Chapter 2: Getting Started

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2

Getting Started

Performance Based Contract Administrators (PBCA) and Traditional Contract Administrators (TCA) access **iREMS** through the Department of Housing and Urban Development (HUD) Internet site (www.hud.gov). **iREMS** is a management tool that takes advantage of Internet technology to improve communication on policy and procedural matters.

iREMS serves as a clearinghouse for information throughout the Department and with industry business partners on Multifamily properties and Section 8 contracts.

Objectives:

By the end of this chapter, you will be able to:

- Retrieve information on secure systems
- Access HUD home page
- Log into **iREMS** using your user ID
- Understand the business functional areas
- Navigate within **iREMS**
- Change page settings

2.1 About Secure Systems

The integrated Real Estate Management System (**iREMS**) contains sensitive information and requires user IDs and passwords before granting access to the **iREMS** Internet application.

Registration in HUD's Secure Systems is required. Before a Contract Administrator can use this application, they must first complete the HUD registration process. There are two types of **iREMS** Internet users: **Coordinators** and **Users**. The coordinator performs the system administration functions. These functions include establishing their own profile as a coordinator to **iREMS** and/or other systems, activating the user, assigning the user's role and authorizing access to the applicable contract. A user is someone other than the coordinator who has registered for a user ID from HUD and has been authorized by the coordinator to access **iREMS** data for a specific contract or contracts.

The following seven steps outline the registration process:

1. The coordinator submits an on-line registration application form to HUD for their coordinator user ID, using HUD's Secure Systems.
2. HUD approves or denies the application for coordinator registration and returns correspondence by mail to the coordinator. If the application is approved, the mailed response contains the information necessary for the coordinator to access Secure Systems.
3. The coordinator logs into Secure Systems and establishes their profile as coordinator to **iREMS** and/or other systems.
4. The user submits an on-line registration application form to HUD for their user ID, using HUD's Secure Systems.
5. After submitting their registration, the user notifies their coordinator of their registration. The coordinator accesses Secure Systems, retrieves the user information, and assigns a role or roles to the user.
6. The coordinator accesses Secure Systems and assigns contract access rights to the user.
7. The authorized user logs into Secure Systems and accesses specified information via the **iREMS** application.

Complete registration instructions and an explanation of the Secure Systems procedures are available in the Secure Connection Registration User Guide. To obtain additional information or to register for your user ID, go to: www.hud.gov/offices/reac/online/reasyst.cfm.

The Secure Connection guide provides steps on registering a first-time user and establishing the coordinator and users and the system maintenance functions. Once you are established as a coordinator or user, return to the **iREMS** user guide for step-by-step instructions on using **iREMS**.

✍ *Note: There are four Secure System roles for Contract Administrators:* ***iREMS*** *Post-RFP Contract Administrator (CA), iREMS Post-RFP Supervisory Contract Administrator (SCA),* ***iREMS*** *Post-RFP Backup Contract Administrator (BCA) and Traditional Contract Administrator (TCA). These roles have the same access rights and are categorized in order to differentiate between the primary user, their supervisor, and their backup.*

2.2 The iREMS Home Page

1. Open your Internet browser.
2. Type **www.hud.gov** in the *Address* field and press the *Enter* key. The **HUD home page** displays

