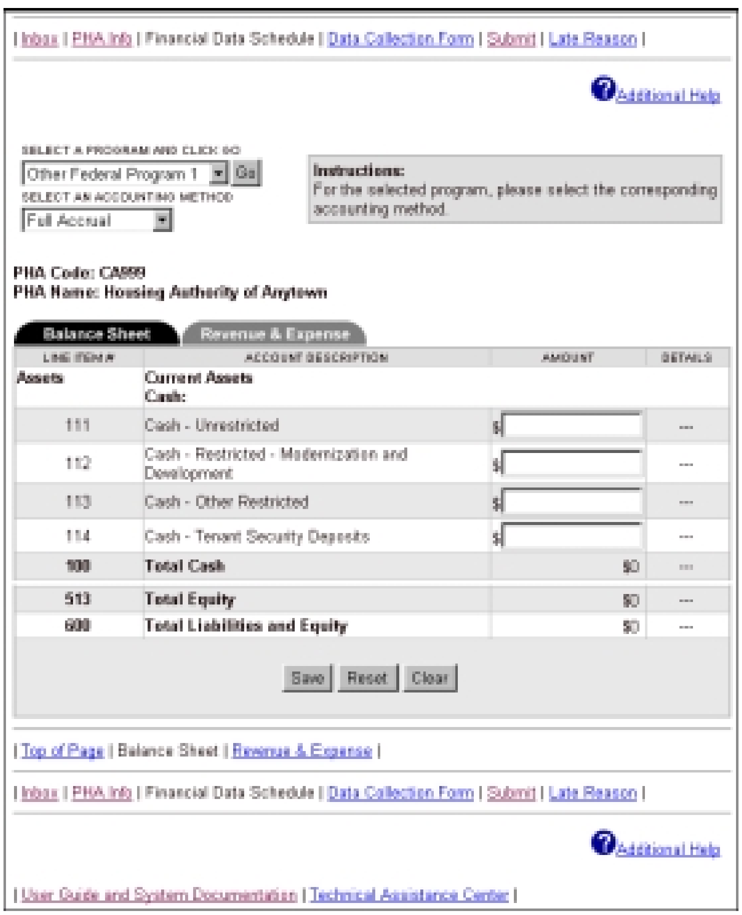
Chapter 4: Common System Features

Page Layout

The Financial Assessment Subsystem for PHAs (FASS-PHA) allows users to electronically submit Financial Data Schedules (FDS) and Data Collection Forms (DCF) to HUD. The system consists of data entry pages that allow authorized PHA users to enter financial information. The page layout in FASS-PHA is consistent throughout the system as shown in the example below. Release 6.0 features:

