

Section PRA 811 Owner Guide to HUD Secure Systems Access for Coordinators



March 2018

Section PRA 811 Owner Guide to HUD Secure Systems Access

The work that provided the basis for this publication was supported by funding under an award with the U.S. Department of Housing and Urban Development. The substance and findings of the work are dedicated to the public.

Section PRA 811 Owner Guide to HUD Secure Systems Access

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Section PRA 811 Owner Guide to HUD Secure Systems Access

Goals

- This guide is designed to teach new Owner/Agent multifamily participants in HUD's PRA 811 Demonstration Program how to obtain access to HUD's Secure Systems as Coordinators.
 - Access to the appropriate subsystems within HUD's Secure Systems is required to perform mandatory monthly compliance tasks to receive HUD subsidy payments.
- This guide will assist owners in:
 - Identifying which of the available sub-systems they must gain access to; and
 - Following step-by-step instructions to register for a login (referred to as a WASS or M-ID Login and Password) unique to them; and
 - Assign appropriate access to these subsystems, as a Coordinator.

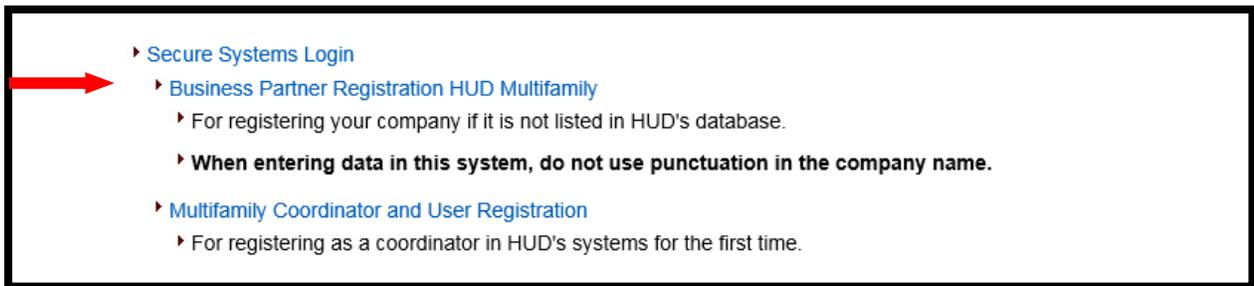
Which Sub-systems Do Owners Need Access to?

- There are multiple sub-systems within HUD's Secure Systems. However, Owners participating in the 811 PRA Demo Program only need access to the following sub-systems:
 - **APPS** - Active Partners Performance System - This registration system ensures that companies and individuals participating in HUD's multifamily housing programs have been vetted and approved by HUD to do so. This is the first sub-system a new owner must access in order to become a business partner with HUD and complete required tasks to obtain access to the other sub-systems.
 - **iMAX** – Integrated Multifamily Access Exchange – This is the system owners use to transmit tenant certifications (HUD Form 50059/50059A) and monthly HAP Requests (HUD Form 52670s) from their TRACS compliance software program to their state grantee agency administering the Section PRA 811 subsidy contract.
 - **TRACS** - Tenant Rental Assistance Certification System - This system is the final repository database that displays compliant tenant and voucher information (referred to as HUD 50059s and vouchers) transmitted by the owner to the state grantee agency administering the contract, who in turn, transmits these files to HUD.
 - **EIV** – Enterprise Income verification System – This system provides owners with access to *some types* of income verifications. EIV obtains monthly Social Security (SS) and Supplemental Security Income (SSI) benefits data from the Social Security Administration (SSA), and monthly employer new hires (W-4), quarterly wage and quarterly unemployment data from Health and Human Services (HHS). This information is reviewed as part of the tenant certification process.

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Registering Your Ownership Organization

- In order to register as a Coordinator for Secure Systems, your organization must be registered as a business partner with HUD via APPS.
- To register, go to the APPS homepage:
https://www.hud.gov/program_offices/housing/mfh/apps/appsmfhm.



- Click on “**Business Partner Registration HUD Multifamily**”
- Enter the owner’s TIN. This is the tax identification number associated with the ownership entity of the property, not the property management entity. Click on the **Submit** button.
- The TIN will be displayed on the executed RAC contract.

