<table>
<thead>
<tr>
<th>Release No.</th>
<th>Date</th>
<th>Revision Description</th>
<th>Revision by</th>
</tr>
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<tr>
<td>1.0</td>
<td>9/30/2005</td>
<td>Initial draft</td>
<td></td>
</tr>
<tr>
<td>2.0</td>
<td>10/7/2005</td>
<td>Revision</td>
<td></td>
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<tr>
<td>3.0</td>
<td>10/12/2005</td>
<td>Revision</td>
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<td>3.0</td>
<td>11/28/2005</td>
<td>Revision</td>
<td>VIP</td>
</tr>
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<td>3.1</td>
<td>12/16/2005</td>
<td>Revision</td>
<td>VIP</td>
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## APPENDIX A – KDHAP SECURITY ADMINISTRATION Q&A

Error! Bookmark not defined.
1 READ BEFORE USING THE SYSTEM
1.1 Overview
This document is designed to assist users with the use of the Katrina Disaster Housing Assistance Program (KDHAP) Application. The purpose of KDHAP is to support a joint temporary housing assistance program between the U.S. Department of Housing and Urban Development (HUD) and the Federal Emergency Management Agency (FEMA). KDHAP is designed to streamline the processing of families who lost housing as a result of the Katrina hurricane disaster, and relocate families already in the HUD rental assistance programs. The application provides verification of family eligibility and allows data entry for their new or temporary housing assistance details.

1.2 Types of Users
There are broad categories of users of the system:
- a. Housing Authority Users (HA Users) – specifically personnel who work with Section 8 housing
- b. HUD Users and HUD relocation assistance contractors
- c. Guest Users (Usually non-HUD, non-HA contract staff, including FEMA staff and FEMA travel assistance contractors)

When using the system, these different users will be able to perform actions based on their assigned roles in the system. Access rights for each user type are described in the table below.

<table>
<thead>
<tr>
<th>Actions</th>
<th>HA User</th>
<th>HUD User</th>
<th>Guest User</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Search for a family</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>2. Update family information</td>
<td>Submit/modify</td>
<td>Submit/modify</td>
<td>Submit/modify</td>
</tr>
<tr>
<td>3. Record a family’s lease</td>
<td>Submit/modify</td>
<td>Submit/modify</td>
<td>(No access)</td>
</tr>
<tr>
<td>4. Non-KDHAP available inventory</td>
<td>Submit/modify</td>
<td>Submit/modify</td>
<td>Read only</td>
</tr>
<tr>
<td>5. View KDHAP Reports</td>
<td>Read only</td>
<td>Read only</td>
<td>Read only</td>
</tr>
<tr>
<td>6. Rollback records</td>
<td>Submit/modify</td>
<td>Submit/modify</td>
<td>(No access)</td>
</tr>
<tr>
<td>7. View Archives</td>
<td>Read only</td>
<td>Read only</td>
<td>Read only</td>
</tr>
</tbody>
</table>

Table 1 – User Access Rights

1.3 What You Need To Use the System
a. An understanding of Katrina Disaster Housing Assistance Program Interim Operating Requirements
b. A valid User Id and password to the PIC-IMS (PICTEST) system
c. Access to the KDHAP Application (See Appendix A).

1.4 KDHAP Eligibility
Families are eligible to receive assistance through this program if, they meet the following criteria:
- a. The family must have been HUD-housed in the designated disaster Zone.
- b. The family must be registered by FEMA and must have a FEMA ID in the FEMA data transfer.
- c. The family must be designated by FEMA as eligible for housing assistance (former housing is gone or unusable) OR
- d. The family must be designated by HUD as eligible for housing assistance under eligibility code HE (HUD Exception).

