

Updated
Nov 2023



FIELD OFFICE APP TRAINING GUIDE

HUD NSPIRE



HUD NSPIRE Field Office App

The Field Office App allows HUD Field Office employees to access inspection information and review mitigation efforts for deficiencies.

Contents

[Locate Inspections](#)

[Review Mitigation Evidence](#)

[Appendix](#)

Click the shield icon anywhere in the document to return to this page

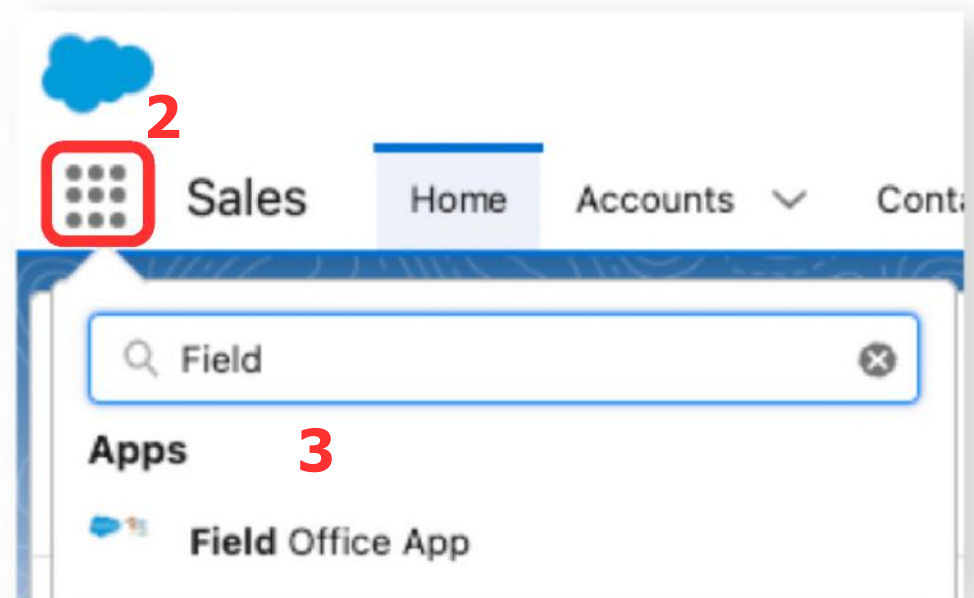


Access the Field Office App

1 | **Log in** to NSPIRE
(hud.my.salesforce.com).

2 | Click the app **launcher** (waffle menu) in the left corner of the screen.

3 | Search for and click **Field Office App**.





LOCATE INSPECTIONS

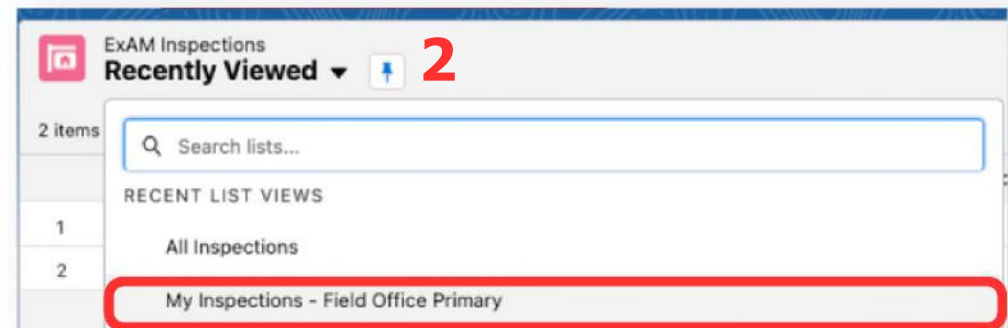
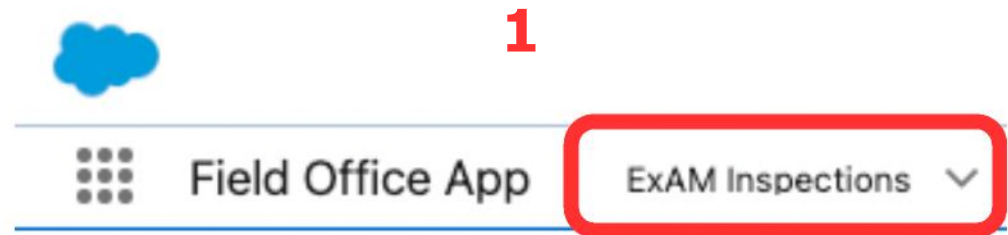


Locate an Inspection

1 | Click the **ExAM Inspections** tab in the navigation bar.

