

FHAP User Registration Process

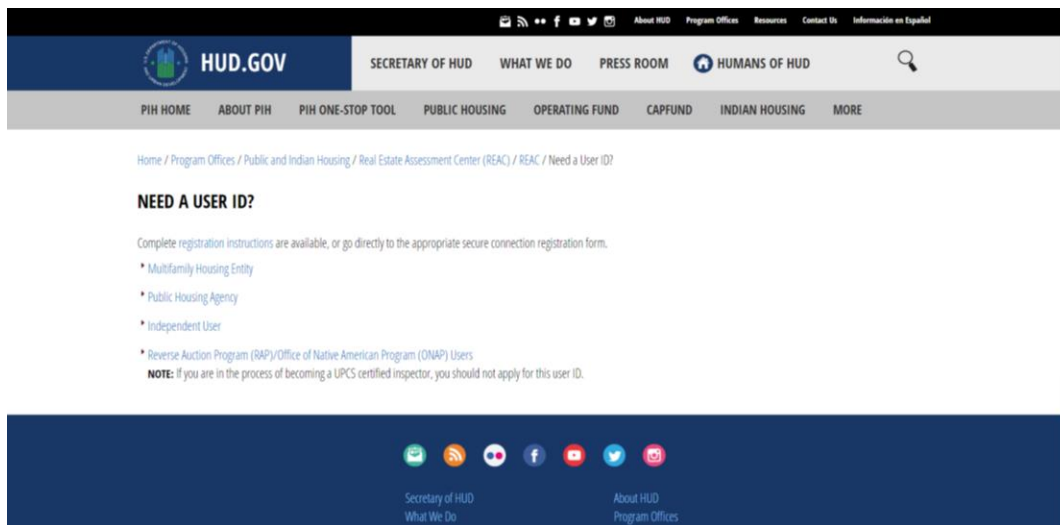
FHAP users need to register for a WASS user ID associated with their agency. Once they have a user ID, a HUD WASS administrator or a FHAP WASS coordinator can assign them a HEMS role in WASS. Then a HUD HEMS administrator needs to set up a HEMS user account for them. Since the HUD HEMS administrator and the HUD WASS administrator are often the same person, it may be easier not to involve the FHAP WASS coordinator at all, though it is perfectly fine for the FHAP WASS coordinator to be more involved in this process.

For a FHAP user the steps are:

- Register to get a user id in WASS (section 1)
- Give the user a HEMS role in WASS (section 2)
- Have a HUD HEMS System Administrator create a user account in HEMS (section 3)

1. FHAP User Registration in WASS

- 1.1. FHAP users must first register in WASS through online registration at the URL http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/react/online/online_registration . Select the Multifamily Housing Entity option. The direct link is https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp



- 1.2. On the registration form below, some FHAP users should register as Coordinators, but most should register as Users. Coordinators will have the ability to assign HEMS roles to other users in the same agency.

You should enter their name and social security number without hyphens.

In the Organization Information section, you should enter the name and tax identification number (without the hyphen) for your agency and select the 'Organization' option. Note that if the tax identification number is copied and pasted into this field with a hyphen and the hyphen is then removed, the last digit may have been cut off since that field has a fixed width.

Secure Systems

Secure Systems Registration

MULTIFAMILY Coordinator and User Registration

To apply for a **System Coordinator ID**, check the "Coordinator" radio button, 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 CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular **User ID**, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. 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 HUD-registered Organization or Individual you represent
- Provide the Tax Identification Number or Social Security Number of the HUD-registered Organization or Individual you represent. Do not enter dashes.
- Specify whether the HUD-registered entity you represent is an Organization or an Individual

Organization/Individual Name:
 TIN/SSN:
 Organization Individual

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, hfdb84a@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:

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FHAP HEMS User Account Set Up

Enter your email, an initial password and your mother's maiden name. Note that the mother's maiden name is not validated, but it may be asked for if the user's password needs to be reset.

Click the Send Application button. If you get an error that an account exists for that social security number, have your coordinator do a search using your name to get your user ID.

You will get a message that your registration was successful and to wait 24 hours and ask your coordinator for your user ID. Coordinators need to get their user IDs from the 'owner' of the agency who probably set up the agency in WASS. Contact a HUD HEMS Administrator if you need further assistance.

