

Chapter 18: Secure Systems

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18

Secure Systems

The integrated Real Estate Management System (**iREMS**) is part of HUD's Secure Systems. The **iREMS** database contains sensitive and confidential information on HUD's portfolio and program participants. Sensitive information is accessed and transmitted through the HUD website on the Internet. Therefore, a secure environment was developed to ensure that HUD's information is protected.

To perform processing functions in **iREMS**, a user must have a valid user ID and password with the necessary roles and security access. An Internet user can access HUD's system information only after registering for a Coordinator or User ID.

This chapter provides instructions on requesting a user ID for Coordinator or User access. It also provides information on assigning roles and actions necessary to perform functions in **iREMS**.

Objectives:

By the end of this chapter, you will be able to:

- Register for a Coordinator and/or User ID
- Establish Coordinator Roles and Actions
- Provide Users with system access
- Designate system roles for all Users
- Assign specific contracts to Users

18.1 Introduction

The purpose of this chapter is to familiarize Contract Administrators (CA) with HUD's Web-based security software. To protect the integrity, availability, and confidentiality of HUD information, proper security measures were established. For example, a user ID and password are required to access HUD's secure systems. Potential users can register on-line for a user ID and a password.

Once you receive your user ID, you can access the **Secure Systems** page, which comprises Multifamily Housing's systems. The systems allow CAs to submit as well as retrieve information from HUD.

18.1.1 Type of Users

There are two types of Internet users: Coordinators and Users. The Coordinator serves as the CAs Executive Director's representative and performs the administration functions for the secure systems. The Coordinator assigns system rights and roles to each user. A Coordinator is also responsible for forwarding information received electronically from HUD to the CA Executive Director.

Although a User can enter or submit data to HUD, they cannot control access to the system. A User depends on the Coordinator for the necessary system rights to enter, view, or submit data.

Note: The system limits each CA to two coordinators. It is recommended that the CA Executive Director designate two Coordinators to ensure backup for daily system administration needs.

- **Coordinator** - Each CA must designate a Coordinator, typically an employee, to act as their representative in providing system access to Users. The Coordinator is responsible for retrieving the User's ID and establishing the User's role in the system.
- **User** - Unlike a Coordinator, registered Users cannot control system access or perform system maintenance functions. The User must be assigned to a contract and be given the proper roles to add, delete or update data. The User is dependent on the Coordinator for system access as well as updating User information (e.g., email address).

18.2 Registering for a User ID

iREMS users access HUD-sensitive information over the Internet, therefore, security registration for a user ID is required. An Internet user can access system information only after registering and receiving their user ID, then being assigned system and CA data rights.

All Coordinators and Users must submit a completed registration application to HUD to obtain a user ID. The registration requires the applicant's name, social security number, email address, desired password and mother's maiden name, as well as, the CA's name and TIN/SSN. The registration form is available online from the REAC web page.

To access the online registration application (for Coordinators and Users):

1. Enter the following URL address: www.hud.gov/reac in the *Address* field from your Internet browser (e.g., Microsoft Internet Explorer). The **Real Estate Assessment Center (REAC)** home page displays.

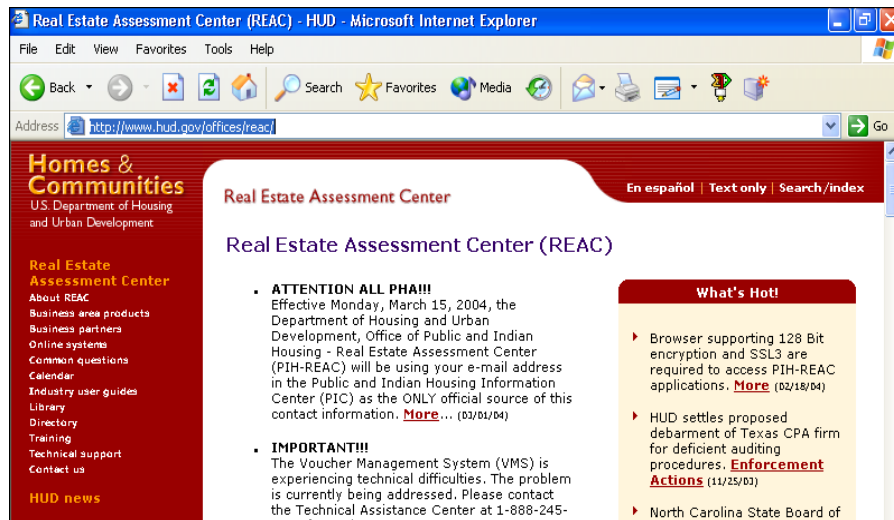


Figure 18-1. REAC Home page

Note: This page is updated on a regular basis, therefore, the appearance may vary.

- On the left side of the page, click on the Online systems link. The REAC **Online Systems** page displays.



Figure 18-2. Online Systems page

- Click on **Online Registration** (Online Registration). The **Need a User ID?** page displays.

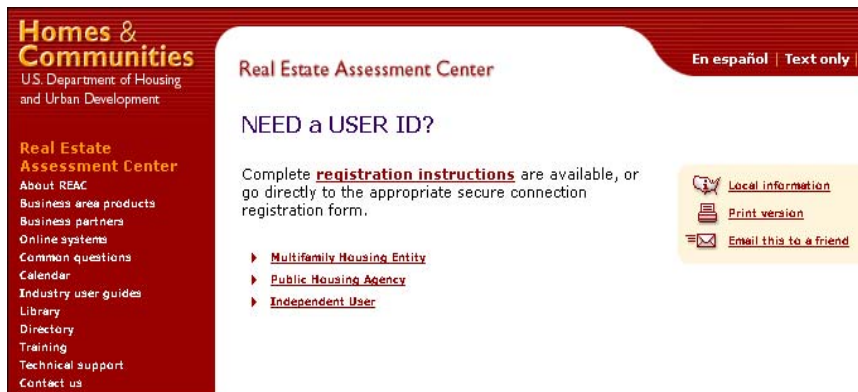


Figure 18-3. Need a User ID? page

4. Click on the Multifamily Housing Entity link. The **Multifamily - Coordinator and User Registration** form displays.

Multifamily

Coordinator and User Registration

To apply for a **System Coordinator ID**, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular **User ID**, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:
Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Figure 18-4. Registration Form

18.2.1 Coordinator Registration

The Coordinator serves as the CAs Executive Director's representative in controlling access to the system and performing other system administration functions.