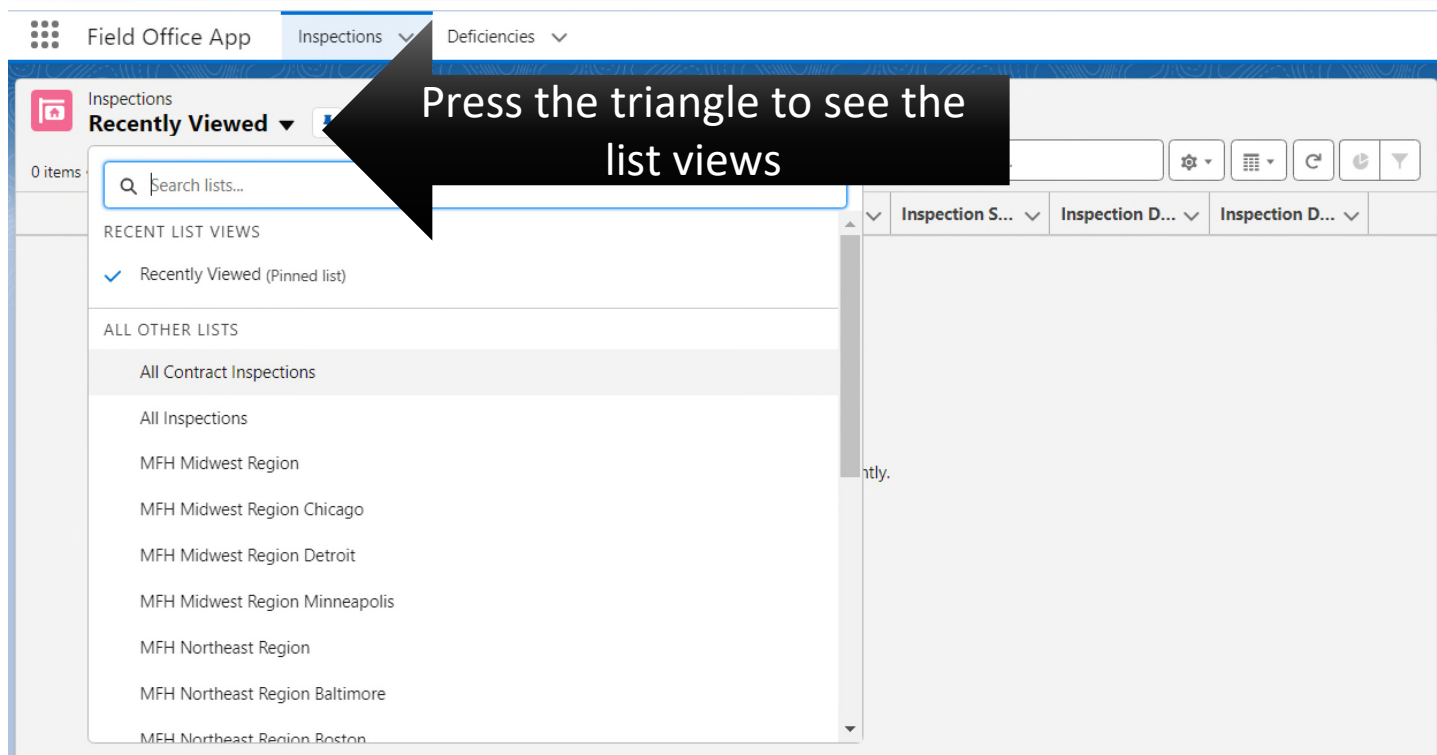
2 | Click the arrow next to Recently Viewed to **select the "My Inspections - Field Office Primary" list view.**

Click the **pin icon** to save the current list view as your default (optional).



