Spectrum - TCAC Tenant Demographic Reporting
User Guide

LIHTC Tenant Data Collection

Welcome

Spectrum - TCAC Tenant Demographic Report

CALIFORNIA TAX CREDIT ALLOCATION COMMITTEE

SPECTRUM
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Spectrum-TCAC Tenant Demographic Reporting

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Spectrum-TCAC Tenant Demographic Reporting

Introduction

Spectrum Enterprises is pleased to have been selected to partner with the California Tax Credit Allocation Committee (CTCAC) to collect HUD tenant demographic data electronically for all tax credit projects in California. Spectrum Enterprises has been performing LIHTC compliance services for over 25 years and provides compliance monitoring services as the authorized delegate for a number of state housing agencies.

Over thirteen years ago Spectrum developed a software application that is currently being used in over 1,400 tax credit properties to collect tenant income and demographic data used in its state compliance monitoring activities. This software was updated in 2009 to accommodate HUD's requirement to collect tenant demographic data as mandated in the Housing and Economic Recovery Act of 2008 (HERA). It is this software that will be used to collect tenant demographic data in California.

Additionally, Spectrum has worked very closely with HUD and the *National Affordable Housing Management Association (NAHMA)* to develop and subsequently update the *State Housing Finance Agency (HFA) Low Income Housing Tax Credit (LIHTC) Data Transfer Standard* that provides the ability to transfer data via XML from existing project management software systems into the Spectrum data collection software eliminating the need for manual entry of tenant information.

HUD Requirements

HUD is requesting the status of all *Tax Credit Units* in a LIHTC project as of December 31 of the effective year the data is being collected. For example, in this first year of collection, owners of California projects must submit data to HUD that indicates the demographic and economic status of all household members within all LIHTC units in a project as of December 31, 2011.

It is important to keep in mind that HUD is requesting the most recent household demographic data as well as the most recently certified household financial data. In some cases this information may come from different *Tenant Income Certification (TIC)* forms that were completed at different times during a tenant's occupancy. For example, if a TIC is being used to self certify a household's income then the household member demographic data must come from that TIC while the household income data must come from an earlier TIC that was used to actually certify the household as a tax credit household.

Specifically, HUD is asking for the status of LIHTC units as of the December 31st of the effective year. This includes the total *Certified* income for the household as well as rent information and the demographic data (race, ethnicity and disability status among others) of each member of the household.

Spectrum-TCAC Tenant Demographic Reporting

Software Overview

The Spectrum software is a free standalone application that must be downloaded from the Spectrum website and installed on a local computer. Once completed, the data collected is submitted to Spectrum from within the software via an internet connection. However, an internet connection is not required while using the software to enter data. There is no cost for the software and you are free to use it on as many computers as you need to. You may also download it multiple times.

Computer Requirements

The Spectrum software will run on any computer running all versions of the Microsoft operating system from Window's XP through Windows 7 (both 32 and 64 bit). Hard drive space required is 15mb. Single property reports files are generally 1-3mb in size while multiple property files can be as large as 10mb. When a report file is submitted to Spectrum it is compressed prior to transfer and the average transfer time is approximately 1-2 minutes.

Multiple Properties

If you are a management company that is managing multiple properties, you have the option of including all your properties in a single report file or creating a separate file for each property. The Spectrum report file(s) can be located on a centralized server and accessed from multiple computers on your network. However, at this point in time, a report file can only be accessed by a single user at a time.

Additionally, it is not necessary that a single property management representative register and download the software for distribution and use by your organization. While you can use this centralized approach you may also have individuals (e.g. compliance managers, etc.) from different locations register and download the software. It's up to you to decide how you'd like information from Spectrum regarding the software distributed to multiple locations.

Data Entry Methods

There are two methods for getting household data into the Spectrum software: *XML Import* or *Manual Entry* from paper TIC forms.

It is expected that in subsequent years data will be entered into the same report file as opposed to every year creating a new file and having to setup the *Property, Buildings* and *Units* which can be tedious and time intensive. The added benefit to this approach is that the software will automatically look at previous certifications to bring forward information HUD is requesting which eliminates the need to go back through previous paper files to collect the data.

For example, in California in a *100% Tax Credit* property you are required to certify a tenant's income and qualify them as eligible to rent a unit at move in. In the second year, you are required to review and re-certify the tenant's income. In the third year you are not required by TCAC to recertify tenant income. However, if a tenant's income is not recertified under these circumstances, HUD is requiring the *Effective Date of Income Certification* and the *H/Hold Size at LIHTC certification* which are from a previous TIC. By maintaining a single electronic file of tenant history the Spectrum software is able to automatically pull the information HUD is requiring so the user won't have to look back in the file(s) for it.

XML Import

If you are using a management system software package that supports the *NAHMA LIHTC Data Transfer XML Standard (1.1 or 2.0)* you can import data for any date range into the Spectrum software. It is a two step process that involves first running a report in your management software that will generate an XML file and then importing that file into the Spectrum software. Both steps are relatively easy to accomplish and have been used extensively during the past three years.

Third party software vendors that Spectrum has worked closely with that provide XML support include management applications by Yardi, Real Page and Boston Post (now MRI). If you are not sure if your management software supports the data standard you'll need to contact your software vender. Spectrum does not have information regarding the XML status of third party management software systems.

Manual Entry

Manual data entry simply requires entering the data from the TIC forms provided by TCAC. Because of the nature of recent changes HUD has made to their Tenant Data Collection Form (during the summer of 2011), and related requirements regarding the accuracy and completeness of income data, starting in 2012 you'll need to enter each TIC form completed during the year instead of waiting until the end of the year to simply enter the current state of the unit.

While at first glance this may appear to be a more time consuming task it will in fact be less time consuming in the long run because the Spectrum software will automatically track and report to HUD all household demographic and income data that represents an accurate snapshot of the your tax credit units as of December 31st.

Entering each TIC completed during the year eliminates issues that can arise from having to wait until after December 31st to go through all of the tenant files to analyze and pull the ones you'll need to enter data from to satisfy the HUD requirement. You will not have to review each TIC or search through previous TICs for earlier income qualification dates. Additionally, if you're not currently using a software package to track tenant events the Spectrum software includes free reports that you can use to help stay in compliance.

Data Submission to Spectrum

The HUD data report file is submitted to Spectrum directly from within the Spectrum software. An active internet connection is required at the time of submission. The upload process generally takes 1-2 minutes.

If you have uploaded a file and subsequently discovered errors that have been rectified you can re-submit the file as many times as you need to.

BIN and TCAC# Entry and Formatting

The correct entry and formatting of the *Project Identifier Number (TCAC#)* and the *Building Identification Number (BIN)* is critical. If the correct TCAC# is not provided for each property in your portfolio then Spectrum will not be able to accurately report to TCAC that you are in compliance with their requirement to submit the Tenant Demographic Data HUD has requested.

Similarly, HUD will not accept BINs that are not correctly formatted. Consequently, while the Spectrum software will initially allow for the submission of incorrect BINs, notice will be sent to you regarding errors and you'll be required to update your system so that you are submitting correct BINs in subsequent data submissions.

TCAC# Formatting

You'll be asked to provide the project number (TCAC#) assigned to the property by TCAC. If you're entering data manually (versus an XML Import of data) the Spectrum software includes a database of existing Tax Credit developments that you can use to populate information about the property. The database contains the following information:

1. TCAC # (CA-2010-140)
2. Project Name and Address
3. Number of Buildings
4. A BIN# Range (CA-10-14001-16)
5. Management Company Name, Address and Contact information
6. Owner Name, Address and Contact information
7. Managing General Partner name only
8. Federal Set-Aside (20/50 or 40/60)

If the property you're working with is not included in the TCAC database then you'll need to manually enter property information including the TCAC# using the following guidelines. Contact TCAC if you don't know or are not sure if you have the correct TCAC# for the property you're working with.

The TCAC# must be formatted as CA-YYYY-PPP where:
    - YYYY is the four digit allocation year
    - PPP is the project specific number provided by TCAC

For example, a project allocated in 2010 with a TCAC application number of 140 would look like this:

<div align="center">

CA-2010-140

</div>

<div align="center">

SPECIAL NOTE

The Spectrum software <u>will prevent you</u> from submitting the report file to Spectrum if the TCAC# is not correctly formatted.

</div>

BIN Formatting

You'll be asked to enter the building number assigned to the building. This must be in the format described below <u>even if it is different than what's on the IRS 8609 form for this building</u>.

The BIN must be formatted as CA-YY-PPPNN where:

  - YY is the last 2 digits of the allocation year (93, 02, 10, etc.)
  - PPP is the project specific number provided by TCAC (041, 140, etc.)
  - NN is the building number within the project (01, 02, 03, etc.)

For example: A project with a TCAC# of CA-2010-140 would have BINs numbered:

<div align="center">CA-10-14001,   CA-10-14002,   CA-10-14003 etc.</div>

Special Note

While HUD will not accept incorrectly formatted BINs, they do understand the nature of the effort that may be required to comply with this requirement. Consequently, the expectation is that a reasonable effort will be made by owners or their representatives to submit correctly formatted BINs for the 2011 data collection cycle.

The ongoing expectation beyond 2011 is that incorrectly formatted BINs will be rectified and that owners or their representatives will submit property and tenant data with correctly formatted BIN in subsequent data submissions.

When Using XML Import for Data Entry

It has been Spectrum's experience in working with a large amount of XML imported data from a variety of states and management companies that the BINs entered into many management systems are not in the correct format and often clerical staff is not aware of how to manage the BINs (as well as the TCAC#) in the management software. Additionally, more often than not it is not simply a matter of arbitrarily changing a BIN to accommodate a formatting issue.

Consequently, the best approach to working with the TCAC# and BINs is to make any corrections in your management system before importing it into the Spectrum software. It's not recommended that you import data into the Spectrum software and then correct mistakes there before you submit the data to Spectrum. You can import data, review and verify it using the Spectrum software and if you need to make changes you can do that in your management system and then re-import the data into the Spectrum report file.

This is due to the synchronization problems that can arise by changing data one time in the Spectrum software after you've imported and then adding and modifying information in your management system on a daily basis during the year and subsequently importing that data into the Spectrum report file again for consecutive years.

For example, if you find the BINs in your management system are not in the correct format after you import the data into the Spectrum report file and you then modify them in the Spectrum report file before submitting the information, the Spectrum report file will be out of synch with the BINs that are in your management system.

Consequently, if you import the original BINs in subsequent years that have not been corrected to match the BINs in the Spectrum report file, the software will not have a match for the imported BINs and can only import the second round of BINs as new ones. You'll end up with essentially a duplicate set of BINs with each BIN having a separate set of tenant information that is out of synch.

Installing the Spectrum Software

Installing the Spectrum software on your computer is a two step process. You must first download the software from Spectrum's web site and then you must install the software on your computer.

Downloading the Software

Using a standard browser and internet connection go to Spectrum's web site (www.SpectrumLIHTC.com/states/california/) and click on the *Download TCAC Tenant Data Collection Software* link on the main page to access the site's download page. There will be instructions there about the process as well as a link used to download/run the installation file.

If you're computer uses a recent version of Microsoft's Internet Explorer then you may see the following prompts when you attempt to download the file from the Spectrum site.

Do you want to run or save TCAC Tenant Data Collection Software (10.5 MB) from **www.spectrumlihtc.com**?

Run   Save ▼   Cancel
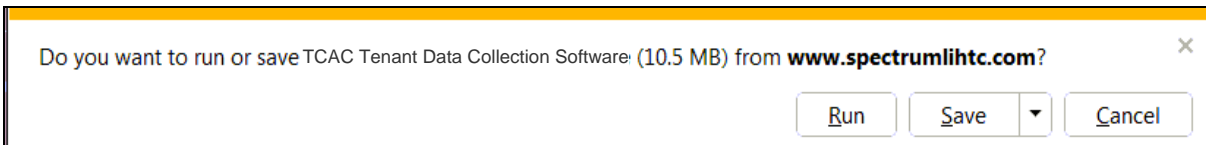
Select [**Run**] to run (this is the preferred method) and install the software from the website. Depending on the security settings on your computer, the file may have to be downloaded. If that is the case then follow the prompts to download and then run the installation software.

Select [**Save**] to save the file to a location of your choice on your computer and then navigate to that location and run the software.

Depending on your computer's security settings you may see the following prompt.

TCAC Tenant Data Collection Software is not commonly downloaded and could harm your computer.

Delete   Actions   View downloads
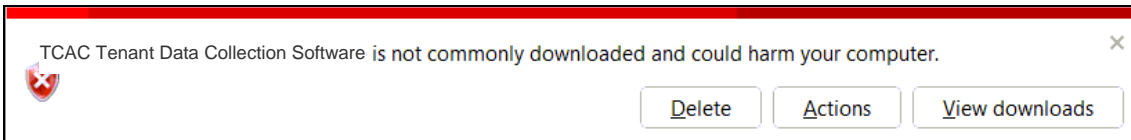
Select [**Actions**] and then select **-> [Run anyway] (below)** to install the software.

SmartScreen Filter - Windows Internet Explorer

This program might harm your computer

SmartScreen Filter has little or no information about this unsigned program. Running this program might harm your computer.

Name: TCAC Tenant Data Collection Software
Publisher: Unknown

➔ **Don't run this program**
   (recommended)

➔ **Delete program**

➔ **Run anyway**

What's SmartScreen Filter?
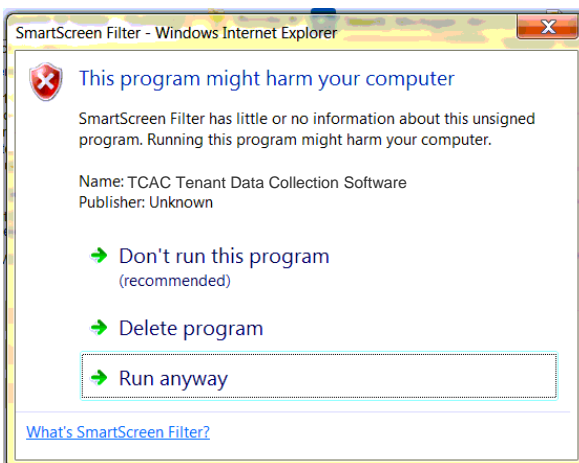
Once the download process begins you'll be informed of its progress.

30% of TCAC Tenant Data Collection Software downloaded   20 sec remaining

Cancel   View downloads
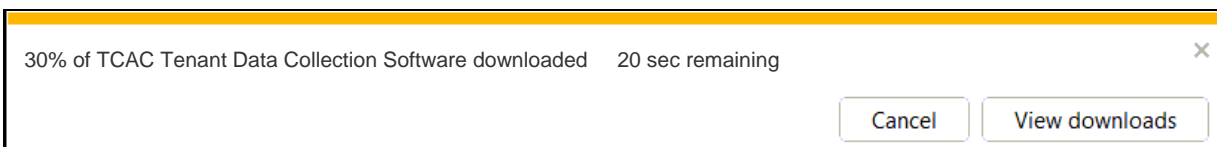
Installing the Software

Once the installation file has been downloaded and started, the installation software will walk you through a few steps. In order to be able to provide the highest level of support possible, it is recommended that you accept the default options.
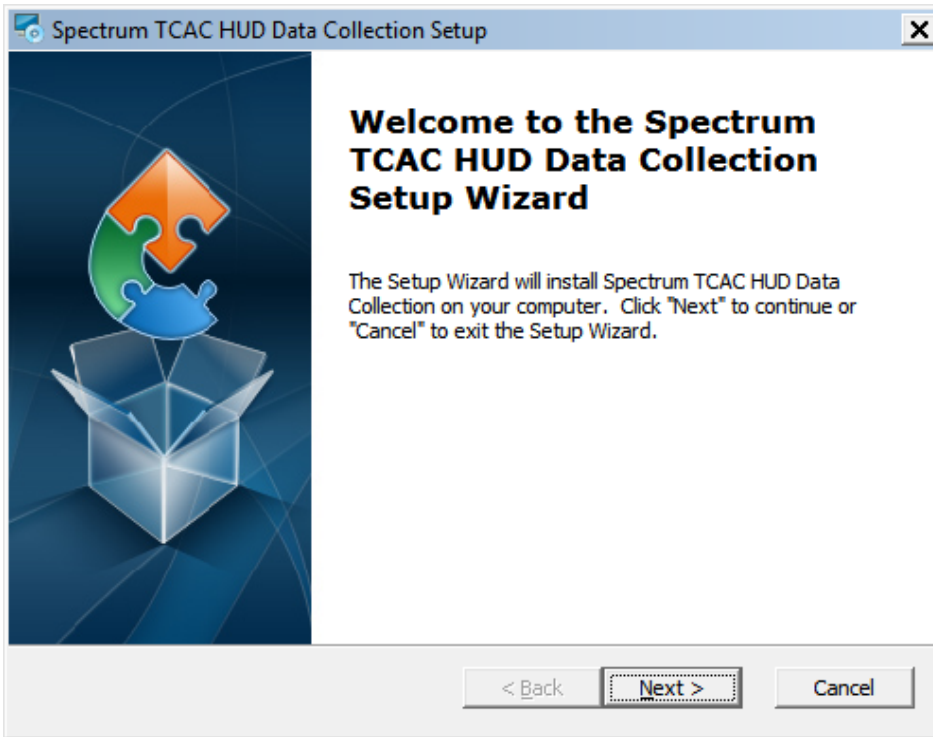
Select **[Next>]**
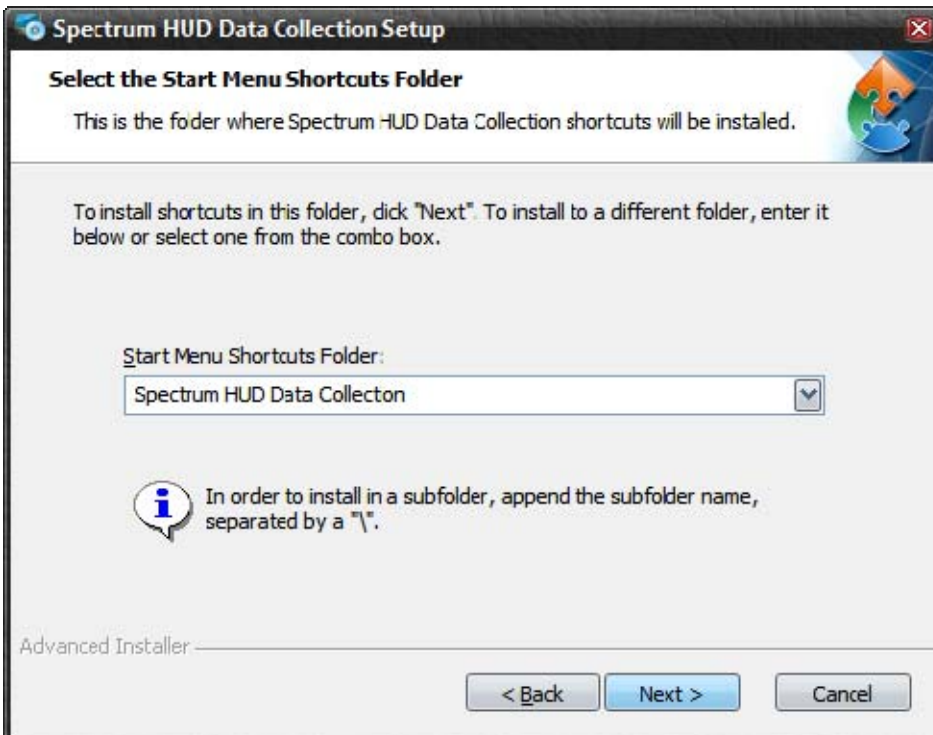
Select **[Next>]**
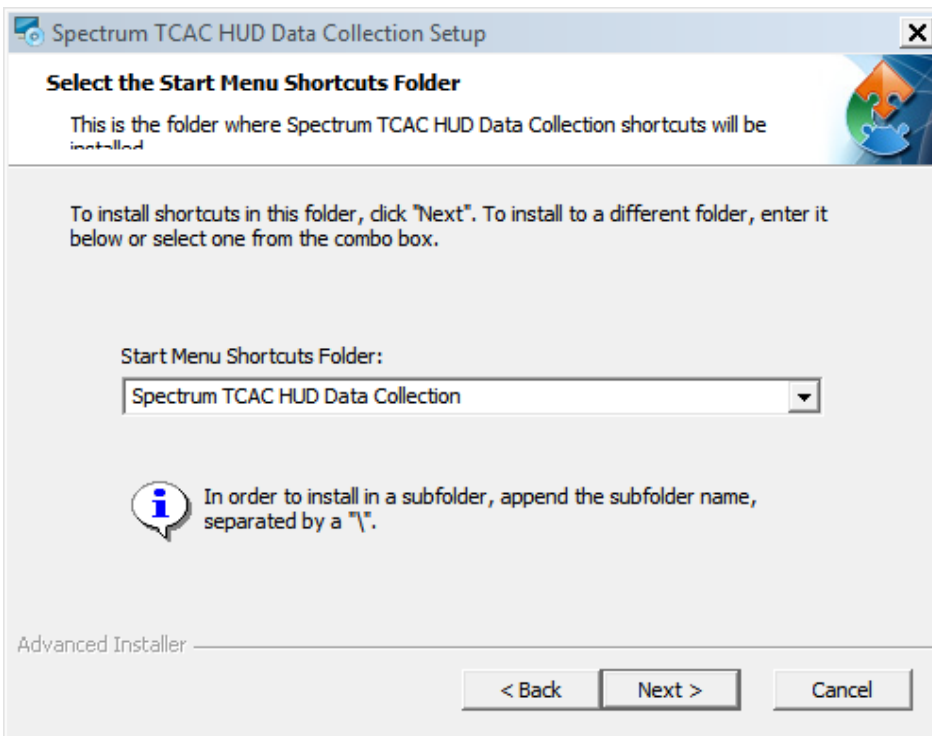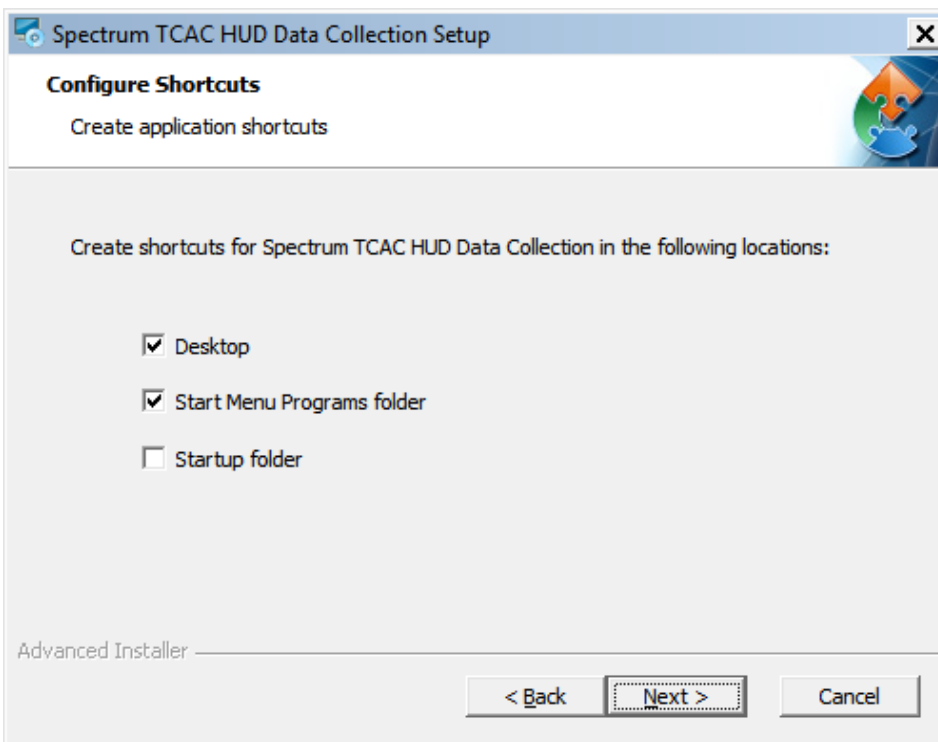
Select **[Next>]**
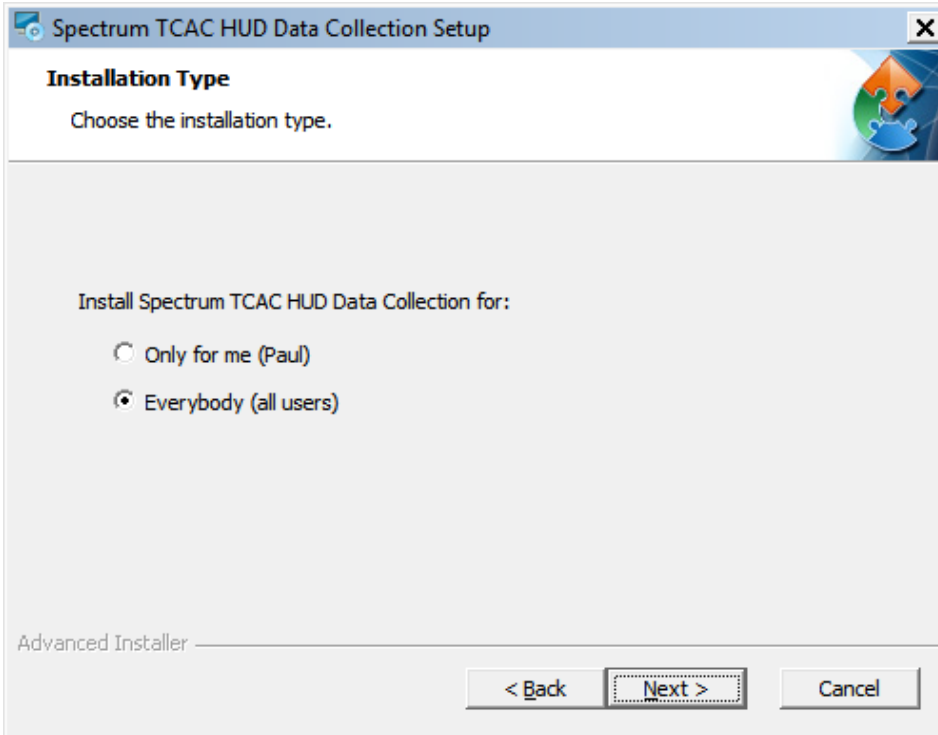
Select **[Next>]**

Select **[Next>]** – Installs the software for all users.

If you want to limit who can access the Spectrum software on your computer select **Only for me (Name).**
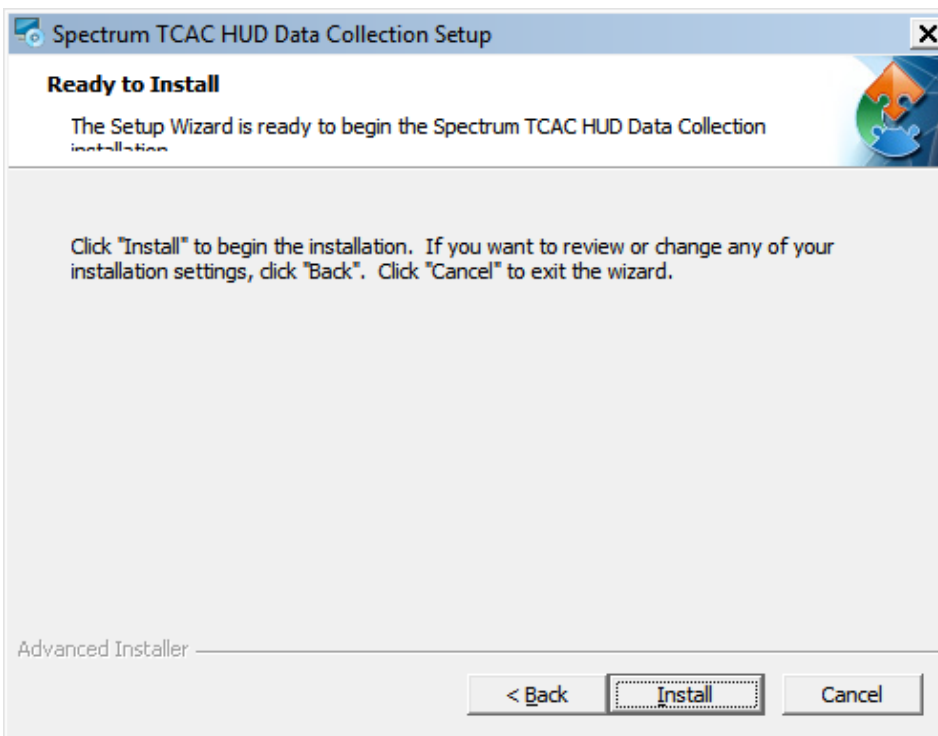
Select **[Install]**
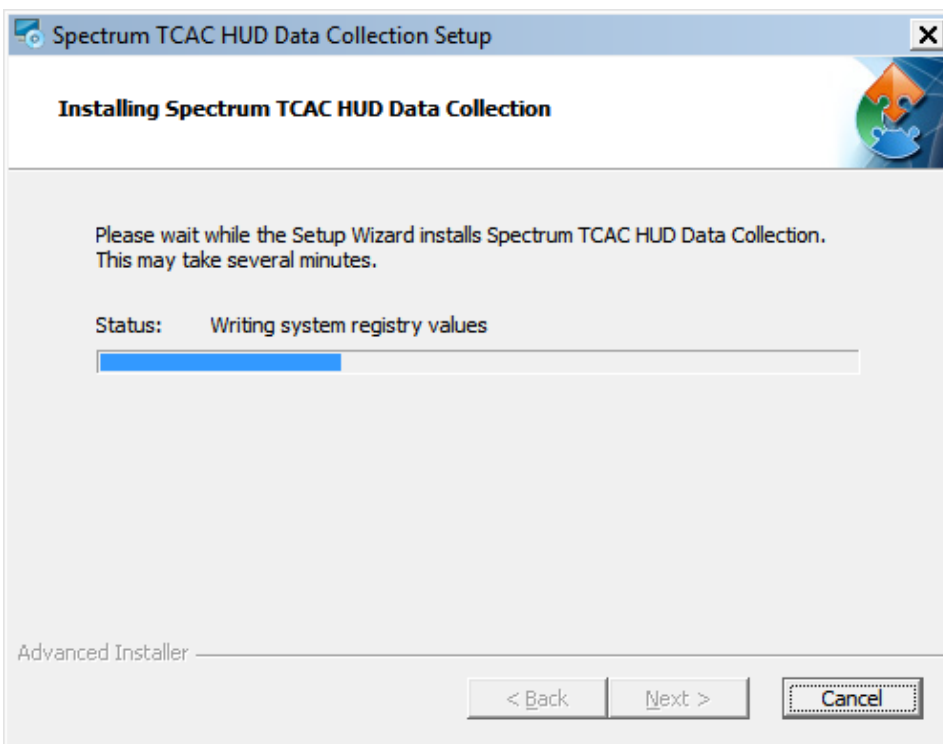
Installation progress is displayed.
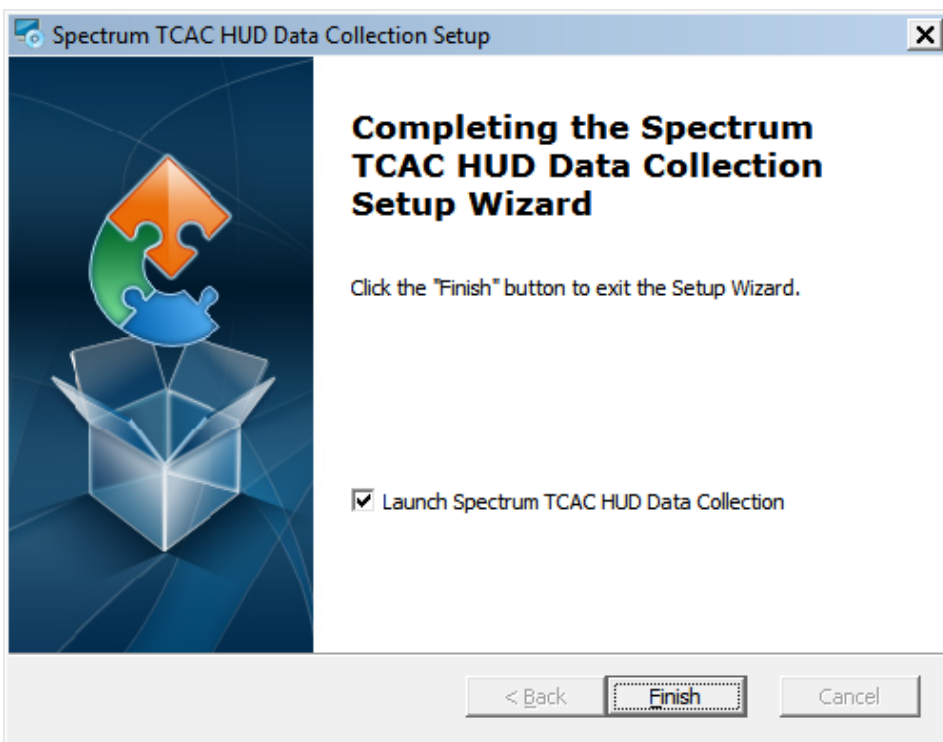
[Finish] If you leave ☑ **Launch Spectrum HUD Data Collection** checked then the Spectrum software will automatically start.

