

Posted September 4, 2020

TRACS Users

HUD experienced an internet outage this morning, which impacted multiple applications/services. This has now been resolved. Please contact the TRACS help desk at tracs@hud.gov if there are any continuing issues for TRACS users.

Posted April 12, 2019

TRACS Users

All TRACS/iMAX user issues should be reported to the TRACSTempsd@hud.gov email box until further notice. Each email should include only the following information: A brief description of the issue, Contract or Project #, Contract Unit # (tenant) and/or Voucher ID, and Contact information of the user (email & telephone #). **NOTE: Do NOT include any personal identifiable information (e.g., SSNs, partial SSNs, network information including IP addresses, user Name/user ID, or any combination of PII that can identify a specific person such as name, date of birth, address, mother's maiden name, biometric records, etc.) in emails unless encrypted – this includes on the Move-out Request form. Leave the SSN portion blank - do not include SSNs or partial SSNs.**

Additionally, to request a new TRACM/iMAX ID – please follow the instructions posted on hud.gov (https://www.hud.gov/sites/documents/DOC_25275.PDF). NOTE: Do NOT fax the request. Submit the request to the TRACSTempsd@hud.gov email.

Posted March 11, 2019

TRACS Users

All TRACS/iMAX user issues should be reported to the TRACSTempsd@hud.gov email box until further notice. Each email should include only the following information: A brief description of the issue, Contract or Project #, Contract Unit # (tenant) and/or Voucher ID, and Contact information of the user (email & telephone #). NOTE: Do NOT include any personal identifiable information (e.g., SSNs, birthdates, etc.) in emails – this includes on the Move-out Request form. Leave the SSN portion blank.

Additionally, to request a new TRACM/iMAX ID – please follow the instructions posted on hud.gov (https://www.hud.gov/sites/documents/DOC_25275.PDF). NOTE: Do NOT fax the request. Submit the request to the TRACSTempsd@hud.gov email.

Posted February 11, 2019

TRACS Users

All user issues should be reported to the TRACSTempSD@hud.gov email box until further notice. Each email should include only the following information: A brief description of the issue, Contract or Project #, Contract Unit # (tenant) and/or Voucher ID, and Contact information of the user (email & telephone #).

Posted July 23, 2018

TRACS/iMAX Users

The issues TRACS encountered this morning that impacted the queries and iMAT edits have been resolved. We apologize for any inconvenience.

Posted July 17, 2018

TRACS Users

The issue with some users receiving the 401: Invalid credentials error when trying to submit via web services has been resolved.

Posted August 5, 2016

TRACS Users

TRACS Users: TRACS and iMAX will be unavailable starting at 8 pm tonight, August 5, 2016, for a system release. It should be available again no later than the start of business on Monday.

Posted January 8, 2015

TRACS Users

HUD experienced a major interruption in server service last night. This service outage affected internal and external customers trying to access multiple applications, including Secure Systems/WASS, TRACS, among others. The infrastructure team is assessing the issue(s.) We apologize for any inconvenience!

Posted December 18, 2014

TRACS Users

TRACS voucher processing encountered an error last night, and did not complete as expected. The voucher cycle has now completed, and the industry should see the related messages after 2 pm.

Posted December 15,2014

TRACS Users

TRACS Users: Please be aware that Secure Systems is currently down. This issue is being addressed, and a notification will be sent once Secure Systems is again available.

Posted December 12,2014

TRACS Users

TRACS Industry - There was previous discussion about a possible meeting in January. This has been deferred to a later date. A conference call to discuss the status of 202D will be scheduled in December.

Posted December 5, 2014

TRACS Users

TRACS and iMAX will be unavailable due to system maintenance starting at 8:00 pm EST on 12/5/2014. A notice will be sent out via iMAX when the all TRACS subsystems are available.

Posted November 10, 2014

TRACS Users

HUD experienced a major interruption in server service just before midnight, Friday morning. This service outage affected internal and external customers trying to access multiple applications, including HUD.GOV, Secure Systems/WASS, TRACS, among others. The systems were brought back-up and verified over the weekend. However, for any data submitted to TRACS/iMAX after 7:30 pm on 11/6 and prior to 2 pm on 11/9, please check the queries tomorrow or Wednesday morning and resubmit, as needed. We apologize for any inconvenience!

Posted November 7, 2014

TRACS Users

HUD is experiencing major interruptions in server service this morning. This service outage affects internal and external customers trying to access multiple applications, including Secure Systems/WASS, TRACS, among others. A further notice will be posted once the systems are again available.