2. Assigning a FHAP WASS User a HEMS Role

- 2.1. Only a HUD user with a FHEO – HUD Admin role in WASS or a FHAP WASS Coordinator can assign users roles in HEMS. See section **Error! Reference source not found.** for directions to give a HUD user a FHEO – HUD Admin role. Coordinators for a FHAP agency must register in WASS as a coordinator or they can request to be promoted to coordinator at REAC_TAC@hud.gov. HUD WASS administrators can assign roles to FHAP users the same way they do for HUD users though the roles are different for FHAP users. FHAP WASS coordinators can do the same thing for their agency's users.

Note that after a user has been assigned a HEMS role they still need to have a HEMS account created as described in section 3, and which must be done by a HUD HEMS administrator.

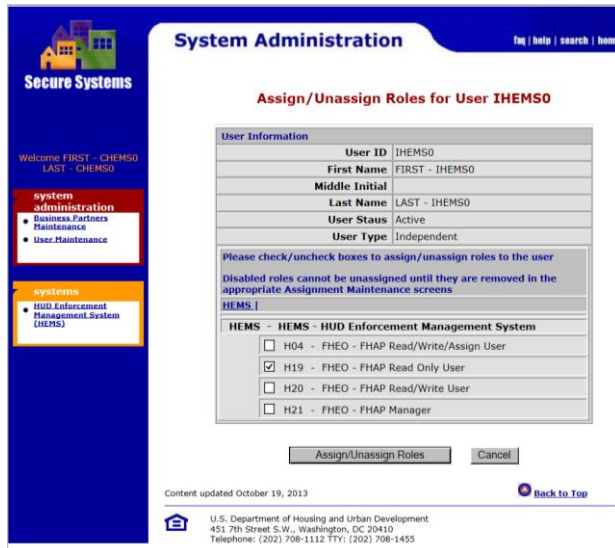
- 2.1.1. To assign a HEMS role to a user, a HUD WASS user with a FHEO – HUD Admin role in WASS or a Coordinator for the user's FHAP agency would go into WASS and select the User Maintenance option under System Administration in the center of the home screen or on the left. If this is not available, then the user does not have these rights.
- 2.1.2. Under User Maintenance a FHAP coordinator can get a list of users associated with their tax identification number by just clicking on the Search (U)sers button at the bottom of the screen. A search can also be done by entering the user's User ID (M-number with a capital M) in that field or searching for them by name using the criteria fields at the bottom of the screen. This may return a lot of results for HUD administrators if the name is common. FHAP users are also grouped by tax identification number so you can enter that number in the field labeled Business Partner – TIN/SSN/PHA ID/IPA ID and do a search based on that. Coordinators will not have this option as they are only allowed to see users from their agency.

2.1.3. Click on the User ID in the resulting list for the user you want to give a HEMS role.

2.1.4. On the Maintain User screen click on the dropdown and select Maintain User Profile – Roles and click the Submit button.

2.1.5. Select the role(s) for the user. Users can have multiple roles but the broader roles encompass all of the actions available to narrower roles so only one selection is necessary.

FHAP HEMS User Account Set Up



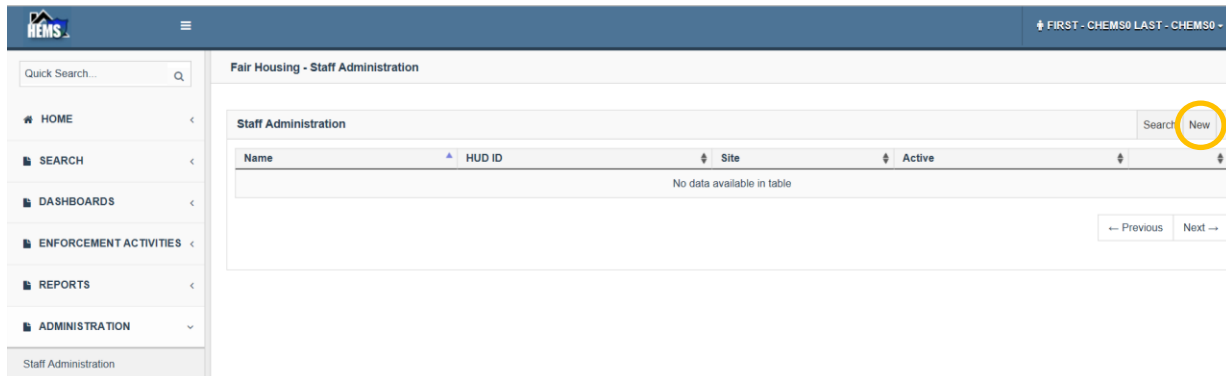
To change or remove a user's access to HEMS, the checkboxes would be unchecked.

