

PIC Error Removal Form

In cases where corrected PIC errors do not fall off the PIC Error Dashboard or cannot be resolved, use the PIC Error Removal Form to request that HUD remove these errors.

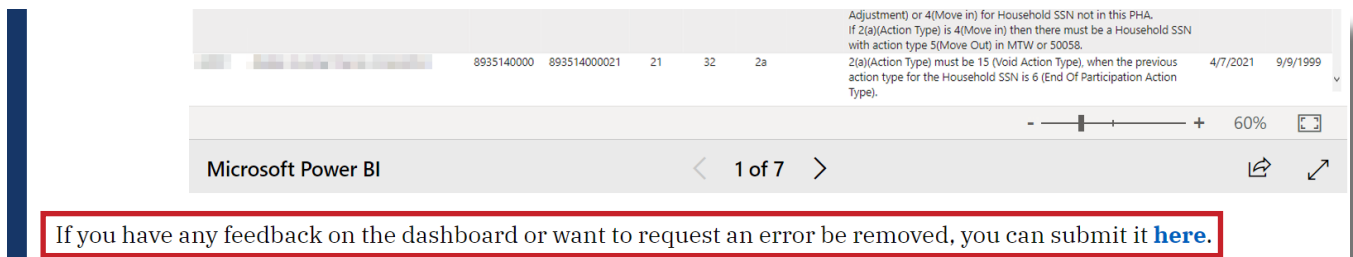
PHAs should use this form after successfully correcting PIC errors or identifying errors that cannot be resolved. Certain errors, such as those relating to Social Security Numbers or overlapping portability and End of Participation (EOP) dates, will not fall off the updated dashboard without HUD removal (view the [Technical Reference Guide](#) for steps on correcting these errors).

NOTE: Before submitting a request to remove the error, please verify the error was corrected, and wait for the **next weekly update**. Only submit the form if the corrected error does not fall off the next updated dashboard.

Follow these steps to submit an error removal request:

1 Visit the [IMS/PIC Error Dashboard page on HUD's website](#).

2 Scroll down and locate the text that reads, "If you have any feedback on the dashboard or want to request an error be removed, you can submit it [here](#)." Select the link.

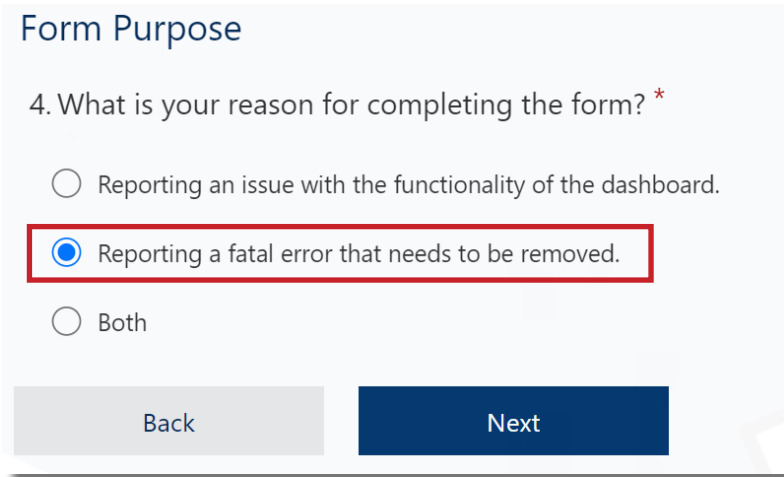


3 Click **OK** on the warning message alerting that you are leaving hud.gov.

4 Complete all fields in the form, selecting **Next** at the bottom of each page to continue.

On the first page, provide your first and last name and your email address. Then, enter your PHA's code; if unknown, locate it by using the [PHA Contact Information page](#).

The **Form Purpose** page displays. Select **Reporting a fatal error that needs to be removed**. Then, select **Next**.



The screenshot shows a form titled "Form Purpose" with the question "4. What is your reason for completing the form? *". There are three radio button options: "Reporting an issue with the functionality of the dashboard.", "Reporting a fatal error that needs to be removed." (which is selected and highlighted with a red box), and "Both". At the bottom of the form are two buttons: "Back" and "Next".

Enter the **PIC Ticket Number**, **Form Number**, **Error Number**, and **Unique ID** from the dashboard. In field 9, type in all details about the error, including how staff attempted to correct the error.

Before submitting, you can provide HUD with feedback on the dashboard.

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Once all fields have been completed, click **Submit** on the final page. The system sends an email notifying of the successful submission.

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HUD reviews the request and determines if the error has been corrected and should be removed from the dashboard. HUD also sends an email confirmation that the request was received.

1. If approved, HUD notifies that the error will be removed with the next weekly update.
2. If denied, HUD provides an explanation as to why the error was not removed. Contact your PIC Coach for assistance.

You can find a video walkthrough of these steps [here](#) on HUD Exchange.

