



QUICK REFERENCE GUIDE

MANAGEMENT ASSESSMENT SUB-SYSTEM (MASS)

November 24, 1999

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

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INTRODUCTION

PURPOSE

This quick reference guide is designed to give basic information to the user of the Management Assessment Sub-System (MASS), release 1.0. Included in this guide is information on how to:

- Access MASS,
- Move around within it,
- Enter data into each of the field types, and
- Validate, correct, and submit the certified MASS information to HUD's Real Estate Assessment Center (REAC).

For specific details on the content of the MASS data elements, the resources needed to correctly respond to those elements, and how the MASS data elements compare with the previous data elements under the Public Housing Management Assessment Process (PHMAP), refer to the *Instruction Guidebook for Completing PHAS Management Operations Certification*. The guidebook may be downloaded from the REAC Management Assessment home page at the following Internet address:
www.hud.gov/reac/MASS/index.html.

Once at that page, scroll to the *Customer Guides* section and click on the [Instruction Guidebook](#) link, which will open the guidebook for viewing, printing and/or downloading.

OVERVIEW OF THE PROCESS

1. Start the Internet browser and access the REAC Management Assessment home page.
2. Log in to MASS.
3. In the Inbox, select [New Submission](#). This opens to the first MASS sub-indicator page.
4. Enter all required data for the sub-indicator. Save the data.
5. Correct any errors found during saving process.
6. Using a tab, link, or "Next Sub-Indicator" button, go to another MASS sub-indicator page, and repeat steps 4 and 5.
7. When all submission pages have been completed, run "validation" to check for problems.
8. Correct any problems found, and repeat the validation check.
9. When validation reports no problems, data is ready for certification.
10. After Board approves resolution, Executive Director enters the resolution number and the date of approval and submits the certified data to complete the process.

ACCESSING MASS

1. Start your Internet browser and access the REAC Management Assessment home page at the following address:

<http://www.hud.gov/reac/MASS/index.html>

NOTE: For basic information on how to use a browser, see Appendix A. Browser Basics & Help Information, page 2.

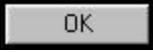
2. Scroll to the Management Assessment Subsystem (MASS) section on the right side of the page. In that section, click on the Log in to MASS link.

3. A login box displays requiring the username and password.

NOTE: The term “user name” refers to your system ID, which was assigned to you by HUD when you registered with REAC. The password is the password you chose on your application. You must enter it exactly as you entered it on the form.



NOTE: For information on registering for a system ID, see Appendix D. Registering for a System ID, p. 28. **If you are a Coordinator for your PHA, you may need to perform some system administration in order for you and your Users to access MASS. See Appendix E. System Administration.**

4. Click on the  button after entering both items. The HUD Secure Systems legal warning page displays.

5. Scroll down to the page and click on the  button. The **Secure System** page displays.



6. Click on the **Management Assessment Subsystem (MASS)** link. The **PHA Inbox** page displays.

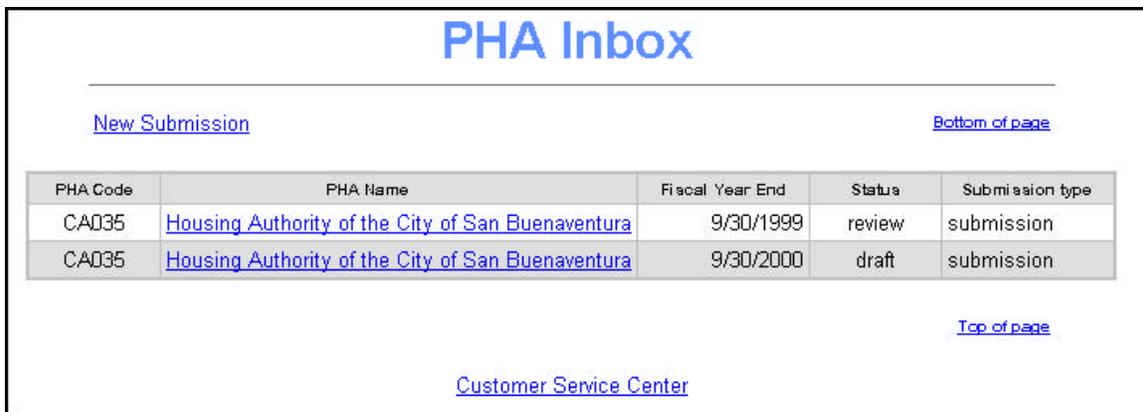
The screenshot shows the 'PHA Inbox' page. At the top, the title 'PHA Inbox' is displayed in a large blue font. Below the title, there are two navigation links: 'New Submission' on the left and 'Bottom of page' on the right. The main content is a table with five columns: 'PHA Code', 'PHA Name', 'Fiscal Year End', 'Status', and 'Submission type'. The table contains two rows of data. Below the table, there is a 'Top of page' link on the right and a 'Customer Service Center' link at the bottom center.

PHA Code	PHA Name	Fiscal Year End	Status	Submission type
CA035	Housing Authority of the City of San Buenaventura	9/30/1999	review	submission
CA035	Housing Authority of the City of San Buenaventura	9/30/2000	draft	submission

PHA INBOX PAGE

The PHA Inbox page features an archive table containing links to all the MASS submissions that have been created for a specific PHA, including any current draft submission that has not yet been validated and sent to HUD. If no MASS submission has been started, the PHA Inbox table will be empty.

The submissions that appear in any given Inbox (see example below) are 'attached,' under REAC document security, to a user's system ID. Therefore, these submissions will only appear for that user or for a user with access authority for that PHA. Likewise, a user cannot view submissions for PHAs for which that user has no access authority.



The screenshot shows a web page titled "PHA Inbox". At the top left is a link "New Submission" and at the top right is "Bottom of page". Below these is a table with five columns: PHA Code, PHA Name, Fiscal Year End, Status, and Submission type. The table contains two rows of data. Below the table is a link "Top of page" and at the bottom center is a link "Customer Service Center".

PHA Code	PHA Name	Fiscal Year End	Status	Submission type
CA035	Housing Authority of the City of San Buenaventura	9/30/1999	review	submission
CA035	Housing Authority of the City of San Buenaventura	9/30/2000	draft	submission

The PHA Inbox table consists of five columns:

- **PHA Code** - the code assigned to a PHA by HUD.
- **PHA Name** - the official, legal name by which the PHA is known.
- **Fiscal Year End** - the month and day that the PHA's fiscal year ends (either 3/31, 6/30, 9/30, or 12/31), and the four-digit year for which that submission is reporting. The year is generally the key-identifying element for an individual submission, as MASS submissions are usually made only on an annual basis, re-submissions being the exception.
- **Status** - shows one of four levels of completeness for a submission:
 - *Draft* - the submission is in progress. Changes may be still be made by any authorized user.
 - *Validated draft* - the submission has been completed, and validated, but not yet sent to REAC. Only the PHA Executive Director may make changes to a submission with this status.
 - *Review* - the submission has been completed, validated, and sent to REAC. No further changes may be made to a submission with this status.
 - *Reject* - the submission has been reviewed, and rejected, by REAC.

- **Submission Type** - shows one of four classifications for a submission:
 - *Submission* - a standard, electronic MASS submission
 - *Manual Submission* - a PHA has requested, and REAC has approved, that the MASS submission be created manually, on paper, and sent by mail to REAC.
 - *Re-Submission* - A second electronic MASS submission for a given fiscal year, the initial electronic submission having been rejected by REAC.
 - *Manual Re-Submission* - A second manual MASS submission for a given fiscal year, the initial manual submission having been rejected by REAC.

Other Features of the PHA Inbox Page

Aside from the archive table, there are four links on the PHA Inbox page:

- *Bottom of Page* and *Top of Page*, located in the upper and lower right corners of the page, respectively, are navigation links that, when clicked on, will automatically take the user to either the bottom or the top of the PHA Inbox page. These will become useful as the Inbox table gets larger.
- Clicking on the *Customer Service Center* link, at the bottom of the page will open the Web page for the REAC Customer Service Center (See Appendix F).
- The *New Submission* link, in the upper left of the page, is the starting point for creating a new MASS submission.

Beginning a New MASS Submission

To begin a new MASS submission, click on the [New Submission](#) link in the upper left corner of the page. This opens the Set Up PHA Information page.



Opening an Existing MASS submission

Existing individual MASS submissions are accessible via Web links under the PHA Name column in the Inbox table. To enter an existing submission, click on the link in the row of the desired submission.

PHA Code	PHA Name
OH023	London Metropolitan Housing Authority
OH023	London Metropolitan Housing Authority

- The submission will open to the page for the first sub-indicator for that submission. If the submission has draft or validated draft status, changes may be made to the existing submission (See "Status," above).
- To return to the PHA Inbox from the submission page, click on the "Inbox" tab at the top of the submission page. (See "Moving Between Pages in MASS," "Tabs," page 9)

SET UP PHA INFORMATION PAGE

The Set Up PHA Information page contains identification, address, and fiscal year end information on the PHA to which the user's system ID is registered. The information appearing on this page has been taken from other HUD systems, and with the exception of the FY End Date field, is "read only." Users should review this information carefully, as it will be automatically attached to all MASS submissions created under their system ID. The Set Up page will only be used once for every fiscal year's submission.

Set Up(PHA Information)

[Inbox](#)

Please verify that the PHA information is correct. If there are any discrepancies with the data shown below please contact your HUB/Program Office to update the information in IBS.

Please input the FY end year.

PHA Code	CA035
PHA Name	Housing Authority of the City of San Buenaventura
EIN Number	
Street Address(line 1)	P O BOX 1648
Street Address(line 2)	995 Riverside Street
City	VENTURA
State	CA
Zip Code	93002
FY End Date	09/30/ <input type="text"/> ex:1999

[Customer Service Center](#)

The Set Up page contains the following information:

- **PHA Code** - the code assigned to a PHA by HUD.
- **PHA Name** - the official, legal name by which the PHA is known.
- **EIN Number** - the PHA's employer (tax-exempt) ID number.

- **Street Address, City, State, and Zip Code** - the mailing address for the business office of the PHA.
- **Fiscal Year (FY) End Date** - the month and day that the PHA's fiscal year ends (either 3/31, 6/30, 9/30, or 12/31), and the four-digit year for which that submission is reporting. The year is the only active field on the Set Up page. The user supplies the year information.

If the set up information is incorrect:

If any of the information on the Set Up page needs to be updated, contact your local HUB/Program Center. The Set Up information should be updated *before* a MASS submission is created.

