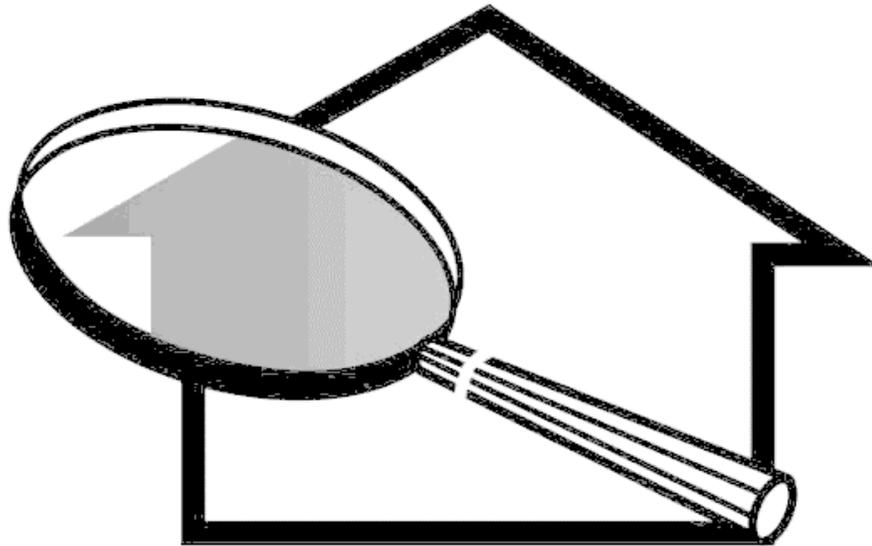


Module 1

Secure Connection Registration and System Administration



REAL ESTATE ASSESSMENT
C E N T E R

Module 1: Secure Systems Registration and System Administration

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Module 1 Secure Systems Registration and System Administration

Topic 1	Registering for a Coordinator Secure Systems ID
Topic 2	System Administration
Topic 3	Standard User Registration and Changing a Standard User Password

Module Objectives:

Upon completion of this module, Coordinators will be able to:

- Understand the purpose of the Secure Systems
- Understand the role of Coordinator and Standard User within the Secure Systems
- Apply for a Secure Systems ID
- Log in to the Secure Systems and perform system administration
- Change their password when necessary

Upon completion of this module, Standard Users will be able to:

- Understand the purpose of the Secure Systems
- Understand the role of Coordinator and Standard User within the Secure Systems
- Apply for a Secure Systems ID
- Log in to the Secure Systems
- Change their password when necessary

Introduction

HUD's business partners submit sensitive information via multiple Web-based systems. Examples of HUD's business partners are Public Housing Agencies (PHAs) and Owners/Agents of Multifamily Housing. In order to ensure that the information sent is secure, HUD's business partners enter information through HUD's Secure Systems . The Secure Systems is Web-based, and provides a point of entry to many of REAC's systems such as FASS (Financial Assessment Subsystem), MASS (Management Assessment Subsystem), PASS (Physical Assessment Subsystem), and RASS (Resident Assessment Subsystem), as well as other HUD systems such as TRACS (Tenant Rental Assistance Certification System).

To access information via the Secure Systems , individual representatives of the business partner must have a Secure Systems ID and password. The ID and password ensure that only approved business partners and their representatives can access HUD's secure systems. Representatives can be employed by the business partner or they can be a third party.

To obtain a Secure Systems ID, representatives of HUD's business partners must register with HUD. Once the representative of the business partner has registered and received an ID, access to the Secure Systems is granted.

Types of Users

There are two types of users in the Secure Systems : Coordinators and Standard Users. A business partner or a representative of the business partner must register as a Coordinator. The Coordinator then sets up other representatives as Standard Users.

Coordinator

Within the system, a Coordinator is defined as the System Administrator.

The Coordinator:

- performs maintenance functions on their own system profile
- controls which Standard Users have access to prepare, review, or submit data on behalf of the business partner
- controls which Standard Users have access to assistance contract, PHA, participant, and property information

- retrieves User Secure Systems IDs for Standard Users

From the business partner perspective, the Coordinator serves as the business partner's representative to perform system administration functions such as retrieving Standard User Secure Connection IDs, and assigning them rights. Standard Users can not be granted system access until a Coordinator has been registered and established in the system. A Coordinator is also responsible for forwarding all information to the business partner that is received electronically from HUD.

