

HOW TO OBTAIN AUTHORIZATION TO BECOME A SECURE SYSTEMS COORDINATOR OR USER

by R. Dutra, Information Specialist, San Francisco Multifamily Hub

revised 2/3/2011

REGISTERING YOUR ORGANIZATION

User IDs for new coordinators will be mailed to their employing organizations to the address of record. Property management companies that already manage HUD-insured or HUD-subsidized properties already have an address of record. (But check APPS to make sure that HUD has the correct address.) Property management companies that do not already manage HUD-insured or HUD-subsidized properties do not have an address of record and so must first register with HUD so that HUD will know what address to send their coordinators user IDs to.

If a property management company has never done business with HUD, it must be registered as follows:

Go to the APPS homepage:

<http://www.hud.gov/offices/hsg/mfh/apps/appsmfhm.cfm>

Click on “Business Partner Registration HUD Multifamily”

Enter the property management company’s TIN in the space provided.

Click on the Submit button.

If the property management company already has an address of record, a message will be displayed stating that the organization is already registered.

If the property management company has not been registered and so does not have an address of record, the Register APPS Participant page will be displayed. Fill out the required information on the Register APPS Participant page and click on the Save button.

The Confirm Participant page will be displayed.

To change the information that is displayed on the Confirm Participant page, click on the Edit button.

To save the information that is displayed on the Confirm Participant page, click on the Save button. The Participant Successfully Registered screen will be displayed.

Wait at least overnight before applying for a coordinator ID as explained on the following pages.

Note: For APPS you must also register every participant (organization and individual) for which you are responsible.

SECURE SYSTEMS COORDINATOR

A coordinator's role is to ensure that users are properly assigned system privileges. A business partner (property owner, management agent, or developer) can have no more than two coordinators.

To apply for authorization as secure systems coordinator, access the following website for Multifamily Online Systems:

<http://www.hud.gov/offices/hsg/mfh/fhaosmf.cfm>

Click on the link for "Apply for a User ID and Password".

Alternatively, you can also access one of the following three websites:

REAC's homepage:

<http://www.hud.gov/offices/reac/>

Click on "Online systems" on the sidebar and then on "Register online" and then on "Multifamily Housing Entity"

or the APPS homepage:

<http://www.hud.gov/offices/hsg/mfh/apps/appsmfhm.cfm>

Click on "Multifamily Coordinator and User Registration"

or the TRACS homepage:

<http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm>

Click on "Apply for user ID and Password"

You will then be able to complete the electronic Multifamily Coordinator and User Registration form. (See the following page.)

Select the Coordinator application type and then complete the electronic form, filling out all sections. During the process you will enter your selected password. It is important that you remember your password. A forgotten password has to be reset by calling the Technical Assistance Center (TAC) at 1-888-245-4860 or by using the automated process via the REAC Online Systems web page. After carefully completing the registration form and checking it for accuracy, click on the Send Application button, and then click on the Confirm/Submit button to submit the form to HUD for processing.

Each user can have only one user ID. If you will be both a coordinator and a regular user for the same or different business partners, you should register as a coordinator. If you apply to be a user and later need to be a coordinator, you will be given a new ID to

replace your old user ID and consequently will lose the rights to the systems to which you had access as a user. If you need help in applying for a coordinator ID, contact REAC's Technical Assistance Center (TAC) at 1-888-245-4860.

Application Type	Coordinator <input type="radio"/>	User <input type="radio"/>
------------------	-----------------------------------	----------------------------

First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Social Security Number:	<input type="text"/>

Organization 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 of the HUD-registered Organization or Individual you represent. Do not enter dashes.• Specify whether the HUD-registered entity you represent is an Organization or an Individual	
Organization/Individual Name::	<input type="text"/>
TIN/SSN:	<input type="text"/>
Organization <input type="radio"/> Individual <input type="radio"/>	

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com.**

E-mail Address:	<input type="text"/>
-----------------	----------------------

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, Brad83). Do not use punctuation or special characters. **Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.**

Password:	<input type="text"/>
Re-enter Password for Verification:	<input type="text"/>

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:	<input type="text"/>
-----------------------	----------------------

<input type="button" value="Send Application"/>	<input type="button" value="Clear Fields"/>
-------------------------------------------------	---------------------------------------------

In about two weeks your company will receive a letter from HUD containing your user ID. (If it doesn't come, your company can use the attached form to HUD.) If your company approves you as its coordinator, it will give you the letter with your user ID.

