



MTW Supplement Module – Helpful Information and Tips (PHA Users)

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Overview

The purpose of this document is to help PHAs with how to use the Moving to Work (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.

This document will assist a PHA user with general information and tips for working in the MTW Supplement module, including how to enter information into different types of fields.

Please read this document before attempting to do any work in the HIP MTW Supplement module.



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](#).

Agreeing to the HUD Rules of Behavior and Privacy Act Statement

All users must agree to the HUD Rules of Behavior (HUD RoB) and Privacy Act Statement to access this system. This statement is displayed after a user successfully enters their user credentials on the login screen.

General Helpful Information and Tips

The information in this section will assist users as they use the system to complete the MTW Supplement form submission.

Known System Issues

A list of the issues known to exist in the HIP MTW Supplement module are contained in a document on the [HIP Training page](#) and will be updated as needed. Please look at this document prior to reporting any issues.

Navigation

- Housing Information Portal (HIP) landing page (sometimes referred to as the community portal):
 - Account Profile – this is where you can update your email address if it changes. For the password reset function to work or the automatic email notifications if you are the user that submits a form, you need to make sure to keep this up to date.
 - Create New MTW Supplement Form – this is where a new form is created. **Do not select this if you want to continue with a previously created form.**
 - Open Existing MTW Supplement Forms – this is where you can access forms that were previously created by you or another user in your PHA. Once a form is accessed, you can view it or, depending on the current status of the form, edit it. You can also check the status of a previously created form.
- Due to the amount of data to be displayed, **you should pause for at least 15 seconds after each page loads** to allow the pick list and previously entered values to load. If you click on a picklist to make a selection without doing this, the list will be blank. Depending on the page, you may see an indication on the screen that the page is working on loading.
- Do **not** use the Back, Forward, or Refresh buttons in your web browser. When working in a form, use the Next and Previous buttons to navigate between pages of the form. You will not see a Previous button on every page in Section C due to the complexity of the data in this section.
- If you have navigated away from the MTWS Form Submission page, for example to the Files page, and need to get back to it, on some pages there may be a breadcrumb in the upper left-hand corner to get back to it, like the one pictured below, that will contain the form number. **If you do not see this breadcrumb, you can use the Home button in the upper left-hand corner of the page. From there you can open your existing form or do other tasks.**



MTWS Form Submissions > MTWS Form - 00059

Saving Data

- In sections of the form other than Section C, using the Next or Previous buttons while working on a form will save what you have entered on that page.
- In Section C, for the information to be saved you must navigate through both the core questions and custom questions for a specific activity and get to the next activity you selected in the Section C screener. If you were already on your last activity when you clicked Next, the information for that last activity will be saved when you are shown the page for Section D. If you exit the form or system before navigating past the custom questions page for an activity, your information will not be saved.

Revising a Submitted Form

As mentioned earlier in this document, once a form is submitted it can only be opened in a read only version. Only the MTW office, not the local field office, can return a form for revisions. The local field office will work with the MTW office to return a form in the system so that it can be edited again. This is typically done if revisions are needed after HUD's review has been completed, but if you have a reason that it needs to be done prior to this, communicate this to your point of contact in your local field office.

Email Notifications

The system will generate automatic email notifications when the status of an MTW Supplement form changes in the system. Those messages will be sent to the user at the PHA that submitted the form, the MTW Supplement mailbox, the MTW office desk officer, and the field office point of contact (POC). At this time, we cannot add other contacts to the system.

The notifications will be sent when:

- The form is submitted by the PHA.
- The MTW office has changed the status of the form to Returned for Revision.
- The MTW office has changed the status of the form to Conditional Approval.
- The MTW office has changed the status of the form to Final.

Tips for Entering Information in the Form

This section will provide some information about how to enter information into the MTW Supplement web-based form. The information will be broken down into field types and file uploads.

Field Types

There are two main types of fields in the MTW Supplement form.

1. Text boxes – allow entry of text and/or numbers, as applicable.
 - You can copy and paste into a text box from another document, but it will not retain the formatting as you see it in the source document. Text boxes are plain text only. However, items like bullets and the tab character will appear and will count towards the character limit.
 - The number of characters accepted in a text box is dictated by the question. Text boxes that allow for larger blocks of text will show the first five lines of text and allow for 5,000 characters. If you need to view text that is not visible, you can use the arrow keys on your keyboard or the scroll bar on the text box. The exceptions to the 5,000-character limit for larger text boxes are the Section B Narrative, which allows for 10,000 characters, and the text box that appears if you select “Other” under “Population Type” in the table in Section G.3, which allows for 1,000 characters. You can use <https://www.charactercountonline.com/> to check the number of characters in a block of text. *Note that this website is not endorsed by HUD but is given as a resource since it accounts for the characters that the web-based form will count as characters.*
2. Picklists – Some picklists only allow the user to select one item, while others allow multiple items to be selected.
 - Pick lists that only allow one selection are commonly referred to as drop-down lists. Generally, these lists have “--Select--” at the top of the list.
 - Pick lists that allow multiple selections will place a checkmark to the left of a selection when you click on it. To select multiple items, simply find them in the list and single click on each one. To close the pick list, click on a blank area (white space) outside of the pick list.
 - Sometimes, if there is a long list of selections, you may also see a text box to filter or search for a specific entry.

