



**Tenant Rental Assistance Certification System (TRACS)
Internal User TRACS/iMAX Access Recertification
November 1, 2024 Through December 6, 2024**

HUD and contractor staff [Pyramid Systems, Inc.] must complete the annual recertification of their Tenant Rental Assistance Certification System (TRACS) and integrated Multifamily Access eXchange (iMAX) user accounts.

Your supervisor, Office Technology Coordinator (OTC), or Contracting Officer's Representative (COR) (for contractors) must certify your current TRACS and iMAX access. Failure to complete the recertification process will remove access to TRACS and iMAX.

Action Required

Please forward this email to your supervisor, OTC, or COR and provide your H-ID or C-ID to him/her to update your TRACS Actions/Roles and request recertification. If you have any questions, please email TRACS Security at MFTRACSRECERT@hud.gov with the subject "FY 2025 TRACS/iMAX User Recertification."

Instructions For Supervisors, OTCs, and CORs

Access the TRACS Recertification Subsystem to enter and recertify users under your purview using the link below (cut and paste into your web browser): <https://hudapps.hud.gov/ssmaster>

1. Scroll down the Secure Systems **User Login**/Legal Warning page and click the "Accept" button.



2. The Secure Systems Main Menu page appears; click the Tenant Rental Assistance Certification System (TRACS) link. For first-time TRACS users, the Rules of Behavior for TRACS appear. Click on the “Certification” Check Box, “Accept,” “Print,” and “Continue to TRACS.”
3. The TRACS Subsystems page appears; click the **TRACS Recertification** link.

Note: If you are unable to access Secure Systems, TRACS, or the TRACS Recertification links, have your manager submit a Digital Identity Access Management System (DIAMS) <http://diams.hud.gov/sigma/app/index#/home> request on your behalf selecting TRACS F87 or TRACS Recertification Subsystem access before proceeding.

4. The TRACS Recertification page appears; click the **Add/View/Delete Assigned Staff** link.

Step 1. Staff assigned to the Supervisor/OTC/COR for recertification will be viewable in the list on the Add/View/Delete Assigned Staff page. If all your assigned staff with TRACS access are absent from the list, proceed to Step 2. Otherwise, click on the **Recertification Menu** link at the bottom of the page and proceed to Step 3.

Step 2. Enter the staff or contractor H-id/C-id in the staff *ID entry box* and your H-id in the supervisor *ID entry box* (if not prepopulated).

Click on the “Assign Staff to Supervisor” button. Repeat Step 2 until all staff/contractor relationships have been entered. Upon completion, click on the Recertification Menu link at the bottom of the page and proceed to Step 3.

Step 3. On the TRACS Recertification Menu Page, click on the **Flag/Actions/Roles and Request Recertification** link. When the page appears, click the “View/Flag Action/Roles” button.

If no changes are required, click “close” in the upper right corner of the screen and proceed to Step 4.



Otherwise, to request current Actions or Roles be removed from the user, check the boxes next to the appropriate Action(s)/Role(s).

Click on the “**Flag Actions/Roles**” button, view the *Actions/Roles Flagged for Removal* on the screen redisplay, click “close” in the upper right corner of the screen, and proceed to Step 4.

Step 4. On the Flag Action/Roles and Request Recertification Page, click the “Request Recertification” button for the corresponding row to request recertification for users listed on the report.

Exit the subsystem by clicking on the “TRACS MAIN MENU” link at the bottom of the page. The TRACS Subsystems page will appear. Click on “Secure Systems” at the bottom of the page. Then click “logout” on **the Main Menu page**.