

Access Requests and Getting Started with the MTW Supplement Module (HUD Users)

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Overview

The purpose of this document is to provide HUD staff with information about how to request access to the MTW Supplement module within the Housing Information Portal (HIP), including requests for new access, account reactivation, and account deactivation, how to login for the first time, and how to navigate to the MTW Supplement module. While HIP is built on the Salesforce platform and you will see references to it at times, it is a custom application, so you should refer to it as HIP, not Salesforce.

It is recommended that you access this document from the [HIP Training page](#) each time to ensure you are seeing the current version. If updates are made to this document in the future, information about what was updated will be included in the document in the [Document Update Information](#) section.

System Requirements

Users **must** use a web browser other than Internet Explorer, such as Google Chrome, Microsoft Edge, or Safari, to access this system. **Internet Explorer is not supported.** If you are unsure what your default web browser is, use the instructions in the Checking your Default Web Browser job aid on the [HIP Training page](#).

System Access Information

This section will provide general information on access to the Housing Information Portal (HIP) MTW Supplement module, information on how to request new access, how to request access for an inactive user be reactivated, and how to remove users from the system.

General Information

If a HUD staff person needs access to the Housing Information Portal (HIP) MTW Supplement module, there are some things to keep in mind.

- Due to internal HUD user license restrictions at the moment, there is a limit on the number of users that can have access to HIP and the other applications within the HUD1 Salesforce org (HIP, NSPIRE, and GEMS). If there is a license available and a staff person is the Point of Contact (POC) for a MTW Expansion PHA or a headquarters employee that has a need for access as part of their job duties, will be allowed to have access to HIP. This also ensures that only staff who will actively use the system will be designated as a user.
 - If a field office POC has a PHA that does not yet have access to the system, the POC will not see any data for that PHA until the PHA has access and creates an MTW Supplement form.
 - Access is provided to an entire field office, not just a PHA, so if a POC already has access to the system they should be able to view a newly added PHA once that PHA submits their MTW Supplement form.
- Users who do not log in to their HIP account for 90 days or more will be automatically deactivated.
- All users must agree to the HUD Rules of Behavior that is included in the HUD mandatory annual security awareness training.
- If a user no longer needs access (e.g., is no longer the POC for an MTW Expansion PHA), the PIH Director must submit a request to deactivate that user for multiple reasons including but not limited to compliance with security requirements and allowing other users to obtain access.

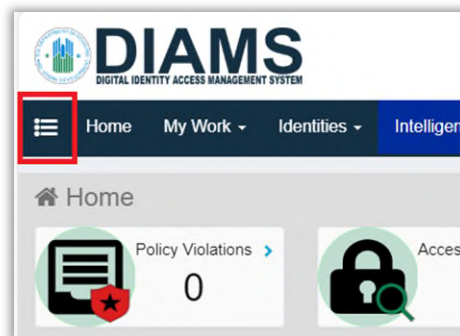
Requesting New Access

Please ensure that you have first reviewed the information in the [General Information](#) section above before submitting an access request. Requests for HUD staff to gain access to the HIP MTW Supplement module must be submitted by the user's supervisor in the Digital Identity and Access Management System (DIAMS). Details about the process, including specifics about HIP, are provided below.

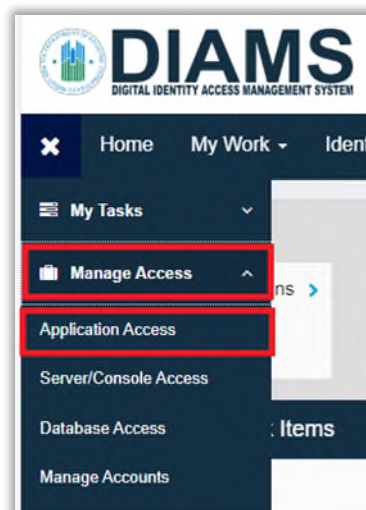
Note: There is a known issue that prevents a HUD user from having access to NSPIRE and HIP. If a staff member has NSPIRE access, it will need to be removed for HIP access to be added.

