

EIV Access Quick Start



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#1 - Obtain a coordinator M-ID (an ID must be obtained for each coordinator and each user), activate the business partner relationship for all properties and set up roles, actions and property assignments. At this point, you cannot set up any of the EIV Roles yourself and cannot assign EIV functions to any users. Additional EIV setup requirements are described below. For additional information about obtaining access to Secure Systems, which includes TRACS, APPS, REMS, REAC and EIV (as well as other HUD databases), you can refer to HUD's Secure Connection and Secure Systems User Manual.

If you already have a coordinator M-ID, and are assigned to the properties for which you want to act as the EIV Coordinator, then you can move on to step 2.

If you have a **user** ID and not a **coordinator** ID, and you are going to be the EIV coordinator, you must upgrade the user ID to a coordinator ID before you can become the EIV Coordinator (you do not have to be a coordinator to access EIV data only to grant access rights to other users). To upgrade your ID, you must fax a letter to the attention of WASS at 202-485-0280 providing the user's name, M-ID, the owner entity tax ID, and ask to be upgraded to a WASS Coordinator. The letter must be on company letterhead and signed by the owner.

For further guidance and information about applying for a WASS ID or WASS Coordinator Role, contact the Real Estate Assessment Center (REAC) Technical Assistance Center (TAC) team at 1-888-245-4860. **(Please note that the people who make up the REAC TAC (WASS) team are NOT the same people who make up the Multifamily help desk team.)**

#2 - Obtain a letter of authorization from the owner of each property/contract indicating that you are authorized to act as the EIV coordinator. A sample letter can be accessed from our web site at <https://www.rbdnow.com/resources/eiv>

#3 – Review the most recent HUD Notice (HSG 13-06 [Enterprise Income Verification \(EIV\) System](http://portal.hud.gov/huddoc/13-06hsgn.pdf) and HH 4350.3 R1, C4, Chapter 9) <http://portal.hud.gov/huddoc/13-06hsgn.pdf> and complete the ISS Security Awareness Training. /Cyber Awareness Challenge.

To complete the Cyber Awareness Challenge for Federal Employees which is the required online Security Awareness training (this is an annual requirement for coordinators, users and staff who have access to EIV reports):

- Open your web browser
- Go to <https://www.cyber.mil/cyber-awareness-challenge>

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- Upon course completion, you will be prompted to save a PDF version of your certificate and print a certificate confirming you completed the course. If you are unable to save or print the certificate, press Alt + Print Screen, open a word document, right click, paste, print, sign and file the certificate.
- You must file the certificate and make it available for your next MOR

#4 - Once you have obtained the letter from the owner, complete and sign a copy of the Coordinator Access Authorization Form (CAAF) HUD Form 90011 <https://www.hud.gov/sites/documents/90011.pdf> and Email the form to Mf_Eiv@HUD.gov. You do not need to send the Owner Authorization Form with the CAAF.

Be sure the form is filled out completely and correctly, if it isn't complete or correct, you will be contacted via email or telephone to so that you can understand what information is missing or incorrect.

You only need to send the Coordinator Access Authorization Form (CAAF). **Do not send the Multifamily help desk team the letters from the owners or User Access Authorization Forms (UAAF).** All of these documents must be kept on file and produced upon request by HUD staff or HUD's agents. For questions on completing the CAAF, please contact the Multifamily Helpdesk at 800-767-7588.

#5 - At this point you must wait for the Multifamily help desk staff to execute the form and set up the EIV Coordinator Role. (HSC) **No one, other than HUD staff, can complete this step.** If you do not hear from the Multifamily help desk within a couple of days, you must follow up with them by phone or email. Mf_Eiv@HUD.gov They are open from 9:00 AM until 8:00 PM EST. *Be sure to get a copy of the signed, executed CAAF from HUD. You will be required to present this document to your reviewer at the next MOR. The document must be included in an EIV file for all properties if you act as the EIV Coordinator for that property.*

#6 – While the Help Desk staff is processing the coordinator request, you should make sure that all staff that will access EIV reviews the latest HUD Notice and completes the Cyber Awareness Challenge. After training is complete, obtain a User Access Authorization Form HUD Form 90012 <https://www.hud.gov/sites/documents/90012.pdf> from every user who will require access to EIV.