File Uploads

Please reference the information in the job aid for working with file attachments for the information about tips for working with files, uploading files, revising files, and deleting files.

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 the information about Section E and Section F to separate documents. | 08/22/2024 |
| <ul style="list-style-type: none"> Moved information and tips information to its own document. | 06/05/2024 |
| <ul style="list-style-type: none"> Moved information about accessing the system to a separate document. Added statement about the Rules of Behavior and Privacy Act Statement. Added information in the Tips for Entering Information in the Form section for Sections E and F. | 04/01/2024 |
| <ul style="list-style-type: none"> 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"> Updated the Accessing the System section with additional information about passwords. | 10/06/2023 |
| <ul style="list-style-type: none"> Clarifications in the Important Information about Working with Files and Uploading Documents with Additional Information sections. | 09/26/2023 |
| <ul style="list-style-type: none"> General look of the document was updated, and wording tweaked as necessary to incorporate the template being used for all HIP training materials. Added information about deleting files from sections D and E. Other clarifications based on user feedback. | 03/14/2023 |
| <ul style="list-style-type: none"> Updated the name of the document on the title page and other 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"> Updated the link (URL) for the login page from https://hud-gateway.force.com/hip to https://hud.my.site.com/hip. Users will continue to use their existing user ID and password. This is only a change to the URL. Any references to the login page in this document have been updated. If a user has bookmarked the login page link, they should update their bookmark at this time. Updates to the Working with File Attachments section. <i>Please review this information prior to attempting to upload any files.</i> Added section for how to delete a draft file. Added section for amendments to approved (final) submissions. Correction to the creating an amendment section. Other updates as needed to clarify content. | 02/13/2023 |

| Items Updated | Date Updated |
|---|-------------------------|
| <ul style="list-style-type: none"> Updated the link (URL) for the login page. Information about storing of a user's password in their web browser was added to the Helpful Information and Tips → Accessing the System section | 07/12/2022 |
| <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. Made several updates to the information for uploading and deleting files and have split the previous Uploading and Deleting Files section into two separate sections. | 05/24/2022 |
| <ul style="list-style-type: none"> Added information to the Before You Create the MTW Supplement in the System section to help PHAs prepare their MTW Supplement prior to going into the system. | 05/16/2022 & 05/24/2022 |
| <ul style="list-style-type: none"> Added additional information about the character limits in text boxes to the Field Types section. | 05/03/2022 |
| <ul style="list-style-type: none"> Added a note about the known issues list to the sections about creating and accessing a form. Clarified the information about when passwords expire. Updated the Before You Create the MTW Supplement Online → Notes to Review section to reflect all typographical corrections that have been made in the online system. | 04/15/2022 |
| <ul style="list-style-type: none"> Updated the Email Notifications section with the updated list of statuses that generate automatic email notifications. | 03/14/2022 |
| <ul style="list-style-type: none"> Updated the Uploading and Deleting Files section to further clarify the process for updating a document if HUD requests changes. Also clarified the information about deleting previously uploaded files. | 03/08/2022 |
| <ul style="list-style-type: none"> 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. Clarified in the Uploading and Deleting Files section that files should not be uploaded under the Related tab within a form. Added information about time needed to generate larger PDF files to the Downloading a PDF of the Form section. | 02/02/2022 & 02/17/2022 |
| <ul style="list-style-type: none"> Added two items under the Before You Create the MTW Supplement in the System → Notes to Review section. Added additional information to the Deleting an Existing File section. Added the Revising a Submitted Form section. | 01/11/2022 |
| <ul style="list-style-type: none"> Clarified various text in the document. Added additional details to the Technical Assistance section for what to include when emailing the REAC TAC. | 12/13/2021 |

| 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. • Clarified role of Salesforce in the introduction on page 2. | 11/30/2021 |
| <ul style="list-style-type: none"> • The information under the first bullet in the Before You Create the MTW Supplement in the System→Notes to Review section has been clarified as to how the web-based form has been updated from what is contained on the OMB approved form. | 09/28/2021 |
| <ul style="list-style-type: none"> • The link (URL) for the login page. | 09/03/2021 |
| <ul style="list-style-type: none"> • Added a sub section with information about how to view a list of known issues to the Helpful Information and Tips section. • Clarified the information about entering a File Description when uploading a file and when it is done. • Clarifications to wording in various locations within the document to assist with understanding. | 08/12/2021 |