



MTW Supplement Module – Working with File Attachments (HUD Users)

Contents:

<i>Overview</i>	1
<i>System Requirements</i>	1
<i>Downloading Files Uploaded by PHAs</i>	2
<i>Document Update Information</i>	4

Overview

The purpose of this document is to help HUD staff with how to use the MTW Supplement module within the Housing Information Portal (HIP). The MTW Supplement module contains the [HUD-50075 MTW, MTW Supplement to the Annual PHA Plan](#), form that is used by MTW Expansion PHAs. 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.

System Requirements

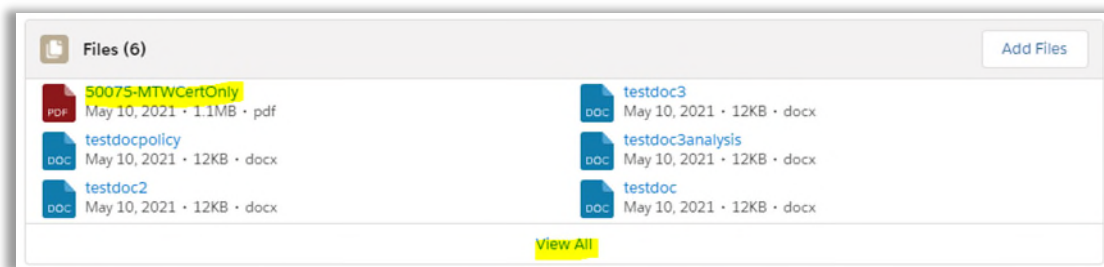
Users **must** use a web browser other than Internet Explorer, such as Google Chrome, Microsoft Edge, or Safari, to access this system. **Internet Explorer is not supported**. If you are unsure what your default web browser is, use the instructions in the Checking your Default Web Browser job aid on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

Downloading Files Uploaded by PHAs

A PHA will upload files for items such as hardship policy, impact analysis, Safe Harbor Waiver (SHW), Agency-Specific Waiver (ASW), public comments, and the MTW Certifications of Compliance to name a few.

If you are not already in a form, use the instructions in the [Accessing an MTW Supplement Form Submission section of the Working with Forms job aid](#) on the [HIP Training page](#).

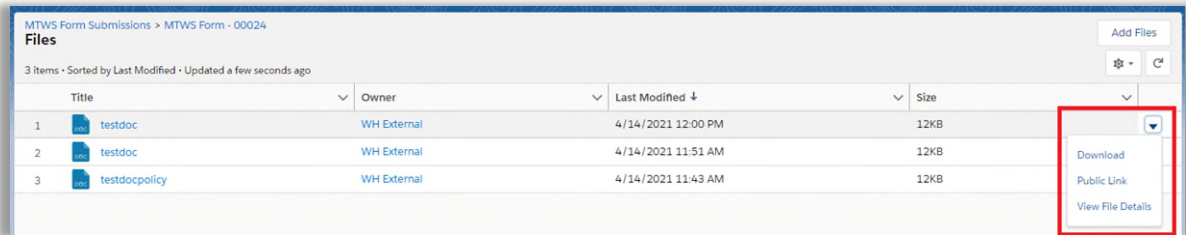
1. On the MTWS Form page, find the “Files” heading (it will be above the S-Docs Relationships heading). Next to the heading will be a number in parenthesis to tell you how many files there are.
2. To download a file, start by clicking on the file name.



3. The process to download the file will depend on if it is a PDF or Word file. Do not change the file name provided by the PHA unless the PHA did not enter a file name according to the specified naming convention (*see the [File Uploads section of the Helpful Information and Tips job aid](#) on the [HIP Training page](#) for more information*). The file name will help you identify each file as you are reviewing the form. Select the location you want to save the file to and click on the Save button.
 - PDF files will display a preview of the file’s contents over top of the MTWS Form page. Click on the Download button at the top in the top middle of the screen to download the file.
 - Word files will display a message that says “No preview available” with a download button below it.
4. Use the X in the upper right corner of the preview, for PDF files, or “No preview available” message – not your browser – to close it and go back to the file listing.
5. Repeat the process to download additional files.

If all the files are not displayed under the “Files” heading, you can get to them by clicking on the View All link below the last row of files. To download files from the Files page, use the following steps.

1. On the Files page, click the down arrow on the right side of the line for that file and a menu will. Click on the Download option.



