



# Access Requests and Getting Started with the MTW Supplement Module (HUD Users)

## Contents:

<b>Overview</b> .....	<b>1</b>
<b>System Requirements</b> .....	<b>1</b>
<b>System Access Information</b> .....	<b>2</b>
<b>General Information</b> .....	<b>2</b>
<b>Requesting New Access</b> .....	<b>2</b>
<b>Requesting that a User Account be Reactivated</b> .....	<b>3</b>
<b>Requesting that a User Account be Deactivated</b> .....	<b>4</b>
<b>Setting Up Your User Account</b> .....	<b>5</b>
<b>Navigating to the MTW Supplement Module</b> .....	<b>5</b>
<b>Document Update Information</b> .....	<b>8</b>

## Overview

The purpose of this document is to provide HUD staff with information about how to request access to the MTW Supplement module within the Housing Information Portal (HIP), including requests for new access, account reactivation, and account deactivation, how to login for the first time, and how to navigate to the MTW Supplement module. While HIP is built on the Salesforce platform and you will see references to it at times, it is a custom application, so you should refer to it as HIP, not Salesforce.

It is recommended that you access this document from the [HIP Training page](#) each time to ensure you are seeing the current version. If updates are made to this document in the future, information about what was updated will be included in the document in the [Document Update Information](#) section.

## System Requirements

Users **must** use a web browser other than Internet Explorer, such as Google Chrome, Microsoft Edge, or Safari, to access this system. **Internet Explorer is not supported.** If you are unsure what your default web browser is, use the instructions in the Checking your Default Web Browser job aid on the [HIP Training page](#).



## System Access Information

This section will provide general information on access to the Housing Information Portal (HIP) MTW Supplement module, information on how to request new access, how to request access for an inactive user be reactivated, and how to remove users from the system.

### General Information

If a HUD staff person needs access to the Housing Information Portal (HIP) MTW Supplement module, there are some things to keep in mind.

- Due to internal HUD user license restrictions at the moment, there is a limit on the number of users that can have access to HIP and the other applications within the HUD1 Salesforce org (HIP, NSPIRE, and GEMS). If there is a license available and a staff person is the Point of Contact (POC) for a MTW Expansion PHA, they will be allowed to have access to HIP. This also ensures that only staff that who actively use the system will be designated as a user.
  - If a field office POC has a PHA that does not yet have access to the system, the POC will not see any data for that PHA until the PHA has access and creates an MTW Supplement form.
  - Access is provided to an entire field office, not just a PHA, so if a POC already has access to the system they should be able to view a newly added PHA once that PHA submits their MTW Supplement form.
- Users who do not log in to their HIP account for 90 days or more will be automatically deactivated.
- All users must agree to the HUD Rules of Behavior that is included in the HUD mandatory annual security awareness training.
- If a user no longer needs access (e.g., is no longer the POC for an MTW Expansion PHA), the PIH Director must submit a request to deactivate that user for multiple reasons including but not limited to compliance with security requirements and allowing other users to obtain access.

### Requesting New Access

Request for new users to have access to the HIP MTW Supplement module will use the process below. Please ensure that you have first reviewed the information in the [General Information](#) section above.

1. The HUD staff person will call the REAC Technical Assistance Center (REAC TAC) at 1-888-245-4860 and select option 9.
2. The user will state they need access to the Housing Information Portal (HIP), what office they are in, and they will need to provide justification for why they need access to the system right now.
  - It is essential the staff person document the name of who they spoke with so if there is an issue getting assistance it can be addressed with the REAC TAC team. If there is an issue, the staff person should send an email to [PIH\\_HIP@hud.gov](mailto:PIH_HIP@hud.gov) with the name of the

REAC TAC representative and a brief description of the request that was made. The HIP team will follow up with the REAC TAC accordingly.

- If access is needed at some point but there is not a current need to actively use the system, the user should request access closer to when they will need to get into the system. User access requests will take not more than 6 business days to be granted.
3. The REAC TAC will document the request in a request log.
  4. Each week the HUD License Oversight Team reviews the requests that have been received during the past week and if there are licenses available and the justification provided by the staff person is sufficient, they will be approved to be granted the access.
  5. Once the request is approved, the HIP team will be notified so that the user's access can be provisioned, and the HIP team will provide access. Usually the same day.
  6. Once access is granted, the user will receive an email to notify them that their account has been created and it will also provide other useful information. They should login to the system by going to the login page at <https://hud.my.salesforce.com/> to verify their access is working. Since HIP uses Single Sign On (SSO) users do not need to establish a password, but they should ensure they have followed the instructions in the [Navigating to the MTW Supplement module](#) section in this document to make sure they can access the MTW Supplement module.