Business Partner Registration HUD Multifamily

If the participant you are about to register has done business with HUD before, you do not need to complete the Business Partner Registration HUD Multifamily below. Go to the [Secure Systems Registration page](#) to obtain a Coordinator or User ID if you have not already done so.

TIN:	<input type="text"/>	(no dashes)
	or	
SSN:	<input type="text"/>	(no dashes)
Confirm TIN/SSN:	<input type="text"/>	(no dashes)
	<input type="checkbox"/>	Check if SSN is used as TIN for Sole Proprietor

Submit

- If the ownership entity already has an address of record, a message will be displayed stating that the organization is already registered.
- If the company has not been registered and thus, does not have an address of record, a second **Business Partner Registration HUD Multifamily** page will be displayed.

Business Partner Registration
HUD Multifamily

All fields marked with an asterisk(*) are mandatory

* **Company Name:**

TIN:

* **Legal Structure:**

* **Type of Ownership:**

Physical delivery address

* **Address:**

* **City:**

* **State:**

* **Zip Code:** -

* **Country:**

If country not United States

Territory:

* **Postal Code:**

* **Phone:**

Fax:

* **E-mail:**

Cell Phone:

- Fill out the required information on this page and click on the **Save** button.
- The **Confirm Participant** page will be displayed.
- To change the information that is displayed on the **Confirm Participant** page, click on the

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Edit button. The Participant Successfully Registered screen will be displayed.

- Wait at least overnight before taking the next steps discuss below.

Registering For and Logging In as a HUD Secure Systems Coordinator

- Every business registered with HUD must have at least 1 Secure Systems Coordinator. The Coordinator's role is to ensure that users are properly assigned system privileges and are recertified in those systems, as required by HUD. A business partner can have no more than two coordinators.
- To apply for authorization as a Secure Systems Coordinator, go to: https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp and complete the electronic **Multifamily Coordinator and User Registration** form.

Secure Systems

Secure Systems Registration

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:

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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:	<input type="text"/>
Re-enter Password for Verification:	<input type="text"/>

Mother's Maiden Name.

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

Mother's Maiden Name:	<input type="text"/>
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Content updated October 19, 2013

 U.S. Department of Housing and Urban Development 451 7th Street S.W., Washington, DC 20410 Telephone: (202) 708-1112 TTY: (202) 708-1455	Home Privacy Statement
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- Select the Coordinator application type and then complete the electronic form, filling out all sections. During the process, you will enter your selected password.
- Click on the **Send Application** button, and then click on the **Confirm/Submit** button to submit the form to HUD for processing.
- It is important that you remember your password. A forgotten password has to be reset by calling the Technical Assistance Center (TAC) at 1-888-245-4860 or by using the automated process via <https://hudapps.hud.gov/react/wass/resetPwd.html> show below.

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The screenshot shows a web form titled "Secure Systems HUD" with a "RESET PASSWORD" section. A note states: "*Please note that all of the following fields are required." The form includes input fields for "User ID", "First Name", "Last Name", "Social Security Number" (with three separate boxes for digits and dashes), and "Mother's Maiden Name". A red message below the fields reads: "Your New Password will be sent to your current email address in Secure Systems." At the bottom is a "Reset Password" button.

- Note: You can have only one user ID. If you will be both a coordinator and a regular user for the same or different business partners, register as a coordinator. If you apply to be a user and later need to be a coordinator, you will be given a new ID to replace your old user ID and consequently will lose the rights to the systems to which you had access as a user.
- In about 3 days your company will receive a letter from HUD containing your user ID.

■ Once you have your User ID, log on to Secure Systems via

https://hudapps.hud.gov/HUD_Systems/

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- The following screen will appear.