To register as a Coordinator:


1. On the **Multifamily Coordinator and User Registration** page, in the *Application Type* field, click on the *Coordinator* radio button.



2. Enter the following Coordinator information:
 - *First Name*
 - *Middle Initial*, (optional)

- Last Name
- Social Security Number

First Name:	<input type="text" value="John"/>
Middle Initial:	<input type="text" value="J"/>
Last Name:	<input type="text" value="Johnson"/>
Social Security Number:	<input type="text" value="123"/> - <input type="text" value="45"/> - <input type="text" value="6789"/>

 Note: You can use the Tab key to move from one field to the next.

3. Enter the following CA information:
 - Organization/Individual Name (CA's name)
 - TIN/SSN (for CA)
 - Organization or Individual (select a radio button)


Organization/Individual Information	
<ul style="list-style-type: none">• Provide the name of the HUD-registered Organization or Individual you represent• Provide the Tax Identification Number or Social Security Number• Specify whether the HUD-registered entity you represent is an Organization or an Individual	
Organization/Individual Name:	<input type="text" value="AK Development Finance Auth."/>
TIN/SSN:	<input type="text" value="112225689"/>
Organization <input checked="" type="radio"/> Individual <input type="radio"/>	


4. . Type your email address.

E-mail Address:	<input type="text" value="JJJ@mha.org"/>
-----------------	--

5. Enter your password.


Password:	<input type="password" value="*****"/>
Re-enter Password for Verification:	<input type="password" value="*****"/>

 Note: Your password must be six characters, and can consist of letters and/or numbers.

 Note: **Important:** Your password is recorded EXACTLY as you type it, so remember how you enter any letters—uppercase or lowercase. Also, this password will be used each time you access HUD's secure system.

6. Enter your Mother's Maiden Name.

Mother's Maiden Name:

 *Note: This information is used for future verification (e.g., if you forget your password).*

7. Check to ensure that the information in each field is correct.
8. Click on the button. A confirmation page displays.

Alternative Option

To correct a single entry, double-click in the field and enter the correct information.

OR

To clear all the fields, click on , and re-enter all of the information

System Coordinator Registration

SYSTEM COORDINATOR REGISTRATION CONFIRMATION:

First Name:	JOHN
Middle Initial:	G
Last Name:	JOHNSON
Social Security Number:	224-45-6789
Organization Name:	AK DEVELOPMENT FINANCE AUTH.
Organization ID:	
E-mail Address:	JJJ@nha.org
Mothers Maiden Name:	SMITH

You are registering as a **Participant Coordinator** for the Participant ARKANSAS DEVELOPMENT FINANCE AUTHORITY -

Please confirm the following address for ARKANSAS DEVELOPMENT FINANCE AUTHORITY:

**P O Box
100 Main, Suite 200
LITTLE ROCK AR 72203-8023**

Your requested Coordinator ID or activation code number will be mailed to the above address associated with the property owner, PHA or other HUD program participant you seek to represent as a coordinator. You will need to obtain your ID/code number from the program participant's CEO or Executive Director at this address. If you do not recognize this as a current, complete or correct address associated with the HUD program participant you seek to represent, please cancel this application and have the program participant contact the appropriate HUD field office representative to obtain a clarification or correction of the address. If you do not know the HUD field office contact for this program participant, communicate your address concern to the REAC Customer Service Center, via the below e-mail click box at REAC_CSC. Please provide your name and daytime phone number.

Comments or Questions <REAC_CSC@hud.gov>

Figure 18-5. Coordinator Registration Confirmation

Note: Review all of the information for accuracy, especially the application type, business partner information, and mailing address.

*Note: The mailing address appears only for Coordinators (not Users). **Do not proceed with the application if this mailing address is inaccurate or you will not receive your user ID.** If the CA's mailing address is incorrect, contact your local HUD field offices to have the information corrected.*

9. If the information is accurate, click on to submit the application. A page displays acknowledging acceptance of the registration application for further processing.

OR

Click on , to return to the registration form.



Figure 18-6. Registration Accepted for Further Processing

Note: It is suggested that you print this page for future reference.

To receive your Coordinator ID:

Coordinator registration applications are processed nightly. The CA's information is verified and a user ID is generated. An email notification is sent to the Coordinator to confirm your successful registration.

HUD also sends a letter containing the user ID directly to the CA's Executive Director (to the address that was given on the registration page). This notification is generally sent out the next business day following registration. The CA's Executive Director should receive the letter from HUD within 2 weeks. The Executive Director approves the Coordinator as their representative by providing the Coordinator

with their user ID. The letter does not contain your password. You must remember the password you entered on the registration form.

To register as a coordinator when you already have an M ID:

If you already have an M ID and have been assigned as the new coordinator, you must call the Help Desk on 888-245-4860. The Help Desk will make the necessary changes to your ID and send you confirmation when your coordinator status has been assigned. You should not go through the new application process as this will generate a new MID.

If you have already received an M ID while employed by a Contract Administrator and have left that company to work for another company, you should not use the M ID assigned to you from the first company. In this case, you should go through the application process and generate a new M ID.

