

Public Housing Portal

User Guide to Create and Update Public Housing Portal User Profile (PHA and HUD Users)



U.S. Department of Housing and Urban Development

Office of Public and Indian Housing

Financial Management Division

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Public Housing Portal

The Public Housing Portal (portal) brings the public housing and Operating Fund (OpFund) Grant process to a web-based platform for Public Housing Agencies (PHAs) and PIH Field Offices (FO). The portal collects HUD-52723 and HUD-52722 submissions, provides current and historical funding data, and performs many other functions related to public housing and OpFund processes. This document guides FO, PHA, and External users on how to complete their user profile.

Users cannot navigate the portal without completing their user profile. This document provides instructions that apply to HUD users, and both PHA and external users.

Privacy Act Statement

HUD requests users create a user profile and provide their name, email address, business phone number, and cell phone number (optional). By doing so, you are giving HUD your permission to use the information for the following purposes:

- HUD may notify you if HUD accepts, returns, or requires further information on forms and data that you submit
- HUD records created, edited, and submitted forms and data by the user profile to make sure authorized users change or submit data for your PHA.

HUD will not share or use any information provided in your profile for any other purpose.

Please make sure your user profile information is accurate and up to date. You may review and change your user profile information at any time.

For further information on HUD's privacy policies visit the following webpage:

https://www.hud.gov/program_offices/officeofadministration/privacy_act.

Requesting Access to the Public Housing Portal – PHA and External Users

PHA staff, the PHA Board Chair, and the PHA's third party support, must request access to the portal through their PHA's Web Access Security Subsystem (WASS) security coordinator.

WASS security coordinators must assign the users only ONE user role. WASS security coordinators must assign users the appropriate user role. The PHA user roles are described below:

User Role	Description
OPD	This user role is for the PHA's Executive Director only. This user can create, edit, upload supporting documents, and sign and submit certain submissions.
OPE	This user can create, edit, and upload supporting documents for submissions. This user cannot sign or submit.

OPI	This user can only read completed submissions. This user cannot create, edit, upload supporting documents, sign or submit.
OPL	This user role is for the PHA’s Board Chair only. This user can create, edit, electronically sign where required, and upload supporting documents.

WASS security coordinator can find a user guide to assign user roles from this web page:
https://www.hud.gov/program_offices/public_indian_housing/programs/ph/am/webportal.

Requesting Access to the Public Housing Portal – **HUD Users Only**

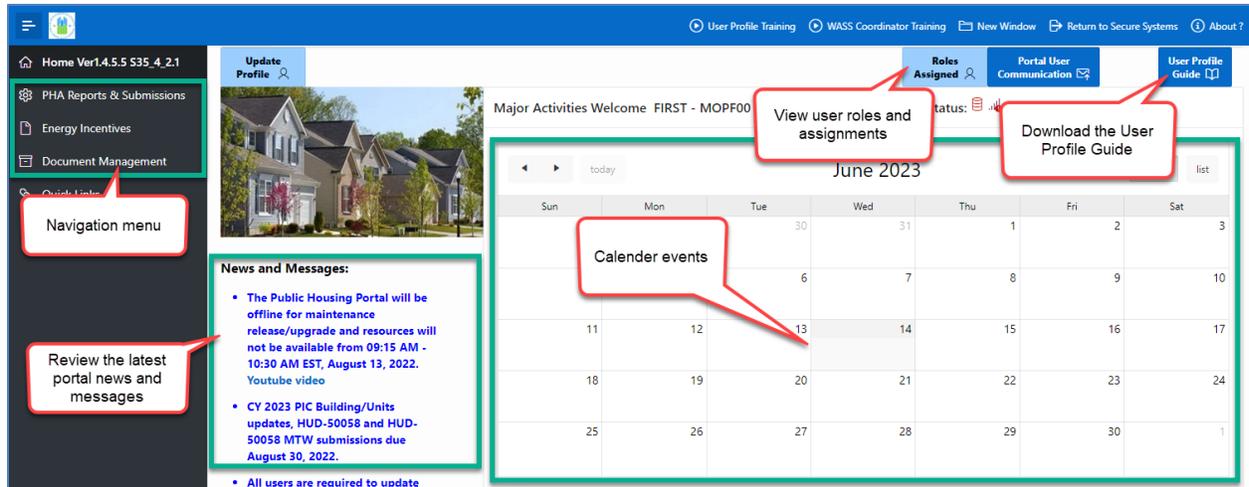
HUD supervisors may request access to the portal for their staff by using the Digital Identity Access Management System (DIAMS). Access to the Public Housing Portal should only be requested for users who already have access to Secure Systems.