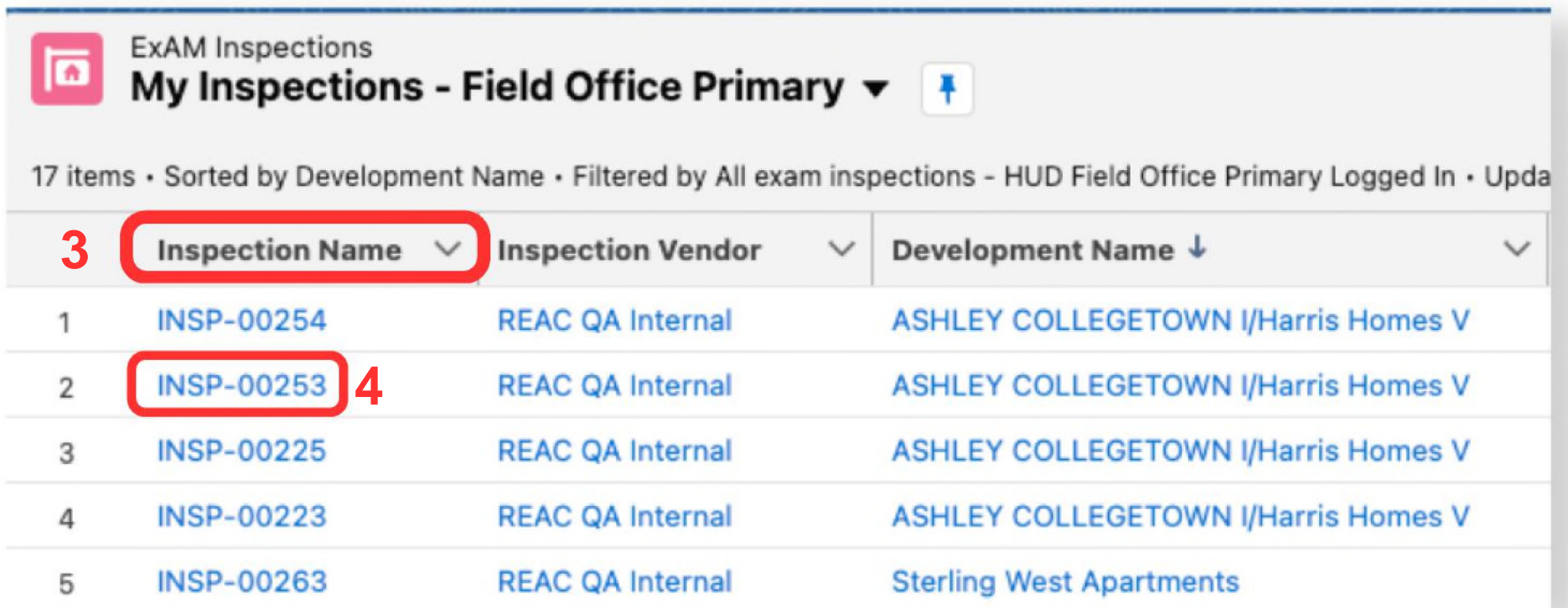
Not seeing Inspections?


1 | If you don't see any inspections in the default view, Click the triangle next to the **Recently Viewed** to select from a variety of views. Use the pin icon to save the view as your default.



Locate an Inspection

3 | Click a column heading to sort the list. 4 | Click an **Inspection Name** to access the inspection record.



ExAM Inspections
My Inspections - Field Office Primary ▼ 

17 items • Sorted by Development Name • Filtered by All exam inspections - HUD Field Office Primary Logged In • Upda

	3 Inspection Name ▼	Inspection Vendor ▼	Development Name ↓
1	INSP-00254	REAC QA Internal	ASHLEY COLLEGETOWN I/Harris Homes V
2	4 INSP-00253	REAC QA Internal	ASHLEY COLLEGETOWN I/Harris Homes V
3	INSP-00225	REAC QA Internal	ASHLEY COLLEGETOWN I/Harris Homes V
4	INSP-00223	REAC QA Internal	ASHLEY COLLEGETOWN I/Harris Homes V
5	INSP-00263	REAC QA Internal	Sterling West Apartments



