



[www.HUDTransAccess.us](http://www.HUDTransAccess.us)

**Training Course: HOC**

**for**

**Department of Housing and Urban Development  
Single Family Archived Case Binder Management  
Module**

**(DRAFT)**

## Guide Overview

**System Description:** With TransAccess, the numerous back-end processes needed to request and manage the Department's case binders are transparent to the users. The TransAccess module streamlines workflow processes and converges the independent databases and the paper forms to an efficient process that is easy-to-use and integrates well with the Department's enterprise records management overall vision. The resulting TransAccess is defined from an up-to-date business logic context and provides the Department with a service advantage of faster and easier request process for the user and a lower total cost of ownership for the Government.

TransAccess: Records Management Module will receive case binder storage facility box location information, case binder demographics, provide the tracking and retrieval capability for stored binders, assist with disposition schedules, managed both the physical and electronic case binder image and provide reports suitable to audit financial in-and-out charges from the storage facilities.

**Guide Overview:** This course is an introduction to the TransAccess case binder management system for the Single Family case binders. This guide is organized into the different roles or user types that are on the TransAccess system. First are the functions that are common to all users, registration, login and profile updating.

Second is the Consumer, this is the user level designed for requestors of case binders both inside HUD and outside of HUD. The functions in this section include searching for and requesting case binders.

The third is Coordinator-HOC, this user level is regional specific and is the approving authority for binder requests for binders that are under the control of that specific HOC. This role is also able to create the binder shipping and transmittal sheet to move boxes of newly endorsed binders into the inventory at the associated Federal Records Center.

The fourth user level is the Coordinator Records Center. This role adds new binders to the inventory, checks out binders to requestors and checks binders back into the system.

The final level is the System Coordinator. The System Coordinator is the role that approves new users and has full user management capability as well as the ability to correct or override any system management issues during the daily case binder management operations.

## **General User Functions**

## Registration:

### Procedures:

The site is located at [www.hudtransaccess.us](http://www.hudtransaccess.us). To begin the registration process, just click on the registration link.

To gain access to TransAccess you must first register and receive approval from the Records Management Branch at HQ HUD. You will be notified by email when you are approved.



### HUD TransAccess Registration Request

Please fill out the form below.

Once complete you will be contacted by email when your request for authorization is approved.

Please use your H Number  
or C Number, If you do not  
have one please leave blank

First Name	<input type="text"/>
Last Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
City	<input type="text"/>
State	Alabama <input type="button" value="v"/>
Zip	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Office Name	<input type="text"/>
Office #	<input type="text"/>
Email Address	<input type="text"/>
Requested Region	Atlanta <input type="button" value="v"/>
Requested Access Level	Consumer <input type="button" value="v"/>
Password	<input type="text"/>
Confirm Password	<input type="text"/>

## Registration Fields:

- **User Name:** Enter your H Number or C Number, if you do not have either, leave it blank and a TransAccess T Number will be assigned.
- **First Name:** Enter your first name.
- **Last Name:** Enter your last name.
- **Address:** Enter your address. There are three lines for the address.
- **City:** Enter your City.
- **State:** Enter your State two-letter abbreviation.
- **Zip:** Enter your Zip Code.
- **Phone Number:** Enter your phone Number.
- **Fax Number:** Enter your fax number.
- **Office Name:** Enter your office Name (if you have one).
- **Office Number:** Enter your office number (if you have one).
- **Email Address:** Enter your email address.
- **Password:** Use 8 characters with at least two numbers and one symbol.
- **Confirm Password:** Re-enter password.
- **Requested Region:** Atlanta, Denver, Headquarters, Philadelphia, Santa Ana. (This choice is only important if you are a coordinator.)
- **Requested Access Level:** Consumer (most users will be this, choose consumer unless told otherwise by a supervisor). The other choices are Coordinator HOC, Coordinator Record Center, and System Coordinator.
- **Submit Registration Button:** Sends the registration to the System Coordinator for approval. Upon approval you will be notified by email.

Forgotten Password: If a user forgets their password, they need to email the system coordinator at [syscoord@hudtransaccess.us](mailto:syscoord@hudtransaccess.us) and request password assistance. The system coordinator will contact the user at the user's phone number of record. At no time will passwords be sent via email nor will a password be reset without the check and balance of an email with a phone call follow-up. If these procedures are not followed, it is very easy to compromise the security of the system.

## Notes:

## Login

### Procedures:

To login go to <https://www.hudtransaccess.us>

If you are already registered enter you username and password on the login page and click “login” to enter the site.



