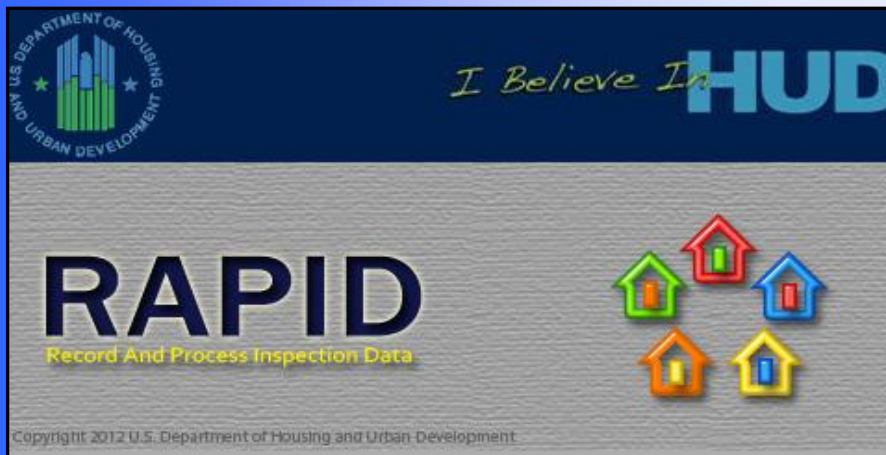


PASS DCD 4.0 - RAPID SOFTWARE FREQUENTLY ASKED QUESTIONS



March, 2013

Version 1.0

**Office of Public and Indian Housing
Real Estate Assessment Center**

Revision Sheet

Revision History

Date	Version	Description	Author
03/04/2013	1.0	DRAFT	Team Unissant

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).

Table of Contents

GENERAL INFORMATION	4
Introduction	4
Purpose	4
RAPID 4.0 Contact Information	4
FREQUENTLY ASKED QUESTIONS	5

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:

RAPID 4.0 Web Link	http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/prodpass/dcd4.0	24 Hours
RAPID 4.0 Contact Email	REAC_TAC@hud.gov	24 Hours
PIH-REAC Technical Assistance Center (TAC)	1-(888) 245-4860	Monday To Friday 7.00 AM – 8.30 PM

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:

- PASS website:
http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/prodpass/dcd4.0
- 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> 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**

Refer to the information posted on the PIH-REAC Physical Inspection Training website:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/pass/pass_trng/onlinetrainingph

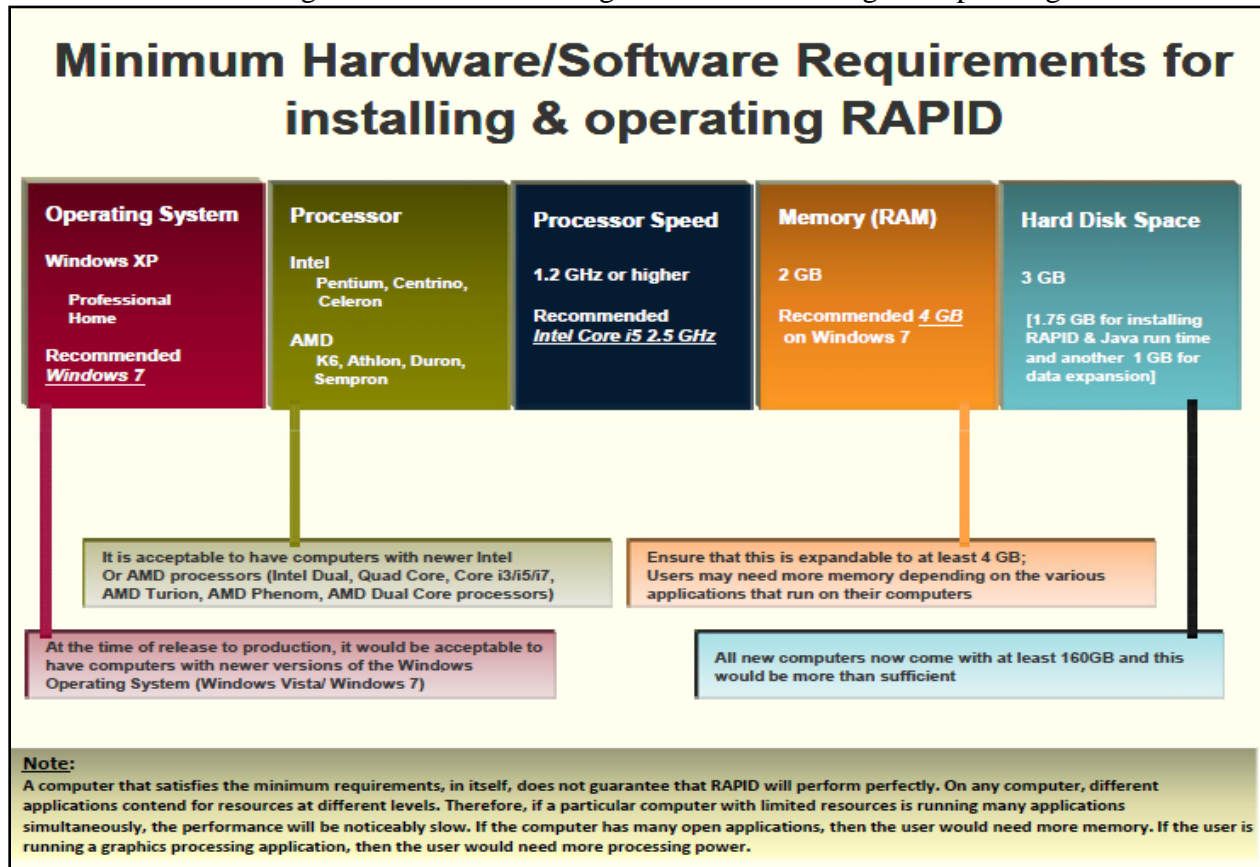
Information on REAC's Quality Assurance program and frequently asked questions about the UPCS protocol can be accessed at:

<http://www.hud.gov/offices/reac/products/pass/qa.cfm>.