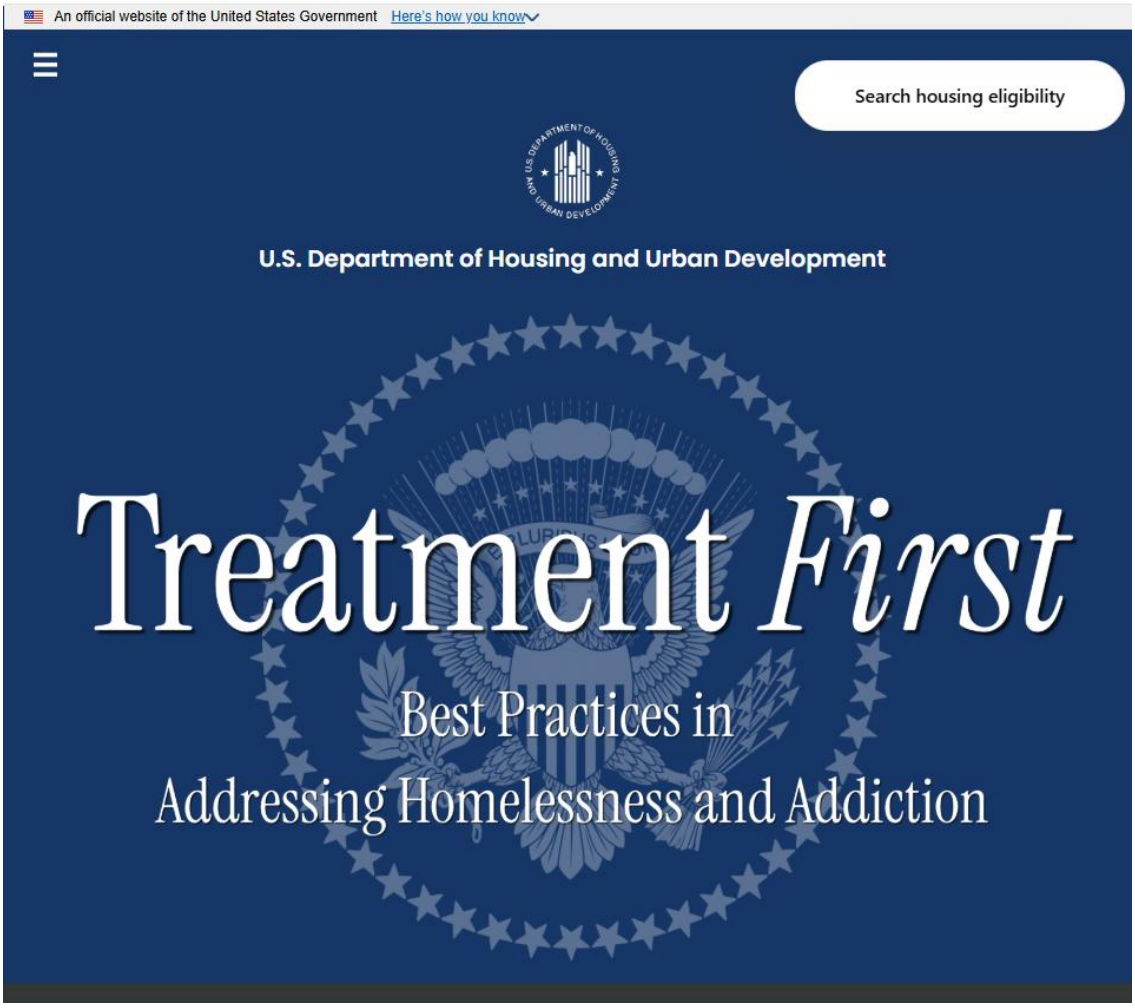


Figure 2-1. HUD home page

3. Select the *HUD Partners* link under the left sidebar. select the *IT Systems link*

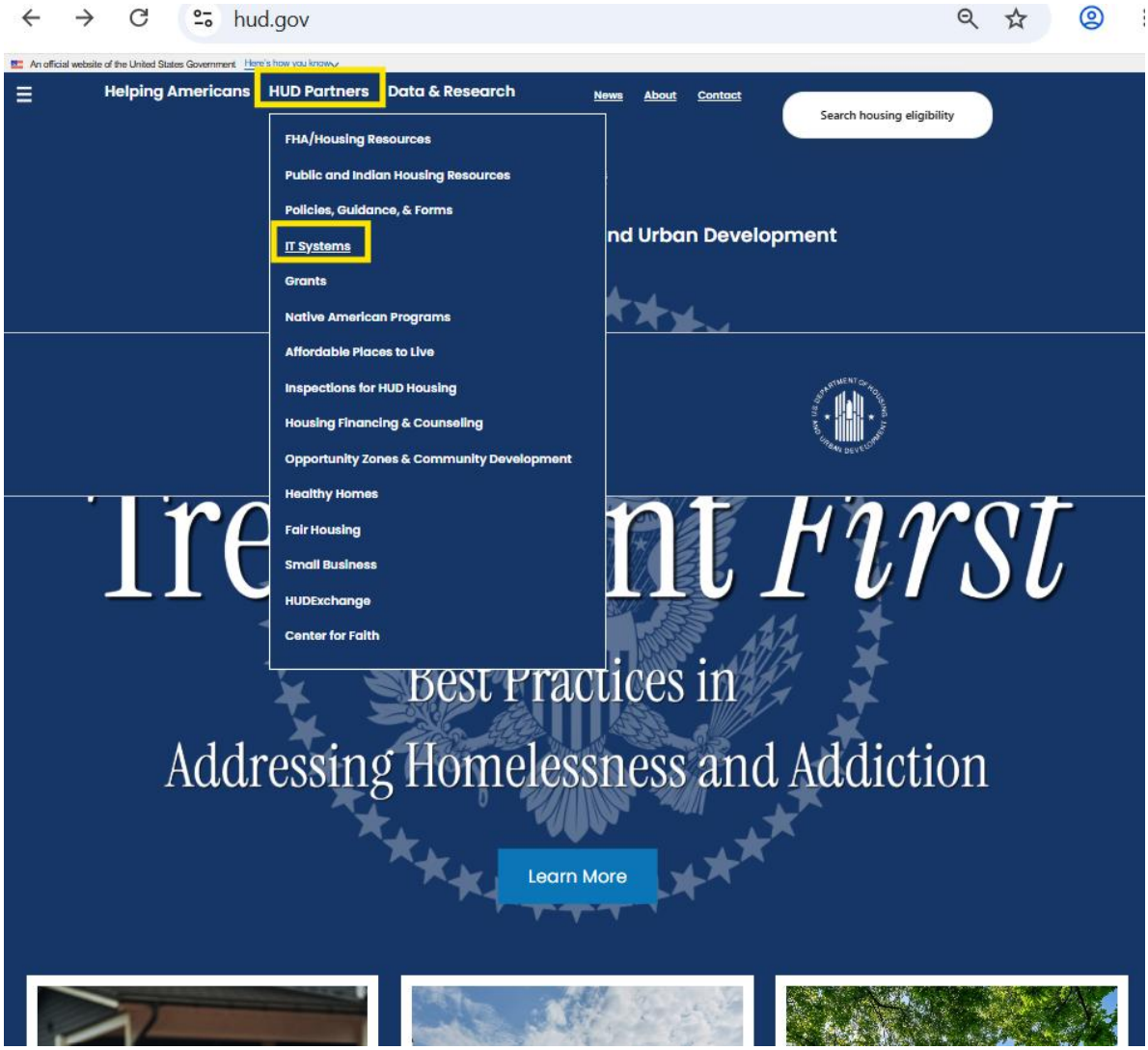


Figure 2-2. HUD Homepage options Page

4. The IT Systems Page is displayed, Select the *IT systems for the housing industry partners* link

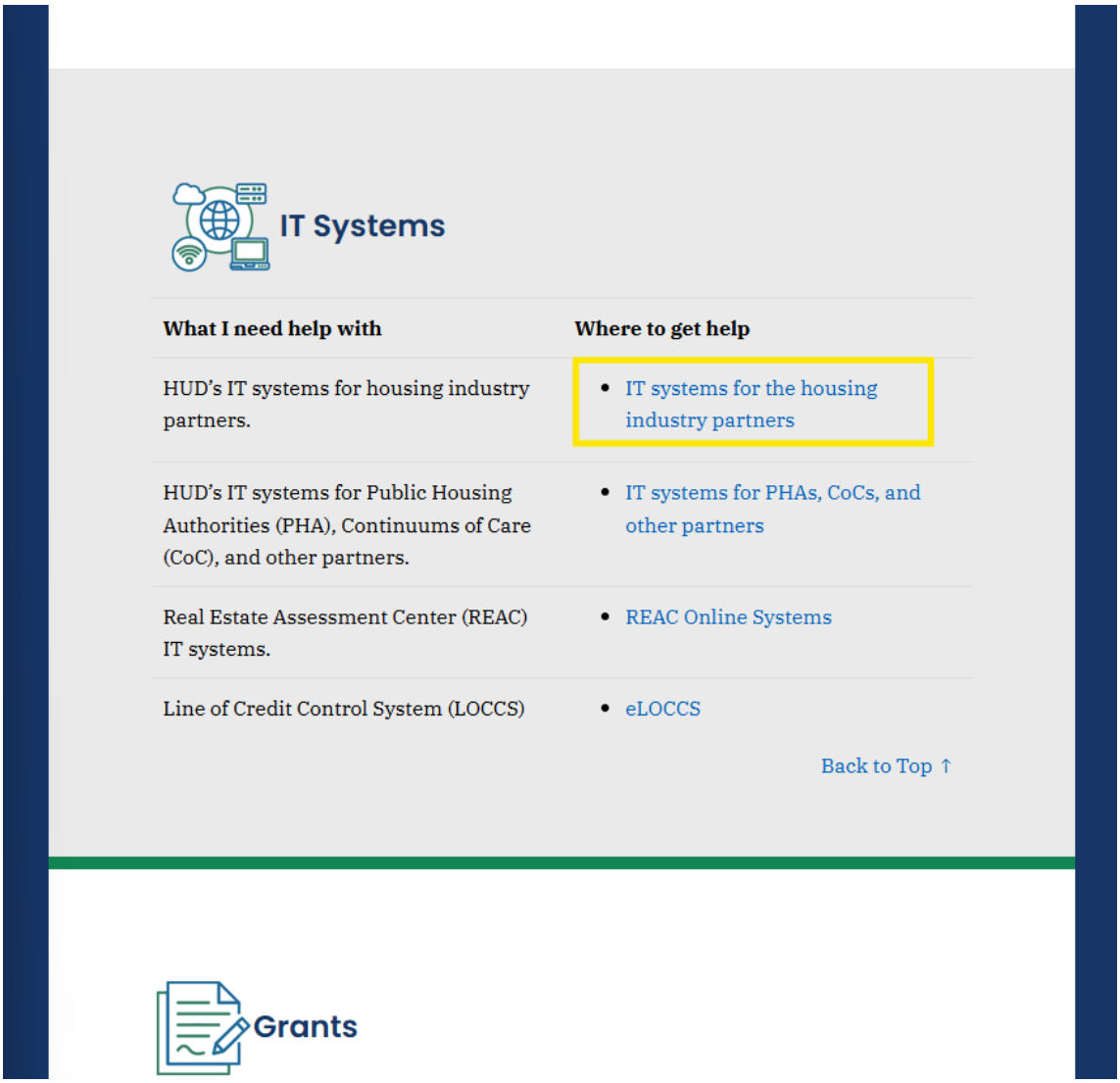


Figure 2-3. IT Systems Page

5. The Systems for the Housing Industry Page will be displayed. Select the *Real Estate Management Systems link*.



HUD has many online systems available for its business partners and citizens. This matrix lists these systems for each audience group. Click on the links below to access a system.

Systems for the Housing Industry

	Lenders	Brokers	Health Care Facilities Providers	Appraisers	PHA's/Tribes	Grantees	Multifamily Industry
Active Partners Performance System (APPS)							•
Appraiser Selection by Lender	•						
Approved Appraisers	•	•		•			•
Debarments	•	•	•	•		•	•
E-MAPS	•	•	•	•	•	•	•
Electronic Appraisal Delivery (EAD) Portal							
Electronic Data Interchange (EDI) For Single Family Housing	•						
Fair Market Rents					•		•
Family Reporting System Software					•		
FHA Connection	•						
Ginnie Mae	•						
