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

Contents:

Overview

The purpose of this document is to provide PHAs with information about how to request access to the Moving to Work (MTW) Supplement module within the Housing Information Portal (HIP), including requests for new access, account reactivation, and account deactivation, the tips for the first login, and how to get technical assistance. The MTW Supplement module contains the [HUD-50075 MTW, MTW Supplement to the Annual PHA Plan](), form that is used by MTW Expansion PHAs. 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](#).
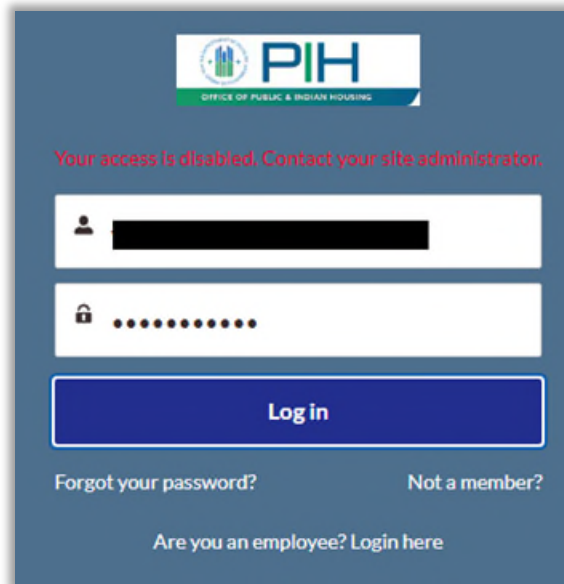
Agreeing to the HUD Rules of Behavior and Privacy Act Statement

All users must agree to the HUD Rules of Behavior (HUD RoB) and Privacy Act Statement to access this system. This statement is displayed after a user successfully enters their user credentials on the login screen.

Requests for New Access, Reactivation, or Deactivation

The following items should be considered regarding access to the HIP MTW Supplement module.

- To gain access to the system, the MTW Expansion PHA must have submitted their signed MTW ACC amendment to HUD.
- Due to license restrictions for the PDF generation feature, there is a limit of up to three users per PHA but typically PHAs will not require the maximum number of users.
  - → **All users will be required to actively use the system. Do not submit a request for three users if they all aren't going to work on the MTW Supplement form submission. Users that do not actively use the system may be made inactive.**
- Passwords must be changed every 60 days and expire after 90 days.
- User accounts are deactivated after 90 days of inactivity, so users should access the system at least once every 90 days. If you receive an error message like the one pictured below that says "Your access is disabled. Contact your site administrator." your user account has been deactivated. Information on how to submit a request for a user account to be reactivated is included later in this document.

- All users must agree to the HUD Rules of Behavior (HUD RoB) and Privacy Act Statement to access this system. This statement is displayed after a user successfully enters their user credentials on the login screen.
- **If a user no longer needs access, the PHA must submit a request to remove that user.** This is part of good security administration. If a user is left active in the system, they will count toward the limit of the number of users a PHA can have.

PHAs must still abide by the limit for the number of users described above even when submitting subsequent requests. For example, if a PHA has two users and wants to request two more, only one additional user would be allowed.

Contractor Access and Access to Multiple PHAs

In cases where a PHA has a contractor that needs access to the MTW Supplement form or contract management where PHA staff need to work with one than one PHA, due to the complexity of the MTW Supplement form we are unable to provide access to more than one PHA for this module. If a user already has access to another PHA, please provide the PHA code of the other PHA(s) in the body of the email when sending in the new request for the additional PHA. In these situations, users will have to use separate usernames (separate user accounts) for each PHA. **Contractor staff should not submit access requests. The request should come from the executive director of the PHA as outlined in the steps below.**

For those situations where an MTW Expansion PHA operates with multiple PHA codes (e.g., one for the public housing program and one for the Housing Choice Voucher (HCV) program), we will typically use the same PHA code as is used for financial reporting in the FASS-PH system and in

the MTW Supplement module only will mark it with a program type of combined. The PHA can report on one form for their PHA this way.

Preparing and Submitting a Request to Add, Reactivate, or Remove a User

To request users be added, reactivated, or removed, the <u>executive director</u> must complete the following steps.