Posted December 20,2013

TRACS Users

The TRACS Queries, iMAX/iMAT, and internal TRACS web subsystems, will be unavailable due to system maintenance starting at 7:30 pm EST on 12/20/2013. A notice will be sent out via iMAX when the all TRACS subsystems are available.

Posted September 6, 2013

TRACS Users

The TRACS Queries, iMAX/iMAT, and internal TRACS web subsystems, will be unavailable due to system maintenance starting at 7:30 pm EST on 9/6/2013. A notice will be sent out via iMAX when the all TRACS subsystems are available.

Posted August 6, 2013

TRACS Users

Due to an upgrade of another system that IMAX uses to validate, files sent since approximately 8 pm EST on 8/2 may have been erroneously returned with an invalid contract number, project number or CA ID error(s.) This problem is in the process of being resolved, and TRACS will reprocess the files received during this timeframe. As a result, please disregard the original message(s), and additional feedback will be forthcoming.

We apologize for any inconvenience.

Thanks

Posted June 27, 2013

TRACS Users

The TRACS Discussion Forum on the HUD web is current unavailable. HUD is working to resolve the server issue, and will send a notification once it is again available. We apologize for any inconvenience.

Posted June 21, 2013

TRACS Users

The TRACS Queries, iMAX/iMAT, and internal TRACS web subsystems, will be unavailable due to system maintenance starting at 7:30 pm EST on 6/21/2013. A notice will be sent out via iMAX when the all TRACS subsystems are available.

Posted May 10, 2013

TRACS Users

The TRACS Queries, iMAX/iMAT, and internal TRACS web subsystems, will be unavailable due to system maintenance starting at 8 pm EST on 5/10/2013. A notice will be sent out via iMAX when the all TRACS subsystems are available.

Posted January 25, 2013

TRACS Users

The TRACS Queries, iMAX/iMAT, and internal TRACS web subsystems, will be unavailable due to system maintenance starting at 7:30pm EST on 1/25/2013. A notice will be sent out via iMAX when the all TRACS subsystems are available.

Posted January 16, 2013

TRANSMITTING MAT30 VOUCHER CORRECTIONS TO TRACS: A number of users have experienced difficulty getting MAT30 Voucher corrections accepted by TRACS. Research has typically revealed that the unique Voucher ID number assigned to a particular voucher month/year is not being properly used in the corrected voucher. As an example, a brand new voucher would contain all nines ("9999999999") in the Voucher ID field (MAT30 Section 2 Record, Field 3). Reference the MAT User Guide (Chapter 6 - TRACS MAT Voucher/Payment System Record Formats and Definitions, page 6-8) for more detailed instructions.

<http://www.hud.gov/offices/hsg/mfh/trx/trxmatg.cfm>

On any correction to that voucher, the unique assigned voucher id number must be used. When the original voucher is accepted by TRACS, a message is returned to the sender containing the newly assigned 10-digit unique voucher id number. If not noted, you can reference the TRACS Voucher Query to obtain the unique voucher id number for a particular voucher month/year as needed. It is recommended you verify with your software vendor in the actual file that will ultimately be transmitted to TRACS, that the unique 10-digit voucher id number is being properly used PRIOR to transmitting to TRACS.

Posted January 10, 2013

BOUNCED BACK TO THE LOGIN PAGE WHEN SELECTING THE TRACS LINK: A number of users have reported a situation that occurs when they select (click) on the TRACS link from their Secure Systems Main Menu. These users report being bounced back to the login page after selecting the TRACS link. Research has shown that an entry exists in the Trusted Sites portion of the user's Internet Options that contains the high level qualifier "HUDAPPS". It is recommended this entry be deleted as the link has been renamed. If you have any questions or experience different issues, please contact the TRACS Multi-Family Help Desk for further assistance.

Posted November 29, 2012

TRACS Users

Change to Online Security Training for EIV and TRACS

Be advised the module for online security training for EIV and TRACS has changed. To complete the online security training, please follow the revised steps below.

- Open your internet browser
- Type <http://iase.disa.mil/eta/index.html#onlinetraining>
- Press Enter
- Click on **CyberAwareness Challenge (for DoD and Federal Personnel)** icon on the IA Education, Training and Awareness screen



CyberAwareness
Challenge
(for DoD and Federal
Personnel)
October 2012

- Click on Launch **CyberAwareness Challenge Federal Version** to proceed with the training

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Launch CyberAwareness Challenge Department of Defense Version

Launch CyberAwareness Challenge Federal Version

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Posted November 20, 2012

TRACS Users

Couple of key points for Users registering DUNS numbers in the SAM system:

- CCR no longer exists.

