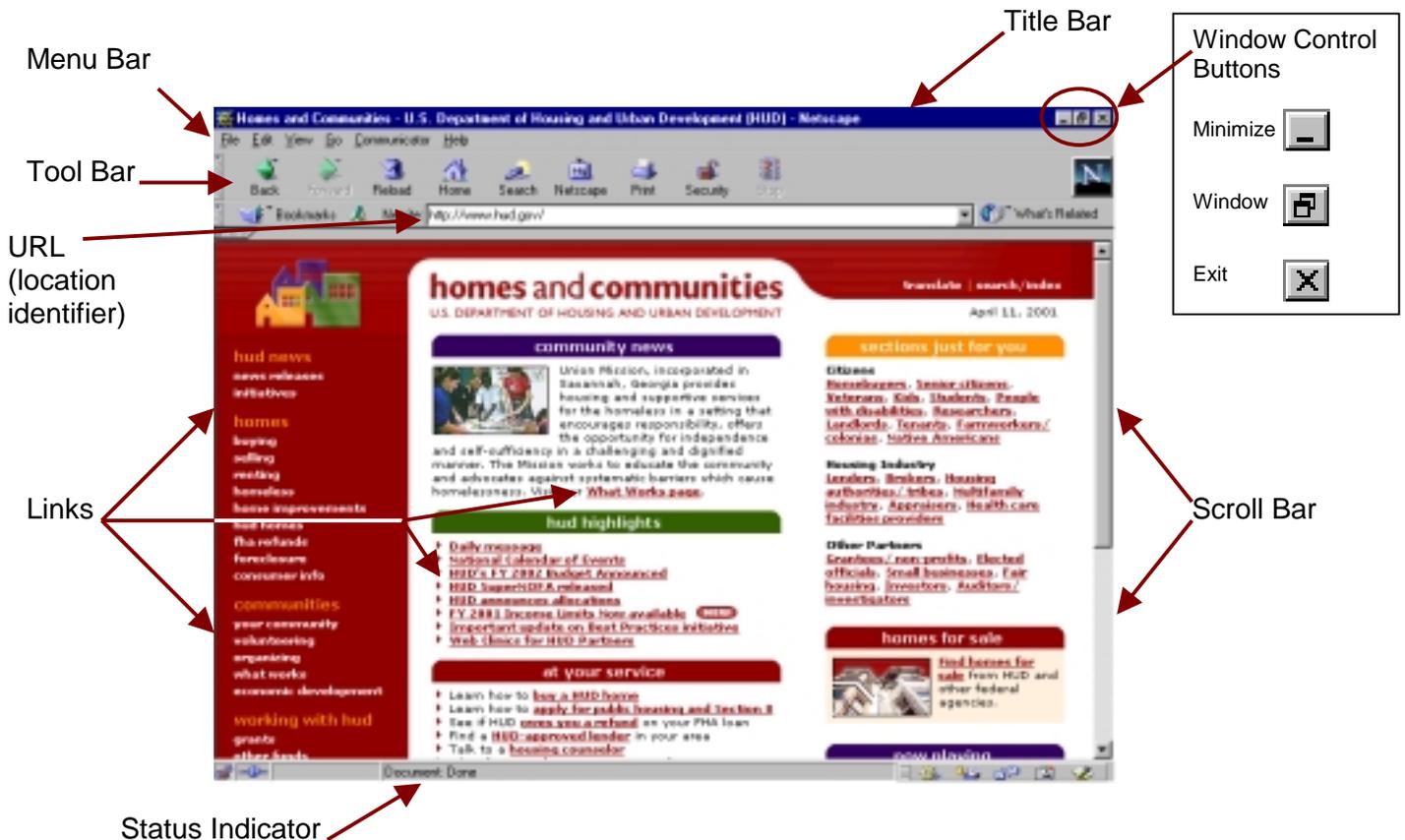


APPENDIX A: BROWSER BASICS

PASS/Inspection Review is accessible to users via the Internet. This appendix provides basic instruction on the aspects and functions of an Internet browser.

