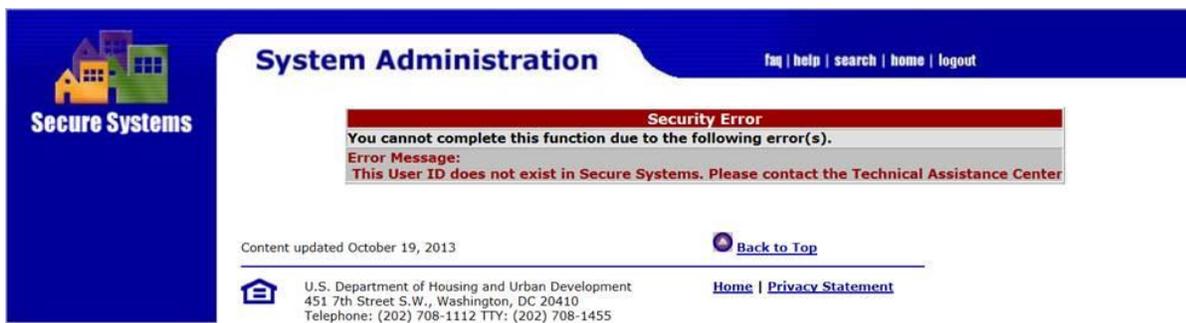


## HUD HEMS User Registration Process

HUD users and FHAP users have different registration processes. This process is only for HUD users.

### 1. HUD Registration in WASS with a DIAMS request

While WASS uses HUD h-numbers, HUD staff is not automatically registered in WASS. If you click on the URL <https://hudapps.hud.gov/ssmaster> and you get the error then you need to have your supervisor submit a DIAMS request to give you access to WASS. Note that if the account exists and only needs to be reactivated a DIAMS request is not required. See the next section: Reactivate a HUD WASS Account.



The screenshot shows the 'System Administration' page of the 'Secure Systems' application. The page has a blue header with the title 'System Administration' and navigation links for 'faq | help | search | home | logout'. On the left, there is a 'Secure Systems' logo with a house icon. The main content area displays a red-bordered error box with the following text: 'Security Error', 'You cannot complete this function due to the following error(s).', 'Error Message:', and 'This User ID does not exist in Secure Systems. Please contact the Technical Assistance Center'. Below the error box, there is a 'Back to Top' button and a 'Home | Privacy Statement' link. At the bottom, there is contact information for the U.S. Department of Housing and Urban Development, including the address '451 7th Street S.W., Washington, DC 20410' and phone numbers '(202) 708-1112' and '(202) 708-1455'. The page also indicates it was last updated on October 19, 2013.

DIAMS is a system at <https://huddiams.hud.gov/iam/im/hud/ui7/index.jsp> to request HUD system account access to WASS which must be submitted by the user's supervisor.

Instructions for using DIAMS are at

<http://hudsharepoint.hud.gov/sites/apps/CSHD/Documents/DIAMS/HUD%20DIAMS%20Requester%20Guide.pdf>.

### 2. Reactivate HUD WASS Accounts

WASS accounts are terminated (deactivated) if they are not used in over 90 days and you will see an error like the one below. Contact a FHEO WASS Administrator to have your account reactivated.



The screenshot shows the 'System Administration' page of the 'Secure Systems' application, similar to the first screenshot. The error box now displays the message: 'Security Error', 'You cannot complete this function due to the following error(s).', 'Error Message:', and 'User ID has been de-activated'. The rest of the page, including the header, navigation, footer, and contact information, remains the same as in the first screenshot.

### 3. Reset WASS Passwords

For HUD users, WASS uses your network ID (h-number) and password so if you need a new password you will need to contact the HITS helpdesk at 888-297-8689

### 4. Give a HUD WASS user the HEMS – ADM action to assign roles in HEMS

Within WASS there is a HEMS – ADM action that should be assigned to a few users in each region so they can assign HEMS roles to users. They would probably also be HEMS System Administrators so they can create HEMS user accounts and assign users to offices and agencies.

- a. To give a HUD WASS user the HEMS – ADM action, another HUD WASS user with the HEMS – ADM action would go into WASS at <https://hudapps.hud.gov/ssmaster> and select the User Maintenance option under System Administration in the center of the home screen or on the left. If this is not available then the user does not have these rights.
- b. Under User Maintenance enter the user's User ID (h-number) in that field, or search for them by name using the criteria fields at the bottom and click the Search Users button at the bottom. This may return a lot of results if the name is common.



**Secure Systems**

## System Administration

[faq](#) | [help](#) | [search](#) | [home](#) | [logout](#)

**User Maintenance**

On this form, you can either add a new User, search for a User by User ID, or search for Users by entering your search criteria.

**Add New User**

To add a new User to Secure Systems, click the 'Add New User' button.

**Search by User ID**

To search for a User by User ID, enter a User ID and then click the "Search for User" button.

[What's This?](#)

**Search Users**

To search for a User, enter at least one search criteria and then click the "Search Users" button.  
To limit your search and response time, select a User Type or leave blank for all User Types.

If you do not select a User Type, then you must enter at least one other search criteria.

You may enter only one of the following search criteria.  
Enter the participant's TIN, SSN, or PHA ID to list Business Partners OR  
enter the Inspection Organization to list Inspectors OR  
enter the AQA Contractor Employer Identification No. to list AQA Contractors OR  
enter the Mortgage ID to list Lenders.

[What's This?](#)

Additional search criteria.

[What's This?](#)

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- c. On the Maintain User screen click on the dropdown and select Maintain User Profile – Actions and click the Submit button.