Navigating to the Portal through Secure Systems

Using the Google Chrome web browser only, go to the portal through the Secure Systems URL: <https://hudapps.hud.gov/ssmaster>, log in, and click the “Public housing Portal (PIH Operating Fund)” hyperlink.



The system displays the portal home page as shown below.



From the home page, PHA users can review upcoming portal submission dates, events, read the latest Portal News and Messages, download the User Profile Guide, update their User Profiles, and navigate to many of the portal’s modules.



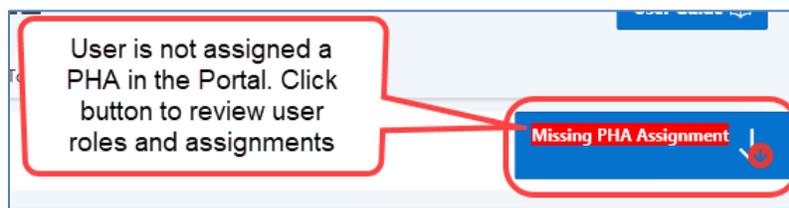
IMPORTANT:

Please use the Google Chrome browser to access the portal.

Missing PHA Assignment Warning

1. Click “PHA Reports & Submissions” in the left side navigation menu.

If the system displays the “Missing PHA Assignment” warning in the upper right corner of the “PHA Reports & Submissions” page, the PHA user must contact their WASS security coordinator to correct their user role for the portal.



2. Click the “Missing PHA Assignment” button to review assignments of PHAs to user roles. The pop-up window displays the user’s portal roles and associated PHAs.
3. Contact your WASS security coordinator if you need to update your user role and/or PHA assignment(s).

Roles Assignment

Portal role(s) with PHA assignment. [For any questions, please contact your PHA's WASS coordinator.](#)

Q v Go

Actions v

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PHA Name	Portal Role Assigned	Role Description	PHA Code
LAKELAND	OPD	Executive Director Role	AL004
LAKELAND	OPD	Executive Director Role	CA002
BIRMINGHAM	OPD	Executive Director Role	PA003

1 - 50 >

Portal role(s) without PHA assignment. [For any questions, please contact your PHA's WASS coordinator.](#)

Q v Go

Actions v

2

No data found.

The PHA assignment pop-up window is divided into two (2) areas:

Area 1: Displays Portal role(s) assigned to the user that has associated PHA(s).

Area 2: Displays Portal role(s) assigned to the user that do not have associated PHA(s).

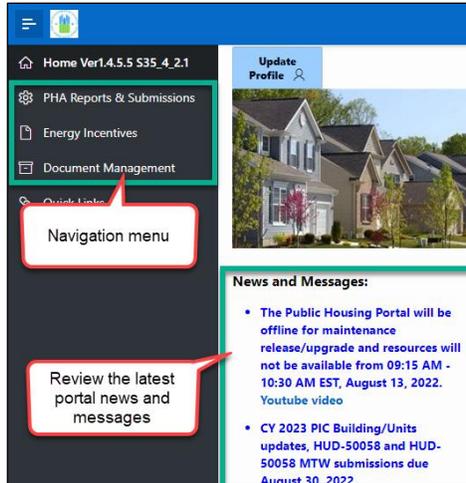
The user should contact the PHA's WASS security coordinator to assign a PHA.



Note: Changes to the user's roles and assignments may take up to two (2) business days. Until then, the user will not be able to access the portal.

