

TOP TEN TIPS FOR INTERNET SUBMISSIONS TO HUD

The top 10 tips you need to know when registering to conduct electronic business with HUD.

1. **To access HUD's Financial Assessment Subsystem or other business systems via the Internet, you must first register for and receive the appropriate system ID for HUD's Secure Connection.**
2. **There are two types of Secure Connections system ID's: "Coordinator" and "User".** Please understand the distinction before registering. Read Chapter 3, *Security*, of the Industry User Guide for detailed guidance. This guide can be found on the REAC Financial Assessment web page at www.hud.gov/reac/reafin.html.
3. **One person, one ID.** You can only have one system ID, which is associated with your SSN and a valid business partner TIN. You **cannot** apply for more than one system ID. To use the ID to represent more than one business partner, see tip numbers 7 (User) or number 8 (Coordinator).
4. **A "Coordinator" can also act in the role of a "User", but a "User" cannot act as a "Coordinator."** If you want to act as a "Coordinator" for any business partner, then you must first register for a "Coordinator" system ID. If you mistakenly register for the incorrect type of system ID, you must contact HUD and request a modification of the system ID (e.g., you registered as "User" and need to act as a "Coordinator" or visa versa).
5. **Remember exactly how you recorded your password on the registration form.** The password is case-sensitive and must have six characters. If you forget your password, you need to contact HUD to request that your password be reset.
6. **"Coordinator" system IDs are sent to the CEO of the business partner.** The CEO is responsible for providing their Coordinator with the system ID. Note: Secure Connection relies on business partner CEO name and address information in HUD's core business systems; therefore, it is important that this information be current and correct.
7. **The "Coordinator" retrieves "User" system IDs.** For "Users", a "Coordinator" retrieves the system ID from the system. The "User" must request their system ID from the "Coordinator" for the business partner under which they registered.
8. **If a "Coordinator" represents more than one business partner, subsequent relationships must be requested through Business Partner Maintenance.** You cannot have more than one system ID. Additional business partner relationships are requested through the Secure Systems menu. The "Coordinator" must use their system ID to access this menu and the "Business Partner Maintenance" option. The result of this process is an activation key. This activation key is mailed to the CEO/President of the business partner for which the additional relationship is requested.
9. **A "User" is assigned access to the system and permission to submit information for the owner's property by a "Coordinator."** If a "User" represents more than one business partner, the "Coordinator" for each business partner must assign permissions and access.
10. **To assign properties (Property Assignment Maintenance), the "Coordinator's" system ID must be associated with an owner that currently does business with HUD.** You can register to be a "Coordinator" for a business partner that is not an owner (e.g., management agent); however, a "Coordinator" for a non-owner business partner cannot assign properties.