

From: Hovendick, Wendalyn M [mailto:Wendalyn.M.Hovendick@hud.gov]  
Sent: Monday, February 23, 2009 2:27 PM  
To: Hovendick, Wendalyn M  
Subject: Tips for HUD system navigation

In the past few months I have received many questions about problems with the different HUD systems, mainly REAC (Secure Systems) and PIC. Although it has been well publicized by the systems and myself that there are certain things that users must keep in mind it seems as though everyone could use a refresher. The items below and that attached files are meant to help you in navigating REAC and PIC and to a lesser extent EIV. By doing things such as logging out and making sure you login to the systems every 90 days you can prevent many of the issues that cause problems in the first place.

Tips for smoother navigation in HUD systems:

1. Both REAC and PIC have the same rule, which is that your user account will be disabled if you do not login for more than 90 days. Logging into one system-for instance REAC-does not take care of both systems. You **MUST** login to PIC every 90 or else your account will become disabled.
2. Even if your PHA contracts out submission of its 50058s to another entity you still must check the monthly Form-50058 reports to ensure that all annual reexaminations are being reported timely and that your reporting rate is above 95%. This is an excellent way to keep your account active as well.
3. REAC passwords are good for 60 days. You will be warned a couple of days before password expiration, if you enter the system, that the password is about to expire. If you have not logged into for a several days or more it is possible you will never receive the warning and your password will expire, if that happens you will change it when prompted during the next login after it expires. You cannot switch between two passwords, the system remembers the last night. One option is choosing a word/phrase you can remember and just changing the numbers each time the password must be changed. All HUD system passwords, including REAC, must be kept in a secure location.
4. Please remember that you **MUST** properly log out of ALL systems. Failing to so may cause a variety of issues, including not being able to login the next time you attempt to. In order to help you with this I am attaching a document called Systems Navigation Procedures that among other things will tell you how to log out of PIC, REAC, and EIV. LOCCS is not specifically covered in the document but you can easily log out of that system using the link/button in the upper right hand corner. You should **NEVER** close the window as a way to log out of any system. For the PIC system it is imperative that you completely log out-there has been a lot of confusion about what this means. Instructions are included under the first bullet under "Notes about navigating PIC" in the attached document.
5. If you previously had problems getting into REAC due a system issue or you did not get logged out of a system the last time you were in it you can clear out your computer's Temporary Internet Files to clear out any old history of that failed attempt. Instructions are attached-these are for Internet Explorer 6 but can be adapted to IE 7.
6. If you experience an issue with logging into REAC I cannot help you as I do not have proper access to do so. You will either need to call the Technical Assistance Center at 1-888-245-4860 or email them at [reac\\_tac@hud.gov](mailto:reac_tac@hud.gov). If you email them only include your M ID, name, and PHA code. If they need further verification information. You will need to tell them the exact error message you received-"it won't let me in" is not an error message. Please also remember that I usually do not know if there is a REAC system outage as they do not communicate this information to us.

7. It is VERY important that if you receive an error message in a system and contact us that we have the exact text of the error. So many times we waste time on "I can't get in" or "it won't let me" types of reports when if we had the error message right away we may have been able to help you quicker.
8. All HUD system users must comply with the Rules of Behavior for HUD Systems, which users agreed to the first time they accessed their M ID. You can also read them at: <http://www.hud.gov/offices/reac/ HUD-systems.cfm>

I appreciate your help with the above items. It saves all of us time and frustration. If you have questions about the above please let me know.

Thanks,

**Wendalyn M. Hovendick**

Program Analyst and PIC Coach  
U.S. Dept. of Housing and Urban Development  
Public Housing Program Center, Omaha Field Office  
Edward Zorinsky Federal Building  
1616 Capitol Avenue, Suite 329  
Omaha, Nebraska 68102-4908  
Phone: 402-492-3132  
Fax: 402-492-3136