



## Chapter7: My Profile

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## Chapter 7: My Profile

This Chapter provides procedures for the functions under **My Profile**. **My Profile** functions allow users to view his/her roles and associated grantee profile(s), make requests for changes to the profile contact information, manage subscriptions, logout of DRGR, and, for users with access to more than one Grantee, switch profiles.

This Chapter describes actions for Grantee Users and HUD Users and is divided into subsections. The following actions are covered in this Chapter:





### Grantee Users and HUD Users

Menu Option	Subsection	Action
 My Profile	A	Access My Profile menu
 Logout	B	Logout
 Manage My Account	C	Request edits to profile information and check user roles
 Manage My Subscriptions	D	Edit subscription preferences by opting in or out of subscriptions
 Switch Profile	E	For users with access to multiple Grants, switch profiles
 Manage My Office	F	For HUD users to view the TA HUD offices and TA HUD programs to which they are assigned. This function also displays whether the user is a GTM.

### A. Access My Profile

The **My Profile** module includes the <Logout>, <Manage My Profile>, and <Manage My Subscription> functions for all users. For users with access to multiple Grants, the **My Profile** functions also include a link to <Switch Profiles>.

#### A1. Grantee and HUD | Access My Profile





User Role: Grantee User and HUD User	Menu Option:  My Profile
Purpose: Allow Grantee Users and HUD Users access to functions under <b>My Profile</b> .	
 Complete the following steps to access My Profile:	
1 In the DRGR System, select the <b>My Profile</b> module, or  icon, located in the navigation menu.	
	



- This opens the dropdown menu items for **My Profile**. The System displays the relevant menu items based on user type and user roles.

## My Profile

### ACCOUNT SETTINGS








-  Logout
-  Manage My Account
-  Manage My Subscriptions
-  Switch Profile

## B. Logout

It is important for both Grantee users and HUD users to logout of DRGR using the **<Logout>** link under **My Profile**. Ending a DRGR session by closing the browser or letting the session expire due to lack of action over a twenty (20) minute period does NOT securely end the session and will cause a user to be locked out of its account for up to a thirty (30) minutes. The following subsection explains how to logout of DRGR properly.

[DRGRHelp@hud.gov](mailto:DRGRHelp@hud.gov)

### B1. Grantee and HUD | Logout

User Role: Grantee User and HUD User	Menu Option:  Logout
Purpose: Allow Grantee Users and HUD Users to log out securely from DRGR.	
 Complete the following steps to logout securely from DRGR:	
<ol style="list-style-type: none"><li>In the <b>My Profile</b> menu, select <b>&lt;Logout&gt;</b>.</li></ol>	
 My Profile	
ACCOUNT SETTINGS	
<ul style="list-style-type: none"><li> Logout</li><li> Manage My Account</li><li> Manage My Subscriptions</li><li> Switch Profile</li></ul>	



- This ends the DRGR session securely and redirects the user to the “Login” page.

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**DRGR Login**

Please enter your Username (C\*\*\*\*\* or H\*\*\*\*\*) and Password to log in.

Username:

Password:

If you have an issue with login or password, please call the main HUD Help Desk at **1-888-297-8689 (Option 9)**.

[FOIA](#) [Privacy](#) [Web Policies and Important Links](#) [Home](#)

U.S. Department of Housing and Urban Development  
451 7th Street S.W., Washington, DC 20410  
Telephone: (202) 708-1112 TTY: (202) 708-1455  
[Find the address of a HUD office near you](#)

## C. Manage My Account

### C1. Grantee and HUD | Manage My Account

<b>User Role:</b> Grantee User and HUD User	<b>Menu Option:</b> Manage My Account
<b>Purpose:</b> Allow Grantee Users to request edits to contact information and check user roles.	
Complete the following steps to update contact information and check user roles.	
<ol style="list-style-type: none"><li>In the <b>My Profile</b> menu, select &lt;Manage My Account&gt;.</li></ol> <p><b>My Profile</b></p> <p>ACCOUNT SETTINGS</p> <p> Logout</p> <p> Manage My Account</p> <p> Manage My Subscriptions</p> <p> Switch Profile</p>	

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- 2 On the “**Manage My Account**” page, users can edit contact information, however, changes to user’s first and last name, user name, and profile rights require DRGR Administrator approval. Information marked with an asterisk is mandatory.

