U.S. Department of Housing and Urban Development (HUD)
Office of Public and Indian Housing - Real Estate Assessment Center (PIH-REAC)
Tenant Assessment Subsystem (TASS)

Overview:

The following document presents a list of Frequently Asked Questions (FAQs) related to the U.S. Department of Housing and Urban Development's (HUD) Office of Public and Indian Housing's (PIH) Real Estate Assessment Center (REAC) Tenant Assessment Subsystem (TASS) monthly Social Security/Supplemental Security Income (SS/SSI) system. HUD's public housing agencies, owners and management agents (POAs) ,which oversee HUD's rental assistance programs, require SS/SSI information to determine the amount of rental assistance that tenants are entitled to receive.

Frequently Asked Questions (FAQs):

1) I have accessed the SS/SSI system, but there are no Benefit History Reports available for my tenants. Why?

There are several possible reasons why a POA may not find/be able to access any Benefit History Reports available for their tenants. Table 1.0 presents some of the primary reasons why no Benefit History Reports would be available for a POA in the SS/SSI system.

Table 1.0 – Primary Causes of Missing Benefit History Reports

Reason(s)	Explanation(s)
Tenant(s) are not due for recertifications at this time.	SS/SSI Benefit History Reports are made available on the SS/SSI system three to four months before the families' annual recertifciation dates. As such, if a POA has no families due for recertifications in the upcoming months, no reports will be available on the system.
POA access rights to HUD's Secure Systems have not been assigned.	It is possible that user rights have not yet been assigned. Please refer to FAQ Question #13 for details on assigning user rights.
The SS/SSI Benefit History Reports are no longer available for any tenant(s).	Benefit History Reports for tenant families remain on the system for approximately five months and then they are purged. It a tenant's recertifications occurred over five months ago, no reports will be available on the SS/SSI system. For example, tenant John Doe's annual recertification occurred in January 2002. If John Doe's POA attempts to access his Benefit History Report in July 2002, there will be no report available as more than five months will have passed since John Doe's recertifciation date.

2) How do I log-on to the SS/SSI system and view Benefit History Reports?

To log-on and view Benefit History Reports, POAs should follow the steps presented in Table 2.0:

Table 2.0 – Log-on Instructions

Step	Explanation(s)
1.	Navigate to the REAC homepage – (www.hud.gov/reac).
2.	Select the "Online Systems" link on the left side of the navigation bar.
3.	Select the "LOG IN" button on the right side of the screen. • Enter your "User ID" and "Password". • Select "OK".
4.	Once Secure Systems is accessed, select on "TASS" option.

3) How do I reset my password?

To reset an existing PIH-REAC Secure Systems password, POAs should follow the steps provided in Table 3.0:

Table 3.0 – Password Reset Instructions

Step	Explanation(s)
1.	Navigate to the REAC online systems page – (www.hud.gov/offices/reac/online/reasvst.cfm).
2.	Select the "Password Reset" button on the right side of the screen.
3.	Enter the new/updated information in the fields provided.
4.	Select the "Reset Password" button on the bottom of the screen.
5.	Your new password will be sent via e-mail and will become effective upon receipt.
6.	Write down your new password information and store it in a secure location.

4) Where does the information from the SS/SSI Benefit History Reports come from and what is the process for obtaining the information?

The information used to create the SS/SSI Benefit History Reports is obtained from the Social Security Administration (SSA). Tenant identifier information, stored in HUD's Public and Indian Housing Information Center (PIC) and Tenant Rental Assistance Certification System (TRACS) databases, is extracted and electronically sent to the SSA. The SSA identifies the tenants and returns the available SS/SSI information back to HUD. TASS receives the SSA data and then prepares the Benefit History Reports.

5) How do I print SS/SSI Benefit History Reports from my computer?

SS/SSI Benefit History Reports opened in an Internet browser, such as Internet Explorer or Netscape Navigator, may be printed simply by using the "Print" command from the browser's File menu. For printing the monthly SS/SSI Benefit History Reports, POAs may want to use a tool called HTML scissors. It allows you to cut the reports into pages at logical breaks for printing. We recommend that you download the HTML scissors before entering the monthly SS/SSI Benefit History Reports. The steps for downloading and loading the tool are provided in Table 4.0:

