Inspection Online Training

This manual is intended for users of the Housing and Urban Development (HUD) Learning Management System (LMS). It provides guidelines for how users may log into and navigate the system, as well as access relevant content.
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1 Registration

1. **Go to** the [HUD REAC Online Training](#) site.
2. **Click** the **Create New Account** button to register for the Multifamily or Public Housing UPCS Inspection training
3. Fill out the registration form then click the **Create my new account** button
   *Username must be all lower case. For example Username “JDoe” should be entered as “jdoe”*
4. You will receive a confirmation email after your registration is confirmed by the Training Coordinator.
5. After approval, return to the site and **Enter** your **Username** & **Password**.
6. **Click** the **Login** button.
2 Login

1. Go to the PASS Online Training site.
2. Enter your login in the Username field. For Inspector Candidates and HUD employees, this will be your MID, HID, IID or CID. For those that registered for Public Training, use the Username you created during the Registration process.

*Username must be all lower case. For example Username “112345” should be entered as “i12345”

3. Enter your Password.
4. Click the Login button.

*If you are an Inspector Candidate and this is the first time you are logging in, you will be forced to change your password (see section 3.1 Temporary Password)
3 Password

3.1 Temporary Password

Temporary passwords are assigned by the system and expire after a period of time. When logging in using a temporary password, you are prompted to change it. Simply do the following.

1. Enter your Current or Temporary Password in the **Current password** field.
2. Enter your new password.
3. Enter your new password again.
4. Click the **Save changes**.

*If you are an inspector candidate, your username and temporary password were sent to you in an email when your account was created.

*A Temporary password is sent to your email address after you click the ‘Forgotten your username or password’ link on the login screen (see section [3.2 Forgotten Username or Password](#))
3.2 Forgotten Username or Password

If you have forgotten your username or password, do the following.

1. Go to the PASS Online Training site.
2. Click the Forgotten your username or password link.
3. Enter either your email address or your username.
4. Click the Search button. Two (2) emails will be sent to you.
5. Click the confirmation web link in email 1, Change password confirmation, and follow the instructions on screen.
6. Click on the change password link in email 2; Change password, and follow the steps in section 3.1 Temporary Password.
3.3 Changing Your Password

To change your password go to the Administration Block (see section 4.3 Blocks) and do the following.

1. **Expand** the My Profile Settings option.
2. **Click on** the Change Password link.
3. **Enter** your current password.
4. **Enter** your new password, then retype it in the field below to confirm.
5. **Click** the Save Changes button.

![Image of Administration Block](image.png)
4 The Display

4.1 The Home Screen

The LMS will open to the **Home** screen. The **Home** screen is divided into three sections; a large **content area** in the center flanked by the **Navigation** and **Settings** blocks on the left side and a **Calendar** block on the right side.
4.2 My Home Screen

This is your personal dashboard. It is the only page on the site you are able to customize.
4.3 Blocks

Blocks are items which may be added to the left or right or center column of any page.

**Navigation Block**

The navigation block appears on every page of the site. It contains an expanding tree menu which includes My Home, Site Pages, My Profile, and Courses. The navigation block has links which can be expanded or collapsed.

- **My Home** takes you directly to your personal dashboard.
- **Site Pages** expands to show pages and resources available site wide, for example, user blogs and a calendar.
- **My Profile** expands to allow you to view and edit your profile, view your forum posts and your messages.
- **My Courses** expands to show courses you are enrolled in. An administrator sees this link as "Courses", which expands to the course categories. Once inside a course, the block expands to show each section of the course and activities/resources which are in that section.

**Administration Block**

The Administration block contains the **My profile settings** submenu that can be collapsed or expanded to display the options as shown below.

- **Edit Profile** allows you to edit your profile (see section 5 Editing your profile)
- **Change Password** allows you to change your password (see section 3.3 Changing your password)
- **Messaging** allows you to select how you wish to be notified of incoming messages (see section 6 Messaging)
**Calendar Block**

The Calendar block displays the following events.

- Site (event viewable in all courses - created by admin users)
- Course (event viewable only to course members - created by Instructor)
- Groups (event viewable only by members of a group - created by Instructor)
- User (personal event a student user can create - viewable only by the user)

**Online Users Block**

The Online users block shows a list of users who have been logged into the current course. The list is updated on a regular basis; the default is every 5 minutes.

*Note that even though a user may have been logged into a course within the last 5 minutes, it does not necessarily mean that this user is still online.*

- If you hold the cursor over somebody's name, you will see how long ago that person was last "seen" in the course
- If you click on the envelope icon next to somebody's name, you will be able to send a private message to that person (see section 6.3 How to send a Message)

**5 Editing your Profile**

The user profile fields are divided into 3 sections - General, Picture & Optional which are all explained in the sections below. To update your profile simply click on the Edit profile link in the Administration block.

* Remember to click 'Update profile’ when you have finished.
5.1 General

This first section contains fields that must be completed.
First name & Surname
These are self-explanatory. These names will identify you everywhere in your courses.