To log on to secure systems, access one of the following three websites:

Multifamily Online Systems:

<http://www.hud.gov/offices/hsg/mfh/fhaosmf.cfm>

or REAC's homepage:

<http://www.hud.gov/offices/react/>

Click on "Online systems" on the sidebar and then on the "Log In" button.

or the TRACS homepage:

<http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm>

Click on "Secure Sign-in"

Secure Systems will request you to enter your user ID (beginning with a capital M) and password (initially the password you selected when you applied for a user ID). After the system verifies your user ID and password, it will display the Secure Systems main menu.

New coordinators must complete the following steps before they may proceed with Property Assignment and other administrative functions:

1. If you work for a property management company, you must establish a business partner relationship with each of the property owners whose properties you manage. (If you are an APPS coordinator, you must also establish a business partner relationship with each entity – individual or organization – for which you are responsible.)

- Click on **Business Partners Maintenance** from the Main Menu.
- Enter your user ID.
- Select Request New/Delete Existing Relationship from the drop-down menu and click on Submit.
- In the Request Relationship section enter the entity's TIN and Business Partner Type and then click on the Submit button.
- When the confirmation screen is displayed, print the screen and then click on the Confirm button.

Within 3 to 5 days HUD will send the business partner (for example, property owner or APPS participant) a letter with an activation key. If the business partner does not receive the letter within a week or two (or if you require expedited activation), the business partner (not you) should contact REAC's Technical Assistance Center (TAC) at 1-888-

245-4860 and send them via e-mail (addressed to REAC_TAC@hud.gov) a signed letter requesting manual activation. The letter should be on the business partner's letterhead and give the coordinator's name, WASS ID, and the last four digits of the coordinator's SSN. (Or look for a "re-send" button under User Maintenance. Or use the attached form for requesting access key codes.)

To activate the business partner relationship:

- Click on **Business Partners Maintenance** from the Main Menu.
- Enter your user ID (beginning with a capital M).
- Select Activate/DeActivate Relationships from the drop-down menu and click on the Submit button.
- Enter the activation key given you by your business partner and then click on the Submit button.

2. Assign yourself as coordinator to specific systems:

- Click on **User Maintenance** from the Main Menu. The User Maintenance page will be displayed.
- In the Search by User ID section, enter your user ID (beginning with a capital M) and click on the Search for User button.
- When your name is found, select **Maintain User Profile - Actions** from the Choose a Function drop-down menu, and click on the Submit button.
- Assign yourself as coordinator for every system (except EIV) that you want to administer by clicking on the checkbox next to the entry for "COR-Coordinator".

APPS - Active Partners Performance System

This is the automated previous participation system that has replaced form HUD 2530. You may have automatically been assigned the COR role by HUD.

FASSUB - Financial Assessment Subsystem Submission

This is the system for submitting financial statements to REAC and for requesting filing extensions.

IMAX – Integrated Multifamily Access Exchange

This replaces TRACSMail for transmitting TRACS transactions.

LOCCS - Line of Credit Control System

This is HUD's financial accounting system. Financial information for Section 8 contracts is not accessible to owners or agents.

M2M - Mark-to-Market

PASS - Physical Assessment Subsystem

This is REAC's system for physical inspections.

QASS - Quality Assurance Subsystem

This system contains quality assurance reviews of Independent Public Accountants (IPAs).

REMS - Real Estate Management System

This system is not accessible to owners and agents.

SASS - Single Family Appraisal Subsystem

This system contains reviews of appraisals for FHA-insured single family homes.

TRACS - Tenant Rental Assistance Certification System

This system contains tenant and voucher information for subsidized properties.

Then click on the Assign/Unassign Actions button. When the system informs you that you successfully assigned the actions, click on the OK button.

- If you will be acting as a user as well as a coordinator, assign yourself roles and properties as you would for a regular user. See steps 3, 4, and 5 below.

[If you want to be a coordinator for the Enterprise Income Verification (EIV) system, you must complete an EIV Coordinator Access Authorization Form at <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm> and forward it to HUD's HQ. HUD's HQ will assign you the EIV coordinator role of HSC. You must not assign it to yourself.]

If you are a coordinator for APPS, you must also assign yourself as coordinator for all organizations and individuals for which you are responsible by using **Participant Assignment Maintenance**.

3. Retrieve the user ID of a user who is associated with your organization:

- Click on the **User Maintenance** link on the sidebar or from the Main Menu. The User Maintenance page will be displayed.
- In the Search Users section, enter the user's name and then click on the Search Users button
- Either print the page or write down the user's ID.
- Click on the Cancel button.