1. Go to <https://diams.hud.gov>.

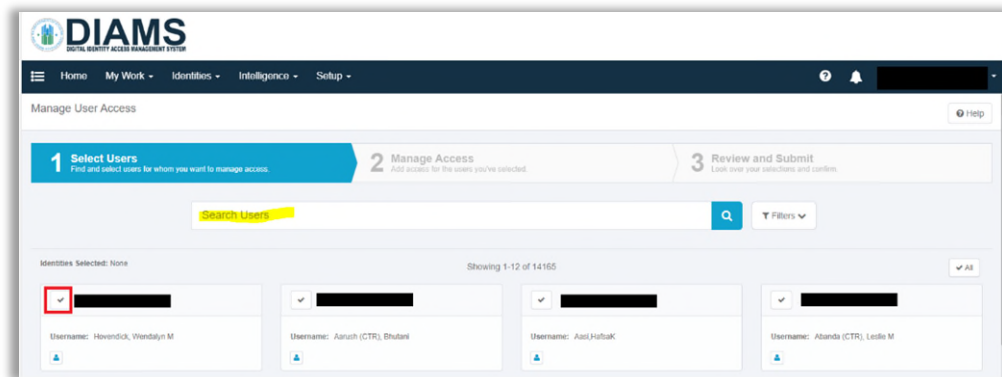
2. Click on the Menu button in the upper left corner of the page.



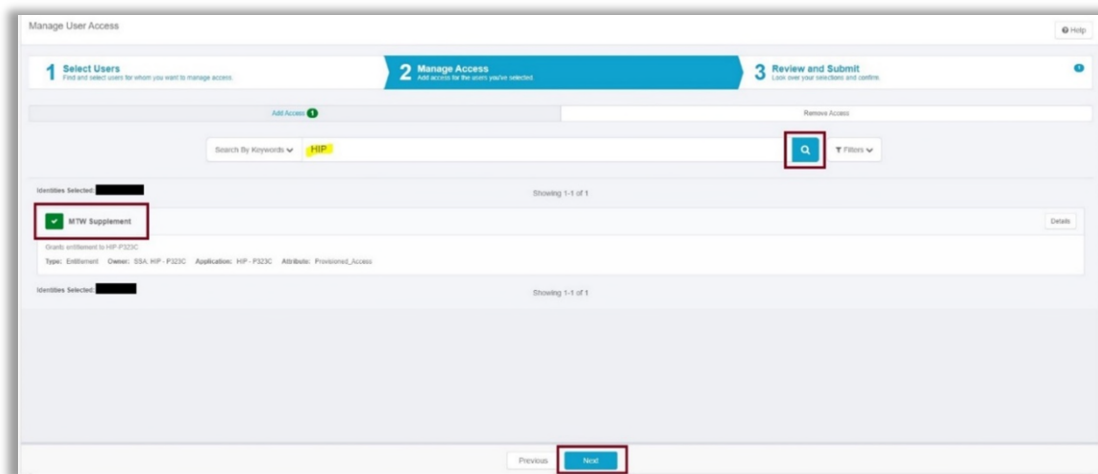
3. In the menu, click on Manage Access.
4. Under Manage Access, click on Application Access.



5. On the “1 Select Users” page, search for the user you want to request access for using the Search Users textbox in the middle of the page. Once you have located the user in the search results, click on the checkbox to the left of their name to select them. The checkbox will turn green with a white checkmark in it. Click on the Next button at the bottom of the page.
 - These instructions are written to request access for one user, but you can select multiple users on this page. If you select multiple users, you will need to ensure you do the steps that follow for each user you select.