This form must be completed, signed and on file for EVERYONE who will be assigned access to EIV. You must obtain an executed User Access Authorization Form from users **BEFORE** you provide any user with access to EIV. (Never allow anyone to share user's names/passwords – violation of this rule may result in civil and criminal penalties.)

If someone does not require access to EIV, do not give them access. This information is extremely sensitive and falls under protections of the Privacy Act and various data-share agreements between HUD and other agencies.

The information may be used only to verify income for the **HUD** multifamily housing program and to identify potential discrepancies between income reported on the 50059 and income included in the Social Security and HHS databases.

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If an employee reviews or sees EIV reports, but does not have access to the EIV system, that employee must complete the Cyber Awareness Challenge and must sign the Rules of Behavior. The Rules of Behavior document can be found on HUD's web site at https://www.hud.gov/sites/documents/doc_25281.pdf.

7 – You must also ensure that all users have reviewed the EIV documentation. You must keep a copy of the User Access Authorization Request. In addition, all Users should review the property's/company's EIV Security Policy and EIV Use Policy. If you do not have an EIV Use Policy, visit our [RBD FASTForms site](#). Since May 2024, owner/agents are required to have both a Pre-HOTMA EIV Policy and a HOTMA EIV Policy. Owner/agents are prohibited from implementing the HOTMA EIV Policy until TRACS 2.0.3.A is released and HUD issues new HOTMA compliant leases. However, the HOTMA EIV Policy must be compliant with guidance provided in HSG Notice 2023-10 [Implementation Guidance: Sections 102 and 104 of the Housing Opportunity Through Modernization Act of 2016 \(HOTMA\)](#) and must be available for review during the Management & Occupancy Review. Additional resources are available on our [EIV Resource Page](#).

For additional information about EIV Security Guidance and use of the EIV database, you should access the EIV web site. <https://www.hud.gov/hud-partners/multifamily-eivapps>.

#8 – The Multifamily Help Desk staff will contact you via email or fax to let you know when your HSC (Non-HUD User – EIV Housing Coordinator) Role has been set up. You should also get a signed copy of the last page (signature page) of the CAAF from faxed to the fax number listed on your access request. This signed form, along with the owner letters, must be kept on file for review during your next MOR. *Be sure to get a copy of the signed, executed CAAF from HUD. You will be required to present this document to your reviewer at the next MOR. The document must be included in an EIV file for all properties if you act as the EIV Coordinator for that property.*

#9 – Complete the setup process for your coordinator ID. The steps to complete setup are below: You can complete these steps **after** you have received the confirmation email from the Multifamily Help Desk.

- A. Access User Maintenance from the Main Menu
- B. Enter the coordinator MID
- C. Click on the "Search for User" button
- D. Choose the option "Property Assignment Maintenance" from the drop-down box
- E. If you are a coordinator for multiple properties and you want to set up multiple properties at once, just verify that the MID is correct and click (you need to enter the role code as HSC (if coordinator) This is covered in the User Manual also "Submit" or enter the appropriate Tax ID or Contract Number for a single property.
- F. Highlight the MF-EIV Non-HUD User option in the top "Assign Roles" window. Then, in the Property ID window, highlight the properties you have been authorized to access (Standard windows UI is available here so you can choose a range of properties by clicking on the first property and shift/clicking on the last property or you can choose selected properties by using the ctrl/click option.)
- G. Click "submit" and then "Confirm"
- H. Access EIV from the Secure Systems Main menu
- I. Click on the Authorization Request
- J. Complete the appropriate fields
- K. Submit the Request

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This will prompt the HUD staff to certify you for the properties indicated. Coordinator certification generally takes two to three business days. Check the EIV Coordinator Certification Report to see your coordinator certification status.