### Requesting that a User Account be Reactivated

If a user's account was made inactive due to not logging in within the last 90 days or because they had access at one point and no longer needed, the user can request their account be reactivated using the process below, if they need access at the moment once again.

1. The HUD staff person will call the REAC TAC at 1-888-245-4860 and select option 9.
2. The user will state they need to be reactivated on the Housing Information Portal (HIP) and will provide justification for why they need access to the system right now.
  - It is essential the staff person document the name of who they spoke with so if there is an issue getting assistance it can be addressed with the REAC TAC team. If there is an issue, the staff person should send an email to [PIH\\_HIP@hud.gov](mailto:PIH_HIP@hud.gov) with the name of the REAC TAC representative and a brief description of the request that was made. The HIP team will follow up with the REAC TAC accordingly.
3. The REAC TAC will document the request. They will then verify if there are licenses available and that they can find the deactivated user in the system. If both of those are true, they will then reactivate the user's account.
  - If there is not a license available, they will log the request and the HUD License Oversight Team will review the request when there are licenses available.
4. Once the user has been told their user account has been reactivated, they will need to login that day or their account will be deactivated again that night. Additionally, they should review the training materials on the [HIP Training page](#) to refresh their knowledge of how to do tasks in the system and what the correct URL is for getting into the system.

### Requesting that a User Account be Deactivated

Only users that need to access HIP to perform their job duties and will actively be using the system should have access. If a user no longer needs access to the system their user account can be deactivated. To submit a deactivation request, the PIH Director in the user's field office or supervisor for HQ level offices should send an email to [PIH\\_HIP@hud.gov](mailto:PIH_HIP@hud.gov) with the subject line "HIP User Deactivation Request" and in the email include the following:

- A statement that user(s) need to be deactivated,
- The first and last name(s) of the user(s) that need to be deactivated, and
- The office the user(s) is/are assigned to.

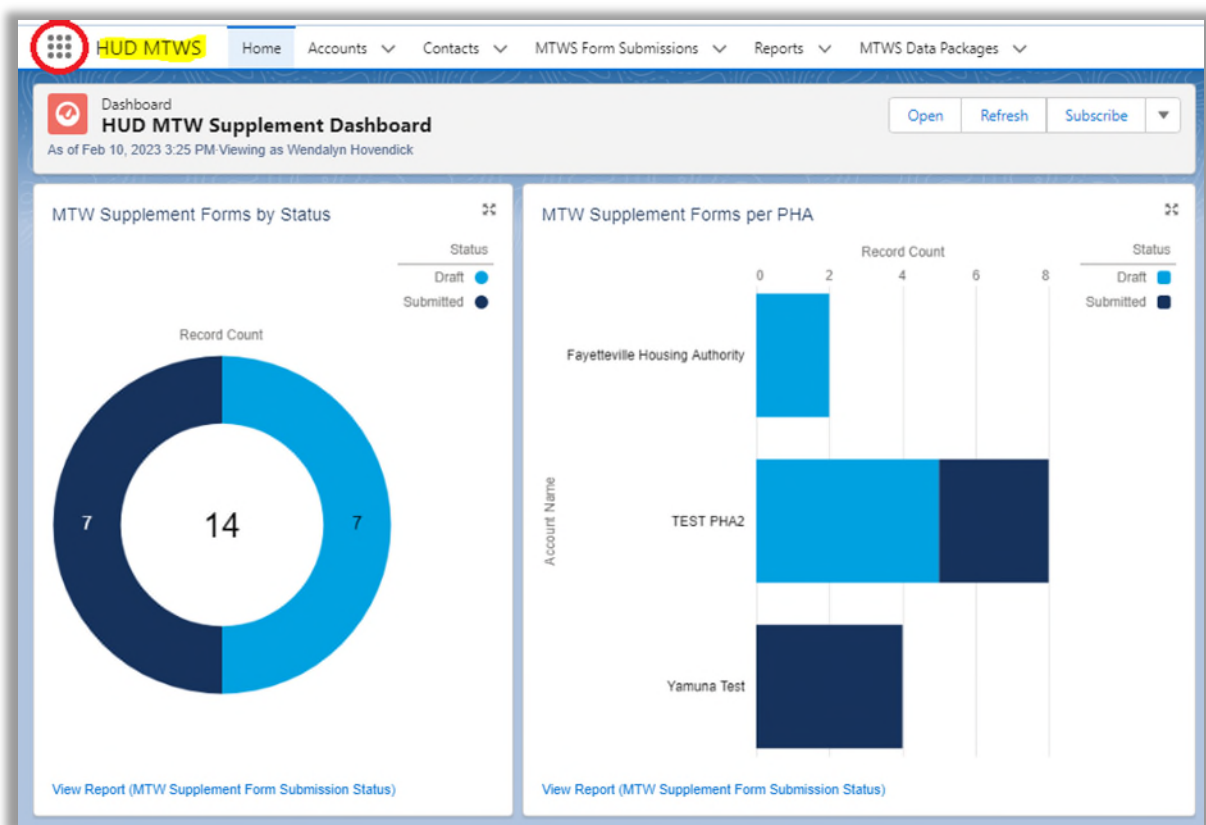
If the POC changes for an MTW Expansion PHA, a request to remove access from the former POC should be submitted at the same time the new POC requests access using the information in the [Requesting New Access](#) section.