18.2.2 User Registration

A User can be an employee of the CA or a third party authorized by the CA to submit data for the CA.

To register as a User:

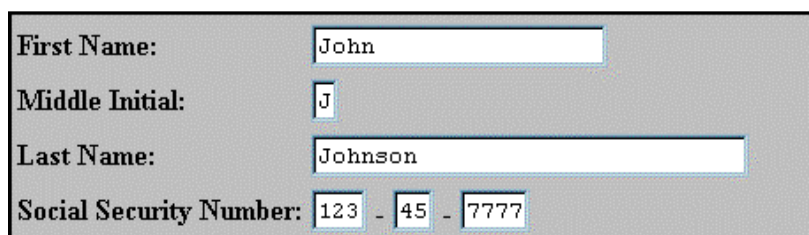
1. On the **Multifamily Coordinator and User Registration** page, in the *Application Type* field, click on the *User* radio button.




Application Type: Coordinator User

2. Enter the following User information:

- *First Name*
- *Middle Initial* (optional)
- *Last Name*
- *Social Security Number*



First Name:
Middle Initial:
Last Name:
Social Security Number: - -

 *Note: You can use the Tab key to move to the next field.*

3. Enter the following CA information:
 - *Organization/Individual Name* (CA's name)
 - *TIN/SSN* (for CA)
 - *Organization or Individual* (select a radio button)

Organization/Individual Information

- Provide the name of the HUD-registered Organization or Individual you represent
- Provide the Tax Identification Number or Social Security Number
- Specify whether the HUD-registered entity you represent is an Organization or an Individual

Organization/Individual Name:

TIN/SSN:

Organization Individual

Note: This must be the TIN for the CA of the associated Coordinator.

Note: You must provide this information to receive your user ID.

4. Type your email address in the *E-mail Address* field.

E-mail Address:

Note: It is important to provide your email address so that HUD can communicate with you.

5. Enter your password. Your password must be six characters, and can consist of letters and/or numbers.

Password:

Re-enter Password for Verification:


Note: Your password must be six characters, and can consist of letters and/or numbers.


*Note: **Important:** Your password is recorded EXACTLY as you type it, so remember how you enter any letters—uppercase or lowercase. Also, this password will be used each time you access HUD's secure system.*

6. Enter your Mother's Maiden Name. This information is used for future verification (e.g., if you forget your password).

Mother's Maiden Name:

7. Check to ensure that the information in each field is correct.

 *Note: Review all the information for accuracy, especially the application type and CA information.*


8. Click on  to submit the application information. A confirmation page displays.

Alternative Option

To correct a single entry, double-click in the field and enter the correct information.

OR

To clear all the fields, click on , and re-enter all the information.




Standard User Registration

STANDARD USER REGISTRATION CONFIRMATION:

<i>First Name:</i>	JOHN
<i>Middle Initial:</i>	G
<i>Last Name:</i>	JOHNSON
<i>Social Security Number:</i>	224-45-6789
<i>Organization Name:</i>	AK DEVELOPMENT FINANCE AUTH.
<i>Organization ID:</i>	
<i>E-mail Address:</i>	JJJ@mha.org
<i>Mothers Maiden Name:</i>	SMITH

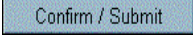
You are registering as a **Participant User** for the Participant ARKANSAS DEVELOPMENT FINANCE AUTHORITY -

Please confirm that you are registering as a **Participant User** and not as a Coordinator. After your registration is processed, the coordinator for ARKANSAS DEVELOPMENT FINANCE AUTHORITY will disclose your ID to you.

Comments or Questions <REAC_CSC@hud.gov>

Figure 18-7. Standard User Registration Confirmation

9. If the information is accurate, click on  to submit the application.
A page displays acknowledging acceptance of the registration application for further processing.

OR


Click on , to return to the registration form.



Figure 18-8. User Registration Accepted for Further Processing

Note: It is suggested that you print this page for future reference.

To receive your User ID

User registration applications are processed nightly. The CA's information is verified and a user ID is generated.

To obtain their ID, the User must notify the Coordinator that they have registered for a user ID. Allow at least 24 hours after registering for your User ID to be posted. The Coordinator can retrieve the user's ID from the system and provide this information to the User. A User can access the system after they receive their user ID from the Coordinator and after the Coordinator assigns them system rights and roles.

18.3 Secure Connection

To make a secure connection to HUD's secure systems, you must log in with your user ID and password. Because the password is case-sensitive, it must be entered exactly as you requested it on the online registration application. For example, a password entered in lowercase letters during registration must always be entered in lowercase letters upon login to successfully log in to secure systems.

18.3.1 Making a Secure Connection

You can log into secure systems from the **Online Systems** page. You can also bookmark the **Online Systems** page for quick access to log in.

To access the Secure Systems

1. Enter the following URL in the *Location* field: https://hudapps.hud.gov/HUD_Systems/. The Connect to hudapps.hud.gov box displays.



Figure 18-9. Connect to hudapps box

Note: Bookmark this site for quick future access.

2. Enter your *User ID* in the *User Name* field.
3. Enter the *Password* where indicated.

Note: The User ID will be your M-ID. The User ID must be entered all in uppercase format. Remember your password is case-sensitive.

