

iMAX

USER'S

MANUAL

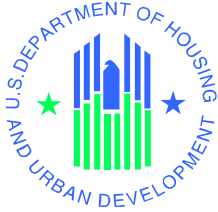
*Tenant Rental Assistance Certification System (TRACS)
Integrated Multifamily Access eXchange (iMAX) System*

U.S. Department of Housing and Urban Development

July 2018

Revision Sheet

Release No.	Date	Revision Description
Rev. 1	03/21/08	Draft User Manual
Rev. 2	05/09/08	Final User Manual
Rev. 2.1	05/12/08	Updated sections 3.1 and 4.2.6.3 with screen shots.
Rev. 3	11/07/08	Updated sections
Rev. 3.1	01/05/09	Minor revisions to 2.2 and figure in 4.3.2; other minor edits
Rev. 3.2	01/15/09	Minor revisions upon review of PDF version by HUD TRACS Proj. Mgr.
Rev. 3.3	02/13/09	Revisions from HUD TRACS Proj. Mgr.
Rev. 3.4	02/25/09	Revisions from HUD TRACS Proj. Mgr.
Rev 3.5	03/27/09	Additions to Appendix A
Rev 4	12/21/09	Draft User Manual for Task Order 09, Phase II of iMAX
Rev 4.1	02/18/10	Updated screen shots and minor editing
Rev. 5	04/30/10	User Manual update for Task Order 09, Re-host MAT into iMAX: new configuration diagrams in 2.1 and update to status messages.
Rev. 6	06/07/10	Final for TO09 Task 6
Rev. 7	07/25/18	Updated screen shots



User's Manual Authorization Memorandum

I have carefully assessed the User's Manual for the integrated Multifamily Access Exchange (iMAX) System, which includes the iMAX file transfer / receipt, the integrated Monthly Activity Transmission (iMAT), and Rules of Behavior functionalities. This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

LaShayla Hopkins
HUD IT Project Manager

DATE

Lanier Hyltom
TRACS Project Sponsor Representative

DATE

Princess Martin
TRACS Project Sponsor Representative

DATE

iMAX USER'S MANUAL

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1.0 GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 System Overview

The Tenant Rental Assistance Certification System (TRACS) is designed to process subsidy contracts, tenant rental assistance information, and owner requests for payment (vouchers). TRACS collects tenant data and voucher data for project-based programs and authorizes payment for subsidy programs. Payments are based upon the voucher, contract, and tenant data residing in the system. Owner Agents are required to meet the Compliance Rule of 2003, which requires the submission of their current and active certifications (tenant data) under contract in order to receive subsidy payments. The integrated Multifamily Access eXchange (iMAX) system provides a replacement for the previous TRACSMail system, enabling electronic submissions of certifications and vouchers into the TRACS system and storing all submission related data in an Oracle 10g data base.

iMAX is a web-based communication system that provides Contract Administrators (CAs), Owners, Management Agents, and Service Bureaus who have subsidy contracts with HUD to transmit to HUD and to other Owners, Management Agents, and Service Bureaus and CAs registered with iMAX, tenant data and voucher data files. Files sent to HUD are logged, processed, and submitted to TRACS for payment processing by iMAX. iMAX also receives TRACS processing results and makes these results available to the external business partners of HUD.

iMAX provides two forms of access, a graphical user interface and a system-to-system communication interface. The graphical user interface is accessible through the Web Access Secure Systems (WASS) gateway at HUD. The system-to-system communication interface is available for software vendors of CAs, Owners, Management Agents, and Service Bureaus. The system-to-system communication interface provides the same set of functionality as the graphical user interface.

The iMAX system keeps all functions of the TRACSMail system. In addition, it acknowledges Monthly Activity Transmission (MAT) file submissions in a real-time manner with a unique transaction ID, which can be used later for audit log searches. The iMAX system also keeps audit logs for all MAT requests, TRACS responses, and other processing events. The iMAX system uses J2EE/web technologies. One of the benefits of the J2EE/web technology is that end users do not need to install any additional software. All the user needs is a work station, a web browser, and internet connection. In addition, file submission / download and user profile management are integrated seamlessly into the web interface so that end users do not need to go to different applications for file management and user management. Administration of the system has been made much easier from the web application as audit logging and user management have been integrated.

Responsible Organization	Multifamily Housing Program Support Division
System Name	Integrated Multifamily Access Exchange (iMAX)
System Code	F87
PCAS Number	25178
System Category	Client Server
Operational Status	Phase I in operation / Phase II to be completed in 2010

System Environment	Oracle 10g, Java 1.5.x, SOAP 1.1, J2EE 1.5
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1.2 Project References

The following table identifies any existing regulations, standards, or documents that are pertinent to the iMAX project.

Reference	Date
HUD System Development Methodology 6.02	09/04
iMAX – Initiate Phase – Needs Statement	10/07
iMAX – Define Phase – Functional Requirements Document	01/08
iMAX Industry Specification Document	02/08
iMAX Phase II Functional Requirements Document	01/10
iMAX Use Case Specifications	02/10
TRACS Task Order 09	09/09

1.3 Authorized Use Permission

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of Title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers. System Administrators have access to an audit trail database that records the details of access by users.

1.4 Points of Contact

1.4.1 Information

The following is a list of the iMAX points of organizational contact (POCs) that may be needed for informational and troubleshooting purposes.



Users should always contact the Multifamily Help Desk first (see below).

Role	Location	Contact
Marcia Parks Government Technical Point of Contact	U.S. Department of Housing and Urban Development 451 7 th St. SW Washington DC, 20410	marcia.m.parks@hud.gov
LaShayla Hopkins HUD IT Project Manager	U.S. Department of Housing and Urban Development 451 7 th St. SW	lashayla.l.hopkins@hud.gov

Role	Location	Contact
	Washington DC, 20410	
Win Chan TRACS Program Sponsor	U.S. Department of Housing and Urban Development 451 7 th St. SW Washington DC, 20410	winfread.g.chan@hud.gov
Lanier Hylton Project Sponsor Representative	U.S. Department of Housing and Urban Development 451 7 th St. SW Washington DC, 20410	lanier.m.hylton@hud.gov
Princess Martin MFH Project Manager	U.S. Department of Housing and Urban Development 451 7 th St. SW Washington DC, 20410	princess.l.martin@hud.gov

1.4.2 Coordination

The iMAX project will require coordination with various organizations, both government and non-government, to accomplish the tasks throughout the system life cycle. The table below lists these organizations, the coordination date and the phases in which Multifamily Housing coordinates tasks with these organizations.

Organization	Support Function (Phase)
Office of Multifamily Housing	Participate in requirements definition and user acceptance test activities.
TRACS Contractor	Define, Design, Build, Evaluate, Operate, Installation, Deployment, Project Management
HUD-IT Test Center	Implementation Coordination, Installation, Deployment
Computer Services, Operations, and Maintenance Group (CSOMG)	Provides infrastructure and production support.
Industry users	Performs verification and field-testing of iMAX software prior to releases being installed into production.
HUD Information Technology Service (HITS)	Provides support for web application and database servers and performs all production releases.
WASS	Web-access Sub-system – Security front-end – coordination will be required to determine the appropriate database design to store the TRACS rules of behavior data.

