

CHAPTER 2 – SYSTEM SECURITY

“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 be 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	
TYPE	DESCRIPTION
Coordinator	<ul style="list-style-type: none">• 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 <u>must</u> 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	<ul style="list-style-type: none">• 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

Example

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.



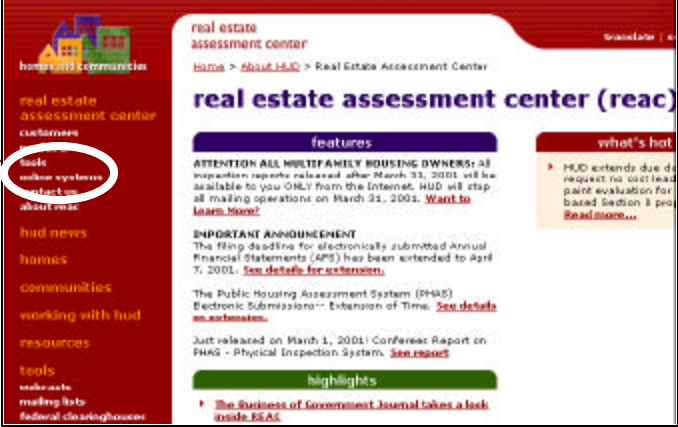
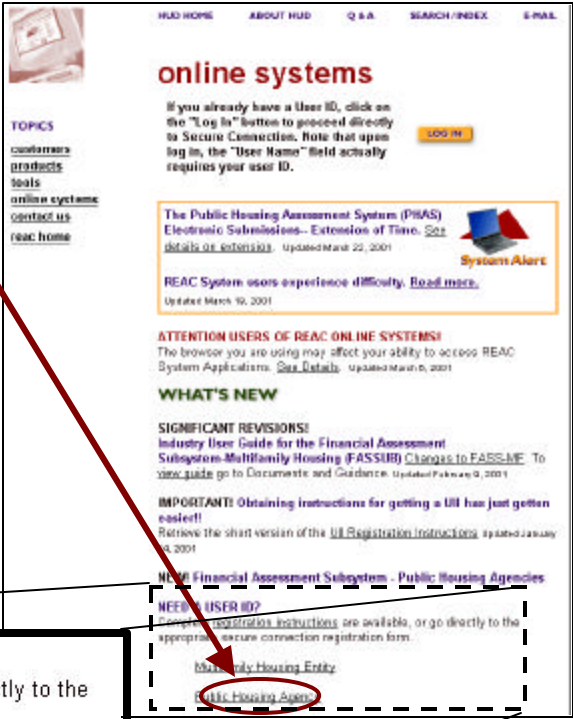
The top of the browser window:

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.

Action	Example
<p>3. Click on the online systems option to open the <i>Online Systems</i> page.</p> <p><i>Screens are updated regularly, so what you see on your screen may appear slightly different from what is shown here.</i></p>	<p>The <i>Real Estate Assessment Center</i> page opens:</p> 
<p>4. Under the <i>NEED A USER ID?</i> section, click on the Public Housing Agency link to open the <i>PHA Coordinator and User Registration</i> page. (Scroll down if necessary to find the link.)</p>	<p>The <i>Online Systems</i> page opens:</p>  <div data-bbox="228 1566 951 1801" style="border: 1px solid black; padding: 10px;"> <p>NEED A USER ID? Complete registration instructions are available, or go directly to the appropriate secure connection registration form.</p> <p>Multifamily Housing Entity</p> <p>Public Housing Agency</p> </div>

Action

Example

Use the scroll bar on the right side of the screen to see the entire page.

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.*

The PHA Coordinator and User Registration page opens:

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 receive your user ID. The password will not be disclosed, so make sure you remember it!!

And remember:
Warning: Misuse of Federal Information Systems is prohibited under the provisions of Title 18, United States Code, section 1030. You are subject to penalties for exceeding authorized access, including fines, imprisonment, 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 Member of the Public Housing Authority you represent.

Organization Name:

Organization ID:

Provide your e-mail address:

- Exclude your e-mail user name, the @ sign and [yourname.com/bk@bknyc.gov]. For example:

Email Address:

Choose a Password:

- You will enter your password each time you log the system. Your password should be 6-8 exact characters or special characters. **Important:** Your password will be e-mailed **EXACTLY** as you

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

Application Type: ☒ Coordinator ☐ User

First Name:

Middle Initial:

Last Name:

Social Security Number: - -

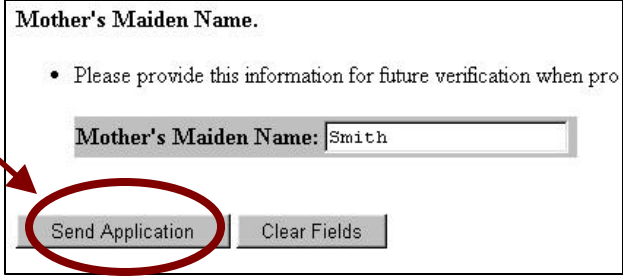
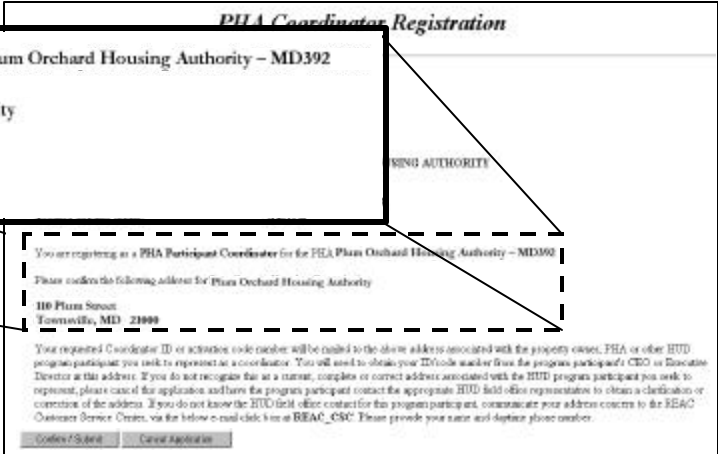



Willfully supplying false or fraudulent information on these applications may be grounds for rejection and is punishable by fine, imprisonment, or both, under Sections 1001 and 1012 of Title 18 of the United States Code.

<i>Action</i>	<i>Example</i>
<p>7. Tab to the Organization Name field and enter the name of your PHA (e.g., Plum Orchard Housing Authority).</p> <p>8. Tab to the Organization ID field and enter your PHA code (e.g., MD392).</p>	<div data-bbox="786 352 1490 558"> <p>Organization Information</p> <ul style="list-style-type: none"> • Provide the name of the Public Housing Authority you represent • Provide the Number of the Public Housing Authority you represent <p>Organization Name: <input type="text"/></p> <p>Organization ID: <input type="text"/></p> </div>
<p>9. Tab to the E-mail Address field and enter your complete e-mail address (e.g., JaneMDoe@POHA.org).</p>	<div data-bbox="786 663 1490 732"> <p>E-mail Address: <input type="text"/></p> </div> <p><i>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.</i></p>
<p>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.)</p> <p>11. Tab to the Re-enter Password for Verification field and re-enter your password.</p>	<div data-bbox="802 987 1398 1096"> <p>Password: <input type="password"/></p> <p>Re-enter Password for Verification: <input type="password"/></p> </div> <p><i>Passwords are case-sensitive and may contain letters or numbers or a combination of both (for example, Sam437).</i></p> <p><i>The Re-enter Password for Verification field enables the system to check your password for typos and ensures you enter the password you intended.</i></p>
<p>12. Tab to the Mother's Maiden Name field and enter your mother's maiden name.</p>	<div data-bbox="786 1484 1466 1539"> <p>Mother's Maiden Name: <input type="text"/></p> </div>



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
<p>13. Click on the Send Application button at the bottom of the page to open the <i>Registration Confirmation</i> page.</p>	 <p>Mother's Maiden Name.</p> <ul style="list-style-type: none"> Please provide this information for future verification when pro <p>Mother's Maiden Name: <input type="text" value="Smith"/></p> <p>Send Application Clear Fields</p>
<p>Information about your PHA as shown in HUD's records:</p> <p>You are registering as a PHA Participant Coordinator for the PHA Plum Orchard Housing Authority – MD392</p> <p>Please confirm the following address for Plum Orchard Housing Authority</p> <p>110 Plum Street Townsville, MD 21000</p> <p>14. Check the PHA name and address information. If there are any errors in this section, follow the instructions in the STOP note below.</p> <p><i>If there are no errors, go to step 15.</i></p>	<p>The <i>Registration Confirmation</i> page opens:</p>  <p>PHA Coordinator Registration</p> <p>110 Plum Street Townsville, MD 21000</p> <p>You are registering as a PHA Participant Coordinator for the PHA Plum Orchard Housing Authority – MD392</p> <p>Please confirm the following address for Plum Orchard Housing Authority</p> <p>110 Plum Street Townsville, MD 21000</p> <p>Your requested Coordinator ID or action 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 name, 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 concerns to the REAC Customer Service Center via the below e-mail click link at REAC_CSC. Please provide your name and telephone phone number.</p> <p>Click Here to Cancel Application</p> <p>The <i>Registration Confirmation</i> page contains two types of information: 1) Information you just entered on your <i>Registration Application</i>, and 2) Your PHA's name and address as shown in HUD's records (shown in the blow-up above left).</p>
<div>  <p>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.</p> </div>	

Action

Example

Information you entered:

The *Registration Confirmation* page (continued):

PHA COORDINATOR REGISTRATION CONFIRMATION:

First Name: JANE
Middle Initial: M
Last Name: DOE
Social Security Number: 123-45-6789
Organization Name: PLUM ORCHARD HOUSING AUTHORITY
Organization ID: MD392
E-mail Address: JaneMDoe@POHA.org
Mother's Maiden Name: SMITH

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

Coordinator Registration

CONFIRMATION:

JANE
M
DOE
123-45-6789
PLUM ORCHARD HOUSING AUTHORITY
MD392
JaneMDoe@POHA.org
SMITH

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:

100 Plum Street
Towsonville, MD 20000

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 the address to your mail. If you are unable to obtain the ID/code number, please 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 the program participant, communicate your address concerns to the REAC Customer Service Center via the below e-mail link: REAC_CSC. Please provide your name and daytime phone number.

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.

Director at this address. If you do not recognize this person, 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 the program participant, communicate your address concerns to the REAC Customer Service Center, via the below e-mail click

16. Click on the **Cancel Application** button to open the *Registration Application* page again.

Action

Example

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 *Coordinator and User Registration* page:

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 receive the user ID. The password will not be disclosed, so make sure you remember it!

