



PIH.RHIIP.TA Message # 2011-06 Distributed on February 8, 2011

ATTENTION PIH EIV USER ADMINISTRATORS

Please be advised that the **User Administration By Users** function is not available in PIH EIV at this time. Both internal and external users will experience the below error message when clicking on the magnifying glass next to a user's name. The EIV IT team is assessing the nature of this problem. We apologize for the inconvenience.

Please note that User Administrators **are still able to assign or remove roles** to users by using the **User Administration By Roles** function. Guidance for using EIV's **User Administration By Roles** is outlined below and available in EIV's User Administration Manual posted online at: <http://www.hud.gov/offices/pih/programs/ph/rhiip/docs/eivadminmanual.pdf>.

Questions regarding this message or further assistance is available via PIH.RHIIP.TA@HUD.GOV. **All EIV users are reminded that the REAC TAC is unable to assist with EIV access issues.** As such, all PIH EIV users should be working with the EIV Coordinator in the local HUD office. If your EIV Coordinator is unable to assist or resolve your EIV issue, please send an email message to PIH.RHIIP.TA@HUD.GOV, with a copy to your local EIV Coordinator, and include your PHA code, description of EIV issue and user id(s) experiencing problems with EIV. By following this guidance, users are guaranteed to receive prompt response and resolution of their EIV issue.

HTTP Status 500 -

type Exception report

message

description The server encountered an internal error () that prevented it from fulfilling this request.

exception

`com.ibatis.sqlmap.client.SqlMapException: There is no statement named useradmin.getUserDetails in this SqlMap.`

note The full stack traces of the exception and its root causes are available in the Sun GlassFish Enterprise Server v2.1.1 logs.

Sun GlassFish Enterprise Server v2.1.1



PIH.RHIIP.TA Message # 2011-06 Distributed on February 8, 2011

Step 1: Click on **By Roles** under the **User Administration** header located on the left navigation panel. The **By Roles** option allows you to first locate a particular role, and then add or remove users from the role.



The following **Security Level** screen will be displayed:

Security Level: PHA - Public Housing Agency		
Actions	Role	Users
	PHA DHAP Assistance	75
	PHA Occupancy - Application Processor	2,230
	PHA Occupancy - Public Housing	12,433
	PHA Occupancy - Voucher	13,947
	PHA Security Administrator	3,693
	PHA User Administrator	5,273
	Program Administrator - Public Housing	3,969
	Program Administrator - Voucher	3,438

Step 2: Click on the **Add User** icon next to the applicable EIV role you wish to assign to the user. Go to Step 5 to view/remove a role from a user.

The following **User Administration>By Roles>Search Users** screen will be displayed when you click on the **Add User** icon:

User Administration >> [By Roles](#) >> Search Users

User Lookup for PHA: PHA Occupancy - Application Processor

Query/View users by:

Last Name *User ID

 exact match **Select a Participant Code:**

View users by first letter of last name/User ID

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

*All User Id's begin with C, I, H or M



Step 3: Select either **Last Name** or **User ID** (the default is **Last Name**) by clicking within the radial button. If you select **Last Name**, type in the user’s last name in the text box. If you select **User ID**, type in the user ID. Click on the **Search Users** button.

Tip: To add roles for multiple users, select **User ID** and type “M” in the text box and change “exact match” to “begins with” in the drop down menu. This will result in the display of multiple users for you to select, as displayed below:

User Administration >> [By Roles](#) >> [Search Users](#) >> Search Results

Available Users to be Added to PHA: PHA Occupancy - Voucher:

1-5 of 5 Users

Action	User ID	First Name	Last Name	PHA	
<input type="checkbox"/>	M	BRENT		AZ0	Housing Agency
<input type="checkbox"/>	M	MICHELLE		AZ0	Housing Agency
<input type="checkbox"/>	M	ELIZABETH		AZ0	Housing Agency
<input type="checkbox"/>	M	MARK		AZ0	Housing Agency
<input type="checkbox"/>	M	JUSTIN		AZ0	Housing Agency

1-5 of 5 Users

The following **User Administration>By Roles>Search Users> Search Results** screen is displayed when you select to add a role to a user:

User Administration >> [By Roles](#) >> [Search Users](#) >> Search Results

Available Users to be Added to PHA: PHA Occupancy - Application Processor :

1-1 of 1 Users

Action	User ID	First Name	Last Name	PHA	
<input type="checkbox"/>	MI	ANGELA		CA00	Housing Authority

1-1 of 1 Users



PIH.RHIIP.TA Message # 2011-06 Distributed on February 8, 2011

Step 4: Click within the checkbox under the **Action** header to place a checkmark within the checkbox. Then click the **Add** button.

The following role addition confirmation page will be displayed:

User Administration >> By Roles

[Printer-Friendly Version](#)
[Download in Excel](#)

1 user successfully added to PHA:PHA Occupancy - Application Processor

Step 5: Click on the **View/Remove** icon next to the applicable EIV role you wish to remove from the user.

The following **User Administration>By Roles>User List** screen will be displayed when you click on the **View/Remove** icon:

User Administration >> [By Roles](#) >> User List

Users Currently in PHA: PHA Occupancy - Application Processor

Previous Group Next Group

[First Page](#) 4601 - 4650 of 12433 Users [Last Page](#)

Action	User ID	First Name	Last Name	PHA	Current Status
<input type="checkbox"/>	MI	Chelsea		GA	Certified
<input type="checkbox"/>	MI	Amanda		MC	Certified
<input type="checkbox"/>	MI	Natalie		TX	Certified
<input type="checkbox"/>	MI	Carol		CA	Certified
<input type="checkbox"/>	MI	Marvin		CA	Certified
<input type="checkbox"/>	MI	Mirssa		CA	Certified
<input type="checkbox"/>	MI	Tanya		NJ	Certified



PIH.RHIIP.TA Message # 2011-06 Distributed on February 8, 2011

Step 6: Click within the checkbox under the **Action** header to place a checkmark within the checkbox. Then click the **Remove** button.

<input checked="" type="checkbox"/>	W	Angela	CAO	Certified
-------------------------------------	---	--------	-----	-----------

The following role removal confirmation page will be displayed:

User Administration >> By Roles >> User List

1 user(s) successfully removed from PHA:PHA Occupancy - Application Processor

Users Currently in PHA: PHA Occupancy - Application Processor