



DISASTER VOUCHER PROGRAM (DVP) APPLICATION

USER GUIDE

**U.S. DEPARTMENT OF HOUSING
AND URBAN DEVELOPMENT**

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Revision Sheet

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1 READ BEFORE USING THE SYSTEM

1.1 Overview

This document is designed to assist users with the use of the Disaster Voucher Program (DVP) Application. DVP is designed to streamline the processing of families who lost housing as a result of any hurricane or disaster, and relocate families already in the HUD rental assistance programs. The application provides verification of family eligibility and allows data entry for their new or temporary housing assistance details.

1.2 Types of Users

There are broad categories of users of the system:

- a. Housing Authority Users (HA Users) – specifically personnel who work with Section 8 housing
- b. HUD Users and HUD relocation assistance contractors
- c. Guest Users (Usually non-HUD and non-HA contract staff)

When using the system, these different users will be able to perform actions based on their assigned roles in the system. Access rights for each user type are described in the Table 1.

Actions	HA User	HUD User	Guest User
1. Search for a family	Yes	Yes	Yes
2. Establish Eligibility	Yes	Yes	Yes
3. Update family information	Submit/modify ¹	Submit/modify*	Submit/modify
4. Record a family's lease	Submit/modify	Submit/modify	(No access)
5. View DVP Reports	Read only	Read only	Read only
6. Rollback records	Submit/modify	Submit/modify	(No access)
7. View Archives	Read only	Read only	Read only
8. Add Household	Yes	Yes	Yes
9. Approve New Household	Upon Request	Upon Request	Upon Request

Table 1 – User Access Rights

NOTE: The functionality to establish DVP Eligibility through the Questionnaire has been temporarily disabled.

1.3 What you Need to Use the System

- a. An understanding of Disaster Voucher Program Interim Operating Requirements
- b. A valid User Id and password to the PIC-IMS (PCTEST) system
- c. Access to the DVP Application (See Appendix A).

1.4 DVP Eligibility

Families are eligible to receive assistance through this program if, they meet the following criteria:

- a. The family must have been HUD-housed in the designated disaster Zone.
- b. The family must be designated by HUD as eligible for housing assistance under eligibility code HE (HUD Exception).
- c. Families currently participating in the KDHP and is eligible for the DVP, will have their KDHP assistance converted to DVP

¹ HA and HUD Users can modify lease information, where as Guest users do not have access to the “Lease information” section of the form.

1.5 New Security Measures in DVP Version 2.0: “Record Locking”

DVP system version 2.0 has incorporated some strict security measures that will restrict the record modification rights to the receiving PHA users only. The following bullets explain how the records are locked or opened for modification for HA and Guest users. Note that the **HUD** and **Super Users** are **not restricted** from modifying any such locked records.

- A Household assistance record is locked when that household is assigned to a Receiving PHA and Lease information is in place.
- A locked record can only be modified by the HA users that belong to the Receiving PHA for that record. Consider following situations:
- Scenario A-
 - a) A household named John Doe is assigned to the Houston Housing Authority (TX005) but lease information is not yet populated. This is record is **not yet locked** and can be modified by any type of user.
- Scenario B-
 - b) A household named John Doe is assigned to the Houston Housing Authority (TX005) and the **lease information is entered and saved**. This is record is now **locked**.
 - 1) This record can not be modified by the Guest user.
 - 2) This record is locked for the HA users that do not physically belong to the Houston HA (TX005)
 - 3) Only the HA users that belong to TX005 can now modify this record.

Explanation of the term: “HA Users that belong to the Receiving PHA”

The HA users’ user-ids will appear in the security list when the PHA they belong to is selected in the navigation drop-down boxes in the security list. See the screenshot provided below:

If a record is locked for TN001 (PHA selected in the screenshot), it can only be modified by the users listed under it. In this example such users are: *jxbourne*, *jpgoe*, *sksmith*, *gxwashing* etc. These users can modify the record provided they have access to the DVP sub module.

Any other users that do not belong to TN001 will have read-only access to the TN001 records.

User ID ▲	User Name ▲
jxbourne	Jason Bourne
jpgoe	John P. Doe
sksmith	Sandra K. Smith
gxwashing	George Washington
almaria	Ana L Maria

2 USING THE DVP SYSTEM

2.1 – LOGON

- a) **Open** a browser window (Internet Explorer and go to the following URL: <https://pictest.hud.gov/> (Please include the ‘s’ at the end of ‘http’ to read ‘https’)
- b) Some users may receive a security pop-up window as illustrated in Figure 1a. For security purposes users must click ‘Yes’ to proceed into the system
- c) If you do not receive this pop-up window, proceed to the Logon Page.
- d) **Type** in your User ID and Password and **Click** on ‘Logon to PIC’.



Figure 1a. You may see this box - Click ‘Yes’

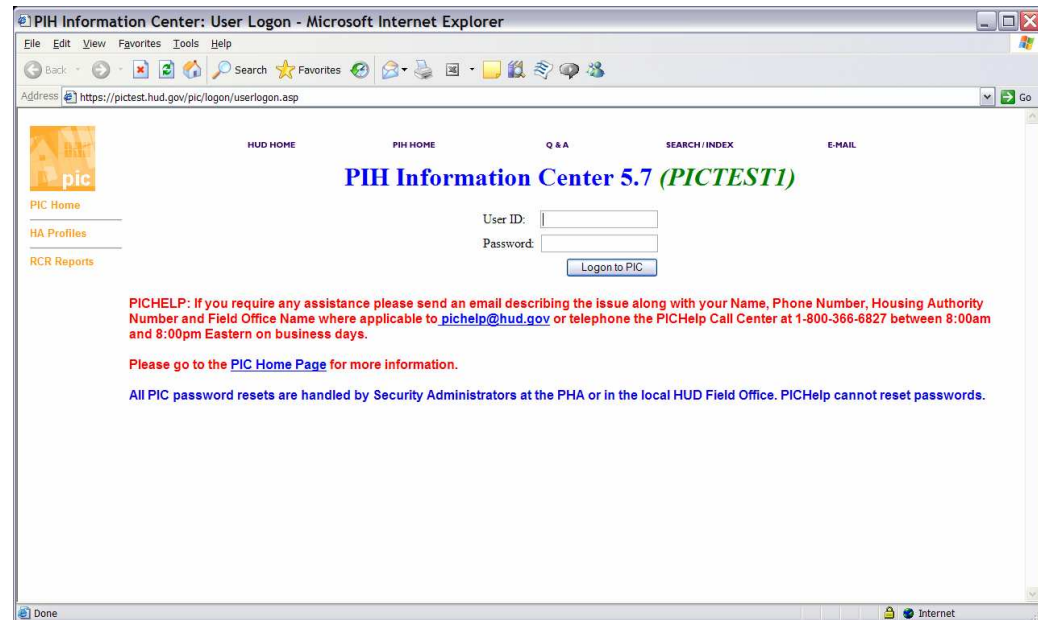


Figure 1b. – User Logon

2.2 – UPDATE USER PROFILE - NEW USERS ONLY

When a new User logs onto the DVP/PIC-IMS system, the User Profile screen is displayed. New Users are required to update their account information as described below (see figure 2a.)