News and Messages

The portal provides users with the current News and Messages related to the portal and OpFund Grant processing. The News and Messages feed can be found on the home page:



Communication Module

The portal provides a communication module that allows users to view historical listserv and email communications containing PIH guidance and instructions. This includes viewing the type of correspondence, date of correspondence, as well as the subject, and the content. The user can sort through different reports ranging from previous years' reports to sub-reports within the current calendar year.

To open this module, select the “**Portal User Communication**” button in the upper right corner of the portal home page.



The “**View/Download Portal User Communications**” page displays the following:

View Details	CY	Communication Date	Type	Scope	Communication Subject	Communication
	2022	07/11/22 06:27AM	Email	PHA	FFY 2022 OpFund Shortfall Funding Application/Appeal due TOMORROW (07/12/2022)	** This is an unmonitored mailbox. Please do not reply. Contact your local Field Office with any questions ** Public Housing Authority: PHAs eligible for Operating Fund Shortfall funding for F...
	2022	04/19/22 08:10AM	Email	PHA	Test Add New Communication	Test Add New Communication Paragraph One Test Add New Communication Paragraph Two Test Add New Communication Paragraph Three Test Add New Communication Paragraph Four
	2022	10/07/21 04:25PM	Email	PHA	SF-424 for CY 2022 OpFund Grants due 11/5/2021	** This is an unmonitored mailbox. Please do not reply. Contact your local Field Office with any questions ** Dear Executive Directors: PHAs must submit their SF-424 and, if necessary, the forms...

Click the “**Actions**” drop-down menu to perform the following:

- Filter the full list of portal user communications by Column and Expression.
- Download the full list of portal user communications.

- Aggregate, group, and display the data in the chart format.

View Details	CY	Communication Date	Type	Scope	Communication Subject	Communication
	2022	07/11/22 06:27AM	Email	PHA	FFY 2022 OpFund Shortfall Funding Application/Appeal due TOMORROW (07/12/2022)	monitored mailbox. Please do not reply. Contact your local Field Office with ** Public Housing Authority: PHAs eligible for Operating Fund Shortfall
	2022	04/19/22 08:10AM	Email	PHA	Test Add New Communication	Communication Paragraph One Test Add New Communication Paragraph Two Communication Paragraph Three Test Add New Communication Paragraph
	2022	10/07/21 04:25PM	Email	PHA	SF-424 for CY 2022 OpFund Grant 11/5/2021	monitored mailbox. Please do not reply. Contact your local Field Office with ** Dear Executive Directors: PHAs must submit their SF-424 and, if necessary
	2021	03/08/21 10:20AM	Email	PHA	Test 6 months	aaa
	2021	09/08/20 10:21AM	Email	PHA	Test 12 months	sssss

This module may help users to search, filter, sort and quickly locate correspondences from a PHA with a specific piece of information (e.g., correspondence regarding SR-FRB for a specific PHA).

PHA Reports & Submissions \ View/Download Portal User Communications

Go 4. In last 12 Months Actions

Communication Date is in the last 12 months Denotes Filter

View Details	CY	Communication Date	Type	Scope	Communication Subject	Communication
	2022	07/11/22 06:27AM	Email	PHA	FFY 2022 OpFund Shortfall Funding Application/Appeal due TOMORROW (07/12/2022)	** This is an unmonitored mailbox. Please do not reply. Contact your local Field Office with ** Public Housing Authority: PHAs eligible for Operating Fund Short

Users can view details from each correspondence and content from the email or download the email and file attachments, as necessary.

Note: See below details of the communication sent and you may download communication document and any associated file attachments.

