4.0 Using the System Online

4 Using the System (Online)

The Web Access Security Subsystem (WASS) consists of a Secure Connection and a Secure Systems component. The Secure Connection includes the registration process and the login. Once you have successfully logged in, you are managed by the Secure Systems component of WASS.

4.1 Registration

Registration is completed online. As an external first time user, you will register online by opening an Internet Explorer browser and going to the URL: www.hud.gov/offices/reac/online/reasyst.cfm. The Online System Login Screen provides information about online systems, login, online registration, and password reset. There are also some tools to facilitate your use of HUD subsystems. The web registration process is only for external users.

On this screen you will click on the 'Register Online' link as shown in Figure 4.1.

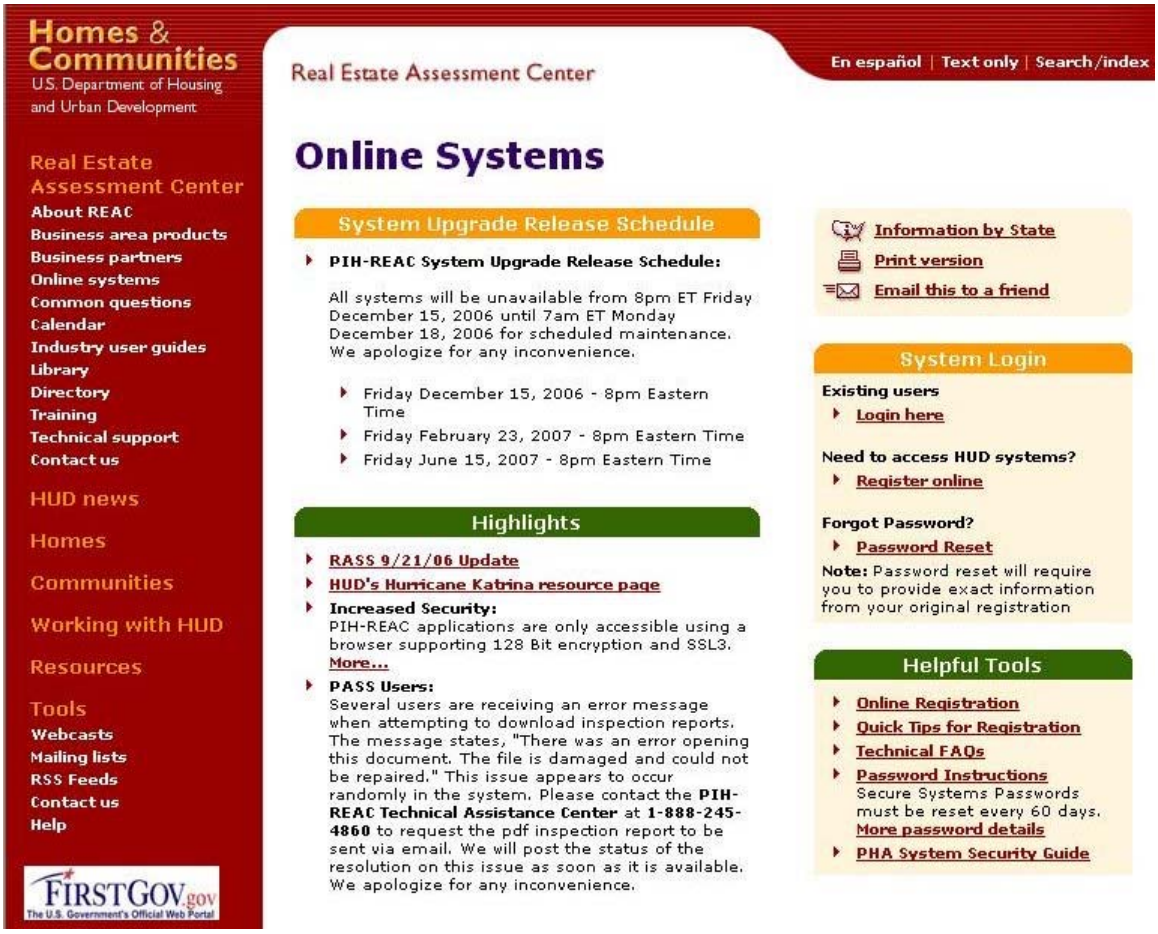


Figure 4-1 Online System Login Screen for WASS

The "Need A User ID" screen (Figure 4-2) is displayed and is the place where you need to select one of the four applicable secure connection registration forms: *Multifamily*

Housing Entity, Public Housing Agency, Independent User, or Reverse Auction Program (RAP) User. Select the applicable link to display the registration form.

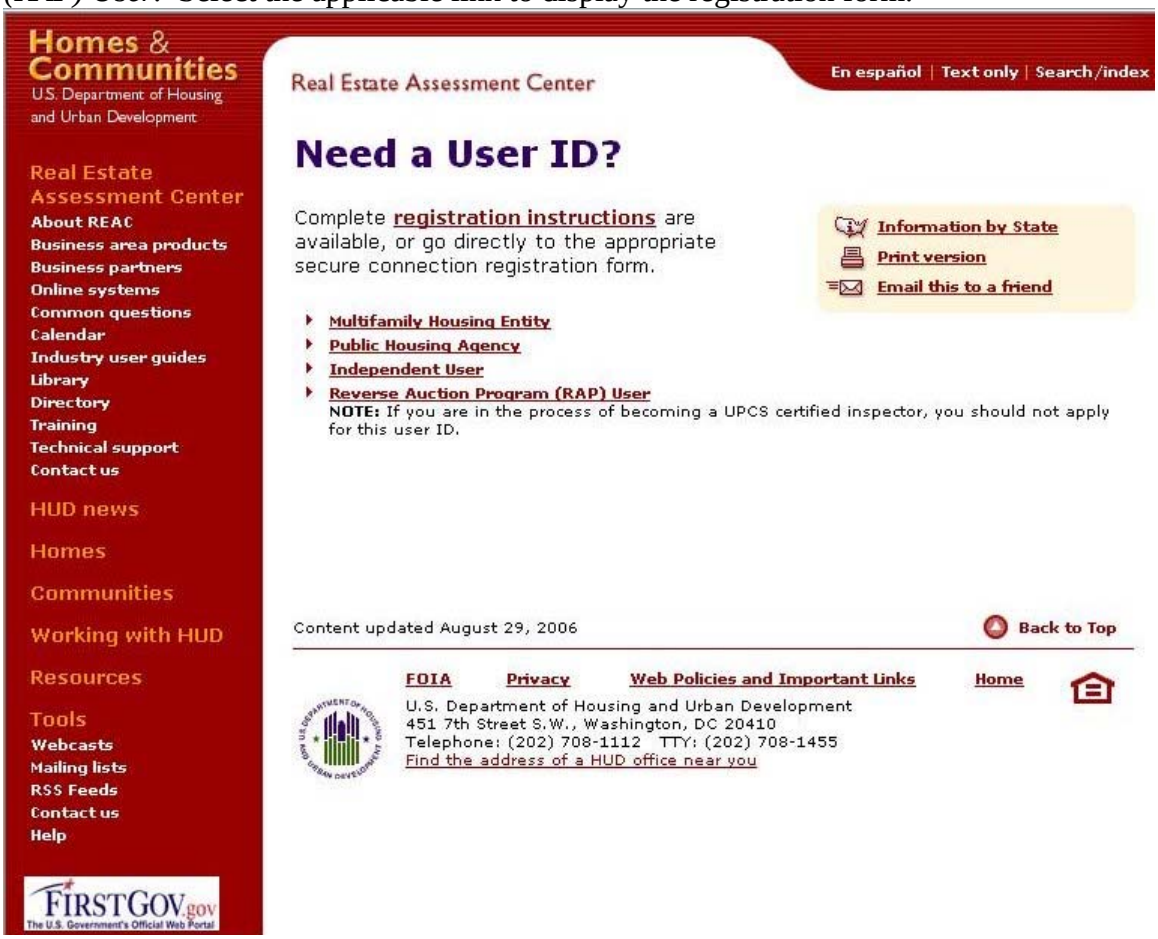


Figure 4-2 Need a User ID?

It is critical that all of the information is entered accurately. It takes approximately one week for Coordinators to receive their IDs through their Business Partners. External users can contact their coordinator the day after registration to have their User IDs activated and to have access privileges assigned to them. Errors in the registration process could delay access to systems for several weeks.

The registration form in Figures 4-3 is for Public Housing Authority registrants. This registration form is for organizations that have a Public House Agency (PHA) ID. The PHA ID is entered as the Organization ID. If you use the Multifamily registration form (Figures 0-5 and 0-6), you will enter a Tax Identification Number (TIN) or Social Security Number (SSN) for the Organization ID. For the Independent User, the Identification Number is the user's Social Security Number.

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

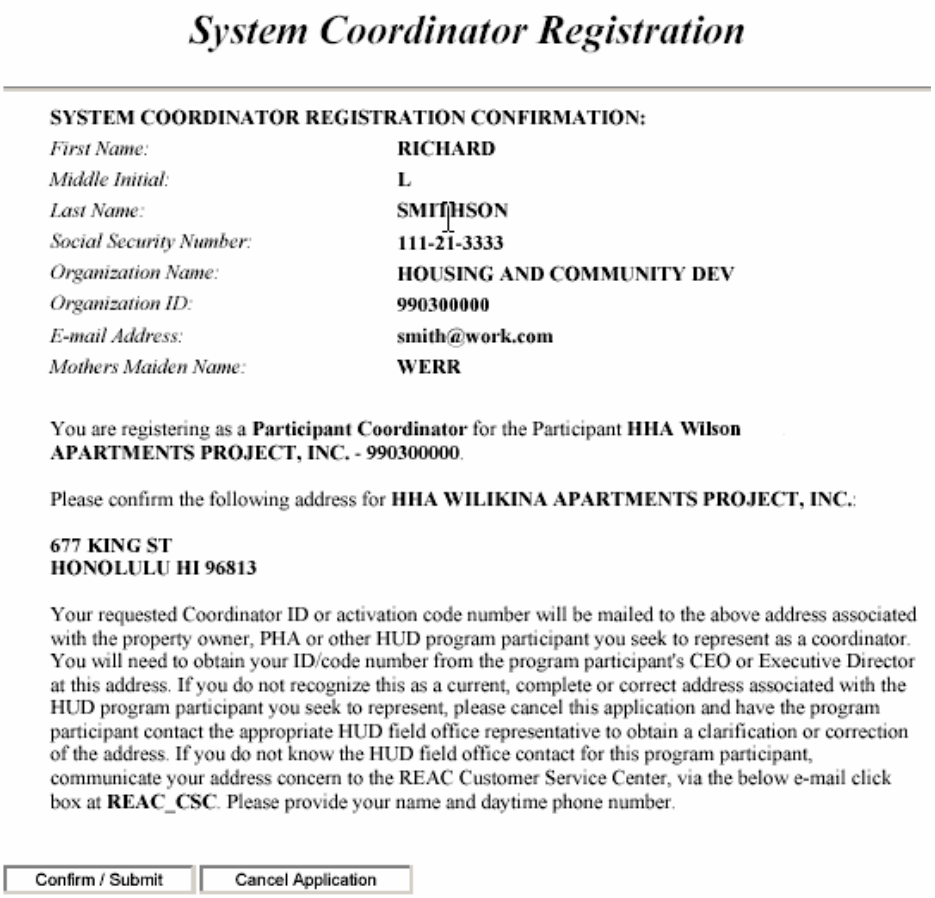
Content updated April 7, 2006

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

Figure 4-3 Online Registration

As you are filling out the online registration form, make sure you fulfill the registration requirements described in Table 4-1. After verifying your information, click on the Send Application button and a confirmation screen like Figure 4-4 will appear.



System Coordinator Registration

SYSTEM COORDINATOR REGISTRATION CONFIRMATION:

First Name:	**RICHARD**
Middle Initial:	**L**
Last Name:	**SMITHSON**
Social Security Number:	**111-21-3333**
Organization Name:	**HOUSING AND COMMUNITY DEV**
Organization ID:	**990300000**
E-mail Address:	**smith@work.com**
Mothers Maiden Name:	**WERR**

You are registering as a **Participant Coordinator** for the Participant **HHA Wilson APARTMENTS PROJECT, INC. - 990300000**.

Please confirm the following address for **HHA WILIKINA APARTMENTS PROJECT, INC.**:

677 KING ST
HONOLULU HI 96813

Your requested Coordinator ID or activation code number will be mailed to the above address associated with the property owner, PHA or other HUD program participant you seek to represent as a coordinator. You will need to obtain your ID/code number from the program participant's CEO or Executive Director at this address. If you do not recognize this as a current, complete or correct address associated with the HUD program participant you seek to represent, please cancel this application and have the program participant contact the appropriate HUD field office representative to obtain a clarification or correction of the address. If you do not know the HUD field office contact for this program participant, communicate your address concern to the REAC Customer Service Center, via the below e-mail click box at **REAC_CSC**. Please provide your name and daytime phone number.

Confirm / Submit | Cancel Application

Figure 4-4 Registration Confirmation

If you are registering as a Coordinator, it is important to confirm the name and mailing address of the Organization with which you are registering. Your requested Coordinator ID or activation code number will be mailed to the address associated with the property owner, PHA or other HUD program participant you seek to represent as a Coordinator. If you do not recognize the information as a current, complete or correct address associated with the HUD program participant you seek to represent, please cancel this application by clicking on the Cancel Application button; then, have the program participant contact the appropriate HUD field office representative to obtain a clarification or correction of the address. If you do not know the HUD field office contact for this program participant, communicate your address concern to the REAC Customer Service Center via E-mail at REAC_CSC@hud.gov. Please provide your name and daytime phone number in the E-mail.

Table 4-1 Registration Requirements

Registration Requirement Description
The CEO or Executive Director of every trusted business partner must designate a Coordinator to serve as his/her representative in controlling access to the system and performing other system administration functions.
There will be a limit of two Coordinators for a particular trusted business partner.
A registration application must indicate whether application type is User or Coordinator.
Every application must provide the applicant's first and last name. Middle initial is optional.
Every application must provide the applicant's social security number.
A PHA application must provide the name of the PHA organization the applicant represents.
A PHA application must provide a valid PHA organization number of the organization the applicant represents.
Every application must provide a six-character password.
Every application must provide the maiden name of the applicant's mother.
Only one user ID may be generated for the same user. A user ID is uniquely identified by a user's SSN.
The Coordinator is responsible for informing Users of their user ID.
A multifamily application must provide the name of the HUD-registered Organization or Individual the applicant represents.
A multifamily application must provide the Tax Identification (TIN) or Social Security Number of the HUD-registered Organization or Individual the applicant represents.
A multifamily application must specify whether the HUD-registered entity the applicant represents is an organization or an individual.
The TIN submitted on a multifamily application must be a HUD-approved business partner.
The PHA organization number submitted on PHA application on must be a HUD-approved business partner.
An appraiser must be a HUD-approved Single Family Appraiser in order for his/her registration application to be valid.
An AQA contractor must be a contractor of record with HUD in order for his/her registration application to be valid.

After carefully completing the registration form and checking it for accuracy, click on the confirm/submit button to submit it for processing by WASS.

Coordinators should contact their Business Partner in about a week to confirm a successful registration. The Business Partner will provide the Coordinator the User ID necessary to access WASS and allow the Coordinator to assign user privileges for the subsystems. While the Coordinator has extended privileges to perform system administration functions, the Coordinators use subsystems the same way as any other user.

Users should contact their Coordinators to inform them that their registration is complete. The Coordinator can find and provide the User his or her User ID and make access assignments of roles and actions the next day after the registration. After your Coordinator assigns you your access privileges, you can login and begin work. Select Login and the login page will appear. You are now accessing the Secure Connection portion of WASS. Enter your User ID and password and click on the OK button.

Depending upon its configuration, your browser may ask if you would like for it to remember your password. You should answer “no” to this question, as this feature undermines the security of the application. In addition, some users have experienced difficulties logging into the system when using this feature. If your computer is secure and you decide to use this feature, please remember to update the password stored in your browser after changing your password in the system.

The Secure System *Main Menu* displays links to the HUD/PIH-REAC Systems based upon the privileges (roles and actions) assigned to you by your coordinator.

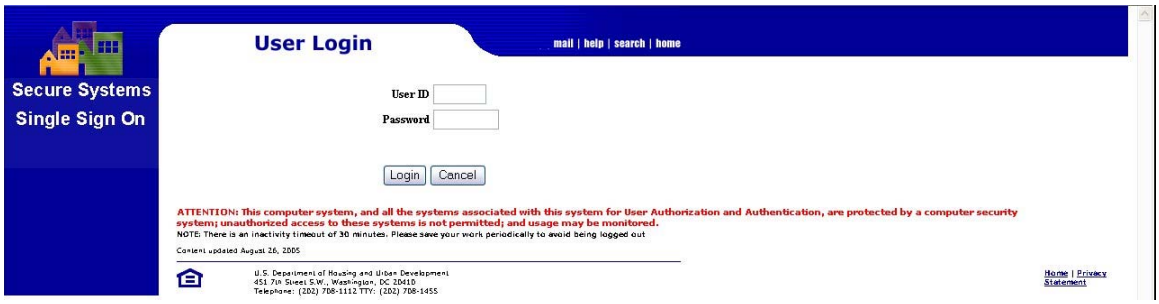


Figure 4-5 User Login

A regular user does not have access to System Administration functionality except for the Change Password function. Coordinators, individuals who work for the Help Desks, System Administrators, and Super Administrators are the only users who see the other system administration functions. The number of System Administration functions that appear for users who have expanded system administration functions varies depending on their responsibilities.

4.2 System Administration Functions

User Maintenance is the first System Administration step for a Coordinator setting up the privileges for a user. Groups, actions, and roles must be assigned for the different systems before assigning contracts, property, or PHAs to a user. The *User Maintenance* function is found under *System Administration*. See Figure 4-6.

Figure 4-6 System Administration and User Maintenance Function

4.2.1 User Maintenance

Users depend on a Coordinator to change access privileges, as a regular user's only System Administration function is *Change Password*. Coordinators use a series of screens to find users and assign access privileges for Business Partners, properties, contracts, PHAs, groups, roles, and actions.

Table 4-2 User Maintenance Functions for Coordinators

Name of System Maintenance Action	Description
Assistance Contract Assignment Maintenance	Assign/unassigns a contract to/from a User
Business Partners Maintenance	1. Assigns a User to a Business Partner 2. Adds or deletes a Business Partner relationship
PHA Assignment Maintenance	Assign/Unassign PHA to/from a User
Maintain User Information	Edit the descriptive information for a User
Maintain User Profile – Actions	Assigns/unassigns actions to/from a User
Maintain User Profile – Groups	Assigns/unassigns a Group to/from a User
Property Assignment Maintenance	Assigns/unassigns property to/from a User

4.2.2 User Maintenance - User Search/Selection

Figure 4-8 shows the initial screen after selecting the *User Maintenance* link. This screen allows the Coordinator to search for a User ID. When the User completes the registration form, the Coordinator can use information about the User to find the Regular User's User ID.

The Search Function only displays Regular Users to the Coordinator for those Users who share a common Business Partner with the Coordinator. Also, all Independent Users are displayed if the Coordinator marks the check box to search for Independent Users.

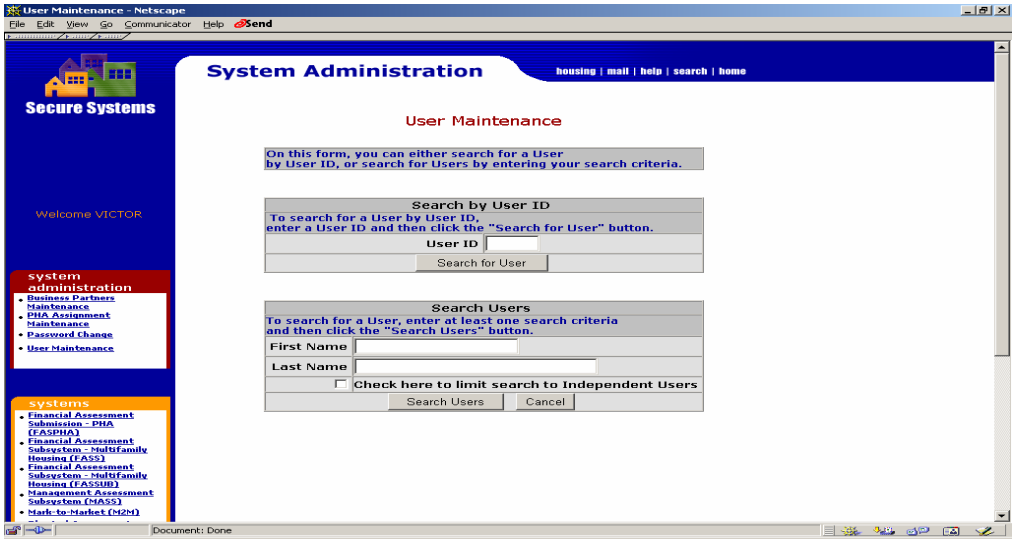


Figure 4-7 Initial User Maintenance Screen

Coordinators represent the business partner and monitor/assign/unassign the roles and actions of Users associated with this Business Partner. The business practice associated with a business partner and one or more subsystems is the concern of the business partner and the Systems Administrators for the subsystem(s).