And remember:
Warning: Misuse of Federal Information on this Web site (MIS) under the provisions of Title 18, United States Code, section 1039. This law specifies penalties for providing authorized access, alteration, damage or obstruction 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 name, the @ sign and (no spaces) complete domain. For example: jsmith@jmail.com, jsmith@web.org, MMS4@prodigy.com

Email Address:

Choose a Password.

- You will enter your password each time you use the system. Your password should be 6 characters in length and should be composed of letters and numbers (for example, head5!). Do not use punctuation or special characters. **Important:** Your password will be received EXACTLY as you type it, so make sure if you enter it upper and lower case.

Password:
Re-enter Password for Verification:

Mother's Maiden Name.

- Please provide this information for future verification when providing password reset requests

Mother's Maiden Name:

Send Application **Clear Fields**

Mother's Maiden Name.

- Please provide this information for future verification when providing password reset requests

Mother's Maiden Name:

Send Application **Clear Fields**

The **Clear Fields** button clears all data you've entered from all fields on the application page.

Action

Example

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.

The *Coordinator Registration Confirmation* page:

PHA Coordinator Registration

PHA COORDINATOR REGISTRATION CONFIRMATION:

First Name:	JANE
Middle Initial:	M
Last Name:	DOE
Social Security Number:	123-45-6789
Organization Name:	PLUM ORCHARD HOUSING AUTHORITY
Organization ID:	MD392
E-mail Address:	JaneMDoe@POHA.org
Mother's Maiden Name:	SMITH

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
Towsonville, MD 21000

You requested Coordinator ID or activation code number will be mailed to the above address associated with the property owner, PHA or other HUD field office. 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 register, please cancel the application and have the HUD field office contact for the program participant, communicate your address concerns to the REAC Customer Service Center, via the below e-mail click on REAC_CSC. Please provide your name and daytime phone number.

[Cancel Application](#)

Director at this address. If you do not recognize this represent, please cancel this application and have the correction of the address. If you do not know the HUD Customer Service Center, via the below e-mail click

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

Confirm / Submit

Cancel Application

The *Registration Accepted* page:

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

PHA Coordinator Registration

 **Message: STANDARD USER REGISTRATION ACCEPTED FOR FURTHER PROCESSING**

First Name:	JANE
Middle Initial:	M
Last Name:	DOE
Social Security Number:	123-45-6789
Organization Name:	PLUM ORCHARD HOUSING AUTHORITY
Organization ID:	MD392
E-mail Address:	JaneMDoe@POHA.org
Mother's Maiden Name:	SMITH

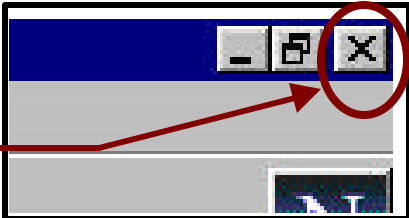

[Home](#) [Previous](#)

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PHA Connection

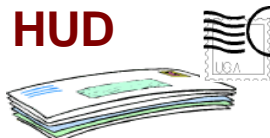




Home Previous

Action	Example
22. Click on your browser's Exit button to exit from your browser and leave the HUD/REAC web site.	 <p>The <i>Online Systems</i> page, including the browser window:</p> 

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.

Action	Example
<p>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.</p>	
<p>2. The PHA Director confirms that you are authorized to be a Coordinator for that PHA.</p>	 <p>PHA Director</p>
<p>3. The PHA Director provides you with the letter, which contains your new Coordinator user ID.</p> <p><i>You must remember the password you chose when you filled out your online registration. The letter does not contain your password.</i></p>	 <p>New Coordinator</p>



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.)

Action

Example

1. Open your Internet browser (e.g., Netscape or Internet Explorer).



The top of the browser window:

2. Click in the **Location** field (see note below), type the HUD Web address
www.hud.gov/offices/reac
then press the **Enter** key to open the *Real Estate Assessment Center* page.

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.

Action

Example



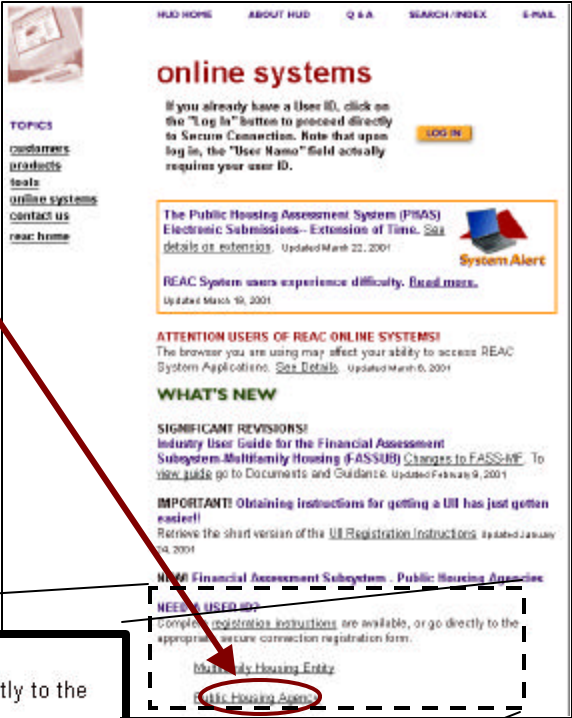
NOTE: The **Location** field may show the words “Location,” “Go To,” “Netsite,” or “Address.” Regardless, it is the large white field that stretches across the top of the browser screen.

The Real Estate Assessment Center page:

- 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.



Action	Example
<p>4. Under the <i>NEED A USER ID</i> section, click on the Public Housing Agency link to open the <i>PHA Coordinator and User Registration</i> page. (You may need to scroll down to find the link.)</p>	<p>The Online Systems page:</p>  <p>NEED A USER ID? Complete registration instructions are available, or go directly to the appropriate secure connection registration form.</p> <p>Multifamily Housing Entity</p> <p>Public Housing Agency</p>

Action	Example
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Use the scroll bar on the right side of the screen to see the entire page.

- Click on the **User** radio button to designate the application type.

- 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.

The PHA Coordinator and User Registration page:

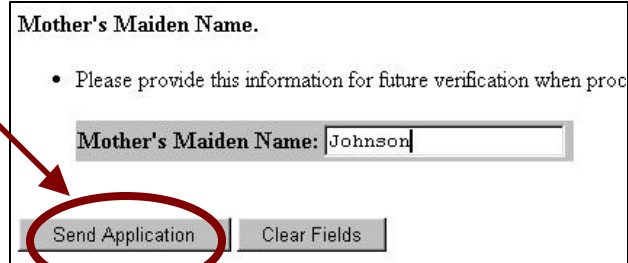
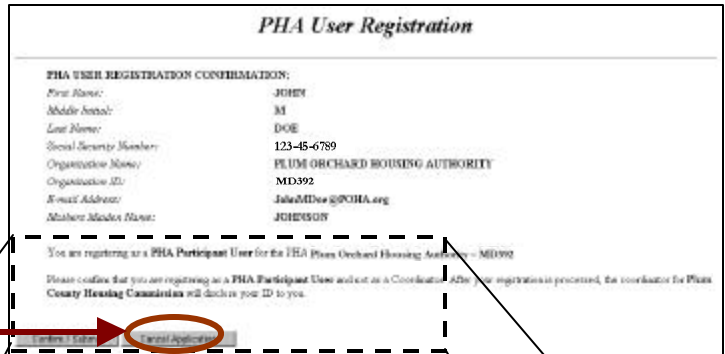



Caution: To the best of your knowledge and belief, all of the information on and attached to this electronic application for a user ID will be true, correct, complete and made in good faith. Willful, false or fraudulent information on or attached to the application may be grounds for rejecting the application, 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.

<i>Action</i>	<i>Example</i>
<p>7. Tab to the Organization Name field and enter the name of the PHA name you represent.</p> <p>8. Tab to the Organization ID field and enter the PHA's Organization ID number (e.g. MD392).</p>	<div data-bbox="786 352 1490 558"> <p>Organization Information</p> <ul style="list-style-type: none"> • Provide the name of the Public Housing Authority you represent • Provide the Number of the Public Housing Authority you represent <p>Organization Name: <input type="text"/></p> <p>Organization ID: <input type="text"/></p> </div>
<p>9. Tab to the E-mail Address field and enter your <i>complete</i> e-mail address (e.g., JohnMDoe@POHA.org).</p>	<div data-bbox="786 680 1490 747"> <p>E-mail Address: <input type="text"/></p> </div> <p><i>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.</i></p>
<p>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.)</p> <p>11. Tab to the Re-enter Password for Verification field and re-enter your password.</p>	<div data-bbox="802 1003 1398 1113"> <p>Password: <input type="password"/></p> <p>Re-enter Password for Verification: <input type="password"/></p> </div> <p><i>Passwords are case-sensitive and may contain letters or numbers or a combination of both (for example, Sam437).</i></p> <p><i>The Re-enter Password for Verification field enables the system to check your password for typos and ensures you enter the password you intended.</i></p>
<p>12. Tab to the Mother's Maiden Name field and enter your mother's maiden name.</p>	<div data-bbox="786 1503 1466 1556"> <p>Mother's Maiden Name: <input type="text"/></p> </div>



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
<p>13. Click on the Send Application button at the bottom of the page to open the <i>Registration Confirmation</i> page.</p>	
<p>Note that most of the text you entered appears in all upper case, even if you typed it in lower case.</p> <p>14. Check to ensure that the information you entered is correct.</p> <p>If there are any errors, continue to step 15. If all information is correct, skip to step 17.</p>	<p>The User Registration Confirmation page:</p> 
<p>15. Click on the Cancel Application button to open the <i>Registration Application</i> page again.</p>	

Action

Example

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.

The *Coordinator and User Registration* page:

Mother's Maiden Name.

- Please provide this information for future verification when proc

Mother's Maiden Name: Johnson

Send Application

Clear Fields

The **Clear Fields** button clears all fields on the application page.

Action

Example

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.