If the set up information is correct:

If all the PHA information in the Set Up page is correct, click the cursor into the FY End Date field and enter the four-digit year on which the new MASS submission will report. Then, click on the "Set Up Submission" button just beneath the FY End Date field. This will open to the first of the six MASS sub-indicator pages. [NOTE: Should the user have entered a year for which there is an existing submission, that existing submission will open instead. Also, future dates will not be accepted by the system].

To return to the PHA Inbox, without creating a new submission, click on the Inbox link in the upper left corner of the Set Up page.

MASS SUB-INDICATOR PAGES

The six MASS Sub-Indicator pages contain the data upon which the PHA is graded for the Management Operations Indicator.

Management Assessment for Public Housing Agencies

[Inbox](#) | [Vacancy Rate](#) | [Capital Fund](#) | [Rents Uncollected](#) | [Work Orders](#)
[Annual Inspection](#) | [Security](#) | [Adjustment](#) | [Comment](#) | [Submit](#)

Sub-Indicator 1: Vacancy Rate and Unit Turnaround Time

ELEMENT	DESCRIPTION	AMOUNT
Component 1: Vacancy Rate		
V10000	(a) Total number of ACC days	1,639,580
V10100	(b) Total number of non-dwelling days	3,650
V10200	(c) Total number of employee occupied days	0
V10300	(d) Total number of days where units were deprogrammed	0
V10400	(e) Total number of actual vacancy days	18,973
Component 2: Unit Turnaround Time		
<small>Note: The following fields are mandatory, regardless of vacancy rate score</small>		
V12400	(a) Total number of turnaround days	18,973
V12500	(b) Total number of vacancy days exempted for capital fund	0
V12600	(c) Total number of vacancy days exempted for other reasons	0
V12700	(d) Total number of vacant units turned around and leased in the PHA's immediate past fiscal year	967
V12800	(e) Average number of calendar days units were in down time	0.00
V12900	(f) Average number of calendar days units were in make ready time	0.00
V13000	(g) Average number of calendar days units were in lease up time	0.00
V13100	Average Unit Turnaround Days	19.62

[Inbox](#) | [Vacancy Rate](#) | [Capital Fund](#) | [Rents Uncollected](#) | [Work Orders](#) | [Annual Inspection](#) | [Security](#) | [Adjustment](#) | [Comment](#) | [Submit](#)
Comments or Questions? Please go to [Customer Service Center](#)

Each sub-indicator, with the exception of Sub-indicator 3 (Rents Uncollected), is composed of two or more components. Each component contains a series of data elements, and each data element is displayed on a separate line of the sub-indicator page, under three column headings:

- **Element** - the unique code which identifies the individual data element (e.g., V10000, CF12700, W10300), the beginning letter or letters signifying the name of the sub-indicator to which that element belongs (e.g., V = Vacancy Rate, CF = Capital Fund, W = Work Orders).
- **Description** - the data that is being requested of the user.
- **Amount** - the active field where the user enters a response, or, in certain cases, where that response is automatically calculated for the user by MASS. (See "Automatic Calculations," pg. 14)

MOVING BETWEEN PAGES IN MASS

The three ways to move between the pages in MASS are:

- **Tabs.**
- **Links** allow the user access to all the submission pages.
- **Next Sub-Indicator** button allows the user to advance through the sub-indicator pages only, one-by-one, in numerical order.

Tabs

At the top of every page in a MASS submission is a group of ten gray objects that resemble the tabs on folders in a filing cabinet. Each of these tabs represents a page in the submission, with the title of that page appearing on the tab. A darker tab indicates the page that is currently displayed. The arrangement of the tabs will vary with screen resolution.



To move to another page using the tabs, click on the tab for the page you wish to move to. The following message box will then display.

As a safety measure, this reminder message appears each time you attempt to move to another page, whether or not the data on the current page has been saved.



If the data has already been saved, click on the OK button in the message box, and the page you are moving to will then display.

If the data has **not** been saved, click on the Cancel button to close the message box. Then, scroll down to the bottom of the page and click on the “Save” button. Depending on the completeness of the current page and the validity of the specific data therein, you may receive one of two types of error messages (See “Saving Your Work in MASS,” below). If there are no immediate data errors detected by the system, after a brief pause, the screen will “flash” and the page will re-display. This indicates that entered data has been saved. At that point, click again on the tab of the page you wish to move to, and click the OK button on the reminder message about saving. The page you are moving to will then display.

Links

For user convenience, at the bottom of every page in the MASS submission there are links to each of the other pages in the submission.



To move to another page using the links, click on the link for the page you wish to move to. Just as with the tabs, a reminder message about saving your work will appear. At that point, follow the same procedures listed above.

“Next Sub-Indicator” Button

The third method for moving to another MASS page is limited to moving between the sub-indicator pages only. Near the bottom of sub-indicator pages 1-5, just below the last data element line, are buttons for “Save”, “Reset,” and “Next Sub-Indicator.”



Clicking on the  button allows the user to move to the sub-indicator page that is numerically next in line (e.g., from sub-indicator 1 to sub-indicator 2, from 2 to 3, from 3 to 4, etc.). It is a forward progression only, however, and it ends at sub-indicator 6, which does not contain a “Next Sub-Indicator” button. When using the “Next Sub-Indicator” button, the same reminder message for saving your work will appear as in the other methods. To move back to a previous page, move to a page out of numerical sequence, or move to a page other than a sub-indicator page, the tabs or links should be used instead.

SAVING YOUR WORK IN MASS

To save data entered on any page in MASS, scroll to the bottom of that page and click on the  button.

Each page in a MASS submission requires that newly entered data be saved before moving to another page or exiting the system. Otherwise, the fields are returned to their former condition—either blanks, or previously saved data.

There are two types of error messages that may appear when saving data on the sub-indicator level:

- The first error message (see example), indicates that a response for a specific data element is required before the system will save the data for that sub-indicator. The system will continue to produce these messages when the “Save” button is clicked, until all such mandatory fields are filled.



- The second type of error message that may appear when saving (see example below) lists any instances where the entered data has violated certain “rules” that have been programmed into a field. For example, data entered into fields cannot have a negative value, and often, cannot be zero. Also, data which the user has entered cannot produce a negative calculation in those fields which are automatically calculated by the system (See “Automatically Calculated Fields,” page 14). The system will continue to produce an error page when the “Save” button is clicked, until all such errors are corrected.

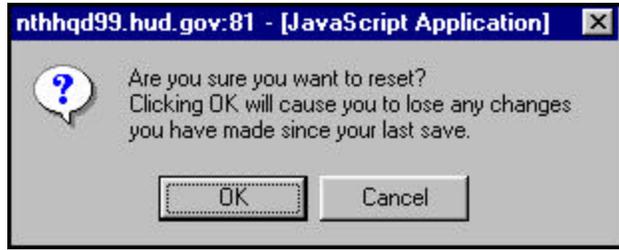
Error! Please use your Browser Back button to return to the previous screen and make correction(s).	
Field	ERROR MESSAGE
V11200	The value of this field cannot be negative. Please enter a valid positive value for this field.
V11300	The value of this field cannot be negative. Please enter a valid positive value for this field.
V13100	The value of this field cannot be negative. Please enter a valid positive value for this field.

Reset

The remaining button at the bottom of the sub-indicator pages, and to the right of the “Save” button, is the  button.

Reset allows the user to erase any unsaved data that has been entered on a submission page since the last “save.” Clicking on the button removes the unsaved data and returns the data fields to their previous condition; either blank or with previously saved data. Reset can be used at any time prior to saving the data, and without completing all the fields on a page.

As a safety feature, after clicking on the “Reset” button, this system generated warning message appears:



FIELDS IN THE SUB-INDICATOR PAGES

There are five different types of fields found in the data elements of the sub-indicator pages: standard numeric, dollar figure, date, Yes or No response, and automatic calculation. By following the instructions below, the user should be able to correctly enter data for each of the field types.

Standard Numeric

The majority of the data element fields in the sub-indicator pages require only a simple number between zero and 9,999,999.99, although there are data elements where zero is an invalid response and will produce an error message.

To enter a number into a standard numeric field, in the data element “Amount” column, click the cursor arrow in the field beside the data element you wish to respond to, and type in the number. The user must enter a decimal point, should there be one. However, commas denoting thousands and millions will be automatically inserted by the system upon saving, if not entered by the user (see examples).

V10000	(a) Total number of ACC days	1, 639, 580
CF12300	(b) The number of findings related to the quality of the physical work.	2
S11200	(d) The total number of evictions as a result of the One-Strike criteria.	3

Dollar Figure

Nineteen* of the data element fields in sub-indicators 2 (Capital Fund) and 3 (Rents Uncollected) require dollar figures. All fields requiring dollar figures will have a dollar sign (\$) to the immediate left of the field.

To enter a number into a dollar figure field, in the data element “Amount” column, click the cursor arrow in the field beside the data element you wish to respond to, and type in the figure. Just as with Standard Numeric fields, the user must enter a decimal point, if entering cents, in order for the figure to be saved accurately. However, commas denoting thousands and millions will be automatically inserted by the system upon saving, if not entered by the user (See examples below).

Sub-Indicator 2: Capital Fund		
ELEMENT	DESCRIPTION	AMOUNT
Component 1: Unexpended Funds Over Three Federal Fiscal Years (FFYs) Old		
CF10000	(A) Do you have any open capital fund programs (Y/N)? Open = any program that does not have a pre-audit end date or that received a pre-audit end date during the fiscal year being assessed.	yes ▾
CF10050	(a) Total funds authorized within 3 FFYs	\$ 17,507,536.0

Sub-Indicator 3: Rents Uncollected		
ELEMENT	DESCRIPTION	AMOUNT
R10000	(a) Dwelling rent owed by residents in possession at the beginning of the assessed fiscal year, carried forward from the previous fiscal year	\$ 200,000.00
R10100	(b) Dwelling rents billed during the fiscal year being assessed	\$
R10200	(c) Dwelling rents collected during the fiscal year being assessed	\$
R10300	Rents Uncollected	\$
R10400	Percentage of rents uncollected	%

*NOTE: Data element R10300, "Rents Uncollected," a dollar figure field, is automatically calculated by MASS.

Date

There are nine (9) data element fields in the MASS sub-indicator pages that require date responses. The majority of these fields are found in sub-indicator 2 (Capital Fund) and sub-indicator 6 (Security and Economic Self-Sufficiency). Fields requiring a date response will always have the word "date" in the data element description.