3. Creating a New HEMS User Account

Users must first register and receive a WASS user id before a HEMS user account and a HEMS user account can only be created by an FHEO HEMS Administrator.

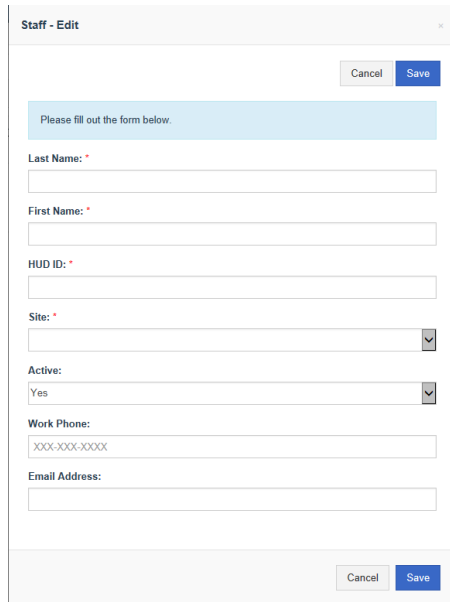
3.1. Click on Staff Administration under the Administration header in the menu on the left side of the screen. If this does not take you to the Staff Administration screen, then you are not a HUD user with the HEMS System Administrator role and you cannot perform this task.

3.2. Click on the New button to the right of the Staff Administration header.



FHAP HEMS User Account Set Up

- 3.3. On the Staff – Edit pop-up complete the fields for the new user. The first and last name, the HUD ID (H or M number from WASS), and the Site are required fields. It is important that FHAP users are associated with the correct agency since they are restricted to seeing only cases within their agency. HUD users should be assigned to the office where they work. Click on the Save button to create the user.



The screenshot shows a 'Staff - Edit' form with the following fields:

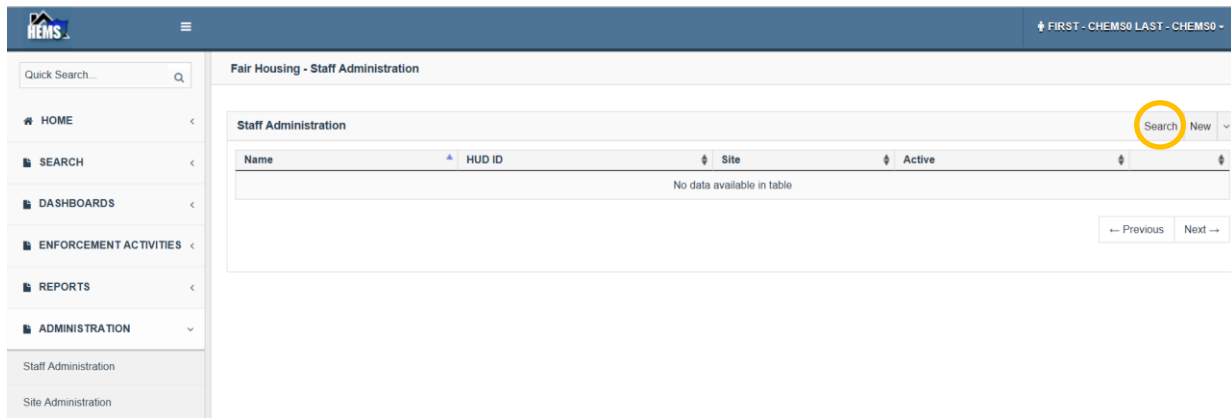
- Cancel and Save buttons at the top right.
- A blue instruction box: "Please fill out the form below."
- Last Name: * (text input)
- First Name: * (text input)
- HUD ID: * (text input)
- Site: * (dropdown menu)
- Active: (dropdown menu with 'Yes' selected)
- Work Phone: (text input with placeholder 'xxx-xxx-xxxx')
- Email Address: (text input)
- Cancel and Save buttons at the bottom right.

Once the HEMS user account has been created and a role was assigned in WASS, the user will have access to HEMS.

4. Edit an Existing User Account

You may need to edit an existing account if someone switches offices or changes their name.

- 4.1. Click on Staff Administration under the Administration header in the menu on the left side of the screen.
- 4.2. Click on the Search button to the right of the Staff Administration header.