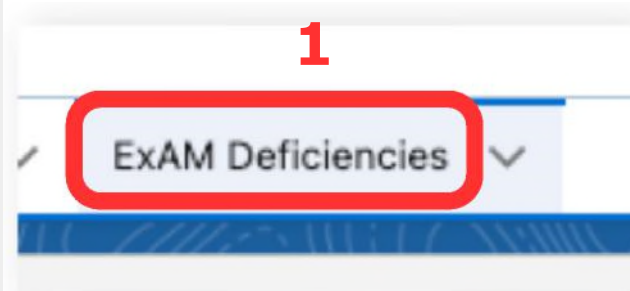


REVIEW MITIGATION EVIDENCE

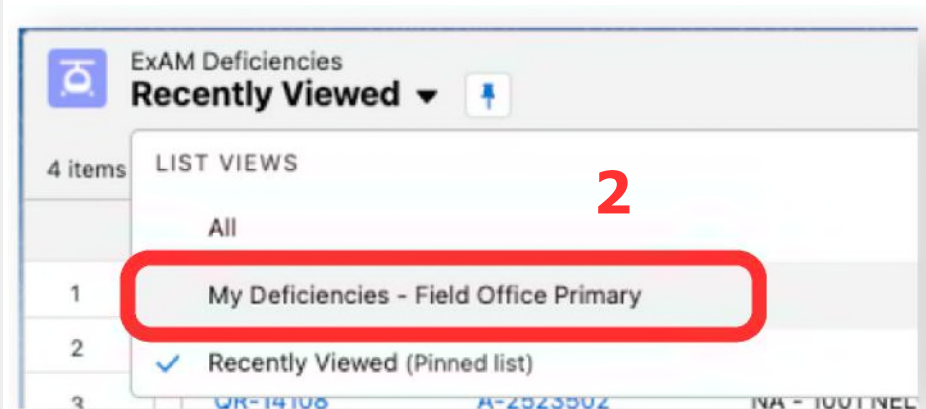


Locate a Deficiency

1 | Click **ExAM Deficiencies** in the navigation bar.



2 | Click the arrow next to **Recently Viewed** to **select the "My Deficiencies - Field Office Primary" list view.**



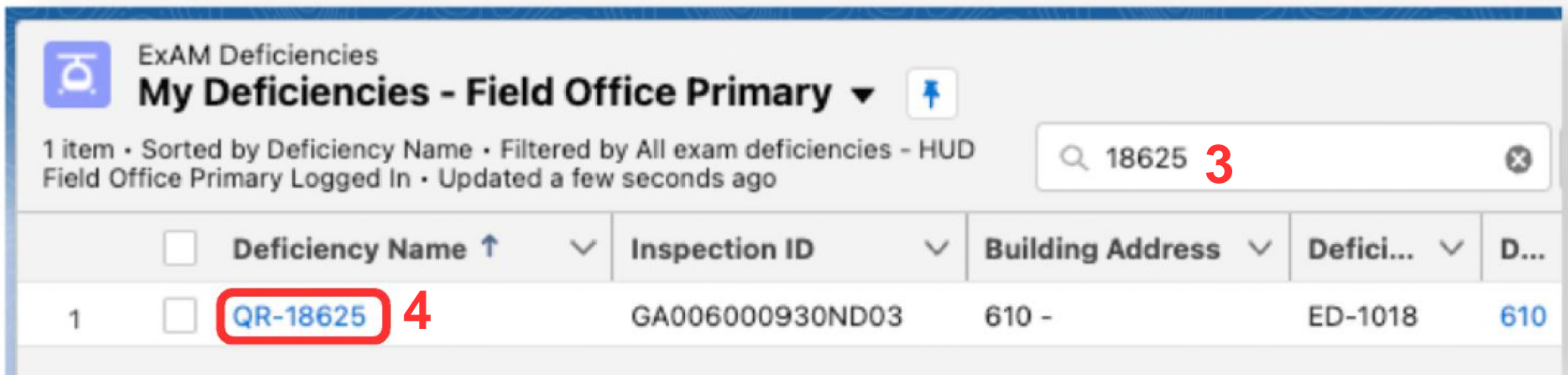
Click the **pin icon** to save the current list view as your default.



Locate a Deficiency

3 | Use the search bar within the list view to **search for a deficiency**. Or, **click a column heading** to sort the deficiency list.

4 | Click a **Deficiency Name** to access the Deficiency record.



The screenshot shows the 'ExAM Deficiencies' interface. At the top, there is a header with a magnifying glass icon, the text 'ExAM Deficiencies', and a dropdown menu labeled 'My Deficiencies - Field Office Primary'. Below the header, there is a search bar containing the text '18625' and a red number '3' next to it. Below the search bar, there is a table with the following columns: 'Deficiency Name', 'Inspection ID', 'Building Address', 'Defici...', and 'D...'. The first row of the table has the following values: '1', 'QR-18625' (circled in red with a red '4' next to it), 'GA006000930ND03', '610 -', 'ED-1018', and '610'.

