HEROS Frequently Asked Questions

WEBINAR SERIES 2020

Presenters

Presenters: Lauren Hayes Knutson and Sean Joyner (Office of Environment and Energy)

Moderator: Ben Sturm (Cloudburst)

- Presentation is in listen-only mode
- Q & A session at end of presentation

Webinar Format

- Webinar will last approximately 60 minutes and is being recorded

- Use the Q&A Pod to submit questions at any time during the webinar

- Submit unanswered questions: https://www.hudexchange.info/ask-a-question

- Use the Question Pod to request assistance with technical difficulties

- Materials will be posted on the HUD Exchange following todays webinar (*Slides, transcript, recording*).

Objectives

Provide an opportunity for HEROS Users to interact with HUD staff and test their knowledge of various HEROS topic areas.

Update HEROS Users on system features, resource tools, and potential issues.

Agenda

Tools and Resources

System Updates and Troubleshooting

FAQs by Category:
- User Access
- User Roles/Privileges
- Partner User Role
- Troubleshooting Issues

Open Forum

Tools and Resources

Tools and Resources

HEROS User Guide

https://www.hudexchange.info/resource/3150/heros-user-guide

HEROS Quick Guides

https://www.hudexchange.info/resource/5848/heros-quick-guides/

Tools and Resources

HEROS "How To" Videos

https://www.hudexchange.info/environmental-review/heros-e-tutorials/

Topic Areas:

- Introduction to HEROS

- Performing an Environmental Review in HEROS

- Performing a Tiered Environmental Review in HEROS

- HEROS Administration and Special User Rules

Tools and Resources
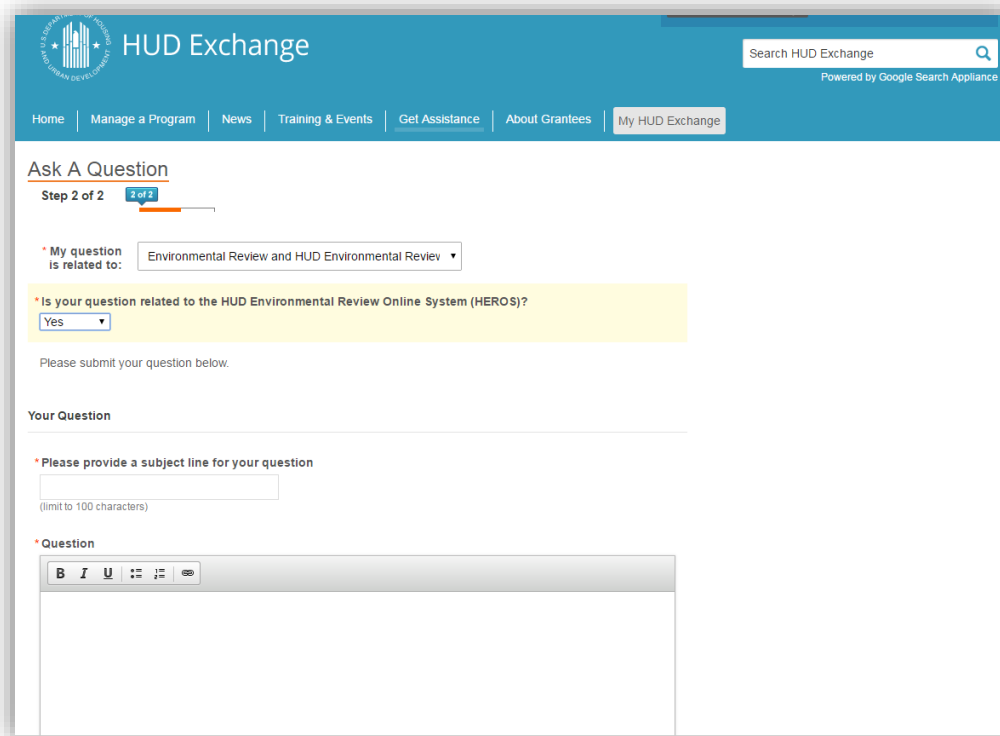
HEROS Frequently Asked Questions

https://www.hudexchange.info/heros/faqs

Tools and Resources

HUD Exchange 'Ask A Question'

https://www.hudexchange.info/get-assistance/my-question/

AAQ Feedback

- For fastest resolution, check the FAQs **first**

- If something is not working, let the HEROS team know so that we can work on fixing it!