To enter a figure into a date field, in the data element "Amount" column, click the cursor arrow in the field beside the data element you wish to respond to. Type in the date using a two-digit month, two-digit day, and four digit year, each separated by a forward slash mark (/). See examples below:

Date to enter: June 15, 1998 –

CF12200	(a) Date of last HUD/Army Corps of Engineers on-site inspection and/or audit related to quality of the physical work	06/15/1998
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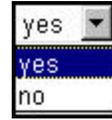
Date to enter: December 4, 1999 –

S10000	(a) The date that the Board adopted current policies to track crime and crime related problems.	12/04/1999
--------	---	------------

NOTE: Dates not entered in the specified method will be rejected by the system.

Yes/No Response

There are three (3) data element fields in the MASS sub-indicator pages that require a Yes or No response. These fields are identified by having the words “enter Yes or No” in their data element descriptions. The size of the field in the data element “Amount” column is also less than that of the other field types, and it contains a pull-down menu with the responses “yes” and “no” already prepared. Note that “yes” is the default response. To answer “no,” the user must click on the down arrow in the field. This opens the pull-down menu. The user must then place the cursor arrow on “no” and click again.



Automatic Calculations

There are eighteen data element fields in the MASS sub-indicator pages that are automatically calculated and entered by the system, rather than by the user. These fields are generally found in the data element(s) near or at the bottom of each sub-indicator component. The calculations are based on data entered by the user in the preceding component fields, and are often, though not always, expressed as percentage figures. See Appendix C (page 29) for a table of the MASS data element fields that are automatically calculated.

OTHER MASS PAGES

Besides the six sub-indicators, there are three other pages that comprise a MASS submission:

- Adjustment for Physical Condition and/or Neighborhood Environment,
- Comment, and
- Submit.

Apart from the completed data in the sub-indicator pages, the only other required page is the Submit page. The pages for Adjustment and Comment are optional.

ADJUSTMENT PAGE

The Adjustment for Physical Condition and/or Neighborhood Environment page offers the PHA an opportunity to add points to their PHAS Physical Condition score by self-certifying to the physical condition of a building exterior, common area, and/or site of a project, and reflect the differences in the difficulty of managing individual projects. Data is not required on this page to make a valid MASS submission. Users may choose to leave it blank, without penalty.

Management Assessment for Public Housing Agencies

Inbox
Vacancy Rate
Capital Fund
Rents Uncollected
Work Orders

Annual Inspection
Security
Adjustment
Comment
Submit

Adjustment For Physical Condition and/or Neighborhood Environment

Please enter project number and click "Add" to add a project. Indicate which area the adjustment for physical condition and /or neighborhood environment applies for a project. Click "Save" before adding another project.

Project Number:

Project Number	Project Name	Site	Common Area	Bldg Exterior
CA16P035001	WESTVIEW VILLAGE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CA16P035002	WESTVIEW VILLAGE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Inbox](#) | [Vacancy Rate](#) | [Capital Fund](#) | [Rents Uncollected](#) | [Work Orders](#) | [Annual Inspection](#) | [Security](#) | [Adjustment](#) | [Comment](#) | [Submit](#)
 Comments or Questions? Please go to [Customer Service Center](#)

NOTE: While the PHA will certify to the PHAS management operations indicator through the MASS system, the certification that the PHA makes to the adjustment for physical condition and/or neighborhood environment is actually done under PHAS indicator #1, "Physical Condition."

Adding Projects for Adjustment

To add a project for adjustment, click the cursor arrow in the “Project Number” field, and enter the HUD-assigned number for the individual project to be added. Once entered, click on the “Add” button to the right of the field. MASS automatically validates the project number entered against records that are stored in the system database.

If MASS finds the number to be valid, the project number and name will appear under those column headers, check boxes will appear under the column headings “Site,” “Common Area,” and “Bldg. Exterior.”

Project Number	Project Name	Site	Common Area	Bldg Exterior
CA16P035001	WESTVIEW VILLAGE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CA16P035002	WESTVIEW VILLAGE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If MASS finds the number to be invalid, an error message stating that fact will appear. Click on the browser’s “Back” button to leave the error message. Try the number again. If the system continues to return an “invalid number” error message, and the number is known by the PHA to be valid, the user should contact their local HUB/Program Center immediately.

Error! Please use your Browser Back button to return to the previous screen and make correction(s).	
PROJECT_ID	ERROR MESSAGE
CA16P035004	Project ID is not valid.

Next, click the cursor arrow in the check box for each applicable adjustment area (Site, Common Area, or Bldg. Exterior) for that project.

Site	Common Area	Bldg Exterior
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOTE: For a complete listing of items which qualify under each of the three adjustment areas, refer to the PHAS Regulation at 24 CFR Part 902.

One, two, or all three boxes may be checked. When the area or areas have selected, click on the “Save” button. Another project may then be added by repeating the directions above. Projects may only be added one at a time, after the previous project has been saved. MASS will not save a project unless at least one of the check boxes has been selected, and that is selection saved.

To remove an area for adjustment after it has been saved, click on the check box or boxes that you wish to remove. This action “de-selects” the box and the check mark is removed. Then, click on the “Save” button.

To remove an entire project from the adjustment page after it has been saved, de-select all the check boxes, and click on the “Save” button. This will remove the entire row for that project.

COMMENT PAGE

The Comment Page gives the PHA an opportunity to transmit statements to REAC that may be pertinent to their MASS submission. These could include explanations of data entered in the sub-indicator or adjustment pages, opinions about how MASS works, or the reason why your submission might be late. Comments may also be made on the usefulness of this quick reference guide, the certification instruction guidebook, or any other instructional or training material relating to MASS.

Comments entered on this page are for advisory purposes only, and may not affect the outcome of a PHA’s MASS score. Conversely, the Comment page is not a required part of the MASS submission. There is no penalty for leaving this page blank.

To utilize the Comment page, click in the large text box, and enter your comments, as illustrated below. Text can also be copied from another document and pasted into the comment text box.

Management Assessment for Public Housing Agencies

[Inbox](#) | [Vacancy Rate](#) | [Capital Fund](#) | [Rents Uncollected](#) | [Work Orders](#)
[Annual Inspection](#) | [Security](#) | [Adjustment](#) | **Comment** | [Submit](#)

Please enter any comments that you feel are pertinent to this submission. Your comments are for advisory purposes only and may not affect the outcome of your MASS score.

Enter comments in this text box.

[Save](#) [Reset](#)

[Inbox](#) | [Vacancy Rate](#) | [Capital Fund](#) | [Rents Uncollected](#) | [Work Orders](#) | [Annual Inspection](#) | [Security](#) | [Adjustment](#) | [Comment](#)
| [Submit](#)

Comments or Questions? Please go to [Customer Service Center](#)

Click on the “Save” button when finished, or click on the “Reset” button to remove comments.

To remove part or all comments *after they have been saved*, highlight the text you wish to remove with the cursor and press either the “Delete” or “Backspace” key. When you have confirmed that the text has been removed, click on the “Save” button. Otherwise, the deleted comments will return when you move to another page or exit the system.

SUBMIT

The submit page has two functions, validating the submission, and sending the submission to HUD. A submission may only be sent by a user who is registered as a PHA Director.

Management Assessment for Public Housing Agencies

Inbox	Vacancy Rate	Capital Fund	Rents Uncollected	Work Orders
Annual Inspection	Security	Adjustment	Comment	Submit

Submit Data

Validate Submission

Executive Director's Certification Statement

By submitting electronically, I attest that, as of the submission date, the above indicators, under the Public Housing Assessment System, are true and accurate for the fiscal year indicated. I further attest that, to my present knowledge, there is no evidence to indicate seriously deficient performance that casts doubt on the PHA's capacity to present and protect its public housing developments and operate them in accordance with Federal law and regulations. Appropriate sanctions for intentional false certification will be imposed, including suspension or debasement of the signatories.

I further attest that Board Resolution number approving this certification was passed on

[Inbox](#) | [Vacancy Rate](#) | [Capital Fund](#) | [Rents Uncollected](#) | [Work Orders](#) | [Annual Inspection](#) | [Security](#) | [Adjustment](#) | [Comment](#)
| [Submit](#)

Comments or Questions? Please go to [Customer Service Center](#)

Validating the Submission

The validation process is required before the system will allow a submission to be sent. In fact, the button that enables a submission to be sent will not appear at the bottom of the Submit page until the validation process has been successfully completed.

Submit Data

Validate Submission

Executive Director's Certification Statement

By submitting electronically, I attest that, as of the submission date, the above indicators, under the Public Housing Assessment System, are true and accurate for the fiscal year indicated. I further attest that, to my present knowledge, there is no evidence to indicate seriously deficient performance that casts doubt on the PHA's capacity to present and protect its public housing developments and operate them in accordance with Federal law and regulations. Appropriate sanctions for intentional false certification will be imposed, including suspension or debasement of the signatories.

I further attest that Board Resolution number approving this certification was passed on

To begin the validation process, click on the "Validate Submission" button in the upper portion of the Submit Data box. When this button is clicked, MASS automatically checks the data entries in the sub-indicator pages against the built-in business rules that govern each data element. If any data element field conflicts with a business rule, then the data field is in error, and must be corrected.

If no errors are found, the screen will flash briefly, and the Submit page will re-display. There will be a message confirming that the submission has been successfully validated. (Go to "Sending Your Submission")

Submit Data

The assessment has been successfully validated. The Executive Director may now submit the assessment.

Executive Director's Certification Statement

By submitting electronically, I attest that, as of the submission date, the above indicators, under the Public Housing Assessment System, are true and accurate for the fiscal year indicated. I further attest that, to my present knowledge, there is no evidence to indicate seriously deficient performance that casts doubt on the PHA's capacity to present and protect its public housing developments and operate them in accordance with Federal law and regulations. Appropriate sanctions for intentional false certification will be imposed, including suspension or debasement of the signatories.

I further attest that Board Resolution number approving this certification was passed on

Submit

If **errors are found**, the screen will flash briefly and an error message page will appear, listing the data element or elements that are in error, and what must be done to correct the error (see example below).

Management Assessment for Public Housing Agencies

Inbox	Vacancy Rate	Capital Fund	Rents Uncollected	Work Orders
Annual Inspection	Security	Adjustment	Comment	Submit

Please use your Browser Back button to return to the previous screen.

ERROR MESSAGES
If the PHA has a capital fund program, then CF10100 is mandatory.
If the PHA has a capital fund program, then CF10200 is mandatory.
If the PHA has a capital fund program, then CF10300 is mandatory.
If the PHA has a capital fund program, then CF10400 is mandatory.