	<input type="checkbox"/> Deficiency Name ↑	Inspection ID	Building Address	Defici...	D...
1	<input type="checkbox"/> QR-18625 4	GA006000930ND03	610 -	ED-1018	610



Navigate the Deficiency Record

Field Office App ExAM Inspections ExAM Deficiencies

ExAM Deficiency QR-18625 [+ Follow](#) [Edit](#) [Approve Mitigation](#)

View deficiency data and inspector comments

Review images, invoices, and other files

Read mitigation comments from the Property POC

Details

Deficiency Information

NSPIRE Health & Safety	Moderate	Status	Evidence
Deficiency Name	QR-18625	Corrective Timeframe	30 days
Deficiency Details	Ceiling has an unstable surface.	Deficiency Comments	Water da bubbling

Deficiency Location Information

Development Id	GA006000930	Building Address	610 -
Deficiency Location Name	610	Location (Unit/Inside/Out-side)	Unit
Deficiency Location Address	610		
Room/Location	Bedroom 2		

Appeal Information

Appeal Status	Not Appealed
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Mitigation

Date/Time Mitigated	5/8/2023 1:52 PM	Date/Time Mitigation Reviewed	
Date/Time Mitigation Submitted	5/8/2023 1:52 PM	Deficiency Reviewed By	
Deficiency Mitigation Reported By	Leila Sweeney POC	Mitigation Reviewer Comment	
Mitigation Details	Sorry, here is the invoice. I forgot to attach it.		

Notes & Attachments (2)

- Felix Plumbing Invoice 5.8.2023
May 8, 2023 - 46KB - pdf
- Mobile App Image - 94-Q-3001-AM-6696 05-03-2023
May 4, 2023 - Attachment

View All

ExAM Deficiency History (2)


Date:	5/8/2023 1:40 PM
Field:	Status
User:	Leila Sweeney POC
Original Value:	Acknowledged/Unmitigated
New Value:	Evidence of Mitigation Submitted
Date:	5/4/2023 9:24 AM
Field:	Created
User:	Leonard Chalamet Inspector
Original Value:	
New Value:	


View All




Review Mitigation Evidence


Click on individual files to open and view, download, and share

 **Notes & Attachments (2)**

 **Felix Plumbing Invoice 5.8.2023**
 May 8, 2023 • 46KB • pdf

 **Mobile App Image - 94~Q-3001~AM-6696 05-03...**
 May 4, 2023 • Attachment

View All




 **ExAM Deficiency History (2)**

Date: 5/8/2023 1:40 PM
 Field: Status
 User: [Leila Sweeney POC](#)
 Original Value: Acknowledged/Unmitigated
 New Value: Evidence of Mitigation Submitted

Date: 5/4/2023 9:24 AM
 Field: Created.
 User: [Leonard Chalamet Inspector](#)
 Original Value:
 New Value:

View All

Leah Davis PO (ldavis@nextstep) | Sandbox ExAMQA | Log out as Leah

 Download
  Public Link
  View File Details

Felix Plumbing Services, LTD
 1234 Sample St, Suit 561
 Atlanta, GA 30304

INVOICE NO: 238910
INVOICE DATE: 5/8/23

BILL TO: MANAGER
JOB SITE: ASHLEY COLLEGETOWN 1

JOB NO	ESTIMATOR	CLAIM NO.	INSURANCE CO.	PAYMENT TERMS	PO
11752424	J. Clifford	55-33-2113	Hometown	Net 30 days	