Updates and Reminders

HEROS 11.20 Release

- Release going live September 2020

- Important fixes:
  - Saving issues on the EA factor screen
  - Adding/editing/deleting site specific (tier 2) reviews
  - Replacing special characters

Coming Soon

- HEROS Troubleshooting Guide

- User Access Quick Guide

- User Access Form How To Video

CARES Act Programs

- CARES Act Programs have been added to HEROS:
  - CDBG-CV
  - ESG-CV
  - HOPWA-CV
  - ICDBG-CARES
  - IHBG-CARES

- Other programs added: VHRMP, CDBG-MIT

OEE COVID-19 Resources

https://www.hudexchange.info/programs/environmental-review/covid-19-guidance/
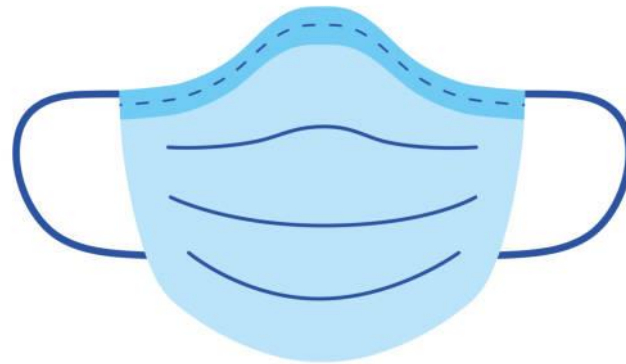
FAQs by Category

- Please select the most appropriate answer to each poll question.

- You may use the HEROS User Guide and FAQs to help answer each question.

User Access

HEROS is currently available for Responsible Entities and Partner Users in all regions.

The electronic HEROS Access Form must be completed for:

- New Users seeking access to HEROS
- Existing Users that need access to another RE Organization profile
- Existing Users that have has their previous account deleted or deactivated

User Access

How do Responsible Entities AND Partner Users register for HEROS?

A. Submit an AAQ

B. Email HEROSInfo

C. Contact your FEO

D. Complete the HEROS Access Form

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A. Submit an AAQ

B. Email HEROSInfo

C. Contact your FEO

D. **Complete the HEROS Access Form**

User Access

Who do I contact for a password reset?

A. Email HEROSInfo

B. Submit an AAQ

C. Email the HEROS team

D. Contact the HITS National Help Desk

User Access

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C. Email the HEROS team

D. **Contact the HITS National Help Desk**

User Access

What is needed in order to reset my HEROS password?

A. Email address

B. HEROS B or C User ID

C. RE Organization name

D. 5-digit verification PIN

User Access

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A. Email address

B. HEROS B or C User ID

C. RE Organization name

D. **5-digit verification PIN**

User Access

I have an active HEROS account but recently began working for a new RE Organization. How can I access my new RE profile in HEROS?

A. Contact my Local HEROS Admin to update my account

B. Complete a new HEROS Access Form

C. Submit an AAQ to HUD Exchange 'Ask-A-Question' for HEROS

D. Submit an email to my HUD FEO or REO

User Access

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User Role/Privileges

I am trying to create an environmental review and the system is not allowing me to select Part 58. What should I do?

A. Contact my Local HEROS Admin to update my account

B. Complete a new HEROS Access Form

C. Submit an AAQ to HUD Exchange 'Ask-A-Question' for HEROS

D. Submit an email to my HUD FEO or REO

User Role/Privileges

I am trying to create an environmental review and the system is not allowing me to select Part 58. What should I do?

A. Contact my Local HEROS Admin to update my account

B. Complete a new HEROS Access Form

C. **Submit an AAQ to HUD Exchange 'Ask-A-Question' for HEROS**

D. Submit an email to my HUD FEO or REO

User Role/Privileges

As the Local HEROS Admin for my jurisdiction, can I delete users no longer employed with the RE?