1 HA and HUD Users can modify lease information, where as Guest users do not have access to the “Lease information” section of the form.
2 USING THE KDHAP SYSTEM
STEP 1 – LOGON

a) Open a browser window (Internet Explorer and go to the following URL: https://pictest.hud.gov/ (Be sure to include the ‘s’ at the end of ‘https’)

b) Some users may receive a security pop-up window as illustrated in Figure 1a. For security purposes users must click ‘Yes’ to proceed into the system

c) If you do not receive this pop-up window, proceed to the

d) Type in your User ID and Password and Click on ‘Logon to PIC’.

Figure 1a. You may see this box - Click ‘Yes’

Figure 1b. – User Logon
When a new User logs onto the KDHAP/PIC-IMS system, the User Profile screen is displayed. New Users are required to update their account information as described below (see figure 2a.)

a) Under **User Contact Information Section**, provide first name, last name and select a Salutation from drop-down list.

b) Under **Mailing Address Section** enter mailing information in required fields (marked in asterisks).

c) Under **Password Information Section**, type in your New Password and Enter information in the required fields (Password should be a minimum of eight (8) but less than fourteen (14) characters, including numbers, symbols.

d) **Click** on the **Save** Button at the bottom right of the screen. The public and Indian housing information center Screen is displayed.

![Figure 2a – Updating the User Profile for New Users](https://ndihap148.hud.gov/pic/userprofile/userprofile_nameless.asp)
STEP 3 – NAVIGATE TO KDHAP APPLICATION

a) Once user is logged into the **public and Indian housing information center** Screen displayed (see figure 3a)

Note: Available options on the left menu are dependent on User access rights.

b) On the left menu bar as shown in Figure 3a, Click on **“PIH Information”**.

c) Then select **“KDHAP”** from the submenu displayed.

![Figure 3a – Select PIH Information, KDHAP](https://pictest.hud.gov/PIC/common/picmain/navigation.asp)
STEP 4 – PRIVACY ACT WARNING AND ACCEPTANCE

a) When user clicks on the KDHAP Submenu, the “Privacy Act (See Figure 4a) Statement and Compliance Notice” page is displayed.

b) Click “Agree” to launch KDHAP Application.

Note

You cannot access the KDHAP system without agreeing to this Notice.

Figure 4a – Read before accepting
STEP 5 – SEARCHING FOR HOUSEHOLD ASSISTANCE RECORDS

After accepting the Privacy Act Notice, the Search for Household Assistance Details page opens as shown Figure 5a.

a) This screen can be used to search for Household Assistance Details using the any one of the three Head of Household (HOH) information listed below:
   i. By Social Security Number (SSN)
   ii. By FEMA ID
   iii. By Other Information – Type in last name and at a minimum, one of the following characteristics: first name and/or Sex and/or date of birth (MM/DD/YYYY).

b) Click the corresponding Search Button.

**Notes**

**Search** – When Searching by Information Last name and one of the following is required:
- First name
- Date of birth
- Sex

**System Access** – System security is role based, so some functions may not be available to you. For a detailed explanation, please see Section 1. - “Who Should Use the System.”

**Functionality** – When a family is found, KDHAP may be used to record information about that family including: Updated family information, assignment to a PHA, and recording a family’s lease (for HUD reimbursement).

---

Figure 5a – Search for Household Details
a) Search results appear in a table at the bottom of the screen (see Figure 6).

b) Review the list to find the correct record.

c) Then click on the SSN link (the first field on the left side of the table) of the record to review or edit Assistance details.

**Note:**
An asterisk next to an SSN number indicates that the Household is already assigned to a PHA (shown in last column) for assistance.

**Notes**

If a family cannot be found in the database, verify the following:

- The information is correct for the head of household. Only the HOH information can be used to retrieve Household Assistance details.

- They have been processed by FEMA, and not in the 48 to 72 hours – Information from FEMA is transferred to KDHAP twice a week (mostly on Tuesdays and Thursdays).