Grants Program Inventory (GPI)			•		•	•	•
Home Mortgage Disclosure Act (HMDA)	•						
Housing Authority Profiles					•		•
HUD Approved Lenders		•					
HUD Condominium Projects	•	•					
HUDclips: HUD Handbooks, Regulations, And Forms	•	•	•	•	•	•	•
HUDuser Bibliographic Database	•	•	•	•	•	•	•
Indian Housing Plan					•		
Insured Multifamily Mortgages							•
Integrated Disbursement and Information System (IDIS)						•	
Lender Electronic Assessment Portal (LEAP)	•						
Limited Denials of Participation	•	•	•	•		•	•
Loan Review System (LRS)	•						
M2M System					•		•
Maximum Mortgage Limits	•	•					
Multifamily Tenant Characteristics System (MTCS)					•		•
Neighborhood Watch							
PIH Information Center (PIC)							•
Real Estate Assessment Center Online Systems					•		•
Real Estate Management System (REMS)							•
Section 8 Expiring Contracts Data							•

Real Estate Management Systems (REMS)

Figure 2-4. Systems for the Housing Industry page

6. HUD's Secure Services Portal Page is displayed

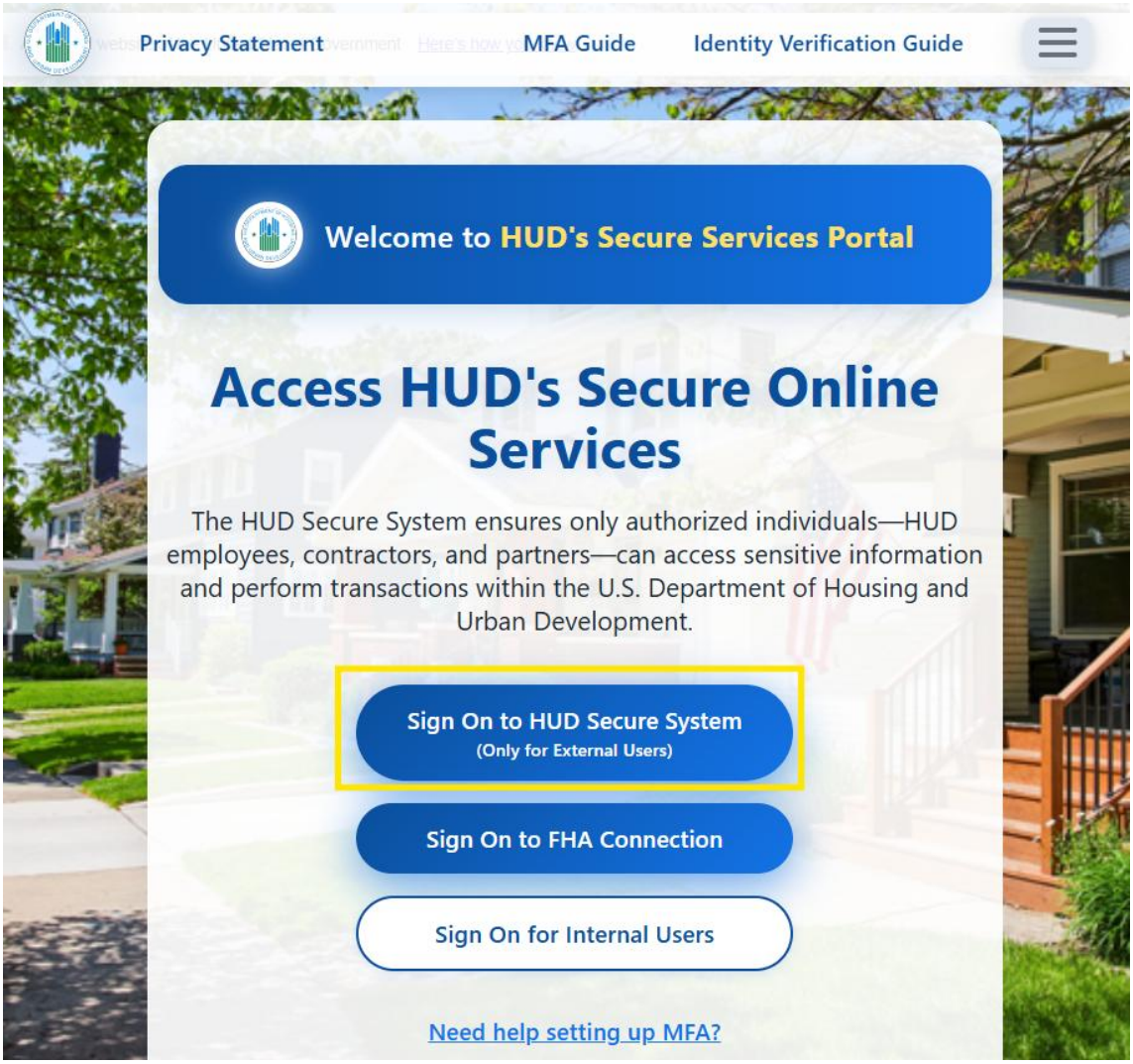


Figure 2-5. HUD's Secure Services Portal Page

7. Select the click on the "Sign on to HUD Secure System (Only for External Users)" link and the **User Login** page displays.