Running the Software for the First Time

Splash Screen

Every time the Spectrum software is started the splash screen is shown while Spectrum's web site is checked for updates. If there are updates, the software will notify you and will automatically handle the downloading and installation of the upgrades.

It is not expected that there will be an upgrade the first time you use the software. Do keep in mind though, that if you install the software on a different computer the first time start up process will occur.

The first time the software is started immediately after installing it you'll be walked through a series of prompts that provide three choices:

1. Create a new file for Manual data entry
2. Create a new file for XML Import of data from a management software system
3. Proceed to the *Home Page* without creating a new file where you can open any existing report file you may have created at an earlier time on a different computer.

The splash screen displays the progress of checking for updates.
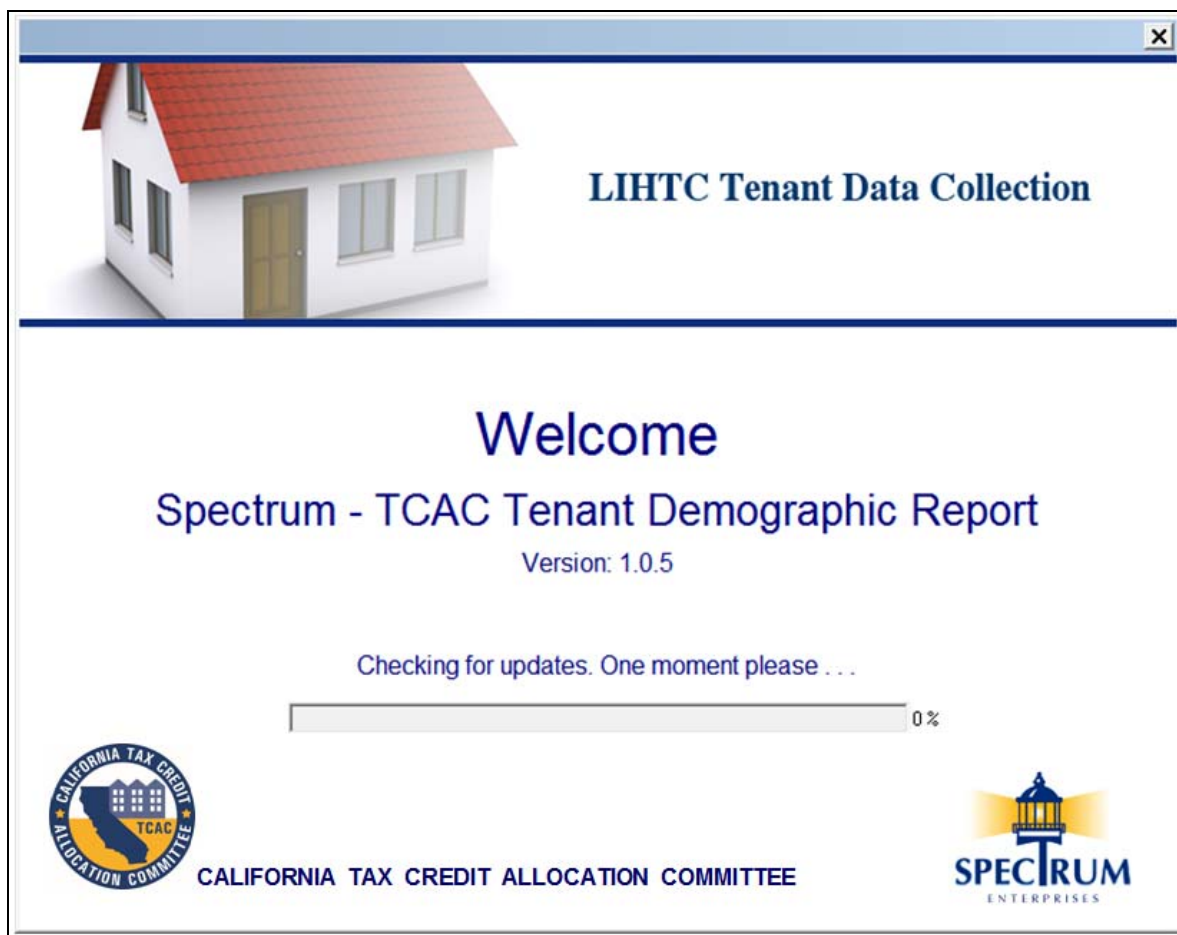
Firewall Blocking Internet Access

During the first time the software is started, depending on your computer's security settings, you may see a prompt like the following indicating that the Windows firewall has blocked the Spectrum software from accessing the web to check for updates. If this occurs, you'll need to select *'Allow Access'* so the software can not only check for updates but also be able to transmit the completed TCAC/HUD report file to Spectrum.
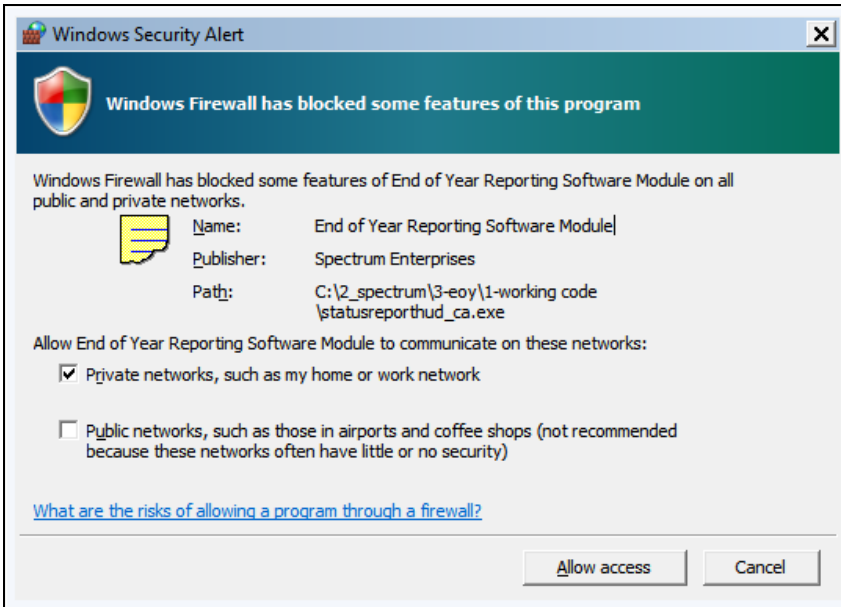
Select **[Allow access]** so the software can communicate with Spectrum.

Registration

When the software is first started you'll be prompted to provide contact and related information to Spectrum by completing the *Registration* form. This is information you may have already gathered by using the *Registration Worksheet* that has been available at the Spectrum website.

You can choose to register at a later time. If you do so you will be prompted to register every time the Spectrum software is started.
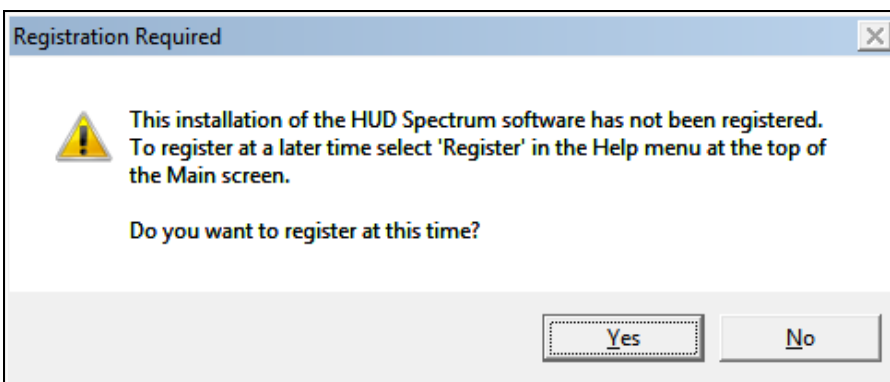
[Yes] - To register with Spectrum
[No] - To register at a later time

For complete Instructions on Registering with Spectrum see: Registration pg (116)

Step 1 - New Report File Options

After working through the *First Time Start Up* procedures you'll have the opportunity to step through the process of creating a new report file or go directly to the *Home Page*. The following prompt will be displayed providing your options.

New Report File Options

This is the first time the Spectrum software has been run.

Do you want to create a NEW REPORT FILE?

YES - CREATE a NEW file.
NO - Go to the Home Page WITHOUT creating a file.
CANCEL - CLOSE the Spectrum software.

[Yes]   [No]   [Cancel]
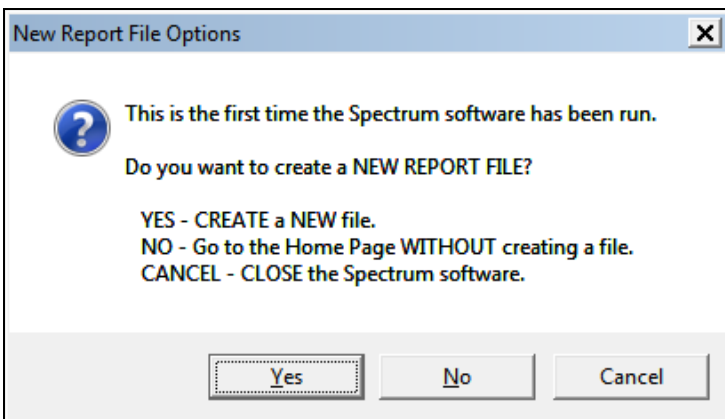
[Yes] - Displays the *Select File Options* prompt where you can select to either use the new file for *Manual* data entry or for an *XML Import*.

[No] - Moves to the *Home Page* without creating a file. You'll then need to create a file or open an existing file if one had been created at an earlier time or on another computer.

[Cancel] – Closes the Spectrum software without creating a new report file.

Step 2 - Select File Options

Selecting **[Yes]** in Step 1will take you to the *Select File Options* prompt where you can choose to create a report file for either *Manual Data Entry* or *XML Import* of data from your management system. Keep in mind that the report files created by either method are the same type of file. The prompt simply takes you to the appropriate form for the method of data entry you'll be using.

Select File Options

You can either create a new file to MANUALLY ENTER data or a new file to IMPORT XML data into.

Do you want to create a file to MANUALLY ENTER data?

YES - Create a file for MANUAL data entry
NO - Create a file for XML IMPORT
CANCEL - Go to the Home Page WITHOUT creating a file.

[Yes]   [No]   [Cancel]
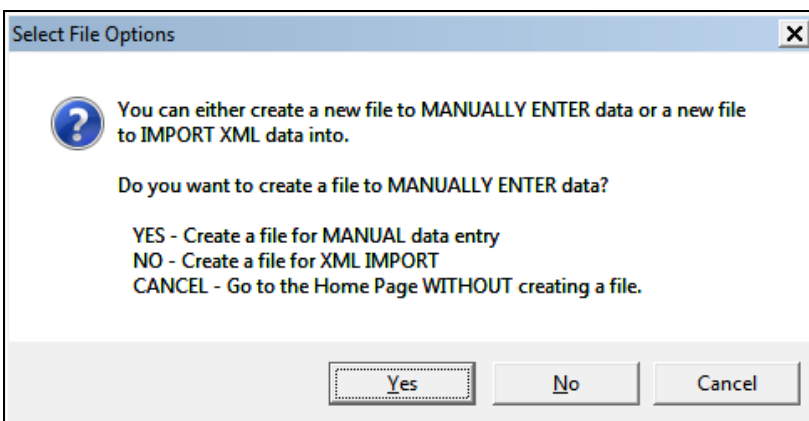
[Yes] - Creates a file for manual entry.

[No] - Creates a file for XML import.
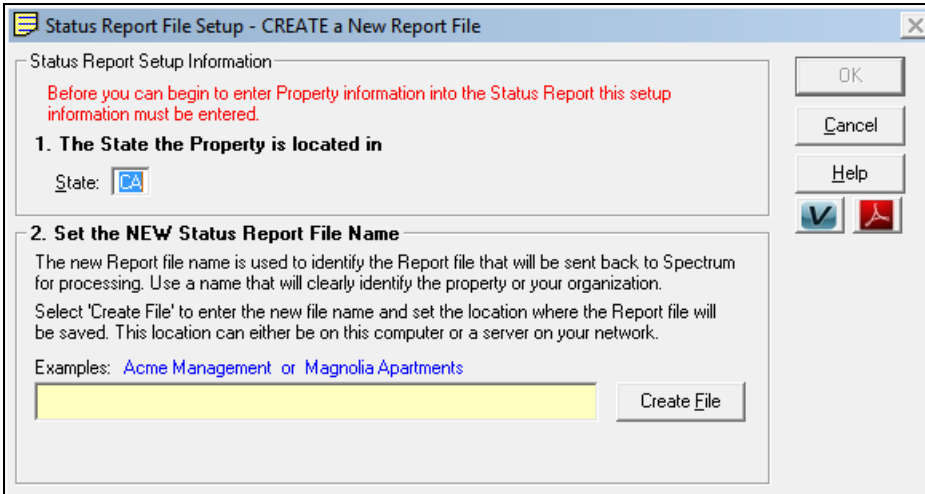
[Cancel] - Moves to the *Home Page* without creating a file. You'll then need to create a file or open an existing file if one had been created at an earlier time or on another computer.

For the following example we'll select **[Yes]** - Creates a file for manual entry.

Creating a Report File for MANUAL data entry

This form is used to create a new report file and set its location (folder). The report file can be located on the same (local) computer the Spectrum software is being operated on or on a network drive.
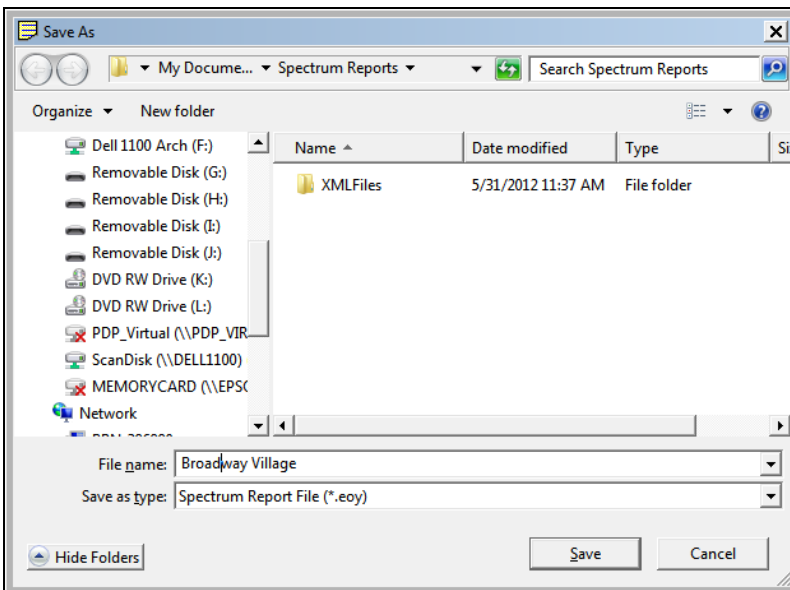
Step 1 - Set the State the Property is located in

[Create File] - Opens the **Save As** dialog box where you'll enter the name of the new file and set the location where the file will be saved.

Step 2 - Name the Report File

Enter the *Name* of the report file and set the *Location* where the file will be saved. By default the first time the software is started it will create a folder called *Spectrum Reports* in the current user's *My Documents* folder. The new file can be saved either there or out on a network drive.

[Save] – Saves the new file name to memory and closes the dialog. The new file will actually not be created and saved until you complete the *Create a New Report File* process by selecting [OK] in the *CREATE a New Report* form.

[Cancel] – Returns to the *CREATE a New Report File* form without saving the new file name to memory.

Here the form is complete with both the state the property is located in as well as the name of the report file to be created.

[OK] - Creates the report file and moves to the *Home Page*.

[Cancel] - Closes the form without saving the new report file and moves to the *Home Page*.

Once you've selected **[OK]** to create the new file you'll be prompted to *Load TCAC Property* from the TCAC database included with the Spectrum software.

For this example we'll select **[<u>NO</u>]** to move directly to the *Home Page*.

For complete instruction on adding a TCAC property see: <u>Adding a TCAC Property</u> <u>pg (21)</u>

Home Page

Here is a sample of the *Home Page* with the *Broadway Village* report file loaded and with the *Broadway Village* Property that has been completed and is ready to be submitted to Spectrum.

The page consists of three grids and related control buttons for each grid for *adding*, *editing* and *deleting* information. There is also a button to access the TIC forms that have been filed with the Property.

The grids list *Properties* that have been saved in the file along with their related *Buildings* and *Units*.

To navigate through the file you simply select the *Property* and then the *Building* that you want to work with and finally the *Unit*. Once you've selected the *Unit* the TICs button will open the TIC form allowing access to all the TICs for the Unit.
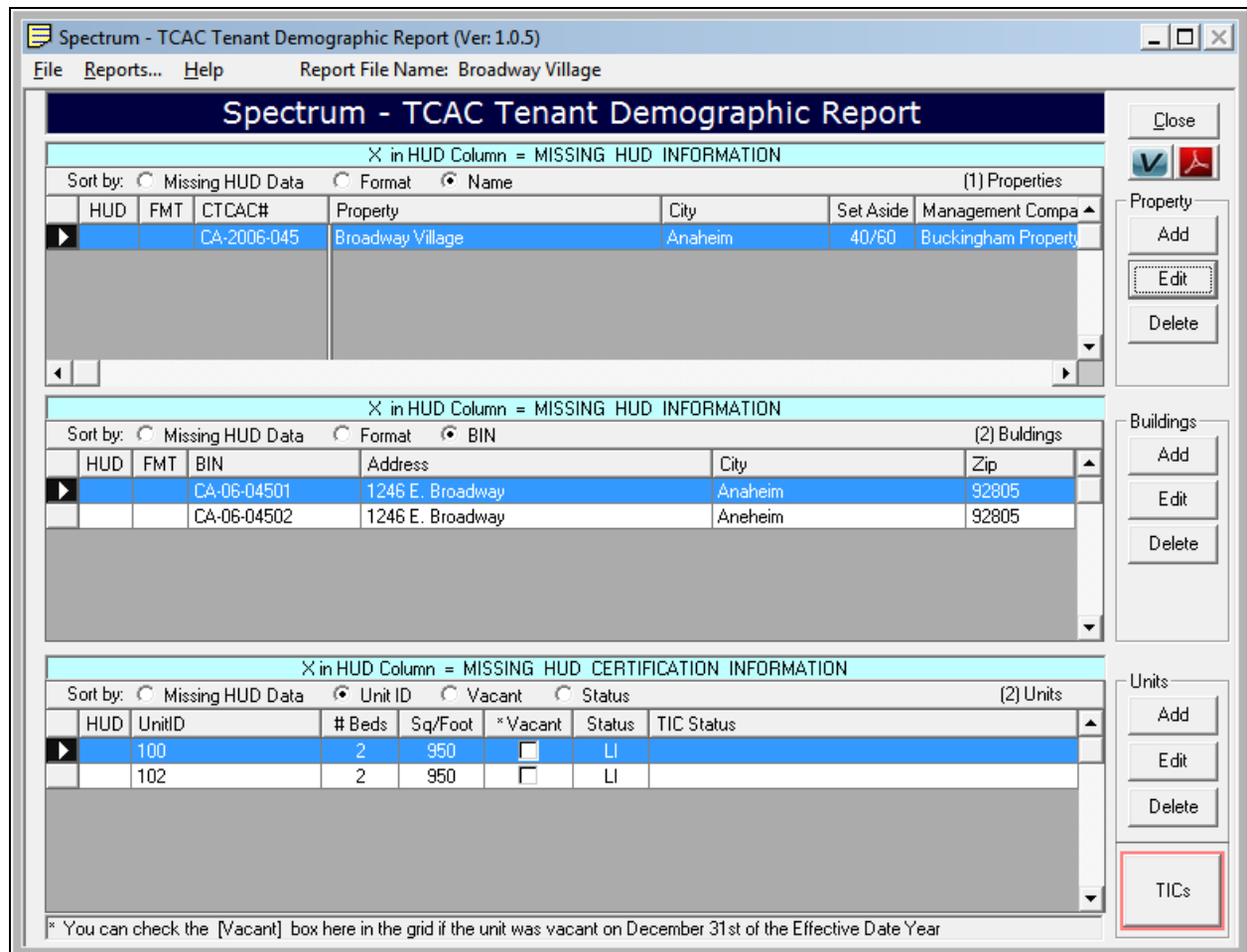
From this point forward in this User Guide you can use the references below to go directly to the topic that relates to your circumstances.

Related Topics:
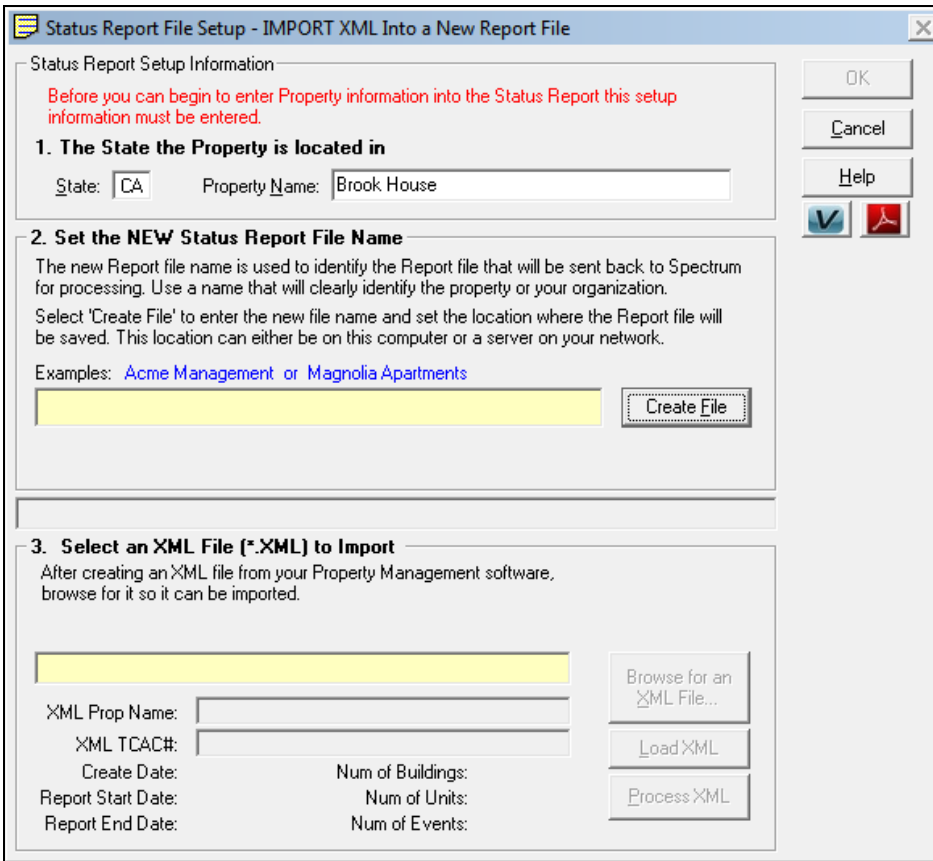
Creating a Report File for XML IMPORT

This form is used to create a new report file to import XML data into and set its location (folder). The report file can be located on the same (local) computer the Spectrum software is being operated on or on a network drive.

Step 1 - Set the State and the Name of the Property

Here the Property name *Brook House* has been entered

[Create File] - Opens the *Save As* dialog box where you'll enter the name of the new file and set the location where the file will be saved.

Step 2 - Name the Report File

Enter the *Name* of the report file and set the *Location* where the file will be saved. By default the first time the software is started it will create a folder called *Spectrum Reports* in the current user's *My Documents* folder. The new file can be saved either there or out on a network drive.

[Save] – Saves the new file name to memory and close the dialog. The new file will actually not be created and saved until you complete the create new file process by selecting 'OK' in the *'IMPORT XML Into a New Report File'* form.

[Cancel] – Returns to the *'IMPORT XML Into a New Report File'* form without saving the new file name to memory.

Here the report file name has been set.
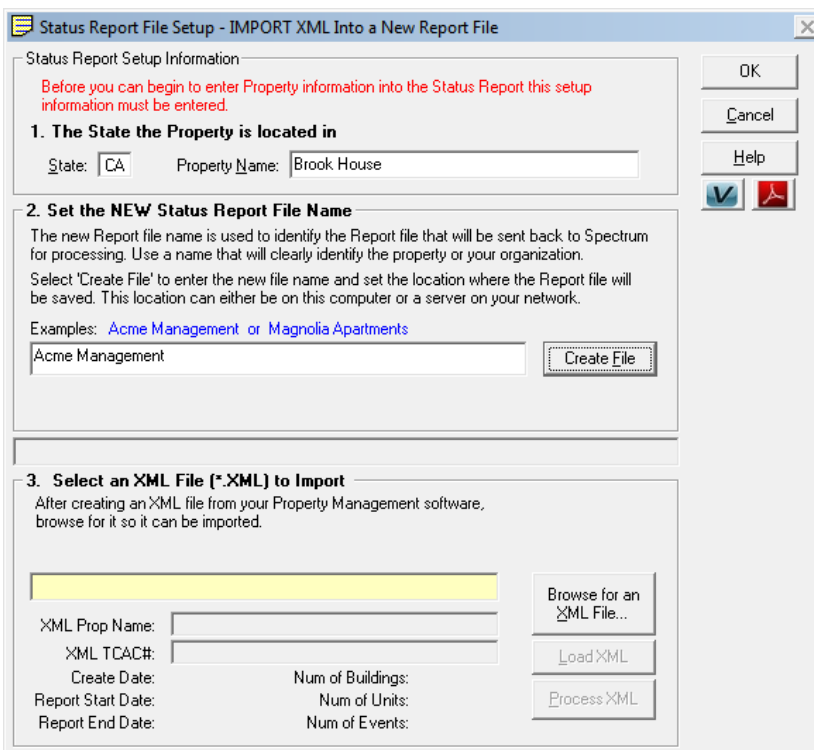
[Browse for an XML File] - Opens the **Open File** dialog box where you'll locate the XML file you want to import. The file can be located on the local computer or out on a network drive.

Step 3 - Select an XML File to Import

Here the *Brook House* XML file to be imported has been located and selected.
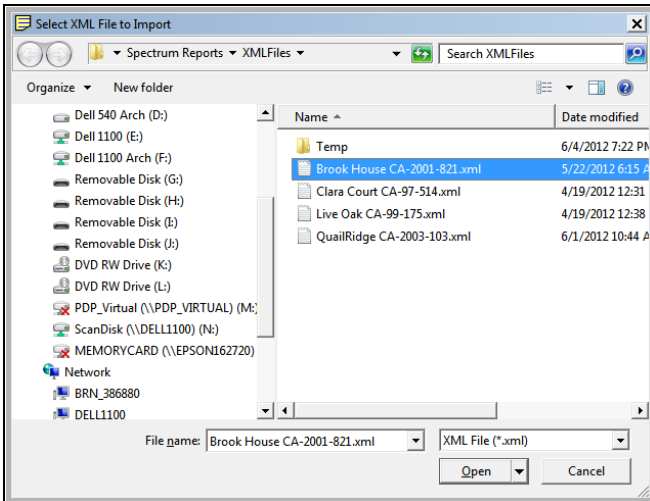
[Open] – Opens the selected XML file for import.
[Cancel] – Returns to the *'IMPORT XML Into a New Report File'* form without opening the XML file.

