0.0 Quick Reference

0   QUICK REFERENCE INFORMATION

WASS 7.1.0.0 is the security gateway for over 25 systems for external Users and over 20 systems for internal HUD Users. Many individual users have a limited need for information on how to access the system and perform the roles assigned to them by a Coordinator. And some Coordinators may only need a reminder about registration and the login to WASS. For these users, Quick Reference provides basic information needed to successfully navigate the Secure Connection in order to access the systems.

0.1   Quick Reference Overview

Quick Reference provides Coordinators and Users associated with Business Partners a pullout guide. A "Who Am I?" section describes the different types of users. It lets Users and Coordinators understand the many types of users and how they fit into the larger picture of HUD and its systems.

0.1.1 Who Am I?

You are one of over 80,000 individual users who access HUD systems annually. Responsibilities and access privileges vary widely for the many users. Careful registration is central to ensuring that you are identified and are given the privileges necessary to make your use of HUD systems successful.

Are you an external user? Most people who use WASS are external users. An external user is a user who is not employed by HUD. These users access WASS through the external URL (https://www11.hud.gov/HUD_Systems); they typically have User IDs that begin with the letter 'M', although they might have a User ID that begins with the letter 'I.' If you are an external user, then you have access to the systems and access privileges that are available to those accessing WASS externally. All Coordinators and Users have access to the roles and actions assignable to the users of about 25 systems. The list of the roles and actions assignable to you by your Coordinator is in Appendix B. While you may only use a few of the roles and actions, the list provides you with information on the roles and actions that could be performed by an external User should your Coordinator assign them to you.

Are you one of two people who is representing a Business Partner? If you are, then you are a Coordinator. All others are Users.

 To have the best experience with WASS, you need to know your role and understand something of the roles of others with whom you may work. For Users, the Coordinator is the main and sometimes only person you will contact while you use HUD systems. But should the occasion arise, there are System Administrators for each of the systems, and Super Administrators who are access gurus for all systems. Table 0-1 provides you a description of users categorized as either <u>internal</u> users or <u>external</u> users.

The Secure Systems component of WASS makes decisions about your access to systems by your access type. External User IDs begin with the letter "M" or "I". As you can see from Table 0-1, there are also Internal HUD employees with "H" IDs and contractors

with "C" IDs who provide support as Super Administrators, System Administrators and TAC Users (i.e. Help Desk).

Table 0- 1 User Types

User Category	Access Type	Physical ID	User Type Description
Intranet/Internal Users	Super Administrator, System Administrator, User, TAC User	Hxxxxx, Cxxxxx	Internal user
Internet/External Users	User	Mxxxxx	Participant - regular user
	Coordinator	Mxxxxx	Participant - Coordinator
	User	Mxxxxx	Expected participant - regular user (APPS)
	Coordinator	Mxxxxx	Expected Participant - Coordinator (APPS)
	User	Ixxxxxx	Independent User
Inspectors	User	Mxxxxx	Inspector – PASS
	Coordinator	Mxxxxx	Inspector Coordinator (PASS)
Lenders	User	Mxxxxx	Lender

Users rely on Coordinators for help. Coordinators and Users also have access to help desks. When the Coordinator or TAC/help desk cannot resolve the issues/questions, then the issue/question can be referred to a System Administrator for the applicable system or one of the few Super Administrators. This WASS User's Manual will provide you with most of the essential information for using WASS. However, when you need assistance, contact your Coordinator. If your Coordinator cannot assist you, call or E-mail the help desk that services the system you are using or want to use. Your Coordinator is your first line of help support. The help desk is the second line of help support. The System Administrators and Super Administrators are there to help if the problem is particularly difficult.

Table 0- 2 Help Desk Contact Information by System

Help Desk	Systems	Telephone/E-mail Address
Technical Assistance Center (TAC)	FASSPHA, FASSUB, MASS, NASS, PASS, QASS, RASS, (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

The WASS User's Manual targets the Users and Coordinators who have external access. Internal users, System Administrators, and Super Administrators may require additional information. For internal Users, additional information is available from the System Administrator of the specific system or from the Help Desk. For System Administrators and Super Administrators, the WASS Operations Manual and WASS Maintenance Manual are companion documents to the User's Manual. The Operations Manual describes routine procedures for WASS. The Maintenance Manual provides information on ad hoc queries to databases to include updating of system access privileges.