2. A Save As dialogue box will appear. Do not change the file name provided by the PHA unless the PHA did not enter a file name according to the specified naming convention (*see the File Uploads section of the Helpful Information and Tips job aid on the [HIP Training page](#) for more information*). Select the location you want to save the file to and click on the Save button.
3. You will be taken back to the Files page. Navigate back to the MTWS Form page using the link to the form in the upper left corner.

MTWS Form Submissions > MTWS Form - 00032

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"> Moved information about working with file attachments to its own document. 	06/05/2024
<ul style="list-style-type: none"> Updated the information about how often a user must access to the system before they will be deactivated in the Accessing the System section. 	04/01/2024
<ul style="list-style-type: none"> Updated the information in the Accessing the System section to reflect accounts will be deactivated after 75 days of inactivity. Updated information on documenting REAC TAC representative that is spoken to in the Technical Assistance section. 	02/06/2024
<ul style="list-style-type: none"> Added information about accounts being made inactive after 90 days to the Accessing the System section. 	12/11/2023
<ul style="list-style-type: none"> Updated the Accessing the System section to remove references to HIP having a password for HUD users. 	12/04/2023
<ul style="list-style-type: none"> Added information on how a form can be returned to a PHA. Updated information in Email Notifications section about how the email addresses for the automatic email notifications are updated. 	08/03/2023
<ul style="list-style-type: none"> General look of the document updated and wording tweaked as necessary to incorporate the template being used for all HIP training materials. Update links to location of training materials to point to the HIP Training page. Other clarifications based on user feedback. 	03/14/2023
<ul style="list-style-type: none"> Updated various areas of the document as needed to reflect that MTW Supplement is a module within the Housing Information Portal (HIP). 	03/02/2023
<ul style="list-style-type: none"> Corrected reference to HIP MTW Supplement module for consistency in Technical Assistance section 	02/28/2023
<ul style="list-style-type: none"> Updates throughout the document to related to the implementation of Single Sign On (SSO) in HIP instead of a username and password. Other updates as needed. 	02/10/2023
<ul style="list-style-type: none"> Clarifications in various sections, including references to the system. 	01/23/2023

Items Updated	Date Updated
<ul style="list-style-type: none"> Updated the information about passwords in the Accessing the System section, including information about storing passwords in a user's web browser. Clarified information about the Accounts and Contacts tabs in the Navigation section. Added information about how the field office POC information is maintained in HIP in the Email Notifications section. 	11/23/2022
<ul style="list-style-type: none"> Clarified the instructions under Downloading a PDF of the Form to emphasize that users should give the system time to generate the file before attempting to open it. 	05/24/2022
<ul style="list-style-type: none"> Updated the Viewing the Form section to include some additional information about the system and clarified that users should go to the Viewing the Form section after initially accessing a submission. 	05/12/2022
<ul style="list-style-type: none"> Updated the Email Notifications section with the updated list of statuses that generate automatic email notifications. Updated the File Uploads section to mention when PHAs should use the Related tab to upload files. 	03/14/2022
<ul style="list-style-type: none"> Added additional information to the Technical Assistance section about contacting the REAC TAC via phone. Moved the Helpful Information and Tips section toward the front of the document so that users can reference it prior to starting to work in the system. 	02/07/2022
<ul style="list-style-type: none"> Clarified in the Navigation section that users should not attempt to make any edits/changes in the Accounts, Contacts, Reports, and Dashboards tab. 	01/18/2022
<ul style="list-style-type: none"> 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. Note the documents are no longer at this location – see 03/14/2023 update notes. Updated the Technical Assistance section to include additional information that users should include when requesting assistance from the REAC TAC. 	12/20/2021

Items Updated	Date Updated
<ul style="list-style-type: none"> • The Email Notifications section has been updated to reflect the updated list of who receives the email notifications. • The Technical Assistance section has been updated to provide some additional details on how to get assistance with the system. • 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. • Added information to step 2 in Accessing an MTW Supplement Form Submission for if a user does not see the link. • Clarified role of Salesforce in the introduction on page 2. 	11/30/2021
<ul style="list-style-type: none"> • Moved the items relating to obtaining system access and how to setup the initial password to a separate document. • Added a sub section with information about how to view a list of known issues to the Helpful Information and Tips section. • Moved the information about how to determine your default web browser to the appendix and deleted the Please Read – Which Web Browser to Use section. • Reorganized the document for ease of finding information. 	08/13/2021
<ul style="list-style-type: none"> • Added clarification on the Table of Contents page about why you may see references to Salesforce. • Added the Please Read – Which Web Browser to Use section to provide additional information about the proper web browser to use with the system. • Added information in the Helpful Information and Tips Navigation section about bookmarking pages in the system. 	06/15/2021