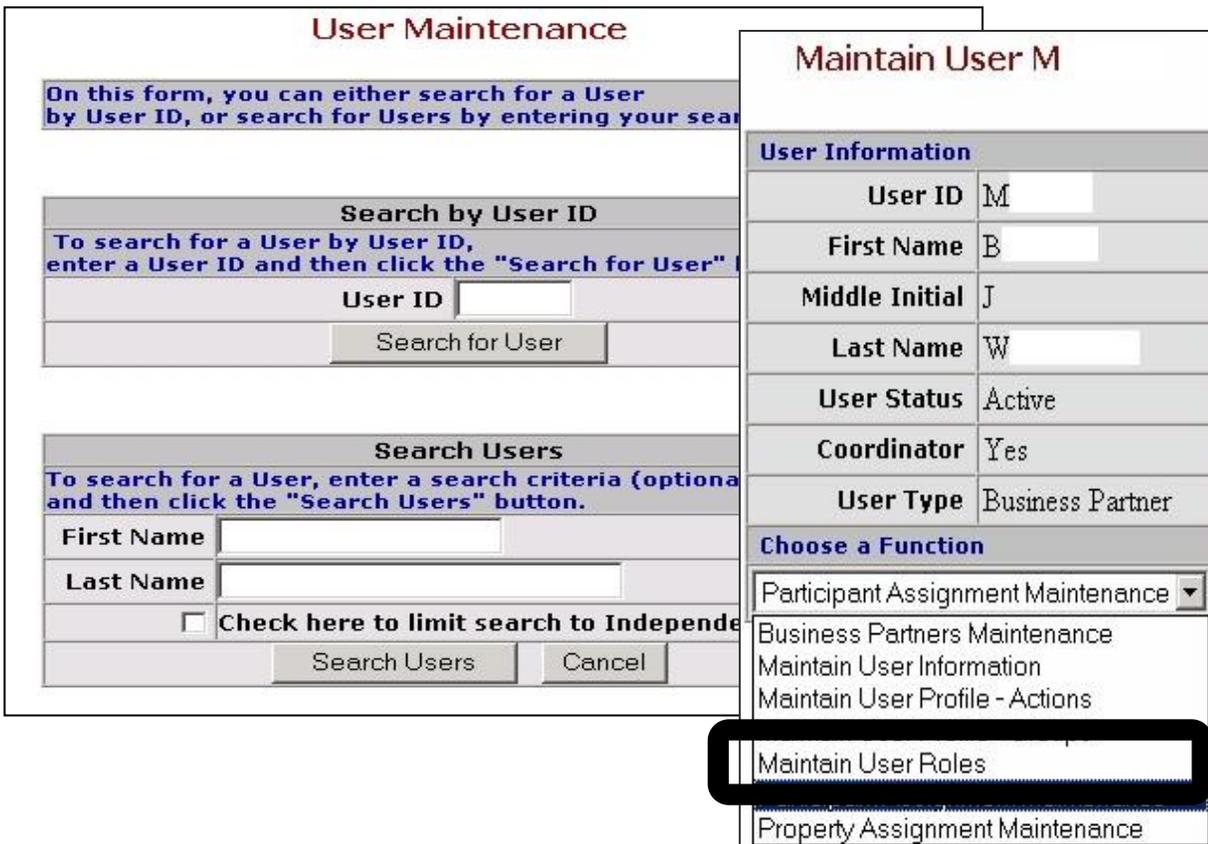The TRACS User Recertification is a process that must be completed each year. The deadline for 2022 is January 31, 2022.

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 December 13, 2021 and January 31, 2022.

