Enterprise Income Verification (EIV 9.9)

External User Administration Manual

For

Multifamily Housing Programs

U.S. Department of Housing and Urban Development

May 2015

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Version 2.0	11/02/2006	Revision from MF
Version 3.0	12/11/2006	Include changes implemented in EIV Release 6.1
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Version 12.0	11/22/2013	Updated for EIV 9.6 Release
Version 13.0	05/19/2014	Updated for EIV 9.7 Release
Version 14.0	12/19/2014	Updated for EIV 9.8 Release
Version 15.0	05/27/2015	Updated for EIV 9.9 Release

EIV User Administration
Authorization Memorandum

I have carefully assessed the EIV External User Administration Manual for Multifamily Housing Program. This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

_____   _____
Durga P. Anakala   Date
IT Project Manager

_____   _____
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Table of Contents

1 Preface

1 Preface

1.1 Document Overview

The purpose of this manual is to provide instructions for HUD's business partners responsible for user administration in the Enterprise Income Verification (EIV) application for multifamily housing programs. It details business operational procedures for successfully performing user administration tasks through the EIV user interface.

1.2 How This Manual is Organized

Listed below are each of the chapters contained in this manual, along with a brief description of its content:

- Chapter 1, Preface – An overview of the document and who should use this manual.

- Chapter 2, Assigning EIV Access Rights to Users – Provides step-by-step instructions on how to make EIV User Role (HSU or CAU) assignments to 'Active' users in WASS and how to make HSU or CAU role assignments to the active user's contract(s) and/or property(ies) in WASS.

- Chapter 3, Multifamily Housing Program User Administration - Provides instructions on User Administration functions, including how to approve, deny, or put an HSU or CAU user's user request on hold; how to certify, re-certify, and expire an HSU or CAU user's EIV access for a contract(s) or property(ies) in EIV; how to view user certification reports for users under the Coordinator's portfolio; and how to view Coordinator certification status and effective dates.

- Appendix A, Abbreviations and Acronyms – Provides a list of commonly used abbreviations and acronyms.

1.3 Who Should Use This Manual?

This manual is intended for the following users:

- MF Housing Program users with EIV Housing Coordinator (HSC) role defined in WASS, and

- MF Housing Program users with EIV Housing Contract Administrator Coordinator (CAC) role defined in WASS

Multifamily EIV Coordinators with the HSC or CAC role are responsible for:

- Determining who at the property, management agency, service bureau, or contract administrator (CA) should have User access rights to the EIV system, based on need for access;

- Receiving and approving their users' User Access Authorization Form (UAAF) requests;

- Making EIV role assignments (for Non-HUD User (HSU) or Contract Administrator User (CAU)) to their User's User ID and property(ies) or contract(s) assigned to the User in Web Access Secure Systems (WASS);

- Certifying, re-certifying, and expiring their Users' access to EIV for contract(s) and/or property(ies) assigned to them in WASS; and

- Protecting EIV data from unauthorized users.

The table below lists Coordinator functions for which the owner of the property or authorized Contract Administration (CA) official at the agency has authorized the Coordinator to perform on behalf of the owner or CA.

User Type	User ID Types	EIV Role	Functionality
MF EIV Coordinator	M-ID	HSC/CAC	View benefit and wage-related information, as well as verification reports for the contracts and projects assigned in WASS.
			Approve their users' online UAAF requests for certification, re-certification, and expiration of EIV access through the User Requests function in EIV.
			Perform EIV User role (HSU or CAU) role assignments to 'Active' users and un-assignments from 'Terminated' users in WASS.
			Perform HSU or CAU role assignments to and un-assignments from contracts/properties available to their users or former users in WASS.
			Perform the User Certification function for users under their jurisdiction.
			View Coordinator Certification Report for user status and recertification period for Coordinators.
			View User Certification Report for users under their jurisdiction.
MF EIV Coordinator	M-ID	CAC	O/A Certification Report- to provide the ability to view the EIV certification status of a contract / project for users with HSC / HSU user role.

This manual assumes that administrators have the following knowledge or expertise:

- Working knowledge of Microsoft Windows.

- Operational understanding of PCs.

- Operational understanding of Internet browsers.

- Understanding of basic network concepts.

- Understanding of HUD program terminology, policies, and procedures.

1.4   Related Documentation

This section provides a list of related documentation, including:

- *EIV System User Manual for Multifamily Housing Program Users* – This manual provides step-by-step instructions on how to gain EIV Coordinator and User access to the EIV system, read benefit and wage-related reports, and use menu options. This manual is located at: http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/usermanual.pdf

- *WASS User's Manual* – For Coordinators, this manual provides step-by-step instructions on how to perform maintenance of user profiles including roles and property/contract and PHA assignment which is necessary before the user can access EIV functions. This manual is located at: http://www.hud.gov/offices/reac/products/wass/wass_user_manual.cfm

1.5   Abbreviations and Acronyms

A glossary of abbreviations and acronyms is included as Appendix A of this document.

2 Assigning EIV ACCESS Rights to Users

2   Assigning EIV Access

2.1   Accessing Secure Systems/WASS

Step 1: Go to **Secure Systems Single Sign On**

The link for External users is:

https://hudapps.hud.gov/HUD_Systems

Step 2: Enter your M-ID (External User) and Password.

Step 3: Click on "**Login**".

This will bring you to the User Login screen that contains the Legal Warning, Warning Notice, and Message of the Day.

Step 4. After reading the warnings and Message of the Day, click on "**Accept**"

This will bring you to the Main Menu screen. Here, you will see only those WASS-based HUD systems to which you have been granted access.

Before starting the process of assigning the EIV user role to a user's WASS ID and then the EIV user role to a contract(s) and/or property(ies) in WASS, the EIV Coordinator should make sure that the applicant has read and understands the EIV Rules of Behavior, which is part of the UAAF, and has also completed the online Federal ISS training program.

Assigning EIV access authorization rights to EIV applicants is a three-part process.

- First, the EIV Coordinator must assign the EIV user role (HSU or CAU) to the EIV applicant's WASS ID.

- Second, the EIV Coordinator must assign the HSU or CAU role to the user's contract(s) and/or property(ies) in WASS.

- Third, the EIV User's contract(s) and/or property(ies) must be certified in EIV.

2.2   Perform EIV User Role (HSU or CAU) Assignments to Active Users in WASS

2.2.1   Assigning the EIV User Role "HSU" or "CAU" to the EIV User's ID in WASS

Step 1: On the navigation panel to the left, under System Administration, click on "**User Maintenance**".
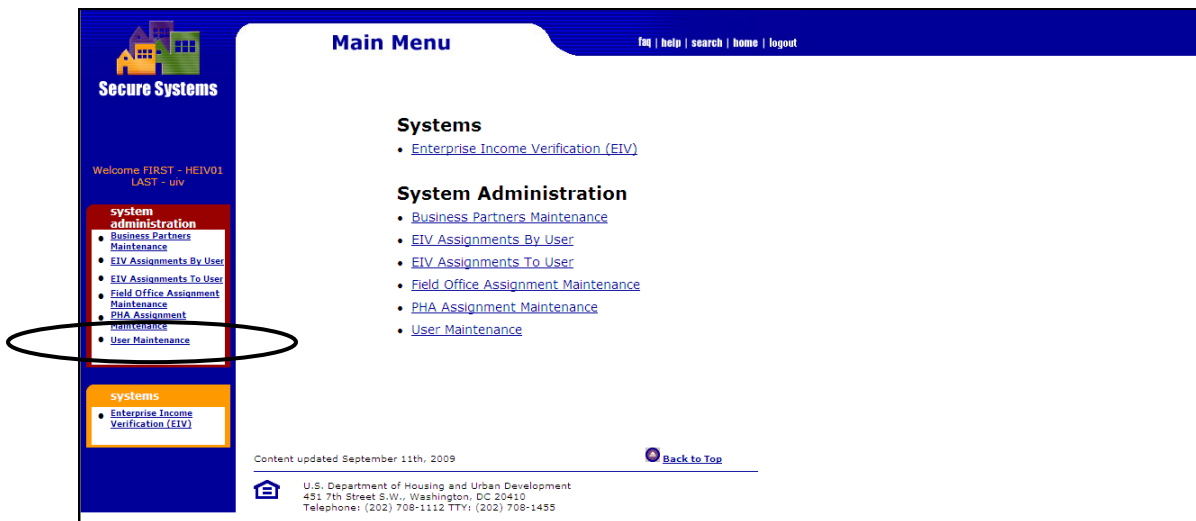
The result will bring you to the **User Maintenance** screen**.**