4. Assign roles to the user:

- Click on the **User Maintenance** link on the sidebar or from the Main Menu. The User Maintenance page will be displayed.
- In the Search by User ID section, enter the user's ID and click on the Search for User button
- When the user's name is found, select **Maintain User Profile - Roles** from the Choose a Function drop-down menu, and click on the Submit button
- Click on one or more checkboxes to select the appropriate role(s); for example:
 - APPS – Active Partners Performance System
 - AUP – APPS Update (This role may have been automatically assigned by HUD.)
 - EIV – Enterprise Income Verification

HSU – Non-HUD User
IMAX – Integrated Multifamily Access Exchange
IME – iMAX (TRACSMail replacement)
PASS – Physical Assessment Subsystem
PIV – Physical Inspection Viewer
TRACS – Tenant Rental Assistance Certification System
TTQ – TRACS Tenant Query
TVQ – TRACS Voucher Query

Then click on the Assign/Unassign Roles button.

- When the confirmation screen is displayed, click on the Confirm button

Note: You must not assign a user a role for EIV unless that user has given you a signed EIV User Access Authorization Form.

5. Assign properties/contracts to the user. (Note: Only the owner’s coordinator (or any coordinator who has established a business partner relationship with the owner) can assign properties or contracts; but the only the owner’s coordinator can assign properties or contracts to any user without having to establish a business partner relationship.)

- Click on the **Property (or Assistance Contract) Assignment Maintenance** link on the sidebar or from the Main Menu. The Property Assignment Maintenance page will be displayed.
- Enter the user’s ID.
- Select Assign Property (or Assistance Contract) from the Choose a Function drop-down menu.
- To assign a single property or contract using its identifier, enter the property ID, tax ID, FHA number, or contract number; then click on the Submit button. To assign one or more properties or contracts by name from a list of properties associated with your entity, leave those fields blank and click on the Submit button.
- Select one (and only one) user role, and then select one or more properties or contracts; then click on the Submit button. Click on the Confirm (or Cancel) button when you are prompted to do so.
- Repeat these steps to assign additional roles to this same user.

Note: For APPS, a user must be assigned to participants (companies or individuals) instead of to properties or contracts. To do this, select **Participant Assignment Maintenance** instead of Property (or Assistance Contract) Assignment Maintenance.

6. Print a listing of the user’s assigned properties/contracts and roles:

- Click on the **Property (or Assistance Contract) Assignment Maintenance** link on the sidebar or from the Main Menu. The Property (or Assistance Contract) Assignment Maintenance page will be displayed.
- Enter the user’s ID.

- Select View or Unassign Property (or Contract) from the Choose a Function drop-down menu
- Click on the Submit button.
- Print the listing and then click on the Cancel button. (Do not click on the checkbox next to the property IDs and then on Submit because doing so will unassign the properties.)
- Give the listing to the user.

Coordinators must use User Maintenance: Maintain User Information to make changes to their own or another user's email address to assure the delivery of electronic mail from HUD.

The procedures above were extracted from the User's Manual for the Web Access Security Subsystem (WASS) that can be printed at the following web site:

http://www.hud.gov/offices/reac/products/wass/wass_user_manual.cfm

and for EIV from the following web site:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/applyforeivaccess.pdf>

HOW TO DROP A COORDINATOR

If a Secure Systems coordinator leaves your company, someone in your company must call REAC's Technical Assistance Center (TAC) at 1-888-245-4860, option 2 (or send an e-mail request to reac_adp_security@hud.gov) and request that the coordinator be dropped. (TAC will need to know your company's name, EIN, and the former coordinator's name and user ID, if you know it.) Your company will also have to follow up with a written request on its letterhead and signed by a principal.

SECURE SYSTEM USER

To apply for authorization as secure systems user, access the following website for Multifamily Online Systems:

<http://www.hud.gov/offices/hsg/mfh/fhaosmf.cfm>

Click on the link for “Apply for a User ID and Password”.

Alternatively, you can also access one of the following three websites:

REAC’s homepage:

<http://www.hud.gov/offices/react/>

Click on “Online systems” on the sidebar and then on “Register online” and then on “Multifamily Housing Entity”

or the APPS homepage:

<http://www.hud.gov/offices/hsg/mfh/apps/appsmfhm.cfm>

Click on “Multifamily Coordinator and User Registration”

or the TRACS homepage:

<http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm>

Click on “Apply for user ID and Password”

You will then see and be able to complete the electronic Multifamily Coordinator and User Registration form. (See the following page.)