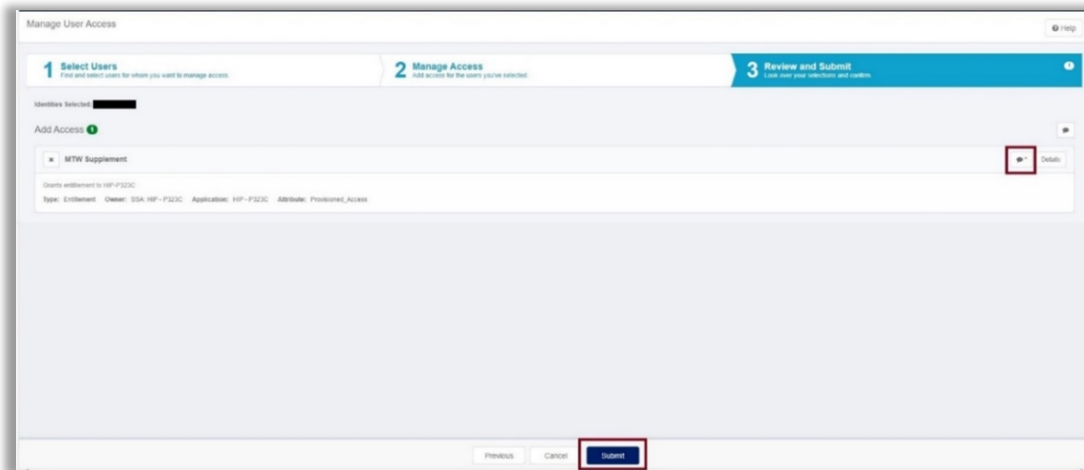


6. On the “2 Manage Access” page, by default it will have Add Access selected. In the search field you will need to enter HIP – do not enter Housing Information Portal. When you click on the search button and the results appear, you should see results that say the module name, in this case “MTW Supplement”. Select the option for “MTW Supplement” and click on the Next button at the bottom of the page.



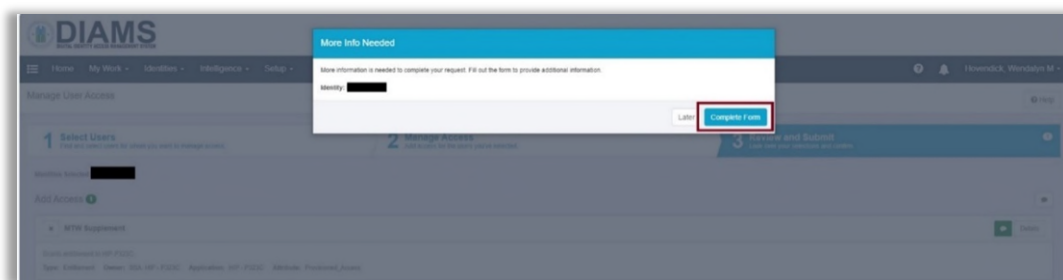
7. On the “3 Review and Submit” page, you will see a list of all systems that access is being requested for. Click on the conversation bubble button that contains a red asterisk to enter a business justification comment for each system listed. You must provide a brief description of less than 450 characters with the following information.
 - The office the user is in
 - Why the user needs access to the system to complete their job duties (e.g., what task they will be doing with the access, for example access MTW Supplement forms for their assigned MTW Expansion PHAs)
 - If the user has NSPIRE access, concurrence that it can be removed (see note above)

8. Once you have entered your text, click on the Save button. The conversation bubble button will turn green once this is done. Once you have entered a business justification for all listed systems, click on the Submit button at the bottom of the page.



The screenshot shows the 'Manage User Access' form. At the top, there are three tabs: '1 Select Users', '2 Manage Access', and '3 Review and Submit'. The '2 Manage Access' tab is active. Below the tabs, there is a section for 'Add Access' with a dropdown menu showing 'MTW Supplement'. Below this, there is a table with columns for 'System', 'Entitlement', 'Owner', 'SSA', 'HIP', 'FIS20C', 'Application', 'HIP', 'FIS20C', 'Attribute', and 'Privileged Access'. At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Submit'. The 'Submit' button is highlighted with a red box.

