

LOCCS Voice Response System Access Authorization Form

U.S. Department of Housing
and Urban Development

OMB Approval No. 2535-0102
(exp. 11/30/2016)

See Instructions, Public Burden, and Privacy Act statements on back before completing this form

This form is to be approved by the recipient's (or grantee's) chief executive officer. For new users, reinstate users, and resend user ID, retain a copy and send a notarized original to your HUD Program Office for review.

The Program Office will forward the original form to:
U.S. Dept. of Housing and Urban Development
Chief Financial Officer, FYM
Attention: User Support Branch
PO Box 23774
Washington, DC 20026-3774

For overnight delivery send to:
U.S. Dept. of Housing and Urban Development
Chief Financial Officer, FYM
Attention: User Support Branch
451 7th Street SW, Room 3114
Washington, DC 20410

1. Type of Function (mark one) 1 ☐ New User 2 ☐ Reinstate User 3 ☐ Terminate User 4 ☐ Reset Password for Active Users		5 ☐ Add New Program Area or Tax ID 6 ☐ Change Tax ID 7 ☐ Change Address 8 ☐ Resend User ID 9 ☐ Name Change		2a. User ID (please leave blank) (CFO USE ONLY)		2b. Social Security Number (SSN) (mandatory)	
3. Authorized User's Name (last, first, mi) Print or Type				Title (mandatory)		Office Telephone Number (include area code)	
Complete Mailing Address				E-Mail Address			
4. Recipient Organization for which Authority is being Requested							
Tax ID		Organization's Name					
Tax ID		Organization's Name					
Tax ID		Organization's Name					
5a. LOCCS Program Area		5b. Program Name				5c. Q = Query Only D = Project Drawdown	
6. Authorized User's Signature				Date (mm/dd/yyyy)			
I authorize the person identified above to access LOCCS via the Voice Response System.							
7. Approving Official's Name (last, first, mi) Print or Type				Office Telephone Number (include area code)		8. Notary (must be different from user and approving official) Seal, Signature, and Date Notarized (mm/dd/yyyy)	
Title				Social Security Number (mandatory)			
Complete Mailing Address				E-Mail Address			
Approving Official's Signature				Date (mm/dd/yyyy)			
9. HUD Program Office Point of Contact's Name (last, first, mi) Print or Type				Office Telephone Number (include area code)			
Title				E-Mail Address			
HUD Program Office Point of Contact's Signature				Date (mm/dd/yyyy)			

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number.

HUD implemented the Line of Credit Control System/Voice Response System (LOCCS/VRS) to process requests for payments to grantees. Grant recipients fill out a voucher form for the applicable HUD program with all the necessary information prior to making a telephone call using a touch tone telephone to initiate the drawdown process. The grantee will be prompted for entering the information and for confirming information that is spoken back by the VRS simulated voice. This information is required to obtain benefits under the U.S. Housing Act of 1937, as amended. The information requested does not lend itself to confidentiality.

Privacy Act Statement: Public Law 97-255, Financial Integrity Act, 31 U.S.C. 3512, authorizes the Department of Housing and Urban Development (HUD) to collect all the information which will be used by HUD to protect disbursement data from fraudulent actions. The Housing and Community Development Act of 1987, 42 U.S.C. 3543 authorizes HUD to collect the SSN. The purpose of the data is to safeguard the Line of Credit Control System (LOCCS) from unauthorized access. The data are used to ensure that individuals who no longer require access to LOCCS have their access capability promptly deleted. Provision of the SSN is mandatory. HUD uses it as a unique identifier for safeguarding the LOCCS from unauthorized access. This information will not be otherwise disclosed or released outside of HUD, except as permitted or required by law. Failure to provide the information requested on the form may delay the processing of your approval for access to LOCCS.

