



NSPIRE Demonstration Case Management System
Guide for HUD Field Office Users
Version 3.0
Updated 09/28/2022

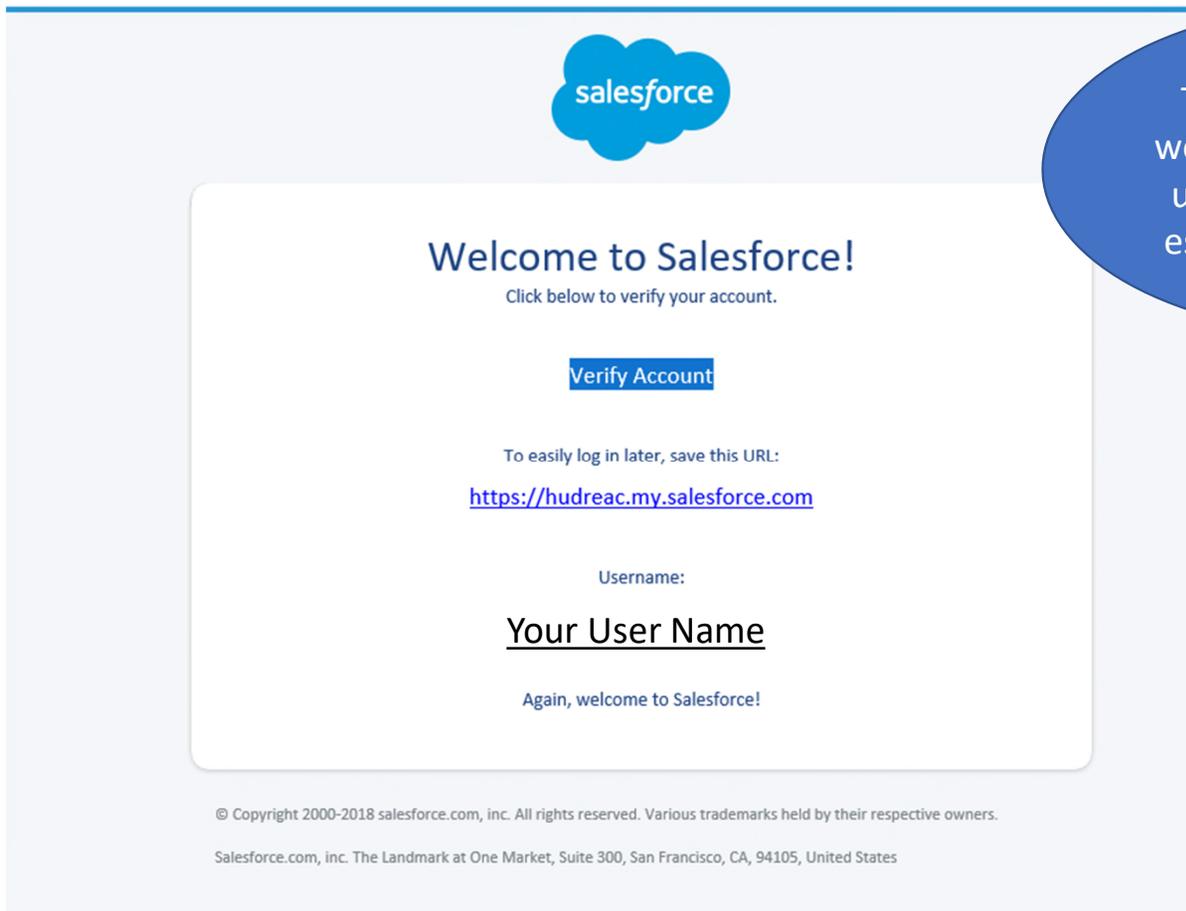


Change History

Version	Date	Changes
Version 2.2	2/9/2022	Baseline
Version 3.0	9/28/2022	<ul style="list-style-type: none">- Slide for changing view when first logging in (slide 6)- Updated Help Desk contact information (slide 19)