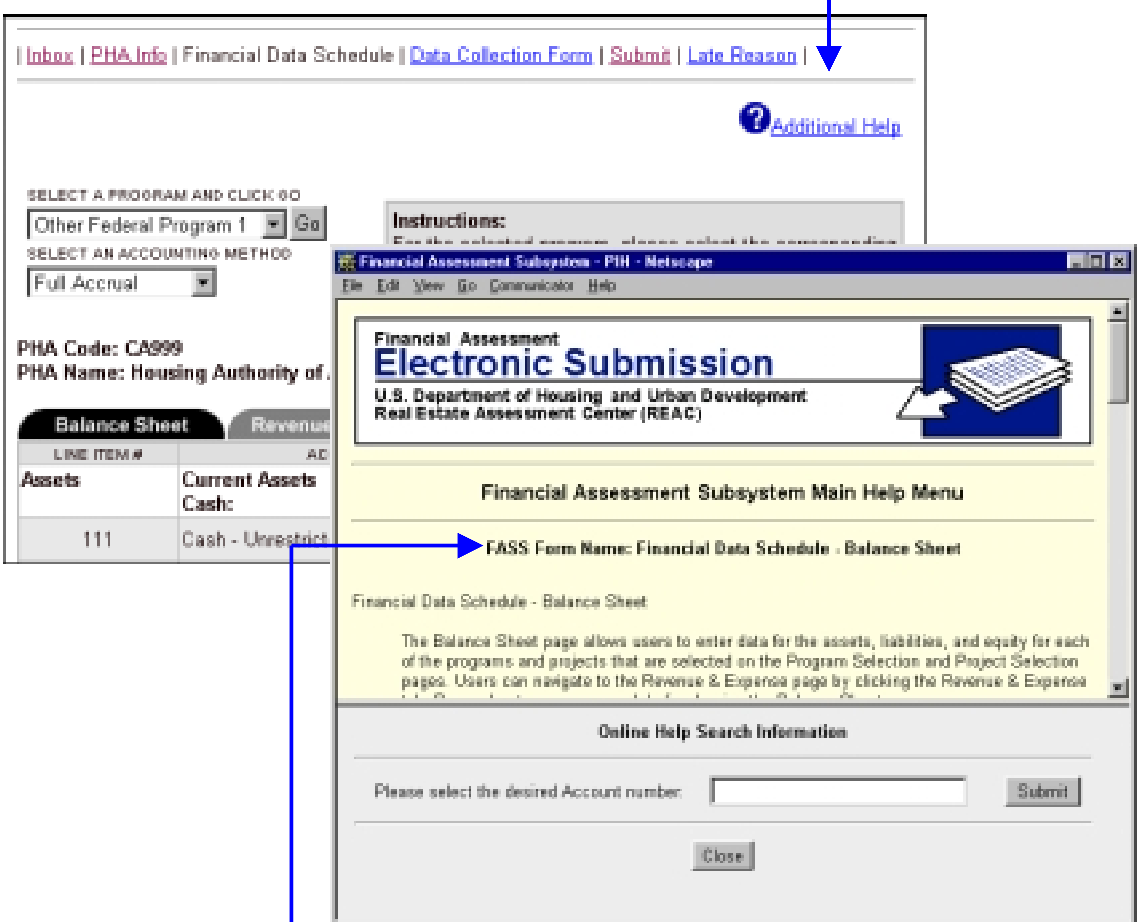
- Additonal Help link provides PHAs with on-screen assistance. These links are located at the top and bottom of most pages.
- Links to other pages located at the top or bottom of most pages and are underlined. For example, the following links are located at the bottom of the page: Top of Page, User Guide and System Documentation, and Technical Assistance Center. The current page is not underlined.
- An Instructions box containing instructions for completing the page is located at the top of most pages.



Additional Information

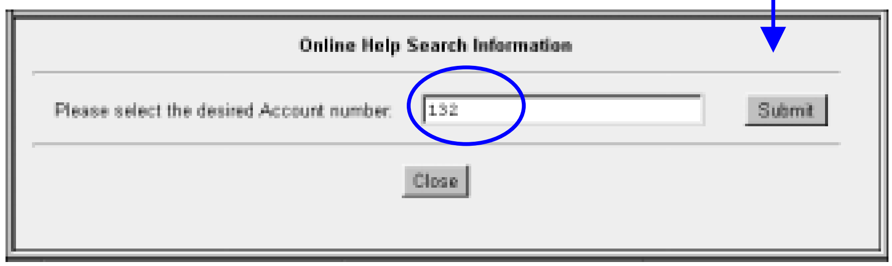
The new Additional Help feature provides PHA users with on-screen assistance for each page, as well as help for each line item. This enhancement allows users to have instant access to information about the page they are currently working in.

For assistance, click on the Additional Help link.

