

DRGR Help Desk FAQ Updates: Account Issues

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How do you request a new grantee account or change/add a user role in DRGR?

Before any information can be entered, grantees need to send a request for new user accounts - or changes to user accounts - to their CPD Representative or HUD contact responsible for overseeing their grant. That person will need to submit the following information in their request to DRGR_Help@hud.gov:

Full name of user

Grantee Name

B or C# assigned for IDIS User ID (if current IDIS user)

Address

Phone number with extension

Fax number

Email address

Whether you want to be authorized to be the primary DRGR system administrator for your community

Whether you want to be authorized to EITHER request or to approve drawdown's

For grantee users that do not have a current IDIS account - **Five digits you can always remember for your PIN which will be used by the HUD help desk for help tickets**) This PIN is required by the main HUD help desk for password resets and troubleshooting other account issues.

After DRGR accounts are created for a grant, the user account is sent to their HUD Rep and the Grantee System Administrator that shows all the individuals who were established as a user. After a user receives notice they have been added, their account will need to be certified.

If there are multiple accounts to be added, grantees and their HUD contacts can submit group requests:

I am a HUD user how do I request access to DRGR?

New HUD users in DRGR must have their supervisor submit a CHAMP request to add DRGR to their systems profile. CHAMPS can be accessed at.

As shown in the screen below, the request must be made using the BUSINESS APPLICATION link. It should list DRGRS-C08A as the application and READ/WRITE as the access type for most HUD users other than OIG. If the CHAMP request is not filled out correctly, the main HUD help desk may cancel the request and it will not be processed.

CHAMP
(Centralized HUD Account Management Process)

Welcome

Home > Forms > Business Application Access Request Form

Browse

REQUESTS

- New User Account
- Modify User Account
- Business Applications**
- Transfer Office to Office
- Revoke Account Access

INFORMATION

- Overview of CHAMP
- Valid Requests
- Common Form Errors

For any other issues or requests please contact the HITS Help Desk:
888-297-8689 - Option 9

IMPORTANT

This form may only be used to request access to HUD Business Applications.

Requests for Software (for example Visio, Adobe Professional, or VPN) should be called into the HITS Help Desk.

Access to HIRTS / HRCconnect is requested from the [HIRTS website](#). The website can be located by clicking

Business Application Access Request Form

*=Required

Applicant Information

* Last Name * First Name * MI

* User ID - H or C Number

* Last Five of SSN - Only last five (5) digits. Do not add dashes or spaces

* Employee Type
Select Type

Requester Information

* Last Name * First Name

* HID Number

* Work Telephone Ext.

Business Application(s) Needed - List of Applications.

NOTE: If you choose an application not on the drop down list - the request will be cancelled.

App: * DRGRS - C08A Access Type: * Read/Write Model Profile:

After ADP Security confirms that this has been completed, the request will be transferred into the DRGR queue for action. If users do not receive a notice that their accounts have been created within a reasonable time, supervisors can send an email message to requesting the status of their DRGR access request for their employee(s).

Once a CHAMP request has been submitted, DRGR _Help will send the user an email with information on how to log in.

How do I log into DRGR? / What do I need to do if my ID and password do not work even with a password reset?

All DRGR users should log into DRGR using the URL: <https://drgr.hud.gov/DRGRWeb>. There are DRGR testing websites that use the regular login ID and PWs that look the same as regular DRGR, but the IDs and passwords issued will not work on these test websites. The test URLs begin with www5 and www11.



The screenshot shows the DRGR Login page. On the left is a red sidebar with the text "Homes & Communities U.S. Department of Housing and Urban Development" and "Community Planning and Development". Below this is the "USA.gov Government Made Easy" logo. The main content area has a red header with "Community Planning & Development" and "DRGR Login". Below the header, it says "Please enter your Username (C***** or H*****) and Password to log in." There are two input fields: "Username:" and "Password:". Below the fields is a "Login" button. At the bottom of the page, there is a footer with the HUD logo, links for "FOIA", "Privacy", "Web Policies and Important Links", and "Home", and contact information for the U.S. Department of Housing and Urban Development.