- Under **User Contact Information Section**, enter first name, last name and select a Salutation from drop-down list.
- Under **Mailing Address Section**, enter mailing information in required fields (marked in asterisks).
- Under **Password Information Section**, type in your New Password and Enter information in the required fields (Password should be a minimum of eight (8) but less than fourteen (14) characters, including numbers, symbols).
- Click on the **Save** Button at the bottom right of the screen. The **public and Indian housing information center** Screen is displayed.

User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Internet Options

Address https://nthhq149.hud.gov/pic/userprofile/userprofile_nonwass.asp Go Links >>

HUD HOME PIH HOME Q & A SEARCH/INDEX E-MAIL

pic User Profile

User Profile

Please complete the user registration information on this page.

PIC Home UserID: david

HA Profiles

RCR Reports

User Contact Information

First Name: david

Last Name: david

Title:

Salutation: (None Selected)

Address Type Mailing Address

Address Line 1: *

Address Line 2:

City/Locality: *

County:

State: Alaska

Zip Code: * - *

Phone Number: (0-)

Ext:

Fax Number: (0-)

Email Address: asd@sdsf.com

User Password Information

New Password: *

Confirm Password: * Passwords must be at least 8 and no more than 14 characters

Secret Question: *

Answer to Secret Question: *

Save

Done Internet

Figure 2a – Updating the User Profile for New Users

2.3 – NAVIGATE TO DVP APPLICATION

- a) Once user is logged into the **public and Indian housing information center** Screen displayed (see figure 3a)

Note:

Available options on the left menu are dependent on User access rights.

- b) On the left menu bar as shown in Figure 3a, Click on “**PIH Information**” Button.
- c) Then select “**Disaster Assistance**” from the submenu displayed.

PIH Information Center - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://nthqd149.hud.gov/PIC/common/picmainnavigation.asp> Go Links >>

public and indian housing information center
Release 5.7.1

PIH Information

- Event Tracking System
- SEMAP
- Risk Assessment
- Drug Elimination Reporting
- KDHAP
- Disaster Assistance**

Open the Disaster Assistance submodule 1/22/2005

PIC HEADLINES

- KDHAP Version 3.0 in PICTEST - 12/6/2005**
KDHAP was updated Debember 3-4, 2005 [\[full text\]](#)
- PIC Now Works with Newer Browsers - 12/2/2005**
Time to update your web browsers [\[full text\]](#)
- 9/30 SEMAP Certifications due 11/29 - 12/2/2005**
FYE 9/30 SEMAP Certifications must be submitted by 11/29/05 [\[full text\]](#)

[Browse](#) all PIC Headlines.

PICHELP Information

If you require any assistance please send an email describing the issue along with your Name, Phone Number, Housing Authority Number and Field Office Name where applicable to pichelp@hud.gov or telephone the PICHelp Call Center at 1-800-366-6827 between 8:00am and 8:00pm (EST) on all business days.
Please go to the [PIC Home Page](#) for more information.

LOGOFF HUD HOME PIH HOME Q & A SEARCH/INDEX E-MAIL

javascript:SubmitToNavigate('02','08'); Local intranet

Figure 3a – Select PIH Information, Disaster Assistance

2.4 – PRIVACY ACT WARNING AND ACCEPTANCE

a) When user clicks on the DVP Submenu, the “**Privacy Act (See Figure 4a) Statement and Compliance Notice**” page is displayed.

b) Click “**Agree**” to launch DVP Application.

Note

You cannot access the DVP system without agreeing to this Notice.

