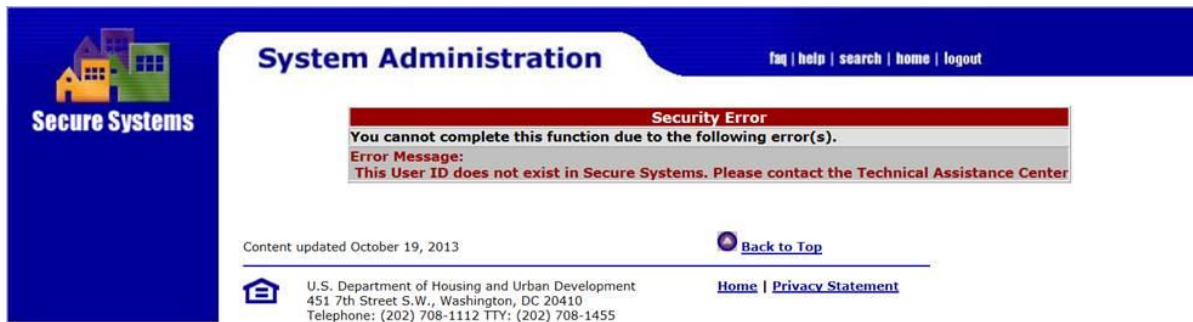


## HUD HEMS User Registration Process

HUD users and FHAP users have different registration processes. This process is only for HUD users.

### 1. HUD Registration in WASS with a DIAMS request

While WASS uses HUD h-numbers, HUD staff is not automatically registered in WASS. If you click on the URL <https://hudapps.hud.gov/ssmaster> and you get the error then you need to have your supervisor submit a DIAMS request to give you access to WASS. Note that if the account exists and only needs to be reactivated a DIAMS request is not required. See the next section: Reactivate a HUD WASS Account.



The screenshot shows the 'System Administration' page of the HUD Secure Systems. The page has a blue header with the 'Secure Systems' logo on the left and navigation links (faq | help | search | home | logout) on the right. A red-bordered box in the center contains the following text: **Security Error**  
You cannot complete this function due to the following error(s).  
**Error Message:**  
This User ID does not exist in Secure Systems. Please contact the Technical Assistance Center

Below the error message, there is a 'Content updated October 19, 2013' notice, a 'Back to Top' button, and contact information for the U.S. Department of Housing and Urban Development: 451 7th Street S.W., Washington, DC 20410, Telephone: (202) 708-1112 TTY: (202) 708-1455. There are also links for 'Home' and 'Privacy Statement'.

DIAMS is a system at <https://huddiams.hud.gov/iam/im/hud/ui7/index.jsp> to request HUD system account access to WASS which must be submitted by the user's supervisor.

### 2. Reactivate HUD WASS Accounts

WASS accounts are terminated (deactivated) if they are not used in over 90 days and you will see an error like the one below. Contact a FHEO WASS Administrator to have your account reactivated.



The screenshot shows the 'System Administration' page of the HUD Secure Systems. The page has a blue header with the 'Secure Systems' logo on the left and navigation links (faq | help | search | home | logout) on the right. A red-bordered box in the center contains the following text: **Security Error**  
You cannot complete this function due to the following error(s).  
**Error Message:**  
User ID has been de-activated

Below the error message, there is a 'Content updated October 19, 2013' notice, a 'Back to Top' button, and contact information for the U.S. Department of Housing and Urban Development: 451 7th Street S.W., Washington, DC 20410, Telephone: (202) 708-1112 TTY: (202) 708-1455. There are also links for 'Home' and 'Privacy Statement'.

### 3. Reset WASS Passwords

For HUD users, WASS uses your network ID (h-number) and password so if you need a new password you will need to contact the HITS helpdesk at 888-297-8689

4. Assigning a WASS user a HEMS Role

- a. To assign a HEMS role to a user, a HUD user with the HEMS – ADM action would go into WASS at <https://hudapps.hud.gov/ssmaster> and select the User Maintenance option under System Administration in the center of the home screen or on the left. If this is not available then the user does not have the HEMS – ADM action rights.
- b. Under User Maintenance enter the user's User ID (h-number) in that field, or search for them by name using the criteria fields at the bottom and click the Search Users button at the bottom. This may return a lot of results if the name is common.

Click on the User ID for the user you want to give a HEMS role.

**System Administration** [faq](#) | [help](#) | [search](#) | [home](#) | [logout](#)

### User Maintenance

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

**Add New User**  
To add a new User to Secure Systems, click the 'Add New User' button.

**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  [What's This?](#)

**Search Users**  
To search for a User, enter at least one search criteria and then click the "Search Users" button.  
To limit your search and response time, select a User Type or leave blank for all User Types.  
If you do not select a User Type, then you must enter at least one other search criteria.

User Type

You may enter only one of the following search criteria.  
Enter the participant's TIN, SSN, or PHA ID to list Business Partners OR  
enter the Inspection Organization to list Inspectors OR  
enter the AQA Contractor Employer Identification No. to list AQA Contractors OR  
enter the Mortgage ID to list Lenders.