A. Yes, of course!

B. No, contact your HUD FEO/REO

C. No, submit an AAQ to HUD Exchange 'Ask-A-Question' for HEROS

D. Yes, contact the HITS National Help Desk

User Role/Privileges

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A. Yes, of course!

B. No, contact your HUD FEO/REO

C. **No, submit an AAQ to HUD Exchange 'Ask-A-Question' for HEROS**

D. Yes, contact the HITS National Help Desk

User Roles/Privileges

Is the Certifying Officer required to have access to HEROS?

A. Yes

B. No

C. It is recommended but not required

User Roles/Privileges

Is the Certifying Officer required to have access to HEROS?

A. Yes

B. No

C. **It is recommended but not required**

User Roles/Privileges

I was assigned a review to sign, but HEROS won't allow me to certify it. How do I fix this?

A. Update user privileges

B. Make sure you are not in "View Only" mode

C. Check your internet browser settings

D. All of the above

User Roles/Privileges

I was assigned a review to sign, but HEROS won't allow me to certify it. How do I fix this?

A. Update user privileges

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C. Check your internet browser settings

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Partner User Role

What type of consultants are currently allowed HEROS access?

A. RAD consultants and consultants acting as HUD or RE staff ("in-house consultants")

B. Consultants for a nonprofit and PHA organizations

C. Environmental contractors called on when needed

D. All of the above

Partner User Role

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Partner User Role

HEROS is now available for Partner Users!!!

Partners include:

- Public Housing Authorities
- Third-party Consultants
- Contractors
- Nonprofits
- Applicants
- Lenders
- Other Non-RE Recipients

Partner User Role

Profile Selection

Partner	Generic Consulting Group ▼
Responsible Entity or HUD	Select ▼
	Select
	DENVER
	HUD

Select profile

- As a partner user, you will select either an associated RE (Part 58) or HUD (Part 50).

- The profile selection determines user privileges and improves security within the system.

Partner User Role

As a Partner User, can I select the determination for Related Laws and Authorities?

A. Yes

B. No

Partner User Role

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A. Yes

B. No

Partner User Role

Laws and Authorities screens

- Partner users do *not* have privileges to respond to the final question on the screen.

- RE or HUD should make the final determination about whether mitigation is required.

Screen Summary

Compliance Determination

Describe the basis that led to your determination here, identifying all key elements from your support documentation that substantiate your determination. The following minimum language is based on your responses in this section. You are strongly encouraged to edit this language to provide a clear description of your determination and a synopsis of the information that it was based on, such as:

- Map panel numbers and dates
- Names of all consulted parties and relevant consultation dates
- Names of plans or reports and relevant page numbers
- Any additional requirements specific to your region

This project is not located in a CBRS Unit. Therefore, this project has no potential to impact a CBRS Unit and is in compliance with the Coastal Barrier Resources Act.

Supporting documentation

Upload all supporting documents required in this section here: **Upload File**

Are formal compliance steps or mitigation required?
Only Responsible Entity (for Part 58) or HUD (for Part 50) Users may respond to this question. Ensure that this question is complete before finalizing the review.

○ Yes
○ No

Partner User Role

Depending on user privileges, partner users can only enter information up to a certain point in a review and cannot complete the final screens.

As a Partner User, you cannot proceed past this point in the environmental review. Please assign this review to the Responsible Entity (if Part 58) or HUD (if Part 50) Preparer to complete this review.

Before assigning the review, you are encouraged to preview the environmental review record and ensure that you have completed all required steps. Generate and review the preview of the environmental review record, using the button below, taking special care to ensure that all questions have complete and accurate responses and all supporting documentation. If necessary, use the menu on the left side of this screen to navigate through and edit the previous screens.

Generate Preview of Environmental Review Record

When you are satisfied with the review up to this point, reassign the environmental review to the Responsible Entity or HUD preparer by selecting Assign Review in the side menu. You are strongly encouraged to call the RE or HUD staff person to ensure availability and awareness of the environmental review record.

Go Back   Save and Exit

Partner User Role

As a Partner User, how can I add a Site-Specific or Tier 2 environmental review in HEROS?