Figure 6a – Click on the SSN for the record to view/edit
STEP 7 – VIEWING/EDITING HOUSEHOLD ASSISTANCE DETAILS

Required Fields
The following fields MUST be updated before the record can be saved. (See Figure 7a)

a. Family Category
   i. PH - Displaced Public Housing Resident
   ii. VO - Displaced Voucher Family
   iii. OH - Displaced Other Federally Assisted Housing Family
   iv. HL – CPD (Homeless)

b. New Program Type (required if a ‘Receiving PHA’ is selected)
   i. NV - KDHAP Voucher
   ii. PH - Public Housing
   iii. PI - Voucher Port In
   iv. VA - Voucher Absorbed
   v. MF – Multi Family
   vi. OT- Other Federal Assistance

c. Bedroom Size (Prior and Requested)

d. Family Members (if applicable)

e. Total Number of Family Members

Note:
This form can accept details of up to 9 more family members. If a family has more members, simply select the total number. First name and Gender is required for each valid entry.

---

2 A FEMA ID is required to select “NV – KDHAP Voucher” as New Program Type.
**STEP 8 – ASSIGNING PHA LATER**

a) Users may opt to assign PHA later. To do so, leave the record in its default state as shown in Figure 8a.

![Figure 8a – Select Assign PHA Later to Save Record Without a PHA](image)

**STEP 9 – ASSIGNING PHA NOW/SEARCH FOR PHA**

a) Select **Assign PHA Now!** to fill out all PHA information. (See Figure 9a)

b) To search for the PHA codes and organization details, click on the Link “Click here to Search PHA Information”

![Figure 9a – Select Assign PHA Now to Save Record with a PHA](image)
STEP 10 – SEARCHING FOR A PHA BY NAME

a) To search for **PHA By Name** type in first the few characters of PHA name and click search (See Figure 10a.) (At least 3 characters are required for successful search.)

![Figure 10a – Search for a PHA](image)
b) Chose the appropriate match from the displayed list, and click “Select this PHA” button located next to it (see Figure 10b).

When the “Select this PHA” button has been clicked, the PHA information is automatically populated in the main Household Assistance Details screen (see Figure 10c)

**Figure 10b – A List of PHAs with Names Matching The Search Text**

**Figure 10c – PHA details populated back in the Assistance Details page.**
The Lease information Section of the form is NOT available to Guest users (FEMA contractors, etc.)

Figure 11a shows the New Lease Information Section located at the bottom of the form. This section is available only to HA and HUD users. This Section is used to record the lease assistance provided by a PHA to the Household.

FEMA ID and FEMA Eligibility are required before a User can enter Lease information for a Household receiving HUD Assistance.

All the fields displayed on Lease information Section are required.

Notes: End of FEMA Eligibility Date is a read only field and will be populated by the system.
STEP 12 – CREATING NEW LEASE RECORD / VIEWING PREVIOUS LEASE RECORDS

a) A household can be leased up several times till the End of FEMA participation date. To Create New Lease for a particular household, Search his record via search Screen and bring up Assistance Details page.

b) Make sure current Lease information is completely entered and is valid.

c) In the Lease information section of page enter information about new lease. Make sure the New Lease effective date is greater than previous Lease termination Date.

d) When all new lease details has been filled in, click on “Save as New lease” button to save new information as next Lease record.

e) To verify that the new lease was created bring up the assistance details screen again.

f) At the bottom of the screen an extra button with title “View previous Lease record” will be displayed.

g) Click on title “View previous Lease record” to view previous Lease records.

3 End of FEMA participation Date is calculated based on the Lease Effective Date of the first lease record. Typical calculation allows 18 months of FEMA participation. But if the Household has received monetary assistance from FEMA for certain number of months, that number reduces the FEMA participation.
STEP 13 – FIXING INPUT ERRORS IN THE ASSISTANCE DETAILS FORM

a) When you press Submit on the main Assistance Details form, you may receive an error message similar to Figure 13a.

b) To fix this, scroll to the top of the page to view the list of errors. (See Figure 13b)

c) Fix all the errors and click the Submit Button again. Repeat until there are no further errors.