Communication
 Notice PIH 2021-14. PHAs that implement waivers and alternative requirements may submit forms HUD-50058 or HUD-50058 MTW no later than 90 calendar days from the effective date.
 PHAs that implement waivers and alternative requirements
 PHAs that implement waivers and alternative requirements consistent with Notice PIH 2021-14 may submit actions recorded on lines 2a and 2b in the form HUD-50058 or HUD-50058 MTW no later than 90 calendar days from the effective date. PHAs may only submit 90 calendar days from the effective date for transactions impacted by the waivers and alternative requirements. Such instances may be waivers and alternative requirements related to reexaminations and inspections. Although PIH provides PHAs that implement waivers and alternative requirements up to 90 days to submit their forms, PIH encourages PHAs that have the operational capacity to do so to continue submitting HUD-50058 forms within the normal 60-day deadline.
 2947 of 4000

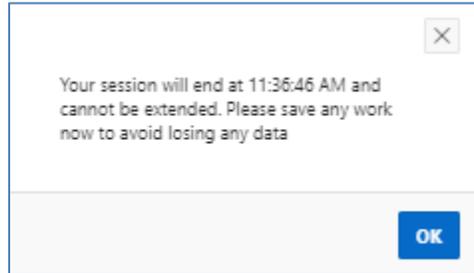
Click here to view & download the message

	File Name	File Description	Last Update User	Last Update	Attach Id	File Id
	2nd Reminder for timely HUD-50058 and HUD-50058 MTW submissions_20210827_PHA.pdf	Email PDF File format	LIANG ZHOU	09/14/21 04:16PM	16089	35090
	2nd Reminder for timely HUD-50058 and HUD-50058 MTW submissions_20210827_PHA.msg	Email File Outlook Format	LIANG ZHOU	09/14/21 04:15PM	16089	35089

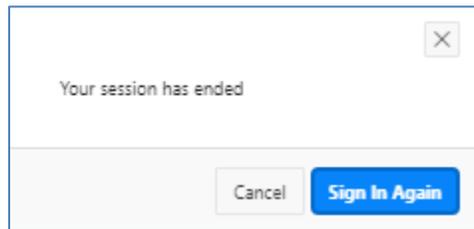
1 - 2

Session Time-Out

Due to HUD-issued security requirements, the portal terminates the user's session after sixty (60) minutes. The system displays the following warning message five (5) minutes before the end of the session:



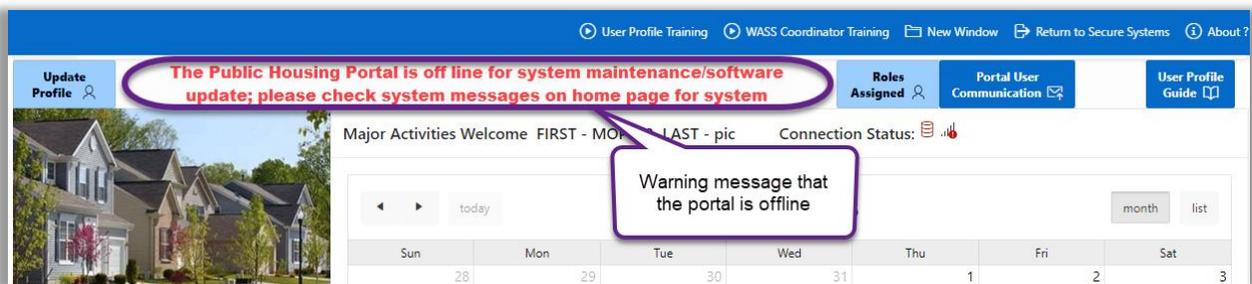
Click the "OK" button and use the remaining five (5) minutes to save any updates to forms. Once the session is terminated, the portal displays the following warning message:



Click the "Sign In Again" button to return to the Secure Systems log-in page or click the "Cancel" button to close the pop-up window.

System Maintenance and Software Updates

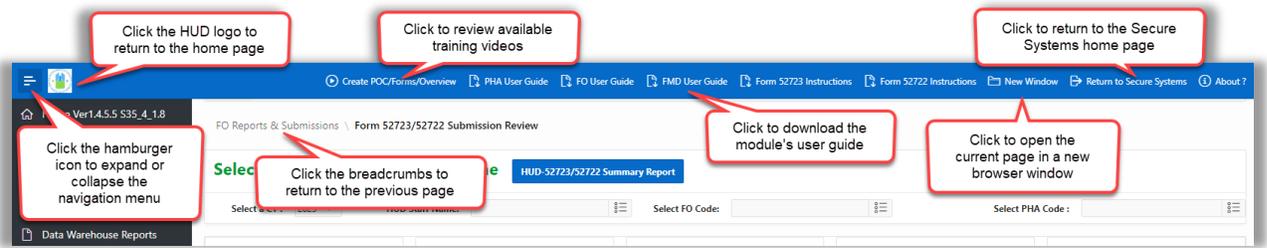
Users may be locked out of the portal during system maintenance and software updates. Users are notified when the system is offline with a warning message displayed on the home page as shown below.