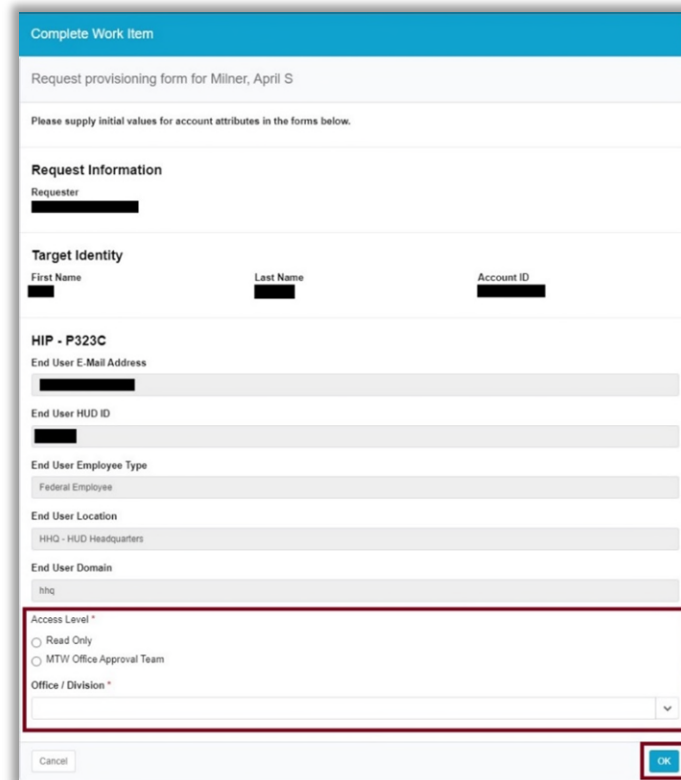
9. You will be presented with a box over the top of the page that states you need to provide more information to complete the request. Click on the Complete Form button.
 - If you have clicked on Submit and then in the pop-up box clicked on the Later button, the request will remain in DIAMS under the Latest Forms tile on the home page. **It is not yet submitted.** You can click on the request in this tile to complete the required form at a later time.
 - To cancel the request if you no longer wish to complete it, you will need to go to Manage Access, Track My Requests, and click on the Cancel Request button. You will be asked to enter a comment and then click on Cancel Request.



The screenshot shows the DIAMS interface. A 'More Info Needed' pop-up box is displayed over the 'Manage User Access' form. The pop-up box contains the text 'More information is needed to complete your request. Fill out the form to provide additional information.' and a 'Complete Form' button, which is highlighted with a red box. The background form is dimmed.

10. The More Info Needed box will be replaced by the Complete Work Item box. You will need to select the Access Level and the Office/Division.
 - **Access Level:** Select Read Only for the HIP Access Level. Only the few staff in the MTW office that are responsible for updating the status of forms will receive the MTW Office Approval Team role. If you select this role and the user is not in the MTW office, the request will be rejected.

- **Office/Division:** You will select the Office/Division the user is in, and therefore needs access to. **For field office staff, you must select the field office name not the region or network name.** You can only select one office. Once you have made your selections, click on the Ok button. *Note, this may seem duplicative of step 7, but due to a DIAMS issue the HIP System Security Administrator (SSA) cannot see this information during the approval process at this time.*



Complete Work Item

Request provisioning form for Milner, April S

Please supply initial values for account attributes in the forms below.

Request Information

Requester
[Redacted]

Target Identity

First Name
[Redacted]

Last Name
[Redacted]

Account ID
[Redacted]

HIP - P323C

End User E-Mail Address
[Redacted]

End User HUD ID
[Redacted]

End User Employee Type
Federal Employee

End User Location
HHQ - HUD Headquarters

End User Domain
hhq

Access Level *

☐ Read Only

☐ MTW Office Approval Team

Office / Division *
[Dropdown menu]

Cancel OK

11. You will be taken back to the DIAMS main page and will see a message toward the top of the page in a green bar that states “Form submitted successfully”. The HIP SSA will review the DIAMS request, in part according to the guidelines in the General Information section, and take action. If approved, they will provide access in HIP. If rejected, the supervisor will be notified from the PIH_HIP@hud.gov mailbox why the request was rejected.

Requesting a User Account be Reactivated

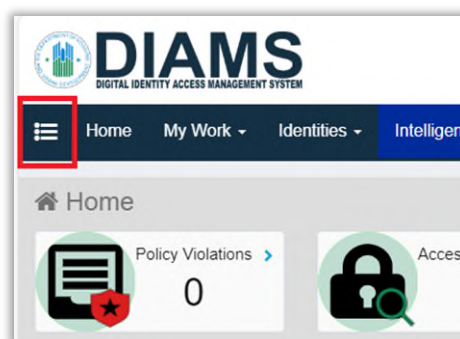
If a user’s account was made inactive due to not logging in within the last 90 days, the user can request their account be reactivated using the process below. If a user previously had access and was deactivated because a DIAMS request was submitted to remove it, a new DIAMS request will need to be done using the steps in the [Requesting New Access](#) section.