--- Please correct following errors [Total 4 errors] ----
Error 1: Please select appropriate Family Category!
Error 2: Please select appropriate New Program Type!
Error 3: Please select Requested Bedroom Size!

Figure 13b – Review and Fix In the Form the Listed Errors

i.e. If FEMA provided assistance to a household for three months the End of FEMA participation Date would be = Lease Effective Date for First Lease + 18 months – 3 (months of FEMA Assistance).
STEP 14 – ROLLING BACK LEASE/ASSISTANCE RECORDS - HUD/SUPER USERS ONLY

a) Rollback functionality can be used to clear erroneous assistance details or lease details.

b) For Users with Rollback privileges, the Household Lease/Assistance details page will display “Rollback” button at the bottom of the page.

c) Click this button to navigate to Rollback options.

d) Rollback options page will display all the lease records available for the selected household.

e) Users may choose to rollback either the most recent lease record or all of them. (The most recent lease record is displayed as the top row of the table with light brown background.)

f) Click one of the Rollback buttons to rollback appropriate record. The status of rollback will be displayed at the bottom of the page.

<table>
<thead>
<tr>
<th>Lease Record Number</th>
<th>FMR ($)</th>
<th>Lease Rent ($)</th>
<th>Lease Start</th>
<th>Lease End</th>
<th>New Program Type</th>
<th>Receiving PHA</th>
<th>Last Update Date</th>
<th>Updated by (user id)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 [Modify]</td>
<td>612.00</td>
<td>493.00</td>
<td>12/31/2005</td>
<td>02/02/2006</td>
<td>NV</td>
<td>TX005 Houston Housing Authority</td>
<td>Dec 1 2005 12:05PM</td>
<td>nitin</td>
</tr>
<tr>
<td>1 [View]</td>
<td>612.00</td>
<td>493.00</td>
<td>10/07/2005</td>
<td>12/30/2005</td>
<td>NV</td>
<td>TX005 Houston Housing Authority</td>
<td>Dec 1 2005 11:44AM</td>
<td>nitin</td>
</tr>
</tbody>
</table>

Following record(s) were rolled back and archived.

Figure 14a – Rollback Lease and Assistance Records

Figure 14b – Rollback Lease Record Screen
STEP 15 – VIEWING RECORDS ALREADY ASSIGNED TO A PHA

a) To search for a record already updated and assigned to a PHA, click on the view and update details link at the bottom of the screen. Alternately you can also select the link “Assistance Details” located at the top to view list of Households assisted by a PHA. (See Figure 15a).

![Figure 15a – Click on this link To View Records Assigned to a PHA](image-url)
b) The PHA Search screen displayed will be empty. Search and select for a PHA by clicking on the “Search for PHA information” button.

c) Select SSN link for the required record from the list displayed to view/edit the details of assistance.

Figure 15b – Search for PHA Information

Figure 15c – Click on One of The Links To View Records Assigned to a PHA
## STEP 16 – EDITING AVAILABLE NON-KDHAP UNITS - HA USER ONLY

**a)** To view or edit the number of Non-KDHAP units available, click on the **Non-KDHAP Inventory** link from the main screen.

**b)** To update the number of Non-KDHAP units available, update the fields in the selected area as appropriate and click save.

A ‘Record Updated Successfully’ message is returned to the user. A Last update date and time stamp is also generated at the bottom of the screen.

