



Multifamily Housing Help Desk Notification

1. *Multifamily Housing Help Desk*

The **Multifamily Help Desk** will once again be available for system users effective June 3, 2019.

Multifamily Online systems are for authorized users only. Before an authorized user can Login to any of Multifamily's online systems they will first have to [Apply for a user ID and Password](#) for general access to HUD's Web Access Security Subsystem (WASS). [Registration Instructions](#) are available from HUD's Office of Real Estate Management (REAC).

All users must access WASS and [Reset their Passwords](#) at least once in 90 days to maintain active status. The user is presented with the required Rules of Behavior (ROB), which must be accepted during initial login and then annually thereafter.

2. *Hours of Operations*

Monday through Friday - 7:00 AM EST to 8:00 PM EST

3. *Systems Supported by The Multifamily Housing Help Desk*

Active Partners Performance System (APPS)
Enterprise Income Verification System (EIV)
Integrated Real Estate Management System (iREMS)
Multifamily Delinquency and Default Reporting System (MDDR)
Tenant Rental Assistance Certification System (TRACS)

4. *Point of Contact Information for Users*

1-800-767-7588, 470-691-0115
1-888-297-8689 option 5
1-202-217-2008 FAX Number

May 31, 2019