The list of roles and actions available for assignment to external Users is shown in Appendix B.

Secure Systems provides the Coordinator with the online capability to update User Information and to add/delete/modify User access privileges. WASS manages access based on the registration process, the preferences of the business partner, and the decisions of the Coordinator. Secure Systems is not involved in the management of the data flows between the User and any of the other PIH-REAC or HUD subsystems/systems.

Table 4-3 lists the *Maintain User Information* screens. These screens are essential for making assignments for contracts, Business Partners, and properties.

Table 4-3 User Maintenance Screens

User Maintenance Screens	Descriptions
Figure 4-10	Edit User Information
Figure 4-13	Assign/Unassign Actions
Figure 4-16	Assign/Unassign Groups
Figure 4-19	Assign/Unassign Roles

4.2.3 Maintain User Information

To maintain a User's information, select the Maintain User Information link under the System Administration menu. Search/select the desired User as described in Section 4.2.2 above. The Maintain User screen is displayed with the selected User's information. To edit the User's information, select the Maintain User Information from the Choose a Function pull-down list.

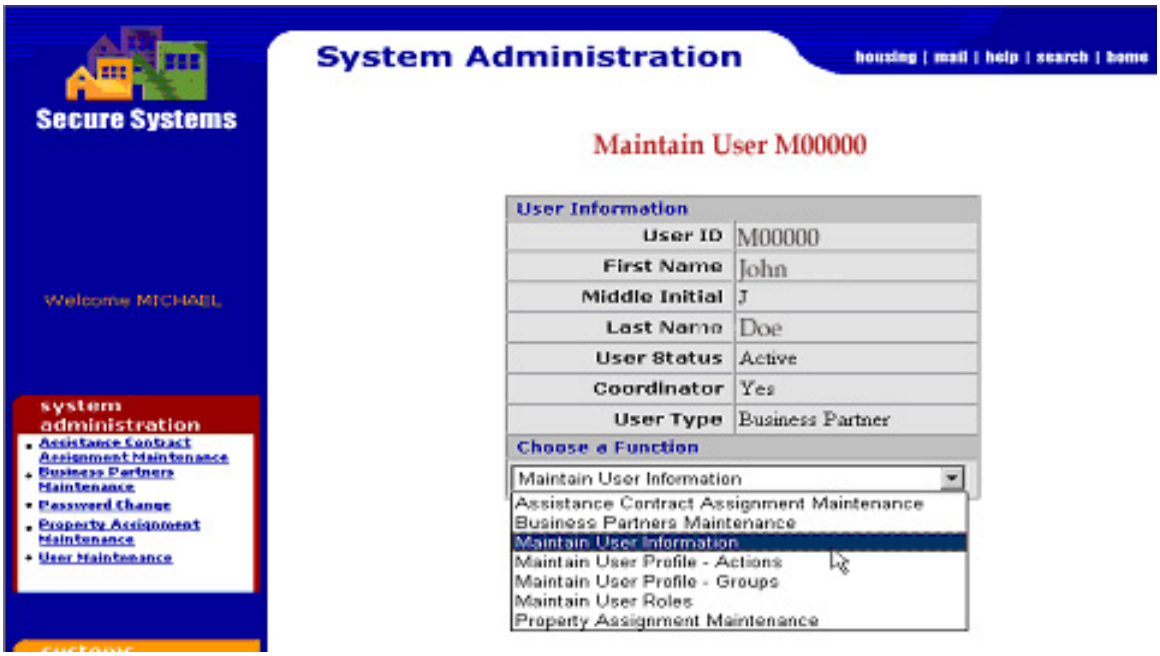


Figure 4-8 Maintain User Information

After clicking the Submit button, the Edit User Information screen is displayed for your edits. Edits can be made to the Regular User's email address. If the User's SSN is incorrect, contact the TAC to provide the updated SSN; the TAC will validate your request and contact one of the Super Administrators to make the update.

If the User is no longer associated with your Business Partner (for example, employment is terminated), you can terminate a User's access to Secure Systems by selecting *Terminated* from the User Status pull-down box. This can only be done if the Regular User is not working for any other Business Partner.

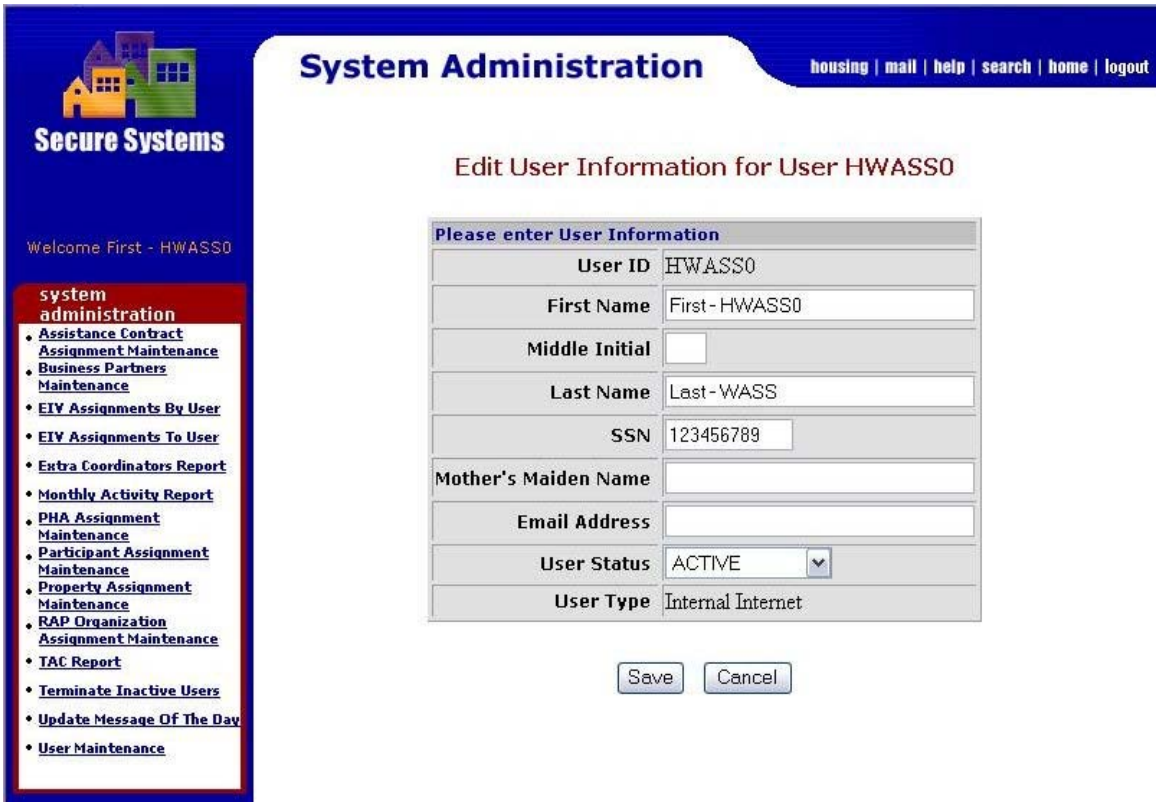


Figure 4-9 Edit User Information

After making the desired changes, click on the Save button. A transaction confirmation screen will be displayed confirming the updates.

Figure 4-10 User Edit Transaction Confirmation

4.2.4 Maintain User Actions

4.2.4.1 Assignment of Actions

Assignment of User Actions provides the User with the privileges necessary to accomplish his/her work with a PIH-REAC or HUD system. Actions include such privileges as *create draft*, *access all screens*, *validate drafts*, *make submissions*, and *approve adjustments* (see Appendix B for a listing of assignable actions.)

To assign/update actions for a User, first search/select the User as described in Section 4.2.2 above. On the Maintain User Information Screen, select Maintain User Profile – Actions from the Choose a Function pull-down list.

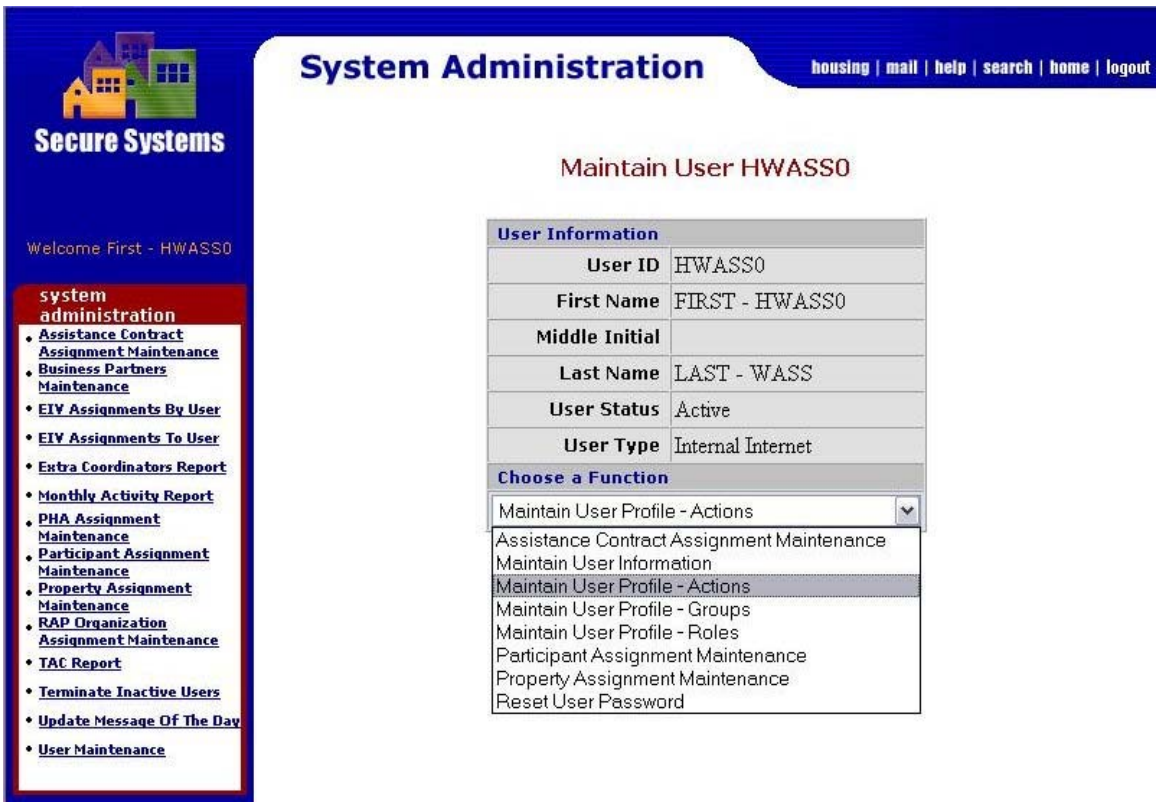


Figure 4-11 Maintain User Actions

After clicking on the Submit button, the Assign/Unassign Actions screen is displayed for your edits to the User's profile.

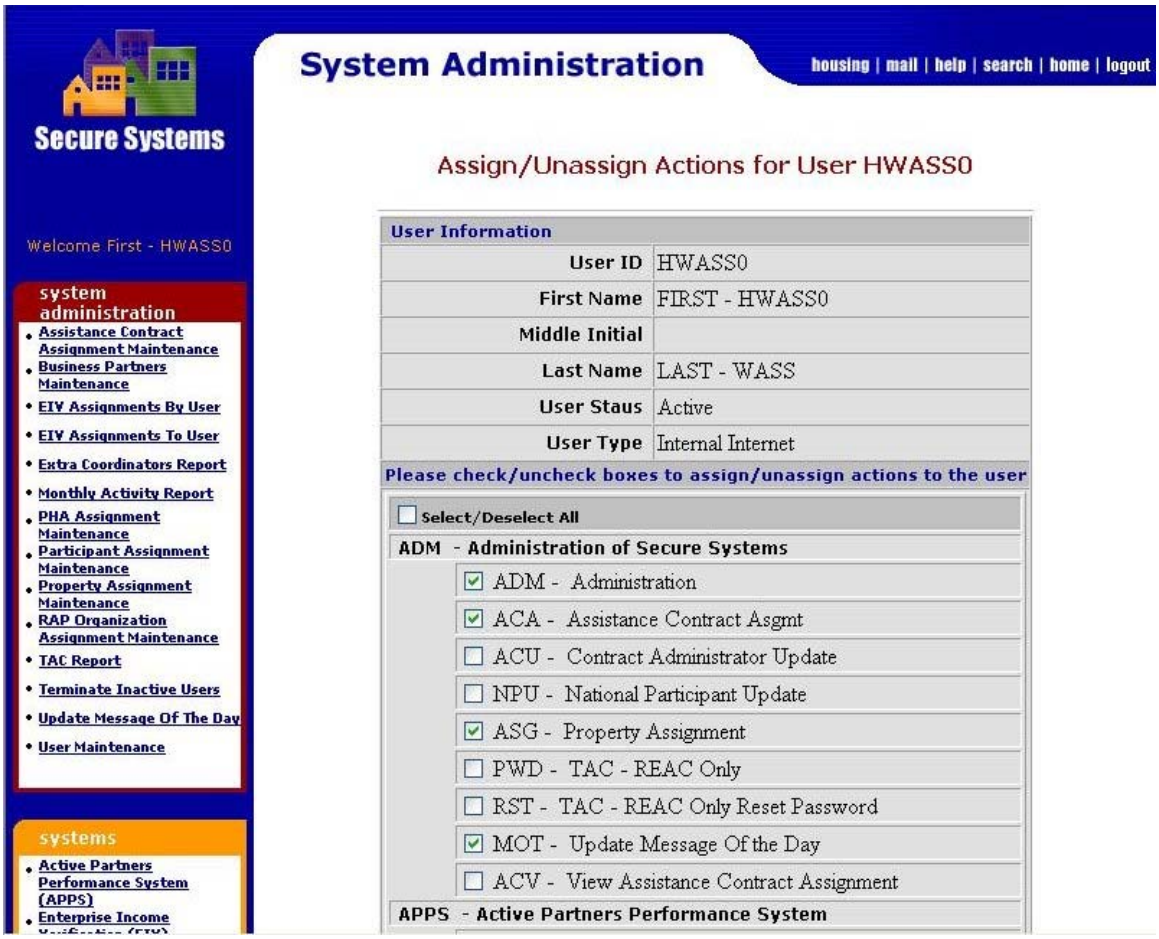


Figure 4-12 Assign/Unassign Actions for User

Assign to the User actions for the desired subsystem by clicking on the check box next to the desired action(s) under the appropriate subsystem(s). After clicking on the Assign/Unassign Actions button at the bottom of the screen, the following transaction confirmation screen is displayed

Figure 4-13 Assign/Unassign Action(s) Transaction Confirmation

4.2.4.2 Unassignment of Actions

To remove actions from a User, you follow the same steps as for the assignment of actions, except for the last step. For the last step, you click on the checked box next to the desired action(s), removing the existing check next to those actions. After clicking the [Assign/Unassign Actions] button, the User will no longer have the Actions you just unassigned.

4.2.5 Maintain User Groups

Some systems (for example, M2M and MDDR) have set up Groups to which Users may be assigned. Assignment of a User to a Group(s) is another way to provide a Regular User a set of privileges already assigned to any member of the Group.

4.2.5.1 Assignment of Groups

To assign/unassign a User to a Group(s), first search/select the User as described above in Section 4.2.2, User Maintenance – User Search/Selection. On the Maintain User Information Screen, select Maintain User Profile – Groups from the Choose a Function pull-down list.

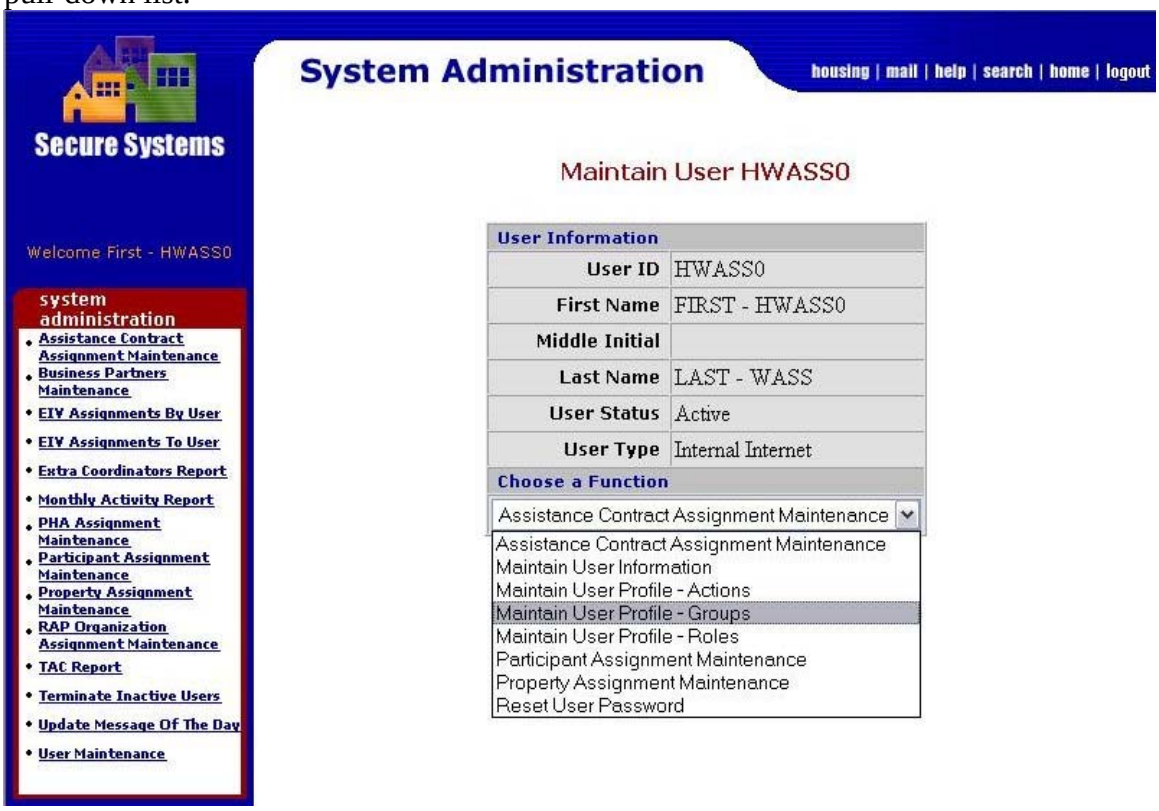


Figure 4-14 Maintain User Groups

After clicking on the Submit button, the Assign/Unassign Groups screen is displayed for your edits to the User's profile.