The portal will be available once the system maintenance or software updates are completed.

Navigation Shortcuts and Tips

The image below provides basic top navigation shortcuts located near the top of the portal.



Users can click on the HUD logo to return to the portal's home page or click the **"Return to Secure Systems"** shortcut to return to Secure Systems. The portal provides breadcrumbs which are hyperlinks, indicating user's location on the website and helping to navigate the user to the previous web page. The shortcut **"New Window"** opens the current page in a new web browser window. Clicking the **"PHA User Guide"** button downloads this **"PHA User Guide for HUD-52574 Board Resolution."**

Below is the list of icons the user may encounter while using the portal. These icons provide users with additional functions that include downloading, filtering the reports and tables, and reviewing the definitions of data elements.



Click this icon to expand or minimize the navigation menu



Click this icon to download the displayed data in CSV/Excel format



Click this icon to expand or maximize the tables



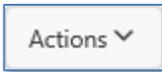
Click this icon to minimize the tables



Click this icon to read the definition of the data element



Click this icon before the search bar to select a column heading to filter tables



Click this button to reveal additional features to manipulate reports and tables, such as download the report or filter the data



Click these buttons to view and download the user guide



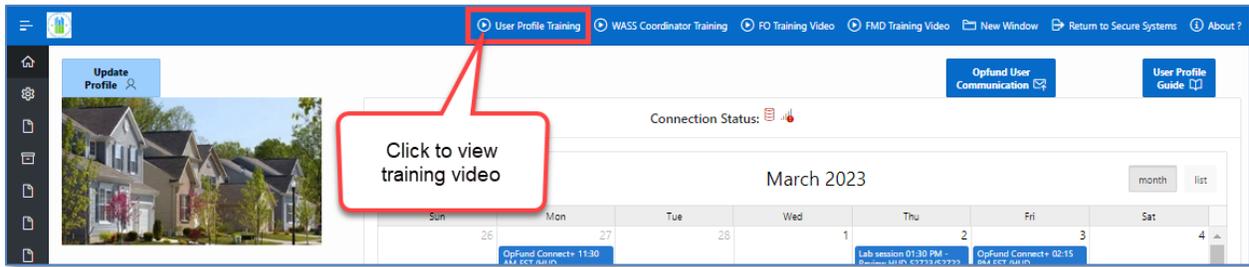
Click this button to open the module's training video (videos include options to select subtitles/closed captions and auto-translate to over fifty languages including Spanish)

User Profile

The portal requires all users to have a user profile. Users cannot navigate and access the portal's resources until they create their user profile. Use this user guide to create your user profile.

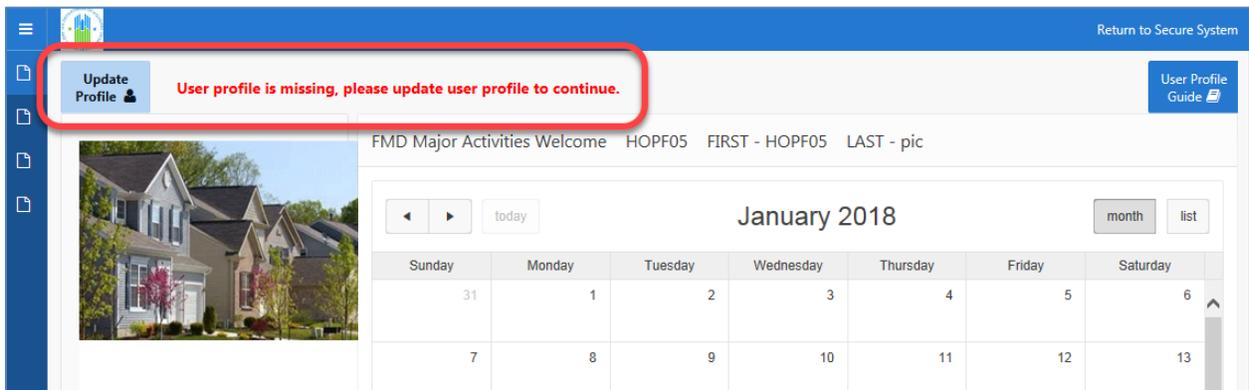
User Profile Training Video

Follow the training video and this user guide for guidance on creating your user profile.