**TransAccess™**

**Case Binder Management**

*Accessing Case Binders  
Just Became Easier.*

Username:

Password:

**[Login]**

**Register for TransAccess**  
Need assistance entering the site?  
contact  
[info@hudtransaccess.us](mailto:info@hudtransaccess.us)

All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Such information includes sensitive data encrypted to comply with confidentiality and privacy requirements. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms. There is no right of privacy in this system.

Site Powered by Peniel Solutions, LLC 8(a)  
This site is best viewed using the Internet Explorer (IE) web browser.

- **Username:** Enter your H Number or C Number, or T Number that you are registered on TransAccess with.
- **Password:** Enter your password
- **Login Button:** Click to Login
- **Register for TransAccess:** Click on this link to Register

### Notes:

## My Profile

### Procedures:

My Profile is for you to self manage your system account, change default shipping address, email address, phone numbers, etc. To access your profile, just click on the "My Profile" in the top navigation bar in TransAccess.



### Update your profile information

User Name	<input type="text" value="coordinator"/>
First Name	<input type="text" value="John"/>
Last Name	<input type="text" value="Jones"/>
Address	<input type="text" value="U.S. Department of Housi"/>
	<input type="text" value="451 7th Street"/>
	<input type="text" value="Room B-264"/>
City	<input type="text" value="Washington"/>
State	<input type="text" value="DC"/>
Zip	<input type="text" value="20410"/>
Phone Number	<input type="text" value="202-708-0614"/>
Fax Number	<input type="text" value="202-708-0614"/>
Office Name	<input type="text"/>
Office #	<input type="text"/>
Email Address	<input type="text" value="info@hudtransaccess.us"/>
Region	<input type="text" value="Headquarters"/>
Access Level	<input type="text" value="COORDINATOR"/>
Password	<input type="password" value="••••••••"/>
Confirm Password	<input type="password"/>

## Profile Fields:

- **User Name:** Enter your H Number or C Number, if you do not have a either, leave it blank and a TransAccess T Number will be assigned.
- **First Name:** Enter your first name.
- **Last Name:** Enter your last name.
- **Address:** Enter your office address, three lines available.
- **City:** Enter your City
- **State:** Enter your State two letter abbreviation.
- **Zip:** Enter your Zip Code.
- **Phone Number:** Enter your phone Number.
- **Fax Number:** Enter your fax number.
- **Office Name:** Enter your office Name (if you have one).
- **Office Number:** Enter your office number (if you have one).
- **Email Address:** Enter your email address.
- **Password:** Use 8 characters with at least two numbers and one symbol.
- **Confirm Password:** Re-enter password.
- **Submit Registration Button:** Sends the registration to the System Coordinator for approval. Upon approval you will be notified by email.

