**USER ID UPGRADES /DOWNGRADES**

UserID upgrade or downgrade must be requested, in writing, by the original owner of the entity under which the user registered, or the entity’s management company as listed in iREMS. The requestor should submit an *official letter*, as an attachment, in an email to: [**reac\_tac@hud.gov**](mailto:reac_tac@hud.gov).

Your request for User ID upgrade /downgrade must contain the following:

* **SPECIFIC DESCRIPTION OF REQUEST AS FOLLOWS**:
  + Upgrade user to a coordinator
  + Downgrade coordinator to a user
* **User ID of the user that is to be upgraded/downgraded**
* **FOR MULTIFAMILY**
  + Owner’s letterhead or if the request is from Management company it should match the name of the Management agent as listed in iREMS
  + Owner’s Tax ID#,
  + FHA number or contract number or project number
  + Name of the entity
  + Signature and title of the Owner, President, CEO, or Board member
* **FOR PHA**
  + PHA’s letterhead
  + Name of the PHA
  + PHA code
  + Signature and title of the Executive Director of the PHA
* **CONTACT INFORMATION** (i.e. name, address, phone, email address)

**Note:**

* User IDs can only be upgraded to Coordinator under the Tax ID or PHA code under which the User ID originally registered.
* Only two Coordinators can register with FHA for an organization (i.e. Tax ID/PHA code).
* To validate the identity of the individual making the request, staff with Technical Assistance Center (TAC) may ask for additional information.