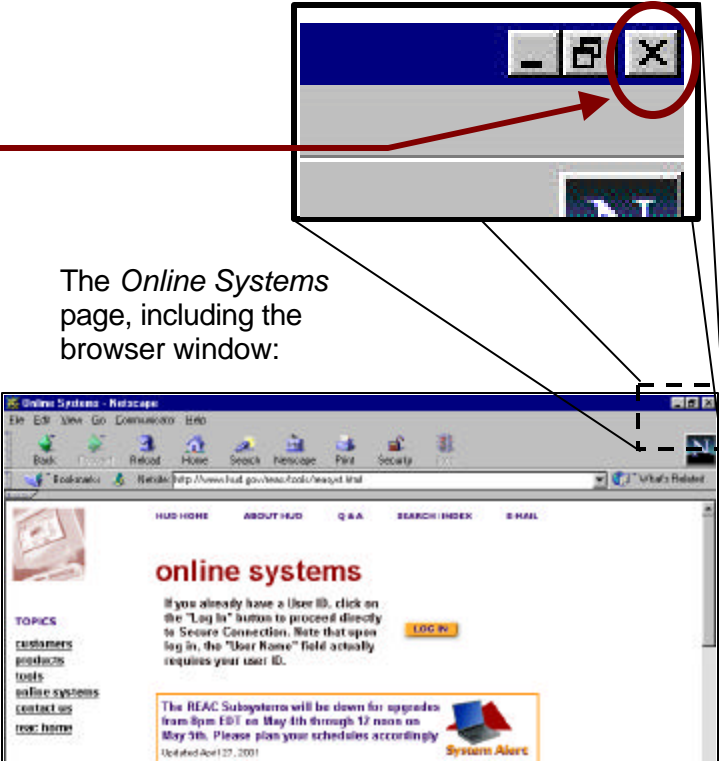
19. Click on the **Confirm / Submit** button to submit the registration and to open the *Registration Accepted* page.

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

The *User Registration Confirmation* page:


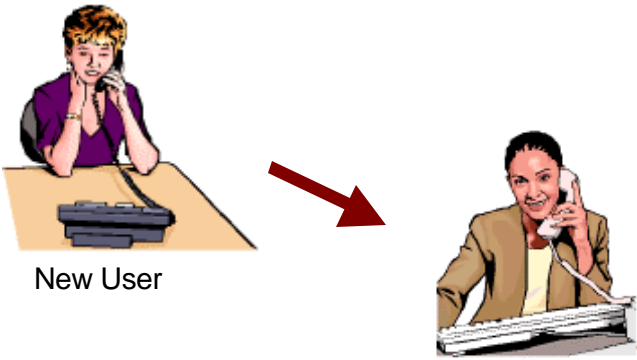

The *Registration Accepted* page:

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

Action	Example
<p>21. Click on your browser's Exit button to exit from your browser and to leave the HUD/REAC web site.</p>	<p>The <i>Online Systems</i> page, including the browser window:</p> 

AFTER REGISTERING AS A USER

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

<i>Action</i>	<i>Example</i>
<p>1. Wait at least one business day for HUD to process your registration.</p>	
<p>2. Ask your PHA's Coordinator to check the system to find out what your new user ID number is.</p> <p>Coordinators: See "Retrieve User IDs" on page 2-34.</p>	 <p style="text-align: center;">New User</p> <p style="text-align: right;">PHA Coordinator</p>
<p>3. Once your PHA Coordinator provides you with your user ID, you can logon. (See Chapter 3 – Access MASS.)</p> <p><i>You must remember the password you chose when you filled out your online registration. Coordinators do not have access to User passwords.</i></p>	



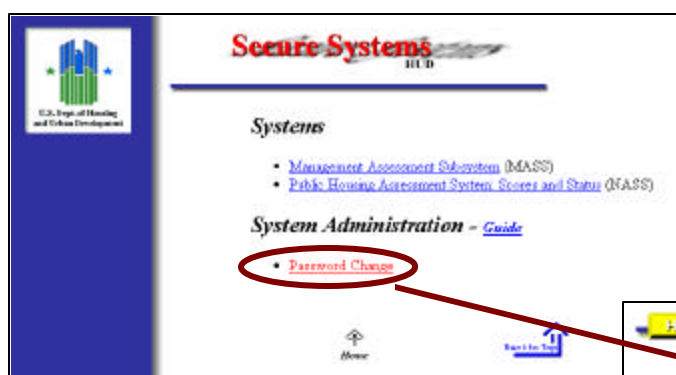
NOTE: User ID registration applications are processed nightly. If the PHA is verified as a Trusted Business Partner within the HUD database, the system assigns a user ID. (A Trusted Business Partner is registered to do business with HUD.) Business partners may have any number of Users register for user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



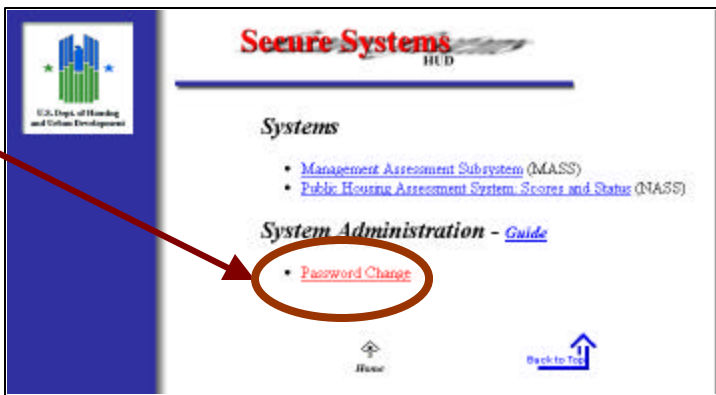
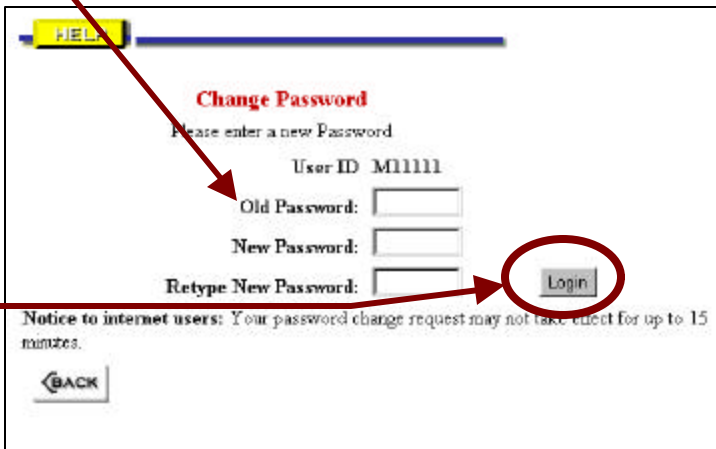
NOTE: It may take up to 30 minutes for the password change to be implemented on the server. Your old password is valid until the new password takes effect. You must remember exactly how you entered your new password (including any uppercase and lowercase letters) in order to log on the next time.

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.)

Action	Example
<ol style="list-style-type: none"> 1. Access the <i>Secure Systems</i> page. (See page 3-1 of "Chapter 3-Access Mass," if you're not sure how to do this.) 2. Click on the Password Change link to open the <i>Change Password</i> page. <p><i>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.</i></p>	<p>The <i>Secure Systems</i> page:</p> 
<ol style="list-style-type: none"> 3. Click in the Old Password field and enter your old (expired) password. 4. Tab to the New Password field and enter a new password. 5. Tab to the Retype New Password retype your new password to verify it. 	<p>The <i>Change Password</i> page:</p> 
<ol style="list-style-type: none"> 6. Click on the Login button to change the password and open the <i>Secure Systems</i> 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.

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.

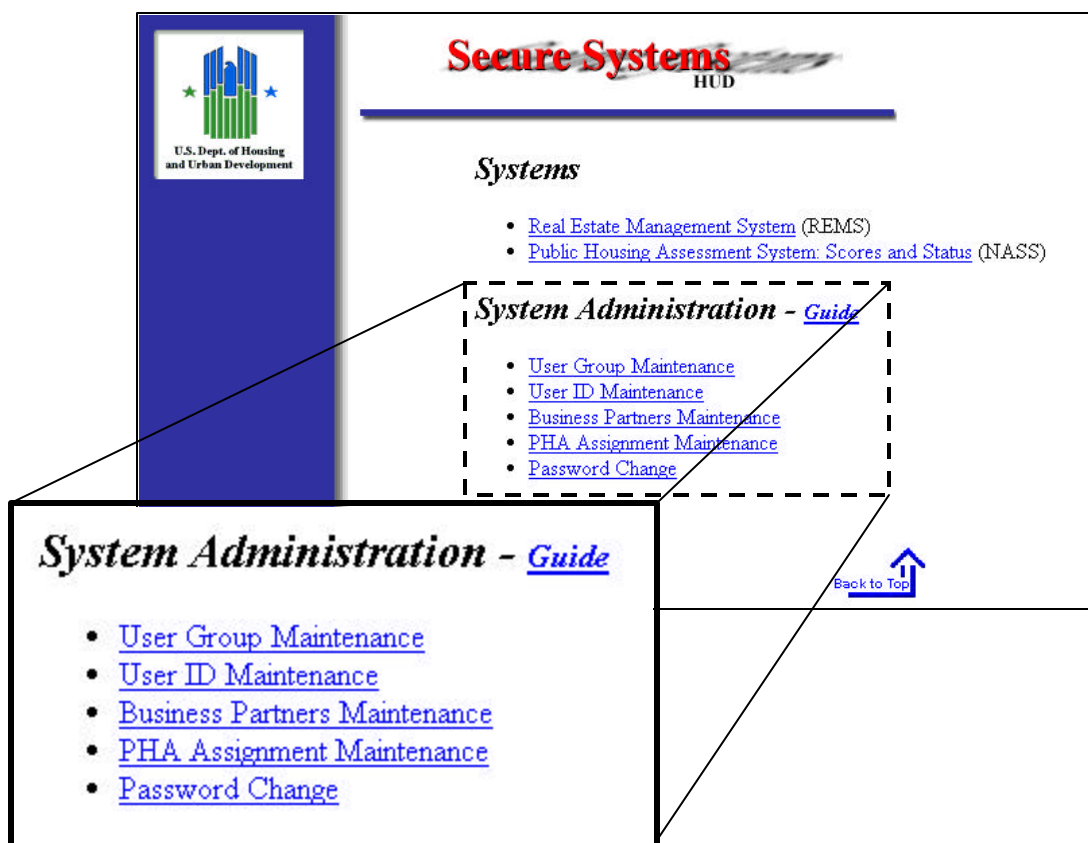
This section covers the two basic tasks you will perform as a Coordinator. The first task, “Establish Yourself as a Coordinator,” is something you do only once and which enables you to administer all other MASS users at your PHA. The second task, “Maintain User IDs For MASS,” covers how you will assign 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

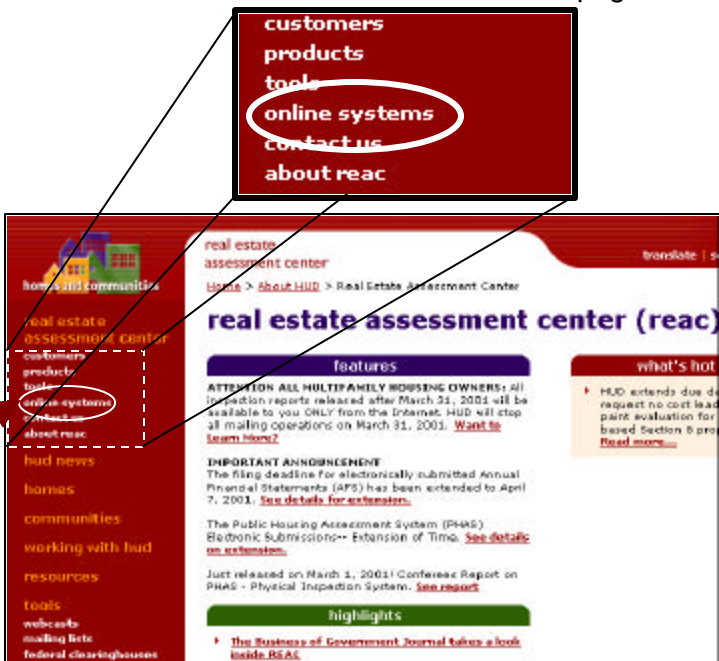


The *Secure Systems* main page (below) contains two sections: “*Systems*” and “*System Administration*.” The *Systems* section contains links to HUD's secure systems. (The list of systems varies based on the user ID's access rights.) The *Systems Administration* section contains additional links that 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**.

