



PIC HELP

NewsBrief

Attention All PIC Users

Bob Harmon

The purpose of the PIC NewsBrief is to share information of broader interest developed by answering user queries with the whole family of PIC users (all 10,000 of you). This newsletter will be sent to PIC Coaches by email and posted on the PIC Home Page for download by all interested users. We intend to produce it monthly for now with the option to increase the frequency if the need is there.

We welcome suggestions to improve the newsletter and, if you have a suggestion or a special topic you think needs to be covered, please send an email to robert_harmon@hud.gov and cc your response to tiffani_j_anderson@hud.gov.



Who is PIC Help?

MSSI-PIC Help Support-& Management

MSSI incorporated in May 1997, is a full service information technology solutions consultant provider. We offer a broad range of consultative services relating to software development, data warehousing, web development, network solutions, security, and computer hardware/software sales.

PIC Help consists of a dynamic team of experts with varying technical backgrounds. The technical operators are currently answering questions from PIC Coaches, Housing Authorities, and are building a knowledge base. Please feel free to e-mail PIC Help support at PICHelp@hud.gov or call 1-800-366-6827.

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Coach's Tip—PASSWORD RESETS

How do I login into PIC?

Your Security Administrator/PIC Coach will provide you with a User ID and Password according to your access level.

What should I do if I forget my password?

1. From the PIC Login screen, type your User ID into the User ID text box.
2. Attempt to enter a password into the Password text box. (You must enter something into this box in order to continue).
3. Click on the Logon to PIC button.
4. A new PIC Login screen will appear with a Forgotten Password. Link under the Login button. Click on the link to open the Forgotten Password page.
5. PIC will display the Secret Question you created when you initially completed your user profile in PIC. Type your answer to the question in the Answer and Confirm Answer text boxes.
6. Click on the Submit Answer button to login to PIC.
7. You should now be prompted to re-define your password by entering a new password on your user profile page.

If you are still unable to login after trying this step by step procedure, contact your PIC Coach or System Administrator to have your password reset.

What if I am unable to access the PIC system?

Please call in a STARS ticket to 202-708-3300.

Coach's Tip—REQUESTING ASSISTANCE FROM PIC HELP

You MUST include the following:

1. Your Full Name, Telephone Number & Email Address
2. Housing Authority Code (Example: AK001)
3. PIC Coach that has been assisting you
4. PIC screen you were on when you had the problem
5. Error Message you received
6. PIC Ticket Number (if one has been issued)
7. Server (PIC or PICTEST)
8. Submission of ticket number, Form Number, Tenant information and the Action Code you are trying to submit (if the issue is related to FORM 50058 Module)
9. Development Number, Building Number & Unit Number (if the issue is related to Development Sub-Module)

Coach's Tip—RASS ADDRESS CORRECTIONS

- The RASS report displays physical address data from Development (Bldg & Unit) and mailing address data, if any, from Form 50058.
- The RASS report should be sorted by the user by clicking on any of the arrowheads in the preferred column for sorting. Up arrowhead means ascending sort...etc.
- Apartment numbers are supposed to be put in the door_number field, not in the street address (in Bldg & Unit).
- The system adds the door_number value at the end of the address for multi-family buildings such as elevator structures and walkups. If it is put in both places, it will be duplicated in the address.
- Physical addresses in Bldg & Unit can be changed in PIC Development at any time after HUD has approved the B & U data.

Coach's Tip

DERS PROBLEMS (TYPE 1 & 2 AND HOW TO CORRECT THEM)

DERS Form 269A – Job Aid for Correcting Total Outlays and Recipient Share of Outlays

10. Transactions	I Previously Reported	II This Period	III Cumulative
a. Total Outlays	\$198,000.00	0	\$198,000.00
b. Recipient Share of Outlays	\$0.00	0	\$0.00
c. Federal Share of Outlays(line a minus line b)	\$198,000.00	\$0.00	\$198,000.00
d. Total Unliquidated Obligations			0
e. Recipient Share of Unliquidated Obligations			0
f. Federal Share of Unliquidated Obligations(line d minus line e)			\$0.00
g. Total Federal Shares (sum of lines c and f)			\$143,000.00
h. Total Federal Funds Authorized for this Funding Period			\$195,307.00
i. Unobligated Balance of Federal Funds (line h minus line g)			\$52,307.00

PIC DERS users have reported that incorrect amounts appear for the Total Outlays and Recipient Share of Outlays in the **I) Previously Reported** column in the Form 269A. In the reported scenarios, this occurs where users entered cumulative amounts as current amounts in the **II) This Period** column, for previous reporting cycles.