Step 2: Enter the User ID of the EIV User applicant to search for the EIV User applicant and click on "**Search for User**".
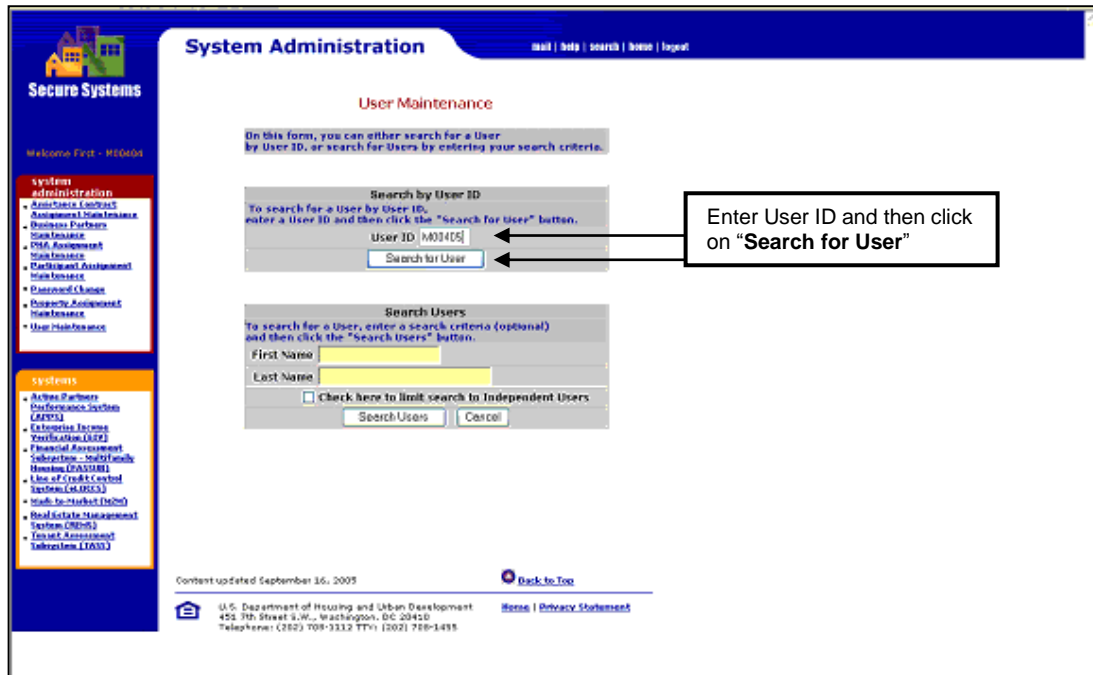
The result will bring you to the **Maintain User** screen.

Step 3: Under **Choose a Function**, select the **"Maintain User Profile – Roles"** function.
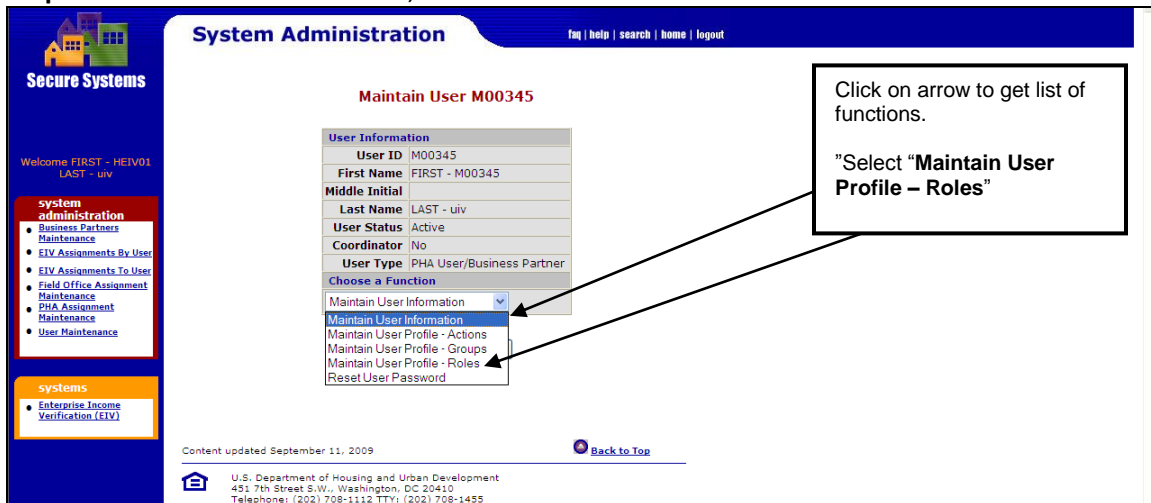
Step 4: Click on **"Submit"**
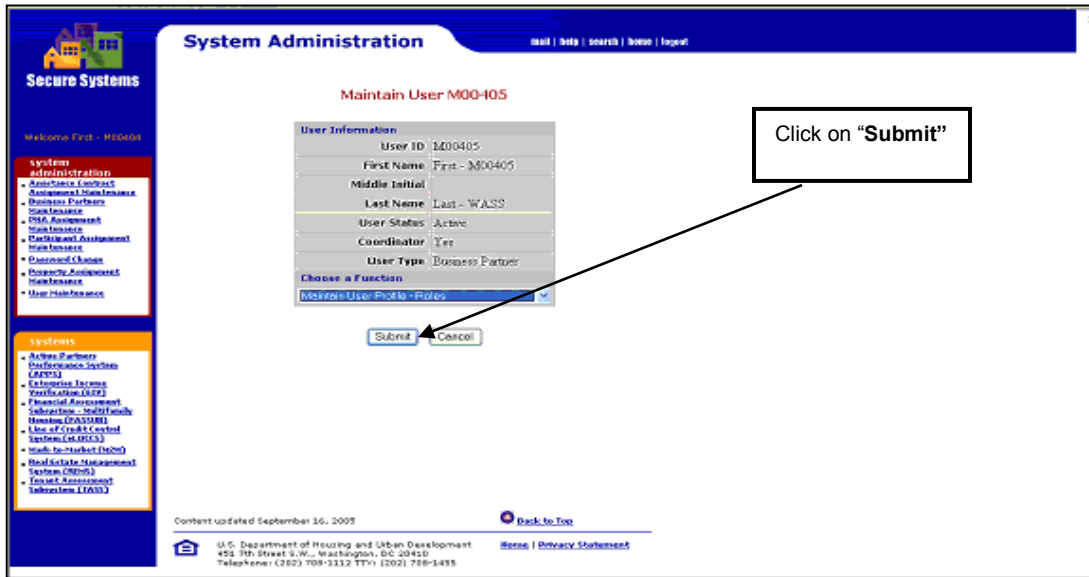
The result will bring you to the **Assign/Unassign Roles for User** screen.