A browser allows you to access **Web sites**, which are composed of one or more web pages that display in the browser window, as in the example below. A **Web page** is a document or image with a unique address or location on the Web. (A Web address is also known as a “Uniform Resource Locator” or URL. For example, the URL for the *HUD Home* page is **www.hud.gov**.)

BROWSER WINDOW ELEMENTS



NOTE: Above is an example of a typical browser window (in this case Netscape Communicator 4.5) displaying the *HUD Home* page. Other Web browsers, such as Microsoft Internet Explorer, have similar screen layouts and equivalent functionality.

TITLE BAR

The browser's *Title* bar stretches across the very top of the window and usually displays the title of the Web page currently displayed in the window ▼.



If more than one window is open in the browser, the title bar of the active window is bold (or darker), while the title bar(s) of the other open window(s) appear faded (or lighter).

BROWSER WINDOW CONTROL BUTTONS



In the right corner of the *Title* bar (the top of the browser window) are three control buttons, called the **Minimize**, **Window** and **Exit** buttons, respectively.

Minimize: The **Minimize** button reduces (or minimizes) the browser window to a small block (or *Title* box) located on the Windows Desktop Toolbar. (This lets you work in another application for a while without exiting the browser.) To enlarge the window back to full size, click on the appropriate title box on your Windows Desktop *Toolbar*.



Window: The **Window** button reduces the browser window to a smaller size, and lets you drag and resize the browser window. This permits you to view any other application windows that may be open on the Windows desktop. This button's appearance changes, depending on the state of the window.



When the current window is "maximized" (takes up the whole screen), the **Window** button looks like this:



Click on it to put the browser window into a scalable window on your Windows desktop.

When the current window is not maximized (is already in a scalable window), the **Window** button looks like this:



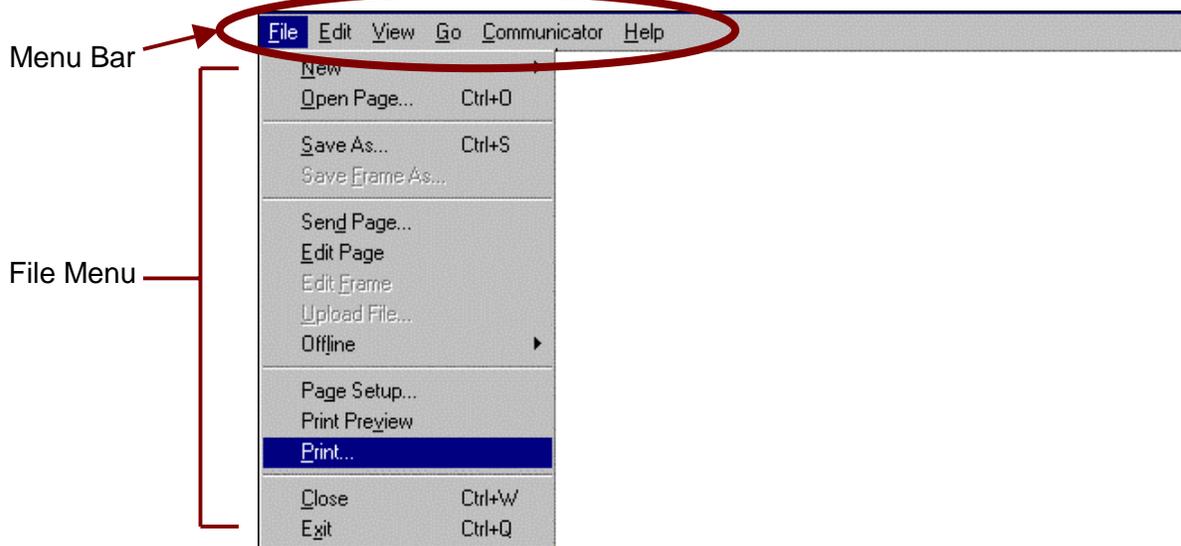
Click on it to maximize the window (cause it to fill the whole screen).