Instructions for the LOCCS Voice Response Access Authorization Form

1. **Type of Function:**
 - (1) **New User:** User does not currently have a LOCCS user ID. Form must be notarized with original signatures.
 - (2) **Reinstate User:** Used to reinstate the user's access authorization in LOCCS. Form must be notarized with original signatures.
 - (3) **Terminate User:** Used to immediately terminate the user's access authorization in LOCCS.
 - (4) **Reset Password for Active Users:** A temporary password will be mailed back to the user to inform him/her of the reset password's value. The user will be required to change the password on the next access to LOCCS.
 - (5) **Add New Program Area or Tax ID:** User has a current User ID and will be increasing access capability.
 - (6) **Change Tax ID:** User has a current ID and will be changing the Tax ID. **This function is not to be used to change approving official, or substitute a user. Contact Program Office for procedures.**
 - (7) **Change Address:** User is changing the current mailing address.
 - (8) **Resend User ID.** User has no knowledge of existing User ID.
 - (9) **Name Change.** User is requesting their name to be changed.
2.
 - a. **User ID:** This block will be filled in by the User Support Branch.
 - b. **Social Security Number. Mandatory.** Used to preclude duplicate issuance of authorization for the same person. See the Privacy Act Statement above. **[Do not use Federal Tax ID Number]**
3. **User Information: All fields are mandatory.** Failure to enter any of these fields will cause the HUD-27054 to be rejected. Enter the user's last name, first name, and middle initial. Enter the user's office phone number. Enter user's mailing address, city, state and zip code. Enter user's e-mail address.
4. **Recipient Organization** for which authority is being requested. This will identify the organization the user will be representing. Enter the organization's Tax ID and organization name.
5. **Program Authority.** Identify the HUD program areas this user will be authorized to access for the recipient organization and then enter the corresponding code(s)/name(s). See <http://portal.hud.gov/hudportal/documents/huddoc?id=prgareas.pdf>
 - a. Enter the 3 or 4-character **LOCCS Program Area**.
 - b. Enter the **Program Name**.
 - c. Enter "Q" for Query only access or "D" for Project Drawdown access. Users who select Project Drawdown access will automatically receive Query access.
6. **Signature/Date.** The signature of the user requesting access And the date (mm/dd/yyyy) this authorization was signed.
7. **Approval. All fields are mandatory.** Enter the name, office telephone number, title, social social security number, office address, signature and date of the approving official representing the grantee. Approving officials **cannot** approve themselves for access to the system, and must be the user's supervisor.
8. **Notary.** Must be different from user and approving official. The official who notarizes the form shall include his/her seal, signature, and date (mm/dd/yyyy). Notary should notarize both signatures. Notary is only required for new user and reinstate user.
9. **Program Office Validation.** The HUD Program Office must validate that the grantee is the correct official accessing the grant. The Program Official shall include his/her name, office telephone number, title, e-mail address, signature, and date (mm/dd/yyyy).



eLOCCS

Registration GUIDE

Line of Credit Control System (LOCCS)

U.S. Department of Housing and Urban Development

June 2014

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1 Introduction

The Line of Credit Control System (LOCCS) is the U.S. Department of Housing and Urban Development's (HUD) primary grant and subsidy disbursement system that handles disbursement and cash management for the majority of HUD grant programs. Organizations and individuals have access to these grants through an internet version of LOCCS called eLOCCS, where Business Partners with appropriate authorization can access, manage, and drawdown against their HUD grant portfolios.

1.1 Purpose of Guide

Accessing eLOCCS requires;

- 1) Registration in **Secure Systems** which is the HUD Web Portal in which the eLOCCS application resides.
- 2) Submission of a **HUD-27054 LOCCS Access Authorization** form which will control what a user can see and do once they are in eLOCCS.

This guide focuses on Registration components and steps needed to gain access to eLOCCS through Secure Systems. A separate **eLOCCS Getting Started Guide** with screen samples will familiarize you with eLOCCS functionality and layout. A link to the **Getting Started Guide**, along with other useful links can be found in section **1.2 LOCCS URL Quick References**.

LOCCS URL Quick References**1) LOCCS Access Guidelines for Grantees**

These are general LOCCS instructions for filling out the HUD-27054 LOCCS Access Authorization Form and SF1199A Direct Deposit form.

http://portal.hud.gov/hudportal/HUD?src=/program_offices/cfo/loccs_guidelines

Cut and paste URL or click [<here>](#)

2) eLOCCS Getting Started Guide

This guide provides eLOCCS web page examples, familiarizing the user with how navigation works in eLOCCS and how to view, manage and drawdown HUD grant funds.

<http://portal.hud.gov/hudportal/documents/huddoc?id=eloccsguide.pdf>

Cut and paste URL or click [<here>](#)

3) eLOCCS Registration Guide

Before accessing eLOCCS, a user must have a Secure Systems ID/password and a LOCCS ID/password. This document outlines the security and registration components needed to obtain those IDs.

Note: If you are converting from VRS to eLOCCS, you already have a LOCCS ID/password.

http://portal.hud.gov/hudportal/documents/huddoc?id=eloccs_registration_guide.pdf

Cut and paste URL or click [<here>](#)

4) HUD-27054 LOCCS Access Authorization form

Use this form to request specific LOCCS Organization and HUD Program Area access. The LOCCS Access Guidelines for Grantees (#1 above) has instructions on filling out this form.

<https://portal.hud.gov/hudportal/documents/huddoc?id=27054.pdf>

Cut and paste URL or click [<here>](#)

5) Secure Systems (this is how you access eLOCCS)

Secure Systems is a HUD Web Portal which has access to many HUD systems, of which eLOCCS is one of them.

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/online

Cut and paste URL or click [<here>](#)

1.3 Overview of eLOCCS Registration Components

eLOCCS is accessed through the HUD internet portal called **Secure Systems**. Secure Systems is sponsored by the Office of Public and Indian Housing (PIH) Real Estate Assessment Center (REAC) and sometimes referred to as 'REAC' or 'Online Systems'. Secure Systems supports many HUD applications, of which eLOCCS is one of them. In order to use eLOCCS, there are 4 registration components which must be completed prior to access.

- **Component 1 – Secure Systems Business Partner Registration**

In Secure Systems there are (2) types of users: "Coordinator" or "User", and each are associated with an organization or Business Partner. The Business Partner organization must be recognized by Secure Systems and this is accomplished thru the Business Partner Registration process.

****DO NOT SKIP THIS COMPONENT****

- **Component 2 – Secure Systems "Coordinator" Registration**

The Secure Systems Coordinator serves as the Business Partner's system administrator, granting application (in this case eLOCCS) roles to users. Each Business Partner must have a minimal of 1 and up to 5 assigned Coordinators.

