PASS DCD 4.0 - RAPID SOFTWARE
FREQUENTLY ASKED QUESTIONS

Office of Public and Indian Housing
Real Estate Assessment Center

March, 2013
Version 1.0
Revision Sheet

Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/04/2013</td>
<td>1.0</td>
<td>DRAFT</td>
<td>Team Unissant</td>
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</tbody>
</table>

This document is an initial compilation of business requirements as foreseen by PASS Business Areas. This document will continue to undergo updates and subsequent versions will be published which could provide added clarifications and/or a greater granularity of the requirements (as needed).
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GENERAL INFORMATION

Introduction
The Office of Public and Indian Housing-Real Estate Assessment Center (PIH-REAC), Physical Assessment Subsystem (PASS) develops and manages the protocol and processes required to assess public housing and Federal Housing Administration (FHA) multifamily insured and non-insured properties. PASS assesses the physical condition of the Department of Housing and Urban Development (HUD) properties through periodic inspections conducted by independent inspectors certified in the use of the Uniform Physical Condition Standards (UPCS).

Purpose
The purpose of this document is to detail about the possible issues that inspector/user will come across during the process of installing RAPID 4.0 client, logging into the system, downloading, completing and uploading the Inspection(s).

RAPID 4.0 Contact Information
For any question related to the RAPID 4.0 client application contact information is given in the following table:

<table>
<thead>
<tr>
<th>RAPID 4.0 Web Link</th>
<th><a href="http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/prodpass/dcd4.0">http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/prodpass/dcd4.0</a></th>
<th>24 Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAPID 4.0 Contact Email</td>
<td><a href="mailto:REAC_TAC@hud.gov">REAC_TAC@hud.gov</a></td>
<td>24 Hours</td>
</tr>
<tr>
<td>PIH-REAC Technical Assistance Center (TAC)</td>
<td>1-(888) 245-4860</td>
<td>Monday To Friday 7.00 AM – 8.30 PM</td>
</tr>
</tbody>
</table>
FREQUENTLY ASKED QUESTIONS

This section will consist of frequently asked general questions and answers. The questions are mostly basic questions that can be raised by the inspectors/user while using the RAPID 4.0.

If the answer of the 4.0 defect/issue that you are getting is not found in the FAQ and/or User Guide then please send the steps to reproduce the error/issue with the screen shot(s) to TAC at REAC_TAC@hud.gov.

Q1. What is RAPID 4.0 Client?

Answer
RAPID, an acronym for Record And Process Inspection Data, is HUD's newest tool in ensuring that housing is decent, safe, sanitary and in good repair. RAPID is designed to allow the inspectors to record and process inspection data in accordance with the UPCS Inspection Protocol.

The software downloads Inspection Data from the server, records/updates Inspection Profile, Property Profile, Participant Profile, Certificates, Building Profile and records observations in the Building System, Building Exteriors, Common Areas and Units. Once all inspectable areas are completed, users can upload the completed inspection to the Physical Assessment Subsystem Server to be processed, reviewed, scored and released to Multifamily or PHAS.

Q2. Where can I get information about the RAPID 4.0?

Answer
RAPID 4.0 information can be accessed through the following:
- Email address: REAC_TAC@hud.gov
- Technical Assistance Center (TAC): 1(888) 245-4860
Q3. **How to reset the password?**

**Answer**

Internet User passwords can be reset by selecting the "Password Reset" button on the "Online System's Page" [http://www.hud.gov/offices/reac/online/reasyst.cfm](http://www.hud.gov/offices/reac/online/reasyst.cfm) or by calling the Technical Assistance Center (TAC) at 1-888-245-4860.

Internal (HUD or Contractor) User passwords - for Users with an H or C number - can be reset by contacting the HITS Help Desk at 202-708-3300 or 888-297-8689.

Q4. **What is the difference between a contractor and an inspector?**

**Answer**

A contractor is an entity (e.g., business concern, individual) that enters into the contract with HUD to provide inspection services. The contractor is legally responsible for performing all work in accordance with the Purchase Order Terms and Conditions. A contractor may be a sole proprietor, individual inspector or an inspection company.

An inspector is defined as the individual, certified by PIH-REAC in the UPCS inspection protocol, who performs on-site property inspections. Inspectors may be contractors, employees of a contractor, subcontractors to a contractor, or employees of a subcontractor.

Q5. **How do I become certified in the UPCS protocol?**

**Answer**


Information on REAC’s Quality Assurance program and frequently asked questions about the UPCS protocol can be accessed at: [http://www.hud.gov/offices/reac/products/pass/qa.cfm](http://www.hud.gov/offices/reac/products/pass/qa.cfm).
Q6. What is the minimum hardware/software required to install and run RAPID 4.0?

