MTW Supplement Module HUD User Known Issues

The issues listed below are affecting how users perform tasks in the MTW Supplement system as of 09/13/2024. When these items are resolved in the system, this list will be updated.

This document is divided into three sections:
- Items to Note – items that users may have some confusion about but are not issues that need to be fixed in the system.
- Current Issues – issues that are affecting multiple users and are being investigated.
- Resolved Items to Note – issues that were previously listed under Items to Note but have now been resolved.
- Resolved Issues – issues that were previously listed under Current Issues but have now been resolved.

HUD staff can view issues that PHA users are having on the PHA known issues list on the HIP Training page. Those issues, unless they also affect HUD users, are not included in this document to prevent the list from getting out of sync with the official list on the website.

Reporting issues: If you believe that you are experiencing an issue not listed under Current Issues below or an issue marked as resolved, please follow the instructions in the "How to Use the MTW Supplement Module" job aid on the HIP Training page to send an email to the REAC TAC and provide the details of the issue and a screen print showing the error. Help requests that state the equivalent of "it won't let me do it" will receive an email asking for the information originally requested in the job aid.

Items to Note

The items below are not issues that need to be fixed but are items that users may have some confusion about. The information provided here will hopefully help users understand how the system is functioning.

Description	Additional Information
When viewing a generated PDF file, if the response in Section D was Yes, it will list all activities regardless of the response to the core question "What is the status of the Safe Harbor Waiver request?" This response to this question could be "The waiver request is being submitted for review with this submission of the MTW Supplement" or "The waiver was previously approved."	The question is Section D reads "Will the MTW agency submit a request for approval of an Agency-Specific Waiver this year?" so users may think that it should only list those activities that the status is set to "The waiver request is being submitted for review with this submission of the MTW Supplement." This is not a bug in the system since the system is operating as it was built to. The HIP team is working with the MTW office to determine how they want this to appear in the PDF file going forward.
Users may have issues opening PDF files that were generated prior to the 04/14/2023 system release.	Users should not attempt to open any PDF files under the S-Docs Relationships heading that were generated prior to 04/14/2023. If you need to view a PDF of an MTW Supplement form, generate a new PDF.
If a user opens a PDF file that they generated before the system has finished processing it, they may receive an error message such as "unique error". This is due to what was changed in the system to fix the PDF issue that was resolved on 04/14/2023.	The user should close the tab and wait a few minutes before opening the PDF again. At that point it should open properly.
If a HUD staff person attempts to open an MTW Supplement form using the link in an email notification that includes the PHA as one of the recipients, it will point to the PHA community portal of https://hud.my.site.com/hip and they will not be able to login to view the form.	Login to the HUD user site at https://hud.my.salesforce.com and access the form using the form number provided in the email notification.

Current Issues

The issues below only occur for HUD users.

Issue Description	User Workaround
When a HUD user is using the View Form tab, they experience the following issues. • For multiple questions, formatting of the page that displays the questions may not display correctly (e.g., the status bar may be missing, the bar that states what question is on the page, text boxes that contain information may not be properly sized, etc.). • The status bar and question labels at the top of Section E are missing. • The formatting for Section F is not properly aligned.	**Note:** Some items for View Form were resolved in release 6.4 but now that a form can be navigated using this functionality, issues with formatting were discovered that will be fixed in a future release. All data should be viewable but as an alternative the user can generate a PDF of the form and view the information that way. If the user is unsure which question on the form a response is for, they should use the OMB approved form as a guide.
When viewing a form using the View Form tab, if you click on the delete icon for a file that a PHA attached to a form, it will delete it even though HUD staff should not be able to able to delete file attachments.	Do not click on the delete icon for files when viewing a form.
When a user uses the View Form tab to navigate through a form, as they navigate through Section E, they will see a pop-up message saying that the form has been saved.	There is no workaround for this issue. No data is actually changed in the form.
HUD staff cannot access data in both the HIP (e.g., MTW Supplement module) and NSPIRE (e.g., inspections) systems.	We currently cannot provide access to both systems to the same user account. The HIP and NSPIRE teams are currently looking into a solution for this.
When a user views a generated PDF file, in activity 17.c.2 under the heading "Housing Development Programs that the MTW Agency spent funds on in prior Fiscal Year", the "Development Name and Address" field in the table is blank even though the information was entered in the form.	There is no workaround to make this appear in the PDF. We are currently looking into this issue. HUD users can view the information using the View Form feature to view the form in a read only format.

The issues below occur for both HUD and PHA users.

The issues below affect both HUD and PHA (in the case of the MTW Supplement quarterly report, external) users.

Issue Description	User Workaround
In the MTW Supplement quarterly report, if a form's status is updated to Final on the last day of the quarter, it will not be included in the data export if that quarter is selected. Example: If a form is marked final on 06/30/2024 and the user runs the quarterly report for the year 2024 and quarter April-June, the form will not be included in the data the user receives.	Select the year and quarter you are currently in (e.g., if you access the report in September choose July – September). In case there are forms marked final on the last day of the quarter, it may be advisable to not pull this report on the last day of the quarter.

