

The TRACS User recertification is a new process that must be completed by December 31, 2017.

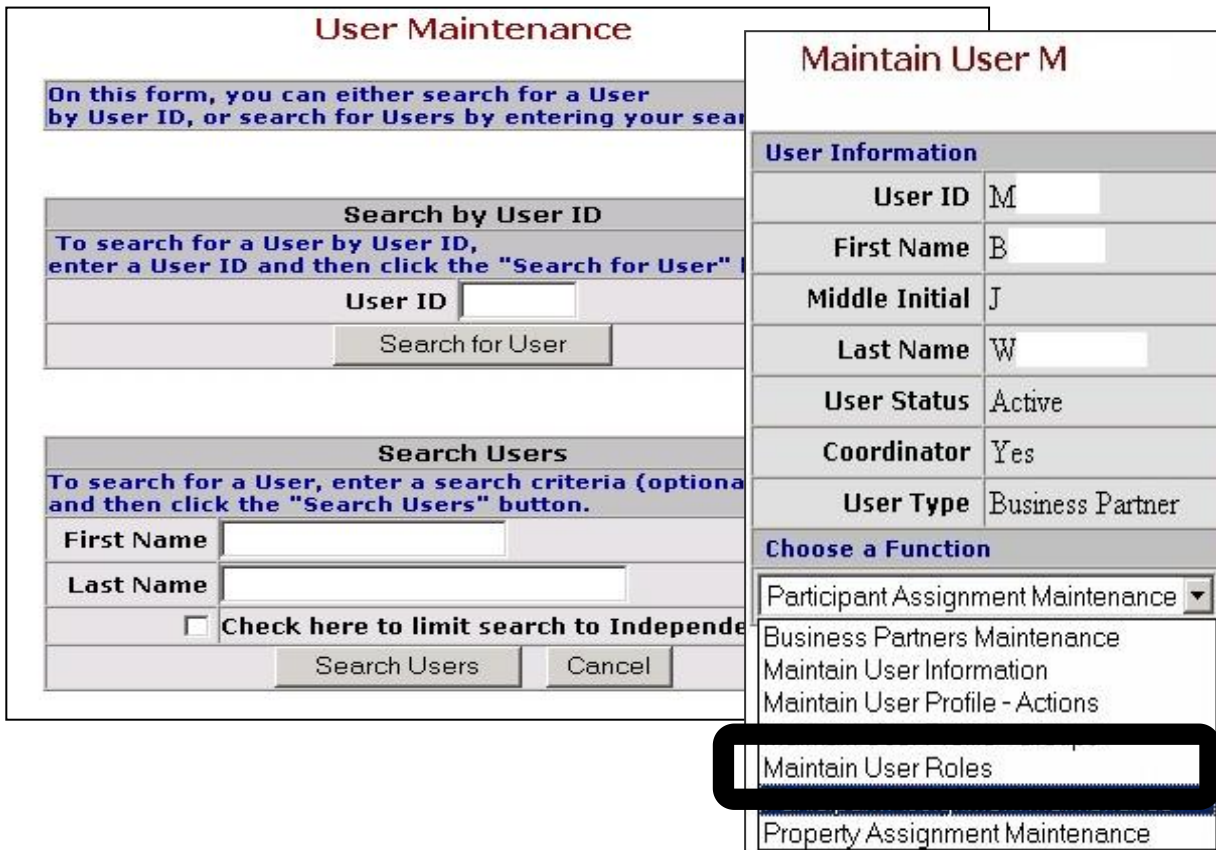
The TRACS User Certification is set up so that TRACS Coordinators confirm that Users with access to TRACS really need access to TRACS. At this time, TRACS Coordinators do not have to be recertified to continue to use TRACS; only TRACS Users

The TRACS ROB confirms that each individual User understands the rules about disclosure of TRACS data. The TRACS ROB and the TRACS Recertification are two completely different tasks. All existing TRACS Users must be certified between September 1, 2017 and December 31, 2017.