ADMIN  
Request User Edits

|

\*Indicates Required Field

*First Name:	ALICIA			User Name:	T018GR		
*Last Name:	SORIANO			Title:			
*Email:	sunil.reich@hud.gov			Organization:			
Address 1:	935 E. Confederate Ave., P.O. Box 16055			Phone Number:	4046357235	Ext:	
Address 2:				Fac:	4046357205		
Address 3:							
*City:	Atlanta						
* State:	GA			* Zip Code:	30316		
					+ 0055		

- 3 Once information is updated, users select **<Submit>** to save information.

ADMIN  
Request User Edits

|

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- 4 To check user roles assigned to a user's account, the user may scroll down on the **"Manage My Account"** page to review the assigned user roles. More information on user roles can be found in Chapter 5 – User Management and Certifications. In the Grantee example below, this user has the "Request Drawdown", "Submit Action Plan", "Submit Performance Reports", "User Profile Request", and "Update FAQ roles." This view also shows that the user's account is Active. NOTE: The Staff Rate Role is applicable to TA Providers only. The Update FAQ role is applicable to HUD staff only.

**EX. GRANTEE PROFILE -**

\*Select Grantee User Profile

NOTE: You can edit existing profile or if authorized then you can add only one new profile. If you add new profile then changes to selected existing profile will be ignored.

**Grantee Profile:**

Grantee	Agency	View Only	Grantee Admin	Request Drawdown	Approve Drawdown	Submit Action Plan	Submit Performance Reports	Staff Rate	Contractor	User Profile Request	Update FAQ	Submit Voucher Docs to HUD	Active
Georgia	28	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Supporting Documents** \* Valid file extensions are: .png .gif .jpg .jpeg .doc .docx .xls .xlsx .ppt .pptx .pdf

None

[Add Additional Documents](#) | [Remove Selected Document](#)

Comments:

**EX. HUD PROFILE:**

\*Select Grantee User Profile

NOTE: You can edit existing profile or if authorized then you can add only one new profile. If you add new profile then changes to selected existing profile will be ignored.

**HUD Profile:**

HUD Office	HUD Program	View Only	HQ Admin	Super User	Approve Drawdown	User Profile Request	Update FAQ	Office of Inspector General	Active
LOS ANGELES	100226	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Grantee Profile:**

Grantee	Agency	View Only	Grantee Admin	Request Drawdown	Approve Drawdown	Submit Action Plan	Submit Performance Reports	Staff Rate	Contractor	User Profile Request	Update FAQ	Submit Voucher Docs to HUD	Active
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## D. Grantee and HUD | Manage My Subscriptions

Grantee Users and HUD Users may opt in or out of subscriptions that provide alerts when certain actions are completed in DRGR. See subsection D2 for a list of subscriptions available in the System.

### D1. Grantee and HUD | Manage My Subscriptions

<b>User Role:</b> Grantee User and HUD User	<b>Menu Option:</b> Manage My Subscriptions
<b>Purpose:</b> Allow Grantee Users and HUD Users to edit subscription preferences.	
Complete the following steps to edit subscription preferences:	
<p>1 In the “My Profile” menu, select &lt;Manage My Subscriptions&gt;.</p> <div> <b>My Profile</b></div> <div>ACCOUNT SETTINGS</div> <div> Logout</div> <div> Manage My Account</div> <div> Manage My Subscriptions</div> <div> Switch Profile</div>	
<p>2 A new page will load. Select &lt;Add Subscription&gt;.</p> <div>ADMIN</div> <div>Manage Subscriptions</div> <div><b>Login Id:</b> T023GR      <b>User Name:</b> Test1 User1</div> <div></div>	

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- 3 A new “Add Subscriptions” page will load, and users can make preferences for managing their subscriptions. Users can:
- (a) set a custom subscription name;
  - (b) choose the event that they would like to be notified about from the dropdown list of options;
  - (c) select whether subscriptions will be delivered for an Activity or a Grant from the <Level> dropdown field;
  - (d) choose the Activity or Grant with which the subscription should be associated by clicking on <Select>;
  - (e) opt in or out of the subscription from the dropdown field; and
  - (f) set the start of the subscription period.

Note: The list of available subscriptions is provided at subsection D2 below.