Instructions for Coordinators:

- First, the Coordinator must access the WASS *User Maintenance* function using their own Coordinator M-ID.
- The Coordinator must choose the option to *Maintain User Profile – Roles*

- The Coordinator must make sure there is a check in the box next to the TCC (TRACS Coordinator) and TCR (TRACS Recertification) role. If these options are not checked, the Coordinator must click the checkbox to turn the Recertification functionality on.
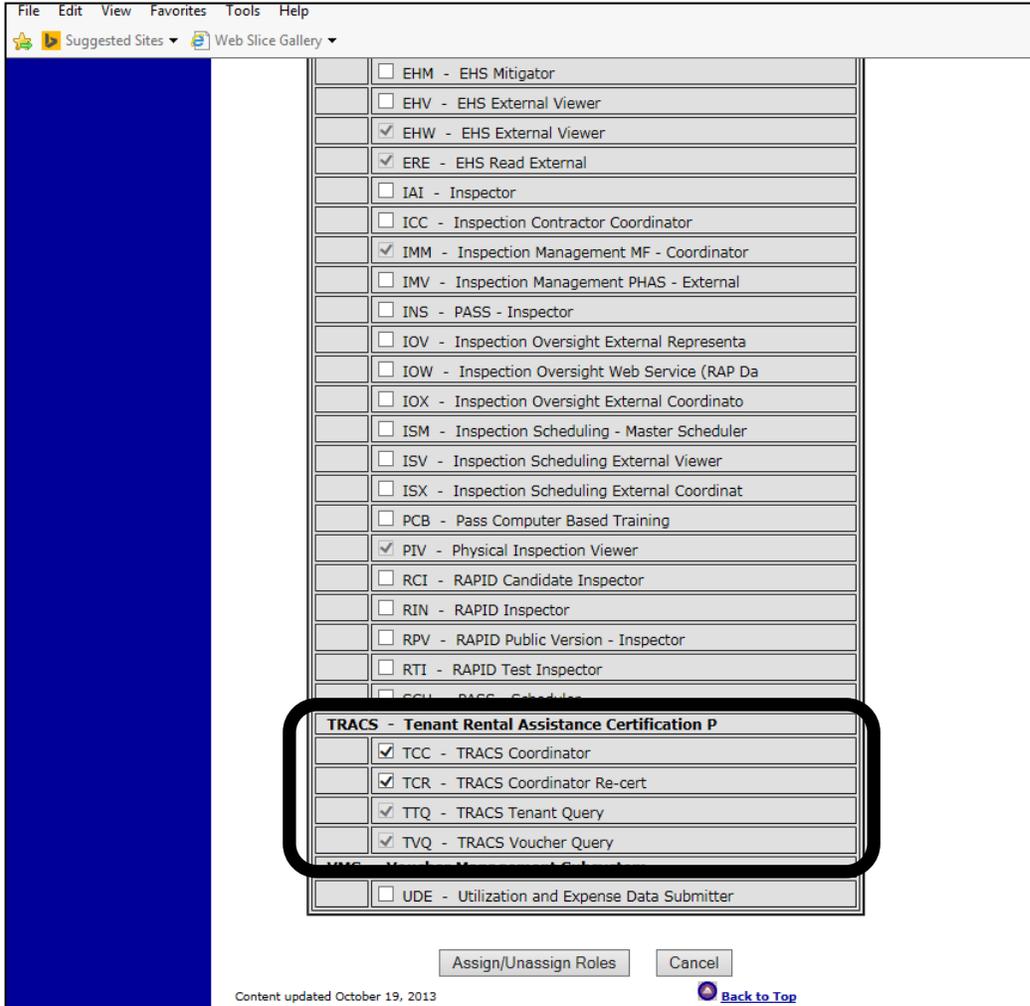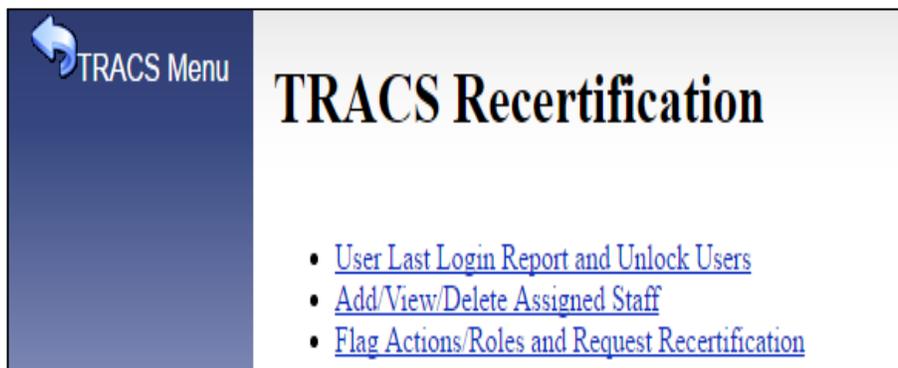

