



CNA e-Tool Tips and Tricks

U.S. Department of Housing and Urban Development (HUD)
Federal Housing Administration (FHA)
October 2017

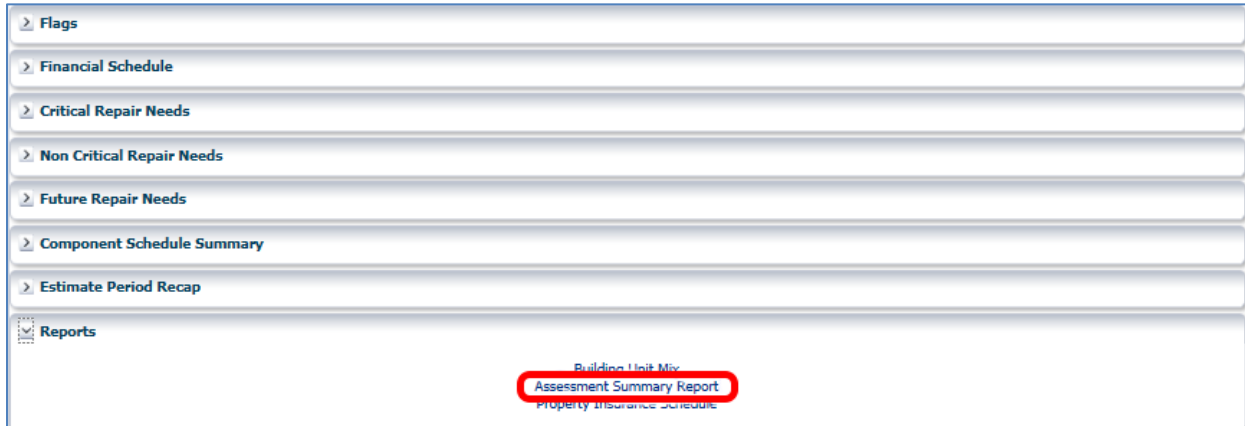


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1. Assessment Summary Report

The Assessment Summary Report is one of the available items listed in the Reports Panel of the validation response provided by both the Public Validation Engine and the Submission Portal after the user validates their Assessment Tool.



Site Information/Unit Mix in the Assessment Summary Report (Pg.2)

The count of Mobility Accessible units shown is misreported.

Currently the report is providing the sum of both mobility and sensory impaired units. An upcoming release will add sensory impaired unit count as a separate item and will report a separate count of mobility impaired and sensory impaired accessible units. Please note this issue will be remediated in a future release.

Site Information /Init Mix

Type: Family

Year Built: 1991 - 1995

Last Renovated: -

1BR1ba 60

2BR2ba A 60

2BR2ba B Share 60
suites

3BR2ba 60

Mobility Accessible Apts: 0

Total Dwelling Units: 240

2 of 47

2. Web browser issues

The CNA e-Tool is accessible by a number of web browsers and we recommend using Google Chrome while accessing the CNA e-Tool. In addition, Microsoft Internet Explorer (IE), and Mozilla Firefox can also be used.

2.1. Getting the Latest Version

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

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:

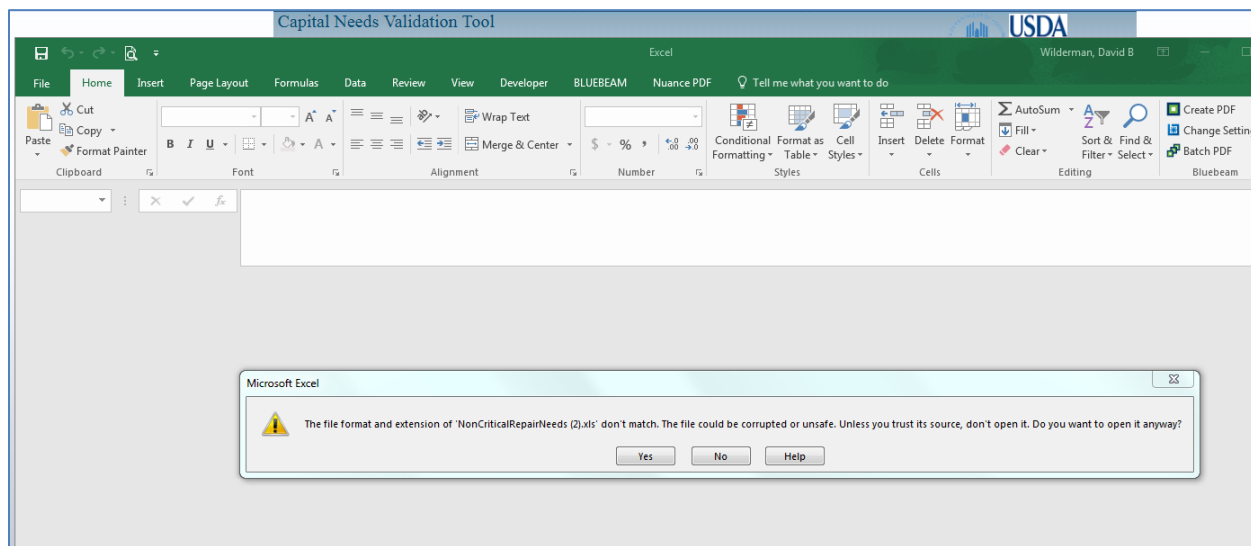
- [Google Chrome](#)
- [Microsoft Internet Explorer \(IE\)](#)
- [Mozilla Firefox](#)

2.2. Exporting data from panel-file naming variance

We have observed that the file naming and saving procedure for exports of data from either the Public Validation Engine or the Submission Portal varies among browsers, notably Microsoft Internet Explorer and Google Chrome.

