

# Inspection Review Quick Reference Guide for Servicing Mortgagees (Ver 1.0)

*Physical Assessment Subsystem (PASS)  
Release 3.1.0*

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

**07 / 27 / 2001**

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# 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 is 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 the 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 in the 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 Connections.

## ***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***

<b><i>Term</i></b>	<b><i>Definition</i></b>
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

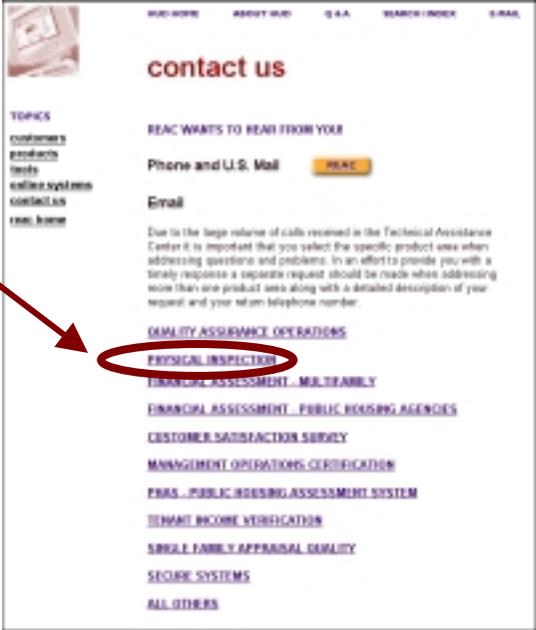
\*Copyright© Netscape Communications Corporation. All rights reserved. Protected by the copyright laws of the United States and international treaties.

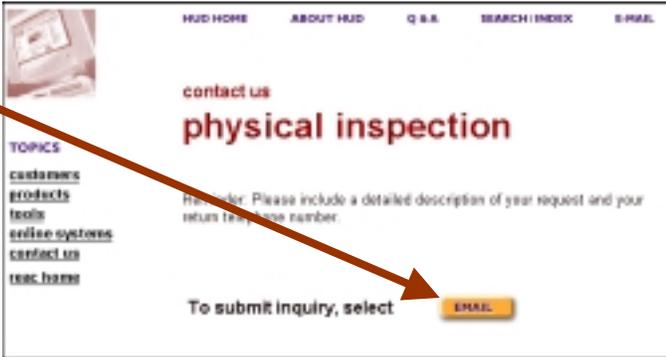
## IF YOU NEED HELP

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 <b>Contact Us</b> link to display the <i>Contact Us</i> page.</p>	 <p>The URL address is: <a href="http://www.hud.gov/offices/reac">www.hud.gov/offices/reac</a></p>
<p>3. Click on the specific product area when addressing questions or problems. For Physical Inspection questions or comments, click on the <b>Physical Inspection</b> link.</p>	

Action	Example
<p>4. Click on the <b>EMAIL</b> button to display the <i>Customer Service Center* Submission</i> page.</p>	
<p>5. Click in the <b>First Name</b> 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 <b>Submit</b> button once all the fields are complete.</p>	<p>The <i>Customer Service Center* Submission</i> page:</p> 

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

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.

The *Customer Service Center Submission Form*:

Real Estate Assessment Center (REAC)  
Customer Service Center Submission

\*First Name:  \*Last Name:   
\*Email:  Phone:

\*I prefer follow up and response via:  Email  Phone (Phone required above)

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.

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.

If necessary, INSERT ATTACHMENT  Browse...

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.

Submit

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.

If necessary, INSERT ATTACHMENT  Browse...

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.

Submit



**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:** Follow this process to login, access PASS, and display the *Inspection Review* page.

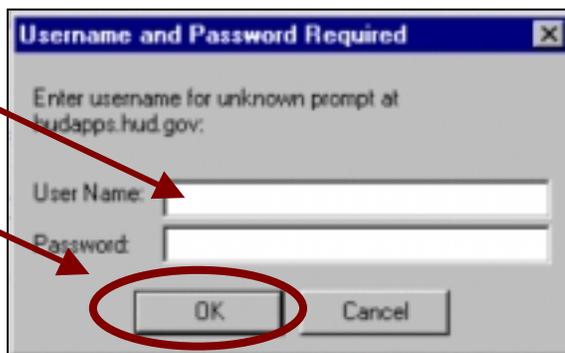
Action	Example
<p>1. Click on the browser icon on your Windows desktop to start your browser application. (For example, Netscape, Internet Explorer, or America On Line.)</p> <p><i>For more information on browsers, see "Appendix A – Browser Basics."</i></p>	 <p>The browser's <b>Location</b> field:</p> 
<p>2. Click in the browser's <b>Location</b> field.</p>	<p>The <i>Welcome to the FHA Connection</i> page displays:</p> 
<p>3. Enter the Web address <b>https://entp.hud.gov/clas</b> exactly as shown and press <b>Enter</b> to display the <i>Welcome to the FHA Connection</i> page:</p>	
<p>4. Click on the <b>Sign On</b> icon to display the <i>Username and Password</i> window.</p>	

<b>Action</b>	<b>Example</b>
<p>5. Click in the <b>User Name</b> field and enter your user ID.</p> <p><i>The user ID and password are case-sensitive. Remember to use a capital letter when entering the user ID, e.g. M12347.</i></p> <p>6. Tab the <b>Password</b> field and enter your password.</p> <p>7. Click on <b>OK</b> to display the <i>FHA Connection</i> page.</p>	<p>The <i>Username and Password</i> window displays:</p> 
<p>8. Click on the <b>Multi Family FHA</b> link to display the <i>Multifamily FHA</i> page.</p>	<p>The <i>FHA Connection</i> page displays:</p> 
<p>9. Click on the <b>Physical Assessment Subsystem</b> link to display the <i>Username and Password Required</i> window.</p>	<p>The <i>Multifamily FHA</i> page:</p> 

<b>Action</b>	<b>Example</b>
---------------	----------------

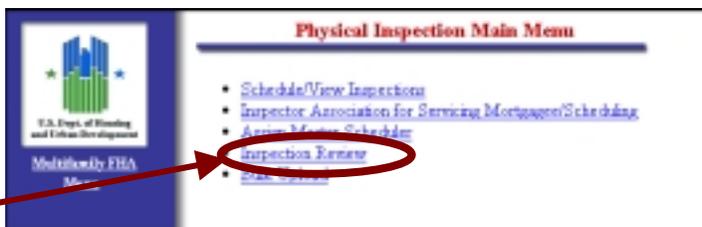
10. Click in the **User Name** field and enter your user ID.
11. Tab to the **Password** field and enter your password.
12. Click on **OK** to display the *Physical Inspection Main Menu* page.