Ready for Import

Here all the information required for importing an XML file has been set and the file is ready to be processed.
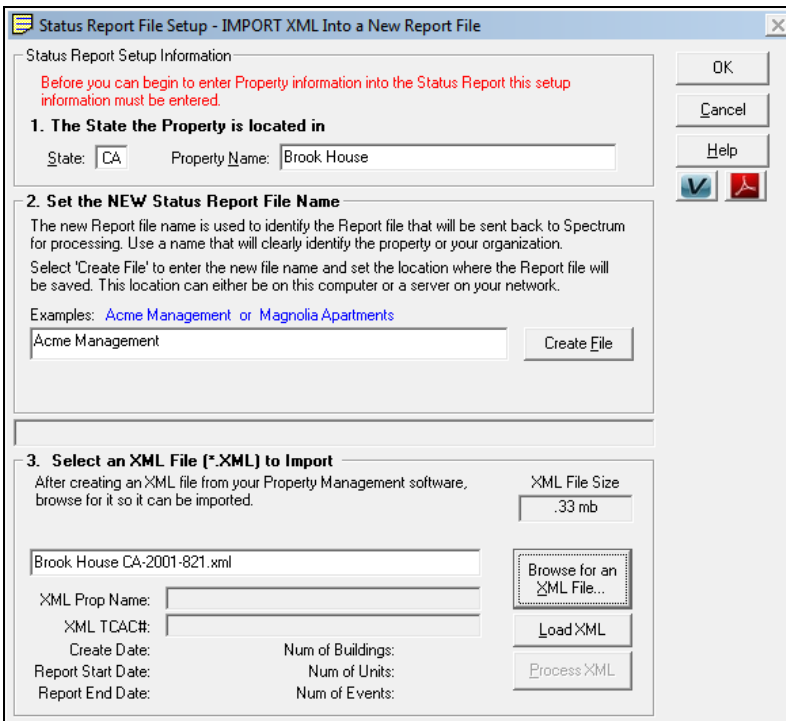
[OK] – Saves the file in the selected location and returns to the *Home Page*.
[Cancel] – Moves to the *Home Page* without saving the new file.
For complete instruction on importing an XML file see: Importing an XML File pg (28)
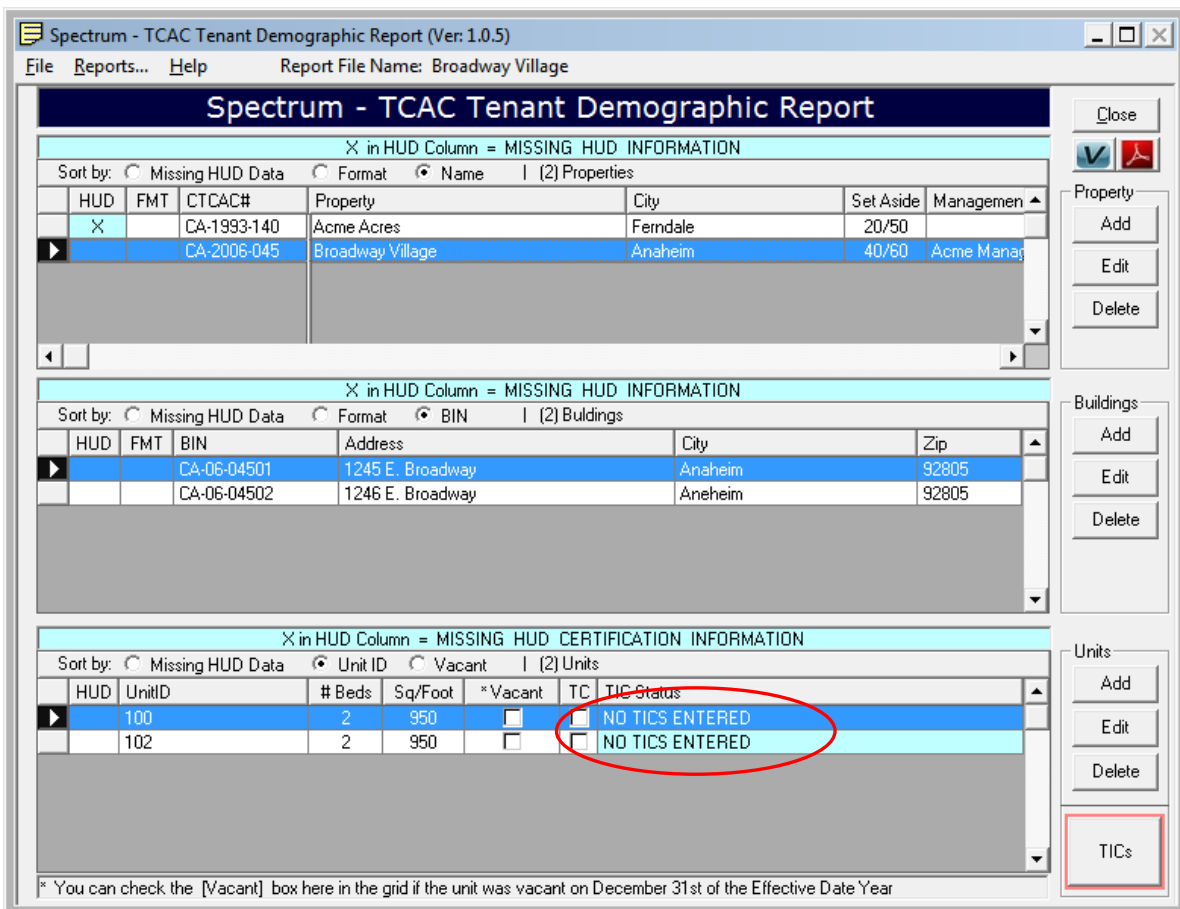
Manual Data Entry

Here are the basic steps to create a new report file and to manually add or create a *Property* and its related *Buildings*, *Units* and *Tenant Certifications* to the file.

1. Select '*File\New…*' from the menu bar at the top of the Home Page.
2. In the '*CREATE a New Report File'* form give the new file a name and set the location for the file.
3. Return to the *Home Page* and select the *Property 'Add'* button to either add a property from the TCAC database or manually enter a property.
4. Complete the entry of *Property* information as well as *Management, Owner* and *General Partner* information.
5. Add Buildings by selecting the *Buildings 'Add'* button
6. Complete the entry of Building information keeping in mind the correct format for the BIN.
7. Add Units for each Building by selecting *Units 'Add'*.
8. Complete the entry of Unit information.
9. Add Tenant Certification (TIC) information for each unit by selecting the *Units 'TICs'* button next to the Unit grid.
10. Complete the entry of the tenant demographic and income information.

To illustrate what the *Home Page* looks like after properties have been added, here is a sample *Home Page* showing the property *'Broadway Village'* showing two Buildings with one of the Buildings having two Units. Notice that no TICs have been entered for the units.

Adding a TCAC Property

TCAC has provided a database of existing Tax Credit developments that has been included in the Spectrum software. The database contains the following information:

1. TCAC # (CA-2010-803)
2. Project Name and Address
3. Number of Buildings
4. A BIN# Range (CA-10-80301-16)
5. Management Company Name, Address and Contact information
6. Owner Name, Address and Contact information
7. Managing General Partner name only
8. Federal Set-Aside (20/50 or 40/60)

By selecting and loading a TCAC property you will pre-fill a portion of the required information including creating the Buildings that are associated with the property. After loading the TCAC property you'll need to do the following:

1. Complete the Property and General Partner Information
2. Enter Each Building's Address
3. Add the Units for each Building
4. Add the Tenant Income and Demographic Information from you TICs

To Add a TCAC Property

Here the report file *Acme Management* is opened but a Property has not et been added.

Select the **[Add]** to add new property.
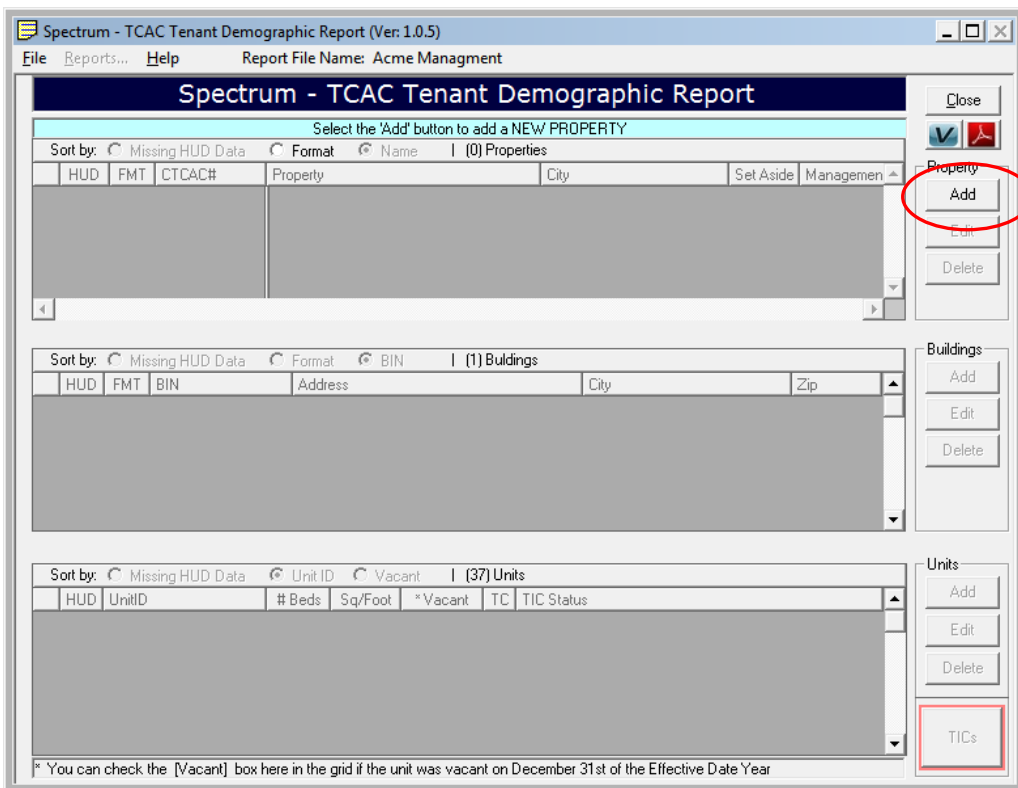
[Add] - Opens either the *Add TCAC Property* of *Property Information* form.

Selecting the *Property* **[Add]** button displays the *Add Property* prompt.
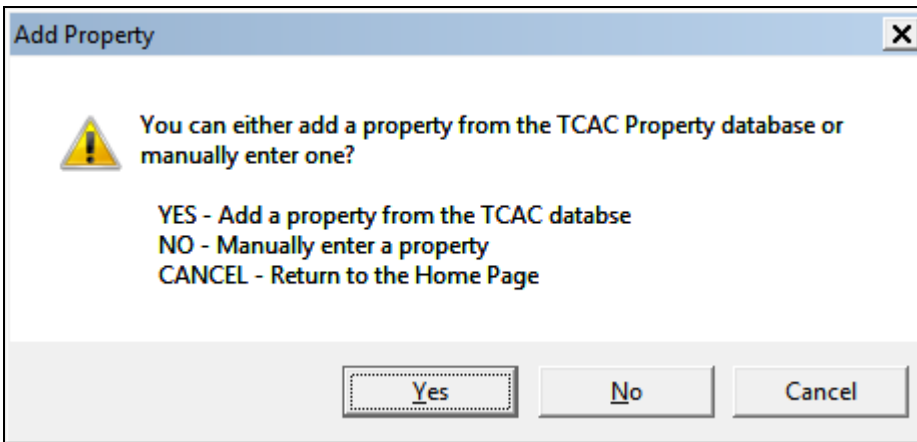
[Yes] **-** Opens the *Select California Property* form.

[No] **–** Moves directly to a blank *Property Information* form.

[Cancel] – Returns to the *Home Page*.

TCAC Property Database

The TCAC Property database contains over 2,800 properties that were placed in service from 1987 through 2011. If a property is not listed in the database you'll need to enter it either manually or using an XML Import.
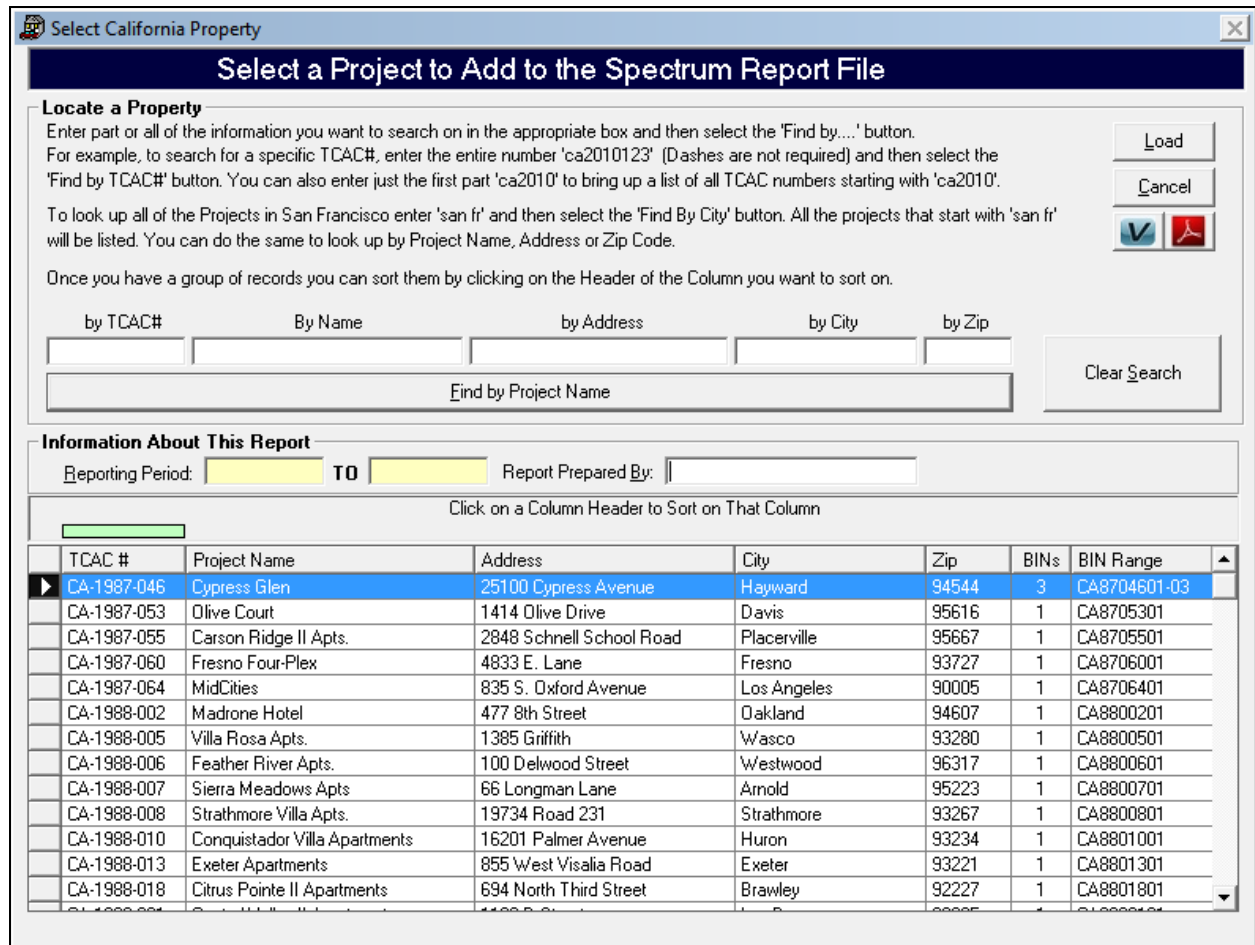
The database can be searched by:

1. TCAC#
2. Property Name
3. Address
4. City
5. Zip Code

To locate a specific Property enter a value in the appropriate box and select the **[Find by…]** button. You can search for a specific Property by entering the exact value or you can search for a group of Properties by entering just the first part of a value such as *'san fr'* to locate all properties that start with *'san fr'*.

The *BINs* and *BIN Range* columns display the BIN information TCAC has on file for the Property. The Spectrum software will create BINs based on the information. If the information is not accurate you'll have the opportunity to correct it before leaving the *Select California Property* form.

Here is the *Select California Property* when it's first loaded and a search has not yet been performed.

Searching for a Property

Here eight Properties that begin with *Broad* have been located with *Broadway Village* being selected by the user. Additionally, the *Reporting Period Dates* and *Report Prepared by* information has been entered.

Broadway Village has been selected for loading.

[Load] – Loads the selected Property and moves to the *BIN Setup* form.

[Cancel] – Displays a prompt for options to close the *Select California Property* form without loading a Property.

[Clear Search] – Resets the Property grid to show all of the Properties.

BIN Setup

The *BIN Setup* form is used to refine the setup the BINs, if necessary, that are provided by the TCAC database. The Spectrum software generates the BINs based on the range of BINs listed in the database. If the BIN information in the database is not correct you can enter the correct BIN information here manually following the instructions in the *BIN FORMATTING box*.

[**Load**] – Loads the selected BINs and moves directly to the *Property Information* form.
[**Cancel**] – Returns to the *Select California Property* form.
☑ **Add BINs** – If checked adds the BINs to the Property.
[**Print**] – Loads the *BIN FORMATTING* instructions in a viewer for printing.

Here is an example of changes made to the BINs that will be loaded into the report file.

BIN CA-06-04502 has not been placed in service yet and when it will be is unknown so the manager has decided not to include it.

Additionally, BINs CA-06-04503 and CA-06-04504 were just placed in service and were not in the TCAC database.

1) BIN CA-06-04502 was changed to BIN CA-06-04503
2) BIN CA-06-04504 was added

When the property is loaded it will have the following BINs:

> BIN CA-06-04501
> BIN CA-06-04503
> BIN CA-06-04504

Spectrum-TCAC Tenant Demographic Reporting

Keep in mind that when you select **[Load]** in the *Select California Property* the software loads the selected BINs and **moves directly** to the *Property Information* form **not to** the *Home Page*.

For illustrative purposes here in the user guide the *Home Page* is shown here with the three BINs that were setup in the loaded *Select California Property* form.

Spectrum-TCAC Tenant Demographic Reporting

Here the *Property Information* form has been loaded from the TCAC database with information for *Broadway Village*.

Because the Property was loaded from the TCAC database complete *Property, Management* and *Owner* information has been automatically entered. The name of the Managing General Partner has been provided but the address and contact information was not.

Here is the *Managing General Partner* tab with the missing information.

This completes the section on *Adding a TCAC Property*.

For complete instructions on working with the *Property* form see: <u>Working With Properties pg (47)</u>

Importing an XML File

Overview

Importing data from a management software system into a Spectrum report file is a two step process.

1. Export an XML file out of a management software system
2. Import the data from the XML file into a Spectrum report file

What Gets Imported

For the purposes of the *Spectrum - TCAC Tenant Demographic Reporting* application, the XML import process generates an XML file containing data related to the following:

1. Report
2. Project
3. Buildings
4. Units
5. Certification Events
6. Household Members
7. Program Types (Including Student Status)

Report
− Report Start Date
− Report End Date
− Report Create Date
− Vendor Name (System that created the XML file)

Project
− Project ID (TCAC#)
− Property Name

Buildings
− Building Id Number (BIN)
− Street Address
− City
− State
− Postal Code

Units
− Unit ID
− Number of Bedrooms
− Unit Square Footage

Certification Events
− All information related to the Certification Event

Household Members
− First, Last and Middle Name
− Relationship to Head/Household
− Last 4 digits of Social Security
− Race, Ethnicity and Disability Status
− Date of Birth
− Full Time Student Status

Program Types
− Student Status, Explanation
− Tax Credit
− HOME, Income Status
− Tax Exempt, Income Status
− AHDP, Income Status
− Other (Up to six other programs) , Income Status

Generating an XML File

The method for exporting data out of a management software system varies from vendor to vendor but generally involves running a report for a specific date range (January 1st to December 31st of the effective year) and will always be for a single Property only. If you are working with multiple Properties you'll need to generate a separate XML file for each Property.

Third party software vendors that Spectrum has worked closely with that provide XML support include management applications by Yardi, Real Page (now MRI) and Boston Post. If you are not sure if your management software supports the data standard you'll need to contact your software vender.

**Spectrum does not have information regarding the XML exporting
status of third party management software systems.**

Multiple Properties

You can import multiple Properties into a single Spectrum report file or you can create a separate file for each Property you're managing.

Currently, the Spectrum report file can only be accessed by a single user at a time. Consequently, if you place multiple properties in a single file your access will be limited to one user at a time. However, the file can be placed on a network drive and accessed by multiple users as long as simultaneous access isn't attempted.

We generally recommend that if you are managing multiple properties you should create a separate report file for each Property and use the Property name for the name of the report file. These individual files can be placed on a network drive and accessed by a single individual or different individuals who are responsible for maintaining the data.

Core Data Sets

The most critical aspect for having a successful, ongoing experience importing data into a Spectrum report file is in the initial Property setups in both your management system and the Spectrum system.

There are essentially two core data sets that make up the data being managed by the *Spectrum - TCAC Tenant Demographic Reporting* software:

1. Property, Building and Unit information
2. Tenant Income Certifications (TICs)

Property, Building and Unit information

This information is fairly static especially for the Building and Unit information. Once setup it rarely changes. Consequently, once this data is setup in both systems it should not be modified in either one.

The first time you import data into a Spectrum file the process will generate the *Property, Building* and *Unit* records. This includes the key *Unique Identifiers* for the *Property(TCAC#,) BIN* and *Unit IDs*. If these identifiers get out of sync between the two systems accurately importing tenant data becomes troublesome.

The long term expectation of the use of the Spectrum software is to continually add tenant data each year to an existing Spectrum report file. Consequently, it is very important that once the matching key identifiers are in place in both systems they not be modified in either one. This includes any type of change such as the addition or removal of dashes etc.

For example, if a *Unit* is initially setup as 101b in both systems and then changed at a later date in the management system to 101-b then the two systems are out of sync. When importing data after the change has been made the Spectrum software will not recognize Unit 101-b and will want to import it as a new unit. Though the user will be prompted about the new unit and provided the ability to stop the transfer process, it still means additional work will need to be done to correct the problem.

Property - TCAC#

TCAC is expecting that every property in the state of California submit their property files to Spectrum using the correct TCAC# (e.g. CA-2010-140). While this number is not a secret the primary issue has been getting it into the correct location in the management software system so it is correctly exported in the XML file.

The Spectrum software provides a database of TCAC properties that were placed in service through the end of 2009 with a few properties that were placed in service in 2010. (see Adding a TCAC Property pg (21) You can access this database to see if you can locate your property and it's TCAC#.

If you are not sure of your TCAC# or have any questions about it please contact Elizabeth Gutierrez at (916) 651-0410 at TCAC.

If you don't know where in your management software you enter the TCAC# so that it's correctly exported in the XML file you'll need to contact your vendor.

SPECIAL NOTE

The Spectrum software <u>will prevent you</u> from submitting the report file to Spectrum if the TCAC# is not correctly formatted.

Buildings - BINs

Frankly, this is the most troublesome area in this entire process. For this new *Tenant Demographic Data Collection* project HUD is requiring that all *Building Identification Numbers (BINs)* be formatted according to IRS rules, regardless of what may have been submitted to the state on 8609s, which dictate a BIN for example of CA-98-14001 where CA is the state, 98 is the year of allocation and 14001 is unique statewide identifier. While these *'Correctly'* formatted BINs generally (though clearly not always) find their way to the IRS, experience has shown that in many instances the BINs used in the day to day management of a property are different.

If an incorrectly formatted BIN is submitted to Spectrum, or any other agency for that matter, it is translated to CA-99-99999 before submission to HUD. Needless to say, HUD has discovered that in every state there are a lot of tenants living in the same building. A whole lot…

While HUD has been lenient to date in accepting incorrect BINs, their expectation is that for this data collection project the correct BINs must eventually be submitted within a reasonable timeframe.

Consequently, best practice is to verify that you're using correctly formatted BINs in your management system now and if not correct them before submitting data to Spectrum for submission to HUD. While at this point in time the Spectrum software will allow incorrect BINs to be submitted, we will be reporting compliance with this to TCAC for follow up and work will continue with properties until compliance is achieved.

Units - Unit IDs

There is not a specific format or other requirement for Unit IDs. That being said, once they're setup they shouldn't be changed.

TICs

Multiple TICs can be associated with a Unit. The XML process brings <u>all the TICs generated</u> for a Unit that occurred during the reporting date range set when the XML file was created in your management software. For HUD's reporting requirements, the Spectrum software only brings forward the last TIC (by event date) and uses that data to determine the state of the Unit on December 31st of the effective year.

During data processing the software looks at previous events for the tenant to bring forward data that may not have been included in the last TIC of the year. This may include initial Move In income as well as date and household size at the last certification among other things.

Consequently, for <u>this first data collection cycle</u> we are asking that if you are importing XML data that data for the date range from 1/1/2009 through 12/31/11 be imported into the Spectrum report file.

Best Practice

Keep in mind that the best practice is to verify that the data in your management system is complete and correct before exporting it out to an XML file. Once imported into the Spectrum software you can review the data and use the Spectrum reports to help locate specific TICs that are missing HUD requested data.

If errors or omissions are found in the Spectrum software it's highly recommended that you go back to your management system and correct them and then run the Export/Import process again and re-verify the accuracy of the data in the Spectrum software.

File Import Options

There are two options for importing an XML file into a report file:

1. Import into a *New* file
2. Import into an *Existing* file

In both cases the file created are the same. The difference is in the steps you're walked through while importing the data.

Importing an XML File into a NEW Report File

Here are the basic steps to import an XML file into a *New* Spectrum report file after the XML file has been created in your management system software.

1. Select *File\Import XML...* from the menu bar at the top of the *Home Page*.
2. The *IMPORT XML Into a New Report File* form is opened.
3. Step 1 - Enter the state the Property is located in as well as the name of the Property.
4. Step 2 - Select **[Create File]** to create a new file and save it to a location of your choice
5. Step 3a - Select **[Browse for an XML file…]** to locate a file to import
6. Step 3b - Select **[Load XML]** to load the XML file for processing
7. Step 3c - Verify the XML file details after it has been loaded
8. Step 3d - Select **[Process XML]** to process the file into the Spectrum report file

Here is the *Home Page* with no report file loaded.
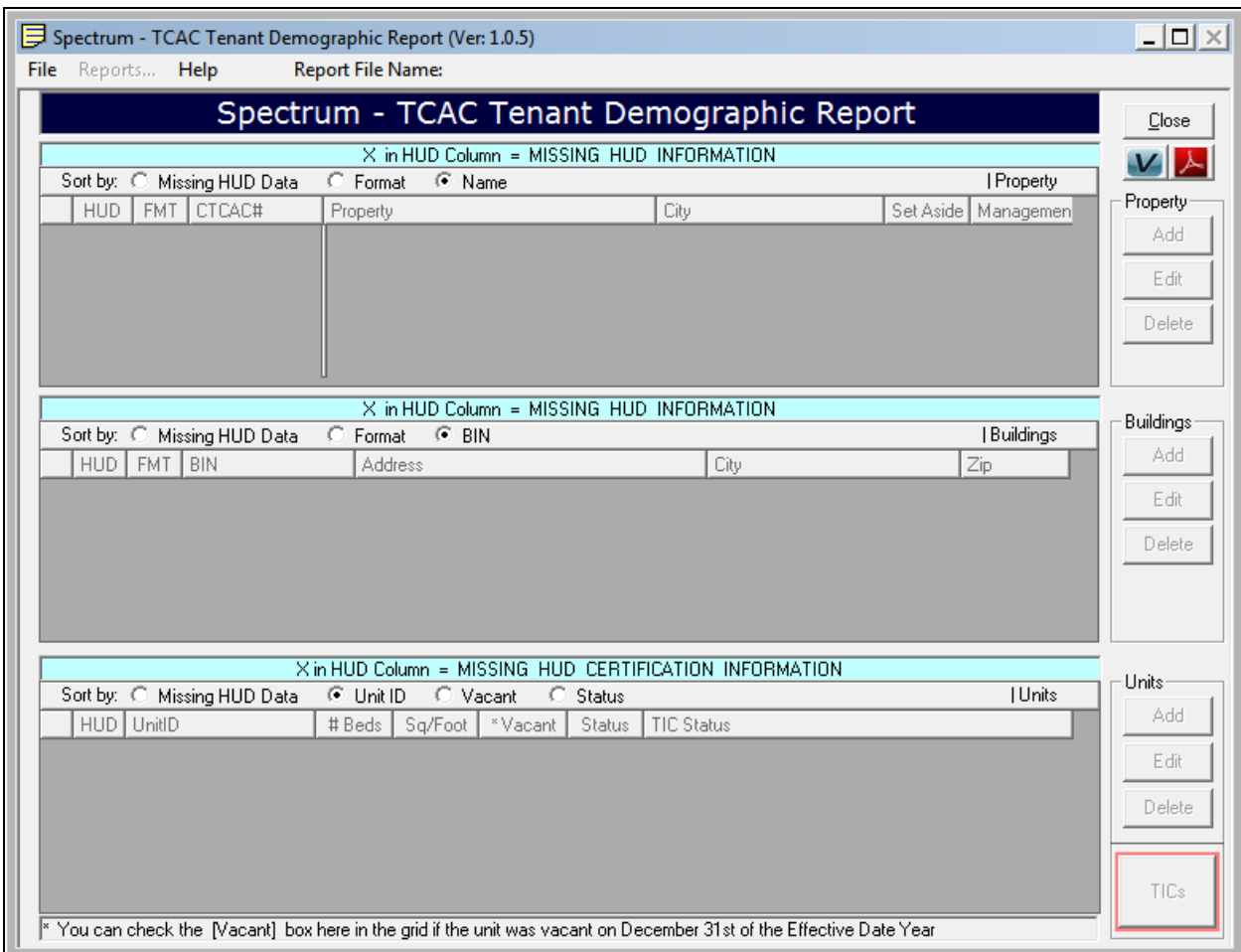
Spectrum-TCAC Tenant Demographic Reporting

Select *File\Import XML...* from the menu bar at the top of the *Home Page*.
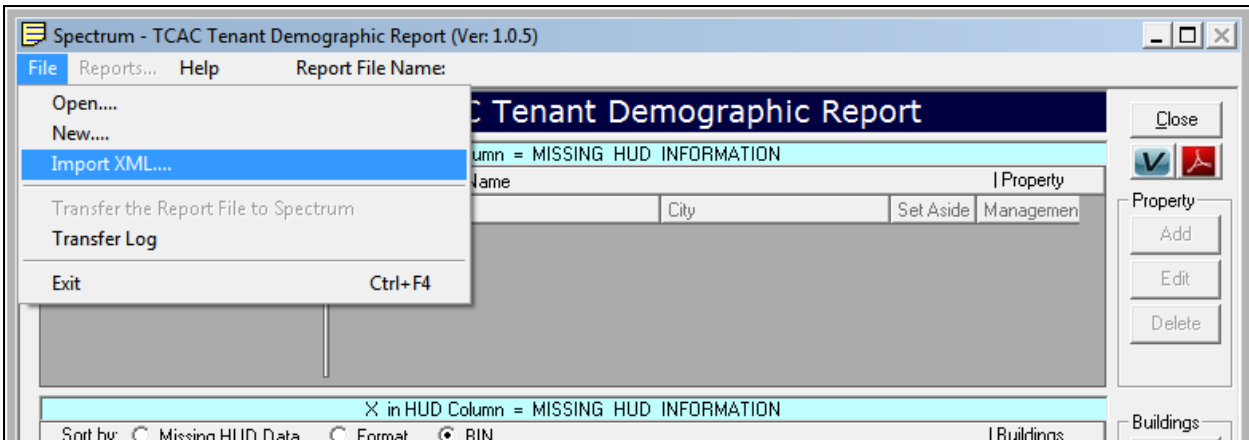
Select **[Import XML into a New File]**
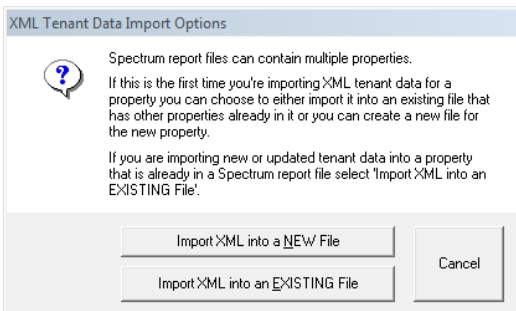
Step 1 - Enter the state the Property is located in as well as the name of the Property. Select **[Create File]** to create a new file and location where you want it saved.
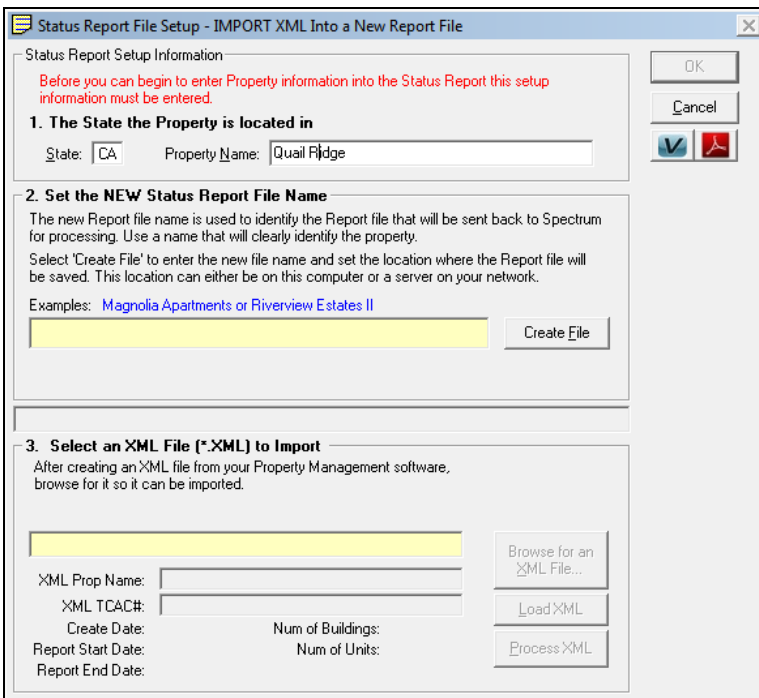
[Create File] - Opens the **Save As** dialog box where you'll enter the name of the new file and set the location where the file will be saved.

