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**TRACS External Users**  
**Access and Security Training Requirements**

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## Introduction

Registration is required prior to gaining access to the Tenant Rental Assistance Certification System (TRACS) Internet and integrated Multifamily Access eXchange (iMAX) applications for current user(s) and coordinator(s). Because these applications provide access to sensitive financial and personal information, security features have been implemented to ensure access is granted only to authorize entities/individuals. The Internet user will be able to access TRACS and iMAX Internet applications after registering in HUD's Secure Systems, being assigned to a system, completing Security Awareness Training, and accepting TRACS Rules of Behavior.

Further restrictions apply regarding system access for a specific property. Before permitting access to TRACS Voucher, Certification, and Tenant Unit Address data for a property, a user must be assigned to that property by the coordinator of the owning entity.

Each trusted business partner, or their authorized agent, interested in using these applications must first successfully complete a registration process with HUD. There are two types of TRACS Internet/iMAX users: coordinators and users. In most cases, coordinators perform only system administration functions. These functions include profile as a coordinator to TRACS or other systems, activating the user, assigning the user's role and access to the applicable property. A user is someone other than the coordinator, either an employee of the owner or a third party, who has registered for a user ID from HUD and has been authorized to access TRACS Voucher and/or Certification data for a property (or properties) by the coordinator of the owning entity.

The Cyber Awareness Challenge must be completed annually for anyone with access to TRACS or iMAX. TRACS/iMAX users must retain a copy of the Cyber Awareness Challenge Completion Certificate and make it available for review upon request by HUD or HUD's representatives.

### A. Access and Training Requirements for New External Users

The following steps outline the registration process:

- i. Coordinator(s) for a HUD trusted business partner submits an online registration application form for their coordinator user ID to HUD using Secure Systems.
- ii. User(s) for trusted business partner submits an online registration application form for their user ID to HUD using HUD's Secure Systems.
- iii. HUD approves/denies application for coordinator registration and returns correspondence by mail to the CEO for the owning entity or the organization named in

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the registration application. The mailed response contains information necessary for coordinator registration in Secure Systems.

- iv. Coordinator logs into Secure Systems and establishes their profile as a coordinator to TRACS and/or other systems.
- v. After submitting their registration, user(s) notify the coordinator for the owning entity under which they registered.
- vi. The coordinator accesses Secure Systems, retrieves the user information, and assigns role(s) and property access rights for the user(s).
- vii. Effective June 7, 2010 user (s) and coordinator(s) MUST complete Security Awareness Training. (See Section C for instructions on completing Security Awareness Training.)
- viii. Effective June 7, 2010 user(s) and coordinator(s) MUST accept TRACS Rules of Behavior before logging into Secure Systems and accessing any TRACS Internet or iMAX application.

## **B. Access and Training Requirements for Current External Users**

To maintain TRACS access, current user(s) and coordinator(s) with user ID's must accept TRACS Rules of Behavior and complete Security Awareness Training annually. (See Section C for instructions on completing Security Awareness Training.)

Users accessing TRACS Internet or iMAX applications will be presented with Rules of Behavior for initial acceptance. Thereafter, TRACS will display Rules of Behavior annually for acceptance.

## **C. Access and Training Requirements for Current External Users**

If you use, operate, or manage a Federal computer system, you are required to take Security Awareness Training annually as mandated by the Federal Information Security Management Act (FISMA) and Office of Management and Budget (OMB) Circular A-130.

- i. New user(s) or coordinator(s) must complete Security Awareness Training prior to accessing TRACS Internet or iMAX applications.
- ii. Current user(s) or coordinator(s) must complete Security Awareness Training annually. If the Cyber Awareness Challenge has not been completed within the last 12 months, it must be completed within 30 days of accepting the TRACS ROB.

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Follow the steps below to complete online training:

Step 1: Open your web browser

Step 2: Type <https://public.cyber.mil/training/cyber-awareness-challenge/> into the URL box and press Enter

Step 3: Click on **Online Training Catalog page**

Step 4: Click on the **Cyber Awareness Challenge 2021** “Launch Training” icon



Step 5: Click on **Start New Session** to proceed with the training

**Product Functionality Requirements:** To meet technical functionality requirements, this awareness product was developed to function with Windows and Mac operating systems (Windows 7 and 10 and macOS 10.13 High Sierra, when configured correctly) using either Internet Explorer (IE) 11, Firefox 76, Chrome 83, Microsoft Edge 44, or Safari 12 browsers. Tested Windows-compatible hardware includes the Surface Pro i7 Model 1796. It was also tested for compatibility with Red Hat Enterprise Linux 7.5 using Firefox 52.8.0, as well as the Apple iPad Air 2 running iOS 12.3.1 using Safari 12 and Google Chrome 64 browsers and the Samsung Galaxy Tab S2 running Android 7 using the Google Chrome 64 browser. Using another operating system or web browser is not recommended as users may not be able to complete the training or save the certificate of completion.

If you have issues launching the training please refer to the [Troubleshooting Guide](#).

Testing support for...

- ✔ Operating System
- ✔ JavaScript
- ✔ Browser Version
- ✔ Cookies
- ✔ Popup Blocker

✔ *Your browser meets the criteria to run this courseware.*

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You must complete all areas to finish the course. Upon course completion, you will be prompted to print a certificate confirming you completed the course. You must sign and file the certificate. If you are unable to print the certificate, press Alt + PrintScreen, open a word document, right click, paste, print, sign and file the certificate.

**NOTE:** Signed TRACS Rules of Behavior and Security Awareness Training certificates are subject to review and audit at any time by HUD staff and/or HUD's representatives with oversight and monitoring responsibilities and must be available upon request.

If you have questions regarding the security training, send an email to Multifamily TRACS Security at: [MFTRACSSECURITY@hud.gov](mailto:MFTRACSSECURITY@hud.gov)