A. Click the Upload button on Screen 1240 – Site-Specific Projects

B. Create a new Tiered Review

C. Submit an AAQ to HUD Exchange and request privileges to be updated

D. Complete the Site-Specific review outside of HEROS and email to the RE to add in the system

Partner User Role

As a Partner User, how can I add a Site-Specific or Tier 2 environmental review in HEROS?

A. Click the Upload button on Screen 1240 – Site-Specific Projects

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D. **Complete the Site-Specific review outside of HEROS and email to the RE to add in the system**

Troubleshooting Issues

What's the first thing I should do if I'm using HEROS and something doesn't work?

A. Contact your FEO

B. Submit a question to AAQ

C. Check the HEROS FAQ

D. Email HEROSInfo

Troubleshooting Issues

What's the first thing I should do if I'm using HEROS and something doesn't work?

A. Contact your FEO

B. Submit a question to AAQ

C. Check the HEROS FAQ

D. Email HEROSInfo

Troubleshooting Issues

True or False: Typing text into HEROS counts as being active in the system and will prevent you from timing out.

A. True

B. False

Troubleshooting Issues

True or False: Typing text into HEROS counts as being active in the system and will prevent you from timing out.

A. True

B. **False**

Troubleshooting Issues

Why can't I find a project on the "My Environmental Reviews" Dashboard?

A. The review is assigned to another user, but your dashboard is set to "Show Reviews Assigned to Me"

B. The project is a Tiered Review

C. You entered a search criteria that filtered your results

D. All of the above

Troubleshooting Issues

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C. You entered a search criteria that filtered your results

D. **All of the above**

Troubleshooting Issues

After each attempt to upload a document, the file attachment does not appear. Did my document upload in the system?

A. Yes, but it will only appear after generating the ERR

B. No, the document did not upload and it is likely due to an internal network issue

C. No, the folder the file is being uploaded from contains an apostrophe in the folder name

D. Both B and C.

Troubleshooting Issues

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D. **Both B and C.**

Troubleshooting Issues

Every time I enter information on Screen 4010 – Environmental Assessment Factors Summary, the page does not save the narratives entered in the text boxes. What can I do to prevent this issue?

A. Absolutely nothing.

B. Start a new environmental assessment

C. Use Internet Explorer, do not copy/paste text directly into narrative box, and click the Save and Continue button after each entry instead of Save

D. Use Google Chrome or Firefox

Troubleshooting Issues

Every time I enter information on Screen 4010 – Environmental Assessment Factors Summary, the page does not save the narratives entered in the text boxes. What can I do to prevent this issue?

A. Absolutely nothing.

B. Start a new environmental assessment

C. **Use Internet Explorer, do not copy/paste text directly into narrative box, and click the Save and Continue button after each entry instead of Save**

D. Use Google Chrome or Firefox

Troubleshooting Issues

I keep getting stuck on the 6330 – NOI-RROF screen after clicking the Save and Continue button and the system does not save the page. How do I proceed?

A. Use Google Chrome

B. Continue to the next screen by selecting the 7015.15 RROF link on the side menu.

C. If originally using Google Chrome, switch to Internet Explorer

D. Create a new environmental review

Troubleshooting Issues

I keep getting stuck on the 6330 – NOI-RROF screen after clicking the Save and Continue button and the system does not save the page. How do I proceed?

A. Use Google Chrome

B. **Continue to the next screen by selecting the 7015.15 RROF link on the side menu.**

C. If originally using Google Chrome, switch to Internet Explorer

D. Create a new environmental review

Troubleshooting Issues

I receive an "Error Code 5000504" message and cannot open uploaded files in HEROS. What should I do?

A. Use Internet Explorer

B. Original ER preparer must remove and reupload the file

C. Check to see if any hidden characters are in the file name

D. Submit a request for the HEROS Programmers to fix the file

Troubleshooting Issues

I receive an "Error Code 5000504" message and cannot open uploaded files in HEROS. What should I do?