Exit: The **Exit** button (sometimes called the **Close** button) closes the browser application, logs you off the HUD Secure Web Systems Web site (if you're currently logged on), and returns you to the Windows desktop.



MENU BAR

The menu bar provides drop-down menus for browser functions. To display a drop down menu, click on the menu item. To activate a menu option, click on that option.



Depending on what you are doing in your browser at any given time, some menu options may not be available. Menu options that appear faded (such as the “Save Frame As...” and “Edit Frame” options in the example above) are not available.

TOOL BAR

The *Tool* bar consists of buttons representing browser functions.



Available functions are buttons with bold text and graphics. A *Tool* bar button appears faded if the function is not currently available.



NOTE: The **Lock** icon  indicates whether the current Web page is secure or not. A secure Web page is one blocked from non-authorized Internet users (through logon accounts or other methods). This is useful for pages containing sensitive information, such as financial or housing data. If the lock appears closed, the page is secure. If the lock is open (as shown above), a Web page is not secure.

LOCATION IDENTIFIER

The unique address or location of the Web document or application is called the Uniform Resource Locator (URL), and is often called a Web address. The URL identifies a particular Web page among all the computers on the Internet, such as the address for the REAC Web site: **www.hud.gov/reac**.

To enter a URL (a Web Address):

1. Click in your browser's **Location, Go To, Netsite** or **Address** field to place the flashing cursor in that field. (This is the same field, however the field name shown may be any of these names).



2. If there is already text in the field (as in our example above), press the **Delete** or **Backspace** key until the text in the field is cleared.
3. Type in the desired URL (Web Address), in this case **www.hud.gov/offices/reac**.



3. Press the **Enter** key.

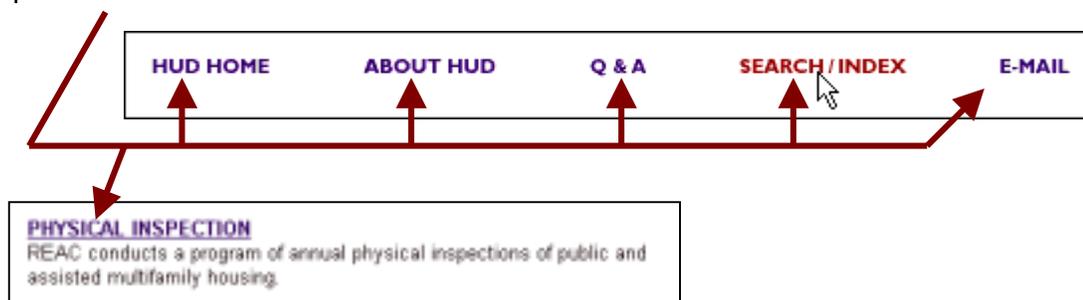


*The browser automatically adds the **http://** to the address and connects to the Web page at that address. Depending on many factors, connection time may vary.*

LINKS

A link provides a method to move quickly from the current page to another Web page. Links are typically underlined, although they do not have to be. Click on a particular link **TO** move to that particular page. Once the link is accessed, it typically changes color to indicate that you have accessed it once before.

Some examples of links:



STATUS BAR

The *Status* bar indicates the status of whatever action is being performed at that time (as do some other screen elements).

If the browser is performing an action (for example, searching a database for information or attempting to display a complex graphic on the screen):

- in Netscape, the Netscape logo in the upper right corner of the window  displays with comets flying across it.

- the **Stop** button on the Tool bar  is bold and the red “stop light” is on.

- the *Status* indicator bar at the bottom of the window (near the lock icon ) describes the status (See example below ▼).



When the browser has completed an action:

- In Netscape, the logo returns to its static state  (no flying comets).

- the **Stop** button appears faded .

- the *Status* indicator bar reads “Document: Done,” as in the example below ▼.