1. The HUD staff person will call the REAC TAC at 1-888-245-4860 and select option 9. Do not send the REAC TAC an email in this instance.
2. The user will state they need to be reactivated in the Housing Information Portal (HIP).
 - It is essential the staff person document the name of who they spoke with so if there is an issue getting assistance it can be addressed with the REAC TAC team. If there is an issue, the staff person should send an email to PIH_HIP@hud.gov with the name of the REAC TAC representative and a brief description of the request that was made. The HIP team will follow up with the REAC TAC accordingly.
3. The REAC TAC will document the request. They will then verify if there are licenses available and that they can find the deactivated user in the system. If both of those are true, they will then reactivate the user's account.
 - If the user is told a HIP user account cannot be found for them, their supervisor should complete the steps in the [Requesting New Access](#) section.
 - If there is not a license available, the REAC TAC will log the request and the HUD License Oversight Team will review the request when there are licenses available.
4. Once the user has been told their user account has been reactivated, they must log in that day or their account will be deactivated again that night. Additionally, they should review the training materials on the [HIP Training page](#) to refresh their knowledge of how to do tasks in the system and what the correct URL is for getting into the system.

Requesting that a User Account be Deactivated

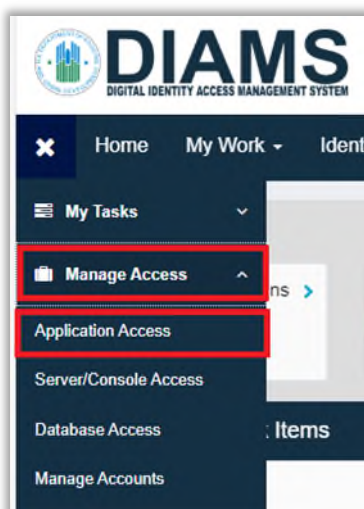
Only users that need to access HIP to perform their job duties and will actively be using the system should have access. If a user no longer needs access to the system, their user account can be deactivated. For example, if the POC changes for an MTW Expansion PHA and a staff person no longer needs access to the MTW Supplement module. To submit a deactivation request, the user's supervisor should submit a request to remove access in DIAMS using the steps below.

1. Go to <https://diams.hud.gov>.
2. Click on the Menu button in the upper left corner of the page.

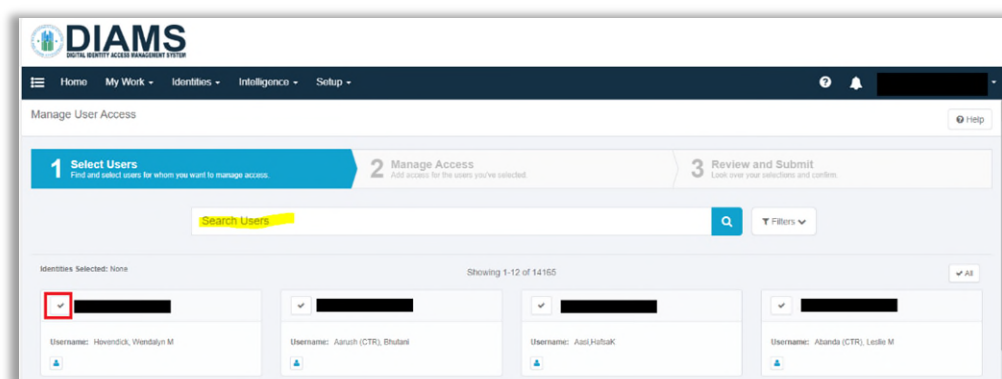


3. In the menu, click on Manage Access.

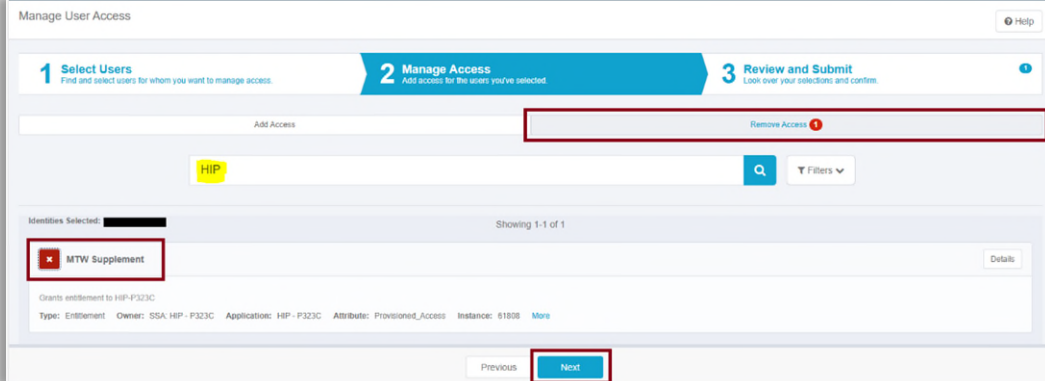
4. Under Manage Access, click on Application Access.