Disaster Recovery Grant Reporting System

ADMIN

Add Subscriptions

\*Indicates Required Field

Login Id: T023GR User Name: Test1 User1

Subscription Name

Event

Level

Association

Opt In/Out

\*Submission Date

Save Cancel

HUD.GOV

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- 4 When selecting the Activity or Grant to which the subscription will be applied (step 3d above), click on **<Select>** to search the Activities or Grants.

ADMIN  
Add Subscriptions  
\*Indicates Required Field

Login Id: T023GR      User Name: Test1 User1

Subscription Name	Event	Level	Association	Opt In/Out	*Submission Date
<input type="text"/>	AP Review	▼	Activity ▼	Select	In ▼ 07/23/2020
<small>Select Date (ex: mm/dd/yyyy)</small>					

Save | Cancel

- 5 A new **“Activity Search”** page will load. On this page, users may enter information to refine their search or leave the fields blank and simply select **<Search>**. A list of Activities or Grants will be returned from which the user may select.

ADMIN  
Activity Search  
Search Criteria

Grantee:       Grant:       Grantee Activity Number:

Search    Reset

Return to Previous Page

- 6 After the user has populated all fields on the **“Add Subscriptions”** page, select **<Save>** to activate the subscription.

ADMIN  
Add Subscriptions  
\*Indicates Required Field

Login Id: T023GR      User Name: Test1 User1

Subscription Name	Event	Level	Association	Opt In/Out	*Submission Date
<input type="text"/>	AP Review	▼	Activity ▼	Select	In ▼ 07/23/2020
<small>Select Date (ex: mm/dd/yyyy)</small>					

Save | Cancel



## D2. Grantee and HUD | List of Available Subscriptions

The following is the list of available subscriptions on the “Add Subscriptions” page under **Manage My Subscriptions**. By adding a subscription for one or more of these actions, users will be notified when activity occurs on these functions.

AP Review	New User Request pending review
AP Submit	New User Request rejected
Collections/Adjustments Pending Revision	New User Request rejected by HQ
Drawdown Approval	QPR Review
Drawdown Exceeds Grant Threshold	QPR Submit
Drawdown HUD Approval	Receipt Creation
Drawdown Receipt Modification	Staff Rate Approve
Drawdown Revision after Block Drawdown Date	Staff Rate Reject
Drawdown Revision Approval	Staff Rate Submit
Drawdown Revision Submission	TA Work Plan Approve
Drawdown Submission	TA Work Plan Submit
Drawdown Supporting Documents Complete	TA Workplan Reject
Drawdown Supporting Documents InComplete	Update User Request completed
Drawdown Supporting Documents Request	Update User Request pending HQ completion
Drawdown Supporting Documents Review Request	Update User Request pending review
Drawdown Supporting Documents Submit	Update User Request rejected by HQ
Drawdown Supporting Documents Undo	User Deactivation Request completed
Grant Checklist Approve	User Deactivation Request pending HQ completion
Grant Checklist Reject	User Deactivation Request pending review
Grant Checklist Submit	User Deactivation Request rejected
New User Request completed	User Deactivation Request rejected by HQ
New User Request pending HQ completion	

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## E. Grantee and HUD | Switch Profile

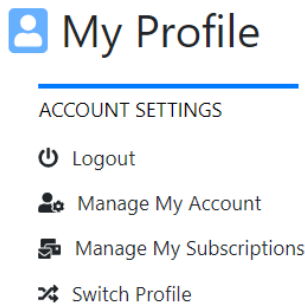
### E1. Grantee and HUD | Switch Profile

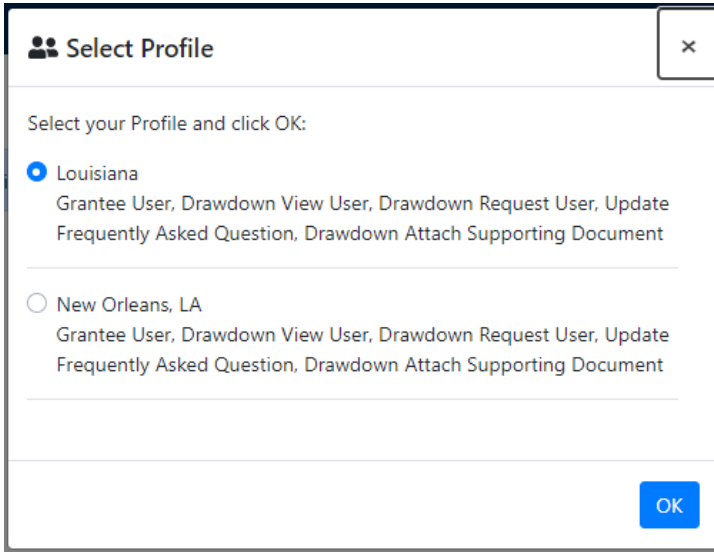
In DRGR, users may have access to multiple Grants and, therefore, multiple profiles.