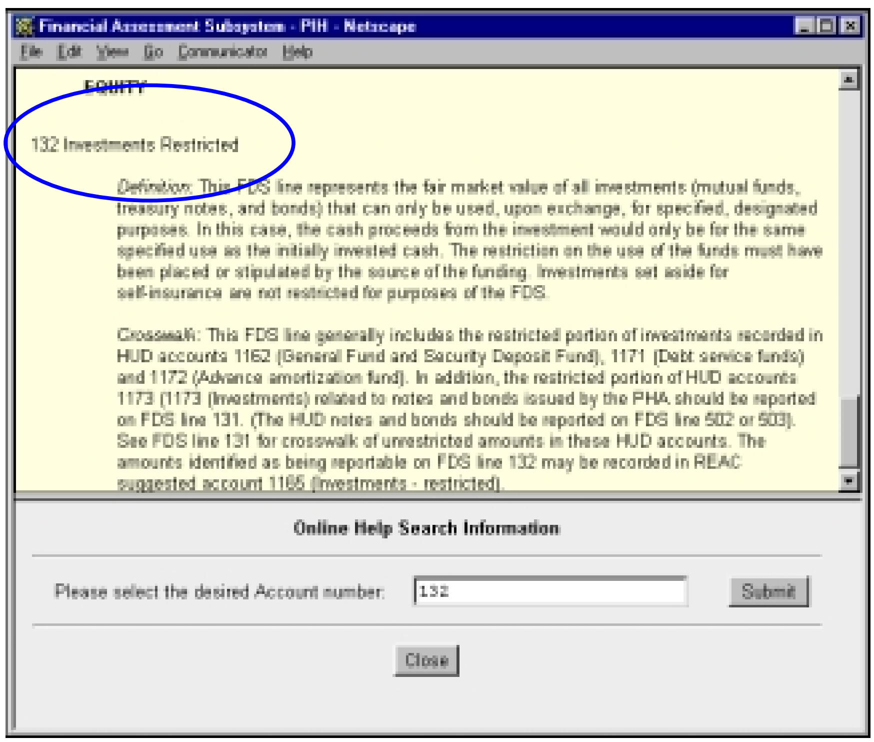


- The **Help Information** page pertaining to the existing page opens providing detailed information on the current/open page. This example displays information for the Financial Data Schedule – Balance Sheet.

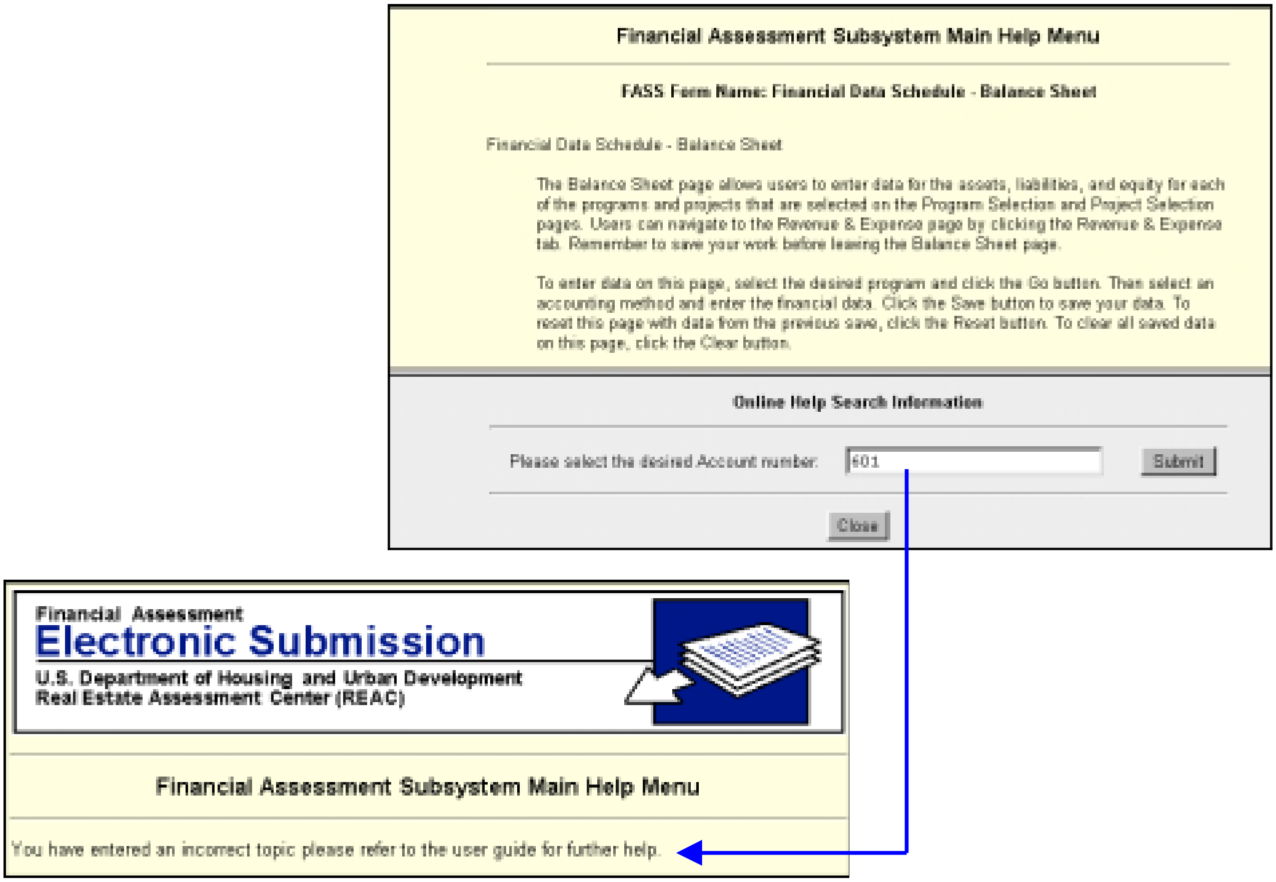
- An Online Help Information Search feature is available in addition to the detailed description for the current page the user is viewing. The user enters a specific account number for a particular line item in the *Please select the desired Account number* field and clicks on the Submit button.