The *Username and Password Required* window:

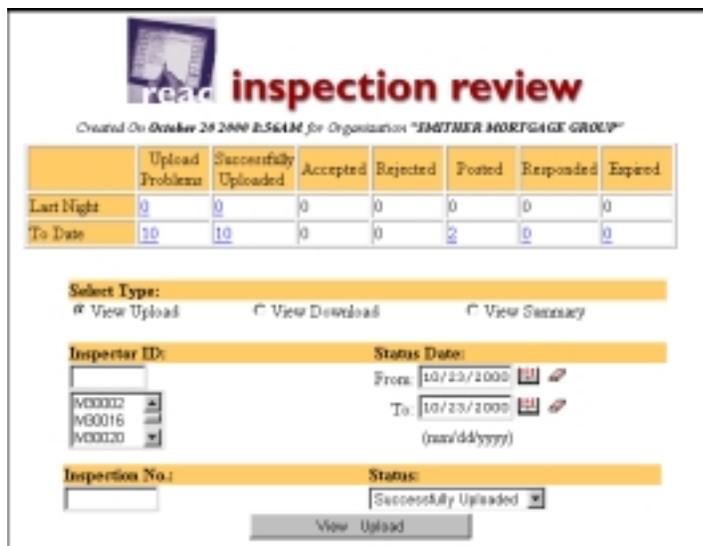


13. Click on the **Inspection Review** link to display the *Inspection Review Query* page.

The *Physical Inspection Main Menu* page:



The *Inspection Review Query* page:



## 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	<a href="#">0</a>	<a href="#">0</a>	0	0	0	0	0
To Date	<a href="#">10</a>	<a href="#">10</a>	0	0	<a href="#">2</a>	<a href="#">0</a>	<a href="#">0</a>

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*.

	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired
Last Night	<a href="#">0</a>	<a href="#">0</a>	0	0	0	0	0
To Date	<a href="#">10</a>	<a href="#">10</a>	0	0	<a href="#">2</a>	<a href="#">0</a>	<a href="#">0</a>

- 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.

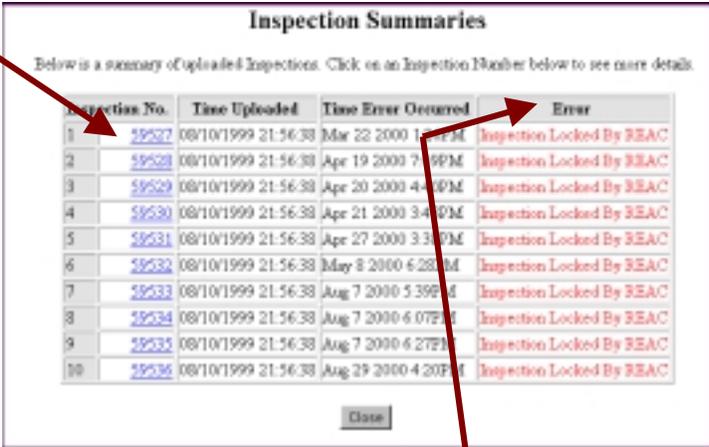
The *Last Night* row shows the total number of inspections in any category from the previous night. The *To Date* row shows the total number of inspections to date for each category. Access the *Inspection Summaries* page by clicking on any one of the number links in the columns *Upload Problems* or *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																																												
<p>1. Click on a number link in the <i>Last Night</i> or <i>To Date</i> row.</p> <p><i>For this example, Upload Problems To Date is selected.</i></p>	<p>The <i>Inspection Review Query</i> page:</p>  <table border="1" data-bbox="781 569 1490 848"> <thead> <tr> <th></th> <th>Upload Problems</th> <th>Successfully Uploaded</th> <th>Accepted</th> <th>Rejected</th> <th>Posted</th> <th>Responded</th> <th>Expired</th> </tr> </thead> <tbody> <tr> <td>Last Night</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>To Date</td> <td><b>10</b></td> <td>10</td> <td>0</td> <td>0</td> <td>2</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired	Last Night	0	0	0	0	0	0	0	To Date	<b>10</b>	10	0	0	2	0	0																				
	Upload Problems	Successfully Uploaded	Accepted	Rejected	Posted	Responded	Expired																																						
Last Night	0	0	0	0	0	0	0																																						
To Date	<b>10</b>	10	0	0	2	0	0																																						
<p>2. Click on an inspection number link to display the <i>Inspection Details</i> page (e.g., <u>59527</u>).</p>	<p>The <i>Inspection Summaries</i> page displays:</p>  <table border="1" data-bbox="781 1056 1490 1503"> <thead> <tr> <th>Inspection No.</th> <th>Time Uploaded</th> <th>Time Error Occurred</th> <th>Error</th> </tr> </thead> <tbody> <tr> <td><a href="#">59527</a></td> <td>08/10/1999 21:56:38</td> <td>Mar 22 2000 1:01:34</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59528</a></td> <td>08/10/1999 21:56:38</td> <td>Apr 19 2000 7:09:56 PM</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59529</a></td> <td>08/10/1999 21:56:38</td> <td>Apr 20 2000 4:44:00 PM</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59530</a></td> <td>08/10/1999 21:56:38</td> <td>Apr 21 2000 3:48:00 PM</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59531</a></td> <td>08/10/1999 21:56:38</td> <td>Apr 27 2000 3:33:00 PM</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59532</a></td> <td>08/10/1999 21:56:38</td> <td>May 8 2000 6:28:00 AM</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59533</a></td> <td>08/10/1999 21:56:38</td> <td>Aug 7 2000 5:39:00 AM</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59534</a></td> <td>08/10/1999 21:56:38</td> <td>Aug 7 2000 6:07:00 AM</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59535</a></td> <td>08/10/1999 21:56:38</td> <td>Aug 7 2000 6:27:00 AM</td> <td>Inspection Locked By BEAC</td> </tr> <tr> <td><a href="#">59536</a></td> <td>08/10/1999 21:56:38</td> <td>Aug 29 2000 4:20:00 PM</td> <td>Inspection Locked By BEAC</td> </tr> </tbody> </table>	Inspection No.	Time Uploaded	Time Error Occurred	Error	<a href="#">59527</a>	08/10/1999 21:56:38	Mar 22 2000 1:01:34	Inspection Locked By BEAC	<a href="#">59528</a>	08/10/1999 21:56:38	Apr 19 2000 7:09:56 PM	Inspection Locked By BEAC	<a href="#">59529</a>	08/10/1999 21:56:38	Apr 20 2000 4:44:00 PM	Inspection Locked By BEAC	<a href="#">59530</a>	08/10/1999 21:56:38	Apr 21 2000 3:48:00 PM	Inspection Locked By BEAC	<a href="#">59531</a>	08/10/1999 21:56:38	Apr 27 2000 3:33:00 PM	Inspection Locked By BEAC	<a href="#">59532</a>	08/10/1999 21:56:38	May 8 2000 6:28:00 AM	Inspection Locked By BEAC	<a href="#">59533</a>	08/10/1999 21:56:38	Aug 7 2000 5:39:00 AM	Inspection Locked By BEAC	<a href="#">59534</a>	08/10/1999 21:56:38	Aug 7 2000 6:07:00 AM	Inspection Locked By BEAC	<a href="#">59535</a>	08/10/1999 21:56:38	Aug 7 2000 6:27:00 AM	Inspection Locked By BEAC	<a href="#">59536</a>	08/10/1999 21:56:38	Aug 29 2000 4:20:00 PM	Inspection Locked By BEAC
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<a href="#">59536</a>	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**