All business partners must designate a person to act as Coordinator. It is recommended that each business partner designate two Coordinators for backup purposes.

Standard User

A Standard User is someone who needs access to HUD's systems to prepare, review, or submit data. Like a Coordinator, a Standard User must also register for a Secure Systems ID. However, a Standard User is dependent on their Coordinator for access to HUD's systems.

Additional Information

A Coordinator can also be set up as a Standard User. In this case, the Coordinator not only performs system administration duties, but also prepares, reviews, and submits business data.

However, once someone has been set up in the system as a Standard User, this person can not also be set up as a Coordinator.

The Coordinator Registration Process

There is a process that the business partners must follow to register Coordinators with HUD. The registration process ensures that only representatives selected by the business partners have access to the Secure Systems.

The process involves HUD, the business partner, and their designated Coordinator. It should be noted that the business partner can act as their own Coordinator.

- The **business partner** chooses a person to register as their Coordinator.
- The **Coordinator** accesses the Secure Systems registration page and enters all the required information to register for a Secure

Systems ID. (This includes the Taxpayer Identification Number (TIN) for the business partner.)

- **HUD** receives the registration information and compares the TIN to its “Trusted Business Partner” database. If there is a match, a Secure Systems ID is generated and sent by letter to the CEO or Executive Director (or the equivalent) of the **business partner**. If there is no match, an ID is not generated by the system.
- The **business partner** confirms the **Coordinator** and sends the Secure Systems ID to the **Coordinator**.
- The **Coordinator** must use the ID and their password to log in to the Secure Systems and establish themselves as a Coordinator in the system.
- After the **Coordinator** initially establishes their own profile, the Coordinator can perform system administration tasks. These tasks and instructions for how to perform the tasks are detailed in Topic 2 of Module 1.

Topic 1: Registering for a Coordinator Secure Systems ID**Topic Overview:**

The purpose of this topic is to:

- Provide directions for how to register as a Coordinator for a Secure Systems ID via HUD's Web site
- Describe the process for receiving and using the Secure Systems ID to establish oneself as a Coordinator

Walkthroughs:

Each of the following walkthroughs will demonstrate how to perform the Coordinator registration tasks within the Secure Systems.

- Walkthrough 1 - Complete the Coordinator Registration Application
- Walkthrough 2 - Log in to the Secure Systems
- Walkthrough 3 - Establish a Coordinator in the System
- Walkthrough 4 - Delete a Coordinator in the System

Walkthrough 1: Complete the Coordinator Registration Application

Introduction

This walkthrough instructs Coordinators on how to complete the registration application for the Secure Systems ID.