1.4.3 Help Desk

The Multifamily Helpdesk will be responsible for responding to any user questions or concerns. The Multifamily Helpdesk can be contacted by phone at 1-800-767-7588 or email at tracs@hud.gov.

1.5 Organization of the Manual

1.0 General Information

This section provides an overview of the iMAX project. It describes the system and provides a list of contacts, references, and acronyms and abbreviations.

2.0 System Summary

This section discusses the technical aspects of the iMAX system, while paying specific attention to data flows, configuration, and user access levels.

3.0 Getting Started

This section discusses how to log on to the iMAX system, changes the login password, and also provides a menu for all the different aspects of the system.

4.0 Using the System Online

This section discusses all of the different uses of the iMAX system for users and administrators. It goes into detail with step by step instructions for each function.

5.0 Querying

This section discusses the querying and retrieval capabilities of the iMAX system.

6.0 Reporting

This section does not apply to the iMAX system since it does not contain this feature.

Appendix A: Status Messages

This section explains the system's status messages.

1.6 Acronyms and Abbreviations

The following table defines acronyms and abbreviations used throughout this document:

ACRONYM	Definition
CA	Contract Administrator

ACRONYM	Definition
IG	Inspector General
iMAT	Integrated Multifamily Access eXchange
iMAX	Integrated Multifamily Access eXchange
MAT	Monthly Activity Transmission
ROB	Rules of Behavior
SOAP	Simple Object Access Protocol
TRACS	Tenant Rental Assistance Certification System
WASS	Web Access Secure Sub-systems

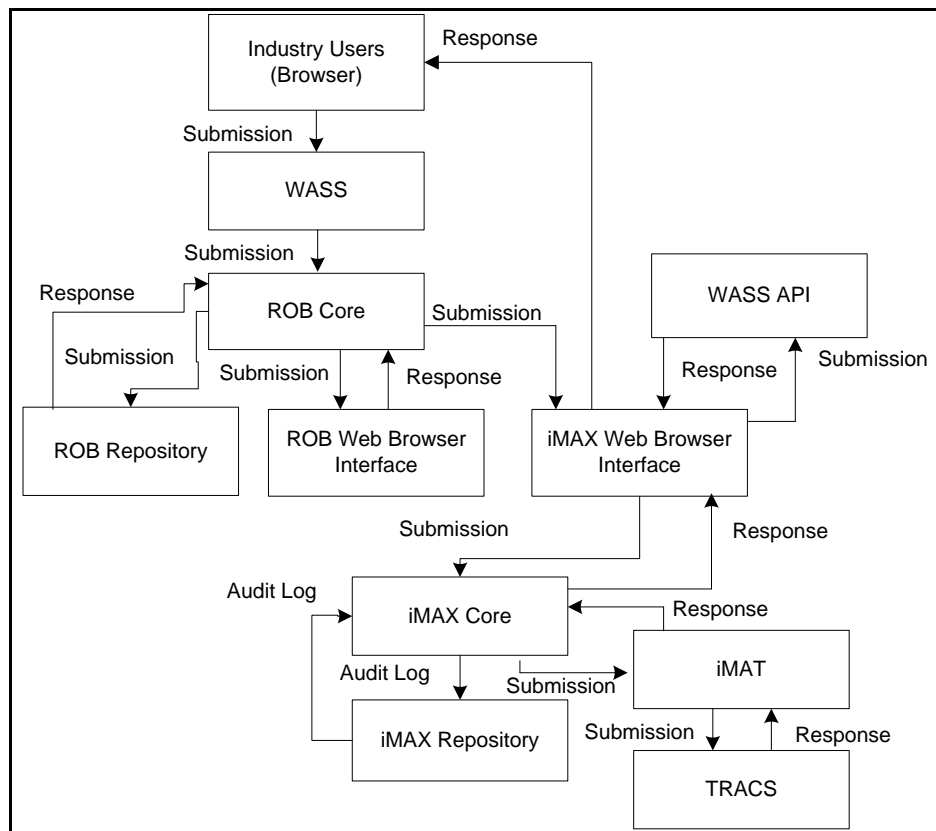
2.0 SYSTEM SUMMARY

2.0 SYSTEM SUMMARY

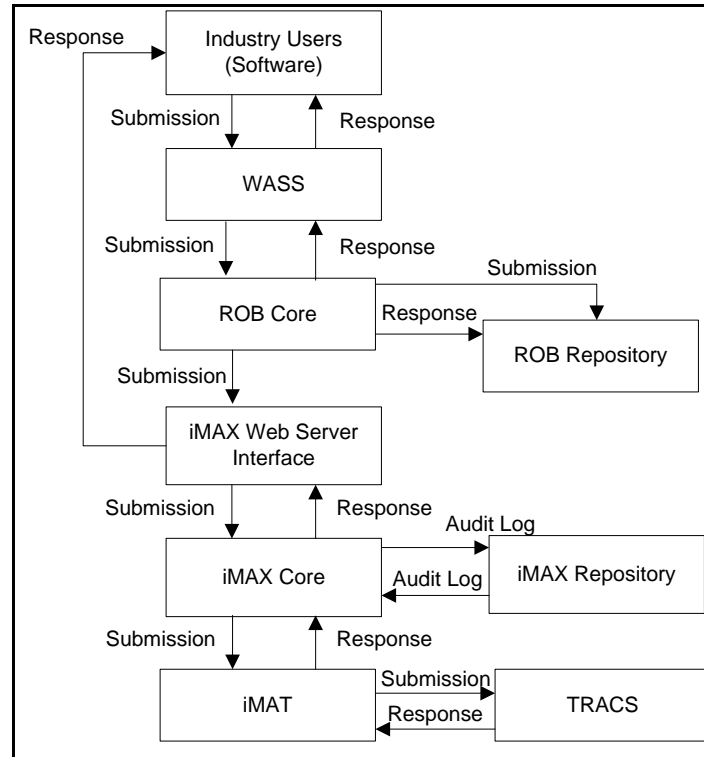
iMAX is a replacement of the TRACSMail system. iMAX provides the same functionality of the TRACSMail system but is now available as a web browser graphical user interface and as a programmatic interface to software vendors. iMAX users can send one or more MAT files to TRACS for processing or to other iMAX users. iMAX users can also manage their TRACS user information, view MAT file submission to TRACS, view the status of those submissions, send and receive MAT files to other iMAX users, and view broadcast messages from TRACS administrators.

2.1 System Configuration

iMAX resides within HUD's network but is accessible to authorized users outside of HUD. The two main ways to access iMAX are through a web browser or through vendor software that can interface with iMAX. Both means of access to iMAX are available 24 x 7 throughout the year. The diagrams below are high-level depictions of the iMAX system and its interfaces to users and to TRACS. The first diagram shows the system configuration for web browser users; the second shows the system configuration for vendor software users. (This user guide is only for web browser users.) "ROB" stands for the Rules of Behavior document explained in section 3.1 of this guide. Users must accept the ROB before proceeding with iMAX. (Vendor software users must accept the ROB before they can transmit MAT files.)