Table 4.0 – Downloading and Installing HTML Scissors

Step	Instructions
1.	Select "download HTML scissors" from the Resources menu item on the TASS System menu.
2.	The download scissors screen will be displayed. Select the Windows platform that applies to your system. (If you do not know this, contact your system administrator.)
3.	The system "save as" screen will appear showing the "html-sci.exe" file. You must choose where to save the file on your system. We recommend saving the file to your hard drive (usually c:\).
4.	Enter c:\ in the "Save in" field. Select "save". The file is downloaded to your hard drive.
5.	Go to your c:\ drive either by selecting the Start menu (lower left hand corner of screen), then selecting Programs, and then selecting Windows Explorer; or by selecting the My Computer icon on your desktop.
6.	Double-click the "html_sci.exe" file on your c:\ drive. The unzip window will be displayed.
7.	Enter the location where you want the HTML scissors files located. Select "unzip" . The HTML files are loaded into your hard drive.
8.	Go to the location on your hard drive where you have stored the HTML scissors files. Double-click the "Hs32.exe" file. The HTML Scissors program screen will be displayed.
9.	Go to your TASS monthly report screen (either Income Discrepancy or Benefit History Report). Select "File", then "Save as" from your windows toolbar. The save screen will be displayed.
10.	Enter a file name for the report with an .htm extension. Select "save".
11.	Go to your HTML scissors program. From the toolbar, choose File, then Open.
12.	Select the report file you just saved and double-click or select the "Open" button. The first page of the report file is displayed.
13.	To print the report, select "File". From the "File" menu, select "Print".

6) How do I download SS/SSI Benefit History Reports to my computer?

SS/SSI Benefit History Reports can be downloaded by following steps provided in Table 5.0:

Table 5.0 – SS/SSI Download Instructions

Step	Instructions
1.	Select "download data file" from the "Select mode of output" options.
2.	Select the compression method you prefer. By zipping the file, you will greatly reduce the size and download time. You must have WinZip loaded on your computer to open a zipped file. By choosing "None" the data will be displayed in plain text and may take longer to view.
3.	Select the report and month you would like to download. Select the appropriate month's link.
4.	Once you have selected the report and month you would like to review, you will receive an "Unknown File Type Box". Select "Save File…."
5.	Utilize the following steps: • Select the folder you would like to save the reports in; • Enter a name in the "File Name" box; and • Select "Save". It will take several minutes for the reports to download. Once competed, you must access the folder and file name you selected to view the reports.

7) What is TASS and how does it relate to HUD?

One of the primary missions of the U.S. Department of Housing Urban Development's (HUD) Tenant Assessment Subsystem (TASS) is to assist the program administrators in their income verification duties. Specifically, public housing agencies, owners and management agents (POAs) of HUD'S Office of Housing (Housing) and Public and Indian Housing (PIH) rental assistance programs require information from the Social Security Administration's (SSA) social security (SS) and supplemental security income (SSI) "benefit programs" to determine the amount of rental assistance that tenants are entitled to receive. HUD developed and implemented an automated system to provide POAs with the necessary SS and SSI information via a secure Internet facility. PIH's Real Estate Assessment Center (PIH-REAC) maintains and operates TASS to provide SS and SSI data to POAs.

8) What is the difference between a "Coordinator" and a "User" when

Each public housing agency, owner and management agent (POA) must designate a Coordinator (maximum of two per property), typically an employee, to act as their representative in providing Secure Systems access to Users. The Coordinator is then responsible for retrieving a user ID for the User, establishing the User's role in the system, assigning the User to the PHA/OA entity (for access to the POA's data), and providing the User with their User ID.

A User can be an employee of the PHA/Multifamily entity or a third party, such as a management agent, authorized by the PHA/Multifamily entity to submit data for the PHA/OA. Unlike a Coordinator, registered Users cannot control system access or perform system maintenance functions. The User is dependent on the Coordinator for system access as well as updating User information (e.g., e-mail address).

9) How do I assign myself Coordinator rights (PHAs)?

To assign yourself Coordinator rights, PHAs should follow the steps provided in Table 6.0:

Table 6.0 – Coordinator Rights for PHAs

Step	Explanation(s)
1.	Navigate to the PIH-REAC online systems page – (www.hud.gov/offices/reac/online/reasyst.cfm).
2.	Select the "Online Registration" button located on the right side of the page.
3.	Select the "Public Housing Agency" link. The PHA Coordinator and User registration form will be displayed.
4.	Select the "Coordinator" application type radio button.
5.	Complete the form by completing the required fields. Remember the password you choose and how you enter it (uppercase/lowercase).
6.	Select the "Send Application" button. A confirmation page will be displayed on your screen.
7.	Make sure the PHA Executive Director's mailing address is correct or you will not receive your User ID. If the mailing address is wrong, follow the instructions on the page to get it corrected, and select the "Cancel button. If the mailing address is correct, select the "Confirm/Submit" button.
8.	Within two weeks, the Coordinator's User ID will be sent to the PHA Executive Director, who in turn will provide it to the Coordinator.