[Inbox](#) | [Vacancy Rate](#) | [Capital Fund](#) | [Rents Uncollected](#) | [Work Orders](#) | [Annual Inspection](#) | [Security](#) | [Adjustment](#) | [Comment](#)
| [Submit](#)

Comments or Questions? Please go to [Customer Service Center](#)

It is recommended that the user print out the error page before returning to the sub-indicators to begin correction. For instructions on printing from your browser see page 27 in this Quick Reference Guide.

To return to the submit page, click on the



button on the menu bar of your browser.

From the submit page, click on either the tab or link for the location of the first error.

Once you believe that the errors have been corrected and saved, return to the Submit page and repeat the validation process (see "Validating Your Submission," above). If there are still errors, you must repeat the correction and validation processes until the submission successfully completes validation.

Sending Your Submission

When you have clicked "OK" on the message informing you that the submission has been successfully validated; you will be back at the Submit page.

Notice that the "Validate Submission" button no longer appears at the top of the Submit Data box, and the  button is now visible at the bottom of the Submit Data box.

Before the submission can be sent to REAC, the Executive Director of the PHA must enter data in two fields at the bottom of the Submit Data box.

I further attest that Board Resolution number approving this certification was passed on

In the upper field, the director must enter the number for the Board Resolution approving the management certification. Use the data entry procedure for the Standard Numeric field on page 12. In the lower field, the director must enter the date that that Board Resolution was passed.

When those fields have been entered, click on the  button to send the submission to HUD. The screen will flash, and the Submit page will re-display, with a message confirming that the submission has been sent.

Management Assessment for Public Housing Agencies

Inbox	Vacancy Rate	Capital Fund	Rents Uncollected	Work Orders
Annual Inspection	Security	Adjustment	Comment	Submit

Submit Data

Your assessment has been submitted to REAC.

[Inbox](#) | [Vacancy Rate](#) | [Capital Fund](#) | [Rents Uncollected](#) | [Work Orders](#) | [Annual Inspection](#) | [Security](#) | [Adjustment](#) | [Comment](#)
| [Submit](#)

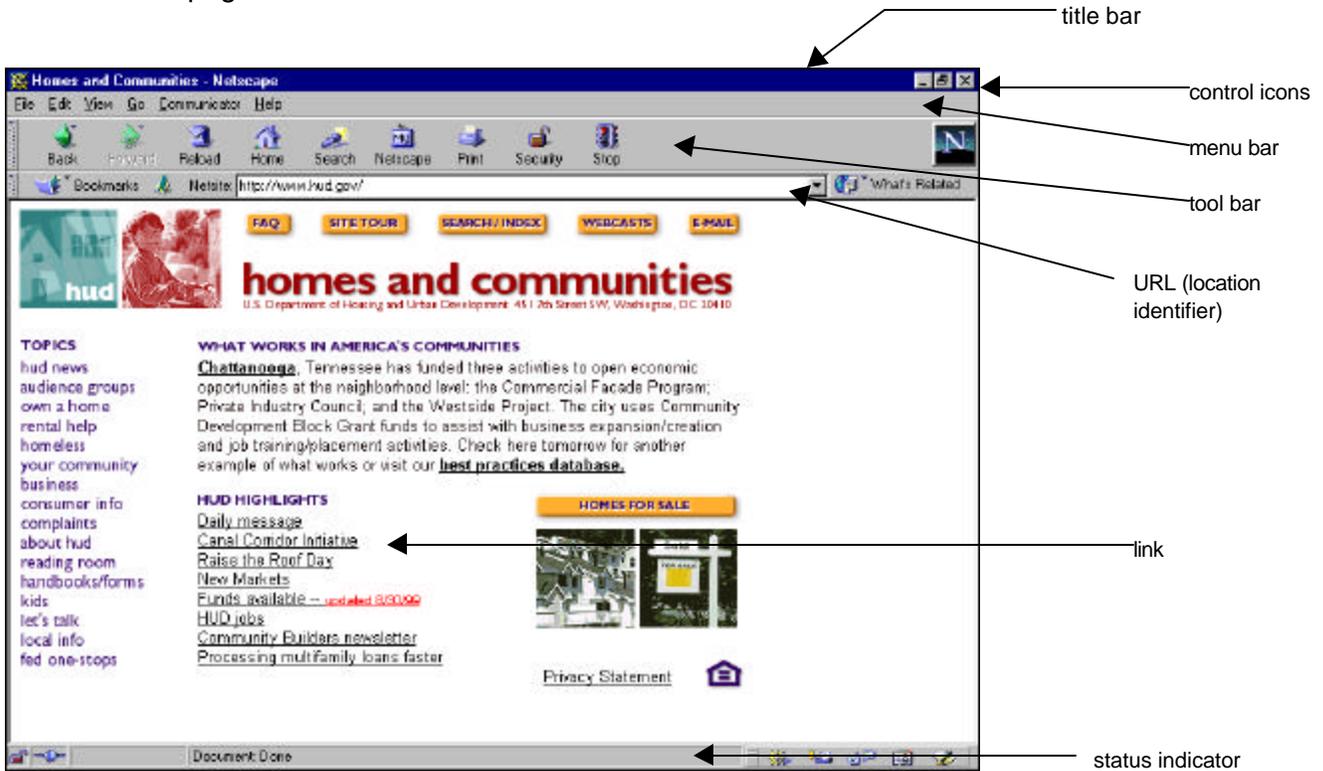
Comments or Questions? Please go to [Customer Service Center](#)

APPENDIX A. BROWSER BASICS & HELP INFORMATION

MASS is accessible via HUD's intranet—HUDweb. MASS screens are user-friendly and offer a variety of helpful features.

Window Features

The web page is a document or application with a unique address on the Web, including links to other pages.



Title Bar

The title bar  Netscape - [Welcome to HUDweb!]    is the bar that appears at the top of the window, and displays the window title. When more than one window is open, the title bar of the active window is bold; the other open title bars appear faded.

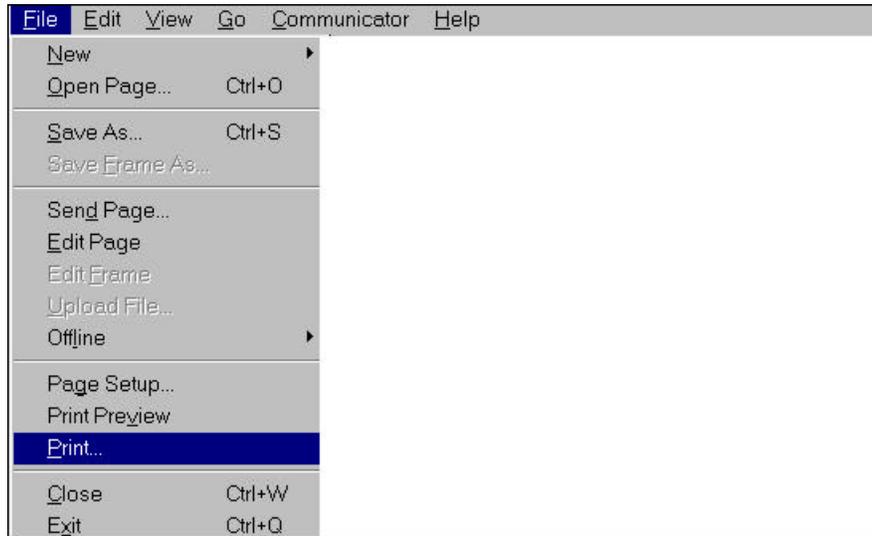
Control Icons

In the right corner of the title bar, there are three control icons. With a mouse click, the Minimize  icon reduces or minimizes the window to the bottom of the page. To enlarge the window back to full size, click on the appropriately titled box at the bottom of the page. The Minimize/Maximize  icon reduces the window to a smaller size, allowing the user to view other open windows or the desktop. To enlarge the window back to full size, click on  again.

The last control icon is the Close  icon. Clicking on this control icon closes the browser application (and the document or application open within the browser) and returns the user to the desktop.

Menu Bar

The menu bar provides drop-down menus for browser functions. By placing the cursor over a menu item and clicking on it with a left mouse button, the drop-down menu appears. Highlight the appropriate menu function with the cursor to make a selection.



Available menu functions are text items in bold. Menu functions that are not available appear faded and cannot be activated.

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 available.

Location Identifier

The unique location of the Web document or application is called the Uniform Resource Locator (URL). The URL is used to find a particular Web page among all the computers on the Internet. Enter the desired URL in the Location or Netsite field and press the Enter key.

NOTE: The field is labeled "Location" for an Internet site. It is labeled "Netsite" for an intranet (internal/within the organization) site.

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, and it moves the user to that particular page. Once the link is accessed, it typically changes color to indicate the user has already accessed it once before.

Scroll Bars

The scroll bar appears whenever there is more information to display on the screen or in the dialog box or list box. There are horizontal and vertical scroll bars. Clicking on an arrow on the scroll bar causes the display to move left, right, up and down, so that additional information can be seen.



Status

The Netscape browser indicates the status of the action being performed. If the browser is performing an action (for example, searching a database for information):

- the Netscape  logo to the right of the URL address appears to have comets flying across it,
- the Stop sign  on the tool bar is bold and red, and
- the status indicator line at the bottom of the page (next to the lock ) describes the status (for example, "Connect . . . Waiting for reply"). Upon completion of the action, the logo returns to its static state, the Stop tool appears faded, and the status indicator line reads "Document: Done."

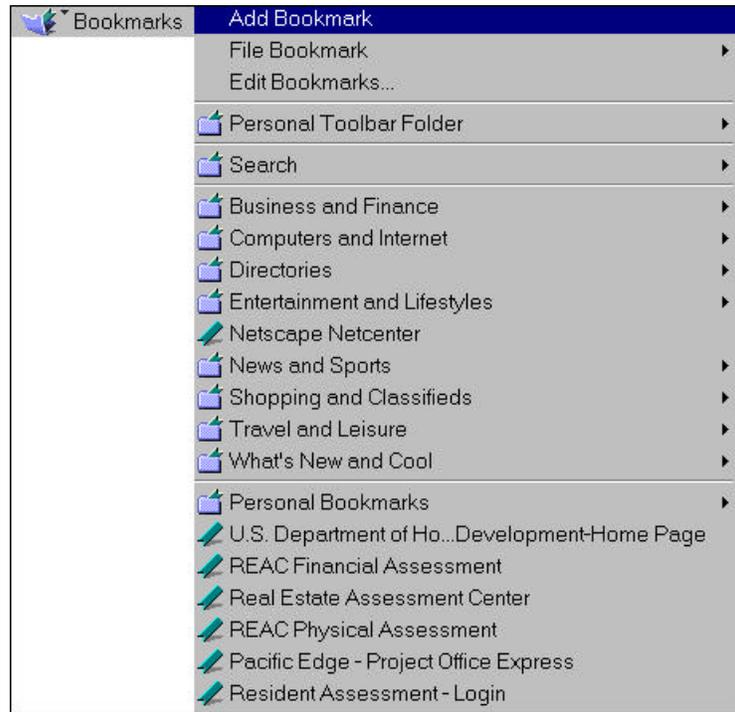
NOTE: The lock indicates whether the Web page is secure or not. Some Web pages can be secured or blocked from other Internet users if the page contains sensitive information, such as financial or housing information. If the lock is closed, the page is secure. If the lock is open, it is not a secure Web page.

