**HUD’s REAC Technical Assistance Center has compiled a list of information and tips concerning the use of your WASS Secure System logon ID and password.**

**DID YOU KNOW YOU COULD RESET YOUR PASSWORD ONLINE?**

[**http://portal.hud.gov/hudportal/HUD?src=/program\_offices/public\_indian\_housing/reac/online**](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/online)

**A password can be emailed to the email address that’s on your ID.**

**However:**

* **You cannot reset your password online if you locked your ID with more than two failed attempts.\*\***
* **You cannot reset your password online if the ID is “Terminated” due to 90 days of inactivity.\*\***
* **You cannot reset an Independent ID password online if you have just received it by way of email. A new Independent ID is issued in a “Terminated” state.**

**TIPS**

**Passwords expire every 60 days.**

**Passwords must be 6 to 8 characters in length and comprised of at least one uppercase letter, at least one lowercase letter and at least one number.**

**No symbols or special characters.**

**If you have an Independent ID and have not used it in 90 days, it’s “Terminated”. You would have to provide your ID number to your client’s Coordinator in order to have the ID “activated”.**

**Once activated by your client’s Coordinator, wait one hour before resetting the password.**

**\*\*If your ID is locked through too many failed attempts or unused in 90 days, you would have to call REAC TAC (888-245-4860) to get the ID unlocked or reactivated.**

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**REGISTRATION**

* **New user Ids are available 24 hours after registration. The Coordinator will receive an email notifying them that someone has registered against their entity. The Coordinator does a search in Secure Systems for the new user ID.**
* **New Coordinator Ids are mailed by way of US Mail to the address of the owner that’s listed in the system. Expect it to take 7-10 business days to arrive. The letter will be addressed as “ATTN:CEO”**
* **New Independent Ids are emailed in 24 hours to the email address listed in registration. The “I” number ID is issued in a “Terminated” state. You would have to provide your ID number to your client’s Coordinator in order to have the ID “activated”. Once activated by your client’s Coordinator, wait one hour before logging in with the password you created during registration.**
* **One cannot register for a new ID against the same entity they have registered against before. They would have to reactivate the old ID.**

**If you receive this message after registering for an ID:**

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**“The request for a Secure Connection ID for [YOUR NAME] was rejected for the following reason(s):**

**Reinstate not allowed by this process”**

**This message means that you already have this same type of ID in the system registered against the same entity or you already have an Independent ID registered; active or terminated.**

**Technical Assistance Center**

**April 20, 2016**