Google Chrome

In Chrome, an exported panel result may appear as a file “panel name.xls” with an icon in the lower left of your screen. Alternatively, if the user has instructed Google Chrome to always open files of this type they may see the following:



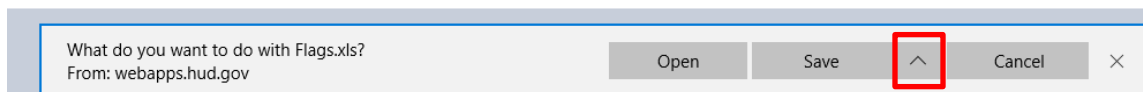
The user should click yes to open the downloaded Excel file. Then the user may edit and/or save the file to their computer.

Microsoft Internet Explorer

Two recommended solutions are available to the user based on their preference.

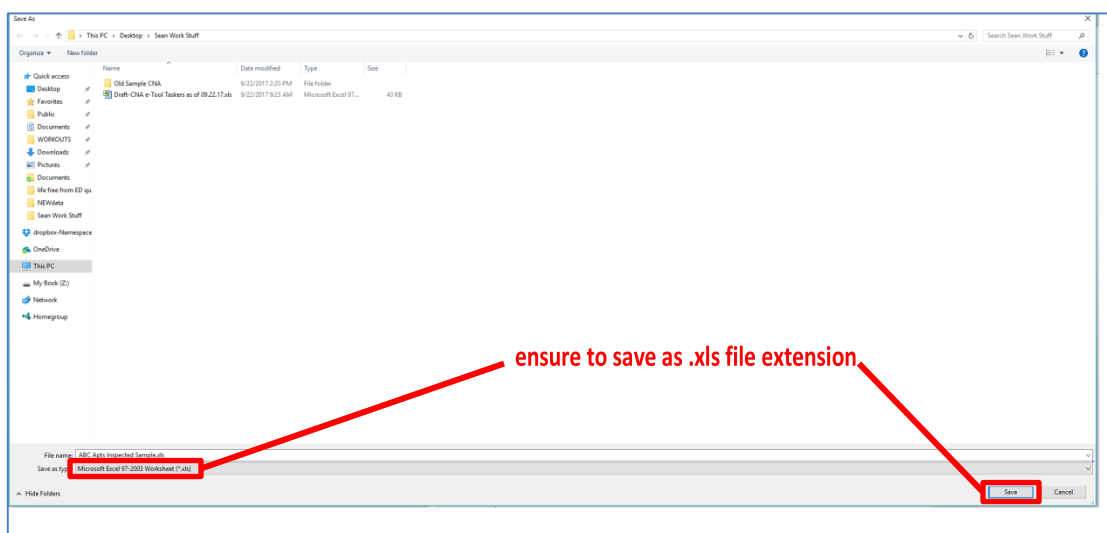
Option 1: The user will get the dialogue box asking them to “choose the program they want to use to open this file.” If the user does not see Excel, then they should select the “browse” button at lower right and then locate and select Excel to open the file. After the user does this, and selects Excel, it will thereafter show up as an option without the user having to browse for it.

Option 2: When the user gets the box asking them to “Save”, “/”, or “Cancel”. Do not “save” but rather select the icon “/”.



After doing that it will give the user additional save options, including “Save As”, which is the option that the user wants.

After clicking “Save as,” the user should then rename the file (e.g. ABC Apts Inspected Sample.xls) and it is the .xls suffix which is critical and select a location/folder where the user wants it saved on their computer.



After saving, the user will be asked whether they want to open the file or folder. Select “open” to see it right away, or “folder” to see if it saved where the user wanted to save it.

Once saved, the user can manipulate, print, etc. the file however they wish. Of these two methods, Option #2 is recommended because it offers the user a more precise file name than the one IE offers by default, and which most users likely would rename anyway.

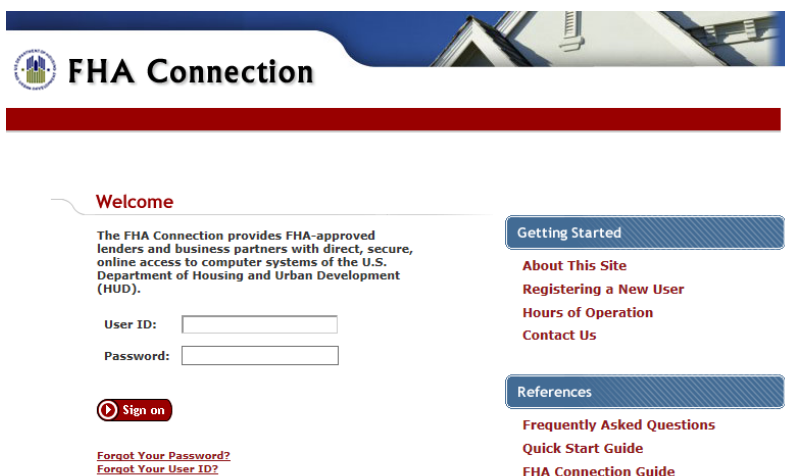
The way browsers behave in these details seem to change each time a browser is upgraded to a new version which has happened a few times already since the User Manual was last edited.