After you log in with the information provided to you, you will be asked to accept a disclaimer statement.



Utilities

- [Help](#)

Links

- [PDF Viewer](#)
- [Support](#)
- [CPD Home](#)
- [HUD Home](#)

Disclaimer

Review Data Collection Policy

[Help?](#)

You are accessing a U.S. Government information system. System usage may be monitored, recorded, and subject to audit. Unauthorized use of this system is prohibited and subject to criminal and civil penalties. Use of this system indicates consent to monitoring and recording.

Select an option below.



After clicking "I Accept" you will be brought to the login screen.

DRGR is one of HUD's single sign on systems and the main HUD help desk (1-888-297-8689 Option 9) will be able to help with login problems. If the ID and password issued do not work even after the main HUD help desk resets the password, please send a screenshot that shows the URL and the web browser to DRGR_Help@hud.gov so the help desk can troubleshoot other issues.

What do I need to do if I can't see my grant(s) when I log in?

If you can't see your grant the most probable reason is that your local grantee system administrator has not assigned you authorization yet. Ask your local grantee system administrator if your account has been set up and if he or she has made you an authorized user.

The screenshot shows the DRGR Admin interface. At the top, a blue header displays "Community Development Systems" and "Disaster Recovery Grant Reporting System (DRGR)". Below this, a navigation bar includes "Admin" (highlighted with a red box), "Action Plans", "Drawdown", "OPR", and "Re". The left sidebar contains several menu categories: "Login ID: B50941" and "Role: Grantee Admin"; "Admin" with sub-links like "Grantee User Admin" (circled in red), "Certify Grantee Users", "Add Monitoring/Audit/TA", "View All Monitoring/Audit/TA", "Search Monitoring/Audit/TA", and "Search Event Topics"; "Utilities" with links for "Print Page", "Profile", "Help", "Logout", and "Reports"; and "Links" with links for "PDF Viewer", "Support", "CPD Home", and "HUD Home". The main content area is titled "Admin" and "Assign and Remove Users", with a "Grant Number: T-09-NN-36-0003" displayed. It features two empty list boxes: "Authorized Users:" and "Available Users:". Between these boxes are buttons for "<< Assign" and "Remove >>". At the bottom of the interface are "Save Changes" and "Cancel" buttons.

How do I reset my password for DRGR?