## Setting Up Your User Account

Once a user is granted access, they will receive an email from [PIH\\_HIP@hud.gov](mailto:PIH_HIP@hud.gov) with a subject line that contains the words HIP access and will contain information and resources for how to use the system. Since HIP uses Single Sign On, users will not need to setup a password for HIP.

## Navigating to the MTW Supplement Module

If you do not see the HUD MTWS app when you log in to the system (e.g., you see the HUD PIH app instead), as denoted by the label HUD MTWS in the upper left-hand corner, you will need to navigate it to view MTW Supplement forms. It will also be the default app for subsequent logins if you do not change to another app. Apps are the different modules that are built in HIP.

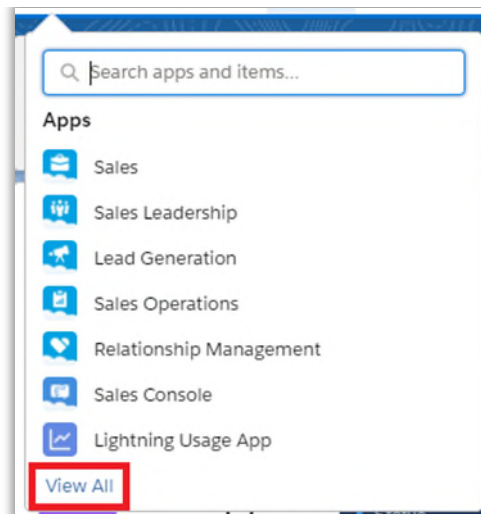


The instructions below assume that this is the first time you've logged into the system or need to know how to navigate back to the HUD MTWS app.

1. In a web browser other than Internet Explorer, go to <https://hud.my.salesforce.com/>. Since HIP utilizes Single Sign On, you will not need a username and password. You can find the Single Sign On instructions on the [HIP Training page](#).
2. From the HIP main screen, in the upper left-hand corner find the app launcher button (it has nine dots in the shape of a square) to the left of the words "Housing Informatio..." and click on it. *If you hover your mouse over the dots, it may say App Launcher.*