System Configuration for Users Using Web Browser



Systems Configuration for Users Using Vendor Software

2.2 Data Flows

With iMAX you can upload files via the web browser or via vendor software that calls iMAX web services. iMAX routes the files to the appropriate iMAX user or to a staging area to send to TRACS. Files sent to TRACS are first processed and validated by the integrated Monthly Activity Transmission (iMAT) application approximately every 2 hours. Files that pass the edit validations are loaded into the TRACS mainframe database every 24 hours. TRACS processes the files during the nightly cycle and stores them in an FTP folder, which is then polled by iMAT to send to iMAX. iMAX then parses the files and routes to the appropriate iMAX users.

2.3 User Access Levels

HUD policy requires that all entities communicating electronically with HUD that are outside of HUD's network be authenticated. Business partners wishing to communicate with HUD electronically are required to be registered and receive HUD business partner credentials, which is a WASS ID and password. You can register with HUD's security services at HUD Secure Systems to receive the user ID and password. These credentials are required for each individual that does business with HUD. To register, go to the following web site: https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp.

Whether communicating through a browser to access HUD resources or communicating directly with iMAX, clients will need to provide their credentials. Once a client is authenticated, depending on the system, the client may be asked to provide system-specific user credentials. All communications to iMAX require that the client also provide an iMAX user ID and password, previously known as the TRACSMail

user ID and password. The iMAX ID and password are available to a business entity rather than an individual. Please contact the Multifamily Helpdesk for assistance at 1-800-767-7588 or tracs@hud.gov.

2.3.1 Assigning iMAX Roles to Users

If you are a WASS Coordinator and want to assign the iMAX role to a user, follow the steps below.

1. Log in to WASS (see figure below).

Top of Form

Secure Systems
Single Sign On

User Login

User ID

Password

Bottom of Form

ATTENTION: This computer system, and all the systems associated with this system for User Authorization and Authentication, are protected by a computer security system; unauthorized access to these systems is not permitted; and usage may be monitored.

NOTE: There is an inactivity timeout of 30 minutes. Please save your work periodically to avoid being logged out. Please also note that there is a 4 hour session timeout, after which, you will need to re-authenticate. You can then resume where you left off.

Content updated March 2, 2007

U.S. Department of Housing and Urban Development
451 7th Street S.W., Washington, DC 20410
Telephone: (202) 708-1112 TTY: (202) 708-1455

[Home](#) | [Privacy Statement](#)

The WASS main menu displays (see figure below).

Main Menu help | search | home | logout

Secure Systems

Welcome HWEYHUA JANE

system administration

- Assistance Contract Assignment Maintenance
- Business Partners Maintenance
- Property Assignment Maintenance
- User Maintenance

systems

- Financial Assessment Submission - PHA (FASPHA)
- Financial Assessment Subsystem - Multifamily Housing (FASS)
- Integrated Multifamily Access eXchange (iMAX)
- iMAX Administration
- Mark-to-Market (M2M)
- Management Assessment Subsystem (MASS)
- Multifamily Delinquency and Default Reporting System (MDDR)
- Public Housing Assessment System: Scores and Status (NASS)
- Physical Assessment Subsystem (PASS)
- Quality Assurance Subsystem (QASS)
- Resident Assessment Subsystem (RASS)
- Integrated Real Estate Management System (IREMS)
- Tenant Rental Assistance Certification System (TRACS)

System Administration

- Assistance Contract Assignment Maintenance
- Business Partners Maintenance
- Property Assignment Maintenance
- User Maintenance

- Under **System Administration**, click **User Maintenance**. The **User Maintenance** page displays (see figure below).

System Administration help | search | home | logout

User Maintenance

On this form, you can either search for a User by User ID, or search for Users by entering your search criteria.

Search by User ID

To search for a User by User ID, enter a User ID and then click the "Search for User" button.

User ID

Search for User

Search Users

To search for a User, enter a search criteria (optional) and then click the "Search Users" button.

Business Partner - TIN/SSN/PHA ID/IPA ID

First Name

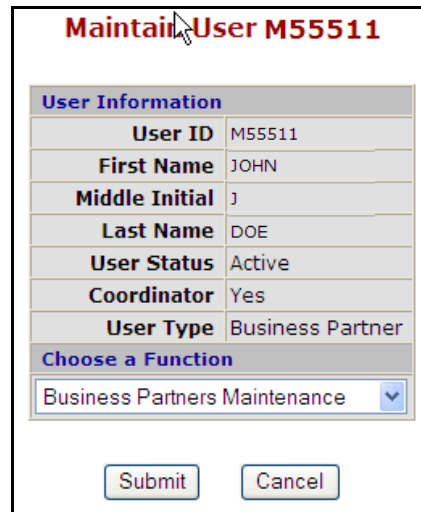
Last Name

Check here to limit search to Independent Users

Search Users Cancel

- On the **User Maintenance** page, in the **User ID** field, enter the User ID of the user to whom you want to assign the iMAX role.

4. Click the **Search Users** button. If you entered a correct User ID, the **Maintain User** page displays, with the user's ID in its title (see figure below).

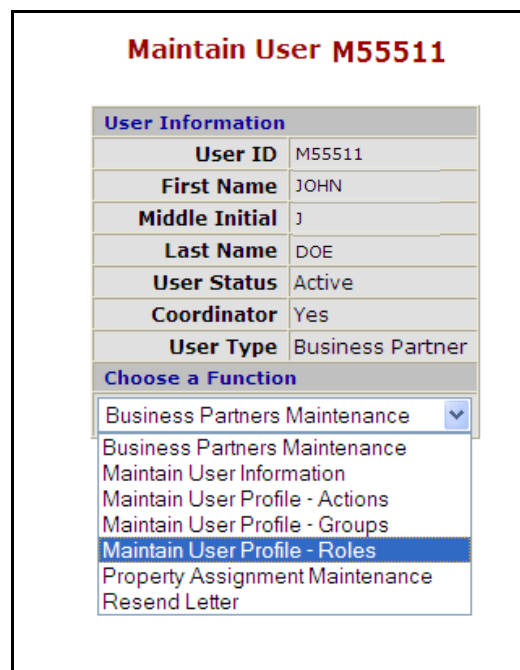


The screenshot shows a web page titled "Maintain User M55511". Below the title is a table of user information:

User Information	
User ID	M55511
First Name	JOHN
Middle Initial	J
Last Name	DOE
User Status	Active
Coordinator	Yes
User Type	Business Partner

Below the table is a section titled "Choose a Function" with a dropdown menu. The dropdown menu is currently set to "Business Partners Maintenance". At the bottom of the page are two buttons: "Submit" and "Cancel".

5. In the **Maintain User** page, from the **Choose a Function** drop-down list, select **Maintain User Profile – Roles** (see figure below).



The screenshot shows the same "Maintain User M55511" page as above, but with the "Choose a Function" dropdown menu open. The dropdown menu is expanded, showing a list of options:

- Business Partners Maintenance
- Business Partners Maintenance
- Maintain User Information
- Maintain User Profile - Actions
- Maintain User Profile - Groups
- Maintain User Profile - Roles**
- Property Assignment Maintenance
- Resend Letter

The option "Maintain User Profile - Roles" is highlighted in blue. The "Submit" and "Cancel" buttons are still visible at the bottom.