- **Component 3 – Secure Systems "User" Registration**

Individual Users register in Secure Systems under a Business Partner, but the Coordinator grants the user specific application roles to allow Secure Systems application access. In the case of eLOCCS, the Coordinator would grant the eLOCCS roles "QRY" and "ADM".



The Coordinator can assign themselves eLOCCS "QRY" and "ADM" roles, and access eLOCCS too, as long as a HUD-27054 has been processed (Component 4).



eLOCCS can also be used by Approving Officials to certify their staff. Approving Officials must have a valid Secure Systems ID (either as a "Coordinator" or "User") to access eLOCCS just like everyone else.

- **Component 4 – HUD-27054 LOCCS Access Authorization Form**

LOCCS has its own security registration process requirement due to its sensitive financial nature. If you are already a LOCCS VRS user, then your existing VRS User ID/password will work in eLOCCS. If you are new to LOCCS, then a LOCCS Access Authorization Security Form HUD-27054 must be submitted.



The LOCCS HUD-27054 is independent of the Secure Systems components and therefore can be submitted concurrently with Secure Systems Components 1, 2 and 3.

In summary, there are four (4) **registration components** which must be completed prior to eLOCCS access. Included in this document is a handy check list which will help you in determining where you are in the registration process. Following the checklist, are step by step instructions on how to complete each registration component. ****PLEASE START WITH COMPONENT 1****

1.4 Coordinators and Approving Officials

A Business Partner “**Coordinator**” is a Secure Systems administrator who manages the organizations “users” in Secure Systems. Responsibilities include assigning Secure Systems LOCCS roles to users. A Business Partner can have up to 5 Secure Systems Coordinators, who can manage any Secure Systems user in the organization.

A Business Partner “**Approving Official**” is a LOCCS administrator who manages “users” in LOCCS. Responsibilities include re-certifying the LOCCS user still requires access to LOCCS every 6 months. A LOCCS User is associated with an Approving Official on the **HUD-27054 LOCCS Access Authorization** form.

 Approving Officials will also use eLOCCS to re-certify their staff every 6 months, therefore Approving Officials will also need to register for an ID in Secure Systems. They should be assigned the same **QRY** and **ADM** roles as all eLOCCS users.



A Secure Systems “Coordinator” can also be a LOCCS “Approving Official”

2 Registration Component Check list

Component 1 – Secure Systems Business Partner Registration

- ☒ My organization (Business Partner) is recognized by Secure Systems
(Either as a Public Housing Authority or Multifamily Housing organization)

Component 2 – Secure Systems “Coordinator” Registration

- ☒ My organization has an assigned “Coordinator”

If not, identify within your Organization who will be the Secure Systems Coordinator.

- ☐ Register for Secure Systems Coordinator ID (mailed to CEO)
- ☐ Receive your Coordinator Secure Systems ID from CEO
- ☐ Assign the eLOCCS system by adding the Coordinator Role to your ‘M’ ID. Then add the ‘Query’ and ‘ADM’ roles to your ID (see Appendix A)

Component 3 – Secure Systems “User” Registration

- ☒ If you are the Coordinator, check the box and go to Component 4

If not,

- ☐ Register for a Secure Systems User ID
- ☐ Contact your Secure System Coordinator to retrieve your user ‘M’ ID
(Wait until next business day)
- ☐ Have your Secure Systems Coordinator assign the ‘Query’ and ‘ADM’ roles to your ‘M’ ID to establish the eLOCCS link within Secure Systems.

Component 4 – HUD-27054 LOCCS Access Authorization Form

- ☐ LOCCS Registration Completed

(I already have, or have received my LOCCS ID and password)

(If you are a VRS user converting to eLOCCS, you are already registered in LOCCS. Your eLOCCS ID/password is the same as your VRS LOCCS ID/password)

Congratulations, you have completed all the necessary registration components to now successfully access eLOCCS! You can now proceed to the **Signing Into eLOCCS Section 4**.

If you have any questions regarding any registration component please call the **LOCCS Help Desk** at 571-766-2916 or email eLOCCS@HUD.GOV with questions.