4. Click , and the **Legal Warning** page displays.

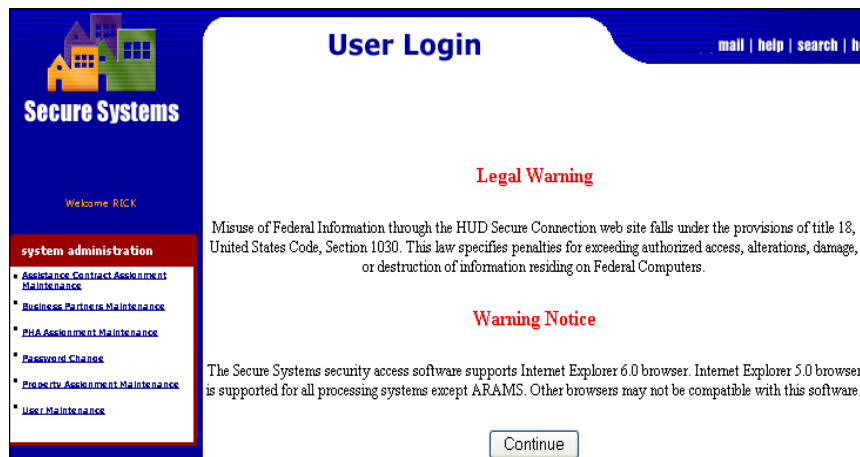


Figure 18-10. Legal Warning page

5. Click , and the **Secure Systems – Main Menu** page displays.

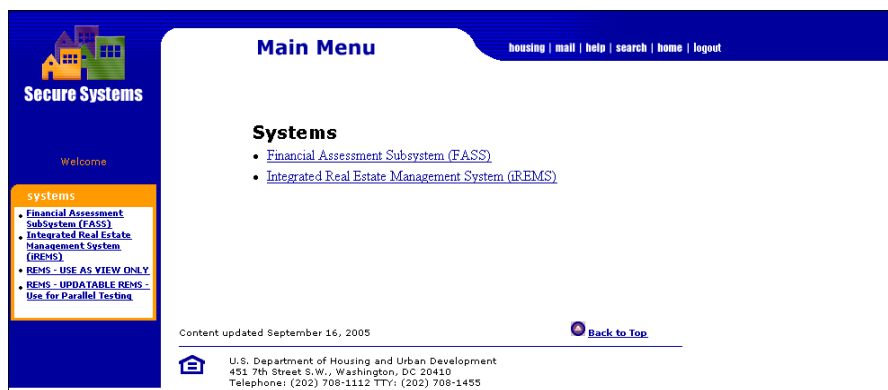


Figure 18-11. Secure Systems Main Menu

Note: For most users, the only link that will appear under “System Administration” is Password Change. The other links appear only for Coordinators.

*Note: A system link does not indicate that you have access to that system. Your Coordinator must assign you rights to **iREMS** before you will be allowed access.*

6. Click on the Real Estate Management System (iREMS) link and the **iREMS** home page displays.

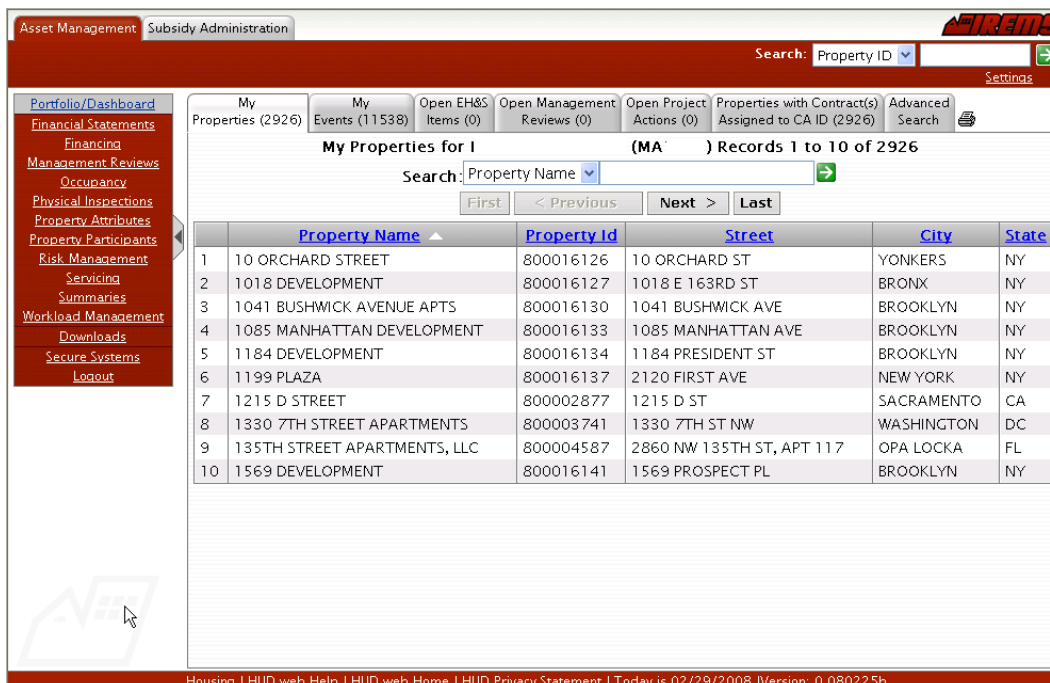


Figure 18-12. CA iREMS home page

To exit the Secure Systems web page

You can exit and return to the **Secure Systems** page at any time. Because it is a secure system containing sensitive information, you should always exit the system when leaving the computer to ensure that data security is maintained.

1. Save any changes on a page using the appropriate buttons.
2. Click on the Close control icon in the top right corner of the page. The application closes and the desktop displays.

Alternative Option

Click on the *Logout* sidebar option.

18.3.2 Your Password

Unlike user IDs, User passwords are not accessible to Coordinators. User passwords expire every 21-calendar days. The system automatically prompts you to change your password. You must remember how you saved your new password (i.e., uppercase or lowercase).

If you need to **reset** your password you must go to the REAC **Online Systems** page. If the system does not allow you to reset your password, the Secure Systems Helpdesk will assist you with this process. This will involve security verification of the user's SSN and mother's maiden name.

For password assistance call the Secure Systems Helpdesk 1-888-245-4860.