- The description for the line item selected displays.



- If a PHA user submits an incorrect account number, the user receives an error message, as demonstrated below.



- Click on the Close Close button to close the Help Information page.

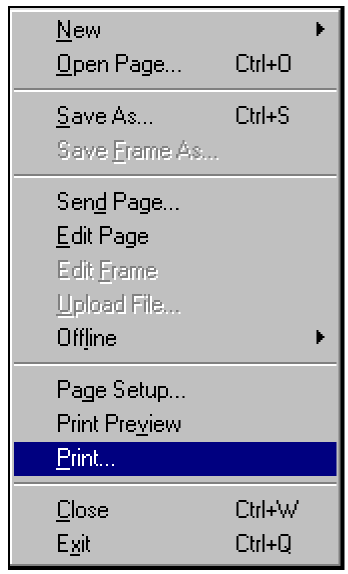
Buttons

In the middle of each page is a data entry table where users enter financial information in the blank fields. Users can click on the tabs at the top of the table (or the underlined links at the bottom of the page) to move to another page. Some pages also include underlined Details links to additional pages requesting more detailed information on a specific item.

At the bottom of most data entry tables are two buttons: Save Save and Reset Reset. Always use the Save Save button to save your entries before leaving the page. ***Avoid using the browser Back and Forward buttons to ensure that your work is properly saved.*** The Reset Reset button resets the fields to the last save. Some pages also have a Clear Clear button. This button clears all fields on the data entry page.

Printing Pages

To print pages, use the browser Print Print button at the top of the page or select File menu, then select Print.



Contacting the Technical Assistance Center

If you have questions about using the FASS-PHA system, you can contact the REAC Technical Assistance Center (formerly the REAC Customer Service Center) by phone or by email.

By Phone

You can call the REAC Technical Assistance Center with system questions toll-free Monday through Friday, 7:00 a.m. to 8:30 p.m., Eastern Time at **1-888-245-4860.**