This issue is about browsers, not about how the CNA e-Tool application works.

2.3. Secure Systems Issues

We have observed that the user may get a blank screen while trying to access the CNA e-Tool while in the Secure Systems Platform. Listed below are steps required to remediate the issue:

Lender User: they will need an active M ID and must go to the following URL:
<https://entp.hud.gov/clas/html/connection.cfm> to first login to FHA Connection.



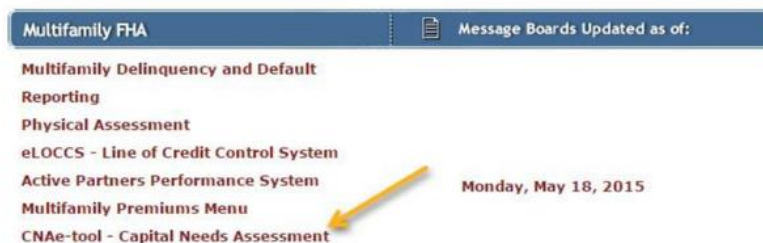
The screenshot shows the FHA Connection login page. At the top is the HUD logo and the text "FHA Connection". Below this is a "Welcome" section with a description of the system. There are input fields for "User ID:" and "Password:". A "Sign on" button is located below the password field. To the right of the login fields are two columns of links: "Getting Started" (About This Site, Registering a New User, Hours of Operation, Contact Us) and "References" (Frequently Asked Questions, Quick Start Guide, FHA Connection Guide). Links for "Forgot Your Password?" and "Forgot Your User ID?" are also present.

- Login with their M ID and Password



The screenshot shows the FHA Connection menu. At the top is the HUD logo and the text "FHA Connection". Below this is a navigation bar with links: Home, Main Menu, ID Maintenance, E-mail Us, and Contact. A "Welcome" message is displayed. The main menu is a table with three rows: "Single Family FHA", "Multifamily FHA", and "Lender Functions". Each row has a description and a "MORE" link. A yellow arrow points to the "Multifamily FHA" row.

- Go to Multifamily



The screenshot shows the Multifamily FHA menu. At the top is a blue bar with the text "Multifamily FHA" and a "Message Boards Updated as of:" section. Below this is a list of links: "Multifamily Delinquency and Default Reporting", "Physical Assessment", "eLOCCS - Line of Credit Control System", "Active Partners Performance System", "Multifamily Premiums Menu", and "CNAe-tool - Capital Needs Assessment". A yellow arrow points to the "CNAe-tool - Capital Needs Assessment" link. To the right of the list is the date "Monday, May 18, 2015".

- Select CNA e-Tool and it will automatically redirect the user to the Secure Systems Platform

What the Secure Systems Sign Submitters Portal will look like:



The screenshot shows the 'User Login' page for the 'Secure Systems Single Sign On' portal. It features a blue header with the HUD logo and navigation links (faq, help, search, home). The main content area has input fields for 'User ID' and 'Password', followed by 'Login' and 'Cancel' buttons. A grey 'ATTENTION' box contains important login instructions. The footer includes contact information for the U.S. Department of Housing and Urban Development and links to 'Home' and 'Privacy Statement'.

User Login [faq](#) | [help](#) | [search](#) | [home](#)

Secure Systems Single Sign On

User ID

Password

ATTENTION:

- Your User ID will be locked after three incorrect login attempts.
- Forgot your password? Click this [link](#) to access Reset Password and other useful information.
- There is an inactivity timeout of 30 minutes. Please save your work periodically to avoid being logged out.
- There is a session timeout of 4 hours. Once reached, you will need to re-authenticate after which you can resume work where you left off.
- This computer system, and all the systems associated with this system for User Authorization and Authentication, are protected by a computer security system; unauthorized access to these systems is not permitted; and usage may be monitored.

Content updated May 21 2016

 U.S. Department of Housing and Urban Development
451 7th Street S.W., Washington, DC 20410
Telephone: (202) 708-1112 TTY: (202) 708-1455


[Home](#) | [Privacy Statement](#)

- The Lender User must then login to [Secure Systems Submitters Portal](#) with their M ID and Password
- Click accept

Multifamily Participant User: they do not need to go to FHA Connection. Instead they just need to go to the following URL: [Secure Systems Submitters Portal](#) and click accept. The user will be directed to the Main Menu in Secure Systems after they have successfully logged in with their M ID.

HUD Employee User: They have single sign on based and should not have to put in their H ID or C ID. Instead they just click on this to get to the [Reviewer's Portal](#).

It should look as follows and the user will click the [CNA e-Tool](#) under **Systems**.