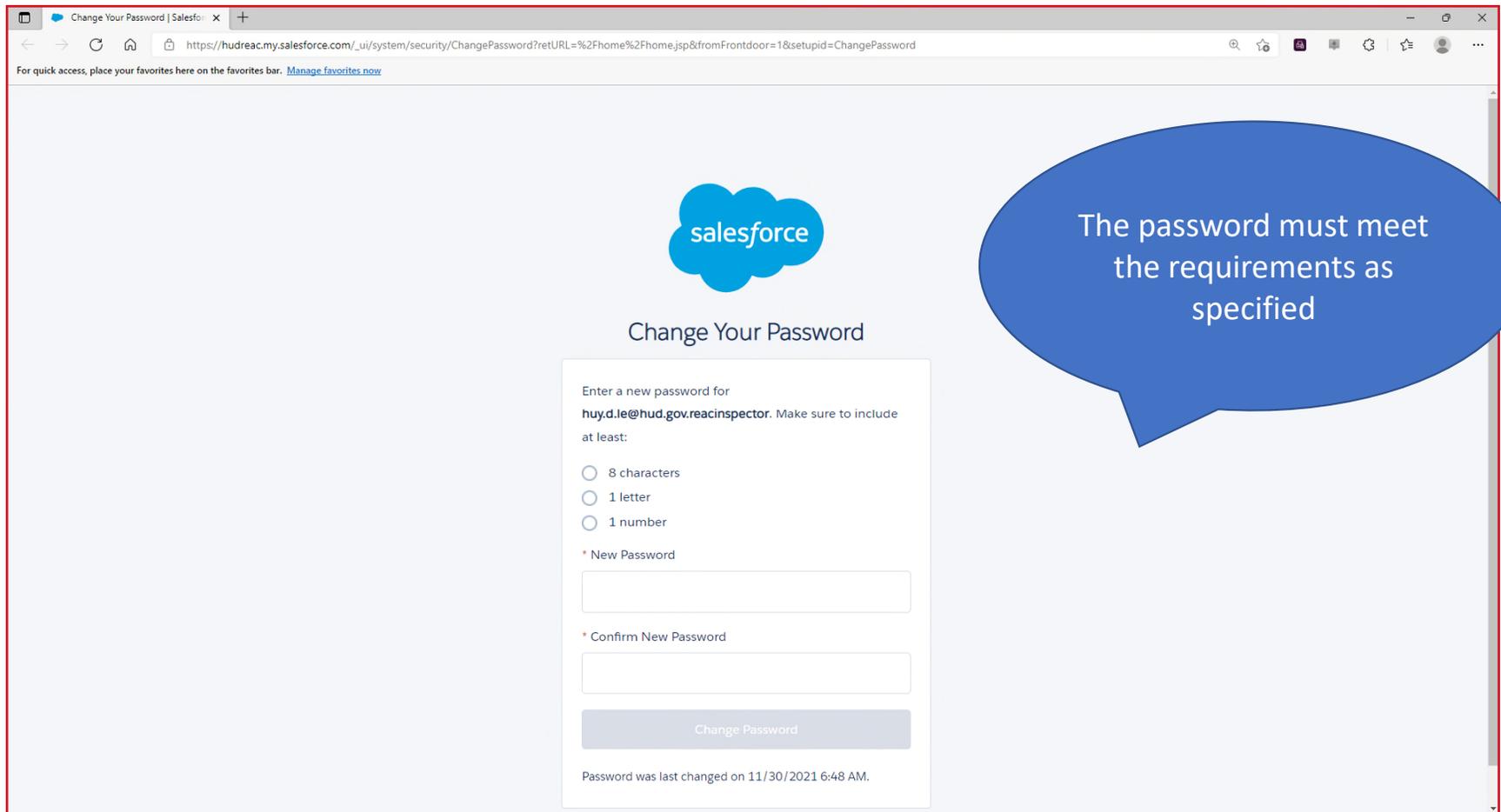


Welcome Email



The user will receive a welcome email with their user name and steps to establish their password

Creating your password



Change Your Password | Salesforce

https://hudrec.my.salesforce.com/_ui/system/security/ChangePassword?retURL=%2Fhome%2Fhome.jsp&fromFrontdoor=1&setupid=ChangePassword

For quick access, place your favorites here on the favorites bar. [Manage favorites now](#)



Change Your Password

Enter a new password for **huy.d.le@hud.gov.reacinspector**. Make sure to include at least:

- 8 characters
- 1 letter
- 1 number

* New Password

* Confirm New Password

Password was last changed on 11/30/2021 6:48 AM.

The password must meet the requirements as specified



Logging In - <https://hudreac.my.salesforce.com>

10:00 A.M. ET

of Dreamforce NYC

spotlights, and inspiration on

salesforce

Username 2 Saved Usernames

Password

Log In

Remember me

[Forgot Your Password?](#)

Log in using your user name and newly created password

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5:59 AM 12/6/2021



First time logging in

Select this tab to see your inspections

Change your view to "All" or "My Inspections – Account Executive"

Field Office App NSPIRE Inspections NSPIRE Delinquencies

Printable View

Search this list...