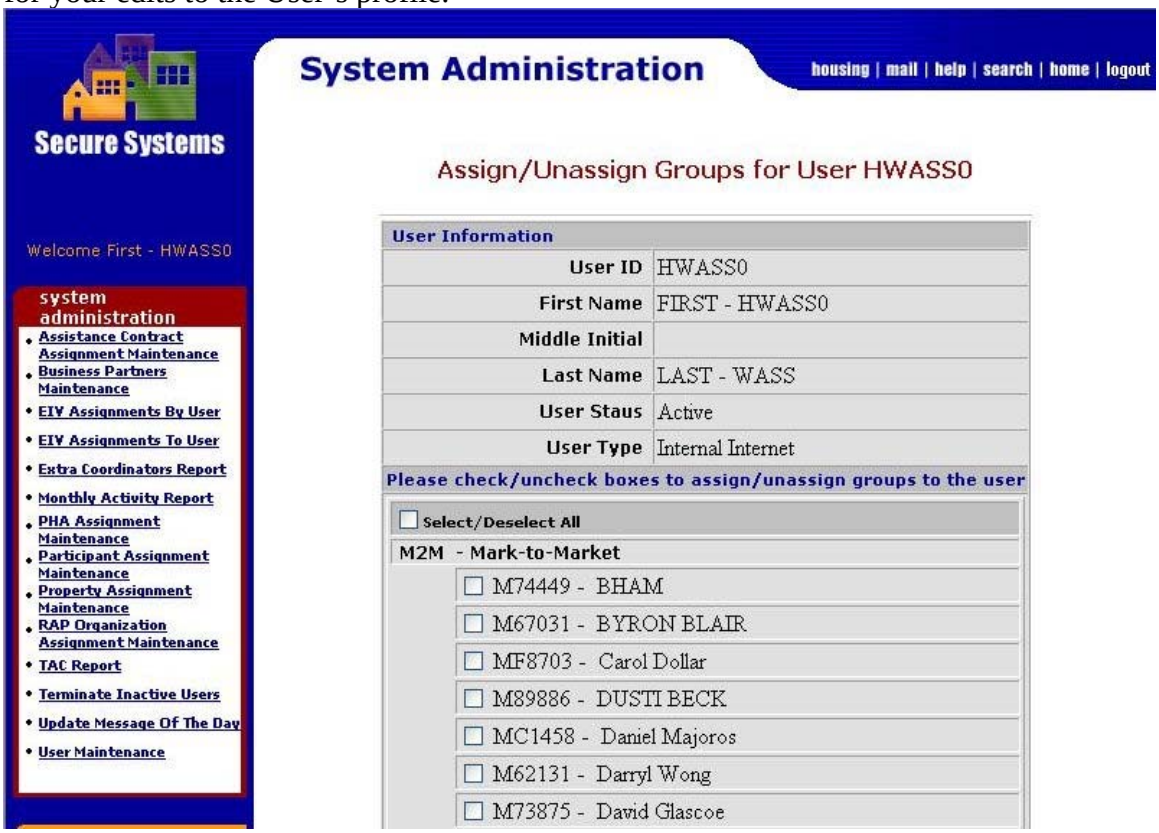


Figure 4-15 Assign/Unassign Groups

Assign the User Groups for the desired subsystem by clicking on the check box next to the desired Group(s) under the appropriate subsystem(s). After clicking on the Assign/Unassign Groups button at the bottom of the screen the following transaction confirmation screen is displayed.

Figure 4-16 Assign/Unassign Groups Transaction Confirmation

4.2.5.2 Unassignment of Groups

To remove a User from a Group, you follow the same steps as for the assignment of Groups, except for the last step. For the last step, you click on the checked box next to the desired Group(s), removing the existing check next to those Groups. After clicking the Assign/Unassign Groups button, the User will no longer be a member of the Groups you just unassigned.

4.2.6 Maintain User Roles

Another approach to granting access privileges is to assign roles. Roles have associated Actions, such as *create draft* and *query system*, as we observed in Assign Actions. The assignment of roles and actions depends on the culture of a specific system. The assignment of roles is a necessary first step before assigning contracts, PHAs, and properties.

4.2.6.1 Assignment of Roles

To assign/update Roles for a User, first search/select the User as described in Section 4.2.2 above. On the Maintain User Information Screen, select Maintain User Profile – Roles from the Choose a Function pull-down list.

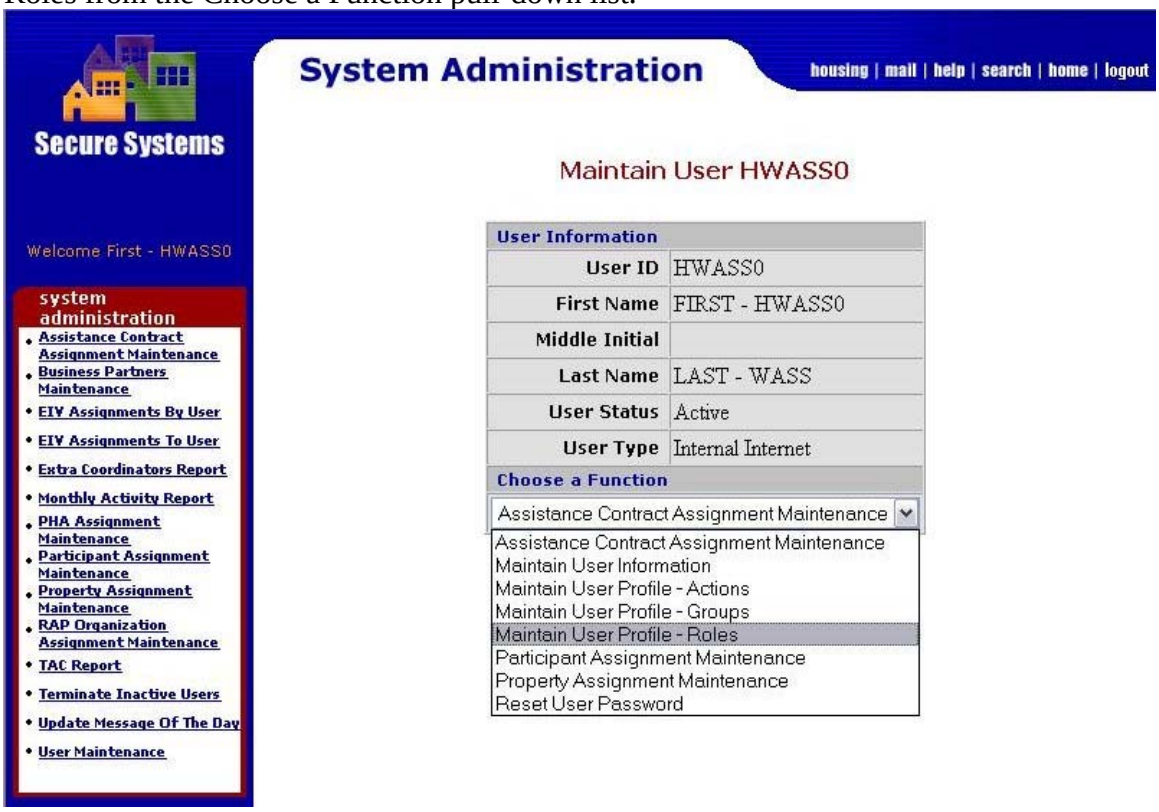


Figure 4-17 Maintain User Roles

After clicking on the Submit button, the Assign/Unassign Roles screen is displayed for your edits to the User's profile.

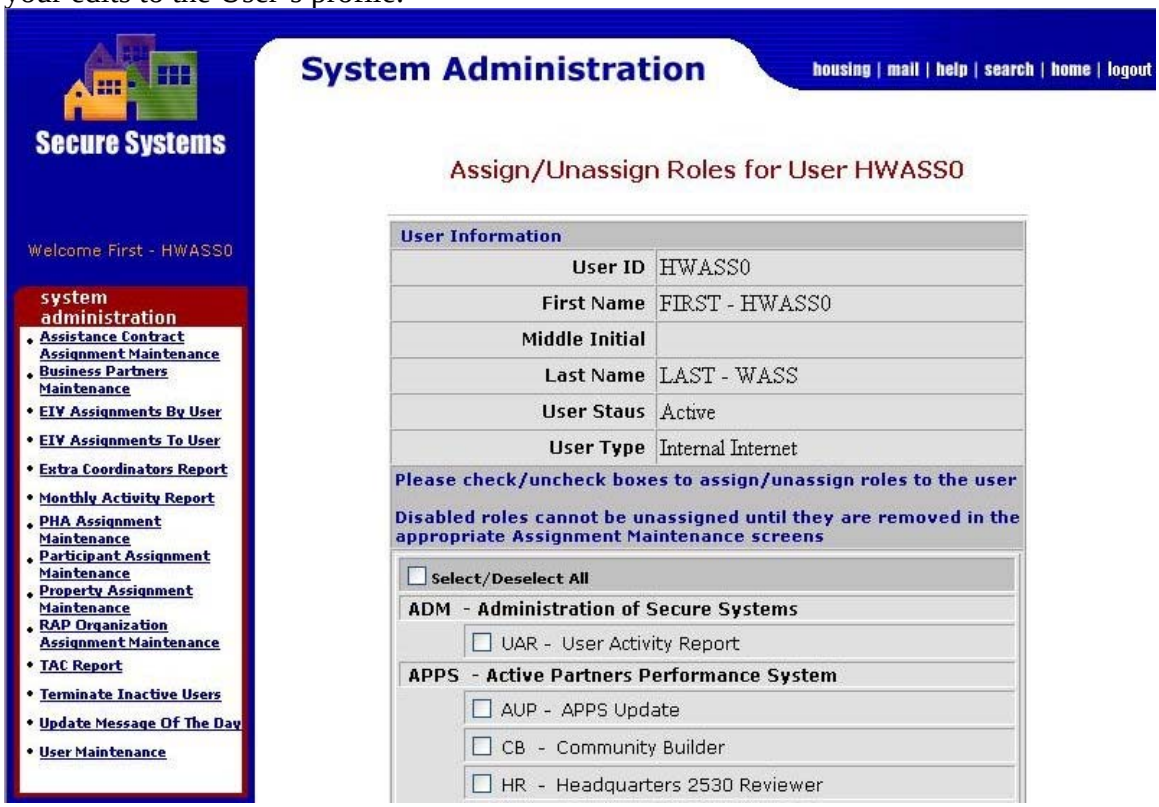


Figure 4-18 Assign/Unassign Roles

Assign the User Roles for the desired system by clicking on the check box next to the desired role(s) under the appropriate system(s). After clicking on the Assign/Unassign Roles button at the bottom of the screen, the following transaction confirmation screen is displayed.

Figure 4-19 Assign/Unassign Roles Confirmation

After reviewing the pending assignment of roles for the User, click on the Confirm button to accept the change. The transaction confirmation screen is displayed to confirm the transaction.

Figure 4-20 Assign Roles Transaction Confirmation

4.2.6.2 Unassignment of Roles

To remove Roles from a User, you follow the same steps as for the assignment of Roles, except for the last step. For the last step, you click on the checked box next to the desired Role(s), removing the existing check next to those Roles. After clicking the Assign/Unassign Roles button, the User will no longer have the Roles you just unassigned.

4.2.7 Assistance Contract Assignment Maintenance

The Assistance Contract Assignment Maintenance function provides the capability for a Coordinator to assign a contract and an associated role or roles to a User.

4.2.7.1 Assign Contract Function

The Coordinator performs a three-step process.

Step 1: Enter the User's ID.
Step 2: Select the Assign Contract function.
Step 3: Enter either the Property ID, Contract #, or CAID.

Figure 4-21 Assistance Contract Maintenance

After clicking on the Submit button, the Coordinator makes decisions on the Assign Contract screen about the roles and contracts to assign to the User. This function cannot be performed successfully unless appropriate roles have first been assigned to the User in User Maintenance.

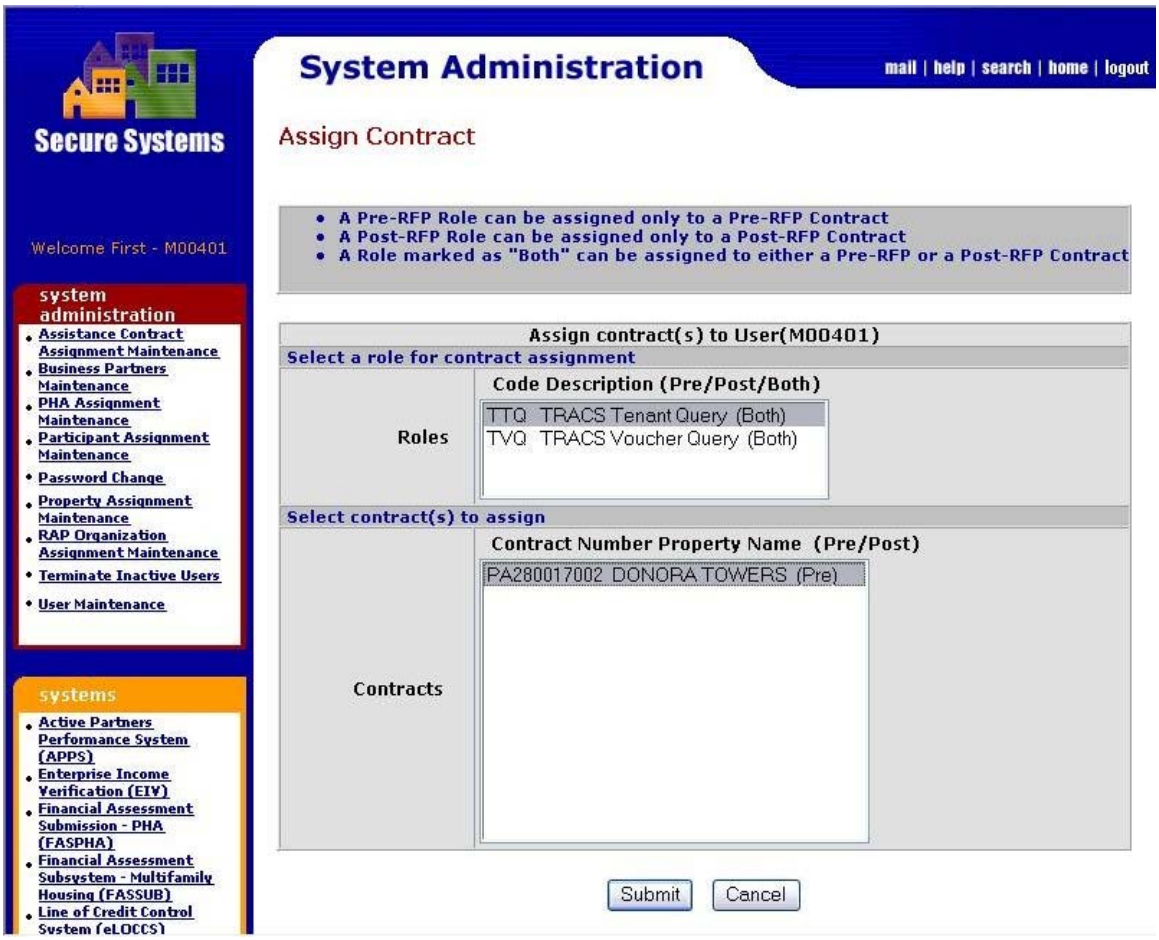


Figure 4-22 Assign Contract

The Coordinator selects the role(s) and the Contract(s) to assign the User, and then clicks on the Submit button. A message is displayed confirming the assignment.

Figure 4-23 Confirmation Assignment of Contract

4.2.8 Unassign Contract Function

The Coordinator can view or unassign contracts for a user by selecting Assistance Contract Maintenance, entering the User's ID, and then selecting View/Unassign Contract from the pull-down menu.

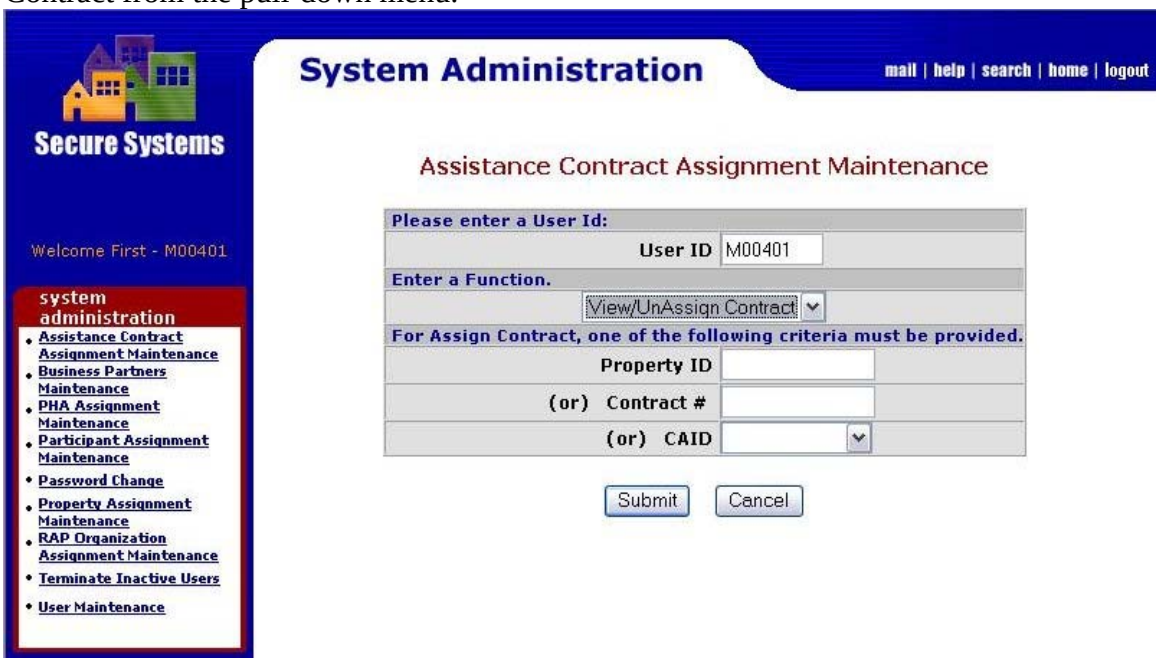


Figure 4-24 Assistance Contract Assignment Maintenance

After clicking on the Submit button, a listing of contracts already assigned to the User is displayed. If there are no contracts with roles assigned to the User, a message will be displayed indicating this fact. The Coordinator can Unassign a contract(s) and role(s) by clicking in the desired check box(es) and clicking the Submit button.

Figure 4-25 Unassign Contract Assignments

After clicking on the Submit button, a message is displayed confirming that the contract is Unassigned.

Figure 4-26 Confirmation of Unassignment of Contract

4.3 Business Partners Maintenance

The first Coordinator relationship with a Business Partner is an "Original" relationship. The privilege of working for that Business Partner is assigned at the time of Coordinator registration, when the Business Partner provides the Coordinator with the Coordinator User ID. After the "initial" coordinator registration process, Coordinators may request/establish relationships with additional Business Partners. The Coordinators request and establish these "Additional" relationships through the Business Partners Maintenance screens. These additional relationships are referred to as "BPR relationships."

4.3.1 Business Partner Maintenance

The Coordinator first selects the Business Partner Maintenance link on the Systems Administration section menu. When the screen in Figure 4-27 is displayed, the Coordinator enters his/her Coordinator User ID. The Coordinator then chooses Select Request New/Delete Existing Relationships. (This is the same screen that will be seen later for adding or deleting Business Partners for Users.)

Figure 4-27 Business Partner Maintenance Request

After clicking on the Submit button, the Add/Delete Relationships screen is displayed.

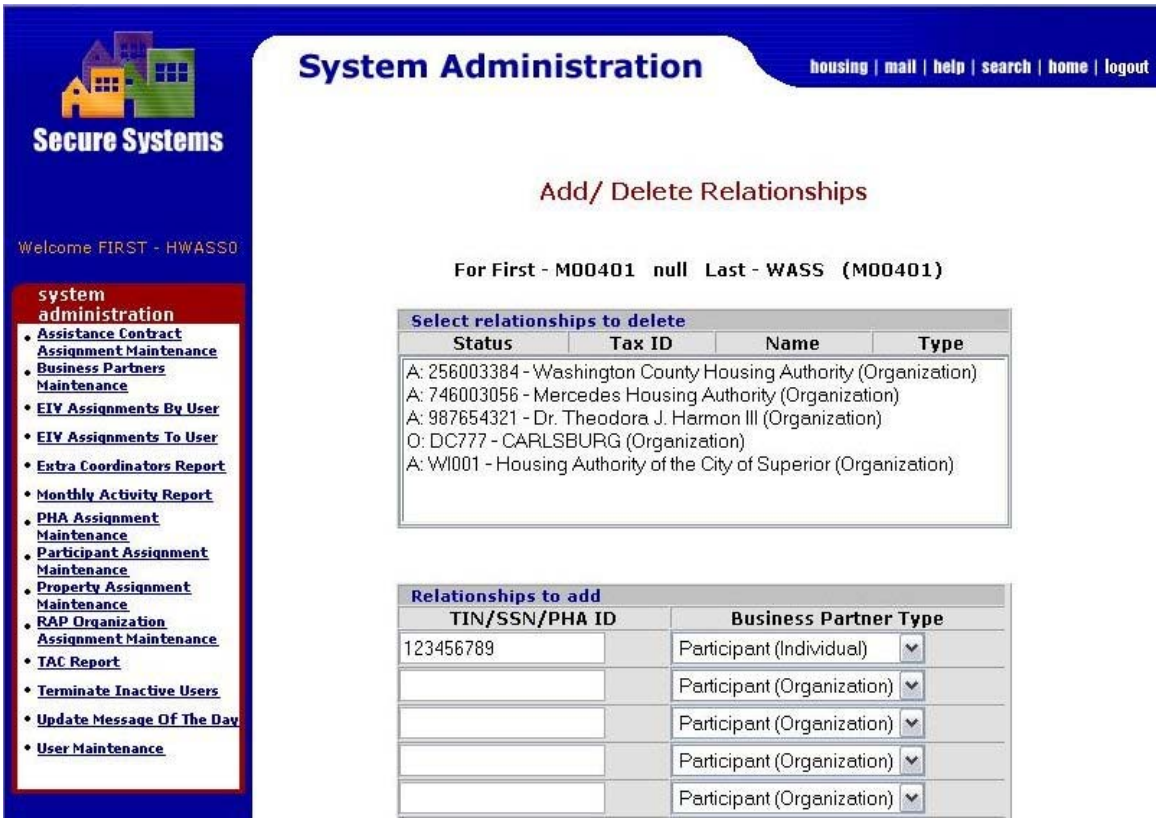


Figure 4-28 Request/Add Business Relationships

4.3.1.1 Requesting A Business Partner Relationship

The Coordinator enters the Business Partner's TIN, SSN, or PHA ID under *Relationships to add* and selects the Business Partner Type from the pull-down list. After clicking on the Submit button, the Add/Delete Confirmation Screen is displayed. In the case of adding a business relationship, it is important to recheck the accuracy of the information. Specifically you should verify that the Business Partner's mailing address is correct. Your Activation Code will be mailed to the specified address. If this address is incorrect, you should coordinate with this business partner to contact the HUD field office for an address update.

