



Updated  
May 2024

# Field Office App User Guide

## HUD NSPIRE



# HUD NSPIRE Field Office App User Guide

The Field Office App allows HUD Field Office users to access inspection information and review Property POCs' mitigation efforts for deficiencies.

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# Version Management

Version	Date	Notes
1.2	May 31, 2024	Formatting changes
1.1	December 4, 2023	Added TAC information; reviewed for accuracy
1.0	August 23, 2023	Updates to text, screenshots, links, table of contents

**Disclaimer:** Due to ongoing development, the text and screenshots shown in the live applications may differ slightly from the text and screenshots that appear in this document.

# REAC TAC Contact Information

Please contact the REAC Technical Assistance Center (TAC) if you need assistance with the Field Office App.

## REAC TAC Contact Information



**Phone:** 1 (888)-245-4860



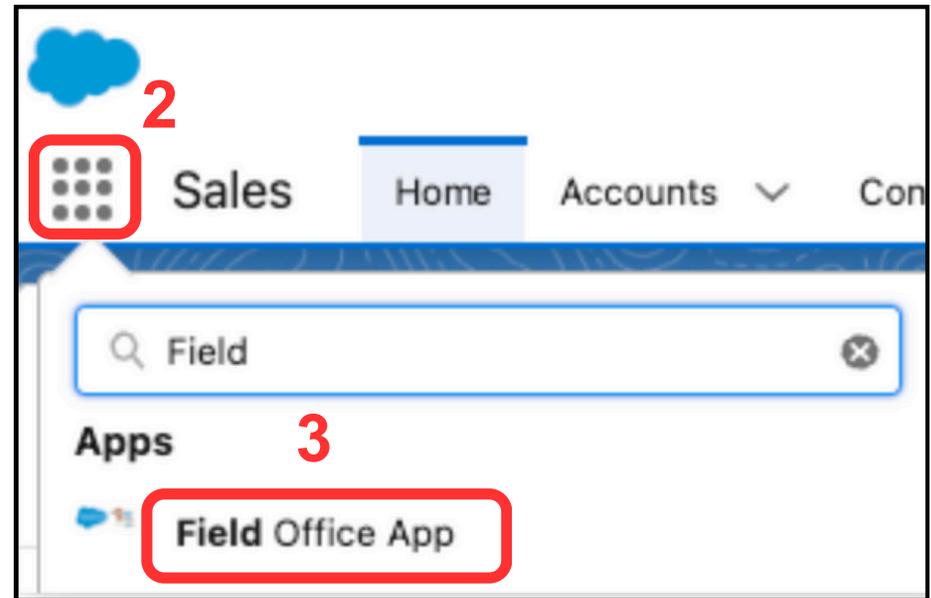
**Email:** REAC\_TAC@hud.gov

# Access the Field Office App

1 | Log in to **NSPIRE**  
([hud.my.salesforce.com](https://hud.my.salesforce.com)).

2 | Click the **app launcher** (waffle menu) in the left corner of the screen.

3 | Search for and select **Field Office App**.





# Locate Inspections



## Locate an Inspection

1 | Click the **Inspections** tab in the navigation bar.

2 | Click the **caret** next to **Recently Viewed** to see all list view options.

The screenshot shows the NSPIRE Field Office App interface. At the top, there is a search bar and a navigation bar with tabs for 'Field Office App', 'Inspections', and 'Deficiencies'. The 'Inspections' tab is highlighted with a red box and a red number '1'. Below the navigation bar, there is a section for 'Inspections' with a dropdown menu for 'Recently Viewed' highlighted with a red box and a red number '2'. Below this, there is a table with 3 items, updated a few seconds ago. The table has columns for Inspection Name, Property ID, Inspection Date, Inspection Stage, and Inspection Vendor.

	Inspection Name	Property ID	Inspection Date	Inspection Stage	Inspection Vendor
1	<a href="#">INSP-01054</a>	<a href="#">AL001000046</a>	8/8/2023	Review Complete	<a href="#">Sunshine Inspectors - Tes</a>
2	<a href="#">INSP-00981</a>	<a href="#">800056810</a>	7/20/2023	Review Complete	<a href="#">REAC QA Internal</a>
3	<a href="#">INSP-00698</a>	<a href="#">NC010000012</a>	5/11/2023	Review Complete	<a href="#">REAC QA Internal</a>

3 | Select the **My Inspections - Field Office Primary** list view.