The screenshot shows the 'Main Menu' page. It has a blue header with navigation links (faq, help, search, home, logout). The main content area lists 'Systems' and 'System Administration' with links. A red box highlights the 'CNA eTool' link under 'Systems', with a red arrow pointing to it and the text 'select this link'. The footer includes contact information for the U.S. Department of Housing and Urban Development and links to 'Home' and 'Privacy Statement'.

Main Menu [faq](#) | [help](#) | [search](#) | [home](#) | [logout](#)


Systems

- [CNA eTool](#) — select this link

System Administration

- [Password Change](#)

Content updated October 19, 2013

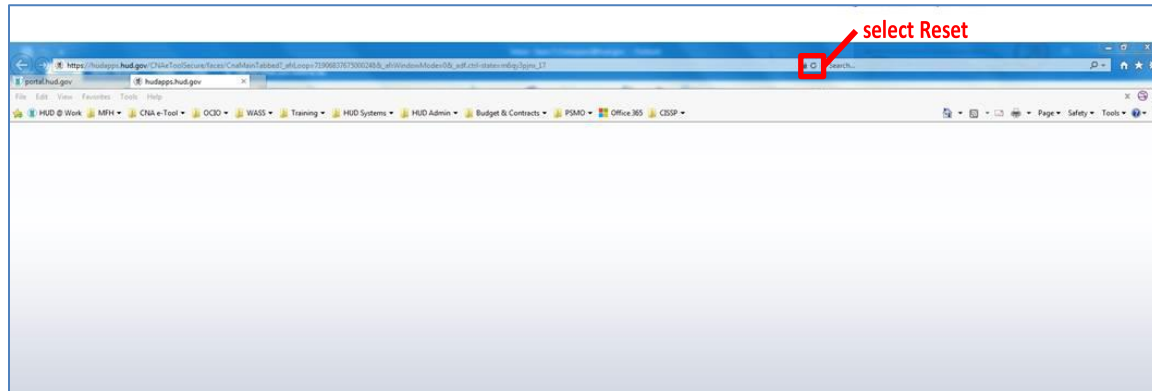
 U.S. Department of Housing and Urban Development
451 7th Street S.W., Washington, DC 20410
Telephone: (202) 708-1112 TTY: (202) 708-1455

[Back to Top](#)

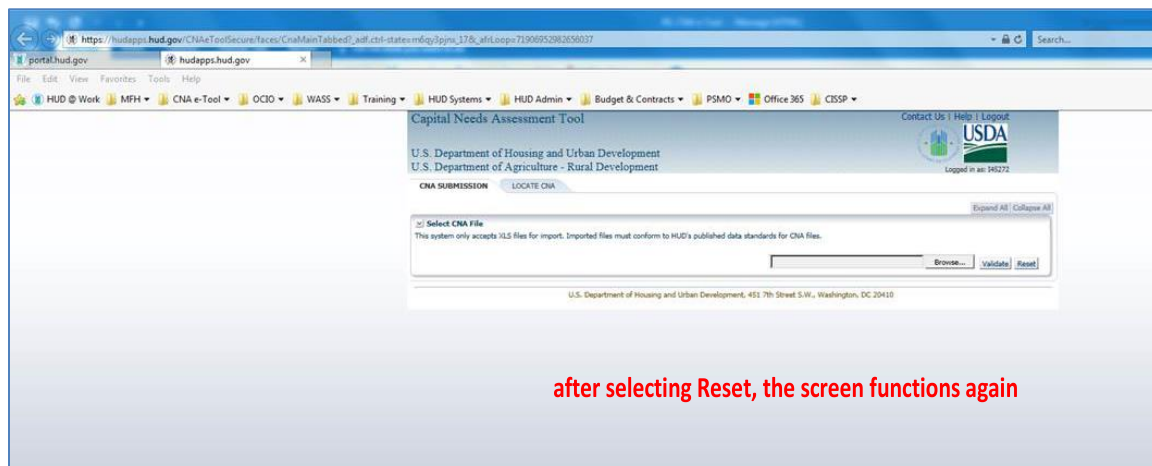
[Home](#) | [Privacy Statement](#)

If any user is having difficulty login in then it is recommended that they read the applicable user access guide which can all be found on the [CNA e-Tool webpage](#).

The user will notice that a blank screen may appear. The user should just click the reset button icon and it will unfreeze the issue.



Then the user should be able to access the CNA e-Tool after clicking the reset icon.



3. Accessibility Repairs Cost-Per-Unit Calculation Error

The calculation of accessibility repairs cost per unit is incorrectly reported in the Estimate Period Recap panel resulting from validation. This same error is repeated in the "Snapshot" found in the Reports panel obtained from the Submission Portal. So in the example shown here, the correct \$ per unit figure is \$391.66 rounded up to \$392 which is \$94,000 divided by 240 units.

