

iMAX



---

**I**NTEGRATED  
**M**MULTIFAMILY **A** ACCESS  
**E** XCHANGE



# IMPLEMENTED SEPTEMBER 29, 2008





# Issues with iMAX

- Web Services and Web Browser Performance very slow
  - Changes made in the Infrastructure to correct problem
  - No current reports of slow performance
  - Would like to hear from Industry on current performance



# Issues With iMAX

- TRACS Response Messages
  - Major delay in messages going back to users
    - **iMAX team has identified the problem**
    - **Currently working on the resolution**
    - **Release November 1, 2008**



# Issues with TRACSMAIL

- Corrupted TM Accounts
  - No real support from TRACSMAIL Vendors
  - Account corrupting more frequently



# iMAX Access Requirements

- Valid WASS ID and password
  - Apply on the REAC web site with the following link:  
**[http://www.hud.gov/offices/react/online/online\\_registration.cfm](http://www.hud.gov/offices/react/online/online_registration.cfm)**
  - Users can apply for I-ID or M-ID



# iMAX Access Requirements

- **M-ID**
  - **iMAX testing and production**
  - **Require a Business Partner Relationship**
  - **Can be a WASS Coordinator or User**
- **I-ID**
  - **iMAX software vendor testing**
  - **Does not require a Business Partner Relationship**
  - **Can not be a WASS Coordinator or User**



# iMAX Access Requirements

- iMAX Role
  - TRACS users assigned IMAX role
    - Active as of September 29, 2008
  - New TRACS User request IMAX role assignment



# TRACS Cycle Processing

- **Production Cycle**

- No change. Nightly cycle starts 6:00pm
- Messages returned to user next business day

- **Vendor Cycle**

- Data processed once a day
- Messages returned by 2pm next day



# TRACS Submission

- **Files sent to TRACS**
  - TRACSMAIL in sent box
  - iMAX under the Transmissions tab
    - Files to TRACS link



# TRACS Response Files

- **TRACS Response files**
  - Available in both TRACSMAIL and iMAX
    - TRACSMAIL inbox
    - iMAX under the Transmissions tab
      - Files from TRACS



# Reporting iMAX Problems

- **Production problems**
  - MFH Help Desk 1-800-767-7588 or [TRACS@Hud.gov](mailto:TRACS@Hud.gov)
- **Software vendor testing**
  - [MF TRACS TM WRKGRP@Hud.gov](mailto:MF_TRACS_TM_WRKGRP@Hud.gov)
- **Major impacts to Industry posting to TRACS Announcement Page**



# Next Steps

- De-Commission TRACSMAIL March 1, 2009
- Phase II
  - Enhancements based on user feedback
  - Moving all MAT Edits to iMAX
- Opening iMAX to other MFH systems and Program areas in HUD

# Questions

