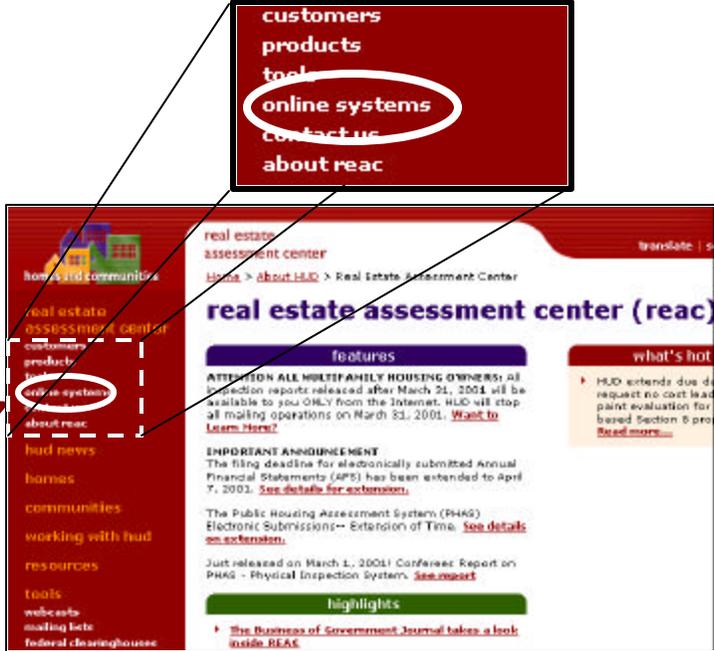
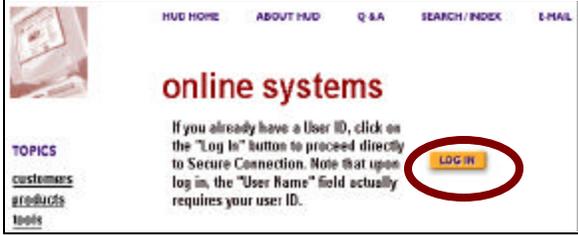


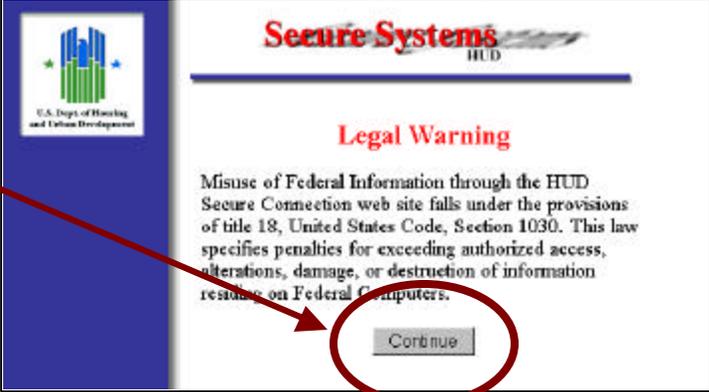
## CHAPTER 3 – ACCESS MASS

### ACCESS MASS

**Overview:** You will login, access MASS, and open your *PHA Inbox* page. For more information on using a Web browser, see “Appendix A – Browser Basics.”

<i>Action</i>	<i>Example</i>
<p>1. Open your Internet browser and open the <i>Real Estate Assessment Center</i> page by entering the following address:</p> <p><b>www.hud.gov/offices/reac</b></p> <p><i>HUD EMPLOYEES:</i> 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 <b>online systems</b> option to open the <i>Online Systems</i> page.</p>	<p>The <i>Real Estate Assessment Center</i> page:</p>  <p>Note that pages are updated regularly, so your screen may appear slightly different from what is shown here.</p>

<b>Action</b>	<b>Example</b>
<p>3. On the <i>Online Systems</i> page, click on the <b>LOG IN</b> button to open the <i>Username and Password</i> window.</p>	<p>The <i>Online Systems</i> page:</p>  <p>The screenshot shows the 'online systems' page with a navigation bar at the top containing 'HUD HOME', 'ABOUT HUD', 'Q &amp; A', 'SEARCH / INDEX', and 'E-MAIL'. Below the navigation bar, there is a heading 'online systems' and a paragraph: 'If you already have a User ID, click on the "Log In" button to proceed directly to Secure Connection. Note that upon log in, the "User Name" field actually requires your user ID.' The 'LOG IN' button is circled in red.</p>
<p>4. Click in the <b>User Name</b> field and enter your user ID.</p> <p><i>Don't forget to capitalize the letter(s) in your user ID when you type it in the <b>User Name</b> field, e.g., <b>MC1111</b>.</i></p> <p>5. Tab to the <b>Password</b> field and type in your password.</p> <p>6. Click the <b>OK</b> button to open the <i>Browser Version Warning</i> window.</p>	<p>The <i>Username and Password</i> window opens:</p>  <p>The screenshot shows a dialog box titled 'Username and Password Required'. It contains the text: 'Enter username for Enterprise Server at hudapps.hud.gov:'. Below this text are two input fields: 'User Name:' and 'Password:'. At the bottom of the dialog box are two buttons: 'OK' and 'Cancel'. The 'OK' button is circled in red. A red arrow points from the 'LOG IN' button in the previous screenshot to the 'User Name' field in this dialog box.</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 <b>OK</b> to open the <i>Legal Warning</i> page.</p> <p><i>If you don't see the <i>Browser Warning</i> window, the <i>Legal Warning</i> page opens instead, as shown in the next step.</i></p>	<p>The <i>Browser Version Warning</i> window MAY open:</p>  <p>The screenshot shows a dialog box titled 'www2.hud.gov - [JavaScript Application]'. It contains a warning icon (a yellow triangle with an exclamation mark) and the text: 'Warning: The Secure Systems security access software supports Netscape 3.0 - 4.76 browser versions. Internet Explorer 5.0 browser is supported for all processing systems except ARAMS, REMS and TRACS. Other browsers may not be compatible with this software.' At the bottom of the dialog box is an 'OK' button, which is circled in red.</p>

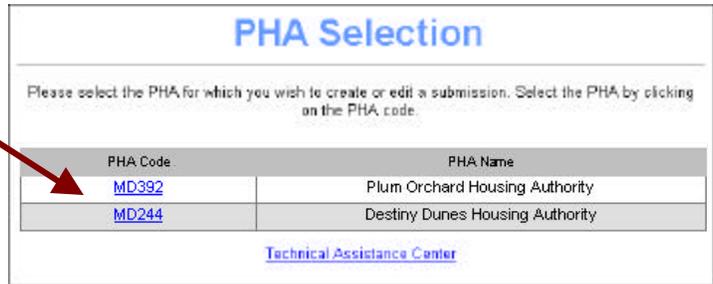
<b>Action</b>	<b>Example</b>
<p>8. Click on the <b>Continue</b> button to open the <i>Secure Systems</i> page.</p>	<p>The <i>Legal Warning</i> page opens:</p> 
<p>9. Click on the link for the <b>Management Assessment Subsystem (MASS)</b> to open the <i>PHA Selection</i> page or the <i>PHA Inbox</i> page.</p>	<p>The <i>Secure Systems</i> page opens:</p>  <p><i>Coordinators and Users see different options on the Secure Systems page. Coordinators and some Users will see more options.</i></p>

**Action** **Example**

10. If you represent more than one PHA, the *PHA Selection* page opens. Click on the desired PHA from the *PHA Section Table* to open the *PHA Inbox* page for that PHA.

If you represent only one PHA, the *PHA Selection* page does not open, and instead your *PHA Inbox* page opens automatically.

The *PHA Selection* page opens (if you represent more than one PHA):



The *PHA Inbox* page opens:



If your PHA has no previous or draft submissions, the *PHA Inbox* table is blank.



**NOTE:** The *PHA Inbox* page is described in more detail on the following pages. Creating a new submission and viewing existing submissions are covered in “Chapter 4 – MASS Submissions,” and “Chapter 5 – Sub-Indicator Pages.”

## THE PHA INBOX PAGE

The *PHA Inbox* page features a table of six columns containing links to all MASS submissions associated with that PHA (including any current drafts not yet validated and sent to HUD). If no MASS submission has ever been started, the PHA Inbox table is empty. Below is an example of a *PHA Inbox* with both “submissions” and “resubmissions.” These are further designated as either *draft*, *approved* or *rejected*.

**PHA Code:**

Assigned by HUD, it consists of the state abbreviation and three digits.

**PHA Name:**

The official, legal PHA name. (Long names may appear in abbreviated form.)

**PHA FYE:**

Fiscal Year End for that PHA (either 3/31, 6/30, 9/30 or 12/31). Generally, MASS submissions are made only once annually (re-submissions being the exception).

The screenshot shows the PHA Inbox page with a table containing three rows of submission data. Red arrows point from the descriptive text above to the corresponding columns in the table: PHA Code, PHA Name, PHA FYE, Status, Submission type, and Last Action Date. The table also includes navigation links like 'Skip navigation links', 'Create Submission', 'Bottom of page', 'Secure Systems', 'Top of page', and 'Technical Assistance Center'.

PHA Code	PHA Name	PHA FYE	Status	Submission type	Last Action Date
<a href="#">MD392</a>	<a href="#">Plum Orchard Housing Authority</a>	12/31/2000	draft	resubmission	06/15/2001
<a href="#">MD392</a>	<a href="#">Plum Orchard Housing Authority</a>	12/31/2000	rejected	submission	03/20/2001
<a href="#">MD392</a>	<a href="#">Plum Orchard Housing Authority</a>	12/31/1999	approved	submission	04/18/2000

**Status:**

Submissions go through four or more stages as they are being processed. Those stages are:

- Draft
- Validated Draft
- Review
- Approved
- Rejected
- Invalidated

(See next page for details.)

**Submission Type:**

The 4 submission types are:

- Submission
- Resubmission
- Manual Submission
- Manual Resubmission

There are also 5 submission adjustment types, which are:

- Appeal
- IA Audit
- IG Audit
- QA Review
- FO Review

(See next page for details.)

**Last Action Date:**

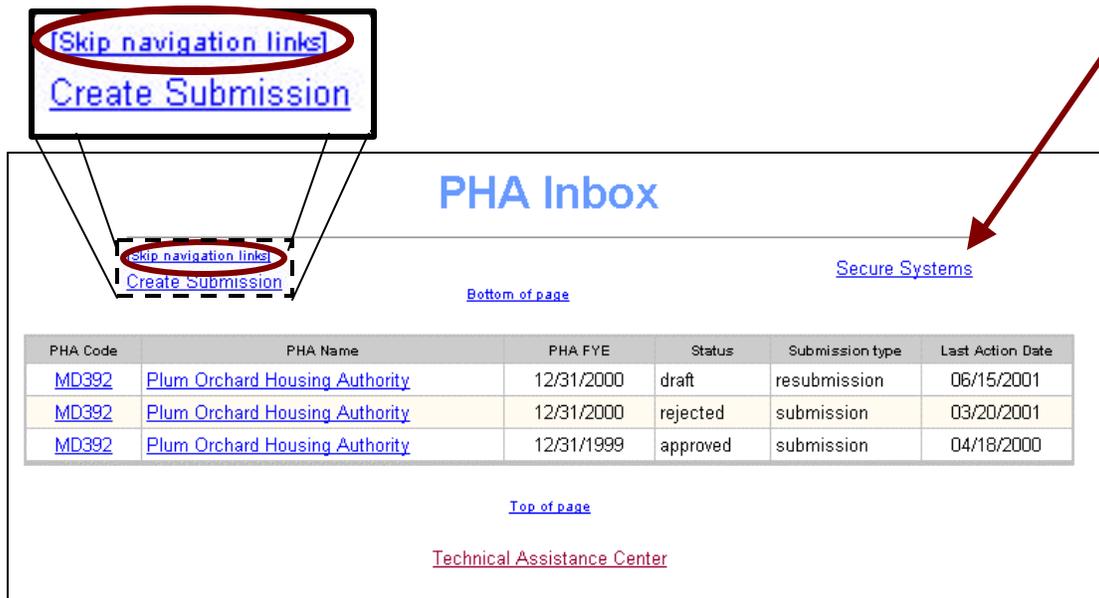
The date of the last significant action, for example, the date the PHA created or validated the submission, or the date that REAC approved or rejected it.

## SUBMISSION STATUS AND TYPE

<b>Column</b>	<b>Definition</b>
<b>Status</b>	<p><b>Draft:</b> The PHA has begun entering data. (Any authorized user may make changes.)</p> <p><b>Validated Draft:</b> The PHA has completed data entry and has accomplished the validation process (covered in “Chapter 6 – Complete a Submission”). Only the PHA Executive Director can make changes to a submission with this status.</p> <p><b>Review:</b> The Executive Director has sent the submission to REAC, which is reviewing it. No one can make changes to a submission with this status.</p> <p><b>Approved:</b> REAC has reviewed and approved the submission.</p> <p><b>Rejected:</b> REAC has reviewed and rejected the submission. The PHA must now resubmit (covered in “Chapter 6 – Complete a Submission”).</p> <p><b>Invalidated:</b> REAC had initially approved the submission, but subsequently the PHA (or a third party) received approval to permit the PHA to submit revised data. (As with a rejected submission, an invalidated submission requires the PHA to resubmit.)</p>
<b>Submission Type</b>	<p><b>Submission:</b> A normal MASS submission with no complications. (Most submissions are of this type.)</p> <p><b>Resubmission:</b> In cases where REAC rejects or invalidates a PHA’s submission, the PHA makes the necessary changes and submits a “resubmission.”</p> <p><b>Manual Submission:</b> The PHA has created the MASS submission manually (on paper) and sent it by standard mail or fax to REAC. Once REAC enters the data into the system, it appears in the PHA Inbox as a “Manual Submission.” (PHAs must receive prior approval from REAC to create manual submissions.)</p> <p><b>Manual Resubmission:</b> A resubmission sent via mail or fax to REAC. (PHAs must receive prior approval from REAC to create manual resubmissions.)</p> <p style="text-align: center;"><b><i>The following are Submission Adjustment types:</i></b></p> <p><b>Appeal:</b> The PHA has appealed its MASS score under the PHAS after HUD/REAC approved the PHAS score.</p> <p><b>Independent Annual Audit (IA Audit):</b> The MASS score was adjusted as a result of the annual independent audit of a PHA’s financial statement. There is a finding based on the PHA’s MASS submission and its supporting documentation.</p> <p><b>Office of the Inspector General Audit (IG Audit):</b> The MASS score was adjusted as a result of an Office of the Inspector General audit report. There is a finding based on the PHA’s MASS submission and its supporting documentation.</p> <p><b>Quality Assurance Review (QA Review):</b> The MASS score was adjusted as a result of a REAC quality assurance review of the PHA’s financial and management operations submissions and their supporting documentation.</p> <p><b>Field Office Review (FO Review):</b> The MASS score was adjusted as a result of an on-site review by the Public Housing Field Office of the PHA’s MASS submission and its supporting documentation.</p>

## SKIP NAVIGATION LINKS

The *PHA Inbox* page contains a table with data about a particular PHA. Above the table are links used to navigate within the MASS application. For example, the **Secure Systems** link “navigates” back to the *Secure Systems* page, and the **Bottom of page** link jumps the cursor to the bottom of the page (which is useful for pages containing more than one screen-full of text). One link, **Skip Navigation Links**, is specifically intended for visually impaired Internet users who use special text-recognition software.



The **Skip navigation links** link allows visually impaired Internet users to use MASS more efficiently. Such users often employ special text recognition software that reads aloud (via speakers) the names of text and objects appearing on the screen. (Text-recognition software must be obtained and installed by the user and is not directly supported by HUD/REAC.) Using the above page as an example, text recognition software would read aloud, “PHA Inbox, Skip navigation links, Create Submission, Secure Systems, Bottom of Page, PHA Code, PHA Name, PHA FYE, Status, Submission Type, Last Action Date, MD392, Plum Orchard Housing Authority” and so on. When the name of the desired link is read aloud, pressing the **Enter** key causes the software to “click” on the link for the user.

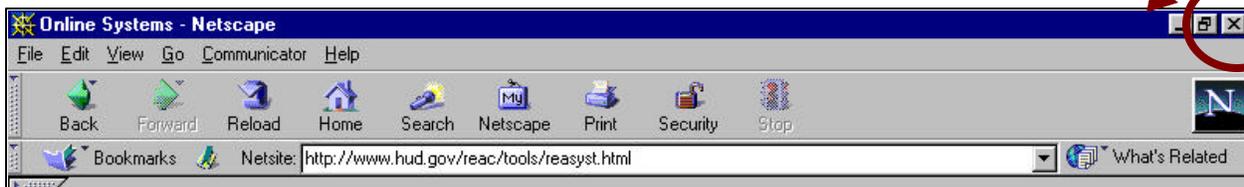
Once a visually impaired user becomes familiar with navigation links on MASS pages, it is time-consuming and unnecessary to wait for the software to read those names every time a page opens. The **Skip navigation links** link tells the text recognition software to pass over any navigation links at the top of the page and begin reading at the point where the relevant data begins. In the example above, the **Skip navigation link** would cause the text recognition software to skip past the other links at the top of the page and begin reading at the *PHA Code* column.

## EXIT THE SYSTEM

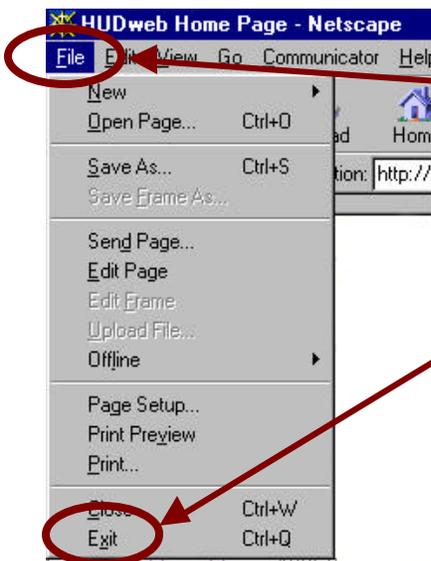
When you are ready to exit the MASS system, you must log off the MASS system using one of the following two methods:

### EXIT METHOD ONE:

1. From any MASS screen, click on your browser's **Exit**  button, located in the upper right corner of the screen.



The browser *File* menu:



### EXIT METHOD TWO:

1. Open the browser's *File* menu by clicking on **File**.
2. Click on the **Exit** option.

Both of the above methods automatically log you off MASS as you exit your browser.



**Caution:** For security reasons, you must exit your browser completely when leaving the MASS system by using one of the above methods. Other methods (such as going to another Web site or using a browser **Back** button) may leave your account logged into MASS, which is a security violation.