Step 5: From the **Assign/Unassign Roles for User** screen, under **EIV – Enterprise Income Verification**, select the "**HSU – MF – EIV - Non-HUD User**" or "**CAU – EIV – MF – Contract Administrator User**" roles for the selected EIV User applicant and then click on "**Assign/Unassign Roles**".
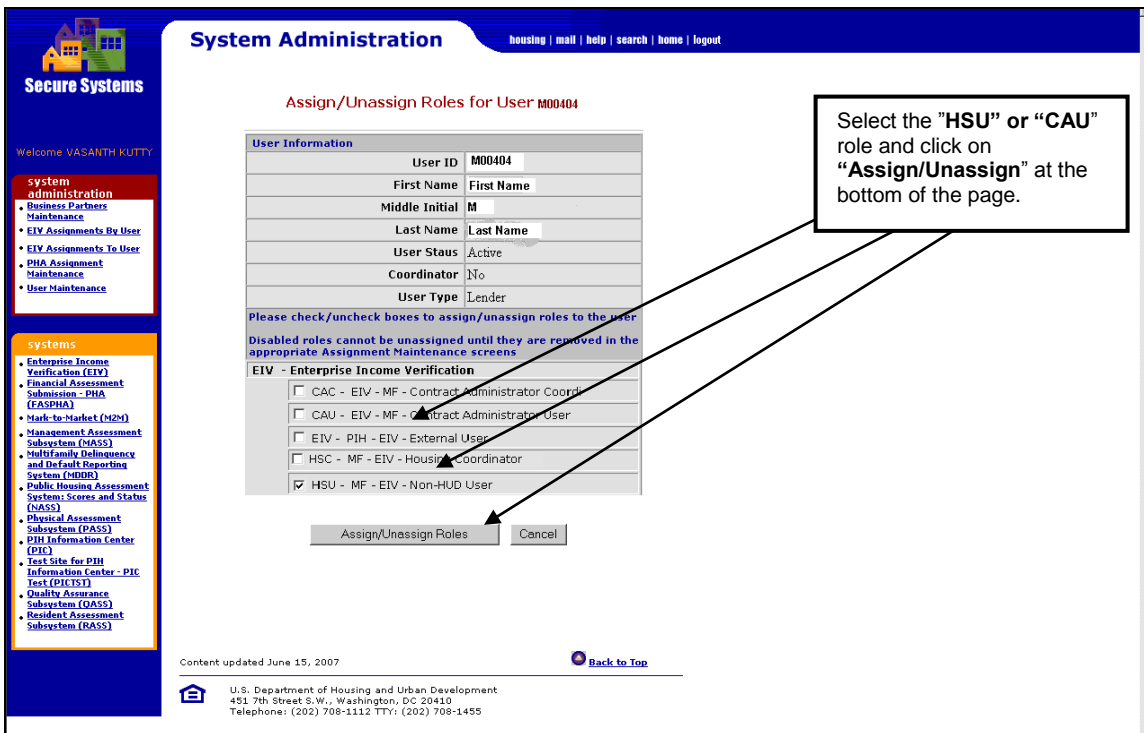
The result will bring you to the **Assign/Unassign Role Confirmation for User** screen.

Step 6: Click on "**Confirm**"

The resulting screen will show successful assignment/unassignment of role(s) to User. Click **OK**.

2.3 Perform HSU or CAU Role Assignment to the User's Property (ies) / Contract(s) in WASS

2.3.1   Property Owners, Management Agents, and Service Bureaus

- For an **owner, management agent, or service bureau**, the assignments must be made using the **Property Assignment Maintenance** function.

Step 1: On the navigation panel to the left, click on "**Property Assignment Maintenance**"
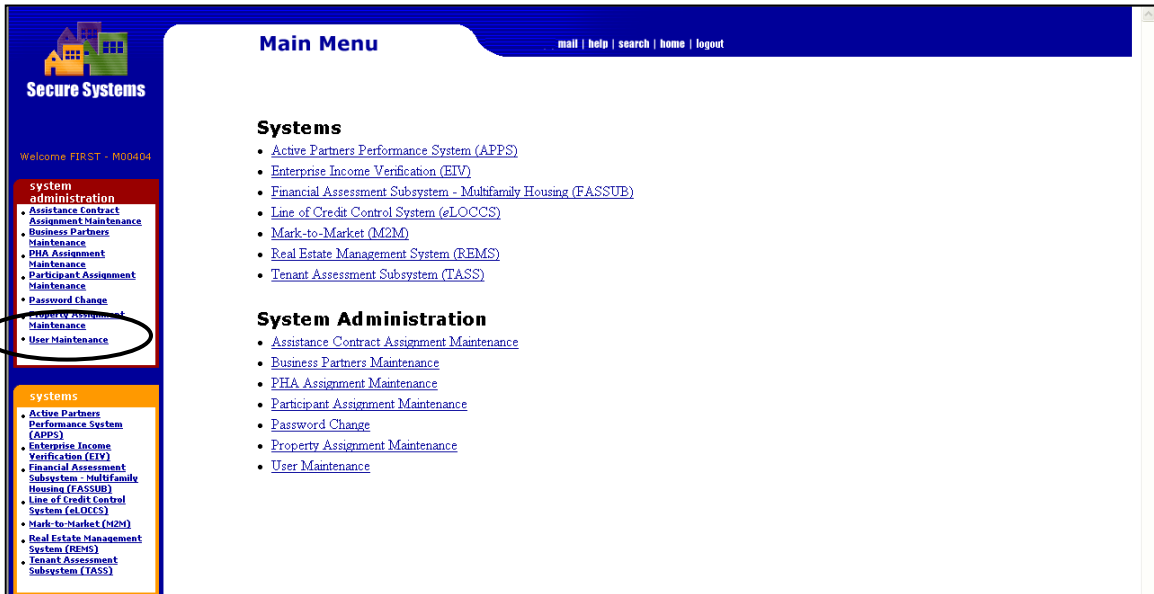
The result will bring you to the **Property Assignment Maintenance** screen.

Step 2: Enter the User ID, select from the Tax ID drop-down list, or enter a Property ID, FHA Number, Contract Number (or) select a Servicing Site for which the EIV User applicant needs to

get the assignments from the drop-down list. Enter a **Role Code** (e.g., HSU) and click on "**Submit**" button.
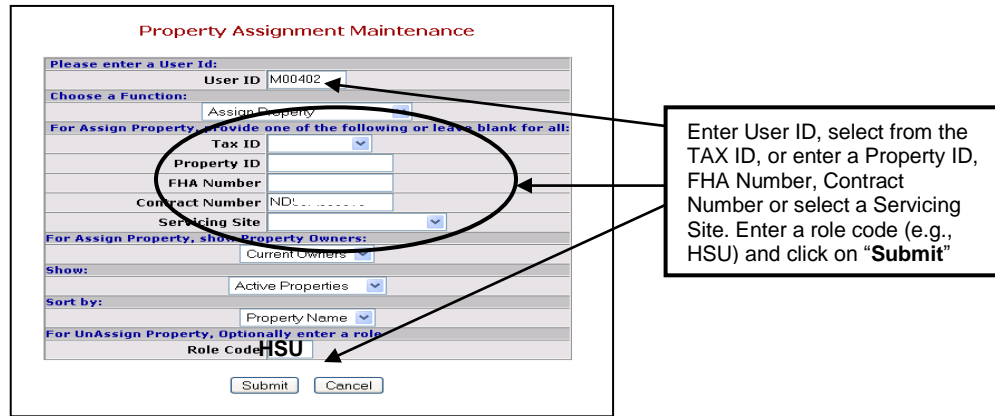
Step 3: Under **Role Description** - **(System ID – Role Code),** select **Non-HUD User (EIV – HSU)** that is assigned to the EIV User applicant and the **Property(ies)** from the list provided and click "**Submit**". EIV Coordinators must assign to the applicant only those properties or contracts listed on the hardcopy UAAF, under **Part 1. Access Authorization, E. Portfolio.**

