“System Security” refers to all aspects of obtaining and administering user IDs that access HUD/REAC’s Web-based systems.

This chapter is divided into three parts:

- **Part 1 – Register for a user ID** is for anyone who does not yet have a user ID. A user ID can obtained by accomplishing one of the following processes:
  
  - Register as a Coordinator
  - Or
  - Register as a User

- **Part 2 – Change Your Password** is for any User needing to change a password.

- **Part 3 - System Administration for the Coordinator** only applies to Coordinators. (Other users should skip this part of the chapter.) It covers such things as configuring your PHA’s user IDs to enable them to use MASS.
Part 1 - Register for a user ID

Because MASS is a secure, Internet Web-based system containing sensitive financial and housing information, a unique user ID is required for anyone wishing to access MASS. MASS users fall into two types: Coordinators and Users.

**MASS USERS**

<table>
<thead>
<tr>
<th>TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Coordinator | - Applies for a user ID online.  
- Receives the user ID from HUD/REAC (via a letter sent to the PHA’s Executive Director).  
- Is an employee of the PHA or a third party (such as a management agent authorized by the PHA).  
- Serves as a PHA’s representative to perform system administration functions.  
- Assigns users access to prepare, review and submit electronic data.  
- May also act as a user (using the same user ID).  
- Receives electronic messages from HUD and forwards them to the PHA’s Executive Director.  
- Each PHA must have at least one Coordinator user, with a maximum of two Coordinator users per PHA. (It’s recommended that each PHA assigns a second Coordinator as a backup, in the event one is unavailable.) |
| User      | - Applies for a user ID online.  
- Receives the user ID from the PHA’s Coordinator.  
- Is an employee of the PHA or a third party (such as a management agent authorized by the PHA).  
- Prepares, reviews or submits data electronically.  
- Unlimited number of Users allowed per PHA.  
- PHA Directors have a unique user role (see note below). |

**NOTE:** Users who are PHA Directors have a unique role in MASS. They are the only Users who can submit their PHAs’ final MASS submissions to HUD. Some directors may choose to logon to Secure Systems solely for this purpose. Other directors may decide to perform data-entry, or act as a Coordinator, or do both. In any case, the director, like any system User, has only one user ID.
THE APPLICATION PROCESS

All users must complete an online registration application to obtain a Secure Systems user ID that enables access to HUD Secure Systems via the Internet. The application is available online at the Real Estate Assessment Center (REAC) Web page. You may apply either as a "User" or as a "Coordinator" user ID (see page 2-2 for descriptions).

Caution: If you already have your user ID, are able to logon to the HUD/REAC Secure Systems and access MASS, skip this chapter and go on to “Chapter 3 – Access MASS.”

No person is allowed to have more than one user ID.

USERS: To obtain a user ID, skip to page 2-14 and complete the “Register as a User (non-Coordinator)” process. (DO NOT do the “Register as a Coordinator” process on the next page.)

COORDINATORS: To obtain a user ID, complete the “Register as a Coordinator” process that begins on the next page. (If you will act as BOTH a Coordinator and a User, register as a Coordinator only.)
REGISTER AS A COORDINATOR

Overview: The following process enables you to use your Web browser to register online for a user ID as a Coordinator. (For more information on Web browsers, see “Appendix A – Browser Basics.”)

Caution: If you will function only as a User and NOT as a Coordinator, skip this process and go to “User Registration for user ID” on page 2-14 of this chapter. If you’re not sure, contact the Technical Assistance Center (TAC) for assistance. (See “If You Need Help” on page 1-4 for more information on how to contact the TAC.)

Action

1. Open your Internet browser (e.g., Netscape or Internet Explorer).
2. Click in the Location* field (see note below), type the HUD Web address www.hud.gov/offices/reac then press Enter to open the Real Estate Assessment Center page.

Example

The top of the browser window:

Note that the appearance of your browser’s main page may vary slightly from the example shown above.

HUD EMPLOYEES: The above Web address is for PHA business partners only. HUD employees should refer to the “MASS Quick Reference Guide” (for HUD staff) for more information.

NOTE: The Location field may show the words “Location,” “Go To,” “Netsite,” or “Address.” Regardless, it is the large white field that stretches across the top of the browser screen.
3. Click on the **online systems** option to open the **Online Systems** page.

Screens are updated regularly, so what you see on your screen may appear slightly different from what is shown here.

4. Under the **NEED A USER ID?** section, click on the **Public Housing Agency** link to open the **PHA Coordinator and User Registration** page. (Scroll down if necessary to find the link.)

---

**NEED A USER ID?**

Complete [registration instructions](#) are available, or go directly to the appropriate secure connection registration form:

- **Multifamily Housing Entity**
- **Public Housing Agency**
5. Click on the **Coordinator** radio button to designate the application type.

6. Click in the **First Name** field and fill it in, then tab and fill in the **Middle Initial, Last Name** and **Social Security Number** fields.

   The **Social Security Number** field is actually three fields. Tab to each and do not use hyphens.

---

Willfully supplying false or fraudulent information on these applications may be grounds for rejection and is punishable by fine, imprisonment, or both, under Sections 1001 and 1012 of Title 18 of the United States Code.
### Action | Example
--- | ---
7. Tab to the **Organization Name** field and enter the name of your PHA (e.g., Plum Orchard Housing Authority).