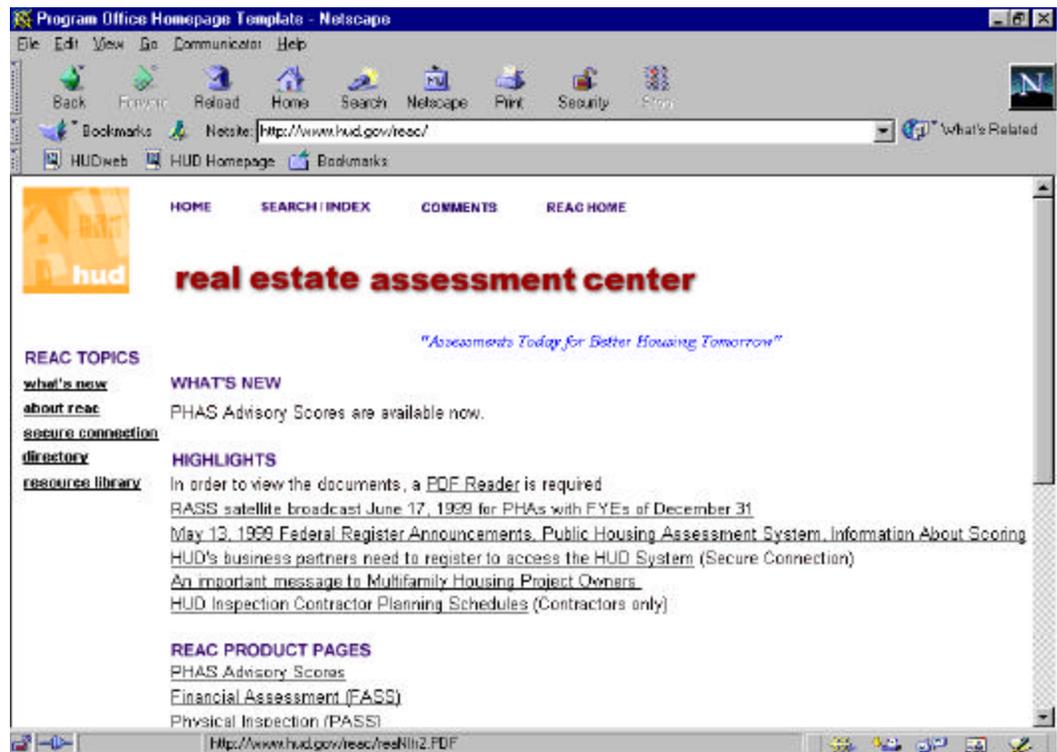
Process Steps

Step 1: Access the Internet browser.

Step 2: Enter the following Web address into the location toolbar:

<http://www.hud.gov/reac>

The *Real Estate Assessment Center* Web site opens.



- Step 3:** Single click the **Register for Secure Systems ID** link.
The *Coordinator and User Registration* page opens.

Coordinator and User Registration

Application Type: **Coordinator** **User**

First Name:

Middle Initial:

Last Name:

Social Security Number: - -

Organization Information

- Provide the mailing address name of the HUD-registered Organization you represent
- Provide the Tax Identification Number of the HUD-registered Organization you represent

Organization Name:

Organization ID:

E-mail Address:

Password:

Re-enter Password for Verification:

Mother's Maiden Name:

- Step 4:** Single click the button  next to **Coordinator** to choose the Application Type.

NOTE: IF AN APPLICANT WILL SERVE AS BOTH A COORDINATOR AND STANDARD USER FOR THE SAME OR DIFFERENT BUSINESS PARTNERS, THE APPLICANT SHOULD REGISTER AS A COORDINATOR.

Step 5: Enter the appropriate information in the **First Name, Middle Initial, Last Name,** and **Social Security Number** fields.

NOTE: PRESS THE TAB KEY ON THE KEYBOARD TO MOVE TO THE NEXT FIELD .

Step 6: Enter the name of the business partner in the **Organization Name** field.

Step 7: Enter the Tax Identification Number (TIN) of the business partner in the **Organization ID** field.

NOTE: ENTER THE TIN WITHOUT HYPHENS. THE TIN IS VALIDATED AGAINST THE HUD DATABASE CONTAINING TRUSTED BUSINESS PARTNERS INFORMATION. AN APPLICATION SUBMITTED WITH A TIN NOT FOUND IN THIS DATABASE WILL BE REJECTED.

Step 8: Enter the applicant's e-mail address in the **E-mail Address** field.

NOTE: THIS INFORMATION IS ESSENTIAL FOR COMMUNICATION PURPOSES BETWEEN HUD AND THE COORDINATOR.

Step 9: Choose and enter a password in the **Password** field.

This password is case-sensitive and must be 6 characters (letters and/or numbers).

Step 10: Re-enter the password in the **Re-enter Password for Verification** field.

NOTE: HUD WILL NOT DISCLOSE A PASSWORD SO IT IS IMPORTANT TO REMEMBER THE CHOSEN PASSWORD FOR FUTURE USE. IF A PASSWORD IS FORGOTTEN, THE COORDINATOR MUST CONTACT THE REAC CUSTOMER SERVICE CENTER TO HAVE IT RESET. THE SOCIAL SECURITY NUMBER AND MOTHER'S MAIDEN NAME ARE USED FOR VERIFICATION PURPOSES ONLY.

Step 11: Enter the appropriate information in the **Mother's Maiden Name** field.

Step 12: Review the application to ensure all fields are completed with the correct information.

NOTE: IF NECESSARY, THE CLEAR FIELDS BUTTON CAN BE USED TO CLEAR ALL THE FIELDS AND RE-ENTER THE APPLICATION INFORMATION.

Step 13: Single click the **Send Application** button to submit the completed registration application.

A confirmation page displays which includes all the information submitted by the applicant, as well as the name and mailing address of the business partner for which the Coordinator is registering.