To assign all properties, highlight the first property and hold down the shift key while scrolling down to the bottom. To assign one or more properties in a list, hold down the CTRL key while clicking on each property.
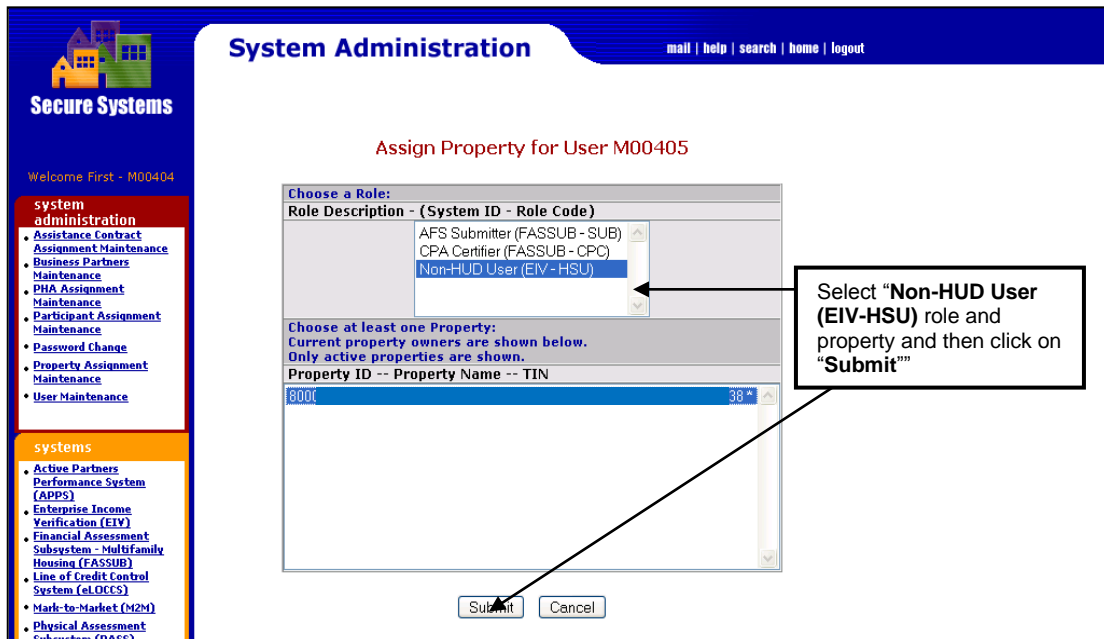
The result will bring you to the **Assign Property Confirmation for User** screen, which displays the confirmation of the assignment, as shown below, and the property (ies) information to which the User with the specified role has been assigned in WASS for EIV.

Step 4: Click "**Confirm**"

The resulting screen will show successful assignment of the property(ies) to user. Click OK.
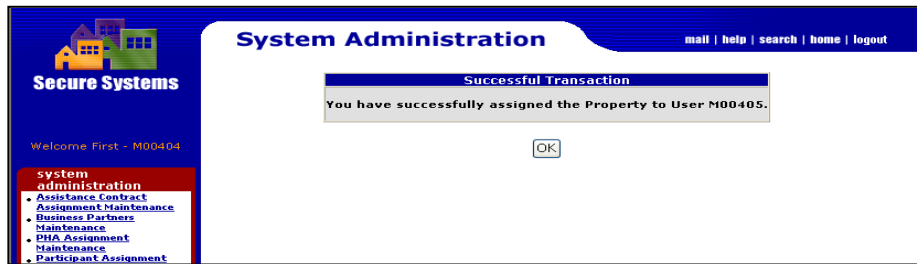
2.3.2   Contract Administrators Only

Contract Administrators make assignments using the **Assistance Contract Assignment Maintenance** function.

Step 1: On the navigation panel to the left, click on "**Assistance Contract Assignment Maintenance**"

This will bring you to the **Assistance Contract Assignment Maintenance** screen.

Step 2: Enter the User ID of the EIV user applicant and enter Property ID (or) Contract # or select the CAID (Contract Assistance Identifier) for which the EIV User applicant needs to get assignments and click on the "**Submit**" button.
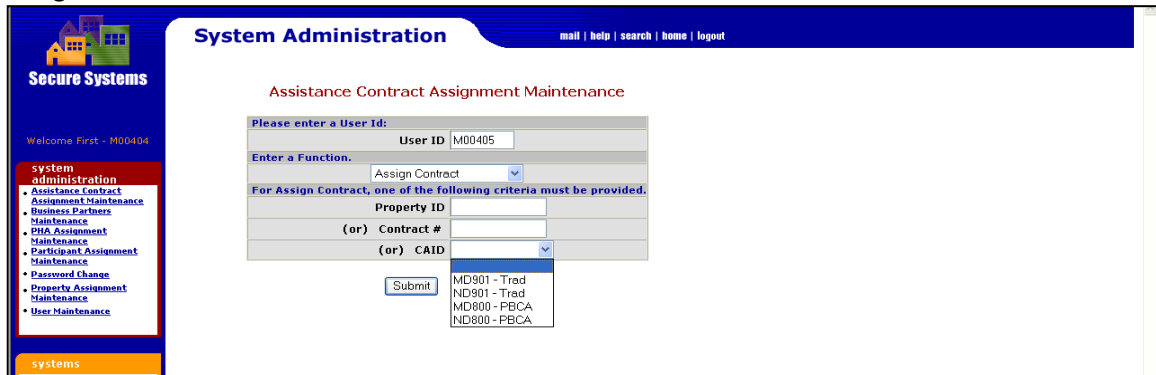
The result will bring you to the **Assign Contract** screen.

Step 3: Select the **"CAU"** role, the **Contracts** from the list provided and click "**Submit**". EIV Coordinators must assign the EIV User role (CAU) **only** to those contracts listed on the UAAF, under **Part 1. Access Authorization, E. Portfolio**. To assign the entire list, highlight the first contract and hold down the shift key while scrolling down to the bottom. To assign some of the contracts in a list, hold down the Ctrl key while clicking on each contract.
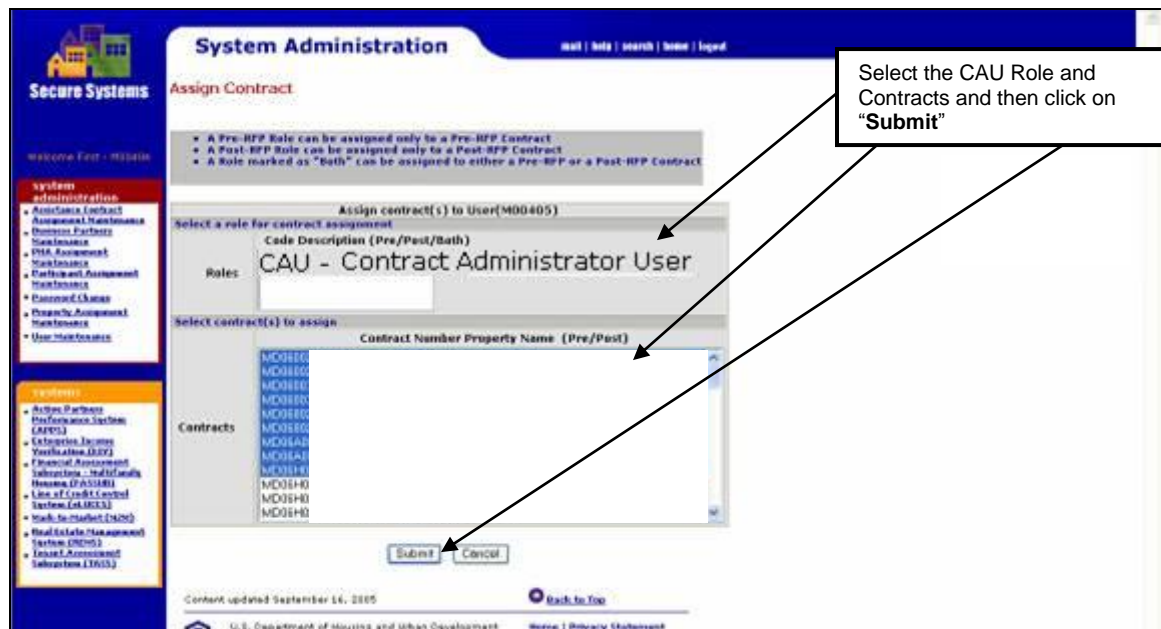
The result will bring you to the **Assign Assistance Contract Confirmation for User** screen which displays the confirmation of the assignment, as shown in the next screen, and the Contracts

information to which the EIV User applicant with the specified role has been assigned in WASS for EIV.

Step 4: Click on "**Confirm**"

3 MF Housing Program
- User Administration

3 User Administration

This section covers the administration function available to MF Housing Program User Administrators in the EIV application.