5. On the “1 Select Users” page, search for the user you want to request access for using the Search Users textbox in the middle of the page. Once you have located the user in the search results, click on the checkbox to the left of their name to select them. The checkbox will turn green with a white checkmark in it. Click on the Next button at the bottom of the page.
 - These instructions are written to request removal of access for one user, but you can select multiple users on this page. If you select multiple users, you will need to ensure you do the steps that follow for each user you select.



6. On the “2 Manage Access” page, by default it will have Add Access selected. Under the bar that shows “2-Manage Access” highlighted, click on Remove Access to the right of the Add Access button. In the search field you will need to enter HIP – do not enter Housing Information Portal. When you click on the search button and the results appear, you should see results that say the module name, in this case “MTW Supplement”. Select the option for “MTW Supplement” and click on the Next button at the bottom of the page.



Manage User Access

1 Select Users
Find and select users for whom you want to manage access.

2 Manage Access
Add access for the users you've selected.

3 Review and Submit
Look over your selections and confirm.

Add Access

Remove Access

HIP

Identities Selected: [Redacted] Showing 1-1 of 1

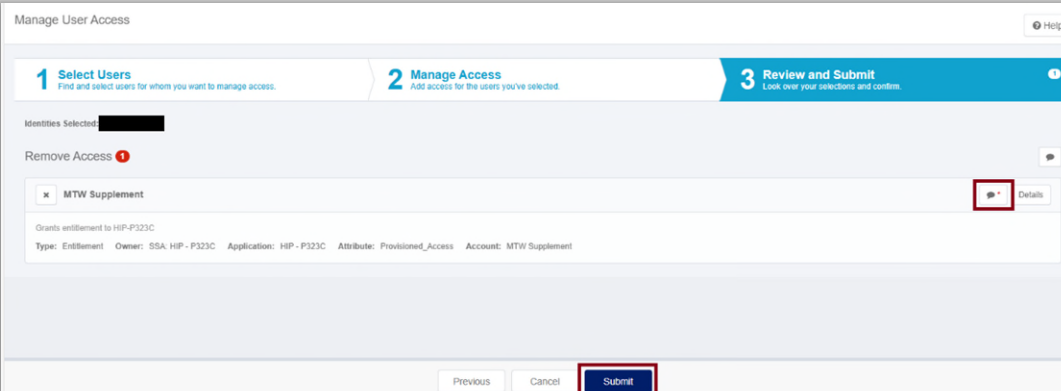
MTW Supplement

Grants entitlement to HIP-P323C

Type: Entitlement Owner: SSA: HIP - P323C Application: HIP - P323C Attribute: Provisioned_Access Instance: 61808

Previous Next

7. On the “3 Review and Submit” page, you will see a list of all systems that the removal of access is being requested for. Click on the conversation bubble button that contains a red asterisk to enter a business justification comment for each system listed. You must provide a brief description of less than 450 characters.
8. Once you have entered your text, click on the Save button. The conversation bubble button will turn green once this is done. Once you have entered a business justification for all listed systems, click on the Submit button at the bottom of the page.



Manage User Access

1 Select Users
Find and select users for whom you want to manage access.

2 Manage Access
Add access for the users you've selected.

3 Review and Submit
Look over your selections and confirm.

Identities Selected: [Redacted]

Remove Access

MTW Supplement

Grants entitlement to HIP-P323C

Type: Entitlement Owner: SSA: HIP - P323C Application: HIP - P323C Attribute: Provisioned_Access Account: MTW Supplement

Previous Cancel Submit



Setting Up Your User Account

Once a user is granted access, they will receive an email from PIH_HIP@hud.gov with a subject line that contains the words HIP access and will contain information and resources for how to use the system. Since HIP uses Single Sign On, users will not need to set up a password for HIP. *If the user receives an email that appears to come from a HUD staff person to welcome them to the system, this is a Salesforce default and should be ignored. It is related to the staff person doing the work at that time but is not an indication that this staff person should be contacted for questions about HIP.*

Navigating to the MTW Supplement Module

Information on how to navigate to the HIP MTW Supplement module can be found in the “Navigating to the MTW Supplement Module” job aid on the on the [HIP Training page](#).