After September 1, 2017, any new employee who needs access to TRACS must be certified immediately. This is much like EIV. Once the TRACS User is set up (as described above), then the TRACS User can access WASS and click on either the TRACS or iMAX link. The first time the TRACS User does this, he/she will be prompted to accept the TRACS ROB.

Instructions for Coordinators:

- First, the Coordinator must access the WASS *User Maintenance* function using their own Coordinator M-ID.
- The Coordinator must choose the option to *Maintain User Profile – Roles*



User Maintenance

On this form, you can either search for a User by User ID, or search for Users by entering your search criteria.

Search by User ID
 To search for a User by User ID, enter a User ID and then click the "Search for User" button.

User ID:

Search for User

Search Users
 To search for a User, enter a search criteria (optional) and then click the "Search Users" button.

First Name:

Last Name:

Check here to limit search to Independent Users

Search Users Cancel

Maintain User M

User Information

User ID	M
First Name	B
Middle Initial	J
Last Name	W
User Status	Active
Coordinator	Yes
User Type	Business Partner

Choose a Function

Participant Assignment Maintenance

Business Partners Maintenance

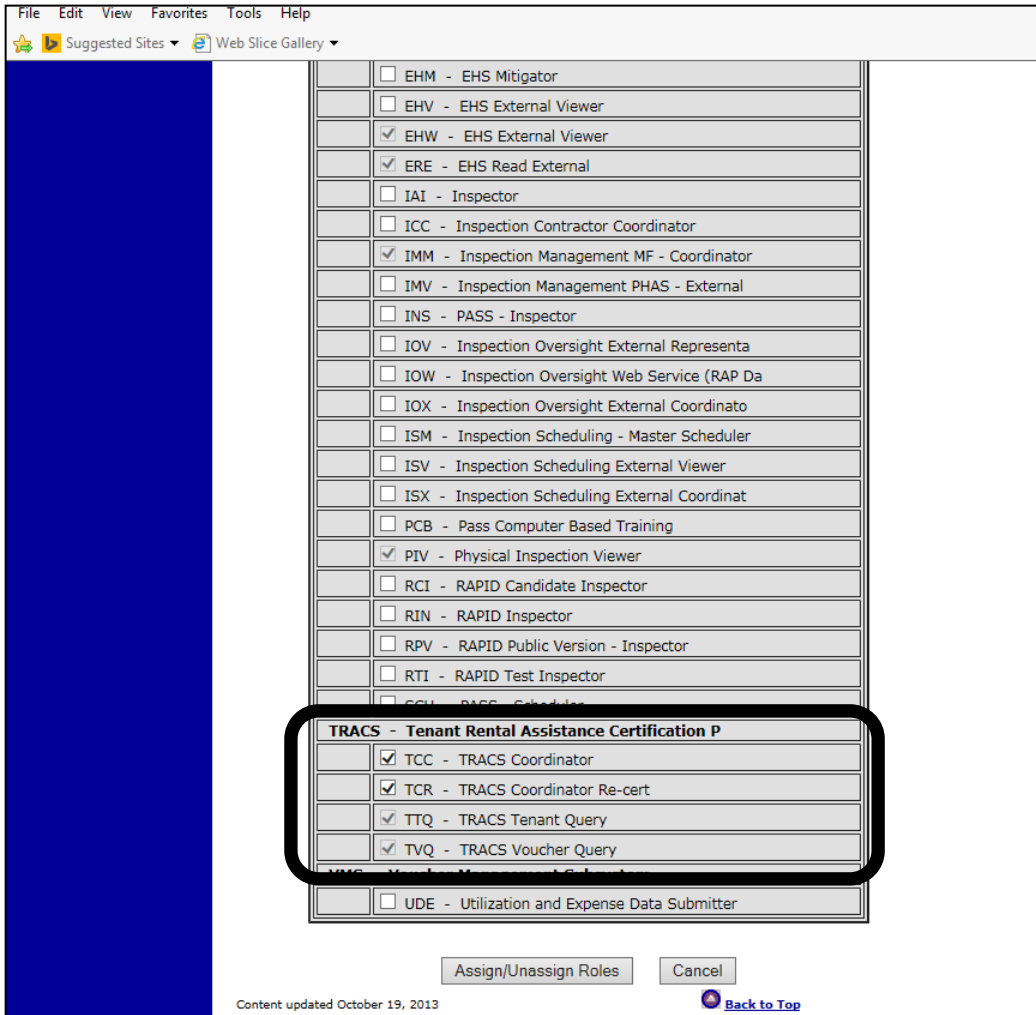
Maintain User Information

Maintain User Profile - Actions

Maintain User Roles

Property Assignment Maintenance

- The Coordinator must make sure there is a check in the box next to the TCC (TRACS Coordinator) and TCR (TRACS Recertification) role. If these options are not checked, the Coordinator must click the checkbox to turn the Recertification functionality on.



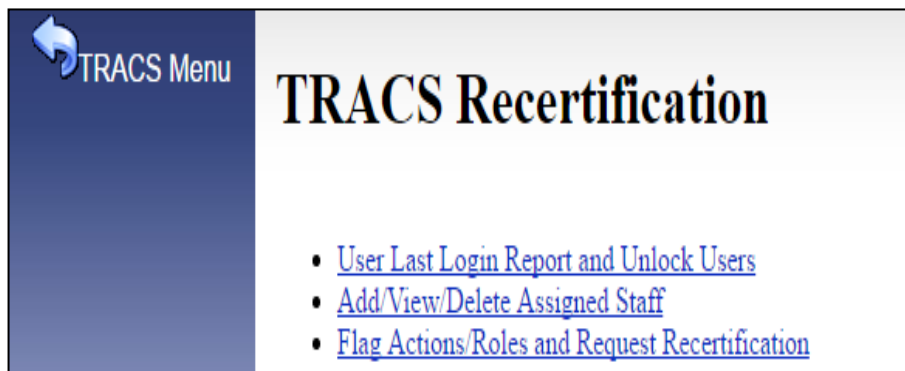
- Click on Assign/Unassign Roles and confirm your choice.
- Setup steps for the Coordinator are now complete

Coordinator Instructions to Certify Existing TRACS Users: It is assumed that an existing TRACS/iMAX User has already completed the Security Awareness Training and has already accepted and printed the TRACS ROB. Recertification must be complete by December 31, 2017. The complete recertification process for an existing TRACS/iMAX User is:

1. Complete the Security Awareness Training/Cyber Awareness Challenge (unless already done in the last 12 months)
2. Coordinator establishes relationship by going to the *TRACS link*>*TRACS Recertification link*>*Add/View/Delete Assigned Staff link*



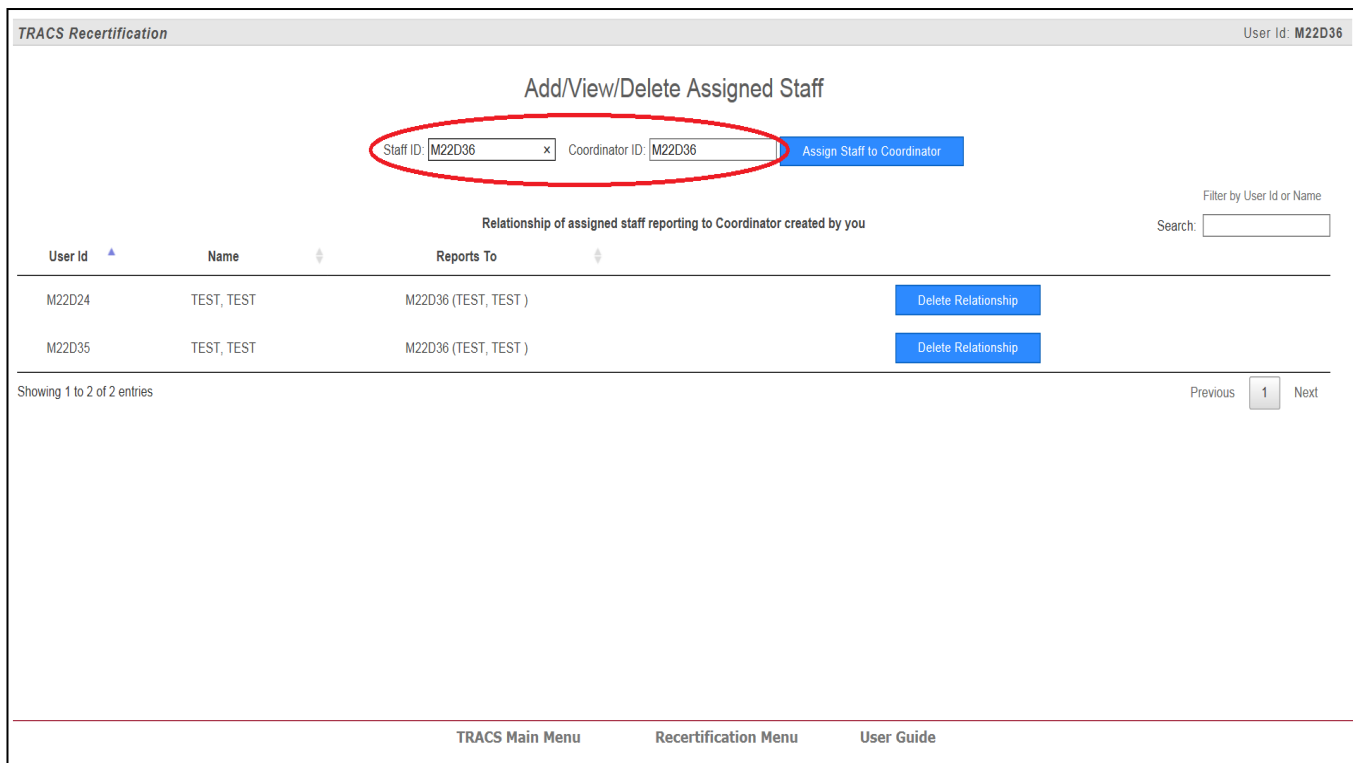
The screenshot shows a web application interface. At the top is a blue header with the text "Main Menu" on the left and "faq | help | search | home | logout" on the right. Below the header is a section titled "Systems" with a bulleted list of links: "Enterprise Income Verification (EIV)", "Financial Assessment Subsystem - Multifamily Housing (FASS)", "integrated Multifamily Access eXchange (iMAX)", and "Tenant Rental Assistance Certification System (TRACS)". Below this is a large image showing architectural blueprints and a person's hands. Underneath the image is a section titled "TRACS Subsystems" with a bulleted list of links: "TRACS Recertification" and "Voucher/Tenant Queries".



The screenshot shows a web application interface. On the left is a dark blue sidebar with a white arrow icon and the text "TRACS Menu". The main content area has a light gray background with the title "TRACS Recertification" in large, bold, black font. Below the title is a bulleted list of links: "User Last Login Report and Unlock Users", "Add/View/Delete Assigned Staff", and "Flag Actions/Roles and Request Recertification".

3. Enter the Staff MID and the Coordinator MID and click the Assign Staff to Coordinator button (This is also where you Delete Relationships if a staff person leaves your organization)

Hint – If you want a list of all Users/Coordinators who have ever had a relationship with your properties, Go to the User Maintenance Screen. One of your options is to enter a User’s first and last name. Do not enter any information. Click on Search Users. A list of all Coordinators or Users who have ever been affiliated with your properties will appear. For all people who should have access to TRACS/iMAX, make note of their MID for use in this step. This is also a good time to “clean up” User Setup.



The screenshot shows the 'TRACS Recertification' interface. At the top right, the user ID is 'M22D36'. The main heading is 'Add/View/Delete Assigned Staff'. Below this, there is a form with two input fields: 'Staff ID' (containing 'M22D36') and 'Coordinator ID' (containing 'M22D36'). Both fields are circled in red. To the right of these fields is a blue button labeled 'Assign Staff to Coordinator'. Below the form, there is a search filter 'Filter by User Id or Name' with a search input field. A table titled 'Relationship of assigned staff reporting to Coordinator created by you' contains the following data:

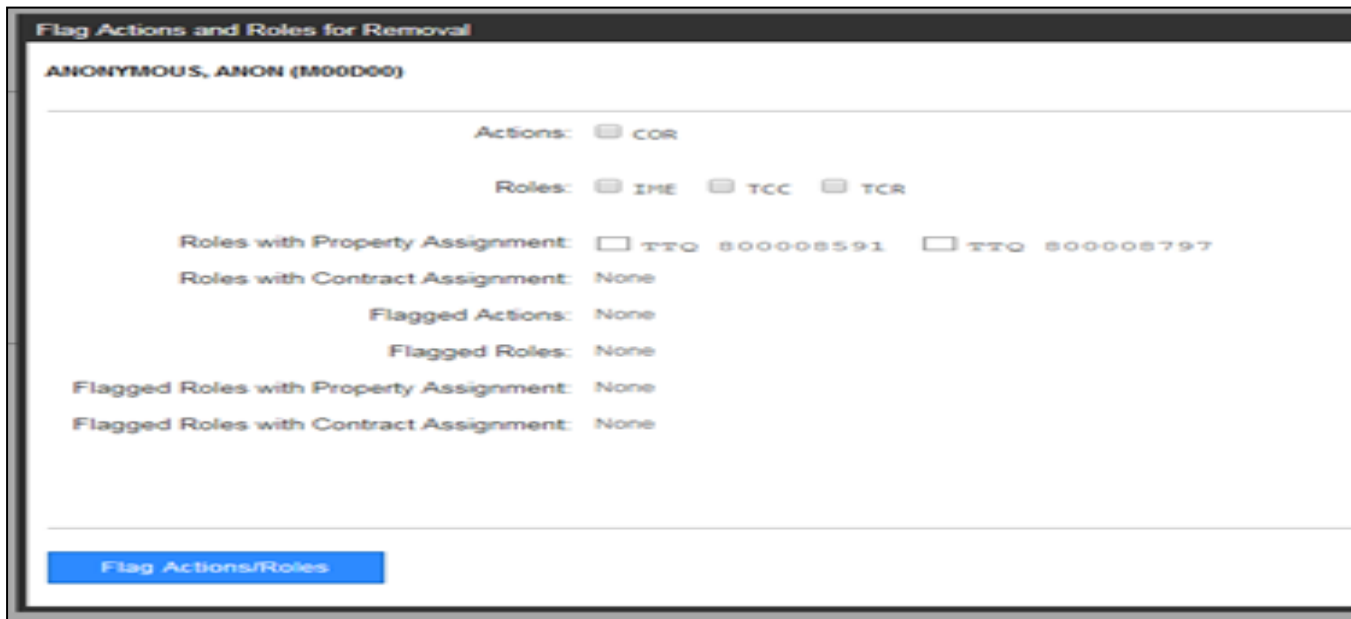
User Id	Name	Reports To	
M22D24	TEST, TEST	M22D36 (TEST, TEST)	Delete Relationship
M22D35	TEST, TEST	M22D36 (TEST, TEST)	Delete Relationship

At the bottom of the table area, it says 'Showing 1 to 2 of 2 entries' and 'Previous 1 Next'. At the very bottom of the page, there are three links: 'TRACS Main Menu', 'Recertification Menu', and 'User Guide'.

- Once the relationship has been established, Coordinator confirms assignments *TRACS link>TRACS Recertification link> Flag Actions Roles/Request Recertification link*

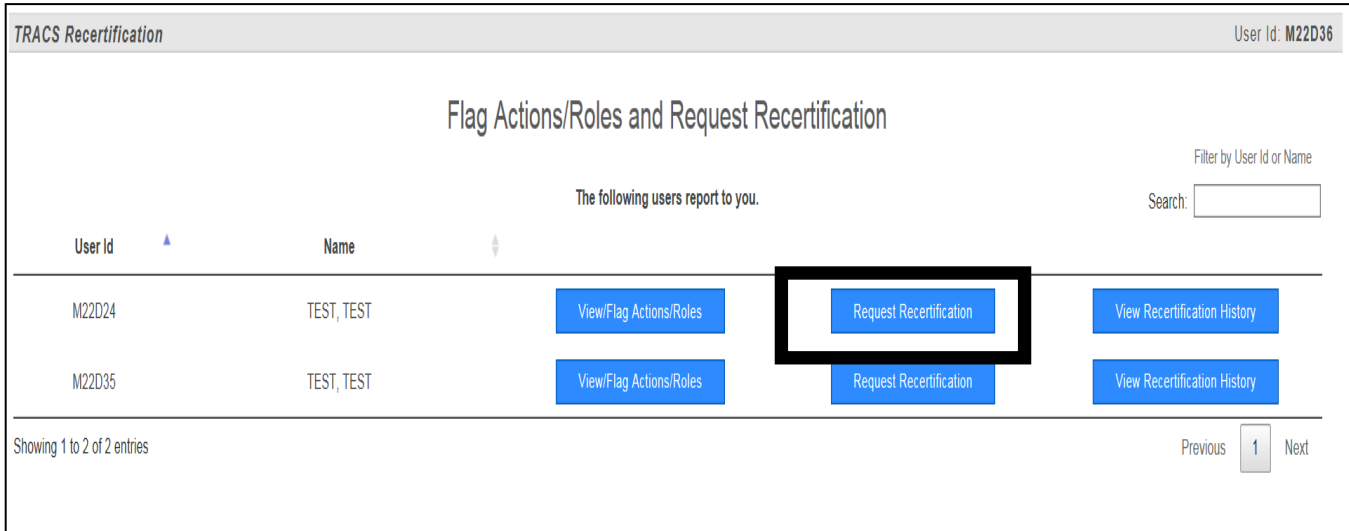


- Click on *Flag Actions/Roles/Request Recertification* to see if the user has access to the TTQ (Tenant Query) and the TVQ (Voucher Query) and iMAX Roles
- Also make sure that the Property Assignment shows properties that should be accessed by that User.



- If a User's Roles should be removed or if the User should not have access to a particular property or Contract, click on the checkbox to indicate that the role or assignment should be removed. *(Note: This action does not take effect immediately. During the initial 2017 Certification Period, this process is completed each week)*
- If the User no longer needs access to the property information, the Coordinator should go to WASS *User Maintenance/Property Assignment Maintenance* and Unassign the roles. There is no requirement to remove Actions or Roles under *Maintain User Profile - Roles* or *Maintain User Profile - Actions*. There is no requirement to Terminate the User.

- Once Roles and Assignments are confirmed, the Coordinator will request certification *TRACS link>TRACS Recertification link> Flag Actions Roles/Request Recertification link*



The screenshot shows the 'TRACS Recertification' page for user M22D36. The main heading is 'Flag Actions/Roles and Request Recertification'. Below this, it says 'The following users report to you.' and 'Filter by User Id or Name' with a search box. A table lists two users, both named 'TEST, TEST'. For each user, there are three buttons: 'View/Flag Actions/Roles', 'Request Recertification' (highlighted with a black box), and 'View Recertification History'. At the bottom, it says 'Showing 1 to 2 of 2 entries' and has 'Previous' and 'Next' navigation buttons.

User Id	Name	View/Flag Actions/Roles	Request Recertification	View Recertification History
M22D24	TEST, TEST	View/Flag Actions/Roles	Request Recertification	View Recertification History
M22D35	TEST, TEST	View/Flag Actions/Roles	Request Recertification	View Recertification History

- Click on the Request Recertification button
- Once this is confirmed, the User will be recertified by the TRACS team
- User logs in to WASS - User clicks on iMAX or TRACS link and continues to work as usual

Coordinator Instructions to Certify New TRACS Users: To complete the setup and certification process for a new User:

- Complete the Security Awareness Training/Cyber Awareness Challenge (unless already done in the last 12 months)
- Request User Name and Password
- Coordinator retrieves User Name through WASS User Maintenance
- Coordinator assigns appropriate actions and roles
- Coordinator completes property assignment
- Coordinator establishes relationship by going to the *TRACS link>TRACS Recertification link>Add/View/Delete Assigned Staff link*
- Coordinator confirms assignments *TRACS link>TRACS Recertification link>View/Flag Actions/Roles link*
- Coordinator requests certification *TRACS link>TRACS Recertification link> Request Recertification link*
- User logs in to WASS
- User clicks on iMAX or TRACS link
- User accepts TRACS Rules of Behavior (ROB)
- User prints and signs TRACS Rules of Behavior (ROB)
- User keeps TRACS ROB on file and produces it upon request by HUD or HUD's representatives

If the User does not access WASS and does not change his/her password at least every 90 days, access to WASS will be "locked" and the User will be required to contact the Help Desk to reinstate access to the system.

If the Coordinator does not access TRACS or iMAX at least every 90 days, access to TRACS/iMAX will be "locked" and the Coordinator will be required to contact the Help Desk to reinstate access.

If the User does not access TRACS or iMAX at least every 90 days, access to TRACS/iMAX will be "locked" and the Coordinator will be required to "unlock" the User to reinstate access.

TRACS Users can be assigned to multiple Coordinators. It is recommended that each property have two Coordinators. However, when there are two Coordinators for one property, only one Coordinator needs to complete the TRACS recertification process for the TRACS Users assigned to the property.

Multiple Owner/agents for One User: If an organization has 10 properties and there are two Coordinators with Business Partner Relationships with all 10 properties, then the User would only have to be certified by one Coordinator. However, if there are two Coordinators and Coordinator 1 has a Business Partner Relationship with properties 1 through 5 and Coordinator 2 has a Business Partner Relationship with properties 6 through 10, Coordinator 1 can only certify TRACS Users who continue to need access for properties 1 through 5 and Coordinator 2 can only certify TRACS Users who continue to need access for properties 6 through 10.

Multiple Coordinators for One User: If a TRACS User accesses TRACS for two different properties and each property has a different Coordinator, then each Coordinator must establish the relationship and each Coordinator must request recertification at least annually.

*Please note: There are cases when a TRACS User needs TRACS access for multiple portfolios. This means that multiple Coordinators will be certifying the same TRACS User (e.g. Contract Administrators, service bureaus, TRACS consultants, etc.). In order to allow the TRACS development team to enhance the process of certifying Users with multiple coordinators, it is recommended that the process for certifying these particular users **begins on or after November 1, 2017.***

For example:

- *ABC Service Bureau submits TRACS files for three management companies*
- *Alpha Management Company has twenty properties*
- *Bravo Management Company has ten properties*
- *Charlie Management Company has ten properties*
- *ABC Service Bureau has three employees that submit TRACS files and view TRACS queries for all properties*
- *The Coordinator for Alpha Management Company will need to complete the TRACS recertification process for the three ABC Service Bureau employees*
- *The Coordinator for Bravo Management Company will need to complete the TRACS recertification process for the three ABC Service Bureau employees*
- *The Coordinator for Charlie Management Company will need to complete the TRACS recertification process for the three ABC Service Bureau employees*

Currently, the TRACS recertification process imposes a weekly limit on the number of coordinators who can request certification for an individual User. An October release will remove the limit and will make recertification easier for TRACS Users with the need to have TRACS/iMAX access for multiple portfolios.

“The material contained in this document is not comprehensive of the continually emerging issues surrounding policies in The Multifamily Housing industry. The student should understand that these materials are not designed for, nor should be relied upon, as a source of legal guidance or as a final authority with respect to any particular circumstance. Ross Business Development makes no warranty of merchantability or fitness for a particular purpose or any other warranty of any type with regard to these materials. Owners and management should seek competent legal advice in developing and carrying out housing policies and procedures. While we have been diligent in our efforts to provide comprehensive and accurate regulatory training, Ross Business Development shall not be responsible for errors or inaccuracies.”