<table>
<thead>
<tr>
<th>Organization Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provide the name of the Public Housing Authority you represent</td>
</tr>
<tr>
<td>• Provide the Number of the Public Housing Authority you represent</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization ID:</td>
</tr>
</tbody>
</table>

8. Tab to the **Organization ID** field and enter your PHA code (e.g., MD392).

| E-mail Address: |

An e-mail address permits essential communication between HUD and the User. If your e-mail address is incorrect, you may not receive future important messages from HUD regarding the system and your user ID.

9. Tab to the **E-mail Address** field and enter your complete e-mail address (e.g., JaneMDoe@POHA.org).

10. Tab to the **Password** field and enter a six-character password. (Choose one that’s easy for you to remember but hard for someone else to guess.)

| Password: |

| Re-enter Password for Verification: |

Passwords are case-sensitive and may contain letters or numbers or a combination of both (for example, Sam437).

The **Re-enter Password for Verification** field enables the system to check your password for typos and ensures you enter the password you intended.

11. Tab to the **Re-enter Password for Verification** field and re-enter your password.

12. Tab to the **Mother’s Maiden Name** field and enter your mother’s maiden name.

| Mother’s Maiden Name: |

NOTE: Your social security number and mother’s maiden name are used to verify your identity should you request a password be reset. If you forget your password, contact the REAC Technical Assistance Center (TAC) to have HUD reset it. (See page 1-3 for more information on contacting the TAC.)
13. Click on the **Send Application** button at the bottom of the page to open the **Registration Confirmation** page.

### Information about your PHA as shown in HUD’s records:

You are registering as a **PHA Participant Coordinator** for the **PHA Plum Orchard Housing Authority – MD392**

Please confirm the following address for Plum Orchard Housing Authority

110 Plum Street
Townsville, MD 21090

14. Check the PHA name and address information. If there are any errors in this section, follow the instructions in the **STOP** note below.

*If there are no errors, go to step 15.*

The **Registration Confirmation** page opens:

The **Registration Confirmation** page contains two types of information: 1) Information you just entered on your Registration Application, and 2) Your PHA’s name and address as shown in HUD’s records (shown in the blow-up above left).

**Caution:** If the PHA name or address contains any errors, click on the **Cancel Application** button at the bottom of the page, exit out of your browser, and contact your local HUB/Program Center, Office of Public Housing immediately to resolve the problem. **DO NOT** submit a registration until the errors have been corrected.
Quick Reference Guide for PHAs
Management Assessment Subsystem (MASS)

**Action**

**Example**

**Information you entered:**

<table>
<thead>
<tr>
<th>PIA COORDINATOR REGISTRATION CONFIRMATION:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td>JANE</td>
</tr>
<tr>
<td>Middle Initial:</td>
<td>M</td>
</tr>
<tr>
<td>Last Name:</td>
<td>DOE</td>
</tr>
<tr>
<td>Social Security Number:</td>
<td>123-45-6789</td>
</tr>
<tr>
<td>Organization Name:</td>
<td>PLUM ORCHARD HOUSING AUTHORITY</td>
</tr>
<tr>
<td>Organization ID:</td>
<td>MD92</td>
</tr>
<tr>
<td>E-mail Address:</td>
<td><a href="mailto:JaneMDoe@POHA.org">JaneMDoe@POHA.org</a></td>
</tr>
<tr>
<td>Mother’s Maiden Name:</td>
<td>SMITH</td>
</tr>
</tbody>
</table>

You are registering as a PIA Participant Coordinator for the Plum Orchard Housing Authority – MD92

**The Registration Confirmation page (continued):**

Note that most of the text you entered appears in all upper case, even if you typed it in lower case.

15. Check to ensure that the information you entered is correct. If there are no errors, skip to step 18.

If there are any errors, continue to step 16.

16. Click on the Cancel Application button to open the Registration Application page again.
17. Click inside any fields containing errors and make corrections as needed.

Use the **Delete** or **Backspace** key to remove erroneous data, then retype. Use the **Clear Fields** button at the bottom if you wish to start with a clean application.

18. Click on the **Send Application** button to open the Coordinator Registration Confirmation page again.

The **Clear Fields** button clears all data you’ve entered from all fields on the application page.
19. Check to ensure that the information you entered is correct.

If there are any errors, go back to step 16. If there are no errors, continue to step 20.

20. Click on the **Confirm / Submit** button to submit the registration and to open the **Registration Accepted** page.

21. Click on the **Home** link to return to the **Online Systems** page.

---

**PHAS Coordinator Registration**

- **First Name:** JOHN
- **Middle Initial:** M
- **Last Name:** DOR
- **Social Security Number:** 123-45-6789
- **Organizational Name:** PLUM ORCHARD HOUSING AUTHORITY
- **Organizational ID:** MD092
- **Email Address:** JohnDoe@POHA.org
- **Manager's Name:** SMITH

Note that most of the data you entered appears in all caps, even if you entered it in lower case.
### Action

### Example

22. Click on your browser’s **Exit** button to exit from your browser and leave the HUD/REAC web site.

The **Online Systems** page, including the browser window:


**AFTER REGISTERING AS A COORDINATOR**

**Overview:** This outlines the steps that occur after you have successfully submitted your electronic application for user ID as a Coordinator.