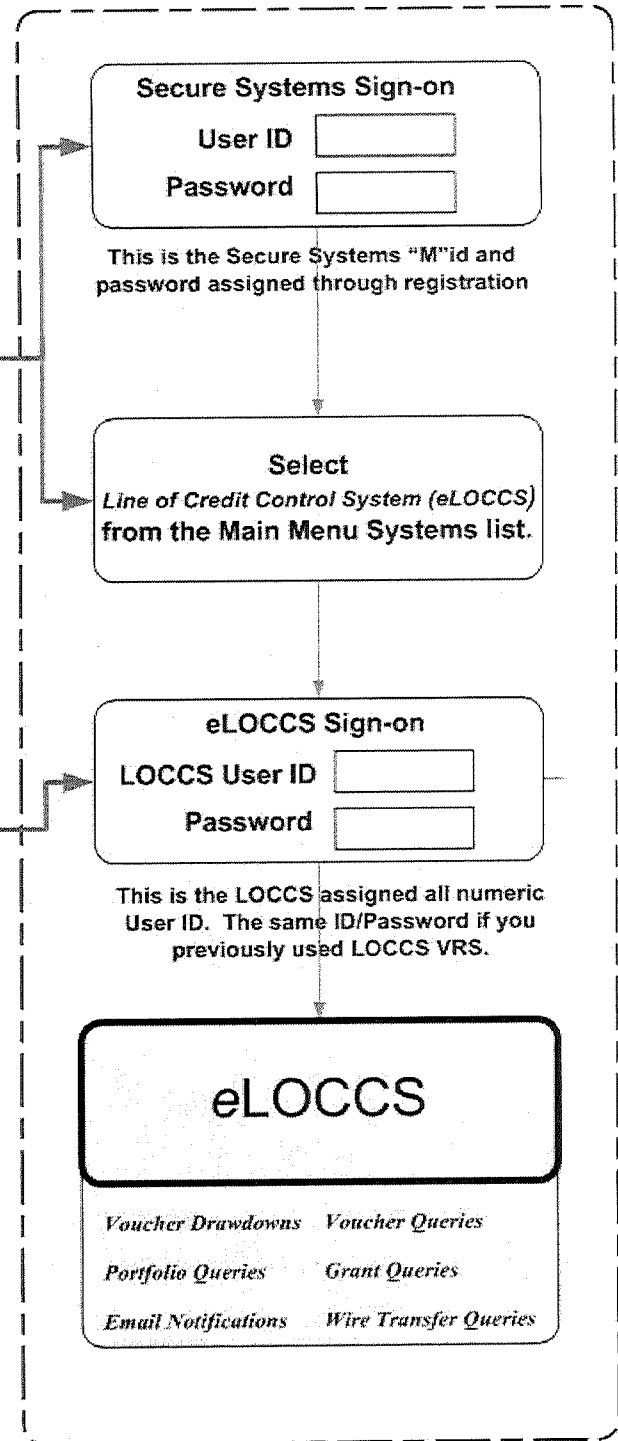
Accessing eLOCCS through Secure Systems

Registration components that must be completed **1st**

- 1) Register your organization as a Secure Systems Business Partner
 - 2) Select and register a Secure Systems "Coordinator" for your organization (you can have up to 5 coordinators)
 - 3) Have each additional person needing access to eLOCCS, register as a Secure Systems "User"
- Then have the "Coordinator" assign the eLOCCS roles "QRY" and "ADM" to each eLOCCS User
- * Coordinator can have eLOCCS roles too
 - * Coordinator can also be the LOCCS Approving Official

- 4) Submit HUD-27054 LOCCS Systems Access Authorization Form
- (HUD-27054 and Secure Systems registration are independent of each other and can occur concurrently. However, ALL registration components must be completed for eLOCCS access)

REAC-Secure Systems



3 Registration Components

3.1 Component 1 – Secure Systems Business Partner Registration

Component 1 – Secure Systems Business Partner Registration Instructions



This step is to confirm if your organization is recognized in Secure Systems . Unless your organization is a Public Housing Authority, **** DO NOT SKIP this step ****.

Register your Business Partner Tax ID number

Step 1a

Copy and paste URL or click [here](https://hudapps2.hud.gov/apps/part_reg/apps040.cfm) for the Business Partner Registration page.

https://hudapps2.hud.gov/apps/part_reg/apps040.cfm

Enter your organization's Tax Identification Number (TIN) and Submit.

Business Partner Registration HUD Multifamily

If the participant you are about to register has done business with HUD before, you do not need to complete the Business Partner Registration HUD Multifamily below. Go to the [Secure Systems Registration page](#) to obtain a Coordinator or User ID if you have not already done so.

TIN: 123456789 (no dashes)

or

SSN: (no dashes)

☐ Check if SSN is used as TIN for Sole Proprietor

Step 1b

Did the Business Partner Registration HUD Multifamily return a 'Form to fill' **OR** Business Partner is 'already processed' below?

➡ Form to fill?

Form to fill in?



If the above blank form is returned, your organization does need to register. Complete the form and **save**.

* **Wait until the next business day** to continue to **Component 2 - Secure Systems Registration**.

— {OR} —

➡ TIN has been processed message?

TIN Processed?



If you received the above message, your organization Tax ID Number is already recognized in Secure Systems.

Continue to **Component 2 - Secure Systems Registration**.

Component 2 –Secure Systems “Coordinator” Registration Instructions



Understanding Secure Systems ID Registration Types

In Secure Systems there are two (2) ID types available to register: “Coordinator” or “User”.

Both ID types allow access to Secure Systems. However, only a **Secure Systems Coordinator** has the authority to assign the LOCCS Query and Admin roles to display the eLOCCS link for the eLOCCS user to sign in. Determine within your organization who should be the Secure Systems Coordinator(s). *There must be at least one Secure Systems Coordinator registered.*

Coordinator ID: The Secure Systems Coordinator serves as the system administrator to retrieve Secure Systems User IDs, establish the appropriate systems link (eLOCCS) and assign LOCCS Roles.

User ID: A Secure Systems User has the ability to access Secure Systems, but requires a **Secure Systems Coordinator** to initially add the LOCCS roles in order for the eLOCCS link to display on the Secure Systems Menu page.