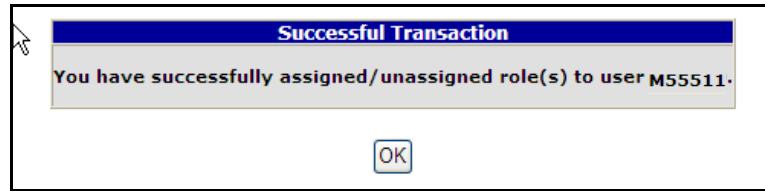
6. Click the **Submit** button. The **Assign / Unassign Roles for User** page displays (see figure below).

User Information	
User ID	M55511
First Name	JOHN
Middle Initial	J
Last Name	DOE
User Status	Active
Coordinator	Yes
User Type	Business Partner
Please check/uncheck boxes to assign/unassign roles to the user	
Disabled roles cannot be unassigned until they are removed in the appropriate Assignment Maintenance screens	
IMAX LOCCS TRACS	
IMAX - Integrated Multifamily Access Exchange	
<input type="checkbox"/>	IME - iMAX (TRACSMail replacement) for externa
LOCCS - Line of Credit Control System	
<input checked="" type="checkbox"/>	ADM - Administration
<input checked="" type="checkbox"/>	QRY - Query
<input type="checkbox"/>	REQ - Requisition
<input type="checkbox"/>	YES - Year End Settlement
TRACS - Tenant Rental Assistance Certification P	
<input checked="" type="checkbox"/>	TTQ - TRACS Tenant Query
<input checked="" type="checkbox"/>	TVQ - TRACS Voucher Query

- Under **IMAX – Integrated Multifamily Access Exchange**, select the check box for **IME – iMAX (TRACSMail replacement)**.
- Click the **Assign / Unassign Roles** button (see figure below).

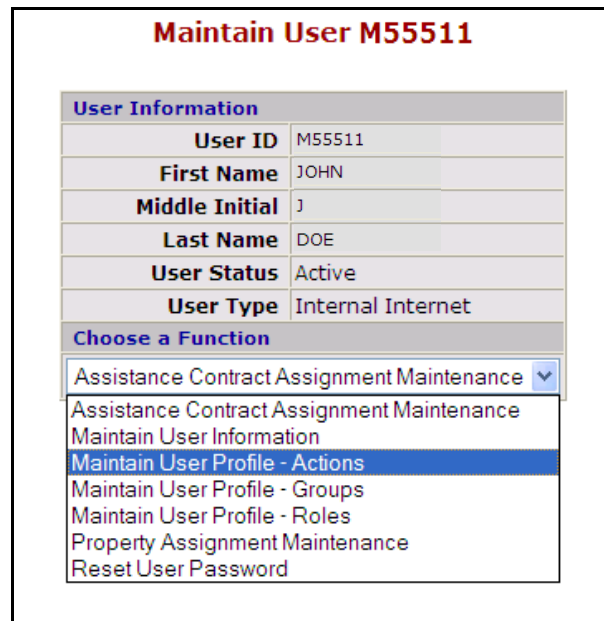
Assign/Unassign Roles for User M55511	
User Information	
User ID	M55511
First Name	JOHN
Middle Initial	J
Last Name	DOE
User Status	Active
Coordinator	Yes
User Type	Business Partner
Please check/uncheck boxes to assign/unassign roles to the user	
Disabled roles cannot be unassigned until they are removed in the appropriate Assignment Maintenance screens	
IMAX LOCCS TRACS	
IMAX - Integrated Multifamily Access Exchange	
<input checked="" type="checkbox"/>	IME - iMAX (TRACSMail replacement) for externa
LOCCS - Line of Credit Control System	
<input checked="" type="checkbox"/>	ADM - Administration
<input checked="" type="checkbox"/>	QRY - Query
<input type="checkbox"/>	REQ - Requisition
<input type="checkbox"/>	YES - Year End Settlement
TRACS - Tenant Rental Assistance Certification P	
<input checked="" type="checkbox"/>	TTQ - TRACS Tenant Query
<input checked="" type="checkbox"/>	TVQ - TRACS Voucher Query
<input type="button" value="Assign/Unassign Roles"/> <input type="button" value="Cancel"/>	

- A confirmation message displays (see figure below). Click **OK**.



2.3.2 Assigning the iMAX Coordinator Action for WASS Coordinators ONLY

1. Follow steps 1–4 in the previous section 2.3.1. If you entered a correct User ID, the **Maintain User** page displays, with the user's ID in its title (see figure below).
2. On the **Maintain User** page, from the **Choose a Function** drop-down list, select **Maintain User Profile – Actions** (see figure below).



3. Click the **Submit** button. The **Assign / Unassign Action for User** page displays (see figure below).

User Information	
User ID	M55511
First Name	JOHN
Middle Initial	J
Last Name	DOE
User Staus	Active
Coordinator	Yes
User Type	Business Partner

Please check/uncheck boxes to assign/unassign actions to the user

[ADM](#) | [EIV](#) | [IMAX](#) | [IMAXA](#) | [TRACS](#)

ADM - Administration of Secure Systems
<input type="checkbox"/> ACA - Assistance Contract Asgmt
<input type="checkbox"/> ACU - Contract Administrator Update
<input checked="" type="checkbox"/> COR - Coordinator
<input type="checkbox"/> NPU - National Participant Update
<input checked="" type="checkbox"/> ASG - Property Assignment
<input type="checkbox"/> PWD - TAC - REAC Only
<input type="checkbox"/> RST - TAC - REAC Only Reset Password
<input type="checkbox"/> MOT - Update Message Of the Day
<input type="checkbox"/> ACV - View Assistance Contract Assignment

EIV - Enterprise Income Verification
<input type="checkbox"/> COR - Coordinator
<input type="checkbox"/> EIV - EIV Access
<input type="checkbox"/> UCE - User Certification

4. Scroll down to the heading **IMAX – Integrated Multifamily Access Exchange** (see figure below).

<input type="checkbox"/> VAR - View Audit Reports
<input type="checkbox"/> VIR - View Income Reports
IMAX - Integrated Multifamily Access Exchange
<input type="checkbox"/> ADM - Administration
<input checked="" type="checkbox"/> COR - Coordinator
IMAXA - Integrated Multifamily Access Exchange A
<input type="checkbox"/> ADM - Administration
TRACS - Tenant Rental Assistance Certification P
<input type="checkbox"/> THQ - PBCA Administered Manual Voucher for Re
<input type="checkbox"/> ADM - Administration
<input checked="" type="checkbox"/> COR - Coordinator
<input type="checkbox"/> QRY - DatabaseQuery
<input type="checkbox"/> TFO - Field Office Payment Actions, cannot han
<input type="checkbox"/> TMV - Manual Voucher Submission and Review
<input type="checkbox"/> TVR - Over/Under Payment Resolution
<input type="checkbox"/> TTR - Set Threshold Amount and Auto Review Rea
<input type="checkbox"/> TSC - Special Claims Create
<input type="checkbox"/> TSD - Special Claims Delete
<input type="checkbox"/> TMO - TRACS Move-out Intranet Application
<input type="checkbox"/> TPR - TRACS Project Re-baseline
<input type="checkbox"/> TVH - Voucher HUB Payment Actions, handle all

5. Select the check box for **COR - Coordinator**.

6. Click the **Assign/Unassign Actions** button (see figure above).

7. A confirmation message displays (see figure below). Click **OK**.



2.4 Contingencies and Alternate Modes of Operation

Please refer to the TRACS Contingency Plan.