Resolved Items to Note

The items below are not issues that need to be fixed but are items that users may have some confusion about. The information provided here will hopefully help users understand how the system is functioning.

Description	Additional Information	Date Resolved
For the updated functionality added for Sections E.1 and E.2 in the 03/29/2024 release, PHA users cannot: 1. See waivers that were previously entered into their form in Sections E.1 and E.2 using the updated functionality. 2. Delete waivers that were previously entered into their form in Sections E.1 and E.2 using the new functionality.	This functionality should be added in a future release. We will update this document with possible workarounds once they have been determined.	08/27/2024

Resolved Issues

The issues listed below have been resolved as of the date listed. If you think that an issue listed below has cropped up again, please reference the notes labeled "Reporting Issues" at the beginning of this document.

Issue Description	Additional Information	Date Resolved
When a HUD user is using the View Form link, they may receive one of a couple of errors. • A Component Error has occurred • An unhandled fault has occurred • The pages that should display the custom questions for an activity do not appear.	**HUD users should not attempt to use the View Form link.** The user can generate a PDF of the form and view the information that way. If the user is unsure which question on the form a response is for, they should use the OMB approved form as a guide. **The unhandled fault error was resolved in release 6.4. We continue to work on other items listed under Current Issues that are being encountered now that a user can navigate further into a form.**	08/28/2024
If a PHA user selects the response "Already provided" to the either of the core questions "Does this MTW activity require a hardship policy?" or "Does the MTW activity require an impact analysis?", the user will not see information about hardship policy or impact analysis in the PDF of the form.	There is no workaround. The information is stored in the system. The IT team is working on this and once it is resolved the already provided response will appear in any future PDF files that are generated.	06/30/2023

Issue Description	Additional Information	Date Resolved
After a user clicks on the Generate PDF button and waits a couple of minutes to allow the PDF to be made available (even though the link appears right away), the user receives an error message when they click on the red PDF icon or on the link and then the PDF icon to open the generated PDF.	This has been reported with forms in draft status but may occur with forms in other statuses. The IT team is currently investigating it but would appreciate any additional details users can provide by following the instructions in the "Technical Assistance" section of the "How to Use the MTW Supplement Module" job aid to send an email to the REAC TAC noting that you are reporting an issue with the HIP MTW Supplement module. Please include the form number (e.g., MTWS Form – 01234), the task you were trying to do (e.g., open a PDF file you have generated), and the text or screen print of the error you received.	04/14/2023
When some users click on the Generate PDF button, they receive an error message that states: "**An unhandled fault has occurred in this flow** An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.".	This issue is occurring for all users and there is no workaround available. Users will be informed by email and this list when the issue is resolved.	01/17/2023
PDF Download: If a PHA user selects Yes for the question "If applicable, was an additional public hearing held for an Agency-Specific Waiver and/or Safe Harbor waiver?", in the PDF file the system generates it will state "No additional public hearing was held for an Agency-Specific Waiver and/or Safe Harbor waiver."	There is no workaround to make the PDF state the correct response, **however**, PHA users have been instructed in their known issues document to ensure that the file they have uploaded as supporting documentation for this question to show that an additional hearing was held is named per the naming convention described in the "How to Use the MTW Supplement Module" job aid so that the HUD reviewers can retrieve it from the system.	07/13/2022

Issue Description	Additional Information	Date Resolved
When a HUD user is using the View Form link, when they are on the Section C screener page and click the Next button, they receive the error: **MTW Supplement Master Flow** **An unhandled fault has occurred in this flow** An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.	While this issue was fixed, there are still issues with the View Form link, as mentioned above, and users should not be attempting to use this part of the system.	03/11/2022
If a user attempts to reset their password using the "Forgot Your Password" link, the user will not receive an email to reset their password.	Users should be careful to note the password they have chosen in a secure location. If the user has requested a password reset using the link and does not receive the email, they should check both their junk folder. If the user still is unable to do their own password reset, they can contact the REAC TAC at 888-245-4860 or by email at reac_tac@hud.gov and specify they need their **MTW Supplement system** password reset – do **not** mention Salesforce.	03/11/2022
When the automatic email notification is sent out for Returned for Revisions, there are two copies that are sent, unlike the submission and approved notifications that only generate one copy. There is one copy that goes out to the user that submitted the form, the email addresses for the MTW office desk officer and field office POC, and the MTW Supplement mailbox. The second copy of the message goes to the MTW office desk officer, field office POC, and the MTW Supplement mailbox – it does not include the PHA. It has been reported that sometimes this second message has the wrong field office POC on it, but the first copy has the correct POC listed. It appears this may occur if they field office POC changes, but it is currently being investigated.	This has been resolved – only one copy of the email should now be sent out.	03/11/2022

Issue Description	Additional Information	Date Resolved
When some users click on the Generate PDF button, they receive an error message that states: "**An unhandled fault has occurred in this flow** An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.".	Since this issue does not affect all users, if a user receives this error message, please email MTWSupplement@hud.gov and state that you are experiencing this known issue and ask that a copy of the PDF to be sent to you via email.	01/05/2022