Email address
The email address should be an address that you check regularly. It is used for acknowledgements and announcements, including messages from Forums that you are subscribed to. It is also the address that is displayed to other users, depending on your 'Email display' setting (below).

Email display
This controls the visibility of your email address to others. The three settings are self-explanatory but please note 'Hide my email address from everyone' only hides it from students. Teaching staff and other staff with editing access will always be able to see your email address.

Email format
There are two formats: "Pretty HTML format" (messages will be formatted) and "Plain text format" (plain text with no formatting).

Email digest type
This setting determines how you receive any posts from Forums to which you are subscribed, allowing you to receive messages individually or on a daily basis.

Forum auto-subscribe
This setting lets you decide if you want email copies of posts that are added to forums. If you set this to subscribe, the system will automatically email you copies of new posts in forums that you post in, unless you manually override it when posting.

Forum tracking
Enabling forum tracking means highlighting the posts you have not read yet, which should improve your forum navigation.

When editing text
This can usually be left on "Use HTML editor (some browsers only)". This allows for text formatting options, but requires newer browsers. If you find your browser is not letting you edit text, change this setting to "Use standard web forms."

City/town & Country
Add your location.

Timezone
This field is used to convert time-related messages on the system (such as assignment deadlines) from the local timezone (the time in London) to the correct time in whichever zone you have selected.
**Preferred language**

You can view Moodle in several different languages.

*Note: changing the preferred language only affects the Moodle interface, not the course content!

**Description**

In this field you can enter some text about yourself, be it information about your studies, hobbies, qualifications or anything else.

### 5.2 User Picture

This section is optional and allows you to choose your own profile picture. Your current picture is shown, if you have already chosen one. To add a picture to your profile, do the following.

1. **Click** the **Add** link.
2. **Click** the **Browse** button and choose a picture for your profile. The picture must be in JPG or PNG format (ie the names will usually end in .jpg or .png)
3. **Click** the **Upload this** file button.
4. **NOTE:** Make sure that the file is not larger than the maximum size listed, or it will not be uploaded.
5. When you are taken back to your profile page, the image might not appear to have changed. If this is so, just use the "Reload" button in your browser.
5.3 Other Profile Options

There are several optional fields allowing you to add further details to your profile such as contact details and your website.

**Interest**

Use a comma between different interests. This allows you to connect with others who list similar interests.

**Optional**

Use the following optional fields to enter additional information about yourself.

- Web page
- ICQ number
- Skype ID
- AIM ID
- Yahoo ID
- MSN ID
- **ID number** – Please enter your HUD assigned ID in this field. For Inspector Candidates and HUD employees, this will be your MID, HID, IID or CID.
- Institution
- Department
- Phone
- Mobile Phone
- Address

**Other Fields**

- State – Select hour home state
- Title – Enter you title
- Program Area – Select your program area

5.4 Saving User Profile Edits

You must click the Upload profile button when you are finished making changes to your user profile settings.
5.5 How to View Profile

You may view your own full profile by clicking *My profile>View profile* in the Navigation block. Depending on what you have added to your profile, this gives information such as first and last access, general interests and links to individual course profiles. You may also personalize the display by clicking the "customise this page" link at the top right of the screen.

![Profile Display](image_url)
6 Messaging

"Messaging" refers both to automatic alerts about new forum posts, assignment submission notifications, and also to conversations using the instant messaging feature. Messaging behavior is controlled by the combination of administrator settings, that define which message outputs are enabled, which outputs can, cannot and should be used for which messages, and user settings that defines which messages users will receive (given that the admin permitted users to control them).

You may configure your messaging preferences in Administration > My Profile settings > Messaging. Change your preferences by checking or unchecking the corresponding boxes.

6.1 Understanding Messaging Options

Selecting the Messaging option will bring up a screen with check boxes where you can choose how you wish to be notified both when logged in and logged out. Messaging options are listed in sections.

![Messaging Options Diagram]

**When I’m logged in** – Select how you would like to receive the notification while you are logged into the system
6.2 General Settings

Prevent non-contacts from messaging me

Non-contacts can be prevented from sending you messages by ticking this box in General Settings at the bottom of the Messaging screen.

Temporarily disable notifications
Temporarily disable all notifications except those marked as ‘forced’ by the site administrator.

*You must click the Upload profile button when you are finished making changes to your messaging settings.

### 6.3 How to send a Message

To send a message go to the **Navigation Block** (see section [4.3 Blocks](#)) and do the following:

1. **Expand** the **My Profile** option.
2. **Click on** the **Messages** link.
3. **Use the Message navigation** dropdown list and select ‘Inspector Training’
4. **Click** on the name of the person you would like to send a message.
5. **Type** your message in the **Message Box**.
6. **Click** the **Send message** button.

You can also send a message from the **Online Users Block** (see section [4.3 Blocks](#)) and the **Messages Block** by doing the following.

*The Online Users block can be found on the My Home screen and in the Course screen

1. **Click** the name of the person you would like to send a message.
2. If enabled, the selected users profile will appear.
3. **Click** on the **Send a message** link.
4. **Type** your message in the **Message Box**.
5. **Click** the **Send message** button.