3.0 GETTING STARTED

3.0 GETTING STARTED

The system access is controlled using WASS. Logging in with the WASS ID will make the iMAX system available to the user via link.

3.1 Logging On

1. Go to the Secure Systems URLs.
 - a) If you are an internal HUD user: <https://hudapps.hud.gov/ssmaster/index.cfm>
 - b) If you are an external user: https://hudapps.hud.gov/HUD_Systems/index.cfm
2. After logging into WASS, click the **integrated Multifamily Access eXchange (iMAX)** link in the Secure Systems main menu.
3. Do one of the following:

If ...	Do This
The TRACS Rules of Behavior page displays (see following figure)...	Continue with Step 6.
The TRACS Rules of Behavior page does not display...	You have already accepted the TRACS Rules of Behavior within the last year. The iMAX login page displays instead. Continue with Step 11.

iMAX	Welcome H00605
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**RULES OF BEHAVIOR FOR
TENANT ASSISTANCE CERTIFICATION SYSTEM
(TRACS - F87) Internal/External Users
and
MULTIFAMILY ENTERPRISE INCOME VERIFICATION (EIV) SYSTEM
Internal Users**

Instructions for Internal HUD TRACS Users

Complete the Security Training requirements identified on the TRACS website at:
<http://www.hud.gov/offices/hsg/offices/hsg/mfu/trx/trxint.cfm>

Read the following Rules of Behavior (ROB), check the certification checkbox, and click the ACCEPT button at the bottom of the page. Then print, sign and scan the ROB to a PDF and email to MF.TRACS.RECERT@hud.gov or FAX to 202-708-3177

Instructions for External HUD TRACS Users

Complete the Security Training requirements identified on the TRACS website at:
<http://www.hud.gov/offices/hsg/offices/hsg/mfu/trx/trxext.cfm>

Read the following Rules of Behavior (ROB), check the certification checkbox, and click the ACCEPT button at the bottom of the page. Then print, sign and file the ROB.

RULES OF BEHAVIOR

Internal/External HUD Users:

The Office of Multifamily Housing (MF) may grant system access to internal users (HUD employees, contractors) and external users (owners of multifamily property, management agents, contract administrators, service bureaus and clients/customers) who have a need to utilize the TRACS -F87 and/or the MF EIV systems for **official HUD business only**. Access is based on specific job function, and only information to which you are authorized will be accessible.

The system user identification (User ID/password) issued to you are to be used solely in connection with the performance of your responsibilities in support of the HUD mission and may not be used for personal or private gain. As a condition of receiving access, you agree to be responsible for the confidentiality of the assigned information (i.e., will not provide to anyone), accountable for all activity with your user identification, and that you will notify the MF TRACS Security Office (MFTRACSSECURITY@hud.gov, include User ID) in writing upon leaving your place of employment or transfer to another position/office.

Additional rules of the system follow:

- a) Log off or lock the system when leaving the system/workstation area.
- b) Refrain from leaving written passwords in the workstation area.
- c) Passwords must be changed every 30 days (iMAX and TRACS Web). Avoid creating passwords that can be easily associated you.
- d) Your User ID will be suspended after 90 days of inactivity and you will have to request re-activation of access (iMAX, TRACS Web-based Applications including MF EIV).
- e) Avoid posting printouts of sensitive output data on bulletin boards.
- f) Control input documents by returning them to files or forwarding them to the appropriate contact person in your office.
- g) Avoid violation of the Privacy Act, which requires confidentiality of personal data contained in government and contractor data files. Penalties apply to the misuse of data.
- h) Protect all electronic /optical media and hardcopy documentation containing sensitive information and properly dispose of it by shredding hardcopy documentation.
- i) Avoid saving sensitive HUD information on the local drive of a laptop, personally-owned computer or other mobile or portable technology ("flash drives", removable/external hard drives, etc.)
- j) Report security violations immediately to the MF Security Office (HUD employees), the Government Technical Representative (HUD contractors), or supervisor (external users.)
- k) Cooperate in providing personal background information to be used in conducting security background checks required by Federal regulations.
- l) Respond to any requests for information from either the Government Technical Representative, MF TRACS Security Office or management officials regarding system security practices.
- m) Review the Department's "Information Technology Security Policy 2400.25" and other security guidance at: <http://hudweb.hud.gov/po/it/security.policy.cfm>

Internal HUD Users Only:

- n) Your User ID will be suspended after 45 days of inactivity and you will need to contact the Information Security staff at 1-888-297-8689 (Option 3) for a password reset (**TRACS Mainframe**).
- o) Your User ID will be terminated after six months of inactivity, and you will need to re-apply for access to the system (**TRACS Mainframe**).
- p) Individuals who telework or remotely access HUD/TRACS information should do so only through approved remote access solutions (as hudmobile.hud.gov) and should safeguard all sensitive information accessed in this manner. Remote access users will also adhere to Rules of Behavior for Remote Access.

USER AGREEMENT AND CERTIFICATION

Actions violating any of these rules will result in immediate termination of your assigned User ID/ password from the system(s) and can result in further disciplinary action (civil or criminal) as prescribed by the Office of the Inspector General.

- **Unauthorized disclosure** can result in a felony conviction and a fine of up to \$5,000 and/or imprisonment up to five (5) years, as well as civil penalties.
- **Unauthorized inspection** of data can result in a misdemeanor penalty of up to \$1,000 and/or one (1)-year imprisonment, as well as civil damages.

CERTIFICATION: I have read the above statement of policy regarding system security awareness and practices when accessing HUD's information resources. I understand the Department's policies as set forth above, and I agree to comply with these requirements as a condition of being granted limited access to the Multifamily Housing information technology resources. I further certify that I have completed or will complete the Security Training requirements identified on the TRACS website within 30 days.

EXTERNAL USERS SIGNED RULES OF BEHAVIOR, SECURITY AWARENESS TRAINING CERTIFICATES, AND SECURITY TRAINING CERTIFICATES MUST BE AVAILABLE UPON REQUEST AND ARE SUBJECT TO REVIEW OR AUDIT AT ANY TIME BY HUD STAFF AND/OR HUD'S REPRESENTATIVES WITH OVERSIGHT AND MONITORING RESPONSIBILITIES.

Rules of Behavior (full screen)

required by Federal regulations.

- l) Respond to any requests for information from either the Government Technical Representative, MF TRACS Security Office or management officials regarding system security practices.
- m) Review the Department's "Information Technology Security Policy 2400.25" and other security guidance at: <http://hudweb.hud.gov/po/i/it/security/policy.cfm>.