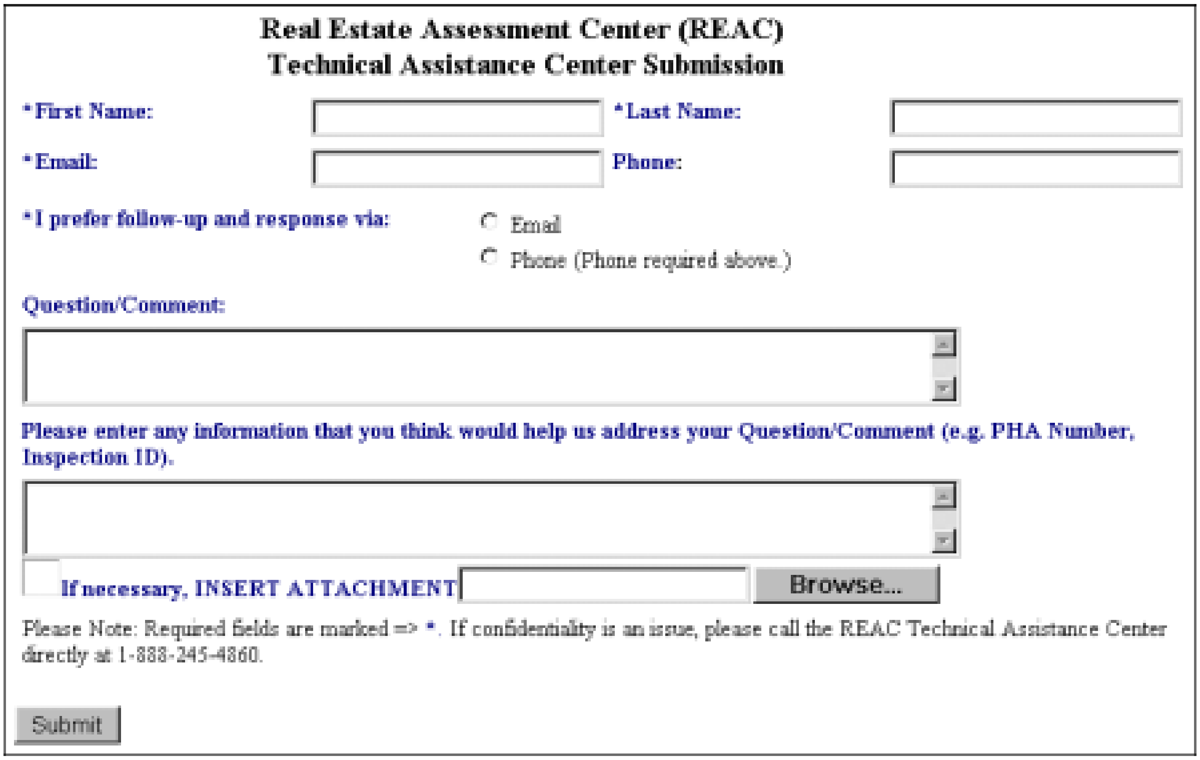
By Email

You can send an email message to the REAC Technical Assistance Center using the Technical Assistance Center link at the bottom of every FASS-PHA page.

To send an e-mail message to the REAC Technical Assistance Center:

1. At the bottom of the FASS-PHA page, click on the Technical Assistance Center (formerly the Customer Service Center) link. The **Real Estate Assessment Center (REAC)** page displays.

2. Click on the  button. The **Real Estate Assessment Center (REAC) Technical Assistance Center Submission** page displays.



3. Click in the blank fields and enter the information requested. Users must enter their *First* and *Last Name*, *Email* address, and *preferred method of response*.

FIELD NAME	EXPLANATION
First Name	Click and type in your first name. This field is required
Last Name	Tab and enter your last name. This field is required.
Email Address	Tab and enter your email address. This field is required.
Phone	Tab and enter your phone number.
Response Preference	Tab and select the preferred method of response to your question. Click on either the *Phone* or *Email* radio button to select it.
Question/ Comment	Tab and enter your question or comments. Be specific.
Additional Information	Tab and enter any additional information pertaining to your question (e.g., PHA number)
Insert Attachment	Tab to attach files, if necessary. Click on the Browse button. The File Upload window displays. Find the file in the appropriate directory. Click on the file to select it. Click on the Open button to attach the file.

4. Click on the Submit 

button to send the question or comments to the REAC Technical Assistance Center.