3. 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.

4. 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
<a href="#">59527</a>	08/10/1999 21:56:38	Mar 22 2000 1:26PM	Inspection Locked By BEAC
<a href="#">59528</a>	08/10/1999 21:56:38	Apr 19 2000 7:05PM	Inspection Locked By BEAC
<a href="#">59529</a>	08/10/1999 21:56:38	Apr 20 2000 4:40PM	Inspection Locked By BEAC
<a href="#">59530</a>	08/10/1999 21:56:38	Apr 21 2000 3:43PM	Inspection Locked By BEAC
<a href="#">59531</a>	08/10/1999 21:56:38	Apr 27 2000 3:38PM	Inspection Locked By BEAC
<a href="#">59532</a>	08/10/1999 21:56:38	May 8 2000 6:28PM	Inspection Locked By BEAC
<a href="#">59533</a>	08/10/1999 21:56:38	Aug 7 2000 5:39PM	Inspection Locked By BEAC
<a href="#">59534</a>	08/10/1999 21:56:38	Aug 7 2000 6:07PM	Inspection Locked By BEAC
<a href="#">59535</a>	08/10/1999 21:56:38	Aug 7 2000 6:27PM	Inspection Locked By BEAC
<a href="#">59536</a>	08/10/1999 21:56:38	Aug 23 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: 10/23/2000    
 To: 10/23/2000    
 (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

Created On October 24 2009 8:56AM for Organization "EMPOWER MORTGAGE GROUP"

Select Type:  
 View Upload     View Download     View Summary

Inspector ID:  
[MG0002] [MG0016] [MG0020]

Status Date:  
From: 10/23/2000 [calendar] [clear]  
To: 10/23/2000 [calendar] [clear]  
(mm/dd/yyyy)

Inspection No.: [ ]    Status: [Successfully Uploaded]

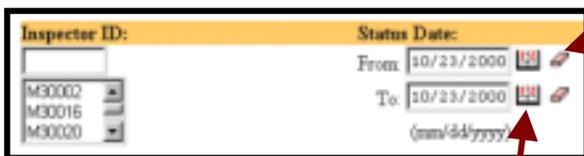
View Upload

- **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.

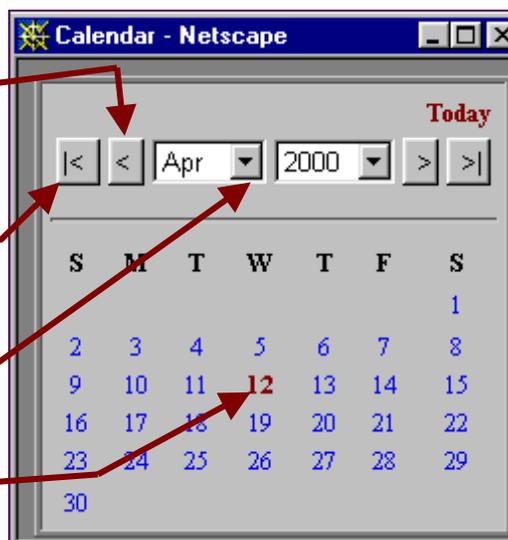
- Click on the  or  to move forward or backward by year.