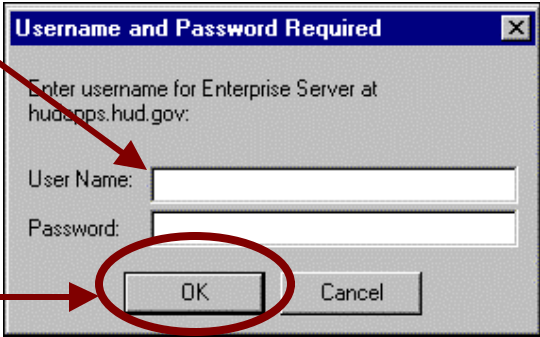




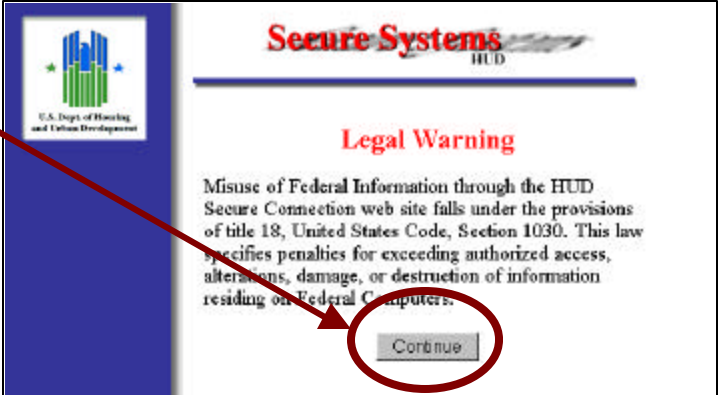
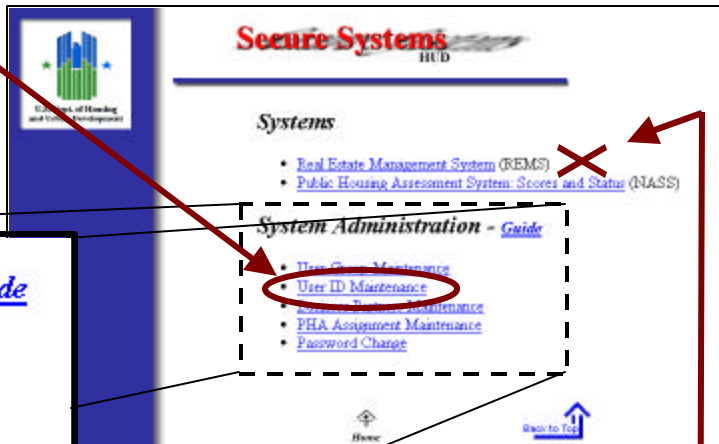
Depending on your user ID's current access rights, you may see different links, or even no links at all in your Systems section.

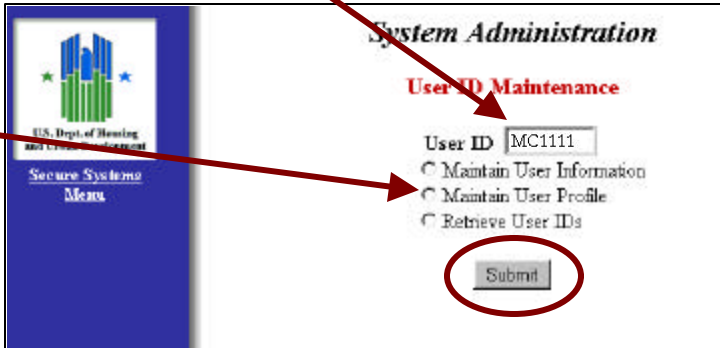
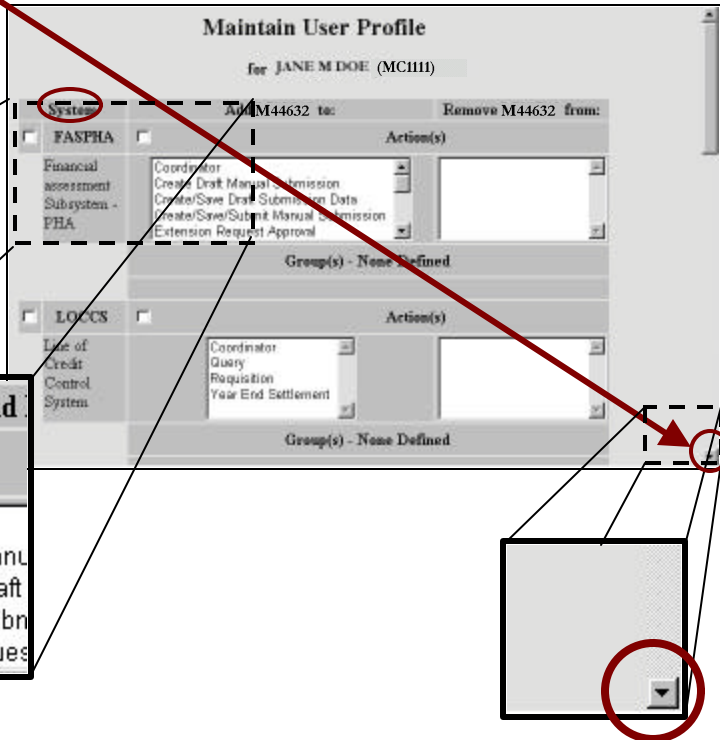
ESTABLISH MASS COORDINATOR RIGHTS FOR YOUR USER ID

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
<p>1. Open your Internet browser and open the <i>Real Estate Assessment Center</i> page by entering the following address:</p> <p>www.hud.gov/offices/reac</p> <p>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.</p> <p>2. Click on the online systems option to open the <i>Online Systems</i> page.</p>	<p>The <i>Real Estate Assessment Center</i> page:</p>  <p>Pages are updated regularly, so your screen may appear slightly different from what is shown here.</p>
<p> 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.”</p>	<p>The <i>Online Systems</i> page opens:</p> 

Action	Example
<p>4. Enter your user ID in the User Name field.</p> <p><i>Don't forget to capitalize the letter(s) in your user ID when you type it in the User Name field (e.g., M11111 or MC1111).</i></p> <p>5. Tab to the Password field and type in your password.</p> <p>6. Click the OK button and the <i>Browser Version Warning</i> window opens.</p>	<p>The <i>Username and Password</i> page:</p> 
<p> NOTE: 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.</p>	
<p>7. 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 OK to open the <i>Legal Warning</i> page.</p> <p><i>If you don't see the Browser Version Warning window, the Legal Warning page opens instead, as shown in the next step.</i></p>	<p>The <i>Browser Version Warning</i> window MAY open:</p> 

Action	Example
<p>8. Click on the Continue button to open the <i>Secure Systems</i> page.</p>	<p>The <i>Legal Warning</i> page opens:</p> 
<p>9. Click on the User ID Maintenance link to open the <i>User ID Maintenance</i> page.</p>	<p>The <i>Secure Systems</i> page opens:</p>  <div data-bbox="240 1178 886 1524"><p>System Administration - <u>Guide</u></p><ul style="list-style-type: none">• User Group Maintenance• User ID Maintenance• Business Partners Maintenance• PHA Assignment Maintenance• Password Change</div> <p>In the example above, note that the <i>Systems</i> area <u>does not</u> yet contain a link to MASS. Your <i>Systems</i> area may contain no links, or may include links not shown, including MASS.</p>

Action	Example
<p>10. Click in the User ID field and enter your own user ID.</p> <p>11. Click on the <i>Maintain User Profile</i> radio button.</p> <p>12. Click on the Submit button to open the <i>Maintain User Profile</i> page.</p>	<p>The <i>User ID Maintenance</i> page opens:</p> 
<p>13. Scroll down until MASS appears in the <i>System</i> column.</p>	<p>The top of the <i>Maintain User Profile</i> page opens:</p> 