Step - 2 Selecting **[Create File]** opens the *Save As* dialog box. Enter the *Name* of the report file and set the *Location* where the file will be saved. By default the first time the software is started it will create a folder called *Spectrum Reports* in the current user's *My Documents* folder. The new file can be saved either there or out on a network drive.
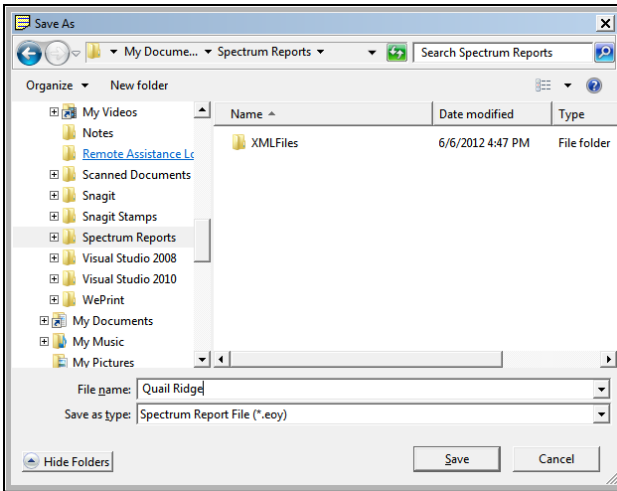
[Save] – Saves the new file name to memory and closes the dialog. The new file will actually not be created and saved until you complete the create new file process and select [OK] in the *IMPORT XML Into a New Report* form.

[Cancel] – Returns to the *IMPORT XML Into a New Report* form without saving the new file name to memory.

Here *Quail Ridge* has been entered as the name of the new file.
Select **[Browse for an XML File]** to create locate and select the XML file to be imported.
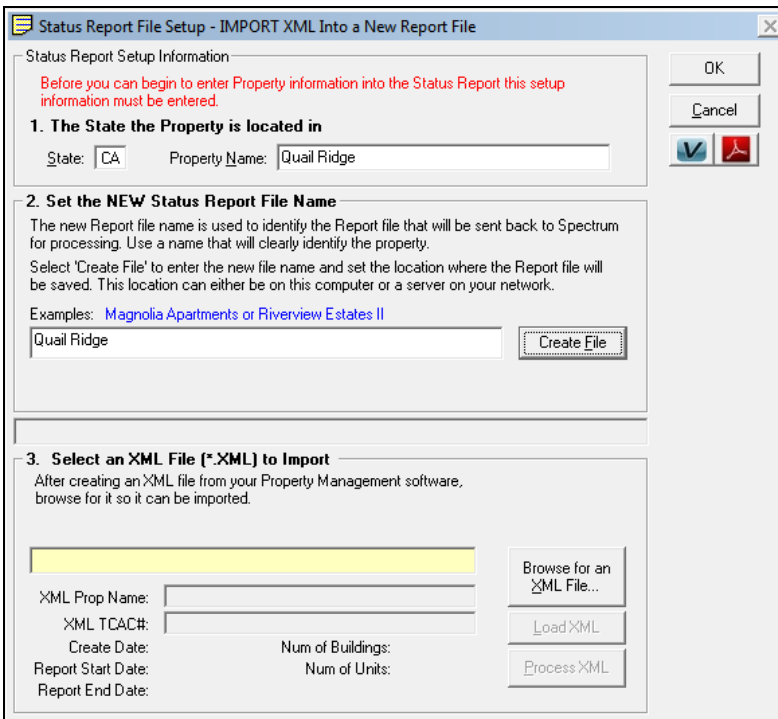
[Browse for an XML File] - Opens the *Open File* dialog box used to locate an open the XML file to be imported.

Step - 3a Selecting **[Browse for an <u>X</u>ML file…]** opens the *Select XML File to Import* dialog box. Navigate to the folder where the XML file is and select it.
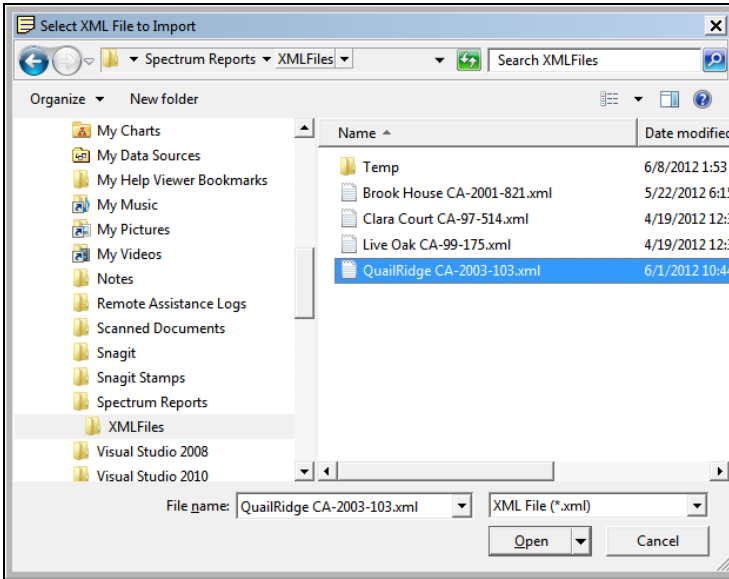
[<u>O</u>pen] – Opens the selected XML file for import.
[Cancel] – Returns to the *'IMPORT XML Into a New Report File'* form without opening the XML file.

Here the XML file *QuailRidge CA-2003-103.xml* has been located and selected.
Select **[<u>L</u>oad XML]** to load the data from the XML file for processing.

[<u>L</u>oad XML <u>F</u>ile] - Loads the XML data into memory for review and then processing.

Step - 3b Selecting **[Load XML]** loads the XML data.

Here the data is being loaded into memory.

Step - 3c Here the XML data has been loaded and is ready to be reviewed and the processed. Verify the data in Step 3 is correct.

[Process XML] - Processes the XML data into the Spectrum Report file.

Step - 3d Selecting **[Process XML]** is the final step and processes the XML data into the Spectrum report file.

Here is the completed XML import process

[OK] – Saves the new report file in the selected location with the imported XML data and returns to the *Home Page*.

[Cancel] – Moves to the *Home Page* without saving the new file.

If **[OK]** is selected you'll be given the opportunity to import additional XML data without having to return to the Home Page.

Spectrum-TCAC Tenant Demographic Reporting

Here is the *Home Page* with the newly created file loaded.

Related Topics (In Complete User Guide):

Spectrum-TCAC Tenant Demographic Reporting

Importing an XML File into an Existing Report File

Here are the basic steps to import an XML file into a *New* Spectrum report file after the XML file has been created in your management system software.

1. Select *File\Import XML...* from the menu bar at the top of the *Home Page*.
2. The *IMPORT XML Into an Existing Report File* form is opened.
3. Step 1 - Verify the state the Property is located in.
4. Step 2 - Select **[Add a New Property]** to provide a name for the new Property.
5. Step 3a - Select **[Browse for an XML file…]** to locate a file to import
6. Step 3b - Select **[Load XML]** to load the XML file for processing
7. Step 3c - Verify the XML file details after it has been loaded
8. Step 3d - Select **[Process XML]** to process the file into the Spectrum report file

Here is the *Home Page* with a report file with a single property loaded.

Spectrum-TCAC Tenant Demographic Reporting

Select *File\Import XML...* from the menu bar at the top of the *Home Page*.

Select **[Import XML into an Existing File]**

Step 1 - Verify the state the Property is located in.
Step 2 - Select **[Add a New Property]** to provide a name for the new Property.
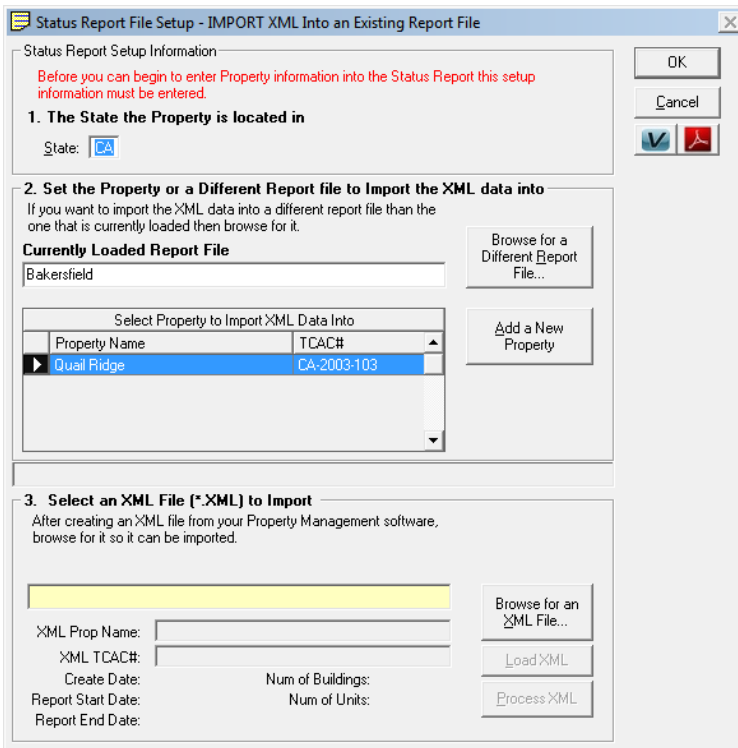
[Add a New Property] - Opens the **Property Name** dialog box where you'll enter the name of the new property.

Enter the Property name
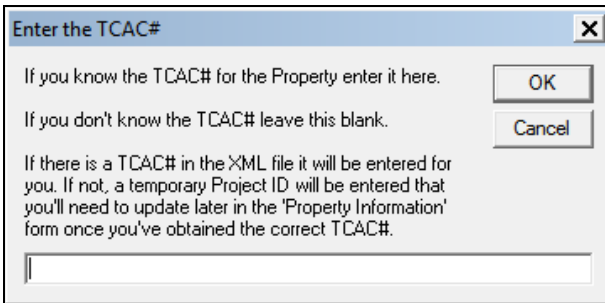
Enter the TCAC# if you know it. If you don't know it you're not sure what it is leave this blank. If there is a TCAC# in the XML file it will entered for you. If not, a temporary TCAC# will entered that you'll need to update later in the *Property Information* form.
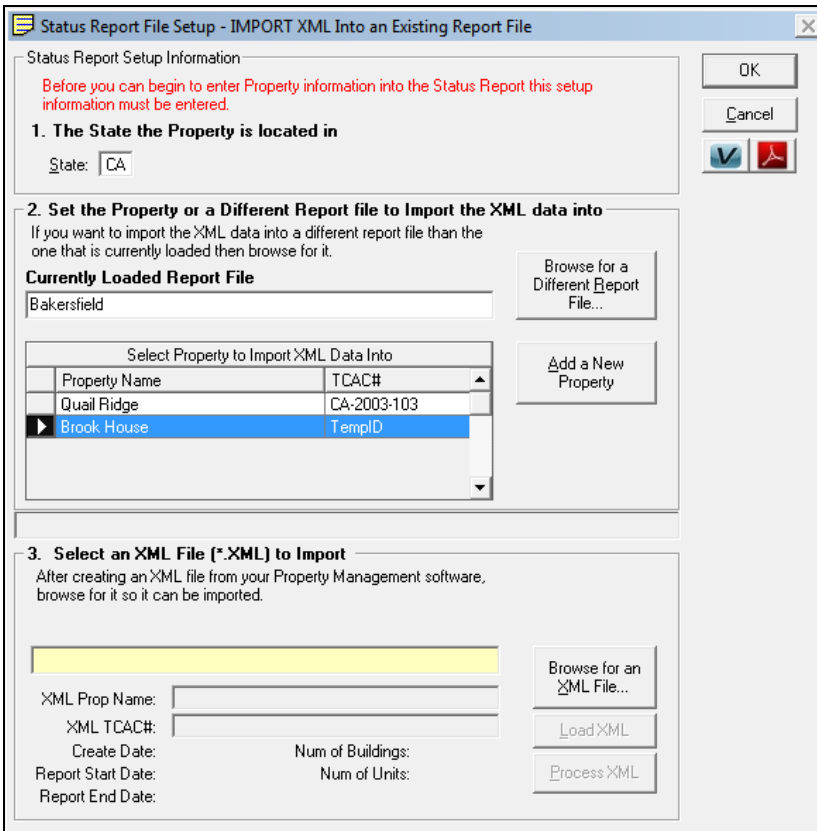
Here *Brook House* has been entered as the name of the new Property.
Select **[Browse for an XML File]** to locate and select the XML file to be imported.

[Browse for an XML File] - Opens the *Open File* dialog box used to locate and open the XML file to be imported.

Step - 3a Selecting **[Browse for an <u>X</u>ML file…]** opens the *Select XML File to Import* dialog box. Navigate to the folder where the XML file is and select it.
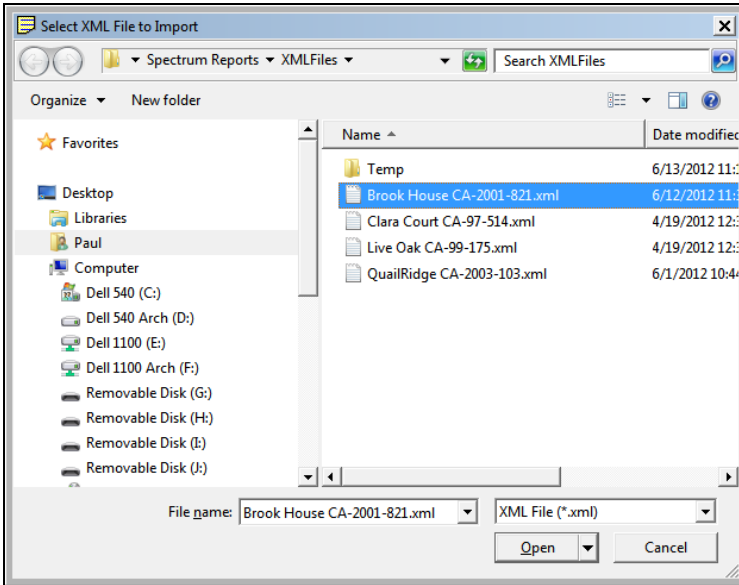
[<u>O</u>pen] – Opens the selected XML file for import.

[Cancel] – Returns to the *'IMPORT XML Into a New Report File'* form without opening the XML file.

Here the XML file *Brook House CA-2001-821.xml* has been located and selected.
Select **[<u>L</u>oad XML]** to load the data from the XML file for processing.

[<u>L</u>oad XML <u>F</u>ile] - Loads the XML data into memory for review and then processing.

Step - 3b Selecting **[Load XML]** loads the XML data.

Here the data is being loaded into memory.
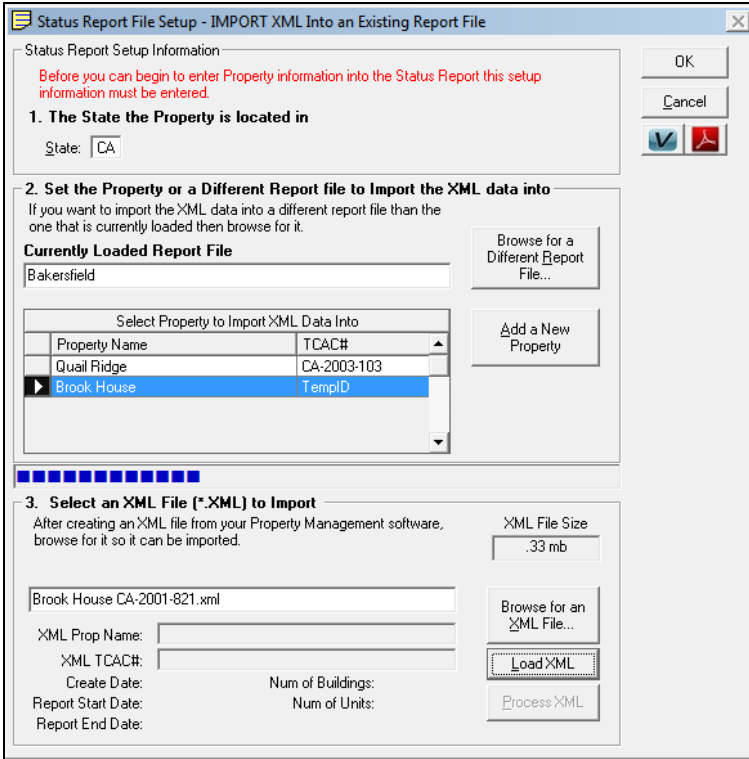
Step - 3c Here the XML data has been loaded and is ready to be reviewed and the processed. Verify the data in Step 3 is correct.
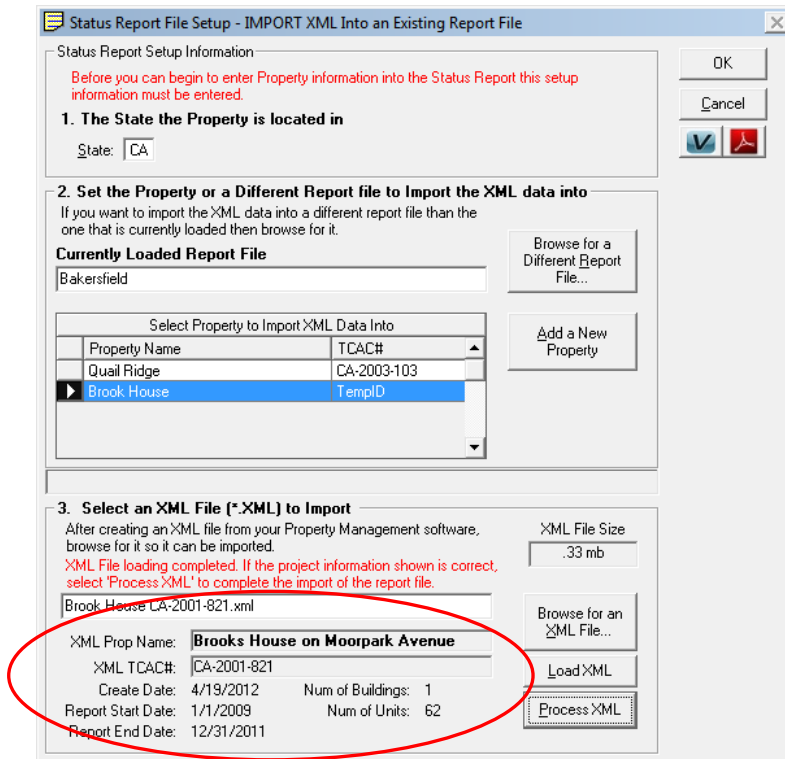
[Process XML] - Processes the XML data into the Spectrum Report file.

Step - 3d Selecting **[Process XML]** is the final step and processes the XML data into the Spectrum report file.

Verify Property Name to Import Data Into

Here is an example of a difference in Property names that needs to be reconciled. The name *Brooks House on Moorpark Avenue (green arrow)* is the name in the XML file while *Brooks House (red arrow)* is the name that was entered during setup.

Best practice is to use the name that came in the XML file. So in this case, select **[YES]** to use the full property name from the XML file.
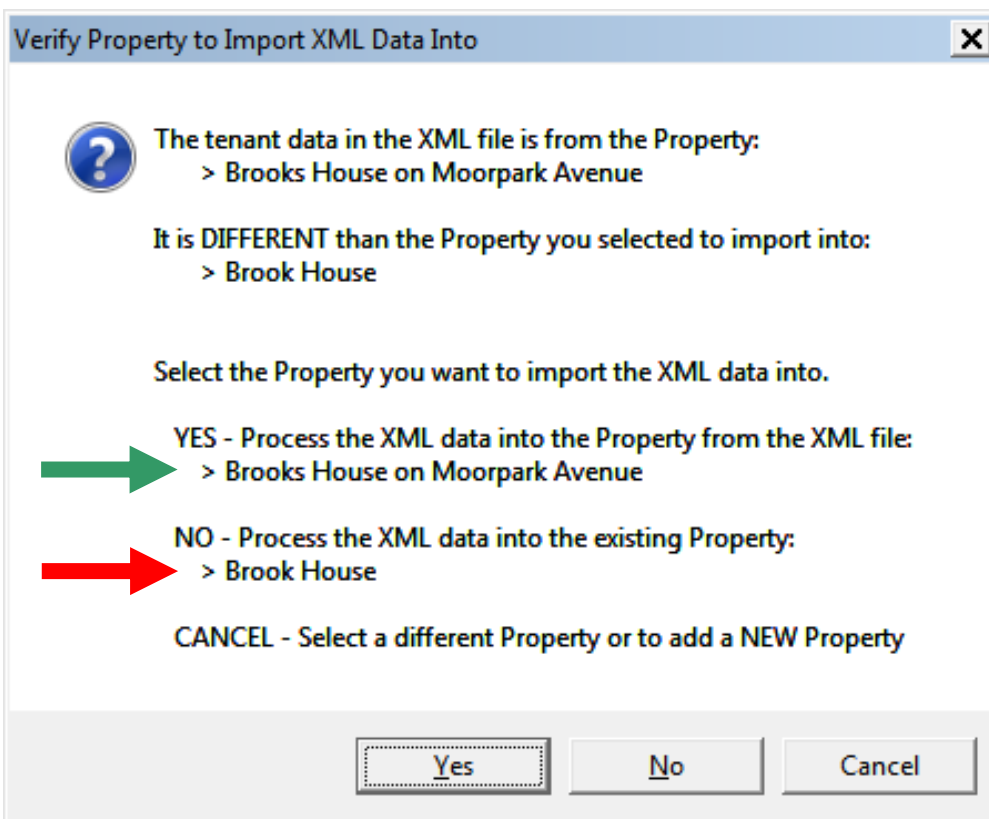
Here is the completed XML import process showing the full Property name from the XML file as well as the TCAC# from the XML file.

[**OK**] – Saves the new report file in the selected location with the imported XML data and returns to the *Home Page*.

[**Cancel**] – Moves to the *Home Page* without saving the new file.

Spectrum-TCAC Tenant Demographic Reporting

Here is the *Home Page* with the newly added Property loaded.

Related Topics (In Complete User Guide):

Spectrum-TCAC Tenant Demographic Reporting

Working with Properties

Multiple Properties can be added to a single Spectrum report file and they are all accessed from the *Home Page*.

In this example, there are not any Properties that have been added to the file. Notice the blue bar above the property grid is providing directions on how to add a property. This bar is only visible if there are not any properties currently in the report file.

For this example we'll select **[Add]** to add a new Property.
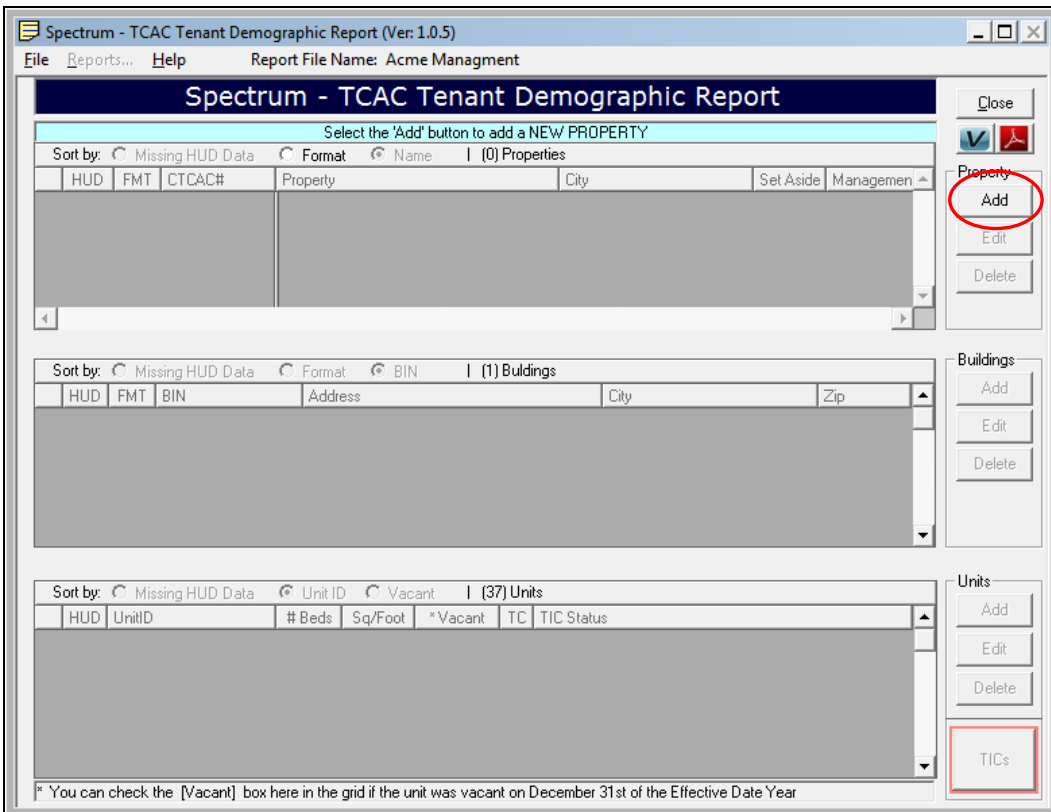
[Add] - Opens the *Property Information* form to add a new Property.

[Edit] - Opens the *Property Information* form to make changes to and existing Property.

[Delete] - Removes the selected *Property* and all related *Buildings*, *Units* and associated *TICs* from the report file.

The *Add Property* prompt is displayed. For this example select **[No]** to manually enter a property.
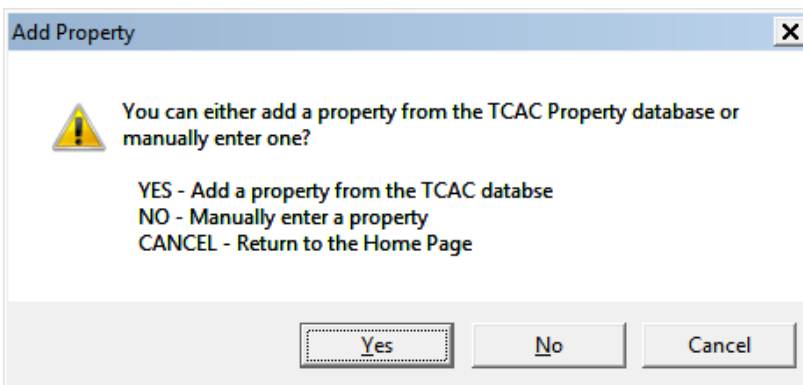
Property Information Form

The *Property Information* form contains information about the Property as well as information about the affiliated organizations *Management Company, Owner* and *General Partner*. If you are doing *Manual Entry* and have added a Property from the TCAC database most of the information will be pre-filled including information for the *Affiliated Organizations* that are associated with the Property.
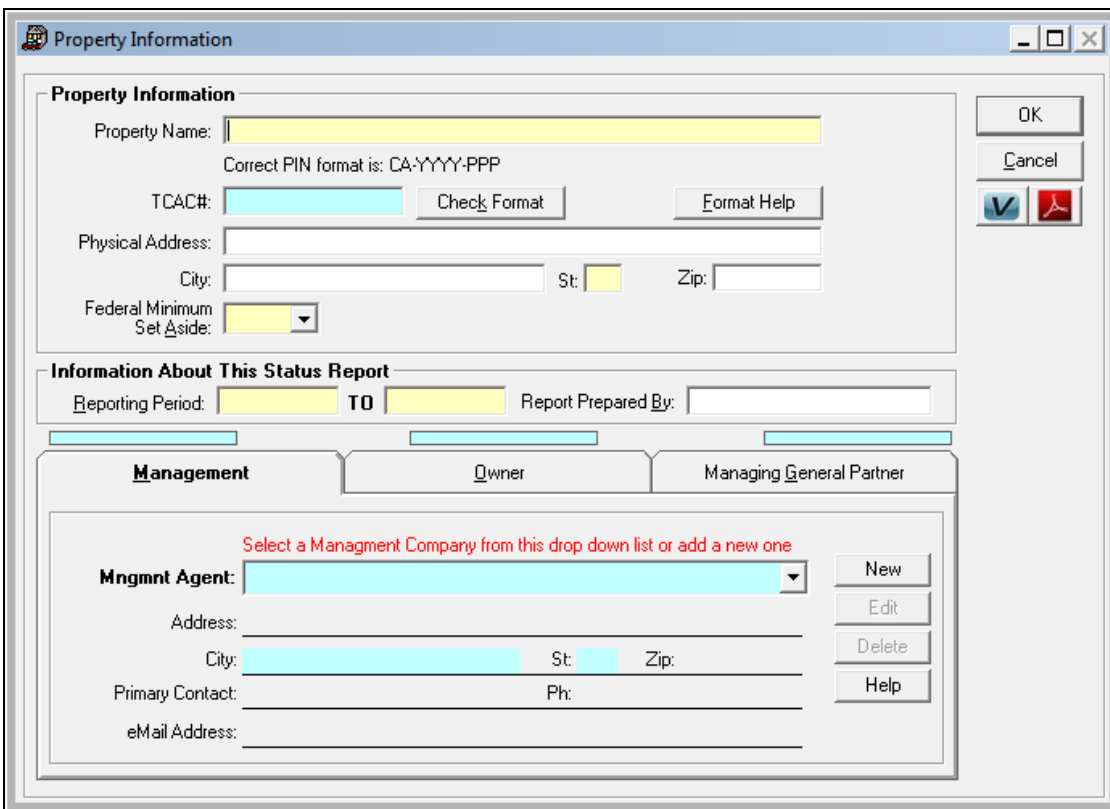
If you've used an XML Import to populate the report file only the *Property Name, TCAC#, Reporting Period dates* and *State* will be pre-filled.

Information highlighted in Yellow is required in order to save the Property information.

Information highlighted in Blue is requested by TCAC/HUD but if missing will not prevent the data from being saved and submitted to Spectrum.

The notice bars above the *Management Company, Owner* and *General Partner* tabs indicates that information is missing on each tab.

Here is a blank *Property Information* form.

[OK] - Saves the data and closes the *Property Information* form.
[Cancel] - closes the *Property Information* form without saving the information.

Related Topics:

TCAC# Formatting

The TCAC# must be formatted as CA-YYYY-PPP where:
- YYYY is the four digit allocation year
- PPP is the project specific number provided by TCAC

For example, a project allocated in 2010 with a TCAC application number of 140 would look like this:
CA-2010-140
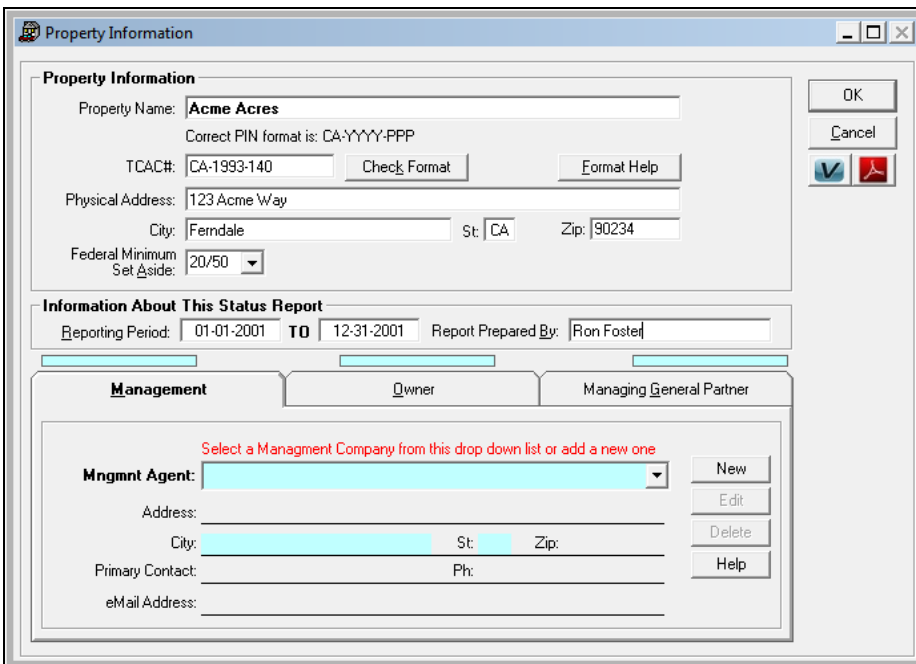
SPECIAL NOTE
The Spectrum software <u>will prevent you</u> from submitting the report file to Spectrum if the TCAC# is not correctly formatted.