Estimate Period Recap			incorrect value
	Total		\$/Unit
Immediate Repairs (Total)	\$3,990,620		
Life Safety Remedies	\$0		\$0
Accessibility Remedies	\$94,000		\$0
Non-critical Needs	\$3,896,620		\$16,236

Similarly in the “Snapshot” report, the same error is repeated:

Capital Needs/Financial Recap		
Capital Needs	Total	Total Per Unit
Immediate (Accessibility) Critical Repairs	\$94,000	\$0
Immediate (Life Safety) Critical Repairs	\$0	\$0
Immediate Non-Critical Repairs	\$3,896,620	\$16,236
Future Repair/Replacements	\$9,804,829	\$40,853
Utility Cost Savings - Owner	\$198,803	
Utility Cost Savings - Tenant	\$64,641	

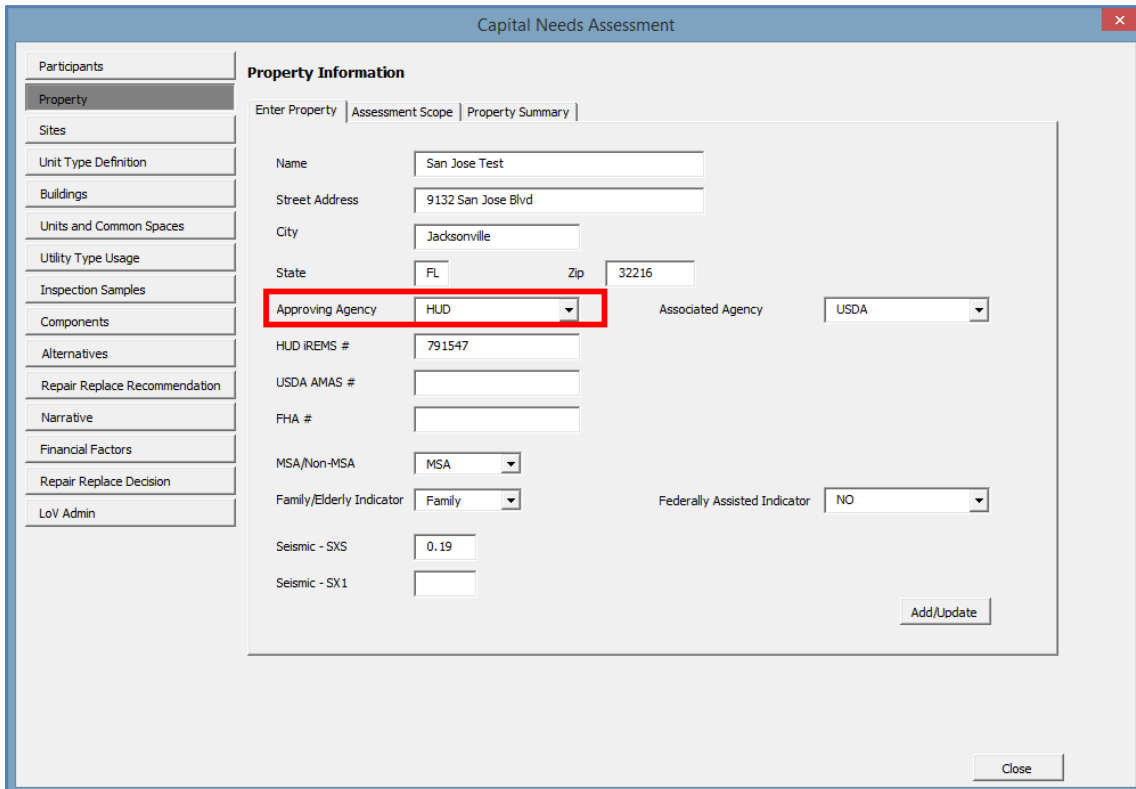
These coding errors will be fixed in a future system release to remediate the issue.

4. Common Assessment Tool User Errors/Issues

4.1. Property Information Form

Enter Property Tab

The user must select a CNA “Type” (and when applicable a “Program”) consistent with his/her identification of the “Approving Agency” on the “Enter Property” tab within the Property Information Form in the Assessment Tool. It is possible to select Multiple Approving Agencies and the choices are HUD, USDA, and Other. Please see the example below:



Capital Needs Assessment

Participants

Property

Sites

Unit Type Definition

Buildings

Units and Common Spaces

Utility Type Usage

Inspection Samples

Components

Alternatives

Repair Replace Recommendation

Narrative

Financial Factors

Repair Replace Decision

LoV Admin

Property Information

Enter Property | Assessment Scope | Property Summary

Name: San Jose Test

Street Address: 9132 San Jose Blvd

City: Jacksonville

State: FL Zip: 32216

Approving Agency: HUD

Associated Agency: USDA

HUD IREMS #: 791547

USDA AMAS #:

FHA #:

