



HUD Standards for Success

Frequently Asked Questions (FAQs)

inForm Tool



What is inForm?

inForm is the Department of Housing and Urban Development's (HUD's) data collection and reporting tool for Standards for Success. inForm is a convenient web-based tool used to submit Standards for Success data and information to HUD for reporting purposes.

What is OLDC?

OLDC stands for Online Data Collection. inForm is sometimes referred to as the OLDC tool, the Online Data Collection tool, or the Online Data Collection and Reporting tool.

I am new to using inForm. How do I request a new inForm account?

Send requests for new inForm accounts to askGMO@hud.gov. Access to a new account includes a username and password.

How do I access the tool?

Access to the inForm tool is through the website www.grantsolutions.gov. Use the "Login to" box located on the right side of the webpage to enter your username and password. Click the Login button.

If you have any trouble logging in, use the link below the password box for assistance.

What is two-factor authentication?

Two-factor authentication provides an extra layer of account security, helping to protect personal and organizational information. It helps to confirm the identification of users logging into GrantSolutions.

After enabling two-factor authentication, when you log-in with your username and password, you will be prompted to enter a passcode. This passcode may be provided to you in three different ways: using your smart phone, a voice call-back message, or a text message.

Two-factor authentication includes a special code every time you log-in to inForm. Some users wait to elect two-factor authentication until they are comfortable accessing the tool. Two-factor authentication can be turned on at any time by updating your profile in inForm.



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If I use AASC Online or FamilyMetrics, do I need to enter the information into inForm?

No, individuals who use AASC Online or FamilyMetrics do not use or enter data into inForm. Standards for Success data and information will automatically be transferred from AASC Online and FamilyMetrics to HUD for reporting purposes.

Does inForm present all the data elements or only the data elements I am asked to collect and report?

inForm only presents the data elements your HUD Program Office has determined are relevant to your program.

I understand I can select multiple response options for a few of the data elements. How do I select more than one response option?

To select more than one response option, hold down the Control key and click each response option you want to select. Response options that are selected are highlighted in blue.

Does the tool automatically save entered data?

No, the inForm tool does not automatically save entered data. It is helpful to save your work as you input data into reports and progress through the steps in the tool.

inForm has a time-out feature after 25 minutes of inactivity. After 25 minutes without action in the inForm tool, you will be logged out and any unsaved information will be lost.

How will I know if my report has been submitted to the Grantor?

After officially submitting a report to the Grantor, e-mail notifications will be sent to the Grantee and Grantor.



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I need help with the inForm tool. Who can I contact?

The type of question or request you have determines who you contact.

Contact askgmo@hud.gov for:

- general questions or feedback regarding Standards for Success;
- requests for new inForm accounts; and
- questions regarding “how-to”, or steps to use the inForm tool.

Contact GrantSolutions at help@grantsolutions.gov, or by telephone at 202-401-5282 or 1-866-577-0771 for:

- reminders of usernames;
- resetting passwords; and
- questions technical in nature regarding inForm.

For program-specific questions, speak to your HUD Program contact person.

I have a question regarding AASC Online or FamilyMetrics. Who do I contact?

Send questions regarding AASC Online or FamilyMetrics to support@pangeafoundation.org.