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"> <li>1. Click on the <b>View Upload</b> radio button.</li> <li>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.</li> <li>3. Click on the <b>View Upload</b> button to display the <i>Inspections Uploads</i> page.</li> </ol>	<p>The <i>Inspection Review Query</i> page:</p> <p>The <i>Inspection Uploads</i> page displays:</p> <p><i>Note: The <b>Change Search Criteria</b> button allows you to return to the <i>Inspection Review Query</i> page to enter different search criteria.</i></p> <p><i>If the list is long, use the scroll bar to see the entire list.</i></p>
<ol style="list-style-type: none"> <li>4. Click on an inspection number link (e.g., <u>54811</u>) to display the <i>Inspection Details</i> page.</li> </ol>	

**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
Property Address:	111 Sington Avenue Winch, Va 33111
Inspection Date:	06/16/1999 10:02:40
Building Count:	4
Building Total:	9
Dwelling Total:	52
Vacant Unit Count:	0
Previous Inspection:	
Comments:	
Last Updated:	06/16/1999 10:02:40

  
[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 **Change Search Criteria** button to return to the *Inspection Review Query* page.

The *Inspection Uploads* page displays:

### Inspection Uploads

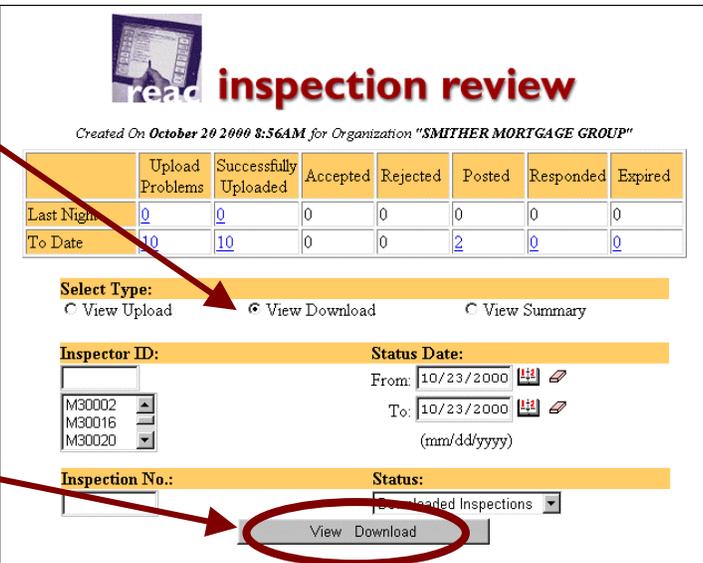
Name of Servicing Mortgagee

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.

<b>Action</b>	<b>Example</b>
<p>1. Click on the <b>View Download</b> radio button.</p> <p><i>Note: The <b>View Upload</b> button at the bottom of the page changes to the <b>View Download</b> button.</i></p> <p>2. Optional: Select additional search criteria in the <i>Inspector ID</i>, <i>Status Date</i>, <i>Inspection No.</i> and/or <i>Status</i> areas.</p> <p>3. Click on the <b>View Download</b> button to display the <i>Downloaded Inspections</i> page.</p>	<p style="text-align: center;">The <i>Inspection Review Query</i> page:</p> <div style="border: 1px solid black; padding: 10px;">  </div>
<p>4. Click on an inspection number link to view the <i>Inspection Details</i> page. (In this example, Inspection No. <u>59501</u> is selected.)</p> <p><i>Note: The <b>Change Criteria</b> button allows you to return to the <i>Inspection Review Query</i> page to enter different search criteria.</i></p>	<p style="text-align: center;">The <i>Downloaded Inspections</i> page:</p> <div style="border: 1px solid black; padding: 10px;">  </div>

**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. 33111
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

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 (031344)	59501	Oct 13 2008 12:00AM	OK	
2 WILSON (031361)	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**.)

**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

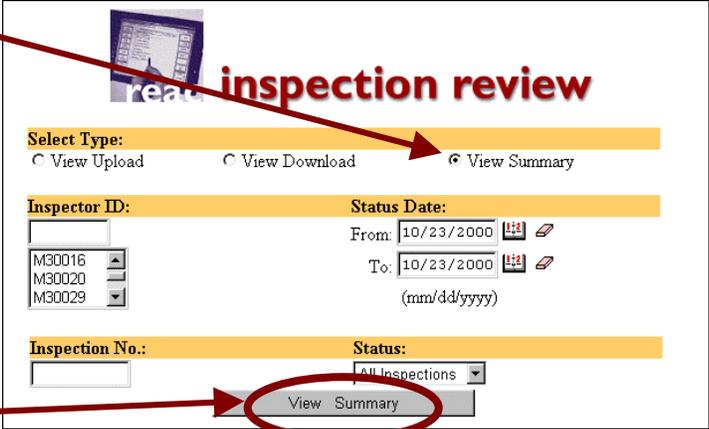
**Status Date:**  
 From: 10/23/2000  
 To: 10/23/2000  
 (mm/dd/yyyy)

**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
<p>1. Click on the <b>View Summary</b> radio button.</p> <p><i>Note: The <b>View Upload</b> button at the bottom of the page changes to the <b>View Summary</b> button.</i></p> <p>2. Optional: Select additional search criteria in the <i>Inspector ID, Status Date, Inspection No.</i> and/or <i>Status</i> areas.</p> <p>3. Click on the <b>View Summary</b> button to display the <i>Inspection Summary</i> page.</p>	<p>The <i>Inspection Review Query</i> page:</p>  <p>The <i>Inspection Summary</i> page displays:</p>  <p>4. Click on an <b>Inspection Number</b> link to view the <i>Inspection Details</i> page (e.g. <b>57218</b>).</p>

**Action** **Example**

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

The *Inspection Details* page displays:

### Inspection Details for Inspection 57218

Property ID:	2321201940
Property Address:	13320 Kennedy Rd Tampa, North Carolina, 32231
Inspection Date:	05/06/1999 08:01:01
Building Count:	1
Building Total:	1
Dwelling Total:	3
Vacant Unit Count:	0
Previous Inspection:	
Comments:	
Last Updated:	05/06/1999 08:01:01

[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 **Change Criteria** button to return to the *Inspection Review Query* page.