This list view shows only those Inspections that are assigned to you for review.

The screenshot shows the NSPIRE Field Office App interface. At the top, there is a search bar and navigation icons. Below the navigation bar, the 'Inspections' section is active, showing a dropdown menu for 'Recently Viewed'. The menu lists several options, with 'My Inspections - Field Office Primary' highlighted and circled in red. A red number '3' is placed next to this option. To the right, a table displays inspection data with columns for Stage, Inspection Vendor, and Program.

Stage	Inspection Vendor	Program
Complete	Sunshine Inspectors - Test	Public Housing
Complete	REAC QA Internal	Multifamily
Complete	REAC QA Internal	Public Housing

4 | Click an **Inspection Name** to access the inspection record.

NSPIRE  
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
My Inspections - Field Office Primary

8 items • Sorted by Inspection Name • Filtered by All inspections - HUD Field Office Primary Logged In • Updated a minute ago

	Inspecti... ↑	Property ID	Assigned Inspector	Inspecti... ↓	Local Sche... ↓	Inspection Stage
1	<a href="#">INSP-00698</a>	<a href="#">NC010000012</a>	<a href="#">UAT Inspector 1</a>	<a href="#">5/11/2023</a>		Review Complete
2	<a href="#">INSP-00723</a>	<a href="#">800015141</a>		<a href="#">5/22/2023</a>		PI Completed
3	<a href="#">INSP-00818</a>	<a href="#">800015141</a>				Ordered
4	<a href="#">INSP-00825</a>	<a href="#">NC010000012</a>				Ordered
5	<a href="#">INSP-00981</a>	<a href="#">800056810</a>	<a href="#">Amber QA Inspector</a>	<a href="#">7/20/2023</a>		Review Complete
6	<a href="#">INSP-00994</a>	<a href="#">800015141</a>	<a href="#">UAT Inspector 2</a>			Review Complete
7	<a href="#">INSP-01054</a>	<a href="#">AL001000046</a>	<a href="#">Sunny Days</a>	<a href="#">8/8/2023</a>		Review Complete
8	<a href="#">INSP-01085</a>	<a href="#">FL009000056</a>	<a href="#">Sunny Days</a>	<a href="#">8/21/2023</a>	<a href="#">10:30:00 AM</a>	Review Complete

## Navigate the Inspection Record

Inspection  
**INSP-01085**

**Generate reports for an overview of recorded deficiencies**

✓ ✓ ✓ ✓ ✓ ✓ ✓

### Details

Information

Property ID	FL009000056	Inspection Date	8/21/2023
Ready for HUD Review	Yes	Local Scheduled Time	10:30:00 AM
		Inspection Status	Completed
		Inspection Stage	Review Complete
		Inspection Vendor	Sunshine Inspectors - Test
		Assigned Inspector	Sunny Days

Preliminary Scoring Information

Preliminary Calculated Score	86	Preliminary Inspection Score	Pass/Fail
Preliminary Inspection Score	86	Preliminary Non-Scored Symbols	**
Preliminary Property Threshold	14	Preliminary Property Letter Grade	B
Preliminary Units Threshold	13	Preliminary Units Threshold	Pass/Fail
Preliminary Projected	85		

**Review inspection and scoring data**

NSPIRE Inspection Report

Generate Inspection Report

Health and Safety Report

Generate Report

Notes & Attachments (0)

Upload Files

Or drop

Deficiencies (10+)

QR-54524

Deficiency ... A permanently installed light fixture...  
Corrective ... 30 days  
NSPIRE Hea... Moderate

QR-54527

Deficiency ... Step or stair is not functionally ade...  
Corrective ... 30 days  
NSPIRE Hea... Moderate

QR-54574

Deficiency ... The inspection date is on or betwe...  
Corrective ... 30 days

**View all deficiencies**



# Review Mitigation Evidence



## Locate a Deficiency

1 | Click the **Deficiencies** tab.

2 | Click the **caret** in the list view to select a different list view (optional).

The screenshot shows the 'Field Office App' interface. At the top, there are navigation tabs: 'Inspections', 'Deficiencies', and 'Orders'. The 'Deficiencies' tab is highlighted with a red box and a red number '1'. Below the navigation, there is a search bar and a filter dropdown set to 'All'. The main content area displays a list of 50+ items, sorted by 'Created Date'. The list has columns for 'Deficiency ID', 'Property ID', 'Property Name', 'Building Address', 'Deficiency Location', 'Location', 'Room/Location', and 'Status'. The first few rows of the list are visible, showing various deficiency records.