<table>
<thead>
<tr>
<th><strong>Action</strong></th>
<th><strong>Example</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Within two weeks HUD sends a letter to your PHA’s Director through standard post. The letter states that you have requested to be a Coordinator for that PHA.</td>
<td>![HUD]</td>
</tr>
<tr>
<td>2. The PHA Director confirms that you are authorized to be a Coordinator for that PHA.</td>
<td>![PHA Director]</td>
</tr>
<tr>
<td>3. The PHA Director provides you with the letter, which contains your new Coordinator user ID. You must remember the password you chose when you filled out your online registration. The letter does not contain your password.</td>
<td>![New Coordinator]</td>
</tr>
</tbody>
</table>

**NOTE:** Coordinator registration applications are processed nightly. If the PHA is verified as a Trusted Business Partner within the HUD database (and does not already have the maximum of two Coordinator user IDs), the system assigns a Coordinator user ID. (A Trusted Business Partner is registered to do business with HUD.)
**REGISTER AS A USER (non-COORDINATOR)**

**Overview:** The following process enables you to use your Web browser to register online for a user ID as a User. (For more information on Web browsers, see “Appendix A – Browser Basics.”) Be sure to coordinate your request for a user ID with your PHA's Coordinator, since your Coordinator will provide you with your logon information once HUD has processed your request.

**Caution:** This registration process is for all Users who do not function as Coordinators. (Coordinators should ONLY accomplish the “Coordinator Registration for a User ID” on page 2-11.)

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Open your Internet browser (e.g., Netscape or Internet Explorer).</td>
<td>The top of the browser window:</td>
</tr>
<tr>
<td>2. Click in the Location field (see note below), type the HUD Web address <a href="http://www.hud.gov/offices/reac">www.hud.gov/offices/reac</a> then press the Enter key to open the Real Estate Assessment Center page.</td>
<td>Note that the appearance of your browser’s main page may vary slightly from the example shown above.</td>
</tr>
</tbody>
</table>

**HUD EMPLOYEES:** The above Web address is for PHA business partners only. HUD employees should refer to the “MASS Quick Reference Guide” (for HUD staff) for more information.
NOTE: The Location field may show the words “Location,” “Go To,” “Netsite,” or “Address.” Regardless, it is the large white field that stretches across the top of the browser screen.

3. Click on the online systems option to open the Online Systems page.

Screens are updated regularly, so what you see on your screen may appear slightly different from what is shown here.
4. Under the *NEED A USER ID* section, click on the **Public Housing Agency** link to open the **PHA Coordinator and User Registration** page. (You may need to scroll down to find the link.) Complete registration instructions are available, or go directly to the appropriate secure connection registration form.
5. Click on the User radio button to designate the application type.

6. Click in the First Name field and fill it in, then tab and fill in the Middle Initial, Last Name and Social Security Number fields.

The Social Security Number field is actually three fields. Tab to each and do not use hyphens.

Caution: To the best of your knowledge and belief, all of the information on and attached to this electronic application for a user ID will be true, correct, complete and made in good faith. Willful, false or fraudulent information on or attached to the application may be grounds for rejecting the application, and is punishable by fine or imprisonment, or both, under Sections 1001 and 1012 of Title 18 of the United States Code. Any information that you give may be investigated.
<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
</table>
| 7. Tab to the **Organization Name** field and enter the name of the PHA name you represent. | **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:** [ ] |
| 8. Tab to the **Organization ID** field and enter the PHA’s Organization ID number (e.g. MD392). | **E-mail Address:** [ ]  
  *An e-mail address permits essential communication between HUD and the User. If your e-mail address is incorrect, you may not receive future important messages from HUD regarding the system and your user ID.* |
| 9. Tab to the **E-mail Address** field and enter your complete e-mail address (e.g., JohnMDOe@POHA.org). | **Password:** [ ]  
  **Re-enter Password for Verification:** [ ]  
  *Passwords are case-sensitive and may contain letters or numbers or a combination of both (for example, Sam437).*  
  *The **Re-enter Password for Verification** field enables the system to check your password for typos and ensures you enter the password you intended.* |
| 10. Tab to the **Password** field and enter a six-character password. (Choose one that’s easy for you to remember but hard for someone else to guess.) | **Mother’s Maiden Name:** [ ]  
  **NOTE:** Your social security number and mother’s maiden name are used to verify your identity should you request a password be reset. If you forget your password, contact the REAC Technical Assistance Center (TAC) to have HUD reset it. (See page 1-3 for more information on contacting the TAC.) |
### Action | Example
--- | ---
13. Click on the **Send Application** button at the bottom of the page to open the **Registration Confirmation** page.

*Mother’s Maiden Name.*
- Please provide this information for future verification when proc...<br>
  - **Mother’s Maiden Name:** Johnson

[Send Application] [Clear Fields]

*Note that most of the text you entered appears in all upper case, even if you typed it in lower case.*

14. Check to ensure that the information you entered is correct.

*If there are any errors, continue to step 15. If all information is correct, skip to step 17.*

15. Click on the **Cancel Application** button to open the **Registration Application** page again.
16. Click inside any fields containing errors and make corrections as needed.

