Real Estate Assessment Center - REAC
Inspection Standards & Data for Vouchers (ISDV) Division
Uniform Physical Condition Standards for Vouchers - UPCS-V
Salesforce Desktop - Quick Reference Guide for UPCS-V

QR GUIDE 01	SALESFORCE WEBSITE LOGIN	
Step	**Instruction(s):**	**Note(s):**
1	OPEN your internet browser	Chrome works best
2	TYPE in URL: **https://hudreac.force.com/inspections**	
3	ENTER **Username** in the 'Username' field and **Password** in the 'Password' field, then SELECT the dark green **Log In** button	Your username is usually your business email. Ensure the Log In button is green, if not verify are at the correct URL.

QR GUIDE 02	CREATE AN ACCOUNT	
Step	**Instruction(s):**	**Note(s):**
1	SELECT **Account**	
2	SELECT **New**	Navigate to the middle of the Page.
Enter Account Information		
3	ENTER **Account Name**	Street number and street name including Unit/Apt #
4	**Parent Account**	When the user saves the unit, then the Parent Account automaticaly populates.
5	**PHA Code**	When the user saves the unit, then the Parent Account automaticaly populates.
Enter Unit Detail		
6	ENTER **Unit City**	
7	ENTER **Unit ST**	
8	ENTER **Unit Zip**	
9	ENTER **Housing Type**	
10	ENTER **Special Housing Type**	
11	ENTER **Year Constructed**	
12	ENTER **Number of Sleeping Rooms**	
13	ENTER **Number of Bedroom(s)**	
14	ENTER **Neighborhood Census Tract**	
15	ENTER **Num of children in Family under 6**	
Answer Fundamental Requirements		
16	**One sleeping room per 2 tenants?**	
17	**Approvable disposal system?**	
18	**Served by approvable water supply?**	
10	SELECT **Save**	The Account detail screen will appear

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QR GUIDE 03	CREATE AN INSPECTION	
Step	**Instruction(s):**	**Note(s):**
1	SELECT **Inspection**	
2	SELECT **Create New Inspection**	
Enter General Inspection Information		
3	ENTER **Scheduled Inspection Date**	
4	SEARCH for the **Unit**	Select the magnifying glass and search for the unit.
5	SEARCH for the **Assigned Inspector**	Select the magnifying glass and search for the Inspector.
6	SELECT **Inspection Type**	
Enter Summary Decision of Unit		
7	SELECT **Overall Status**	The Overall Status default is Open.
8	ENTER **Overall Status Comments**	
Enter Assessment Type		
9	SEARCH for the **Assessment Template ID**	Select the magnifying glass and search for T-710.
10	SELECT **Save**	The Assignment Manager Detail screen will appear

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QR GUIDE 04	Edit Accounts	
Step	**Instruction(s):**	**Note(s):**
1	SEARCH for the **Account**	Navigate to the Search bar at the top left of the screen. If needed, Select Show More for all accounts.
2	SELECT **Edit**	You can click edit or select the Account Name to open the account detail page.
3	SELECT **Save**	The user is taken to the account detail page.

QR GUIDE 05	Edit Inspection	
Step	**Instruction(s):**	**Note(s):**
1	SEARCH for the **Inspection**	Navigate to the Search bar at the top left of the screen. If needed, Select Show More for all Inspections.
2	SELECT **Edit**	You can click edit or select the ID Name to open the Inspection detail page.
3	SELECT **Save**	The user is taken to the account detail page.

QR GUIDE 05	FIND AN INSPECTION REPORT	
Step	**Instruction(s):**	**Note(s):**
1	SELECT **Reports**	
2	SELECT **PHA Inspections**	Navigate to the left **All Folders** and select the **PHA Inspections** folder.
3	SELECT **Summary of Inspection Result**	The report is grouped by Inspector. You may use the Time Fram to filter for specific time frames.
4	SELECT the **Inspection Report Link**	

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QR GUIDE 06	ADD NEW INSPECTOR TO YOUR HOUSING AUTHORITY PARENT ACCOUNT	
Step	**Instruction(s):**	**Note(s):**
1	EMAIL **isdv@hud.gov** request to add new contact.	Provide the PHA name, employee name, employee business phone number, and employee email address of the employee to be added to your PHA account.

QR GUIDE 07	ELEVATE OR DEMOTE ASSIGNED RESOURCE (INSPECTOR/ADMIN) LEVEL OF ACCESS	
Step	**Instruction(s):**	**Note(s):**
1	EMAIL **isdv@hud.gov** a request to elevate or demote a User Role of an Assigned Resource (Inspector/Admin).	Provide the PHA name, the salesforce name (Inspector 1, Admin 2, etc.) and whether the person's User Role should be elevated or demoted.

PIH REAC Technical Assistance Center (TAC)
1-888-245-4860 (Option 3) Mention "UPCS-V" to Customer Representative