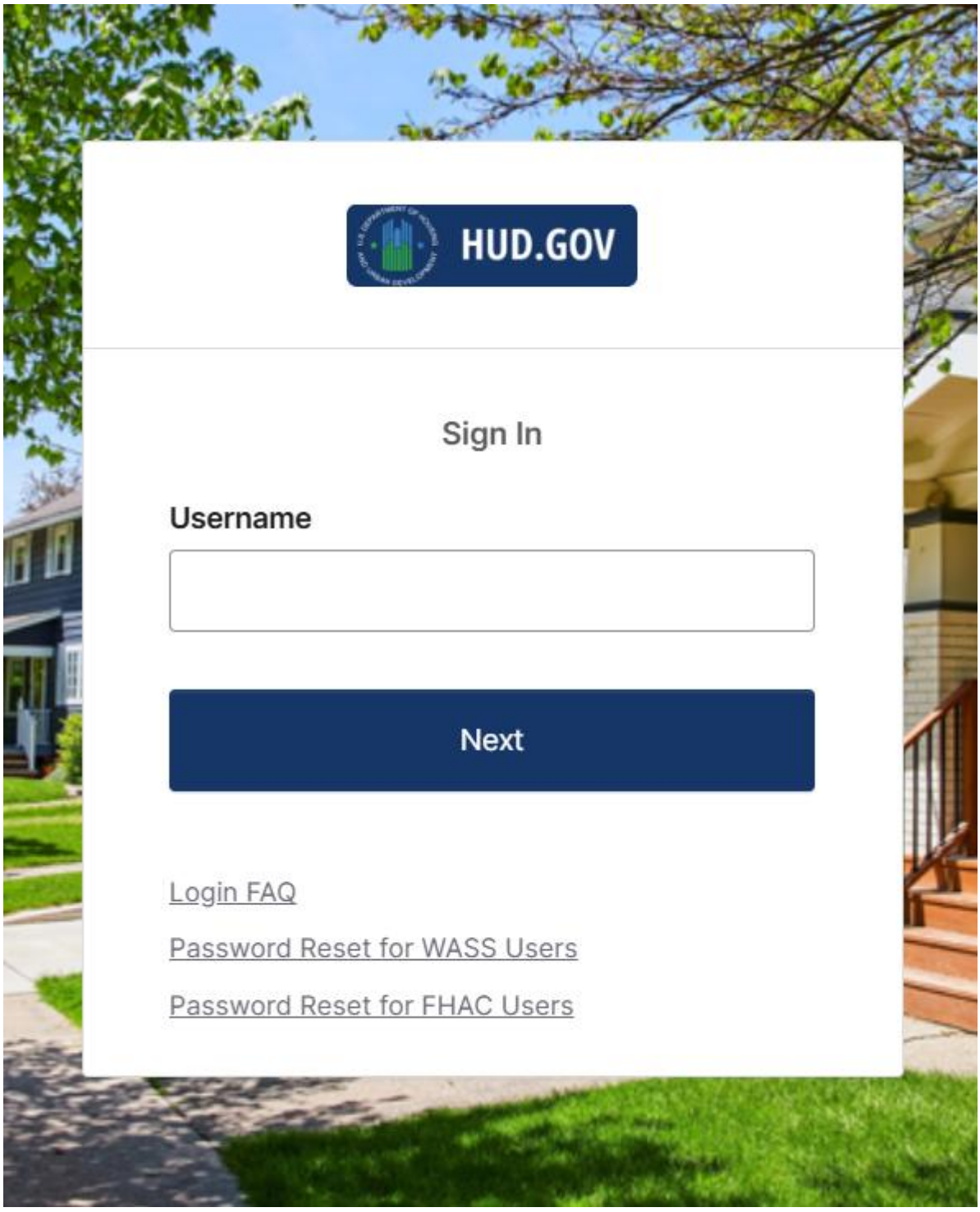


Figure 2-6. User Login page

8. Enter your user ID in the *User ID* field.

9. Type your password in the *Password* field and click on Login or press the *Enter* key. The **User Login – Legal Warning** page displays.

> *Note: The password field of the **User Login** page is case-sensitive. This means that you must type the password in exactly as it is spelled, capitalizing all letters that require capitalization.*