System Coordinator Registration

SYSTEM COORDINATOR REGISTRATION CONFIRMATION:

<i>First Name:</i>	JANE
<i>Middle Initial:</i>	
<i>Last Name:</i>	DOE
<i>Social Security Number:</i>	234-56-7655
<i>Organization Name:</i>	KELLEY REALTY LTD
<i>Organization ID:</i>	466038287
<i>E-mail Address:</i>	doe@aol.com
<i>Mothers Maiden Name:</i>	JOHNSON

You are registering as a **Participant Coordinator** for the Participant **KELLEY REALTY LTD - 466038287**.

Please confirm the following address for **KELLEY REALTY LTD**:

**1812 E DAKOTA
PIERRE SD 57501**

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.

Comments or Questions <REAC_CSC@hud.gov>

Step 14: Confirm or cancel the registration information:

If all the information on the confirmation page is accurate, single click the

Confirm/Submit button.

A message is returned acknowledging receipt of the application for further processing.

If any information on the confirmation page is inaccurate, single click the **Cancel Application** button.

The Coordinator registration application will have to be completed with the proper information and resent.

NOTE: IF THE BUSINESS PARTNER MAILING ADDRESS IS INCORRECT, THE HUD FIELD OFFICE MUST BE CONTACTED BY THE BUSINESS PARTNER TO CORRECT IT.

System Coordinator Registration

 **Message: SYSTEM COORDINATOR REGISTRATION ACCEPTED FOR FURTHER PROCESSING**

<i>First Name:</i>	JANE
<i>Middle Initial:</i>	
<i>Last Name:</i>	DOE
<i>Social Security Number:</i>	234-56-7655
<i>Organization Name:</i>	KELLEY REALTY LTD
<i>Organization ID:</i>	466038287
<i>E-mail Address:</i>	doe@aol.com
<i>Mothers Maiden Name:</i>	JOHNSON

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Comments or Questions <REAC_CSC@hud.gov>

Walkthrough 2: Log in to the Secure Systems

Introduction

After receiving the registration application for a Secure Systems ID, HUD verifies the Coordinator and business partner information and issues the ID. HUD sends the Secure Systems ID to the CEO or Executive Director of the business partner. The CEO or Executive director then gives the information to the Coordinator to use when entering the Secure Systems . This walkthrough explains the process for logging in to the Secure Systems once the Secure Systems ID has been issued.