- The best contact time is: 7am-9 am or 6pm-8:30pm EST
- The hours of operation are: 7am to 8:30pm EST

To change your password

On the Secure Systems – Main Menu page, under System Administration, the Password Change option allows Users and Coordinators to change their own passwords.

1. From the **Secure Systems- Main Menu** page, click on the Password Change link. The **Change User Password** page displays:

Please enter your old and new passwords	
User ID	MA0049
Old Password	<input type="text"/>
New Password	<input type="text"/>
Verify New Password	<input type="text"/>

Save Cancel

Figure 18-13. Change User Password

2. Enter the following:
 - *Old Password*
 - *New Password*
 - *Verify New Password* (retype New Password exactly as entered)
3. Click on . The old password is changed to the new password and the **Secure Systems-Main Menu** page displays.

NOTE: The password change is not instantaneous; it may take up to 15 to 30 minutes to take effect. Your old password is valid until the new password takes effect.

To reset your password

If the system does not allow you to **reset** your password, after following these instructions, the Secure Systems Helpdesk will assist you with this process.

1. Enter the following URL address: www.hud.gov/reac in the *Location* field from your Internet

- browser (e.g., Microsoft Internet Explorer). The **REAC** home page displays.
2. On the left side of the page, click on the Online systems link. The REAC **Online Systems** page displays.
 3. Click on **PASSWORD RESET**, and the **Reset Password** page displays.

RESET PASSWORD

*Please note that all of the following fields are required.

User ID

First Name

Last Name

Social Security Number - -

Mother's Maiden Name

Figure 18-14. Reset Password page

4. Enter the following:
 - *User ID*
 - *First Name*
 - *Last Name*
 - *Social Security Number (tab between fields)*
 - *Mother's Maiden Name*



Note: Password Reset will require you to provide the exact information as entered on the original registration form.

4. Click on .

18.4 System Administration for Coordinators

As the Coordinator, you perform system administration functions to provide the CA User with access to the system and assign the User rights to the participant's data. First, you must establish yourself as a

Coordinator in the system. Once established as a Coordinator, you can then retrieve IDs, for registered Users, of the entity you represent. A Coordinator can also serve as a User for the CA. Therefore, the Coordinator must also be assigned to specific contracts, with the proper role, to enter or edit property data.



Figure 18-15. Secure Systems Main Menu

The **Secure Systems – Main Menu** page contains two sections: Systems and System Administration. The *Systems* section provides links to HUD's secure systems. The list of system links varies based on your rights to the system. Even though the link exists, you must be assigned the proper rights to access the system.

The *Systems Administration* section allows Coordinators to control system access and update User information.

18.4.1 Establishing Coordinator status in iREMS

After registering yourself as a Coordinator, you will receive your user ID from the CA Executive Director. Your user ID, along with the password you submitted on your registration application, allows you to log in and set up system rights.

Your role as the Contract Administrator Coordinator is established at HUD headquarters. If after you log in and access the **Secure Systems-Main Menu** page, you realize you have not been established as the Coordinator for your Contract Administrator, you should contact the Multifamily Help Desk at Real_Estate_MGMT@hud.gov. You must be established as a Coordinator in the system in order to perform administrative functions.

In order for you as the Coordinator to assign roles to other users, you must first have **Actions** and **Roles** assigned to your user ID. The following Actions should be assigned to all Coordinator IDs:

- ACA – Assistance Contract Assignment – This **Action** allows the Coordinator to assign contracts to Users. ACA Action must be assigned at HUD headquarters. If you are unable to assign contracts to other users, you should contact the Multifamily Help Desk at Real_Estate_MGMT@hud.gov and ask for the ACA Action to be added to your user

ID.

- **COR – Coordinator** - This **Action** allows the Coordinator the rights to control system access. This **Action** displays in System Administration, under REMS – integrated Real Estate Management System. You can assign or unassign yourself or another ID as the Coordinator under System Administration.

If the COR – Coordinator Action is not assigned, a coordinator should assign this action to themselves:

- **COR – Coordinator** (under REMS – integrated Real Estate Management System).

This **Action** will give you the Coordinator rights to control system access and update User information.

Next, a Coordinator must also assign an iREMS **Role(s)** to themselves. There are three **Roles** available for Contract Administrator users. They are as follows:

Contact Administrator (CA)

This role has update rights. A user assigned to a specific property as Contract Administrator has the ability to add, update, and delete all property information on the CA pages. This role also receives Event Notifications for assigned properties.

Supervisory Contract Administrator (SCA) This role has update rights. A user assigned to a specific property in the role of Supervisory Contract Administrator has the same rights and restrictions as a Contract Administrator assigned to the property. This role does **not** receive Event Notifications for assigned properties.

Backup Contract Administrator (BCA) This role has update rights. The Backup Contract Administrator Manager has the same rights as the Contract Administrator for a given property. However, this role allows the system to distinguish the one Contract Administrator who is ultimately responsible for the property. This role does **not** receive Event Notifications for assigned properties. One or more iREMS users may be assigned as Backup Project Managers for a given property.

After you log in and access the **Secure Systems-Main Menu** page, you must assign the appropriate Actions and Roles for yourself as the Coordinator in the system in order to perform administrative functions.

To set up Coordinator Actions in iREMS:

1. On the **Secure Systems-Main Menu** page, click on the User Maintenance link. The **User Maintenance** page displays.

System Administration mail | help | search

User Maintenance

On this form, you can either search for a User by User ID, or search for Users by entering your search criteria.

Search by User ID
To search for a User by User ID, enter a User ID and then click the "Search for User" button.

User ID

Search for User

Search Users
To search for a User, enter a search criteria (optional) and then click the "Search Users" button.