3.1 Logging to EIV System from Secure System

The Main Menu in Secure Systems will display the list of all the systems the user is authorized to access in WASS. WASS authenticates the user account and displays the Enterprise Income Verification (EIV) link to access the EIV application. The EIV option may be selected from either the Main Menu or the left panel on the same page. Click on the Enterprise Income Verification (EIV) link.
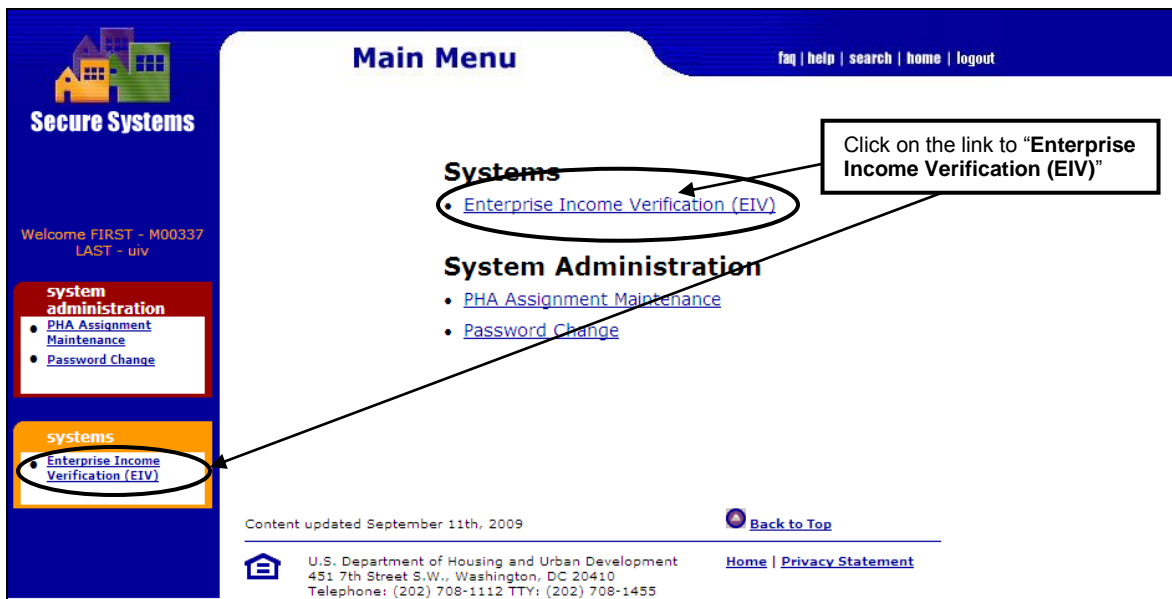
- All questions related to the MF Housing Program portion of the EIV application should be deferred to the MF Helpdesk at 1-800-767-7588 or by email at mf_eiv@hud.gov.

If the user has access to both Office of Housing (Housing) and Office of Public and Indian Housing (PIH) programs in EIV, the user will see a Select Program Office page as shown below. Select **Office of Housing (Multi-Family) – Access to Income Data by Subsidy Contract or Project Number** option from the selection and click on **Continue**.

If the user has multiple External EIV roles, a role selection page is displayed when the user clicks the EIV link or when the user selects the Office of Housing option in Program office Selection page.

Select a Coordinator Role (HSC role or CAC role) option from the selection and click on Continue.

Legal Warning Page for MF Housing Program Users

For External EIV MF Housing Program users, the Acknowledgement Page appears, as shown on the following.

Before EIV will allow users to enter the system, they must check the box to acknowledge that they will be viewing and safeguarding Privacy Act materials and the box to affirm that they have a valid form HUD-9887 on file for the family or will verify that users have valid form HUD-9887s on file, depending on whether the Coordinator is an O/A, service bureau, or CA.

Once these boxes are checked, users can navigate the system. There are separate legal warning pages for Property Owners, Management Agents, and Service Bureaus and contract administrators as shown on the next page.

Legal Warning page for Property Owners, Management Agents, and Service Bureaus:

Legal Warning page for Contract Administrators:

Welcome Page for HSC user

The EIV Welcome Page displays after successful acknowledgement. This page shows the User's Name, Timeout Notice, Legal Warning and Notice of Browser Compatibility.

Welcome Page for CAC user

The EIV Welcome Page displays after successful acknowledgement. This page shows the User's Name, Timeout Notice, Legal Warning and Notice of Browser Compatibility.

3.2   Coordinator Cert Report

The Coordinator Cert Report provides EIV Coordinators the capability to view the certification status and effective dates of contracts/projects in their portfolio.

Step 1: Click on the **Coordinator Cert Report** link in the left-hand navigation panel.

The resulting screen, displays the list of all the projects and contracts under the Coordinator's jurisdiction with the following details:

- o   User ID
    - ▪   M-ID for External users
- o   User Name
- o   Certification Status (All, Pending, Certified, Expired, New)
    - ▪   The Certification status for the portfolio defaults to "All" as shown in the figure below. Click the down arrow key for more status options -- Pending, Certified, Expired and New.   Click "Change View" to view the Projects/Contracts with the selected certification status.
- o   Recertification Check box
    - ▪   Provides user an option to create a CAAF for the selected Contract(s)/ Project(s)
- o   Project/Contract number
- o   Effective Date of Action
    - ▪   The date on which this contract was certified/re-certified
- o   Recertification Period
    - ▪   The period during which the re-certification should be done so that contract/project assignment will not expire
- o   Effective To Date

- ▪ The date the contract/project certification expires
  - o User Status
    - ▪ Current status of that contract
  - o Approver User ID
    - ▪ User ID who has approved that project/contract re-certification
  - o Role Assigned
    - ▪ The user's role for that project/contract

To create a CAAF (Coordinator Access Authorization Form) request for certification, re-certification, or termination of a contract(s), select the Recertification check box for the contract(s) from the list for which you want to create a CAAF and click on **Create CAAF** button. A CAAF request form will appear with the selected contract(s)/project(s) populated in the Contract/Project number field of the CAAF, as shown in below screenshot:

EIV Coordinators will provide necessary field information on the CAAF and click on "**Submit Request**" to create a CAAF for the selected contract(s)/project(s).

3.3   OA Cert Report

O/A Cert Report provides users the capability to view the EIV certification status of a contract(s) and/or project(s) that has at least one user with the HSC or HSU user roles assigned that O/A's contract(s) and/or project(s).

Step 1: Click on the **O/A Cert Report** link in the left-hand navigation panel.

The resulting screen displays, the Contract selection page to search for certification status.

Step 1: Select a contract or select 'All contracts' to get the certification status of the HSC/HSU user roles

Step 2: The search can be performed by entering the user ID of the user being searched.

The resulting page, displays the certification status of users with same portfolio.
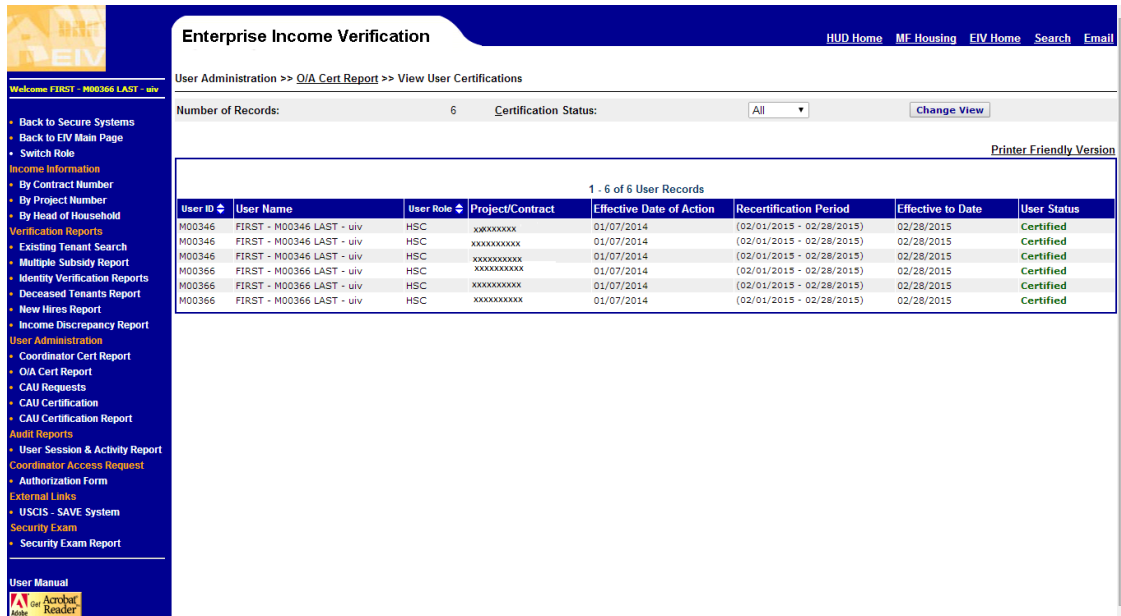
The user can print the report by clicking the **Printer-Friendly Version** link on the page.