System

☐ FASPFA

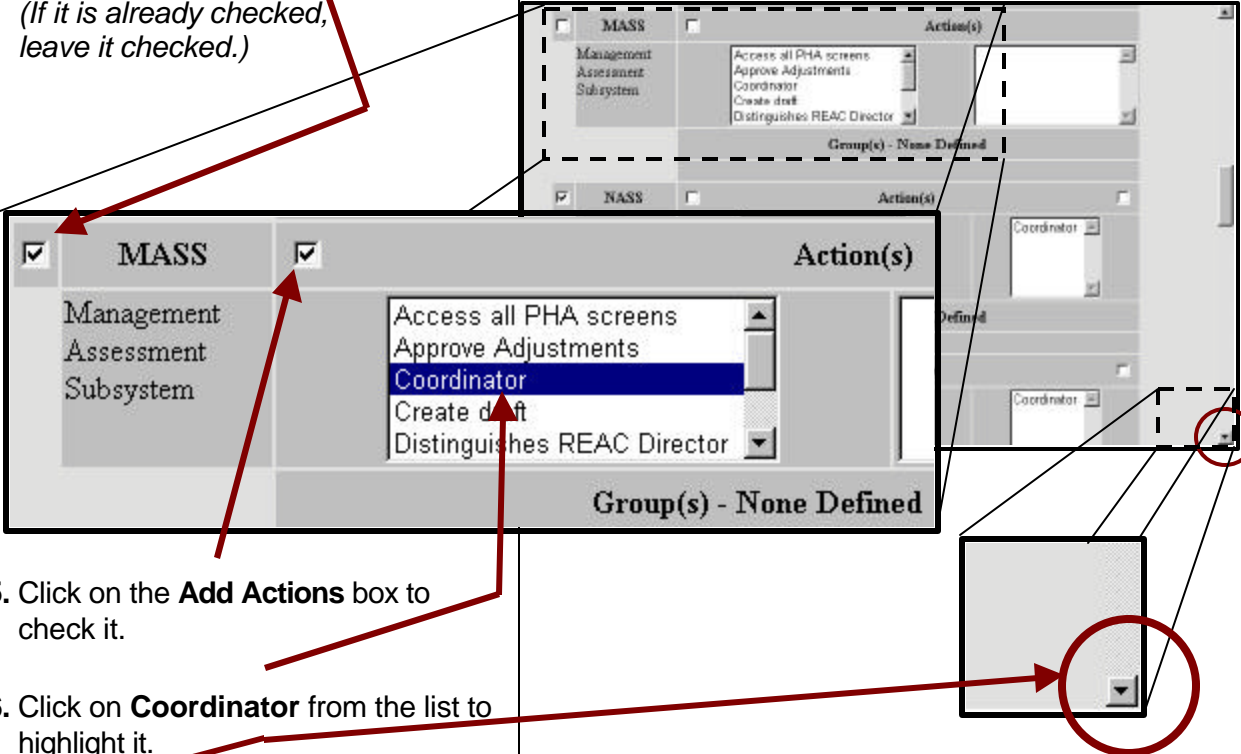
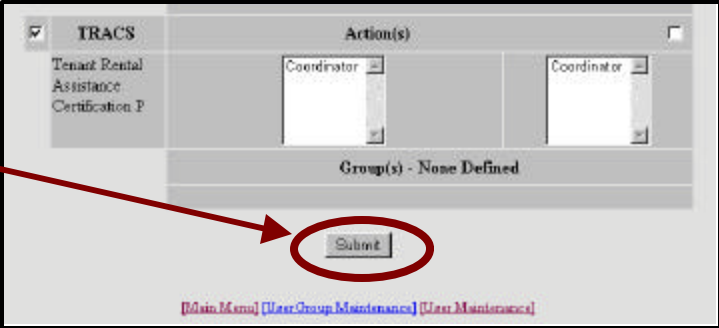
Financial assessment Subsystem - PHA

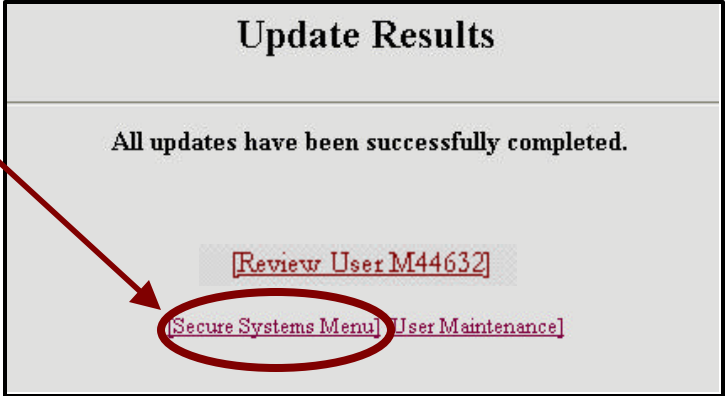
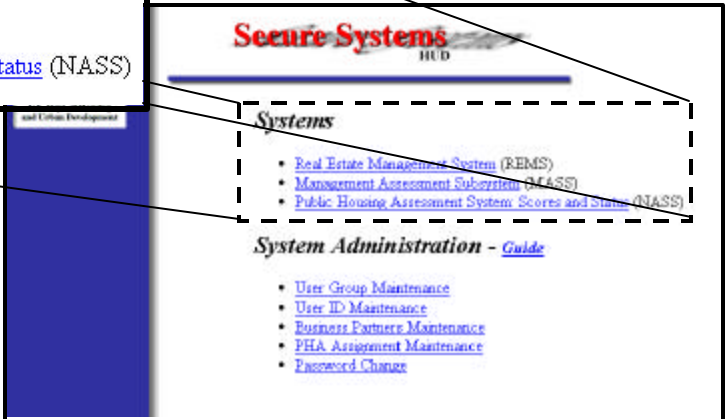
Add

Coordinator
Create Draft Manu
Create/Save Draft
Create/Save/Subn
Extension Reques

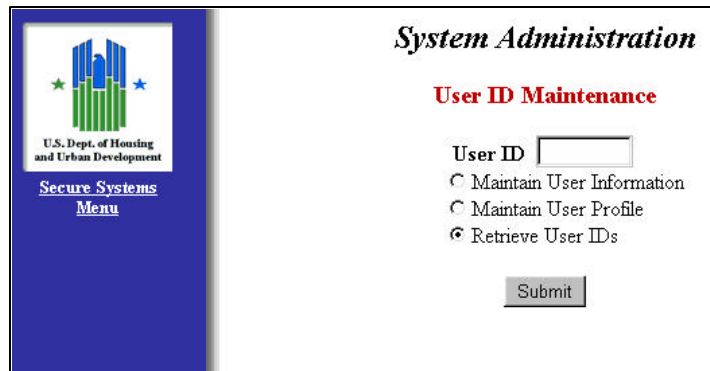
The *System* column

The **Scroll Down** button

Action	Example
<p>14. Click on the MASS box to check it.</p> <p><i>(If it is already checked, leave it checked.)</i></p> <p>15. Click on the Add Actions box to check it.</p> <p>16. Click on Coordinator from the list to highlight it.</p> <p>17. Scroll down to the bottom of the page.</p>	<p>The <i>Maintain User Profile</i> page, MASS section opens:</p> 
<p>18. Click on the Submit button to open the <i>Update Results</i> page.</p>	<p>The bottom of the <i>Maintain User Profile</i> page opens:</p>  <p><i>Before clicking on the Submit button, you may also add Coordinator rights to any additional subsystems that you will administer.</i></p>

Action	Example
<p>The Update Results page confirms that the changes you made were successfully completed.</p> <p>19. Click on the Secure Systems Menu link to open the Secure Systems page.</p>	<p>The Update Results page opens:</p> 
<p>Systems</p> <ul style="list-style-type: none">• Real Estate Management System (REMS)• Management Assessment Subsystem (MASS)• Public Housing Assessment System Scores and Status (NASS) <p>Note that the <u>Management Assessment Subsystem</u> link now appears. (Depending on your configuration, you may or may not see other links as well.)</p>	<p>The Secure Systems page opens:</p> 

MAINTAIN USER IDS FOR MASS



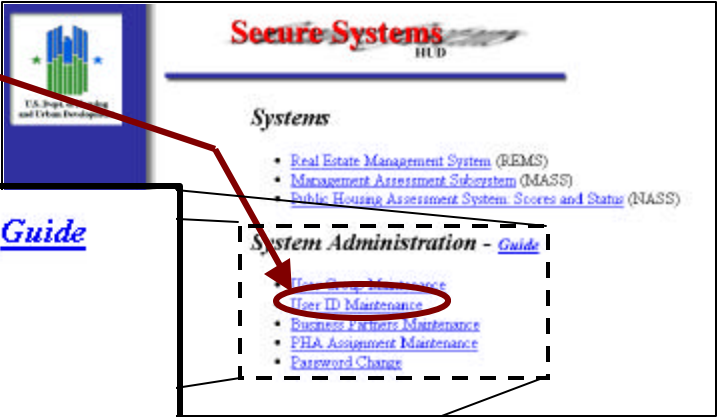
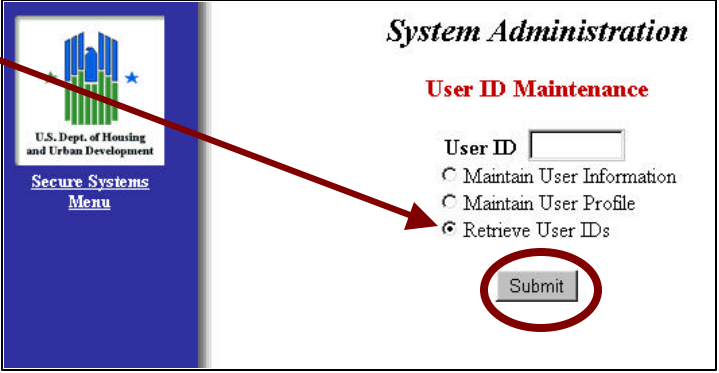
The screenshot shows a web interface for 'System Administration' with a focus on 'User ID Maintenance'. On the left is a blue sidebar with the U.S. Dept. of Housing and Urban Development logo and a 'Secure Systems Menu' link. The main content area has a title 'System Administration' and a sub-title 'User ID Maintenance' in red. Below the sub-title is a 'User ID' input field, followed by three radio button options: 'Maintain User Information', 'Maintain User Profile', and 'Retrieve User IDs' (which is selected). A 'Submit' button is at the bottom.

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."

Action	Example
<p>1. From the <i>Secure Systems</i> page, click on the User ID Maintenance link to open the <i>User ID Maintenance</i> page.</p>	<p>The <i>Secure Systems</i> page:</p>  <p>If you're not sure how to open the <i>Secure Systems</i> page, see page 3-1 in "Chapter 3 – Access MASS," and follow steps 1 through 8.</p>
<p>2. Click on the Retrieve User IDs radio button.</p> <p>3. Click on the Submit button to open the <i>Retrieve User IDs</i> page.</p>	<p>The <i>User ID Maintenance</i> page opens:</p> 

Action

Example

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.

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* From To

☐ Check here to limit your selection to Independent users

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

Submit



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.

Error

No additional user records match your selection criteria.

[Secure Systems Menu](#) [Retrieve User IDs](#)

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.