### 6.4 Read and Reply to Messages

If the **Messages block** shows you have a message, click the message icon (with the number of messages). **Type** your reply into the message box and then **click** on the **Send a message** button.
If you receive a popup notification of a message, **click** the **Go to message** link to read and reply to it.

![New message from Martin Blackforest](image)

**6.5 Message History**

A record of messages sent to/from a person may be obtained by clicking the **History** icon by their name or by clicking **Recent messages/All messages** link when they are displayed on the page - see screenshot below:

![Message navigation](image)
6.6 Message icons

People may be added to your list of contacts by clicking on the Add Contact icon opposite their name.

People may be blocked from contacting you by clicking on the Block Contact icon opposite their name.

You can view a history of messages between yourself and another user by clicking on the Message History icon opposite their name.

7 Enrolling

1. Click on the name of the course that you are interested in taking. There will be an enrollment icon next to courses that allow Self-Enrollment. *This is for Multifamily or Public Housing training only. Those interested in the Inspector Certification training please see HUD's Inspector Training website for further information*

2. Click the Enroll me button
8 The Training Curriculum

8.1 My Courses

Your course or the list of courses you are enrolled in can be found on the **Home screen** and the **My Home Screen**. Your course(s), as well as the entire course curriculum, can also be found by expanding the **Available Courses** link in the **Navigation Block**.

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**HUD REAC Training**

**Available courses**

- **UPCS Inspector Training for HUD Certification**

  The Inspector Certification Training Program is specifically designed for inspectors to become certified to conduct REAC Inspections. This course will provide information on Uniform Physical Condition Standards (UPCS) protocol and procedures. In addition, information on the RAPID Software used to conduct inspections is also provided.

- **UPCS Public Housing Training**

  The UPCS Inspection Training has been developed specifically for owners, employees, and other representatives of Public Housing Authorities and properties. This course introduces participants to HUD’s Uniform Physical Condition Standards (UPCS) physical inspection protocol and procedures.

- **Multifamily UPCS Inspection Training**

  The UPCS Inspection Training has been developed specifically for owners, employees, and other representatives of Multi-Family Housing properties. This course introduces participants to HUD’s Uniform Physical Condition Standards (UPCS) physical inspection protocol and procedures.
*A brand new user to the site, who is not enrolled in any course, will see the block title as "Course Categories." When a student enters an unassigned course using the course block, they will be asked to enroll.
8.2 Opening the Curriculum

To open the curriculum, do the following.

1. **Click** the name of the course. For example, in the images above, the user should click on the *Inspector Training* link.

The content area of the screen lists the content items that are included in the curriculum. They can be any one or more of the following:

- Lessons
- Exams
- Simulations
- Exercises
- Videos
8.3 Opening an item in the Curriculum

To open an item in the curriculum, click on its name.
After a content item is clicked, the screen changes to display a summary of the selected item. In addition, the following information about the item is also displayed.

- **Number of attempts allowed** – the number of times you are allowed to attempt to complete/pass the item
- **Number of attempts you have made** – the number of times you have tried to complete/pass the item
- **Grade for the attempt** – if you have made several attempts, a grade for each attempt is displayed
- **Grading Method** – Defines how the grade for the item is determined
- **Grade reported** – The grade that will be recorded in the gradebook

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**Lesson 101: Physical Inspection Program**

This lesson will provide information on how to: Identify the purpose of the Physical Inspection Program and the supporting role of the Real Estate Assessment Center (REAC). Identify an inspector's role and primary responsibilities. Identify the Uniform Physical Condition Standards. Identify the five inspectable areas.

Number of attempts allowed: Unlimited
Number of attempts you have made: 1
Grade for attempt 1: 100%
Grading method: Highest attempt
Grade reported: 100%

Start a new attempt

*To open the content items, click on the Enter button on the item summary screen.*
8.4 Taking a Lesson

To open an item in the curriculum, **click** on the **Enter** button on the item summary screen.

**NOTE**: it is strongly recommended that you review the ‘Course Overview’ content item for instructions on how to navigate through lessons.

After completing an item, you can close it by clicking on the **Exit Activity** link.

After closing an item, the status icon will be updated to reflect the current status. Upon successful completion, a check mark will appear next to the content item.

**Unavailable items**
You will not be able to open unavailable/locked items. There are two reasons an item may be locked:

1. The item has a prerequisite that has not been completed, or
2. Date restrictions may be placed on the item. For example, an item may be locked until a certain specified date. The reason why an item is locked is displayed under the item’s name.

![General Knowledge Exam]

General Knowledge Exam

![Module 1]

Module 1

<table>
<thead>
<tr>
<th>Lesson 101: Physical Inspection Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not available until the activity General Knowledge Exam is marked complete.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Lesson 102: UPCS Inspector Certification Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not available until the activity Lesson 101: Physical Inspection Program is marked complete.</td>
</tr>
</tbody>
</table>

8.5 Completing the Curriculum

To complete a curriculum, you must successfully complete all required items that are in the curriculum.