When entering the TCAC# you do not need to enter the dashes (-) the Spectrum software will do that for you.

Affiliated Organizations

If you're managing multiple properties in the current Report file, you can have multiple affiliated *Management Companies, Owners* and *General Partner* organizations. All affiliated organizations in a report file are managed from here in the *Property Information* form regardless of what property is currently loaded. For example, you can associate the same *Management Company* with different properties.

Here the form is populated with complete *Property* and *Report* information. However, it is still missing the affiliated *Management Company, Owner* and *General Partner* information.

[OK] – Saves the Property information and moves to the *Home Page*.
[Cancel –] Closes the *'Property Information'* form without saving changes and moves to the *Home Page*.
[Check Format] – Verifies that the TCAC# is correctly formatted and provides an indication of what's wrong if it's not.
Format Help – Displays a popup window with information about TCAC# formatting

Completed Property

Here is the *Home Page* with the newly added Property.

[Add] - Opens the *Property Information* form to add a new Building.

[Edit] - Opens the *Property Information* form to make changes to and existing Building.

[Delete] - Removes the selected *Property, Building* and all related *Units* and associated *TICs* from the report

Working with Affiliated Organizations
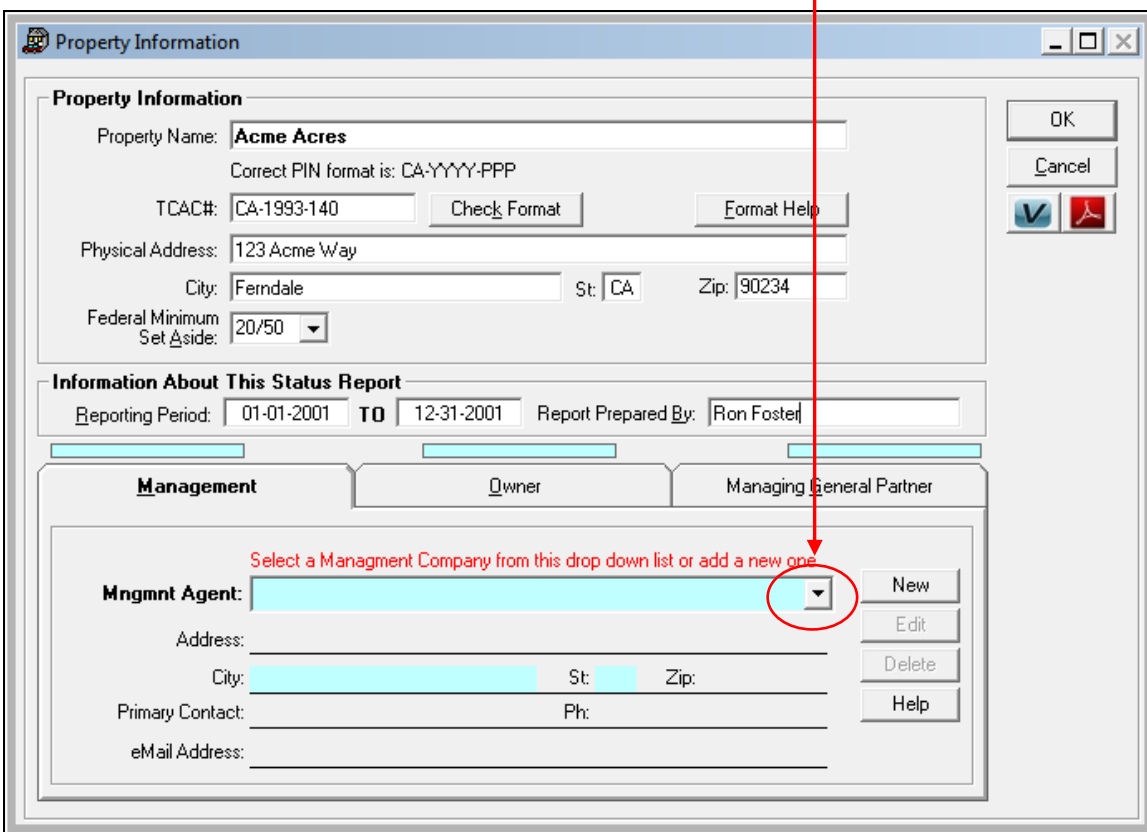
Affiliated Organizations

If you're managing multiple properties in the current Report file, you can have multiple affiliated *Management Companies, Owners* and *Managing General Partner* organizations.

All affiliated organizations in a report file are managed from here in the *'Property Information'* form regardless of what property is currently loaded. For example, you can associate the same Management Company with different properties.

Here the form is populated with complete *Property* and *Report* information. However, it is still missing the affiliated *Management Company, Owner* and *General Partner* information.

To set an affiliated organization to be associated with the property select it from the drop down list. In this example you would click on the down arrow of the **[Mngmnt Agent]** drop down list.

[New] – Opens the *Add/Edit Management Company Information* form to add a Management agent.

Adding a Management Company

The *Add/Edit Management Company Information* form is used to work with information about the *Management Company*.

Here is a blank form. Information highlighted in ==Yellow== is required in order to save the *Management* information.

Here complete information has been entered into the form.

[OK] – Saves the information and closes the *Add/Edit Management Company Information* form.
[Cancel] – Closes the *Add/Edit Management Company Information* with saving the information.

Here the *Management Company* information has been completed and it has been associated with the Property.
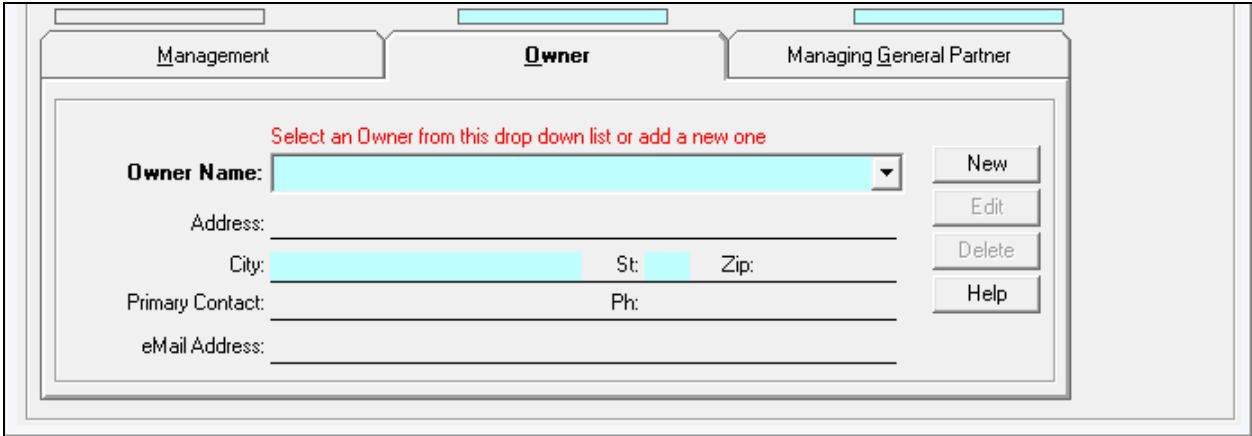
[New] – Opens the *Add/Edit Management Company Information* form to add a Management agent.
[Edit] – Opens the *Add/Edit Management Company Information* form to edit a Management agent.
[Delete] – Deletes the currently selected Management agent.
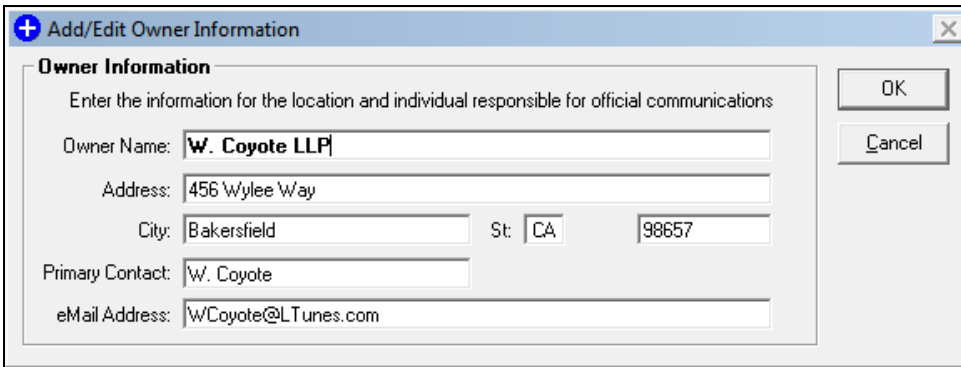
Adding an Owner

The *Add/Edit Owner Information* form is used to work with the information about the *Owner* of the Property

No Owner has been entered.

Here *Owner* Information has been entered into the form.

Here the *Owner* has been associated with the Property.

[New] – Opens the *Add/Edit Owner Information* form to add an Owner.
[Edit] – Opens the *Add/Edit Owner Information* form to edit an Owner.
[Delete] – Deletes the currently selected Owner agent.
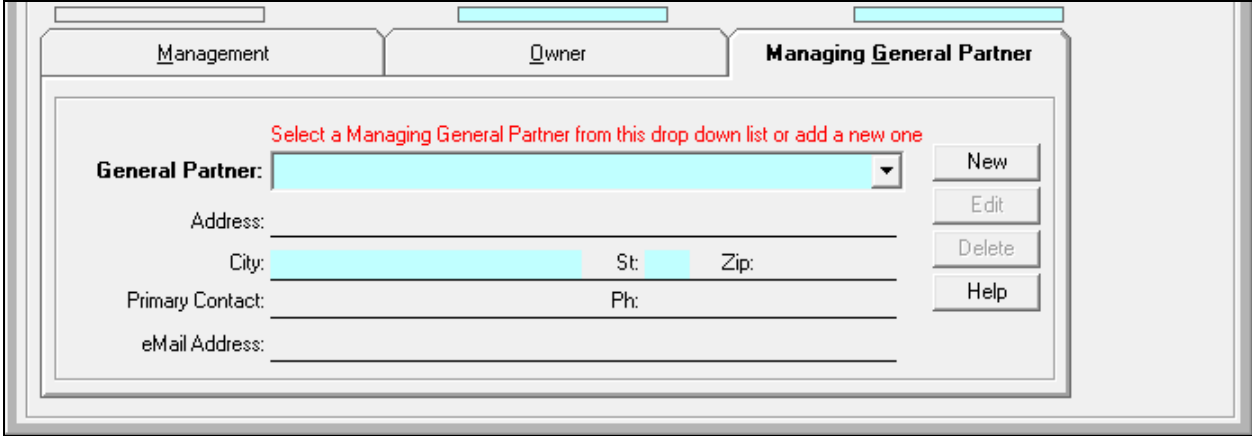
Adding a General Partner

The *Add/Edit General Partner Information* form is used to work with the information about the General Partner of the Property

No *Managing General Partner* has been entered.

Here *Managing General Partner* information has been entered into the form.

Here the *Managing General Partner* has been associated with the Property.

[New] – Opens the *Add/Edit General Partner Information* form to add a Management agent.
[Edit] – Opens the *Add/Edit General Partner Information* form to edit a Management agent.
[Delete] – Deletes the currently selected *General Partner*.

Completed Property Information Form

Here is the completed Property Information form with all the data entered.

Notice the notice bars above each of the affiliated organizations tabs are no longer blue.

[OK] - Saves the data and closes the *Property Information* form.

[Cancel] - closes the *Property Information* form without saving the information.

SPECIAL NOTE:

Because there is a separate process to add and modify affiliated organizations, changes made to any of them while in the Property form will stay in place if **[Cancel]** is selected.

However, if a different affiliated organization is selected to be associated with the Property, that new association will not be saved if **[Cancel]** is selected.

Spectrum-TCAC Tenant Demographic Reporting

Working With BINs

Multiple Buildings can be added to a Property and they are accessed from the *Buildings* grid on the *Home Page*.

A Building must be added to a Property before *Units* can be added to the Building.

In this example, there are not any Buildings that have been added to the *Acme Acres* Property.

In this situation **[Add]** is selected to add a new Building.
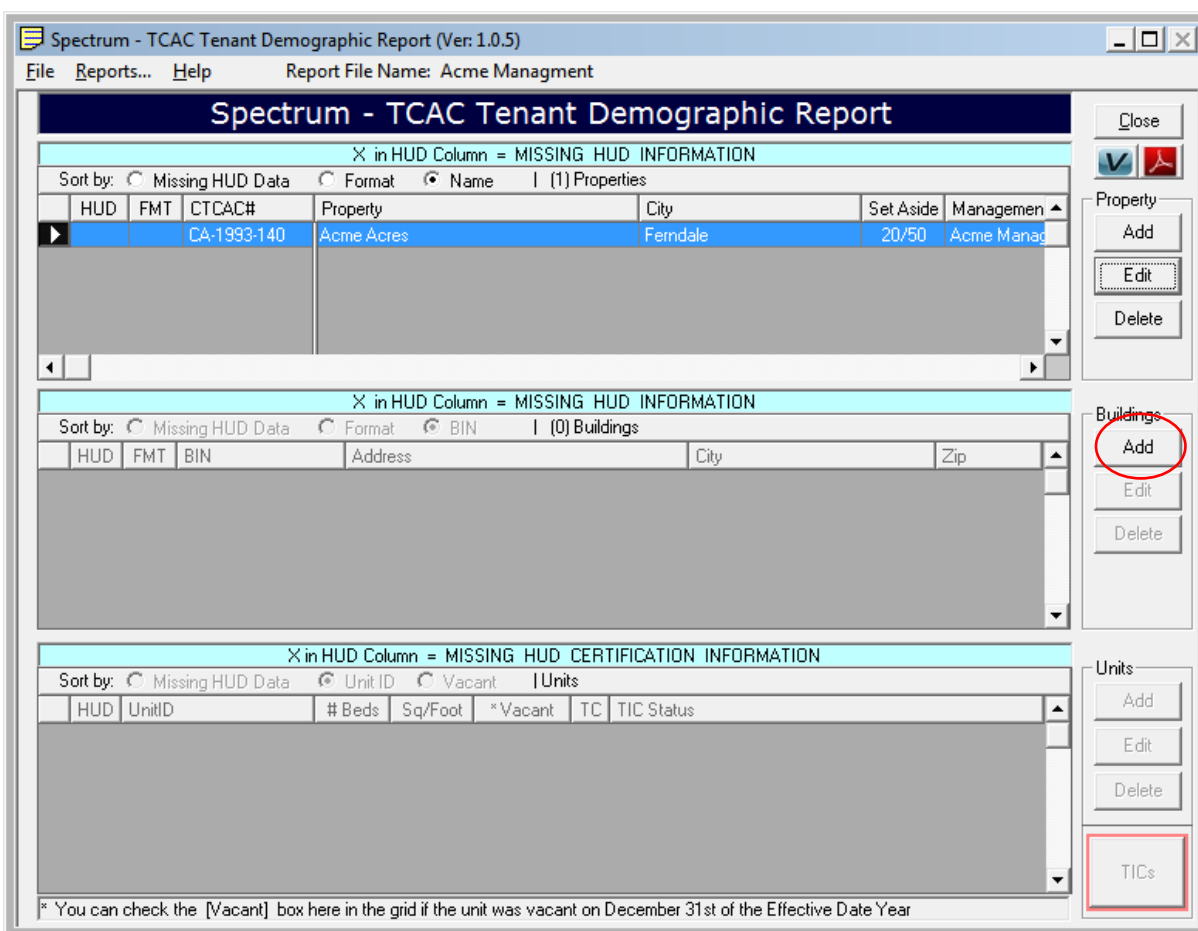
[Add] - Opens the *Building Information* form to add a new Building.

[Edit] - Opens the *Building Information* form to make changes to and existing Building.

[Delete] - Removes the selected Building and all related *Units* and associated *TICs* from the report file.

Building Information Form
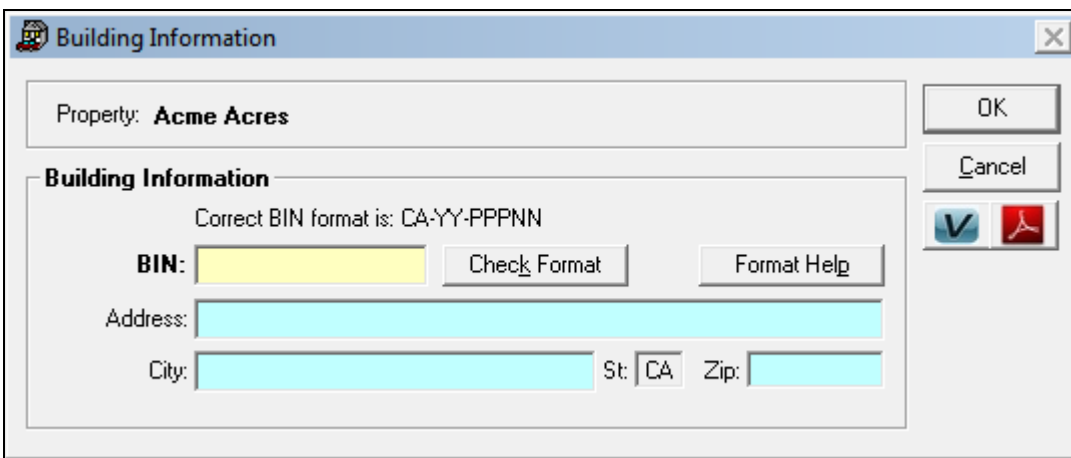
The *Building Information* form contains basic information about each Building that includes the following:

1. Building Identification Number (BIN)
2. Complete Address

Information highlighted in <mark>Yellow</mark> is required in order to save the building information.

Information highlighted in <mark>Blue</mark> is requested by TCAC/HUD but if missing will not prevent the data from being saved and submitted to Spectrum.
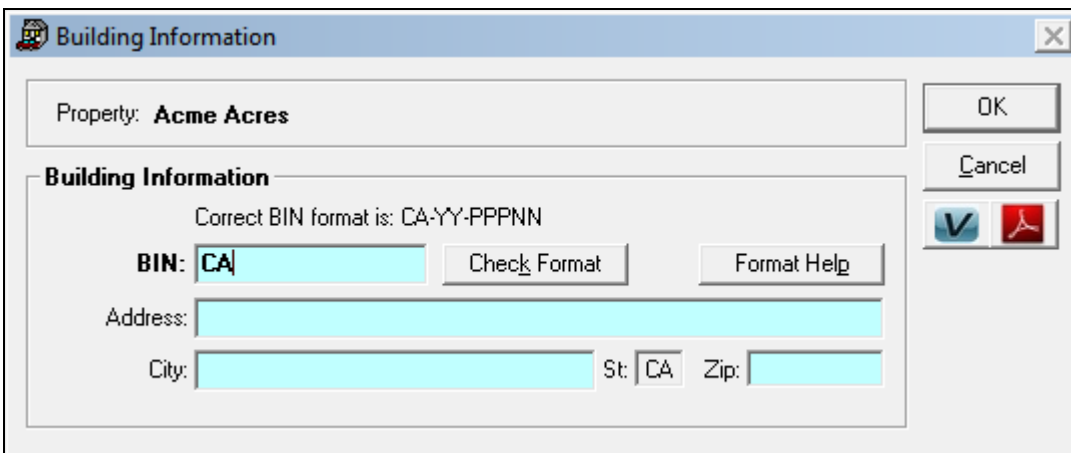
Here is a blank *Building Information* form. In this example there is not anything in the **[BIN:]** box so it is highlighted in <mark>Yellow</mark> indicating that it must be filled in. The BIN is the only information that must be entered to save the Building.

Normally, when you open the *Building Information* form to add a new Building the **[BIN:]** box is pre-populated with the state that was entered in the *Property* form as is shown in the example below. The state box is also pre-populated.

Here the **[BIN:]** box is now highlighted in blue because there is a value in it but it is not a complete BIN. When a correctly formatted BIN is entered the blue highlight will disappear.

BIN Formatting

The most important aspect of this form is the BIN format. The number must be in the format described below even if it is different than what's on the IRS 8609 form for this building.

The BIN must be formatted as CA-YY-PPPNN where:
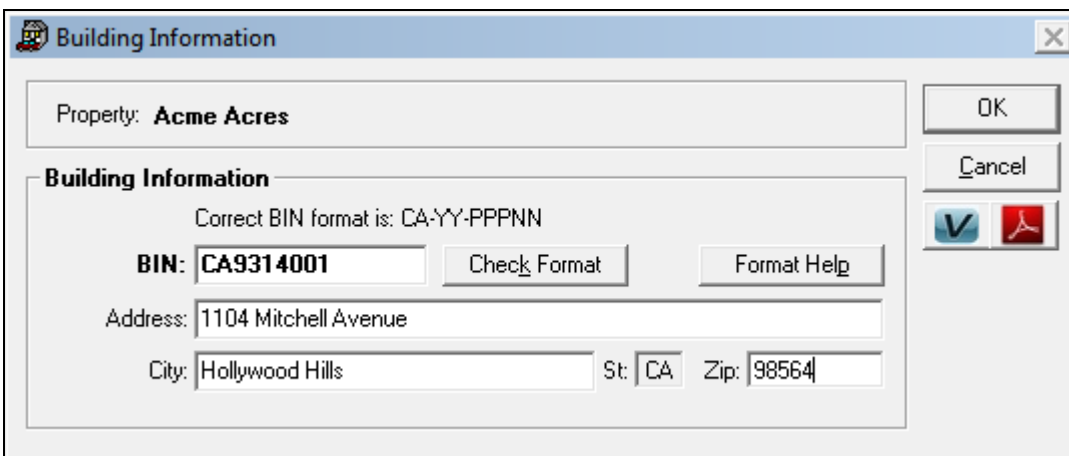
- YY is the last 2 digits of the allocation year (93, 02, 10, etc.)
- PPP is the project specific number provided by TCAC (041, 140, etc.)
- NN is the building number within the project (01, 02, 03, etc.)

For example: A project with a TCAC# of CA-2010-140 would have BINs numbered:

CA-10-14001,   CA-10-14002,   CA-10-14003 etc.

When entering the BIN you do not need to enter the dashes (-). The Spectrum software will do that for you.

Here is a completed *Building Information* form with a correctly formatted BIN.

[OK] – Saves the Building information and moves to the *Home Page*.

[Cancel] – Closes The *Building Information* form without saving changes and moves to the *Home Page*.

[Check Format] – Verifies that the BIN is correctly formatted and provides an indication of what's wrong if it's not.

[Format Help] – Displays a popup window with information about BIN formatting.

Completed Building

Here is the *Home Page* with the newly added Building.

[Add] - Opens the *Building Information* form to add a new Building.

[Edit] - Opens the *Building Information* form to make changes to and existing Building.

[Delete] - Removes the selected *Building* and all related *Units* and associated *TICs* from the report

Working with Units

Multiple Units can be added to a Building and they are accessed from *Units grid* on the *Home Page*.

A Unit must be added to a Building before *Tenant Income Certification (TIC)* forms can be associated with a Unit.

In this example, there are not any Units that have been added to the *Building CA-93-14001*.

In this situation **[Add]** is selected to add a new Building.
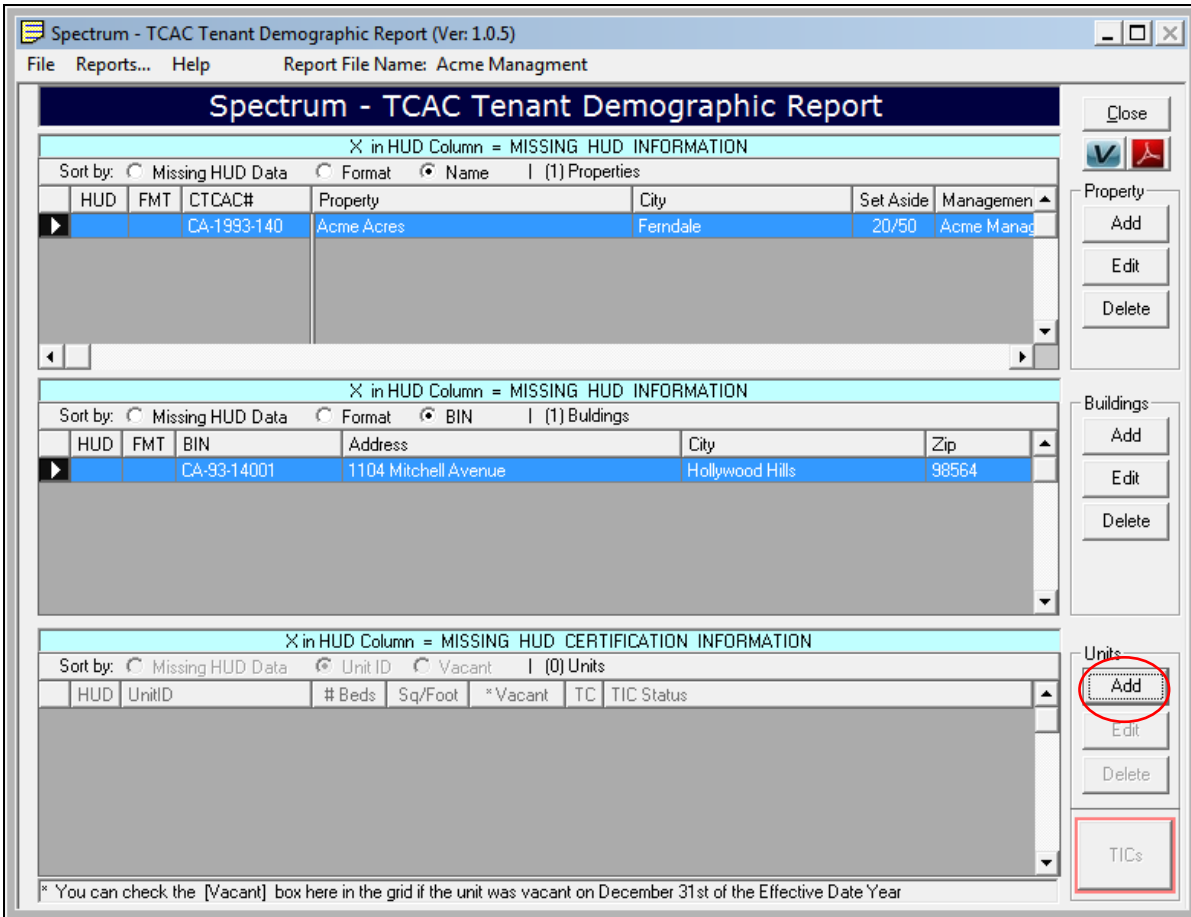
[Add] - Opens the *Unit Information* form to add a new Unit.

[Edit] - Opens the *Unit Information* form to make changes to and existing Unit.

[Delete] - Removes the selected Unit and all associated *TICs* from the report file.
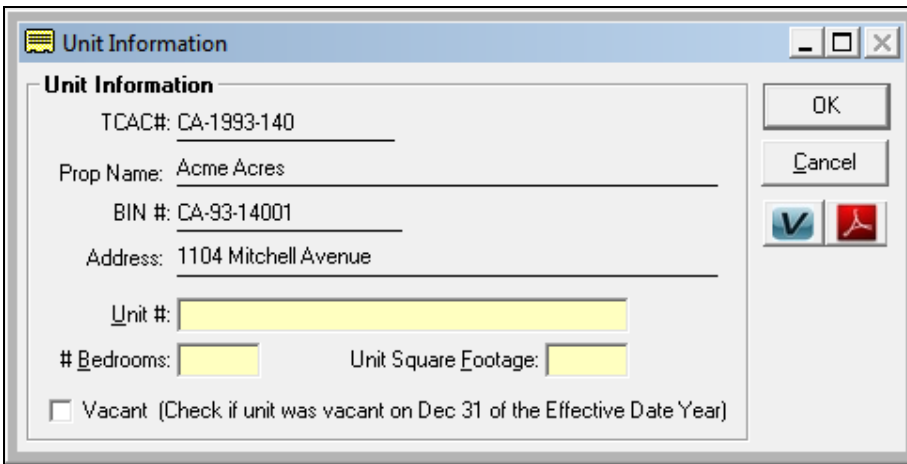
Unit Information Form

The *'Unit Information'* form contains basic information about each Unit that includes the following:

1. Unit ID
2. Number of Bedrooms
3. Unit Square Footage
4. Vacant Unit Status

Information highlighted in <mark>Yellow</mark> is required in order to save the Unit information.

Here is a blank *Unit Information* form. Notice all the information must be entered before the Unit can be saved.

Here is a completed *Unit Information* form.

[OK] – Saves the Unit information and moves to the *Home Page*.
[Cancel] – Closes The *Unit Information* form without saving changes and moves to the *Home Page*.
☑ **Vacant** - Check this if a unit is vacant on December 31, of the effective year

Completed Unit

Here is the *Home Page* with the two newly added Units. Notice that no TICs have been entered for the units.
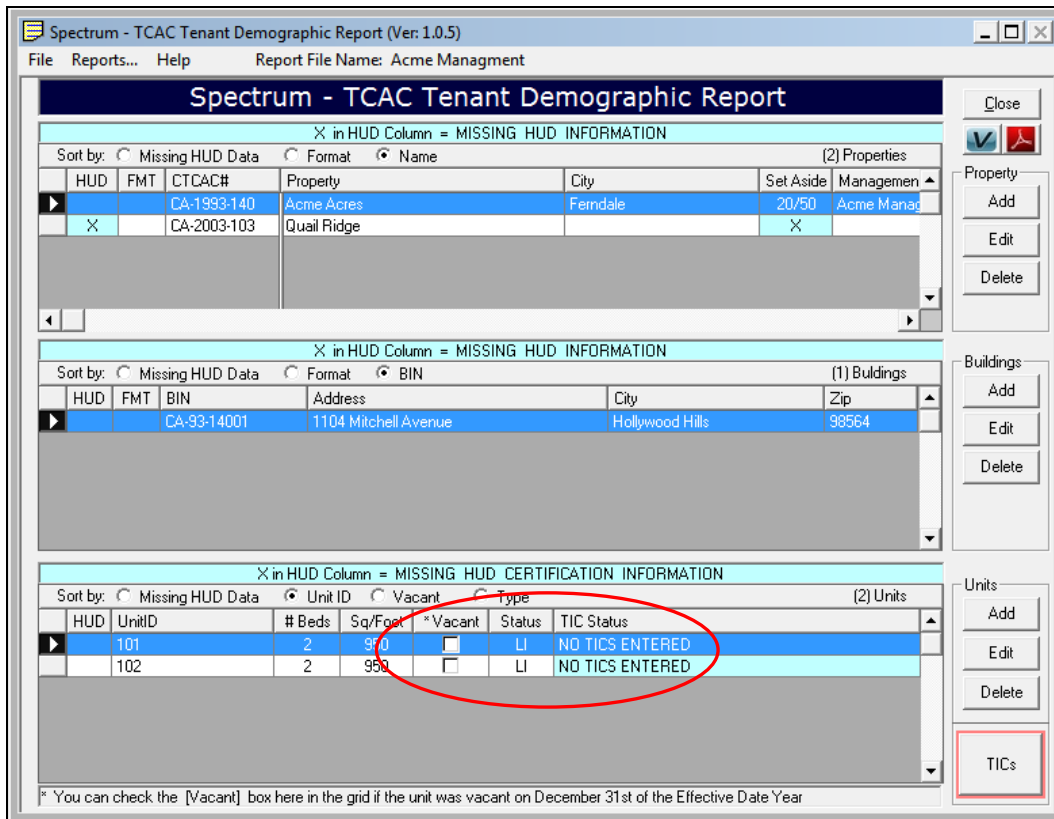
The Unit grid has three columns that behave differently than any of the other columns in all three grids.