The *Inspection Summary* page displays:

### Inspection Summary

Recently Uploaded Inspections  
12 Records Found

Inspector	Inspection No.	Time Uploaded	Status
1 Sweet (ME1115)	<a href="#">57218</a>	May 6 1999 12:33AM	COMPLETE
1 Chase (ME1747)	<a href="#">57219</a>	May 6 1999 12:37 AM	COMPLETE
3 Thomas (ME1411)	<a href="#">57220</a>	May 10 1999 12:35AM	COMPLETE
4 Ellis (ME1111)	<a href="#">57221</a>	May 10 1999 12:35AM	COMPLETE
7 Jackson (ME1004)	<a href="#">57283</a>	May 18 1999 12:46AM	COMPLETE
8 Conley (ME1013)	<a href="#">57426</a>	May 19 1999 14:4AM	COMPLETE
9 Marshall (ME1047)	<a href="#">58086</a>	May 19 1999 12:39AM	COMPLETE
10 Hallock (ME1051)	<a href="#">58488</a>	May 19 1999 12:39AM	COMPLETE
11 Evans (ME1092)	<a href="#">58841</a>	May 20 1999 12:41AM	COMPLETE
14 Lee (ME1041)	<a href="#">59481</a>	May 20 1999 12:41AM	COMPLETE

Not Yet Processed Inspections  
5 Records Found

Inspector	Inspection No.	Time Uploaded	Status
1 SMITH (ME1119)	<a href="#">59812</a>	Aug 11 1999 1:01 AM	DEC

Still In Progress Inspections  
3 Records Found

Inspector	Inspection No.	Time Uploaded	Status
1 GELMORIS (ME1120)	<a href="#">61117</a>	Aug 12 1999 2:10 AM	<span style="color: red;">PENDING</span>

Downloaded Inspections  
3 Records Found

Inspector	Inspection No.	Time Downloaded	Status
1 BELLS (ME1144)	<a href="#">58506</a>	Oct 13 2000 12:39AM	DEC
4 WELLS (ME1154)	<a href="#">58507</a>	Oct 13 2000 12:39AM	DEC

## ACCESS INSPECTOR REVIEW - INSPECTOR INBOX

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

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

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	<a href="#">10</a>	<a href="#">10</a>	0	0	<a href="#">2</a>	<a href="#">0</a>	<a href="#">0</a>

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
<a href="#">2034</a>	M11111	ROYAL PLACE	11-12-2000	Posted	0	0	No
<a href="#">50829</a>	M30002	MONT CLARE APARTMENTS	11-12-2000	Posted	2	4	No

Inspections posted with a future start date do not appear in this inbox.  
[Back to Inspector Home Page](#)



**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.”

<b>Action</b>	<b>Example</b>
---------------	----------------

**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.**
5. Click on the **Save** button to save the updated information. (Click on the **Reset** button to return all fields to their original values.)

*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.*

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.

**ITEMS NOT CHALLENGED:**

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



**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 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.

### Action Example

The Contractor Review - Participant page:

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.

* Indicator Required Edits		
	RMMS/RS Data	Updated Inspection
Participant ID:	0001	
Organization Name:	Comerica Holding USA	Comerica Holding USA
Role:	Owner	Owner
First Name:		Jean
Middle Name:		
Last Name:		Garb
Phone Number:	(205)555-1212	(205)555-1212
Fax Number:	(205)555-7111	(205)555-7111
E-mail Address:		
Address Line 1:	61 21st St	61 21st St
Address Line 2:	Post Office Box 1440	Post Office Box 1440
City:	Warrenton	Warrenton
State:	Alabama	Alabama
Zip:	35402-0100	35402-0100
* Indicator Required Edits		
	RMMS/RS Data	Updated Inspection
Participant ID:	0171	
Organization Name:	JONES REALTY CO, INC.	JONES REALTY CO, INC.
Role:	Management Agent	Management Agent
First Name:		Janice
Middle Name:		
Last Name:		Brown
Phone Number:	(205)755-8181	(205)755-8181
Fax Number:	(205) 172-1400	(205) 172-1400
E-mail Address:		
Address Line 1:	41 21st St	41 21st St
Address Line 2:	P. O. Box 1331	P. O. Box 1331
City:	Warrenton	Warrenton
State:	Alabama	Alabama
Zip:	35402-1111	35402-1111

#### 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).



**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 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** link 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:

The screenshot shows the 'Contractor Review - Building' page. At the top, there are tabs for 'Building', 'No Data', 'Save', and 'Reset'. Below the tabs, there are fields for 'Inspection Number' (2004) and 'Inspector ID' (M1111). The main form is divided into sections for 'Building 1' and 'Building 2'. Each section has fields for 'Name', 'Building Type', 'Construction Year', 'Building Status', 'Inspectable Name', 'Building Comments', 'Street Line 1', 'Street Line 2', 'City', 'State', and 'ZIP'. Below the form, there is a 'Comments' section with a 'Whistleblower' field and a 'Contractor' field. The 'Save' button is circled in red.



**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

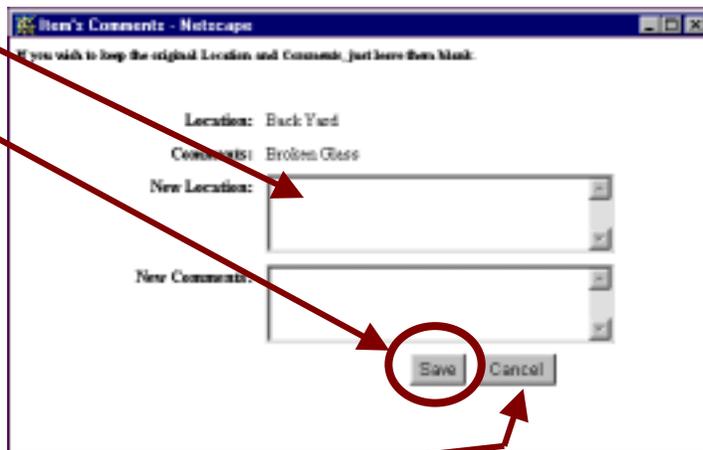
**Overview:** The Servicing Mortgagee can make changes to the challenged items and provide comments. If the information is not challenged, the *NA/Defects* page shows no data.