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Rules of Behavior (detail)

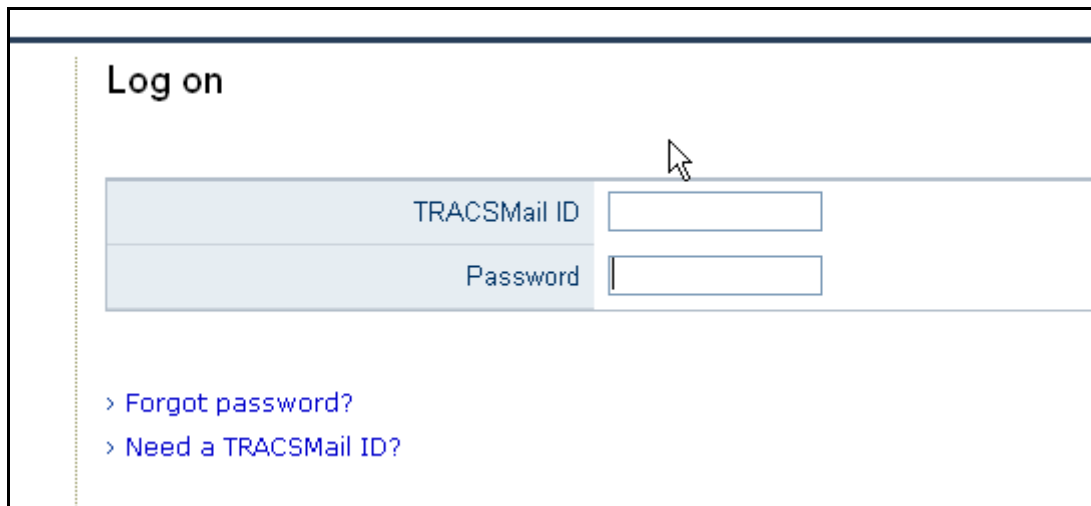
4. Two hyperlinks for **Security Training** requirements display at the top, one for internal and one for external users. When you are ready, at the bottom of the page, select the **CERTIFICATION** check box.
5. Click the **Accept** button. A confirmation message displays.



You must accept the Rules of Behavior before continuing to use iMAX.

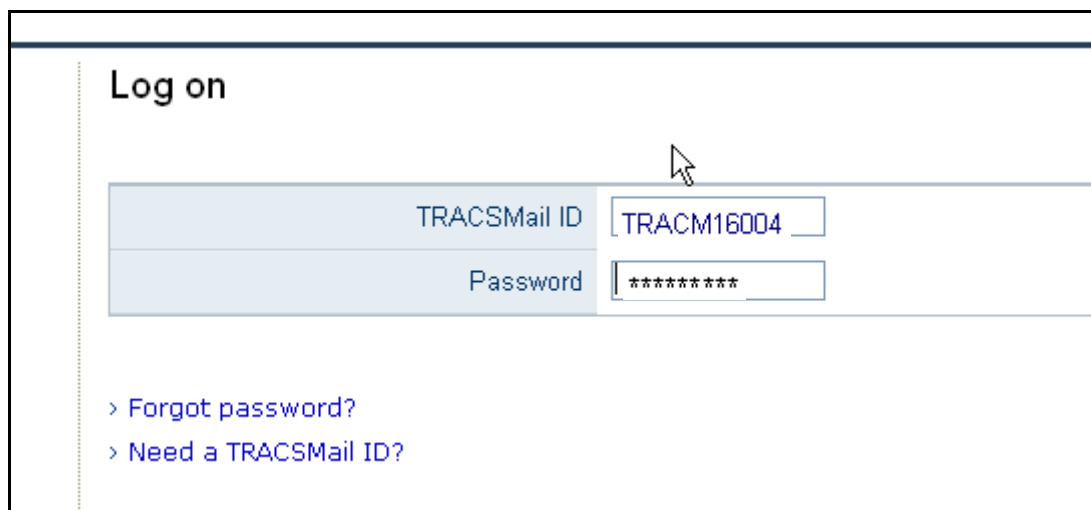
6. On the confirmation message, click **OK**. Your computer's **Print** dialogue box displays.
7. Print the Rules of Behavior.
8. Sign the hard copy.

9. Transmit it to HUD according to one of the methods described at the top of the document under **Instructions**.
10. On the Rules of Behavior page, if you want to print the Rules of Behavior again, click the **Reprint** button and follow the instructions starting with the previous step 7. Otherwise, click the **Continue to iMAX** button.
11. The following screen will appear:

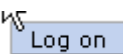


The screenshot shows a web interface titled "Log on". It features two input fields: "TRACSMail ID" and "Password". Both fields are currently empty. Below the input fields, there are two links: "> Forgot password?" and "> Need a TRACSMail ID?". A mouse cursor is positioned over the top right corner of the input area.

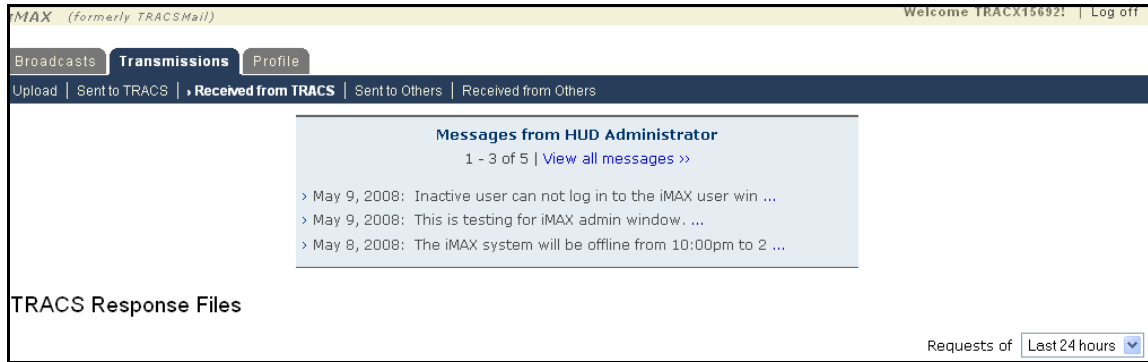
12. Enter your assigned TRACSMail/iMAX User ID and Password.



The screenshot shows the same "Log on" web interface. The "TRACSMail ID" field now contains the text "TRACM16004". The "Password" field contains a series of asterisks "*****". The links "> Forgot password?" and "> Need a TRACSMail ID?" are still visible. A mouse cursor is positioned over the top right corner of the input area.

13. Click  on the right side of the screen.

14. The default page displays (see figure below).

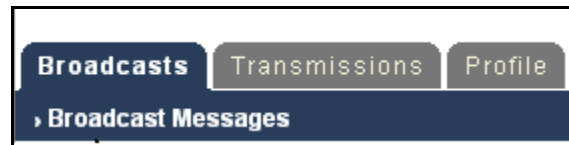


3.2 System Menu

This section presents an overview of the three tabs comprising the application.

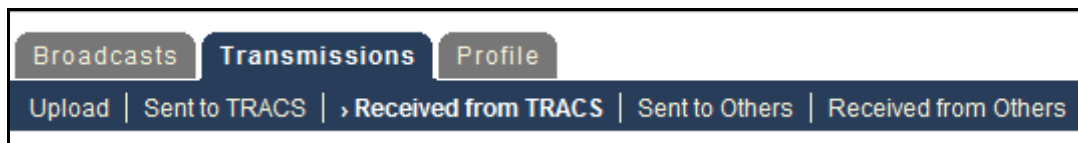
3.2.1 iMAX User Broadcasts

The **Broadcasts** tab allows you to view any messages that have been sent from the HUD Administrator. You can view when the message was sent and can also access previously sent messages. Upon clicking this tab, you will initially only be able to see the three most recent broadcast messages.