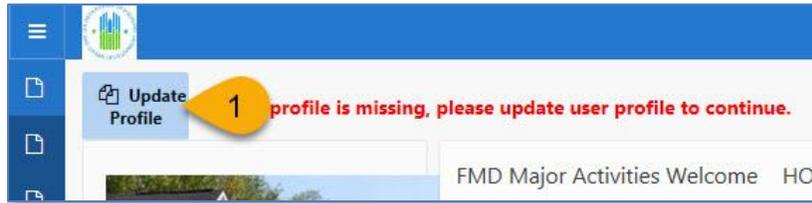


Creating your User Profile

If the user has not created a User Profile, the home page displays the following message: **User profile is missing, please update user profile to continue.**



To create your user profile, follow these steps:



1. Click the “Update Profile” button to open the “Update User Preference” form.

A popup window appears containing the form.

2. Select preferred Field Office Code (**For HUD Users only**)
3. Select preferred PHA Code

The user’s selections will be used in future updates such as reports that filter based on the user’s preferred Field Office Code and PHA Code. HUD users can change the preferred Field Office Code and PHA Code at any time.

4. Select a salutation
5. **Type in First name (required field)**
6. **Type in Last name (required field)**

7. **Type in email address (required field) HUD uses this information to notify the user when HUD accepts, returns, or requires further information on forms and data the user submits on behalf of the PHA.**

8. Type in preferred phone number (required field) HUD uses this information to notify the user when HUD accepts, returns, or requires further information on forms and data the user submits on behalf of the PHA.
9. If applicable, include your extension

OPTIONAL: Cell Phone Steps 10 through 12 and steps 18 through 21. Future updates to portal include text message alerts. HUD may use this information to notify the user when HUD accepts, returns, or requires further information on forms and data the user submits on behalf of the PHA. User do not need to provide their cell phone number and can skip Steps 10 through 12 and steps 18 through 21 below.

A screenshot of a web form for entering cell phone information. It contains three rows: 'Cell No (Optional)' with a text input field and callout 10; 'Cell No. Carrier' with a dropdown menu showing '--Please select a Cell Carrier ---' and callout 11; and 'Cell Text Enabled' with a 'Yes' dropdown and callout 12. There is also a 'Cell No. Validated' field with a question mark icon.

10. Type cell phone number
11. Select your cell phone carrier (If you Cell No. Carrier is not listed, send an email to publichousingportal@hud.gov with you Cell No. and Cell No. Carrier)
12. Select “Yes” if you cell phone accepts text message or “No” if it cannot.

A screenshot of a user profile management page. It shows a header with 'Last User Updated' and 'Last Update Date' fields, each with a question mark icon. Below the header are two buttons: 'Return to Home Page' on the left and 'Create' on the right. A callout 13 points to the 'Create' button.

13. Click the “Create” button to create your profile. You must validate your email address and, if entered, your cell phone number.

