

# Capital Needs Assessment (CNA) Electronic Tool

The [CNA e-Tool](#) automates the process for the preparation, submission, and review of a CNA. Click this link for the [User Access Guide](#). As part of CNA e-Tool Release 3.0 all users are now required to have a user login credential. In order to get a credential Needs Assessor Firms will need to register their firm in [APPS](#) based on their [Tax Identification Number](#) (TIN).

Needs Assessors working on applicable Multifamily Housing Programs will access the CNA e-Tool through Secure Systems with their M-ID Credential.

## Step 1: Get M-ID Credential

The very first thing a Needs Assessor should do is get a Multifamily Business Partner (M-ID) credential through Secure Systems. If you are unsure how to apply for an M-ID then please watch the following: [How to get your M-ID Tutorial](#).

As part of the application process you will need to know your TIN. If you do not know your TIN contact your company coordinator for assistance before applying for M-ID.

## Step 2: Coordinator to provision user's M-ID Credential

All Needs Assessor Firms will need to have designated coordinator in Secure Systems. Coordinators are responsible for granting employees access to the CNA e-Tool through Secure Systems User Maintenance, providing them with their roles, and completing Participant Assignment Maintenance. For more information please watch the following: [Needs Assessor Coordinator Responsibilities in Secure Systems Tutorial](#).

## Step 3: Login to Secure Systems

This is the [URL](#) you use to login to Secure Systems: It will require M-ID (User ID) and current password. After logging into Secure Systems select the CNA e-Tool.

## Help Desk Access Support:

[Link to REAC-TAC Help Desk](#)

When requiring assistance first contact your Company Coordinator. If that does not work: Help desk support for all users who have issues with Secure Systems are provided by Real Estate Assessment Center (REAC)-Technical Assistance Center (TAC). Secure Systems requires user's login at minimum once every 90 days to ensure your account is not locked due to inactivity. The help desk can be reached by phone at 1-888-245-4860 and is open Monday through Friday, 7:00am - 8:30pm EST. All Secure Systems Users must [change their Secure Systems password](#) frequently.

# Access for new Needs Assessor Coordinators/Users

CNA e-Tool is hosted on the Secure Systems Platform and as of Release 3.0 all users will require a credential. All Needs Assessors must first have a Multifamily Participant ID (M-ID Credential) issued from Secure Systems to access the CNA e-Tool and process CNA's. Note Independent Users are not authorized to use CNA e-Tool Release 3.0.

## [Business Partner Sign Up to be a CNA e-Tool User or Coordinator](#)

Needs Assessor Coordinators must select the "Coordinator" button, and the Needs Assessor employee must select the "User" button. The applicant applying for their M-ID credential will need to provide all of the requested information required as part of the Secure Systems Registration Process. Once the Needs Assessor receives their M-ID from their coordinator, they can access the CNA e-Tool screen by signing on Secure Systems login screen and will be required to enter their User M-ID and current password.