![Figure 16a – Click on Non-KDHAP Inventory to View/Edit Non-KDHAP Units](image)

<table>
<thead>
<tr>
<th>Non-KDHAP Inventory</th>
<th>Assistance Details</th>
<th>Add Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select View:</td>
<td>Field Office MA</td>
<td></td>
</tr>
<tr>
<td>HQ Division:</td>
<td>Public and Indian Housing</td>
<td></td>
</tr>
<tr>
<td>HQ Office:</td>
<td>PO Field Operations</td>
<td></td>
</tr>
<tr>
<td>Hub:</td>
<td>10HSEA Seattle Hub</td>
<td></td>
</tr>
<tr>
<td>Field Office:</td>
<td>0APH SEATTLE HUB OFFICE</td>
<td></td>
</tr>
<tr>
<td>Housing Authority:</td>
<td>AK001 AHFC</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 17a – Click on Non-KDHAP Inventory to View/Edit Non-KDHAP Units**

<table>
<thead>
<tr>
<th>Low-Rent Income units available:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0 Bedroom:</td>
<td>10</td>
</tr>
<tr>
<td>2 Bedroom:</td>
<td>3</td>
</tr>
<tr>
<td>4 Bedroom:</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Low-Rent Unit Count:</strong></td>
<td><strong>20</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 8 Landlords units available:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0 Bedroom:</td>
<td>1</td>
</tr>
<tr>
<td>2 Bedroom:</td>
<td>5</td>
</tr>
<tr>
<td>4 Bedroom:</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Section 8 Landlords Count:</strong></td>
<td><strong>12</strong></td>
</tr>
</tbody>
</table>

**Last Update Date & Time:** 12/02/2005 16:23:24.150
STEP 18 – ADDING NEW HOUSEHOLDS - FEMA USERS

a) When adding a new household, from the main screen click on Add Households link located at the top in brown bar.

b) Fields marked with asterisks (*) are required fields.

c) Initial PHA is required when Old Family category is “PH” or “VO”

d) Click Submit to save the new Household record.

Note: Fields marked with * (Red asterisks) are required.

Figure 18a – Adding Households for broken families
STEP 19 – ADDING AND APPROVING NEW HOUSEHOLDS - HUD USERS

a) HUD users have full access to the “Add New Households” screen which also includes ability to approve Households (see Figure 19a)

b) Follow instruction in Step 18 for instructions to add a new household.

c) When approving households, click on the “Approve Households” button. This will display the ‘Approve Household’ Screen.

d) On the Approve Household Screen, select the record and click “Approve”. The selected record disappears from the Approve Household screen.

Figure 19a – Adding/Approving new households for HUD users

Figure 19b – Approving New Households
STEP 20 – OPENING THE REPORT SCREEN

a) Click on the **Report** tab to open the Report Screen.

b) There are three types of Reports available
   i. Transaction Report
   ii. Non KDHAP Inventory Report

![Figure 20a – Click on Report to Open the Report Screen](image)
STEP 21 – RUNNING TRANSACTION REPORT

a) Click on the Report tab, and the click on the Transaction Report link.
b) Use the drop down fields to select the HA to report on. (See Figure 18)
c) Once the HA is selected, check the desired boxes of the fields to view on the report.

Figure 21a – Select the HA to Report on and Check Boxes for Fields in the Report
d) When all the fields that should be in the report are added, click the **Show Report Button**. The generated report will open in a new Browser window. (See Figure 21b).

e) Print, Save, or Copy the report as required.

f) To go back to the KDHAP system, close the Report Window.

g) The report can also be viewed as an excel spreadsheet. Click the **“Download into Excel”** (See Figure 21c)

**NOTE:** The FEMA eligibility of any Household may change over time as the data is updated from FEMA. The transaction report displays a snapshot of FEMA eligibility, as it was when assistance details were recorded. To see the recent updates to the FEMA eligibility for a particular Household user, Search household Screen mentioned in Step 6.