1. Obtain the [system user access request document](#).
2. Enter information in the Excel file using the following information. The cells that must be completed at a minimum are highlighted in yellow until they are filled in, at which point the yellow shading will disappear. Because the user request file could change as the system continues to be developed, please download a new copy each time a request is made. **Do not include users that should remain in the system with no changes.**
   - PHA Code – the PHA code the PHA uses in communication with HUD and in HUD systems.
   - PHA Name – the name the PHA goes by and is in HUD systems.
   - Request Date – the date the request is completed.
   - Employee Name – the name of each employee that access is being requested for or each user that needs to be removed.
   - Email Address – the email address for each employee listed.
   - Contractor – indicate if the user is a contractor hired by the PHA to assist with the MTW Supplement
   - Add, Reactivate, or Remove User – select from the drop-down box if the employee is being added, needs to be reactivated (due to previously being made inactive), or removed from the HIP MTW Supplement module.
3. Once the file is complete, the executive director must prepare a new email message containing the Excel file as an attachment **and** in the body of the email a list of multiple dates within one week of the email when each of the users that new access or reactivation is being requested for will be available to take action on their user account. This would be password setup for new users or logging in for reactivations. **Failure to provide multiple dates without an explanation for doing so will result in a rejection of the request.**
   - The PHA ED must submit access requests for contractors and their staff. The request will not be accepted from other staff members. **We will verify whom is the ED for the PHA in IMS/PIC when processing a request. If it does not match, we will notify the sender.**
   - The email each new user receives to set up their initial password is only valid for 24 hours.
   - If a user account is reactivated, the user must log in on the same day they are notified that this is completed, or their account will be deactivated again by the system that night.
   - If any of the users already have access to the MTW Supplement module for another PHA, please include the PHA code(s) of the additional PHA(s) in the body of your message.

4. Send the email to PIH_HIP@hud.gov with the PHA code and the words "PHA user access request" in the subject line (e.g., DC789 PHA user access request). **Failure to send all items mentioned in step 3 will delay processing of the request.**

Important Information about the First Login

The information below will help PHA users successfully login to the system for the first time. Note that users should use the link https://hud.my.site.com/hip after setting up their initial password. The link in the email they receive to set up their initial password is a one-time use link.
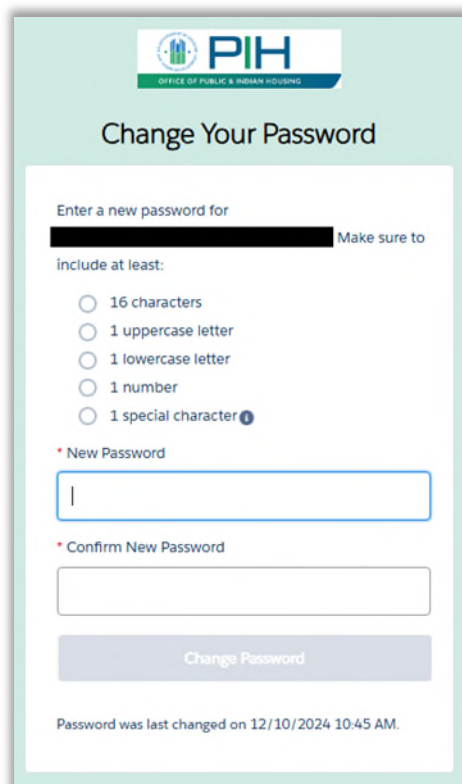
The day a user will be granted access they will receive two emails from PIH_HIP@hud.gov. One will have a subject line "Welcome to the Housing Information Portal (HIP)" that will be used by the user to set up their initial password. The other email will have a subject line that that contains the words HIP access and has helpful information and resources for how to use the system.

