



1.0 General Information

1 GENERAL INFORMATION

The Web Access Security Subsystem (WASS) Release 7.1.0.0 User's Manual provides the information and procedures that are needed by external users to understand WASS. The Quick Reference sheets in Section 0 facilitate a Coordinator or user's access by providing the minimum steps required to access the systems. More extensive information about all system administration is available in the Maintenance Manual provided to each Super Administrator.

WASS users are individuals who work with trusted partners, are HUD employees, or are contractors who work with HUD. Those who work with trusted partners are called Coordinators and external users. HUD employees and contractors are individuals who help administer and provide support to the Coordinators and external users. These individuals may be System Administrators, Technical Assistance Center (TAC) Users, or one of a few Super Administrators. Others are internal users who access the system through the HUD Intranet.

1.1 System Overview

The User's Manual provides information on how best to use the Web Access Security Subsystem (WASS) Release 7.1.0.0, a major release of the security interface for access to over 25 of the Department of Housing and Urban Development's systems. It seeks to demystify WASS so that the many thousands of individuals who access the systems can do so more effectively.

Table 1-1 Objectives for Web Access Security Subsystem

Objectives for Web Access Security Subsystem
Provide HUD's trusted Business Partners and internal HUD users a means for requesting access to HUD's subsystems.
Provide secure access to HUD's secure systems environment from the Internet.
Provide secure use of the applications available via HUD's secure systems environment.

1.1.1 Secure Connection and Secure Systems Components

WASS consists of a Secure Connection component and a Secure Systems component. These components provide an overall security umbrella for thousands of users of HUD systems.

The Secure Connection component of WASS includes online registration forms that are accessible via the World Wide Web and are used by HUD's trusted Business Partners to submit requests for the authority to access secure systems that reside behind HUD's firewall. The data captured by the Secure Connection registration pages is used to authenticate users, so that WASS can make sure that users are who they say they are before granting them access to the system. Users are authenticated by capturing their User IDs and passwords via the login page that is displayed upon connection to WASS. Once a user has provided the correct information, control is passed from Secure Connection to Secure Systems, which enforces application security as described below.

The Secure Systems component of WASS is comprised of the Login page, the Main Menu page, and the System Administration application that collectively provide application-level security to the Internet and Intranet applications integrated under WASS. The Secure Systems Login page captures User IDs and passwords that are used to validate user authorities in terms of application access and use. The Secure Systems Main Menu provides Internet and Intranet users with hyperlinks to the one or more secure systems to which they have authority. The System Administration application provides authorized Internet and Intranet users the capability to define and maintain user rights to data and functionality within one or more secure systems.

1.1.2 External Users and Coordinators Register Online

Coordinators and external users register online. The registration form (see Figure 1) for Coordinators and Users is the same, except that each selects the appropriate Application Type – Coordinator or User. Registrations are processed overnight. Coordinator User IDs are sent to the Business Partner the next day by mail; User IDs can be obtained from the Coordinator the next day.

PHA 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 Executive Director of the PHA 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 PHA 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.

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 Public Housing Authority you represent • Provide the Number of the Public Housing Authority you represent 		
Organization Name:	<input type="text"/>	
Organization ID:	<input type="text"/>	

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, hflb84a@prodigy.com.

E-mail Address:	<input type="text"/>
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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, Brad33). 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"/>
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Figure 1 – Online Registration

The registration process is the key first step in the assignment of system access and privileges. Table 1-2 provides a summary about how privileges are assigned in the registration process.

Table 1-2 Assignment of Privileges for External Users

User Type	Registration Process	Assignment of User ID	Privileges
User (Participant, Expected Participant, AQA contractor, Appraiser, Includes User for Trusted Partner, Independent User)	Apply Online	WASS is responsible for generating the User ID. The Coordinator retrieves User ID and provides User ID to user	Assigned by Coordinator
User (Inspector)	Registration done during Training	By Training Organization	Assigned by Inspector Coordinator
Coordinator for Inspectors	Coordinator status establisher by Business Partner	By Training Organization	Assigned by self
Coordinator (Includes Participant (Trusted Partner), Expected Participant (Organization applying for Trusted Partner Status, AQA Contractor)	Apply Online	WASS is responsible for generating the User ID. Letter with the Coordinator's ID and the activation number mailed to Business Partner	Assigned by self
BPR Coordinator	Indicates online need for assignment to one or more additional Business Partners	Initiates request to system. A unique activation code is sent to the Business Partner and through the Business Partner to the BPR Coordinator	Assigned by self
Lenders	Apply to FHA Connection	FHA Connection	Assigned by FHA Connection

1.1.3 Internal/Intranet Access to WASS

Over 2000 WASS users are classified as internal users. Table 1-3 summarizes the assignment of internal user privileges during the registration process.