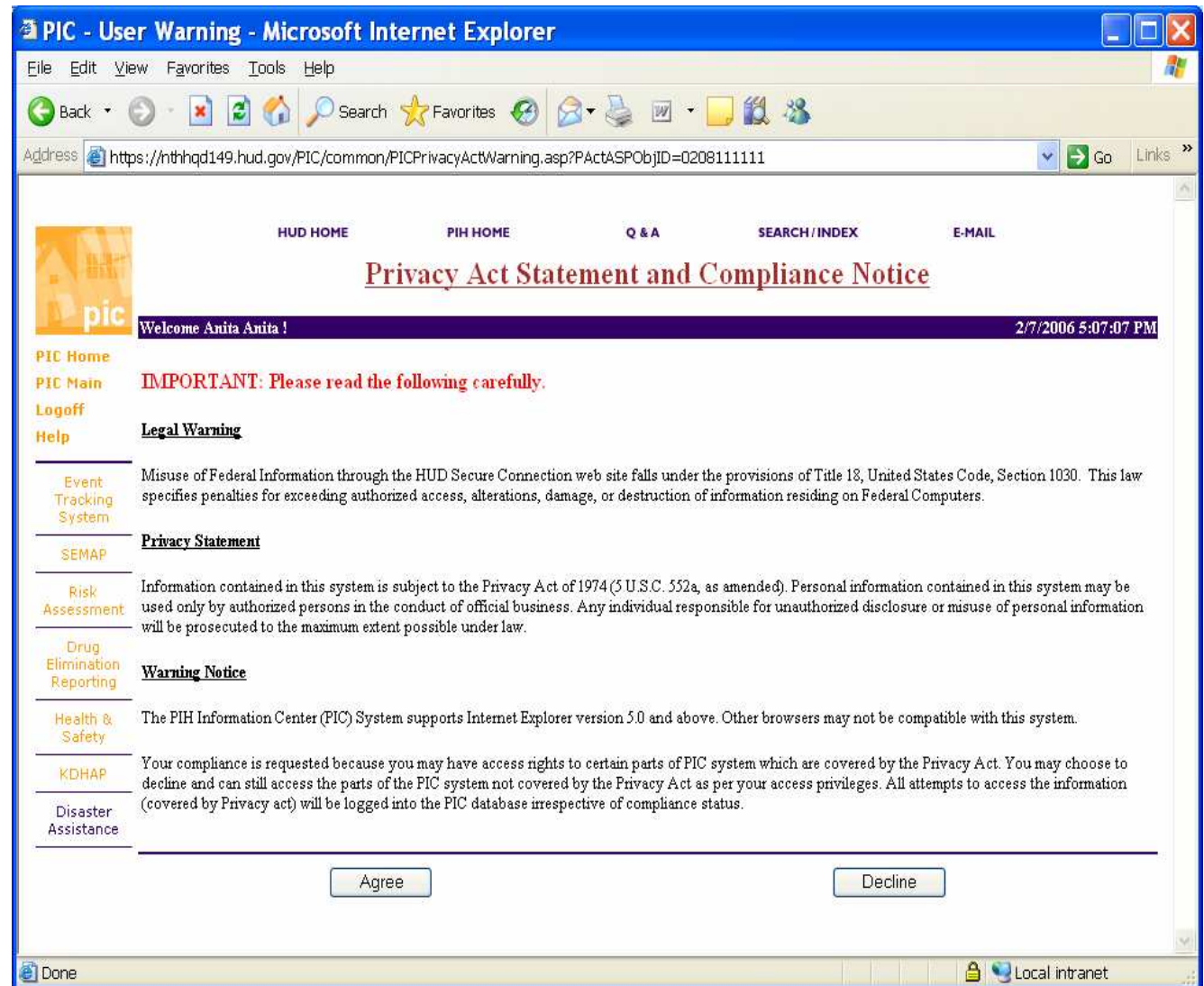


Figure 4a – Read before accepting

2.5 – SEARCHING FOR HOUSEHOLD ASSISTANCE RECORDS

After accepting the Privacy Act Notice, the Search for Household Assistance Details page opens as shown Figure 5a.

- a) This screen can be used to search for Household Assistance Details using the any one of the three **Head of Household (HOH) information** listed below:
- By Social Security Number (SSN)**
 - By Other Information** – Type in last name and at a minimum, one of the following characteristics: first name and/or Sex and/or date of birth (MM/DD/YYYY).
- b) Click the corresponding **Search Button**.

Notes

Search – When Searching by Information Last name and one of the following is required:

- First name
- Date of birth
- Sex

System Access – System security is role based, so some functions may not be available to you. For a detailed explanation, please see *Section 1. - “Who Should Use the System.”*

Functionality – When a family is found, DVP may be used to record information about that family including: Updated family information, assignment to a PHA, and recording a family’s lease (for HUD reimbursement).

DVP Reports

Search Households Assistance Details Add Households

Disaster Voucher Program (Ver 1.0)

Search for Household Assistance details

Search by SSN:

SSN: Search

Search by Information:

Last Name: (required)

First Name:

Sex:

Date of Birth: mm/dd/yyyy Search Reset All

Searching by information may take long time to retrieve results as it may match several last names. To get the results faster please provide as many characters of Last name and first name as possible along with Date of birth and gender.

[Click here to view/update details of households already assigned to PHA](#)

Figure 5a – Search for Household Details

2.7 – VIEWING/EDITING HOUSEHOLD ASSISTANCE DETAILS

Required Fields

The following fields MUST be updated before the record can be saved. (See Figure 7a)

- a. **Pre Disaster Program Type**
 - i. PH - Displaced Public Housing Resident
 - ii. VO - Displaced Voucher Family
 - iii. OH - Displaced Other Federally Assisted Housing Family
 - iv. HL – CPD (Homeless)
 - v. MF - Multifamily
 - vi. MR –Mod Rehab
- b. **New Program Type (required if a ‘Receiving PHA’ is selected)**
 - i. NV - DVP Voucher
 - ii. PH - Public Housing
 - iii. PI - Voucher Port In
 - iv. VA - Voucher Absorbed
 - v. MF – Multi Family
 - vi. US – USDA Assistance
 - vii. HL – CPD Assistance
 - viii. OT- Other Federal Assistance
- c. **Bedroom Size (Prior and Requested)**
- d. **Family Members (if applicable)**
- e. **Total Number of Family Members**
- f. **HA Determined Eligibility** (For HA Users only, others can leave the default value unchanged)

NOTE: A locked record (household assistance record with lease information) can be edited only by a PHA user that belongs to the Receiving PHA. See the section 1.5 about DVP v2.0 security changes.

DVP Reports

Search Households
Assistance Details
Add Households

Disaster Voucher Program (Ver 1.0)

Details for SSN: XXX-XX-XXXX

Head of Household Name: [Redacted] (FirstName | Middle Initial | Last Name)

Program: Disaster Voucher Program

Initial PHA (Code and Name): TRACS FHA MULTIFAMILY

Sex: F **Date of Birth:** [Redacted] (mm/dd/yyyy)

Disaster Program Code: [Redacted] **HA Determined Eligible:** Yes No

Pre Disaster Program Type:* MF - MultiFamily

Contact Numbers (and comments): [Redacted] Alt: [Redacted]

Pre Disaster Address: [Redacted] Eutaw AL 35462

Current Address: [Redacted]

Receiving PHA Information: Assign PHA now! Assign PHA later!
[Click here to view the contact information of housing Authorities](#)

Receiving PHA Contact Name: [Redacted] **Receiving PHA Email:** [Redacted]

Receiving PHA Contact Number: [Redacted] **Receiving PHA Fax Number:** [Redacted]

New Program Type: - Select New Program Type - **Bedroom Size: Prior*** [Redacted] **Requested*** [Redacted]

Family members: Enter up to 14 more family member names here. Following fields are required for each valid entry
Required fields: First Name, Last Name, Date of Birth, Gender and Citizenship Indicator

#	First Name*	MI	Last Name*	SSN	Date of Birth*	Sex*	Disbl Ind	Citizenship*
1	[Redacted]		SMITH	[Redacted]	[Redacted]	F	Y	[Redacted]
2						[Redacted]	[Redacted]	[Redacted]
3						[Redacted]	[Redacted]	[Redacted]
4						[Redacted]	[Redacted]	[Redacted]
5						[Redacted]	[Redacted]	[Redacted]

Figure 7a – Edit Family Assistance Details

2.8 – UPDATING FAMILY MEMBERS INFORMATION

- a) Missing family members may be added to the system through the family member details section.
- b) Each valid entry must have First Name, Last Name, Date of Birth and Citizenship status populated.
- c) First entry, reserved for Head of Household, can not be modified except for Citizenship status.
- d) Total number of family members includes the head of household as well.