MSA/Non-MSA: MSA

Family/Elderly Indicator: Family

Federally Assisted Indicator: NO

Seismic - SXS: 0.19

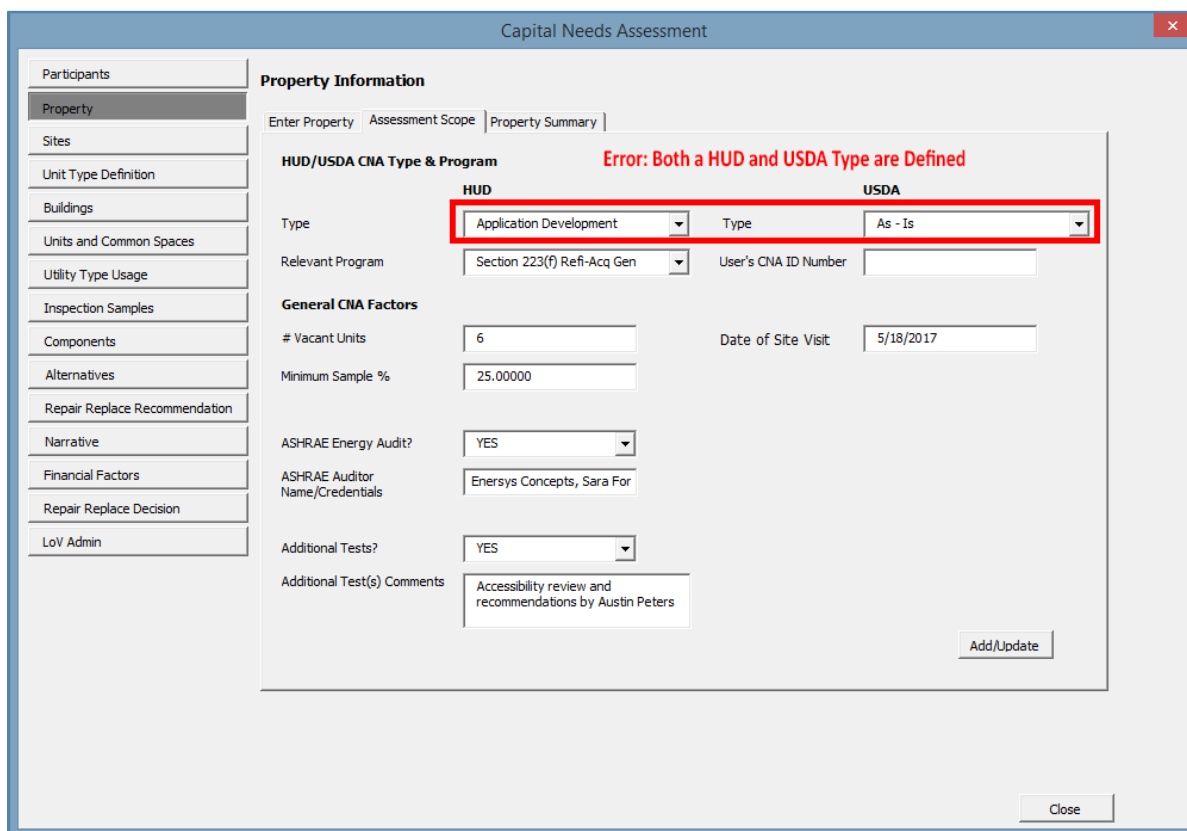
Seismic - SX1:

Add/Update

Close

Assessment Scope Tab

If “HUD” is the approving agency, then a HUD “Type” and “Program” must be chosen, or if USDA is the approving agency, then a USDA “Type” must be chosen. Choosing two, rather than one “Type” is incorrect and will cause a validation error. In the following example, HUD is identified as the “Approving Agency” and a HUD Type and Program are correctly chosen, but a USDA Type is also chosen which is incorrect and may cause an error when trying to validate.



Capital Needs Assessment

Participants

Property

Sites

Unit Type Definition

Buildings

Units and Common Spaces

Utility Type Usage

Inspection Samples

Components

Alternatives

Repair Replace Recommendation

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Financial Factors

Repair Replace Decision

LoV Admin

Property Information

Enter Property | Assessment Scope | Property Summary

HUD/USDA CNA Type & Program

Error: Both a HUD and USDA Type are Defined

HUD

Type: Application Development

Relevant Program: Section 223(f) Refi-Acq Gen

USDA

Type: As - Is

User's CNA ID Number:

General CNA Factors

Vacant Units: 6

Minimum Sample %: 25.00000

ASHRAE Energy Audit?: YES

ASHRAE Auditor Name/Credentials: Enersys Concepts, Sara For

Additional Tests?: YES

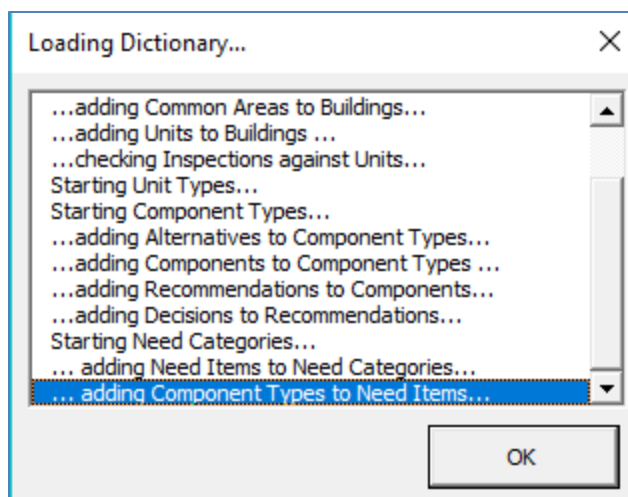
Additional Test(s) Comments: Accessibility review and recommendations by Austin Peters