First Name

Last Name

Check here to limit search to Independent Users

Search Users Cancel

Figure 18-16. User Maintenance page

2. Enter your user ID in the *User ID* field.
3. Click on , and the **Maintain User** page displays.

System Administration housing | mail | help | search

Maintain User M00000

User Information	
User ID	M00000
First Name	John
Middle Initial	J
Last Name	DOE
User Status	Active
Coordinator	Yes
User Type	Business Partner

Choose a Function

- Maintain User Profile - Actions
- Assistance Contract Assignment Maintenance
- Business Partners Maintenance
- Maintain User Information
- Maintain User Profile - Actions**
- Maintain User Profile - Groups
- Maintain User Roles
- Property Assignment Maintenance

Secure Systems

Welcome MICHAEL

system administration

- Assistance Contract Assignment Maintenance
- Business Partners Maintenance
- Property Assignment Maintenance
- User Maintenance

Financial Assessment Subsystem - Multifamily

Figure 18-17. Maintain User page

4. Select *Maintain User Profile – Actions* from the Choose a Function drop-down list.
5. Click on , and the **Assign/Unassign Actions for User** page displays.

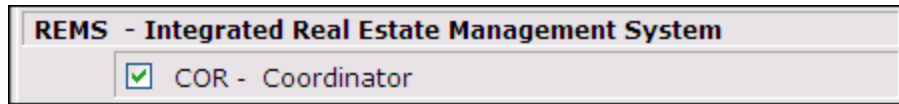


Figure 18-18. Assign/Unassign Actions for User

NOTE: Only Coordinators have access to this page.

NOTE: This page will display several systems in addition to iREMS. Your ID only allows you rights to limited systems.

6. Under Administration of Secure Systems, click in the checkbox to the left of the following:
 - COR-
7. Click on , and the “Successful Transaction” dialog box displays.



Figure 18-19. Successful Transaction box

8. Click on , to return to the **Maintain User** page.

To remove the Coordinator Actions in iREMS:

On the **Secure Systems-Main Menu** page, click on the [User Maintenance](#) link. The **User Maintenance** page displays.

1. Enter the Coordinator's ID in the *User ID* field.
2. Click on , and the **Maintain User** page displays.
3. Select *Maintain User Profile – Actions* from the Choose a Function drop-down list.
4. Click on , and the **Assign/Unassign Actions for User** page displays.

NOTE: Only Coordinators have access to this page.

NOTE: This page will display several systems in addition to iREMS. Your ID only allows you rights to select systems.

5. Remove the existing check mark for all actions you wish to unassign.
6. Click on , and the “**Successful Transaction**” dialog box displays.
7. Click on , to complete the process and return to the **Maintain User** page.

To set up Coordinator Roles in iREMS:

1. On the Secure Systems-Main Menu page, click on the User Maintenance link. The **User Maintenance** page displays.
2. Enter the Coordinator's ID in the *User ID* field.
3. Click on , and the **Maintain User** page displays.
4. Select *Maintain User Roles* from the Choose a Function drop-down list.
5. Click on , and the **Assign/Unassign Roles for User** page displays.



Figure 18-20. Assign/Unassign Roles for User (1of 2)

Note: This page will display several systems in addition to iREMS. Your ID only allows you rights to select systems.



Figure 18-21. Assign/Unassign Roles for User (2of 2)

6. Click in the box to the left of the appropriate Coordinator role (*BCA*, *CA*, or *SCA*) under the **iREMS** section.
7. Click on , and the **Assign/Unassign Role Confirmation** page displays.



Figure 18-22. Assign/Unassign Role Confirmation for User page

8. Click on to accept changes, and the “**Successful Transaction**” dialog box displays.
9. Click on , to complete the process and return to the **Maintain User** page.

18.5 Providing a User with System Access

The Contract Administrator’s Coordinator, is responsible for controlling access to the system and the CA data. Coordinators should verify that a User is authorized to do business for the CA prior to allowing the User access to the system on their behalf.

The Coordinator is responsible for assigning a User a system role and rights to the Contract Administrator data. This is a two step process, first the Coordinator must assign a User the appropriate role (CA, BCA, SCA), which gives the User access to iREMS data. Then the Coordinator must assign specific contracts to the User ID in one of the iREMS roles, giving that User update rights to maintain accurate data for specified contracts. Coordinators must perform both of these assignments so Users have appropriate roles and rights in iREMS.

18.5.1 Retrieving the User ID

After a User has registered with HUD and notified the Coordinator of their registration, the Coordinator must retrieve the user ID from the system. Registration applications are processed nightly, so allow at least 24 hours after a User has registered before attempting to retrieve their ID.

To retrieve a user ID for a User:

1. On the **Secure Systems-Main Menu** page, click on the User Maintenance link. The **User Maintenance** page displays.

Figure 18-23. User Maintenance page

2. Enter the User's *First and Last Name* in the appropriate field (for an individual search).

OR

Leave *First and Last Name* fields blank for a comprehensive (group search) of all users.

3. Click on , and the **User List** page displays the *user ID* and other relative information.

Organization ID	Last Name	First Name	User Id	User Status	User Type	BPR Type	BPR Status
77857	Jon	Lin	MM0905	Active	User	Business Partner - Participant	Active Original (0)

Figure 18-25. User List page

4. Click on the User ID link and the **Maintain User** page displays.


18.5.2 User Roles

After retrieving the User's ID, the Coordinator must assign a role that allows the user update rights. There are three roles available in **iREMS** that allow Users to input data on assigned contracts. Those roles include:

- **CA** - **iREMS** Contract Administrator
- **SCA** - **iREMS** Supervisory Contract Administrator
- **BCA** - **iREMS** Backup Contract Administrator

Contact Administrator (CA)

This role has update rights. A user assigned to a specific property as Contract Administrator has the ability to add, update, and delete all property information on the CA pages. This role will receive the Event Notifications for the properties assigned to them.