## Notes:

## **Consumer**

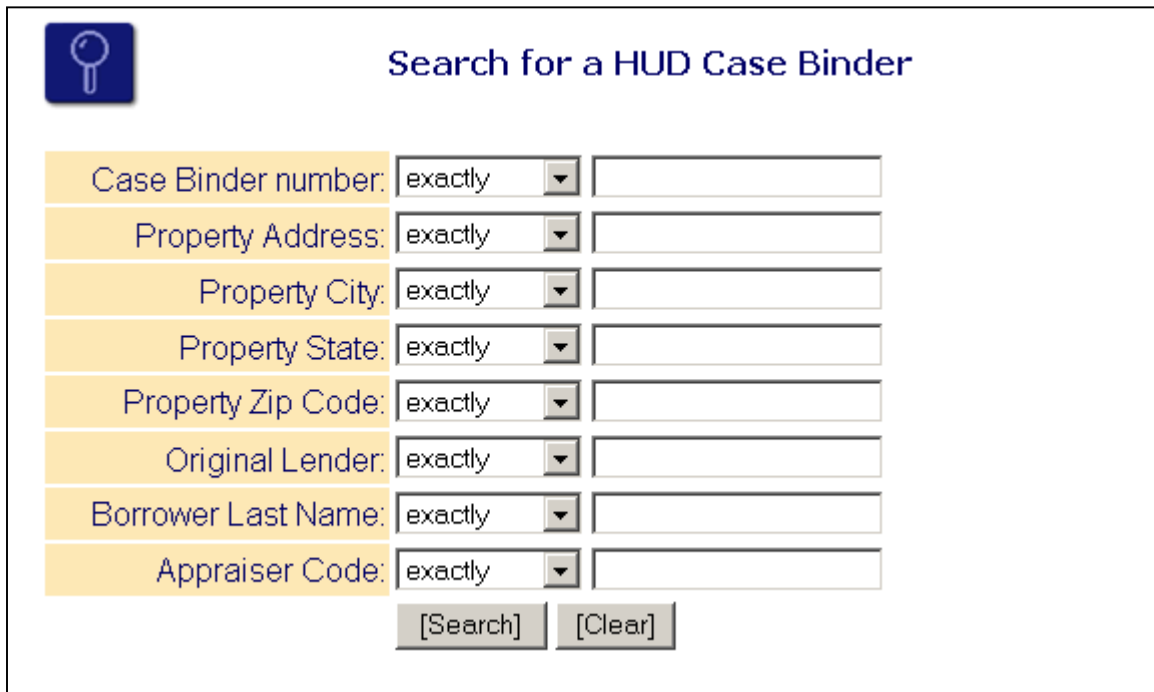
## Search for Case Binders


### Procedures:

Allows you to find binders based on 8 search criteria. As you use the criteria, you can choose 3 ways to search, you can look for exact matches, starting with, and ending with.

- **exact matches** (looks for exact matches)
- **starting with** (looks for records starting with what you entered)
- **ending with** (looks for records ending with the value entered)

After you have entered the criteria you want to use, click on search to search for the binders.



 **Search for a HUD Case Binder**

Case Binder number:	exactly	<input type="text"/>
Property Address:	exactly	<input type="text"/>
Property City:	exactly	<input type="text"/>
Property State:	exactly	<input type="text"/>
Property Zip Code:	exactly	<input type="text"/>
Original Lender:	exactly	<input type="text"/>
Borrower Last Name:	exactly	<input type="text"/>
Appraiser Code:	exactly	<input type="text"/>

[Search] [Clear]

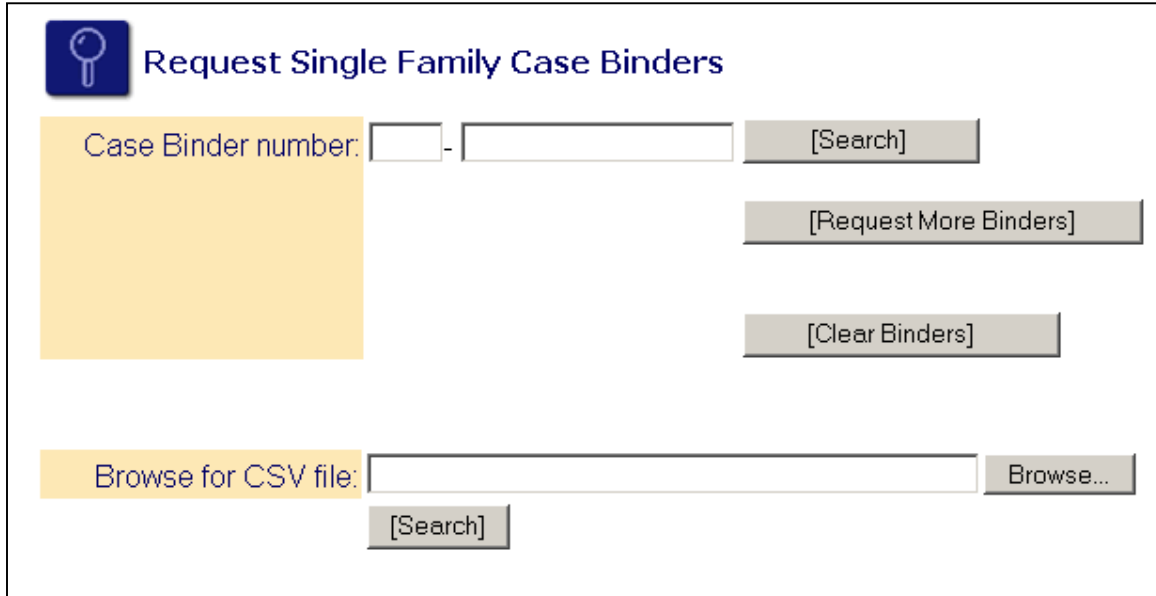
The binders found will be displayed 10 at a time on the page. You can click on the binder number to see the details about that binder. While looking at the details, you can request the binder by clicking on the "Request Binder" button. To speed up search results the system is designed to warn you when the results are larger than 100 binders. The system then returns only the first 100 binders.

