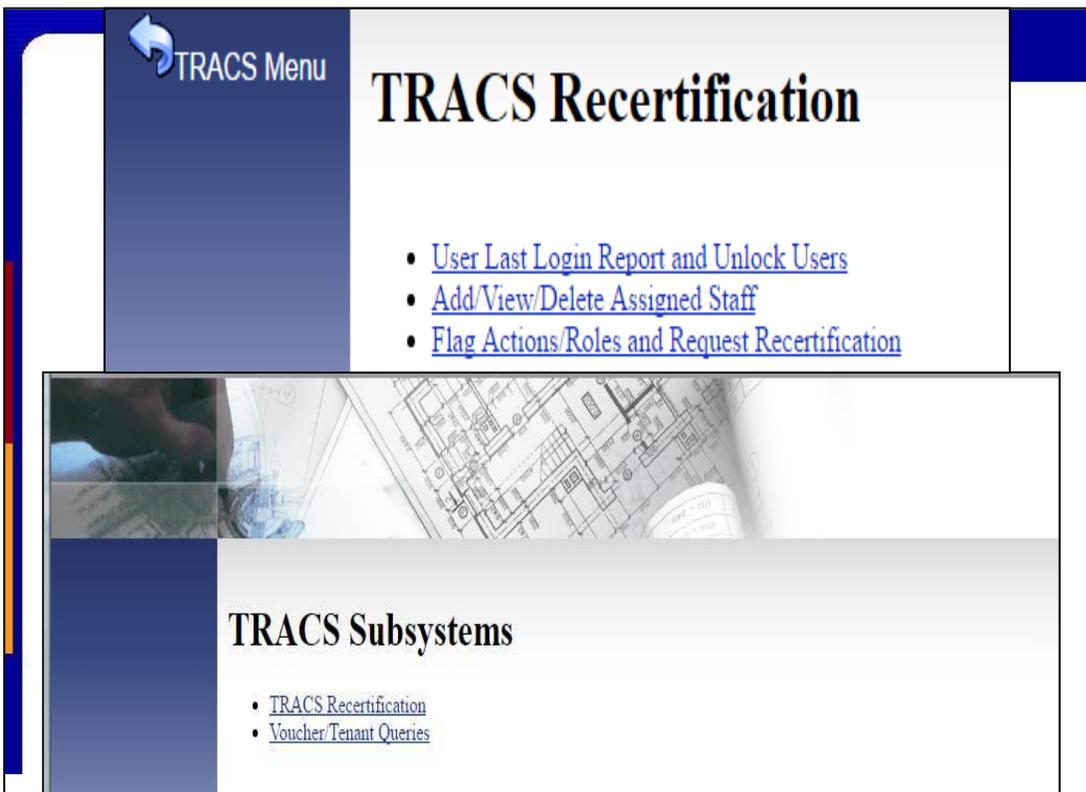The TRACS User Recertification is a process that must be completed each year. The deadline for 2023 is March 13, 2023

The TRACS User Certification is set up so that TRACS Coordinators confirm that TRACS Users still need access to TRACS. At this time, TRACS Coordinators do not have to be re certified to continue to use TRACS; only TRACS Users

All existing TRACS Users must be certified between January 1, 2023 and March 13, 2023.

Coordinator Instructions to Certify Existing TRACS Users: It is assumed that an existing TRACS/iMAX User has already completed the Security Awareness Training and has already accepted, printed and filed the TRACS Rules of Behavior (ROB). Recertification must be complete by March 13, 2023 The complete recertification process for an existing TRACS/iMAX User is:

1. Complete the Security Awareness Training/Cyber Awareness Challenge (unless already done in the last 12 months)
2. Coordinator establishes relationship by going to the *TRACS link>TRACS Recertification link>Flag Action/Roles Request Recertification*

3. Click on *Flag Actions/Roles/Request Recertification* to see if the user has access to the TTQ (Tenant Query) and the TVQ (Voucher Query) and iMAX Roles