3.4   User Requests/CAU Requests

User Requests provide EIV Coordinators the capability to view their users' online **User Access Authorization Form** (UAAF) requests and approve, deny, or put UAAF requests on hold until such time as EIV Coordinators are ready to act on UAAFs.

Step 1: Click on the **User Requests** link in the left-hand navigation panel. Click on **CAU Requests** for users with CAC user roles.

On the resulting screen, the **Requested Selection:** defaults to "Pending" as shown in the figure below. Click the down arrow key for more request options. Click "**Change View**" to view the selected requests. The request selection options are Pending, Approved, On-hold, and Denied.

The following UAAF summary data fields are displayed:

- Date Requested (from most recent to oldest UAAF)
- User ID (M-ID for external users)
- User Name
- User Role (HSU or CAU Role)
- No. of Contract/Project
- Type of Action Requested (Certification, Re-certification, or Expiration)
- Status (Pending, Approved, Denied, or On Hold)
- Actions

Under "Actions," click the "Details" button to Approve, Deny, or put the User's request On Hold, as shown below.

Click on the details tab to the corresponding UAAF that requires Re-Certification

The resulting screen displayed below is the "Pending" Re-certification UAAF requiring action.

The UAAF displays options to Approve, Deny, or put the User's UAAF On-Hold. The Coordinator may click the "Cancel" button to exit out or may take action by clicking the Approve, Deny or On-Hold button.

User submissions may be for Certification, Re-certification or Termination. The Coordinator can act on these requests by clicking the Approve, Deny or On-Hold button.

For each type of action, a corresponding confirmation message will be displayed. The next section shows screen shots for each type of action.

Once the EIV Coordinator has taken an action (i.e., Approved, Denied, or put the HSU or CAU User's request On Hold), disclaimer statements will be displayed on the resulting screen to indicate:

1) Approval of the user UAAF request is not tied to the user certification process (i.e., that a certification action still must take place except in the case of a new user);
2) If the action was a denial of a request for recertification, the Coordinator must Unassign the user's HSU/CAU role in WASS from those of the property(ies) and/or contract(s) for which the user was responsible for which recertification was denied; and
3) In order to avoid an interruption in the user's EIV access, the Coordinator must act on any UAAF that has been put on hold within the 30-day grace period that follows each semi-annual re-certification period.

Once the EIV Coordinator has acted on the request, a pop-up message will be displayed based on the action, as displayed in sections 3.2.1 to 3.2.5.

The following are the disclaimers that are displayed when performing any actions on the UAAF requests:

Approved: You must now certify the user's property(ies) and contract(s) in User Certification, by the end of the semi-annual period, to avoid interruption of the user's EIV access. Approval of recertification request UAAFs does not denote recertification of users in EIV.
Denied: You must now unassign the EIV Non-HUD User (HSU)/ MF EIV Contract Administrator User (CAU) role in Web Access Secure Systems (WASS) from the property(ies) or contract(s) for which the user was responsible.
On Hold: You must act on the user's UAAF request, by the end of the semi-annual period, to avoid a break in the user's EIV access.

EIV Coordinators must click the "OK" button in the pop-up box to indicate that they understand the next action required.

3.4.1 Certification UAAF – Approve Action

Click on OK in the pop-up box and then click on the Approve button to perform this action. The resulting page will display the Pending requests with one less request, which is the one just performed.

Note: Once the Coordinator has acted on the User's UAAF request, the Coordinator WILL NOT be able to reverse the action. If a Coordinator acts on a User's UAAF request by mistake, the User will have to submit a new online request to the Coordinator for action.

Note: Any approval action will result in automatic user certification of contract and project access requested by the user. The user will be certified for 6 months.

3.4.2   Certification of UAAF – Deny Action

To perform the Deny action of a Recertification type of request, click on the Deny button from the UAAF details page as shown below.

Click on the Deny button to perform this action. The resulting page will display the pending requests with one less request, which is the one just performed.

Note: Once the Coordinator has acted on the User's UAAF request, the Coordinator WILL NOT be able to reverse the action. If a Coordinator acts on a User's UAAF request by mistake, the User will have to submit a new online request to the Coordinator for action.

3.4.3   Certification of UAAF – On-Hold Action

Click on OK in the pop-up box and then click on the On-Hold button to perform this action. The resulting page will display the pending requests with one less request, which is the one just performed.

3.4.4   Recertification of UAAF – Approve Action

Click on OK in the pop-up box and then click the Approve button to perform this action. The resulting page will display the Pending requests with one less request, which is the one just performed.

Note: Once the Coordinator has acted on the User's UAAF request, the Coordinator WILL NOT be able to reverse the action. If a Coordinator acts on a User's UAAF request by mistake, the User will have to submit a new request to the Coordinator for action.

Note: Any approval action will result in automatic user certification of contract and project access requested by the user. The user will be certified for 6 months.

3.4.5 Recertification of UAAF – Deny Action

To perform the Deny action of a Recertification type of request, click on the Deny button from the UAAF details page as shown below.

Click on OK in the pop-up box and then click on the Deny button to perform this action. The resulting page will display the pending requests with one less request, which is the one just performed.

Note: Once the Coordinator has acted on the User's UAAF request, the Coordinator WILL NOT be able to reverse the action. If a Coordinator acts on a User's UAAF request by

mistake, the User will have to submit a new online request to the Coordinator for action.

3.4.6   Recertification of UAAF – On-Hold Action

Click on OK in the pop-up box and then click on the On-Hold button to perform this action. The resulting page will display the pending requests with one less request, which is the one just performed.

Note: Once the Coordinator has acted on the User's UAAF request, the Coordinator WILL NOT be able to reverse the action. If a Coordinator acts on a User's UAAF request by mistake, the User will have to submit a new request to the Coordinator for action.

3.4.7 Expiration of UAAF – Approve Action

Click on OK in the pop-up box and then click on the Approve button to perform this action. The resulting page will display the pending requests with one less request, which is the one just performed.

Once the Coordinator has acted on the User's UAAF request, the Coordinator WILL NOT be able to reverse the action. If a Coordinator acts on a User's UAAF request by mistake, the User will have to submit a new online request to the Coordinator for action.

3.4.8 Expiration of UAAF – Deny Action

Click on OK in the pop-up box and then click on the Deny button to perform this action. The resulting page will display the Pending requests with one less request, which is the one just performed.

Once the Coordinator has acted on the User's UAAF request, the Coordinator WILL NOT be able to reverse the action. If a Coordinator acts on a User's UAAF request by mistake, the User will have to submit a new online request to the Coordinator for action.