---

**Figure 21b – The new report opens up in a new Browser Window**

**Figure 21c – The report as an excel Spreadsheet**

<table>
<thead>
<tr>
<th>#</th>
<th>SSN</th>
<th>Name</th>
<th>Date of Birth</th>
<th>Sex</th>
<th>Total Family Member count</th>
<th>FEMA Eligibility</th>
<th>Initial PHA</th>
<th>FMR</th>
<th>Lease Rent</th>
<th>Receiving PHA Code</th>
<th>Receiving PHA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>XXX-XX-1</td>
<td>Hidden</td>
<td>Hidden</td>
<td>F</td>
<td>5</td>
<td>1</td>
<td>TRACS FH</td>
<td>850</td>
<td>600</td>
<td>VA019</td>
<td>Fairfax County RHA</td>
</tr>
<tr>
<td>2</td>
<td>XXX-XX-2</td>
<td>Hidden</td>
<td>Hidden</td>
<td>M</td>
<td>1</td>
<td>Yes</td>
<td>TRACS FH</td>
<td>1200</td>
<td>1100</td>
<td>VA019</td>
<td>Fairfax County RHA</td>
</tr>
<tr>
<td>3</td>
<td>XXX-XX-3</td>
<td>Hidden</td>
<td>Hidden</td>
<td>F</td>
<td>1</td>
<td>1</td>
<td>Indi48 Rockville Housing Authority</td>
<td>1500</td>
<td>250</td>
<td>VA019</td>
<td>Fairfax County RHA</td>
</tr>
<tr>
<td>4</td>
<td>XXX-XX-4</td>
<td>Hidden</td>
<td>Hidden</td>
<td>M</td>
<td>2</td>
<td>Yes</td>
<td>LA001 New Orleans HA</td>
<td>800</td>
<td>560</td>
<td>VA019</td>
<td>Fairfax County RHA</td>
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<td>5</td>
<td>XXX-XX-5</td>
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<td>VA019</td>
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<td>Hidden</td>
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<td>4</td>
<td>2</td>
<td>TRACS FH</td>
<td>1200</td>
<td>1100</td>
<td>VA019</td>
<td>Fairfax County RHA</td>
</tr>
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<td>4</td>
<td>2</td>
<td>TRACS FH</td>
<td>1200</td>
<td>1100</td>
<td>VA019</td>
<td>Fairfax County RHA</td>
</tr>
<tr>
<td>9</td>
<td>XXX-XX-9</td>
<td>Hidden</td>
<td>Hidden</td>
<td>M</td>
<td>2</td>
<td>Yes</td>
<td>TRACS FH</td>
<td>1200</td>
<td>1100</td>
<td>VA019</td>
<td>Fairfax County RHA</td>
</tr>
</tbody>
</table>
STEP 22 – RUNNING NON-KDHAP INVENTORY REPORT

a) To display a Non-KDHAP inventory report, click on Reports tab.

b) Then click on the ‘Non-KDHAP inventory Report’ link.

<table>
<thead>
<tr>
<th>PHA</th>
<th>State</th>
<th>0 Bdrm</th>
<th>1 Bdrm</th>
<th>2 Bdrm</th>
<th>3 Bdrm</th>
<th>4 Bdrm</th>
<th>5+ Bdrm</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>AK001</td>
<td>AK</td>
<td>10</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>AL048</td>
<td>AL</td>
<td>0</td>
<td>18</td>
<td>10</td>
<td>6</td>
<td>5</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>Totals</td>
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<td>0</td>
<td>18</td>
<td>10</td>
<td>6</td>
<td>5</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>IA020</td>
<td>IA</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>LA002</td>
<td>LA</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>72</td>
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<tr>
<td></td>
<td></td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>72</td>
</tr>
<tr>
<td>SC001</td>
<td>SC</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>24</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>24</td>
<td>3</td>
</tr>
<tr>
<td>TX480</td>
<td>TX</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>WA024</td>
<td>WA</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Figure 22a – Non-KDHAP Inventory Report
STEP 23 – RUNNING NEW HOUSEHOLDS STATUS REPORT

a) To view the status of Newly Added Households click on the Reports tab.
b) Then select the ‘New Household Report’ Link.
c) Under ‘Select View’ user has the options to view any of the following reports.
   a. Approved Records.
   b. Rejected Records.
   c. Pending Records.