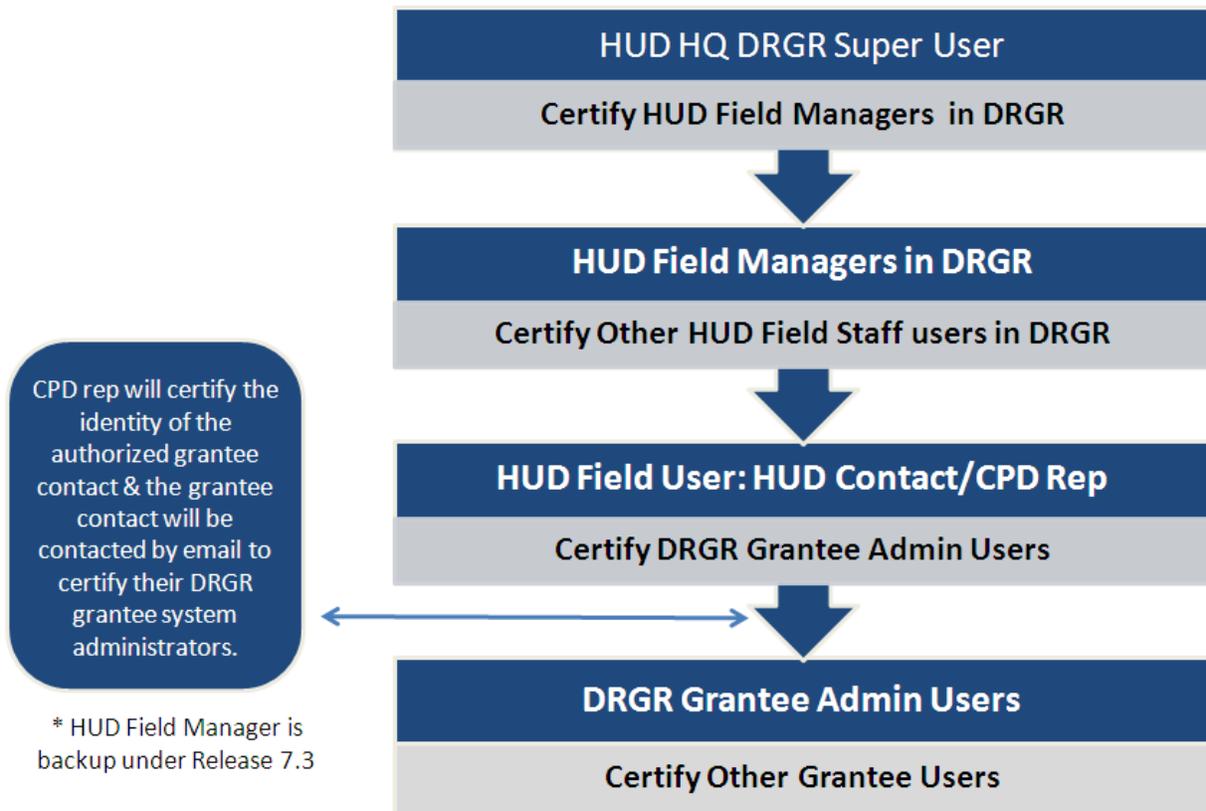
If a user has attempted to log in too many times with the wrong password, they will need a password reset. Users needing a password reset will likely see a message saying 'they have exceeded the number of log in attempts'. For password resets, call the HUD HITS help desk at 1-888-297-8689 and select Option 9. The HITS help desk hours are 7am-8pm, Monday-Friday, Eastern Time. Be prepared to provide your 5 digit PIN to the person you speak with:

- For users with IDIS accounts, the PIN should be the same as your IDIS PIN.
- For other grantee users, the PIN would be in the original email request for the DRGR account to be created.

If you cannot find this email, you could contact your HUD Contact/CPD that you sent you the DRGR account request. Please note that verification PINs are not kept in DRGR. DRGR Help will have to get this information from Security which can take up to 24 hours. Please keep your verification PIN in a safe place you can remember.

What do I do if DRGR tells me I cannot log in because I need to be certified? / How are HUD and grantee users certified/recertified in DRGR?

DRGR users are now required to complete screens that acknowledge periodic acceptance of 'Rules of Behavior' in order to access to the system. There is also a process for certification/recertification of each DRGR users by higher-level users in DRGR every 6 months. These certifications are performed in the ADMIN module using the applicable link.



If the user is a grantee administrator, their account must be certified in DRGR by the HUD contact listed in DRGR reports [module: Admin Rept01a: GRANT - DRGR Grant Status and CPD Contact](#). Otherwise, the regular grantee users must be certified by grantee administrators. A list identifying the grantee administrators vs. regular grantee users is available in the DRGR reports under [Admin Rept04b: USERS - Grantee DRGR Users with System Role and Certification Status](#).

Disaster Recovery Grant Reporting System (DrorRep) - FY2008 - 0014 > Shared Reports > Standard Reports > View Only User Reports > Grantee/Grant Level Reports > Admin Rept04b: USERS - Grantee DRGR Users with System Role and Certification Status

File View Data Format Corporate Last update: 5/10/11 9:27:30 AM

PAGE BY: State: Grantee:

Data rows: 24 Data columns: 8

User Name	User ID	User Email	Account Status	Recertification Status	Recertification Date	Recertification Approver	System Role
Judith			Active	Recertified	12/30/2010		GU Grantee User DD_A Drawdown Approve User
Belinda			Active	Recertified	12/30/2010		GU Grantee User DD_A Drawdown Approve User
John			Active	Recertified	12/30/2010		GU Grantee User
Avia			Active	Recertified	12/30/2010		GU Grantee User DD_R Drawdown Request User
Brian			Active	Recertified	12/30/2010		GU Grantee User
Joseph			Active	Recertified	12/30/2010		GU Grantee User
Anthony			Active	Expired	12/30/2010		GU Grantee User
Tracy			Active	Recertified	12/30/2010		GU Grantee User

I am a grantee user- How can I find out what actions I can take in DRGR?