 *NOTE: A user assigned to a specific property as Contract Administrator (CA) will receive event notifications. Users assigned to a property in other update roles (BCA, SCA) will not.*

Supervisory Contract Administrator (SCA) This role has update rights. A user assigned to a specific property in the role of Supervisory Contract Administrator has the same rights and restrictions as a Contract Administrator assigned to the property. This role will not receive Event Notifications.

Backup Contract Administrator (BCA) This role has update rights. The Backup Contract Administrator Manager has the same rights as the Contract Administrator except this role does not receive Event Notifications for a given property. However, this role allows the system to distinguish the one Contract Administrator who is ultimately responsible for the property. One or more **iREMS** users may be assigned as Backup Project Managers for a given property.

To assign a system role to a User:

1. On the **Secure Systems-Main Menu** page, click on the User Maintenance link. The **User Maintenance** page displays.
2. Enter the User's ID in the *User ID* field.
3. Click on , and the **Maintain User** page displays.
4. Select *Maintain User Roles* from the Choose a Function drop-down list.
5. Click on , and the **Assign/Unassign Roles for User** page displays.

REMS - Integrated Real Estate Management System		
<input type="checkbox"/>	BCA - iREMS Backup Contract Administrator	
<input checked="" type="checkbox"/>	CA - iREMS Contract Administrator	
<input type="checkbox"/>	SCA - iREMS Supervisory Contract Admin	

Assign/Unassign Roles Cancel

Figure 18-24. iREMS roles

Note: The Coordinator only sees the roles for the system(s) he or she identified in the Maintain User Profile – Actions function. For example, if you serve as Coordinator for iREMS, the iREMS roles will display for assignment purposes.

6. Click in the selection box to the left of the desired role (CA, BCA or SCA) under the **iREMS** section.
7. Click , and the **Assign/Unassign Role Confirmation** page displays.

System Administration [faq](#) | [help](#) | [search](#) | [home](#) | [logout](#)

Assign/Unassign Role Confirmation for User C00005

Roles to Assign to User C00005		
System Code	Role Code	Role Description
REMS	CA	iREMS Contract Administrator

No roles were selected to unassign.

Confirm Cancel

Figure 18-25. Assign/Unassign Role Confirmation for User page

8. Click on to accept changes, and the “**Successful Transaction**” dialog box displays.

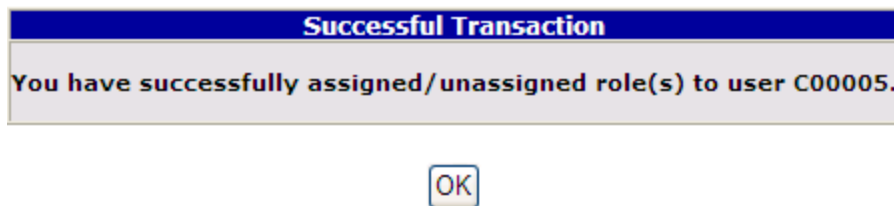





Figure 18-26. Successful Transaction box

9. Click on , to complete the process and return to the **Maintain User** page.

To Unassign a system role for a User:

1. On the **Secure Systems-Main Menu** page, click on the User Maintenance link. The **User Maintenance** page displays.
2. Enter the User's ID in the *User ID* field.
3. Click on , and the **Maintain User** page displays.
4. Select *Maintain User Roles* from the Choose a Function drop-down list.
5. Click on , and the **Assign/Unassign Roles for User** page displays.
6. Click in the checkbox to the left of the role you want to unassign under the **iREMS** section.
7. Click on , and the Successful Transaction message page displays.

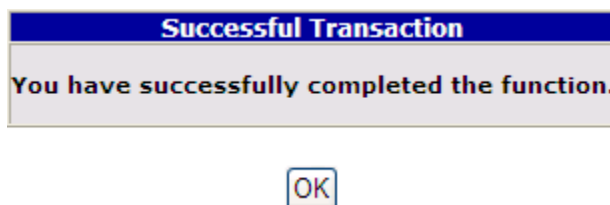



Figure 18-27. Successful Transaction message

8. Click on , and you will be returned to the **Maintain User** page.

18.5.3 Contract Assignment

The Coordinator uses the Assistant Contract Assignment Maintenance function to establish User rights to specific contracts. The Coordinator will only have access to the contracts that are assigned to the Contract Administrator he or she represents.

To assign Contract rights to a User:

1. On the **Secure Systems-Main Menu** page, click on the *Assistant Contract Assignment Maintenance* link. The **Assistant Contract Assignment Maintenance** page displays.
2. Enter the *User ID* in the User ID field.

Assistance Contract Assignment Maintenance

Please enter a User Id:
User ID MA0098

Enter a Function:
Assign Contract

For Assign Contract, one of the following criteria must be provided.

Property ID

(or) Contract #

(or) CAID

Submit Cancel

Figure 18-28. Assistance Contract Assignment Maintenance page

3. Select *Assign Contract* from the Enter a Function drop-down list.
4. Select the appropriate *Contract Administrator ID* from the CAID drop-down list.

Note: Searching by the Property ID or the Contract # will yield one property. A search using the CAID will provide a list of all contracts assigned to your CA and allow you to perform multiple assignments for one user.

5. Click on **Submit**, and the **Assign Contract** page displays.

Note: The page displays all the Roles assigned to the user and the contracts requested by your selection criteria. Only contracts assigned to your CA or Business Partner will display.

6. Highlight the desired role or roles from the Roles selection box.
7. Highlight the desired contract or contracts from the Contracts selection box.

Note: To select multiple contracts, hold down the Ctrl key when making each selection. To select a consecutive group of contracts, highlight the first contract then place your cursor on the last contract, then hold down the SHIFT key to highlight the row.