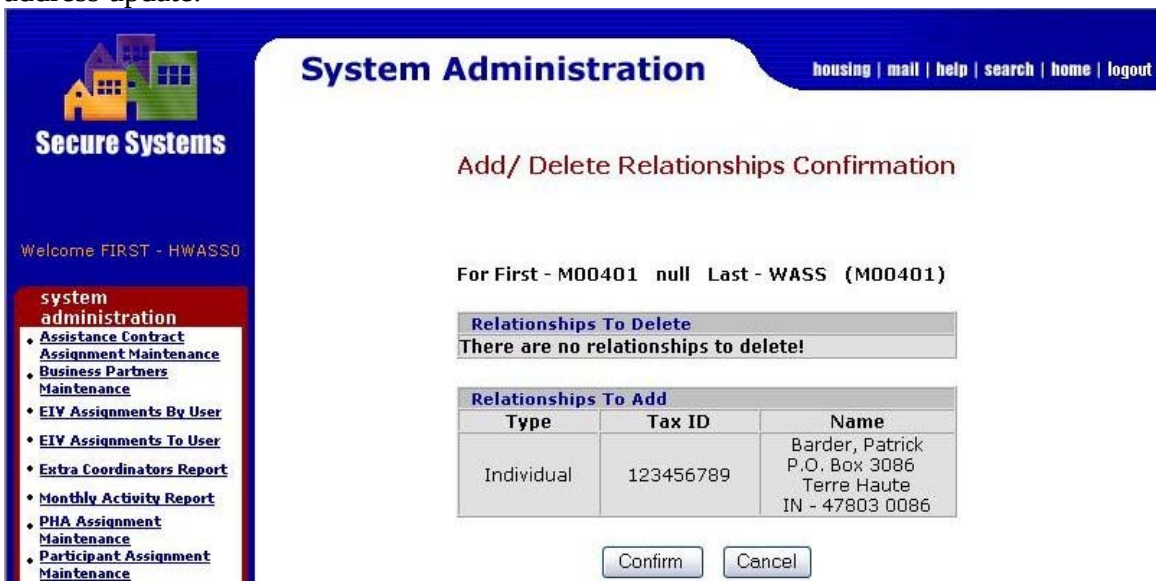


Figure 4-29 Add/Delete Relationships Confirmation

If you are satisfied with the information about the Business Partner, select the Confirm button. Secure Systems will display a screen that confirms a successful transaction.

Figure 4-30 Request Business Partner Relationship Transaction Confirmation

4.3.2 Activation of a Requested Business Partner Relationship

The request by the Coordinator for an additional Business Partner relationship (BPR Coordinator) will trigger a letter to be sent to the Business Partner with an Activation Key for the relationship. Once the Coordinator obtains the Business Partner Relationship Activation Key from the Business Partner, he/she logs into Secure Systems, and selects Business Partner Maintenance. The coordinator enters the User ID and selects Activate Relationships from the pull-down box.

Figure 4-31 Business Partners Maintenance – Activate Relationship

After clicking on the Submit button, the Activate Relationships screen is displayed

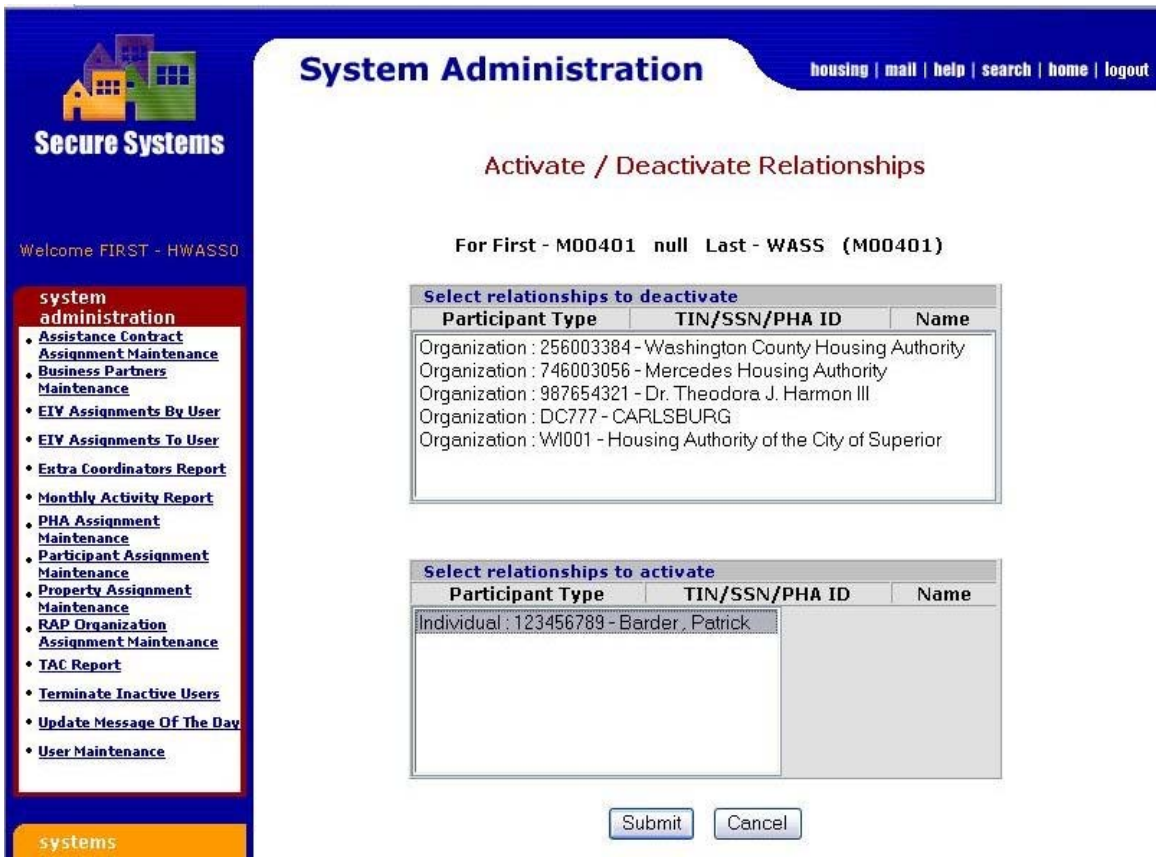


Figure 4-32 Activate Relationships

The Coordinator enters the Activation Key provided in the letter from his requested Business Partner and clicks on the Submit button. A message will be displayed confirming the successful completion of the transaction.

Figure 4-33 Business Partner Relationship Activation Transaction Confirmation

Once the Coordinator has obtained privileges for a business partner, the assignment of privileges for the Users can be done.

4.3.3 Deactivate a Business Partner Relationship

A Coordinator may Deactivate his/her Coordinator relationship with any of his/her Business Partners, with the exception of the relationship with the Original Business Partner for which he/she registered. To Deactivate a Coordinator relationship with a Business Partner, the Coordinator selects Business Partner Maintenance from the Systems Administration menu, enters his/her User ID, and selects Activate/Deactivate Relationship from the pull-down box.

Figure 4-34 Business Partner Maintenance – Deactivation Request

After clicking on the Submit button, the Deactivate Relationships screen is displayed.

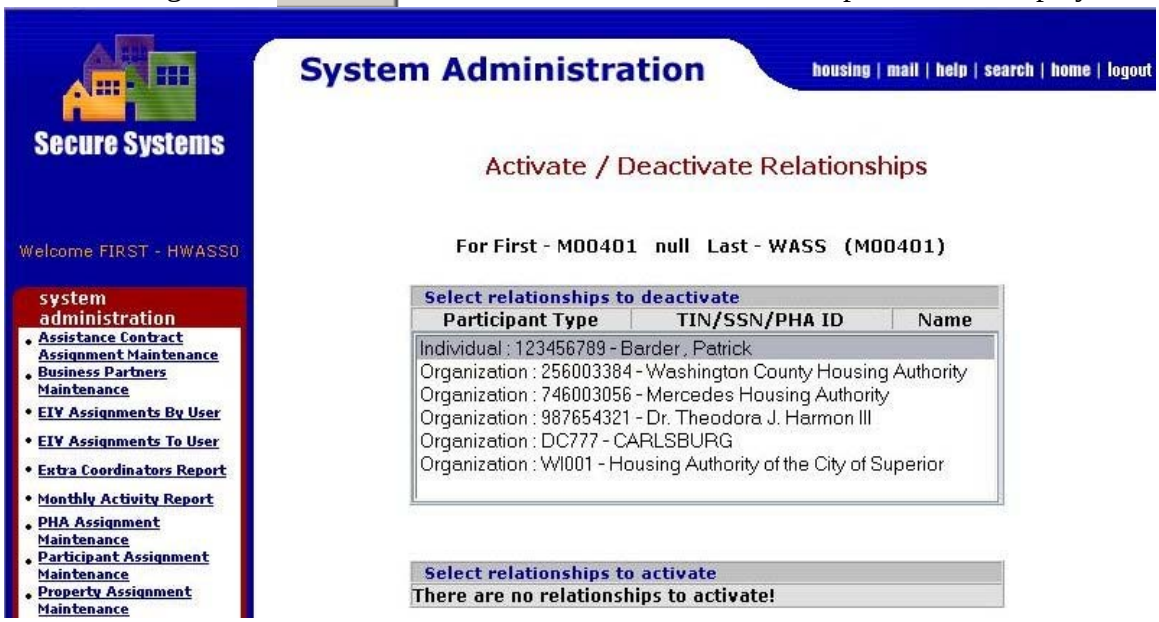


Figure 4-35 Business Partner Relationship – Deactivate Relationships

The Coordinator selects the Business Partner relationship to deactivate and clicks on the Submit button. A message is displayed confirming the successful transaction.

Figure 4-36 Business Partner Deactivation Transaction Confirmation

4.3.4 Deleting A Business Partner Relationship

In order to delete a business partner relationship, the Coordinator first selects the desired Business Partner Relationship to delete. Then, the Coordinator scrolls to the bottom of the screen and clicks on the Submit button.

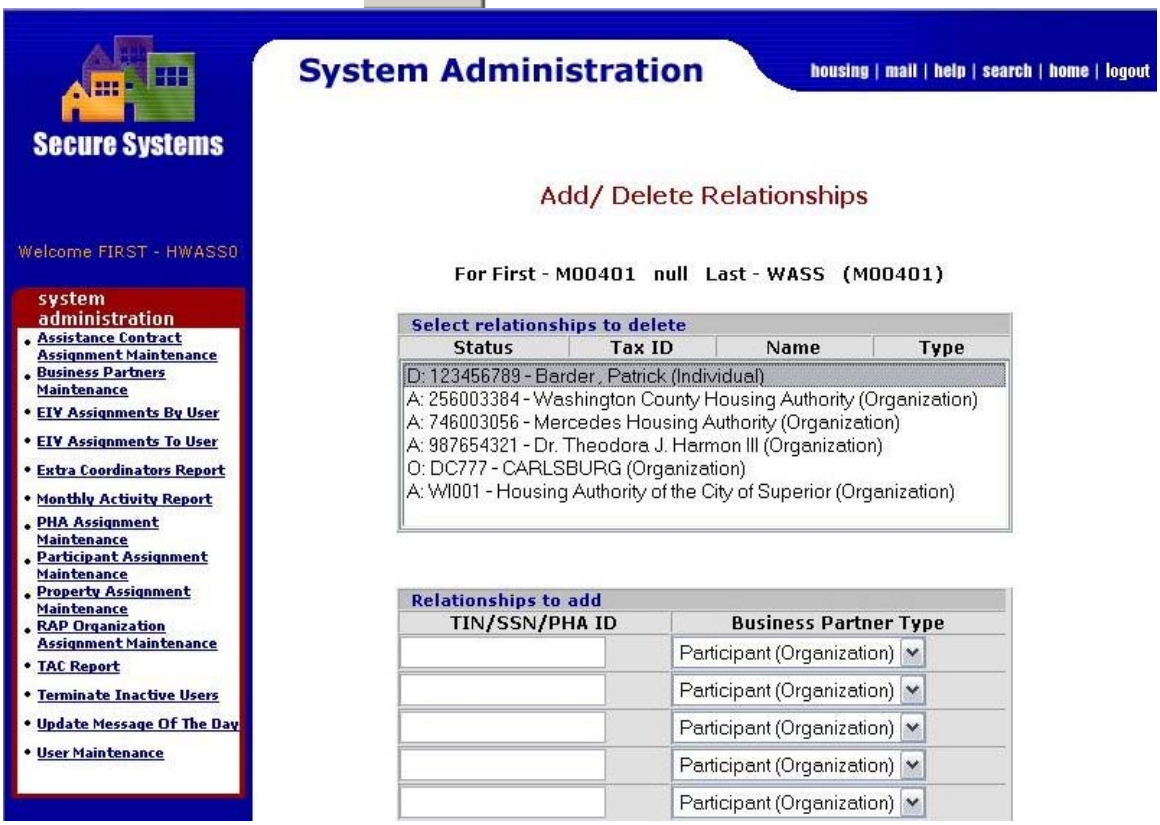


Figure 4-37 Delete Business Partner Relationships

The Add/Delete Relationships Confirmation Screen is displayed.

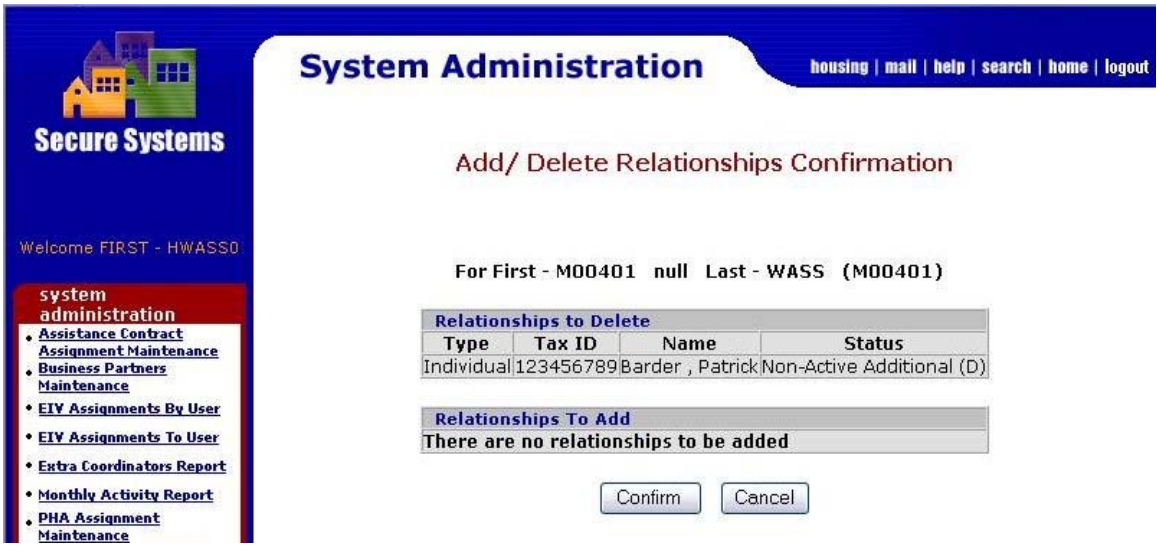


Figure 4-38 Delete Business Partner Relationship Confirmation

The Coordinators reviews the Business Partner Relationship that is to be deleted, and completes the deletion by clicking on the Confirm button. Each successful transaction is rewarded with a confirmation message shown in Figure 4-39.

Figure 4-39 Confirmation of Business Relationship Maintenance

4.4 PHA Assignment Maintenance

4.4.1 Assign PHA

The Coordinator assigns PHAs and applicable roles to the User by selecting the PHA Assignment Maintenance link under Systems Administration and filling in the information on the PHA Assignment Maintenance screen. Follow these steps:

Step 1: Enter the User ID of the User.
Step 2: Indicate whether the action is to assign or unassign a PHA.
Step 3: Enter the PHA ID. If you do not know the PHA ID, you can select the name of the state to display a listing of all the state's PHAs, and then sort the PHAs in that state by PHA ID number or by name.

A Coordinator can assign PHAs and applicable roles only if applicable privileges have already been assigned to the User in *User Maintenance.*

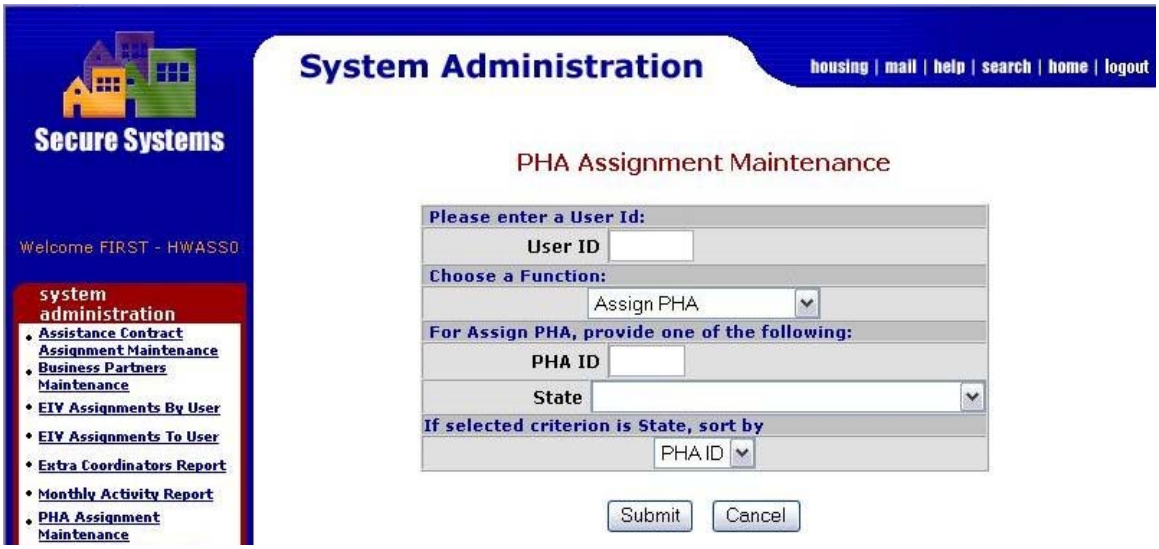


Figure 4-40 PHA Assignment Maintenance

After clicking on the Submit button, the Assign PHA screen is displayed. Select the role(s) and applicable PHA(s).

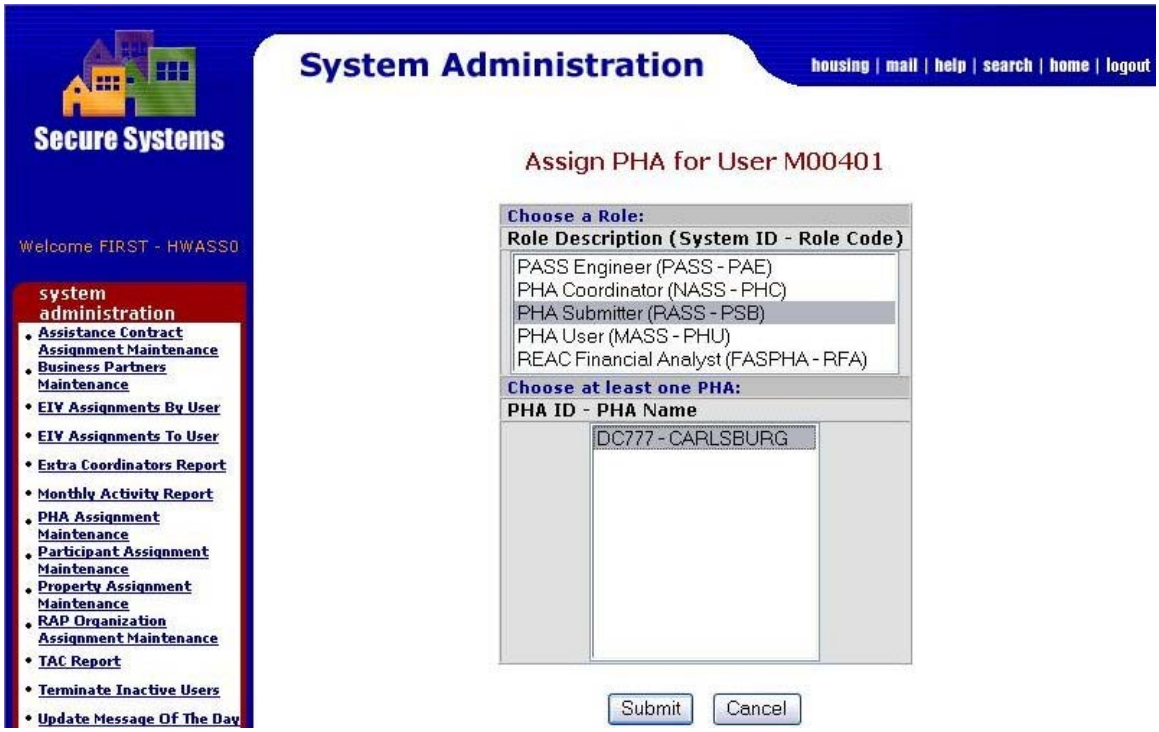


Figure 4-41 Assignment of PHA and PHA Roles

After clicking on the Submit button, the Assign PHA Confirmation Screen is displayed.