	<input type="checkbox"/> Deficienc... ▾	Property ID ▾	Property Name ▾	Building Addr... ▾	Deficiency Lo... ▾	Locat... ▾	Room/Location ▾	Status ▾
1	<input type="checkbox"/> QR-1115223	ZZ000000350	HUD REAC Tes...	1 -	1	Unit	Bathroom 1	Acknowledged/...
2	<input type="checkbox"/> QR-1115190	ZZ000000350	HUD REAC Tes...	HUD REAC Tes...	HUD REAC Tes...	Inside	Laundry Room	Acknowledged/...
3	<input type="checkbox"/> QR-1115154	ZZ000000374	HUD REAC Tes...	1 -	1	Unit	Bathroom 1	Acknowledged/...
4	<input type="checkbox"/> QR-1115121	ZZ000000374	HUD REAC Tes...	HUD REAC Tes...	HUD REAC Tes...	Inside	Laundry Room	Acknowledged/...
5	<input type="checkbox"/> QR-1115085	ZZ000000374	HUD REAC Tes...		HUD REAC Tes...	Outsi...	Building Site W	Acknowledged/...
6	<input type="checkbox"/> QR-1115031	TAK8055655	Lake Elsinore L...	Unit 250 -	Unit 250	Unit	Bathroom 2	Acknowledged/...
7	<input type="checkbox"/> QR-1114997	TAK8055655	Lake Elsinore L...	E Lock #5 - 88...	E Lock #5	Inside	Other Commun...	Acknowledged/...
8	<input type="checkbox"/> QR-1114961	TAK8055655	Lake Elsinore L...		Lake Elsinore L...	Outsi...	Exterior N	Acknowledged/...

3 | Click the **Status** column to sort and locate Deficiencies with a status of “Evidence of Mitigation Submitted.”

4 | Click a **Deficiency Name** to access the Deficiency record.

Field Office App | Inspections ▾ | Deficiencies ▾ | Orders ▾

Deficiencies | All ▾ | 🔍 Search...

50+ items • Sorted by Status • Filtered by All deficiencies • Updated a few seconds ago

	<input type="checkbox"/> Deficiency... ▾	Property ID ▾	Property Name ▾	Building Addr... ▾	Deficiency Lo... ▾	Locat... ▾	Room/Location ▾	Status ↓ ▾	ExAM Ins..
20	<input type="checkbox"/> <b>QR-1106364</b>	900000002	HUD REAC Tes...		HUD REAC Tes...	Outsi...	Playground	Evidence of Mi...	INSP-1282
21	<input type="checkbox"/> QR-1106269	900000002	HUD REAC Tes...	3 -	3	Unit	Kitchen	Evidence of Mi...	INSP-1282
22	<input type="checkbox"/> QR-1096213	ZZ000000001	HUD REAC Tes...	Unit 2 -	2	Unit	Bathroom 1	Acknowledged...	INSP-12728
23	<input type="checkbox"/> QR-1096702	ZZ000000002	HUD REAC Tes...	HUD REAC Te...	HUD REAC Tes...	Inside	Laundry Room	Acknowledged...	INSP-12729
24	<input type="checkbox"/> QR-1096705	ZZ000000002	HUD REAC Tes...	HUD REAC Te...	HUD REAC Tes...	Inside	Mechanical Ro...	Acknowledged...	INSP-12729
25	<input type="checkbox"/> QR-1096843	ZZ000000377	HUD REAC Tes...		HUD REAC Tes...	Outsi...	Exterior S	Acknowledged...	INSP-1274
26	<input type="checkbox"/> QR-1096846	ZZ000000377	HUD REAC Tes...		HUD REAC Tes...	Outsi...	Playground	Acknowledged...	INSP-1274

## Navigate the Deficiency Record

**Review and approve/reject the mitigation**

**Deficiency QR-1106364** + Follow REAC Review Approve Mitigation

ExAM Inspection [INSP-12821](#) | H&S Determination (LT-24hr / Std 30 Day) Moderate 30 days | NSPIRE Health & Safety Moderate | Property ID [900000002](#) | Property Name HUD REAC Test Development 2

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**Details**

**Deficiency Information**

NSPIRE Health & Safety	Moderate	Status	Evidence of Mitigation Submitted
Deficiency Name	QR-1106364	Corrective Timeframe	30 days
Deficiency Details	Fence component is missing.	Deficiency Comments	Fence components missing
		Score Deduction	