Use the **Delete** or **Backspace** key to remove erroneous data, then retype. Use the **Clear Fields** button at the bottom if you wish to start with a clean application.

17. Click on the **Send Application** button to open the **Registration Confirmation** page again.

**Mother’s Maiden Name.**

- Please provide this information for future verification when processing application.

**Mother’s Maiden Name:** Johnson

The **Clear Fields** button clears all fields on the application page.
18. Check to ensure the information you entered is correct.

If there are no errors, continue to step 19. If there are any errors, go back to step 15.

Note that most of the data you entered appears in all caps, even if you entered it in lower case.

19. Click on the Confirm / Submit button to submit the registration and to open the Registration Accepted page.

Note the text confirming that you are registering as a “PHA Participant User and not as a Coordinator.”

20. Click on the Home link to return to the Online Systems page.
21. Click on your browser’s **Exit** button to exit from your browser and to leave the HUD/REAC web site.

The **Online Systems** page, including the browser window:
**AFTER REGISTERING AS A USER**

**Overview:** This outlines the steps that occur after you submit your electronic application for a user ID.

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Wait at least one business day for HUD to process your registration.</td>
<td>![Image of a woman waiting with a clock symbol]</td>
</tr>
<tr>
<td>2. Ask your PHA’s Coordinator to check the system to find out what your new user ID number is.</td>
<td>![Image of a woman talking on a phone with an arrow pointing to another woman using a computer]</td>
</tr>
<tr>
<td><strong>Coordinators:</strong> See “Retrieve User IDs” on page 2-34.</td>
<td>![Image of a woman using a computer]</td>
</tr>
<tr>
<td>3. Once your PHA Coordinator provides you with your user ID, you can logon. (See Chapter 3 – Access MASS.)</td>
<td>![Image of a woman typing on a keyboard]</td>
</tr>
<tr>
<td>You must remember the password you chose when you filled out your online registration. Coordinators do not have access to User passwords.</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** User ID registration applications are processed nightly. If the PHA is verified as a Trusted Business Partner within the HUD database, the system assigns a user ID. (A Trusted Business Partner is registered to do business with HUD.) Business partners may have any number of Users register for user IDs.
PART 2 – PASSWORD MAINTENANCE

The Password Change link, located in the Systems Administration section of the Secure Systems page, opens the Change Password page and lets you change your own password.

For Users, Password Change is the only System Administration link available. Coordinators have additional System Administration links as well, however Coordinators can only change their own passwords, not those of other Users. (Only the TAC can reset a password for another user. See page 1-3 for more information on contacting the TAC.)

The Secure Systems page:

The Change Password page:

NOTE: It may take up to 30 minutes for the password change to be implemented on the server. Your old password is valid until the new password takes effect. You must remember exactly how you entered your new password (including any uppercase and lowercase letters) in order to log on the next time.

PASSWORD EXPIRATION

User passwords expire every 21 calendar days. If you logon using an expired password, the system automatically opens the Change Password page shown above. (See the next page for how to use the Change Password page.)
# Change Your Password

**Overview:** All users must change their password periodically, and the steps for doing this are shown below. You may change your password at any time, however the system will force you to change any password that is older than 21 days. (If your system has already automatically opened the Change Password page, skip to step 3.)

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Access the Secure Systems page. (See page 3-1 of “Chapter 3-Access Mass,” if you’re not sure how to do this.)</td>
<td>The Secure Systems page:</td>
</tr>
<tr>
<td>2. Click on the Password Change link to open the Change Password page.</td>
<td>The number and types of system links shown in the Systems section varies from User to User. Coordinators see more links in the System Administration section.</td>
</tr>
<tr>
<td>3. Click in the Old Password field and enter your old (expired) password.</td>
<td>The Change Password page:</td>
</tr>
<tr>
<td>4. Tab to the New Password field and enter a new password.</td>
<td></td>
</tr>
<tr>
<td>5. Tab to the Retype New Password retype your new password to verify it.</td>
<td></td>
</tr>
<tr>
<td>6. Click on the Login button to change the password and open the Secure Systems page.</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** It may take up to 30 minutes for the password change to be implemented on the server. Your old password is valid until the new password takes effect. You must remember exactly how you entered your new password (including any uppercase and lowercase letters) in order to log on the next time.
**PART 3 - SYSTEM ADMINISTRATION FOR THE COORDINATOR**

**Caution:** The instructions in Part 3 “System Administration for the Coordinator” are for Coordinators ONLY. Other Users do not have access to these features and should continue to the next chapter without reading this section.

As your PHA’s Coordinator, you perform system administration functions on your own user ID, as well as on the user IDs of the other Users at your PHA.

This section covers the two basic tasks you will perform as a Coordinator. The first task, “Establish Yourself as a Coordinator,” is something you do only once and which enables you to administer all other MASS users at your PHA. The second task, “Maintain User IDs For MASS,” covers how you will assign roles to the other MASS user IDs at your PHA so that they can use Secure Systems such as MASS.
ESTABLISH MASS COORDINATOR RIGHTS FOR YOUR USER ID

You may be a new Coordinator who has just received a user ID from your PHA Director, or perhaps you’ve been functioning as a Coordinator for other subsystems for some time. In either case, you must establish MASS Coordinator rights for your user ID in order to administer MASS for your PHA.