The screenshot shows a web interface for 'User Login'. On the left is a blue sidebar with the text 'Secure Systems Single Sign On' and an icon of three houses. The main content area has a blue header with 'User Login' and navigation links 'faq | help | search | home'. Below the header are two input fields: 'User ID' and 'Password', each with a small rectangular button to its right. Underneath these fields are two buttons: 'Login' and 'Cancel'. A grey box with a red border contains an 'ATTENTION:' section with four bullet points: 'Your User ID will be locked after three incorrect login attempts.', 'Forgot your password? Click this link to access Reset Password and other useful information.', 'There is an inactivity timeout of 30 minutes. Please save your work periodically to avoid being logged out.', and 'There is a session timeout of 4 hours. Once reached, you will need to re-authenticate after which you can resume work where you left off.' Below the attention box is the text 'Content updated May 21 2016'. At the bottom, there is a home icon, the U.S. Department of Housing and Urban Development address (451 7th Street S.W., Washington, DC 20410), telephone number (202) 708-1112, TTY: (202) 708-1455, and links for 'Home' and 'Privacy Statement'.

- Enter your user ID (also referred to as your M- ID) and password (initially the password you selected when you applied for a user ID).
- On initial login, you will be asked to accept the Rules of Behavior for HUD Systems via the following screen.

The screenshot shows a web interface for 'Secure Systems' with a 'User Login' header. The main content area is titled 'RULES OF BEHAVIOR FOR HUD SYSTEMS'. It contains a paragraph of introductory text, a list of 14 rules (a) through (n), and a 'CERTIFICATION' section. At the bottom of the page, there are two buttons: 'Accept' and 'Logout'.

User Login [faq](#) | [help](#) | [search](#) | [home](#) | [logout](#)

Secure Systems

RULES OF BEHAVIOR FOR HUD SYSTEMS

The U.S. Department of Housing and Urban Development has granted access to you to utilize the Department's automated information resources. However, as a condition of receiving this access, you are required to be aware of the Department's system security policies and to abide by these policies. Security policy emphasizes awareness practices for the purpose of safeguarding the Department's valuable information resources.

The system user identification (USERID) and password issued to you are your means to access these resources. They are to be used solely in connection with the performance of your responsibilities as set forth in your job description, contract or agreement(s) with the Department. Use by anyone other than yourself is expressly prohibited. You agree to be responsible for the confidentiality of the assigned information and accountable for all activity with your user identification (USERID). Further, you agree that you will not provide this confidential USERID/password to another user nor will you sign on to HUD systems so that another person may access or operate the workstation in your absence or on your behalf. Actions of this type constitute a breach of system security and will result in immediate termination of your assigned USERID/password from the system. In addition, you agree to:

- (a) Log-off the system when leaving the system/workstation area;
- (b) Refrain from leaving written passwords in the workstation area;
- (c) Avoid creating a personal password that can be easily associated with you;
- (d) Avoid posting printouts of sensitive output data on bulletin boards;
- (e) Avoid leaving system output reports unattended or unsecured;
- (f) Control input documents by returning them to files or forwarding them to the appropriate contact person in your office;
- (g) Avoid violation of the Privacy Act which requires confidentiality of personal data contained in government and contractor data files;
- (h) Immediately contact the HUD Inspector General's Office, as appropriate, regarding any suspected violation or breach of system security;
- (i) Cooperate in providing personal background information to be used in conducting security background checks to the extent required by Federal regulations;
- (j) Respond to any inquiries and requests for information you may receive from either the HUD Headquarters or management officials regarding system security practices.
- (k) Protect all electronic/optical media and hardcopy documentation containing sensitive information and properly dispose of it by shredding hardcopy documentation, or by contacting the HITS Help Desk to dispose of electronic/optical media.
- (l) Avoid saving sensitive HUD information on the local drive of a laptop, personally owned computer, or other mobile or portable technology ("flash drives", removable/external hard drives, etc.).
- (m) If sensitive data must be stored on any type of HUD-approved mobile/portable technology (laptops, removable hard drives, "flash drives", etc.), ensure that it is protected via encryption.
- (n) Individuals who telework or remotely access HUD information should do so only through approved remote access solutions (such as hudmobile.hud.gov), and should safeguard all sensitive information accessed in this manner.

CERTIFICATION: I have read the above statement of policy regarding system security awareness and practices when accessing HUD's information resources. I understand the Department's policies as set forth above, and I agree to comply with these requirements as a condition of being granted limited access to the Department's computer resources.

