iMAX

INTEGRATED

MULTIFAMILY ACCESS

EXCHANGE
IMPLEMENTED SEPTEMBER 29, 2008
Issues with iMAX

- Web Services and Web Browser
  Performance very slow
  - Changes made in the Infrastructure to correct problem
  - No current reports of slow performance
  - Would like to hear from Industry on current performance
Issues With iMAX

- TRACS Response Messages
  - Major delay in messages going back to users
    - iMAX team has identified the problem
    - Currently working on the resolution
    - Release November 1, 2008
Issues with TRACSMAIL

- Corrupted TM Accounts
  - No real support from TRACSMAIL Vendors
  - Account corrupting more frequently
iMAX Access Requirements

- Valid WASS ID and password
  - Apply on the REAC web site with the following link:
    [http://www.hud.gov/offices/reac/online/online_registration.cfm](http://www.hud.gov/offices/reac/online/online_registration.cfm)
  - Users can apply for I-ID or M-ID
iMAX Access Requirements

- M-ID
  - iMAX testing and production
  - Require a Business Partner Relationship
  - Can be a WASS Coordinator or User

- I-ID
  - iMAX software vendor testing
  - Does not require a Business Partner Relationship
  - Can not be a WASS Coordinator or User
iMAX Access Requirements

- iMAX Role
  - TRACS users assigned IMAX role
    - Active as of September 29, 2008
  - New TRACS User request IMAX role assignment
TRACS Cycle Processing

- **Production Cycle**
  - No change. Nightly cycle starts 6:00pm
  - Messages returned to user next business day

- **Vendor Cycle**
  - Data processed once a day
  - Messages returned by 2pm next day
TRACS Submission

- Files sent to TRACS
  - TRACSMail in sent box
  - iMAX under the Transmissions tab
- Files to TRACS link
TRACS Response Files

- TRACS Response files
  - Available in both TRACSMAIL and iMAX
    - TRACSMAIL inbox
    - iMAX under the Transmissions tab
      - Files from TRACS
Reporting iMAX Problems

- **Production problems**
  - MFH Help Desk 1-800-767-7588 or TRACS@Hud.gov

- **Software vendor testing**
  - MF_TRACS_TM_WRKGRP@Hud.gov

- **Major impacts to Industry posting to TRACS Announcement Page**
Next Steps

● De-Commission TRACSMAIL March 1, 2009
● Phase II
  – Enhancements based on user feedback
  – Moving all MAT Edits to iMAX
● Opening iMAX to other MFH systems and Program areas in HUD
Questions