Internal User's Quick Reference Manual

Login

1. **Open** a web browser (Internet Explorer 6.0). Before you proceed, you may want to familiarize yourself with the information contained in the User's Manual. Understanding this information will be essential for using WASS.
2. **Enter** the following URL address: https://www11.hud.gov/ssmaster to access the login page to WASS.
3. **Login** to WASS using your User ID and your network password. Your network password is the password you use to login to your computer. On the WASS Main Menu, select the link to the system you need to use.

Users will have access to a set number of systems, roles, and actions reserved for internal HUD users. Your System Administrator is responsible for granting you access privileges to systems. The systems that are available to internal users are shown in Table 1, below.

Table 1 Systems Available to Internal Users

System ID	System Name
APPS	Active Partners Performance System
DAP	Development Application Processing
EIV	Enterprise Income Verification
FASPHA	Financial assessment Subsystem - PHA
FASS	Financial Assessment Subsystem
FASSUB	Financial Assessment Subsyst. Submission
LASS	Lender Assessment Subsystem
LOCCS	Line of Credit Control System
M2M	Mark-to-Market
MAPS	Monitoring And Planning System
MASS	Management Assessment Subsystem
MDDR	MF Delinquency and Default Reporting
MFCS	Multifamily Insurance Claims System
NASS	Integrated Assessment Subsystem
NASSMF	Multifamily Integrated Analysis
PASS	Physical Assessment Subsystem
PHYS	Physical Inspections
PIC	PIC System
QASS	Quality Assurance Subsystem
RASS	Resident Satisfaction Assessment Sub.
REMS	Real Estate Management System
REMSEC	REMSEC - Enforcement Center REMS
SAGIS	Subsidy and Grants Information Systems
TRACS	Tenant Rental Assistance Certification
VMS	Voucher Management Subsystem

Your System Administrator will assign you roles and actions to enable you to do your work. The current list of roles and actions is documented in Appendix B. The first stop for information about access to WASS is your System Administrator. If your System Administrator cannot assist you, telephone or E-mail the Help Desk that services the system you are using or want to use. The appropriate contact information is given in the table below. Individuals at the help desk will answer your questions or refer you to a System Administrator about issues related to the applicable system.

Table 2 Help Desk Contact Information by System

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