*Vacant - If a unit is vacant as of December 31, of the effective year you can set it's status directly in the grid by clicking in the checkbox for the Unit without having to move to the *Unit Information* form.

Status - This column displays the unit's *Tax Credit* status:

> LI = Low Income
> MKT = Market Unit
> EMP = Employee Unit

When a unit is manually entered it's status is set to 'LI' because it is assumed that it is a *Low Income Housing Tax Credit (LIHTC)* unit because HUD is only requesting tenant information for these types of units. If tenant information was imported from your management system you may see 'MKT' or 'EMP' in the status column.

If the most recent TIC does not have *a. Tax Credit* in *Part VIII. Program Type* checked the *Low Income* status of the Unit is cleared by the software.

TIC Status - There are two different messages that may appear in this column:
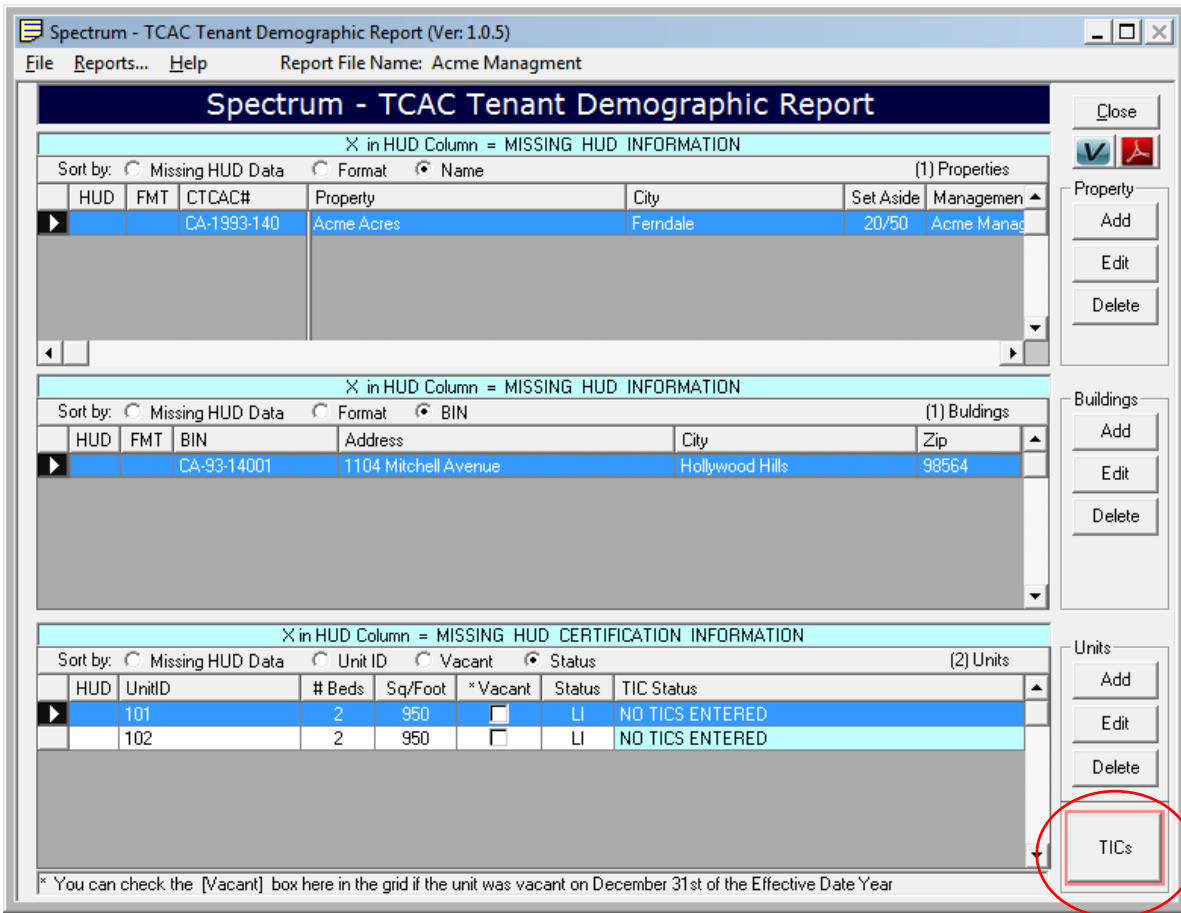
1. NO TICS ENTERED
2. Unit is NOT SET as a Tax Credit Unit

If a Unit's status is not set as a *Low Income* unit, any tenant demographic information associated with it will not be submitted to HUD.

Spectrum-TCAC Tenant Demographic Reporting

Working with TICS

To Add or Modify TICs you first need to select the Unit you're working with and then select **[TICs]** in the lower left corner of the *Home Page* next to the *Units* grid to open the *Tenant Demographic and Income Certification (TIC)* form.

For this example we'll add a TIC associated with Unit 101.

[TICs] - Opens the *Tenant Demographic and Income Certification (TIC)* form used to work with TICs.

TCAC FORMS

Please keep in mind that you must continue to complete and file paper TIC forms for all tenants pursuant to TCAC requirements. This includes both the *Tenant Income Certification* and *Tenant Household Information* forms.

These forms can be found on TCAC web site at:

TIC: http://www.treasurer.ca.gov/ctcac/compliance/tic.pdf

THIF: http://www.treasurer.ca.gov/ctcac/compliance/manual/appendix3/tenant.pdf

Tenant Demographic and Income Certification Form

The *Tenant Demographic and Income Certification* form contains information about each Tenant certification. This includes information about the date and type of certification as well as demographic information for each household member.

NOTE: The form is based on a standard TIC form but only provides for the collection of the *Tenant Income and Demographic* information HUD is requesting. Consequently, if you're manually entering data you won't need to enter all of the information from your paper TICs.
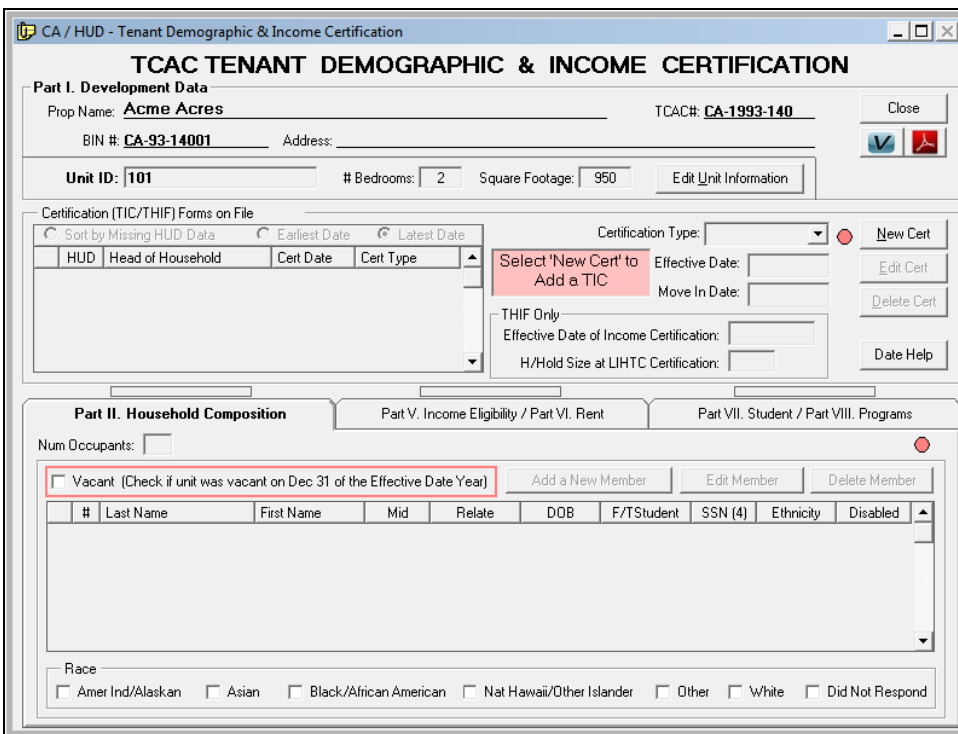
Immediately below is a blank *Tenant Demographic and Income Certification* form.

Notice that this form is different than the *Property, Building* and *Unit* forms in that when it is first opened it is not automatically set to edit mode where information can be entered or changed.

This is indicated by the red dots ⬡ located near either the **[New Cert]** or **[Edit Cert]** buttons.

Consequently, if there are multiple TICs associated with the unit you'll need to first select the TIC you want to work with and then select the ⬤ **[Edit Cert]** button.

Here is a blank *TIC* form for Unit 101 with no TICs entered. The ⬤ is located near the **[New Cert]** button because that's the only option available since no TICs have yet been added.

Non-Edit Mode (Tenant information cannot be added or changed)

⬤ **[New Cert]** When no TICs have been entered yet.

⬤ **[Edit Cert]** When TICs have been entered.

Edit Mode (Tenant information can be added or changed)
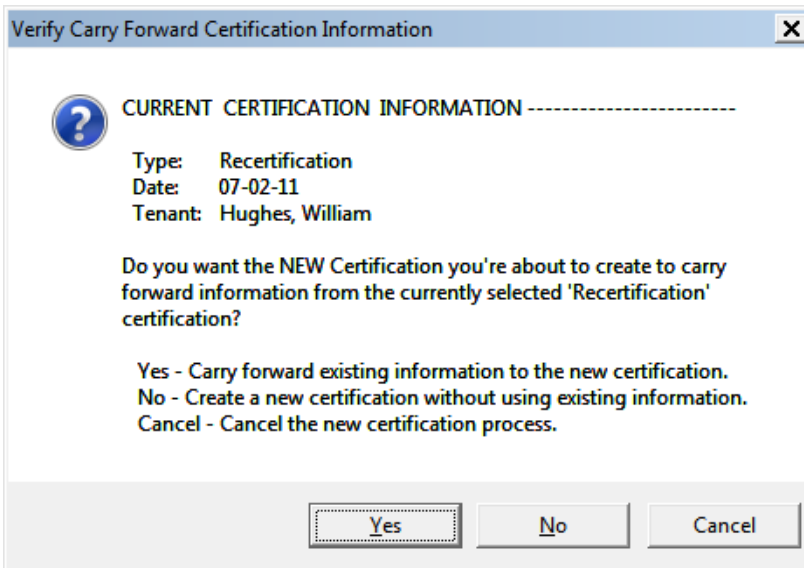
⬤ **[Save Cert]** When a specific TIC has been selected and ⬤ **[Edit Cert]** has been selected.

Adding a New TIC

Select ⬤ **[New Cert]** to open the *Add a New Certification* form.

If there is already at least one TIC associated with a Unit the *Verify Carry Forward Certification Information* prompt is displayed providing the option to carry forward information from the previous TIC for the same tenant.

This is useful when entering a recertification TIC and you don't want to re-enter information that hasn't changed.
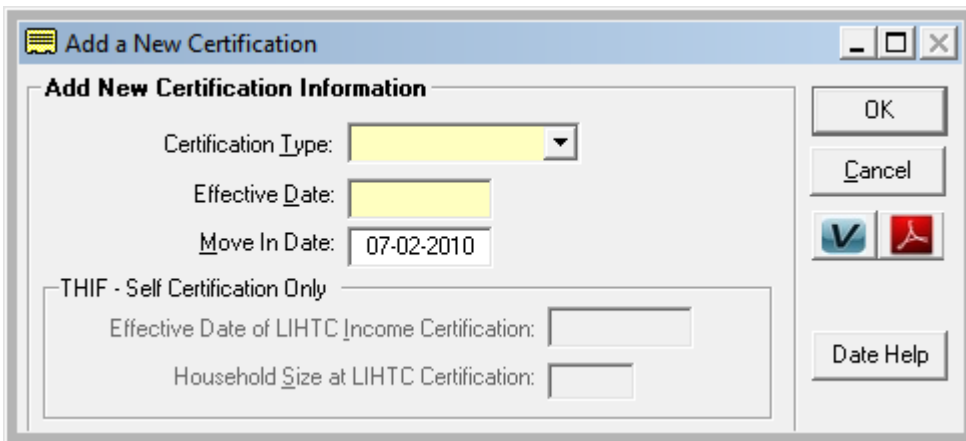
[Yes] – Carries forward information from the pervious TIC to a new one.
[No] – Creates a new TIC without pre-loading any earlier information.
[Cancel] – Returns to the TIC form.

If you elect to carry forward information from a previous TIC you'll only need to enter the following information.

Spectrum-TCAC Tenant Demographic Reporting

This example represents creating a new TIC without carrying forward information from a previous TIC.

Information highlighted in Yellow is required in order to save the Certification information.

Information highlighted in Blue is requested by TCAC/HUD but if missing will not prevent the data from being saved.

Here is a blank *Add a New Certification* form. You'll need to add information about the certification as well as demographic data for all of the household members.

NOTE: When an event is first created the *Head of Household* information is always collected first.
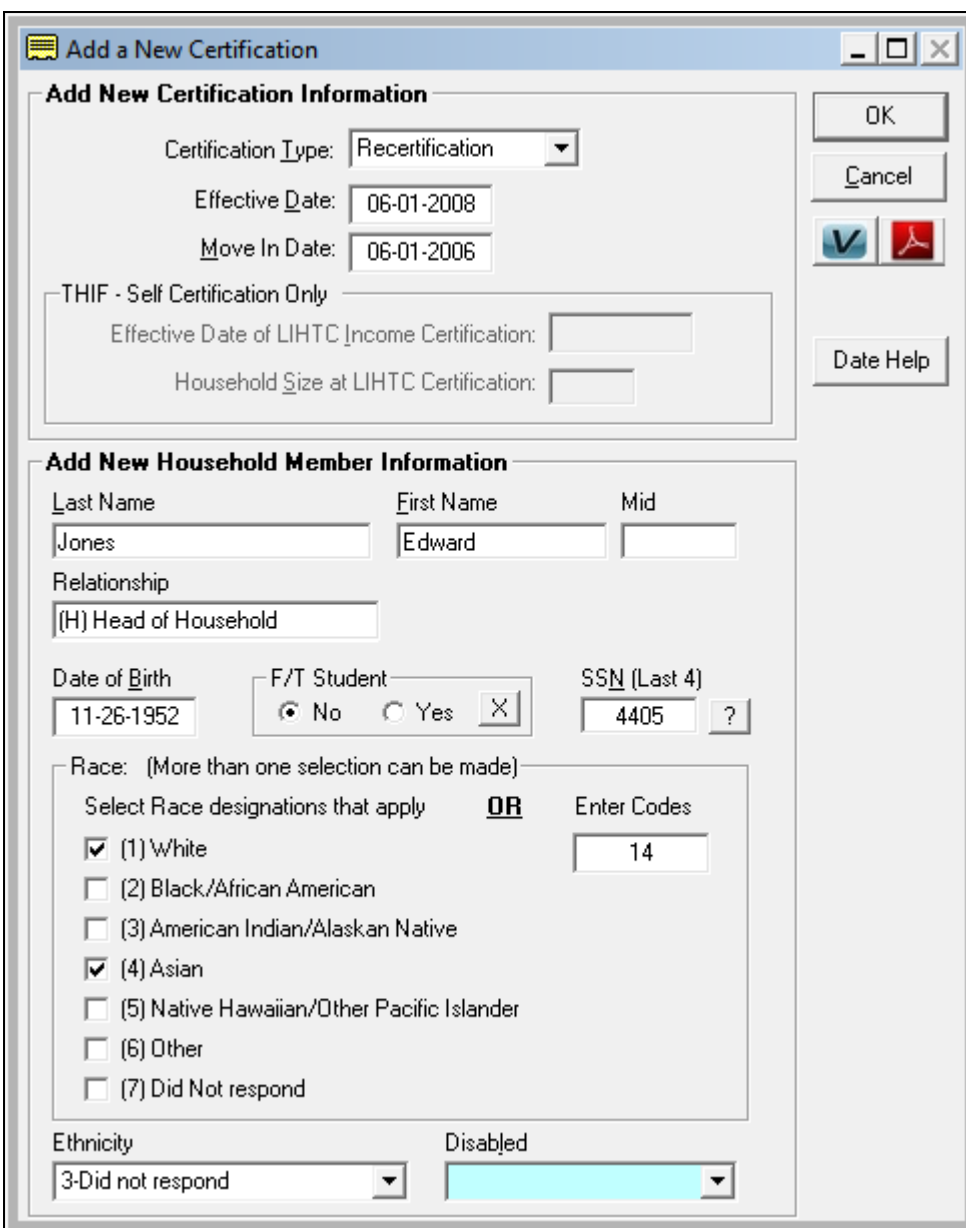
Here is a completed *Add a New Certification* form for Edward Jones with *Disabled* not set.

Later, we'll look at how the missing disability information is displayed in the TIC form and how to correct missing disability information.

[OK] – Saves the Certification information and returns to the '*Tenant Demographic and Income Certification*' form.

[Cancel] – Closes the Certification information form without saving the information and returns to the *Tenant Demographic and Income Certification* form.

Select the **[X]** button in the *F/T Student* box if you need to clear the F/T Student selection.

HUD Missing Requested Information Warning

Whenever you're in a form that contains information that HUD is requesting this prompt will be displayed when you close the form without entering all of the HUD information.
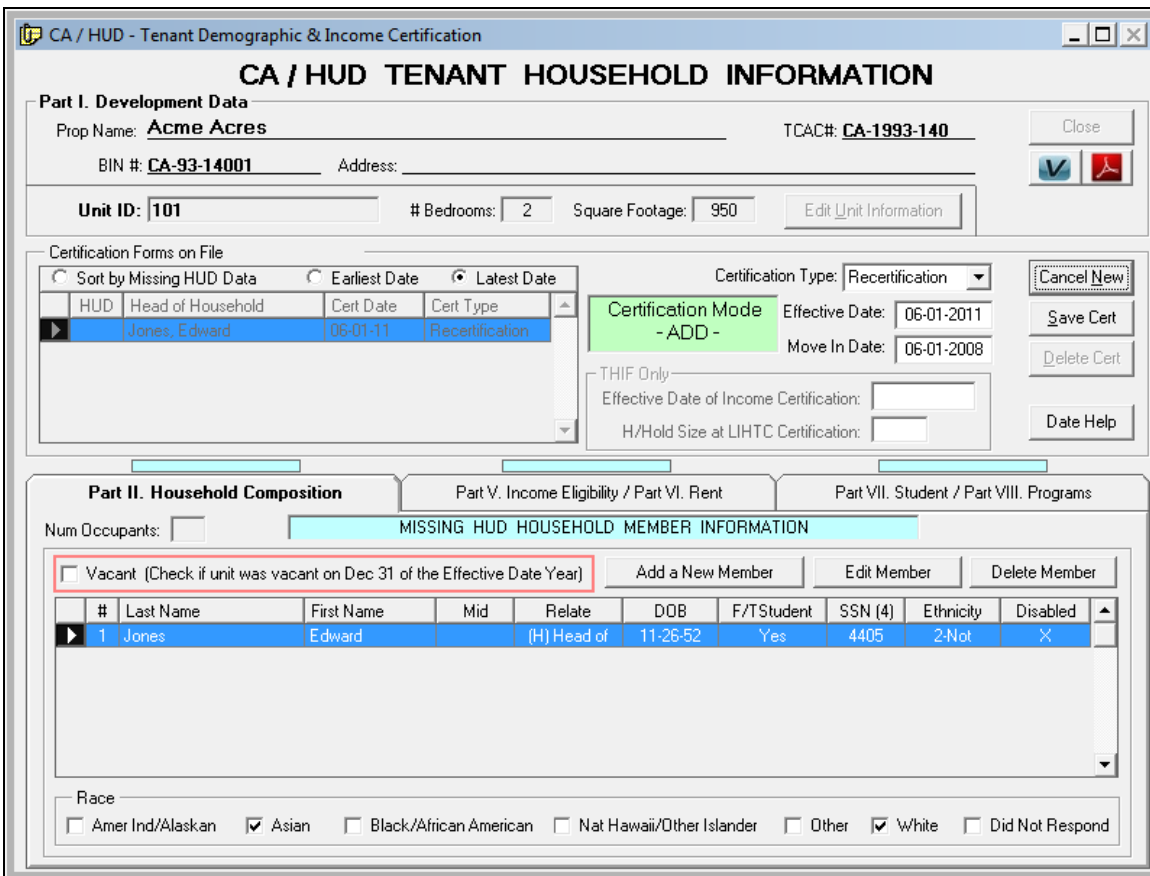
In this case the prompt is displayed because the Disability status of the new *Head of Household* member was not set.
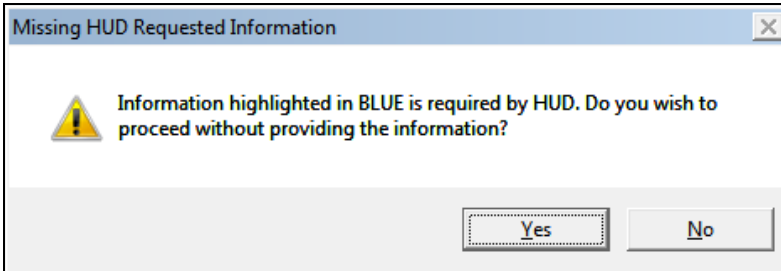
Here is the *Tenant Demographic and Income Certification* form showing the new TIC with Edward Jones set as the *Head of Household*.

The 🔴 are now 🟢 and the software is in the **Certification ADD Mode** which means information can be added to the TIC.

Notice the *Disabled* column contains a an X indicating missing information.

[Cancel New] – Deletes the newly created TIC.

🟢 **[Save Cert]** - Saves the new TIC and switches back to **Non-Edit Mode**.

Spectrum-TCAC Tenant Demographic Reporting

Here the **[Save Cert]** button was selected and because HUD requested data is missing the *HUD Missing Requested Information* prompt is shown. Notice this prompt is slightly different than the prompt displayed when the *Add a New Certification* form was closed (see above).

This prompt provides the ability to turn of the warning notice for the current session by checking the ☑ **Turn off notice for this session box**. The session ends when the Spectrum software is closed and will restart the next time the software is started. Until the session is closed and then restarted you will not be warned when saving a TIC with missing HUD information.

Warnings will still be presented in all of the other forms during the current session.

This option was provided as a convenience to speed up data entry when not all the tenant information is available when TICs are first entered into the software.

NOTE: <u>It is expected that the TIC will be fully completed before being submitted to HUD.</u>

You can manually turn this warning ON or Off in the *File\Turn HUD TIC Warning...* menu located at the top of the *Main Page*.

Tracking Missing HUD Data

Throughout the software the letter [X] and the color blue are used to indicate where HUD requested data is missing.
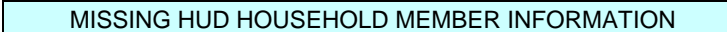
Below is the TIC after it has been saved. The ⬡ are now ⬤ because the TIC is in *Non-Edit Mode*.
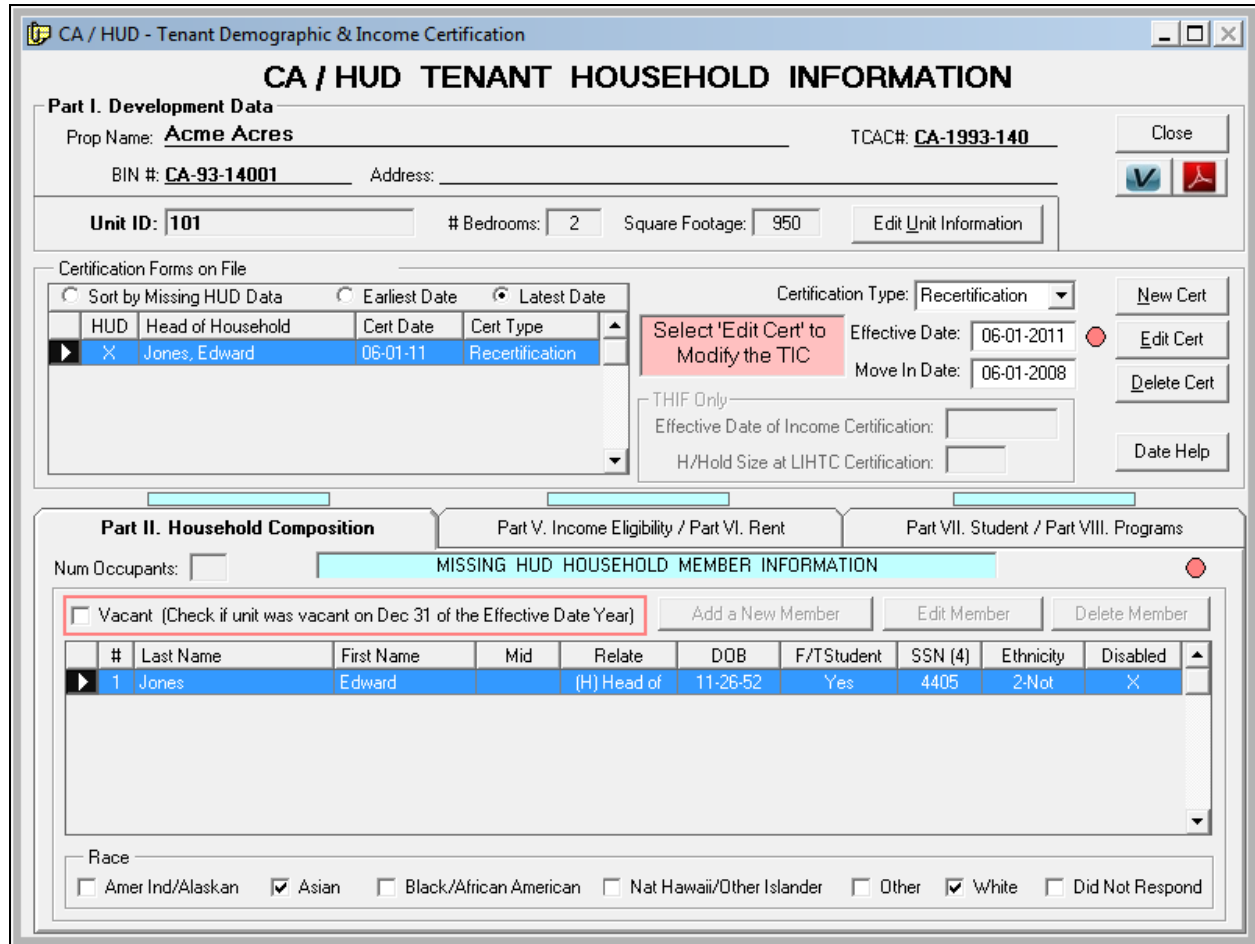
Notice the [X] in the HUD column of the *Certification (TIC/THIF) Forms on File* grid. This indicates the TIC is missing HUD requested data.

The notice bars above each tab will be blue to indicate where the data is missing. ▭

Later in this section you'll see data entry boxes that are missing HUD requested information. They'll be displayed as empty blue boxes. Rent: ▭

Part II. Household Composition

Notice the ▭ MISSING HUD HOUSEHOLD MEMBER INFORMATION ▭ notice. This indicates at least one household member is missing HUD requested data. In this case, the *Disability* status has not been set for the Head of Household. There is also an X in the *Disabled* column indicating Disability status is missing.

To add additional household members or modify existing members see Working With Household Members pg (76).

Editing an Existing TIC

Here the TIC is not in Edit mode which is indicated by ⬤ [**Edit Cert**].

⬤ [**Edit Cert**] to switch to Edit mode.
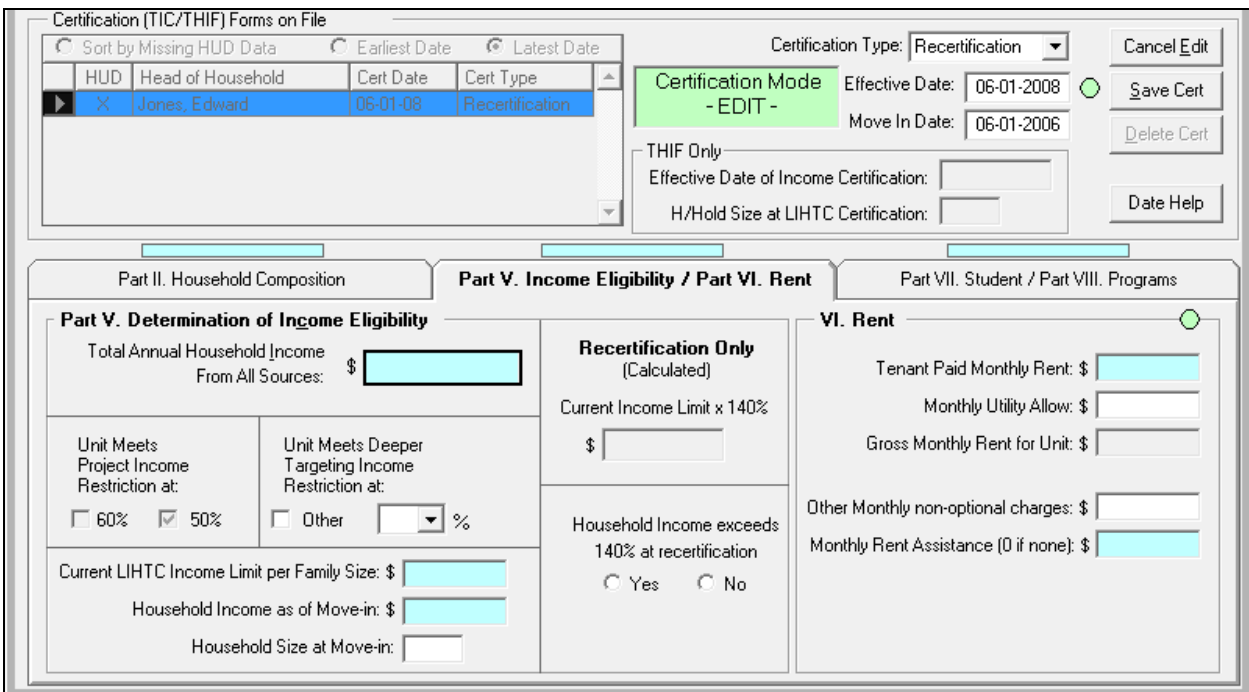
Part V. Income Eligibility / Part VI. Rent

Here we've switched into Edit mode. Notice the ⬡ indicating being in **Edit Mode**.

Additionally, the second tab *Part V. Income Eligibility / Part VI. Rent* has been selected. All the boxes highlighted in blue are required by HUD.

During data entry you'll notice that once you enter the *Total Annual Income* and *Current LIHTC Income Limit* the software will automatically calculate the 140% limit as well as whether or not the household income exceeds that 140% limit.

Gross Rent is also calculated for you.

Here all the HUD required data has been entered. Notice the boxes and the notice bar at the top of the middle tab are no longer blue.

[Unit Meets Deeper Targeting Income Restriction at] has been checked by the user and the percent of income has been set at 40%.

The **[140% Income]** and whether or not the household is over the 140% income has been calculated as well as the **[Gross Rent].**

[Monthly Rent Assistance] has 0.00 entered because a value is required HUD and in this case there is no tenant assistance provided.

Part VII. Student / Part VIII. Programs

Here is the *Part VII. Student / Part VIII. Programs* tab. *Part VII. Student Status* is in blue and is requested by HUD so it must be completed.