10) How do I assign myself User rights (PHAs)?

To assign yourself User rights, PHAs should follow the steps provided in Table 7.0:

Table 7.0 – User Rights for PHAs

Step	Explanation(s)
1.	Navigate to the PIH-REAC online systems page – (www.hud.gov/offices/reac/online/reasyst.cfm).
2.	Select the "Online Registration" button located on the right side of the page.
3.	Select the "Public Housing Agency" link. The PHA Coordinator and User registration form will be displayed.
4.	Select the "User" application type radio button.
5.	Complete the form by completing the required fields. Remember the password you choose and how you enter it (uppercase/lowercase).

Step	Explanation(s)
6.	Select the "Send Application" button. A confirmation page displays on your screen.
7.	Select the "Confirm/Submit" button.
8.	Wait at least 24 hours after you have registered online for a User ID. Then, contact your PHA Coordinator to request your User ID.

11) How do I assign myself Coordinator rights (OAs)?

To assign yourself Coordinator rights, OAs should follow the steps provided in Table 8.0:

Table 8.0 – Coordinator Rights for OAs

Step	Explanation(s)
1.	Navigate to the PIH-REAC online systems page – (www.hud.gov/offices/reac/online/reasyst.cfm).
2.	Select the "Online Registration" button located on the right side of the page.
3.	Select the "Multifamily Housing Entity" link. The Multifamily Coordinator and User registration form will be displayed.
4.	Select the "Coordinator" application type radio button.
5.	Complete the form by completing the required fields. Remember the password you choose and how you enter it (uppercase/lowercase).
6.	Select the "Send Application" button. A confirmation page displays on your screen.
7.	Make sure the Organization's mailing address is correct or you will not receive your User ID. If the mailing address is wrong, follow the instructions on the page to get it corrected, and select the "Cancel button. If the mailing address is correct, select the "Confirm/Submit" button.
8.	Wait at least 24 hours after you have registered online for a User ID. Then, contact your Multifamily Coordinator to request your User ID.

12) How do I assign myself User rights (OAs)?

To assign yourself User rights, OAs should follow the steps provided in Table 9.0:

Table 9.0 – User Rights for OAs

Step	Explanation(s)
1.	Navigate to the PIH-REAC online systems page – (www.hud.gov/offices/reac/online/reasyst.cfm).
2.	Select the "Online Registration" button located on the right side of the page.
3.	Select the "Multifamily Housing Entity" link. The Multifamily Coordinator and User registration form will be displayed.
4.	Select the "User" application type radio button.
5.	Complete the form by completing the required fields. Remember the password you choose and how you enter it (uppercase/lowercase).

Step	Explanation(s)
6.	Select the “Send Application” button. A confirmation page displays on your screen.
7.	Select the “Confirm/Submit” button.
8.	Wait at least 24 hours after you have registered online for a User ID. Then, contact your PHA Coordinator to request your User ID.

13) I am a User and can log-on to Secure Connection, but I cannot access the SS/SSI system/cannot access my contract. Why not?

In this case, the problem is caused by the User not having access right to the TASS system. The User should contact their Coordinator (who can assign User rights), and ask the Coordinator to update their system profile to allow them to access the TASS Secure Systems.

14) I have a tenant household due for recertifciation this month, but there is no Benefit History Report provided on the SS/SSI system. Why not?

There are several reasons why a Benefit History Report may not be available for a tenant household due for recertifciation. First, it is possible the HUD Form 50058 or HUD Form 50059 for the household has not been submitted to, or processed by, HUD’s PIC or TRACS systems. As such, the tenant’s household was not included in the information provided for processing to SSA. Second, it is possible that the SSA does not recognize the social security number of the tenant up for recertifciation. This would also result in SSA not providing the SS/SSI information.

15) I am having problems using the SS/SSI system. Who do I contact for assistance?

If you are having difficulty accessing or using the SS/SSI system, please first consult this FAQ Guide for assistance. If the problem can not be rectified, please contact the PIH-REAC technical assistance center at 1-888-245-4860.