Figure 2-7. User Login - Legal Warning page

10. Click on Accept and the Main Menu Page displays

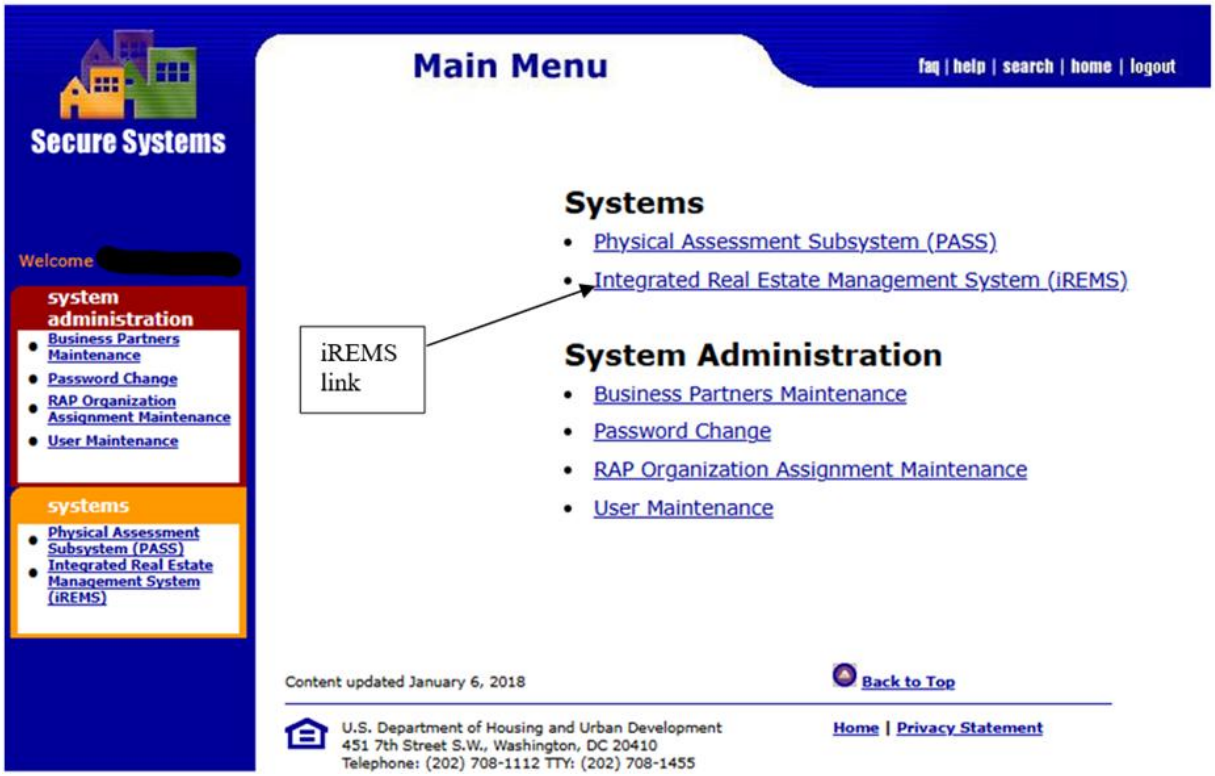


Figure 2-8. Main Menu page

11. Select the *integrated Real Estate Management System (iREMS)* link and the iREMS Privacy Act Statement displays.

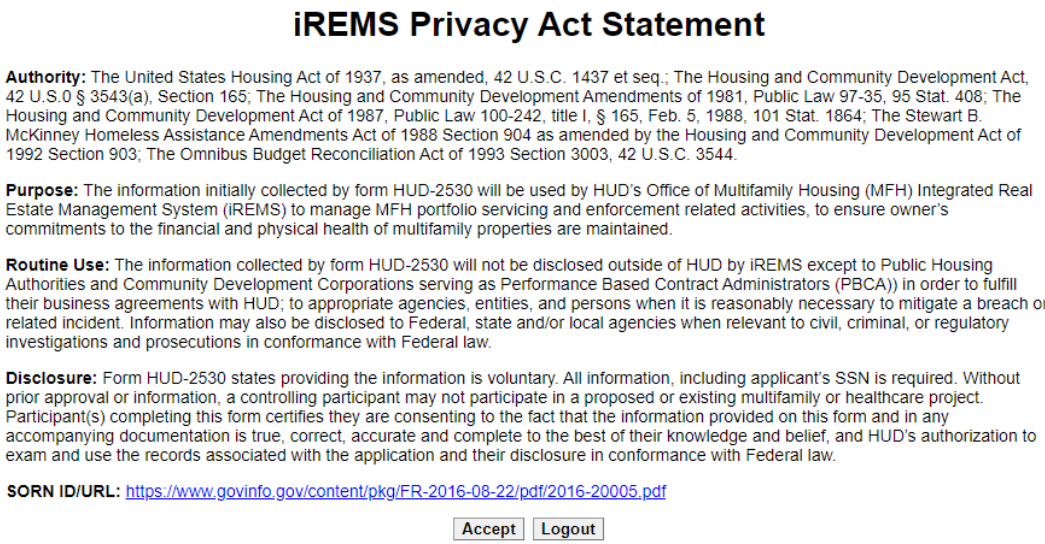


Figure 2-9. Privacy Act Statement

12. Click on Accept and the Integrated Real Estate Management System Home Page displays

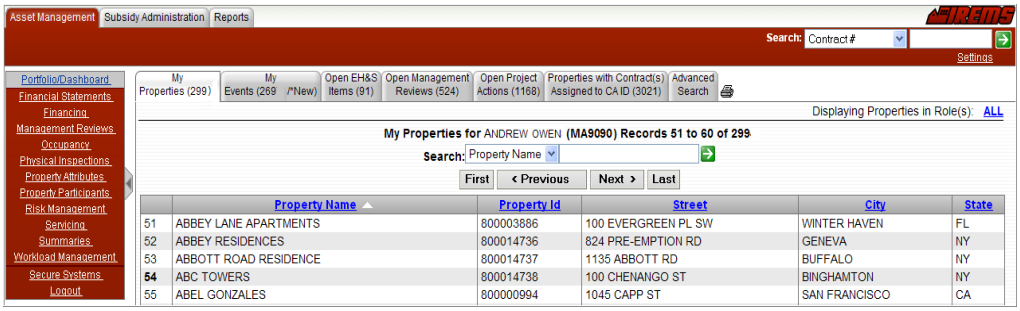


Figure 2-10. integrated Real Estate Management System home page

2.2.1 Overview of the iREMS Home Page

Once you log into **iREMS** the main page displays many levels of navigation. The main **iREMS** page contains two business function navigational tabs across the top of the page. Each of these tabs contain specific information from Multifamily Housing business areas.

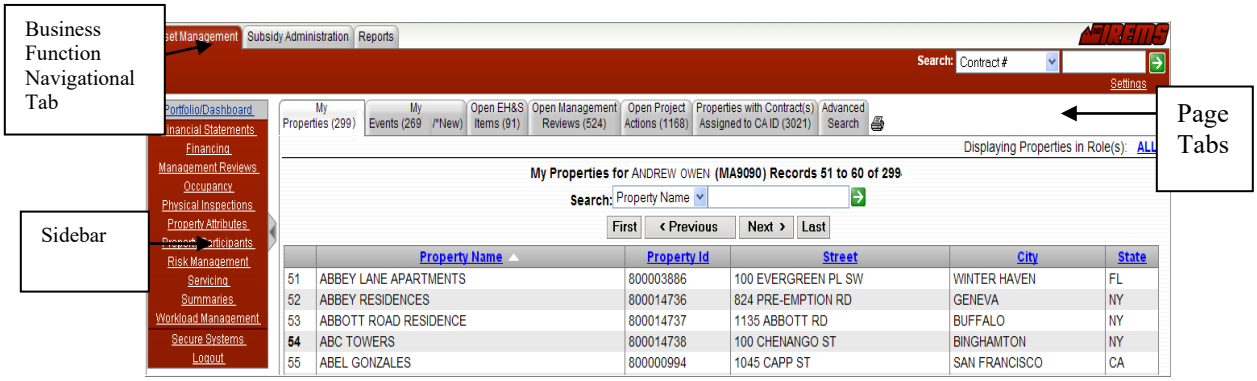


Figure 2-11. iREMS Main page

On the left side of the main **iREMS** page the sidebar displays a list of all options available for the Asset Management business area. Once a selection is made from the sidebar, a page displays with specific tabs pertaining to the sidebar option selected. From the selected option you can view, add or update property information.

When you log into **iREMS**, the Asset Management tab is automatically opened. Therefore, it is highlighted and the main **iREMS** page for Asset Management displays.



Figure 2-12. Business Area Navigational Tabs

Each business area navigational tab covers specific Multifamily Housing business functions. Each of these functions has a unique sidebar associated with it. These functions are as follows.

Asset Management – This function covers activities designed to assure that owners receiving support from Multifamily Housing comply with statutory and regulatory requirements, that the projects serve their intended clientele, and provide decent, safe, and affordable housing in a cost-effective fashion. All monitoring and oversight activities that apply to projects are covered in this function.

Subsidy Administration – This function covers the contracting of properties to approve housing for low-income families.

