TRACS JULY 30, 2018 RELEASE

1. TRACM ID PASSWORD RESET / REACTIVATE FUNCTION

There are any number of situations where an Integrated Multifamily Access eXchange (iMAX) system user may need to reset their password and reactivate inactive TRACM IDs. Typically, users forget their password; have not used their ID to access the system within a prescribed time; or experience some type of security breach that may have disclosed their password.

In the iMAX user profile, there is currently a point of contact set of fields. The Multifamily Housing Help Desk uses these when someone from the industry calls to reset a password for a TRACM ID. It is understood, though, that the POC may be on leave or have left the company/entity, in some instances. As a result, back-up POC fields – as well as a PIN for each – have been added to the User Profile tab to ensure that passwords are only reset by the correct entity.

iMAX TRACM IDs must be unique for each business relationship: [i] Contract Administrator; [ii] Service Bureau; or [iii] the property/site.[1] If business relationship changes for an existing entity or a new entity (e.g., property management company, etc.) takes over for an existing property/site, a new TRACM ID must be obtained.

The following steps will ensure every effort is made to protect iMAX account information and related rental assistance contracts data when password reset requests are processed by the Help Desk:

Step 1: Update Your Account - iMAX TRACM IDs

Multifamily Housing Programs (MFH) strongly suggest users update their account. Select iMAX User Profile tab to update your Profile:

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[1] A property management company may select to assign one (1) TRACM ID for multiple properties or assign a unique TRACM ID for each property in their portfolio.

- First Name/Last Name
- Description[2]
- Title
- Organization
- Street Address 1
- Street Address 2
- City
- U.S. State or Territory
- Foreign Postal Code
- U.S. Zip Code
- Country
- Foreign Postal Code
- Telephone Number
- FAX Number
- Email Address
- Personal Identification Number (PIN)

Additionally, the new Secondary Point of Contact (POC) fields have been added in the event that the Primary (POC) is not available:

- First Name
- Last Name
- Email Address
- Personal Identification Number (PIN)

Step 2: User Request Password Reset

Submit your password reset request on company/firm/organization letterhead to:
TRACS@hud.gov

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[2] TRACS utilizes the "Description" field to collect data on an entity comprising multiple categories, such as an owner, property management agent, Traditional Contract Administrator (TCA), Performance Based Contract Administrator (PBCA), Service Bureau, etc., that has a collective goal linked to the utilization of TRACS to meet the requirements of the "Automation Rule."

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Step 3: Multifamily Housing Help Desk Processing Protocols

MFH Help Desk will use the following protocols to validate user password reset requests:

- Validate User Name
- Validate User Title
- Validate Organization
- Validate User Firm Name
- Validate User Firm Address
- Validate User Email Address
- Validate Personal Identification Number (PIN)

Step 4: MFH Help Desk Will Provide User Reset Password

MFH Help Desk will **ONLY** use the password reset request submitted on company, firm, or organization letterhead to reset an existing password to users via email address located in the iMAX User Profile tab.

NOTE: As a reminder, user's Secure Systems/Web Access Sub-system passwords must be unique to each user and must never be shared by that user with other users. For example, colleagues sharing office space must never share each other's password to gain system access. Refer to the Rules of Behavior for TRACS and Multifamily Housing Enterprise Income Verification (EIV) system, Appendix A, Section 2.

2. MFH HELP DESK UNLOCK FUNCTION FOR COORDINATORS

For coordinators that are locked-out of TRACS/iMAX due to lack of access for 90-days. The MFH Help Desk will now be able to unlock them for a timelier turnaround. Coordinators should still perform this function for their users. This does not apply to WASS lock-outs. Those still need to be referred to REAC-TAC for technical assistance.

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