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-



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:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/prodpass/dcd4.0

HUD > Program Offices > Public and Indian Housing > Real Estate Assessment Center (REAC) > REAC >

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*)

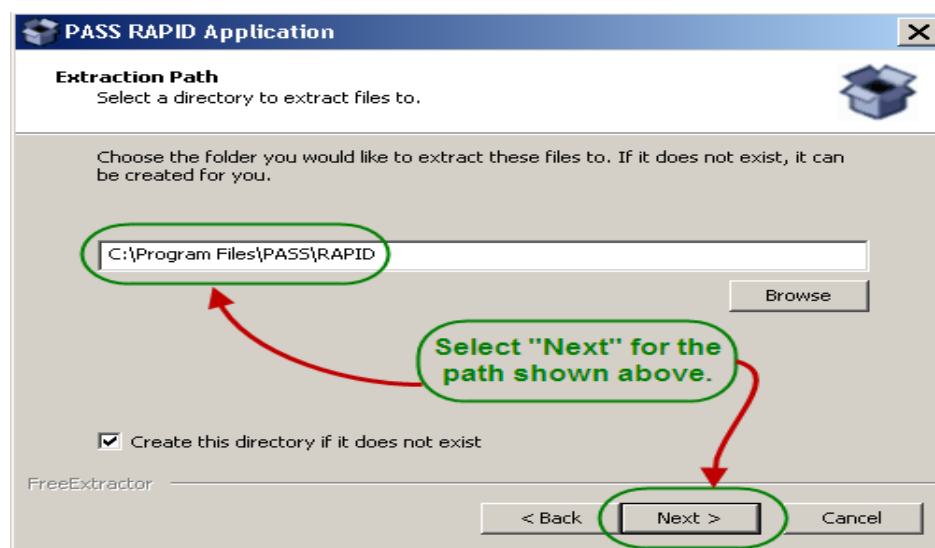
Secure Systems (PASS)

- ▶ Physical Condition Scoring Notice (published August 9, 2012)
- ▶ Revised Dictionary of Deficiency Definitions

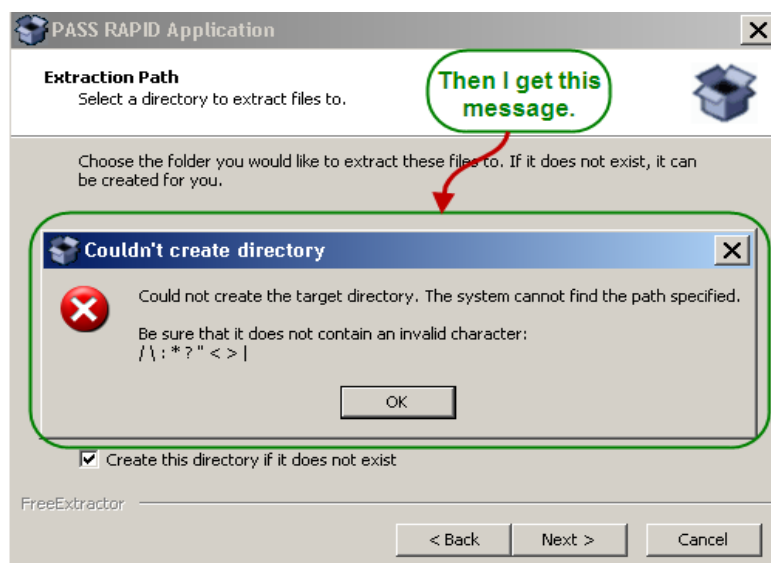
Q8. During RAPID Software Installation, the rapid.exe file is downloaded to the User's desktop. User double clicks on the rapid.exe icon on their desktop to start the installation process.



The installer automatically selects the following location 'C:\Program Files\PASS\RAPID' for RAPID 4.0 Client installation,

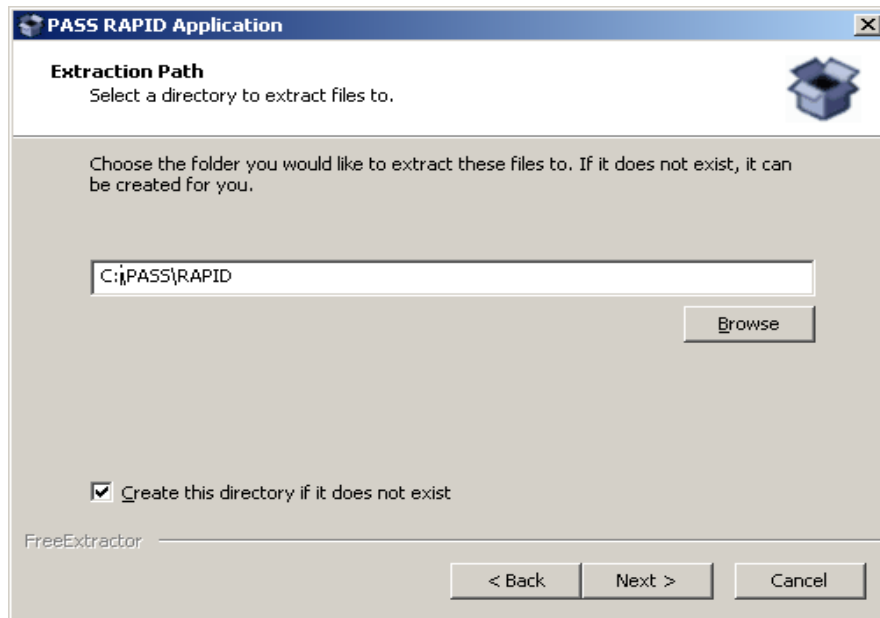


When user clicks 'Next', they MAY get the following error 'Couldn't create directory'