Inspection ID ↑	Inspection End Date Time	Inspection Status
1 INSP-00299	11/3/2021 5:00 PM	Partially Completed
2 INSP-00301	11/8/2021 11:15 AM	Partially Completed



Inspections List

Select this tab to see your inspections

Select an inspection to see the inspection details

Inspection ID ↑	Created Date	Property	Inspection End Date Time	Inspection Status	
1	INSP-00299	11/3/2021 12:57 PM	PROPERTY 1 - MBA PROP OWNER 2	11/3/2021 5:00 PM	Partially Completed
2	INSP-00301	11/8/2021 7:41 AM	JEFFERSON CENTRAL	11/8/2021 11:15 AM	Partially Completed



Inspection Detail

test do not use | Salesforce x INSP-00299 | Salesforce x +

hudreac--uat.lightning.force.com/lightning/r/ExAM_Inspection__Inspection_c/a353500000GnxNAAS/view

WebMail Bureau of... webTA | Log In Salesforce Salesforce - UAT DCG - Home CSAM InCompass HRConnect - Home... Hot Links.xlsx IAS Log in - JIRA NSPIRE - Home

Logged in as MBA Field Office MF (chris.kilburne@mbaoutcome.com.hduatfieldofficemf) | Sandh...

NSPIRE Search...

Field Office App NSPIRE Inspections NSPIRE Deficiencies

NSPIRE Inspection **INSP-00299** + Follow

Details

Inspection ID	INSP-00299	Owner	Chris Kilburne
Property	PROPERTY 1 - MBA PROP OWNER 2	Inspector	
Inspection Unsuccessful Reason	N/A	Number of Sample Buildings	1
Occupancy Percentage		Number of Sample Units	2
Inspector Time Zone		Number of Sample Alternate Units	0
Inspection Start	<input type="checkbox"/>	Total Number of Units	
H&S Report Complete & Provided to Escrow	<input type="checkbox"/>	Min Number of Units Required to Inspect	

ExAM Deficiencies (3+)

- QR-4273242**
Deficiency Type: Outside -> Chimney -> A visually accessi...
NSPIRE Health... Life-Threatening
Corrective Tim... 24 hours
- QR-4273248**
Deficiency Type: Outside -> Door - General -> An exterior...
NSPIRE Health... Standard
Corrective Tim... 30 days
- QR-4273261**
Deficiency Type: Outside -> Floor Drain -> Drain is fully bl...
NSPIRE Health... Standard
Corrective Tim... 30 days

[View All](#)

This widget lists all the deficiencies associated with this inspection. Select a deficiency to see the details



Deficiency Detail

Home | Salesforce | QR-4355650 | Salesforce | Inbox (723) - huy.d.le@gmail.com | Welcome to NSPIRE Community

Logged in as MBA Field Office MF (chris.kilburne@mbaoutcome.com.hudprodfof) | Log out as MBA Field Office MF

Field Office App | NSPIRE Inspections | NSPIRE Deficiencies

NSPIRE Deficiency QR-4355650

+ Follow | Approve Mitigation

Details

Deficiency Information

NSPIRE Health & Safety	Standard	Status	Evidence of Mitigation Submitted
Deficiency ID	QR-4355650	Corrective Timeframe	30 days
Question Label	Unit -> Call-For-Aid System -> System is blocked -> Call-for-aid system is blocked.		

Mitigation

Date/Time Mitigated	11/30/2021 3:39 PM	Date/Time Mitigation Reviewed	
Date/Time Mitigation Submitted	11/30/2021 3:41 PM	Deficiency Reviewed By	
Deficiency Mitigation Reported By	Greg Jackson	Mitigation Reviewer Comment	
Mitigation Details	Fixed and tested the outlet. Everything is working.		

REAC Review Information

Notes & Attachments (2)

- outlet Nov 30, 2021 • 15KB • jpg
- Mobile App Image - Q-85790~AM-338896 11-30-2021 Nov 30, 2021 • Attachment

View All

11/30/2021



Approve Mitigation

Home | Salesforce x Approve Mitigation | Salesforce x Inbox (723) - huy.d.le@gmail.com x Welcome to NSPIRE Community x +

hudreac.lightning.force.com/lightning/action/quick/ExAM_Inspection_Deficiency_c.Resolve_Deficiency?objectApiName=ExAM_Inspection_Deficiency_c&context=RECORD_DETAIL&recordl...