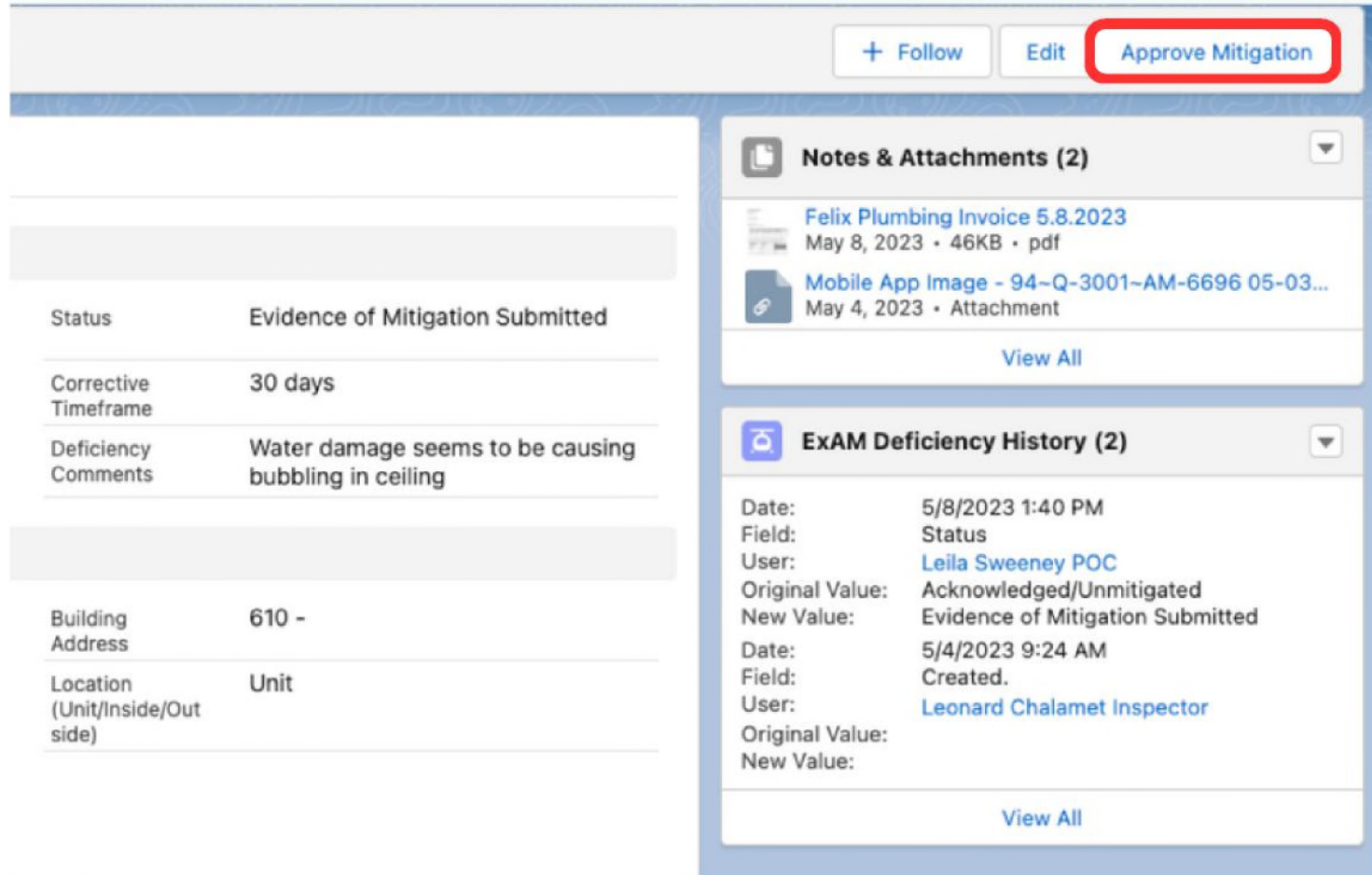
CUSTOMER CALLED ABOUT POSSIBLE WATER DAMAGE IN CEILING. JAMES CLIFFORD REPORTED TO PROPERTY AND FOUND 2ND FLOOR FLOODING FROM PIPE. PIPE REPAIRED. CUSTOMER QUOTED FOR CEILING REPL.

DESCRIPTION	AMOUNT	TOTAL
PN 632302	\$3,400	
PN 6222111	\$1,100	
LB 44JC	\$350	
		\$4,850



Approve Mitigation

1 | Click **Approve Mitigation** after reviewing all submitted evidence.



The screenshot displays a software interface for managing a record. At the top right, there are three buttons: '+ Follow', 'Edit', and 'Approve Mitigation'. The 'Approve Mitigation' button is highlighted with a red rectangular box, and a red number '1' is positioned to its right. Below the buttons, the interface is divided into two main sections. The left section contains a table with the following data:

Status	Evidence of Mitigation Submitted
Corrective Timeframe	30 days
Deficiency Comments	Water damage seems to be causing bubbling in ceiling
Building Address	610 -
Location (Unit/Inside/Out side)	Unit

The right section contains two expandable panels. The first panel is titled 'Notes & Attachments (2)' and lists two items: 'Felix Plumbing Invoice 5.8.2023' (May 8, 2023, 46KB, pdf) and 'Mobile App Image - 94-Q-3001-AM-6696 05-03...' (May 4, 2023, Attachment). A 'View All' link is located below the list. The second panel is titled 'ExAM Deficiency History (2)' and lists two entries. The first entry has a Date of 5/8/2023 1:40 PM, Field of Status, User of Leila Sweeney POC, Original Value of Acknowledged/Unmitigated, and New Value of Evidence of Mitigation Submitted. The second entry has a Date of 5/4/2023 9:24 AM, Field of Created, User of Leonard Chalamet Inspector, and Original Value of Acknowledged/Unmitigated. A 'View All' link is located below the list.