- Hit **Accept**.
- A Legal Warning screen will then display. Hit the **Accept** button at the bottom of that screen.
- After the system verifies your user ID and password, it will display the Secure Systems main menu.

Secure Systems

Welcome

system administration

- Assistance Contract Assignment Maintenance
- Business Partners Maintenance
- PHA Assignment Maintenance
- Participant Assignment Maintenance
- Password Change
- User Maintenance

systems

- Active Partners Performance System (APPS)
- Enterprise Income Verification (EIV)
- integrated Multifamily Access eXchange (iMAX)
- Line of Credit Control System (eLOCCS)
- Physical Assessment Subsystem (PASS)
- PIH Information Center (PIC)
- Integrated Real Estate Management System (iREMS)
- Tenant Rental Assistance Certification System (TRACS)
- Tenant Rental Assistance Certification System (TRACS1)

Main Menu

faq | help | search | home | logout

Systems

- [Active Partners Performance System \(APPS\)](#)
- [Enterprise Income Verification \(EIV\)](#)
- [integrated Multifamily Access eXchange \(iMAX\)](#)
- [Line of Credit Control System \(eLOCCS\)](#)
- [Physical Assessment Subsystem \(PASS\)](#)
- [PIH Information Center \(PIC\)](#)
- [Integrated Real Estate Management System \(iREMS\)](#)
- [Tenant Rental Assistance Certification System \(TRACS\)](#)
- [Tenant Rental Assistance Certification System \(TRACS1\)](#)

System Administration

- [Assistance Contract Assignment Maintenance](#)
- [Business Partners Maintenance](#)
- [PHA Assignment Maintenance](#)
- [Participant Assignment Maintenance](#)
- [Password Change](#)
- [User Maintenance](#)

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[Home](#) | [Privacy Statement](#)

- Do not be alarmed when your Main Menu does not show all of the above links. This is a sample of the screen.

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Establishing a Business Partner Relationship

- After logging in as a new Coordinator, you must establish a business partner relationship with each of the property owner entities whose properties you are associated with.
 - Click on **Business Partners Maintenance** from the Main Menu.
 - Enter your User ID.



The screenshot shows a web form titled "Business Partners Maintenance" in red text. Below the title, there are two sections for input. The first section is labeled "Please enter a User Id:" and contains a text input field for "User ID" with a "What's This?" link to its right. The second section is labeled "Please enter a Function:" and contains a dropdown menu with the selected option "Request New/Delete Existing Relationships" and a "What's This?" link to its right. Below these sections are two buttons: "Submit" and "Cancel".

- Select **Request New/Delete Existing Relationship** from the drop-down menu and click on Submit.
- In the **Relationship to Request** section, enter the entity's TIN. ***This will need to be the same TIN entered on the executed RAC you signed with the Grantee.*** Keep the Business Partner Type as the default, Participant (Organization).

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Relationships to request	
TIN/SSN/PHA ID/IPA ID	Business Partner Type
<input type="text"/>	Participant (Organization) ▼

- Click on the **Submit** button.
- When the confirmation screen is displayed, click **Confirm**.
- Within 10 business days, HUD will send the business partner a letter with an activation key. This letter will be mailed to the address of record now displayed for the business partner in the APPS system. Note: It will not be addressed to a specific individual name, so you may need to alert staff at this address to be on the lookout for this letter.
- Once the activation key code is received, you must activate the business partner relationship by:
 - Clicking on **Business Partners Maintenance** from the Main Menu.
 - Entering your user ID (beginning with a capital M).
 - Selecting **Activate/Deactivate Relationships** from the drop-down menu and clicking on the Submit button.

Activate Relationships

For
John L. Smith (MX####)

Activate relationships by entering corresponding activation key.	
TIN/SSN/PHA ID/IPA ID - Name	Activation Key
123456789 Bird, Big	<input type="text"/>

- Enter the activation key given you by your business partner and then click **Submit**.