- SAM (System for Award Management) has replaced CCR

SAM went live on July 29, 2012. If you had an account in CCR, all your information is now in SAM -- but your CCR login info will not work in SAM. Unless you opted out of the public search, you should be able to see your record by logging into SAM at <http://sam.gov> and doing a public search on your DUNS.

Unless a change in your business circumstances requires a change in order for you to be paid, or to be awarded a contract or a grant, you should not have to update your records right away (check your expiration date). If you need to update/renew/change your record, start by going to <http://sam.gov>, click on Create an Account, and follow the prompts to create an individual account and migrate your records/roles from CCR. The attached migration roles document will tell you how to do so. Then, log in, click on Register/Update Entity, find your record in the Complete Registrations section and begin your update. The attached updating or renewing document provides instructions. This document and other help options are available on the Help tab of sam.gov.

Should you encounter any issues in the process, please submit a ticket via the SAM help desk, which is called the Federal Service Desk (FSD) (<http://fsd.gov>). It is recommended you do so online, rather than wait on the phone on hold. If you don't have an account with FSD already, you'll need to create one on the "Your Account" page in order to submit a ticket.

Please note that SAM is completely free of charge, both to register and to us

Posted October 19, 2012

**Reminder for Contract Administrators and Owner Agents
processing Residual Receipts:**

HUD Notice H-2012-14 - Issued: August 3, 2012

We have received several incorrect miscellaneous payment request for Residual Receipts offsets. To correctly submit these requests, please follow the instructions below.

VI. Owner Requirements

- A. In order to accomplish the Offset Process, project Owners must submit a miscellaneous payment request through the Contract Administrator along with their electronic monthly HAP voucher. The request must include: (a) the amount of the offset, expressed as a negative amount and (b) the text phrase “RR OFFSET” in the comment field, along with the actual offset amount inserted. For example, if the project is using \$1,000.00 of Residual Receipts each month, the entry would be: “RR OFFSET -\$1,000.00”

1. The miscellaneous payment request must be sent to “Field Office Initiated Accounting Adjustment,” with a code of “FORQ.” TRACS will automatically deduct the offset amount from the total voucher amount approved, thus assuring that the proper amount will be paid via TRACS

Posted August 23, 2012

FYI – Here's the Customer Service information for the new SAM system that replaced the old CCR DUNS system. Please forward to all inquiries regarding any questions about the use of and or registration for the system.

For SAM Customer Service, contact:

Federal Service Desk

URL: www.fsd.gov

Hours: 8am - 8pm (Eastern

Time) **US Calls:** 866-606-8220

International Calls: 334-206-7828

DSN: 866-606-8220

Posted February 24, 2012

REMINDER*REMINDER**

Notice Requiring Owners with Project-Based Rental Assistance Contracts or Section 202 or 811 Project Rental Assistance Contracts to Obtain Dun and Bradstreet Numbering System (DUNS) Numbers and to Register in the Central Contractor Registration (CCR)

Notice H 2011-01 was issued on January 5, 2011, providing the regulatory reporting requirements and guidance for legal entities receiving federal assistance. Rental assistance payments made under Project-Based Section 8 or Section 202 or 811 Project Rental Assistance Contracts are covered under these requirements. The Department will issue a Housing Notice shortly clarifying that this requirement also applies to RAP and Rent Supplement contracts. Owners were required by Notice H 2011-01 to have obtained a DUNS number and have an active, valid registration in CCR within 60 days of the publication date of the Notice and submitted Attachment A , DUNS Number and CCR Registration Certification to their local HUD office to verify compliance. The Notice further clarified that an Owner's failure to obtain a DUNS number and CCR registration within the timeframe allotted may result in the suspension of housing assistance payments or rental assistance payments.

HUD HQs ran a listing of DUNS numbers received in response to the Notice against an extract received from CCR to ensure compliance. There are still Owners who have failed to obtain a DUNS Number and to Register in the CCR system. In order to continue to receive housing assistance payments or rental assistance payments, Owners are **reminded** that they must comply with the requirements of Notice H 2011- 01.

Finally, CCR requires Owners to recertify annually, and Notice H 2011-01 requires Owners to maintain their CCR registration. Please note that the Department will be implementing a new Funding System in May 2012 (information provided soon). As a result, Owners who are not in compliance with the requirements of this Notice **by April 23, 2012**, risk suspension of their housing assistance or rental assistance payments.

Thank you for your cooperation in complying with these requirements. Your prompt attention to this matter is requested in order to prevent any disruption of payments under housing or rental assistance contracts

Posted January 10, 2013

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