- Click on Assign/Unassign Roles and confirm your choice.
- Setup steps for the Coordinator are now complete

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 January 31, 2022. 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>Add/View/Delete Assigned Staff link*

3. Enter the Staff MID and the Coordinator MID and click the Assign Staff to Coordinator button (This is also where you Delete Relationships if a staff person leaves your organization)

Hint – If you want a list of all Users/Coordinators who have ever had a relationship with your properties, Go to the User Maintenance Screen. One of your options is to enter a User's first and last name. Do not enter any information. Click on Search Users. A list of all Coordinators or Users who have ever been affiliated with your properties will appear. For all people who should have access to TRACS/iMAX, make note of their MID for use in this step. This is also a good time to "clean up" User Setup.

4.
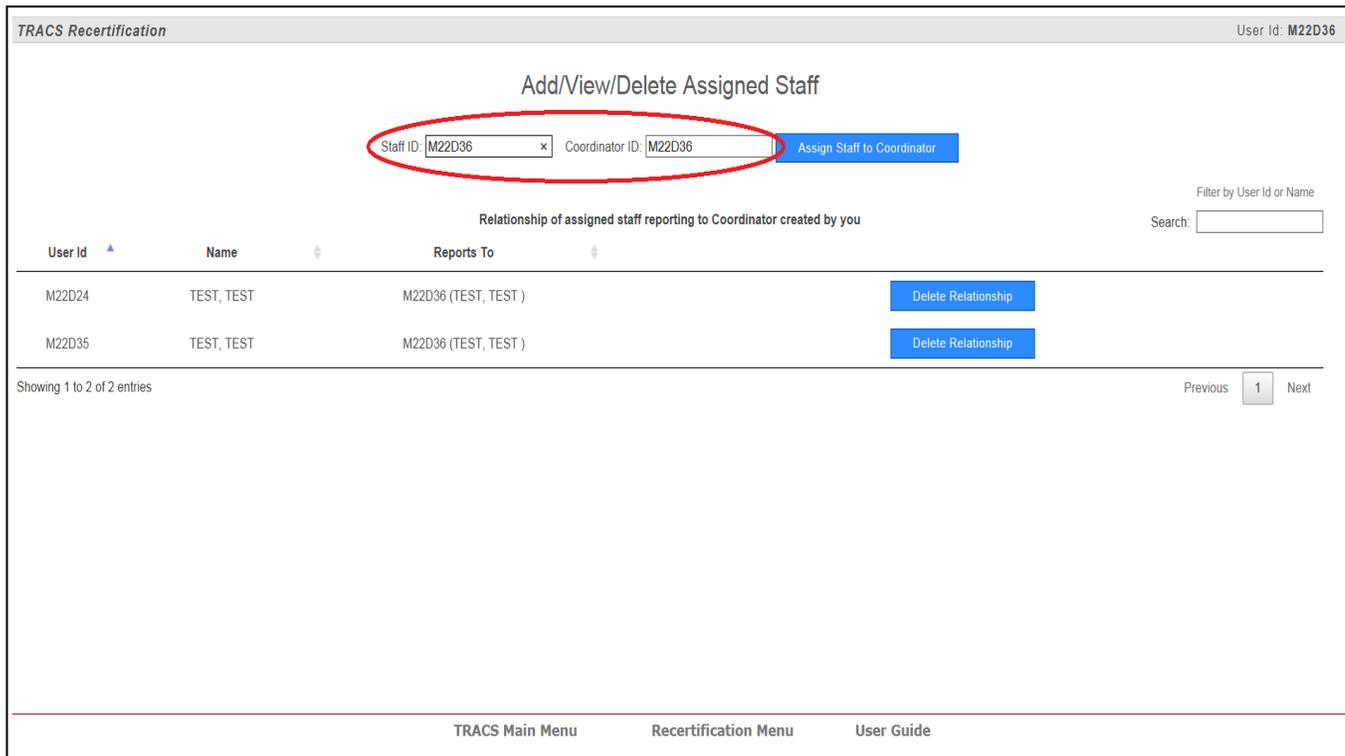
TRACS Recertification				User Id: **M22D36**