**System Administration** [faq](#) | [help](#) | [search](#) | [home](#)

**Secure Systems**

Welcome FIRST - CHEMS0  
LAST - CHEMS0

**system administration**

- Business Partners Maintenance
- User Maintenance

**systems**

- HEMS - HUD Enforcement Management System

**Maintain User CHEMS4**

User Information	
User ID	CHEMS4
First Name	FIRST - CHEMS4
Middle Initial	
Last Name	LAST - CHEMS4
User Status	Active
User Type	Internal Internet

Maintain User Information  
**Maintain User Profile - Actions**  
 Maintain User Profile - Groups  
 Maintain User Profile - Roles  
 Reset User Password

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U.S. Department of Housing and Urban Development  
 451 7th Street S.W., Washington, DC 20410  
 Telephone: (202) 708-1112 TTY: (202) 708-1455

- d. Check the ADM – Administration checkbox under HEMS – HEMS – HUD Enforcement Management System and click the Assign/Unassign Actions button.

**System Administration** [faq](#) | [help](#) | [search](#) | [home](#) | [logout](#)

**Secure Systems**

Welcome FIRST - CHEMS0  
LAST - CHEMS0

**system administration**

- Business Partners Maintenance
- User Maintenance

**systems**

- HEMS - HUD Enforcement Management System

**Assign/Unassign Actions for User CHEMS4**

User Information	
User ID	CHEMS4
First Name	FIRST - CHEMS4
Middle Initial	
Last Name	LAST - CHEMS4
User Status	Active
User Type	Internal Internet

Please check/uncheck boxes to assign/unassign actions to the user

**HEMS**

**HEMS - HUD Enforcement Management System**

ADM - Administration

Assign/Unassign Actions Cancel

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- e. To remove this ability, uncheck the box.

5. Assigning a WASS user a HEMS Role

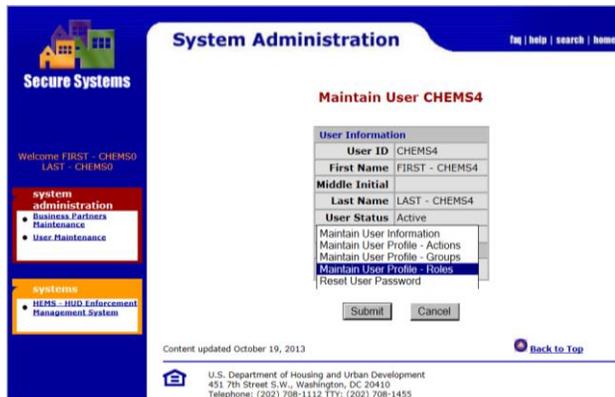
- a. To assign a HEMS role to a user, a HUD user with the HEMS – ADM action would go into WASS at <https://hudapps.hud.gov/ssmaster> and select the User Maintenance option

under System Administration in the center of the home screen or on the left. If this is not available then the user does not have the HEMS – ADM action rights.

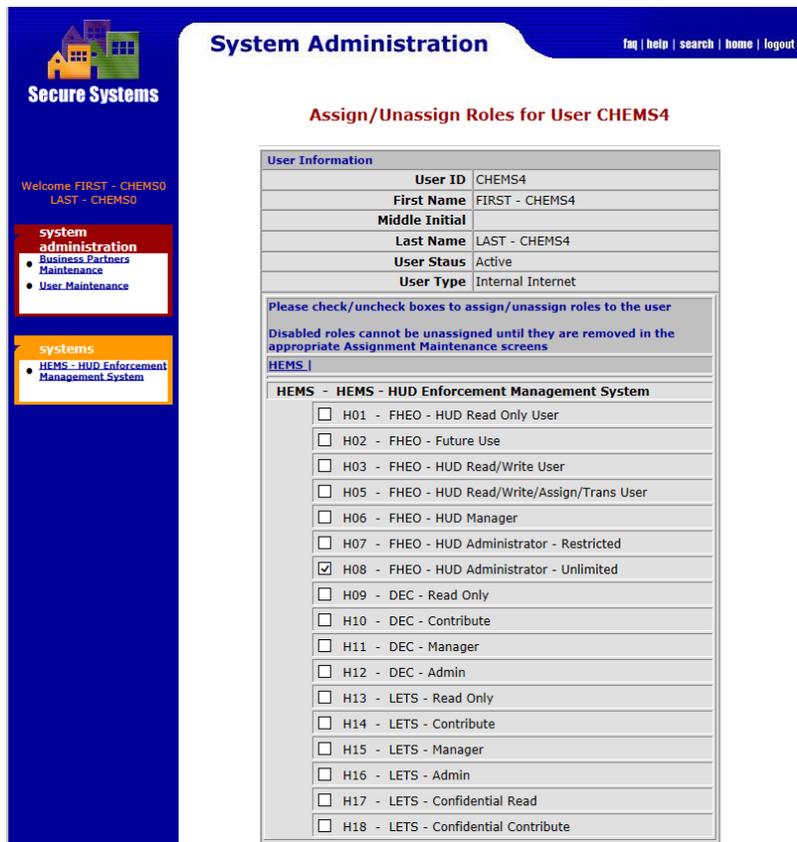
- b. Under User Maintenance enter the user's User ID (h-number) in that field, or search for them by name using the criteria fields at the bottom and click the Search Users button at the bottom. This may return a lot of results if the name is common.

Click on the User ID for the user you want to give a HEMS role.

- c. On the Maintain User screen click on the dropdown and select Maintain User Profile – Roles and click the Submit button.



- d. Select the role(s) for the user. Users can have multiple roles but most will only have one. Do not use the H08 – FHEO – HUD Administrator – Unlimited role.



- e. To change or remove a user's access to HEMS, the checkboxes would be unchecked.

## 6. HEMS System Administrators Create Users and Assign Locations

After a user has been added to WASS, a HEMS system administrator needs to go into the HEMS Staff Administration section of Administration and create a user account.