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

**Action** **Example**

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:



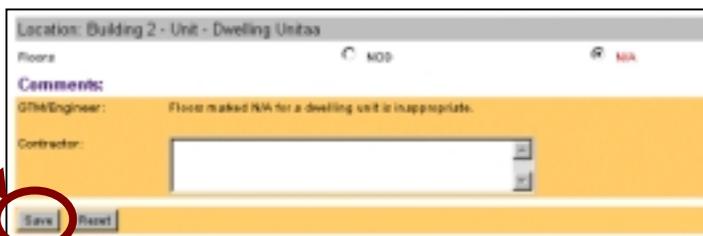
**NOTE:** Click on the **Cancel** button to return to the *NA/Defects* page without making any changes.

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 defects information is not challenged, the narrative “no data” is displayed and there are no **Save** or **Reset** buttons.

## CONTRACTOR REVIEW - SAMPLE PAGE

**Overview:** If the sample is challenged, 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.

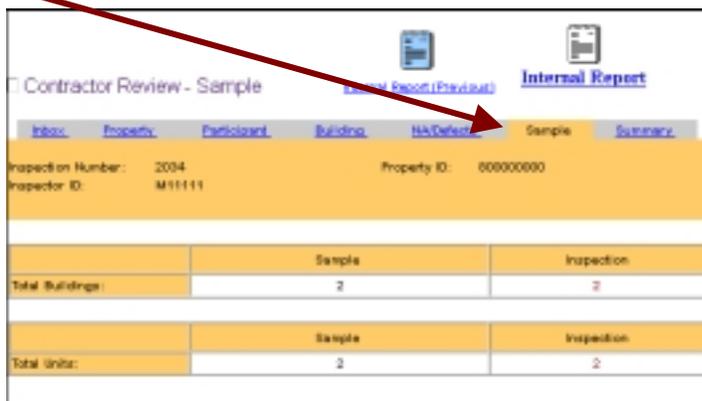
**ITEMS NOT CHALLENGED:**

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 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 Defects Notice Comments Alerts 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 COURT DRIVE	
Property Address Line 2	10000000	
City	MOBILE	
State	Alabama	
Zip	36688	
Phone Number	000 1111111	
Comments	Please verify address	

**Building 1**

Name	Building 1
Building Type	Apartment
Construction Year	2007
Building Units	1
Inspection Status	From Defects
Building Comments	
Street Line 1	NEW COURT DR
Street Line 2	10000000
City	MOBILE
State	ALABAMA
Zip	36688
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 duplicated.

**Building 2**

Name	Building 2
Building Type	Apartment
Construction Year	2007
Building Units	1
Inspection Status	From Defects
Building Comments	
Street Line 1	NEW COURT DR
Street Line 2	10000000
City	MOBILE
State	ALABAMA
Zip	36688
Warning	The building address appears to have been duplicated.

**NA/Defects**

Location: Certificate

Lead Based Paint Disclosure Form	NA
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	NA
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 Method	NA	Location: Certificate - Site
Comments	Comment appears to be unrelated to observed deficiencies	
Manual Appeal	NA	
Comments	Manual Appeal failed NA or Mapping NA	

Location: Building 2 - Unit - Challenging Status

Phone	NA
Comments	From mailed 800 for a building unit is inappropriate

**Action** **Example**

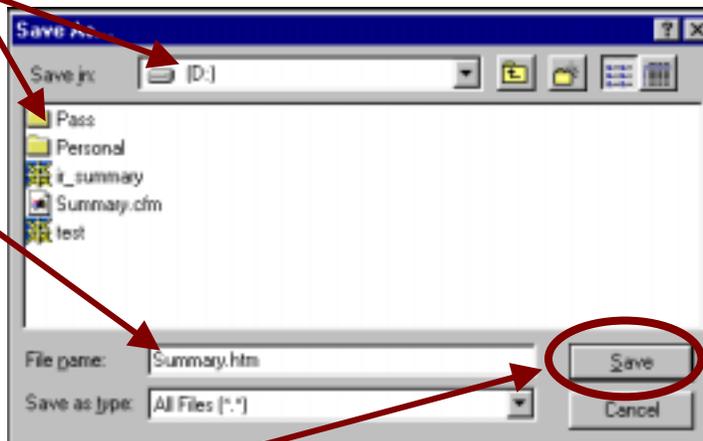
3. Select the desired drive and folder where the file is to be saved.

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:

Contractor Review - Sample

Internal Report (Previous) Internal Report

Inbox Property Participant Building HA/Defects Sample Summary

Inspection Number: 2004 Property ID: 00000000  
 Inspector ID: M11111

	Sample	Inspection
Total Buildings:	2	2
Total Units:	2	2

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

The *Inspector Review - Inspector Inbox* displays:

Inspector Review - Inspector Inbox

Sorted By: Inspection Number

Inspection Number	Inspector ID	Property Name	Expiration Date	Status	No of Corrections	No of Problems	Ready for HUD
<a href="#">2004</a>	M11111	ROYAL PLACE	11-12-2000	Pended	0	0	<a href="#">Yes</a>
<a href="#">2002</a>	M00002	WHITTIER STREET	11-12-2000	Pended	2	4	No

Inspections pended with a future start date do not appear in this inbox.  
[Back to Inspector Review Page](#)



**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:

www2.hud.gov - [JavaScript Application]

Are you sure you want to resubmit this inspection?

OK Cancel

**Action** **Example**

Note: The **Yes** link in the Ready for HUD column changes to **Sent** and the **Status** field changes from **Posted** to **Responded**.

The inspection remains in the Inspector Inbox until the inspection is completed by HUD.

