Fair Housing Assistance Partner (FHAP) HEMS Account Set Up

FHAP users need to register for a Web Access Secure System (WASS) user ID associated with their agency.

1.1.1. FHAP users must first register in WASS through online registration at the URL http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/rea/online/online_registration. Select the Multifamily Housing Entity option.

1.1.2. On the registration form, some FHAP users should register as coordinators, but most should register as Users. Coordinators will have the ability to assign HEMS roles to other users in the same agency. In the Organization Information section they should enter the name and tax identification number (without the hyphen) for their agency and select the organization option.

Enter your email, an initial password and your mother's maiden name. Note that the mother's maiden name is not validated, but it may be asked for if the user's password needs to be reset.

Click the Send Application button. If you get an error that an account exists for that social security number, have your coordinator do a search using your name to get your user ID.

You will get a message that your registration was successful and to wait 24 hours and ask your coordinator for your user ID. Coordinators need to get their user IDs from the 'owner' of the agency who probably set up the agency in WASS. Contact a HUD user with the
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HEMS - ADM action in WASS to assist you with your user ID if you do not know who the agency owner is.

1.1.3. Reactivate FHAP WASS Accounts
WASS accounts are terminated (deactivated) if they are not used in over 90 days and you will see an error like the one below. Contact REAC_TAC@hud.gov (Real Estate Assessment Center – Technical Assistance Center) or 1-888-245-4860 with your user ID and include a phone number if you email.

1.1.4. Reset WASS Passwords

For FHAP users, use the https://hudapps.hud.gov/reac/wass/resetPwd.html URL to request a password reset. WASS requires that users change their passwords every 60 days. If your password needs to be changed, there will be a prompt to change it after 60 days.

1.1.5. User Registration Assistance

The REAC Technical Assistance Center (REAC_TAC@hud.gov) at (888) 245-4860 can provide assistance for the following questions or issues:

- I have registered for Secure Systems Coordinator credentials and have not received them.
- I mistakenly registered for User credentials instead of Secure Systems Coordinator credentials.
- I may have registered for Secure Systems credentials in the past, but I'm not sure.
- I don't know who the Secure Systems Coordinator(s) are for my organization.
- I am a Secure Systems Coordinator and need assistance in assigning roles to Users.

Please contact your Secure Systems Coordinator for the following issues:

- I have registered for a User ID and have not received it.

1.1.6. HUD WASS user with the HEMS – ADM action or Coordinators for the FHAP agency can assign users.
See section 32.1.4.1 for directions to give a HUD user the HEMS – ADM action. Coordinators for a FHAP agency must register in WASS as a coordinator or they can request to be promoted to coordinator at REAC_TAC@hud.gov.

- To assign a HEMS role to a user, a HUD WASS user with the HEMS – ADM action or a Coordinator for the user's FHAP agency would go into WASS and select the User Maintenance option under System Administration in the center of the home screen or on the left. If this is not available then the user does not have these rights.

- Under User Maintenance enter the user’s User ID (m-number) in that field, or search for them by name using the criteria fields at the bottom and click the Search Users button at the bottom. This may return a lot of results if the name is common. FHAP users are also grouped by tax identification number so you can enter that number in the field labeled Business Partner – TIN/SSN/PHA ID/IPA ID and do a search based on that. Coordinators will not have this option as they are only allowed to see users from their agency.

Click on the User ID for the user you want to give a HEMS role.
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- On the Maintain User screen click on the dropdown and select Maintain User Profile – Roles and click the Submit button.

![Maintain User Screen](image1)

- Select the role(s) for the user. Users can have multiple roles but most will only have one.

![Assign/Unassign Roles](image2)

- To change or remove a user’s access to HEMS, the checkboxes would be unchecked.