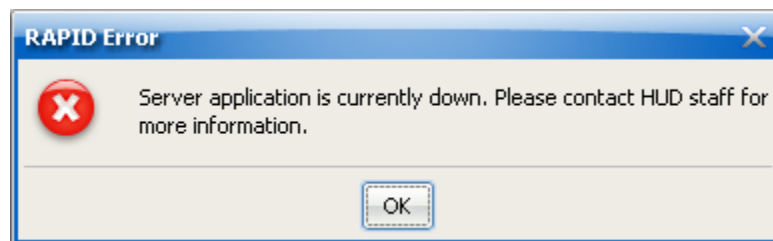


Answer

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.



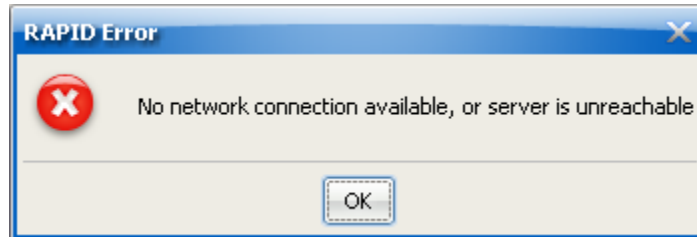
Q9. Server down Issues- When a user attempts to log in the RAPID Client and the Server is down the following RAPID Error will be displayed:



Answer

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

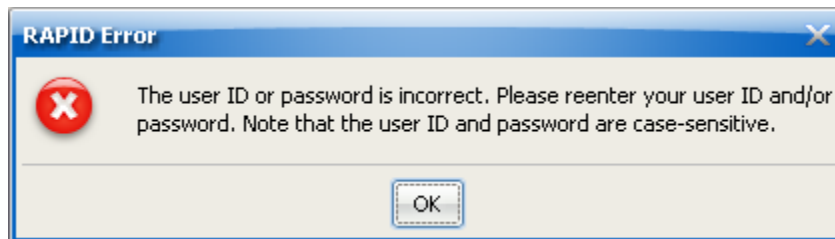
Q10. No Connection Error- When a user attempts to log into RAPID Client and there is no internet connection, the following RAPID Error will be displayed “No network connection available, or server is unreachable”



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

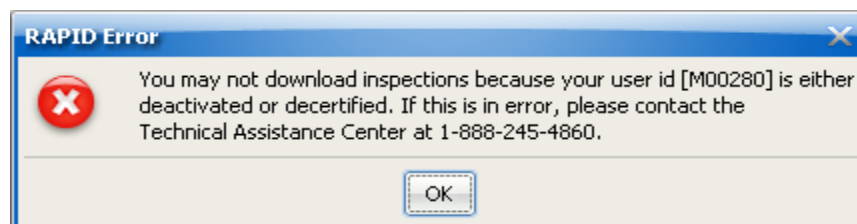
Q11. Incorrect Username and Password- When a user attempts to log into RAPID Client and they enter an incorrect Username or Password, the following RAPID Error will be displayed:



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.

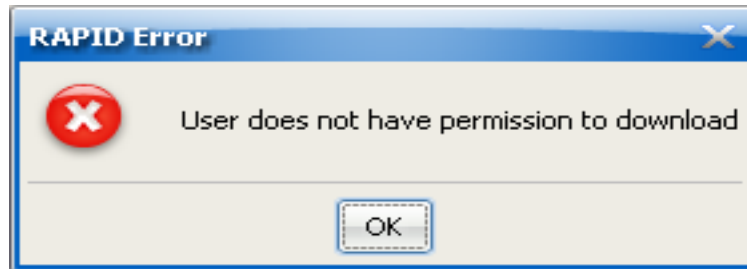
Q12. User cannot download – Deactivated/Decertified Message When an Inspector has been deactivated or decertified they are not allowed to download an Inspection, when they attempt to log into RAPID to download an Inspection, they will receive the RAPID Error message below:



Answer

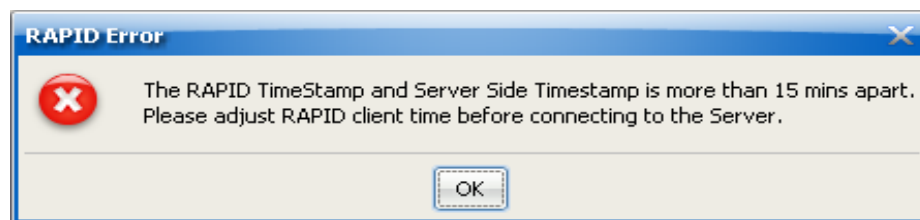
Please check your internet connection and if the problems still exists then contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860.