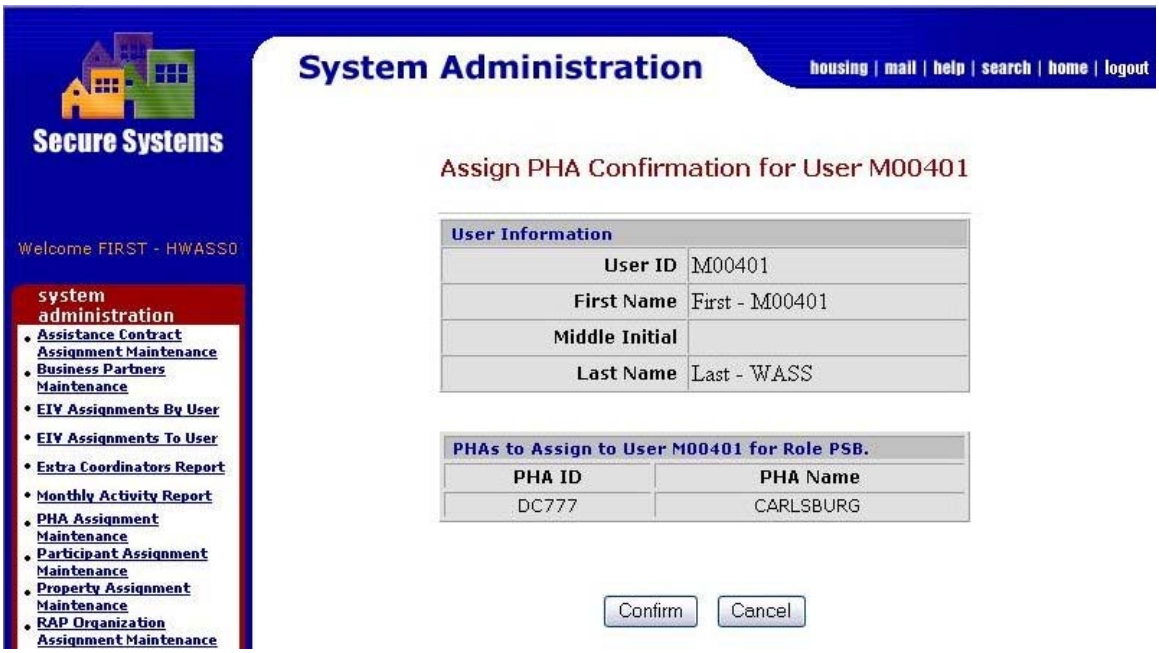


Figure 4-42 Confirmation of PHA Assignment

4.4.2 View or Unassign PHA

The Coordinator may view or unassign PHAs with associated roles for a User by using the PHA Assignment Maintenance screen (Figure 4-43). Enter the User ID, select View or Unassign PHA, and click on the Submit button. The Unassign PHA screen is displayed, showing the current PHAs assigned to the user.

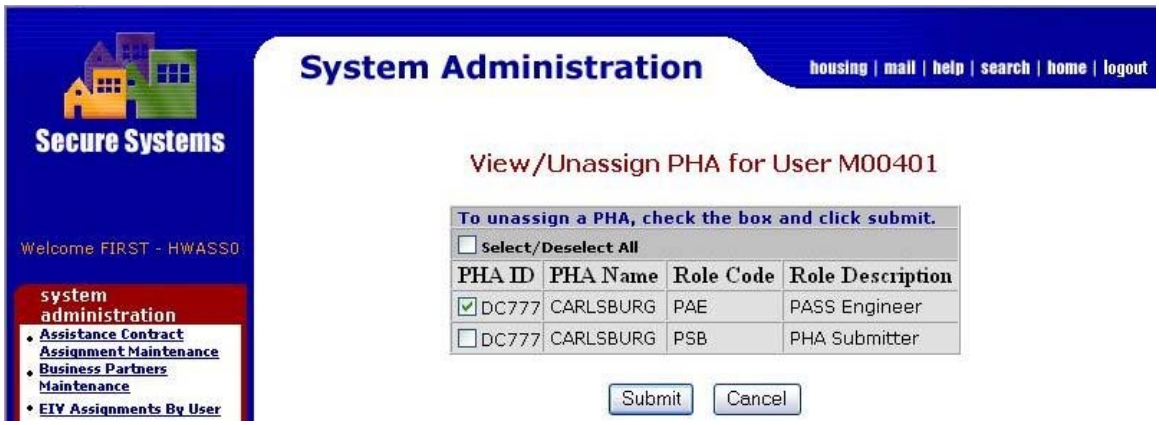


Figure 4-43 View or Unassign PHA for a User

To unassign PHAs, select the check-marked box(es) next to the applicable PHA(s) and click on the Submit button. A confirmation screen will be displayed, confirming the unassignment of PHA(s).

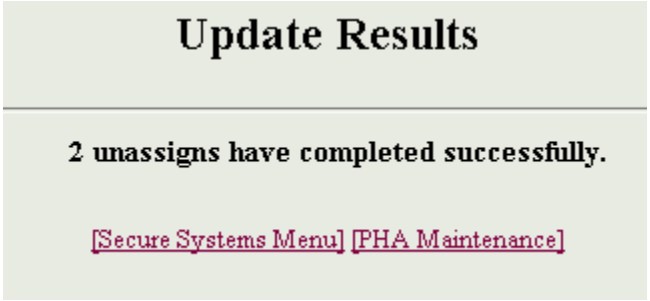


Figure 4-44 Unassignment Confirmation Screen

4.5 Participant Assignment Maintenance

4.5.1 Assign Participant

The Coordinator assigns Participants and applicable roles to the User by selecting the Participant Assignment Maintenance link under Systems Administration and filling in the information on the Participant Assignment Maintenance screen. Follow these steps:

Step 1: Enter the User's ID.
Step 2: Indicate whether the action is to assign or unassign a Participant.

A Coordinator can assign Participants and applicable roles only if applicable privileges have already been assigned to the User in *User Maintenance.*

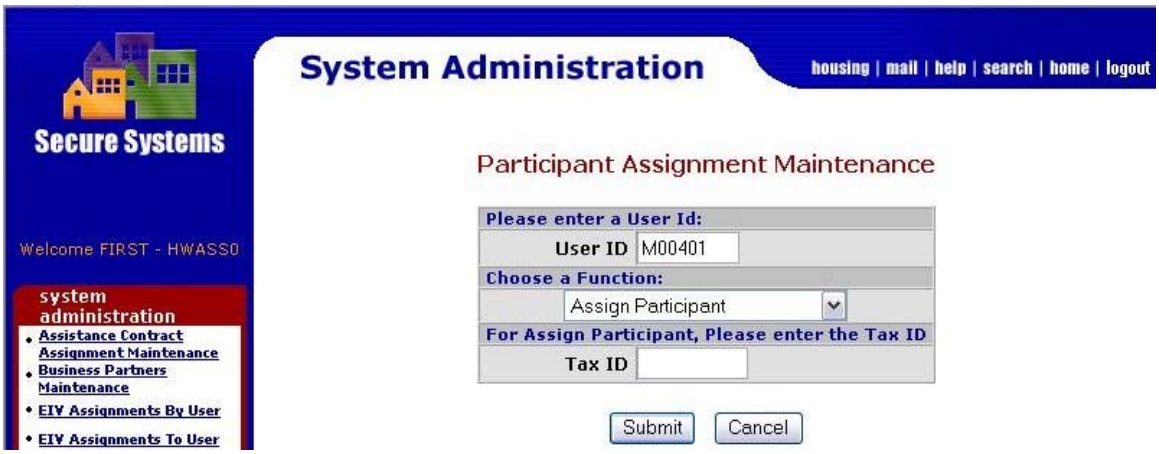


Figure 4-45 Participant Assignment Maintenance

After clicking on the Submit button, the Assign Participant screen is displayed. Select the role(s) and applicable Participant(s).

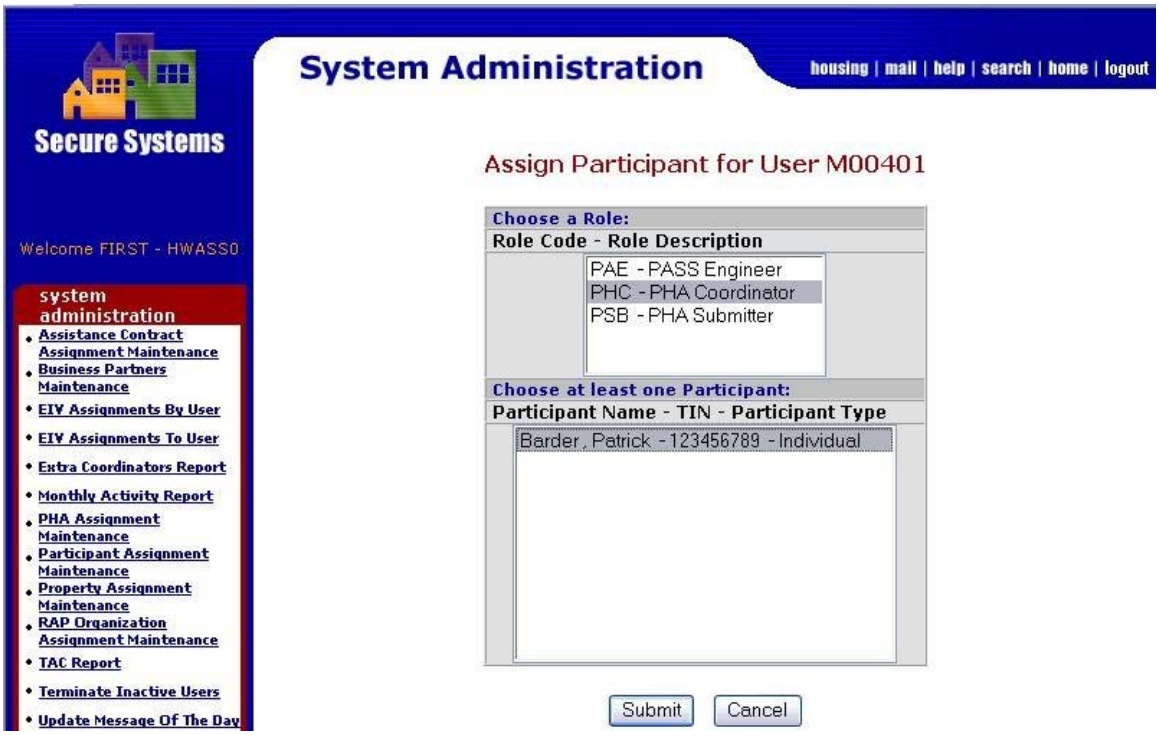


Figure 4-46 Assignment of Participant and Participant Roles

After clicking on the Submit button, an Update Results screen will appear confirming that all updates have been completed successfully.

Figure 4-47 Assignment Confirmation Screen

4.5.2 View or Unassign Participant

The Coordinator may view or unassign Participants with associated roles for a User by using the Participant Assignment Maintenance screen (Figure 4-48). Enter the User ID, select View or Unassign Participant, and click on the Submit button. The Unassign Participant screen is displayed, showing the current Participants assigned to the user.

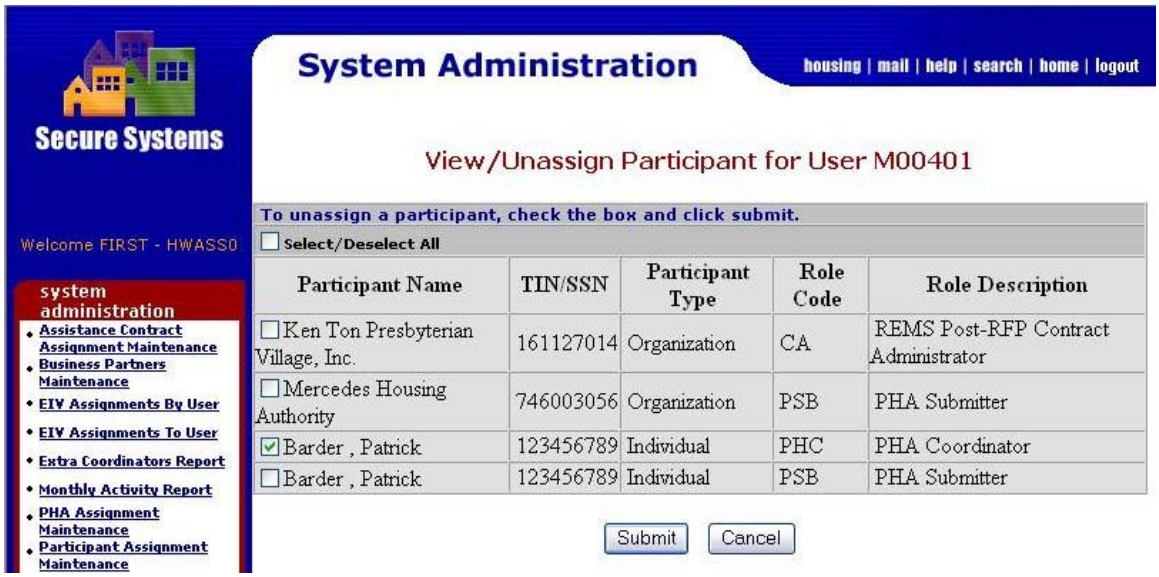


Figure 4-48 View or Unassign Participant for a User

To unassign Participants, select the check-marked box(es) next to the applicable Participant(s) and click on the Submit button. A confirmation screen will be displayed, confirming the unassignment of Participant(s).

Figure 4-49 Unassignment Confirmation Screen

4.6 Password Change

4.6.1 Changing Password

For the user, changing your password is the only system administration function applicable. The frequent changing of passwords is an important step in increasing security. You can change your password at anytime; however, if you have not changed your password for over 21 days you will be prompted after login to change your password. To change your password, select the Change Password link under System Administration. Enter your old password. Then enter a new password, reenter it to verify it, and click on the Save button.

Figure 4-50 Change Password

4.6.2 Forgotten Password

Have you forgotten your password? Go to the URL address: www.hud.gov/offices/reac/online/reasyst.cfm on the REAC-PIH Online web page and select PASSWORD RESET to display the Reset Password page, Figure 4-51.

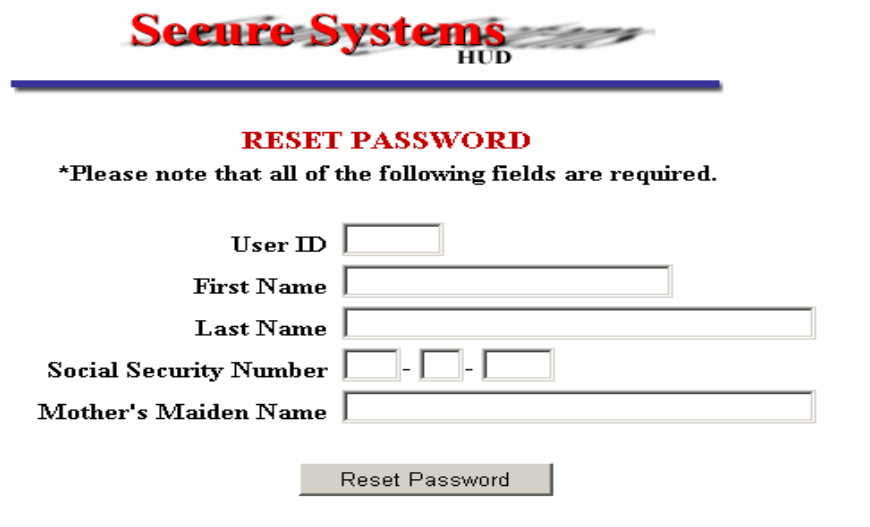


Figure 4-51 Reset Password

The information that you provide is compared to the data in Secure Systems that was obtained during your registration process. If you have provided information that corresponds to the information in Secure Systems, your password will be reset to a randomly generated 6 character alphanumeric password. This new password will be E-mailed to the E-mail address Secure Systems has as part of your User Information. Make sure to keep your Coordinator informed of all changes in your User Information. Otherwise, Secure Systems will rely on the information provided at registration.

If you encounter any problems during the Forgotten Password process and receive an error message from the system, please contact the Technical Assistance Center (TAC) at **(888) 245-4860**. A TAC User has the capability to reset passwords. Before the TAC User will issue your password, he or she needs to verify your identity. The TAC User will ask for your User ID, first name, last name, last four digits of your SSN, and your mother's maiden name. If you have correctly answered these security questions, then the TAC User will reset your password to "password".

4.7 Property Assignment Maintenance

4.7.1 Property Assignment

Property Assignment Maintenance is used by the Coordinator to assign properties with applicable roles to a User. Assignments of properties with roles to a User can only be performed if the Coordinator has first assigned the applicable roles and actions to Users using *User Maintenance* under System Administration.

The Coordinator selects the Property Assignment Maintenance link from the sidebar and sees the screen shown in Figure 4-52. In order to assign a property to a User, enter the User ID for the user who is to have access, and then enter one of the other items of information – Property ID, FHA Number, Contract Number, or servicing site – and click on the Submit button.

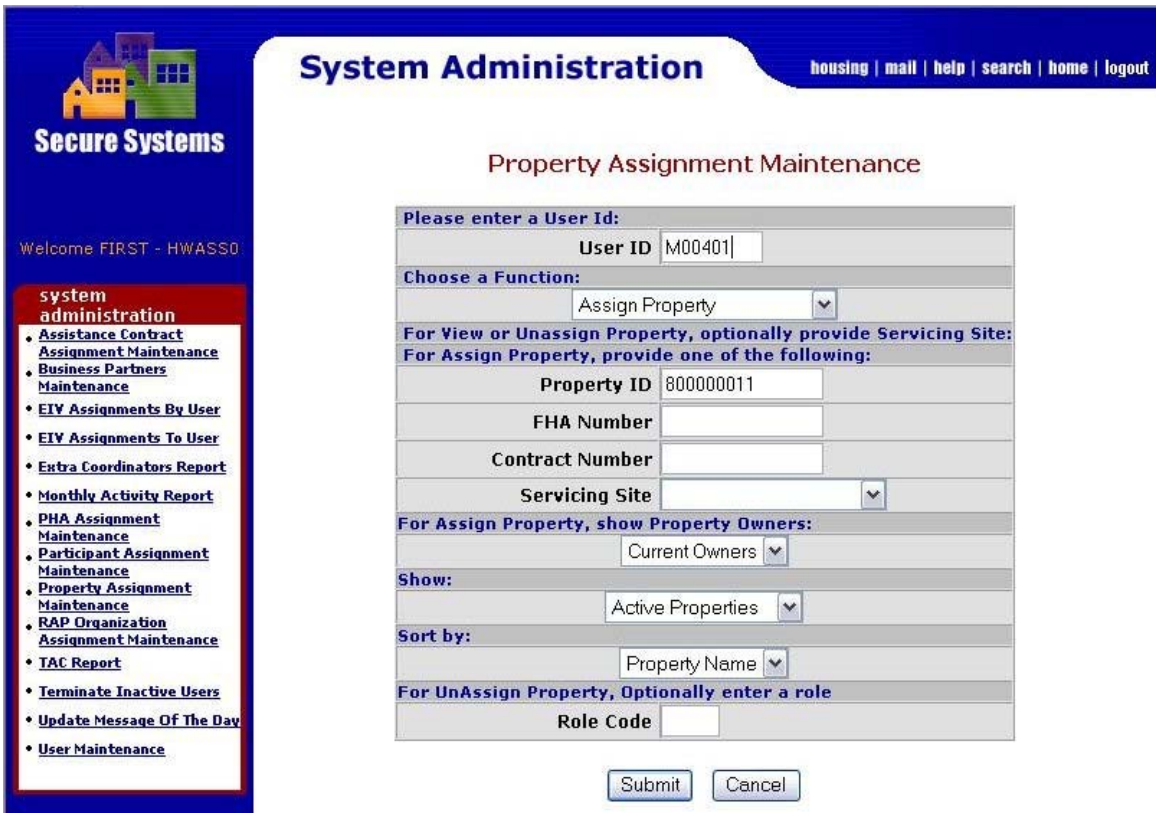


Figure 4-52 Initial Property Assignment Maintenance Screen

Next you will see the Assign Property screen as shown in Figure 4-53.

