



## Enterprise Income Verification (EIV) System Multifamily Housing Coordinator Access Authorization Form

**Paperwork Reduction Notice:** The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 U.S.C. 3520) and assigned OMB control number(s) 2502-0204 (pending). In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

Public reporting burden for this collection of information is estimated to average .50 hours for initial and periodic responses, respectively. This includes the time for collecting, reviewing, and reporting the data. The information is being collected for the authorization and accountability of all individuals that will access HUD's EIV system. Response to this request for information is required in order for HUD to comply with the Federal Privacy Act's (5 USC 552a) requirement that HUD account for all individuals who will have access to a system containing personal identifying information of individuals assisted by the Federal government. HUD may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB number. Limited confidentiality is assured.

**Purpose of this form:** *To request initial access or reinstatement of previously approved access to the Multifamily EIV system. To review and acknowledge Rules of Behavior and signify compliance with the User Agreement.*

**PART I. SUBMISSION REQUIREMENTS**

**Fax to Multifamily Helpdesk at: 202-401-7984 or  
Email to [Mf\\_Eiv@hud.gov](mailto:Mf_Eiv@hud.gov)**

<b>Date of Request:</b>
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*\* All required information must be provided in order to be granted EIV access authorization rights. This form must not be altered in any way. EIV Coordinator applicants who alter this form will be denied EIV system access. Please type or print legibly.*

<b>*A. Authorized User Details</b>		
<b>Name</b> (last, first, and middle initial):	<b>WASS Coordinator Role:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If No, do not submit this application until you have obtained a WASS Coordinator role.)</i>	<b>WASS User ID (M-ID):</b>
<b>Position Title:</b>	<b>Phone Number:</b>	
<b>Email Address:</b>	<b>Fax Number:</b>	
<p><b>Type of work which involves use of upfront income verification (UIV) data that is contained in the EIV system. Example, tenant recertifications, corrections to Identity Verification reports, etc.</b></p>		

<b>*B. Site Location</b> <i>(Complete the one that applies to you)</i>		
<b>Name of Owner of Multifamily Housing Property:</b>		<b>Address:</b>
<b>Name of Management Agent:</b>		<b>Address:</b>
<b>Name of Contract Administrator (CA):</b>	<b>CAID:</b>	<b>Address:</b>
<b>Name of Service Bureau:</b>		<b>Address:</b>
<b>*C. Type of Action Requested</b> <i>(check the one that applies to you. Access is granted for no more than one year before recertification is required.)</i>		
<input type="checkbox"/> <b>Initial Request for EIV Access</b> <span style="margin-left: 200px;"><input type="checkbox"/> <b>Reinstate EIV Access</b></span>		
<i>Note: If you already have EIV access and need to request access for additional properties, submit an online CAAF. Do <b>not</b> submit a paper CAAF.</i>		
<b>*D. Multifamily Coordinator Role</b> <i>(check the one that applies to you)</i>		
<input type="checkbox"/> <b>Housing Coordinator (HSC)</b> <span style="margin-left: 50px;"><input type="checkbox"/> <b>Contract Administrator Coordinator (CAC)</b></span>		
<b>*E. Portfolio</b>		
<i>Specify the project numbers, contract numbers, and project names to which access will be limited. Continue on a separate sheet if necessary. Do NOT submit a separate CAAF for each contract or project assigned to you in WASS.</i>		
<b>Project Number</b>	<b>Contract Number</b>	<b>Property Name</b>
1)	1)	1)
2)	2)	2)
3)	3)	3)
4)	4)	4)
5)	5)	5)
<b>*F. Has Applicant received Owner Letter of Approval for each Property above?</b>		
<input type="checkbox"/> Yes <input type="checkbox"/> No    If No, you must obtain Owner Letter of Approval for each Property <b>PRIOR</b> to submitting this request.		

**PART II. RULES OF BEHAVIOR**

**A. Introduction**

The U.S. Department of Housing and Urban Development (HUD) is actively involved in implementing and maintaining Departmental policies and procedures to keep its Systems secure from unauthorized access and inappropriate use. In compliance with various security-related Federal laws and regulations, HUD created these Rules of Behavior for the EIV system. This document was created to ensure that

EIV system users comply with HUD security policies. In addition, this document ensures that system accounts remain secure and are used in the appropriate manner.

HUD may grant limited system access to Coordinators who have a need to utilize the HUD information resources. These include: PHAs, O/A and service bureau staff, CAs, HUD employees, and HUD contractors. EIV resources are for official use only. As a condition of receiving access, you are required to understand and abide by the HUD and EIV system security policies and procedures. The purpose of these policies and procedures is to safeguard HUD's valuable information resources.

All EIV Coordinators must adhere to the Rules of Behavior outlined in this document. The rules clearly delineate responsibilities of, and expectations for, all individuals with access to the EIV system. Non-compliance with these rules will be disciplined through sanctions commensurate with the level of infraction. This may include removal of system access for a specific period of time or termination depending on the severity of the violation. See Part III. for potential civil and criminal penalties.