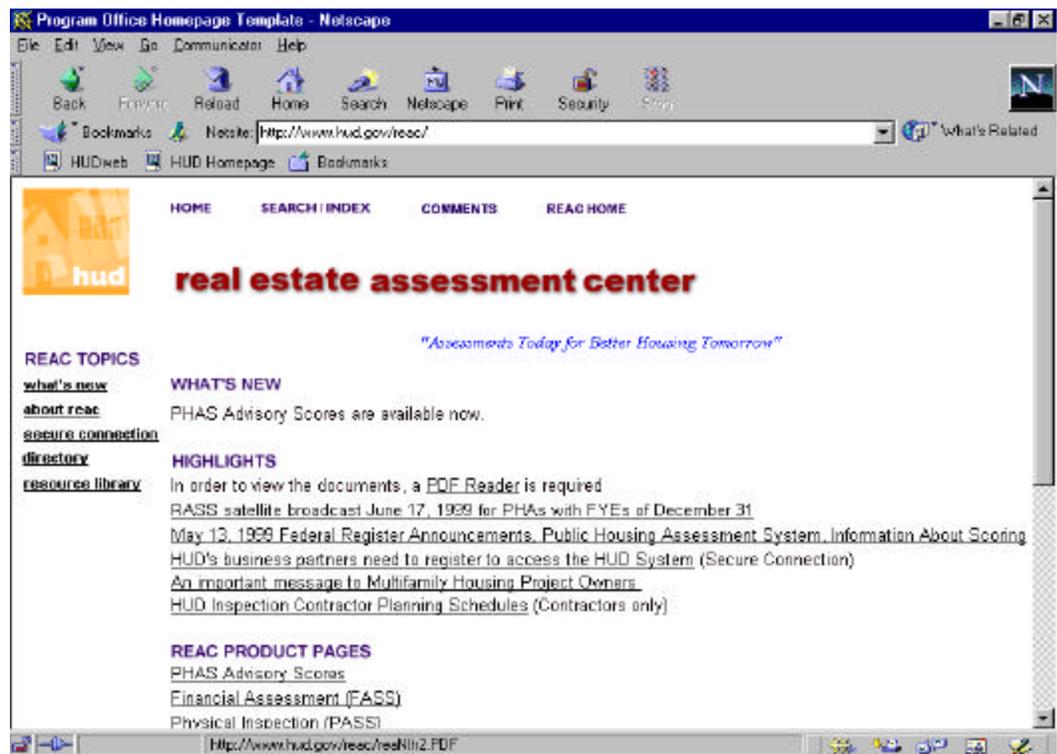
Process Steps

Step 1: Access the Internet browser.

Step 2: Enter the following Web address into the location toolbar:

<http://www.hud.gov/reac>

The *Real Estate Assessment Center* Web site opens.



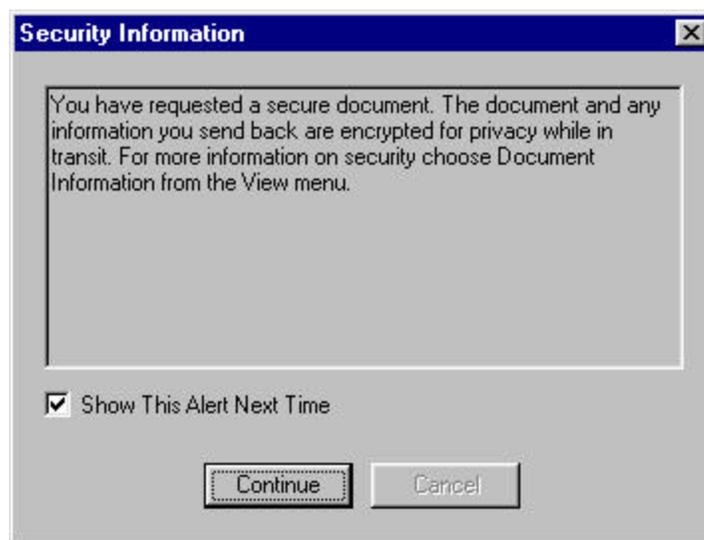
- Step 3:** Single click the **Log in to Secure Systems** link.
The *Username and Password Required* message box opens.



- Step 4:** Enter the Secure Systems ID in the **User Name** field.

- Step 5:** Enter the password in the **Password** field.

- Step 6:** Single click the **OK** button.
A *Security Information* message box opens.



NOTE: IF THE SECURITY OPTION IS NOT SELECTED IN THE INTERNET BROWSER BEING USED, THE *SECURITY INFORMATION* MESSAGE BOX WILL NOT OPEN. IN THIS SITUATION, THE *SECURE SYSTEMS* PAGE WILL OPEN IMMEDIATELY.

Step 7: Single click the **Continue** button.
The *Secure Systems* page opens.

Secure Systems
HUD

Systems

- [Tenant Rental Assistance Certification System \(TRACS\)](#)
- [Financial Assessment Subsystem Submission \(FASSUB\)](#)
- [Physical Assessment Subsystem \(PASS\)](#)
- [Active Partners Performance System \(APPS\)](#)
- [Multifamily Delinquency and Default Reporting System \(MDDR\)](#)
- [Resident Assessment Subsystem \(RASS\)](#)
- [Tenant Assessment Subsystem \(TASS\)](#)

System Administration - [Guide](#)

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

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Last Modified: June 28, 1999

NOTE: LINKS LISTED UNDER THE SYSTEM PROJECTS HEADING ARE SPECIFIC SYSTEMS TO WHICH THE PERSON LOGGING IN HAS ACCESS. DIFFERENT PEOPLE WILL HAVE DIFFERENT SYSTEMS AVAILABLE, DEPENDING ON THE RIGHTS ASSIGNED TO THEIR ID.