Notice that *a. Tax Credit* is checked in *Part VIII. Program Type.* This is done automatically when the TIC was created because HUD is only requesting data for *Tax Credit* units so the assumption is that all the TICs manually entered are for Tax Credit properties. If the unit is not a Tax credit unit as of December 31 of the effective year leave the TIC in place but un-check *a. Tax Credit*.

Additionally, it is not necessary to enter complete TIC information for non-tax credit units and TICs for non-Tax Credit units that are missing HUD requested information will not trigger the blue bar and background warnings.

Here the complete data has been entered. Notice that *Part VII. Student Status* and the notice bar above the middle tab are no longer blue.

🟢 **[Save Cert]** - Saves the new TIC and switches back to **Non-Edit Mode**.

Completed TIC Missing HUD Data

Here is the completed TIC with all of the HUD requested information entered except for the disability status of the Head of Household.

Notice the [X] is still in the HUD column of the *Certification (TIC/THIF) Forms on File* and the notice bar above the first tab is blue as well as the X in the *Disability* column.

[Close] – Returns to the *Home Page*.

See Working With Household Members pg (76). for information on adding and modifying household members.

Working With Household Members

Notice how *Unit 101* now has a TIC associated with it. We know this because the *TIC Status* column for Unit 101 is blank while Unit 102 still shows [NO TICS ENTERED].

Also notice the [X] in the HUD column of the *Units* grid. This indicates there is missing HUD data somewhere in the TIC information. In this case we know the TIC for Unit 101 is missing the *Disability* status for the Head of Household so by entering that data we'll clear the [X] indicator from the *Unit* grid.

Select the *Units* **[TICs]** button to open the *'Tenant Demographic and Income Certification'* form.
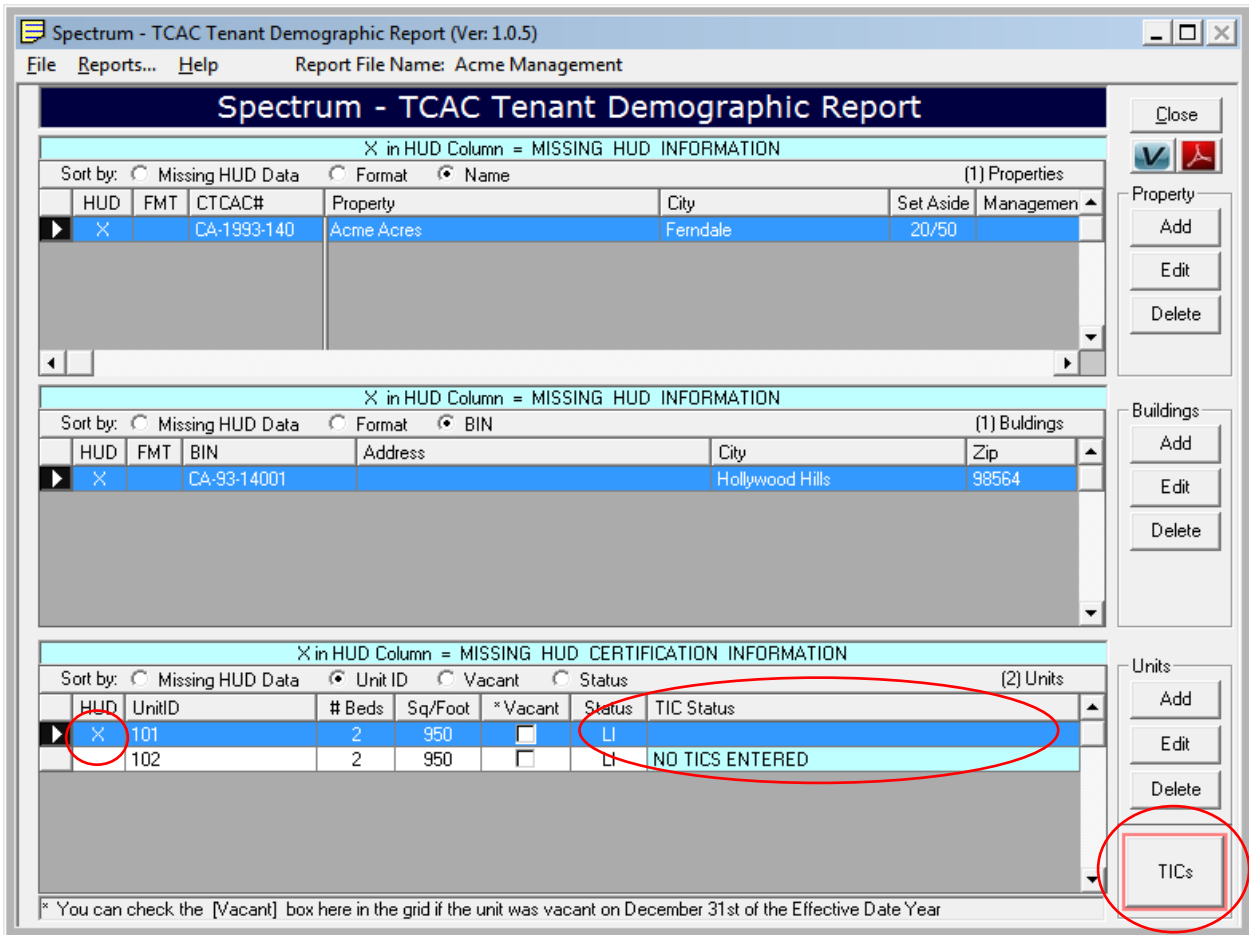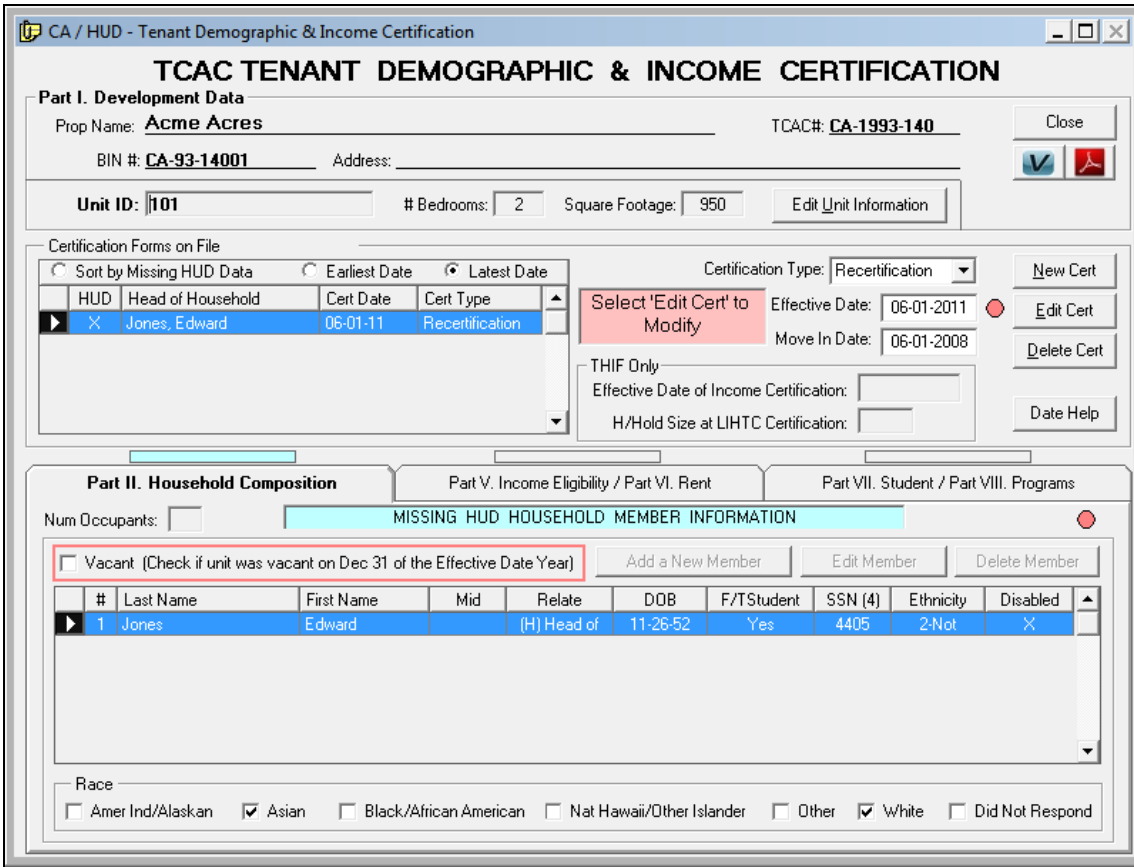
[TICs] - Opens the *Tenant Demographic and Income Certification* form used to work with TICs.

Spectrum-TCAC Tenant Demographic Reporting

Adding Additional Household Members

Here is a TIC with the only the *Head of Household* entered. Keep in mind that there may be multiple TICs associated with a Unit so you must first select the TIC that you want to add or modify Member information for.

For this example we'll add Edward Jones' spouse.

🔴 **[Edit Cert]** - Select to switch to Edit mode.

Select the **[Add New Member]** button to add a new household member.

Spectrum-TCAC Tenant Demographic Reporting

Here is a blank *Household Member Information* form.

When adding non-Head of Household member you'll need to set the relation of the new member to the Head of Household.

You can either select each Race designation with your mouse or enter the codes in the **[Enter Codes]** box.

Here is the completed *Household Member Information* form with all of the HUD requested information entered.

[OK] – Saves the Member information and returns to the *Tenant Demographic and Income Certification* form.

[Cancel] – Closes the Member information form without saving the information and returns to the *Tenant Demographic and Income Certification* form.

Spectrum-TCAC Tenant Demographic Reporting

Here is the *Tenant Demographic and Income Certification* form showing the new household member Susan Jones. All of her demographic data has been entered

Notice that for Edward Jones that the *Disabled* cell is blue because his disability status was not set. Also notice the cell in the '#' column (HH Mbr#) is blue. This is used as a quick reference to show which family members are missing HUD data.

Also notice the ⬚ MISSING HUD HOUSEHOLD MEMBER INFORMATION ⬚ notice. This is indicating at least one household member is missing HUD requested data. In this case, the *Disability* status for Edward Jones has not been set.

🟢 [**Save Cert**] Saves the new TIC and switches to **Non Edit Mode**
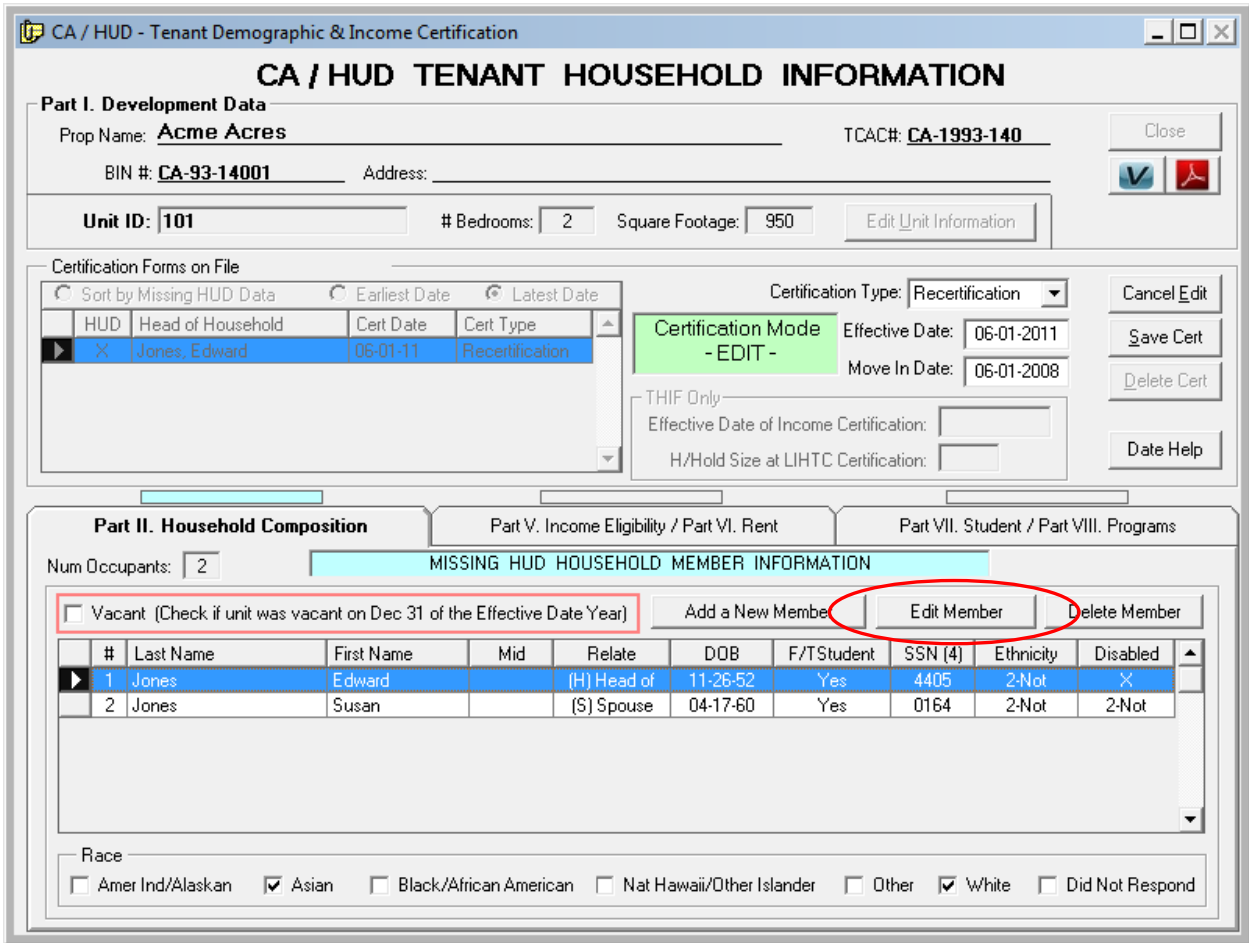
Editing an Existing Household Member

Keep in mind that there may be multiple TICs associated with a Unit so you must first select the TIC that you want to add or modify Member information for.

Here Edward Jones has been selected for editing in the *Member* grid..

If you're not in **Edit Mode** then select ⬤ **[Edit Cert]**.

Select **[Edit Member]** to open the *Household Member Information* form.

Here the *Household Member Information* form which is loaded for Edward Jones and has his disability missing.

Disability has been set.

Select **[OK]** to save the form and return to the TIC form.

Spectrum-TCAC Tenant Demographic Reporting

Completed TIC

Here we see that Edward Jones' demographic information is now complete and the cells in the *Disabled* and [#] columns (HH Mbr#) are no longer blue.

Also note that the notice bar above the *Part II. Household Composition* tab is no longer blue and the MISSING HUD HOUSEHOLD MEMBER INFORMATION notice is gone.

The 'X' in the HUD column of the *Certification (TIC/THIF) Forms on File* grid is still checked because the TIC has not yet been saved

Select ◯ **[Save Cert]** to save the changes.

Here the completed TIC has been saved. Notice the [X] in the HUD column of the *Certification (TIC/THIF) Forms on File* grid has been cleared.

This TIC is complete with all of the HUD requested information.

Select **[Close]** to return to the *Home Page*.

Spectrum-TCAC Tenant Demographic Reporting

Here is the *Home Page* showing the results of the completed TIC. Notice the missing HUD Information indicator [X] is now gone from the Unit grid.

Identifying Missing Data
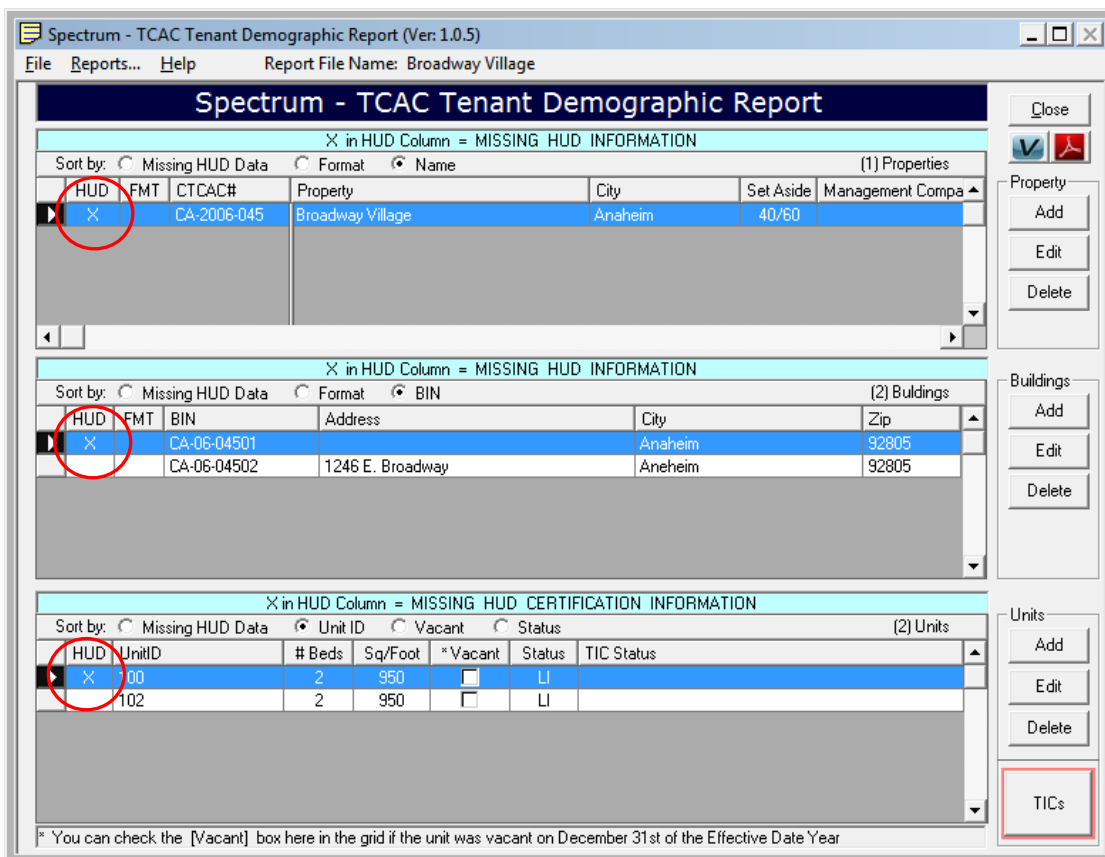
This section describes how to quickly locate missing HUD and TCAC requested data or incorrectly formatted *TCAC* and *BIN* numbers in the report file so you can access and update it prior to submitting it to Spectrum.

There are six indicators in the software that direct you to missing data:

1. An X in the HUD column in the *Properties, Buildings* and *Units* grid as well as in the *Certification Forms on File* grid in the TIC form.

2. An X in the FMT (Format) column in the *Properties* grid if the *TCAC#* is not correctly formatted and in the *Buildings* grid if the *BIN* is not correctly formatted.

3. Notice bars above the three *Affiliated Organizations* tabs on the *Property Information* form as well as above the three tabs on the *TIC* form that contain HUD requested tenant income and demographic certification information. These bars turn blue when HUD or TCAC requested information is missing in those areas.

4. Data entry boxes that are missing requested data are highlighted in blue.

5. Warning prompts when closing a form with missing requested information.

6. Spectrum reports that display missing requested information highlighted in blue with an X in the box where the data is missing.

This example shows an X in the HUD column in all of the grids on the *Home Page*.
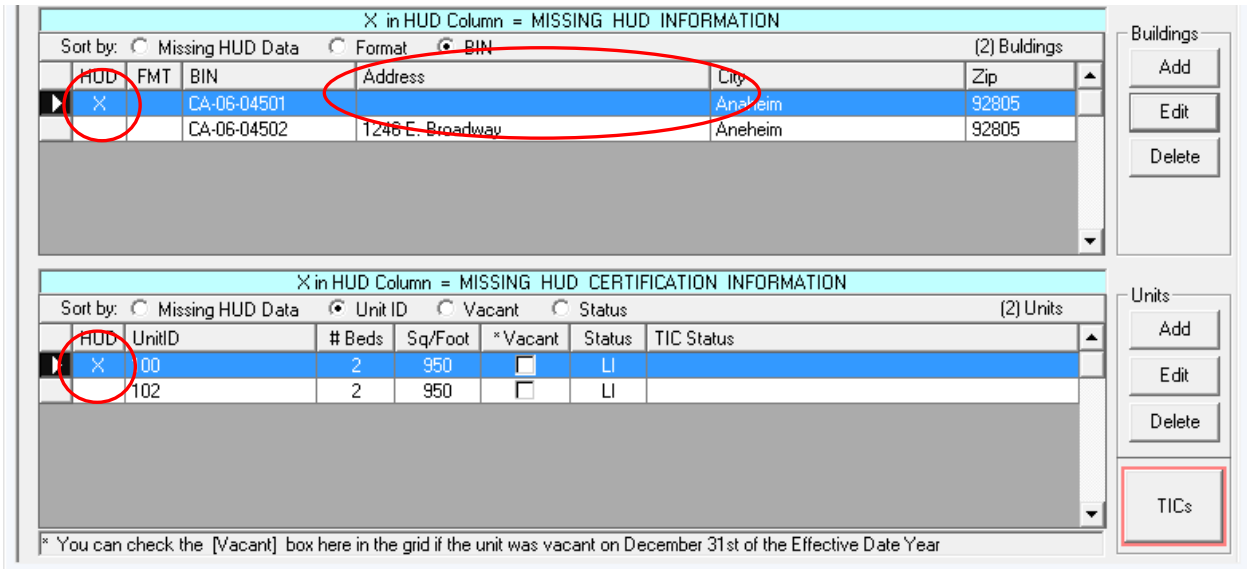
Keep in mind that there are two possible reasons for an X in the HUD columns but only one reason for an X in the FMT column which is if the TCAC# or BIN is not correctly formatted.

X In the HUD Column in a Grid

An X in the HUD column can be either an *Explicit* or *Progressive* (or both) reference to missing information. An *Explicit* reference indicates there is information missing from the area the grid is referencing. A *Progressive* reference indicates there is information missing from a related area in the report file that must be cleared *before* the X in the grid will be cleared

We'll start the search for missing data from the bottom of the *Home Page*.

Unit Grid
There is an X in the HUD column in the *Units* grid for Unit 101. All the requested information for the *Unit itself* has been entered but the TIC for this Unit is missing the *Rent* amount. This is an example of a *Progressive Reference*. The X in the *Units* grid will not be cleared until the *Rent* amount on the TIC form has been entered.

Buildings Grid
There is also an X in the HUD column of the *Buildings* grid for BIN CA-06-0450. You'll notice the required *Address* of the Building is missing. This is an *Explicit Reference* to the missing Building Address. The X in the Building grid is also a *Progressive* reference to the missing *Rent* in the TIC for Unit 100.
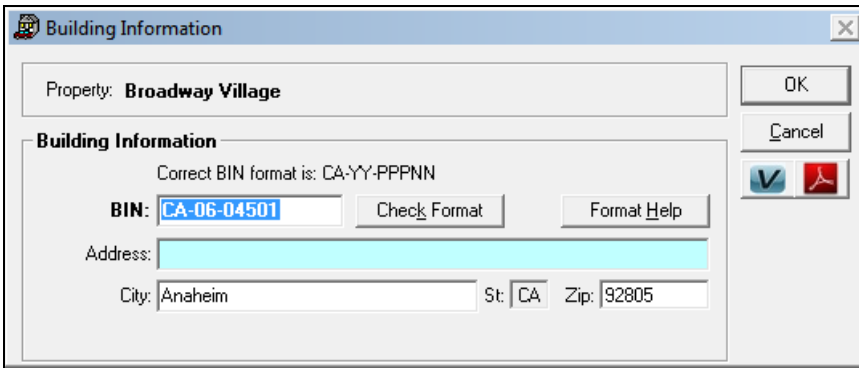
To clear the X from the building grid you must do two things:
1. Add a Rent amount to the *TIC form* for Unit 100 to clear the X from the *Unit grid*.
2. Add an address to BIN CA-06-0450 to clear the X from the *Building grid*.

If you add an *Address* to the *Building* first without adding a *Rent* amount to the *TIC* the X will remain in the HUD column in the *Buildings* grid because the *Progressive Reference* to the missing *Rent* amount in the *TIC* form has not been cleared.

On the next page we'll add an *Address* to the *Building* first without adding a *Rent* amount to the *Tic* to see how the progression takes place.

Here is the *Building Information* form showing the missing address.
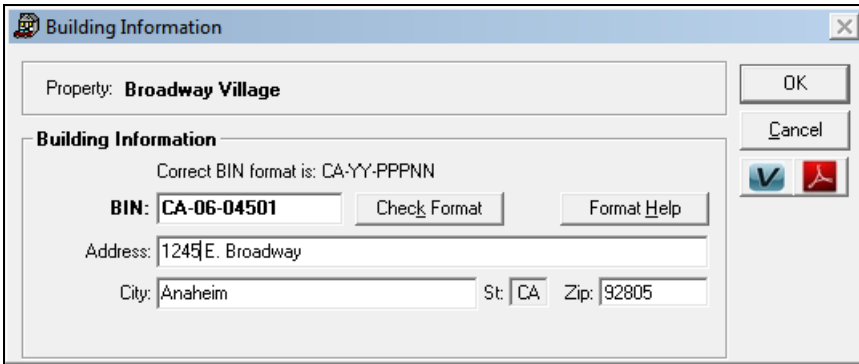
The address has been added

Here the address has been added but the X is still in the HUD column in the Buildings grid. While the *Explicit* reference has been removed the *Progressive* reference to the missing *Rent* amount in the TIC form has not.

Here is the TIC form showing an X in the *Certification Forms on File* grid. You can also see the *Blue Notice Bar* over the middle tab where *Part VI. Rent* information is contained as well as the *Blue Highlighted Rent box* that is missing a Rent amount.

Here the Rent amount has been updated and all of the missing information indictors have been cleared.

After returning to the Home Page we see that the X has been removed from the HUD column in both grids because now the *Progressive* references to both the *Buildings* and *Units* grids have been cleared.

On the next page we'll look at how a different progression of clearing missing information notices is reflected in the grids.

Here is where we started with an X in the HUD column in both grids.

This time we'll first clear the *Progressive Reference* to the missing *Rent* amount in the *TIC* form for Unit 100.

The missing *Rent* amount was cleared so the *Progressive Reference* to the *Units* grid has been cleared and the X has been removed from the HUD column in the *Units* grid.

That leaves the *Explicit Reference* to the missing *Building Address* indicated by the X remaining in the HUD column in the *Buildings* grid.

Here the *Building Address* has been added clearing the *Explicit Reference* to the missing *Building Address* and the X has been removed from the HUD column in the *Buildings* grid.

Spectrum-TCAC Tenant Demographic Reporting

Here we show the original *Home Page* that we first referenced when we started this exercise after the missing data had been cleared in the *TIC* and *Building* forms.

Notice the X is still present in the HUD column in the Properties Grid. This is due to *an Explicit Reference* to missing information in the *Property Information* form. In this example, the *Management Company* is missing.

Here's the missing information in the *Property Information* form.

Here's the corrected *Property Information*.

Spectrum-TCAC Tenant Demographic Reporting

Here's the *Home Page* showing all missing information indicators cleared. The report file is ready to be submitted to HUD.

X In the FMT Column in a Grid

This section describes how to quickly locate *TCAC#* and *BINs* that are incorrectly formatted.

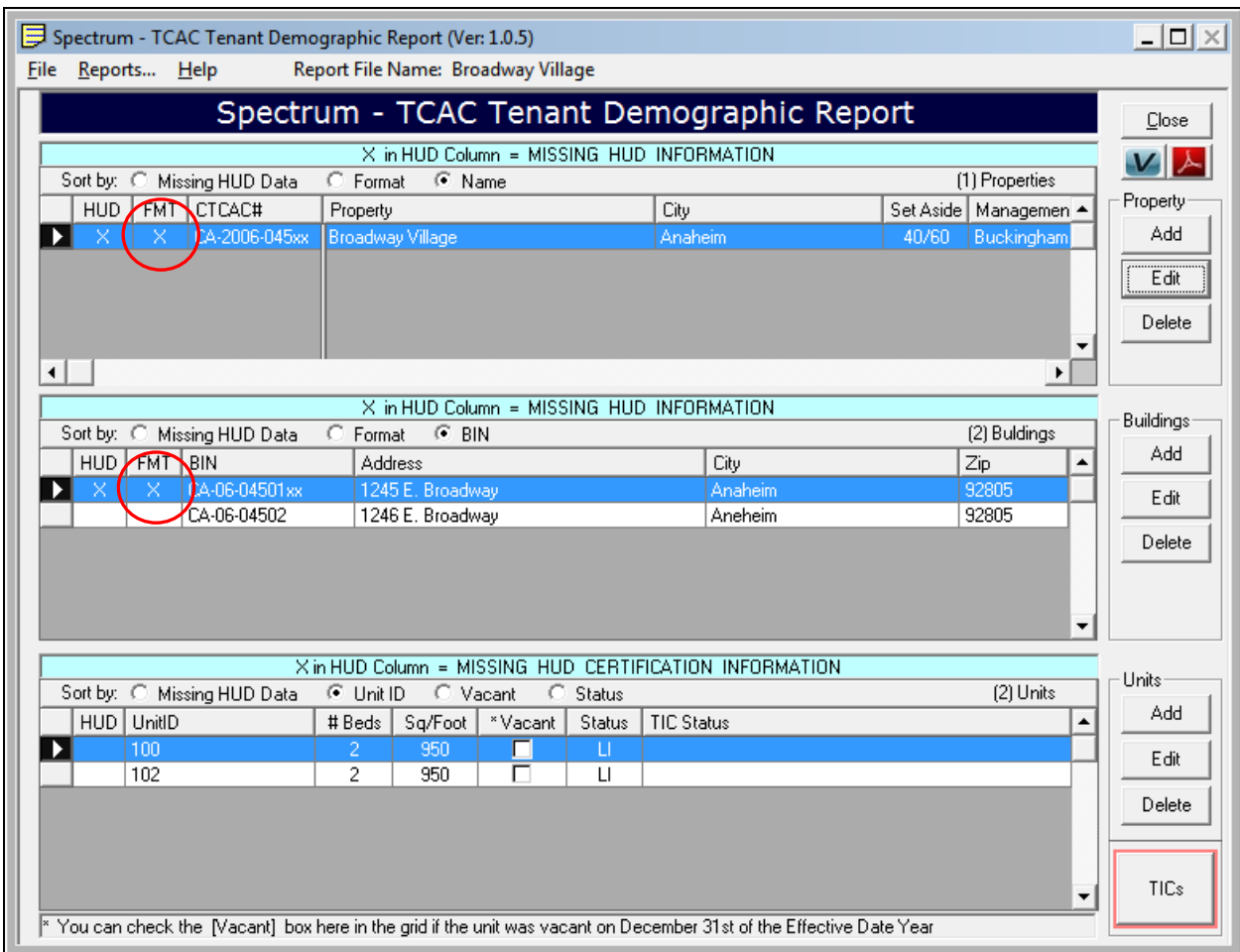There are four indicators in the software that direct you to incorrectly formatted TCAC# or BINs:

1. An X in the FMT column in the *Properties* grid if the TCAC# is not correctly formatted and in the *Buildings* grid if the BIN is not correctly formatted.
2. TCAC# and BIN data boxes that are missing requested data are highlighted in blue.
3. Warning prompts when closing a form with an incorrectly formatted TCAC# or BIN.
4. Spectrum reports that display incorrectly formatted TCAC# or BINs highlighted in blue.

SPECIAL NOTE
The Spectrum software <u>will prevent you</u> from submitting the report file to Spectrum if the TCAC# is not correctly formatted.