## **B. Responsibilities**

HUD, as the system owner, is responsible for ensuring that an adequate level of protection is afforded to the EIV system through an appropriate implementation of technical, operational, and managerial security controls.

EIV Coordinators are responsible for the protection of passwords, information, equipment, systems, networks, and communication pathways to which they have access. All HUD computer resources including hardware, software, programs, files, paper reports, and data are the sole property of HUD.

## **C. Other Policies and Procedures**

The Rules of Behavior do not replace existing HUD policies, rather they are intended to enhance and further define the specific rules each user must follow while accessing the EIV system. The rules are consistent with the policy and procedures described in the following security document:

HUD Security Program Policy. The policy, HUD Handbook 2400.25, Rev. 1 dated May 2005, prescribes responsibilities, practices, and conditions that directly or indirectly promote security in the development, operation, maintenance, and support of all HUD IT resources.

## **D. Application Rules**

The Web Access Secure Systems (WASS) user identification (User ID) and password issued to you are to be used solely in connection with the performance of your responsibilities in support of HUD's mission and may not be used for personal or private gain. You agree to be responsible for the confidentiality of the assigned information and accountable for all activity with your User ID. Furthermore, you agree that you will not provide this confidential User ID/password to another user during employment and upon leaving your place of employment. Additional rules of the EIV system are as follows:

- **System Access (on-site only)**. Coordinators are required to use only approved HUD software, software settings, and comply with vendor software license agreements. Users are allowed to access the system only using the mechanisms specified by HUD.

- **Unofficial use of government information.** Coordinators must be aware that personal use of information resources is prohibited. EIV data is personal information covered by the Privacy Act and penalties apply to the misuse of that data.
- **Information protection.** Coordinators must avoid leaving system output records or reports unattended or unsecured. Coordinators should lock the computer or log-out of the system when leaving work areas unattended. Users shall not violate Public Law 93-579, Privacy Act of 1974, which requires confidentiality of personal data contained in government and contractor data files. Coordinators should back up their data, test the data backups, and securely store the data in accordance with HUD policy.
- **Use of passwords.** Passwords and User IDs are for your individual use only and are confidential HUD information. Coordinators are required to change passwords every 30 days.
- **System privileges.** Coordinators are given access to the system based on a need to perform specific work. Users shall only access the information for which they are authorized.
- **Individual accountability.** Coordinators shall be held accountable for their actions while accessing the system. Be aware that all computer resources are monitored and audited.

**Incident Response.** Coordinators should contact their supervisor and the HUD HITS Helpdesk at (888) 297-8689 immediately regarding any suspected violation or breach of system security.

### **PART III. USER AGREEMENT AND CERTIFICATION**

I have read the above policy regarding system security awareness and practices when accessing HUD's information technology resources. I understand the policies and procedures as set forth above, and I agree to comply with these requirements as a condition of being granted limited access to the EIV system and its data.

As an authorized user of the EIV system, I, the undersigned, understand the information obtained may only be used for official HUD business. I also understand that I may access, disclose, inspect and use these data only within the scope of my official duties. I understand further that if I abuse my access privileges, these privileges and other access rights may be removed. I also understand that unauthorized access or disclosure of EIV data can result in civil and criminal penalties, as follows:

- **Unauthorized disclosure** can result in a felony conviction and a fine of up to \$5,000 and/or imprisonment up to five (5) years, as well as civil penalties.
- **Unauthorized inspection** of EIV data can result in a misdemeanor penalty of up to \$1,000 and/or one (1)-year imprisonment, as well as civil damages.

I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access.

I understand and agree to follow all HUD standards, policies, and procedures and certify that, in the case of initial certification, I possess approval from the authorized official of the owner entity (e.g., General Partner, Board President, etc.) or authorized CA official to obtain access to sensitive data contained in the EIV system for the contract(s)/property(ies) listed on this CAAF.

\_\_\_\_\_  
EIV Coordinator's Name  
(Signature)

\_\_\_\_\_  
EIV Coordinator's Name  
(Print)

\_\_\_\_\_  
Date

**THIS COORDINATOR ACCESS AUTHORIZATION FORM (ONCE SIGNED BELOW BY A HUD OFFICIAL) AS WELL AS A COPY OF THE CURRENT ONLINE CAAF, AND OWNERS' LETTERS OF APPROVAL FOR EIV SYSTEM ACCESS MUST BE AVAILABLE UPON REQUEST AND ARE SUBJECT TO AUDIT AT ANY TIME.**

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**INTERNAL HUD USE ONLY: TO BE COMPLETED BY THE HUD EIV USER ADMINISTRATOR**

I, as User Administrator, authorize the above person to have access to the EIV system, as indicated by my signature below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Location of User Administrator** *(check that which applies):*

<input type="checkbox"/> <b>Multifamily EIV Helpdesk</b> Contact Number:	<input type="checkbox"/> <b>HQ User Administrator</b> Contact Number:
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Instructions for Completing the Enterprise Income Verification (EIV) System Multifamily Housing Coordinator Access Authorization Form (CAAF).