Add/View/Delete Assigned Staff

Staff ID: M22D36 × | Coordinator ID: M22D36 | Assign Staff to Coordinator

Filter by User Id or Name
Search:

Relationship of assigned staff reporting to Coordinator created by you

User Id ▲	Name ⇕	Reports To ⇕	
M22D24	TEST, TEST	M22D36 (TEST, TEST)	Delete Relationship
M22D35	TEST, TEST	M22D36 (TEST, TEST)	Delete Relationship

Showing 1 to 2 of 2 entries

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4. Once the relationship has been established, Coordinator confirms assignments *TRACS link>TRACS Recertification link> Flag Actions Roles/Request Recertification link*
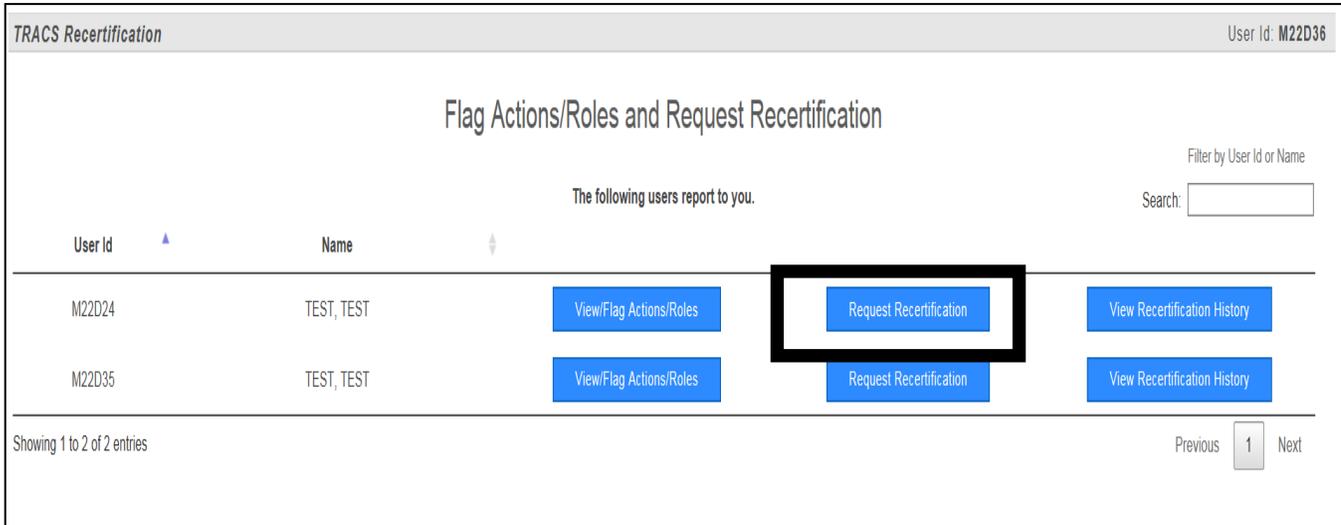