2.2.1.1 Business Area Tabs

Currently there are two business functional navigational tabs that have sidebars associated with them. The Asset Management business navigational tab is the tab that contains majority of the information previously contained in REMS. This business area currently has the following sidebar options:

- *Asset Management Portfolio/Dashboard*
- *Financial Statements*
- *Financing*
- *Management Reviews*
- *Occupancy*
- *Physical Inspections*
- *Property Attributes*
- *Property Participants*
- *Risk Management*
- *Servicing*
- *Summaries*
- *Workload Management*
- *Downloads*
- *Secure Systems*
- *Logout*

The Subsidy Administration business navigational tab contains the assistance contract information and all renewal information. This business area currently has the following sidebar options:

- *Subsidy Administration Portfolio/Dashboard*
- *Assistance Contracts*
- *Contract Processing*
- *Comparability Studies*
- *Renewal Budgets*
- *Secure Systems*
- *Logout*

2.2.1.2 Navigating the iREMS Home Page

There are three different search functions on the **Portfolio/Dashboard** default page. The search function is used to retrieve specific property information. One search function is located in the Property Header bar and allows you to search the **iREMS** database for any property using specific criteria. The default criteria selection in the drop down list for CA users (i.e., those users with a role of CA, BCA, SCA or TCA) is Contract #. The second search function is in the middle of the **Portfolio/Dashboard** page and is used to retrieve properties in your portfolio. The last search function is a tab on the **Portfolio/Dashboard** page titled *Advanced Search.* This feature gives you more flexibility to search for any property in the **iREMS** database.

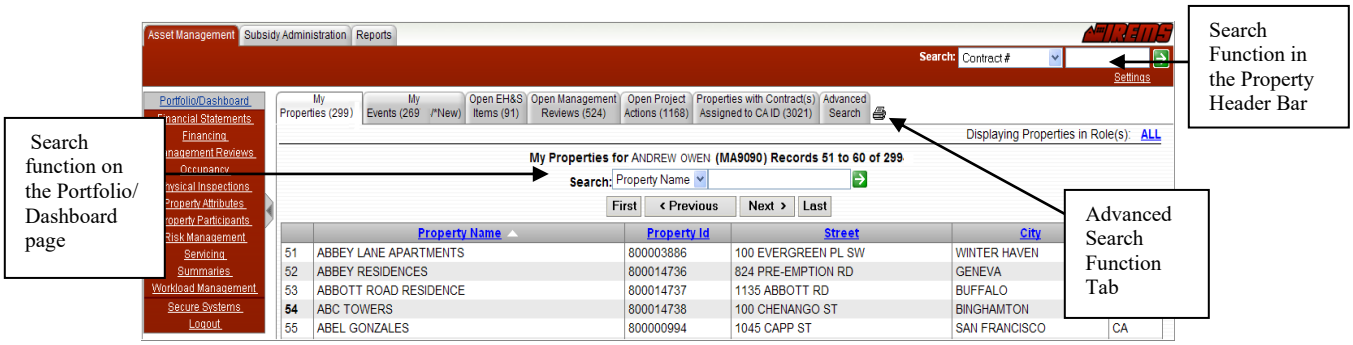
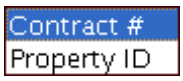


Figure 2-13. Search Functions

To search for a property using the search function in the property header bar:

1. From the **Portfolio/Dashboard** page, click on  in the Search field on the property header bar and the drop down menu displays.



2. Select one of the menu options *Contract # or Property ID*.

3. Enter the appropriate number in the text box.



4. Click on to search and the **Property Attributes** page displays.

> ✍ *You must click on to perform the search. If your cursor is on the you can use enter to begin the search.*

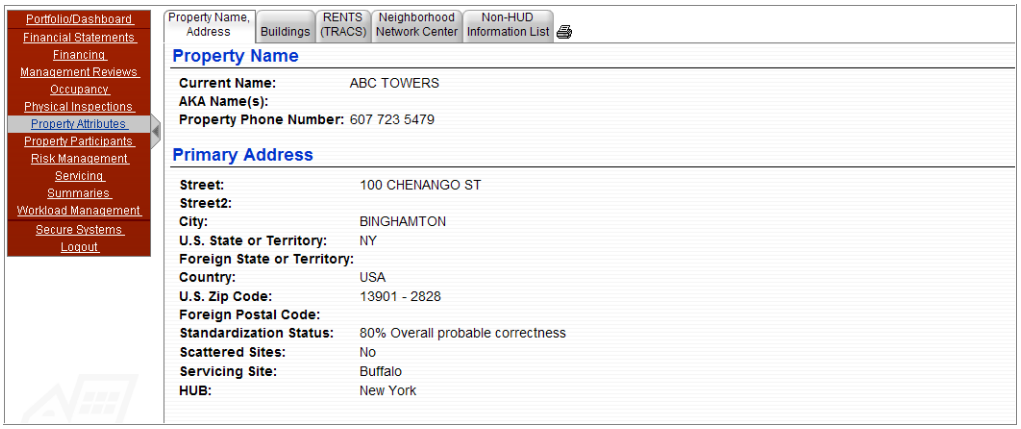


Figure 2-14. Property Attributes

> ✍ *Note: A complete FHA number, contract number, or property ID must be entered in order to use the single property retrieval function in the upper right portion of the **iREMS** page.*

For instructions on retrieving a list of properties and accessing other sidebar options, see **Chapter 3: Asset Management Portfolio/Dashboard**.

To search for a property using the search function on the main Portfolio/Dashboard default page:

1. From the **Portfolio/Dashboard** page, click on in the Search field under the page tabs and the drop down menu displays.



2. Select one of the menu options *Property Name, Property ID, Street Address, City or State*.

3. Enter the appropriate information in the text box.



4. Click on to search and the selected property displays at the top of the list of properties.

Note: You must highlight and select the property from the list to proceed.

To search for a single property using the Advanced search tab on the My Properties page:

1. From the Portfolio/Dashboard page, click on the **Advanced Search** tab, and the **Advanced Search/Property Selection** page displays.