#	First Name*	MI	Last Name*	SSN	Date of Birth*	Sex*	Disbl Ind	Citizenship*
1	[Redacted]		[Redacted]	[Redacted]	[Redacted]	M	N	Yes <input type="button" value="v"/>
2	[Redacted]		[Redacted]	[Redacted]	[Redacted]	F <input type="button" value="v"/>	No <input type="button" value="v"/>	Yes <input type="button" value="v"/>
3	[Redacted]		[Redacted]	[Redacted]	[Redacted]	F <input type="button" value="v"/>	No <input type="button" value="v"/>	No <input type="button" value="v"/>
4						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
5						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
6						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
7						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
8						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
9						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
10						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
11						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
12						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
13						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
14						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
15						<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>

Total Number of Family Members:* 3

Figure 8a – Edit Family members details

2.9 – ASSIGNING PHA LATER

a) Users may opt to assign PHA later. To do so, leave the record in its default state as shown in Figure 9a .	Receiving PHA Information: <input type="radio"/> Assign PHA now! <input checked="" type="radio"/> Assign PHA later!	
	Click here to view the contact information of housing Authorities	
	Receiving PHA Contact Name: <input type="text"/>	Receiving PHA Email: <input type="text"/>
	Receiving PHA Contact Number: <input type="text"/>	Receiving PHA Fax Number: <input type="text"/>

Figure 9a – Select Assign PHA Later to Save Record Without a PHA

2.10 – ASSIGNING PHA NOW/SEARCH FOR PHA

a) Select Assign PHA Now! to fill out all PHA information. (See Figure 10a)	Receiving PHA Information: <input checked="" type="radio"/> Assign PHA now! <input type="radio"/> Assign PHA later!	
	Click here to view the contact information of housing Authorities	
b) To search for the PHA codes and organization details, click on the Link “ Click here to Search PHA Information ”	HQ Office: Hub: Field Office: Housing Authority: State:	Program Type:
	<input type="button" value="Click here to Search for PHA Information"/>	

Figure 10a – Select Assign PHA Now to Save Record with a PHA

2.11 – SEARCHING FOR A PHA BY NAME

- a) To search for **PHA By Name** type in first the few characters of PHA name and click search (See Figure 10a.) (At least 3 characters are required for successful search.)

The screenshot shows a web application interface for the Disaster Voucher Program (Ver 1.0). At the top, there is a navigation bar with three tabs: "DVP" (highlighted in green), "Reports", and "Assistance Details". Below the navigation bar, there are three buttons: "Search Households", "Assistance Details", and "Add Households". The main heading is "Disaster Voucher Program (Ver 1.0)". Below this, the section is titled "Search PHA details". A paragraph of instructions reads: "Please enter first few characters of PHA name and click 'Search PHA Hierarchy details' button to search for PHA organization hierarchy details. To select the details of desired PHA found within results, click 'Select this PHA' button located next to the PHA Name. Click Cancel Button to return to the original page without selecting new PHA." Below the text is a search input field, a "Search PHA." button, and a "Cancel" button. A green message below the input field states: "Please enter first few characters of PHA name to search for its details. At least 3 characters are required".

Figure 11a – Search for a PHA

b) Chose the appropriate match from the displayed list, and click **“Select this PHA”** button located next to it (see Figure 11b).

When the **“Select this PHA”** button has been clicked, the PHA information is automatically populated in the main Household Assistance Details screen (see Figure 11c)

Figure 11b – A List of PHAs with Names Matching The Search Text

Figure 11c – PHA details populated back in the Assistance Details page.

2.12 – ENTERING LEASE INFORMATION - HA USERS ONLY

The Lease information Section of the form is NOT available to Guest users.

Figure 11a shows the New Lease Information Section located at the bottom of the form. **This section is available only to HA and HUD users.** This Section is used to record the lease assistance provided by a PHA to the Household.

HA Determined Eligible indicator has to be ‘Yes’ before a User can enter Lease information for a Household receiving HUD Assistance.

In addition, the Lease Details section is *not displayed* to the user when one or more of the following conditions are true:

- User does not have enough privileges to modify the lease details.
- HA Determined Eligibility is set to NO.
- The New Program Type is one of the following:
 1. PH – Public Housing
 2. MF – Multifamily Assistance
 3. US – USDA Assistance.
 4. OT – Other Assistance

All the fields displayed on Lease information Section with asterisks are required.

New Unit/Lease Information

DVP Lease Record #: 1 View KDHAP Lease History Submit Data without Lease Information		
Payment Standard:* \$600.00	Rent To Owner:* \$631.00	Utility Allowance:* \$115.00
Gross Rent: \$746.00	HAP Total: \$600.00	Utility Reimbursement: \$0.00
New Unit Address:* <input type="text" value="0000-0000-0000"/>	Apt #: <input type="text"/>	Actual Bedroom Size:* 4
City:* <input type="text" value="0000"/>	State:* KY	Zip Code:* 70053
Owner Name:* <input type="text" value="0000000000"/>		Owner TIN:* <input type="text" value="0000000000"/>
Lease Effective Date:* 02/01/2006	Lease Termination Date:* 03/28/2006	DVP Contract End Date: 09/30/2007
Max 250 characters (approx 4 lines) from the comment text will be saved.		
Comments: <input style="width: 90%;" type="text"/>		<input type="button" value="Update Current Lease"/> <input type="button" value="Cancel"/>
		<input type="button" value="Save As New Lease"/> <input type="button" value="RollBack"/>

Figure 12a – Lease information

HA Determined Eligible: Yes No

Figure 12b – HA Determined Eligible Indicator

2.13 – CREATING NEW LEASE RECORD / VIEWING PREVIOUS LEASE RECORDS

- a) DVP will not allow any lease effective date prior 2/1/2006.
- b) To Create New Lease for a particular household, Search his record via search Screen and bring up Assistance Details page.
- c) Make sure current Lease information is completely entered and is valid.
- d) In the Lease information section of page enter information about new lease. Make sure the New Lease effective date is greater than previous Lease termination Date.
- e) When all new lease details has been filled in, click on “Save as New lease” button to save new information as next Lease record.
- f) To verify that the new lease was created bring up the assistance details screen again.
- g) At the bottom of the screen an extra button with title “View previous Lease record” will be displayed.
- h) Click on title “View previous Lease record” to view pervious Lease records.

The screenshot shows the 'DVP Lease Record # 1' form. The form contains several input fields for lease details:

- Payment Standard: \$600.00
- Rent To Owner: \$631.00
- Utility Allowance: \$115.00
- Gross Rent: \$746.00
- HAP Total: \$600.00
- Utility Reimbursement: \$0.00
- New Unit Address: [Redacted]
- Apt #: [Redacted]
- Actual Bedroom Size: 4
- City: [Redacted]
- State: KY
- Zip Code: 70053
- Owner Name: [Redacted]
- Owner TIN: [Redacted]
- Lease Effective Date: 02/01/2006
- Lease Termination Date: 03/28/2006
- DVP Contract End Date: 09/30/2007

 At the bottom, there is a 'Comments' section with a text area and a note: 'Max 250 characters (approx 4 lines) from the comment text will be saved.' To the right of the comments are four buttons: 'Update Current Lease', 'Cancel', 'Save As New Lease' (highlighted with a red box), and 'RollBack'.

Figure 13a – Saving New Lease Record

This screenshot is identical to Figure 13a, showing the same lease record form. However, the '<< View Previous Lease Record' button at the bottom left of the form is highlighted with a red box, indicating the next step in the process.

Figure 13b – Viewing Previous Lease Record

2.14 – FIXING INPUT ERRORS IN THE ASSISTANCE DETAILS FORM

- a) When you press **Update Current Lease or Save as New Lease** on the main Assistance Details form, you may receive an error message similar to **Figure 13a**.
- b) To fix this, **scroll** to the top of the page to view the list of errors. (See **Figure 13b**)
- c) Fix all the errors and **click** the **Update Current Lease or Save As New Lease** again. Repeat until there are no further errors



Figure 14a – Please Review Errors at the Top of the Form

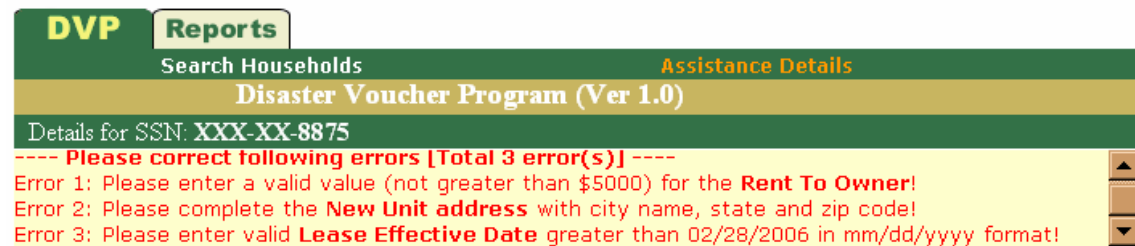


Figure 14b – Review and Fix In the Form the Listed Errors

2.15 – ROLLING BACK LEASE/ASSISTANCE RECORDS - HUD/SUPER USERS ONLY

- Rollback functionality can be used to clear erroneous assistance details or lease details.
- For Users with Rollback privileges, the Household Lease/Assistance details page will display “Rollback” button at the bottom of the page.
- Click this button to navigate to Rollback options.
- Rollback options page will display all the lease records available for the selected household.
- Users may choose to rollback either the most recent lease record or all of them. (The most recent lease record is displayed as the top row of the table with light brown background.)
- Click one of the Rollback buttons to rollback appropriate record. The status of rollback will be displayed at the bottom of the page

Figure 15a – Rollback Lease and Assistance Records

Lease Record Number	Payment Standard (\$)	Rent To Owner (\$)	Lease Start	Lease End	New Program Type	Receiving PHA	Last Update Date-Time	Updated by (user id)
1 [Modify]	696.00	696.00	02/01/2006	09/30/2006	NV	LA001 New Orleans HA	Feb 8 2006 3:48PM	anita

Lease Record Number	Payment Standard (\$)	Rent to Owner (\$)	Lease Start	Lease End	New Program Type	Receiving PHA	Last Update Date-Time	Updated by (user id)
-2	-696.00	-696.00	-10/01/2006	-12/30/2006	-NV	-LA001 New Orleans HA	-Feb 8 2006 3:50PM	-anita

Figure 15b – Rollback Lease Record Screen

2.16 – PORT OUT – RECEIVING PHA USERS ONLY

- a) Port out functionality is used to move a household from one Receiving PHA to Another.
- b) Only an HA user that belongs to the Receiving PHA can perform Port out.
- c) Port Out process involves following steps:
 1. Open a household record for modifications and click Port Out button located in the Receiving PHA box.
 2. Click Yes on the Message box (figure 16 B) displayed and Port out Options page will appear.
 3. Select new PHA (to which selected household will be Ported Out) using Select New PHA Button.
 4. Enter comments if any.
 5. Click Port Out button to complete the process.
- d) Port out process essentially creates additional blank lease with the new PHA.
- e) After successful port out current PHA user can not edit the record. The record modification privileges are now with the new PHA users.

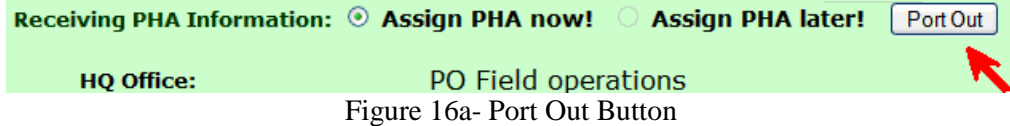


Figure 16a- Port Out Button

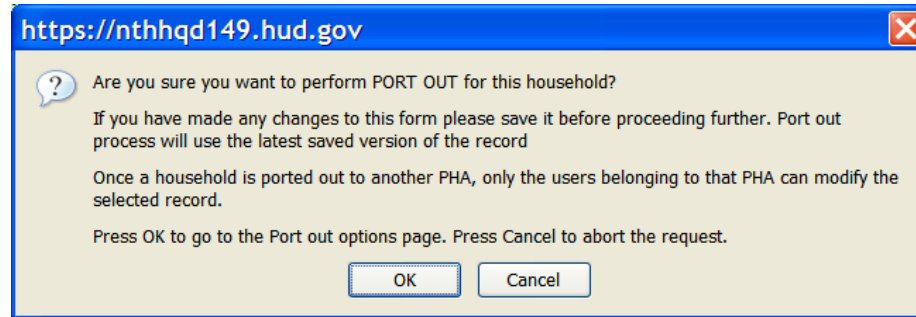


Figure 16b- Port Out Process Message box

Head of Household Name: JOHN SMITH (FirstName Middle Initial Last Name)	
Program: Disaster Supplemental Voucher Program	
Initial PHA (Code and Name): LA013 JEFFERSON PARISH HOUSING AUTHORITY	
Sex: M	Date of Birth: 08/03/1970 (mm/dd/yyyy)
Pre Disaster Program Type: VO - Displaced Voucher Family	
Current PHA:	
HQ Office:	PO Field operations
Hub:	6HNWO New Orleans Hub
Field Office:	6HPH NEW ORLEANS HUB OFFICE
Housing Authority:	LA001 New Orleans HA
State:	LA Program Type: Combined
New PHA:	
HQ Office:	PO Field operations
Hub:	4HATL Atlanta Hub
Field Office:	4APH ATLANTA HUB OFFICE
Housing Authority:	GA199 SANDERSVILLE
State:	GA Program Type: Low Rent
<input type="button" value="Search and Select New PHA"/>	
Max 250 characters (approx 4 lines) from the comment text will be saved.	
Ported out as per households request.	
Comments:	
<input type="text"/>	
<input type="button" value="Port Out"/>	<input type="button" value="Cancel"/>

Figure 16c- Port Out Options page

2.17 – VIEWING RECORDS ALREADY ASSIGNED TO A PHA

- a) To search for a record already updated and assigned to a PHA, click on the view and update details link at the bottom of the screen. Alternately you can also select the link “**Assistance Details**” located at the top to view list of Households assisted by a PHA. (See Figure 15a).