In some of these instances, an error

message that “Row g should be less than or equal to row h,” is also received, and users are not able to "save" or "submit" the current report. This occurs only when line g - Total Federal Shares exceeds the amount in line h – Total Federal Funds Authorized for this Funding Period.



Some users have also reported that the grant status is showing “Non-compliant” as a result of not being able to complete the submission, including the Form 269A. It is recommended that users who experience this error route a message with the correct information through the appropriate Field Office contact or PIC Coach to pichelp@hud.gov. The message should include the correct 269A amounts from the previous reporting



period for all grants where the error may be occurring.

We are requesting that the attached template be used to submit the corrected information for the Form 269A. To ensure the most efficient and accurate processing, please keep in mind the following guidelines when using the template:

1.	The column names in the spreadsheet should not be changed.
2.	The Housing Authority code should be provided in the 5- character format (e.g. HA001).
3.	In the remarks column, please provide a brief comment (255 character limit) on anything that should be considered in the correction of the Form 269A data. For example, the status of the report.
4.	The correct amounts should be sent only for reports that are in “Approved” or “Submitted” status.
5.	The correct amounts should be sent for the previous report where incorrect data appears for the first time.
6.	Please keep in mind that after the correct data is received and processed, the previously reported and cumulative amounts will be automatically adjusted for all subsequent reports. For example, in the 12/31/2001 report, if the amount in line a for the previously reported column is incorrect, please provide us with the correct amounts from the 6/30/2001 report. The line a amount will then be automatically adjusted for the previously reported column in the 12/31/2001 report.

For reference purposes, sample scenarios are included below, and in the attached template, which is in the Excel format. Please remember to delete the sample scenarios from the template before sending it to PIC Help for processing.

Upon correcting the data and submitting the reports, the grant status will be updated accordingly. If the corrected information has already been submitted to PIC Help, you will be contacted if more information is needed.

Sample Scenario #1

Report Period End Date: 6/30/2001

Status: Approved

- Column I - Previously Reported Amount in line a is appearing as \$45,501 and should be \$45,501.
- Column II - This Period amount in line a is appearing as \$119,945 and should be \$74,444.
- Column III - Cumulative Amount in line a is appearing as \$165,446 and should be \$119,945.
- The Previously Reported Amount in line a on the 12/31/2001 report should be \$119,945.

Sample Scenario #2

Report Period End Date: 12/31/2001

Status: Submitted

- Column I - Previously Reported amount in line a is appearing as \$25,510 and should be \$25,000.
- Column I - Previously Reported amount in line b is appearing as \$25,510 and should be \$25,000.
- Column III - Cumulative amount in line a is appearing as \$25,510 and should be \$25,000.
- Column III - Cumulative amount in line b is appearing as \$25,510 and should be \$25,000.

- In the 6/30/2002 report, the Column I - Previously Reported Amount for line a will appear as \$25,000.