SECURE SYSTEMS PAGE

The Secure Systems main page (below) contains two sections: “Systems” and “System Administration.” The Systems section contains links to HUD’s secure systems. (The list of systems varies based on the user ID’s access rights.) The Systems Administration section contains additional links that the Coordinator uses to control system access, update user information (e.g., email address), and the like. All users see the Systems Administration section, however Users who aren’t Coordinators only see the link for Password Change.

Depending on your user ID’s current access rights, you may see different links, or even no links at all in your Systems section.


**ESTABLISH MASS COORDINATOR RIGHTS FOR YOUR USER ID**

**Overview:** Completing this process adds the MASS link to your Systems list and enables you to administer other MASS users at your PHA. You only need to do this once.

---

**Action** | **Example**
--- | ---
1. Open your Internet browser and open the Real Estate Assessment Center page by entering the following address:

   www.hud.gov/offices/reac

   **HUD EMPLOYEES:** The above Web address is for PHA business partners only. HUD employees should refer to the “MASS Quick Reference Guide” (for HUD staff) for more information.

2. Click on the **online systems** option to open the Online Systems page.

**NOTE:** You may wish to bookmark this Web address for future reference. For more on bookmarks and other browser information, see “Appendix A – Browser Bookmarks.”

3. Click on the **LOG IN** button to open the Username and Password page.

---

The **Real Estate Assessment Center** page:

```
Pages are updated regularly, so your screen may appear slightly different from what is shown here.
```

The **Online Systems** page opens:

```
If you already have a User ID, click on the "Log In" button to proceed directly.
```

---

September 2001 2-28
<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4.</strong> Enter your user ID in the <strong>User Name</strong> field.</td>
<td>The <em>Username and Password</em> page:</td>
</tr>
<tr>
<td></td>
<td><em>Don’t forget to capitalize the letter(s) in your user ID when you type it in the <strong>User Name</strong> field (e.g., M11111 or MC1111).</em></td>
</tr>
<tr>
<td><strong>5.</strong> Tab to the <strong>Password</strong> field and type in your password.</td>
<td></td>
</tr>
<tr>
<td><strong>6.</strong> Click the <strong>OK</strong> button and the <em>Browser Version Warning</em> window opens.</td>
<td></td>
</tr>
<tr>
<td><strong>NOTE:</strong> If you have forgotten or don’t know your user ID and password, contact the Technical Assistance Center (TAC). For more information on contacting the TAC, see page 1-3.</td>
<td></td>
</tr>
<tr>
<td><strong>7.</strong> If this is the first time you’ve entered the system on a given day, you may receive a notice about Internet browser versions. If you do, read it and then click <strong>OK</strong> to open the <em>Legal Warning</em> page.</td>
<td>The <em>Browser Version Warning</em> window MAY open:</td>
</tr>
<tr>
<td></td>
<td><em>If you don’t see the <em>Browser Version Warning</em> window, the <em>Legal Warning</em> page opens instead, as shown in the next step.</em></td>
</tr>
</tbody>
</table>
8. Click on the **Continue** button to open the **Secure Systems** page.

9. Click on the **User ID Maintenance** link to open the **User ID Maintenance** page.

In the example above, note that the **Systems** area does not yet contain a link to **MASS**. Your **Systems** area may contain no links, or may include links not shown, including **MASS**.
10. Click in the **User ID** field and enter your own user ID.

11. Click on the **Maintain User Profile** radio button.

12. Click on the **Submit** button to open the **Maintain User Profile** page.

13. Scroll down until MASS appears in the **System** column.
<table>
<thead>
<tr>
<th><strong>Action</strong></th>
<th><strong>Example</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>14. Click on the <strong>MASS</strong> box to check it.</td>
<td>The <strong>Maintain User Profile</strong> page, <strong>MASS</strong> section opens:</td>
</tr>
<tr>
<td>(If it is already checked, leave it checked.)</td>
<td></td>
</tr>
<tr>
<td>15. Click on the <strong>Add Actions</strong> box to check it.</td>
<td></td>
</tr>
<tr>
<td>16. Click on <strong>Coordinator</strong> from the list to highlight it.</td>
<td></td>
</tr>
<tr>
<td>17. Scroll down to the bottom of the page.</td>
<td></td>
</tr>
<tr>
<td>18. Click on the <strong>Submit</strong> button to open the <strong>Update Results</strong> page.</td>
<td></td>
</tr>
</tbody>
</table>

**Before clicking on the **Submit** button, you may also add Coordinator rights to any additional subsystems that you will administer.**
The Update Results page confirms that the changes you made were successfully completed.