5. Click on *Flag Actions/Roles/Request Recertification* to see if the user has access to the TTQ (Tenant Query) and the TVQ (Voucher Query) and iMAX Roles
6. Also make sure that the Property Assignment shows properties that should be accessed by that User.
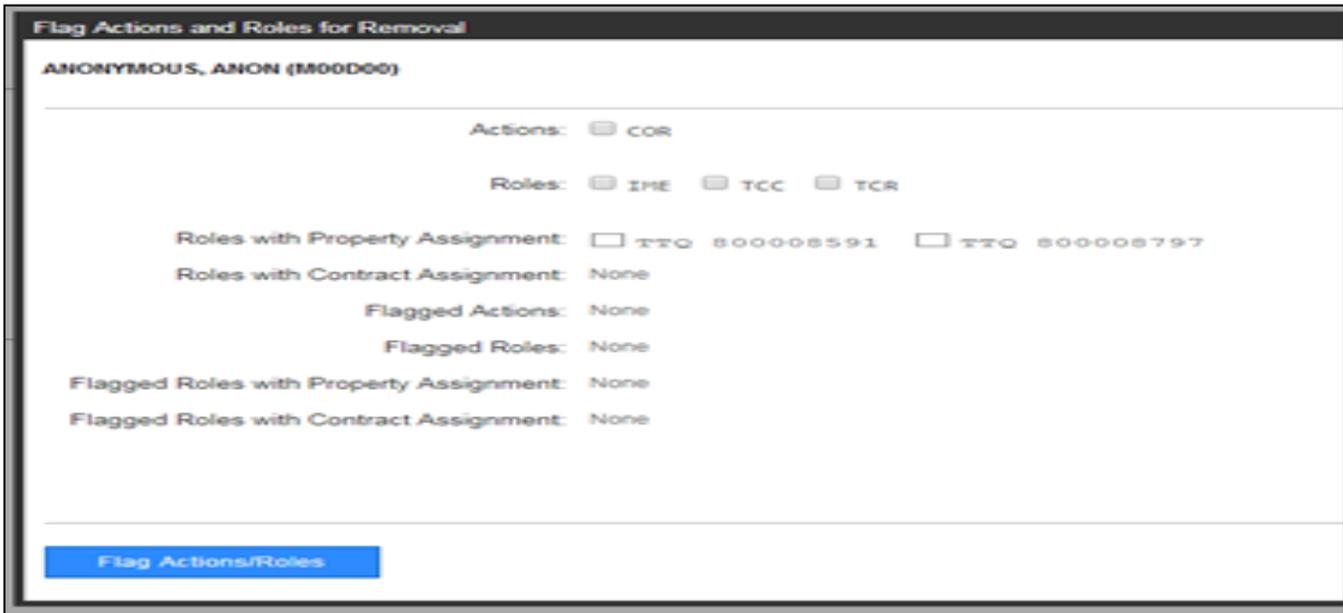
7. If a User's Roles should be removed or if the User should not have access to a particular property or Contract, click on the checkbox to indicate that the role or assignment should be removed. *(Note: This action does not take effect immediately. This process is completed each week)*
8. If the User 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.

9. Once Roles and Assignments are confirmed, the Coordinator will request certification *TRACS link>TRACS Recertification link> Flag Actions Roles/Request Recertification link*

10. Click on the Request Recertification button
11. Once this is confirmed, the User will be recertified by the TRACS team
12. User logs in to WASS - User clicks on iMAX or TRACS link and continues to work as usual

Coordinator Instructions to Certify New TRACS Users: To complete the setup and certification process for a new User:

1. Complete the Security Awareness Training/Cyber Awareness Challenge (unless already done in the last 12 months)
2. Request User Name and Password
3. Coordinator retrieves User Name through WASS User Maintenance
4. Coordinator assigns appropriate actions and roles
5. Coordinator completes property assignment
6. Coordinator establishes relationship by going to the *TRACS link>TRACS Recertification link>Add/View/Delete Assigned Staff link*
7. Coordinator confirms assignments *TRACS link>TRACS Recertification link>View/Flag Actions/Roles link*
8. Coordinator requests certification *TRACS link>TRACS Recertification link> Request Recertification link*
9. User logs in to WASS
10. User clicks on iMAX or TRACS link
11. User accepts TRACS Rules of Behavior (ROB)
12. User prints and signs TRACS Rules of Behavior (ROB)
13. User keeps TRACS ROB on file and produces it upon request by HUD or HUD's representatives

If the User does not access WASS and does not change his/her password at least every 90 days, access to WASS will be "locked" and the User will be required to contact the Help Desk to reinstate access to the system.

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.

Information is subject to change
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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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