Table 1-3 Assignment of Privileges to Internal Users

User Type	Registration Process	Assignment of User ID	Privileges
Technical Assistance Center	Apply to ADP Security	Assigned by ADP Security	Set by WASS Super Administrator
System Administrator	Apply to ADP Security	Assigned by ADP Security	Assigned by self and/or WASS Super Administrator
Super Administrator	Apply to ADP Security	Assigned by ADP Security	Assigned by WASS Super Administrator
User	Apply to ADP Security	Assigned by ADP Security	Set by System Administrator of specific systems or by a Super Administrator

Intranet/Internal Users are HUD Employees and HUD Contractors who access HUD/PIH-REAC systems through HUD's Internal URL. These users must obtain their system ID from the ADP Security Office rather than from the Online Registration available on the Internet. The success of the registration process depends on a complete registration process and meeting the registration requirements as described in Table 1-4.

Table 1-4 Registration Requirements

Requirement Description
REGISTRATION
The CEO or Executive Director of every trusted Business Partner must designate a Coordinator to serve as his/her representative in controlling access to the system and performing other system administration functions.
There will be a limit of two Coordinators for a particular trusted Business Partner.
A registration application must indicate whether application type is User or Coordinator.
Every application must provide the applicant's first and last name. Middle initial is optional
Every application must provide the applicant's social security number.
A PHA application must provide the name of the PHA organization the applicant represents.
A PHA application must provide a valid PHA organization number of the organization the applicant represents.
Every application must provide a six-character password.
Every application must provide the maiden name of the applicant's mother.
Only one user ID may be generated for the same user. A user ID is uniquely identified by a user's SSN.
The Coordinator is responsible for informing users of their user ID.
A multifamily application must provide the name of the HUD-registered Organization or Individual the applicant represents.
A multifamily application must provide the Tax Identification (TIN) or Social Security Number of the HUD-registered Organization or Individual the applicant represents.
A multifamily application must specify whether the HUD-registered entity they represent is an organization or an individual.
The TIN submitted on a multifamily application must be a HUD-approved Business Partner.
The PHA organization number submitted on PHA application on must be a HUD-approved Business Partner.
An appraiser must be a HUD-approved Single Family Appraiser in order for his/her registration application to be valid.
An AQA contractor must be a contractor of record with HUD in order for his/her registration application to be valid.

1.1.4 Registration Process

WASS provides the front door security for over 25 HUD systems. The various systems have a large number of rules that govern how thousands of users and Coordinators can gain access to one or more of the systems and exercise one or more roles and actions as part of that portion of their business process.

Fortunately, users only need to know those roles and actions that affect them directly. This User's Manual uses a number of different perspectives on the information about WASS to allow each Coordinator and each user to access that information necessary to manage access for themselves and those users for which Coordinators are responsible. Coordinators have the responsibility to manage the type of access that users need. The next series of tables seeks to summarize the process after registration and the impact registration has on the options and the range of access to systems, roles and actions. These are decisions that a particular Coordinator can make for those functions depending on whether s/he is working for a Business Partner with a Tax Identification Number or a PHA ID.

Table 1-5 Access to Systems Based on Registration Information

Factors Influencing Assignment of Systems at Assignment of User ID	Systems Available to Coordinators to Assign to USERS	Who Can Assign or Modify Assignment to Systems
Property Assignment with TIN	APPS FASSUB LASS M2M PASS QASS VMS REMS LOCCS TRACS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Contract Assignment with TIN	LOCCS REMS TRACS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Property Assignment and Contract Assignment with TIN	APPS FASSUB LASS M2M PASS QASS LOCCS REMS TRACS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Property Assignment with PHA ID	APPS FASSUB LASS M2M PASS QASS VMS REMS LOCCS FASPHA TRACS NASS MASS RASS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Contract Assignment with PHA ID	LOCCS REMS TRACS FASPHA MASS NASS RASS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system
Property Assignment and Contract Assignment with PHA ID	APPS FASSUB LASS M2M PASS QASS LOCCS RASS TRACS REMS MASS FASPHA NASS	Assigned at Registration Processing Managed by Coordinator Modified by Super Administrator or by System Administrator of specific system

1.1.5 Determine Access Rights

It is the responsibility of Coordinators/System Administrators to perform system administration functions that establish system access for their users. Before they can set access rights for any of their users, a Coordinator must first establish himself or herself as the Coordinator/System Administrator. This is accomplished through *User ID Maintenance - Maintain User Profile*, in which the Coordinator/System Administrator selects the desired system(s) to be accessed (see Sections 4.2.4 through 4.2.6 for explanation of this function). The systems selected under a Coordinator/System Administrator's user profile determine what system links are displayed on the *Secure Systems* screen for the Coordinator/System Administrator. The system links displayed for users depend upon the roles/actions assigned to the User by his/her Coordinator/System Administrator through *Maintain User Information* (see the *Maintain User Data* section for an explanation of this function).

