Getting Started Guide – Tribal HUD VASH

Contents:

1. Introduction

The purpose of this guide is to provide Housing Information Portal (HIP) users the tools to successfully start using the system. We will start with how to log in for the first time followed by how to navigate the HIP system.

2. About the Housing Information Portal (HIP) – Tribal HUD VASH

The Tribal HUD-VASH Module in HIP (the "Reporting Tool") was developed to replace past methods to collect household demographic, personal, and rental information as required for the Tribal HUD-VASH program (see *Record Keeping at Initial Occupancy*, Program Guidance No. 2016-05, October 14, 2016; and *Implementation of the Tribal HUD-VA Supportive Housing Program* ("Consolidation Notice"), FR 6091-N-01, published Tuesday, May 22, 2018). Tribal HUD-VASH grant recipients use this system to record the required information. HUD ONAP staff use the system to review and gather this information from time to time, for things like Congressional and OIG inquiries, program and performance analysis, and program monitoring.

As a Tribal HUD-VASH grantee, you must provide this required information in the Reporting Tool. This guidance provides information on how you enter the required information into the Reporting Tool and explains each field in the Reporting Tool. This Module replaces any

previous bi-weekly reporting tools that you may have been sending to your AONAP Grants Management Specialist.

3. System Requirements

- While the HIP system supports the latest stable versions of most common browsers, Internet Explorer is not supported.
- Passwords must be changed every 60 days and expire after 90 days.

4. Agreeing to the HUD Rules of Behavior

All users agree to the HUD Rules of Behavior (HUD RoB) by logging into HIP. The HUD Rules of Behavior are located on the login screen and also on HUD's website.

5. Requesting Access and Logging into HIP for the First Time

Before requesting access, make sure you follow the guidelines below:
- See above under System Requirements for information about supported web browsers.
- If an existing user needs to reset their password, they can do this themselves as long as they have previously set up a password. The user can use the "Forgot your password" link on the login page and input their username (email address). The user will receive an email with a link that is valid for 24 hours to reset their password.
- If a user no longer needs access, the grantee must submit a request to remove that user.
- The information below will guide you through filling out the user access request spreadsheet.

To request users be added, reactivated, or removed, the grantee must use the following steps.
1. Obtain the system user access request document.
2. Enter information in the Excel file using the following information. The cells that must be completed at a minimum are highlighted in yellow until they are filled in, at which point the yellow shading will disappear. Because the user request file could change, please download a new copy each time a request is made. **Do not include users that should remain in the system with no changes.**
   - TDHE Name – choose the name of your TDHE from the drop-down list provided in the cell by single clicking on the cell (yellow shaded area) and then click on the down arrow on the right side of the cell.

- Request Date – the date the request is completed.
- Employee First Name and Employee Last Name – the first name and last name of each employee that access is being requested for or each user that needs to be reactivated or removed.
- Email Address – the email address for each employee listed.
- Add, Reactivate, or Remove User – select from the drop-down box if the employee is being added or removed from HIP.

3. Once the file is complete, the grantee must prepare a new email message with the completed Excel file attached and the words "HIP Tribal HUD VASH user access request" in the subject line. Send the email to your Grants Management (GM) Specialist in your HUD office. The GM Specialist will forward the email to the HIP team so that access can be provided.

When access has been granted, the user will receive two emails.
1. An email from the GEMS system – the user **MUST ignore this email**. You may receive this email automatically; however, it is only sent because we are connecting the user to a TDHE account that is also used by GEMS in case the user should need access to the GEMS system in the future.
2. An email from the HIP system – the user **MUST follow the link in this email** to set up their password in the HIP system. Note the following about this email:
   - Make note of the username since you will need this to login to HIP. It should be your email address.
   - The link in this email is only valid for 24 hours from when the email was sent to the user. If you fail to use this link within the 24 hours, you will need to let your Grants Management Specialist know that you need your password reset.
   - The link can only be used once. If you click the link but don't complete the process to setup your password, you will need to let your Grants Management Specialist know that you need your password reset.

6. How to Access HIP

The login page for HIP is located at https://hud.my.site.com/hip. Please bookmark this page to make it easier for you to login in the future. This link will periodically change; you will be notified when the login page URL is going to change.

6.1 Notes about User Passwords

1. If you have previously setup your password, you can use the "Forgot your password" link on the login page to reset your password.
2. If you have three failed login attempts, your user account will be locked for 60 minutes. After that time, you can use the "Forgot your password" link on the login page to reset your password.

7. Navigating HIP

The HIP system for Tribal HUD VASH will display three distinct tiles after logging in. Please select the tile with the action that you wish to complete. You may also view and adjust your account settings via the Account Profile tile.

7.1 Home Page

After logging into the system, you'll see the home page. On this page you will have access to the Tribal HUD-VASH Form and Review Previously Submitted Tribal HUD-VASH Forms tiles.

Tile Name	Description
Create New Tribal HUD-VASH Form	The fillable Tribal HUD-VASH form used by Tribally Designated Housing Entities (TDHEs) to submit data for households receiving assistance through the Tribal HUD VASH program.
Review Previous Tribal HUD-VASH Forms	Tribal HUD-VASH form records which includes submitted and draft forms and the associated details.
Account Profile	View and edit basic account profile information.
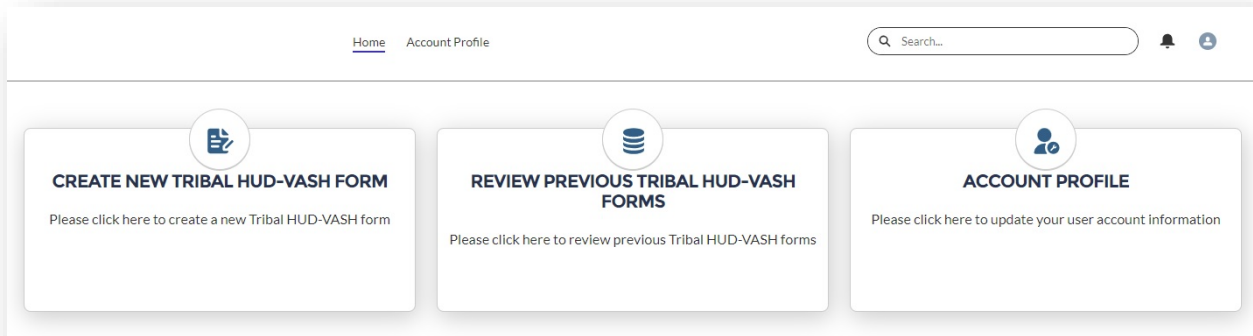
8. Additional Training Resources

Now that you have a basic familiarity with the HIP system, continue learning about the system by utilizing additional training materials on the HIP Training page.

9. Technical Assistance

If you have any questions about the HIP Tribal HUD VASH module, please contact your Grants Management (GM) Specialist. If you have a technical issue related to the system, you can contact the REAC Technical Assistance Center (REAC TAC) at 888-245-4860 or by email at reac_tac@hud.gov. Please make sure to put HIP Tribal HUD VASH in the subject line of your email. When you contact the REAC TAC via phone you **must** state that you are contacting them about the HIP Tribal HUD VASH module.