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:

**Answer**

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

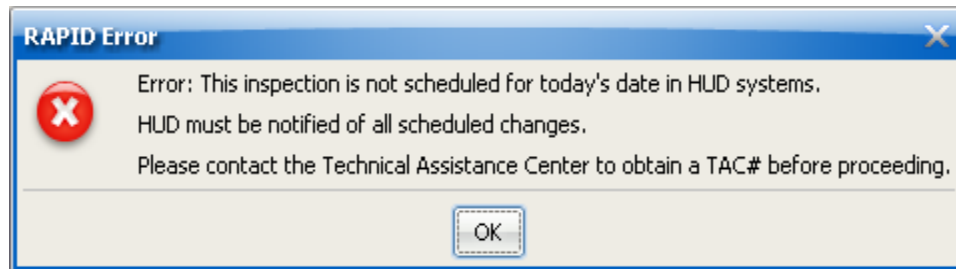
Q14. RAPID Timestamp and Server Side Timestamp Discrepancy- After a user has successfully logged in, and the attempts to download or upload an Inspection, the system will perform an RAPID timestamp and PASS Server timestamp comparison, if there is more than 15 minutes discrepancy, the following RAPID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

**Answer**

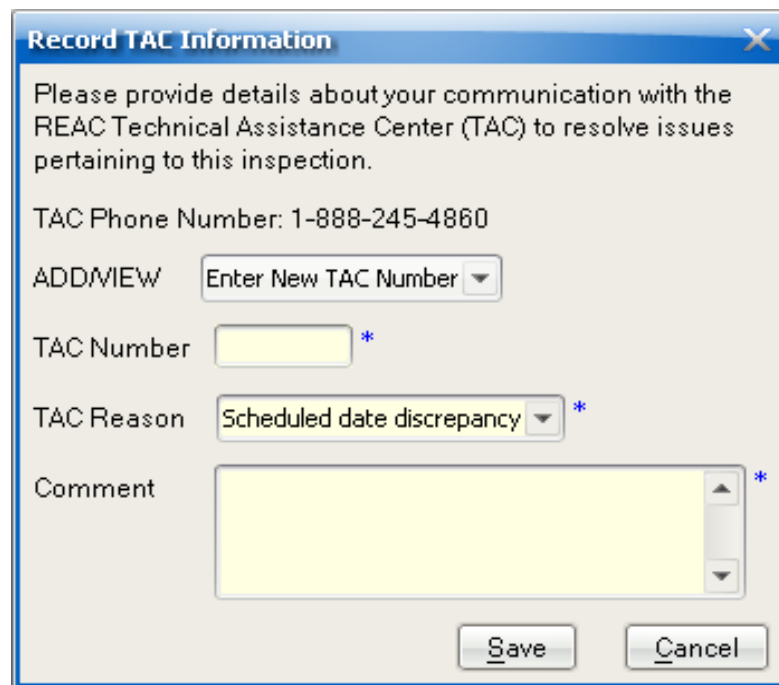
Users should verify the time on the bottom right corner of the laptop/tough book they are using to download the inspection. The computer time should be same as the local time of the area they are conducting the inspection in. If there is a discrepancy users should be advised to modify/change the computer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



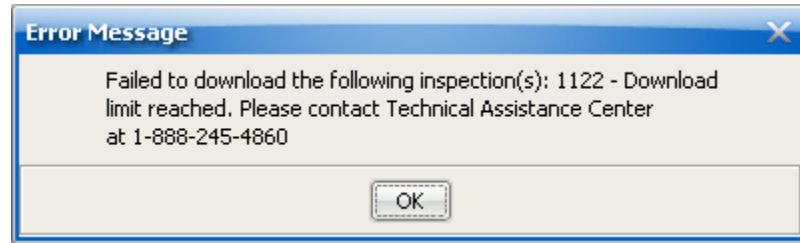
When the user clicks 'OK' they will be presented with the '*Record TAC Information*' screen below.

A screenshot of a 'Record TAC Information' dialog box. It has a blue title bar with the text 'Record TAC Information' and a close button (X). The main area is white. The text inside reads: 'Please provide details about your communication with the REAC Technical Assistance Center (TAC) to resolve issues pertaining to this inspection.' Below this is the text 'TAC Phone Number: 1-888-245-4860'. Then there is a section with 'ADD/VIEW' and a dropdown menu showing 'Enter New TAC Number'. Below that is a 'TAC Number' text box with a red asterisk. Then a 'TAC Reason' dropdown menu showing 'Scheduled date discrepancy' with a red asterisk. Below that is a 'Comment' text area with a red asterisk. At the bottom right are 'Save' and 'Cancel' buttons.

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.

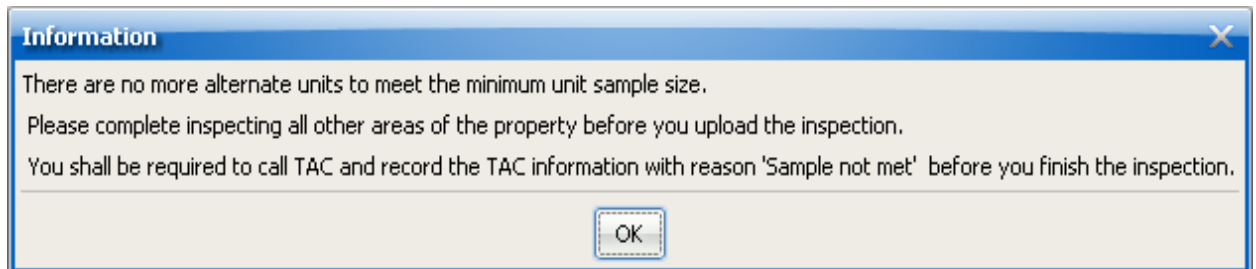
Q16. Failed to Download – Limit Reached - User and Inspectors are only allowed to download an Inspection for a limited number of times. When the user or Inspector attempts to download beyond the limit, they will get the RAPID Error message below:



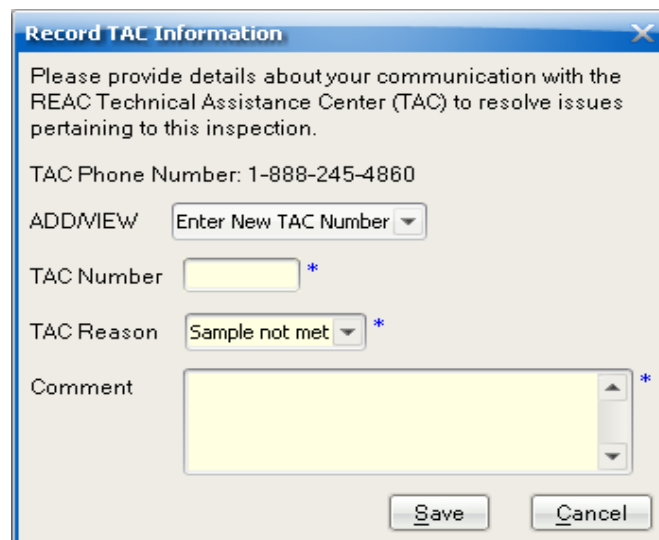
Answer

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.

A "Record TAC Information" dialog box with a close button (X) in the top right corner. The text inside reads: "Please provide details about your communication with the REAC Technical Assistance Center (TAC) to resolve issues pertaining to this inspection." Below this, it says "TAC Phone Number: 1-888-245-4860". There are three input fields: "ADD/VIEW" with a dropdown menu showing "Enter New TAC Number", "TAC Number" with a text box and an asterisk, and "TAC Reason" with a dropdown menu showing "Sample not met" and an asterisk. Below these is a "Comment" text area with a scroll bar and an asterisk. At the bottom right are "Save" and "Cancel" buttons.

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.

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

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

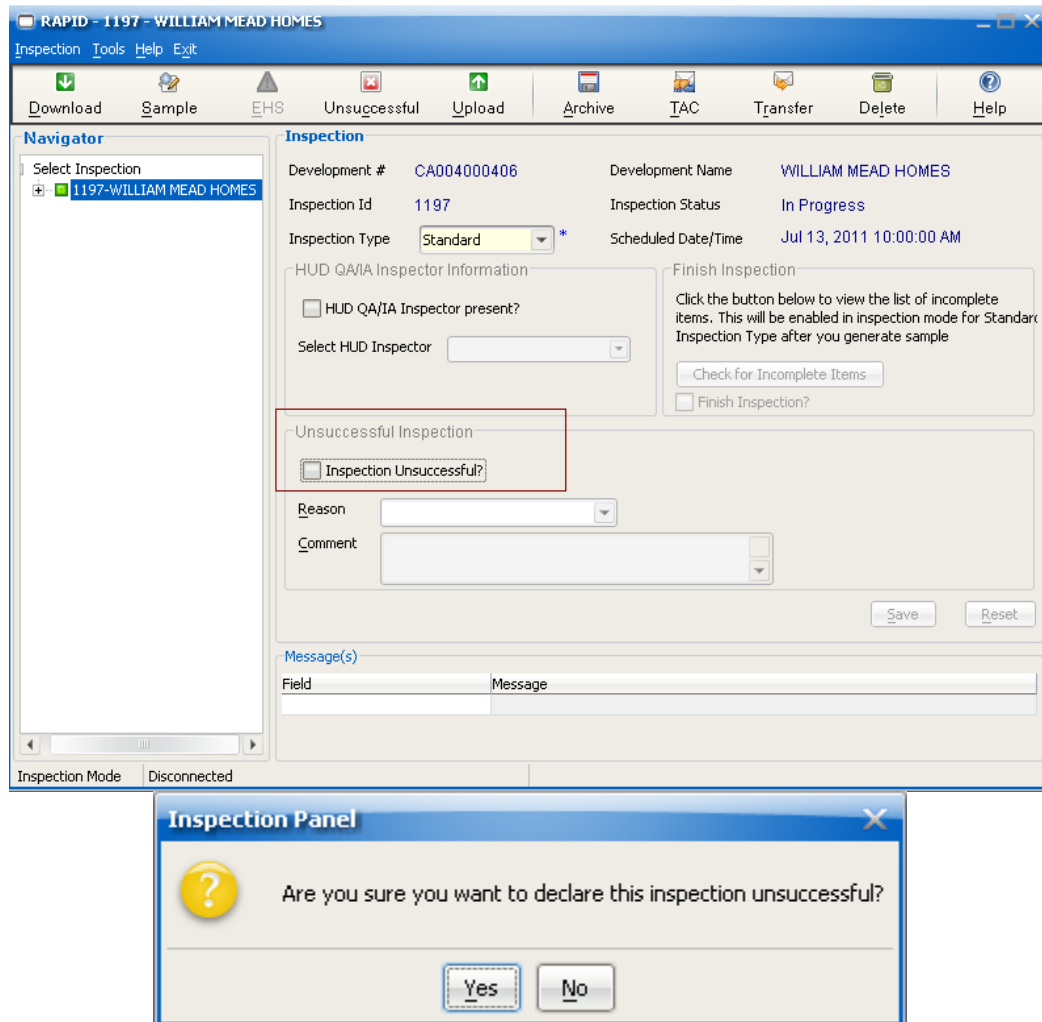
Please check your internet connection, if problem still exists then contact the REAC Technical Assistance Center (TAC) at REAC_TAC@hud.gov or call 1-888-245-4860.

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

Unsuccessful Inspection

☒ Inspection Unsuccessful?