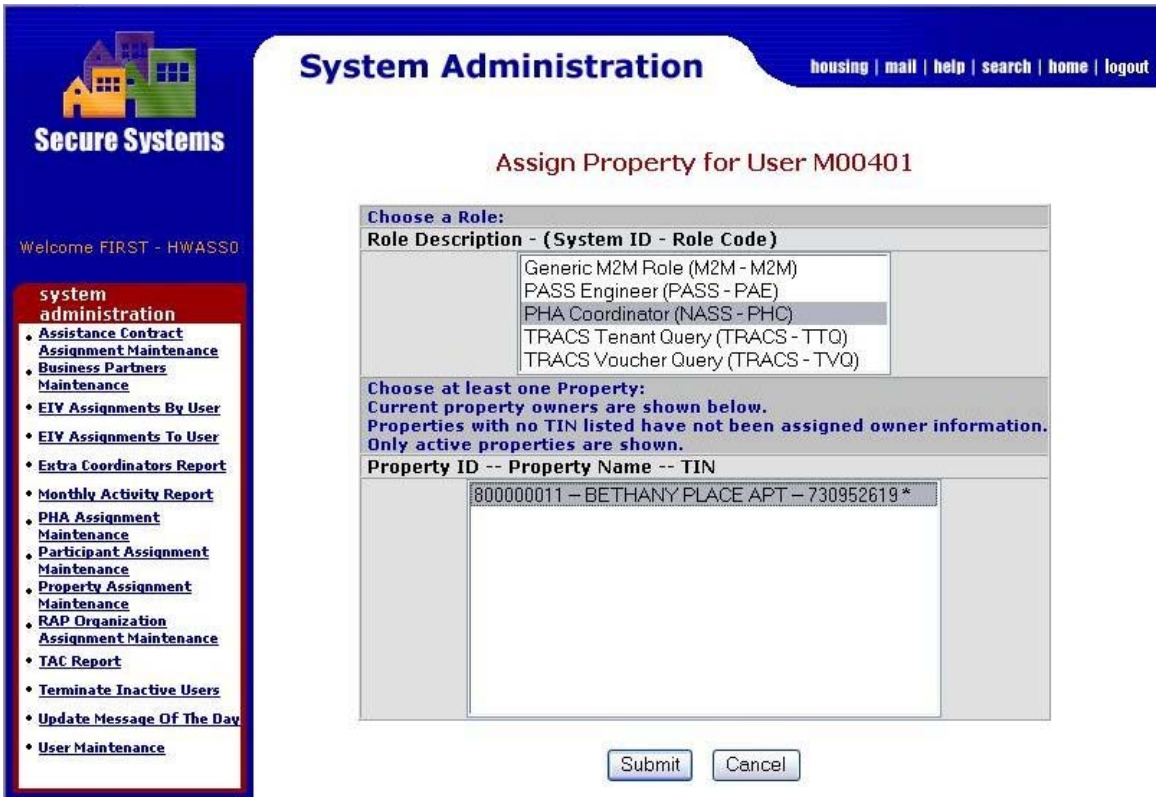


Figure 4-53 Assign Property Screen

First, select one or more properties. Then, select the applicable user role(s). Finally, click on the Submit button. A transaction confirmation screen will be displayed.

Figure 4-54 Property Assignment Transaction Confirmation

If you want to assign properties from a list of Servicing Site's properties, select the *Property Assignment Maintenance* link from the System Administration menu. Enter the User ID and select the Servicing Site from the Servicing Site pull-down box.

Figure 4-55 Property Assignment within a Servicing Site

After clicking on the Submit button, the Assign Property for User screen is displayed with the listing of properties associated with the selected Servicing Site.

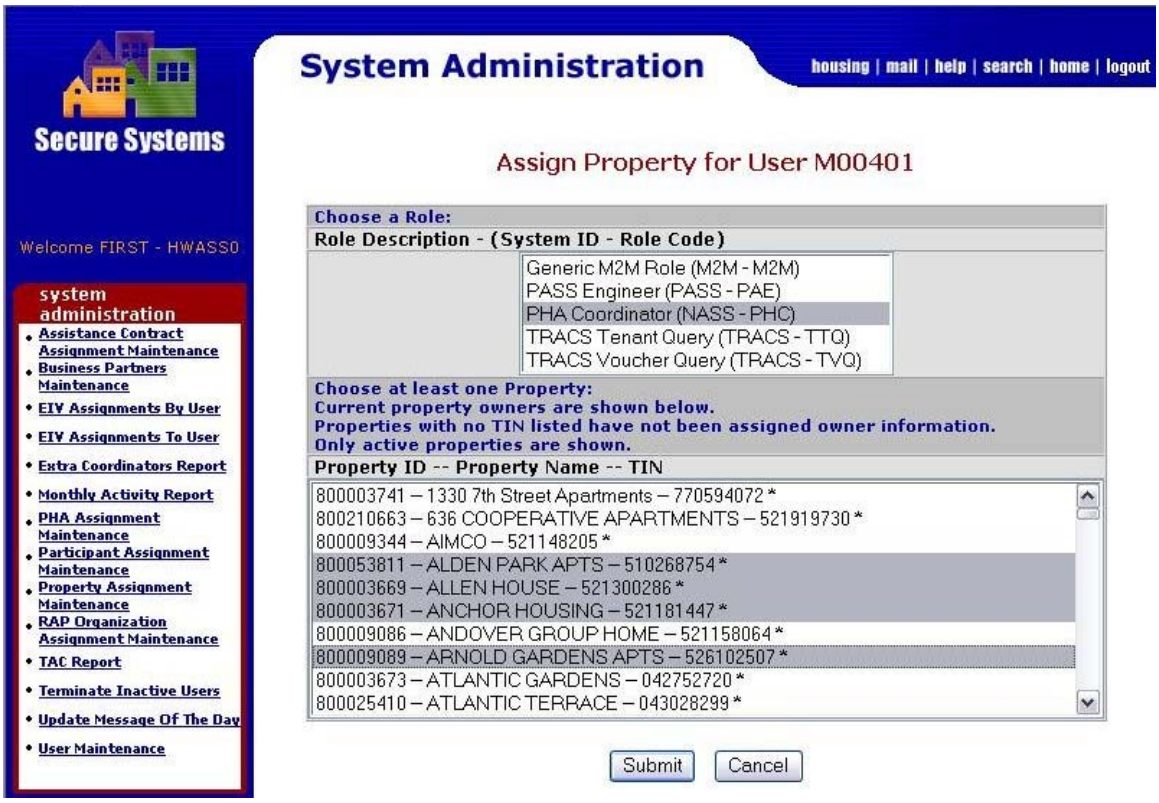


Figure 4-56 Assign Property for User from a Listing of Servicing Site Properties

Proceed as described above to assign properties with associated roles to the User.

4.7.2 View or Unassign Properties

A Coordinator can view or unassign properties for a User by selecting the Property Assignment Maintenance link under System Administration.

First, enter the User ID. Then, select the View or Unassign Property option. Finally, click on the Submit button.

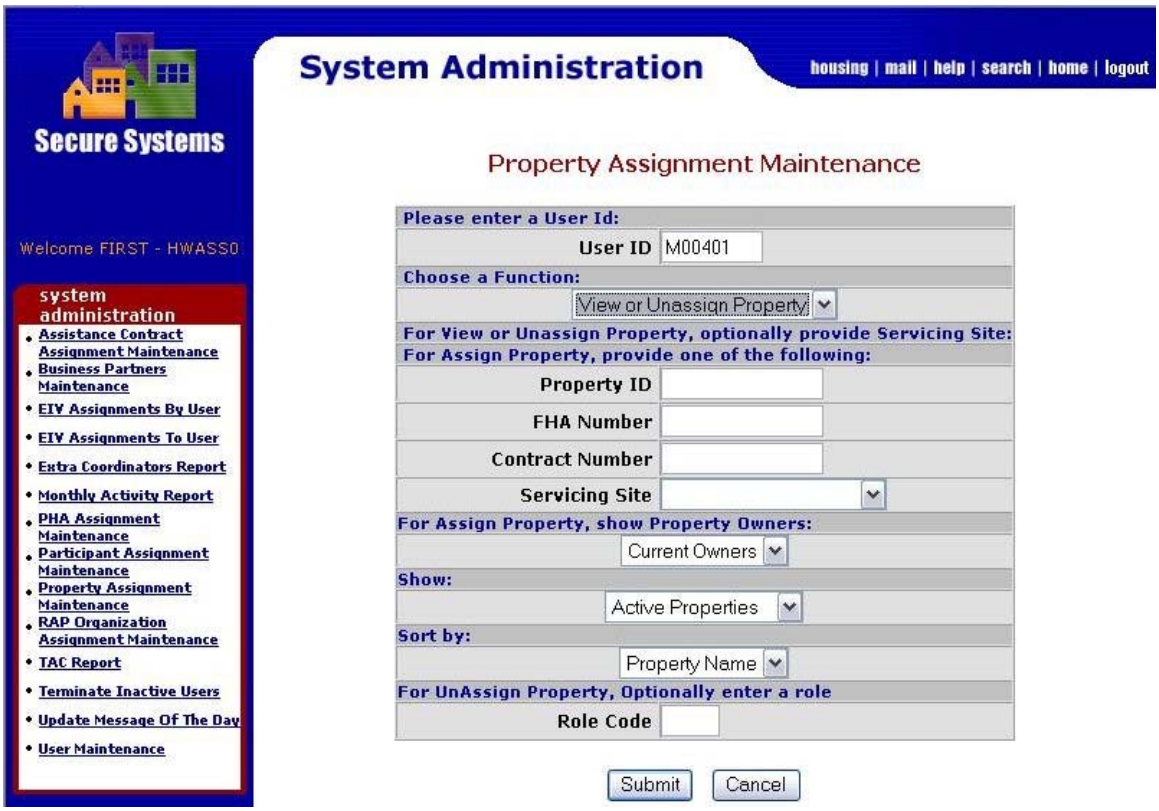


Figure 4-57 View or Unassign Property

The View/Unassign Property screen is displayed with a listing of properties with associated roles currently assigned to the User. To unassign a property, click on the check box next to the property to unassign (as shown in Figure 4-58 below).

Figure 4-58 View/Unassign Property for User

After clicking on the Submit button at the bottom of the screen, a transaction confirmation screen is displayed.

Figure 4-59 Property Unassignment Transaction Confirmation

4.8 Reverse Auction Program (RAP) Bidder Assignment Maintenance

4.8.1 RAP Assignment

RAP Assignment Maintenance is used by the Coordinator to assign RAP Organizations with applicable roles to a User. Assignments of RAP Organizations with roles to a User can only be performed if the Coordinator has first assigned the applicable roles and actions to Users using *User Maintenance* under System Administration.

The Coordinator selects the RAP Organization Assignment Maintenance link from the sidebar and sees the screen shown in Figure 4-60. In order to assign a RAP Organization to a User, enter the User ID for the user who is to have access, then enter the Organization Tax ID and click on the Submit button.

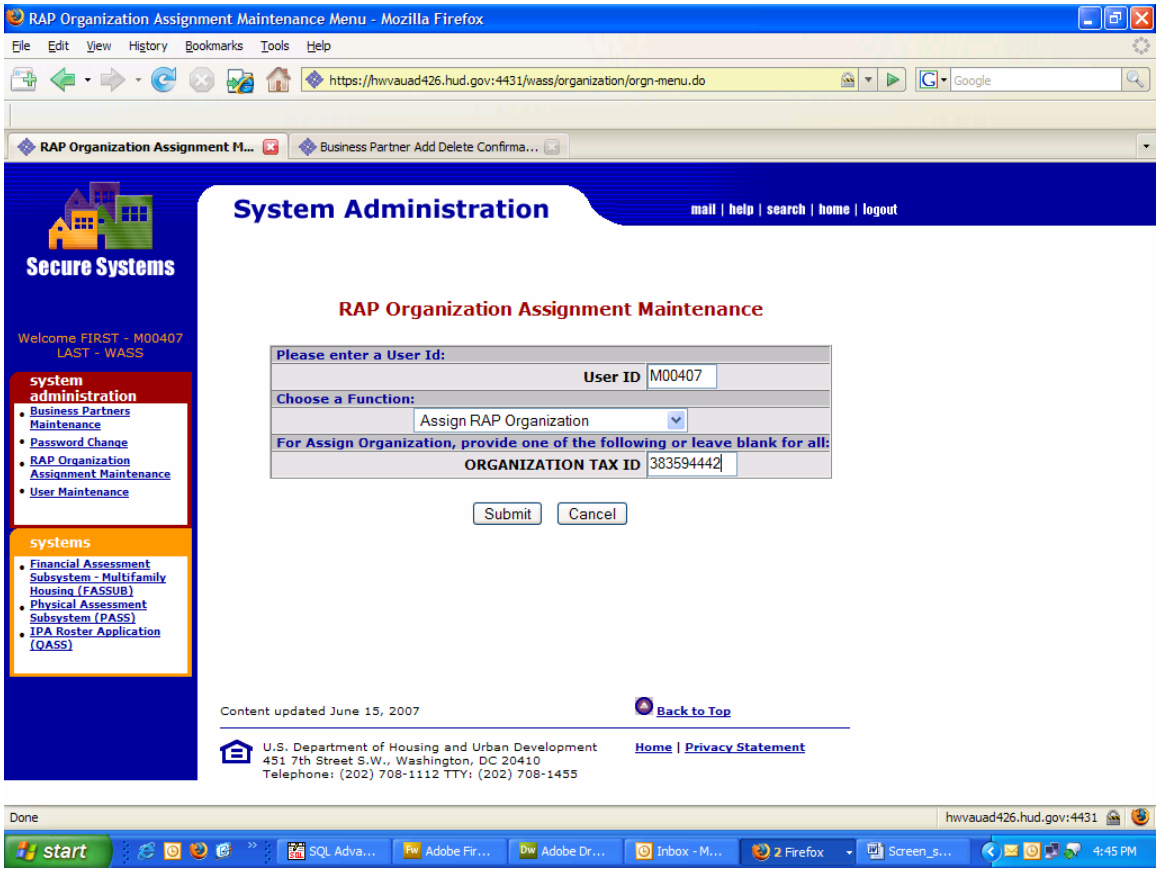


Figure 4-60 Initial RAP Organization Assignment Maintenance Screen

Next you will see the Assign RAP Organization screen as shown in Figure 4-61. First, select one or more Organizations. Then, select the applicable user role(s).

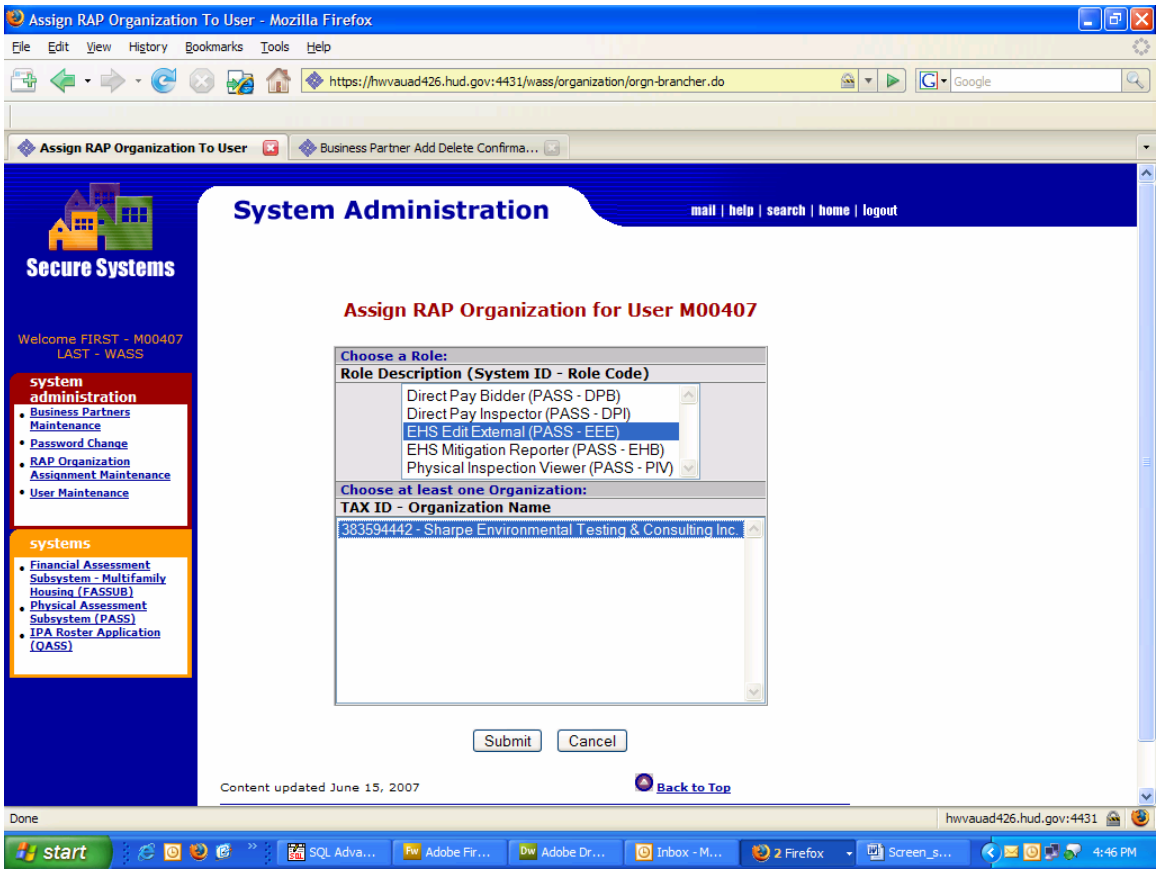


Figure 4-61 Assign RAP Organization Screen

After clicking on the Submit button, the Assign RAP Organization Confirmation Screen is displayed.

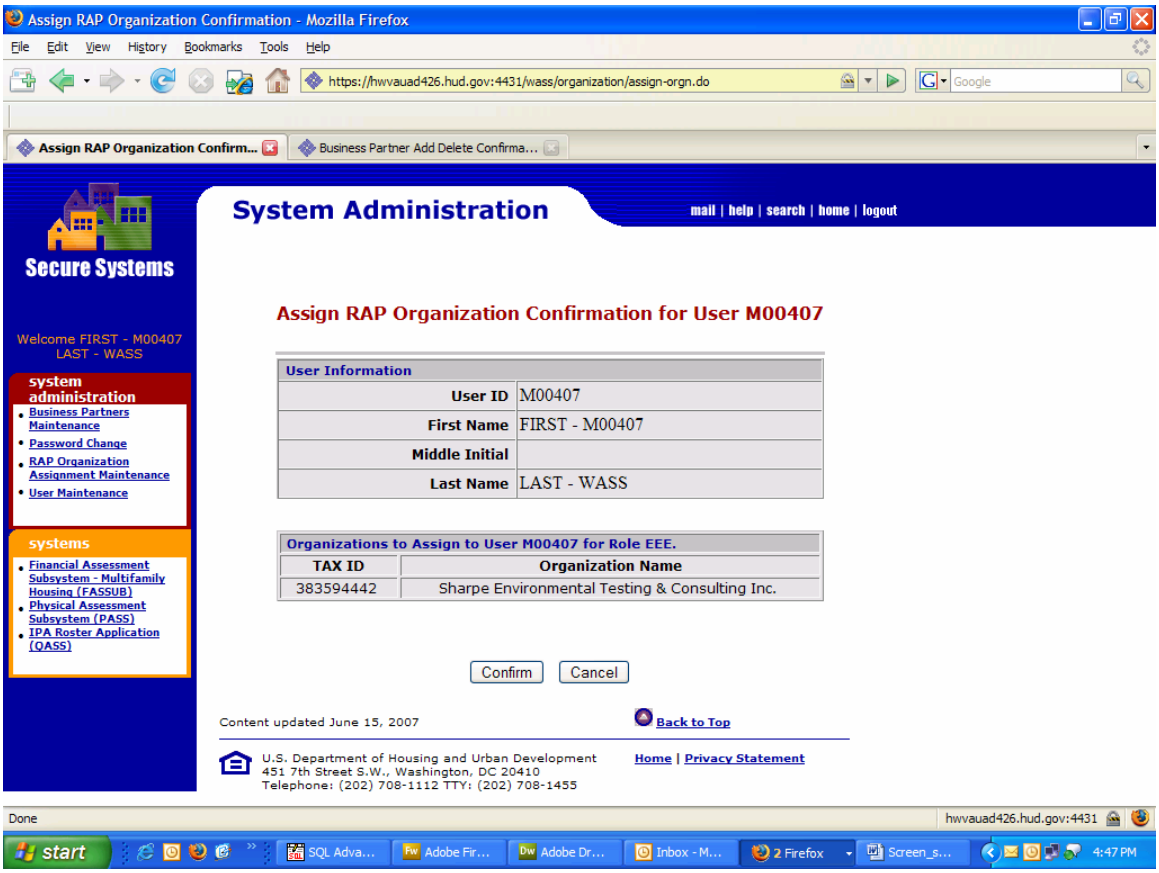


Figure 4-62 Assign RAP Organization Confirmation Screen

After clicking the ‘Confirm’ button, a transaction confirmation screen will be displayed.