WebMail Bureau of... webTA | Log In Salesforce Salesforce - UAT DCG - Home CSAM InCompass HRConnect - Home... Hot Links.xlsx IAS Log in - JIRA NSPIRE - Home Reading list

Logged in as MBA Field Office MF (chris.kilburne@mbaoutcome.com.hudprodfofm) Log out as MBA Field Office MF

NSPIRE

Field Office

NSPIRE Deficiency QR-4355

+ Follow Approve Mitigation

Details

Deficiency Information

NSPIRE Health & Safety Status

Deficiency ID QR-4355650

Question Label Unit -> Call-For->

Mitigation

Date/Time Mitigated 11/30/2021 3:39

Date/Time Mitigation Submitted 11/30/2021 3:41 PM

Deficiency Mitigation Reported By Greg Jackson

Mitigation Details Fixed and tested the outlet. Everything is working.

REAC Review Information

Reviewer Finding(s)

Approve Mitigation

Mitigation Reviewer Comment

Mitigation addressed the issue.

Status

Mitigation Approved

Cancel Save

Be sure to provide a comment and update the status

Hit "Save" when done



Deficiency Detail

Home | Salesforce | QR-4355650 | Salesforce | Inbox (723) - huy.d.le@gmail.com | Welcome to NSPIRE Community

hudrec.lightning.force.com/lightning/r/ExAM_Inspection_Deficiency__c/a2ot0000006UIJbAAO/view

WebMail Bureau of... | webTA | Log In | Salesforce | Salesforce - UAT | DCG - Home | CSAM | InCompass | HRConnect - Home... | Hot Links.xlsx | IAS | Log in - JIRA | NSPIRE - Home | Reading list

Logged in as MBA Field Office MF (chris.kilburne@mbaoutcome.com.hudprodfof) | Log out as MBA Field Office MF

NSPIRE

Field Office App | NSPIRE Inspections | NSPIRE Deficiencies

NSPIRE Deficiency QR-4355650

+ Follow | Approve Mitigation

Details

Deficiency Information

NSPIRE Health & Safety	Standard	Status	Mitigation Approved
Deficiency ID	QR-4355650	Corrective Timeframe	30 days
Question Label	Unit -> Call-For-Aid System -> System is blocked -> Call-for-aid system is blocked.		

Mitigation

Date/Time Mitigated	11/30/2021 3:39 PM	Date/Time Mitigation Reviewed	11/30/2021 4:13 PM
Date/Time Mitigation Submitted	11/30/2021 3:41 PM	Deficiency Reviewed By	Greg Jackson
Deficiency Mitigation Reported By	Greg Jackson	Mitigation Reviewer Comment	Mitigation addressed the issue.
Mitigation Details	Fixed and tested the outlet. Everything is working.		

REAC Review Information

Notes & Attachments (2)

- outlet
Nov 30, 2021 • 15KB • jpg
- Mobile App Image - Q-85790-AM-338896 11-30-2021
Nov 30, 2021 • Attachment

View All

The "Status" field is updated

Your comments are added here



Next Steps

- Follow up with the properties if you are rejecting or require more information about the mitigations submitted.
- Reach out to REAC (NSPIREDemo_Inspection@hud.gov) with feedback on how we can improve the tool.



Important Information

- NSPIRE inspections are not the inspection of record.
 - Does NOT require updates in iREMS

UPCS Deficiency Type	NSPIRE Deficiency Type	Corrective Timeframe	Reporting Time
Exigent Health and Safety (EH&S)	Severe H&S	24 hours	72 hours
Health and Safety	Standard H&S	30 days	35 days
--	N/A	Not specified at this time	Not specified at this time



Cloning a View to Personalized Your Data

1. Selected "NSPIRE Deficiencies"
2. Select the Gear icon
3. Select "Clone"

NSPIRE Deficiencies
My Deficiencies - Account Executive

3 items • Sorted by Status • Filtered by All nspire deficiencies - Account Executive Logged In • Updated a few seconds ago

	Deficiency ID	Property	Building	Building...	Deficiency Lo...	Deficien...
1	QR-4355734	MF TEST PROPER...	MF TEST BUILDING 1		MF TEST UNIT 1	
2	QR-4355650	MF TEST PROPER...	MF TEST BUILDING 1		MF TEST UNIT 1	
3	QR-4355658	MF TEST PROPER...	MF TEST BUILDING 1		MF TEST UNIT 1	

LIST VIEW CONTROLS

- New
- Clone
- Rename
- Sharing Settings
- Show List Filters
- Select Fields to Display
- Delete
- Reset Column Widths

Printable View

Search this list...