Reason: Hazards/other conditions
No property Rep available
Property Rep stops insp
Property sold, demolished
Residents not notified
Other

Comment:

Message(s):

Field	Message

Save Reset

When the user enters comments and clicks 'Save' button the "Record TAC Information" screen is displayed.

Record TAC Information

Please provide details about your communication with the REAC Technical Assistance Center (TAC) to resolve issues pertaining to this inspection.

TAC Phone Number: 1-888-245-4860

ADD/VIEW: Enter New TAC Number

TAC Number: *

TAC Reason: Inspection Unsuccessful *

Comment: *

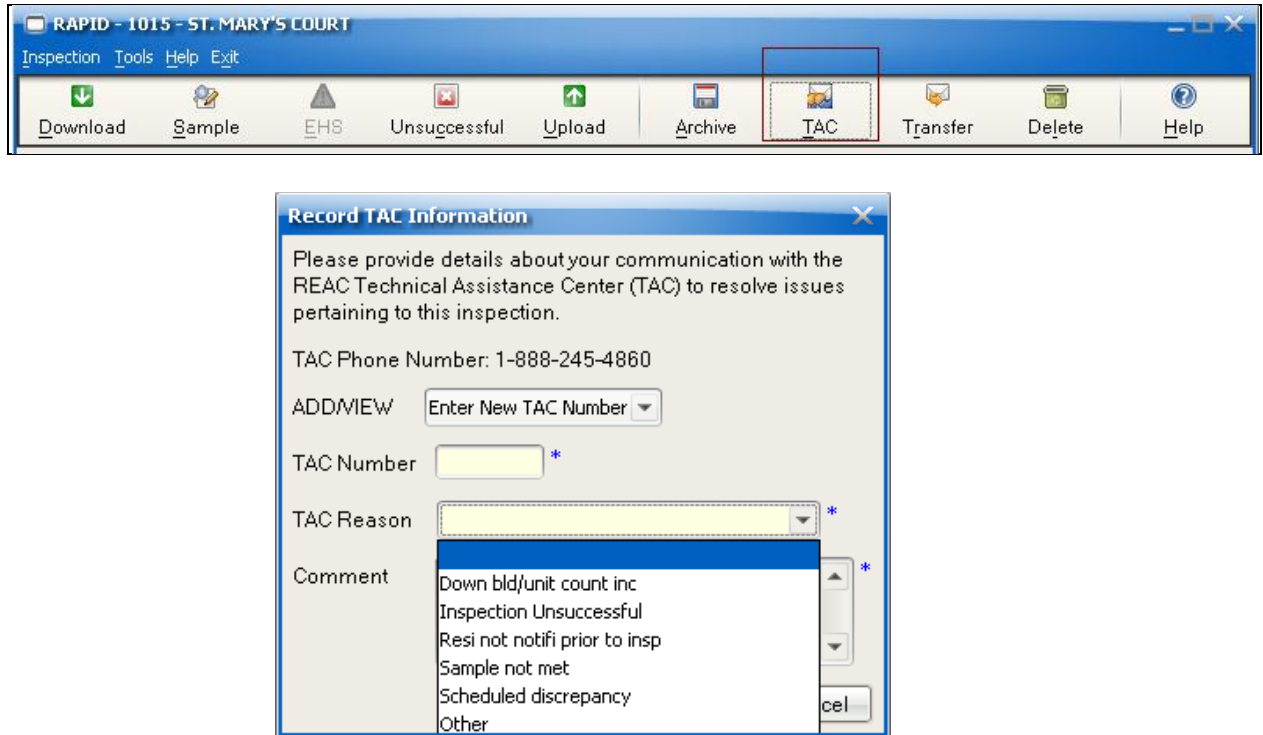
Save Cancel

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

Bldg. Count	Expected	Actual	Sampled
Residential	0	0	0
Common	0	0	0
Total	0	0	0

Unit Count	Expected	Actual	Sampled
Total	108	0	0

of Occupied Units: 0

Occupancy Rate: 0 % Insp. Vacant Units: N/A

The screenshot shows the PASS DCD 4.0 software interface. The top toolbar includes buttons for Download, Sample, EHS, Unsuccessful, Upload, Archive, TAC, Transfer, Delete, and Help. The left sidebar, titled 'Navigator', shows a tree view with 'Select Inspection' expanded, containing '505231 - Legacy Vill...', 'Property Information', 'Participants' (with sub-items 'Owner', 'Management Agent', 'Site Manager'), 'Certificates', and 'Site' (highlighted in yellow). The main area is titled 'Site' and contains a list of items with radio buttons for 'NOD', 'OD', and 'NA':

Items	NOD	OD	NA
Fencing and Gates*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grounds*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mailboxes and Project Signs*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Market Appeal*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lots/Driveways/Roads*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Play Areas and Equipment*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refuse Disposal*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retaining Walls*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storm Drainage*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walkways and Stairs*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Below the items list is a 'Message(s)' section with 'Field' and 'Message' columns. To the right is a 'Deficiencies' section with 'Expand', 'Collapse', and 'Delete' buttons, and a 'Record Area Measurements' button at the bottom.

Once you've completed the inspection of the Site you are ready to Check for Incomplete Items – Finish the inspection and Upload

The screenshot shows the PASS DCD 4.0 software interface with the 'Inspection' form. The left sidebar, titled 'Navigator', shows a tree view with 'Select Inspection' expanded, containing '505231 - Legacy Village', 'Property Information', and 'Site' (highlighted in yellow). The main area is titled 'Inspection' and contains the following information:

Property Id: 800225897 Property Name: Legacy Village
 Inspection Id: 505231 Inspection Status: In Progress
 Inspection Type: Site only* Scheduled Date/Time: Feb 25, 2013 09:00:00 AM

HUD QA/IA Inspector Information:

☐ HUD QA/IA Inspector present?
 Select HUD Inspector: [Dropdown]

Finish Inspection:

Click the button below to view the list of incomplete items. This will be enabled in inspection mode for Standard Inspection Type after you generate sample.