BOOKMARKS

The Bookmarks function is a browser tool that provides the user with quick access to a Web page. Once a Web page's title and location is marked as a bookmark in the browser, the user does not have to remember and type in the URL or go through a series of links to access that page.



To bookmark the currently displayed Web page, click on Bookmarks to the left of the *Location* field for the drop-down options. Click on the Add Bookmark option to mark the page. The Web page location is added.



All bookmark(s) appear in list form under the Bookmarks option. Clicking on a bookmark in that list takes the user directly to that page.

APPENDIX B. TABLE OF MASS SUB-INDICATORS

Below is a table listing the MASS Sub-Indicators, their components, the number of data elements each contain and their score values:

Sub-Indicator Number and Name	Component Number and Name	Total Data Elements	Score Value
1 - Vacancy Rate and Unit Turnaround Time	1 - Vacancy Rate	14	4.0
	2 - Unit Turnaround Time	8	4.0
2 - Capital Fund	1 - Unexpended Funds Over Three Federal Fiscal Years (FFYs) Old	7	1.0
	2 - Timeliness of Fund Obligation	5	1.5
	3 - Adequacy of Contract Administration	4	1.0
	4 - Quality of Physical Work	4	2.0
	5 - Budget Controls	4	0.5
3 - Rents Uncollected		5	4.0
4 - Work Orders	1 - Emergency Work Orders	3	2.0
	2 - Non-Emergency Work Orders	4	2.0
5 - Annual Inspection of Dwelling Units and Systems	1 - Annual Inspection of Dwelling Units	10	2.0
	2 - Annual Inspection of Systems Including Common Areas and Non-Dwelling Space	9	2.0
6 - Security and Economic Self Sufficiency	1 - Tracking and Reporting Crime-related Problems	5	1.0
	2 - Screening of Applicants	4	1.0
	3 - Lease Enforcement	4	1.0
	4 - Drug Prevention, Crime Reduction and/or Economic Sufficiency Program Goals	5	1.0

APPENDIX C. TABLE OF AUTOMATICALLY CALCULATED DATA ELEMENT FIELDS

Below is a table of the data element fields in MASS that are automatically calculated.

Sub-Indicator	Data Element	Description
1	V11000	Total available days
1	V11100	Actual vacancy rate
1	V11200	Adjusted vacancy days
1	V11300	Adjusted vacancy rate
1	V13100	Average Unit Turnaround Days
2	CF10500	Adjusted total expended funds
2	CF11500	Adjusted total unobligated funds
3	R10300	Rents uncollected
3	R10400	Percentage of rents uncollected
4	W10200	Percentage of emergency work orders completed/abated within 24 hours
4	W10700	Average number of days PHA has reduced the time it takes to complete non-emergency work orders over the past three years
4	W10800	Average completion days
5	A10700	Adjusted units available
5	A10800	Percent of units inspected by PHA
5	A10900	Percent meeting Uniform Physical Condition Standards
5	A11800	Percentage of contiguous sites (adjoining with no natural boundaries) inspected
5	A11900	Percentage of buildings inspected
6	S11700	Percentage of goals that the PHA can document it met under implementation plan(s) for any and all of these programs

NOTE: All fields containing automatic calculations are “read only” fields. While a user may enter the field and alter the figure, the system will not save the alteration. When the cursor is clicked outside the field, the system-generated figure will return.

APPENDIX D. REGISTERING FOR A SYSTEM ID

Because the Management Assessment Subsystem (MASS) is a secure, Web-based system that contains sensitive financial and housing information, security registration for a system ID is required. An Internet user can access MASS only after registering, being assigned system rights, and receiving a system ID.

Further restrictions apply regarding system access for PHAs. A user must be assigned to a PHA before the system will allow data entry and submission.

There are two types of Internet MASS users: Coordinators and Users. The Coordinator serves as the PHA's representative to perform system administration functions, such as controlling system access. The User submits management data via MASS.

The Coordinator controls which Users have access to prepare, review, or submit data on behalf of the PHA. **Submission of data in MASS is restricted to the PHA Executive Director only.** A Coordinator is also responsible for forwarding all information to the PHA that is received electronically from HUD.

A User also registers to do business on behalf of the PHA. The User, however, cannot control access to the system or assign rights. A User depends on the Coordinator for the necessary access to prepare, review, or submit data.

NOTE: In this guide, the term "user" is a generic term for individuals following the instructions for using MASS.

COORDINATOR AND USER REGISTRATION

All Coordinators and Users must submit a completed registration application to REAC to obtain a system ID for Internet access to MASS. Required registration information includes name and social security number, the PHA's name and PHA Code, email address, desired password, and mother's maiden name. The registration form is available online from the MASS Web page.

Coordinator

Each PHA must designate a Coordinator, typically an employee, to act as their representative in providing MASS access to system Users. The Coordinator is then responsible for retrieving a User's system ID, establishing the User's role in the system, and assigning the User to the PHA for submission purposes.

NOTE: There can be no more than two Coordinators per PHA. It is recommended that each PHA designate two Coordinators to ensure backup for system administration needs.

A Coordinator can also serve as a User for the PHA. Therefore, if an individual will represent the PHA in system control (Coordinator) and will also submit data (User), the individual should register as a Coordinator.

User

A MASS User can be an employee of the PHA or a third party, such as a management agent, authorized by the PHA to submit management data for the PHA.

Unlike a Coordinator, a registered User cannot control system access or User maintenance functions. The User is dependent on the Coordinator for system access as well as updating User information (e.g., email address).

REAC Management Assessment Web Page

To register for a system ID and access MASS, Coordinators and Users must go the **REAC Management Assessment** Web page. In addition to MASS links, this page presents information about the latest online documentation for using MASS, links to other HUDweb pages, and other pertinent information.

The *What's New* section of the page provides a link to important announcements and information updates. The *Customer Guides* box contains links to the Instructor Guidebook, the MASS Quick Reference Guide, and the Secure Systems Quick Reference Guide. The Instruction Guidebook provides line item definitions and information sources for using MASS. The MASS Quick Reference Guide provides step-by-step instructions on how to use the MASS system, as well as this security guide.

NOTE: The contents of this page is updated and changed on a regular basis.

REAC Management Assessment

"Assessments Today for Better Housing Tomorrow"

What's New

You will need a [PDF reader](#) to see some items below

- [Frequently Asked Questions](#) **NEW !**
- [Video Training](#)
- [Evaluation of the Video Training](#)
- [PHA Letter](#)

Attention PHAs with FYE of September 30: Live Satellite Broadcast on 10/21/99

REAC will be hosting an interactive Question and Answer session at all local HUD Field Offices with satellite capability on October 21, 1999 starting at 3 p.m. EST.

This live satellite broadcast will feature a panel of experts addressing your questions pertaining to the instructional video, and the MASS system.

- Please sign up for a space to participate by clicking [here](#) by Monday, October 18.
- For a detailed description of the Question and Answer session, [click here](#). (Course Announcement)

A Video Training Tape was sent to all 9/30 FYE PHAs. The tape provides an overview of MASS and a detailed demonstration of how it functions, and requirements for all PHAs as well as instructions for using the MASS system.

Business Standards & HUD Form

- [Federal Register](#) - Proposed Rule
- [Public Housing Assessment System \(PHAS\) Management Operations Certification Form HUD-50072](#)

Frequently Asked Questions

- [PHMAP vs PHAS Management](#) (PowerPoint Presentation)
- [Management Operations FAQs \(9/17/99\)](#)

Customer Guides

- [Instruction Guidebook](#)
- [User Quick Reference Guide](#)

Management Assessment Subsystem Submission

- [Apply for User ID and Password](#)
- [Log in to MASS](#)

- You must have a MASS User ID and Password to access the system and submit certifications. If you need a MASS User ID and Password, click on ["Apply for User ID and Password"](#). Allow two weeks to receive your Password via the U.S. Mail.
- If you already have a MASS User ID and Password, click on ["Log in to MASS"](#) to submit your management operations certification.

[Return to REAC Home Page](#)

The Management Assessment Subsystem Submission box provides two essential links for MASS Users and Coordinators. The Apply for User ID and Password link provides access to the **Coordinator and User Registration** page, where Users and Coordinators must apply for their system ID to access MASS. The Log In to MASS link provides access to HUD's **Secure Systems** page, which contains links to systems as well as system administration functions.

NOTE: The Log In to MASS link is only functional for registered Users and Coordinators with authorized system IDs.

To register for a system ID:

1. From your desktop, double-click on the Internet browser (e.g., Netscape*). The Internet main page displays. The Yahoo!+ main page is shown here as an example.



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

+Copyright© Yahoo! Inc. All rights reserved. Protected by the copyright laws of the United States and international treaties.

2. Place the cursor in the *Location* field under the toolbar.



3. Enter the following URL address: **www.hud.gov/reac/MASS/index.html** in the *Location* field. The **REAC Management Assessment** home page displays. Use the scroll bar to view the entire page.

NOTE: The contents of this page is changed and updated on a regular basis, therefore, its appearance may vary as well.

REAC Management Assessment

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A Video Training Tape was sent to all 9/30 FYE PHAs. The tape provides an overview of MASS and a detailed demonstration of how it functions, and requirements for all PHAs as well as instructions for using the RASS system.

Business Standards & HUD Form

- [Federal Register](#) - Proposed Rule
- [Public Housing Assessment System \(PHAS\) Management Operations Certification Form HUD-50072](#)

Frequently Asked Questions

- [PHMAP vs PHAS Management](#) (PowerPoint Presentation)
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Management Assessment Subsystem Submission

- [Apply for User ID and Password](#)
- [Log in to MASS](#)

- You must have a MASS User ID and Password to access the system and submit certifications. If you need a MASS User ID and Password, click on "[Apply for User ID and Password](#)". Allow two weeks to receive your Password via the U.S. Mail.
- If you already have a MASS User ID and Password, click on "[Log in to MASS](#)" to submit your management operations certification.

