

Version 3: April 2023

**RULES OF BEHAVIOR FOR
TENANT RENTAL ASSISTANCE CERTIFICATION SYSTEM
(TRACS – F87) Internal/External Users
and
MULTIFAMILY ENTERPRISE INCOME VERIFICATION (MF EIV) SYSTEM
Internal Users**

Internal Users

(If your User ID begins with the letter "H" or letter "C", then you are an INTERNAL user.)

- Complete the Access and Security Training requirements identified on the TRACS website at <http://hudatwork.hud.gov/HUD/housing/po/h/hm/tracs/trxhome>
- Read the BELOW Rules of Behavior (ROB) information. When issued by the system upon initial login, and each year after, check the **certification** checkbox, and click the **Accept** button at the bottom of the page to continue (or Logout without using the system, if you do not agree to ROB.)
- Print, sign, scan and email the ROB form MFTRACSSecurity@hud.gov. Maintain a copy for your files.

External Users

(If your User ID begins with the letter "M" or letter "I", then you are an EXTERNAL user.)

- Complete the Access and Security Training requirements identified on the TRACS website at http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh/trx/trxsum
- Read the BELOW Rules of Behavior (ROB) information. When issued by the system upon initial login, and each year after, check the **certification** checkbox, and click the **Accept** button at the bottom of the page to continue (or Logout without using the system, if you do not agree to ROB.)

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- Print and sign the ROB. Maintain a copy for your files and the Management and Occupancy Review conducted by your Performance Based Contract Administrator (PBCA), and/or the local Multifamily Housing Field office.

External Users Only: DO NOT SEND A COPY OF THE ROB TO HUD UNLESS REQUESTED!

RULES OF BEHAVIOR

Internal/External HUD Users:

The Office of Multifamily Housing (MFH), Program Systems Management Office (PSMO) may grant system access to internal users (HUD employees, contractors) and external users (owners of Multifamily property, management agents, contract administrators, service bureaus and clients/customers) who have a need to utilize the TRACS –F87 system or internal users who have a need to utilize the MF EIV system for **official HUD business only**. Access is based on specific job function, and only information to which you are authorized will be accessible.

The system user identification (User ID/password) issued to you are to be used solely in connection with the performance of your responsibilities in support of the HUD mission and should not be used for personal or private gain. As a condition of receiving access, you agree to be responsible for the confidentiality of the assigned information (i.e., will not provide to anyone), accountable for all activity with your user identification, and that you will notify the MF TRACS Security Office (tracs@hud.gov, include User ID) in writing upon leaving your place of employment or transfer to another position/office.

Additional rules of the system follow:

- a) Log off or lock the system when leaving the system/workstation area.
- b) Refrain from leaving written passwords in the workstation area.
- c) Passwords must be changed every 30 days (iMAX and TRACS Web). Avoid creating passwords that can be easily associated with you.

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- d) Your User ID will be suspended after 90 days of inactivity and you will have to request re-activation of access (iMAX, TRACS Web-based Applications including MF EIV).
- e) Avoid posting printouts of sensitive output data on bulletin boards.
- f) Control input documents by returning them to files or forwarding them to the appropriate contact person in your office.
- g) Avoid violation of the Privacy Act, which requires confidentiality of personal data contained in government and contractor data files. Penalties apply to the misuse of data.
- h) Protect all electronic /optical media and hardcopy documentation containing sensitive information and properly dispose of it by shredding hardcopy documentation.
- i) Avoid saving sensitive HUD information on the local drive of a laptop, personally-owned computer or other mobile or portable technology (“flash drives”, removable/external hard drives, etc.)
- j) Report security violations immediately to the HUD’s Call Center at 1-888-297-8689.
- k) Cooperate in providing personal background information to be used in conducting security background checks required by Federal regulations.
- l) Respond to any requests for information from either the Government Technical Representative, MF TRACS Security Office or management officials regarding system security practices.
- m) Review the Department’s “Information Technology Security Policy 2400.25” and other security guidance at:
<http://portal.hud.gov/hudportal/documents/huddoc?id=240025CIOH.pdf>

Internal HUD Users Only:

- n) Your User ID will be suspended after 45 days of inactivity and you will need to contact the Information Security staff at 1-888-297-8689 (Option 3) for a password reset (**TRACS Mainframe**).
- o) Your User ID will be terminated after six months of inactivity, and you will need to re-apply for access to the system (**TRACS Mainframe**).
- p) Individuals who telework or remotely access HUD/TRACS information should do so only through approved remote access solutions (as hudmobile.hud.gov) and should safeguard all sensitive information accessed in this manner. Remote access users will also adhere to Rules of Behavior for Remote Access.

USER AGREEMENT AND CERTIFICATION

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Actions violating any of these rules will result in immediate termination of your assigned User ID/ password from the system(s) and can result in further disciplinary action (civil or criminal) as prescribed by the Office of the Inspector General.

- Unauthorized disclosure **can result in a felony conviction and a fine of up to \$5,000 and/or imprisonment up to five (5) years, as well as civil penalties.**
- Unauthorized inspection **of data can result in a misdemeanor penalty of up to \$1,000 and/or one (1)-year imprisonment, as well as civil penalties.**

CERTIFICATION: I have read the above statement of policy regarding system security awareness and practices when accessing HUD's information resources. I understand the Department's policies as set forth above, and I agree to comply with these requirements as a condition of being granted limited access to the Multifamily Housing information technology resources. I further certify that I have completed or will complete the Security Training requirements identified on the TRACS website within 30 days and once a year thereafter.

EXTERNAL USERS: (1) SIGNED TRACS RULES OF BEHAVIOR and (2) SECURITY AWARENESS TRAINING CERTIFICATE MUST BE AVAILABLE UPON REQUEST AND ARE SUBJECT TO REVIEW OR AUDIT AT ANY TIME BY HUD STAFF AND/OR HUD REPRESENTATIVES WITH OVERSIGHT AND MONITORING RESPONSIBILITIES.

System User's Name (print)

System User's Name (signature)

User Id: _____

Date Signed: _____