(highlighted with a red arrow)
☐ Finish Inspection?

A message dialog box is displayed in the foreground with the following text:

Message: There are no incomplete items and you may now proceed to finish and upload this inspection. Check the Finish Inspection checkbox and then choose Save to finish this inspection.

Buttons: OK, Save, Reset

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.

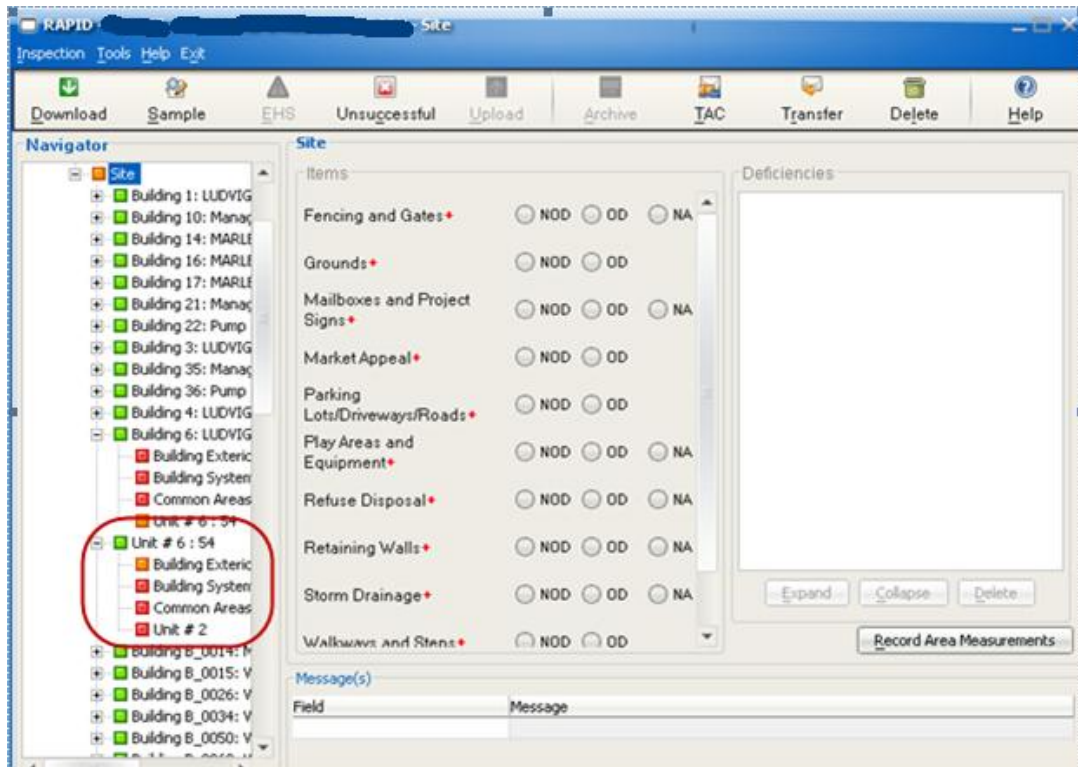
The screenshot shows the RAPID software interface. The Navigator tab is active, displaying a tree view with the following items: Select Inspection, -500045-WALTER I.M. HODGE F, Property Information (highlighted with a red circle), Participants, and Certificates. The Building information form is visible, containing the following fields and values:

- Building Name: 1
- Building Number: 1
- If the building cannot be inspected, select a reason: (dropdown menu)
- Address/Contact Information:
 - Line 1: 194A Smit
 - Line 2: (empty)
 - City: Fredricksted
 - State: VI
 - Zip: 00840
- Building Type: Walkup/Multifamily Apts
- Construction Year: 1970
- Number of Floors: 3
- Unit Information:
 - Expected Unit Count: 0
 - Actual Unit Count: 12
 - Status: (dropdown menu)
 - Units: (dropdown menu)
 - Units in Alternate: (dropdown menu)
- Utilities Off?:
 - Electricity? (checkbox)
 - Gas? (checkbox)
 - Water? (checkbox)
- Building Comments: (text area)
- Reset (button)
- Save (button)
- Message(s):
 - Field: (text input)
 - Message: (text input)

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

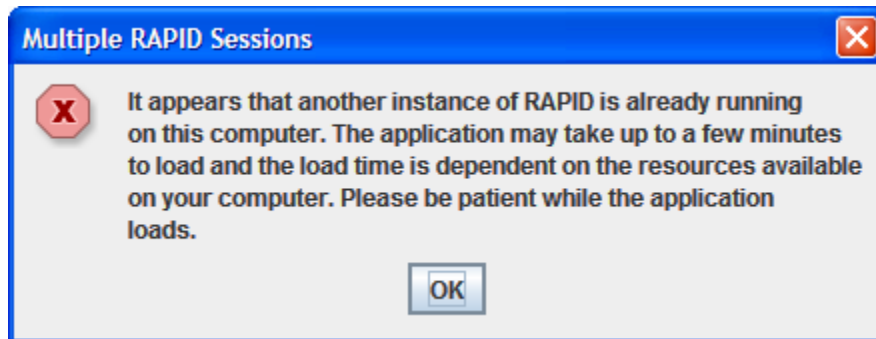
Please log out of the program and log in again to resolve the issue. If this does not solve the problem, contact the TAC immediately.

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.