This form must be used by all individuals requesting Coordinator access in the Multifamily Housing portion of the EIV system. Coordinator applicants must complete this form and submit it to HUD's Multifamily Helpdesk via fax at: (202) 401-7984 or by email at: MF\_Eiv@hud.gov for the following requests:

- Initial Request for EIV Access
- Reinstate EIV Access

All required information, as indicated by an asterisk (\*), must be provided by the EIV Coordinator applicant on the CAAF in order for HUD's Multifamily Helpdesk to approve the applicant's CAAF.

#### A. Authorized User Details

**Name.** Enter the full Name (last, first, and middle initial) of the EIV Coordinator applicant. This is the person who will be accessing the benefit, wage, and other information in the Multifamily Housing Programs portion of the EIV System.

**WASS Coordinator Role.** Indicate whether you have been granted a WASS Coordinator role. To apply for access to the EIV system as a Coordinator, applicants must have 'Active' WASS IDs (M-IDs) that were issued by HUD based on owner authorization. If applying for access as an EIV Coordinator, applicants must also have been assigned the WASS Coordinator role. Individuals who do not meet the requirements should see Section 3.5 of the Multifamily Program EIV User Manual located at:  
<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/usermanual.pdf>

**WASS User ID (M-ID).** This is the EIV Coordinator applicant's Web Access Secure Systems (WASS) User ID. For external users, the User ID usually starts with an "M." The User ID entered on the form MUST be the User ID HUD has assigned to the external Coordinator applicant for accessing HUD's secure systems.

**Position Title.** This is the Coordinator applicant's official title at his/her place of work. For example, Housing Intake Specialist.

**Phone Number.** This is the number at which the Coordinator applicant may be contacted by HUD's Multifamily Helpdesk or HUD Headquarters

concerning the Coordinator's application for EIV access. The phone number entered on this form must be a working number. If there is a need to contact the Coordinator applicant and the phone number does not work, the CAAF will NOT be processed.

**Email Address.** This is the email address that HUD's Multifamily Helpdesk will use to notify the EIV Coordinator that his/her EIV access has been approved or denied. The email address entered on this form must be clearly provided on the form and must be an active email address.

**Fax Number.** This is the fax number HUD's Multifamily Helpdesk will use to fax the Coordinator's approved CAAF, which the Coordinator must make available for management and occupancy review (MOR) and audit purposes.

**Type of work which involves use of upfront income verification (UIV) data that is contained in the EIV system.** The type of work described in this section must be directly related to application intake and the performance of tenant income recertifications.

#### B. Site Location

EIV Coordinator applicants must provide **one** of the following: Name of Owner of the Multifamily Housing Property and Address; the Name of Management Agent and Address; the Name of Contract Administrator, Contract Administrator Identification (CAID), and Address; **or**, the Name of Service Bureau and Address. This is the Coordinator applicant's place of employment – where the EIV Coordinator can be reached for mailing purposes.

#### C. Type of Action Requested

This is the type of action the EIV Coordinator applicant is asking of HUD's Multifamily Helpdesk. The **Initial Request for EIV Access** box should be checked when the Coordinator applicant is requesting EIV access for the first time. The EIV Coordinator **does not currently have** access to EIV for any contract(s) and/or property(ies) in his or her portfolio in WASS. The **Reinstate EIV Access** box should be checked when a Coordinator's EIV access has been expired for 1 year or longer from the date of expiration. The requesting Coordinator will need to complete all sections of the CAAF as if applying for Initial EIV access. EIV Coordinators may only submit one CAAF, per Type of Action Request. Once initial access is granted for an EIV

Coordinator and the HSC or CAC role has been assigned, additional properties may be added by submitting an online CAAF.

#### **D. Multifamily Coordinator Role**

This is the role the EIV Coordinator is requesting be assigned to the Coordinator's User ID (M-ID). EIV Coordinators may only submit one CAAF per Multifamily Coordinator Role. For example, EIV Coordinators **may not** submit an **Initial Request for EIV Access** for both the HSC and CAC role on one CAAF. These must be completed and submitted to HUD's Multifamily Helpdesk on separate CAAFs.

#### **E. Portfolio**

EIV Coordinator applicants are to list those contracts and/or properties for which they are requesting initial EIV access or the reinstatement of EIV access. The project/contract numbers and

project names listed on the CAAF must **currently** be under the Coordinator applicant's portfolio in WASS and the Coordinator must have received the owner's or CA official's letter of approval to access EIV data for project/contract numbers and project names on the form **PRIOR** to the Coordinator's submission of this form to HUD's Multifamily Helpdesk for approval.

#### **User Agreement**

By printing the EIV Coordinator's name and signing the EIV Coordinator's name on the EIV Coordinator's Name signature line, the EIV Coordinator certifies that he/she has read and understands the Rules of Behavior and agrees to the terms and conditions of the User Agreement. This includes, but is not limited to, protecting HUD data from wrongful disclosure, acquiring the appropriate owner and/or CA official approval to access EIV data, and preventing the misuse of user IDs and passwords. EIV Coordinators are expected to respect a tenant's privacy in accordance with the Privacy Act of 1974 (Public Law 93-579).