Does your organization already have a Secure Systems Coordinator assigned?

No	If you just registered your organization in Business Partner Registration HUD Multifamily, the answer is ‘No’. Determine within your organization who should be the Secure Systems Coordinator(s). <i>*Every Business Partner <u>must</u> at least have <u>one</u> Secure Systems coordinator registered to establish the eLOCCS link in Secure Systems for the eLOCCS user to sign in.</i> Continue to Step 2a – Applying for a Secure Systems “Coordinator” ID.
Not Sure	Contact REAC Technical Assistance at 1-888-245-4860 to inquire.
Yes	Continue to Component 3 – Apply for a Secure Systems “User” ID .

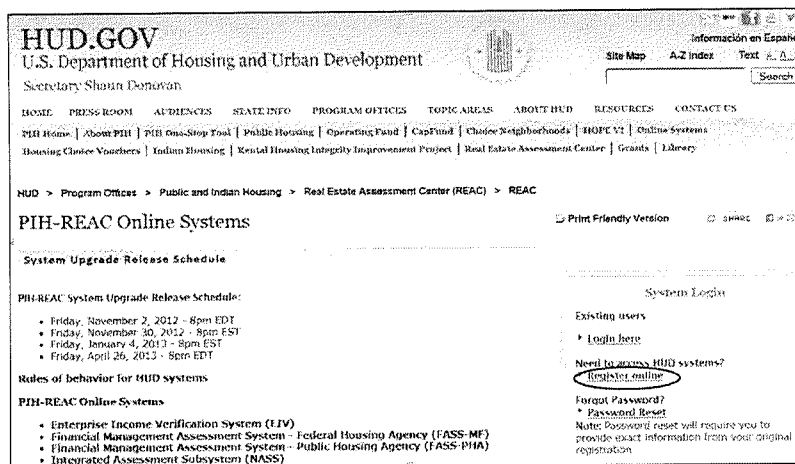
Steps 2a – 2d: Applying for Secure Systems “Coordinator” ID

Step 2a

Copy and paste URL or click [here](#) for Secure Systems

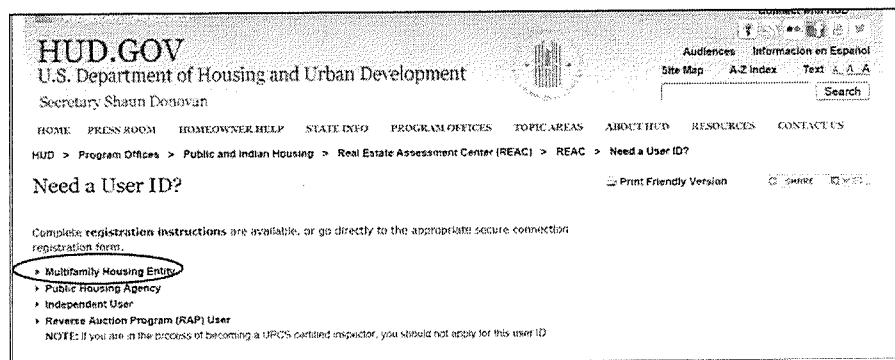
http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/online

Select the **<Register Online>** link.



Step 2b

Choose your organization type to register in Secure Systems:



Select **<Multifamily Housing Entity>**.

Only select Public Housing Agency if a PHA, otherwise select **Multifamily Housing Entity**.

Step 2c

Multifamily Coordinator and User Registration Selection

Select **<Coordinator>** as the 'Application Type' and complete form.



The form is a 2 step process. 1) Fill out the form and click **<Send>**. 2) Review the information and then click **<Confirm/Submit>**.



A letter containing the Coordinator's 'M' ID will be mailed to the organization's CEO/ED Within 7-10 business days. If you have not received your Secure Systems Coordinator 'M' ID, Contact REAC Technical Assistance to inquire on status at 1-888-245-4860.

Secure Systems Registration

MULTIFAMILY Coordinator and User Registration

To apply for a System Coordinator ID, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular User ID, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:

"Warning: Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers."

Application Type

☒ Coordinator
 ☐ User

First Name:

Middle Initial:

Last Name:

Social Security Number:

Step 2d	Secure System Coordinator establishment of eLOCCS and LOCCS Role Assignment. After the CEO has provided the Secure Systems Coordinator 'M' ID, sign-on to Secure System to establish the eLOCCS link and add LOCCS roles – See Appendix A for steps. If the Coordinator is also the eLOCCS user, continue to Component 4 – HUD-27054 LOCCS Access Authorization Form. If the Coordinator is not the eLOCCS user, have the user apply for their own Secure Systems User ID. See Component 3 – Secure Systems "User" Registration.
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Component 3 –Secure Systems “User” Registration Instructions