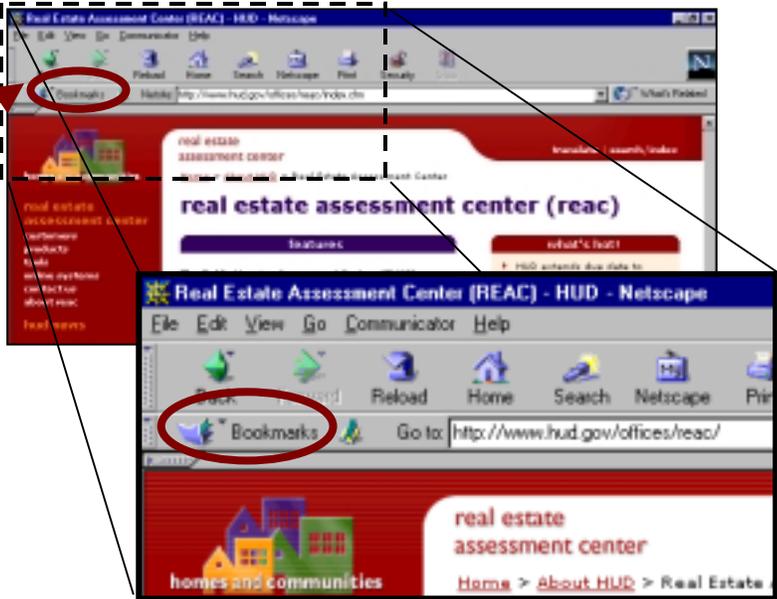
SCROLL BARS

Scroll bars appear whenever there is more information to display on the screen or in the dialog box or list box than can be seen within the window. There are horizontal and vertical scroll bars. Clicking on an arrow on a horizontal scroll bar causes the display to move left or right, while clicking on an arrow on a vertical scroll bar causes the display to move up or down. This way, all the additional information on a page can be seen. Below is an example of a horizontal scroll bar ▼.



BOOKMARK A WEB PAGE

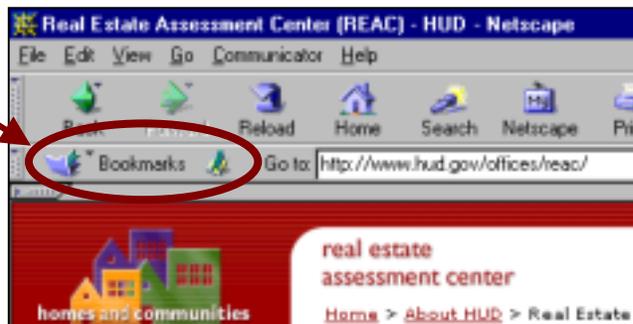
Overview: Bookmarks provide a quick way to access Web pages you visit often. By bookmarking a Web site, you don't have to remember the URL address or type it in to access it. In this example, you will add the *HUD/REAC Home* page as a bookmark.

<i>Action</i>	<i>Example</i>
<p>1. In your browser, go to the Web page you wish to bookmark. (In this case, www.hud.gov/offices/reac/.)</p> <p>2. Click in the Bookmarks button (next to the URL locator bar) to display the <i>Bookmarks</i> menu.</p>	<p>The browser displaying the <i>HUD/REAC Home</i> page:</p> 
<p>3. Click on the Add Bookmark option to add the current Web site page to your list of bookmarked sites.</p>	<p>The <i>Bookmarks</i> menu:</p>  <p>After you click on the Add Bookmark option, the <i>Bookmarks</i> menu will disappear from the screen.</p>

Action **Example**

- 4. Click in the **Bookmarks** button again to display the *Bookmarks* menu.

The browser with the *HUD/REAC Home* page displayed:



The *Bookmark* menu with the new *HUD/REAC Home* page option:



*You may test if this worked by exiting out of your browser, then starting it again. Click on the **Bookmarks** button and click on the *HUD/REAC* bookmark option. The *HUD/REAC* page should display.*

Notice that the new bookmark has been added to your list. (See “Note” below.)



NOTE: If your Bookmark list already contains other bookmarks, the new bookmark for HUD/REAC will appear at the end of your list of available bookmarks (rather than as the first option, as shown above).