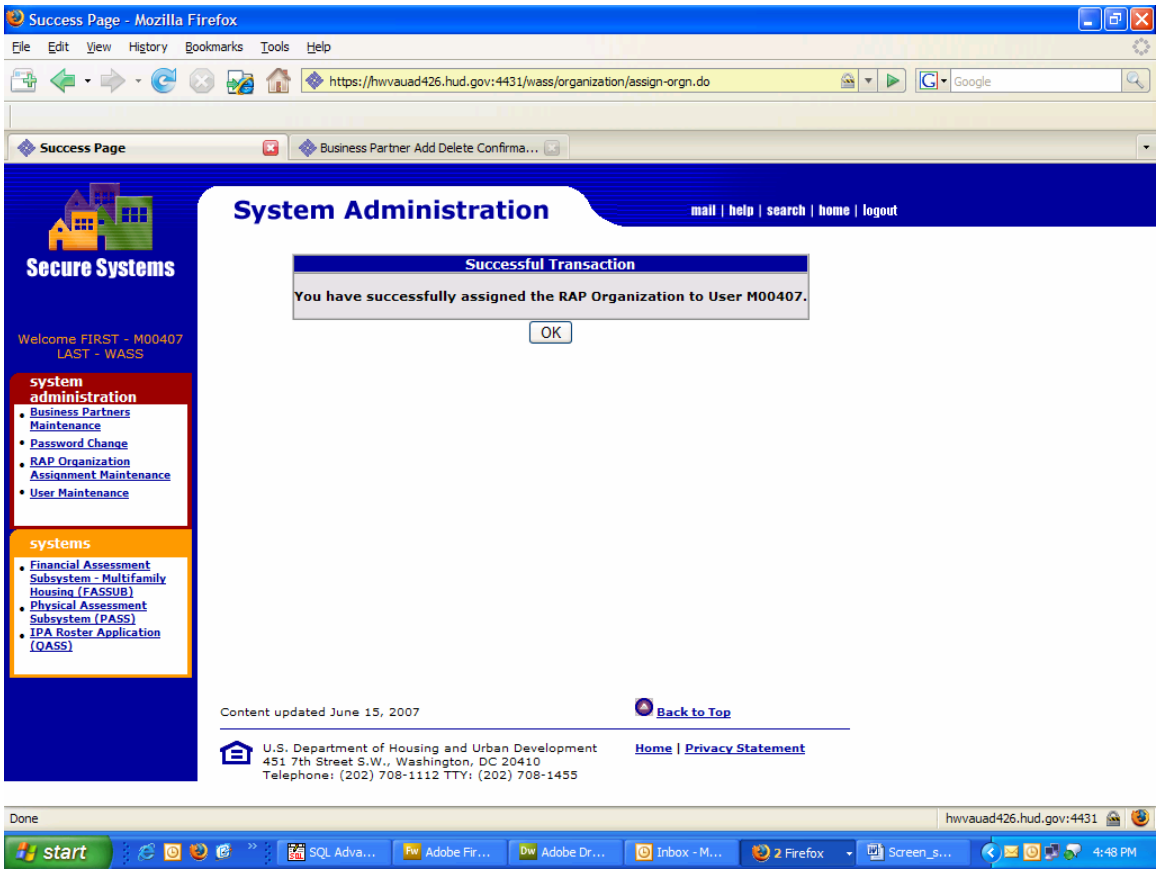


Figure 4-63 RAP Organization Assignment Transaction Confirmation

4.8.2 View or Unassign Reverse Auction Program (RAP) Organizations

A Coordinator can view or unassign RAP Organizations for a User by selecting the RAP Organization Assignment Maintenance link under System Administration.

First, enter the User ID. Then, select the View or Unassign RAP Organization option. Finally, click on the Submit button.

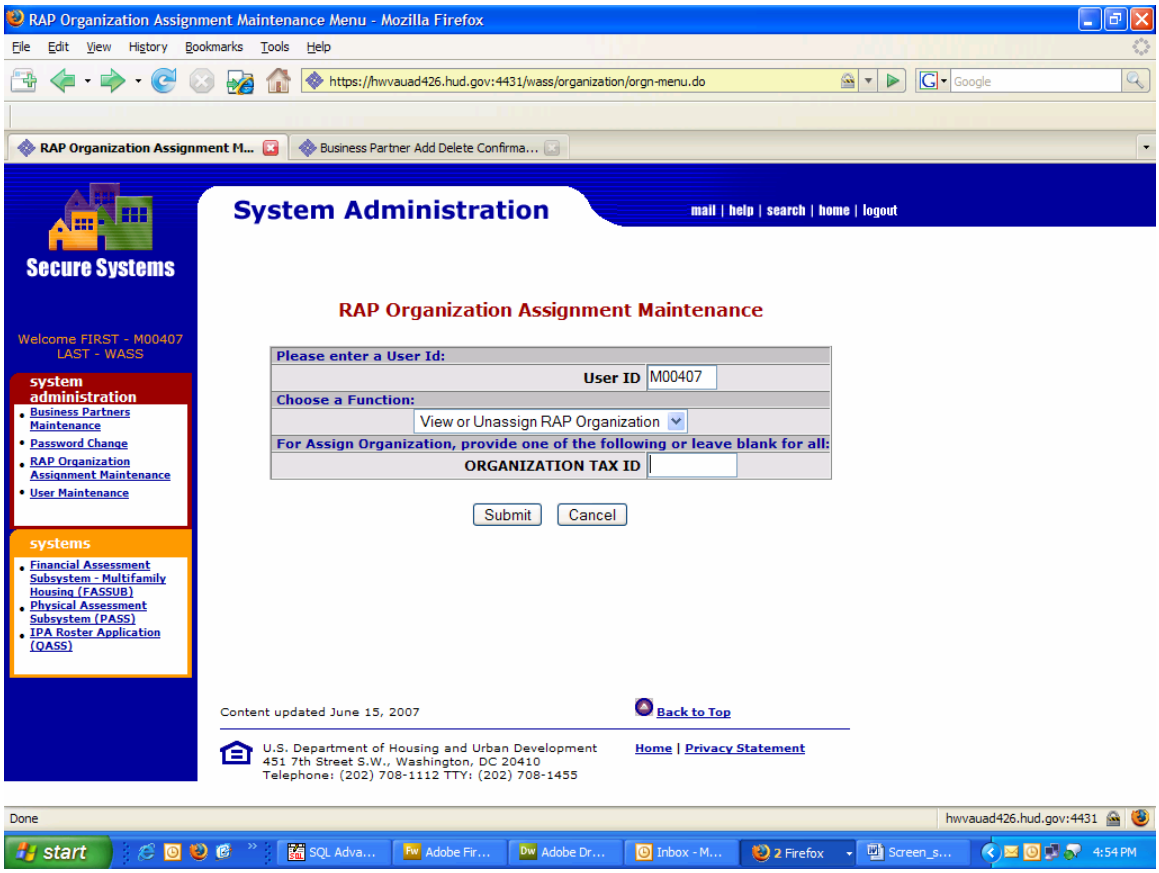


Figure 4-64 View or Unassign RAP Organization

The View/Unassign RAP Organization screen is displayed with a listing of RAP Organizations with associated roles currently assigned to the User. To unassign a RAP Organization, click on the check box next to the RAP Organization to unassign (as shown unchecked in Figure 4-65 below).

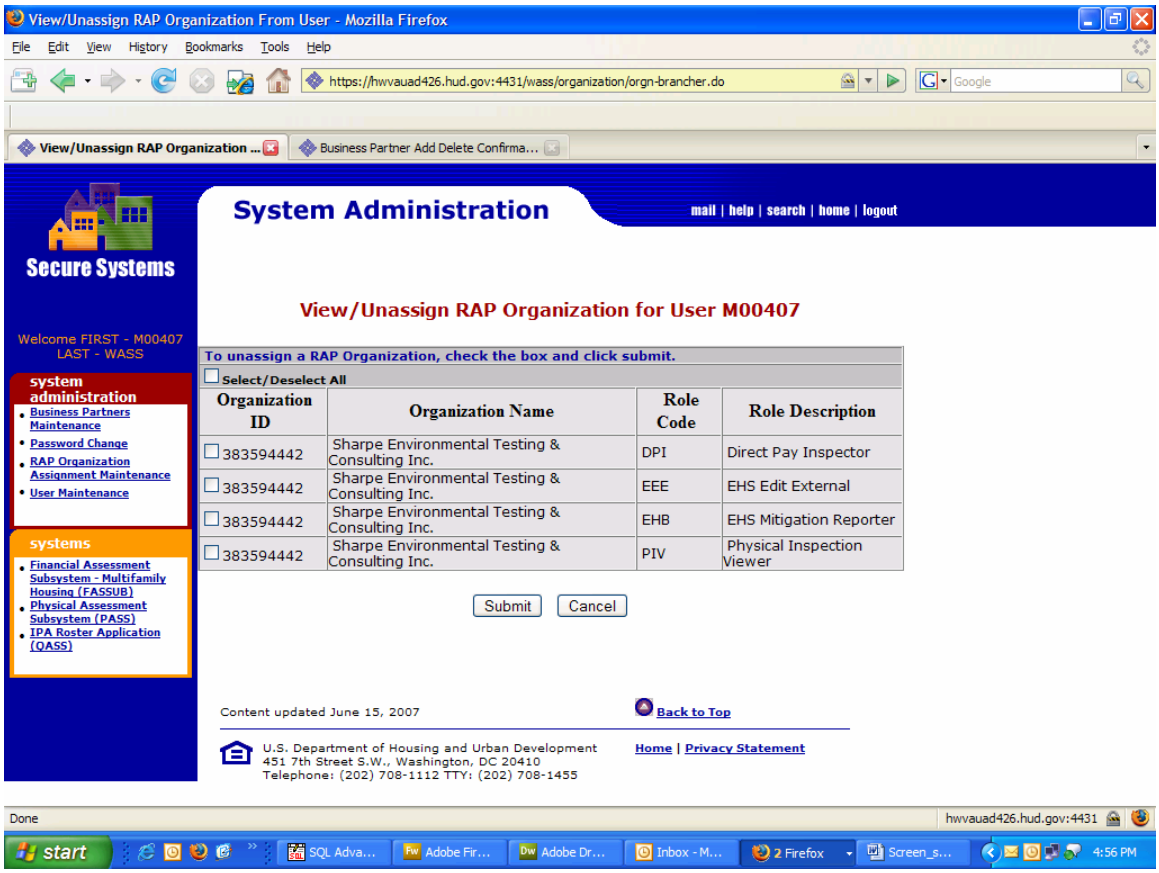


Figure 4-65 View/Unassign RAP Organization for User

After clicking on the Submit button at the bottom of the screen, a transaction confirmation screen is displayed.

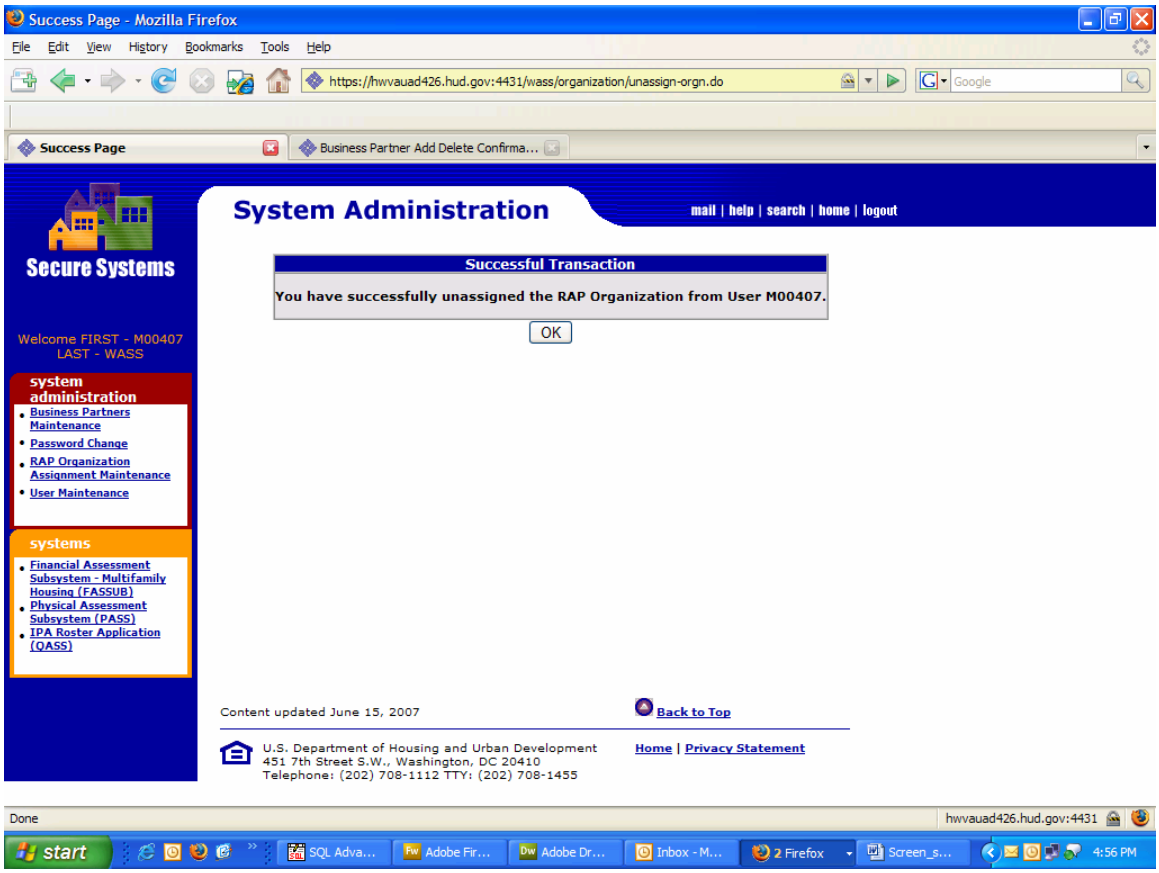


Figure 4-66 RAP Organization Unassignment Transaction Confirmation

4.9 IPA Assignment Maintenance

4.9.1 IPA Assignment

IPA Assignment Maintenance is used by the Coordinator to assign IPAs with applicable roles to a User. Assignments of IPAs with roles to a User can only be performed if the Coordinator has first assigned the applicable roles and actions to Users using *User Maintenance* under System Administration.

The Coordinator selects the IPA Assignment Maintenance link from the sidebar and sees the screen shown in Figure 4-67. In order to assign an IPA to a User, enter the User ID for the user who is to have access, then enter the Office UII Number and click on the Submit button.

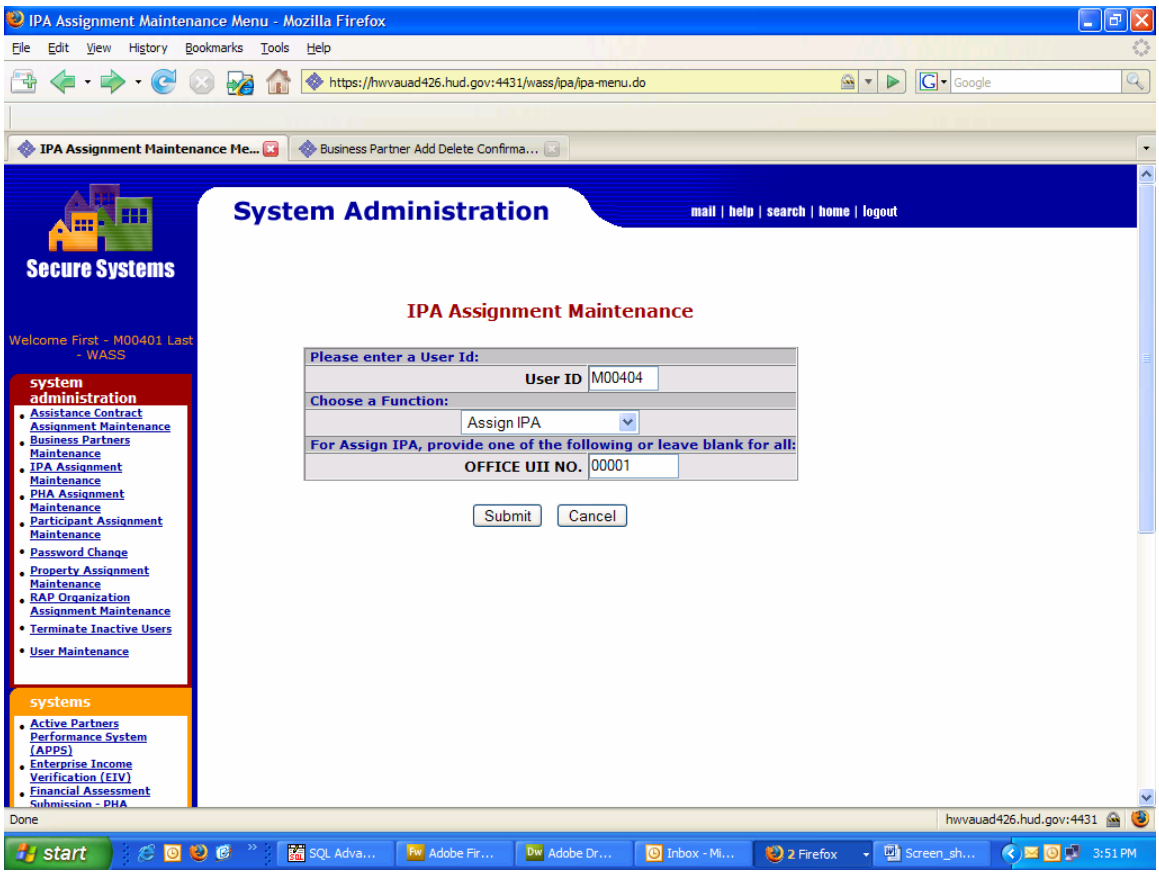


Figure 4-67 Initial IPA Assignment Maintenance Screen

Next you will see the Assign IPA screen as shown in Figure 4-68.