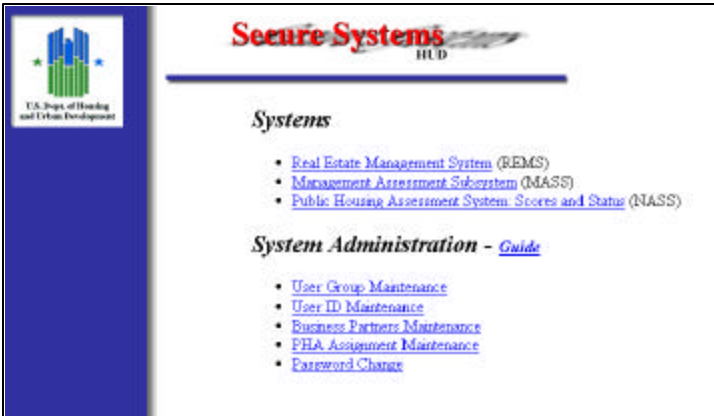
The *User List* page opens, showing user IDs matching the search criteria:

User List

ID	Last Name	First Name	User ID	User Status	User Type	BPR Type	BPR Status
FL909	LEE	WANDA	MC1111	Active	User	PHA	Active (O)

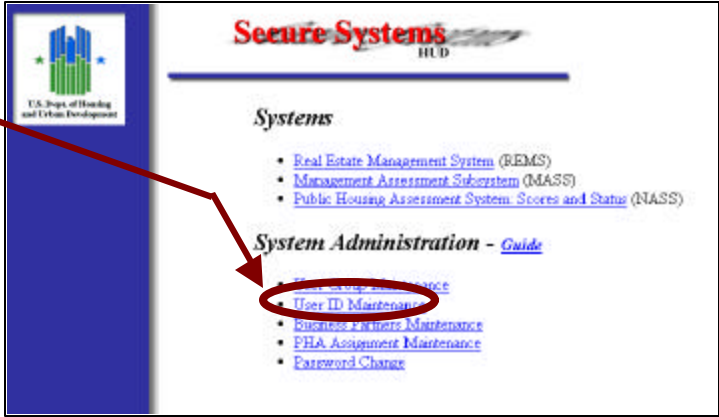
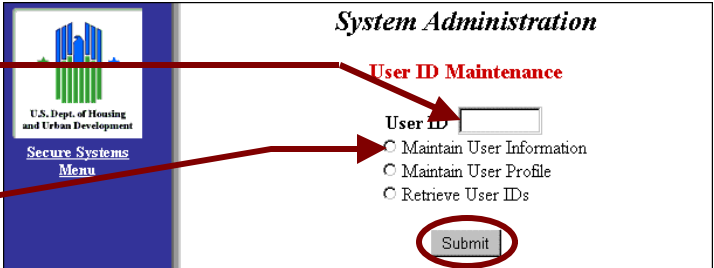
Coordinators with active business partner relationships are listed in **bold**.

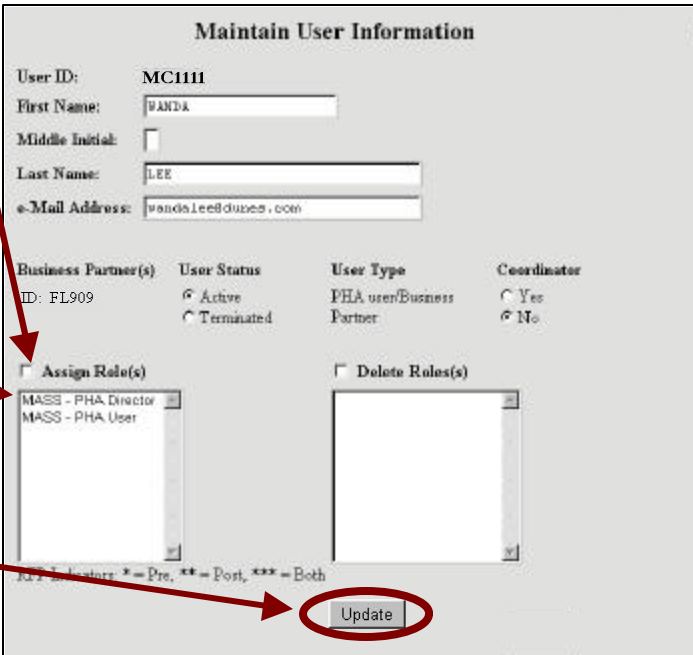


[Main Menu](#) [User Group Maintenance](#) [User Maintenance](#) [Retrieve User IDs](#)

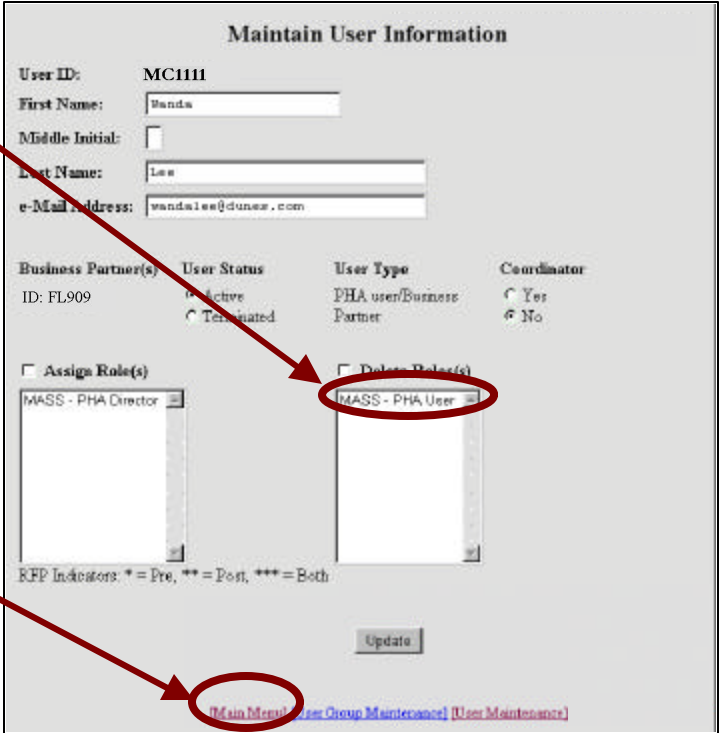
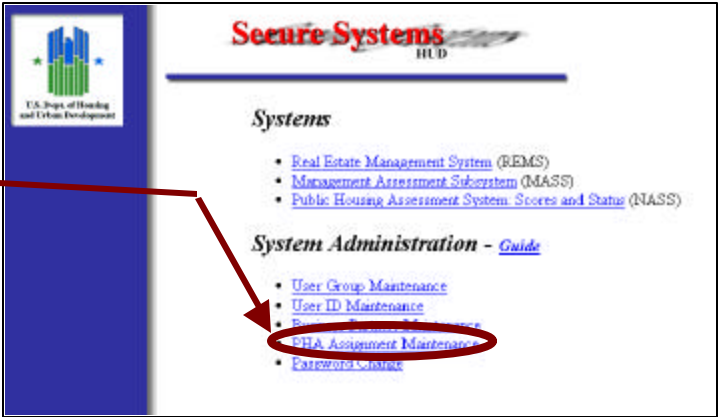
Action	Example
<p><i>If the new user ID was not listed (and at least one full business day has passed since registration) contact the TAC for assistance. (See “If You Need Help” on page 1-4.)</i></p> <p><i>Once you have a new user ID, don’t provide it to the User until you have completed the process on page 2-37, “Assign a Role and a PHA to a User ID.”</i></p>	<p>The Secure Systems page opens:</p> 

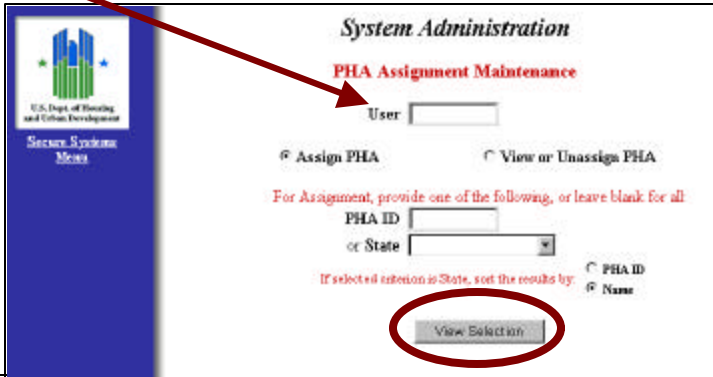
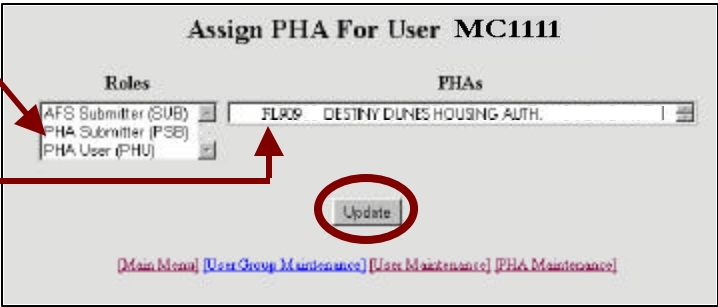
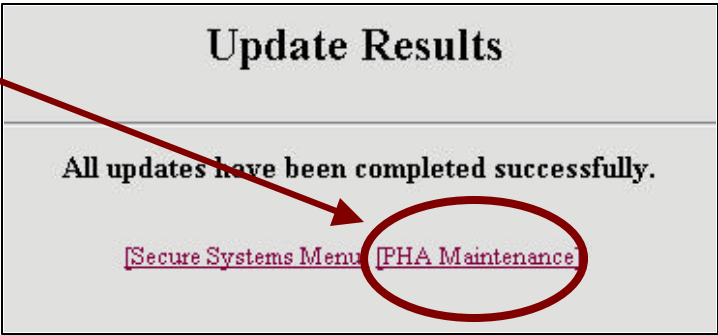
ASSIGN A ROLE AND A PHA TO A USER ID

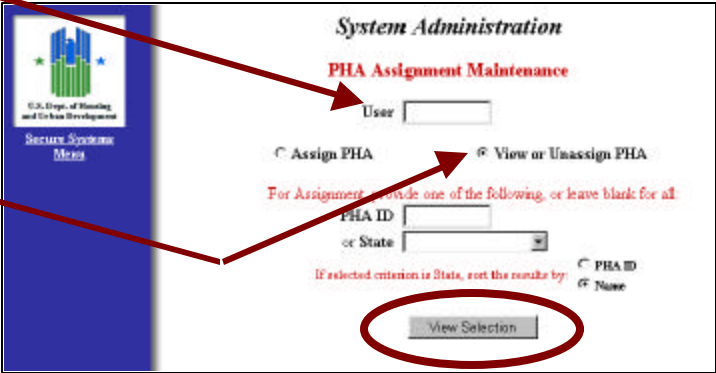

Overview: Before a User can access MASS, the Coordinator must assign the user ID a MASS Role and a PHA.

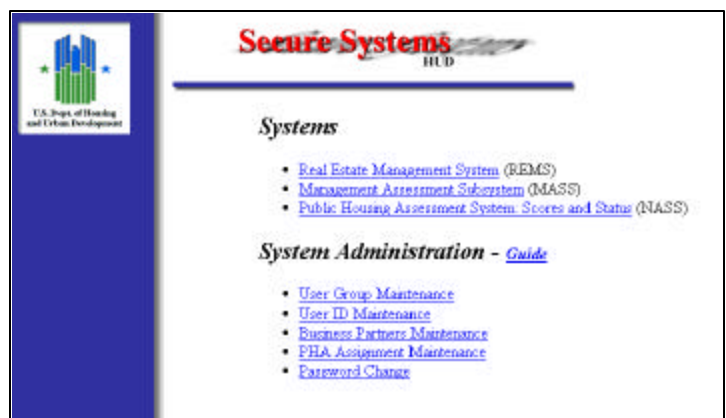
Action	Example
<p>ASSIGN A MASS ROLE:</p> <ol style="list-style-type: none"> 1. From the <i>Secure Systems</i> page, click on the User ID Maintenance link to open the <i>User ID Maintenance</i> page. 	<p>The <i>Secure Systems</i> page:</p> 
<ol style="list-style-type: none"> 2. Click in the User ID field, 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 <i>Maintain User Information</i> page. 	<p>The <i>User ID Maintenance</i> page opens:</p> 


Action	Example
<p>5. Click on the Assign Role(s) box to check it.</p> <p><i>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.</i></p> <p>6. Click on the appropriate MASS role for this user. (Select either PHA Director or PHA User, but not both).</p> <p>7. Click on Update button to open the <i>Update Results</i> page.</p> <p><i>The Assign Role(s) list may show other system assignments in addition to MASS roles.</i></p>	<p>The <i>Maintain User Information</i> page opens:</p> 
 <p>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.</p>	
<p>8. Click on the Review User link to open the <i>Maintain User Information</i> page again.</p>	<p>The <i>Update Results</i> page opens:</p> 

Action	Example
<p>Confirm that the role you selected earlier has moved from the Assign Role(s) column to the Delete Role(s) column.</p> <p>9. Click on the Main Menu link to open the <i>Secure Systems</i> page.</p>	<p>The <i>Maintain User Information</i> page opens:</p> 
<p>ASSIGN A PHA:</p> <p>1. Click on the PHA Assignment Maintenance link to open the <i>PHA Assignment Maintenance</i> page.</p>	<p>The <i>Secure Systems</i> page opens:</p> 

Action	Example
<p>2. Click in the User field and enter the desired user ID (e.g., M11111 or MC1111).</p> <p><i>The Assign PHA radio button is already selected.</i></p> <p>3. Click on the View Selection button to open the <i>Assign PHA for User</i> page.</p>	<p>The <i>PHA Assignment Maintenance</i> page opens:</p> 
<p>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.)</p> <p>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.)</p> <p>6. Click on the Update button to open the <i>Update Results</i> page.</p>	<p>The <i>Assign PHA For User</i> page opens:</p>  <p>Depending on your user ID's configuration, you may see one option or several options in the Roles and/or PHAs fields.</p>
<p>7. Click on the PHA Maintenance link to open the <i>PHA Assignment Maintenance</i> page again in order to review the updates you just made.</p>	<p>The <i>Update Results</i> page opens:</p> 

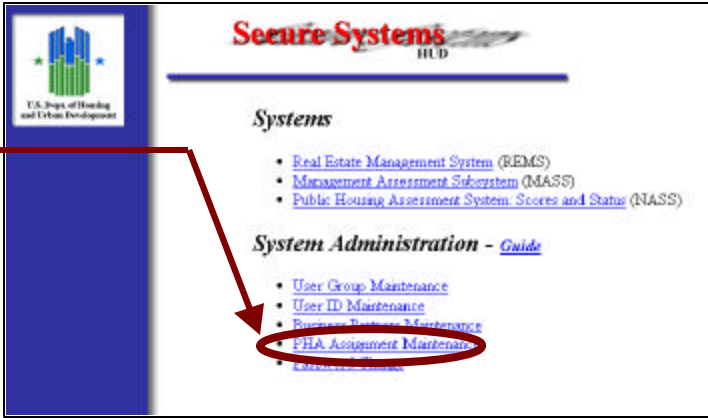
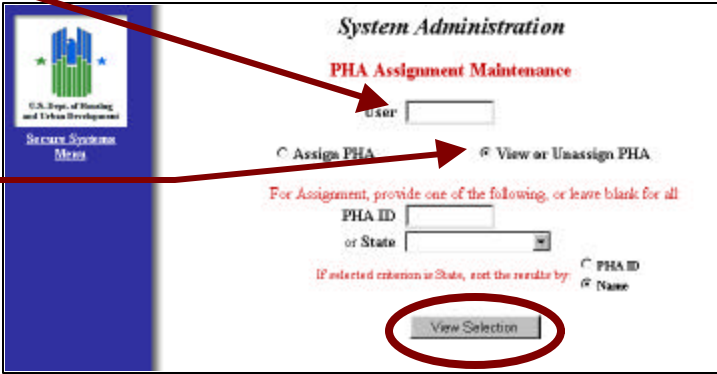
Action	Example
<p>8. Click in the User field and enter the same user ID as in step 2 on the previous page (e.g., M11111 or MC1111).</p> <p>9. Click on the View or Unassign PHA radio button to select it.</p> <p>10. Click on the View Selection button to open the <i>Unassign PHA For User</i> page.</p>	<p>The <i>PHA Assignment Maintenance</i> page opens:</p> 
<p>11. If the PHA Name is correct (and the <i>Role Code</i> is "PHU" for a User or "PHD" for a Director) click on Main Menu link to return to the <i>Secure Systems</i> page.</p> <p>If the PHA Name or Role Code is incorrect, click on the PHA Maintenance link and repeat steps 2 through 12 above.</p>	<p>The <i>Unassign PHA for User</i> page opens:</p> 



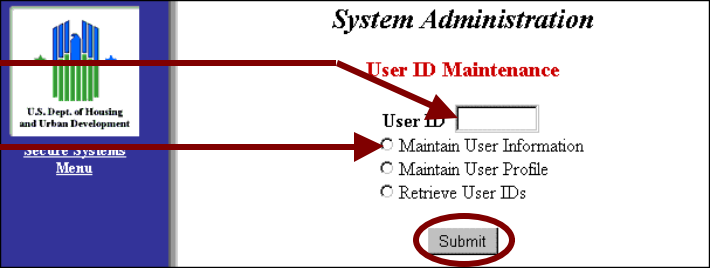
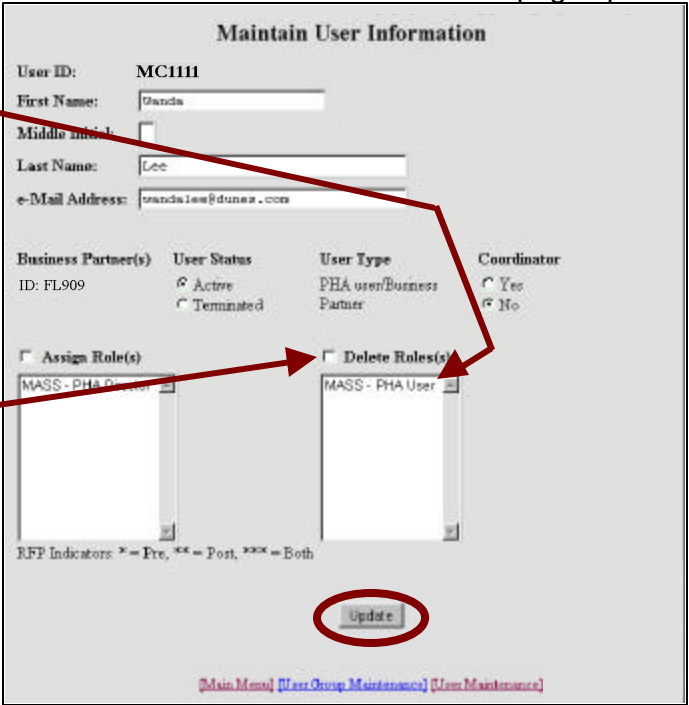
<i>Action</i>	<i>Example</i>
<p>12. Provide the new User with the user ID number (e.g., M11111 or MC1111) and have the User logon to test that it is working properly.</p> <p><i>In order to logon, new Users must remember the password they chose when submitting the user ID registration. (See "If You Need Help" on page 1-5 if the User cannot remember the password.)</i></p>	<p>The <i>Secure Systems</i> page opens:</p>
<div data-bbox="237 953 345 1073"></div> <div data-bbox="418 953 1382 1037">Caution: Coordinators cannot access User passwords within Secure Systems and should not ask Users to disclose them.</div>	


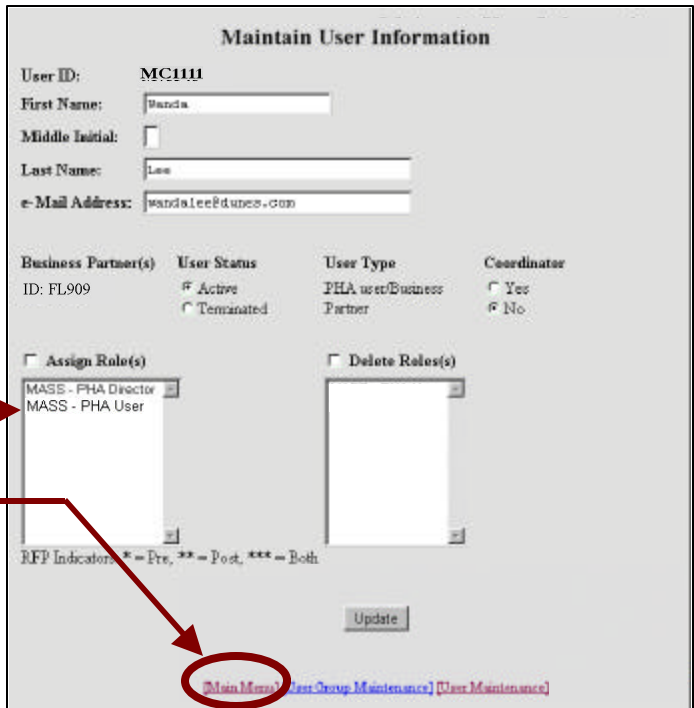
UNASSIGN A PHA AND ROLE FROM A USER ID

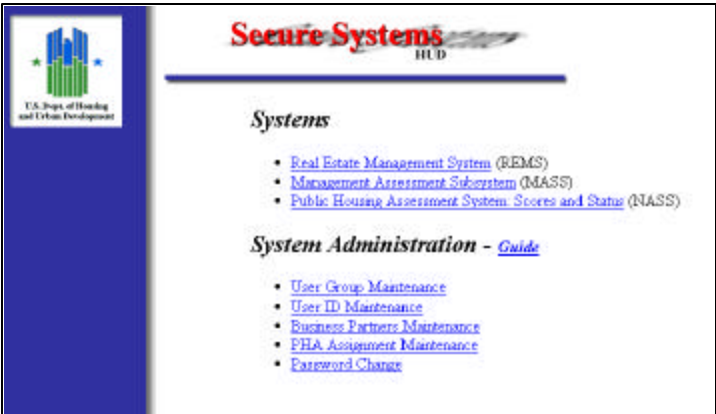
Overview: If you only wish to unassign a PHA from a user ID, stop after step 7. If you wish to unassign a role, the system requires that you unassign the PHA first (as the following process shows), otherwise the system displays an error message.

