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

March 2018

Table of Contents

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

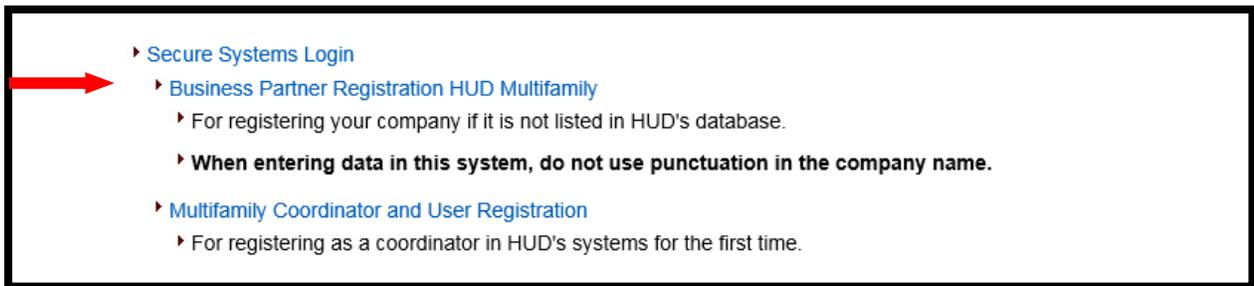 - Assign appropriate access to these subsystems, as a Coordinator.

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.

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.

> ▸ Secure Systems Login
> ➡️ ▸ Business Partner Registration HUD Multifamily
>   ▸ For registering your company if it is not listed in HUD's database.
>   ▸ **When entering data in this system, do not use punctuation in the company name.**
> ▸ Multifamily Coordinator and User Registration
>   ▸ For registering as a coordinator in HUD's systems for the first time.

- 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:		**(no dashes)**
	or	
SSN:		**(no dashes)**
Confirm TIN/SSN:		**(no dashes)**
	☐ **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 <u>not</u> been registered and thus, does <u>not</u> 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: USA

If country not United States

Territory:

* Postal Code:

* Phone:

Fax:

* E-mail:

Cell Phone:

Save

Registration Search

- 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

> **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 Registration

Secure Systems

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

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

- 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/reac/wass/resetPwd.html show below.

- 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/

▐▌ The following screen will appear.

- 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.

- 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.

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

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.

Business Partners Maintenance

Please enter a User Id:

User ID [   ] *What's This?*

Please enter a Function:

[Request New/Delete Existing Relationships ∨] *What's This?*

[Submit] [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).

- 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.

- 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.

▐ 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
First Name	
Middle Initial	
Last Name	
User Status	Active
Coordinator	Yes
User Type	Business Partner
Choose a Function	
Maintain User Profile - Roles	∨

Submit   Cancel

- 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.

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	
Choose a Function:	
	Assign Property ⌄
For Assign Property, provide one of the following or leave blank for all:	
Tax ID	⌄
Property ID	
FHA Number	
Contract Number	
Servicing Site	⌄
For Assign Property, show Property Owners:	
	Current Owners ⌄
Show:	
	Active Properties ⌄
Sort by:	
	Property Name ⌄
For UnAssign Property, Optionally enter a role	
Role Code	

Submit   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**.

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.

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:

Jenny DeSilva, Director

Blueprint Housing Solutions

1124 S. IH 35, Austin, Texas 78704

Office: (512) 767-7723

Email: jennyd@blueprinthousing.org

Web: www.blueprinthousing.org