PHDEP Grants Profile 269A Page - Microsoft Internet Explorer

Address: https://pic.hud.gov/pic/phdep/phdep269a.asp

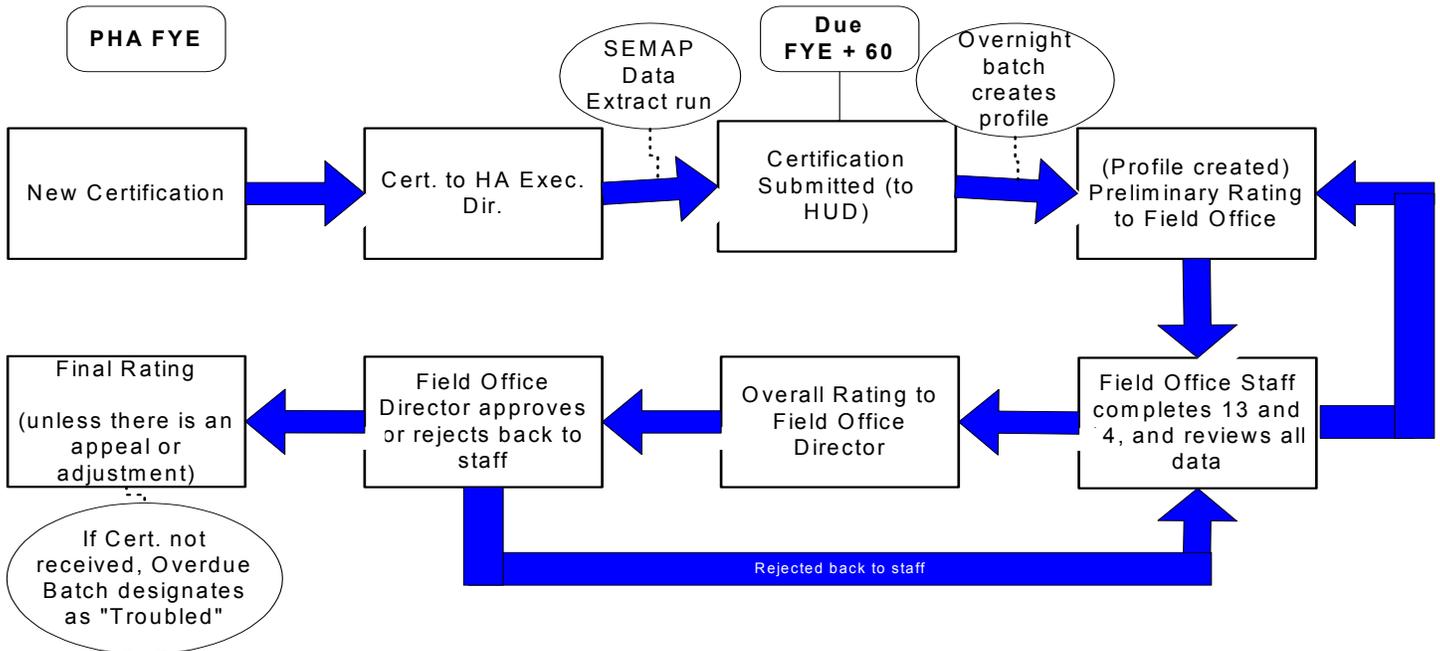
8. Funding/Grant Period: From: 09/29/2000 To: Not Available

9. Period Covered by this report: From: 07/01/2001 To: 12/31/2001

10. Transactions	I Previously Reported	II This Period	III Cumulative
a. Total Outlays	\$25,510.00	\$0.00	\$25,510.00
b. Recipient Share of Outlays	\$25,510.00	\$0.00	\$25,510.00
c. Federal Share of Outlays(line a minus line b)	\$0.00	\$0.00	\$0.00
d. Total Unliquidated Obligations			\$5,335.00
e. Recipient Share of Unliquidated Obligations			\$0.00
f. Federal Share of Unliquidated Obligations(line d minus line e)			\$5,335.00
g. Total Federal Shares (sum of lines c and f)			\$5,335.00
h. Total Federal Funds Authorized for this Funding Period			\$25,000.00

Coach's Tip

SEMAP Life-cycle Processing Flow



Coach's Tip

Alternate ID is not for everyone!

We hear rumors that PHAs are using the Alt. ID Generator to generate "H" number Alternate IDs for children and other household members who do not have a Social Security Number (SSN). This is not a proper use of the Alternate IDs.

Alternate IDs generated by PIC are intended only for heads of households, co-heads of households, and resident spouses who cannot legally obtain an SSN. Any other family members who cannot obtain a SSN should be assigned all nines ("999999999").

Coach's Tip

When is an error not an error?

