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# TRACS External Users

Access/User Recertification/Security Awareness Training Requirements

User Recertification Must Be Completed By March 14, 2024

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The Department of Housing and Urban Development (HUD) must ensure that 100 percent of our affordable housing stakeholders receive annual Information Security awareness training and role-based training in compliance with [OMB A-130, Federal Information Security Management Act \(FISMA\) - PDF](#), and National Institute of Standards and Technology (NIST) (Draft) [Special Publication \(SP\) 800-16](#) Rev.1 before gaining access to the Tenant Rental Assistance Certification System (TRACS) and integrated Multifamily Access eXchange (iMAX) applications for the new and current user(s) and coordinator(s). These applications provide access to sensitive financial and personal information; security features have been implemented to ensure access is granted only to authorized entities/individuals. The Internet user can access TRACS and iMAX Internet applications after registering in HUD's Secure Systems, being assigned 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 authorized agent interested in using these applications must first 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 a profile as a coordinator to TRACS or other systems, activating the user, and 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 or Certification data for a property (or properties) by the coordinator of the owning entity.

Security Awareness Training must be completed annually.

#### **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 partners submit an online registration application form for their user ID to HUD using HUD's Secure Systems.

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- iii. HUD approves/denies applications for coordinator registration and returns correspondence by mail to the CEO for the owning entity or the organization named in the registration application. The mailed response contains information necessary for coordinator registration in Secure Systems.
  - iv. Coordinators log into Secure Systems and establish their profile as a coordinator to TRACS or other systems.
  - v. After submitting their registration, a user(s) notify the coordinator of the owning entity they registered.
  - vi. The coordinator accesses Secure Systems, retrieves the user information, and assigns role(s) and property access rights to the user(s).
  - vii. Effective June 7, 2010, a 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, a user(s) and coordinator(s) MUST accept TRACS Rules of Behavior by logging into Secure Systems and accessing any TRACS Internet or iMAX application.

**B. Access/User Recertification/Security Awareness Training Requirements for Current External Users**

To maintain TRACS access, current user(s) and coordinator(s) with user IDs 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. After that, TRACS will display Rules of Behavior annually for acceptance.

**C. Security Awareness Training Instructions**

Suppose you use, operate, or manage a Federal computer system. In that case, you must 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 before accessing TRACS Internet or iMAX applications.

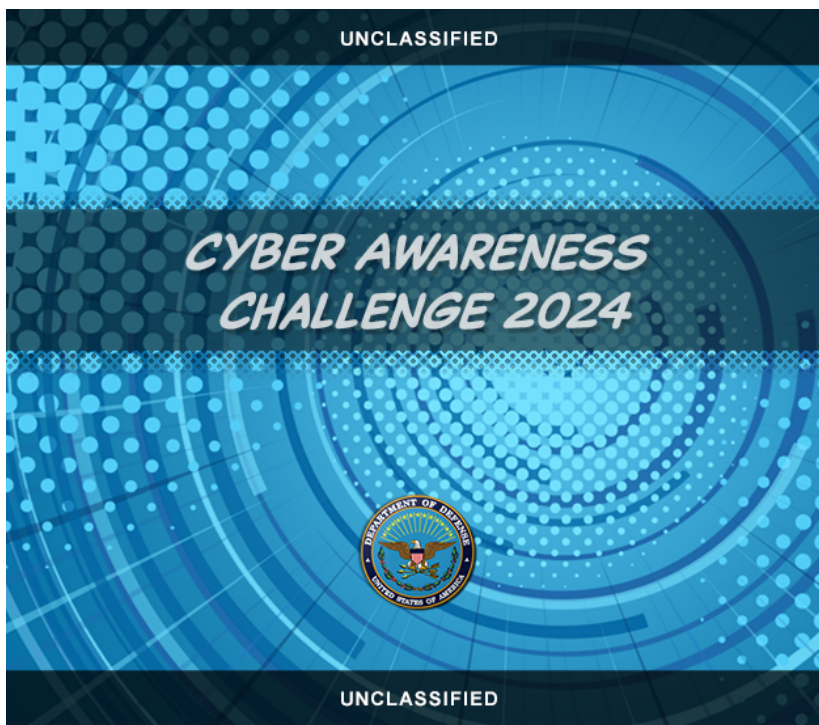
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- ii. Current user(s) or coordinator(s) must complete Security Awareness Training annually. If the Cyber Awareness Challenge has yet to be completed within the last 12 months, it must be completed within 30 days of accepting the TRACS ROB.

Follow the steps below to complete online training:

Step 1: Open your web browser

Step 2: Type the URL and press enter

<https://public.cyber.mil/training/cyber-awareness-challenge/>



Step 3: Click on the [“All Other Users.”](#)

Step 4: Click on the [Cyber Awareness Challenge 2024](#) “Launch Training” icon

Step 5: Click on [Start New Session](#) to proceed with the training

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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 cannot print the certificate, press Alt + PrintScreen, open a Word document, right-click, paste, print, sign, and file the certificate.

**NOTE:** Required signed TRACS Rules of Behavior and Security Awareness Training

Certificates are subject to review and audit at any time by HUD staff 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 the Multifamily Housing Help Desk at:

Email Address: [TRACS@hud.gov](mailto:TRACS@hud.gov)

Phone: 1-800-767-7588