**Deficiency Location Information**

Property ID	<a href="#">900000002</a>	Building Name	
Property Name	HUD REAC Test Development 2	Building Address	
Deficiency Location Name	<a href="#">HUD REAC Test Development 2</a>	Location (Unit/Inside/Outside)	Outside
Deficiency Location Address		Unit Door Number	
Room/Location	Playground	Unit Floor Number	

**Notes & Attachments (1)**

[View All](#)

**Chatter**

Post  Share

16m ago

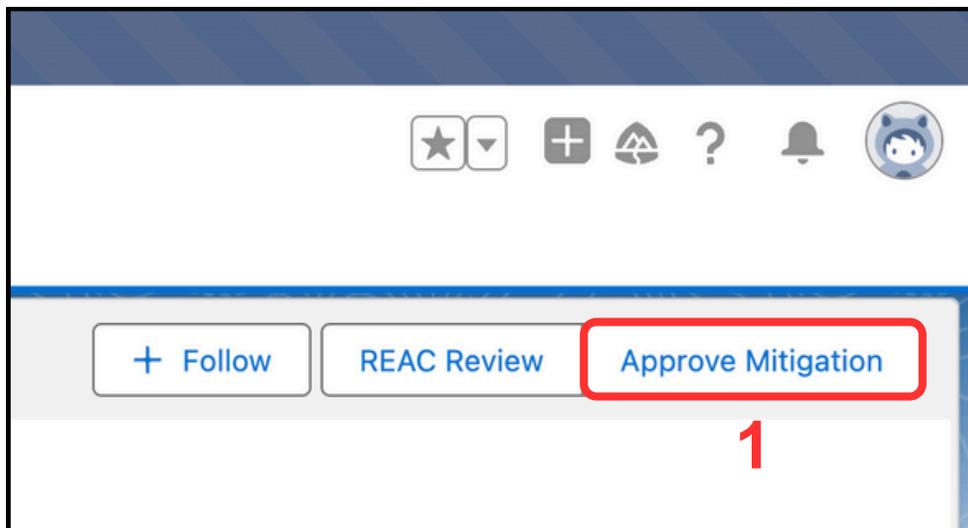
Status  
Acknowledged/Unmitigated to Evidence of Mitigation Submitted

**View deficiency images and mitigation evidence**

**View mitigation details and timestamps**

# Approve/Reject Mitigation Evidence

1 | Click **Approve Mitigation** after reviewing all submitted evidence.



## 2 | Provide a **Mitigation Reviewer Comment**.

### Approve Mitigation

Mitigation Reviewer Comment **2**

Property has provided evidence that the fence will be repaired within 30 days.

Status

Evidence of Mitigation Submitted

Cancel Save

3 | Select a **Status** from the dropdown picklist list.

### Approve Mitigation

Mitigation Reviewer Comment

Property has provided evidence that the fence will be repaired within 30 days.

Status

Mitigation Approved

- None--
- Acknowledged/Unmitigated
- ✓ Evidence of Mitigation Submitted
- Mitigation Approved
- Mitigation Rejected
- Further Information Needed

**Selectable options for "Status"**

4 | Click **Save**.

### Approve Mitigation

Mitigation Reviewer Comment

Property has provided evidence that the fence will be repaired within 30 days.

Status

Mitigation Approved

4

Cancel Save

The Mitigation Reviewer Comment can be viewed in the **Mitigation** section of the deficiency record. The updated Status appears under **Deficiency Information**.

**Details**

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▼ Deficiency Information

<p>NSPIRE Health &amp; Safety Moderate</p> <hr/> <p>Deficiency Name QR-1106364 </p> <hr/> <p>Deficiency Details Fence component is missing.</p>	<p>Status <b>Mitigation Approved</b></p> <hr/> <p>Corrective Timeframe 30 days</p> <hr/> <p>Deficiency Comments Fence components missing</p> <hr/> <p>Score Deduction</p>
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▼ Mitigation

<p>Date/Time Mitigated 5/21/2024 3:29 PM</p> <hr/> <p>Date/Time Mitigation Submitted 5/21/2024 3:29 PM</p> <hr/> <p>Deficiency Mitigation Reported By  <a href="#">Amber Test POC</a></p> <hr/> <p>Mitigation Details The fence is scheduled to be repaired next Tuesday.</p>	<p>Date/Time Mitigation Reviewed 5/21/2024 3:56 PM</p> <hr/> <p>Deficiency Reviewed By  <a href="#">Amber Internal User</a></p> <hr/> <p>Mitigation Reviewer Comment <b>Property has provided evidence that the fence will be repaired within 30 days.</b></p>
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# Appendix



## Buttons Shown on Deficiency Record

The button shown on the Deficiency record varies depending on the Deficiency status and the user's profile and permission sets.