3.4.9   Expiration of UAAF – On-Hold Action
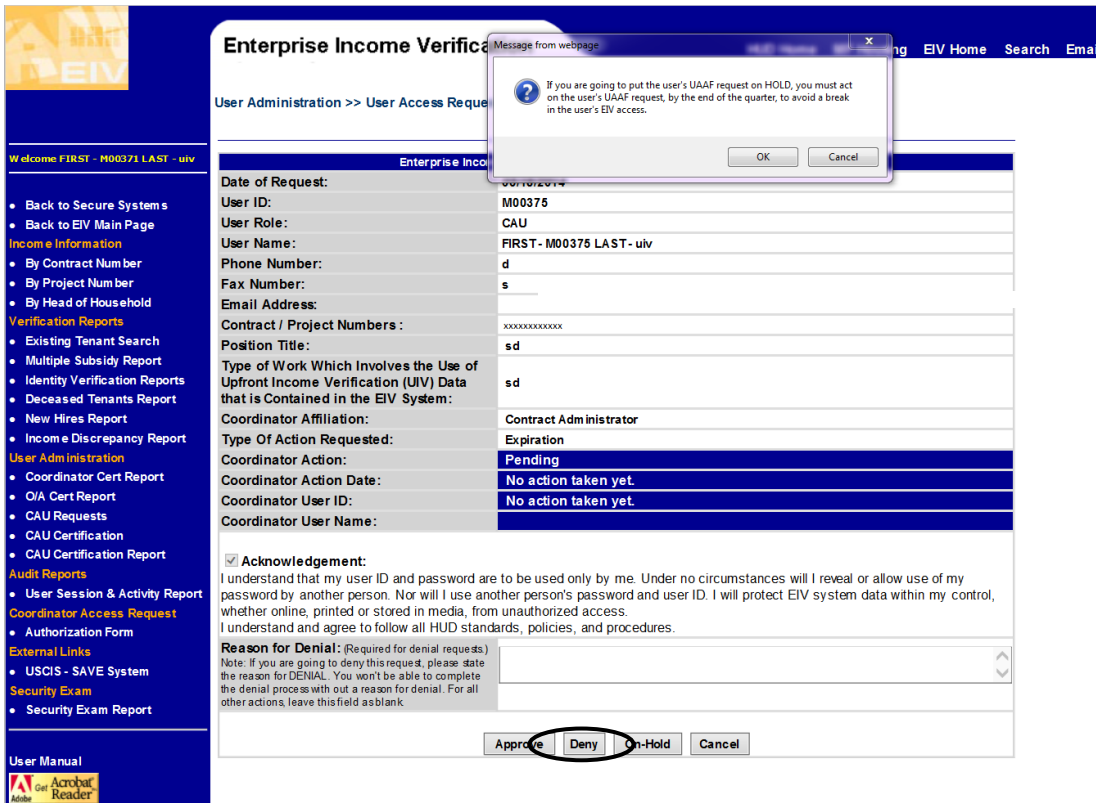
Click on OK in the pop-up box and then click on the On-Hold button to perform this action. The resulting page will display the pending requests with one less request, which is the one just performed.

3.5   Automatic User Certification after the approval of UAAF (New in EIV 9.3)

Note: Any approval conducted in Section 3.4 will result in automatic user certification of contract and project access requested by the user. The user will be certified for 6 months.

Note: New users do not have to go through a CAAF or UAAF certification process until 6 months later when they should be considered for re-certification.

3.6   Certifying EIV Users

3.6.1   Certifying/Re-certifying/Expiring EIV Users Assigned "HSU" or "CAU" Role

MF EIV Coordinators assigned the EIV HSC or CAC role can only certify EIV Users assigned the HSU or CAU role, respectively.

Note: The User Certification process is linked to the User Access Requests function. Only contracts and projects assigned to new users and those that are listed in UAAFs that have been "Approved" will appear on the User Certification page.

The User Certification process is as follows:

- Users will create and submit online UAAFs requesting their new or additional contract(s) and/or property(ies) be certified in EIV or recertified in EIV in order to continue their access to EIV.

- EIV Coordinators will process online UAAFs by approving, denying, or putting them on hold. An EIV Coordinator should not approve a UAAF, if he or she is not the Coordinator for all of the contracts and properties listed in the UAAF.

- EIV Coordinators will then go into User Certification and certify contracts and/or properties for User applicants. As aforementioned, only those contracts and properties listed in an "Approved" UAAF will appear on the User Certification page.

To certify/re-certify "HSU" or "CAU" users:

Step 1: Click the **User Certification** link in the left-hand navigation panel. Click on **CAU Certification** for users with CAC user roles.

Step 2: From the **User Certification** page/**CAU Certification** Page, select from the **Contracts** or **Projects** option, choose a value from the **Select Certification Status** drop-down list, and click on the "**Get Users**" button.

When the **Contracts** option is selected and a contract is selected, a list of **HSU** or **CAU** Users for the selected contract will be displayed as shown below.

Enterprise Income Verification

HUD Home   MF Housing   EIV Home   Search   Email

User Administration >> CAU Certification >> User Certification by Projects/Contracts

| **Number of Records:** | 53 | **Certification Status:** | All ▼ | **Change View** |

Welcome FIRST - M00371 LAST - uiv

Note:
- To certify assignment(s), please select the assignment(s) and click **'Certify'** button.
- To expire assignment(s), please select the assignment and click **'Expire'** button.
- Click on **'Select/Deselect All'** button to Select all and deselect all assignments

Next Group ⊙
1 - 50 of 53 Users Last Page

- Back to Secure Systems
- Back to EIV Main Page

Income Information
- By Contract Number
- By Project Number
- By Head of Household

Verification Reports
- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Reports
- Deceased Tenants Report
- New Hires Report
- Income Discrepancy Report

User Administration
- Coordinator Cert Report
- O/A Cert Report
- CAU Requests
- CAU Certification
- CAU Certification Report

Audit Reports
- User Session & Activity Report

Coordinator Access Request
- Authorization Form

External Links
- USCIS - SAVE System

Security Exam
- Security Exam Report

User Manual

Action	User ID	User Name	Contract	Effective Date of Action	Effective To Date	User Status	Approver UserID
☐	M00375	FIRST - M00375 LAST - uiv	AKC xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	AK xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	AKC xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	AL xxxxxxxxxx	05/16/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	AZ xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	CO xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	DC xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	DC xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	FL xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	FL xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	IN xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	MA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	MA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	MA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	MS xxxxxxxxxx	05/16/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	NI xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	NH xxxxxxxxxx	05/16/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	NY xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	OR xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	OR xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	TX xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	TX xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	TX xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	TX xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	UT xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	UT xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	UT xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371
☐	M00375	FIRST - M00375 LAST - uiv	VA xxxxxxxxxx	04/24/2014	10/31/2014	Certified	M00371

| Certify | Expire | Select/Deselect All |

The list of users for the selected contract or project is displayed in groups of 50. If the search retrieves more than 50 users, the search results are divided into 10 pages with each page containing 50 users. The links to the 10 pages, 'Next group' and 'Last page' are provided on this page to navigate to different pages, to the next group of 10 pages or to the last page.

An **Action** checkbox is provided to certify or to expire a User's contract/project. To certify a contract, under **Action**, click on the box next to the user's User ID (e.g., next to **M00370**) and then click on the **Certify** button. All requests can be certified at one time by clicking on the '**Select All/ Deselect All**' button, which will select all the non-certified users. Individual contracts may be unselected by clicking on the selection box.

When the Certify button is clicked, the system refreshes and updates the User **Certification** page. The page shows the current status of the certifications. When using the Filter for the certified contracts, the screen is displayed as following.

From the User Certification by Projects/ Contracts page, you can also filter the result by certification status by choosing a desired value from the Certification Status drop-down list.

When "All" is selected from the Certification Status, all contracts and projects tied to the user regardless of the status will be displayed. When Pending, Certified, Expired, or New is selected from the Certification Status, only the users for the selected status will be displayed.

To Expire "HSU" or "CAU" users:

Step 1: Click the **User Certification** link in the left-hand navigation panel.

Step 2: From the **User Certification** page, select from the **Contracts** or **Projects** option, choose a value from the **Select Certification Status** drop-down list, and click on the "**Get Users**" button.

When the **Contracts** option is selected and a contract is selected, a list of **HSU** or **CAU** Users for the selected contract will be displayed. Below figure display when user queried for all the Contracts.

The list of users for the selected contract or project is displayed in groups of 50. If the search retrieves more than 50 users, the search results are divided into a group of 10 pages with each page containing 50 users. The links to the 10 pages, 'Next group' and 'Last page' are provided on this page to navigate to different pages to the next group of 10 pages or the last page.