19. Click on the Secure Systems Menu link to open the Secure Systems page.

Note that the Management Assessment Subsystem link now appears. (Depending on your configuration, you may or may not see other links as well.)
Maintain User IDs for MASS

As your PHA’s Coordinator, you do three basic things for your PHA’s MASS Users:

- **Retrieve user IDs**: New Users at your PHA apply for their user IDs online, just as you did as a Coordinator. Unlike a Coordinator’s user ID, however, HUD does not send a User’s user ID to your PHA’s Director via standard US mail. Users are dependent on you, as a Coordinator, to retrieve their IDs for them from Secure Systems.

- **Assign Role(s) and PHA(s)**: In order for Users to have proper system access, you must assign each retrieved user ID the appropriate role for each HUD-REAC system that the individual User will be working with, in this case, MASS. You must also assign the PHA (or PHAs) that the User will be representing in each system. As the Coordinator, you perform this task for every user in your PHA(s), including yourself.

- **Provide Users with their user IDs**: Once you have assigned the appropriate role(s) and PHA(s) to the user IDs, you provide the Users with their IDs so that they can begin work. It is the Users’ responsibility to remember the passwords they submitted with their user ID registration. Coordinators do not have access to passwords (other than their own). Users who forget their passwords must contact the Technical Assistance Center (TAC) to obtain a new one. (See “If You Need Help” on page 1-3 for information on contacting the TAC.)
### RETRIEVE USER IDs

**Overview:** One business day after a new User submits an online registration for a user ID, the Coordinator can use Secure Systems to retrieve the user ID. Do not provide the User with the user ID until you have completed the process on page 2-37, “Assign a Role and a PHA to a User ID.”

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
</table>
| 1. From the Secure Systems page, click on the **User ID Maintenance** link to open the **User ID Maintenance** page. | The Secure Systems page:  

---

**System Administration - Guide**  
- User Group Maintenance  
- **User ID Maintenance**  
- Business Partners Maintenance  
- PHA Assignment Maintenance  
- Password Change

If you’re not sure how to open the Secure Systems page, see page 3-1 in “Chapter 3 – Access MASS,” and follow steps 1 through 8.

---

The User ID Maintenance page opens:

2. Click on the **Retrieve User IDs** radio button.

3. Click on the **Submit** button to open the **Retrieve User IDs** page.
**Quick Reference Guide for PHAs**

**System Security**

### Action

*User IDs can be listed based on criteria such as last name, first name, or the date the account was created or last updated.* To list all existing user IDs at your PHA, leave all search criteria fields blank and click on the **Submit** button.

4. Click in the first **Date Range From** field and type in the desired 2-digit month. Then tab to enter the 2-digit day and 4-digit year (generally, the date the user submitted the registration).

5. Tab to the **Date Range To** field and type in the desired 2-digit month. Then tab to enter the 2-digit day and 4-digit year (generally, the current date).

6. Click on the **Submit** button to open the **User List** page.

### Example

The **Retrieve User IDs** page opens:

- **Date Range**
  - From: 05/10/2001
  - To: 05/15/2001

**User Maintenance**

**Retrieve User IDs**

- **Selection Criteria** (optional)
  - Last Name
  - First Name
  - Date Range (optional)
    - From
    - To

*Check here to limit your search to independent users

*Date range applies to the date on which the user ID was created or last updated

### NOTE:

If no user IDs correspond to the search criteria (e.g., no user IDs were created or updated within the date range you entered), the error message at right opens. Click on the **Retrieve User IDs** link to enter new search criteria.

7. Note the new user name(s) and user ID number(s) listed, then click on the **Main Menu** link to return to the **Secure Systems** page.

### Error

*No additional user records match your selection criteria.*

[Retrieve User IDs] [Report User ID]

The **User List** page opens, showing user IDs matching the search criteria:

**User List**

<table>
<thead>
<tr>
<th>ID</th>
<th>Last Name</th>
<th>First Name</th>
<th>User ID</th>
<th>User Status</th>
<th>User Type</th>
<th>HPR Type</th>
<th>HPR Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>FL009</td>
<td>LEE</td>
<td>WAHDA</td>
<td>MC1111</td>
<td>Active</td>
<td>User</td>
<td>FHA</td>
<td>Active</td>
</tr>
</tbody>
</table>

*Coordinators with active business partner relationships are listed in bold.

[Main Menu] [First Group Maintenance] [User Maintenance] [Retrieve User IDs]

September 2001
If the new user ID was not listed (and at least one full business day has passed since registration) contact the TAC for assistance. (See “If You Need Help” on page 1-4.)

Once you have a new user ID, don’t provide it to the User until you have completed the process on page 2-37, “Assign a Role and a PHA to a User ID.”
**ASSIGN A ROLE AND A PHA TO A USER ID**

**Overview:** Before a User can access MASS, the Coordinator must assign the user ID a MASS Role and a PHA.

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASSIGN A MASS ROLE:</strong></td>
<td>The Secure Systems page:</td>
</tr>
<tr>
<td>1. From the Secure Systems page, click on the User ID Maintenance link to open the User ID Maintenance page.</td>
<td>![Secure Systems page]</td>
</tr>
<tr>
<td>2. Click in the User ID field, then enter the desired user ID (e.g., M11111 or MC1111).</td>
<td>![User ID Maintenance page]</td>
</tr>
<tr>
<td>3. Click on the Maintain User Information radio button to select it.</td>
<td>![System Administration]</td>
</tr>
<tr>
<td>4. Click on the Submit button to open the Maintain User Information page.</td>
<td>![Submit button]</td>
</tr>
</tbody>
</table>
**Action**