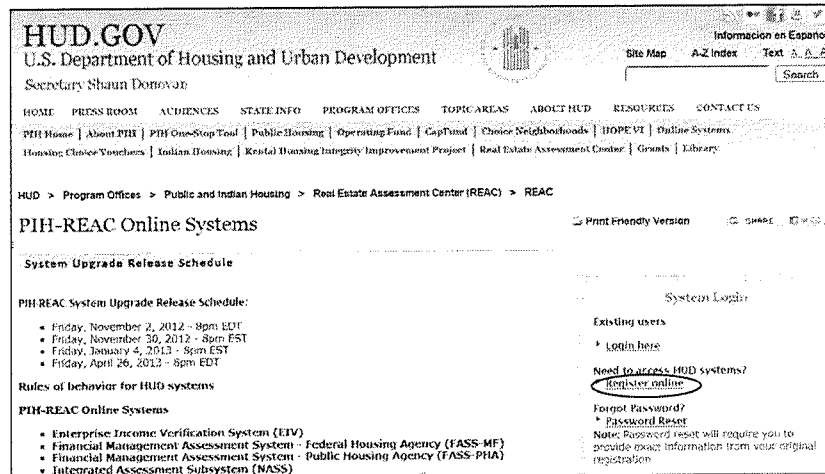
Steps 3a – 3d: Applying for Secure Systems “User” ID

**Step
3a**

Copy and paste URL or click [<here>](#) for Secure Systems

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/online

Select the **<Register Online>** link.



**Step
3b**

Choose your organization type:

Select **<Multifamily Housing Entity>**.

Only select Public Housing Agency if a PHA, otherwise select **Multifamily Housing Entity**.

**Step
3c**

Select **<User>** as the 'Application Type' and fill out the remaining form.

	Secure Systems Registration MULTIFAMILY Coordinator and User Registration To apply for a System Coordinator ID, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!! To apply for a regular User ID, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!! And remember: Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1036. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers. Application Type: ☐ Coordinator ☒ User First Name: Middle Initial: Last Name: Social Security Number: After submitting the form, wait 24 business hours, then contact your organization's Secure Systems Coordinator to inform you have requested access to Secure Systems. Request the Coordinator retrieve your User ID in Secure System <u>and</u> assign the 'Query' and 'ADM' LOCCS roles to <u>establish</u> the eLOCCS link. See Appendix A for the Secure System's Coordinator to assign LOCCS System and roles.
Step 3d	Continue to Component 4 – HUD-27054 LOCCS Access Authorization Form Instructions

Component 4 – HUD-27054 LOCCS Access Authorization Form Instructions

Do you already have a LOCCS User ID and Password?	
Yes	Continue to – Signing into eLOCCS Instructions *If you are an existing LOCCS Voice Response System (VRS) User (using phone to draw funds), then the answer is yes.
No	Complete the LOCCS HUD-27054 form, have it notarized and forwarded to the appropriate HUD staff for review. Instructions are on the form. HUD-27054 – LOCCS Access Authorization Form: Copy and paste URL or click here for form. https://portal.hud.gov/hudportal/documents/huddoc?id=27054.pdf After receiving your LOCCS User ID, and completing registration components 1-3, Continue to – Signing into eLOCCS Note: The Business Partner Registration and Secure Systems Registrations are independent of LOCCS registration and can be done concurrently. However, all security components must be completed prior to accessing eLOCCS.
Not Sure	Contact the LOCCS Security Office to verify at 877-705-7504.

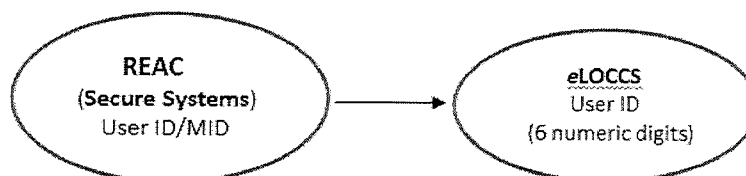
Signing Into eLOCCS Instructions

Step 1 – 4: Signing into eLOCCS



All the previous registration components must be completed prior to accessing eLOCCS. Use the Registration checklist in Section 2 to verify.

You must have a valid Secure Systems 'M' ID/password and LOCCS User ID/password. The Coordinator must have established the eLOCCS link in Secure Systems and LOCCS roles for the eLOCCS User to sign in.

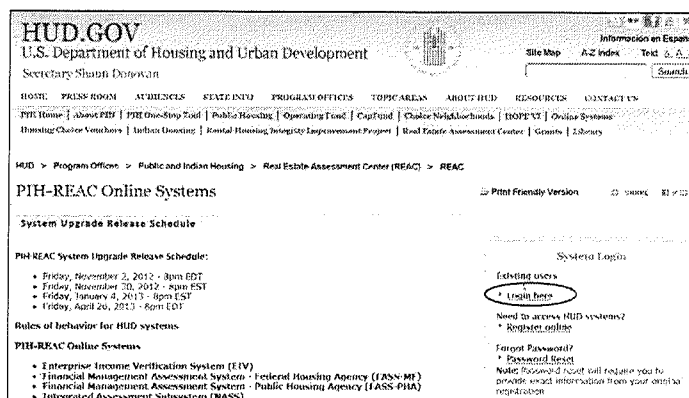


Step 1

Cut and paste URL or click [here](#) for Secure Systems

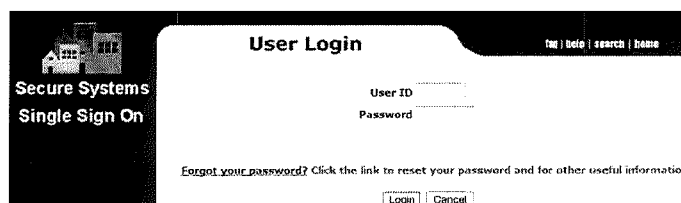
http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/online

Select the <Login here> link.



