

## iREMS Frequently Asked Questions

### 1- Question:

My sidebar keeps moving to the right side of my screen instead of the left. Why?

### Answer:

Sometimes this happens if you do not have your screen maximized. If your screen has been resized smaller, items may jump to fit the page. However, we recognize that this is a problem and our developers are working on it.

### 2- Question:

When printing, how can I get just the information on the page to print?

### Answer:

Use the printer icon located after the last page tab on every iREMS screen. This will give you the information on the page with the property header at the top of your printed page.

### 3- Question:

From the Portfolio Dashboard page, when I click on the My Troubled Properties tab – I get a list of Troubled Properties, Potentially Troubled Properties and Not Troubled Properties. Why would I get Not Troubled Properties in this list?

### Answer:

The My Troubled Properties tab is designed to show anything with moderate or higher status in OPISS. Therefore if a property is not troubled but has a high status in OPIIS, it will display on this list.

### 4- Question:

I don't see a link to go to ARAMS?

### Answer:

That is right; there is not a link to go to ARAMS at this time. To go into ARAMS you will have to select the Secure Systems link on the sidebar option and then select ARAMS from the systems menu. However, no link to ARAMS does not mean that there has been any change to how the data is sent to ARAMS.

## 5- Question:

I don't see a return to iREMS link from the FASS pages, how do I get back to iREMS?

Answer:

When you are in either the FASS assessment tab or the FASS tab and you have selected one of the links the FASS information takes up the entire screen. You will still be able to navigate to other links however; you will not see a return to iREMS link. To return to iREMS you click on the Secure Systems link at the top of the page. Once you return to Secure Systems select iREMS and it will return you to the Portfolio/Dashboard page. Remember your property is still in the queue and you do not have to search for it again. Simply click on any sidebar option and the information for your property will display.

## 6- Question:

I have logged into iREMS and the My Properties tab shows zero properties for me. Why?

Answer:

The My Properties tab displays all properties assigned to your user id. So if you get zero properties listed, that means there are no properties assigned to you. An example of this might be someone with a SPM role. With this role you may not have any properties assigned to your user id. Anyone that does not have properties assigned to their user ID can search for a property by using the Advanced Search tab.

## 7- Question:

I go into the AFS Assessment page (FASS system) from the Financial Statement sidebar and the FASS information is in a window that is really small and has scroll bars.

Answer:

You have your windows/computer resolution set at 800X600 and the HUD standard is 1280X1024 which shows all the FASS information.

## 8- Question:

How long before I get a timeout session ended?

Answer:

iREMS timeout due to inactivity is 30 minutes.

## 9- Question:

I go into the Security Administration sidebar option and I can see everything but I cannot add anything. Why is this?

## Answer:

The Security Administration sidebar option is only available for RCM and DCM roles. For all other users this is a view only sidebar option.

## 10- Question:

When I use the printer icon to print only one tab of data is being printed?

## Answer:

When you select the printer icon the information on the open tab will print. You can only print one open tab at a time. To print information from several tabs you must use the consolidated print option from the Summaries sidebar option.

## 11- Question:

When looking at my screen I have to scroll to the right to see the entire screen.

## Answer:

Make sure your screen is maximized.

Many questions should be answered by the issues identified and corrected in release 1.0.0.1 and 1.0.0.2. This includes the following:

- **DEC Referral** - FAN edits for summary and problem statements
- **Property Attribute** - Deleting AKA name
- **Project Action** - Active Referral ID link
- **Physical Inspection** - EH&S items for unreleased inspections
- **Workload Management** - Alert User of 254 character limit
- **Financial Statement** - Printer icon on FASS Assessment tab
- **Dashboard** – Events - displays and deletes
- **Reports** - Error when deleting reports
- **Summary** - Print header on Summary page
- **Contract Processing** – Problem with renewal dates
- **Contract Processing** - Error with manually adjusted rents
- **Security Administration** – Problem adding a security administrator

- **Subsidy Administration** - Contract Processing - Validation added will not allow two open Contract Processing records
- **Management Review** - Response Due Date is a required field when due indicator is Y with a report date
- **Contracts Processing / Rents** - Amend Rents option 1 final rent indicator fixed
- **Owner Survey** - Dates should not display as 12/31/1969
- **Referral List** – Next button and sort fixed
- **DEC High Level Tracking** – Fix sorting error for dates within the same month