

Logging into HIP with Single Sign On (SSO)

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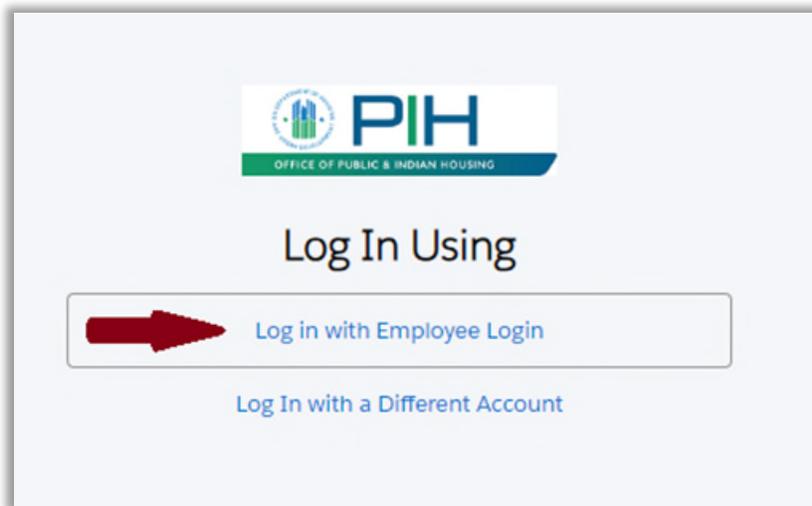
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Overview

Single Sign On (SSO) has been enabled for all HUD employees that have active access to the Housing Information Portal (HIP). If a HUD employee has not been provided access to HIP or their account has been deactivated, they will receive an error that there is an issue with single sign on. The [HIP Training page](#) contains a getting started article that provides information on submitting requests for new access or to have access reactivated. The steps below outline how you will use Single Sign On (SSO) to login to your HIP account.

Logging into HIP with Single Sign On (SSO)

1. Open the HIP login page: <https://hud.my.salesforce.com/>
2. Select 'Employee Login'.
 - a. Note that if you don't see the 'Log In with Employee Login' button, select 'Log in with a Different Account' and it will bring you to the right page.



3. If you are already logged into the HUD network using the VPN or connected to the HUD network in a HUD office, then a Username and Password are not required, and you



should be logged into HIP. If you are not logged into the HUD network, continue with the steps below.

4. Enter your HUD email address and your LAN (network) password. Then click the 'Sign In' button. You should be logged into HIP.
 - a. Note that if you have multi-factor authentication (MFA) set up, you will be prompted to verify your account. Follow the instructions to sign in.

A screenshot of the sign-in page for the U.S. Department of Housing and Urban Development. The page has a white background with black text. At the top, it reads "U.S. Department of Housing and Urban Development" in a large, bold, sans-serif font. Below this, it says "Sign in with your organizational account". There are two input fields: the first is for an email address, containing "someone@example.com" and a dropdown arrow icon; the second is for a password, with the placeholder text "Password". Below the input fields is a blue "Sign in" button. At the bottom of the form area, there is a link that says "Sign in using an X.509 certificate".



Single Sign On (SSO) FAQ

1. I received an error message during login, what do I do?
 - a. There are multiple reasons an error message could occur. The most common reasons are:
 - i. Session Timeout – close the browser, then open it and try again.
 - ii. User Account may not exist – the [HIP Training page](#) contains a getting started article for internal users that provides information on submitting requests for new access or to have access reactivated.
 - iii. Invalid Federation ID – reach out to PIH_HIP@hud.gov with a screen print of the error message you received so that your user details in HIP can be validated.
2. Is SSO enabled for both internal and external users?
 - a. It is only enabled for internal users that have a HUD.gov email ID. It is not enabled for external users (e.g., PHAs, TDHEs) who login through the HIP community portal.
3. What if I forgot my LAN password?
 - a. Please reach out to the HITS National Help Desk at 1-888-297-8689 to reset your LAN (network) password.