Email Validation

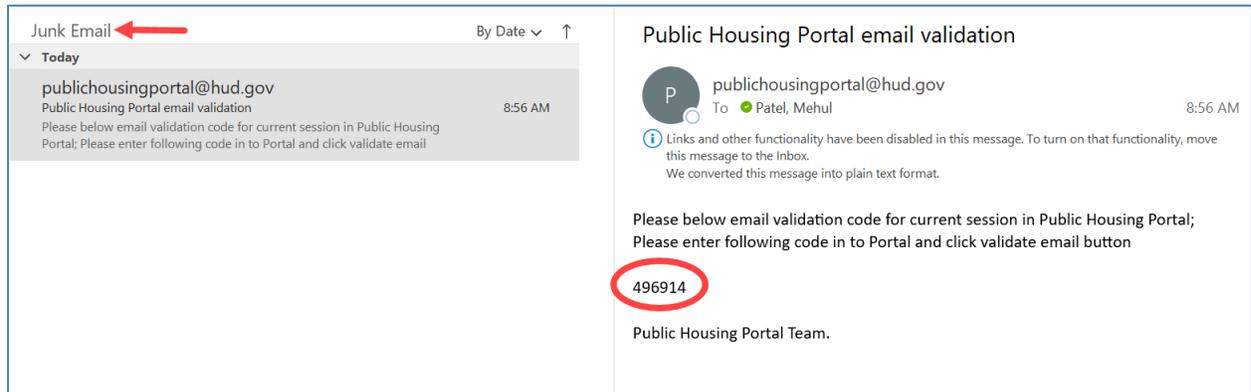
Users must validate their email address.

A screenshot of an email validation form. It has two rows: 'User Email *' with a text input field containing 'mehul.patel@hud.gov' and a blue 'Email Validation' button with callout 14; and 'Email Validated *' with a 'No' dropdown and a question mark icon.

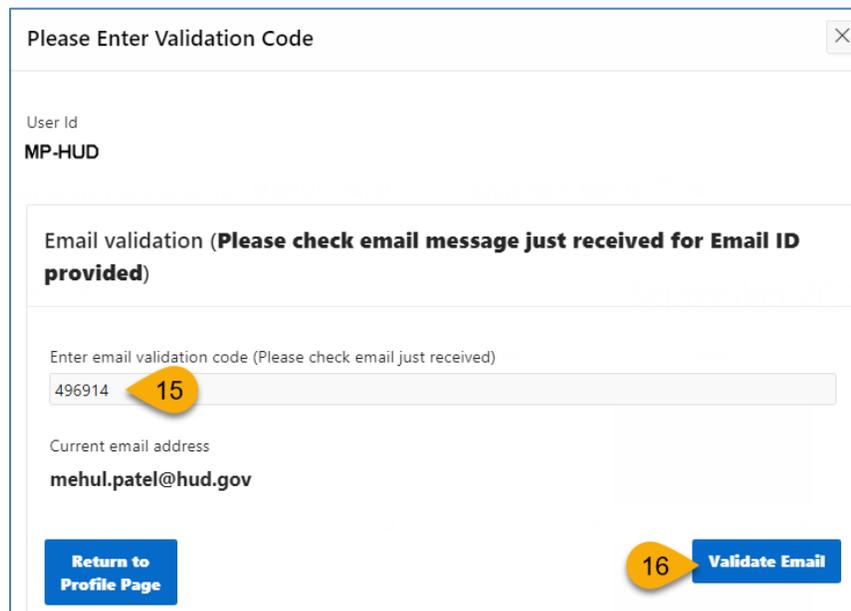
14. Next to the User Email text box, click “Email Validation” button to validate your email address (required step).

Note: if you change and edit the User Email, you must click the “Create” button (Step 13) before validating the updated User Email.

The system sends an email from publichousingportal@hud.gov containing a six-digit email validation code. The email may be in your Junk Email folder.



Copy or note the six-digit email validation code.



15. Type (or paste) the six-digit code from the email.

16. Click the “Validate Email” button and if successful a green Email Validated banner will appear.

- Click “Return to Profile Page” button. The User Profile status now reads: “The user validated email ID only”. If you did not include your cell phone number in the User Profile form, then skip to Step 22.

Note: if you change and edit the User Email, you must click the “Apply Changes” button to validate the updated User Email.