5. Click on the **Assign Role(s)** box to check it.

   *Only one user per PHA may be assigned the PHA Director role. That user has all the capabilities of a PHA User in addition to the unique capability to submit final submissions to HUD/REAC.*

6. Click on the appropriate MASS role for this user. (Select either **PHA Director** or **PHA User**, but not both).

7. Click on **Update** button to open the **Update Results** page.

   *The Assign Role(s) list may show other system assignments in addition to MASS roles.*

---

**Example**

The **Maintain User Information** page opens:

![Maintain User Information](image)

**NOTE:** The default status is “Active.” Select the “terminated” status to temporarily inactivate any User on extended leave, then select “Active” upon the User’s return. See page 2-48 for more information.

---

8. Click on the **Review User** link to open the **Maintain User Information** page again.

The **Update Results** page opens:

![Update Results](image)

*All updates have been successfully completed.*

[Review User MC1111]

[Secure Systems Menu] [User Maintenance]
**Quick Reference Guide for PHAs**

**Management Assessment Subsystem (MASS)**

**SYSTEM SECURITY**

---

### Action vs. Example

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm that the role you selected earlier has moved from the Assign Role(s) column to the Delete Role(s) column.</td>
<td>The <strong>Maintain User Information</strong> page opens:</td>
</tr>
</tbody>
</table>

---

9. Click on the **Main Menu** link to open the **Secure Systems** page.

---

**ASSIGN A PHA:**

1. Click on the **PHA Assignment Maintenance** link to open the **PHA Assignment Maintenance** page.

---

The **Secure Systems** page opens:

---
<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
</table>
| 2. Click in the **User** field and enter the desired user ID (e.g., M11111 or MC1111).  
*The Assign PHA radio button is already selected.* | The **PHA Assignment Maintenance** page opens: |
| 3. Click on the **View Selection** button to open the **Assign PHA for User** page. |  |
| 4. Click on the **PHA User (PHU)** option in the **Roles** field. (Even if that is the only option listed in the **Roles** field, click on it.) |  |
| 5. Click on the desired PHA in the **PHAs** field. (Even if that is the only option listed in the **PHAs** field, click on it.) |  |
| 6. Click on the **Update** button to open the **Update Results** page. | Depending on your user ID’s configuration, you may see one option or several options in the **Roles** and/or **PHAs** fields. |
| 7. Click on the **PHA Maintenance** link to open the **PHA Assignment Maintenance** page again in order to review the updates you just made. |  |
| 8. Click on the **PHA Maintenance** link to open the **PHA Assignment Maintenance** page again in order to review the updates you just made. | The **Update Results** page opens:  
**All updates have been completed successfully.** |
8. Click in the User field and enter the same user ID as in step 2 on the previous page (e.g., M11111 or MC1111).

9. Click on the View or Unassign PHA radio button to select it.

10. Click on the View Selection button to open the Unassign PHA For User page.

11. If the PHA Name is correct (and the Role Code is “PHU” for a User or “PHD” for a Director) click on Main Menu link to return to the Secure Systems page.

If the PHA Name or Role Code is incorrect, click on the PHA Maintenance link and repeat steps 2 through 12 above.
12. Provide the new User with the user ID number (e.g., M11111 or MC1111) and have the User logon to test that it is working properly.

*In order to logon, new Users must remember the password they chose when submitting the user ID registration.* (See “If You Need Help” on page 1-5 if the User cannot remember the password.)

**Caution:** Coordinators cannot access User passwords within Secure Systems and should not ask Users to disclose them.
UNASSIGN A PHA AND ROLE FROM A USER ID

Overview: If you only wish to unassign a PHA from a user ID, stop after step 7. If you wish to unassign a role, the system requires that you unassign the PHA first (as the following process shows), otherwise the system displays an error message.

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UNASSIGN A PHA:</strong></td>
<td>The Secure Systems page:</td>
</tr>
<tr>
<td>1. Click on the PHA Assignment Maintenance link to open the PHA Assignment Maintenance page.</td>
<td>The PHA Assignment Maintenance page opens:</td>
</tr>
<tr>
<td>2. Click in the User field and enter the desired user ID (e.g., M11111 or MC1111).</td>
<td></td>
</tr>
<tr>
<td>3. Click on the View or Unassign PHA radio button to select it.</td>
<td></td>
</tr>
<tr>
<td>4. Click on the View Selection button to open the Unassign PHA For User page.</td>
<td></td>
</tr>
</tbody>
</table>
5. Click on the box next to the desired PHA ID to check it.