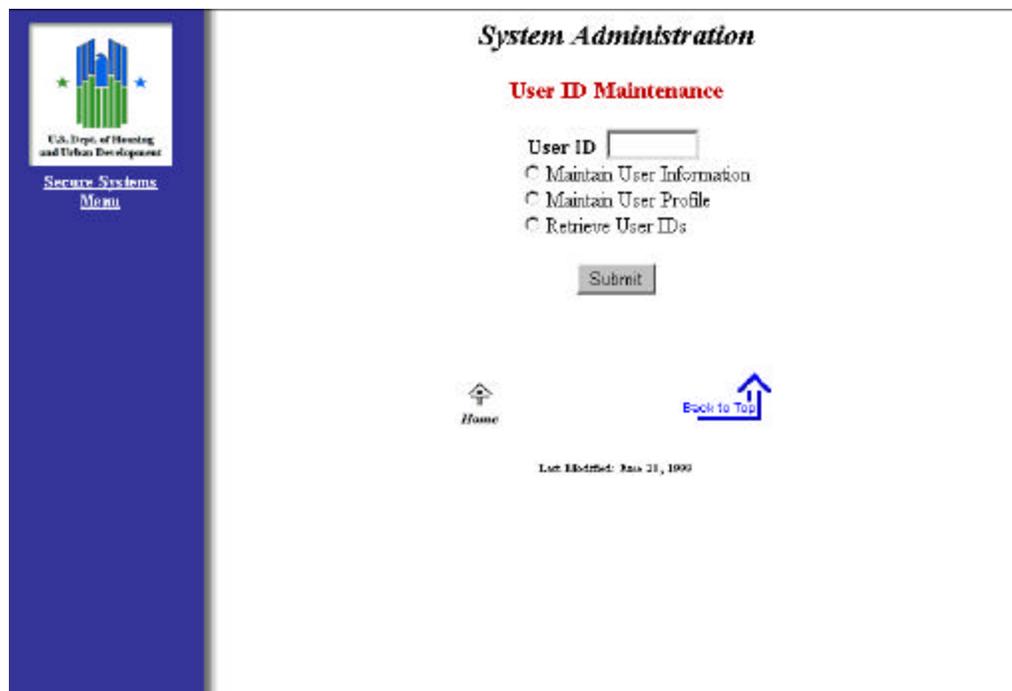
Walkthrough 3: Establish a Coordinator in the System

Introduction

After receiving the Secure Systems ID from the CEO or Executive Director and logging in to the Secure Systems, the Coordinator must establish their profile as a Coordinator in the system. This walkthrough explains the process for establishing oneself as a Coordinator in the Secure Systems.

Process Steps

- Step 1:** Log in to the Secure Systems.
See **Walkthrough 2: Log In to the Secure Systems** for more information.
- Step 2:** Single click the **User ID Maintenance** link.
The *User ID Maintenance* page opens.



- Step 3:** Enter the Coordinator's Secure Systems ID in the **User ID** field. (Any letters

in the ID must be capitalized).

Step 4: Single click the button  next to **Maintain User Profile**.

Step 5: Single click the **Submit** button.

The *Maintain User Profile* page opens.

Maintain User Profile

System	Add M11111 to:	Remove M11111 from:
<input checked="" type="checkbox"/> ADM	Action(s)	
Administration of Secure Systems	<input type="text"/>	<input type="text"/>
	Group(s)	
	<input type="text" value="SHEILA ANDERSON"/>	<input type="text"/>
<input type="checkbox"/> APPS	Action(s)	
Active Partners Performance System	<input type="text" value="Coordinator Update"/>	<input type="text"/>
	Group(s) - None Defined	
<input checked="" type="checkbox"/> FASSUB	Action(s)	
Financial Assessment Subsystem Submission	<input type="text" value="Coordinator Submit an AFS"/>	<input type="text" value="Coordinator"/>
	Group(s)	
	<input type="text" value="85AN1J7TEK6NZ5TJBKNI Michael Sczekan & Co PC"/>	<input type="text"/>