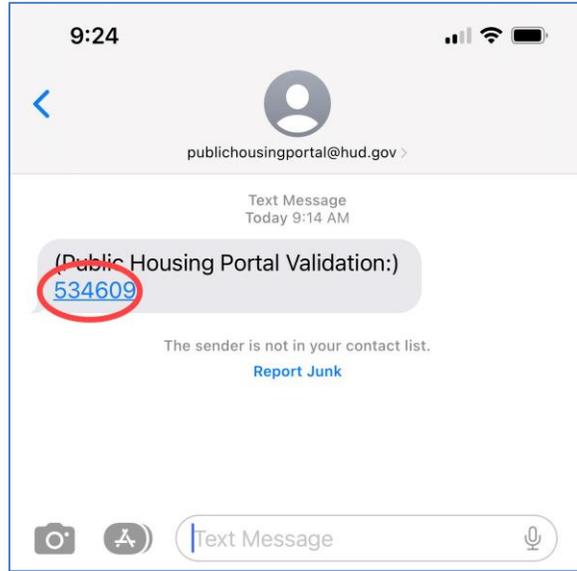
Cell Phone Validation

This section is optional. If you provided your cell phone number, you must validate that number.

- Next to the Cell No text box, click “Validate Cell No.” button to validate your cell phone number

Note: if you change and edit the Cell No, you must click the “Apply Changes” button to validate the updated Cell No.

The system sends text message to your phone containing a six-digit cell no validation code.



Note the six-digit text validation code

A screenshot of a web form titled 'Please Enter Validation Code'. The form contains the following fields and elements: 'User Id' with the value 'MP-HUD'; a section for 'Cell validation (Please check text message just received on Cell number provided)'; an input field for 'Enter Cell No. validation code' containing '534609' with a yellow callout '19' pointing to it; 'Cell No.' with the value '1234567890'; and 'Cell No. Carrier' with the value 'Verizon Wireless'. At the bottom, there are two buttons: 'Return to Profile Page' and 'Validate Cell No', with a yellow callout '20' pointing to the latter.

19. Enter the six-digit cell no validation code into the text box.

20. Click the “Validate Cell No” button and if successful a green Email Validated banner will appear.

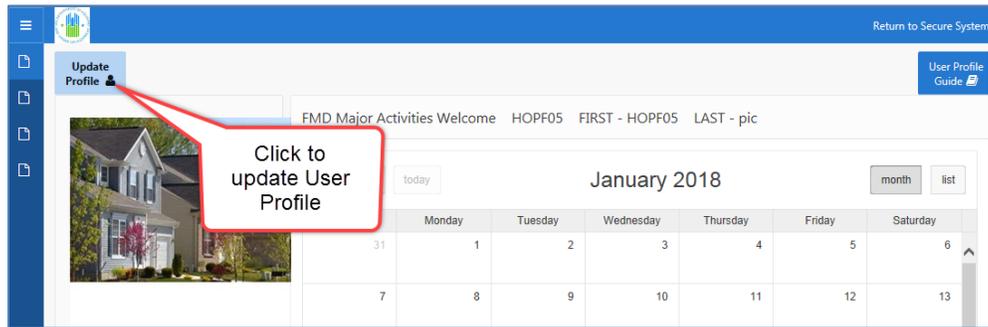
21. Click “Return to Profile Page” button. The User Profile status now reads: “Email ID and Cell Number Validated”.

With the User Profile complete, the user can freely navigate the portal.

22. Click “Return to Home Page” to return the home page.

Updating your User Profile

Users can update their profile by first clicking the “Update Profile” button on the home page.



The user may update any fields in the Steps above.



23. Click “Apply Changes” button to save updates.

Updating User Email or Cell Phone

If the User updated their Email or Cell No, the user must type in the new Email and Cell Number, click “Apply Changes”, and then validate the new Email by following Steps 13 through 17 and the new Cell No by following Steps 18 through 21.

Questions

Do you have any comments, questions, or need help finding information in the Portal? We are here to help!

- For questions about OpFund grants, calculating or understanding OpFund eligibility, PIH regulations, or notices, contact your local FO.
- For questions or technical issues regarding your access to the Portal, contact the Real Estate Assessment Center – Technical Assistance Center (REAC-TAC) by calling 1-888-245-4860 Option #4 or by sending an email to REAC_TAC@hud.gov.
- For questions regarding technical issues with using the Public Housing Portal, contact publichousingportal@hud.gov.