The *Inspector Review – Inspector Inbox* page displays:

Inspector Review - Inspector Inbox

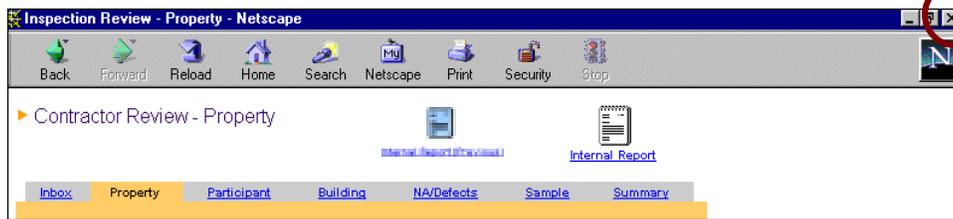
Sorted By: Inspection Number

Inspection Number	Inspector ID	Property Name	Expiration Date	Status	No of Corrections	No of Protected	Ready for HUD
<a href="#">2034</a>	M11111	ROYAL PLACE	11-12-2000	Responded	8	8	Sent
<a href="#">58879</a>	M30002	WHITTIER STREET	11-12-2000	Posted	2	4	No

Inspections posted with a future start date do not appear in this inbox.  
[Back to Inspector Home Page](#)

## ***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.

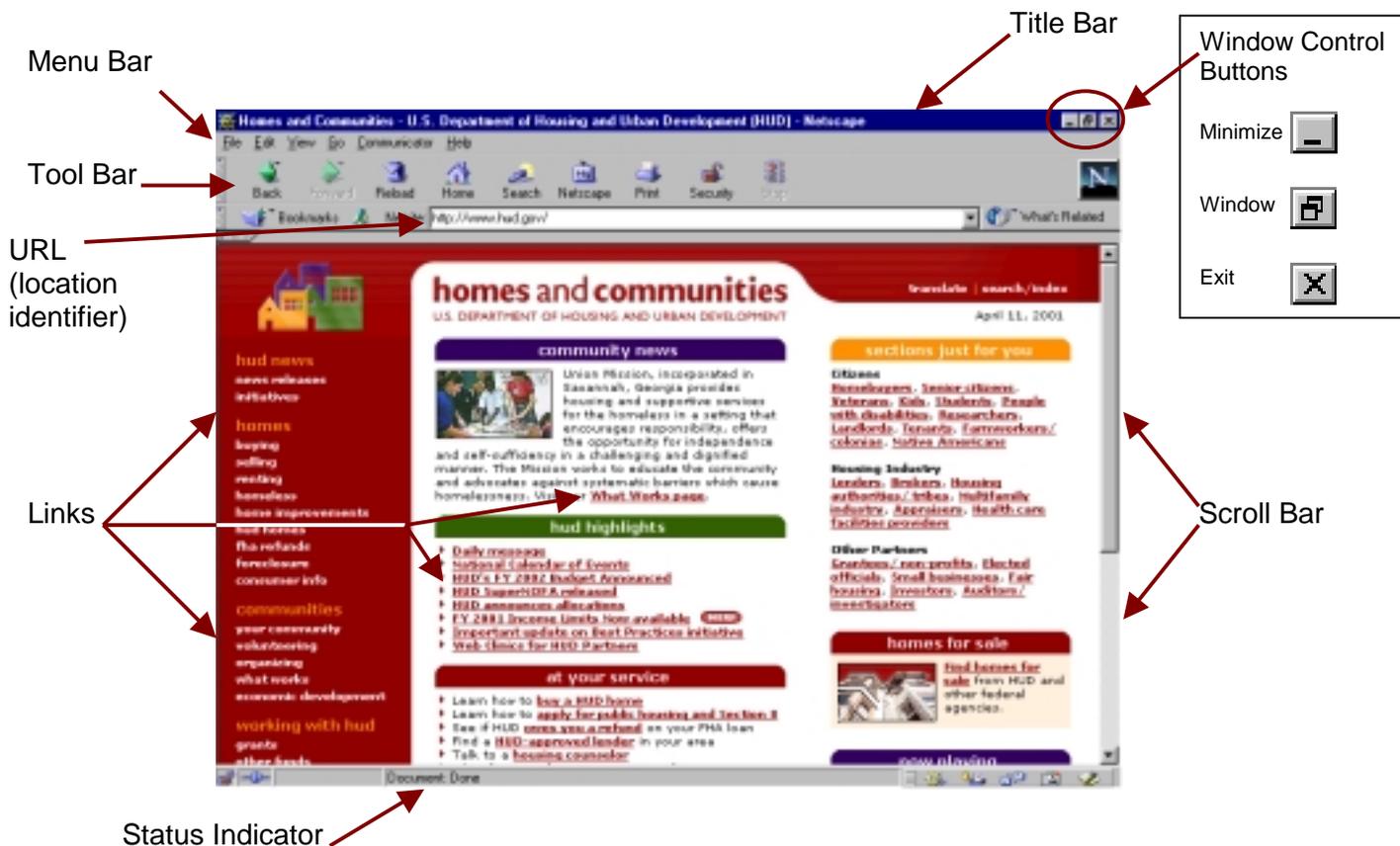


## APPENDIX A: BROWSER BASICS

PASS/Inspection Review is accessible to Servicing Mortgagee 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:



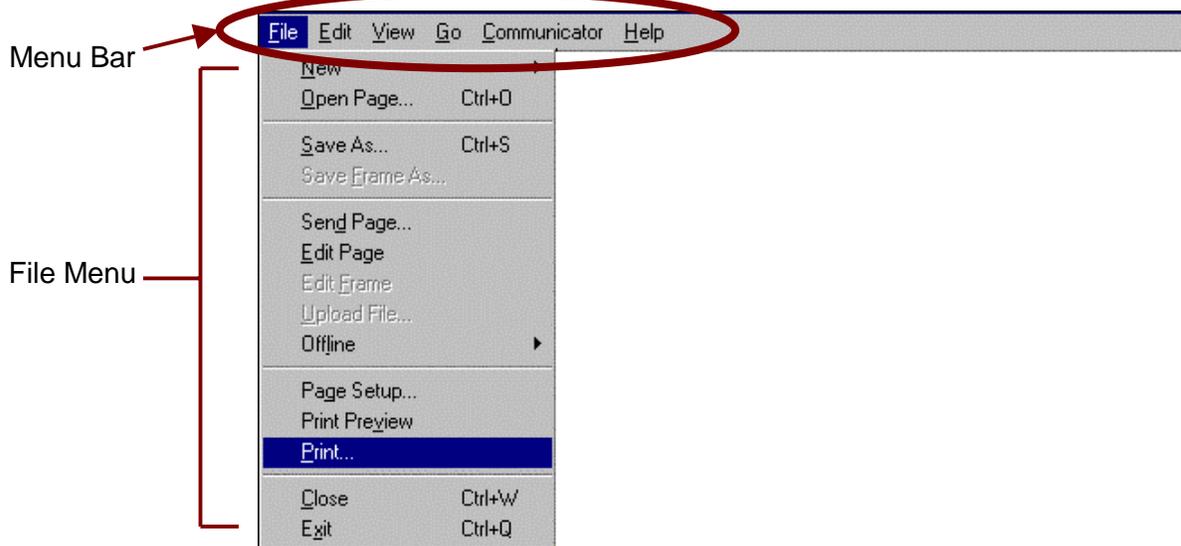
Click on it to maximize the window (cause it to fill the whole screen).

**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.

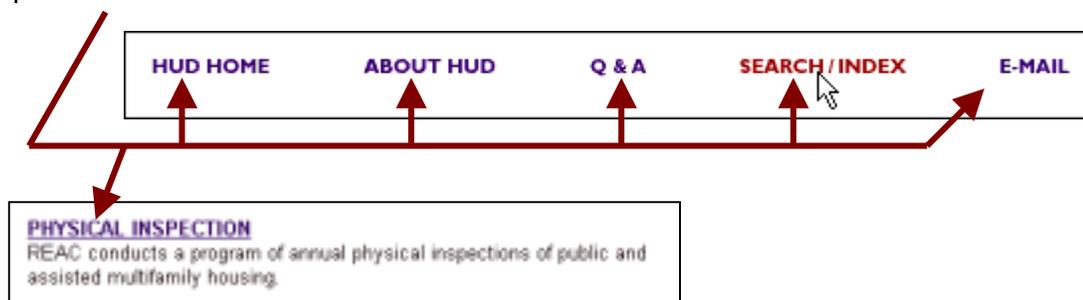


*The browser automatically adds the **http://** to the address and connects to the Web page at that address. Depending on many factors, connection time may vary.*

## 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

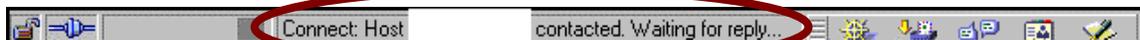
The *Status* bar indicates the status of whatever action is being performed at that time (as do some other screen elements).

**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 ▼.



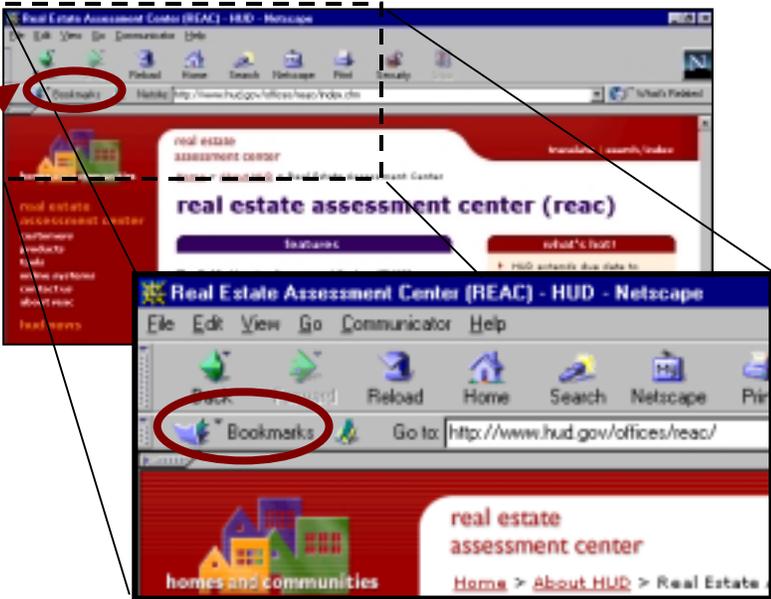
## SCROLL BARS

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

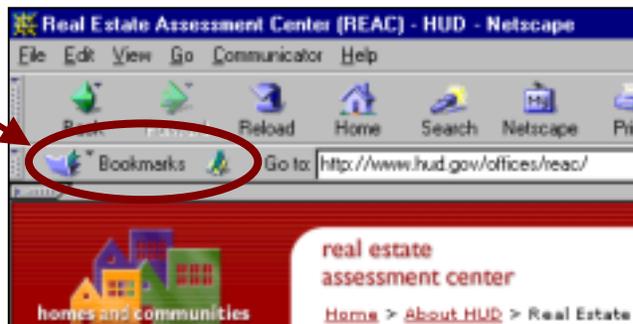
**Overview:** Bookmarks provide a quick way to access Web pages you visit often. By bookmarking a Web site, you don't have to remember the URL address or type it in to access it. In this example, you will add the *HUD/REAC Home* page as a bookmark.

<i>Action</i>	<i>Example</i>
<p>1. In your browser, go to the Web page you wish to bookmark. (In this case, <a href="http://www.hud.gov/offices/reac/">www.hud.gov/offices/reac/</a>.)</p> <p>2. Click in the <b>Bookmarks</b> 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 <b>Add Bookmark</b> 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 <b>Add Bookmark</b> 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).