Users will see the **Approve Mitigation** button when:

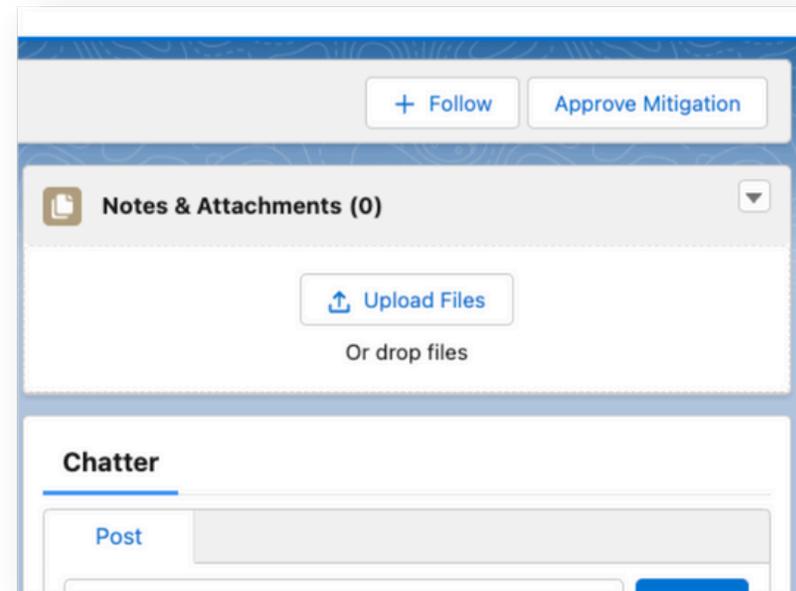
- The user has the **NS\_Field\_Officer\_User** permission set

*or*

- The user is a **SysAdmin**

*and*

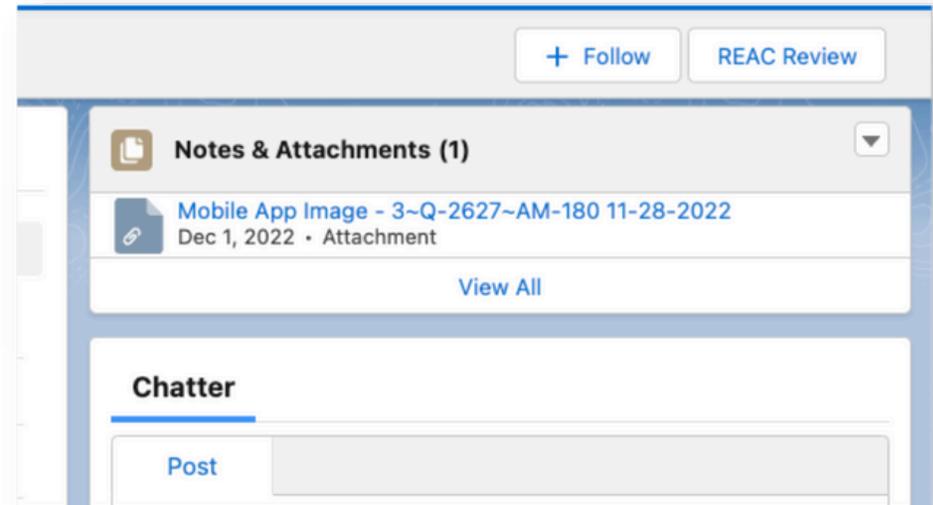
- The deficiency status is set to **Evidence of Mitigation Submitted**



Status	Evidence of Mitigation Submitted
Corrective Timeframe	N/A
Deficiency Comments	

Users will see the **REAC Review** button when:

- The user has the **NS\_Quality Control** permission set
- or*
- The user is a **SysAdmin**



# Do you need further assistance with the NSPIRE Field Office App?

**Please Contact REAC TAC:**

## **REAC TAC Contact Information**



**Phone: 1 (888)-245-4860**



**Email: REAC\_TAC@hud.gov**