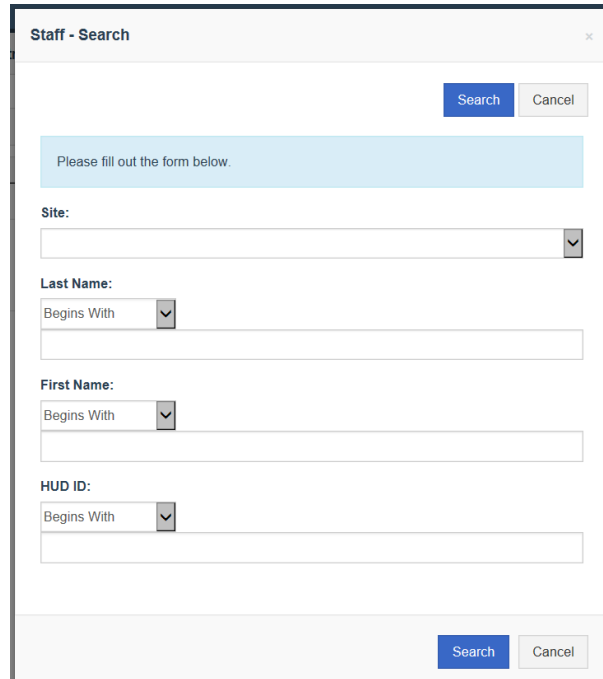


The screenshot shows the HEMS interface with the following elements:

- Header: HEMS logo, navigation menu icon, and user information: "FIRST - CHEMS0 LAST - CHEMS0".
- Left Sidebar: Navigation menu with items: HOME, SEARCH, DASHBOARDS, ENFORCEMENT ACTIVITIES, REPORTS, ADMINISTRATION (expanded to show Staff Administration and Site Administration).
- Main Content Area: "Fair Housing - Staff Administration" header, a "Staff Administration" sub-header, a "Search" button (circled in yellow), and a "New" dropdown menu. Below is a table with columns: Name, HUD ID, Site, Active. The table contains the message "No data available in table". Navigation buttons "Previous" and "Next" are at the bottom right.

FHAP HEMS User Account Set Up

- 4.3. On the Staff – Search pop-up enter the criteria to find the user that needs to be edited. This includes their site, name and/or user ID. Click on the Search button.



The screenshot shows a 'Staff - Search' pop-up window. At the top right, there are 'Search' and 'Cancel' buttons. Below this is a light blue instruction box that says 'Please fill out the form below.' The form contains four sections, each with a label, a 'Begins With' dropdown menu, and a text input field: 'Site:', 'Last Name:', 'First Name:', and 'HUD ID:'. At the bottom right of the form, there are again 'Search' and 'Cancel' buttons.

- 4.4. In the resulting search results, click on the Edit button on the right for the user you wish to edit. Note that the HUD ID for WASS will begin with an H or M so it will be very easy to determine whether users are set up to use HEMS. There will still be a large number of users who are no longer active who will still be listed in the system.
- 4.5. On the pop-up, edit any field necessary and click on the Save button. Note that for an active user to be associated with cases in HEMS the old TEAPOTS HUD ID should be replaced with the user's H or M number. The Active toggle will determine if the user can edit cases and if they will appear in the dropdowns of users for that office/agency.

5. Reactivate FHAP WASS Accounts

WASS accounts are terminated (deactivated) if they are not used in over 90 days and you will see an error like the one below. Contact REAC_TAC@hud.gov (Real Estate Assessment Center – Technical Assistance Center) or 1-888-245-4860 with your user ID and include a phone number if you email.



6. Reset WASS Passwords

For FHAP users, use the <https://hudapps.hud.gov/react/wass/resetPwd.html> URL to request a password reset. If this does not result in an email being sent to the user, contact the REAC Technical Assistance Center as described in section 7. WASS requires that users change their passwords every 60 days. If your password needs to be changed, there will be a prompt to change it after 60 days.

7. User Registration Assistance

The **REAC Technical Assistance Center** (REAC_TAC@hud.gov) at **(888) 245-4860** can provide assistance for the following questions or issues:

- I have registered for Secure Systems Coordinator credentials and have not received them.
- I mistakenly registered for User credentials instead of Secure Systems Coordinator credentials.
- I may have registered for Secure Systems credentials in the past, but I'm not sure.
- I don't know who the Secure Systems Coordinator(s) are for my organization.
- I am a Secure Systems Coordinator and need assistance in assigning roles to Users.
- I have registered for a User ID and have not received it.