A Business Partner Coordinator represents one or more Business Partners. Business Partners are owners of multifamily properties, managing agents, and developers. Coordinators manage the users that work for the Business Partner. Coordinators are on the "front-line" for system security. A Coordinator's role is to ensure that users are properly assigned system privileges. A privilege is a general word that covers:

1. Assignment to a Business Partner.
2. Assignment of actions such as Read-Only, Reports, and Approvals. There are many assignable actions for each of the systems. A particular user may be assigned one or more actions. The managers of the systems specify many of the action assignments; however, as a Coordinator you will need to make many of the action assignments to provide specific privileges for those Users you coordinate. Assignable actions are documented in Section 4 and listed in Section 6.0, Appendix B: Roles and Actions, of the User's Manual.

0.1.2 Acceptable Browsers

Attention users of PIH-REAC online systems:
Users needing to access any of PIH-REAC's On-line Systems should use Internet Explorer 6.0 as the browser. If you don't have access to this browser, it can be downloaded for free from the following URL:
http://www.microsoft.com/windows/ie/ie6/downloads/critical/ie6sp1/default.mspx

If you need additional information or assistance, please contact our Technical Assistance Center (TAC) at (888) 245-4860.

0.2   Quick References

Quick references are pullouts from the User Manual that can be used to address frequently asked issues. An abbreviated User's Manual accompanies it for external Users who are Coordinators or Users.

0.2.1 Coordinators

Coordinators have an important system administration role in the use of HUD systems by external Users. They have the responsibility for managing access for thousands of users and ensuring that the users have the privileges necessary to do their work. Coordinators are designated "Original" when they complete a coordinator registration and are one of the two allowed Coordinators for their first Business Partner. When a Coordinator establishes additional relationships with other Business Partners, they are designated as BPR Coordinators.

0.2.1.1   Coordinator's Quick Reference

The Coordinator's Quick Reference provides the essential procedures for Coordinators to begin work. The Quick Reference is intended to be removed from the User's Manual for use so that you will have the Quick Reference even when it is not convenient to have access to the full User's Manual.

As a Coordinator, you have an important role in managing the access and privileges for Users for one or more Business Partners. Indiscriminate assigning of roles and actions could compromise the relationship of the Business Partner with HUD. This makes it particularly important not to lend your Coordinator User ID to anyone else, nor leave your computer logged into WASS when you leave the room. Lending a Coordinator's User ID is dangerous to the security of the system. It allows someone else to make decisions about access that you may not notice until something detrimental happens.

0.2.1.2 Abbreviated Coordinator's User's Manual

The abbreviated Coordinator's User's Manual is a short list of essential procedures that are directly targeted at Coordinators. The short list of procedures provides a description of the information to initiate a Secure Connection and access Secure Systems. For more detailed information about the systems, contact the help desks about each applicable system.

Access to HUD Online Systems begins when you complete one of the Online Registration Forms. Go to following URL address: www.hud.gov/offices/reac/online/reasyst.cfm and click on the "Register Online" link.

As you will see from the next screen, there are four different online registration forms. The form used will depend upon whether the registrant is registering for systems under *Public Housing Authority*, *Multifamily Housing Entity, Independent User,* or as a *Reverse Auction Program (RAP) User*. Coordinators only register for *Public Housing Authority* and *Multifamily Housing Authority*. The Public Housing Authority registration form and the Multi-Family registration form differ only in the request for PHA ID information rather than for a Tax Identification Number.

Figure 0-1 Need a User ID?

The Public Housing Authority (PHA) registration form is shown in Figure 0-2. When completing the registration form, be sure the information is complete and accurate so that your registration is processed in a timely fashion and there are no delays in your notification of successful registration.

Should you have difficulty filling out the registration form, there are some automatic reminders about the information required. See Figure 0-3 for the list of required information. The success of your registration depends on the accuracy of your registration information.

PHA Coordinator and User Registration

To apply for a **System Coordinator ID**, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the Executive Director of the PHA specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular **User ID**, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the PHA specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:

Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Application Type	Coordinator ○	User ○

First Name:	
Middle Initial:	
Last Name:	
Social Security Number:	

Organization Information:
- Provide the name of the Public Housing Authority you represent
- Provide the Number of the Public Housing Authority you represent

| Organization Name: | |
| Organization ID: | |

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com.**

| E-mail Address: | |

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, Brad83). Do not use punctuation or special characters. Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.

| Password: | |
| Re-enter Password for Verification: | |

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

| Mother's Maiden Name: | |

[Send Application] [Clear Fields]

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Figure 0-2 Public Housing Authority Registration