Add/Update

Close

4.2. Data Load Errors

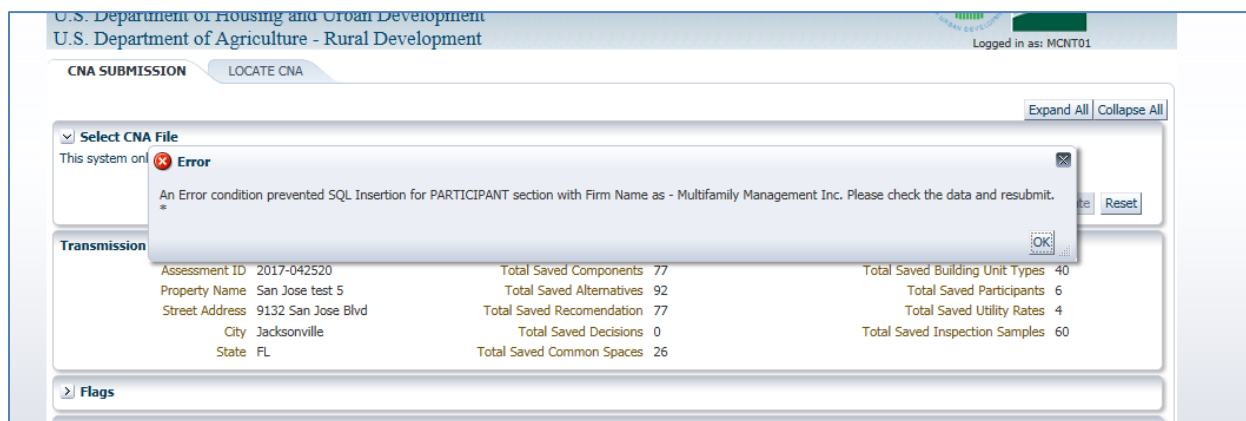
If the Assessment Tool is filled out incorrectly or some other user error occurs, then it will cause a data load error. Listed below is what it will look like when trying to open the form:



We recommend reading page 30 of the instruction guide which discusses how to remediate the issue.
<https://portal.hud.gov/hudportal/documents/huddoc?id=InstructforCNATool.pdf>

4.3. Participant Form

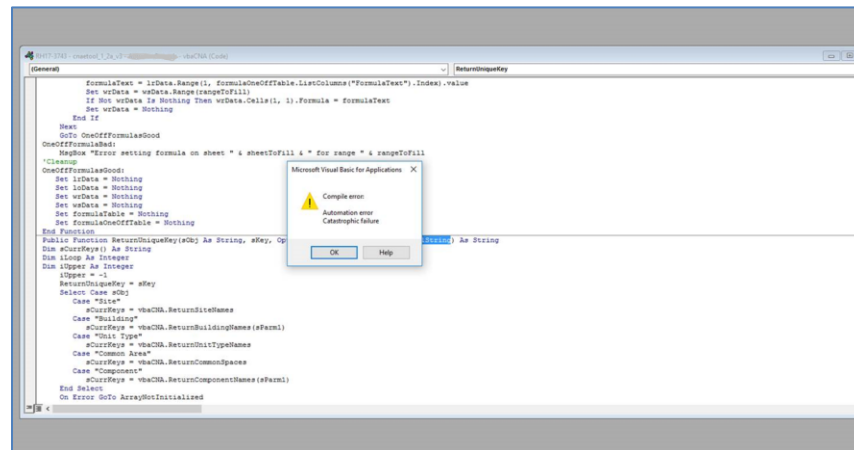
The validation engine only allows one participant with the same firm name to be listed under the participant form based on their role in the Assessment Tool. If the Assessment Tool requires multiple participants from the same firm to be selected for the same role, then do not select that role twice. Instead put in the Property Form “other”. Listed below is the error that the user will get in the validation engine if they do not follow this instruction:



4.4. Visual Basic Studio

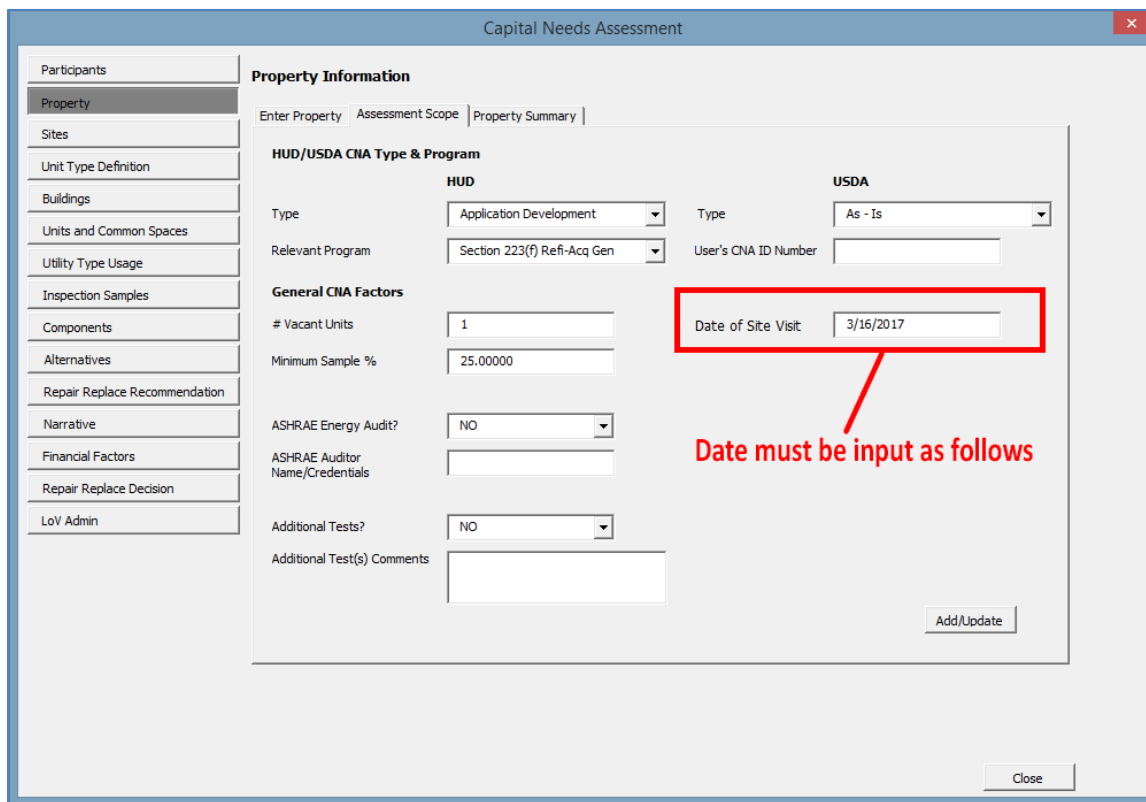
“Visual Basic Studio” is a software development application produced by Microsoft. Most users will not have “Visual Basic Studio” installed on their computers and those who do are unlikely to have “Visual Basic Studio” open automatically at start-up. But those who do should close “Visual Basic Studio” before working in an Assessment Tool file.

We have observed that validation engine errors will occur if the user has Microsoft Visual Basic open at the same time they are trying to validate an Assessment Tool file. Please ensure Visual Basic is turned off before validating.



4.5. Date of Site Visit

The user is only able to put in a single date for the site visit. It must be put in in the following format as well: 03/16/2017



Capital Needs Assessment

Property Information

Enter Property | Assessment Scope | Property Summary |

HUD/USDA CNA Type & Program

HUD		USDA	
Type	Application Development	Type	As - Is
Relevant Program	Section 223(f) Refi-Acq Gen	User's CNA ID Number	

General CNA Factors

# Vacant Units	1	Date of Site Visit	3/16/2017
Minimum Sample %	25.00000		
ASHRAE Energy Audit?	NO		
ASHRAE Auditor Name/Credentials			
Additional Tests?	NO		
Additional Test(s) Comments			

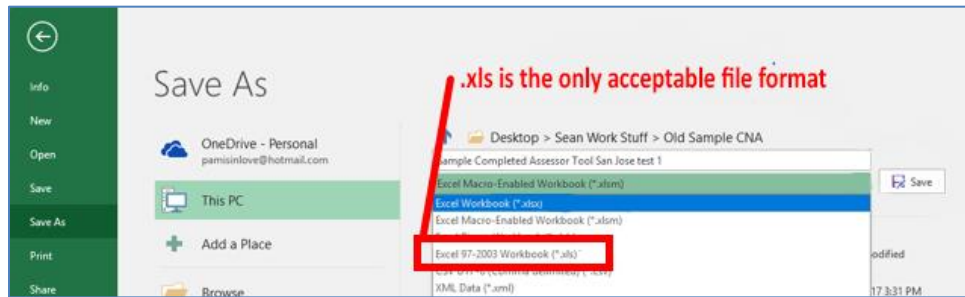
Date must be input as follows

Add/Update

Close

4.6. Saving Assessment Tool

The user should always remember to save their Assessment Tool as an .XLS document. The latest version of the Assessor Tool is posted on the CNA e-Tool Web Page as an .XLS File Extension. The other options that are typically available are .XLSX, .XLSM, .XLSB, but please do not save your Assessment Tool as any of these file extensions.



5. Database Questions

5.1. Attaching Documents to CNA Submission

There is a file size limit for a single attachment (no individual file can be larger than 5MB). 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, but note that each individual file must be under 5 MB. The following file types can be accepted (i.e.: .PDF, .JPEG, .XLS, .DOC) as attachments.

Estimate Period Recap

Reports

Select Attachment Files

This system accepts Excel, Word doc and Images

File To Upload

CNA Instruction Guide 508 4-20-17 Final.pdf

Update...

Add Attachment

Attachment Type Name

Other

Error: The file upload failed.

The file could not be uploaded because it is too large..

CNA Certification

By submitting this Capital Needs Assessment I am certifying it in accordance with Appendix 5G of the MAP Guide at Section VII, subsection D, paragraph 3 and incorporating by certification language required therein. I have read and I understand the referenced certification language.

* Name

david wilderman

* EMail Address

david.b.wilderman@gmail.com

Submit



5.2. How long will data be kept in the database

- Received for Validation: Four days if submitted by an external user/ 30 days when submitted by an internal user
- Returned, Submitted, Ready for Decision, Under Review: Three years
- Approved CNA's will be kept indefinitely in the database