10:31 PM 1/17/2022



Cloning a View to Personalized Your Data Cont...

1. Give your vie a name
2. Select "Only I can see..."
3. Select "Save"

Clone List View

* List Name
Copy of My Deficiencies - Account Executive

Who sees this list view?

Only I can see this list view
 All users can see this list view
 Share list view with groups of users

Cancel Save



Cloning a View to Personalized Your Data Cont...

Copy of My Deficiencies - AE | N...

hudreac.lightning.force.com/lightning/o/ExAM_Inspection_Deficiency_c/list?filterName=00P...

WebMail Bureau of... webTA | Log In Salesforce Salesforce - UAT DCG - Home CS...

Logged in as MBA Field Office MF...

NSPIRE

Field Office App NSPIRE Inspections NSPIRE Deficien...

NSPIRE Deficiencies
Copy of My Deficiencies - AE

3 items • Sorted by Status • Filtered by All nspire deficiencies - Account Executive Logged In • Updated a few seconds ago

Search this list...

	Deficiency ID	Property	Building	Building...	Deficiency Lo...	Deficien...
1	QR-4355734	MF TEST PROPER...	MF TEST BUILDING 1		MF TEST UNIT 1	
2	QR-4355650	MF TEST PROPER...	MF TEST BUILDING 1		MF TEST UNIT 1	
3	QR-4355658	MF TEST PROPER...	MF TEST BUILDING 1		MF TEST UNIT 1	

LIST VIEW CONTROLS

- New
- Clone
- Rename
- Sharing Settings
- Edit List Filters
- Select Fields to Display
- Delete
- Reset Column Widths

Printable View

Search this list...

LIST VIEW CONTROLS

status ↑

Known/Unmitigated

ence of Mitigation Submitted

ence of Mitigation Submitted

List View Controls

1. Select your newly created view
2. Select the Gear icon
3. Select "Select Fields to Display"



Cloning a View to Personalized Your Data Cont...

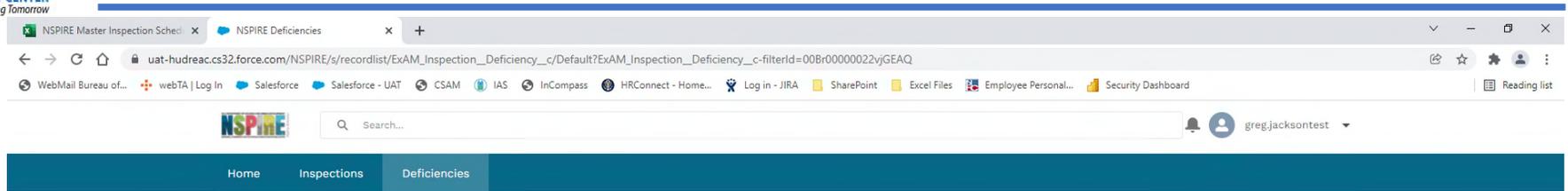
Useful Data Fields

- Deficiency ID
- Deficiency Details
- Deficiency Location
- Deficiency Location Address
- Room/Location
- Deficiency Comments
- Building Address
- Property
- Corrective Timeframe
- Status

1. Add or Remove the fields using the left or right arrows
2. Order the fields by using the Up or Down arrows
3. Hit "Save"



Filtering data on your clone view



NSPIRE Deficiencies
Gjackson View 1

0 Items • Sorted by Deficiency ID • Filtered by All nspire deficiencies - Property • Updated 3 minutes ago

Search this list...

Deficiency ID ↑	Property	Created Date	DEL EXAM Inspection
No items to display.			

Field: Property

Operator: contains

Value:

Done

Filter by Owner: All nspire deficiencies

Matching all of these filters

New Filter*

Add Filter Remove All

Add Filter Logic

Cancel Save

1. Select the filter icon
2. Click on the yellow box
3. Select the field
4. Select the operation
5. Select "Done"
6. Hit "Save"



Questions

Questions and inquiries:

- If you have issues accessing the NSPIRE Demonstration Case Management System or questions regarding your NSPIRE Demonstration inspection, please email the NSPIRE Information Center (NIC) at NSPIRE@hud.gov.
- Training Slides: https://www.hud.gov/program_offices/public_indian_housing/reac/nspire/toolkit