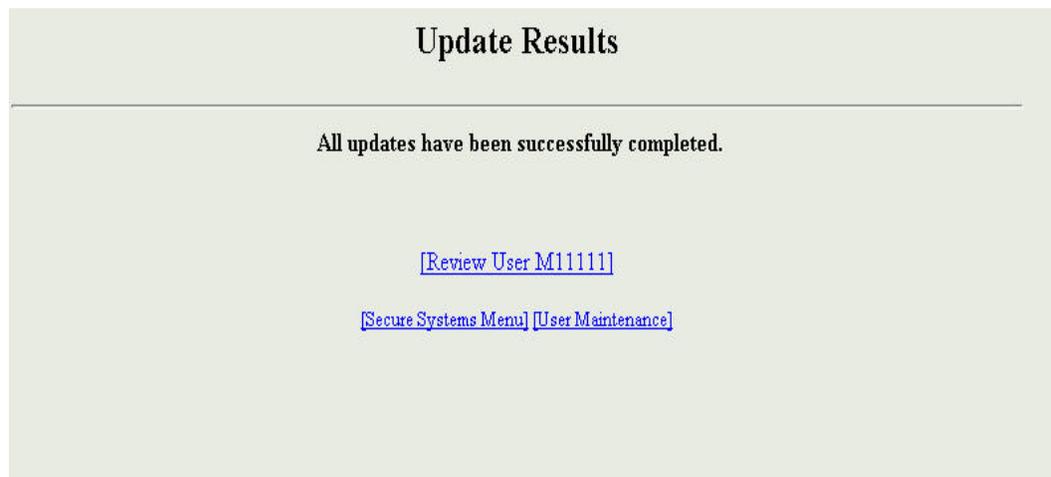
Step 6: Single click the checkbox to the left of the appropriate system(s) (ADM, APPS, FASSUB, etc.).

Step 7: Single click the checkbox under the **Add (Secure Systems ID) to:** column in the appropriate **Action(s)** field.

Step 8: Single click on **Coordinator** in the **Add (Secure Systems ID) to:** column to highlight the word.

Step 9: Single click the **Submit** button at the bottom of the screen to submit the information.

The *Update Results* page opens. This confirms the information has been updated and the Coordinator is established in the system.



Step 10: Single click the **Secure Systems Menu** link to return to the *Secure Systems* page.

NOTE: THE REVIEW USER LINK REOPENS THE *MAINTAIN USER PROFILE* PAGE FOR ADDITIONAL EDITING IF NECESSARY.

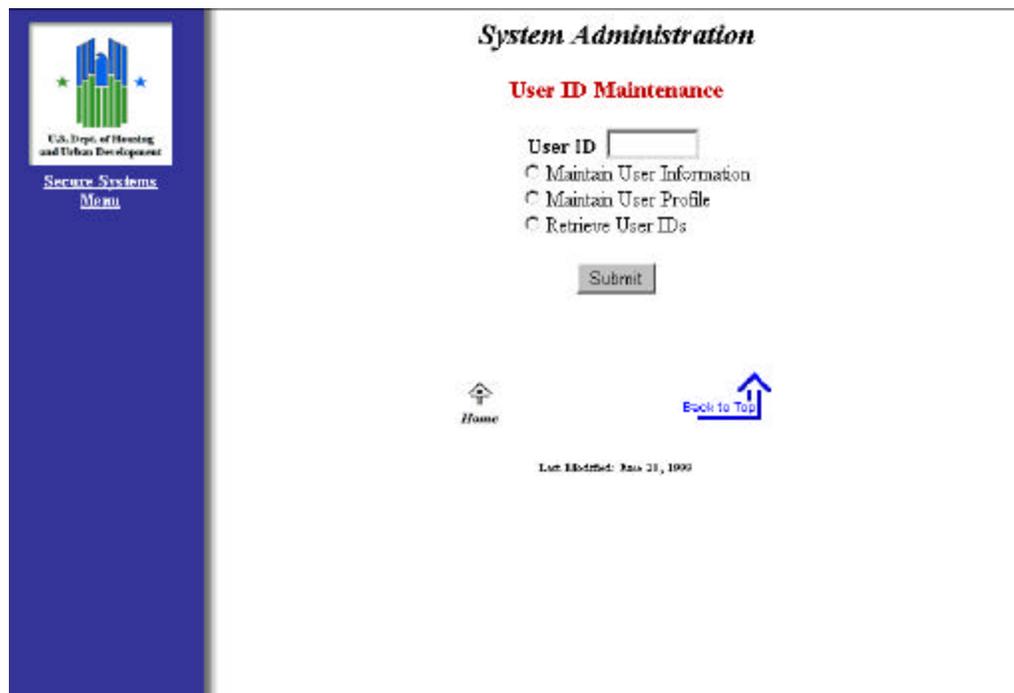
Walkthrough 4: Delete a Coordinator in the System

Introduction

This walkthrough explains the process for deleting a Coordinator as a business partner representative in the Secure Systems.