The *Secure Systems* screen is divided into two sections - *Systems* and *System Administration*. *Determine Access Rights* is the process that decides what system links and what system administrative links are displayed on the *Secure Systems* screen. Links to the systems for which a user has access rights are displayed under *Systems*. System administrative links for which a user has access rights are displayed under *System Administration*.

1.2 WASS Integrates Data Flows from Other Systems

WASS is a strategic system and manages access to security information. It ensures that the registration process results in the creation of a User ID, assignment of privileges and notification to Business Partners. WASS is the secure connection for HUD systems managed by the Office of Public and Indian Housing - Real Estate Assessment Center (PIH-REAC) and Multifamily. The ownership of the systems is displayed in Table 1-6.

Table 1-6 Systems Accessed through WASS

System Code	System Name	External	Internal	System Owner
ADM	Administration of Secure Systems			PIH-REAC
APPS	Active Partners Performance System	✓	✓	Office of MFH
DAP	Development Application Processing			Office of MFH
EIV	Enterprise Income Verification	✓	✓	PIH-REAC
FASS	Financial Assessment System	✓	✓	PIH-REAC
FASPHA	Financial Assessment System – PHA	✓	✓	PIH-REAC
FASSUB	Financial Assessment Subsystem Submission	✓	✓	PIH-REAC
LASS	Lender Assessment Subsystem	✓	✓	PIH-REAC
LOCCS	Line of Credit Control System	✓	✓	Office of MFH
M2M	Market-to-Market	✓	✓	Office of MFH
MAPS	Monitoring and Planning System		✓	PIH-REAC
MASS	Management Assessment Subsystem	✓	✓	PIH-REAC
MDDR	Multifamily Delinquency and Default Reporting	✓	✓	Office of MFH
MFCS	Multifamily Insurance Claims System	✓	✓	Office of MFH
NASS	Integrated Assessment Subsystem	✓	✓	PIH-REAC
NASSMF	Multifamily Integrated Analysis	✓	✓	Office of MFH
PASS	Physical Assessment Subsystem	✓	✓	PIH-REAC
PHYS	Physical Inspections	✓	✓	PIH-REAC
PIC	PIC System	✓	✓	PIH-REAC
QASS	Quality Assurance Subsystem	✓	✓	PIH-REAC
RASS	Resident Satisfaction Assessment Subsystem	✓	✓	PIH-REAC
REMS	Real Estate Management System	✓	✓	Office of MFH
REMSEC	Enforcement Center Contractor REMS			Office of MFH
SAGIS	Subsidy and Grants Information Systems	✓	✓	PIH-REAC
TRACS	Tenant Rental Assistance Certification	✓	✓	Office of MFH
VMS	Voucher Management System	✓	✓	PIH-REAC
WASS	Web Access Subsystem	✓	✓	PIH-REAC

1.3 Project References

Table 1-7 Project References

References	Location
Web Access Security Subsystem (WASS) Release 6.0.0.0 System/Subsystem Specification (SSS) November 2006.	Gary Faeth, WASS Project Manager
WASS Release 7.1.0.0 Updated Functional Requirements Document (FRD), August 2007.	Gary Faeth, WASS Project Manager
WASS Software Project Management Plan, November 2006	Gary Faeth, WASS Project Manager
WASS Video Training 2000	Bill Thomas

1.4 Authorized Use Permission

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of Title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

System Administrators and Super Administrators have access to an audit trail database that records the details of access and access changes made by Coordinators. The information from the audit trail log is available to support reviews of activities. Details about quality assurance procedures are not included in this User's Manual. Table 1-8 and Table 1-9 provide a description of the information that is collected and stored for at least 30 days.

Table 1-8 Audit Trail Information Available to System Administrators

Description
Database of all transactions by User ID – maintained for at least 30 days
User attempts a login (i.e., internet, intranet)
User login fails
User login successful
User account locked because the number of failed attempts exceed the allowable number
User changed his/her password
Someone reset a user's password
Someone unlocked/reactivated a user account
Someone locked/terminated a user account
WASS locked a user account because of inactivity
WASS/FHA Connection created a user account
WASS/FHA Connection changed the content of a WASS table in the HEREMS database
Someone deleted a user account

Table 1-9 Description Requirements for Audit Trail

Description
Date/time of activity/change
Type of action (database, login, password, account, registration)
Requested action (insert, update, delete, select, attempted, failed, successful, etc.)
User ID performing the action
Table name
Column name
Row (combination key)
Value
Program performing the action

1.5 Points of Contact

1.5.1 Information

Coordination of access information is the responsibility of Coordinators, the respective help desks, System Administrators, and Super Administrators. Information is shared among them about the success of WASS. This information can impact procedures in future releases of WASS and User's Manuals.