**Answer**

Please see the following for the standard configuration for installing and operating RAPID 4.0:

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**Minimum Hardware/Software Requirements for installing & operating RAPID**

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Processor</th>
<th>Processor Speed</th>
<th>Memory (RAM)</th>
<th>Hard Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP</td>
<td>Intel</td>
<td>1.2 GHz or higher</td>
<td>2 GB</td>
<td>3 GB</td>
</tr>
<tr>
<td>Professional</td>
<td>Pentium, Centino, Celeron</td>
<td></td>
<td></td>
<td>(1.75 GB for installing RAPID &amp; Java run time and another 1 GB for data expansion)</td>
</tr>
<tr>
<td>Home</td>
<td>AMD</td>
<td><strong>Recommended Intel Core i5 2.5 GHz</strong></td>
<td><strong>Recommended 1 GB on Windows 7</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Recommended Windows 7</strong></td>
<td><strong>K8, Athlon, Duron, Sempron</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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It is acceptable to have computers with newer Intel or AMD processors (Intel Dual, Quad Core, Core i5s, AMD Turion, AMD Phenom, AMD Dual Core processors).

Ensure that this is expandable to at least 4 GB; users may need more memory depending on the various applications that run on their computers.

At the time of release to production, it would be acceptable to have computers with newer versions of the Windows Operating System (Windows Vista/Windows 7).

All new computers now come with at least 160GB and this would be more than sufficient.

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**Note:**

A computer that satisfies the minimum requirements, in itself, does not guarantee that RAPID will perform perfectly. On any computer, different applications contend for resources at different levels. Therefore, if a particular computer with limited resources is running many applications simultaneously, the performance will be noticeably slow. If the computer has many open applications, then the user would need more memory. If the user is running a graphics processing application, then the user would need more processing power.
Q7. Where can I find the link to install the RAPID 4.0?

Answer
To install the latest version of RAPID 4.0, go to the following web site:


DCD 4.0 Web Page

DCD 4.0 Overview

- DCD 4.0 Outreach Presentation (Slides in PDF)
- DCD 4.0 Outreach Presentation (YouTube Video)

DCD 4.0 Inspection Software - Record and Process Inspection Data (RAPID)

- Hardware/Software Specifications
- Installation Instructions for operating systems:
  - Windows XP
  - Windows Vista/Windows 7
  - Windows 8
- DCD 4.0 Software Download (EXE, 61.0 MB)
- DCD 4.0 Public Version Software Download (EXE, 61.0 MB)
- Introduction to DCD 4.0 Public Version Software
- Inspection Software RAPID User Guide
- Software Updates (*link will be active when the updates are available*)

Secure Systems (PASS)

- Physical Condition Scoring Notice (published August 9, 2012)
- Revised Dictionary of Deficiency Definitions
Q8. During RAPID Software Installation, the rapid.exe file is downloaded to the User’s desktop. User double clicks on the rapid.exe icon on their desktop to start the installation process.

The installer automatically selects the following location ‘C:\Program Files\PASS\RAPID’ for RAPID 4.0 Client installation.

When user clicks ‘Next’, they MAY get the following error ‘Couldn’t create directory’
**Answer**
When Users call TAC regarding ‘Couldn’t Create target directory’ issues, instruct users to change the Extraction path to ‘C:\PASS\RAPID’ instead of ‘C:\Program Files\PASS\RAPID’. Then click ‘Next’ to complete Installation.

![PASS RAPID Application](image)

Q9. **Server down Issues** - When a user attempts to log in the RAPID Client and the Server is down the following RAPID Error will be displayed:

![RAPID Error](image)

**Answer**
Please contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860
Q10. No Connection Error- When a user attempts to log into RAPID Client and there is no internet connection, the following RAPID Error will be displayed “No network connection available, or server is unreachable”

![RAPID Error](image)

Answer
Please check the internet connection. If problem still exists then please contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860

Q11. Incorrect Username and Password- When a user attempts to log into RAPID Client and they enter an incorrect Username or Password, the following RAPID Error will be displayed:

![RAPID Error](image)

Answer
Please contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860 in verifying/changing Username and/or password.

Q12. User cannot download – Deactivated/Decertified Message When an Inspector has been deactivated or decertified they are not allowed to download an Inspection, when they attempt to log into RAPID to download an Inspection, they will receive the RAPID Error message below:

![RAPID Error](image)

You may not download inspections because your user id [M00280] is either deactivated or decertified. If this is in error, please contact the Technical Assistance Center at 1-888-245-4860.
**Answer**
Please check your internet connection and if the problems still exists then contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860.