Assigning Yourself as a Coordinator to Specific Sub-Systems

- Next, assign yourself as Coordinator to specific systems by following these steps:
 - Click on **User Maintenance** from the Main Menu.
 - In the Search by User ID section, enter your user ID (beginning with a capital M) and click on the **Search for User** button.
 - Click on the blue hyperlink displaying your ID.
 - Select **Maintain User Profile - Actions** from the drop-down menu, and click **Submit**.
 - Assign yourself as Coordinator for the following Sub- Systems by clicking on the checkbox next to the entry for “COR-Coordinator”.
 - **iMAX** – Integrated Multifamily Access Exchange
 - **PASS** - Physical Assessment Subsystem
 - **TRACS** - Tenant Rental Assistance Certification System
 - **Note: By default as the Coordinator, you will already have been assigned the roles for APPS.**
 - Hit the “**Assign/Unassign Actions**” button.

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- There are unique steps required if you want to be a coordinator for the Enterprise Income Verification (EIV) system.
 - You must complete an EIV Coordinator Access Authorization Form at <https://www.hud.gov/sites/documents/90011.PDF> and forward it to HUD's HQ.
 - HUD's HQ will assign you the EIV coordinator role of HSC. You cannot assign it to yourself.

Assigning Your Coordinator Roles

- Return to the **User Maintenance** screen from the Main Menu.
 - In the Search by User ID section, enter your user ID (beginning with a capital M) and click on the **Search for User** button.
 - Click on the blue hyperlink displaying your ID.
 - Select **Maintain User Profile - Roles** from the drop-down menu, and click **Submit**.

User Information	
User ID	M <input type="text"/>
First Name	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name	<input type="text"/>
User Status	Active
Coordinator	Yes
User Type	Business Partner
Choose a Function	
Maintain User Profile - Roles <input type="button" value="v"/>	

- Toggle the following roles in the box on the left:
 - **EIV- HSC- MF- EIV- Housing Coordinator**
 - **IMAX- IME- iMAX (TRACSMail Replacement) for externa**
 - **TRACS- TCC, TCR, TTQ, and TVQ roles**
- Hit the **Assign/Unassign** Roles Button and **Confirm** these changes.

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Assigning Yourself to Specific RAC Contracts

- To assign access to specific RAC Contracts, select **Property Assignment Maintenance** link on the sidebar or from the Main Menu.
- The Property Assignment Maintenance page will be displayed.

Property Assignment Maintenance

Please enter a User Id:	
User ID	<input type="text"/>
Choose a Function:	
	Assign Property <input type="button" value="v"/>
For Assign Property, provide one of the following or leave blank for all:	
Tax ID	<input type="button" value="v"/>
Property ID	<input type="text"/>
FHA Number	<input type="text"/>
Contract Number	<input type="text"/>
Servicing Site	<input type="button" value="v"/>
For Assign Property, show Property Owners:	
	Current Owners <input type="button" value="v"/>
Show:	Active Properties <input type="button" value="v"/>
Sort by:	Property Name <input type="button" value="v"/>
For UnAssign Property, Optionally enter a role	
Role Code	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

- Enter your M-ID.
- Select Assign Property from the Enter a Function drop- down menu.
- Select the TIN number from the drop down menu and click on the **Submit** button.
- Next, select all the available role descriptions and all the Property IDs within the box by clicking on the role while holding down the control key.
- Click **Submit** followed by **Confirm**.

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What Should You Now See as the Coordinator?

- Having completed the above steps, to include the external EIV Coordinator Authorization Access Form, you should now have access to information associated with your RAC in EIV and TRACS.
- This access will enable you to:
 - Review household income information stored in EIV during the certification process; and
 - Verify tenant certifications are processed into the TRACS database to support monthly subsidy payments.

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Helpful links and resources

- HUD's Secure System Login : https://hudapps.hud.gov/HUD_Systems/
- HUD's Industry User Guide for TRACS Internet Applications:
https://www.hud.gov/program_offices/housing/mfh/trx/trxsum/trxusrguide.
- HUD's Enterprise Income Verification (EIV) System for Multifamily Housing Program Users webpage:
https://www.hud.gov/program_offices/housing/mfh/rhiip/eiv/eivhome.
- HUD's Multifamily Online Systems Main Page to include quick summaries, hyperlinks to subsystem guides, and technical assistance phone numbers: https://www.hud.gov/program_offices/housing/mfh/fhaosmf.

Questions?

- If you have questions related to the information published in this Guide, please contact:

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