A. Use Internet Explorer

B. **Original ER preparer must remove and reupload the file**

C. Check to see if any hidden characters are in the file name

D. Submit a request for the HEROS Programmers to fix the file

Troubleshooting Issues

I attempted to generate the Microsoft Word ERR from the Final Screen, but the download starts at 2% and then immediately goes to 100% with the error message "Error! Your document could not be downloaded."

A. Remove the HTML junk caused by copying and pasting narratives directly from a Word or PDF document

B. Use Internet Explorer

C. Try downloading the document again

D. Create a new environmental review

Troubleshooting Issues

I attempted to generate the Microsoft Word ERR from the Final Screen, but the download starts at 2% and then immediately goes to 100% with the error message "Error! Your document could not be downloaded."

A. **Remove the HTML junk caused by copying and pasting narratives directly from a Word or PDF document**

B. Use Internet Explorer

C. Try downloading the document again

D. Create a new environmental review

Troubleshooting Issues

On Screen 1240 – Site-Specific Tiered Reviews, the wrong state is appearing for my project location and file attachments automatically appear as soon as Add a new Site-Specific Project.

A. Try creating a new project using Internet Explorer

B. Only upload one project at a time

C. Delete browser history/clear cache and try again

D. Submit an AAQ for screen to be fixed by HEROS Programmers

Troubleshooting Issues

On Screen 1240 – Site-Specific Tiered Reviews, the wrong state is appearing for my project location and file attachments automatically appear as soon as Add a new Site-Specific Project.

A. Try creating a new project using Internet Explorer

B. Only upload one project at a time

C. Delete browser history/clear cache and try again

D. **Submit an AAQ for screen to be fixed by HEROS Programmers**

Troubleshooting Issues

I am having trouble assigning my reviews to the RE. I get an error message saying to report this to the system administrator. What should I do?

A. Assign directly to HUD

B. Just go ahead and complete the review

C. Generate the ERR and send a paper-based copy to the RE

D. Select the review and click the Assign Review on My Environmental Reviews dashboard, then search and SELECT the desired user on the Assign Review screen

Troubleshooting Issues

I am having trouble assigning my reviews to the RE. I get an error message saying to report this to the system administrator. What should I do?

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Starting a Review

True or False: I can not select more that one HUD program source in the HUD Funding Source Chart.

A. True

B. False

Starting a Review

True or False: I can not select more that one HUD program source in the HUD Funding Source Chart.

A. True

B. False

Completing Reviews

When is your 7015.15 submitted to HUD?

A. Immediately after clicking the "Upload" button to attach the 7015.15 paper version

B. After sending an email to your HUD rep outside of HEROS

C. After clicking the "Assign Review" button and selecting your HUD rep in HEROS

D. All of the above

Completing Reviews

When is your 7015.15 submitted to HUD?

A. Immediately after clicking the "Upload" button to attach the 7015.15 paper version

B. After sending an email to your HUD rep outside of HEROS

C. After clicking the "Assign Review" button and selecting your HUD rep in HEROS

D. All of the above

Completing Reviews

The 15-day HUD objection period is over, but I have not received the AUGF. Should I…?

A. Resubmit the RROF (7015.15) to HUD

B. Mark the review complete

C. Follow-up with my HUD contact via phone or email about the status of the AUGF (7015.16)

Completing Reviews

The 15-day HUD objection period is over, but I have not received the AUGF. Should I…?

A. Resubmit the RROF (7015.15) to HUD

B. Mark the review complete

C. **Follow-up with my HUD contact via phone or email about the status of the AUGF (7015.16)**

Completing Reviews

How long is my non-tiered environmental review record archived on the HUD Exchange?

A. 10 years

B. 1 year

C. 6 months

D. 5 years

Completing Reviews

How long is my non-tiered environmental review record archived on the HUD Exchange?

A. 10 years

B. **1 year**

C. 6 months

D. 5 years

Q&A: Other Questions

Additional Information

HUD Exchange

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- User Guide

  https://www.hudexchange.info/resource/3150/heros-user-guide/

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- Ask a Question

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- FAQs

  https://www.hudexchange.info/heros/faqs/

HEROS   https://heros.hud.gov

Thank you for your participation!