<b>User Role:</b> Grantee and HUD User	<b>Menu Option:</b> Switch Profile
--	------------------------------------

**Purpose:** Allow Grantee and HUD Users to switch between DRGR profiles.

**Complete the following steps to switch between profiles:**

- 1 In the **My Profile** menu, select **<Switch Profile>**.  


The screenshot shows the 'My Profile' page with a blue header. Below the header, there is a section titled 'ACCOUNT SETTINGS' with a list of options: 'Logout', 'Manage My Account', 'Manage My Subscriptions', and 'Switch Profile'. The 'Switch Profile' option is highlighted with a blue background.
- 2 The **"Select Profile"** box will display. Choose the desired profile and select **<OK>**.  




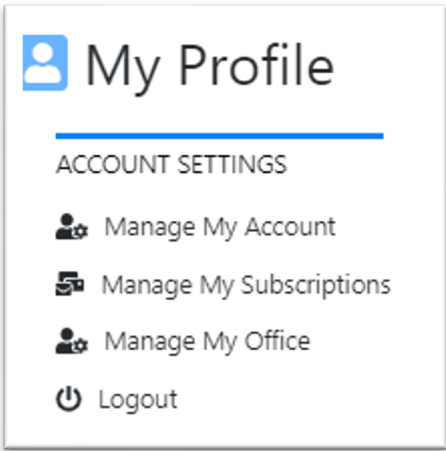
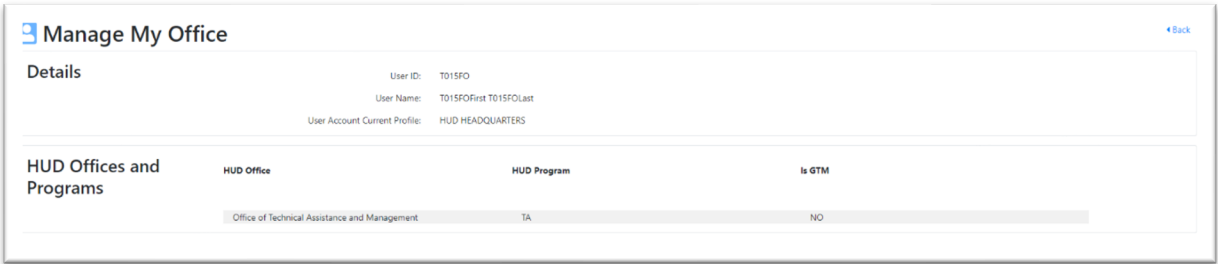
The screenshot shows a 'Select Profile' dialog box with a close button (X) in the top right corner. The dialog box contains the text 'Select your Profile and click OK:'. There are two radio button options: 'Louisiana' (selected) and 'New Orleans, LA'. Each option has a list of roles associated with it: 'Grantee User, Drawdown View User, Drawdown Request User, Update Frequently Asked Question, Drawdown Attach Supporting Document'. An 'OK' button is located at the bottom right of the dialog box.

Note: The HUD approved roles associated with each profile are included in the "Select Profile" window. The list may not include pending roles.



## F. Manage My Office

### F1. HUD | Manage My Office

User Role: HUD User	Menu Option:  Manage My Office
<b>Purpose:</b> Allow HUD Users to view their TA HUD Offices and TA Programs. This screen also displays if the user is a GTM for a particular HUD office and/or program.	
 Complete the following steps to check user roles.	
1 In the <b>My Profile</b> menu, select <b>&lt;Manage My Office&gt;</b> .	
	
2 The <b>“Manage My Office”</b> page is displayed, and the user can review information on offices and programs and GTM assignments.	
	

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