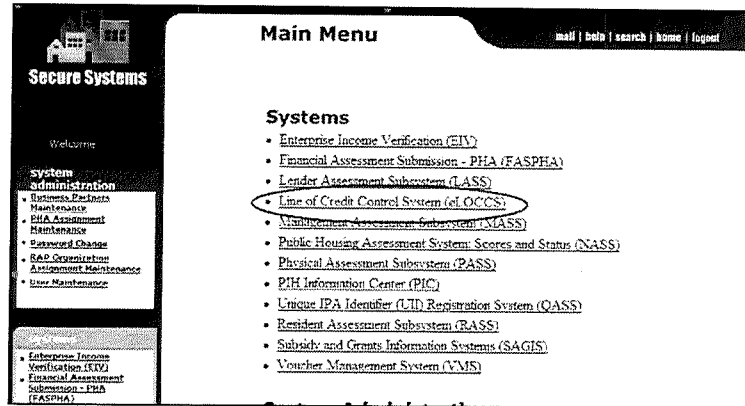
Step 2

Enter your Secure Systems User 'M' ID and Password.



**Step
3**

Select the <Line of Credit Control Systems (eLOCCS) > link.



**Step
4**

Enter your LOCCS User ID (numeric digits) and password. If you have been using LOCCS VRS, the User ID and password are the same to sign into eLOCCS.

Note: If you do not see the eLOCCS link on the REAC main menu page, contact your Secure Systems Coordinator to assign the eLOCCS link. (See Step 2d)

The screenshot shows the 'Line of Credit Control System (eLOCCS) Log In' page. It features a sidebar with 'Secure System' and a 'Help' link. The main content area has a title 'Line of Credit Control System (eLOCCS)' and a 'Log In' heading. Below this are input fields for 'LOCCS User ID' and 'Password'. A 'Note' section provides instructions: 'Leave password blank' if it's the first time logging on, if the LOCCS ID was just reinstated, or if logging in as an Approving Official only. At the bottom are 'Log In' and 'Cancel' buttons.

5 Frequently Asked Questions or Issues

- **Contact the REAC Technical Assistance Center at 1-(888) 245-4860 for the following questions or issues;**
 - 1) **I have registered for a Secure Systems Coordinator ID and have not received it.**
Ask them to confirm your registration, your organizations address and status of your Secure Systems ID.
 - 2) **I mistakenly registered for a Secure Systems User ID instead of a Coordinator ID.**
Contact the REAC Technical Assistance Center on how to resolve.
 - 3) **I may have registered for a Secure Systems ID in the past, but I'm not sure.**
The REAC Technical Assistance Center will be able to research that.
 - 4) **I don't know who the Secure Systems Coordinators are for my organization.**
The REAC Technical Assistance Center will be able to help you with that.
- **Contact your organizations Secure Systems Coordinator for the following questions or issues;**
 - 1) **I have registered for a Secure Systems User ID and have not received it.**
Ask your Coordinator to retrieve your User ID and establish the eLOCCS link/roles. If you do not know your System Coordinator, contact REAC Technical Assistance Center.
 - 2) **I am a Secure Systems User and do not see the eLOCCS link after I sign in.**
The Coordinator has not assigned the LOCCS – Query and ADM Roles. Contact your Coordinator to assign these roles. Refer them to **Appendix A** if necessary.
 - 3) **I click on a program area in eLOCCS, and the main menu is blank.**
Verify with your Coordinator that LOCCS – Query and Administration roles are assigned. Refer them to **Appendix A** if necessary.
- **I use the HUD telephone Voice Response System (VRS) to draw funds, do I need to register for an eLOCCS ID?**
No - Your log in credentials used on the HUD VRS, telephone system will be the same used to signing into eLOCCS.
- **If you are a Secure Systems Coordinator;**
And need help in either retrieving a User ID to assign LOCCS roles, or actually assigning those roles, refer to **Appendix A**.
- **Anything Else?**
Call the **LOCCS Help Desk** at 571-766-2916 or email eLOCCS@HUD.GOV with your question.

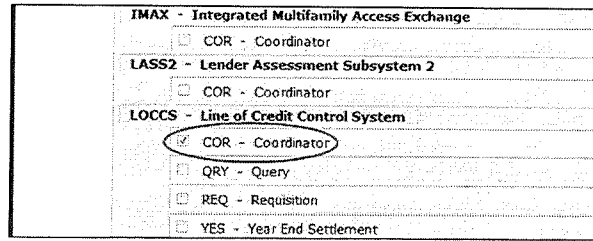
- B. Enter your Secure Systems Coordinators 'M' ID in the **Search by User ID** section and click **<(S)earch for User>** button. Figure 2

Figure 2. User Maintenance and Search for User by ID

- C. On the Maintain User Profile Select **<Choose a Function>**, then
Select **<Maintain User Profile – Actions>** and submit. (Figure 3).