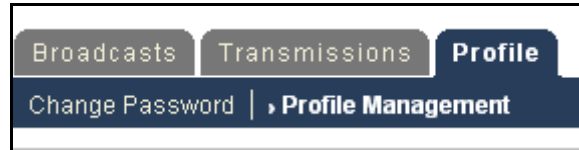
3.2.2 iMAX User Transmissions

The **Transmissions** tab allows you to upload and send files to HUD, as well as to other iMAX users (i.e., PBCAs, OAs, and Service Bureaus). This tab also allows you to view any and all files that have been sent to or received from HUD or any other iMAX user.



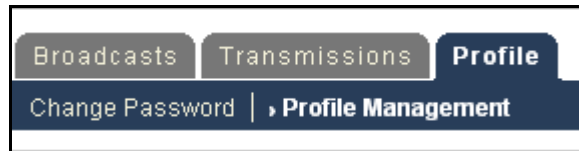
3.2.3 iMAX User Profile

The **User Profile** tab allows you to view and make any necessary changes to their iMAX profile or user password.

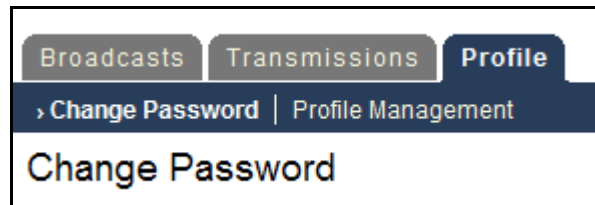


3.3 Changing Your Password

1. In order to change your password, click the **Profile** tab from any screen.



2. The My Profile page will appear. Click the **Change Password** link in the upper left corner.



3. Enter the current password, new password, and retype the new password in the required fields.
4. Click the **Change Password** button.
5. If you have forgotten your password or need a password reset:

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OFFICE OF MULTIFAMILY HOUSING



TRACS JULY 30, 2018 RELEASE

1. TRACM ID PASSWORD RESET / REACTIVATE FUNCTION

There are any number of situations where an Integrated Multifamily Access eXchange (iMAX) system user may need to reset their password and reactivate inactive TRACM IDs. Typically, users forget their password; have not used their ID to access the system within a prescribed time; or experience some type of security breach that may have disclosed their password.

In the iMAX user profile, there is currently a point of contact set of fields. The Multifamily Housing Help Desk uses these when someone from the industry calls to reset a password for a TRACM ID. It is understood, though, that the POC may be on leave or have left the company/entity, in some instances. As a result, back-up POC fields – as well as a PIN for each – have been added to the User Profile tab to ensure that passwords are only reset by the correct entity.

iMAX TRACM IDs must be unique for each business relationship: [i] Contract Administrator; [ii] Service Bureau; or [iii] the property/site.¹ If business relationship changes for an existing entity or a new entity (e.g., property management company, etc.) takes over for an existing property/site, a new TRACM ID must be obtained.

The following steps will ensure every effort is made to protect iMAX account information and related rental assistance contracts data when password reset requests are processed by the Help Desk:

Step 1: Update Your Account - iMAX TRACM IDs

Multifamily Housing Programs (MFH) strongly suggest users update their account. Select iMAX User Profile tab to update your Profile:

¹ A property management company may select to assign one (1) TRACM ID for multiple properties or assign a unique TRACM ID for each property in their portfolio.

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1



- First Name/Last Name
- Description²
- Title
- Organization
- Street Address 1
- Street Address 2
- City
- U.S. State or Territory
- Foreign State or Territory
- U.S. Zip Code
- Country
- Foreign Postal Code
- Telephone Number
- FAX Number
- Email Address
- Personal Identification Number (PIN)

Additionally, the new Secondary Point of Contact (POC) fields have been added in the event that the Primary (POC) is not available:

- First Name
- Last Name
- Email Address
- Personal Identification Number (PIN)

Step 2: User Request Password Reset

Submit your password reset request on company/firm/organization letterhead to:
TRACS@hud.gov

² TRACS utilizes the "Description" field to collect data on an entity comprising multiple categories, such as an owner, property management agent, Traditional Contract Administrator (TCA), Performance Based Contract Administrator (PBCA), Service Bureau, etc., that has a collective goal linked to the utilization of TRACS to meet the requirements of the "Automation Rule."

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OFFICE OF MULTIFAMILY HOUSING



Step 3: Multifamily Housing Help Desk Processing Protocols

MFH Help Desk will use the following protocols to validate user password reset requests:

- Validate User Name
- Validate User Title
- Validate Organization
- Validate User Firm Name
- Validate User Firm Address
- Validate User Email Address
- Validate Personal Identification Number (PIN)

Step 4: MFH Help Desk Will Provide User Reset Password

MFH Help Desk will **ONLY** use the password reset request submitted on company, firm, or organization letterhead to reset an existing password to users via email address located in the iMAX User Profile tab.

NOTE: As a reminder, user's Secure Systems/Web Access Sub-system passwords must be unique to each user and must never be shared by that user with other users. For example, colleagues sharing office space must never share each other's password to gain system access. Refer to the Rules of Behavior for TRACS and Multifamily Housing Enterprise Income Verification (EIV) system, Appendix A, Section 2.

2. MFH HELP DESK UNLOCK FUNCTION FOR COORDINATORS

For coordinators that are locked-out of TRACS/iMAX due to lack of access for 90-days. The MFH Help Desk will now be able to unlock them for a timelier turnaround. Coordinators should still perform this function for their users. This does not apply to WASS lock-outs. Those still need to be referred to REAC-TAC for technical assistance.

Submit your password reset request on company/firm/organization letterhead to:

TRACS@hud.gov

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Note: In order to request a password reset, follow the protocols from MFH (contact the help desk and submit the request on your entity's letterhead.) If the point of contact listed is no longer associated with the company, the help desk will escalate it to MFH and the TRACS team for research to determine if a new TRACM ID has to be issued.

3.4 Exit System

1. To log off from iMAX, click the **Logout** link in the top right corner of the screen.
2. The system terminates the current user session and displays a page with the message, "You have been successfully logged off."

4.0 USING THE SYSTEM (ONLINE)

4.0 USING THE SYSTEM

4.1 iMAX User Broadcasts

1. Click the **Broadcasts** tab in order to view received administrative broadcast messages.

Date	Message ID	Message
May 8, 2008	30	The iMAX system will be offline from 10:00pm to 2:00am EST.

2. Click the **Previous** or **Next** links to view an earlier or later set of messages.

4.2 iMAX User Transmissions

4.2.1 Upload

1. Click the **Transmissions** tab followed by the **Upload** sub tab.



2. The system displays the following fields to be filled: **Destinations**, **Subject**, and **MAT File**.

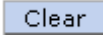

Upload MAT File(s)

* Destinations	<input type="text"/>
Subject	<input type="text"/>
* MAT File	<input type="text"/> <input type="button" value="Browse..."/>

3. In the **Destinations** field, type in the location where the file or files are being sent. To send the file or files to TRACS, type in **TRACMPROD** or **TRACMTEST**. You can also send the file to different iMAX users by typing their iMAX User ID. If you wish to send the file to multiple users, be sure to separate the destinations with a comma followed by a space.
4. In the **Subject** field, type a brief summary identifying the transmission (just as you would in the subject field of an e-mail).
5. In the **MAT File** field, click in order to select which .txt or .mat MAT file you would like to send.