Select the User application type and then complete the electronic form, filling out all sections. During the process the candidate enters his selected password. It is important that you remember your password. A forgotten password has to be reset by calling the Technical Assistance Center (TAC) at 1-888-245-4860 or by using the automated process via the REAC Online Systems web page. After carefully completing the registration form and checking it for accuracy, click on the button “Send Application” and then click on the confirm/submit button to submit the form to HUD for processing.

Each user can have only one user ID. If you will be both a coordinator and a regular user for the same or different business partners, you should register as a coordinator. If you apply to be a user and later need to be a coordinator, you will be given a new ID to replace your old user ID and consequently will lose the rights to the systems to which you had access as a user. If you need help in applying for a coordinator ID, contact REAC’s Technical Assistance Center (TAC) at 1-888-245-4860.

Application Type	Coordinator <input type="radio"/>	User <input type="radio"/>
------------------	-----------------------------------	----------------------------

First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Social Security Number:	<input type="text"/>

Organization 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 of the HUD-registered Organization or Individual you represent. Do not enter dashes.• Specify whether the HUD-registered entity you represent is an Organization or an Individual	
Organization/Individual Name::	<input type="text"/>
TIN/SSN:	<input type="text"/>
Organization <input type="radio"/> Individual <input type="radio"/>	

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com.**

E-mail Address:	<input type="text"/>
-----------------	----------------------

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, Brad83). Do not use punctuation or special characters. **Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.**

Password:	<input type="text"/>
Re-enter Password for Verification:	<input type="text"/>

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:	<input type="text"/>
-----------------------	----------------------

<input type="button" value="Send Application"/>	<input type="button" value="Clear Fields"/>
-------------------------------------------------	---------------------------------------------

On the following day ask your company's secure systems coordinator (or the property owner's secure systems coordinator) to retrieve your user ID and to assign you the roles you need for the appropriate properties; for example:

APPS – Active Partners Performance System
AUP – APPS Update
EIV – Enterprise Income Verification
HSU – Non-HUD User
IMAX – Integrated Multifamily Access Exchange
IME – iMAX (TRACSMail replacement)
PASS – Physical Assessment Subsystem
PIV – Physical Inspection Viewer
TRACS – Tenant Rental Assistance Certification System
TTQ – TRACS Tenant Query
TVQ – TRACS Voucher Query

[If you need to access the Enterprise Income Verification (EIV) system, both you and your coordinator must complete an EIV User Access Authorization Form at <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm> .]

To log on to secure systems, access one of the following three websites:

Multifamily Online Systems:
<http://www.hud.gov/offices/hsg/mfh/fhaosmf.cfm>

or REAC's homepage:

<http://www.hud.gov/offices/react/>

Click on "Online systems" on the sidebar and then on the "Log In" button.

or the TRACS homepage:

<http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm>

Click on "Secure Sign-in"

Secure Systems will request you to enter your user ID (beginning with a capital M) and password (initially the password you selected when you applied for a user ID). After the system verifies your user ID and password, it will display the Secure Systems main menu. The systems that you see depend on the roles that have been assigned to you by your coordinator. You should see one or more of the following:

Active Partners Performance System (APPS)
This is the automated previous participation system that has replaced form HUD 2530.
Enterprise Income Verification (EIV)

- This is the system for verifying Social Security and SSI benefits, wages, and unemployment compensation.
- Financial Assessment Subsystem – Multifamily Housing (FASSUB)
This is the system for submitting financial statements to REAC and for requesting extensions.
- Line of Credit Control System (LOCCS)
This is HUD’s financial accounting system. Financial information for Section 8 contracts is not accessible to owners or agents.
- Mark-to-Market (M2M)
- Physical Assessment Subsystem (PASS)
This is REAC’s system for physical inspections.
- Physical Inspections
This option will allow the user to view inspection reports after they have been released by REAC.
- Quality Assessment Subsystem (QASS)
This system contains quality assurance reviews of Independent Public Accountants (IPAs).
- Resident Assessment Subsystem (RASS)
This system, which was designed to measure tenants’ satisfaction with their housing, has been taken out of production.
- Real Estate Management System (REMS)
This system is not accessible to owners and agents.
- Tenant Rental Assistance Certification System (TRACS)
This system contains tenant and voucher information for subsidized properties.
- Unique IPA Identifier (UII) Registration System (QASS)
This system is for quality assurance reviews of Independent Public Accountants (IPAs).

