CNA e-Tool
Version 3.0
Technical Tips

U.S. Department of Housing and Urban Development (HUD)

Office of Multifamily Housing

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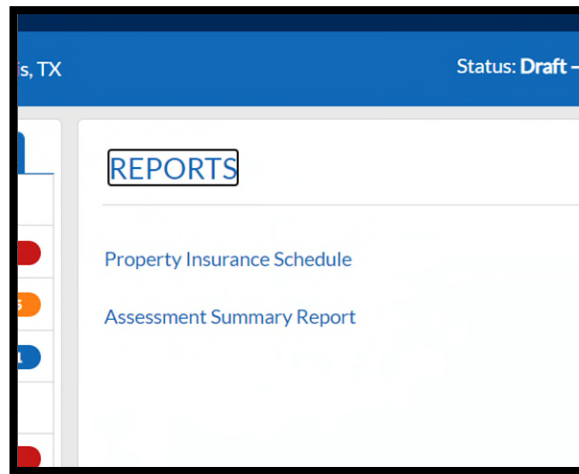
Contents

1. Reports available to the External User

The Assessment Summary Report and Property Insurance Schedule are the two reports available to the external user after they validate their CNA.

2. Web browser requirement

The CNA e-Tool Version 3.0 is accessible by Google Chrome web browser. We do not recommend for other web browsers to be used (such as Internet Explorer, Firefox, etc.).

2.1. Getting the Latest Version of Chrome

Please note that the Google Chrome web browser undergos changes and updates, so we recommend that users have the latest version when using the CNA e-Tool. Legacy versions of the Chrome web browser may be functional, but the user may experience issues.

2.2. Clearing Web Browser Cache

Upon being notified of a maintenance update, it is recommended that the user clears their cache. In addition, clearing cache is a best practice to ensure operational efficiency on the user's computer. The cache refers to the Temporary Internet Files folder which contains a record of the items the user has seen, heard, or downloaded from the web, including images, sounds and web pages.

Below are links to instructions on how to clear browser cache:

- Google Chrome

3. Session Requirements

The user is allowed to have eight continuous hours of continuous session activity as part of their initial login. After the eight hours are up the user will need to put in their User ID and password again to continue their session.

Also note the user must not to let the CNA e-Tool session remain idle for over an hour (they will get automatically kicked off as a mandatory security protocol). Also users are encouraged to save their work often as that capability is now available in Version 3.0.
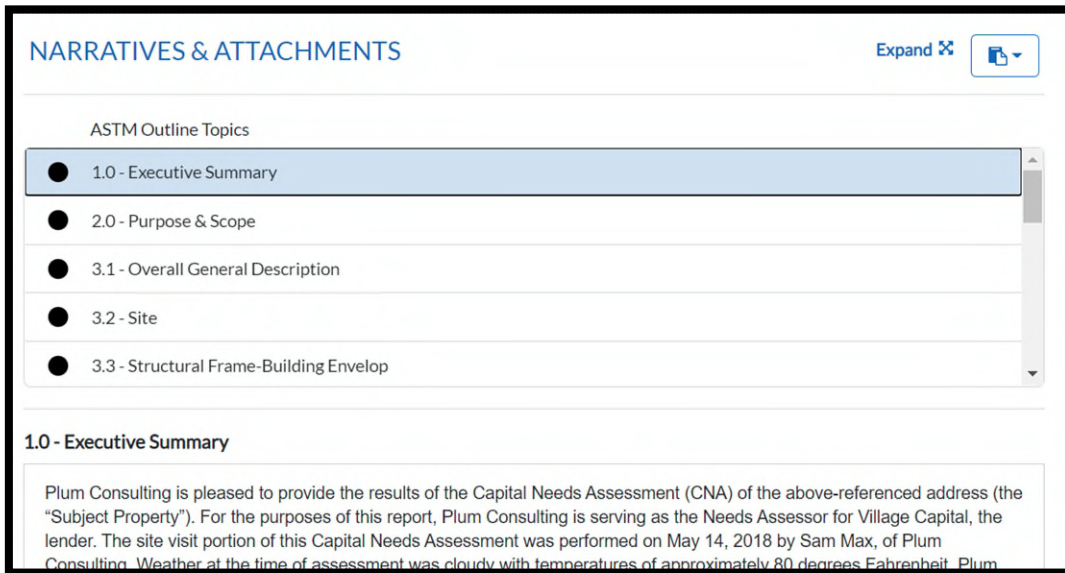
4. Characters and Attachments

For total character counts, every field in the database has a limit that is in place.

4.1. Narratives

8,000 Total Characters per individual narrative topic

In the Legacy CNA e-Tool (Version 2.4 and before) only 2,000 total characters per topic in the Excel Assessment Tool was allowed. With Version 3.0 the total character limit for each individual narrative topic has now been expanded to 8,000 total characters. Please see the example below:
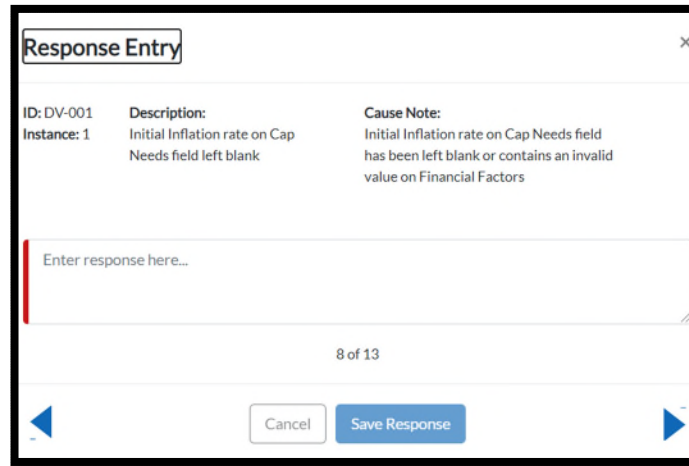

Attachments to identify Narrative Topics Section:

It is now possible to provide attachments that are specific to the individual narrative topic. This will help the Government Reviewer to identify what is being described by the submitter. See example below:

4.2. Character Count Limits in Flag Notes

In total 2,000 total characters are allowed for each individual flag note resonse. Anything over the limit will prevent the user from saving their response.

Note: there is now an arrow feature that allows the user to easily toggle through the flags as well.

4.3. Attachment File Size Limits

There is a file size limit for a single attachment (no individual file can be larger than 10MB). The user should be aware that the larger the file the more time it will take to upload. As for the number of attachments the user can upload as many as required (within reasonable limits), but note that each individual file must be under 10 MB. The following file types can be accepted (i.e.: .PDF, .JPEG, .XLS, .DOC) as attachments.

5. How long will data be kept in the database

- Returned, Submitted, Ready for Decision, Under Review: Three years
- Approved CNA's will be kept indefinitely in the database

6. **Printing**

- The ability to print has been improved for Version 3.0. Simply press Ctrl + P in Chrome to print any information you would like to see. See below for an example of what Printing Narratives will look like: