External (Non-HUD Coordinator/User) Instructions for Applying for EIV Access for Multifamily Housing Programs

Section I. Introduction

The Enterprise Income Verification (EIV) system is a Web-based system that contains tenant benefit and wage-related data for use by HUD's business partners. Specifically, the data is used by owners and management agents (O/As) to assist them in verifying the employment and income of existing tenants at re-certification to ensure that the right benefits are going to the right persons; by contract administrators (CAs) to assist them in preparing for and conducting management and occupancy reviews (MORs) of O/A program operations; and by HUD's Office of Inspector General (OIG) to assist the Office in carrying out its objective to detect and pursue cases of waste, fraud, and abuse of HUD's programs.

This document explains 1) how to apply for access rights to the EIV system as an EIV Coordinator or an EIV User, 2) how to obtain a Web Access Secure System (WASS) User ID and/or WASS Coordinator role, 3) how to assign the EIV Housing Coordinator (HSC) or Contract Administrator Coordinator (CAC) role to an EIV Coordinator's contract(s) and/or property(ies) in WASS, and 4) how to get certified in EIV to complete the process for gaining access. EIV Coordinators should refer to the "Enterprise Income Verification (EIV 8.1) System External User Administration Manual for Multifamily Housing Programs" for complete guidance on how to grant EIV access to their EIV Users.

Section II.   Applying for Access to the EIV System

WARNING:

DO NOT ASSIGN EIV COORDINATOR ACCESS AUTHORIZATION RIGHTS TO YOURSELF. HUD CAN DETERMINE IF EIV COORDINATOR ACCESS AUTHORIZATION RIGHTS ARE SELF-ASSIGNED OR ASSIGNED BY SOMEONE OTHER THAN HUD HEADQUARTERS STAFF OR THE MULTIFAMILY (MF) HELPDESK AND WILL REMOVE SUCH ACCESS UNTIL THE PROPER ACCESS AUTHORIZATION FORM IS SUBMITTED AND PROCESSED.

A.   WASS User ID

To apply for access to the EIV system, an external, **Non-HUD Coordinator/User**, applicant must have an 'Active' WASS User ID (M-ID) that was issued to them by HUD, based on owner authorization.

If applying for access as an EIV Coordinator, external applicants must also have been assigned the WASS Coordinator role.

Individuals who do not meet these requirements should see Section 3.2 *Obtaining a WASS User ID and/or Upgrading to a WASS Coordinator Role* for complete guidance on how to meet these requirements*.*

NOTE: Individuals, who have a WASS ID that was used to access the Tenant Assessment Subsystem (TASS) or any other HUD system accessed through WASS, do not need to apply for a new WASS ID.

B.   EIV Access Authorization Requirements

1. EIV Coordinator Applicants

An EIV Coordinator applicant requesting EIV access for the first time without having access to EIV for any contract(s) and/or property(ies) in his or her portfolio in WASS, must complete and submit a hardcopy Coordinator Access Authorization Form (CAAF) to: **HUD's Multifamily Helpdesk by fax at: 202-401-7984 or by email at Mf_eiv@hud.gov.**

The CAAF, which includes the Rules of Behavior and User Agreement/Security Awareness Training Questionnaire certification signature page, can be downloaded from MF Housing's EIV website:

http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm

The following table describes who must complete, sign, and submit a CAAF to the MF Helpdesk.

Coordinator Type	Authorization Requirements	Role to be assigned in WASS for EIV access
Property Owner	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights.	HSC
Management Agents and Service Bureaus	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights, **AFTER** receiving written approval from the owner.	HSC
Contract Administrators	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights. CAs requesting Coordinator access authorization rights must have prior written approval from an authorized official from the CA firm.	CAC

When processing the EIV CAAF, the WASS ID, WASS assigned user name, and WASS Coordinator status will be validated against the WASS system. Site location, property information, and the signature line for the User Agreement/Security Awareness Training Questionnaire certification are also reviewed for completeness. The applicant must be

the person to whom the WASS ID was assigned and must have obtained the owner's authorization to operate in EIV on behalf of the owner. A management agent's or service bureau's authorization to represent the owner as a WASS Coordinator for another program is not sufficient. An EIV-specific authorization is required. If the WASS ID is invalid, if the WASS ID is valid, but the name assigned in WASS is different from the name of the applicant on the EIV CAAF, or if the applicant is not a WASS Coordinator, the Helpdesk will send an email to the applicant stating the results of their review and access to EIV will be denied until an acceptable application is received. This will also be true if the result of the review determines the wrong EIV Access Authorization form was used or the form was incomplete (i.e., the WASS user ID, site location, property information, and/or the Coordinator's signature on the signature line is missing).

If the applicant passes the WASS validation process, the application will be approved and the applicant will be notified via email of the following:

1) The applicant's application for Coordinator access to EIV has been approved;
2) The EIV "HSC" or "CAC" EIV role has been assigned to the approved Coordinator's User ID in WASS;
3) The approved Coordinator needs to assign the "HSC" or "CAC" EIV role to the property(ies) or contract(s) listed on his or her approved CAAF and for which he or she has received prior approval from the owner; and,
4) The approved Coordinator must complete and submit an electronic CAAF request, within EIV, to HUD's MF Helpdesk for certification of such contract(s) and/or property(ies) in EIV in order to complete the process for gaining access.

* Items 3 and 4 in the above list are covered in **Section IV. Assigning the EIV Housing Coordinator (HSC) or Contract Administrator Coordinator (CAC) Role to Contract(s) or Property(ies)** and **Section V. EIV Coordinators Only: Certification of Contracts and/or Properties in EIV** of these instructions.

The approved CAAF will be signed and returned to the EIV Coordinator, who must keep the approved CAAF, along with written owner or authorizing official approval letters on file and make them available for review by HUD or the CA during an annual MOR or audit.

2. EIV User Applicants

To apply for initial (or new) EIV User access authorization rights, a completed *User Access Authorization Form (UAAF)* in hardcopy must be completed and submitted to the organization's assigned EIV Coordinator (this may be the O/A or CA).

The UAAF, which includes the Rules of Behavior and User Agreement/Security Awareness Training Questionnaire certification signature page, can be downloaded from the MF Housing's EIV website:

http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm

The following table indicates who must sign and submit the UAAF to the EIV Coordinator:

User Type	Authorization Requirements
Owner and Management Agent (O/A), Contract Administrator (CA), and Service Bureau (SB) support staff	Complete and sign the UAAF and submit it to the EIV Coordinator who will assign the EIV User access authorization rights.

The EIV Coordinator will review and approve EIV User access based on the applicant's need for access to the system. For EIV security purposes, the EIV Coordinator must follow the same process for validating the WASS ID and the name assigned to the WASS ID as the MF Helpdesk uses when validating the EIV Coordinator before giving EIV access to the applicant. Once the EIV Coordinator has approved the applicant, they will assign access rights to EIV and the projects/contracts to the EIV user. The EIV Coordinator will sign and retain the original UAAF and return a copy of the signed UAAF to the EIV User who must keep the approved form on file and make available for review by HUD or the CA during an annual MOR or audit.

Section III. Obtaining a WASS User ID and/or Upgrading to a WASS Coordinator Role

A. Obtaining a WASS ID

Step 1: Go to: http://www.hud.gov/offices/reac/online/reasyst.cfm

Step 2: Under "**Need access to HUD systems**? Register below**:**" click on **"Online Registration**.**"**
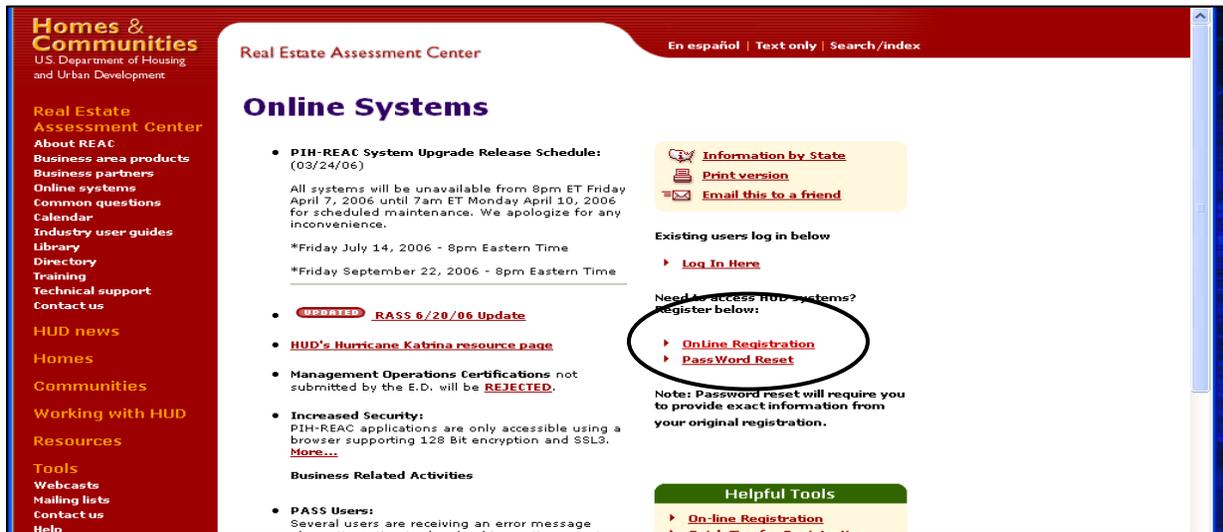
Step 3: The results will bring you to the **"Need a User ID?"** page.

http://www.hud.gov/offices/reac/online/online_registration.cfm

Step 4: Click on **"Multifamily Housing Entity"**:
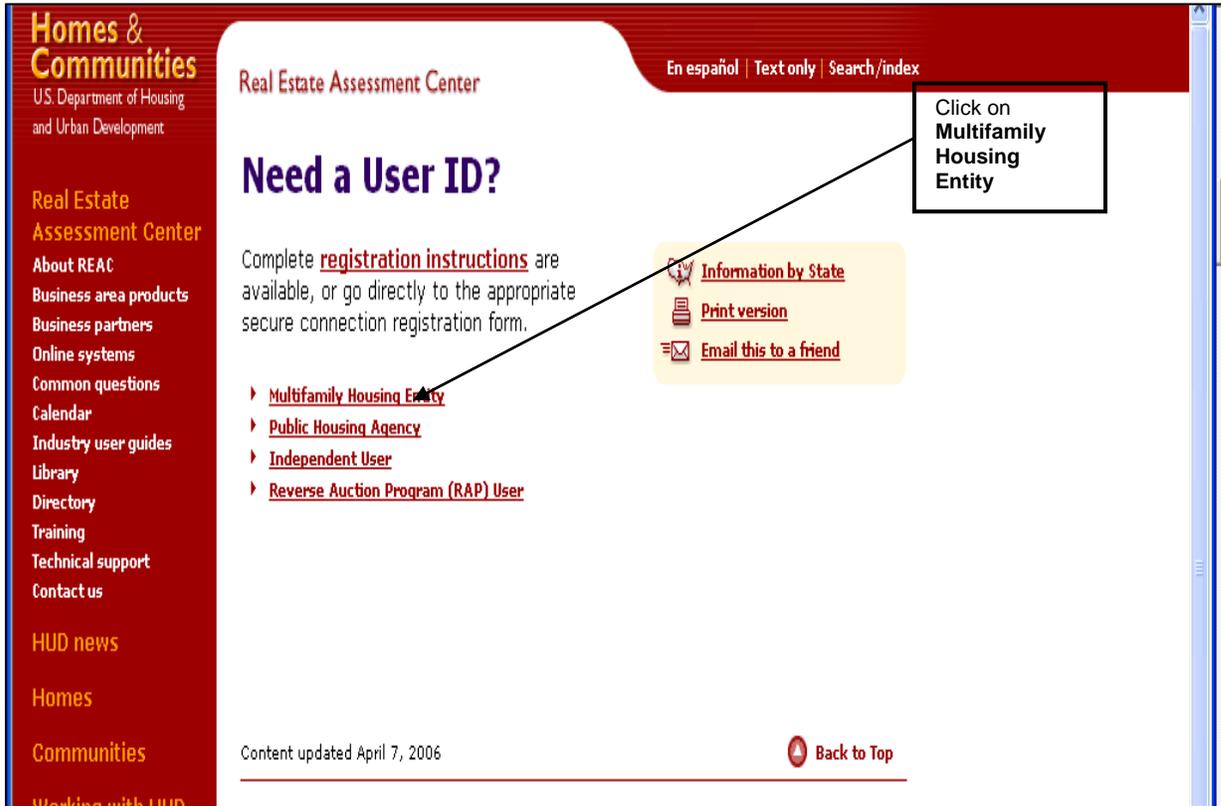
Step 5: This will bring you to the **"Secure System Registration"** page:

https://www11.hud.gov/public/wass/public/participant/partreg_page.jsp

Step 6: Complete the **Secure Systems Registration** application.

Step 7: After filling in the application, click on the **"Send Application"** button. The request for WASS User ID will be processed in WASS and will be sent to the HUD-registered entity specified in the application.

Secure Systems

Secure Systems Registration

MULTIFAMILY Coordinator and User Registration

To apply for a **System Coordinator ID**, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular **User ID**, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:

Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Application Type	Coordinator ⊙	User ○

First Name:
Middle Initial:
Last Name:
Social Security Number:

Organization Information:
- Provide the name of the HUD-registered Organization or Individual you represent
- Provide the Tax Identification Number or Social Security Number of the HUD-registered
- Specify whether the HUD-registered entity you represent is an Organization or an Individual

Organization/Individual Name::
TIN/SSN:
Organization ○ **Individual** ○

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com.**

E-mail Address:

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, brad83). Do not use punctuation or special characters. Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.

Password:
Re-enter Password for Verification:

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

[Send Application] [Clear Fields]

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Click on "**Send Application**"

B.   Upgrading to a WASS Coordinator Role

If the EIV Coordinator applicant has a WASS ID, but is not a WASS Coordinator, they must fax a letter to the attention of WASS at 202-485-0280 providing the applicant's M-ID, the owner entity tax ID and ask to be upgraded to a WASS Coordinator. The letter must be on company letterhead, dated, and signed by the owner or CA firm.

For further guidance and information on applying for a WASS ID or WASS Coordinator role, contact the Real Estate Assessment Center (REAC) Technical Assistance Center (TAC) team at 1-888-245-4860.

Once confirmation of the WASS ID or WASS Coordinator role for Coordinator applicants only is received, application may be made for either EIV Coordinator or EIV User access authorization rights.

Section IV.   Assigning the EIV Housing Coordinator (HSC) or Contract Administrator Coordinator (CAC) Role to Contract(s) or Property(ies)

A.   EIV Coordinators for Owners, Management Agents or Service Bureaus—HSC Role

As an EIV Coordinator for an O/A or service bureau, once you have been notified by the Multifamily Help Desk that you have been approved for EIV access and assigned the "HSC" role, you must assign the "HSC" role to the contract(s) or property(ies) that is listed on your approved CAAF and for which you have received approval from the owner to have access to EIV data on his or her behalf. You must then be certified in EIV, as explained in **Section 4. EIV Coordinators Only: Certification of Contracts and/or Properties in EIV** of these instructions before you will be able to access any data in EIV.

Department of Housing and Urban Development (HUD)
Housing Assistance and Grant Administration (HAGA)
Housing Assistance Policy Division

Step 1: On the navigation panel to the left, click on "**Property Assignment Maintenance**".
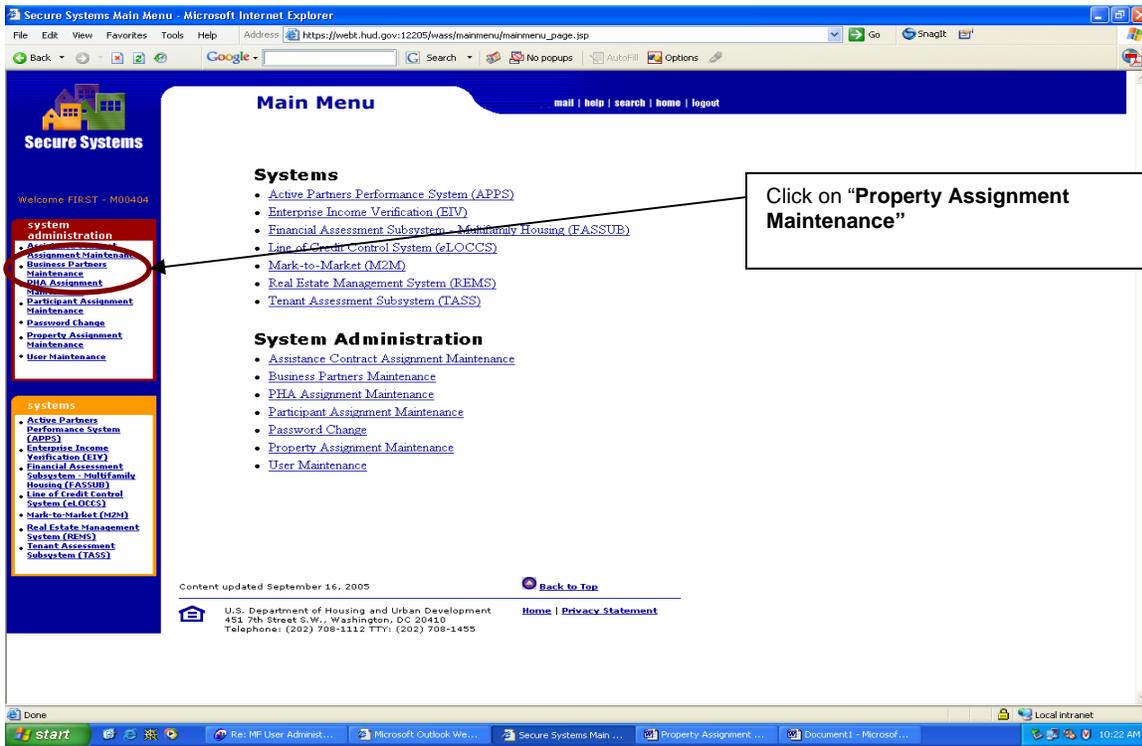
The result will bring you to the **Property Assignment Maintenance** screen.

Step 2: Enter your User ID and enter the Tax ID, Property ID, FHA Number, Contract Number (or) Servicing Site for a property which the owner has given prior written approval for you to have access to the EIV data for his or her property and click on "**Submit**".

Instructions for Applying for EIV Access
for Multifamily Housing Programs – Updated 05/13/08
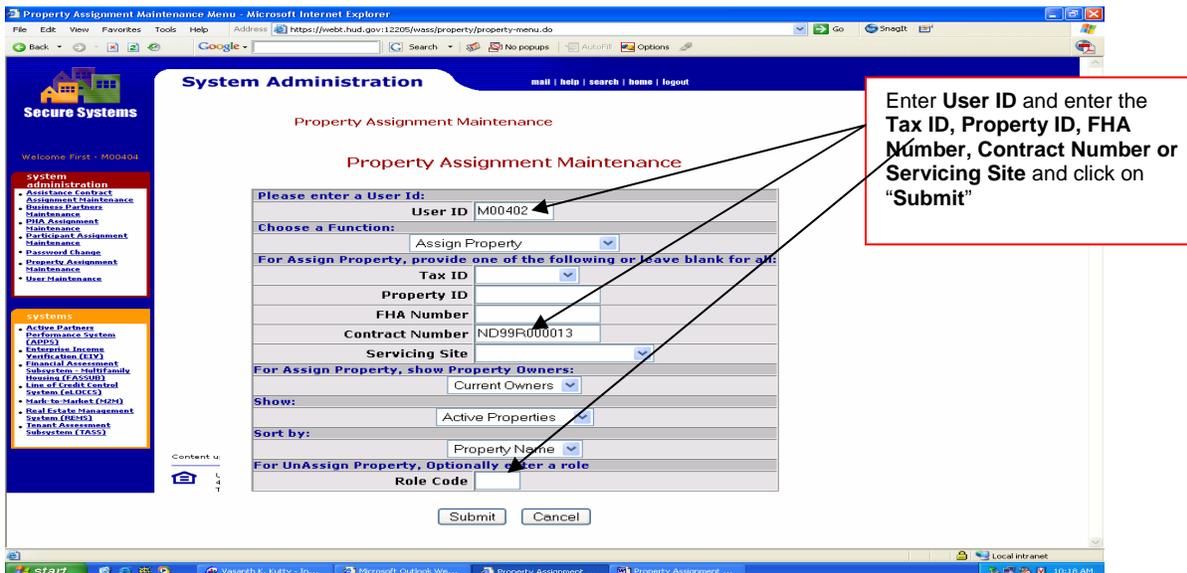
Step 3: Select the EIV "**MF-EIV-Housing Coordinator (EIV-HSC)**" role that is assigned to you as EIV Coordinator and the **Property(ies)** from the list provided and click "**Submit**".   Assign only those properties that are listed on your approved CAAF and for which you have received written approval from the owner to have access to EIV data on his/her behalf. To assign all properties, highlight the first property and hold down the shift key while scrolling down to the bottom. To assign one or more properties in a list, hold down the Ctrol key while clicking on each property.

The result will bring you to the **Assign Property Confirmation for User** screen, which displays the confirmation of the assignment, as shown below, and the property(ies) information to which you have been assigned the "HSC" role in WASS for EIV.

Department of Housing and Urban Development (HUD)
Housing Assistance and Grant Administration (HAGA)
Housing Assistance Policy Division

Step 4: Click on "**Confirm**"
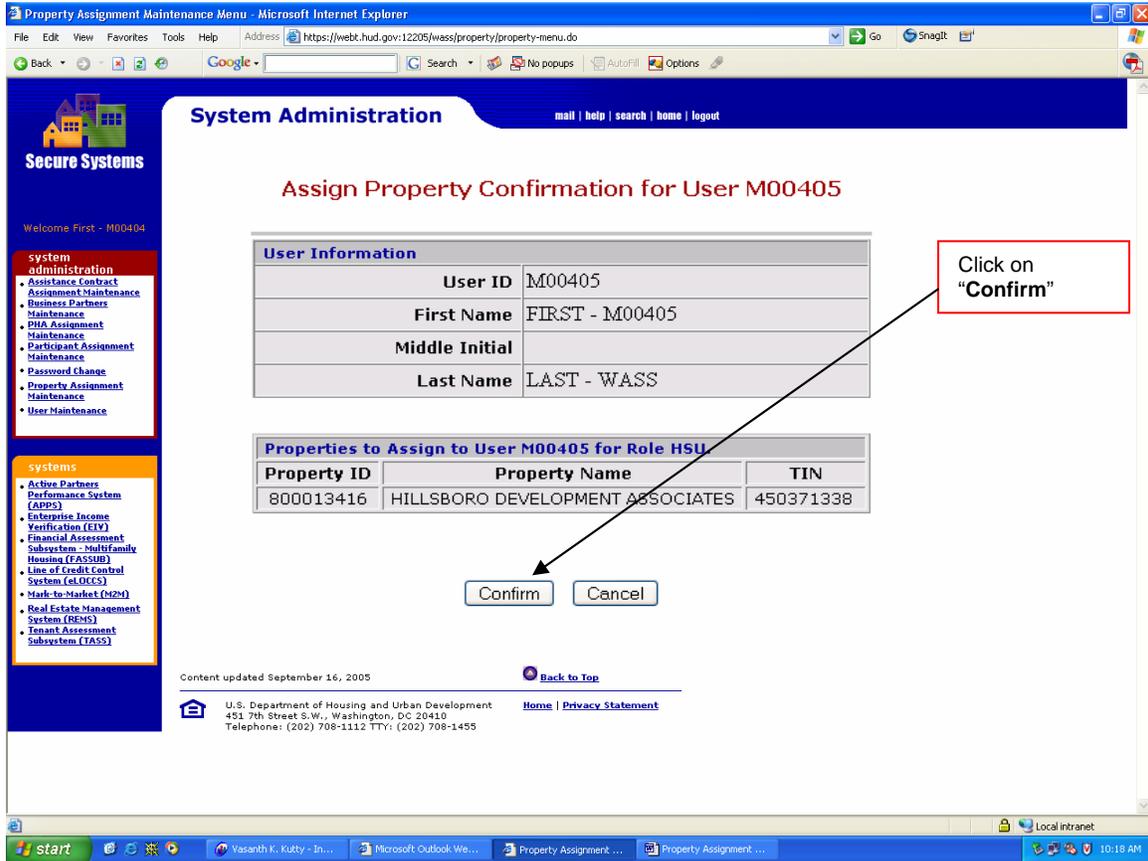
The resulting screen will show successful assignment of the property(ies) to user.

Step 5: Click on "**OK**" to return to the **Property Assignment Maintenance** screen.
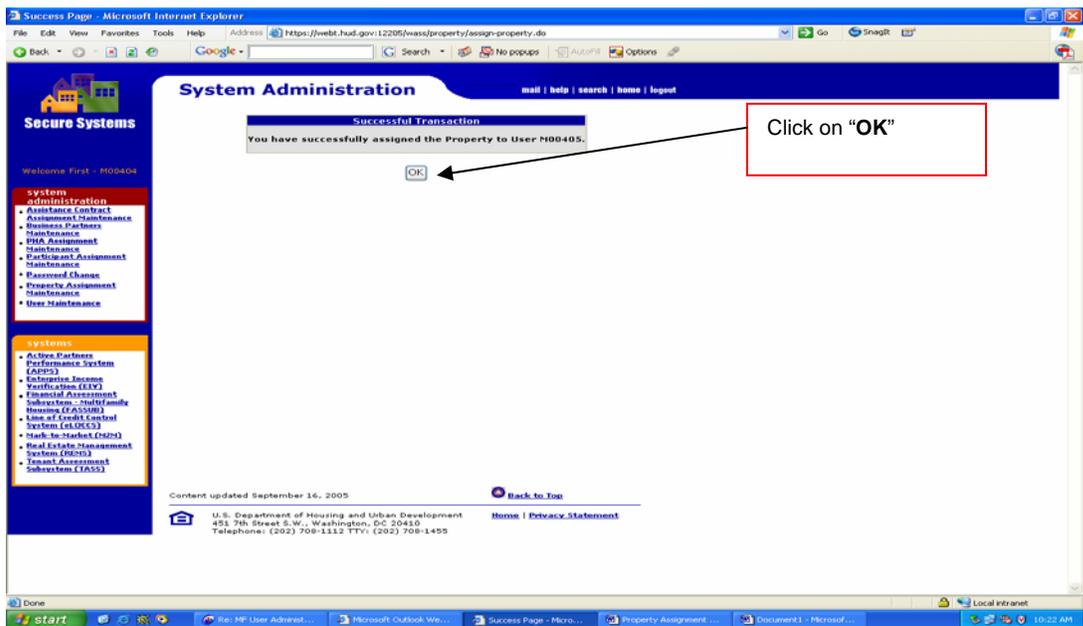
B.   EIV Coordinators for Contract Administrators—CAC Role

As an EIV Coordinator for a CA, once you have been notified by the Multifamily Helpdesk that you have been approved for EIV access and assigned the "CAC" role, you must assign the "CAC" role to the contract(s) listed on your approved CAAF and for which you have received prior written approval from an authorized CA official to have access to EIV data. You must then be certified in EIV, as explained in **Section V. EIV Coordinators Only: Certification of Contracts and/or Properties in EIV** of these instructions, before you will be able to access any data in EIV.

Step 1: On the navigation panel to the left, click on "**Assistance Contract Assignment Maintenance**."

This will bring you to the **Assistance Contract Assignment Maintenance** screen.

Step 2: Enter your User ID and select from Property ID (or) Contract ID or CAID to get the assignments and click on the "**Submit**" button.
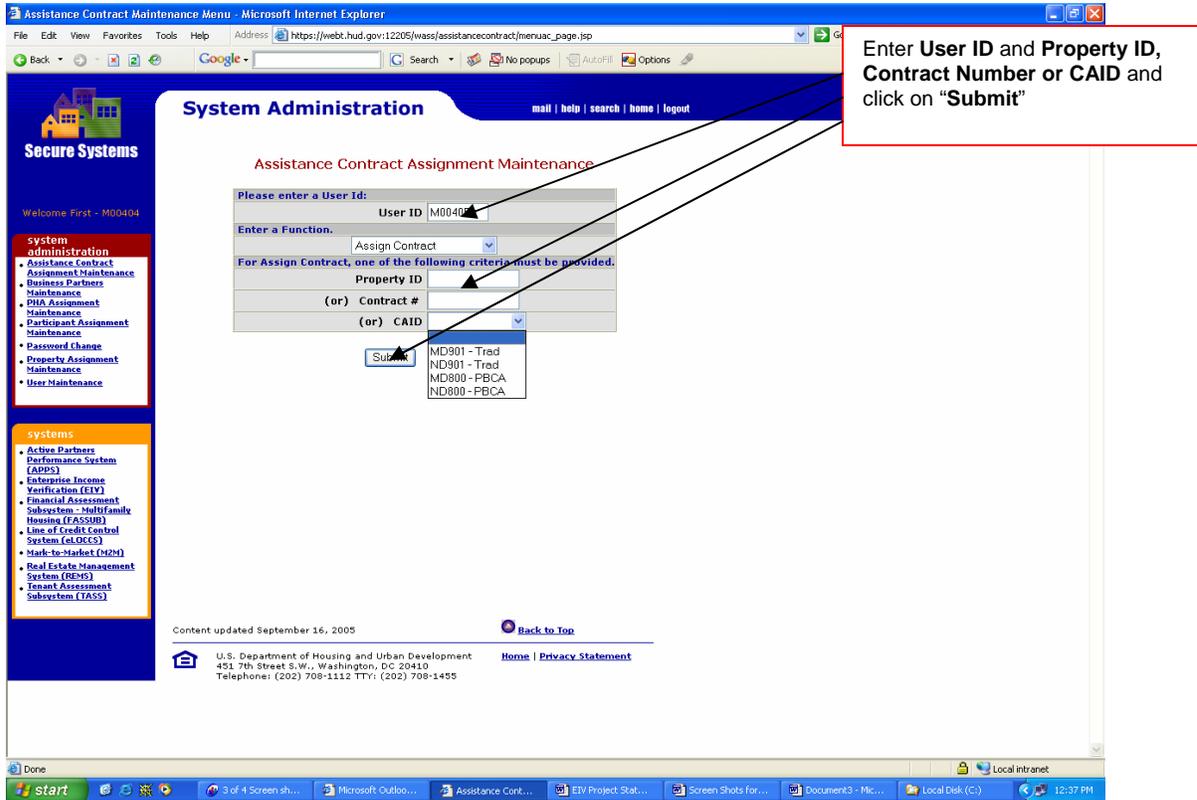
The result will bring you to the **Assign Contract** screen.

Step 3: Select the "**CAC-EIV-MF-Contract Administrator Coordinator)"** role, the **Contracts** from the list provided, and click "**Submit**." To assign the entire list, highlight the first contract and hold down the shift key while scrolling down to the bottom. To assign some of the contracts in a list, hold down the Ctrol key while clicking on each contract.
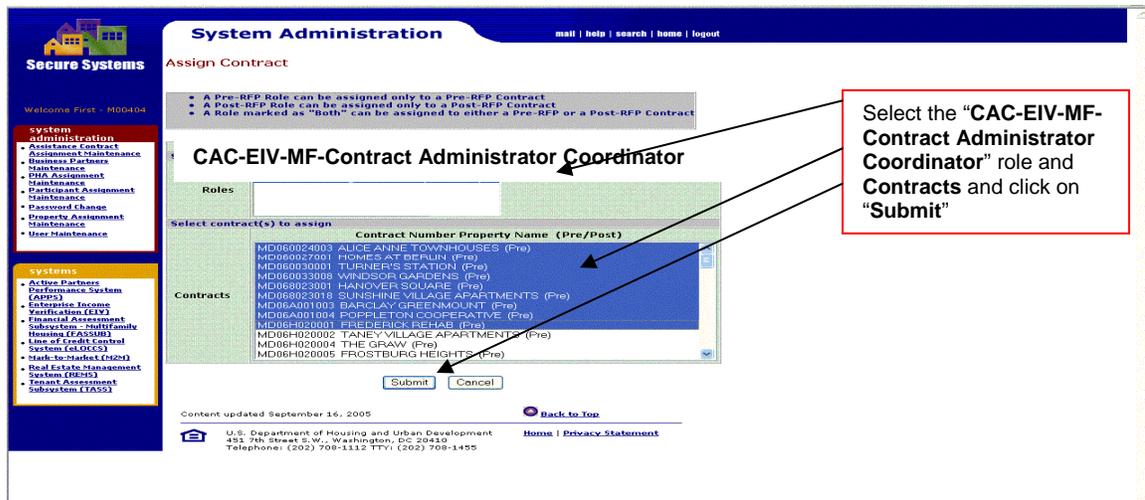
The result will bring you to the **Assign Assistance Contract Confirmation for User** screen, which displays the confirmation of the assignment, as shown in the next screen, and the Contracts information to which you have been assigned with the specified "CAC" role assigned in WASS for EIV.

Step 4: Click **"Confirm"**
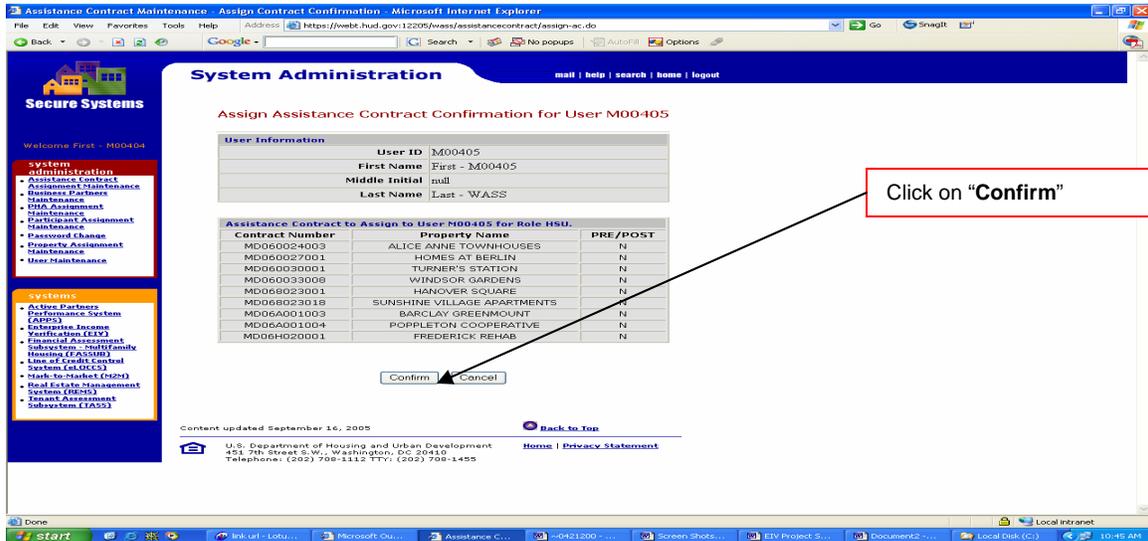
The resulting screen will show successful assignment of assistance contracts to user.

Step 5: Click on "**OK**" to return to the **Assistance Contract Assignment Maintenance** screen.
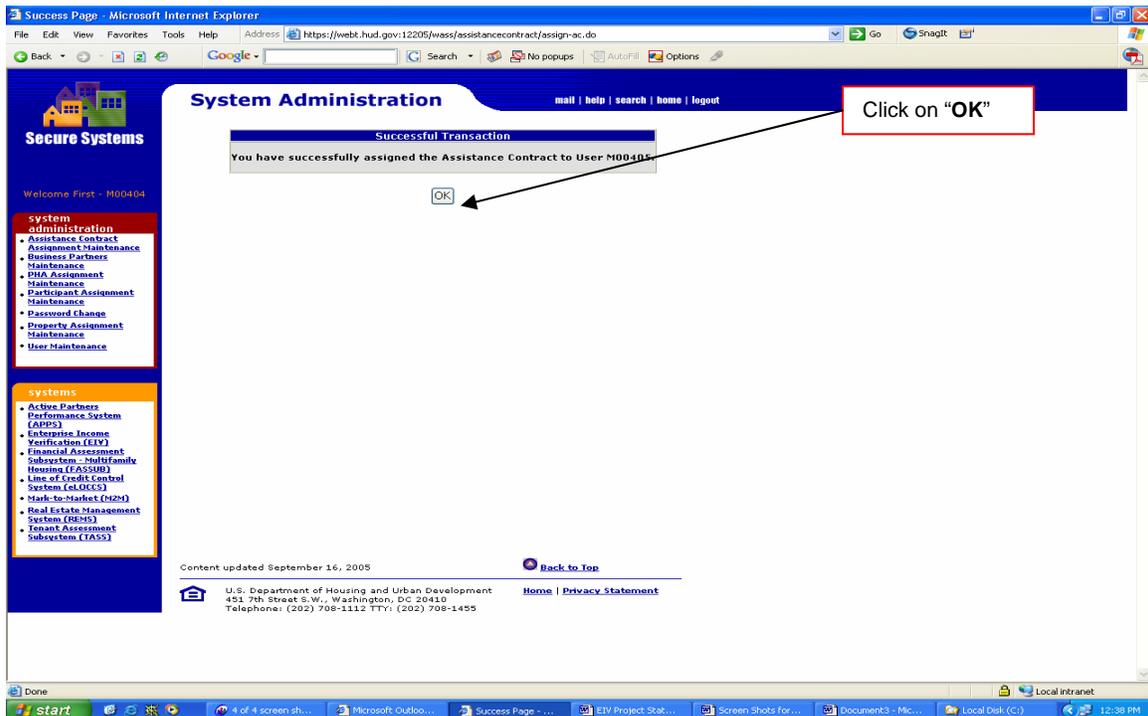
Section V.   EIV Coordinators Only: Certification of Contracts and/or Properties in EIV

As mentioned in **Section II. Applying for Access to the EIV System** and **Section IV. Assigning the EIV Housing Coordinator (HSC) or Contract Administrator Coordinator (CAC) Role to Contract(s) or Property(ies)**, you will be notified by HUD's Multifamily Helpdesk that you have been approved for EIV access and assigned the "HSC" or "CAC" role; that you must assign the "HSC" or "CAC" role to the contract(s) and/or property(ies) that is listed on your approved CAAF and for which you have received written approval from the owner and/or CA official to have access to EIV data; and that you must be certified in EIV before you will be able to access any data in EIV.

Once you have assigned the "HSC" "or "CAC" role to your contract(s) and/or property(ies), you must complete and submit an electronic EIV CAAF request for certification of such contract(s) or propery(ies) in EIV. This holds true in all cases where the HSC or CAC role has been assigned to a new or additional contract(s) and/or property(ies) in WASS and the Coordinator expects to have access to EIV.

For complete guidance on how to submit an electronic CAAF request to HUD's Multifamily Helpdesk for certification, or for re-certification or termination of access in EIV, see **section 6.4 Coordinator Authorization Form** of the "Enterprise Income Verification (EIV 8.1) User Manual for Multifamily Housing Programs," located at:
http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/usermanual.pdf

The Multifamily Helpdesk will notify you, via email, when your contract(s) and/or property(ies) has been certified in EIV. Upon receiving such notification, you may begin granting EIV access rights to your users, as provided in the "Enterprise Income Verification (EIV 8.1) System External User Administration Manual for Multifamily Housing Programs," located at: **http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/useradminmanual.pdf**.

For questions concerning the instructions provided in this document, please contact HUD's Multifamily Helpdesk at 1-800-767-758 or by email at **Mf_eiv@hud.gov**.