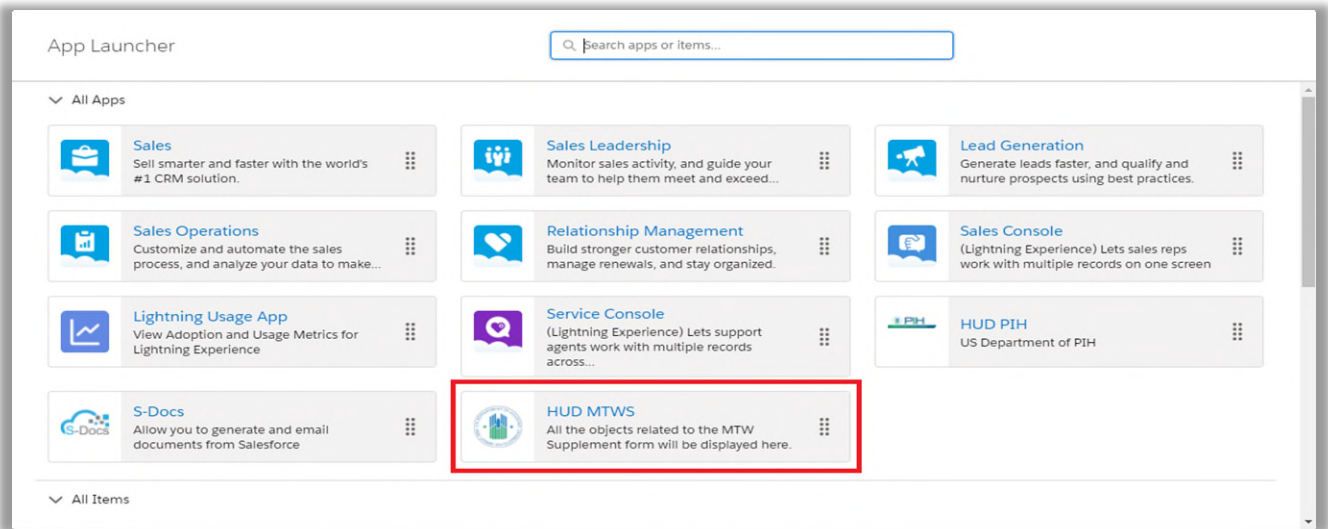


3. A list of apps will be displayed. Click on the View All link at the bottom of the list. *Note that the apps you see listed in the screen print below may or may not appear in what you see due to the permissions you have assigned.*

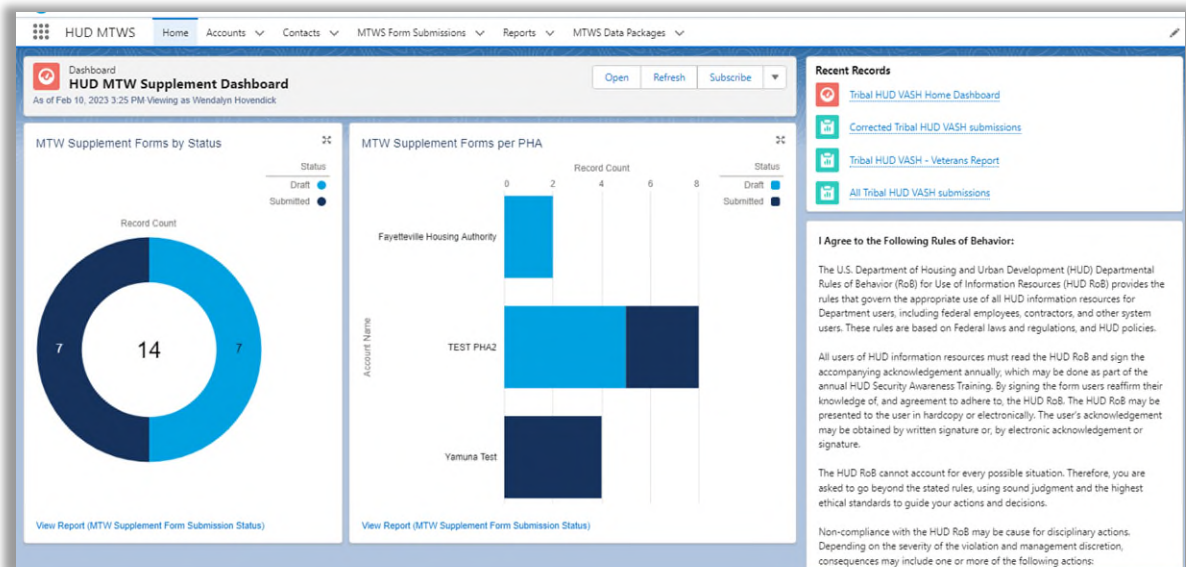


4. The App Launcher will open. Find the HUD MTWS tile under the All Apps heading and click on it.

**Note:** If you do not see the HUD MTWS tile, in the search text box at the top enter MTWS and as you type, it will search and display it. When you see it appear under the All Apps heading, click on it. *Note that the apps you see listed in the screen print below may or may not appear in what you see due to the permissions you have assigned. App icons may also change over time as the system evolves.*



- The page will refresh after a few seconds, and you will be taken to the MTW Supplement landing page.



At this point, you can use the “How to Use the MTW Supplement Module” job aid on the [HIP Training page](#) to get information on how to do various tasks in the system, or logout using the icon in the upper right-hand corner of the page.