- See information above under System Requirements for supported web browsers.
- The user should ensure that they can receive emails from hud.gov, incapsulate.com, and salesforce.com by adding these domains to their email safe list before they are set up in the system.
- Once a user is set up in the system, the user will receive an email from a hud.gov email address to set up their initial password. The user will be required to set up their initial password and set up Multi-Factor Authentication (MFA). Both are detailed in the Setting up the initial password and Multi-Factor Authentication (MFA) section of this document.
    - The link in the password setup email can only be used once **and** must be accessed within 24 hours using a web browser other than Internet Explorer, otherwise the process will have to start over. *If the email contains a button instead of a link with the web address showing, the user can right click on the link and in the menu that appears click on Copy Hyperlink.*
    - If the user is unsure about which browser is their default (e.g., which browser will open when a link is clicked on), they can use the information in the "Checking your Default Web Browser" job aid on the HIP Training page. Alternatively, they can copy and paste the text of the link into a supported browser.
- If a user does not activate their account within 24 hours of when they received the email or has other issues, they should contact the REAC Technical Assistance Center (TAC) in the "How to Get Technical Assistance for the MTW Supplement Module" job aid on the HIP Training page to get assistance.
- If a user is prompted by their web browser to store their password, it is highly recommended that they select No. This will help to practice good security but will also prevent issues when a user changes their password or if there is a change in login page URL.

Setting up the initial password and Multi-Factor Authentication (MFA)

All external users are required to use Multi-Factor Authentication (MFA) when logging into HIP. It is recommended that the process of setting up MFA be done at the same time as the user sets up their initial password to ensure all initial setup steps are completed at once.

1. In the email you received, make note of the username provided to you. You will need this for all system logins. Next, you will click on the one-time use link in the email they received. They will be taken to a page that contains the Rules of Behavior that all users must agree to and abide by to use HIP.
2. Once the user reads and agrees to the Rules of Behavior, they will be taken to the page to set up their initial password. The page contains the guidelines the password must meet.

3. The user will be taken into the system. It is recommended that the user log out of HIP and complete the steps below to set up MFA at this time, so all set up steps are completed now. To log out, single click on the icon for the menu in the upper right corner of the page and click on the Logout option.
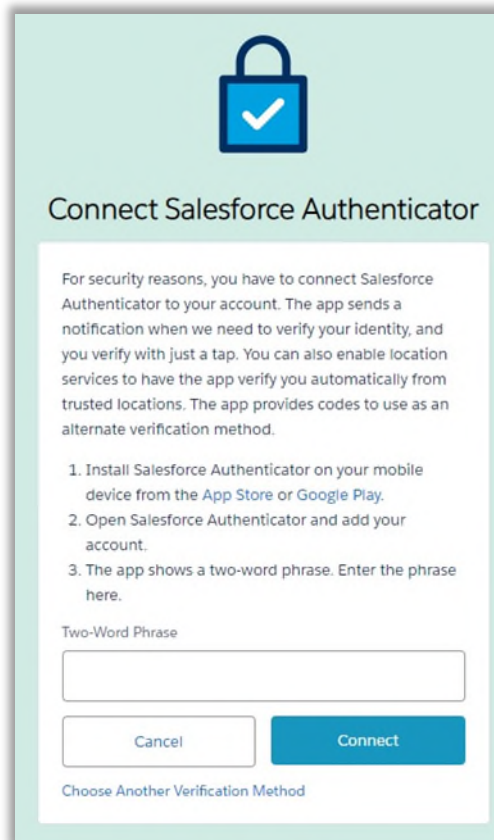
4. Go to the HIP community portal login page at https://hud.my.site.com/hip and type in your username and password.
5. Once you log in, you will be presented with a page to start the process of setting up MFA. You can either use the Salesforce Authenticator app or can choose the option to use another authenticator app. Select the option you desire to use and click on the Continue button. You will be provided the steps to set up the authenticator app you chose to use.
   ➢ **Note:** HUD does not specify which option should be chosen and leaves the decision up to the individual user.
   ➢ If you select the Salesforce Authenticator option and then change your mind, you can click on the "Choose Another Verification Method" link at the bottom of the "Connect Salesforce Authenticator" page below the Cancel and Connect buttons.
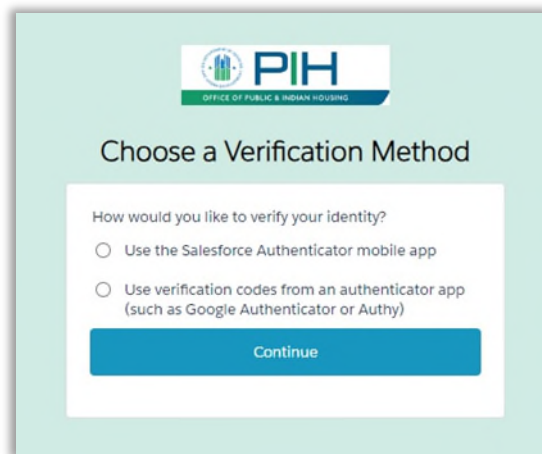
Salesforce Authenticator App Setup