4. If the User no longer needs access to the property information, the Coordinator should go to WASS *User Maintenance/Property Assignment Maintenance* and Unassign the roles. There is no requirement to remove Actions or Roles under *Maintain User Profile - Roles* or *Maintain User Profile - Actions*. There is no requirement to Terminate the User.
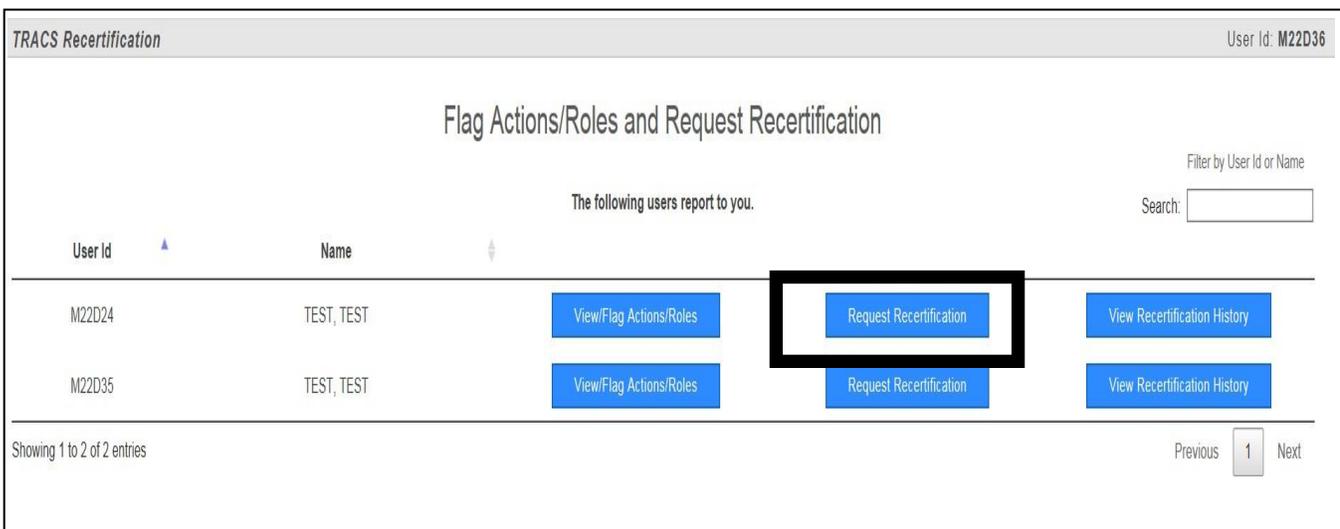
5. Click on the Request Recertification button
6. Once this is confirmed, the User will be recertified by the TRACS team
7. User logs in to WASS - User clicks on iMAX or TRACS link and continues to work as usual

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If the Coordinator does not access TRACS or iMAX at least every 90 days, access to TRACS/iMAX will be "locked" and the Coordinator will be required to contact the Help Desk to reinstate access.

If the User does not access TRACS or iMAX at least every 90 days, access to TRACS/iMAX will be "locked" and the Coordinator will be required to "unlock" the User to reinstate access.

TRACS Users can be assigned to multiple Coordinators. It recommended that each property have two Coordinators. However, when there are two Coordinators for one property, only one Coordinator needs to complete the TRACS recertification process for the TRACS Users assigned to the property.

Multiple Owner/agents for One User: If an organization has 10 properties and there are two Coordinators with Business Partner Relationships with all 10 properties, then the User would only have to be certified by one Coordinator. However, if there are two Coordinators and Coordinator 1 has a Business Partner Relationship with properties 1 through 5 and Coordinator 2 has a Business Partner Relationship with properties 6 through 10, Coordinator 1 can only certify TRACS Users who continue to need access for properties 1 through 5 and Coordinator 2 can only certify TRACS Users who continue to need access for properties 6 through 10.

Multiple Coordinators for One User: If a TRACS User accesses TRACS for two different properties and each property has a different Coordinator, then each Coordinator must establish the relationship and each Coordinator must request recertification at least annually.

Please note: There are cases when a TRACS User needs TRACS access for multiple portfolios. This means that multiple Coordinators will be certifying the same TRACS User (e.g., Contract Administrators, service bureaus, TRACS consultants, etc.).

For example:

- *ABC Service Bureau submits TRACS files for three management companies*
- *Alpha Management Company has twenty properties*
- *Bravo Management Company has ten properties*
- *Charlie Management Company has ten properties*
- *ABC Service Bureau has three employees that submit TRACS files and view TRACS queries for all properties*
- *The Coordinator for Alpha Management Company will need to complete the TRACS recertification process for the three ABC Service Bureau employees*
- *The Coordinator for Bravo Management Company will need to complete the TRACS recertification process for the three ABC Service Bureau employees*
- *The Coordinator for Charlie Management Company will need to complete the TRACS recertification process for the three ABC Service Bureau employees*

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