## Document Update Information

The information below will provide users with details on what has changed in this document over time. If it has been a little bit since you viewed the document, this will help you know what may have changed.

Items Updated	Date Updated
<ul style="list-style-type: none"> <li>• Clarified option to select when calling the REAC TAC.</li> </ul>	10/22/2024
<ul style="list-style-type: none"> <li>• Updated title of the document.</li> <li>• Updated Overview text.</li> <li>• Added section for deactivation requests.</li> </ul>	07/17/2024
<ul style="list-style-type: none"> <li>• Moved the Technical Assistance and default web browser information to separate documents.</li> </ul>	06/05/2024
<ul style="list-style-type: none"> <li>• Updated the information about how often a user must access to the system before they will be deactivated in the System Access Information section.</li> </ul>	04/01/2024
<ul style="list-style-type: none"> <li>• Updates to the System Access Information section to reflect the updated process for requests related to access.</li> <li>• Updates to the information in the Setting Up Your User Account, Navigating to the MTW Supplement Module, and Technical Assistance sections.</li> </ul>	02/06/2024
<ul style="list-style-type: none"> <li>• Updated the information in the Preparing and Submitting an Access Request to clarify some language and added information about reactivating accounts.</li> <li>• Updated the Agreeing to the HUD Rules of Behavior section to reflect the Rules of Behavior is now displayed each time a user logs in.</li> </ul>	12/11/2023
<ul style="list-style-type: none"> <li>• Updated the email address that access request go to.</li> </ul>	10/16/2023
<ul style="list-style-type: none"> <li>• General look of the document updated, and wording tweaked as necessary to incorporate the template being used for all HIP training materials.</li> </ul>	03/14/2023
<ul style="list-style-type: none"> <li>• Updated various areas of the document as needed to reflect that MTW Supplement is a module within the Housing Information Portal (HIP).</li> </ul>	03/02/2023
<ul style="list-style-type: none"> <li>• Corrected reference to HIP MTW Supplement module for consistency in Technical Assistance section</li> </ul>	02/28/2023
<ul style="list-style-type: none"> <li>• Due to the implementation of Single Sign On, updated the Setting Up Your User Account section to reflect the information that new users will receive and that they no longer have to setup a password due to Single Sign On.</li> </ul>	02/10/2023
<ul style="list-style-type: none"> <li>• Updated the Requesting Access to the System or Removing Users section to clarify who can have access and that a request should be submitted to remove access if a staff person is no longer a POC.</li> </ul>	01/23/2023



Items Updated	Date Updated
<ul style="list-style-type: none"> <li>Renamed the “Required Setup the First Time You Login to the System” section to “Required Setup – Navigating to the MTW Supplement Module” to better help users understand what the section is for.</li> </ul>	
<ul style="list-style-type: none"> <li>Updated the Required Setup the First Time You Login to the System due to changes to the license HUD staff are assigned to.</li> </ul>	08/18/2022
<ul style="list-style-type: none"> <li>Updated the information about the limit to how many users a field office can have access to the system</li> </ul>	03/09/2022 & 05/12/2022
<ul style="list-style-type: none"> <li>Added additional information to the Technical Assistance section about contacting the REAC TAC via phone.</li> </ul>	02/07/2022
<ul style="list-style-type: none"> <li>Updated the email address that access requests are to be sent to</li> <li>Clarified information related to requesting access</li> </ul>	01/20/2022
<ul style="list-style-type: none"> <li>Updated the MTW Expansion Field Office Training and Resources SharePoint page links to reflect that OPHI’s site collection has been migrated to SharePoint Online.</li> <li>Added additional information that must be included in emails requesting new access.</li> <li>Updated the Technical Assistance section to include additional information that users should include when requesting assistance from the REAC TAC.</li> </ul>	12/20/2021
<ul style="list-style-type: none"> <li>The Requesting Access section has been updated to clarify information about removing users and who should send the user access request file.</li> <li>Clarified role of Salesforce in the introduction on page 2.</li> </ul>	11/30/2021
<ul style="list-style-type: none"> <li>Document has been reorganized to improve the flow of the pages.</li> <li>The Technical Assistance section has been updated to provide some additional details on how to get assistance with the system.</li> <li>The Appendix: Checking your Default Web Browser section has been updated to clarify some of the information due to the recent update to HUD computers to make Microsoft Edge the default browser.</li> </ul>	11/16/2021