1. Install the Salesforce Authenticator app on your phone.
2. Once you are to the option to connect a Salesforce account, it will show you a two-word phrase. Enter this two-word phrase in the box on the page and click on the Connect button. Continue to step 3 below.
   ➢ You will receive an email with the subject line "A new verification method was added to your Housing Information Portal (HIP) account" after you set up MFA.

Alternate Authenticator App Setup

1. Select the "Use verification codes from an authenticator app" option and click on the Continue button. You will be provided with the steps to set up the authenticator app of your choice.
   - ➢ If you select the Salesforce Authenticator option and then change your mind, you can click on the "Choose Another Verification Method" link at the bottom of the "Connect Salesforce Authenticator" page below the Cancel and Connect buttons. See the Salesforce Authenticator App instructions.

2. On the Connect an Authenticator App page, follow the instructions on the page by opening the authenticator app of your choice. Depending on the app, you may need to setup an option that is titled something like "one-time password". You will need to use your phone's camera to scan the QR code on the page to connect your user account to your authenticator app. Once you have done this and finished the setup in your app, you will be presented with a code you will need to enter in the Verification Code box on the page and click on the Connect button. Continue to step 3 below.

    ➢ You will receive an email with the subject line "A new verification method was added to your Housing Information Portal (HIP) account" after you set up MFA.

3. Once you have set up that method and successfully entered the verification code, you will be taken to the Rules of Behavior page. You will need to use MFA each time you want to log in to the system.

Document Update Information

The information below will provide users with details of 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 Changed
• Updates to the "Requests for New Access, Reactivation, or Deactivation" section, including clarifications of wording and clarifications to the requirement that the executive director (ED) submit all access requests. • Added section for Multi-Factor Authentication (MFA).	02/27/2025
• Updated step 3 of the instructions for submitting access requests to clarify that the "list of dates" is a list of multiple dates.	10/24/2024
• Added additional information about user account deactivation. • Clarified the information about who can submit access requests.	10/10/2024
• Updated title of the document. • Updated Overview text. • Added additional clarification about contractor access requests.	07/17/2024
• Moved the Technical Assistance and default web browser information to separate documents.	06/05/2024
• General formatting updates. • Additional information about accessing the system after account reactivation.	05/09/2024
• Updated the language about the HUD Rules of Behavior (HUD RoB) and Privacy Act Statement.	04/01/2024
• Updated information on documenting REAC TAC representative that is spoken to in the Technical Assistance section.	02/06/2024
• Updated the email address that access requests go to.	10/16/2023
• Updated information about the user access request file in the Preparing and Submitting an Access Request section.	06/30/2023
• Added information about situations where users may need access to more than one PHA.	05/02/2023
• Further clarified information about the maximum number of users due to number of requests asking for maximum number of users.	04/26/2023
• 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
• Updated the name of the document on the title page and other 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 Changed
• Updated the link (URL) for the login page in the Important Information about the First Login section of the document. If an existing user has bookmarked the login page link, they should update their bookmark at this time.	02/13/2023
• Updated the number of maximum users allowed in the Requesting Access to the System or Removing Users section	10/19/2022
• Updated the link (URL) for the login page and added information about storing of a user's password in their web browser in the Important Information about the First Login section of the document.	07/12/2022
• Updated the Requesting Access to the System or Removing Users section to clarify the number of users.	03/23/2022
• Updated the email address and other details associated with how to request access.	01/11/2022
• Added additional details to the Technical Assistance section for what to include when emailing the REAC TAC.	12/13/2021
• 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
• 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.	11/10/2021
• Updated the link (URL) for the login page in the Important Information about the First Login section of the document.	09/03/2021
• Added the appendix to assist users with determining what their default web browser is. • Clarifications to wording in various locations within the document to assist with understanding.	08/12/2021