HUD HEMS User Registration Process

HUD users and FHAP users have different registration processes. This process is only for HUD users.

1. HUD Registration in WASS with a DIAMS request

While WASS uses HUD h-numbers, HUD staff is not automatically registered in WASS. If you click on the URL https://hudapps.hud.gov/ssmaster and you get the error then you need to have your supervisor submit a DIAMS request to give you access to WASS. Note that if the account exists and only needs to be reactivated a DIAMS request is not required. See the next section: Reactivate a HUD WASS Account.

DIAMS is a system at https://huddiams.hud.gov/iam/im/hud/ui7/index.jsp to request HUD system account access to WASS which must be submitted by the user’s supervisor.

2. Reactivate HUD 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 a FHEO WASS Administrator to have your account reactivated.

3. Reset WASS Passwords

For HUD users, WASS uses your network ID (h-number) and password so if you need a new password you will need to contact the HITS helpdesk at 888-297-8689
4. Assigning a WASS user a HEMS Role

a. To assign a HEMS role to a user, a HUD user with the HEMS – ADM action would go into WASS at [https://hudapps.hud.gov/ssmaster](https://hudapps.hud.gov/ssmaster) 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 the HEMS – ADM action rights.

b. Under User Maintenance enter the user's User ID (h-number) in that field, or search for them by name using the criteria fields at the bottom and click the Search Users button at the bottom. This may return a lot of results if the name is common.

Click on the User ID for the user you want to give a HEMS role.

c. On the Maintain User screen click on the dropdown and select Maintain User Profile – Roles and click the Submit button.
d. Select the role(s) for the user. Users can have multiple roles but most will only have one. Do not use the H08 – FHEO – HUD Administrator – Unlimited role.

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

5. Creating a New HEMS User Account

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

a. 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.

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

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

6. Edit an Existing User Account

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

   a. Click on Staff Administration under the Administration header in the menu on the left side of the screen.

   b. Click on the Search button to the right of the Staff Administration header.

   c. 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.
d. 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.

e. On the pop-up, edit any field necessary and click on the Save button. 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.