The screenshot displays the 'DVP Reports' interface. At the top, there are three tabs: 'Search Households', 'Assistance Details' (highlighted with a red box), and 'Add Households'. Below the tabs is a header for 'Disaster Voucher Program (Ver 1.0)'. The main section is titled 'Search for Household Assistance details'. It features two search methods: 'Search by SSN:' with an input field and a 'Search' button; and 'Search by Information:' with fields for 'Last Name:' (marked as required), 'First Name:', 'Sex:' (a dropdown menu), and 'Date of Birth:' (with a date format hint 'mm/dd/yyyy') and a 'Search' button. A 'Reset All' button is also present. A note below the search fields states: 'Searching by information may take long time to retrieve results as it may match several last names. To get the results faster please provide as many characters of Last name and first name as possible along with Date of birth and gender.' At the bottom, a red-bordered box contains the text: 'Click here to view/update details of households already assigned to PHA'.

Figure 16a – Click on this link To View Records Assigned to a PHA

- b) The PHA Search screen displayed will be empty. Search and select for a PHA by clicking on the “**Search for PHA information**” button.
- c) Select SSN link for the required record from the list displayed to view/edit the details of assistance.

Figure 16b – Search for PHA Information

#	SSN	First Name	Last Name	Date of Birth	Sex	Pre-Disaster Address	Archived Data
1	XXX-XX-████	████	NEWTON	██████	F	████████████████████	View
2	XXX-XX-████	SANG	████	██████	F	████████████████████	View
3	XXX-XX-████	████	WOODS	██████	F	████████████████████	View
4	XXX-XX-████	ANDREW	████	██████	M	████████████████████	View
5	XXX-XX-████	████	SMITH	██████	F	████████████████████	View
6	XXX-XX-6789	Abraham	Lincoln	██████	M	,	View
7	XXX-XX-████	████	ARCHIELD	██████	F	████████████████████	View

Figure 16c – Click on One of The Links To View Records Assigned to a PHA

2.18 – OPENING THE REPORT SCREEN

- a) Click on the **Report** tab to open the Report Screen.
- b) There are three types of Reports available
 - i. Transaction Report
 - ii. New Household Report.



Figure 17a – Click on Report to Open the Report Screen

2.19 – RUNNING TRANSACTION REPORT

- a) Click on the Report tab.
- b) Click on “Click here to Search and Select PHA” to select the HA to report on. (See Figure 18)
- c) Once the HA is selected, check the desired boxes of the fields to view on the report.

DVP Reports
Report **New Households Report**

Transaction Report - Disaster Voucher Program(Ver 2.0)

Data Filters for Transaction Report

Receiving PHA options: **View records for selected PHA** **View records for ALL PHAs**

HQ Office: PO Field operations
Hub: 6HFTW Fort Worth Hub
Field Office: 6EPH HOUSTON PROGRAM CENTER
Housing Authority: TX005 Houston Housing Authority
State: TX **Program Type:** Combined

[Click here to Search and Select PHA](#)

Old Family Category: -- ALL --
New Program Type: -- ALL --

Select the columns to be displayed:

<input checked="" type="checkbox"/> SSN	<input checked="" type="checkbox"/> Name	<input checked="" type="checkbox"/> Date of Birth
<input checked="" type="checkbox"/> Sex	<input type="checkbox"/> Total Family Members Count	<input checked="" type="checkbox"/> PHA Determined Eligibility
<input type="checkbox"/> Prior Bedroom Size	<input type="checkbox"/> Requested Bedroom Size	<input type="checkbox"/> Actual Bedroom Size
<input checked="" type="checkbox"/> Initial PHA	<input checked="" type="checkbox"/> Payment Standard	<input checked="" type="checkbox"/> Gross Rent
<input checked="" type="checkbox"/> Rent to Owner	<input checked="" type="checkbox"/> Utility Allowance	<input checked="" type="checkbox"/> HAP Total
<input checked="" type="checkbox"/> Utility Reimbursement	<input checked="" type="checkbox"/> Lease Effective Date	<input checked="" type="checkbox"/> Lease Termination Date
<input type="checkbox"/> DVP Contact End Date	<input checked="" type="checkbox"/> Receiving PHA Code	<input checked="" type="checkbox"/> Receiving PHA Name
<input type="checkbox"/> Ported Out?	<input type="checkbox"/> Disaster Program Code	<input checked="" type="checkbox"/> Predisaster Program Type
<input type="checkbox"/> Primary Contact Number	<input type="checkbox"/> Alternate Contact Number	<input checked="" type="checkbox"/> New Program Type
<input type="checkbox"/> New Unit Address	<input type="checkbox"/> Owner Name	<input type="checkbox"/> Owner TIN
<input type="checkbox"/> Transaction ID		

[Show Report](#) [Download into Excel](#)

Figure 18a – Select the HA to Report on and Check Boxes for Fields in the Report

- d) When all the fields that should be in the report are added, **click the Show Report Button**. The generated report will open in a new Browser window. (See Figure 18b).
- e) Print, Save, or Copy the report as required.
- f) To go back to the DVP system, close the Report Window.
- g) The report can also be viewed as an excel spreadsheet. Click the **“Download into Excel”** (See Figure 18c)

#	SSN	Name	Date of Birth	Sex	PHA Determined Eligibility	Initial PHA	Payment Standard	Gross Rent	Rent to Owner	Utility Allowance	HAP Total	Utility Reimbursement
1	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA001 New Orleans HA	0	0	0	0	0	0
2	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA001 New Orleans HA	733	733	601	132	733	0
3	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA001 New Orleans HA	1232	1232	0	1232	1232	0
4	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA013 JEFFERSON PARISH HOUSING AUTHORITY	743	743	0	743	743	0
5	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA013 JEFFERSON PARISH HOUSING AUTHO	990	990	699	291	990	0
6	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA001 New Orleans HA	743	743	635	108	743	0
7	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA013 JEFFERSON PARISH HOUSING AUTHO	1232	1232	1147	85	1232	0
8	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA001 New Orleans HA	733	733	0	733	733	0
9	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA001 New Orleans HA	990	990	0	990	990	0
10	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA012 KENNER HOUSING AUTHORITY	743	743	0	743	743	0
11	XXX-XX-XXXX	[REDACTED]	[REDACTED]	Female	No	LA001 New Orleans HA	743	743	545	198	743	0

Figure 18b – The new report opens up in a new Browser Window

#	SSN	Name	Date of Birth	Sex	PHA Deter	Initial PHA	Payment \$	Gross Rent	Rent to Ov	Utility Allo	HAP Total	Utility Reir	Lease Effe	DSVP Cor	Receivn
1	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	743	743	635	108	743	0	1/1/2006	9/30/2007	TX005
2	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
3	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	743	743	0	743	743	0		9/30/2007	TX005
4	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	990	990	0	990	990	0		9/30/2007	TX005
5	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	743	743	0	743	743	0		9/30/2007	TX005
6	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	743	743	0	743	743	0		9/30/2007	TX005
7	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
8	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	743	743	622	121	743	0	9/13/2005	9/30/2007	TX005
9	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
10	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	1245	1245	0	1245	1245	0		9/30/2007	TX005
11	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
12	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	1245	1245	0	1245	1245	0		9/30/2007	TX005
13	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	743	743	569	174	743	0	9/17/2005	9/30/2007	TX005
14	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
15	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	612	612	0	612	612	0		9/30/2007	TX005
16	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
17	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA013 JEF	743	743	699	44	743	0	10/7/2005	9/30/2007	TX005
18	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
19	XXX-XX-(Hidden)	(Hidden)	(Hidden)	Female	No	LA001 Nev	640	640	0	640	640	0		9/30/2007	TX005