Figure 0-3 List of Required Information

Coordinator's Quick Reference Manual

Registration and Login

1. **Open** a web browser (Internet Explorer 6.0). Before you proceed, you should have read the *Who Am I?* Section 0.1.1 in the User's Manual. Understanding this information will be essential for the registration process and using WASS.
2. **Enter** the following URL address: www.hud.gov/offices/reac/online/reasyst.cfm to access the login page to WASS.
3. **Select** "Register Online" to begin the registration process.
4. **Select** *Multifamily Housing Entity* or *Public Housing Agency* for the next step in the registration process.
5. **Select Coordinator** for the Application Type and complete the remainder of the information. All information is required.
6. **E-mail –** Ensure you provide a valid E-mail address. This address will be used by some systems to send you correspondence. It is also used by WASS to send you a new password in case you forget your password and need it reset sometime in the future.
7. **Password –** This will be the password you use to login to WASS Secure Connection. The password should be a "strong password" containing a combination of characters, numbers and special characters. The password must be a minimum of 6 characters and a maximum of 8 characters.
8. **Mother's Maiden Name** – The mother's maiden name (or some other "secret" word) is used in part of the verification process when you need to have your password reset by the Help Desk. You also use this in the verification process when you process an online "Reset Password" request. You must remember this word so that you will be able to have your password reset if required.
9. **Notification** of a successful registration will be sent by mail to the Trusted Business Partner that you specified in the Organization/Individual Information section on the registration form. This notification is generally sent out the next business day following the day you register.
10. **Contact** your Business Partner approximately one week after online registration. Your User ID for login is provided to your Business Partner in the notification letter.
11. **Obtain** your User ID from your Business Partner. Your User ID will be recognized by WASS as a User ID for a Coordinator.
12. **Login** to WASS using your User ID and the password you created during registration. Assign yourself user roles and actions. Note that you can only assign roles and actions to Users if you have assigned yourself those roles and/or actions. Except for the action of Coordinator, all other roles and actions provide you privileges as a User.

At the time of registration, users will have access to a set number of systems, roles, and actions reserved for external HUD users. The systems that are assignable by the Coordinator at registration depend on the information on your registration form. They are shown below and reflect whether your Business Partner is a Public Housing Authority or other Business Partner.

Table 0-3 Assignable Systems Based on Registration Information

Property Assignment of Systems (TIN Nos.)		*Contract Assignment of Systems (TIN Nos.)*		*Property* Assignment of Systems (PHAID)	
APPS	FASSUB	LOCCS	REMS	APPS	FASSUB
LASS	M2M	TRACS		LASS	M2M
PASS	QASS	*Contract Assignment of Systems (PHAID)*		PASS	QASS
VMS	REMS			VMS	REMS
LOCCS		LOCCS	REMS	LOCCS	FASPHA
TRACS		TRACS	FASPHA	TRACS	NASS
		MASS	NASS	MASS	
		RASS		RASS	

Assign roles and actions to other users as they are registered. A list of assignable roles and actions are in Appendix B. HUD has provided experienced support for you in the use of HUD systems. Use Table 0-4 to determine the help desk appropriate for you.

Table 0-4 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 PIH-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

0.2.2   Users

Most of you who are users of HUD systems are Users. As a User, you primarily use WASS to access other PIH-REAC and HUD systems. You have a limited System Administration responsibility to change your password. Your Coordinator will use System Administration functions to assign you groups, roles, and actions that will give you the necessary privileges to access the systems and functions to perform your specific job within HUD online systems.

0.2.2.1 Quick Reference for Users

The User Quick Reference pullout provides most, if not all, the information you need to navigate the WASS security and access HUD online systems.

0.2.2.2   Abbreviated User's Manual for Users

The customized Quick Reference allows Users to focus on just the information essential to their success. The size of this limited form of the User's Manual will encourage you to download it even if you have low-speed access to the Internet.

User access to HUD Online Systems begins when you complete one of the Online Registration Forms. Go to following URL address: www.hud.gov/offices/reac/online/reasyst.cfm and click on the 'Register Online" link. On the subsequent screen, select the link to the appropriate secure connection registration form (*MultifamilyHousing Entity, Public Housing Agency, Independent User,* or *Reverse Auction Program (RAP) User)*. Figure 0-4 shows the registration form for a Multifamily Housing Entity. As you may notice, it is only slightly different than the Public Housing Authority registration form shown in Figure 0-2.