If you are trying to process a move-out and you get a "fatal" error "4172: Required Head of Household record could not be found," THIS IS NOT AN ERROR for your purposes. It means that the person you tried to move out of PIC 50058 is already out of PIC 50058. No further action is required for this tenant at this time. Similarly for fatal error "4182: New Admission record is already present for this Head of Household. Historical adjustment cannot be accepted," and "4186: record is already present for this Household. Historical adjustment cannot be accepted," you are trying to add a household that is already in PIC 50058, so no further action is required for this tenant at this time.

Coach's Tip

Key Info for PICHelp

When you are reporting a problem to PICHelp (1-800-366-6827 or pichelp@hud.gov), you will receive better service if you give enough key information so that they can recreate the problem. Being able to recreate the problem gives us vital clues to solving the problem.

When reporting a problem to PICHelp, please include the following:

- Your name
- Your phone number
- The agency HACode (e.g. "NJ000")
- Module and sub module you were in.
- Grant no., Dev. and Building No., or Upload Ticket No. etc.
- What you were doing when the error occurred
- What the error message said (exactly, print screen and send if possible)

Coach's Tip

How can I reset my own password?

You can't! Unless you created a secret question, that is. The secret question field and its answer are located directly below the password fields in User Profile. The secret question should be one to which only you know the answer. It doesn't need to be true as long as you remember the answer. If you attempt to logon and give an incorrect password, the system say "The password is invalid" and a "forgotten password" link will appear. Click it and PIC will ask your secret question. Answer correctly and it will take you to User Profile to reset your own password.

Coach's Tip

New HA Contact Role

We have added a special new type of HA Contact role in the Housing Authority Module's "HA Contacts" tab.

When you add an HA Contact, you select the role of the individual from a list of possible choices. We recently added the "HA PIC Contact" role so that PHAs can designate who is their PIC Contact.

We are also in the process of developing a way to send an email to every PHA concerning PIC systems events, issues and scheduling and this new role will make it easier to identify the proper contacts.

Coach's Tip

PIC is Looking for Volunteer Testers

We have begun a significantly increased emphasis on testing before fixes and enhancements are released into the PIC production environment. Testing is done by the developers, by HUD HQ staff, and we need volunteers to perform user acceptance testing, the last phase before release.

Testing volunteers will be formed into teams who will take turns testing—you are not committing to test everything. Testers log into PIC Test, which is a copy of the PIC production environment and perform the tests according to a test plan. You do not need to be a "PIC expert" to participate in testing. On the contrary! These final tests are important because they are done by actual PIC users representing all of the various user skill levels. If you are interested in being part of the testing, send an email saying when and how frequently you are available to

robert.harmon@hud.gov.

Coach's Tip

New PIC Release Schedule

We have had ten PIC releases since July. So many that it is hard to keep track. In addition, because of the rush to get releases out, we sometimes cut corners on testing. This will happen no more! Effective immediately, PIC releases will be scheduled on a quarterly basis, generally as near the middle of the calendar quarter as possible. Emergency requirements will be met by emergency releases as needed, which are narrow in scope and impact. This will permit us to schedule a proper amount of time for testing and to announce system down time well in advance. We hope you find these new release procedures provide a better performing product.



PIC COACH CORNER

QUESTIONS

&

ANSWERS

Q: How can a Field Officer change the PHA information like FYE, Program Type, etc..?

A: The only way ANY database changes such as FYE change, Program Type change, Merger/Consolidation (and de-activation), and Consortia's can be authorized is in accordance with PIH Notice 2001-25, which was extended indefinitely by PIH NOTICE 2002-18.

The procedure is as follows. PHA sends a letter to the Field Office which concurs or disagrees, then the Field office forwards it to the Asst. Secretary (ATTN: FFMD). The FFMD staff reviews the request and prepares a letter from Mr. Liu (Asst. Sec PIH) to all concerned directing that the database changes be implemented.

Q: How can the PHA submit an appeal to their SEMAP certification if they do not have a score or a designation?

A: Their designation is automatically "SEMAP Troubled" because their overall score is 0 in accordance with the SEMAP rule if no certification is received.

Q: How can they submit the appeal when they cannot submit anything in the SEMAP module?

A: PHAs must submit a paper appeal but the Field Office may then create a new "appeal" profile in SEMAP to record their decisions concerning the appeal.