To expire a user's contract/ project, under **Action** check the box next to the user's User ID and Contract(s) combination (e.g. **M00265/ XX000000000)** and click the **Expire** button at the bottom of the page. A Coordinator can expire all contracts/projects at one time by clicking the **Select/Deselect All** button, which is also at the bottom of the page.

When the **Expire** button is clicked, the system requires a confirmation from the Coordinator, as shown below.

When OK is clicked, the screen refreshes and the status of the **Expired** contacts or projects is displayed as **Expired** as is shown below.
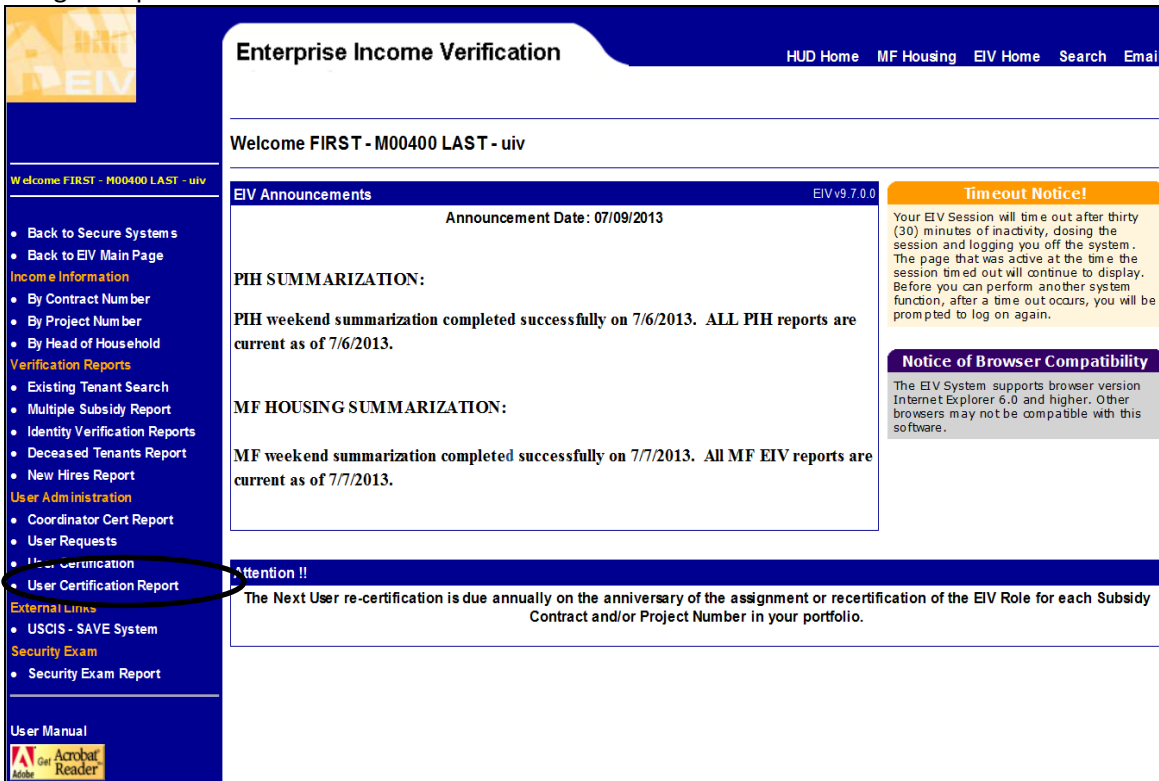
From the Certify Users page, you can also filter the result according to certification status by choosing a desired value from the Certification Status drop-down list.

When "All" is selected from the Certification Status, all contracts and projects associated with the user regardless of the status will be displayed. When Pending, Certified, Expired, or New is selected from the Certification Status, only the users for the selected status will be displayed.

3.7 User Certification Report for HSC roles/CAU Certification Report for CAC roles

To generate the **User Certification Report/CAU Certification Report,** complete the following steps.

Step 1: Click on the **User Certification Report/CAU Certification Report** link in the left-hand navigation panel.

See resulting screen below:

Step 2: From the **User Certification Report** screen, the HSC or CAC user is required to select **Contracts** or **Projects** from the drop-down lists of contracts and projects and **select Certification Status** (i.e., All, Pending, Certified, Expired, New) from the **Select Certification Status** drop-down list.

Step 3: Once the selection is made, the system displays the **User Certification Report** for all HSU or CAU users under the Coordinator's (HSC or CAC) jurisdiction. Data fields include:

- ■ User ID
- ■ User Name
- ■ Contract
- ■ Effective Date of Action
- ■ Effective to Date
- ■ User Status

The list of users for the selected contracts or projects is displayed in groups of 50. If the search retrieves more than 50 users, the search results are divided into groups of 10 pages with each page containing 50 users. The links to the 10 pages, 'Next group' and 'Last page' are provided on this screen to assist the user in navigating to different pages to the next group of 10 pages or the last page.

From the User Certification Report by Projects/Contracts page, you can also filter the result by certification status by choosing one of the options (other than 'All') from the Certification Status drop-down list. When "All" is selected from the Certification Status, all contracts and projects associated to the user regardless of the status will be displayed. When Pending, Certified, Expired or New is selected from the Certification Status, only the users for the selected status will be displayed.

Appendix A – Abbreviations and Acronyms

4 Appendix A – Abbreviations and Acronyms

The following terms, abbreviations, and acronyms may or may not appear in this document. They are provided for reference and clarity.

Acronym	Definition
C&A	Certification and Accreditation
CAI	Contract Assistance Identifier
CAN	Claim Account Number
CCB	Change Control Board
CCMB	Configuration Change Management Board
CM	Configuration Management
CMRB	Contract Management Review Board
COTR	Contracting Officer's Technical Representative
DCG	Development Coordination Group
DRP	Disaster Recovery Plan
DTS	Data Transmission Services
EDI	Electronic Data Interchange
EIV	Enterprise Income Verification
FEIN	Federal Employer Identification Number
FIPS	Federal Information Processing Standards
FISCAM	Federal Information System Controls Audit Manual
FISMA	Federal Information Security Management Act
FO	Field Office
FOIA	Freedom of Information Act
Form HUD-50059	Form used to submit resident characteristics and tenant income data to HUD
FOUO	For Official Use Only
FTP	File Transfer Protocol
GTM	Government Technical Monitor
GTR	Government Technical Representative
HHS	U.S. Department of Health and Human Services
HOH	Head of Household
HOUSING	Office of Housing - FHA
HUB	Not an acronym. FO's are classified into two categories -- HUB and Program Center. A HUB can be a stand-alone FO or have other offices or program centers report to it.
HUD	US Department of Housing and Urban Development
ICN	Income Control Number
IMS	Inventory Management System (formerly PIC)
MF Housing	Multifamily Housing
MOA/U	Memorandum of Agreement / Understanding
MTW	Moving To Work
NDNH	National Directory of New Hires
NIST	National Institute of Standards and Technology
OIG	Office of Inspector General
OMB	Office of Management and Budget
OPC	Office of Procurement & Contracts
PD&R	HUD's Office of Policy, Development and Research
PHA	Public Housing Agencies

Acronym	Definition
PI	Period of Income
PIA	Privacy Act Assessment
PIC	Public & Indian Housing Information Center (now IMS)
PIH	HUD's Office of Public & Indian Housing
POA&M	Plan of Action and Milestones
PVCS	Project Version Control System
PWS	Performance Work Statement
QA	Quality Assurance
QU	Quarterly Update
QW	Quarterly Wage
RHIIP	Rental Housing Integrity Improvement Project
RIM	Rental Integrity Monitoring
SEIN	State Employment Identification Number
SPH	HUD's Security Program Handbook
SPP	Security Program Policy
SS	Social Security
SSA	Social Security Administration
SSAA	System Security Authorization Agreement
SSI	Supplemental Security Income
SSO	Single Sign On (used in WASS)
SSP	System Security Plan
TARC	Troubled Agency Recovery Center
TASS	Tenant Assessment Subsystem
TRACS	Tenant Rental Assistance Certification System
TTP	Total Tenant Payment
V V&T	Verification, Validation, & Test
W-4	Federal form that is used to collect New Hires data
WASS	Web Access Security Subsystem