MULTIFAMILY Coordinator and User Registration

To apply for a **System Coordinator ID**, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular **User ID**, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:

Warning! *Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.*

Application Type	Coordinator ○	User ○

First Name:	
Middle Initial:	
Last Name:	
Social Security Number:	

Organization Information:
- **Provide the name of the HUD-registered Organization or Individual you represent**
- **Provide the Tax Identification Number or Social Security Number of the HUD-registered Organization or Individual you represent. Do not enter dashes.**
- **Specify whether the HUD-registered entity you represent is an Organization or an Individual**

Organization/Individual Name::	
TIN/SSN:	
Organization ○ Individual ○	

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example:
  jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com.

E-mail Address:	

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, Brad83). Do not use punctuation or special characters. Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.

Password:	
Re-enter Password for Verification:	

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:	

[Send Application] [Clear Fields]

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Figure 0-4 Online Registration Form

In order to complete the registration form, follow the instructions outlined in the User's Quick Reference Manual that follows.

The registration for an Independent User is quite similar. However, the Independent User registrant enters a Social Security Number instead of entering a Tax ID or PHA ID. The Independent User is notified by E-mail within 24 hours of registration. See the Independent User Registration form in Figure 0-5.

Independent User Registration

To apply for an independent user ID, fill out the form below, and click Send Application when you are through. If you have already been assigned a user ID, you will be prompted to convert that ID to an Independent user ID. If you have not been assigned a user ID yet, an ID will be assigned and mailed to you. The password will not be disclosed, so make sure you remember it!!!

And remember:

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First Name:

Middle Initial:

Last Name:

Social Security Number: -   -

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com**.

E-mail Address:

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, brad83). Do not use punctuation or special characters. Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.

Password:

Re-enter Password for Verification:

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

[Send Application]   [Clear Fields]

Figure 0-5 Independent User Registration Form

User's Quick Reference Manual

Registration and Login

1. **Open** a web browser (Internet Explorer 6.0). Before you proceed, you should have read the *Who Am I?* Section 0.1.1 in the User's Manual. Understanding this information will be essential for the registration process and using WASS.
2. **Enter** the following URL address: www.hud.gov/offices/reac/online/reasyst.cfm to access the login page to WASS.
3. **Select** 'Register Online' to begin the registration process.
4. **Select** *Multifamily Housing Entity, Public Housing Agency, Independent User,* or *Reverse Auction Program (RAP) User* for the next step in the registration process.
5. **Select User** for the Application Type and complete the remainder of the form. All information is required.
6. **E-mail** – Ensure you provide a valid E-mail address. This address will be used by some systems to send you correspondence. It is also used by WASS to send you a new password in case you forget your password and need it reset sometime in the future.
7. **Password** – This will be the password you use to login to WASS Secure Connection. The password should be a "strong password" containing a combination of characters, numbers and special characters. The password must be a minimum of 6 characters and a maximum of 8 characters.
8. **Mother's Maiden Name** – The mother's maiden name (or some other "secret" word) is used in part of the verification process when you need to have your password reset by the Help Desk. You also use this in the verification process when you process an online "Reset Password" request. You must remember this word so that you will be able to have your password reset if required.
9. **Notification** – Your User ID for Login is established the evening of the day you register as a User. Notify your Coordinator that you have registered. Your Coordinator will retrieve your User ID and assign you privileges (roles and actions) on the systems you will access. There is no written notification of your successful registration.
10. **Contact** your coordinator for your User ID.
11. **Login** to WASS using your User ID and the password you created during registration. On the WASS Main Menu, select the link to the system you need to use.

At the time of registration, Users will have access to a set number of systems, roles, and actions reserved for external HUD users. Your Coordinator will assign access privileges to systems after your successful registration. The systems available for your Coordinator to assign to you are based on the information from your registration form. The systems that are available to external Users at registration are shown in Table 0-3. For example, if

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your Coordinator entered a Tax Identification Number (TIN) for your Business Partner, then the systems available for assignment of a property are APPS, LASS, PASS, VMS, LOCCS, TRACS, FASSUB, M2M, QASS, TASS, and REMS.

Table 0-5 Systems Available to Users

Property Assignment of Systems (TIN Nos.)		Contract Assignment of Systems (TIN Nos.)		Property Assignment of Systems (PHAID)	
APPS	FASSUB	LOCCS	REMS	APPS	FASSUB
LASS	M2M	TRACS		LASS	M2M
PASS	QASS	Contract Assignment of Systems (PHAID)		PASS	QASS
VMS	REMS			VMS	REMS
LOCCS		LOCCS	REMS	LOCCS	FASPHA
TRACS		TRACS	FASPHA	TRACS	NASS
		MASS	NASS	MASS	
		RASS		RASS	

Your Coordinator 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 Coordinator. If your Coordinator 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 0-6 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