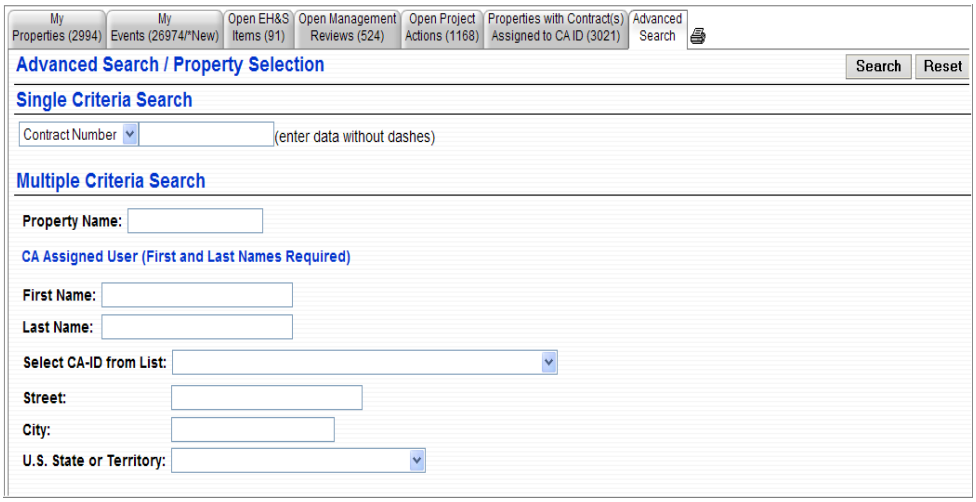


Figure 2-15. Advanced Search page

2. In the *Single Criteria Search* section, click on the drop-down arrow and select one of the following:
   - *Property ID*
   - *Contract Number*
   - *FHA Number*
3. Enter the corresponding data in the text field, i.e., if you have selected Property ID in the drop-down list, you need to enter the numerical property ID.
4. Click on Search and the **Search Results** page displays with the requested property at the top of the list.
5. Highlight and click on the property in the list to access the **Property Attributes** page for the selected property.

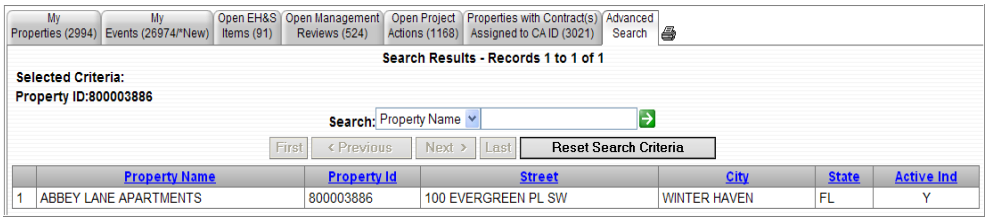


Figure 2-16. Search Results page

To search for multiple properties using the Advanced search tab:

1. From the **Portfolio/Dashboard** page, click on the **Advanced Search** tab, and the **Advanced Search/Property Selection** page displays.
2. In the *Multiple Criteria Search* section, enter any of the following search criteria:
   - *Property Status, radio button*
   - *Property Name*
   - *Assigned User*
   - *Servicing Site*
   - *Street*
   - *City*
   - *State*

> ✍ *Note: You can enter the first few letters of the search criterion in any of the fields to search for a list of properties. For example, entering the letters "Cal", instead of an entire property name, retrieves a list of all properties that have a property name starting with "Cal" from the **iREMS** database.*

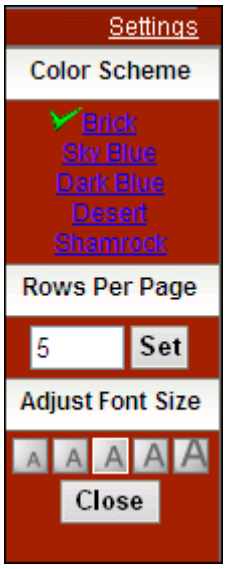
3. Click on Search and the **Search Results** page displays a list of the properties that meet the search criteria on the **Advanced Search** tab.
4. Highlight a property in the list to access the **Property Attributes** page for the selected property. See *Chapter 9: Property Attributes* for detailed information about this page.

2.2.1.3 Settings

You can change the settings on your page including the color scheme and the number of items displayed.

To change the settings:

1. Click on **Settings** in the Asset Management menu bar and the settings box displays.



2. Make changes to the color scheme and/or row per page option.

3. Adjust font size.

4. Click on Close to return to the Asset Management main page.

2.2.1.4 Sidebar

Once you have logged into **iREMS** the **Asset Management** navigational tab is automatically selected and the **Asset Management Portfolio/Dashboard** page displays.

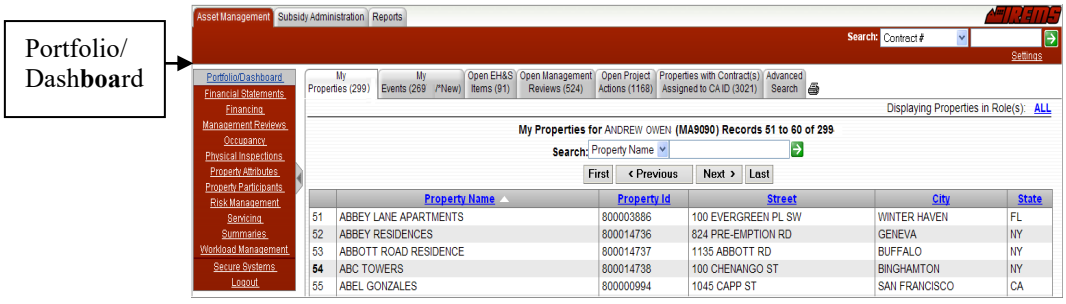


Figure 2-17. My Properties

The **Asset Management Portfolio/Dashboard** page displays with the **My Properties** tab open and a list of all properties assigned to you regardless of your assigned role on each property. From this tab, you can select or filter the roles of properties that display by selecting the *Displaying Properties in Roles* link. For additional information see Chapter 3: Asset Management, section 3.2.1.1. From the **My Properties** page, you must select a property before you can select an option from the sidebar. Once you select a property, you can choose any sidebar option for a new page of information.

2.2.1.5 Functional Tabs

For each sidebar option in **iREMS** there are tabs across the top of the page pertaining to the option selected. These tabs contain specific information for each sidebar option. The **iREMS** guide is written to show all available tabs on each page. However, you may notice that some tabs do not display or are inactive (grayed out). This means that your user id does not have authorized rights to access information in that tab. Other times you may notice you have view only rights to certain information. Access to all tabs depend on your user id and the rights associated with it.

2.2.1.6 Printing

Following the last tab on each **iREMS** page is a picture of a printer. You can use this graphic from any page in **iREMS**. When you click on it, the page you had open displays in a printable format (e.g. without the sidebar) and then sends your document to the printer.

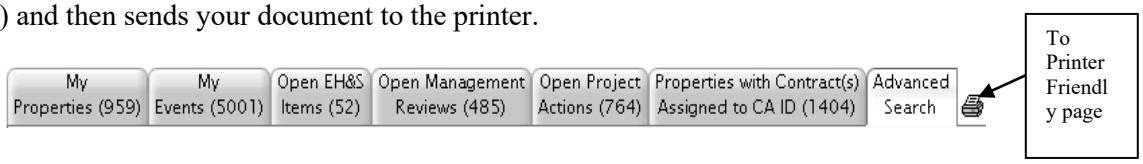


Figure 2-18. Print graphic

2.2.1.7 Selecting a Property

When you move your cursor over the list of properties, the lines are highlighted. To select a property move your cursor over the property information to highlight and then click to select. A yellow loading message displays.