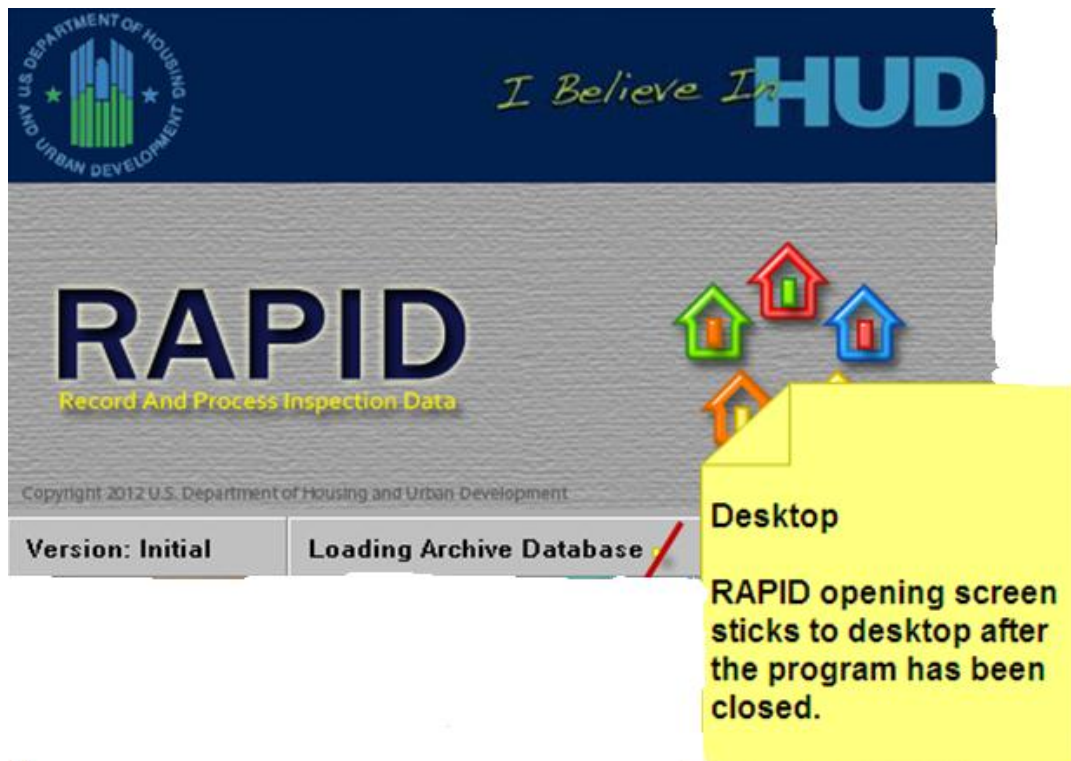
Q25. With the RAPID screen stuck to the desktop, the program returns an error that the program is already running, when in fact it is not.



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.

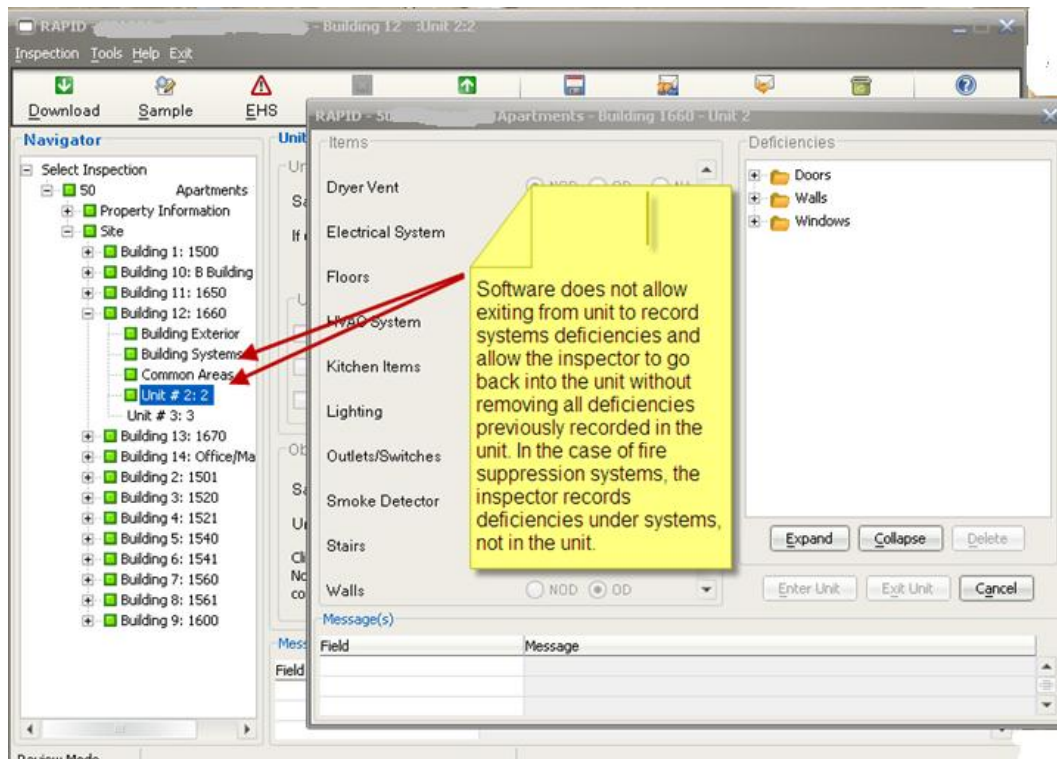
Q26. With the RAPID screen stuck to the desktop, the program returns an error that the program is already running, when in fact it is not.



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 it's 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.