[Return to REAC Home Page](#)

4. On the **REAC Management Assessment** home page, scroll down to the **Management Assessment Subsystem Submission** box.

Management Assessment Subsystem Submission

- [Apply for User ID and Password](#)
- [Log in to MASS](#)

5. Click on the [Apply for User ID and Password](#) link to apply for a system ID from HUD. The **PHA User Registration** page displays.

PHA User Registration

To apply for a User ID, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the Executive Director of your Housing Authority. The password will not be disclosed, so make sure you remember it!!!

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

Application Type: Coordinator User

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

Organization Information

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

Organization Name:
Organization ID:

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc]. For example: jsmith@aol.com, johndoe@adv.org, hfb84a@prodigy.com.

E-mail Address:

Choose a Password.

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

Password:
Re-enter Password for Verification:

Mother's Maiden Name.

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

Mother's Maiden Name:

6. Registration requires users to provide their full names and complete the entire application form. Use the Tab key on the keyboard to move to the next field.

FIELD NAME	EXPLANATION
Application Type	Click on either the <i>Coordinator</i> or <i>User</i> radio button.
First Name	Tab and enter your first name.
Middle Initial	Tab and enter your middle initial. Do not type a period after the initial.
Last Name	Tab and enter your last name.
Social Security Number	Enter your social security number. Enter the first three digits, tab, enter the next two digits, and tab to enter the last four digits.
Organization Name	Tab and enter the PHA Code designated by HUD.
Organization ID	Tab and enter the PHA ID number assigned by HUD.
Email Address	Tab and enter the user's email address. Because this is a Web-based system, the complete email address must be entered for communication purposes. If the email address is incorrect, REAC cannot contact the applicant.
Password	Tab and enter a password of six characters. For Internet access to MASS, the password must be typed exactly as entered on this registration application. The password is case-sensitive. Tab once and re-enter the password to confirm it.
Mother's Maiden Name	Tab and enter the user's mother's maiden name. This field must be completed for verification purposes.

7. Check to ensure the information in each field is correct. To correct a single entry, double-click in the field and enter the correct information. To clear all the fields, click on the  button and re-enter all the information.
8. Click on the  button to send the application to REAC. If the application is entered correctly and completely, a confirmation page displays.

PHA Coordinator Registration

PHA COORDINATOR REGISTRATION CONFIRMATION:

First Name: JOHN
Middle Initial: T
Last Name: SMITH
Social Security Number: 123-45-4444
Organization Name: COLUMBUS METRO HA
Organization ID: OH001
E-mail Address: jsmith@pha.gov
Mothers Maiden Name: JONES

You are registering as a **PHA Participant Coordinator** for the PHA COLUMBUS METROPOLITAN HOUSING AUTHORITY - OH001.

Please confirm the following address for COLUMBUS METROPOLITAN HOUSING AUTHORITY:

**960 EAST FIFTH AVE.
COLUMBUS OH 43201**

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

Confirm / Submit

Cancel Application

Comments or Questions [<REAC_CSC@hud.gov>](mailto:REAC_CSC@hud.gov)

NOTE: If the application is missing any information, a message displays

identifying the missing information. Click on the  button to return to the application form page. Correct or complete the missing information and send the application.

- Review all the information for accuracy, especially the application type, PHA, and mailing address.

NOTE: The mailing address appears only for Coordinators (not Users). Do not proceed with the application if this mailing address is inaccurate or you will not receive your system ID.

10. If the information is accurate, click on the Confirm/Submit button to submit the application to HUD. A message displays acknowledging acceptance of the registration application for further processing. If the information is not accurate, click the  button to cancel.

PHA Coordinator Registration

**Message: STANDARD USER REGISTRATION ACCEPTED FOR FURTHER PROCESSING**

<i>First Name:</i>	JOHN
<i>Middle Initial:</i>	T
<i>Last Name:</i>	SMITH
<i>Social Security Number:</i>	123-45-4444
<i>Organization Name:</i>	COLUMBUS METRO HA
<i>Organization ID:</i>	OH001
<i>E-mail Address:</i>	jsmith@pha.gov
<i>Mothers Maiden Name:</i>	JONES



[\[Home\]](#) [\[Previous\]](#)

Comments or Questions [<REAC_CSC@hud.gov>](mailto:REAC_CSC@hud.gov)

AFTER REGISTRATION

Coordinator and User registration applications are processed nightly. The PHA information is verified and a system ID is generated.

For Coordinators, HUD sends the PHA Executive Director a letter, confirming the applicant as the PHA's Coordinator and providing the Coordinator's system ID. The PHA Executive Director should receive the letter from HUD within 2 weeks. A Coordinator is authorized when they receive their system ID from the PHA Executive Director.

For Users, the User must notify the Coordinator that they have registered for a system ID. Within 24 hours, the Coordinator can retrieve the User's ID from the system and assign necessary role(s) and PHA(s) to the User. A User can enter the MASS system after they receive their system ID from the Coordinator.

APPENDIX E. SYSTEM ADMINISTRATION

As the Coordinator, you perform system administration functions to provide a User with access to MASS and to assign the User rights to their PHA. First, you must establish yourself as a Coordinator in the system. Once established as a Coordinator in the system, you can then retrieve system IDs for registered Users of the PHA(s) you represent. You can also assign rights to Users to submit management data for your PHA(s).

SECURE SYSTEMS



The **Secure Systems** main page contains two sections: Systems and System Administration. The systems section provides underlined links to HUD's secure systems. The list of underlined system links varies based on your system rights.

The *Systems Administration* section allows you to control system access and update User information (e.g., email address)

NOTE: In this guide, "user" is a generic term which includes both Users and Coordinators.

ESTABLISHING A COORDINATOR

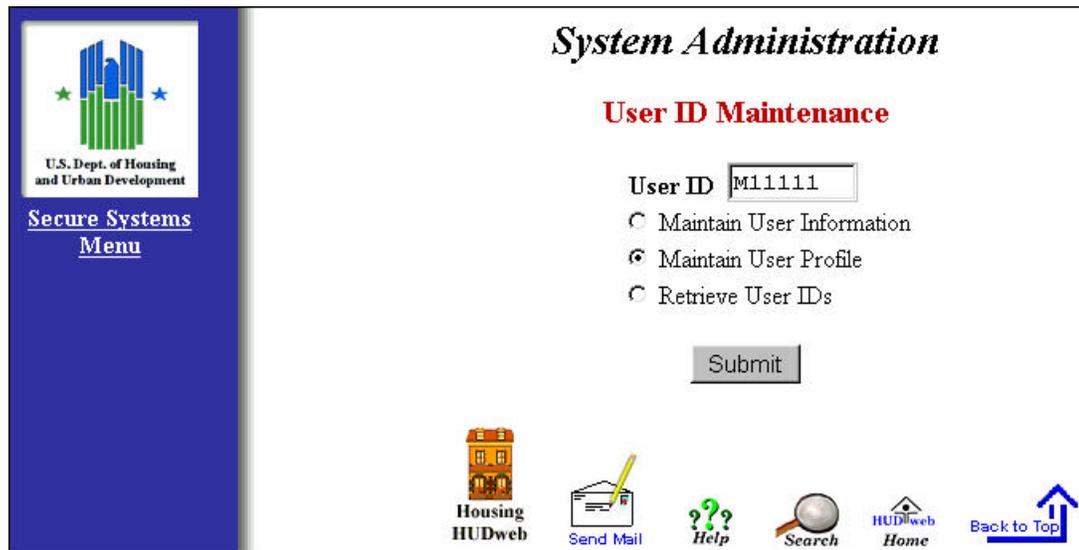
The first step in establishing yourself as a Coordinator begins when you receive your system ID from the PHA Executive Director. You can use your system ID and the password submitted in your registration application to log in and set up system rights.

User ID Maintenance

After you log in and reach the **Secure Systems** page, you should perform system administration functions in the following order for the system to recognize you as a Coordinator for MASS.

To establish yourself as a Coordinator in the system:

1. On the **Secure Systems** main page, click on the User ID Maintenance link. The **User ID Maintenance** page displays.



The screenshot shows the 'System Administration' page with the 'User ID Maintenance' section. On the left is a blue sidebar with the U.S. Dept. of Housing and Urban Development logo and the text 'Secure Systems Menu'. The main content area has the title 'System Administration' and 'User ID Maintenance' in red. Below the title is a 'User ID' input field containing 'M11111'. There are three radio buttons: 'Maintain User Information' (unselected), 'Maintain User Profile' (selected), and 'Retrieve User IDs' (unselected). A 'Submit' button is below the radio buttons. At the bottom of the page are several icons: 'Housing HUDweb', 'Send Mail', 'Help', 'Search', 'HUDweb Home', and 'Back to Top'.

2. Enter your system ID. Remember to capitalize all letters in the system ID.
3. Click on the *Maintain User Profile* radio button.
4. Click on the button. The **Maintain User Profile** page displays.

NOTE: This page is for Coordinators only. Once established as a Coordinator, you can use other system administration functions to retrieve system IDs for Users, assign system roles to Users, and assign Users to PHAs to allow them to submit data through MASS.

5. Click in the checkbox to the left of *MASS* to indicate the system(s) desired.
6. Click in the first checkbox to the left of *Action(s)* to add an action for that system.

- Click on "Coordinator" from the list of actions to highlight it. Use the scroll bar, if necessary.
- Click on the button. An **Update Results** page displays to confirm your update, which allows you to act as the Coordinator for that system for PHA(s) you represent.



NOTE: To remove a Coordinator action for a system, click on the [Review User](#) link. The **Maintain User Profile** page displays again. "Coordinator" is now also in the Remove column, indicating that the Coordinator is now established as a Coordinator for MASS. To remove the Coordinator action, click on the checkbox in the last column, highlight "Coordinator," and click on Submit. The **Update Results** page displays again, confirming Coordinator rights are removed for that system. To return to the **Secure Systems** page, click on the [Secure Systems Menu](#) link.

- Click on the [Secure Systems Menu](#) link to return to the **Secure Systems** page or click on the control icon to exit the system.



ESTABLISHING A USER

After a User has registered with HUD and notified you (the Coordinator) of their registration, you can retrieve the User's system ID. You also assign the User access rights to MASS and to the PHA's data. Finally, you provide the User with their system ID.

NOTE: Registration applications are processed nightly, so allow at least 24 hours between User registration and Coordinator retrieval of the system ID.