Document Update Information

The information below will provide users with details on what has changed in this document over time. If it has been a little bit since you viewed the document, this will help you know what may have changed.

Items Updated	Date Updated
<ul style="list-style-type: none"> Updated the first bullet in the General Information section. Updated the sections for new access, reactivation, and deactivation of user accounts. Updated the HIP Training page link throughout the document. Clarification about the second email a new user may receive in the “Setting Up Your User Account” section. Removed the content in the “Navigating to the MTW Supplement Module” section since it is now in a separate document. 	08/11/2025
<ul style="list-style-type: none"> Clarified option to select when calling the REAC TAC. 	10/22/2024
<ul style="list-style-type: none"> Updated title of the document. Updated Overview text. Added section for deactivation requests. 	07/17/2024
<ul style="list-style-type: none"> Moved the Technical Assistance and default web browser information to separate documents. 	06/05/2024
<ul style="list-style-type: none"> Updated the information about how often a user must access to the system before they will be deactivated in the System Access Information section. 	04/01/2024
<ul style="list-style-type: none"> Updates to the System Access Information section to reflect the updated process for requests related to access. Updates to the information in the Setting Up Your User Account, Navigating to the MTW Supplement Module, and Technical Assistance sections. 	02/06/2024
<ul style="list-style-type: none"> Updated the information in the Preparing and Submitting an Access Request to clarify some language and added information about reactivating accounts. Updated the Agreeing to the HUD Rules of Behavior section to reflect the Rules of Behavior is now displayed each time a user logs in. 	12/11/2023
<ul style="list-style-type: none"> Updated the email address that access request go to. 	10/16/2023
<ul style="list-style-type: none"> General look of the document updated, and wording tweaked as necessary to incorporate the template being used for all HIP training materials. 	03/14/2023
<ul style="list-style-type: none"> Updated various areas of the document as needed to reflect that MTW Supplement is a module within the Housing Information Portal (HIP). 	03/02/2023

Items Updated	Date Updated
<ul style="list-style-type: none"> Corrected reference to HIP MTW Supplement module for consistency in Technical Assistance section 	02/28/2023
<ul style="list-style-type: none"> Due to the implementation of Single Sign On, updated the Setting Up Your User Account section to reflect the information that new users will receive and that they no longer have to setup a password due to Single Sign On. 	02/10/2023
<ul style="list-style-type: none"> Updated the Requesting Access to the System or Removing Users section to clarify who can have access and that a request should be submitted to remove access if a staff person is no longer a POC. Renamed the “Required Setup the First Time You Login to the System” section to “Required Setup – Navigating to the MTW Supplement Module” to better help users understand what the section is for. 	01/23/2023
<ul style="list-style-type: none"> Updated the Required Setup the First Time You Login to the System due to changes to the license HUD staff are assigned to. 	08/18/2022
<ul style="list-style-type: none"> Updated the information about the limit to how many users a field office can have access to the system 	03/09/2022 & 05/12/2022
<ul style="list-style-type: none"> Added additional information to the Technical Assistance section about contacting the REAC TAC via phone. 	02/07/2022
<ul style="list-style-type: none"> Updated the email address that access requests are to be sent to Clarified information related to requesting access 	01/20/2022
<ul style="list-style-type: none"> Updated the MTW Expansion Field Office Training and Resources SharePoint page links to reflect that OPHI’s site collection has been migrated to SharePoint Online. Added additional information that must be included in emails requesting new access. Updated the Technical Assistance section to include additional information that users should include when requesting assistance from the REAC TAC. 	12/20/2021
<ul style="list-style-type: none"> The Requesting Access section has been updated to clarify information about removing users and who should send the user access request file. Clarified role of Salesforce in the introduction on page 2. 	11/30/2021
<ul style="list-style-type: none"> Document has been reorganized to improve the flow of the pages. The Technical Assistance section has been updated to provide some additional details on how to get assistance with the system. The Appendix: Checking your Default Web Browser section has been updated to clarify some of the information due to the recent update to HUD computers to make Microsoft Edge the default browser. 	11/16/2021