Figure 3. Maintain User Profile – Actions

- D. From the **Assign/Unassign Actions** page, mark the **<LOCCS COR-Coordinator>** check boxes and click **Assign/Unassign Actions**. Figure 4



IMAX - Integrated Multifamily Access Exchange	
☐	COR - Coordinator
LASS2 - Lender Assessment Subsystem 2	
☐	COR - Coordinator
LOCCS - Line of Credit Control System	
☒	COR - Coordinator
☐	QRY - Query
☐	REQ - Requisition
☐	YES - Year End Settlement

Figure 4. Mark the check box - LOCCS 'Cor'

- E. Click **<OK>** to confirm action. The eLOCCS link will appear on the left menu bar of Secure Systems and on the REAC Main Menu Page. Continue to Step 2.

Step II. Assignment of Roles to eLOCCS User:

After the Secure Systems Coordinator has assigned the **LOCCS COR-Coordinator <action>** to themselves in Step I, LOCCS 'ADM' and 'Query' <Roles> must also be assigned to each Secure Systems User that needs to access eLOCCS. This includes the Coordinator. If the Coordinator is also an eLOCCS User, they should assign the LOCCS QRY and ADM roles to themselves too.

 **To retrieve a Secure Systems User ID that have registered, enter the user's name information in the **Search Users' section**. Figure 3.*

- A. From the Main Menu, select **<User Maintenance>**. (Figure 1).

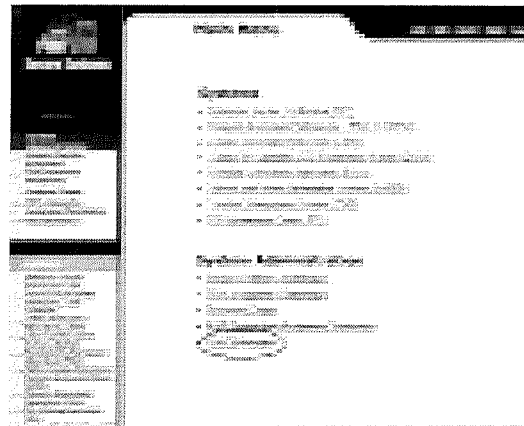


Figure 1 - Secure Systems Main Menu

- B. From the User Maintenance Screen, enter the Secure Systems User 'M' ID in the **Search by User ID** section and click **<(S)earch for User>** button. Figure 2.

If you don't know the User's 'M' ID, enter the user name information in the **Search Users' section. Figure 3.*

Then click the appropriate **<Search for User>** button to display the User profile page.

The screenshot shows the 'System Administration' header with links for 'faq', 'help', 'search', 'home', and 'logout'. Below is the 'User Maintenance' section. A text box explains that users can search by User ID or by search criteria. The 'Search by User ID' section has a text input for 'User ID' and a button labeled '(S)earch for User', which is circled. Below this is the 'Search Users' section with fields for 'Business Partner - TIN/SSN/PHA ID/IPA ID', 'First Name', 'Last Name', and 'User Status' (set to 'All'). There is a checkbox for 'Check here to limit search to Independent Users' and buttons for 'Search (U)sers' and 'Cancel'.

Figure 2. Search for User by ID

This screenshot is identical to Figure 2, showing the 'System Administration' header and 'User Maintenance' section. In this view, the 'Search Users' section is highlighted with a circle around the 'Search for User' button, which is labeled '(S)earch for User'. The 'Search by User ID' section is also visible above it.

Figure 3 - Search for User by Name Information

- C. From the User Profile page, select **<Choose a Function>** and choose 'Maintain User Profile - Roles' and submit. Figure 4.

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

Maintain User M

User Information

User ID

First Name

Middle Initial

Last Name

User StatusActive

CoordinatorYes

User TypeBusiness Partner

Choose a Function

Maintain User Profile - Roles

Submit

Cancel

Figure 4. Select Maintain User Profile - Roles

Under the LOCCS system, mark the 'QRY' and 'ADM' check boxes and confirm role changes. Figure 5

Inform the user that you have successfully assigned the LOCCS system/roles and to sign into Secure System to access eLOCCS. See Section 4.

Assign/Unassign Roles for User M

User Information

User ID

First Name

Middle Initial

Last Name

User StatusActive

CoordinatorYes

User TypeBusiness Partner

Please check/uncheck boxes to assign/unassign roles to the user
Disabled roles cannot be unassigned until they are removed in the appropriate Assignment Maintenance screens

APPS | LOCCS |

APPS - Active Partners Performance System

☐ IRO - Industry Read Only

☒ AUP - APPS Update

LOCCS - Line of Credit Control System

☐ YES - Year End Settlement

☒ QRY - Query

☐ REQ - Requisition

☒ ADM - Administration

Assign/Unassign Roles

Cancel

Figure 5. Add LOCCS Roles - Mark 'Qry' and 'ADM' - Roles

IF YOU NEED HELP or have questions regarding any registration component, please call the **LOCCS Help Desk** at 571-766-2916 or email eLOCCS@HUD.GOV with questions.

IF YOU NEED HELP or have questions about your **Secure Systems ID**, please contact the Contact REAC Technical Assistance at 1-888-245-4860.