Figure 18c – The report as an excel Spreadsheet

2.20 – RUNNING NEW HOUSEHOLDS STATUS REPORT

- a) To view the status of Newly Added Households click on the Reports tab
- b) Then select the ‘New Household Report’ Link.
- c) Under ‘Select View’ user has the options to view any of the following reports.
 - a. Approved Records.
 - b. Rejected Records.
 - c. Pending Records.
- d) The Click ‘View Report’
- e) Report can also be downloaded into Excel by clicking on ‘Download into Excel’ button.

DVP		Reports		New Households Report										
Report														
Disaster Voucher Program (Ver 1.0)														
New Households Status Report														
Select View:		Approved Records		View Report		Download into Excel								
		- Select Report Type -		Approved Records. (6 Rows)										
#	SSN	Full Name	Approved Records	Rejected Records	Pending Records	Disaster Code	CitizenShip?	Old Program	Initial PHA	Old Address	Purpose	Comments		
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	M	N	1604	Y	MF		HB		
2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	M	N	1603	Y	HL		HB		
3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	M	N	1606	N	MR	23 Sunshine Blvd W- 23 ShinyCity DC 53475	HF		
4	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	F	N	1604	N	PH	GA175 ROCHELLE	12324 Driving Range 452 Rockville AZ 22104	HB	szfz dsgh sdgbdb 5 7 ur75 niedtyjtf68m nfumdj gc ndtyujt6u7jtgj
5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	M	Y		Y	PH	GA199 SANDERSVILLE		OP	f jgh yfu km k89 679it ikHPL?^TT* (HOL K"L"{P}) PL{:Y c
6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	M	Y		Y	HL			HB	

Figure 19 – New Households Status report

APPENDIX A – DVP SECURITY ADMINISTRATION Q& A

Setting up users in DVP Users accounts are set up in DVP by users who are designated as Security Administrators in PIC and PICTEST. If you are a Security Administrator, you will have a PICTEST menu option under “PIC Maintenance” called “Security Administration”. If you do not have such a menu choice, this appendix does not apply to you.

Introduction: There are two steps to setting up a user in PICTEST1 to work on DVP. A user account must be created. For DVP, all user accounts will be created as “Guest” users in the REACS Division of headquarters.

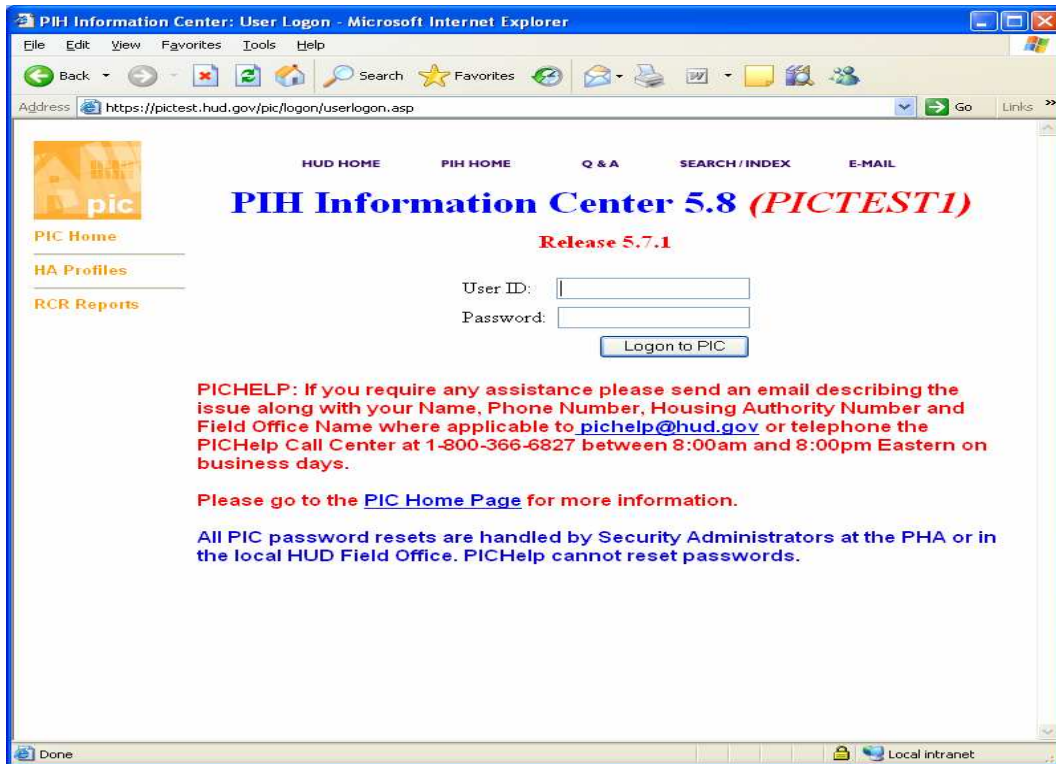
Always logon to PICTEST using:

<http://pictest.hud.gov/PIC/Logon/userlogon.asp>

You will be asked to authorize a certificate. Click “Yes”.