Business Partner - TIN/SSN/PHA ID/IPA ID  [What's This?](#)

Inspector - Organization ID

AQA Contractor - EIN

Lender - Mortgage ID

**Additional search criteria.**

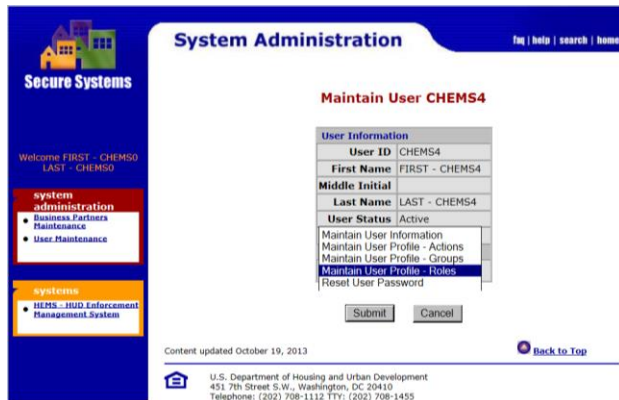
First Name

Last Name

User Status  [What's This?](#)

Content updated October 19, 2013 [Back to Top](#)

- c. On the Maintain User screen click on the dropdown and select Maintain User Profile – Roles and click the Submit button.

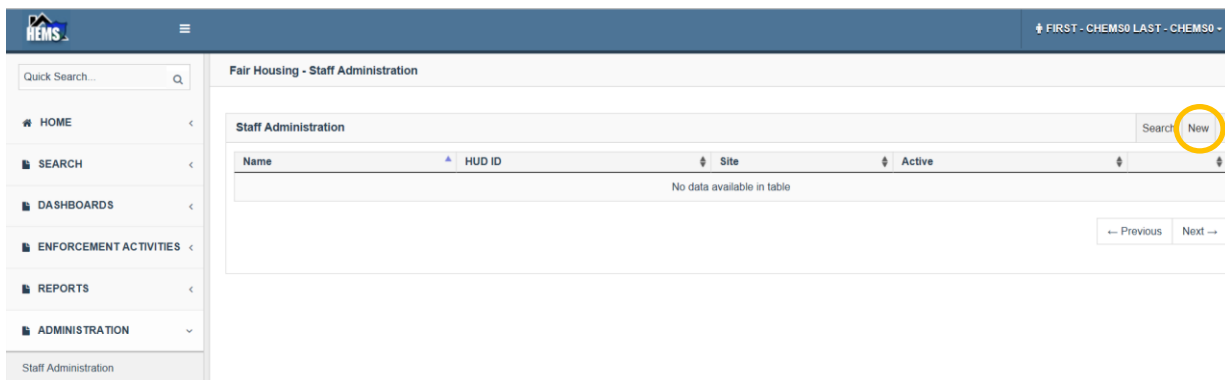


- d. Select the role(s) for the user. Users can have multiple roles but most will only have one. Do not use the H08 – FHEO – HUD Administrator – Unlimited role.
- e. To change or remove a user's access to HEMS, the checkboxes would be unchecked.

5. Creating a New HEMS User Account

Users must first register in WASS before a HEMS account can be created and a HEMS user account can only be created by an FHEO HEMS Administrator.

- a. Click on Staff Administration under the Administration header in the menu on the left side of the screen. If this does not take you to the Staff Administration screen, then you are not a HUD user with the HEMS System Administrator role and you cannot perform this task.
- b. Click on the New button to the right of the Staff Administration header.



- c. On the Staff – Edit pop-up complete the fields for the new user. The first and last name, the HUD ID (H or M number from WASS), and the Site are required fields. It is important that FHAP users are associated with the correct agency since they are restricted to seeing only cases within their agency. HUD users should be assigned to the office where they work. Click on the Save button to create the user.

Staff - Edit

Cancel Save

Please fill out the form below.

Last Name: \*

First Name: \*

HUD ID: \*

Site: \*

Active:

Yes

Work Phone:

XXX-XXX-XXXX

Email Address:

Cancel Save

Once the HEMS user account has been created and a role was assigned in WASS, the user will have access to HEMS.

## 6. Edit an Existing User Account

You may need to edit an existing account if someone switches offices or changes their name.

- a. Click on Staff Administration under the Administration header in the menu on the left side of the screen.
- b. Click on the Search button to the right of the Staff Administration header.

HEMS

Quick Search...

HOME

SEARCH

DASHBOARDS

ENFORCEMENT ACTIVITIES

REPORTS

ADMINISTRATION

Staff Administration

Site Administration

Fair Housing - Staff Administration

Staff Administration

Name HUD ID Site Active

No data available in table

Search New

← Previous Next →

- c. On the Staff – Search pop-up enter the criteria to find the user that needs to be edited. This includes their site, name and/or user ID. Click on the Search button.

The image shows a web form titled "Staff - Search" with a close button (X) in the top right corner. At the top right of the form area are two buttons: "Search" (blue) and "Cancel" (grey). Below these is a light blue instruction box that says "Please fill out the form below." The form contains four sections, each with a label, a dropdown menu, and a text input field:

- Site:** A dropdown menu followed by a text input field.
- Last Name:** A dropdown menu labeled "Begins With" followed by a text input field.
- First Name:** A dropdown menu labeled "Begins With" followed by a text input field.
- HUD ID:** A dropdown menu labeled "Begins With" followed by a text input field.

At the bottom right of the form area are two buttons: "Search" (blue) and "Cancel" (grey).

- d. In the resulting search results, click on the Edit button on the right for the user you wish to edit. Note that the HUD ID for WASS will begin with an H or M so it will be very easy to determine whether users are set up to use HEMS. There will still be a large number of users who are no longer active who will still be listed in the system.
  
- e. On the pop-up, edit any field necessary and click on the Save button. The Active toggle will determine if the user can edit cases and if they will appear in the dropdowns of users for that office/agency.