Action	Example
<p>UNASSIGN A PHA:</p> <ol style="list-style-type: none"> Click on the PHA Assignment Maintenance link to open the <i>PHA Assignment Maintenance</i> page. 	<p>The <i>Secure Systems</i> page:</p> 
<ol style="list-style-type: none"> Click in the User field and enter the desired user ID (e.g., M11111 or MC1111). Click on the View or Unassign PHA radio button to select it. Click on the View Selection button to open the <i>Unassign PHA For User</i> page. 	<p>The <i>PHA Assignment Maintenance</i> page opens:</p> 

Action	Example
<p>5. Click on the box next to the desired PHA ID to check it.</p> <p>6. Click on the Submit button to open the <i>Update Results</i> page.</p>	<p>The <i>Unassign PHA for User</i> page opens:</p>
<p>7. Click on the <u>Secure Systems Menu</u> link to open the <i>Secure Systems</i> page.</p>	<p>The <i>Update Results</i> page opens:</p>
<p>UNASSIGN A MASS ROLE:</p> <p>1. From the <i>Secure Systems</i> page, click on the <u>User ID Maintenance</u> link to open the <i>User ID Maintenance</i> page.</p>	<p>The <i>Secure Systems</i> page opens:</p>

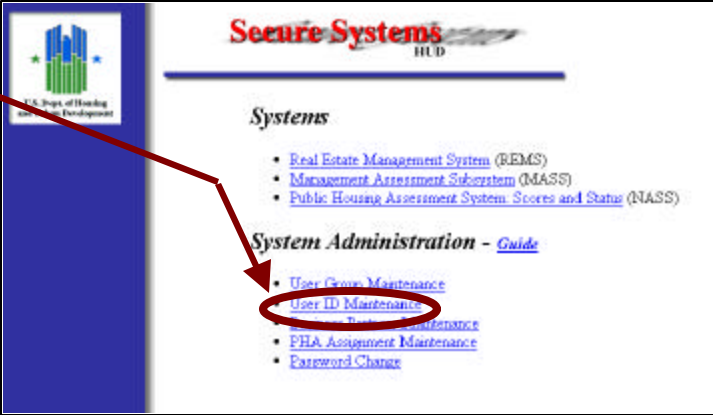
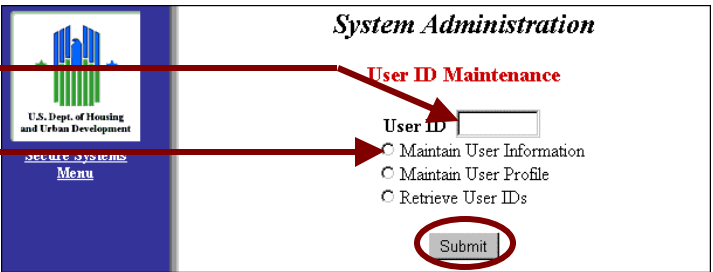
Action	Example
<ol style="list-style-type: none"> Click in the User ID field, then enter the desired user ID (e.g., M11111 or MC1111). Click on the Maintain User Information radio button to select it. Click on the Submit button to open the <i>Maintain User Information</i> page. 	<p>The <i>User ID Maintenance</i> page opens:</p> 
<ol style="list-style-type: none"> Click on the MASS - PHA User (or MASS - PHA Director) role in the <i>Delete Roles</i> column box to select it. <i>The Delete Role(s) list may show other system assignments in addition to MASS.7</i> Click on the Delete Roles check box to check it. Click on the Update button to open the <i>Update Results</i> page. 	<p>The <i>Maintain User Information</i> page opens:</p> 

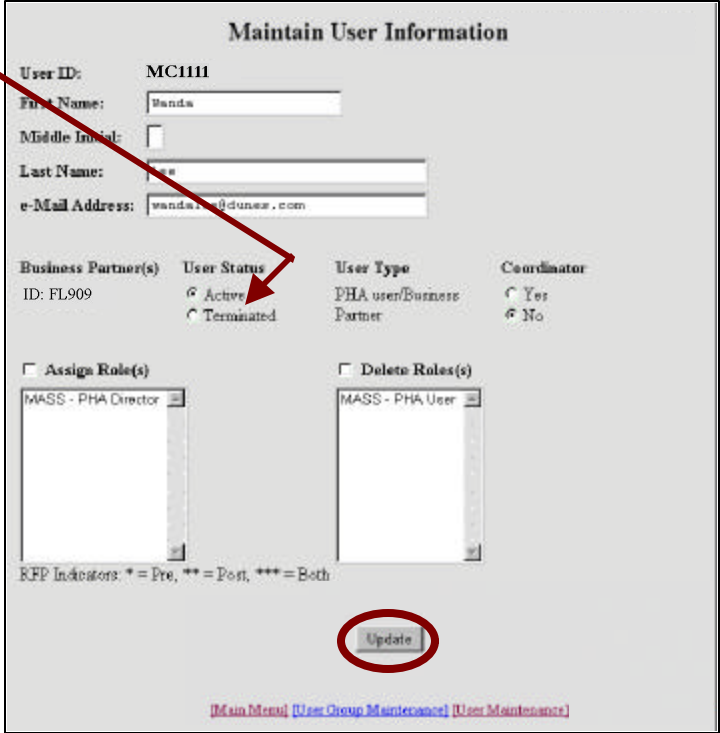
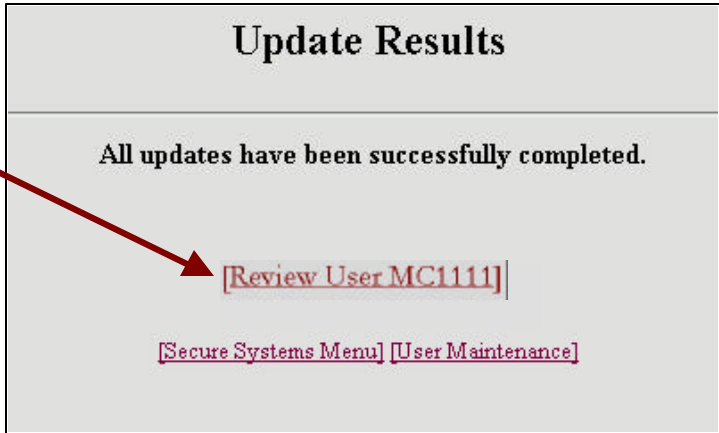
Action	Example
<p>8. Click on the Review User link to open the <i>Maintain User Information</i> page again.</p>	<p>The <i>Update Results</i> page opens:</p> 
<p>9. Confirm that the role you selected earlier has moved from the <i>Delete Role(s)</i> column to the <i>Assign Role(s)</i> column. (If not, repeat this process from page 2-42.)</p> <p>10. Click on the Main Menu link to return to the <i>Secure Systems</i> page.</p>	<p>The <i>Maintain User Information</i> page opens:</p> 

<i>Action</i>	<i>Example</i>
	<p>The Secure Systems page opens:</p>  <p>The screenshot shows the 'Secure Systems' page from HUD. On the left is a blue sidebar with the HUD logo and the text 'U.S. Dept. of Housing and Urban Development'. The main content area has a title 'Secure Systems HUD' with a blue underline. Below the title, there are two sections: 'Systems' and 'System Administration - Guide'. The 'Systems' section contains three bullet points: 'Real Estate Management System (REMS)', 'Management Assessment Subsystem (MASS)', and 'Public Housing Assessment System Scores and Status (NAAS)'. The 'System Administration - Guide' section contains four bullet points: 'User Group Maintenance', 'User ID Maintenance', 'Business Partners Maintenance', and 'FHA Assignment Maintenance'. The last bullet point in this section is 'Password Change'.</p>

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.

Action	Example
<ol style="list-style-type: none"> From the <i>Secure Systems</i> page, click on the User ID Maintenance link to open the <i>Maintain User Information</i> page. 	<p>The <i>Secure Systems</i> page:</p> 
<p>TERMINATE OR ACTIVATE A USER:</p> <ol style="list-style-type: none"> Click in the User ID field, then enter the desired user ID (e.g., M11111 or MC1111). Click on the Maintain User Information radio button to select it. Click on the Submit button to open the <i>Maintain User Information</i> page. 	<p>The <i>User ID Maintenance</i> page opens:</p> 

Action	Example
<p>5. Click on the Terminated or the Active radio button to select it.</p> <p>6. Click on Update button to open the <i>Update Results</i> page.</p> <p><i>Depending on how your Coordinator user ID is configured, the lists may show other system assignments besides MASS.</i></p>	<p>The <i>Maintain User Information</i> page opens:</p> 
<p>7. Click on the Review User link to open the <i>Maintain User Information</i> page again.</p>	<p>The <i>Update Results</i> page opens:</p> 

Action

Example

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.

The *Maintain User Information* page opens:

Maintain User Information

User ID: MCH11
 First Name: Wanda
 Middle Initial:
 Last Name: Lee
 e-Mail Address: wanda.lee@dunes.com

Business Partner(s) ID: FL909
 User Status: ☐ Active ☒ Terminated
 User Type: ☐ PHA user/Business ☒ Partner
 Coordinator: ☐ Yes ☒ No

☐ Assign Role(s)
 MASS - PHA Director

☐ Delete Role(s)
 MASS - PHA User

RFP Indicators: * = Pre, ** = Post, *** = Both

Update

[Main Menu](#) [User Group Maintenance](#) [User Maintenance](#)

The *Secure Systems* page opens:

Secure Systems
HUD

Systems

- [Real Estate Management System \(REMS\)](#)
- [Management Assessment Subsystem \(MASS\)](#)
- [Public Housing Assessment System, Scores and Status \(NASS\)](#)

System Administration - Guide

- [User Group Maintenance](#)
- [User ID Maintenance](#)
- [Business Partners Maintenance](#)
- [PHA Assignment Maintenance](#)
- [Password Change](#)