It's important to note that you will not be able to access EIV prior to certification by HUD. You will probably see the error below:

"No Contracts are currently assigned to you for viewing Social Security and Supplemental Security Income reports"

Coordinators will have to complete the Electronic Authorization Form (in EIV) every year in order to maintain access to EIV.

#10 – Once HUD has certified you as the coordinator, you can set up access for users who have executed the User Access Authorization Form. To do this, complete the following steps for each user.

- A. Access User Maintenance from the Main Menu
- B. Enter the user MID and then
- C. Click on the “Search for User” button
- D. Confirm that you have the correct user
- E. From the drop-down box, choose the “Maintain User Profile – Roles” option and click “submit”
- F. Scroll down to the EIV options and click the check box to add a checkmark to the Option “HSU – MF – Non-HUD User” and click on the “Assign/Unassign Roles” button.
- G. Confirm your choice
- H. You will be returned to the User Maintenance Screen for this user
- I. Choose the option “Property Assignment Maintenance” from the drop-down box and continue
- L. If you are a coordinator for multiple properties and you want to set up multiple properties at once, just verify that the MID is correct and click (you can/should use the HSU role as described in step F above) “Submit” or enter the appropriate Tax ID or Contract Number for the property
- J. Highlight the MF-EIV Non-HUD User option in the top “Assign Roles” window
- K. Then, in the Property ID window, highlight the properties to which this user should have EIV access (standard windows UI is available here so you can choose a range of properties by clicking on the first property and shift/clicking on the last property or you can choose selected properties by using the ctrl/click option)
- L. Click “submit” and then “Confirm”
- M. When this is done, **the User** must log in to Secure Systems and access EIV by clicking on EIV from the Secure Systems Menu
- N. The User must click on the Authorization Request
- O. The User must click on Create New Request
- P. The User must provide information in the appropriate fields
- Q. The User must submit the Request
- R. Now, the Coordinator must go to EIV
- S. Click on the User Certification option on the left
- T. View All Requests
- U. Approve or Deny Requests as appropriate

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Users must be certified on a semi-annual basis. Users that have not been certified by the certification deadlines will be denied access. You can check each user's certification deadline by clicking on the EIV User Certification Report.

For compliance monitoring purposes, be sure to have the following available upon request from HUD or HUD's agents:

- All coordinator authorization letters from the property owners (see a sample at www.rbdnow.com)
- A copy of the original **and** current Coordinator Access Authorization Forms (CAAF) The current CAAF can be printed from the **Authorization Form** option in EIV for one year.
- A copy of the original **and** current User Access Authorization Forms for all Users with access to EIV for this property. The current UAAF can be printed from EIV for one year.
- A copy of the signed Rules of Behavior for anyone who does not have access to the EIV system but who may have access to the tenant file which contains EIV reports or to the EIV Master file.
- The Security Awareness Training certificate for each coordinator, user and any other staff who has access to EIV reports
- A copy your Security/Privacy Policy as it relates to resident data including EIV data
- A copy of your EIV Use Policy
- A copy of your EIV Master File which includes:
 - Failed Pre-Screening/Failed Verification – Monthly
 - Deceased Tenant – At least quarterly and as indicated in the property's EIV policies
 - New Hires Report – At least quarterly and as indicated in the property's EIV policies
 - Multiple Occupancy Report – At least quarterly and as indicated in the property's EIV policies

If you get the message “no contracts/projects assigned to this user”, the user or coordinator needs to be certified. Go back and review the final setup steps explaining how to request and approve certification (coordinator and user steps are different). If you are a coordinator and have already requested certification, but you are still not certified, contact the Multifamily Help Desk to check on the status of your request.

If you have further questions, please contact the Multifamily Help Desk at Mf_Eiv@HUD.gov.

Note: EIV will only contain data on residents who have disclosed valid Social Security Numbers and who have an active MAT 10 (MI, IR, AR, IC) record in TRACS. If the resident data is not recorded in TRACS there will be no EIV data for that resident. If the contract's certifications or voucher data is not current there will be no data in EIV. We recommend assigning TRACS access to all users that have access to EIV. This enhances your ability to investigate EIV discrepancies.

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