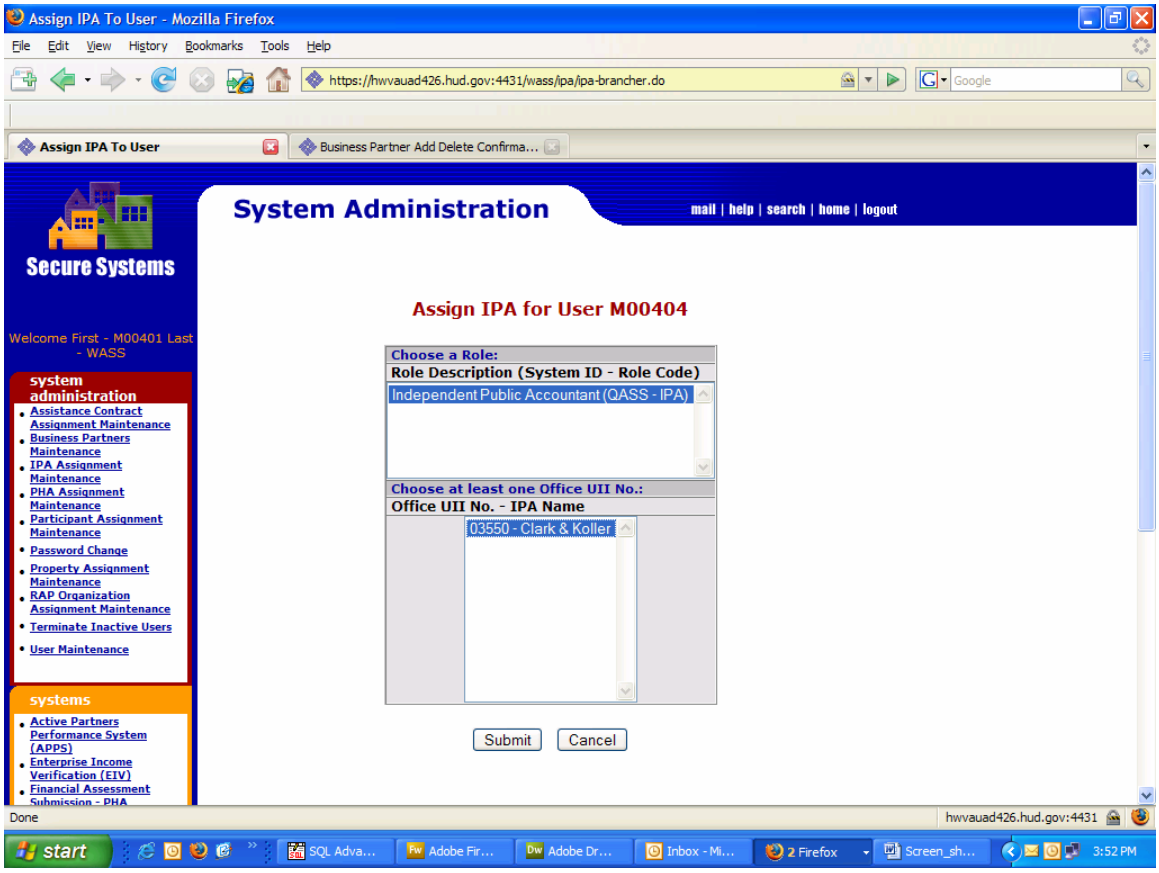


Figure 4-68 Assign IPA Screen

First, select one or more IPAs. Then, select the applicable user role(s). After clicking on the Submit button**,** the Assign IPA Confirmation Screen is displayed.

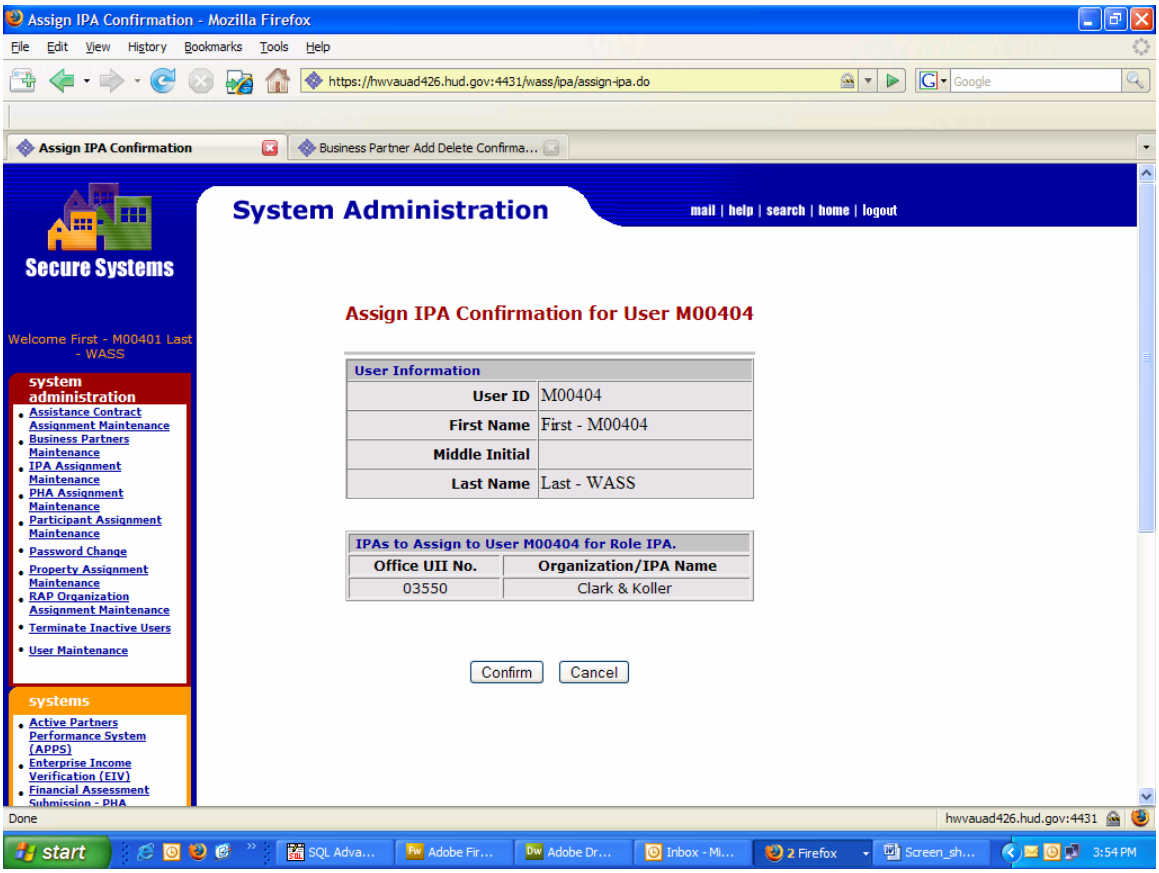


Figure 4-69 Assign IPA Confirmation Screen

After clicking the ‘Confirm’ button, a transaction confirmation screen will be displayed.

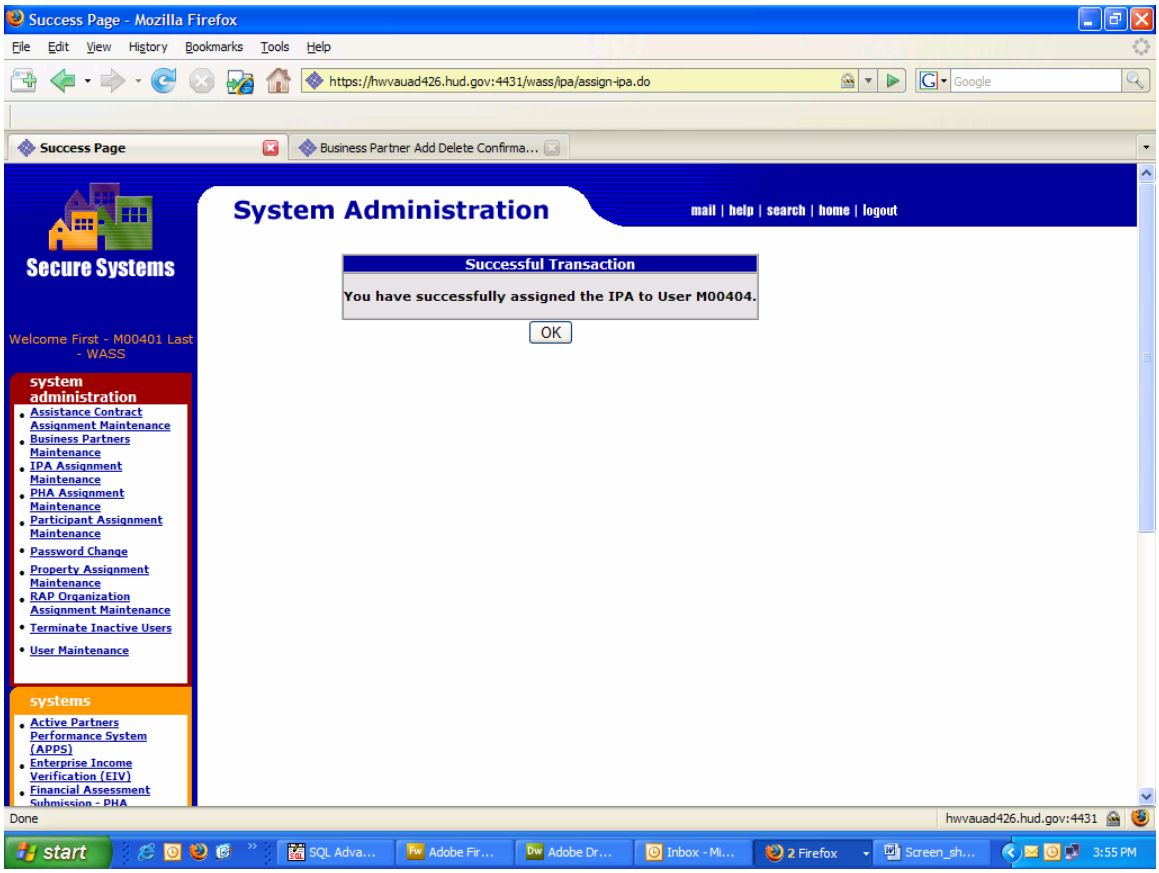


Figure 4-70 IPA Assignment Transaction Confirmation

4.9.2 View or Unassign IPA

A Coordinator can view or unassign IPAs for a User by selecting the IPA Assignment Maintenance link under System Administration.

First, enter the User ID. Then, select the View or Unassign IPA option. Finally, click on the Submit button.

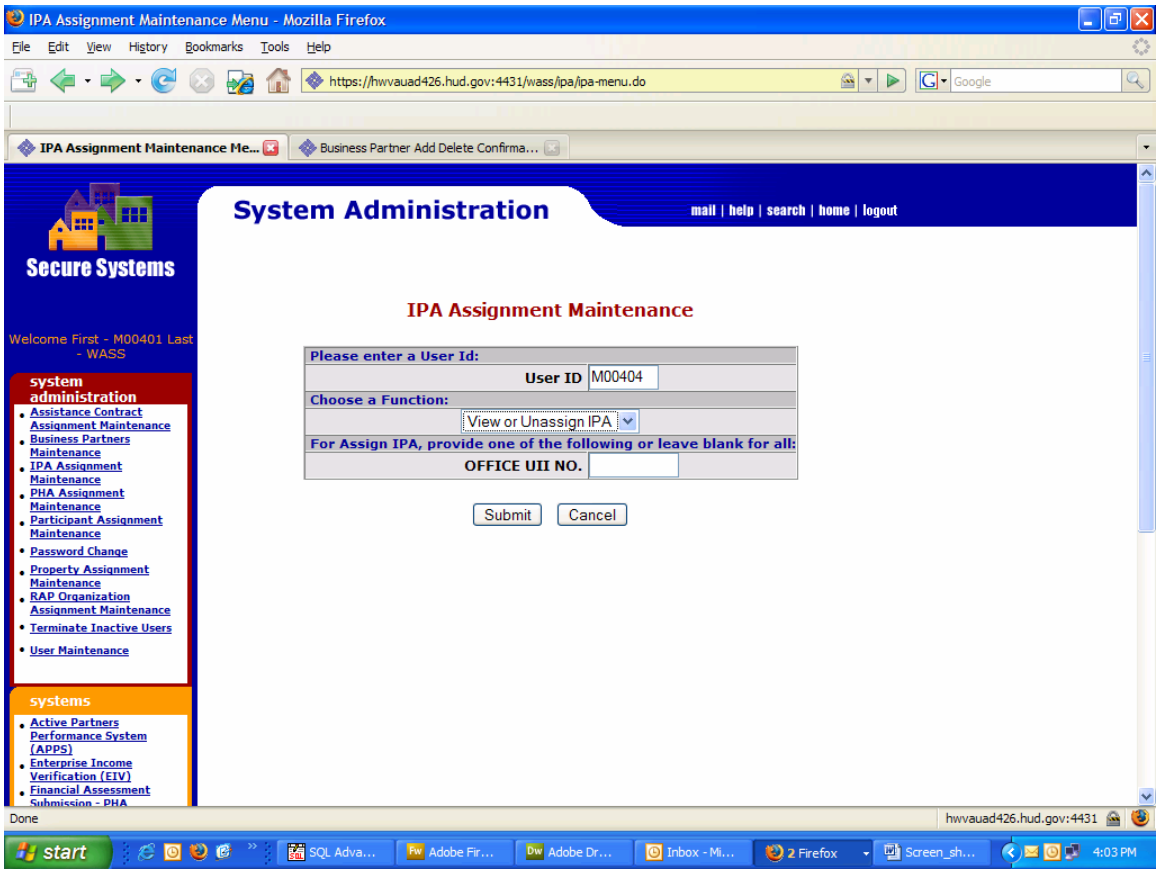


Figure 4-71 View or Unassign IPA

The View/Unassign IPA screen is displayed with a listing of IPAs with associated roles currently assigned to the User. To unassign an IPA, click on the check box next to the IPA to unassign (as shown in Figure 4-72 below).

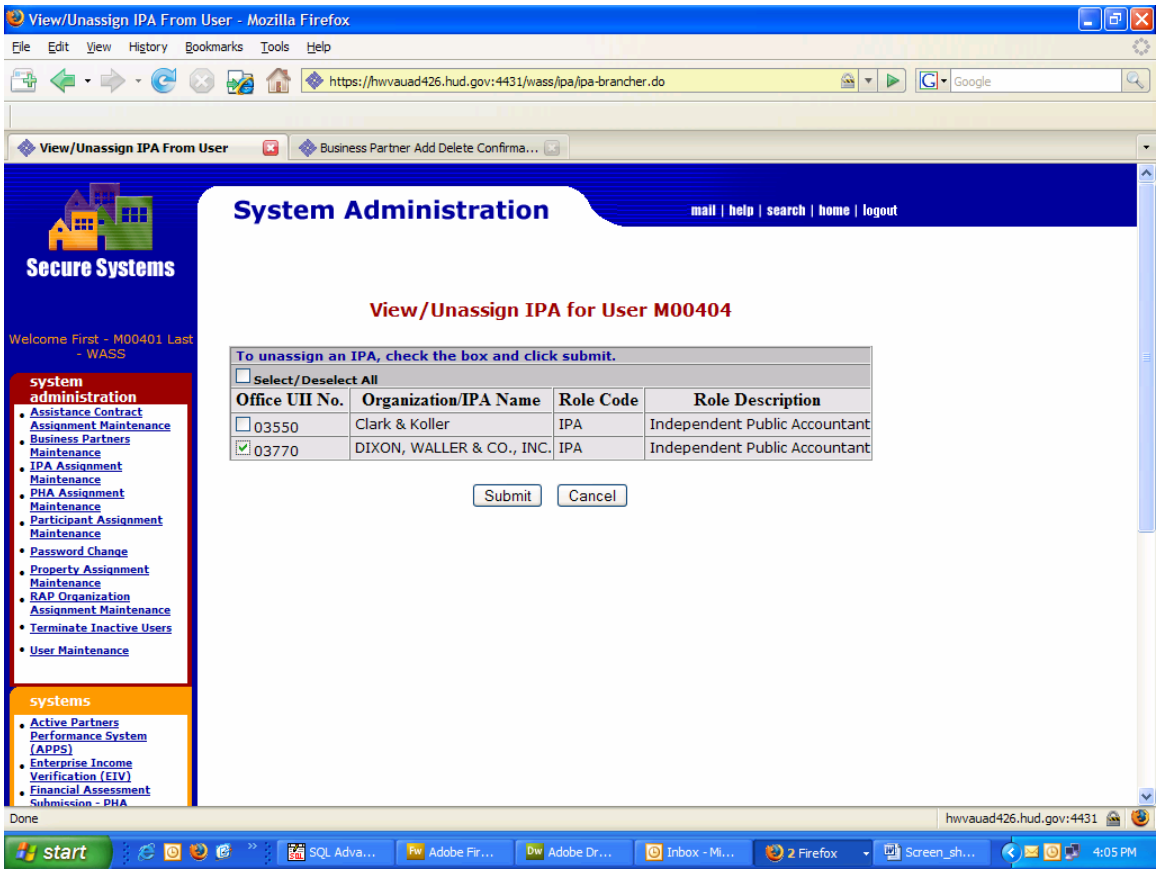


Figure 4-72 View/Unassign IPA for User

After clicking on the Submit button at the bottom of the screen, a transaction confirmation screen is displayed.

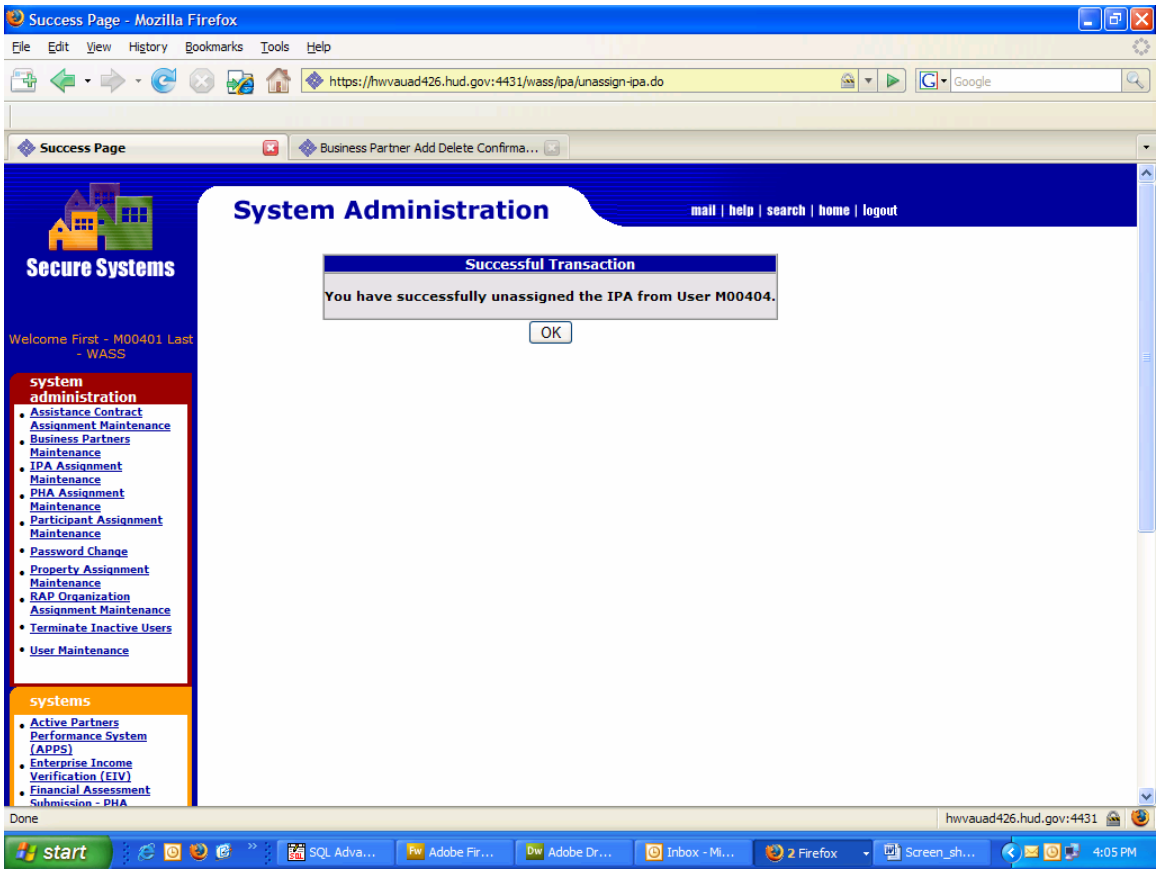


Figure 4-73 IPA Unassignment Transaction Confirmation

4.10 User Activity Report

This report is only available to a Super Administrator. If the Coordinator needs some additional information about User activity, a request can be made through the appropriate Help Desk.

4.11 Special Instructions and Caveat

4.11.1 Special Instructions for Error Correction

WASS employs error codes to provide timely alerts of the need for corrective action. Below is a list of some error messages you may encounter as a Coordinator and a description of what you need to do, as well as where you can expect to encounter the message. Error messages provide Coordinators information about requirements for information and actions that violate one or more business rules. See Appendix A for many of the Business Rules.

Table 4-4 Error Messages

Error Messages	User Action	When Occurs
At least one criteria must be provided	Provide at least one criteria	On those screens that require more information than the User ID
User MXXXXX not found	Enter correct ID	When incorrect User ID has been entered
This function is not applicable to user M00000	Check User ID or leave system administration function	When Coordinator is in functional area with no privileges for User ID

4.11.2 Caveats and Exceptions

Access to government computer systems and information can be misunderstood. This access is a privilege. Abuse of the privilege is punishable. It is in your better interest to protect your access by not leaving your computer unattended while you are logged on. Also, only use the information acquired from the HUD systems as set forth in your relationship with your business partner and by the managers of the system or systems you access.

Before working on any particular system, you should determine if there are any restrictions on how you may use the systems. It is your responsibility to appropriately interact with your Coordinator and the systems.

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.