Process Steps

- Step 1:** Log in to the Secure Systems.
See **Walkthrough 2: Log in to the Secure Systems** for more information.
- Step 2:** Single click the **User ID Maintenance** link.
The *User ID Maintenance* page opens.



- Step 3:** Enter the Coordinator's Secure Systems ID in the **User ID** field. (All letters in the ID must be capitalized).

Step 4: Single click the button  next to **Maintain User Profile**.

Step 5: Single click the **Submit** button.

The *Maintain User Profile* page opens. The word “Coordinator” is now also present in the **Remove (Secure Systems ID) from:** column because the individual has been established as a Coordinator in the system.

Maintain User Profile

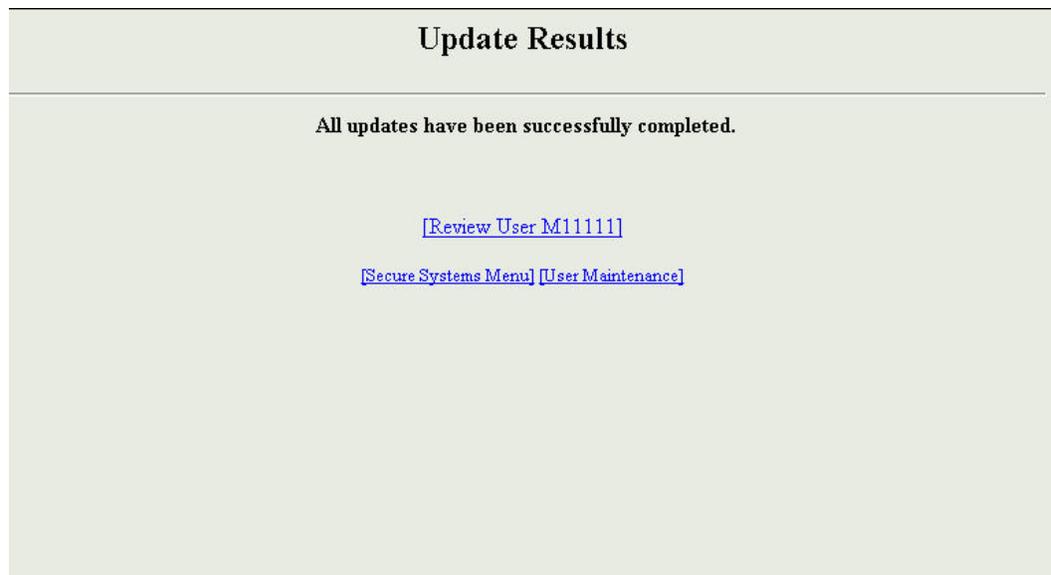
System	Add M11111 to:	Remove M11111 from:
<input checked="" type="checkbox"/> ADM	Action(s)	
Administration of Secure Systems	<input type="text"/>	<input type="text"/>
	Group(s)	
	SHEILA ANDERSON	<input type="text"/>
<input type="checkbox"/> APPS	Action(s)	
Active Partners Performance System	Coordinator Update	<input type="text"/>
	Group(s) - None Defined	
<input checked="" type="checkbox"/> FASSUB	Action(s)	
Financial Assessment Subsystem Submission	Coordinator Submit an AFS	Coordinator
	Group(s)	
	85AN1J7TEK6NZ5TJBKNI Michael Sczekan & Co PC	<input type="text"/>

Step 6: Single click the checkbox to the left of the appropriate system.

Step 7: Single click the checkbox under the **Remove (Secure Systems ID) from:** column in the appropriate **Action(s)** field.

Step 8: Single click on **Coordinator** in the **Remove (Secure Systems ID from:** column to highlight the word.

Step 9: Single click the **Submit** button to submit the information.
The *Update Results* page opens. This confirms the information has been updated and the Coordinator is removed from the system.



Step 10: Single click the **Secure Systems Menu** link to return to the *Secure Systems* page.

NOTE: THE REVIEW USER (SECURE SYSTEMS ID) LINK REOPENS THE *MAINTAIN USER PROFILE* PAGE FOR ADDITIONAL EDITING IF NECESSARY.