User ID Maintenance

As the PHA's Coordinator, you are responsible for controlling access to the system and the PHA's projects. You should verify a User is authorized to do business for the PHA prior to allowing the User access to MASS and the PHA's properties.

The first step in assigning the User system rights is to retrieve the User's system ID for system access.

To retrieve a User's system ID:

1. On the **Secure Systems** main page, click on the User ID Maintenance link. The **User ID Maintenance** page displays.

The screenshot shows a web interface for "System Administration" with a sub-section for "User ID Maintenance". On the left is a blue sidebar with the HUD logo and "Secure Systems Menu". The main content area has a title "System Administration" and "User ID Maintenance" in red. Below the title is a "User ID" text input field. Underneath are three radio buttons: "Maintain User Information", "Maintain User Profile", and "Retrieve User IDs" (which is selected). A "Submit" button is located below the radio buttons. At the bottom of the page are several icons: a house for "Housing HUDweb", an envelope for "Send Mail", a question mark for "Help", a magnifying glass for "Search", a house with a star for "HUDweb Home", and an upward arrow for "Back to Top".

2. Click on the *Retrieve User IDs* radio button.
3. Click on the button. The **Retrieve User IDs** page displays.

User Maintenance

Retrieve User IDs

Last Name

First Name

Date Range* From / /

To / /

*Date range applies to the date on which the user ID was created or last updated.

[Home](#) [Back to Top](#)

4. Enter the User's last name in the *Last Name* field.
5. Enter the User's first name in the *First Name* field.

NOTE: If entering a date range, use the 2-digit month, 2-digit day, and 4-digit year format. Tab from one field to the next field. The date fields can be used, for example, if you have several Users that registered in the same week and you want to retrieve all of their system IDs at once.

6. Click on . The **User List** page for the PHA displays, including the PHA's tax ID, the participant ID, and a list of all Users for the PHA for the specified date range. **Refer to the *User ID* column.**
7. Click on the User Maintenance link. The **User ID Maintenance** page displays.

System Administration

User ID Maintenance

User ID

Maintain User Information

Maintain User Profile

Retrieve User IDs

[Housing HUDweb](#) [Send Mail](#) [Help](#) [Search](#) [HUDweb Home](#) [Back to Top](#)

Next, you must assign a role to the User allowing the User to perform the appropriate function in the system. There are two roles for PHA Users: "MASS-PHA User" and "MASS-PHA Executive Director". Only the PHA Executive Director can submit the management data to REAC.

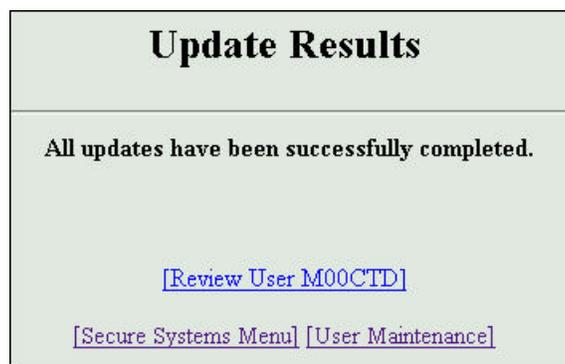
Role	Description
MASS-PHA User	PHA User who will be entering draft management data
MASS-PHA Executive Director	Executive Director submits the management data to REAC

To assign an access role to a User:

1. On the **User ID Maintenance** page, enter the User's system ID in the *User ID* field.
2. Select the *Maintain User Information* radio button.
3. Click on . The **Maintain User Information** page displays.

NOTE: The system ID is confirmed at the top of the page. The majority of the fields presented on the page, however, come from registration information, including name, e-mail address, and PHA organization name and number. The default is "Active", which is appropriate for a new or current User. "Terminated" inactivates the system ID, restricting access to Secure Systems. For example, if a User will be on extended leave, their ID should be terminated until their return.

4. To assign a role, click on the checkbox next to Assign Role(s).
5. Click on the role to select it from the list. To select multiple roles, hold down the Ctrl key and click on the roles.
6. Click on the button. The **Update Results** page displays, confirming the role update was successful.



NOTE: To review the current role, click on the Review User link. The **Maintain User Information** page displays again. The role now displays in the right column under Delete Role(s) to allow you to delete the currently assigned

role if necessary. When deleting a role, remember to first check the checkbox next to Delete Role(s).

7. Click on the Main Menu link. The **Secure Systems** page displays.



PHA Assignment Maintenance

In addition to a system role, the User must also be assigned to the PHA. As the Coordinator, you can only assign Users to PHAs you represent. For other PHAs, the User needs to contact the Coordinator for those PHAs.

To assign a PHA to a User:

1. From the **Secure Systems** page, click on the PHA Assignment Maintenance link. The **PHA Assignment Maintenance** page displays.

System Administration

PHA Assignment Maintenance

User

Assign PHA View or Unassign PHA

For Assignment, provide one of the following:

PHA ID

or State

If selected criterion is State, sort the results by:

PHA ID Name

Housing HUDweb Send Mail Help Search HUDweb Home Back to Top

2. Enter the User's system ID in the *User* field.
3. Click on the *Assign PHA* radio button.
4. Enter the PHA ID in the *PHA ID* field or click on the right drop-down arrow to select a state in the *State* field. Click on a state from the list to select it.
5. To select the sort criteria, click on either the *PHA ID* or *Name* radio button.
6. Click on the button. The **Assign PHA For User** page displays.

Assign PHA For User M11111

Roles	PHAs
<input type="text" value="PHA Certifier (PCR)"/>	AL075 BOAZ HOUSING AUTHORITY
<input type="text" value="PHA Submitter (PSB)"/>	AL101 Abbeville Housing Authority
<input type="text" value="REAC System Coordinator (RCO)"/>	AL121 Albertville Housing Authority
	AL102 Altoona Housing Authority
	AL081 Bear Creek Housing Authority
	AL128 Brundidge Housing Authority
	AL082 CROSSVILLE HOUSING AUHTORITY
	AL122 Childersburg Housing Authority
	AL070 City of Union Springs Housing Authority
	AL083 Collinsville Housing Authority

[\[Main Menu\]](#) [\[System Maintenance\]](#) [\[User Maintenance\]](#) [\[PHA Maintenance\]](#)

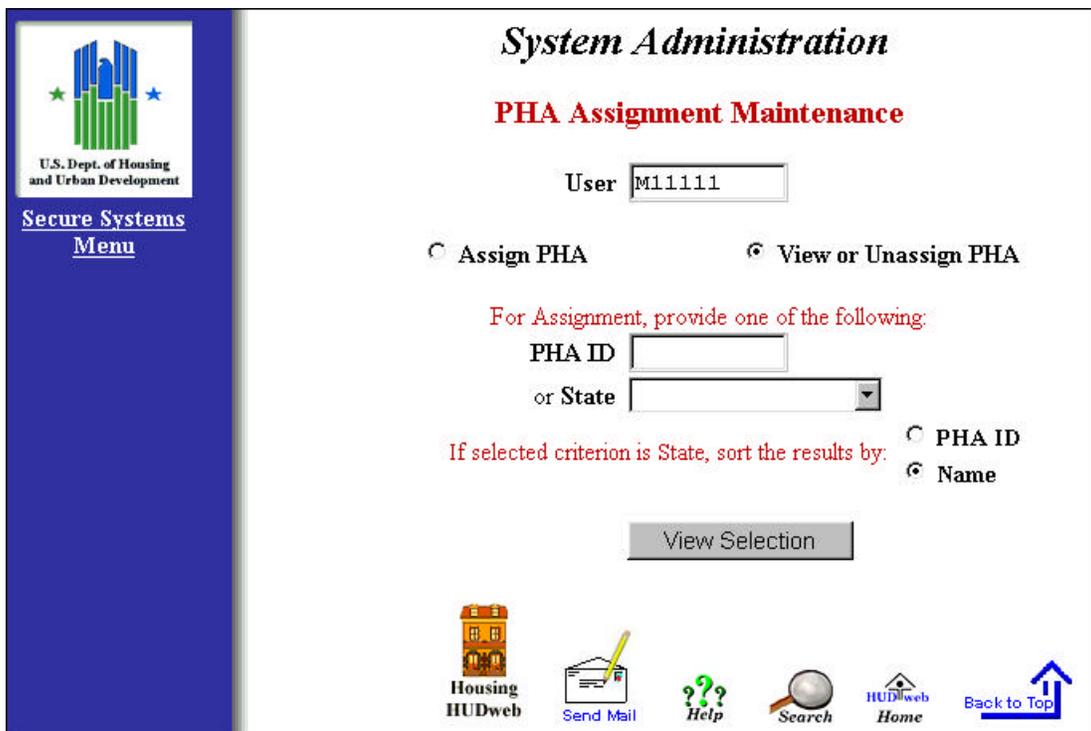
7. Select the appropriate User *Role* from the list by clicking on it.
8. Select the appropriate *PHA* from the lists by clicking on the selection to highlight it. Hold the Ctrl key down and click to select multiple PHAs.
9. Click on the button. The **Update Results** page displays.



10. Click on the [PHA Maintenance](#) link to return to the **PHA Assignment Maintenance** page.

To view a User's current PHA assignments:

1. From the **PHA Assignment Maintenance** page, enter the User's ID in the *User* field.



2. Click on the *View or Unassign PHA* radio button.
3. Click on the button. The **Unassign PHA for User** page displays.

Unassign PHA For User M11111

PHA ID	PHA Name	Role Code
<input checked="" type="checkbox"/> AR016	CAMDEN HOUSING AUTHORITY	PCR
<input type="checkbox"/> AR016	CAMDEN HOUSING AUTHORITY	PSB
<input type="checkbox"/> AR030	Housing Authority of the City of Mena	PSB
<input type="checkbox"/> OK120	Housing Authority of the City of Yale	RCO

[\[Main Menu\]](#) [\[System Maintenance\]](#) [\[User Maintenance\]](#) [\[PHA Maintenance\]](#)

4. Click on the [PHA Maintenance](#) link to assign additional PHAs; or click the [User Maintenance](#) link to assign roles or update User information; or the [Main Menu](#) link to return to the **Secure Systems** page.

To delete a User's rights to a PHA:

1. From the **PHA Assignment Maintenance** page, enter the User's system ID in the *User* field.

System Administration

PHA Assignment Maintenance

User

Assign PHA View or Unassign PHA

For Assignment, provide one of the following:

PHA ID

or State

If selected criterion is State, sort the results by:

PHA ID Name

2. Click on the *View or Unassign PHA* radio button.
3. Click on the button. The **Unassign PHA for User** page displays, listing PHAs currently assigned to the User.