Q13. User does not have permission to download- When an Inspector does not have the correct download role/action assigned to their User ID they will receive the RAPID Error message while logging in:

![RAPID Error](image)

**Answer**
Please contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860

Q14. RAPID Timestamp and Server Side Timestamp Discrepancy- After a user has successfully logged in, and the attempts to download or upload an Inspection, the system will perform an RAPID timestamp and PASS Server timestamp comparison, if there is more than 15 minutes discrepancy, the following RAPID Error message shall be displayed:

![RAPID Error](image)

**Answer**
Users should verify the time on the bottom right corner of the laptop/tough book they are using to download the inspection. The computer time should be same as the local time of the area they are conducting the inspection in. If there is a discrepancy users should be advised to modify/change the computer time to match the local time.

If error still exists, please contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860
Q15. **Schedule Date Discrepancies**—when an Inspector/User downloads an inspection, the system will check the current date against the scheduled date of the Inspection, if there is a discrepancy, the system will display the RAPID message:

![RAPID Error Message](image)

When the user clicks ‘OK’ they will be presented with the ‘**Record TAC Information**’ screen below.

![Record TAC Information](image)

**Answer**

Users or Inspectors will have to call TAC to get a TAC Number for TAC Reason “Scheduled date discrepancy” before they can proceed with the Inspection.

Q16. **Failed to Download – Limit Reached** - User and Inspectors are only allowed to download an Inspection for a limited number of times. When the user or Inspector attempts to download beyond the limit, they will get the RAPID Error message below:
Answer
Please contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860.

Q17. Sample not met Condition - If some units are not inspected for any reason and the sample size is not met, then users will get this message.

At the End of the Inspection, when the System is ‘Finishing’ the Inspection, ‘Record TAC Information’ screens will pop-up.
Answer
When Users or Inspectors receive the ‘Sample not Met’ error, they have to call TAC to get a TAC Number for TAC Reason ‘Sample Not Met’

The Sample size of the Inspection is based on the following Algorithm.

<table>
<thead>
<tr>
<th># of Units on Property</th>
<th>Min Unit Sample Size</th>
<th># of Units on Property</th>
<th>Min Unit Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>22-25</td>
<td>13</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>26-29</td>
<td>14</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>30-34</td>
<td>15</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>35-40</td>
<td>16</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>41-47</td>
<td>17</td>
</tr>
<tr>
<td>6</td>
<td>5</td>
<td>48-56</td>
<td>18</td>
</tr>
<tr>
<td>7</td>
<td>6</td>
<td>57-67</td>
<td>19</td>
</tr>
<tr>
<td>8</td>
<td>7</td>
<td>68-81</td>
<td>20</td>
</tr>
<tr>
<td>9</td>
<td>7</td>
<td>82-101</td>
<td>21</td>
</tr>
<tr>
<td>10-11</td>
<td>8</td>
<td>102-130</td>
<td>22</td>
</tr>
<tr>
<td>12-13</td>
<td>9</td>
<td>131-175</td>
<td>23</td>
</tr>
<tr>
<td>14-16</td>
<td>10</td>
<td>176-257</td>
<td>24</td>
</tr>
<tr>
<td>17-18</td>
<td>11</td>
<td>258-449</td>
<td>25</td>
</tr>
<tr>
<td>19-21</td>
<td>12</td>
<td>450-1461</td>
<td>26</td>
</tr>
<tr>
<td>&gt; 1461</td>
<td></td>
<td></td>
<td>27</td>
</tr>
</tbody>
</table>

Q18. User cannot Upload – Deactivated/Decertified Message - When an Inspector has been deactivated or decertified they are not allowed to upload an Inspection, when they attempt to upload an Inspection, they will receive the RAPID Error message below:
"You may not upload inspections because your user id [UserID] is either deactivated or decertified. If this is an error, please contact the Technical Assistance Center at 1-888-245-4860"

Answer
Please check your internet connection, if problem still exists then contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860.

Q19. Unsuccessful Inspection- when a User or Inspector is at a property and cannot continue the Inspection for any reason, they have to mark the Inspection as unsuccessful. They can do that by clicking on the “Unsuccessful” button from the top menu and this will display the unsuccessful screen.
**Answer**

When the user clicks the “Inspection Unsuccessful?” checkbox, users go through the series of pop-ups to verify that they do want to declare the Inspection Unsuccessful.