Grantee edit rights in different modules and screens depend on the roles they have been assigned under their account profiles. Basic roles include grantee administration, regular users and view only users. Additional draw roles may be assigned to either request draws or approve draws. Grantee users cannot have both draw roles. Grantee roles can be viewed using the DRGR reports under Admin Rept04b: USERS - Grantee DRGR Users with System Role and Certification Status.

	Basic Roles			Additional Roles	
	Regular Grantee Users	Grantee Admin	Grantee - View Only	Grantee - Request Draw	Grantee - Approve Draw
Certify Regular Grantee Users		✓			
Assign grantee users to grants		✓			
View Action Plans	✓	✓	✓	✓	✓
Edit/Submit Action Plans	✓			✓	✓
Update obligations				✓	✓
Create draws				✓	
Approve draws					✓
View Receipts	✓	✓	✓	✓	✓
Create/Edit Receipts				✓	✓
View Program Income Accounts	✓	✓	✓	✓	✓
Create/Edit Program Income Accounts				✓	✓
Block activities from draws		✓			
View QPRs	✓	✓	✓	✓	✓
Edit/Submit QPRs	✓			✓	✓
View Microstrategy reports	✓	✓	✓	✓	✓

What should I do if I get an error message that says 'Username/Password Invalid' in DRGR?

First, try closing your browser window, reopening it, and logging into DRGR again. If this doesn't work, you probably need a password reset. Call the HUD HITS Help Desk at 1-888-297-8689 (Option 9) to receive one. You will need to have your five digit DRGR PIN on hand when you call - if you have forgotten what this is, please e-mail the DRGR Help Desk ().

Make sure you are using the correct URL address <http://drgr.hud.gov/DRGRweb>

Where can I find training materials for DRGR or get more help?

For more information, email DRGR_Help@hud.gov.



You can also find more information at

<http://www.hud.gov/offices/cpd/communitydevelopment/>

[programs/drsi/drgrs.cfm](http://www.hud.gov/offices/cpd/communitydevelopment/programs/drsi/drgrs.cfm)

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You can find more information on the Disaster Recovery Grant Reporting system (DRGR) and the CDBG DR program at . If you still have questions or run into problems using DRGR, please contact us at . Requests for DRGR TA from NSP grantees can be submitted through

How can I prevent myself from being locked out of DRGR if I get an error message while using the system?

If you get an error message while using DRGR and click out of the window, you will likely be told that you are still logged in the next time you try to get access to the system, meaning you'll have to wait 30 minutes to get back in. To avoid having to do this, the next time you get an error message, shorten the URL to <http://drgr.hud.gov/DRGRweb>. This should take you back to the Disclaimer page, where if you click 'I Accept', you should be able to continue working in the system. Please remember to log out rather than just closing the browser window. Always navigate with the bars within the web page itself.

Always remember to log out rather than just closing the browser window. If you don't logout using the correct link, the system thinks you are still logged in and will not let you initiate "multiple sessions". If that happens, the connection may time out after 20 minutes. If not send an email to so we can reset your session, which is different from resetting your password which is done thru the help desk.

As a HUD user, how can I see and work with grants in another office? / As a grantee user, how can I see and work with grants in from another grantee?

Under Release 7.3, grantee users can be associated with multiple grantees with different roles for each and HUD users can be associated with multiple field offices.

For HUD users, please have your HUD supervisor request that HUD DRGR administrators add a profile for another office.

Grantee users would need to send confirmation from supervisors from the new grantee profile to be added and send the request through the HUD/CPDContact that oversees the new grant/grantee.

Login

Profile Selection

Grantee Profile:

- State of Georgia**
Grantee Administrator / Drawdown Approve User
- City of Atlanta**
Grantee User

Select Profile