Approve Mitigation

2 | Provide a **Mitigation Reviewer Comment** in the modal box that appears.

3 | Select a **Status** from the dropdown list.

4 | Click **Save**.

Approve Mitigation

Mitigation Reviewer Comment

Thank you for sharing the invoice. Based on what I see here, this issue has been mitigated to our standards.

Status

Mitigation Approved

Cancel Save

Selectable options for "Status"

--None-- 3

Acknowledged/Unmitigated

✓ Evidence of Mitigation Submitted

Mitigation Approved



Mitigation Rejected

Further Information Needed



Approve Mitigation

The updated Mitigation Reviewer Comment can be viewed in the **Mitigation section** of the deficiency record. The updated Status appears under **Deficiency Information**.

Mitigation			
Date/Time Mitigated	5/8/2023 1:52 PM	Date/Time Mitigation Reviewed	5/8/2023 5:54 PM
Date/Time Mitigation Submitted	5/8/2023 1:52 PM	Deficiency Reviewed By	 Leah Davis FO
Deficiency Mitigation Reported By	 Leila Sweeney POC	Mitigation Reviewer Comment	Thank you for sharing the invoice. Based on what I see here, this issue has been mitigated to our standards.
Mitigation Details	Sorry, here is the invoice. I forgot to attach it.		

Deficiency Information			
NSPIRE Health & Safety	Moderate	Status	Mitigation Approved
Deficiency Name	QR-18625	Corrective Timeframe	30 days
Deficiency Details	Ceiling has an unstable surface.	Deficiency Comments	Water damage seems to be causing bubbling in ceiling





APPENDIX



Buttons Shown on Deficiency Record

The button shown on the deficiency record varies depending on the user profile, permission sets, and deficiency status.

Users will see the **Approve Mitigation** button when:

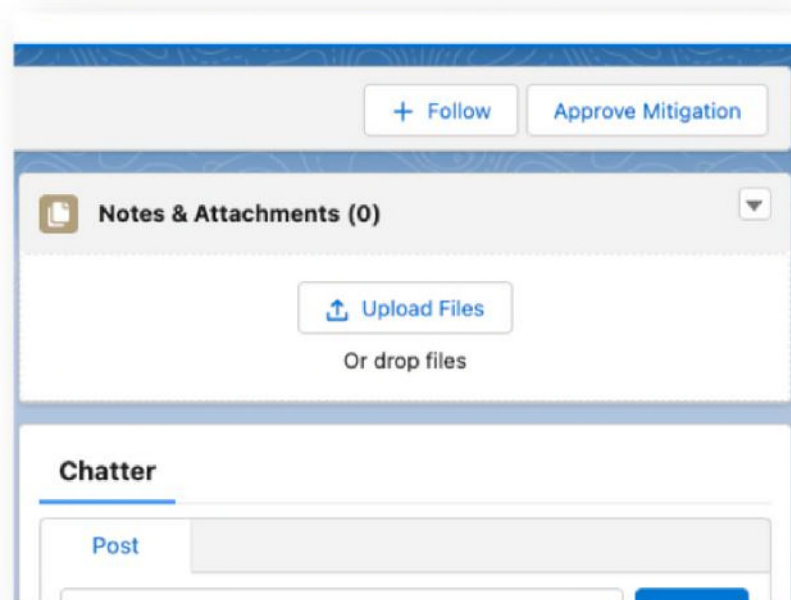
- The user has the **NS_Field_Officer_User** permission set

or

The user is a **SysAdmin**

•

- and*
- The deficiency status is set to **Evidence of Mitigation Submitted**



Status	Evidence of Mitigation Submitted
Corrective Timeframe	N/A
Deficiency Comments	



Buttons Shown on Deficiency Record

Users will see the **REAC Review** button when:

- The user has the **NS_Quality Control** permission set

or

- The user is a **SysAdmin**