Q: Should MTW data be transmitted to the PIC Form-50058 sub-module?

A: No, not at this time. When the MTW 50058 form is approved and operational, you should transmit that data. In the interim, please keep MTW family data in hard copy or electronically.

Q: How do I sign on to FRS?

A: From FRS Main Menu:

1. Click on Submit
2. Click on submission setup
3. Click on Internet Transmission
4. Click on Next
5. Click on browser button
6. From the file browser menu, select the folder where Internet browser is located. You have to know about the location of your browser on your computer. Once you have identified the right folder, from the left half of the screen, select actual file, which has an extension. Click OK.
7. Continue with next steps to define your folder where the files to be transmitted will be stored.
8. Press finish.

Q: Why can't a Field Office user see an on-line EOP in the Viewer Sub-module?

A: The online EOP is only available to HA users. There is no role that permits assigning it to a HUD user. PIC Field Office Security Administrators can assign the role for online EOP to an HA user, but not to a HUD user.

Q: What is an overlapping effective date?

A: An "Overlapping Effective Dates" situation occurs when the Effective Date of Action of New Admission of a 50058 tenant is same as or earlier than the Effective Date of Action of End of Participation record within the same PHA for a different program or within a different PHA with the same or different program.

Q: When do I submit the DERS Close Out Report?

A: You may submit the DERS Close Out Report at any time after your final Semi-Annual Report has been submitted and approved. You must have indicated when you submitted your last Semi-Annual Report. There is no need to wait until a reporting cycle to submit the DERS Close Out Report.

Trouble shooting PIC General Problems



1. Are you using the same PC that has worked before?
 - a. Yes: Go to 2.
 - b. No: Go to 3.
2. If yes, has any IT work been done on it?
 - a. Yes: Something has been changed that is probably _____ causing the problem. Get your IT staff or vendor to check it.
 - b. No: Go to 3.
3. Can you access the Internet at all?
 - a. No: Check your Internet service connection then try again.
4. Can you access HUD web pages at all? (www.hud.gov)
 - a. Yes: You have Internet access to HUD. Go to 5.
 - b. No: There are network problems between you and HUD. PIC itself is not involved in the problem. Call HUD Help Desk at 202-708-3300 and choose Option 9. Report a "Network problem" when trying to access HUD web systems.
5. Can you get to the PIC logon screen?
 - a. Yes: Then PIC is working. The problem may be your access rights.
 - b. No: The PIC system is malfunctioning. Try again in 30-60 minutes. If the problem persists, report it to PICHelp at 1-800-366-6827.
6. Does the problem occur after you get into PIC?
 - a. Yes: Check your configuration settings for your browser. Helpful information about the browser settings is available at: <http://www.hud.gov/offices/pih/systems/pic/sr/>
 - b. No: When exactly does it occur? What is happening right before it occurs?
 1. What module are you in? _____
 2. What submodule are you in? _____
7. What was the name of the page you were in? (The page name is displayed at the left of the blue bar at the top of the screen). _____
8. What was the name of the last link you clicked on when the problem occurred?

9. What did the error message say?

10. If there was no error message, how did you recognize there was a problem?



PIC ANNOUNCEMENTS

HAPPY
HOLIDAYS
FROM HUD
MANAGEMENT

SEASON'S
GREETINGS
FROM
MSSI STAFF

HAPPY NEW
YEAR
TO ALL

NEW TESTING EMPHASIS

HUD officials have re-implemented new testing in order to increase vendor testing, user acceptance testing for all bug fixes/enhancements and to make it more feasible for regional rollouts.

DEMO/DISPO UAT-

November 19, 2002

The Demolition and Disposition Sub- module User Acceptance Test was a success. The new system will be released in December 2002. The development team appreciates your time, your efforts, and your feedback.

NEW PIC MAINTENANCE

A new maintenance contractor, Catapult Technology, is coming on board in early December. The contractor is responsible for all maintenance to PIH varied systems. They have a long-term arrangement with HUD that cover the following systems:

- PIH-PIC (includes APR)
- PIH-IHP in Lotus Notes
- PIH- & e-library and special databases

Please submit your comments/suggestions regarding contents and

format to:



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