User guides for these systems can be printed on downloaded from the Internet at these sites:

<http://www.hud.gov/offices/hsg/mfh/apps/appsmfhm.cfm> (for APPS)

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm> (for EIV)

http://www.hud.gov/offices/reac/ind_usrgds.cfm (for PASS)

http://www.hud.gov/offices/reac/products/fass/fassmf_guide.cfm (for FASSUB)

<http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm> (for TRACS)

CHANGING YOUR PASSWORD

Coordinators and users must change their passwords at least once every 90 days.

To change your password, access the following website for Multifamily Online Systems:
<http://www.hud.gov/offices/hsg/mfh/fhaosmf.cfm>

Click on the link for “Reset their passwords”.

Alternatively, select the Change Password link under System Administration on the Secure Systems main menu. Enter your old password. Then enter a new password, reenter to verify it, and click on the Save button.

FORGOTTEN PASSWORD

Log on to REAC’s homepage: <http://www.hud.gov/offices/react/>

Click on “Online systems” and then on “Password Reset”

You will be required to enter your user ID, your first and last names, your Social Security Number, and your mother’s maiden name. If the information you enter matches the information you entered when you first applied for a user ID, your password will be reset to a randomly generated six character password that will be e-mailed to your e-mail address. (Notify your coordinator if there have been any changes in your user information.)

If you encounter any problems during this automated reset process, contact the Technical Assistance Center (TAC) at 1-888-245-4860. A TAC User will ask for your user ID, first and last names, last four digits of your SSN, and your mother’s maiden name. If you correctly answer these security questions, the TAC User will reset your password to “password.” If you have difficulty reaching TAC, you can send an email to react_tac.hud.gov.

The above procedures were extracted from the User's Manual for the Web Access Security Subsystem (WASS) which can be printed at the following web site:

http://www.hud.gov/offices/reac/products/wass/wass_user_manual.cfm

and for EIV from the following web site:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/applyforeivaccess.pdf>

LOST USER-ID OR ACCESS CODE

If you don't receive (or have lost) your coordinator user-id or access code, look to see if there is a "re-send" button under User Maintenance in the Secure Systems main menu. If there isn't, you can send one of the following written requests to HUD

REQUESTING A COORINATOR’S USER ID CODE

I (enter your name), the (enter your title, for example CEO, President, etc.) of (enter your company’s name), authorize HUD to release to (enter the coordinator’s name) the “M” ID code for HUD’s WASS system via email, phone, or fax. (*Enter the email address, phone number, or fax number to which you want the information to be sent.*)

Signature of requestor

Name of requestor

The signature on this page must be notarized. (The notary and coordinator cannot be the same person). You must provide a copy of the SS-4 Letter from the IRS to verify the EIN for the company. Email this request as a PDF file to james.e.collins@hud.gov or fax it to (202)-708-0684 to the attention of James E. Collins, and send the original by mail to the address below.

REQUESTING ACCESS KEY CODES
(for a company)

I (enter your name), the (enter your title, for example CEO, President, etc.) of (enter your company’s name), authorize HUD to release to (enter the coordinator’s name and “M” ID) the access key code for HUD’s WASS system for (enter your company’s name) via email, phone, or fax. (*Enter the email address, phone number, or fax number to which you want the information to be sent.*)

Signature of the authorizing person

Name of the authorizing person

The signature on this page must be notarized. (The notary and coordinator cannot be the same person). You must provide a copy of the SS-4 Letter from the IRS to verify the EIN for the company. Email this request as a PDF file to james.e.collins@hud.gov or fax it to (202)-708-0684 to the attention of James E. Collins, and send the original by mail to the address below.

REQUESTING ACCESS KEY CODES
(for an individual)

I (enter your name and SSN) authorize HUD to release to (enter the coordinator's name and "M" ID) my access key code for HUD's WASS system via email, phone, or fax. (*Enter the email address, phone number, or fax number to which you want the information to be sent.*)

Signature of the authorizing person

Name of the authorizing person

The signature on this page must be notarized. (The notary and coordinator cannot be the same person). You must provide a copy of your driver's license or SSN card so that HUD can verify your identity. Email this request as a PDF file to james.e.collins@hud.gov or fax it to (202)-708-0684 to the attention of James E. Collins, and send the original by mail to the address below.

Department of Housing and Urban Development
Attn: James E. Collins
Policy and Participation Standards Division, HTGP
451 7th Street, SW, Room 6180
Washington, DC 20410