6. Click on the **Submit** button to open the *Update Results* page.

The *Unassign PHA for User* page opens:

```
Unassign PHA For User MC1111

PHA ID | PHA Name | Role Code
-------|----------|----------
     |   |    |

Submit

[Main Menu] [User/Group Maintenance] [User Maintenance] [PHA Maintenance]
```

The *Update Results* page opens:

```
1 unassign has completed successfully.

[Secure Systems Menu] [PHA Maintenance]
```

**UNASSIGN A MASS ROLE:**

1. From the *Secure Systems* page, click on the **User ID Maintenance** link to open the *User ID Maintenance* page.

The *Secure Systems* page opens:

```
Secure Systems

Systems
- Real Estate Management System (REMS)
- Management Assessment Subsystem (MASS)
- Public Housing Assessment System, Score and Status (NASS)

System Administration - Guide
- User ID Maintenance
- Group ID Maintenance
- FHA Assignment Maintenance
- Password Change
```

[Main Menu] [User/Group Maintenance] [User Maintenance] [PHA Maintenance]
2. Click in the User ID field, then enter the desired user ID (e.g., M11111 or MC1111).

3. Click on the Maintain User Information radio button to select it.

4. Click on the Submit button to open the Maintain User Information page.

5. Click on the MASS - PHA User (or MASS - PHA Director) role in the Delete Roles column box to select it.

   The Delete Role(s) list may show other system assignments in addition to MASS.

6. Click on the Delete Roles check box to check it.

7. Click on the Update button to open the Update Results page.
8. Click on the **Review User** link to open the **Maintain User Information** page again.

9. Confirm that the role you selected earlier has moved from the **Delete Role(s)** column to the **Assign Role(s)** column. (If not, repeat this process from page 2-42.)

10. Click on the **Main Menu** link to return to the **Secure Systems** page.
The Secure Systems page opens:

**Systems**
- Real Estate Management System (REMS)
- Management Assessment Subsystem (MASS)
- Public Housing Assessment System: Score and Status (SIASS)

**System Administration** - Guide
- User Group Maintenance
- User ID Maintenance
- Applicant Partners Maintenance
- FHA Assignment Maintenance
- Password Change
### TERMINATE OR ACTIVATE A USER ID

**Overview:** For security purposes you may temporarily suspend, or “Terminate,” a user ID (for example, when someone goes on extended leave of absence). “Terminated” user IDs cannot logon to Secure Systems, but the user ID remains in the system. When the reason for the termination is no longer valid, you can “Activate” the account again.

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. From the Secure Systems page, click on the User ID Maintenance link to open the Maintain User Information page.</td>
<td><img src="image1" alt="Secure Systems page" /></td>
</tr>
<tr>
<td>2. Click in the User ID field, then enter the desired user ID (e.g., M11111 or MC1111).</td>
<td><img src="image2" alt="User ID Maintenance page" /></td>
</tr>
<tr>
<td>3. Click on the Maintain User Information radio button to select it.</td>
<td></td>
</tr>
<tr>
<td>4. Click on the Submit button to open the Maintain User Information page.</td>
<td></td>
</tr>
</tbody>
</table>

The Secure Systems page:

- **Systems**
  - Real Estate Management System (REMS)
  - Management Assessment Subsystem (MASS)
  - Public Housing Assessment System (PHAS)
- **System Administration**
  - User ID Maintenance
  - User ID Maintenance
  - User ID Maintenance

The User ID Maintenance page opens:

- **System Administration**
  - User ID Maintenance
  - Maintain User Information
  - Maintain User Profile
  - Retrieve User IDs
  - Submit
Quick Reference Guide for PHAs
Management Assessment Subsystem (MASS)

5. Click on the **Terminated** or the **Active** radio button to select it.

6. Click on **Update** button to open the **Update Results** page.

   Depending on how your Coordinator user ID is configured, the lists may show other system assignments besides MASS.

7. Click on the **Review User** link to open the **Maintain User Information** page again.

   The **Maintain User Information** page opens:

   ![Maintain User Information](image1)

   The **Update Results** page opens:

   ![Update Results](image2)

   All updates have been successfully completed.

   [Review User MC1111]

   [Secure Systems Menu] [User Maintenance]
### Action

8. Verify that the *User Status* has changed from **Active** to **Terminated**, or from **Terminated** to **Active**. (If not, repeat this process from step two.)

9. Click on the **Main Menu** link to return to the **Secure Systems** page.

---

### Example

The **Maintain User Information** page opens:

<table>
<thead>
<tr>
<th>User ID: MCHII</th>
<th>First Name: Sandra</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middle Initial:</td>
<td></td>
</tr>
<tr>
<td>Last Name: Lee</td>
<td></td>
</tr>
<tr>
<td>e-Mail Address: <a href="mailto:mail@demo.com">mail@demo.com</a></td>
<td></td>
</tr>
</tbody>
</table>

**Business Partner(s):**
- **User Status:**
  - Active
  - Terminated
- **User Type:**
  - FHA user/Business Partner
  - Yes
  - No

**Assign Role(s):**
- MASS-PHA Director
- MASS-PHA User

**Delete Roles:**
- MASS-PHA Director
- MASS-PHA User

**KIP Indicators:**
- * = Yes, ** = Post, *** = Both

The **Maintain User Information** page opens:

The **Secure Systems** page opens:

### Secure Systems

**Systems**
- Real Estate Management System (REMS)
- Management Assessment Subsystem (MASS)
- Public Housing Assessment System Score and Status (PHASS)

**System Administration**
- User Group Maintenance
- User ID Maintenance
- Business Partner Maintenance
- FHA Assessment Maintenance
- Password Change