Please be aware that iMAX can only upload .txt or .mat files.

6. After you select the file, under the **MAT File** field, a **More Files** hyperlink displays. If you want to upload additional files, click the **More Files** link. An additional **MAT File** field and **Browse** button display. Repeat the previous step 5.
7. At any point in the process you can start over by clicking  on the right hand side of the page.
8. After filling in the required fields and selecting all the files you want to upload, click .

4.2.2 Sent to TRACS

This tab displays the files that have been sent to a TRACS destination, either TRACMPROD or TRACMTEST.

Note the **Status** column on the far right of the figure below. The status will update approximately every 2 hours.

Transaction ID	To	Subject	Uploaded	Transmitted	Status
TIND50820080000164	TRACMPROD	Test	2008-05-08 15:16:20 EDT	N/A	Received

Requests of

Explanation of statuses:

- **Received.** A file has been successfully uploaded.
- **Error.** A file contains a processing error and has not been transmitted to TRACS for processing.
- **Transmitted.** A file has passed processing validations and has been transmitted to TRACS for processing.

4.2.3 Received from TRACS

This tab displays the files that have been received from TRACS.

4.2.4 Sent to Others

This tab displays the files that have been sent to other iMAX Users. To view any file, click the link in the **Attachment** column.

Transaction ID	To	Subject	Uploaded	Attachment
TIN050720080000156	TRACM16004	4	2008-05-07 13:52:23 EDT	f.txt
TIN050720080000154	TRACM15692 TRACMPROD TRACM16004 TRACM09405	files	2008-05-07 13:51:46 EDT	g.txt
TIN050720080000152	TRACM16004	hi	2008-05-07 13:50:22 EDT	f.txt
TIN050720080000121	TRACM16004	4	2008-05-07 13:29:07 EDT	f.txt

4.2.5 Received from Others

This tab displays files that have been received from other iMAX Users.

Transaction ID	From	Subject	Received	Attachment
TIN050820080000160	TRACMPROD	1	2008-05-08 11:33:20 EDT	TIN050820080000160.txt
TIN050820080000159	TRACMTEST	1	2008-05-08 11:32:01 EDT	TIN050820080000159.txt
TIN050720080000154	TRACM15692	files	2008-05-07 13:51:46 EDT	TIN050720080000154.txt
TIN050720080000149	TRACM15466	files	2008-05-07 13:43:46 EDT	TIN050720080000149.txt
TIN050720080000143	TRACM09405	files	2008-05-07 13:40:44 EDT	TIN050720080000143.txt

4.3 iMAX User Profile

4.3.1 Change Password

Please refer to section 3.3 for information.

4.3.2 Profile Management

1. Click the **Profile** tab followed by the **Profile Management** sub-tab.



2. Click **Edit Profile** on the right hand side of the screen; the following screen will appear:

iMAX (formerly TRACSMail) Welcome TRACMTST03! | Logout

Broadcasts | **Transmissions** | **Profile**

[Change Password](#) | [Profile Management](#)

Edit User TRACMTST03

PRIMARY USER:

First Name	<input type="text" value="Test"/>
* Last Name	<input type="text" value="Center"/>
Description	<input type="text"/>
Title	<input type="text"/>
Organization	<input type="text"/>
Street 1	<input type="text"/>
Street 2	<input type="text"/>
City	<input type="text"/>
U.S. State or Territory	<input type="text"/>
U.S. Zip Code	<input type="text"/> - <input type="text"/>
Country	<input type="text"/>
Foreign State or Territory	<input type="text"/>
Foreign Postal Code	<input type="text"/>
Telephone	<input type="text"/>
Fax	<input type="text"/>
Email	<input type="text"/>
* PIN	<input type="text"/>

SECONDARY USER:

First Name	<input type="text"/>
Last Name	<input type="text"/>
Telephone	<input type="text"/>
Email	<input type="text"/>
PIN	<input type="text"/>

Note: TRACS utilizes the “Description” field to collect data on an entity comprising multiple categories, such as an owner, property management agent, Traditional Contract Administrator (TCA), Performance Based Contract Administrator (PBCA), Service Bureau, etc., that has a collective goal linked to the utilization of TRACS to meet the requirements of the “Automation Rule.”

The Primary POC PIN is required when the User Profile is updated in iMAX. The PIN must be numeric, between 6 and 10 digits, and cannot be all 0s, 1s, 2s, ..., 9s.

3. Make any necessary alterations in the correct field and then click .

4.4 Special Instructions for Error Correction

There are no special instructions needed for error corrections. The system will prompt you when an error occurs in the data entry. You will need to correct the error before the system will proceed.

4.5 Caveats and Exceptions

There are no caveats or exceptions applicable to iMAX.

5.0 QUERYING

5.0 QUERYING

5.1 Query Capabilities

Please refer to Section 4 in regards to the query capabilities of the iMAX system.

5.2 Query Procedures

Please refer to Section 4 in regards to the query procedures of the iMAX system.

6.0 REPORTING

6.0 REPORTING

6.1 Report Capabilities

Please refer to Section 4 in regards to the reporting capabilities of the iMAX system.

6.2 Report Procedures

Please refer to Section 4 in regards to the reporting procedures of the iMAX system.

APPENDIX A STATUS MESSAGES

APPENDIX A STATUS MESSAGES

The following table identifies the iMAX status messages.

Status Code	Status Description	Clarification / Corrective Action for Errors
200	Success	No corrective action is necessary.
300	Missing Files	System did not find an uploaded file. Please upload the file again.
400	Authentication of iMAX User ID and Password Failed	To verify the iMAX ID (TRACMXXXXX) and password, please contact the Multifamily Help Desk at 1-800-767-7588.
401	Authentication of WASS User ID and Password Failed	For assistance with WASS IDs (for example, M55551) issues, please contact the REAC TAC at 1-888-245-4860.
402	WASS User Needs to Accept the Rules of Behavior	User did not accept the Rules of Behavior (ROB). Return to the Rules of Behavior page and follow the instructions.
403	(Forbidden). The WASS ID is not in the imaxuser LDAP group.	If you are WASS user, verify that your WASS ID (for example, M55551) has the iMAX role assigned. If you are a WASS Coordinator, make sure the iMAX action and iMAX roles are assigned. If not, have the role and/or action assigned. You will be added to the group within 24–48 hours.
405	LDAP Communication Error – System unavailable	System is currently unavailable. Please retry later.
500	Internal System Error – System unavailable	System is currently unavailable. Please retry later.
600	No Message Found in outbox	System found no messages in the sent to others outbox. No corrective action is necessary.
601	No Message Found in inbox	System found no messages in the received from others inbox. No corrective action is necessary.
602	No Results Found	System found no response files from TRACS for the specified period. No corrective action is necessary.
603	No Requests Found	System found no request files from the TRACS for processing. No corrective action is necessary.
604	No Broadcast Message	System found no Broadcast Messages. No corrective action is necessary.