### Notes:

## Request Case Binders

### Procedures:

Binders can be ordered two ways. The first is by binder number one to 20 at a time. The second is using a bulk file to order large numbers of files.



The screenshot shows a web form titled "Request Single Family Case Binders" with a key icon. The form includes a yellow highlighted section for manual entry: "Case Binder number:" followed by two input boxes separated by a dash, a "[Search]" button, a "[Request More Binders]" button, and a "[Clear Binders]" button. Below this is another yellow highlighted section for bulk upload: "Browse for CSV file:" followed by a file input box, a "[Search]" button, and a "Browse..." button.

To order them the first way, just type the binders in to the supplied fields, no dash is necessary, then click "Request More Binders" to add additional fields to enter more binders in. After you have entered all your binder numbers, click on the search button below the list of binders you just entered.

After you have reviewed the results of the search, if you want to order all of the found binders, click "check all" and then "Request Binder" to order the binders. (Binders currently not available will be placed in a queue and will be ordered as soon as they are available.)

On the order page you will see a list of the ordered binders and some information needed to process your order.

### Order Fields:

- **Type of Service:** Select Temporary Loan
- **Reason for Request:** Select from the following list: Program Staff Use, Office of the Inspector General, Office of General Counsel, HOC Use, QA Review, Dept. of Justice, HUD Enforcement, Center Freedom of Information Act, Court Case, or Other
- **Add comments here:** (If Request for other than listed, please describe here or place any other comments for the approving group.)

- **Address:** This is your default shipping address, make changes if necessary. Some HOCs do not allow “drop shipping” but if they do this will be the address used.
- **Request Binder Button:** Once clicked the order will be placed.

## Notes:

### ***Request Case Binders using a .csv file***

#### **Procedures:**

For bulk orders of case binders the best way to order binders is using a .csv file.

The easiest way to create a .csv file is to take the list of binders to be ordered in an Microsoft Excel file and remove all of the other data in the spreadsheet and just leave the column with the case binder numbers. Then choose "save as" under File in Microsoft Excel and select csv as the file type. Csv files by themselves do not have a maximum number of rows they can have, but if you create the csv in MS Excel then the limit is 65,536 rows or case binder numbers. Obviously for most scenarios that limit wouldn't be a problem.

If you want to create the csv file without Microsoft Excel, here is what a sample csv file looks like in Windows Notepad:

```
011-0000014  
011-0000043  
011-0908413  
011-0908465  
011-0909477  
011-0940215  
011-0954401  
011-0955827  
011-0980482
```

Insure the binders are in the above format and save the text file as a .csv.

Once you have the csv file, go to the Circulation section and choose "Request Case Binder" and then click on the "Browse" button to select your csv file on your computer. After you have selected the file click on the search button and the binders will be checked to see if they are in the system and if they are available.

After you have reviewed the results of the search, if you want to order all of the uploaded binders, click "check all" and then "Request Binder" to order the binders. (Binders currently not available will be placed in a queue and will be ordered as soon as they are available.)

On the order page you will see a list of the ordered binders and some information needed to process your order.

Order Fields:

- **Type of Service:** Select Temporary Loan
- **Select Ship to address:** Click on the browse button to select the appropriate address in the system to have the binders shipped to.
- **Reason for Request:** Select from the following list: Program Staff Use, Office of the Inspector General, Office of General Counsel, HOC Use, QA Review, Dept. of Justice, HUD Enforcement, Center Freedom of Information Act, Court Case, or Other
- **Add comments here:** (If Request for other than listed, please describe here or place any other comments for the approving group.)
- **Request Binder Button:** Once clicked the order will be placed.

### **Exercise:**

Use these binders to create a csv file in MS Excel.

041-7597523, 041-7599938, 041-7600514, 041-7616572

Order the binders in the csv file.

### **Notes:**

## **Request History (Open/Closed)**

### **Procedures:**

This page is for viewing your personal order list. Go to Circulation, and then select Request History (Open/Closed) and you will see all of your open requests. If you click on closed then it will show your closed orders.

	History(Open/Close)Requests for coordinator				
<a href="#">Show Closed Orders</a>					
[Columns enclosed may be sorted by when clicked on.]					
Request #	[Request Date]	Case Binder #	HOC ID	[Priority]	[Status]
5000961	2006-01-24	011-0000014	Headquarters		Ordered
5001003	2006-01-27	011-0954401	Headquarters		Ordered

### **Notes:**