Unassign PHA For User M11111

PHA ID	PHA Name	Role Code
<input checked="" type="checkbox"/> AR016	CAMDEN HOUSING AUTHORITY	PCR
<input type="checkbox"/> AR016	CAMDEN HOUSING AUTHORITY	PSB
<input type="checkbox"/> AR030	Housing Authority of the City of Mena	PSB
<input type="checkbox"/> OK120	Housing Authority of the City of Yale	RCO

[\[Main Menu\]](#) [\[System Maintenance\]](#) [\[User Maintenance\]](#) [\[PHA Maintenance\]](#)

4. Click on the checkbox to select the PHA to unassign.
5. Click on the button. The **Update Results** page displays.



6. Click on the [Secure Systems Menu](#) link to return to the **Secure Systems** main page or click on the control icon to exit the system.



Final Step in User Set-up

After retrieving the User's system ID, assigning the User the appropriate role and PHA(s), you can now provide them with their User ID to access the system.

Password Change

On the **Secure Systems** page, under System Administration, the Password Change option allows Users and Coordinators to change their own passwords.

NOTE: Unlike system IDs, User passwords are not accessible to Coordinators.

To change the password:

1. From the **Secure Systems** page, click on the Password Change link. The **Change Password** page displays.



The screenshot shows a web form titled "Change Password" with a yellow "HELP" button in the top left. The form contains the following elements:

- A red heading "Change Password".
- The instruction "Please enter a new Password".
- The text "User ID M11111".
- Three password input fields, each containing seven asterisks: "Old Password:", "New Password:", and "Retype New Password:". The "Retype New Password:" field is highlighted with a grey border.
- A "Login" button to the right of the "Retype New Password:" field.
- A "BACK" button with a left-pointing arrow in the bottom left corner.
- A notice: "Notice to internet users: Your password change request may not take effect for up to 15 minutes."

2. Enter the old password and tab to the next field.
3. Enter the new password and tab to the next field.
4. Retype the new password.
5. Click on the **Login** button. The old password is changed to the new password and the **Secure Systems** page displays.



Secure Systems
HUD

Systems

- [Financial Assessment Subsystem Submission](#) (FASSUB)
- [Active Partners Performance System](#) (APPS)
- [Financial Assessment Submission - PHA](#) (FASPHA)
- [Management Assessment Subsystem](#) (MASS)
- [Resident Assessment Subsystem](#) (RASS)

System Administration - [Guide](#)

- [User Group Maintenance](#)
- [User ID Maintenance](#)
- [Property Assignment Maintenance](#)
- [Participant Assignment Maintenance](#)
- [Business Partners Maintenance](#)
- [PHA Assignment Maintenance](#)
- [Password Change](#)

NOTE: The password change is not instantaneous; it may take up to 15 minutes to implement on the server.

BUSINESS PARTNERS MAINTENANCE

The Business Partner Maintenance feature allows **Coordinators** to represent additional business partners (i.e., PHAs). You can only register once. If you need to represent additional PHAs as their Coordinator, you must request a new business partner relationship for each additional PHA. Once the new relationship is activated in the system, you can act as the Coordinator for the additional PHA.

Establishing Additional PHA Relationships

Remember, Coordinators are determined by the PHA. The first step in establishing a new business partner relationship is to make a request to the new (in addition to the PHA under which you registered to be their Coordinator) PHA in the system.

To request a new business relationship:

1. From the **Secure Systems** page, click on the Business Partners Maintenance link. The **Business Partners Maintenance** page displays.

The screenshot shows a web interface for 'System Administration' with a sub-section for 'Business Partners Maintenance'. On the left is a blue sidebar with the U.S. Dept. of Housing and Urban Development logo and a 'Secure Systems Menu' link. The main content area has a title 'System Administration' in italics and 'Business Partners Maintenance' in red. Below the title is a 'User ID' field containing 'M80001'. There are three radio button options: 'Request New / Delete Existing Relationships' (which is selected), 'Activate Relationships', and 'Deactivate Relationships'. A 'Submit' button is located below the radio buttons. At the bottom of the page, there are 'Home' and 'Back to Top' links.

2. Enter your system ID in the *User ID* field.
3. Select the *Request New/Delete Existing Relationships* radio button.
4. Click on the button. The **Delete/Request Relationships** page displays. The "Original Relationship" identifies the PHA you under which you registered. The box immediately below displays additional PHAs you represent (if any).

Delete Relationships For User M80001

Original Relationship: 411295075 - LaCrosse Properties
(Organization)

351939896 - PFISTER & COMPANY, INC. (O)
 OH066 - MORGAN METROPOLITAN HOUSING AUTHORITY (O)

Request Relationships For User M80001

Tax ID / SSN / PHA ID	Business Partner Type
<input type="text" value="1112223333"/>	Participant (Organization) ▾
<input type="text" value="1114445555"/>	Participant (Individual) ▾
<input type="text"/>	Participant (Organization) ▾
<input type="text"/>	Participant (Organization) ▾
<input type="text"/>	Participant (Organization) ▾
<input type="text"/>	Participant (Organization) ▾
<input type="text"/>	Participant (Organization) ▾
<input type="text"/>	Participant (Organization) ▾
<input type="text"/>	Participant (Organization) ▾
<input type="text"/>	Participant (Organization) ▾

[\[Main Menu\]](#)
[\[User Group Maintenance\]](#)
[\[User Maintenance\]](#)
[\[Business Partners Maintenance\]](#)

5. Scroll down to the *Request Relationships* section. Click in the first column, and enter the *PHA ID* for the PHA.
6. In the *Business Partner Type* column, click on the right drop-down arrow to view a list of options. Click on the PHA to select it.

Tax ID / SSN / PHA ID	Business Partner Type
<input type="text" value="P&O60"/>	PHA ▾
<input type="text"/>	Participant (Organization)
<input type="text"/>	Participant (Individual)
<input type="text"/>	PHA
<input type="text"/>	Participant (Organization)

7. Click on the button at the bottom of the page. A **Confirmation** page displays.

**Request Relationships For User M80001
Confirmation**

Add Participant Info	Confirm
PA060 NORTHUMBERLAND COUNTY HOUSING AUTH. 50 MAHONING STREET MILTON PA 17847-1021	<input type="checkbox"/>

[\[Main Menu\]](#) [\[User Group Maintenance\]](#) [\[User Maintenance\]](#) [\[Business Partners Maintenance\]](#)

NOTE: The system automatically checks the PHA ID against the HUD database. A message displays if the information is not valid. If the information is not correct, click the cancel button to return to the previous page and re-enter the correct information.

- Click on the *Confirm* checkbox to confirm you are requesting to be the displayed PHA's Coordinator.

Add Participant Info	Confirm
PA060 NORTHUMBERLAND COUNTY HOUSING AUTH. 50 MAHONING STREET MILTON PA 17847-1021	<input checked="" type="checkbox"/>

- Click on the button to submit the request.
- Click on the [Main Menu](#) link to return to the **Secure Systems** page or the control icon to exit the system



After Requesting an Additional PHA Relationship

After requesting an additional PHA relationship (e.g., with another PHA), HUD sends the PHA's Executive Director a letter, to verify you as the PHA's Coordinator and provide the Executive Director with your activation key. You are authorized as the PHA's Coordinator when you receive your activation key from the Executive Director. The Coordinator then needs to activate the relationship with this "new" (in addition to the original) PHA in the system.

To activate a new business partner relationship:

1. On the **Business Partners Maintenance** page, click on the *Activate Relationships* radio button. The **Activate Relationships** page displays.



Deleting PHA Relationships

If you or the backup Coordinator no longer serve as the Coordinator for a PHA, the relationship with that PHA must be deleted. Remember, the system allows a PHA a maximum of two Coordinators.

To delete a Coordinator relationship with a PHA:

1. On the **Business Partners Maintenance** page, enter the Coordinator's system ID in the *User ID* field.
2. Select the *Request New/Delete Existing Relationships* radio button.
3. Click on the button. The **Delete/Request Relationships** page displays.



4. In the *Delete Relationships* section, click on the PHA to select it. Use the scroll bar, if necessary. Use the Ctrl key to select more than one option.
5. Click on the button to delete the Coordinator relationship with the PHA. The **Update Results** page displays confirming your deletions.



6. Click on the [Secure Systems Menu](#) link to return to the **Secure Systems** page, or on the control icon to exit the system.

APPENDIX F. REAC CUSTOMER SERVICE CENTER

REAC CUSTOMER SERVICE CENTER EMAIL LINK

Users can contact the REAC Customer Service Center with any questions or problems. The REAC Customer Service Center can be contacted by sending an email message through the link on the MASS Web page. Please try to be as detailed as possible (e.g., identify screen, error, and attempted action). To send an e-mail to the REAC Customer Service Center, simply click on the Customer Service Center link to launch the browser's built-in e-mail program.

MASS Web page address: www.hud.gov/reac/MASS/index.html

Sending an E-mail Message to the REAC Customer Service Center:

1. Click on the Customer Service Center link at the bottom of each page. The **Real Estate Assessment Center (REAC)** page displays.



2. Click on the underlined here link. The **Real Estate Assessment Center (REAC) Customer Service Center Submission** page displays.

**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:

Please enter any information that you think would help us address your Question/Comment (e.g. PHA Number, Inspection ID).

 **If necessary, INSERT ATTACHMENT**

Please Note: Required fields are marked => *. If confidentiality is an issue, please call the REAC Customer Service Center directly at 1-888-245-4860.

3. Click in the blank fields and enter the information requested. Users must enter their *First and Last Name, Email address, and preferred method of response.*

FIELD NAME	EXPLANATION
First Name	Click and type in the first name. This field is required
Last Name	Tab and enter the last name. This field is required.
Email Address	Tab and enter the user's email address. This field is required.
Phone	Tab and enter the user's phone number.
Response Preference	Tab and select the preferred method of response to your question. Click on either the <i>Phone</i> or <i>Email</i> radio button to select it.
Question/ Comment	Tab and enter your question or comments. Be specific.
Additional Information	Tab and enter any additional information pertaining to your question (e.g., PHA number)
Insert Attachment	Tab to attach files, if necessary. Click on the Browse button. The File Upload window displays. Find the file in the appropriate directory. Click on the file to select it. Click on the Open button to attach the file.

4. Click on the button to send the question or comments to the REAC Customer Service Center.

REAC Customer Service Center phone number

Users can call the REAC Customer Service Center, toll-free, with any questions or problems Monday through Friday 8 a.m. to 8 p.m., Eastern Time.

REAC Customer Service Center toll-free phone number: **1-888-245-4860**