Figure 30. – New Households Status report
Setting up users in KDHAP: Users accounts are set up in KDHAP by users who are designated as Security Administrators in PIC and PICTEST. If you are a Security Administrator, you will have a PICTEST menu option under “PIC Maintenance” called “Security Administration”. If you do not have such a menu choice, this appendix does not apply to you.

Introduction: There are two steps to setting up a user in PICTEST1 to work on KDHAP. A user account must be created. For KDHAP, all user accounts will be created as “Guest” users in the REACS Division of headquarters.

Always logon to PICTEST using:

https://pictest.hud.gov/PIC/Logon/userlogon.asp

You will be asked to authorize a certificate. Click “Yes”.

The PICTEST1 Logon screen appears next.
Enter the User ID and password and clock “Logon to PIC”.

The PIC Main menu appears (the menu choices vary depending on your individual access rights).
Q: How can I add a new contractor user in PIC?
A: First the user account must be created (if it does not already exist).
   • Select “PIC Maintenance” and “Security Administration”.
   • Select View “Division User”.
   • For contractors, select HQ Office “REACS” (bottom of pull-down list).
   • Select “Create New PIC User”.
   • Select “Guest User” (for all non-HUD contacts and contractors).
   • Enter user information (Last name, First name, Middle Name or Initial).
   • User ID (system generated) = first initial, middle initial (or “x”) and first six or less letters of user’s last name in lower case. (If the same User ID is already in use, the system will add “01” or next sequential number to ID when saving).
   • If user does not have an e-mail address or you do not know what it is, enter none@email.com (because it is a required field). The user can change it later in “User Profile”.
   • Initial password should ALWAYS be “Password1” (note upper/lower case).

Q: How can I add a new HA User in PIC?
A: First the user account must be created (if it does not already exist).
   • Select “PIC Maintenance” and “Security Administration”.
   • Select View “FO HA User”.
   • Select the appropriate Hub from the pull-down list.
   • Select the appropriate Field office (if there is a pull-down list; some do not have one).
   • Select the Field Office HA (public housing authority) from the pull-down list.
   • Select “Create New PIC User”.
   • Select “HA User” for HA staff members.
   • Enter user information (Last name, First name, Middle Name or Initial).
   • User ID (system generated) = first initial, middle initial (or “x”) and first six
or less letters of user’s last name in lower case. (If the same User ID is already in use, the system will add “01” or next sequential number to ID when saving).

- If a user does not have an e-mail address or you do not know what it is, enter none@email.com (because it is a required field). The user can change it later in “User Profile”.
- Initial password should ALWAYS be “Password1” (note upper/lower case).

_Note: Once the user account has been created, regardless of user type, the Security Administrator must grant access rights in individual PIC submodules before the user can access any useful information or do work in PIC._

We will grant the following rights to users:

**TAC Staff (User Type: “Guest User”):**

<table>
<thead>
<tr>
<th>Module</th>
<th>Sub module</th>
<th>Role</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIC Maintenance</td>
<td>Security</td>
<td>HA Security Admin</td>
<td>HQ Division</td>
</tr>
<tr>
<td></td>
<td>Administration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PIH Information</td>
<td>KDHAP</td>
<td>Submit-Modify (Guest)*</td>
<td>HQ Division</td>
</tr>
<tr>
<td>Executive Summary</td>
<td>Executive</td>
<td>HA General Read</td>
<td>HQ Division</td>
</tr>
<tr>
<td></td>
<td>Summary</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Non-HUD Contractors (e.g. NELROD) (User Type: “Guest User”):**

