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

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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.

  - 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 not been registered and thus, does not have an address of record, a second Business Partner Registration HUD Multifamily page will be displayed.
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.
• 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.

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: ____________________________

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

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.

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.
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](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.

- 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**

- 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/](https://hudapps.hud.gov/HUD_Systems/)
- **HUD’s Enterprise Income Verification (EIV) System for Multifamily Housing Program Users webpage**: [https://www.hud.gov/program_offices/housing/mfh/rhiip/eiv/eivhome](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](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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