Figure 2-19. Loading Message

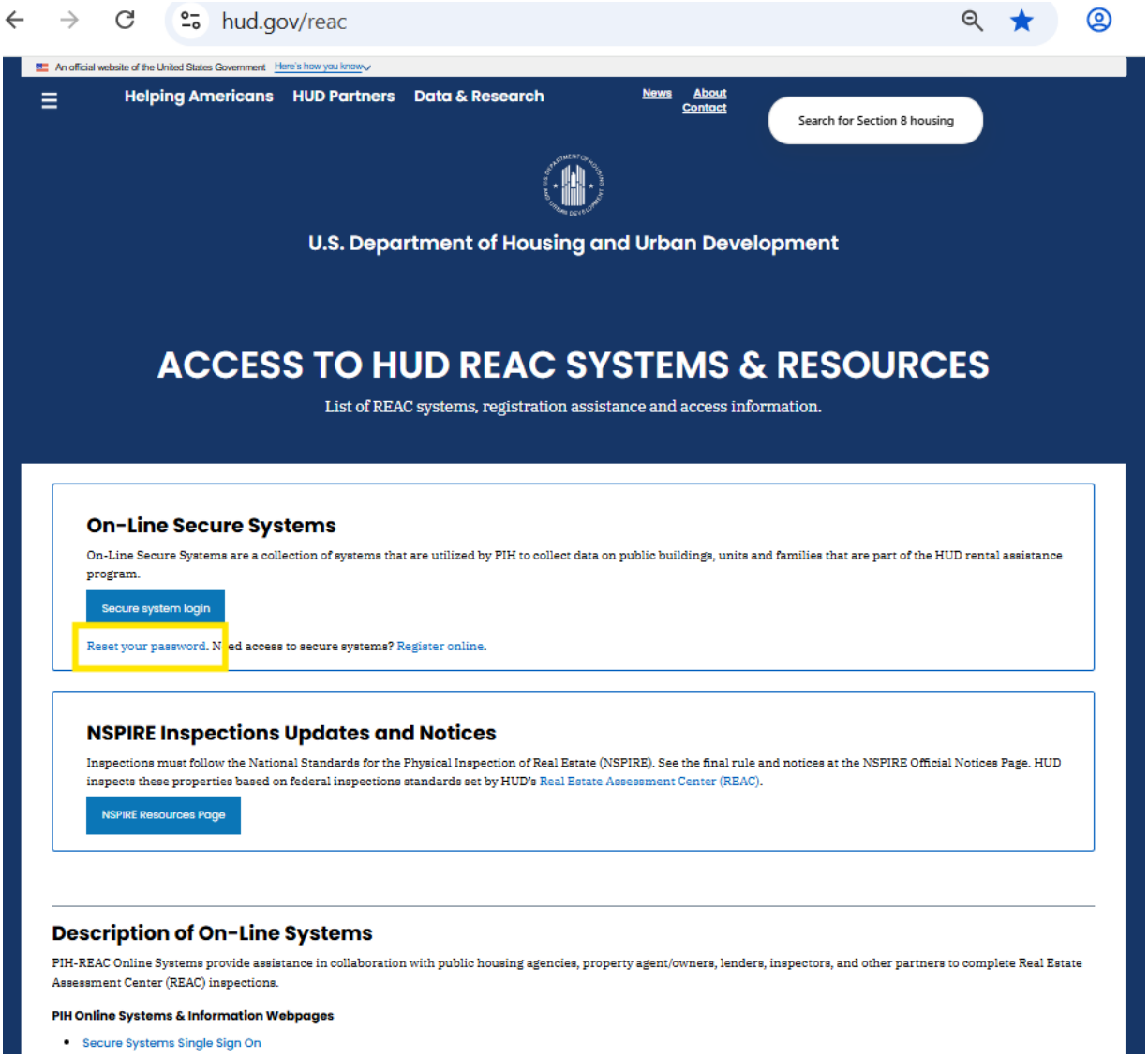
2.3 Changing Your Password

In an effort to further protect the privacy and security of data submitted to REAC by our business partners, Secure Systems passwords will begin to expire every sixty (60) calendar days. The 60-day clock will start ticking the first time a user logs in to Secure Systems on or after April 5, 2005. When a user's password expires, he/she will be presented with the "Change Password" page instead of the Secure Systems main menu. All Secure Connection users will be required to create a new password at each expiration notice.

Passwords must be eight (8) characters in length, should be comprised of both mixed case letters and numbers, and are case sensitive. The new password must be different from the last ten passwords the user has had. Each time a password is changed, the 60-day clock resets.

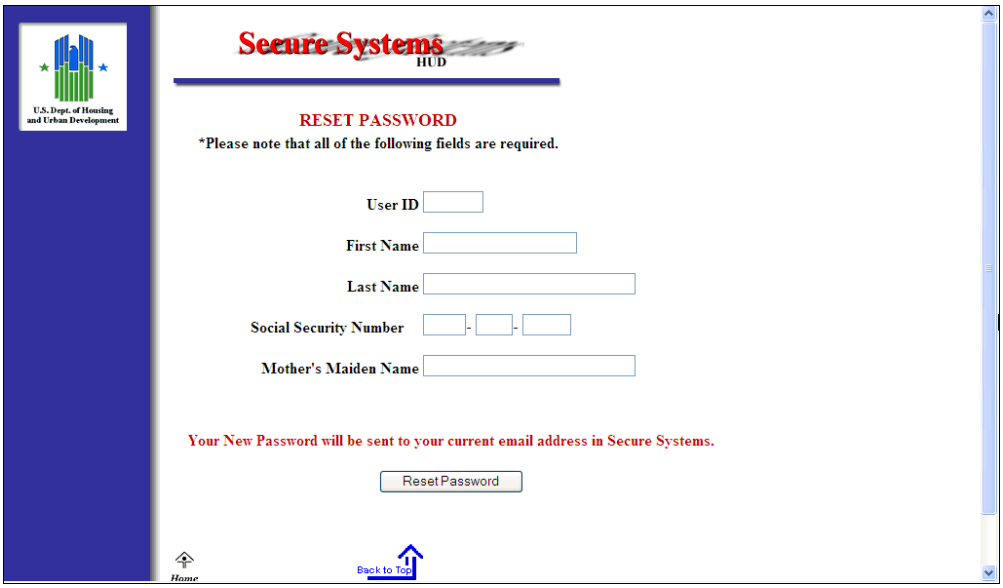
To reset passwords:

1. Passwords can be reset by selecting the "Password Reset" button on the "Online System's Page" https://www.hud.gov/reac or by calling the Technical Assistance Center (TAC) at 1-888-245-4860.



2-20 HUD REAC home page

2. Click on Password reset and the **Secure Systems Reset Password** page displays.



2-21 Secure Systems Reset Password page

3. Enter your information and click on Reset Password.

4. Check your Secure Systems email address for your new password.