1.5.2 Coordination

Web Access Security Subsystem depends on its online nature to administer the security aspects of accessing HUD systems for the over 80,000 users. The people connection for WASS is through the respective help desks.

1.5.3 Help Desk

Table 1-10 Help Desk Contact Information

Help Desk	Systems	Telephone/Email Address
Technical Assistance Center	FASSPHA, FASSUB, MASS, NASS, PASS, QASS, RASS, VMS, (LOCCS), PASS-CLA	(888) 245-4860. Email: Select "Contact Us" on the PIH-REAC Online Web Page
Multifamily Help Desk	APPS, M2M, MDDR, REMS, TRACS	(800) 767-7588 Email: Real_Estate_MGMT@HUD.GOV
FHA Connections	LASS	Contact FHA Connection

1.6 Organization of the Manual

The WASS User's Manual serves a diverse audience. Most users have limited responsibility for system administration. For these users, the objective is to provide them with the necessary information to function as users and to have conversations with Coordinators about changes in the assignment of properties, roles, and actions.

Coordinators have extensive system administration responsibility and have a much larger responsibility for the operation of the Secure Connection and the Secure Systems. Coordinators do not all have the same privileges, but the similarity of their function makes it possible to address them as a group.

Systems Administrators are another key group because these are primarily the individuals who provide system administration for the systems. They tend to have more system administration responsibility than Coordinators.

A handful of individuals are Super Administrators. These individuals exercise the full range of system administration roles that were described in the system overview. They also assume new responsibilities under WASS 7.1.0.0 for submitting SQL scripts for assignment of systems, system privileges, and reports from the security transaction log. These are described in the WASS Maintenance Manual.

1.7 Terms and Abbreviations

Table 1-11 Terms and Abbreviations

Terms	Definitions
Coordinator	External user that does system administration for trusted Business Partner
Coordinator for BPR (Business Partner Relationship)	A Coordinator that has an added role for coordination for another Business Partner. This individual is not the original Coordinator
System Administrator	Internal user who does system administration for one or more HUD systems
Super Administrator	Internal user who performs all system maintenance functions
Technical Assistance Center (TAC) User	Internal user who works for the help desk
User	External user who works for one or more Coordinators for one or more trusted partners
Section 508	June 2001 law that requires that individuals with disabilities be able to access web information with Assistive technologies
Lightweight Director Access Protocol (LDAP)	Maintains the directory and Access Control Lists (ACL) for Internet USERS
Access Control Lists (ACL)	Controls what directories on the web server a user reads

Table 1-12 Abbreviations and Acronyms

Acronym/Abbreviation	Definition
ADM	Administration of Secure Systems
APPS	Active Partners Performance System
BPR	Business Partner Relationship
CLASS	Comprehensive Lead Assessment Subsystem
CMM	Capability Maturity Model
CSC	Computer Software Component
DQIS	Multifamily Data Quality Information System
DR	Deficiency Report
FASPHA	Financial Assessment Subsystem – PHA
FASS	Financial Assessment Subsystem
FASS-PHA	Financial Assessment Subsystem – PHA
FASSUB	Financial Assessment Subsystem Submission
FRD	Functional Requirements Document
FTS	Functional Test Scripts
HEREMS	Housing Enterprise Real Estate Management System
HUD	U.S Department of Housing and Urban Development
HUDweb	Department of Housing and Urban Development’s (HUD’s) Intranet
ID	Identification
LASS	Lender Assessment Subsystem
LDAP	Lightweight Directory Access Protocol
LOCCS	Line of Credit Control System
M2M	Market-to-Market
MASS	Management Assessment Subsystem
MDDR	MF Delinquency and Default Reporting
MFCS	Multifamily Insurance Claims System
MFH	Office of Multifamily Housing
NASS	Integrated Assessment Subsystem
PASS	Physical Assessment Subsystem
PIH	Public and Indian Housing
REAC	Real Estate Assessment Center
RASS	Resident Assessment Subsystem
REMS	Real Estate Management System
SAGIS	Subsidy and Grants Information Systems
TAC	Technical Assistance Center
TRACS	Tenant Renewal Assistance Certification System
VMS	Voucher Management System
WASS	Web Access Security Subsystem