8. Click on **Submit**, and the **Assign Assistance Contract Confirmation** page displays.

The screenshot shows a web page titled "System Administration" with a blue header. The main heading is "Assign Assistance Contract Confirmation for User MA0089". Below this, there is a "User Information" section with a table containing "User ID" and "MA0089". Underneath is another section titled "Assistance Contract to Assign to User MA0089 for Role CA .", which contains a table with three columns: "Contract Number", "Property Name", and "PRE/POST". The table lists two contracts: one with number "OK560005012" for "WILLOW GARDENS" and another with number "OK560007002" for "DUNCAN PLAZA". At the bottom of the page are "Confirm" and "Cancel" buttons.

User Information		
User ID	MA0089	

Assistance Contract to Assign to User MA0089 for Role CA .		
Contract Number	Property Name	PRE/POST
OK560005012	WILLOW GARDENS	Y
OK560007002	DUNCAN PLAZA	Y

Figure 18-29. Figure Assign Assistance Contract Confirmation page

9. Click on to accept changes, and the “Successful Transaction” dialog box displays.

18.6 Business Partner Relationships

The first Coordinator relationship with a Business Partner (CA for iREMS) is an “original” relationship and is established during the initial coordinator registration process. Coordinators may request relationships with multiple Business Partners (BPR). The Coordinator must establish this BPR in secure systems via the Business Partner Maintenance modules.

To request/establish additional Business Partner Relationships:

1. On the **Secure Systems-Main Menu** page, click on Business Partners Maintenance link. The **Business Partners Maintenance** page displays.

The screenshot shows a web page titled "System Administration" with a blue header. The main heading is "Business Partners Maintenance". Below this, there is a form with two sections: "Please enter a User Id:" with a text input field containing "MA0000", and "Please enter a Function:" with a dropdown menu showing "Request New/ Delete Existing Relationships". At the bottom of the page are "Submit" and "Cancel" buttons.

Please enter a User Id:	
User ID	MA0000

Please enter a Function:	
Request New/ Delete Existing Relationships	▼

Figure 18-30. Business Partners Maintenance

2. Enter the *User ID* in the User ID field.

3. Select *Request New/Delete Existing Relationships* from the Enter a Function drop-down list.
4. Click on , and the **Add/Delete Relationships** page displays.

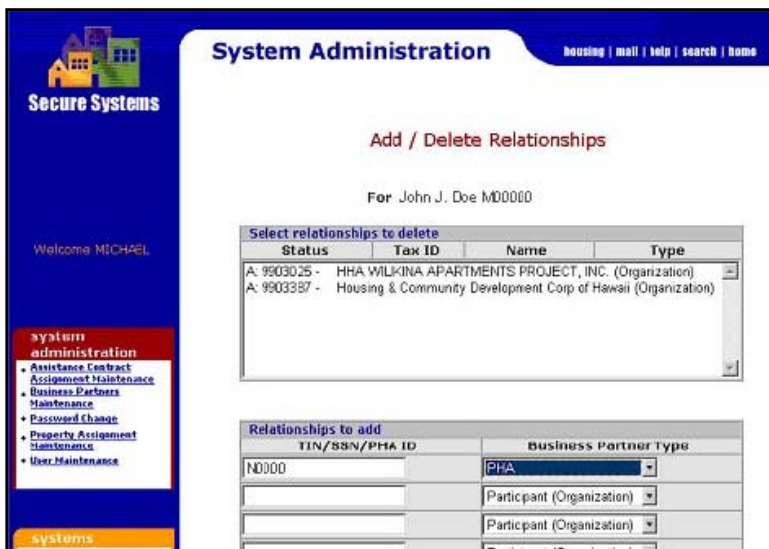


Figure 18-31. Add/Delete Relationships page

5. In the “Relationships to add” section, enter the *Business Partner’s TIN/SSN* and select the *Business Partner type* from the drop-down list.
6. Click on , and the **Add/Delete Relationships Confirmation** page displays.



Figure 18-32. Add/Delete Relationships Confirmation page

Note: Make sure to verify the accuracy of the Business Partner's mailing address. The Activation Key (which will be needed to complete this process) will be mailed to the address shown.

- Click on to accept the information, and the “Successful Transaction” dialog box displays.

To activate the Business Partner relationship:

The Coordinator's request for a new BP relationship will trigger a letter to be sent to the Business Partner with an Activation Key to confirm the relationship. Once the Coordinator has received the Activation Key from the Business Partner, he/she must activate the relationship in Secure Systems.

- On the **Secure Systems-Main Menu** page, click on [Business Partners Maintenance](#) link. The **Business Partners Maintenance** page displays.




Figure 18-33. Business Partners Maintenance page

- Select *Activate Relationships* from the Enter a Function drop-down list.
- Click on , and the **Activate Relationships** page displays.



Figure 18-34. Activate Relationships page

- Enter the corresponding *Activation Key* in the space provided.

 *Note: The Coordinator must obtain the Activation Key from the Business Partner.*

5. Click on , and the “**Successful Transaction**” dialog box displays.

18.7 User Recertification Process

All HUD business partners are required to participate in the recertification process annually. This process helps HUD maintain the proper security measures established to protect the integrity and confidentiality of HUD information.

Only users who need to access to iREMS for business purposes should have user IDs, roles, actions and contracts assigned in iREMS. If a user no longer requires iREMS access, all contracts in iREMS roles and all iREMS roles should be unassigned to that person's user ID.

Every year the Office of Housing Assistance & Contract Administration Oversight (HACAO) initiates the iREMS user recertification process. The request is sent to CAOMS, who then direct coordinators to complete necessary verification of all associated iREMS users and provide a completion report. Coordinators must complete a report based on provided guidelines. The report with verification and/or any necessary changes should be sent back to the iREMS Security Administrator at headquarters.