<table>
<thead>
<tr>
<th>Module</th>
<th>Sub module</th>
<th>Role</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIC Maintenance</td>
<td>Security</td>
<td>(not applicable)</td>
<td>(not applicable)</td>
</tr>
<tr>
<td></td>
<td>Administration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PIH Information</td>
<td>KDHAP</td>
<td>Submit-Modify (Guest)*</td>
<td>HQ Division</td>
</tr>
<tr>
<td>Executive Summary</td>
<td>HA Executive</td>
<td>HA General Read</td>
<td>HQ Division</td>
</tr>
<tr>
<td></td>
<td>Summary</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**HA Staff (User Type “HA User”):**
<table>
<thead>
<tr>
<th>Module</th>
<th>Sub module</th>
<th>Role</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIC Maintenance</td>
<td>Security</td>
<td>(not applicable)</td>
<td>(not applicable)</td>
</tr>
<tr>
<td></td>
<td>Administration</td>
<td>(not applicable)</td>
<td></td>
</tr>
<tr>
<td>PIH Information</td>
<td>KDHAP</td>
<td>Submit-Modify (HA)*</td>
<td>Field Office HA (select their hub and HA Code)</td>
</tr>
<tr>
<td>Executive Summary</td>
<td>Executive</td>
<td>HA General Read</td>
<td>Field Office HA (select their hub and HA Code)</td>
</tr>
<tr>
<td></td>
<td>Summary</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Note: “Submit-Modify” function is split into two roles: one for contractors to submit only the family details and HA assignment part of the form: **Submit-Modify (Guest)** and one for HAs to submit all of the form: **Submit-Modify (HA)**.

Q: **How can I change a user’s access rights in PIC?**

A:  

*Note: New users have no rights in PIC submodules until the Security Administrator specifically assigns rights to them.*

- Access the PIC Security Administration sub module.
- Select View “Division User” or “FO HA User” as appropriate.
- For contractors (Guest Users):
  - Navigate to the “REACS” division Select the appropriate Hub from the pull-down list.
  - Select the appropriate Field office (if there is a pull-down list; some do not have one).
- For HA Users:
  - Select the Field Office HA from the pull-down list.
  - Click the User ID to select the user.
  - Select the applicable module and sub module (from the pull down lists).
  - Choose “Add role”.


• Add the appropriate role from the pull-down list (see the chart above).
• Select Security Type (“HQ Division” for contractors, “Field Office HA” for HA users).
• Highlight the Division “Public and Indian Housing” for contractors,
• Select the appropriate Hub from the pull-down list.
• Select the appropriate Field office (if there is a pull-down list; some do not have one).
• Select the Field Office HA (public housing authority) from the pull-down list. (To highlight more than one HA, hold down the <Ctrl> key while clicking the HA Code.)
• Click “Save” to complete adding the role. Repeat for any remaining roles and submodules that are needed.
• To remove a role, put a check mark in the box under “Remove” then click “Remove role” and confirm it when asked.

Q: How can I remove a user from PIC?
A: Once users have been added to PIC, for accountability reasons they may not be deleted. Instead they are made “inactive” which completely removes their access to data.

• Select “PIC Maintenance” and “Security Administration”.
• Select View “Division User” or “FO HA User” as appropriate.
• For a contractor:
  • Navigate to the “REACS” division Select the appropriate Hub from the pull-down list.
• For HA Users:
  • Select the appropriate Hub from the pull-down list
  • Select the appropriate Field office (if there is a pull-down list; some do not have one).
  • Select the Field Office HA from the pull-down list.
• Click the User ID to select the user.
• Click “Modify User” (upper right).

• Under “User Details,” click the “No” button beside “Active Indicator”. This makes the User’s account inactive. (The process can be reversed by changing it back to “Yes” to make the user active again.) A user can also be made inactive by changing the “Expiration Date” to a date before today’s date. (This can also be reversed by changing the Expiration Date to a date later than today.) To be active, a user must be active in both ways (by having a future Expiration Date and where Active Indicator = “Yes”).