When the inspector/user clicks ‘Yes’ the Unsuccessful Inspection section of the screen is enabled and they can select any of the reason from the dropdown why the Inspection is “Unsuccessful”,

- Hazards/Other Condition
- No Property Reps available
- Property Rep stops insp
- Property sold, demolished
- Residents not notified
- Other
When the user enters comments and clicks ‘Save’ button the “Record TAC Information” screen is displayed.

Users or Inspectors will have to call TAC to get a TAC Number for TAC Reason “Inspection Unsuccessful” before they can proceed with the Inspection.

Q20. Other “Record TAC Information” reasons for which inspectors may call TAC - Users also have the ability to open the ‘Record TAC Information’ Screen to record an issue or discrepancy without being prompted or displayed by the System.

Answer
The Inspector can click on the ‘TAC’ button on the top menu and the ‘Record TAC Information’ Screen will be displayed.
User can use the TAC Screen to Report the following issues:

**Downloaded building or Unit Count Incorrect**
The reason ‘Down Bld/unit count inc’ can be selected if the Inspector notices that the Downloaded building or Unit count is different from what the actual Building or Unit count on the Property.

**Inspection Unsuccessful**
The reason ‘Inspection Unsuccessful’ can be selected if the Inspector wants to report that the Inspection is unsuccessful.

**Residence not Notified prior to Inspection**
The reason ‘Resi not notifi prior to insp’ can be selected if the Residence was not notified prior that the Inspection will take place. User can use the ‘Comment’ box to give details about the issue or discrepancy.

**Sample not Met**
The reason ‘Sample not me’ can be selected if the Inspector notices a sample not met condition but the system did not automatically display the TAC Screen. User can use the ‘Comment’ box to give details about the issue or discrepancy.

**Schedule Discrepancy**
The reason ‘Schedule discrepancy’ can be selected if the Inspector notices a schedule discrepancy but the system did not automatically display the TAC Screen. User can use the ‘Comment’ box to give details about the issue or discrepancy.

**Other**
The reason ‘Other’ can be selected if the Inspector notices a discrepancy but the system did not automatically display the TAC Screen. User can use the ‘Comment’ box to give details about the issue or discrepancy.
Q21. How do I conduct inspection for Mobile Home Park?

Answer
The DCD 4.0 is set up differently for the inspection of Mobile Home Parks. The software is set up not to use Ghost Buildings or Ghost Units. For future reference when you inspect a Mobile Home park and there are no buildings or units you should select **Site Only** for the Inspection Type, this way you do not need to create any “Ghost Bldgs or Units”. If there are/is Common building(s) then you would select **Site/Building only**.
Please see the images below for reference.
Once you’ve completed the inspection of the Site you are ready to Check for Incomplete Items – Finish the inspection and Upload
Q22. No “Site” Listed on the Navigator Tab. When downloaded the inspection, the buildings did not download correctly and there was no “Site” listed on the navigator screen.

Answer
Please Delete and re-download the inspection. If this does not solve the problem, contact the TAC immediately.
Q23. Sample Unit Appearing in the Wrong Place on the Navigator Screen. After re-downloading the inspection and generating the sample, a sample unit appeared in the Navigator screen where the building would normally be shown. Under the “Unit” the three Inspectable areas you would expect to see for a sample building were listed (exterior, systems, and common areas).

Answer
Please log out of the program and log in again to resolve the issue. If this does not solve the problem, contact the TAC immediately.

Q24. Problem Downloading Assigned Inspection Due to Time Listed on Computer. When Inspector was attempting to download Inspection, an error message kept appearing indicating that the client server time is more than 15 minutes different from the time on the inspector’s computer. The inspector’s clock was set to the correct local time.

Answer
To fix the problem, adjust the clock back one hour to EST to fix the issue download the inspection.
Q25. With the RAPID screen stuck to the desktop, the program returns an error that the program is already running, when in fact it is not.

Answer
Duplicate Run Error Message – This error is caused when the user creates multiple instances of RAPID. It is in regards to the second instance of RAPID that the user has started. RAPID generally takes a few minutes to start up the first time the user opens it. The user just has to be patient otherwise they will get this error message, even when another does not show up on the Windows Task Manager.

Q26. With the RAPID screen stuck to the desktop, the program returns an error that the program is already running, when in fact it is not.
Answer
RAPID Desktop Issue - this is caused when the user opens multiple instances of RAPID 4.0. RAPID generally takes a few minutes to start up the first time the user opens it. The user just has to be patient and allow RAPID to complete its process.

Q27. The system lacks flexibility, removing all recorded deficiencies when leaving the unit and returning.

Answer
System Flexibility – The system is designed to require the inspector to complete the unit inspection before going to a different inspectable area.