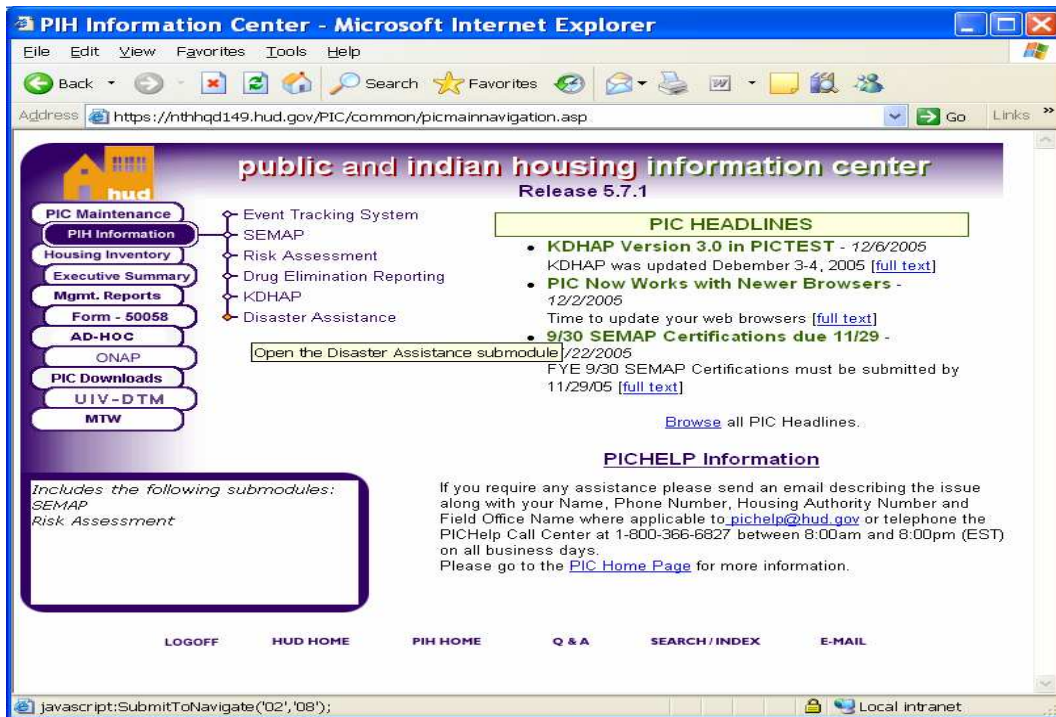


The PICTEST1 Logon screen appears next.



Enter the User ID and password and click “Logon to PIC”.

The PIC Main menu appears (the menu choices vary depending on your individual access rights).



Frequently Asked Questions

Q: How can I add a new contractor user in PIC?

A: First the user account must be created (if it does not already exist).

- Select “PIC Maintenance” and “Security Administration”.
- Select View “Division User”.
- For contractors, select HQ Office “KDHAP Contractors” (bottom of pull-down list).
- Select “Create New PIC User”.
- Select “Guest User” (for all non-HUD contacts and contractors).
- Enter user information (Last name, First name, Middle Name or Initial).
- User ID (system generated) = first initial, middle initial (or “x”) and first six or less letters of user’s last name in lower case. (If the same User ID is already in use, the system will add “01” or next sequential number to ID when saving).
- If user does not have an e-mail address or you do not know what it is, enter none@email.com (because it is a required field). The user can change it later in “User Profile”.
- Initial password should ALWAYS be “Password1” (note upper/lower case).

Q: How can I add a new HA User in PIC?

A: First the user account must be created (if it does not already exist).

- Select “PIC Maintenance” and “Security Administration”.
- Select View “FO HA User”.
- Select the appropriate Hub from the pull-down list.
- Select the appropriate Field office (if there is a pull-down list; some do not have one).
- Select the Field Office HA (public housing authority) from the pull-down list.
- Select “Create New PIC User”.
- Select “HA User” for HA staff members.
- Enter user information (Last name, First name, Middle Name or Initial).
- User ID (system generated) = first initial, middle initial (or “x”) and first six or less letters of user’s last name in lower case. (If the same User ID is already in use, the system will add “01” or next sequential number to ID when saving).
- If a user does not have an e-mail address or you do not know what it is, enter none@email.com (because it is a required field). The user can change it later in “User Profile”.

- Initial password should ALWAYS be “Password1” (note upper/lower case).

Note: Once the user account has been created, regardless of user type, the Security Administrator must grant access rights in individual PIC sub modules before the user can access any useful information or do work in PIC.

We will grant the following rights to users:

TAC Staff (User Type: “Guest User”):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	HA Security Admin	HQ Division
PIH Information	DVP	Submit-Modify (Guest)*	HQ Division
Executive Summary	Executive Summary	HA General Read	HQ Division

Non-HUD Contractors (e.g. NELROD) (User Type: “Guest User”):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	(not applicable)	(not applicable)
PIH Information	DVP	Submit-Modify (Guest)*	HQ Division
Executive Summary	HA Executive Summary	HA General Read	HQ Division

HA Staff (User Type “HA User”):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	(not applicable)	(not applicable)
PIH Information	DVP	Submit-Modify (HA)*	Field Office HA <i>(select their hub and HA Code)</i>
Executive Summary	Executive Summary	HA General Read	Field Office HA <i>(select their hub and HA Code)</i>

Note: “Submit-Modify” function is split into two roles: one for contractors to submit only the family details and HA assignment part of the form: **Submit-Modify (Guest) and one for HAs to submit all of the form: **Submit-Modify (HA)**.*

Q: How can I change a user’s access rights in PIC?

A: *Note: New users have no rights in PIC sub modules until the Security Administrator specifically assigns rights to them.*

- Access the PIC Security Administration sub module.
- Select View “Division User” or “FO HA User” as appropriate.
- For contractors (Guest Users):
 - Navigate to the “REACS” division Select the appropriate Hub from the pull-down list.
- For HA Users:
 - Select the appropriate Hub from the pull-down list
 - Select the appropriate Field office (if there is a pull-down list; some do not have one).
 - Select the Field Office HA from the pull-down list.
- Click the User ID to select the user.
- Select the applicable module and sub module (from the pull down lists).
- Choose “Add role”.
- Add the appropriate role from the pull-down list (see the chart above).
- Select Security Type (“HQ Division” for contractors, “Field Office HA” for HA users).
- Highlight the Division “Public and Indian Housing” for contractors,
- Select the appropriate Hub from the pull-down list.
- Select the appropriate Field office (if there is a pull-down list; some do not have one).
- Select the Field Office HA (public housing authority) from the pull-down list. (To highlight more than one HA, hold down the <Ctrl> key while clicking the HA Code.)
- Click “Save” to complete adding the role. Repeat for any remaining roles and sub modules that are needed.
- To remove a role, put a check mark in the box under “Remove” then click “Remove role” and confirm it when asked.

Q: How can I remove a user from PIC?

A: *Note: Once users have been added to PIC, for accountability reasons they may not be deleted. Instead they are made “inactive” which completely removes their access to*

data.

- Select “PIC Maintenance” and “Security Administration”.
- Select View “Division User” or “FO HA User” as appropriate.
- For a contractor:
 - Navigate to the “REACS” division Select the appropriate Hub from the pull-down list.
- For HA Users:
 - Select the appropriate Hub from the pull-down list
 - Select the appropriate Field office (if there is a pull-down list; some do not have one).
 - Select the Field Office HA from the pull-down list.
- Click the User ID to select the user.
- Click “Modify User” (upper right).
- Under “User Details,” click the “No” button beside “Active Indicator”. This makes the User’s account inactive. (The process can be reversed by changing it back to “Yes” to make the user active again.) A user can also be made inactive by changing the “Expiration Date” to a date before today’s date. (This can also be reversed by changing the Expiration Date to a date later than today.) *To be active, a user must be active in both ways (by having a future Expiration Date and where Active Indicator = “Yes”).*