In this example the TCAC# and the BIN for Building CA-06-04501 have 'xx' added to the end of each value for illustrative purposes.

Notice that besides an X in the FMT column in both the *Properties* and *Buildings* grids there is an X in the HUD column for both grids as well. This is because incorrectly formatted TCAC# and BINs *also trigger the HUD missing information notices*.

Here the TCAC# is highlighted in blue because it's incorrectly formatted.

Here the formatting has been corrected and the blue highlight is cleared.

Here the X has been cleared from the *FMT column* in the *Properties* grid but the X remains in the HUD column in the *Buildings* grid because the BIN for Building CA--06-0451 is still incorrectly formatted.

Here the BIN is highlighted in blue because it's incorrectly formatted.

Here the formatting has been corrected and the blue highlight is cleared.

Spectrum-TCAC Tenant Demographic Reporting

Here's the *Home Page* showing all missing information indicators cleared. The report file is ready to be submitted to HUD.
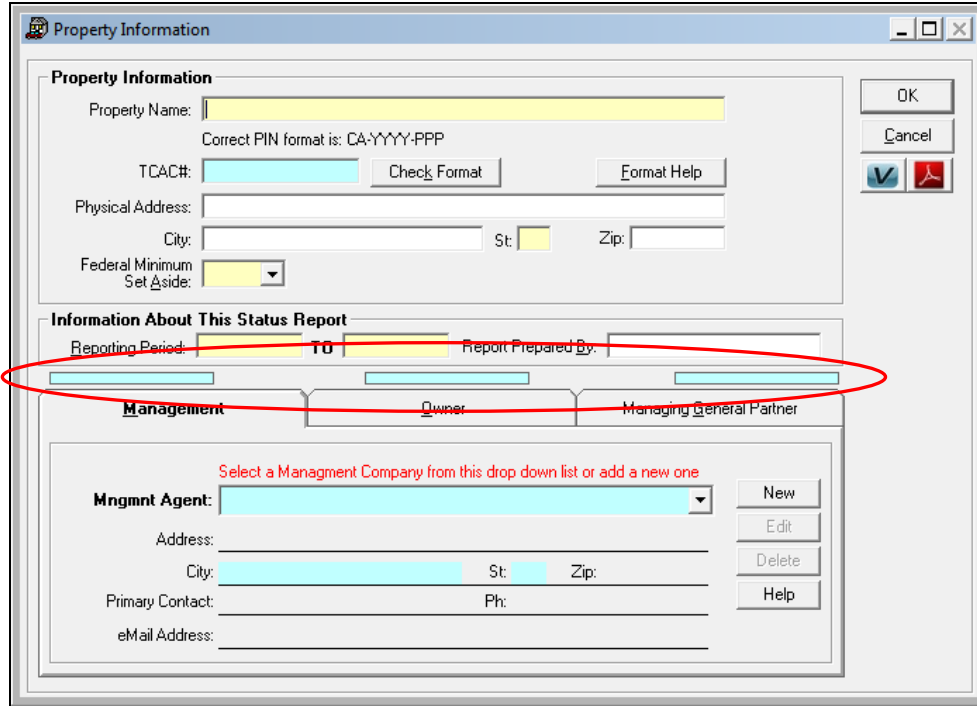
Notice Bars

There are notice bars in *Property Information* form as well as the *TIC* form. The bars will be blue when there is information missing form the area immediately below the bar.

Here the none of the three *Affiliated Organizations* have been entered.
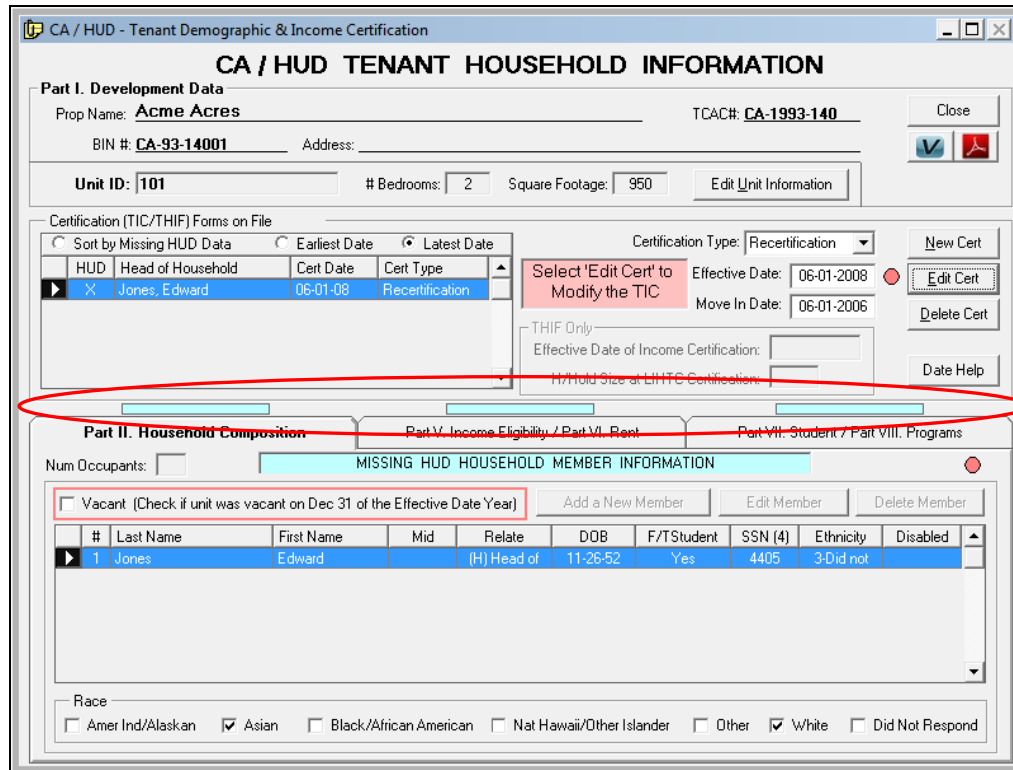
Here information from all three sections of the *TIC form* is missing.

Data Entry Boxes

The *Property Information* form is a good example of how missing information is highlighted and includes *Yellow* highlighting.

Entry boxes for data that is required by HUD that are missing information are highlighted in blue.

Entry boxes for data that is required before a form can be saved (and submitted to Spectrum) are highlighted in yellow. In the case of the *Property* and *Building Information* forms the TCAC# and BIN boxes are highlighted in blue even though they are required to be entered before the form can be saved. This is because they are both required by HUD as well.

Yellow is used so that information that is fundamental to the report gets captured even if data HUD is requesting is not provided at the time the form is open.

Spectrum-TCAC Tenant Demographic Reporting

There are other types of data entry boxes that are also highlighted when missing information.

In the *Add New Certification* form the *F/Time Student, Race* and *Ethnicity* boxes are all different styles of boxes but operate in the same manner. If data is missing they're highlighted. When the data is entered the highlighting is cleared.

Warning Prompts

There are four different warning prompts that are presented based on circumstances within the software. The prompts are meant to inform you that information is missing will not prevent you from proceeding.

This prompt is presented when the TCAC# is incorrectly formatted
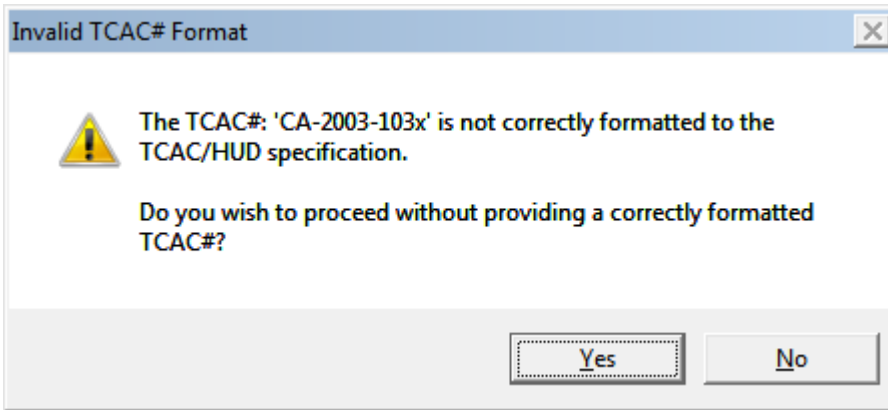
This prompt is presented when the BIN is incorrectly formatted
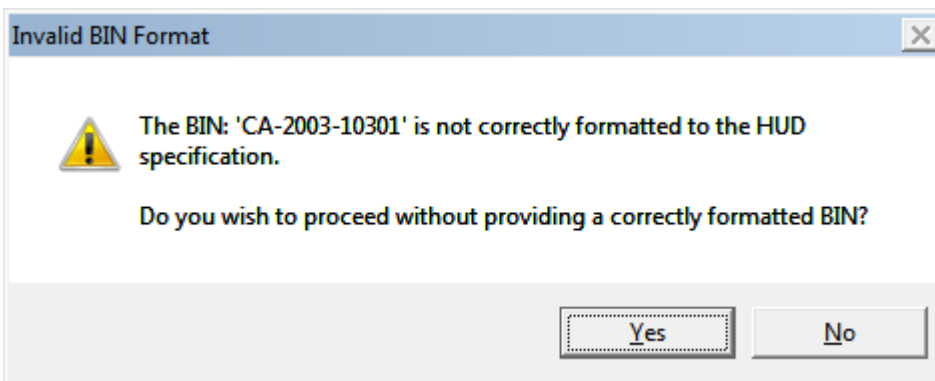
This is the general prompt that is presented when leaving a form that is missing HUD requested data.
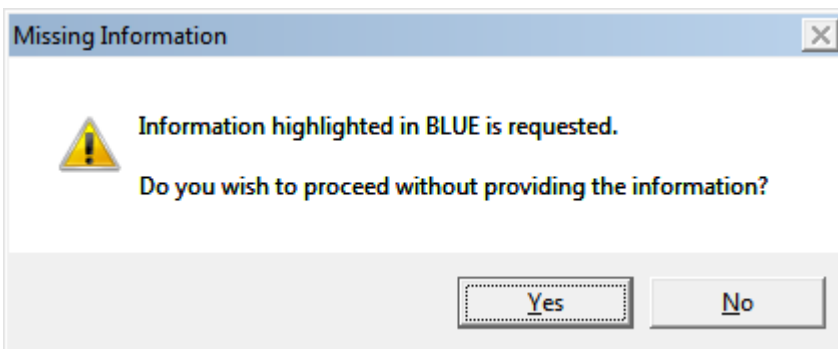
Spectrum-TCAC Tenant Demographic Reporting

This prompt is presented when saving a *TIC* form that is missing HUD requested information. It is different than the other prompts in that it provides the ability to turn of the warning notice for the current session by checking the ☑ **Turn off notice for this session box**.

The session ends when the Spectrum software is closed and will restart the next time the software is started. Until the session is closed and then restarted you will not be warned when saving a TIC with missing HUD information.

Warnings will still be presented in all of the other forms during the current session.

This option was provided as a convenience to speed up data entry when not all the tenant information is available when TICs are first entered into the software.

NOTE: It is expected that the TIC will be fully completed before being submitted to HUD.

You can manually turn this warning ON or Off in the *File\Turn HUD TIC Warning...* menu located at the top of the *Main Page*.

Reports

The Spectrum software provides three reports for viewing and printing the information in a report file. You can review the data for all of the properties in the report file or only a single property.

The Reports are:

1. All Certifications
2. ONLY Certifications Missing Data
3. Vacant Units

To run reports got to menu bar at the top of the *Home Page* and select **[Reports…]**.
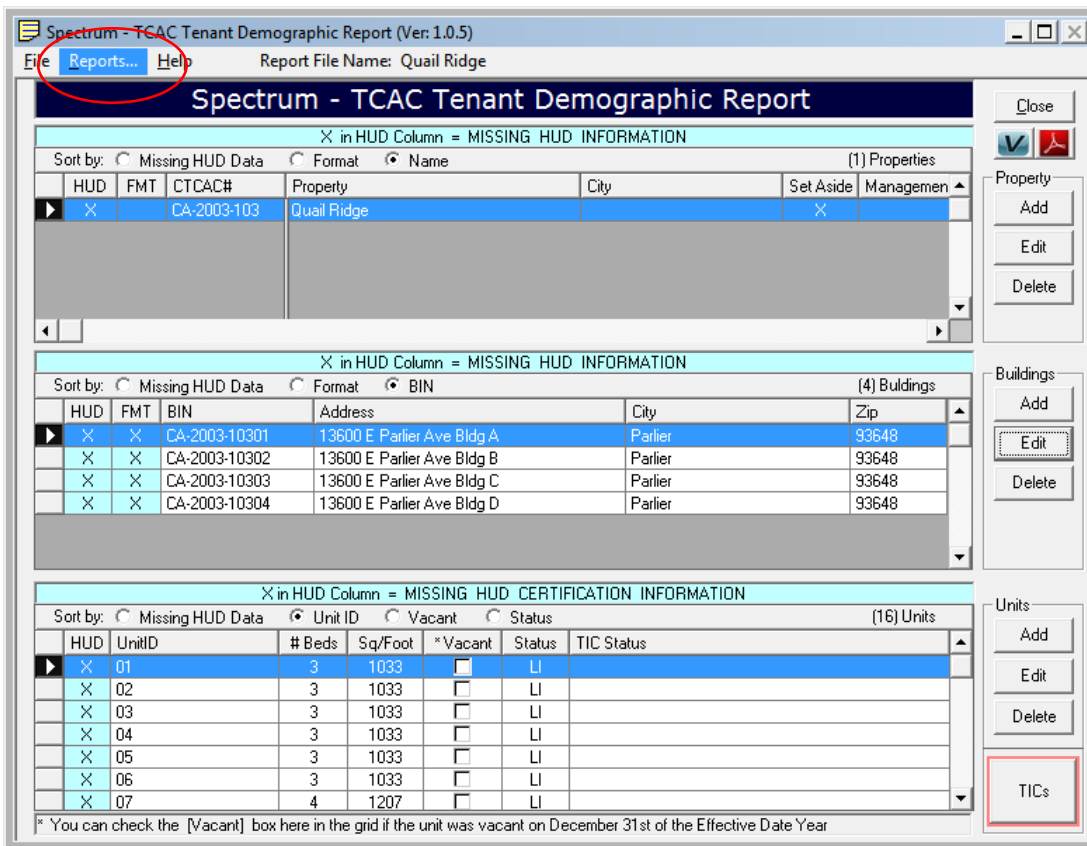
Select the reports you want to run. You can run just one report or all three reports.

Select the reports you want to run. You can run just one report or all three reports and they can be run for all of the Properties in the report file or only a single Property.
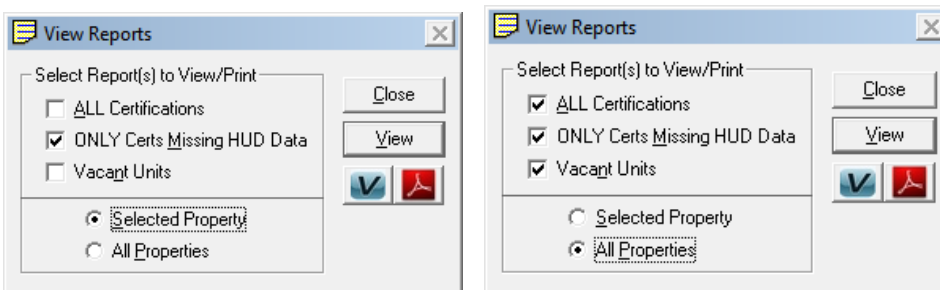
[View] – Runs the reports and displays them on the computer screen where the report can be printed from.

Spectrum-TCAC Tenant Demographic Reporting

This is a sample of the report *Showing ONLY Certifications Missing Data.*
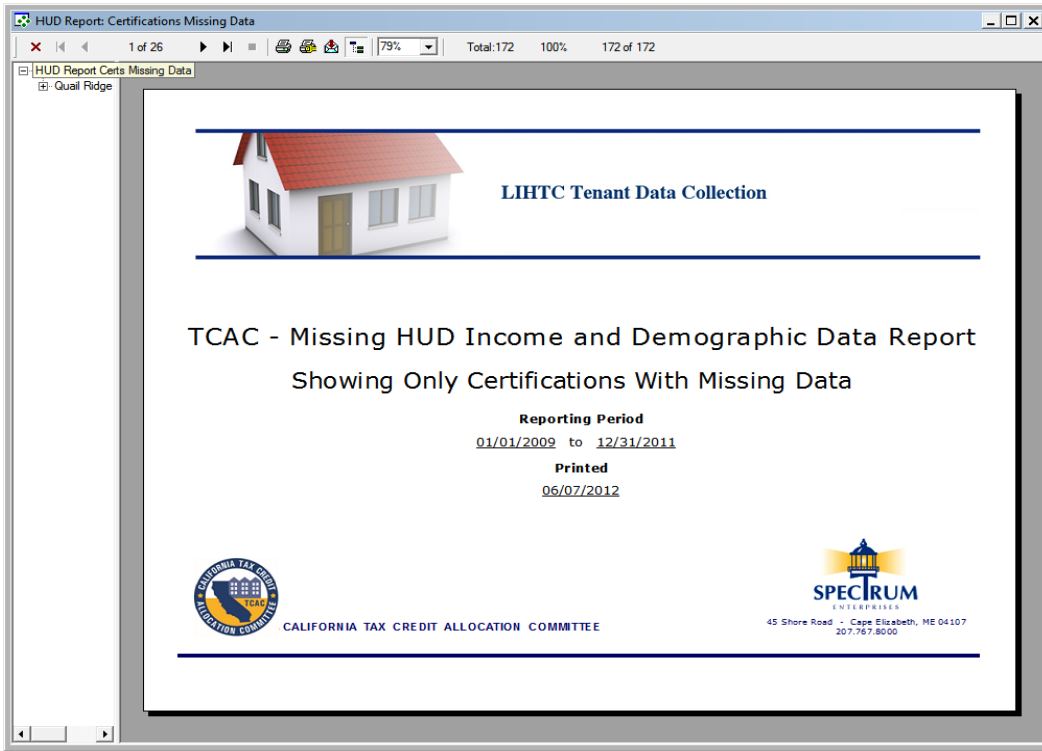
In this example there are there are a variety of different pieces of information that are missing and they are shown in blue. The BIN is in blue because it's not correctly formatted.

Use the navigation arrows at the top of the form to move through the pages of the report. Use the printer icons at the top of the screen to print the reports.
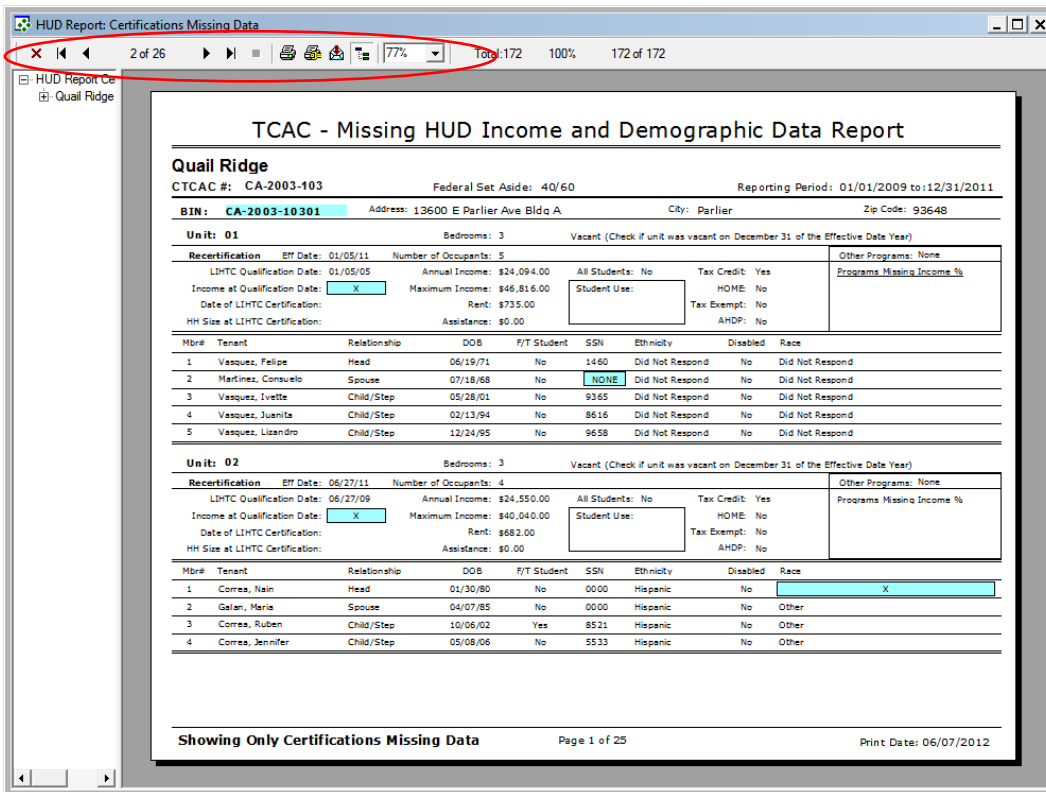
Submitting Files to Spectrum

Once you have completed data collection the file is sent to Spectrum over the internet from within the Spectrum software. To use this process you must have an active internet connection. The report file you want to send to Spectrum must first be loaded in the Spectrum software. If you have more than one report file you're working with, simply load each one and then send it.

To submit the report file to Spectrum go to the menu bar at the top of the *Home Page* and select *Transfer the Report File to Spectrum*.

Here is the *'Send Report File to Spectrum'* dialog box ready to send the report file to Spectrum. Notice how the name of the report file being sent is different than the name of the report file on your computer. The Spectrum software adds the date the file was sent to Spectrum for our internal monitoring. The name of the file on your computer is not changed.

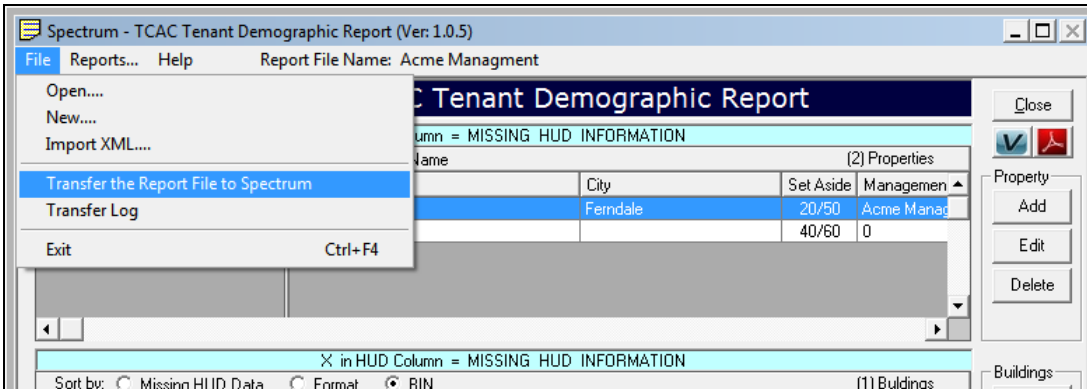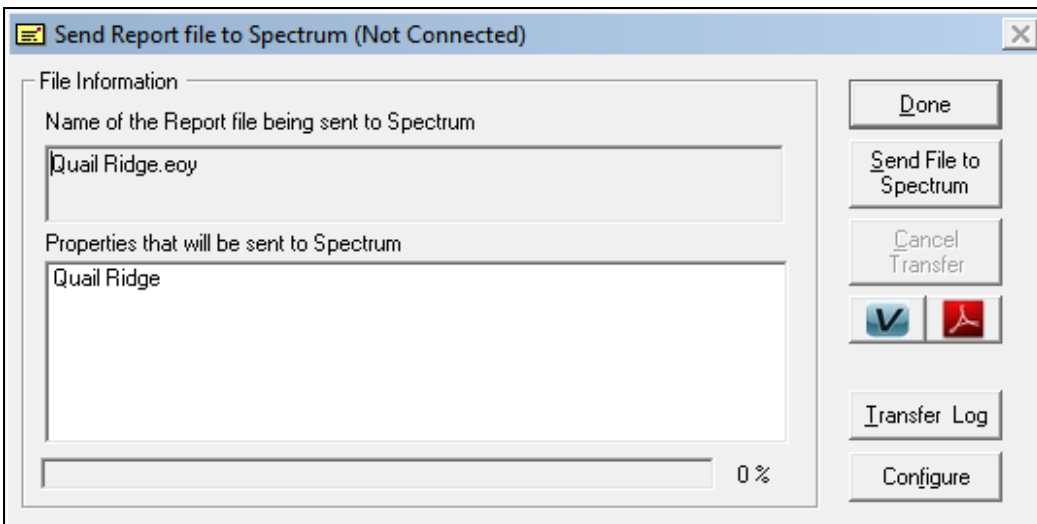For your reference, the *'Properties Being Sent'* box will list all of the properties that are in the report file being sent to Spectrum. In the example, *Acme Acres* and *Quail Ridge* will be sent in the single report file named *Acme Management.eoy*.

[**Done**] – Closes the *'Send Report File to Spectrum'* dialog box and returns to the Home Page.
[**Send File to Spectrum**] – Transmits the file to Spectrum.
[**Cancel Transfer**] – Cancels the transfer process.
[**Transfer Log**] – Displays the Transfer log where you can view and print the log.
[**Configure**] – Displays the '*Configuring File Transfer Protocol*' dialog.

File Uploading

Select **[Send File to Spectrum]** to start the transfer of the file to Spectrum.

Here the report file is being transmitted to Spectrum.
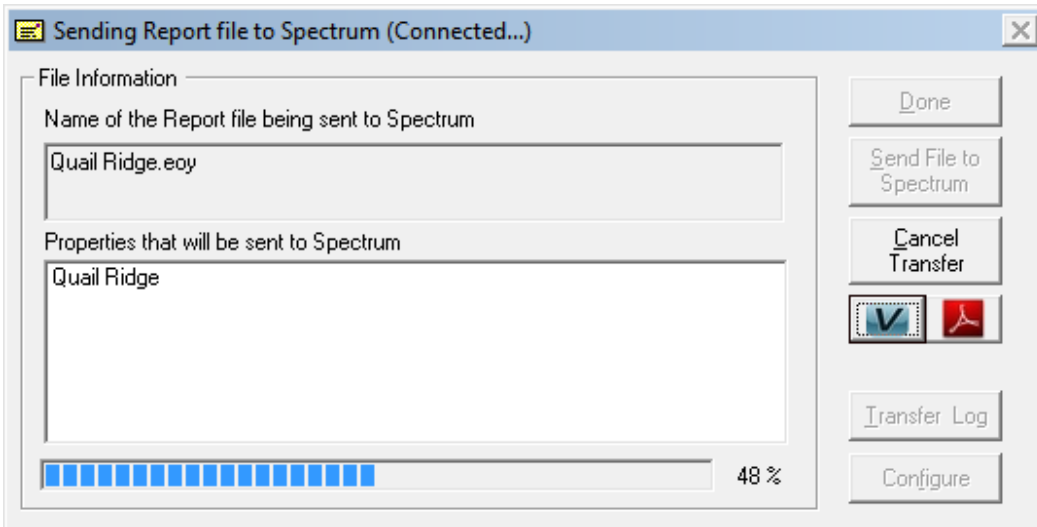
Cancel Transfer – Cancels the transfer process.
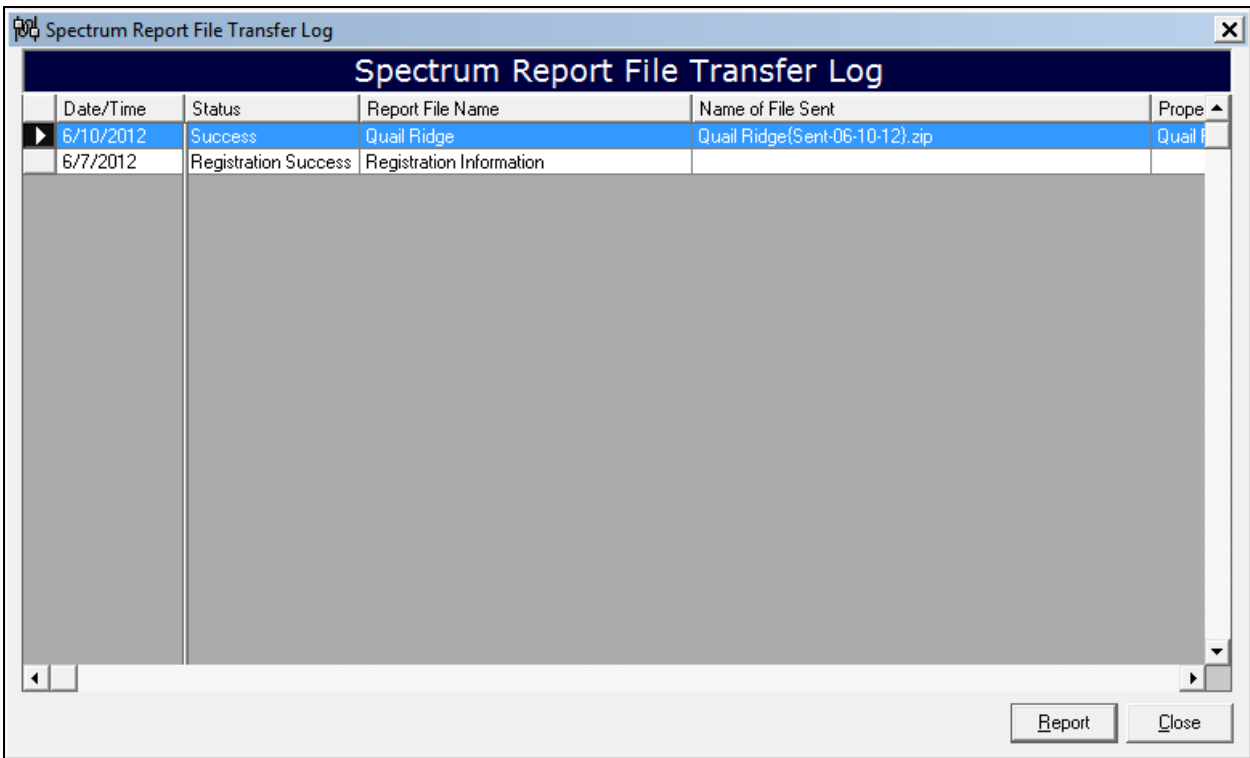
Successful Transfer

File Transfer was successful.
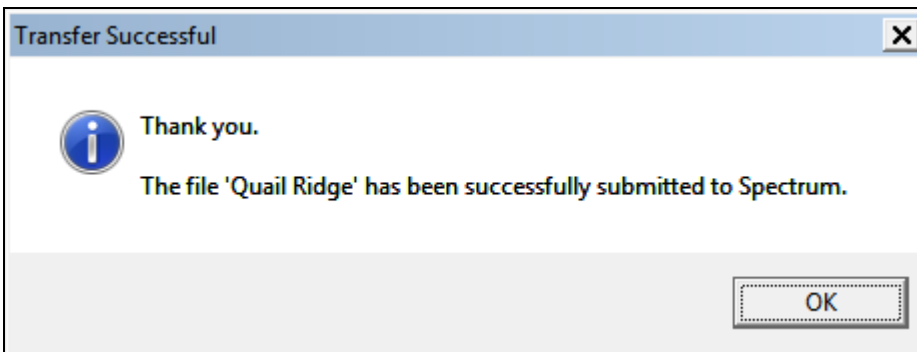
File Transfer Log

Once the file has been transferred the *File Transfer Log* opens automatically. Transfer Log dialog box lists the file transfer history and provides a way to view and print the log.

Report – Displays the '*TCAC/HUD File Submission Report'* for viewing and/or printing.

Please help us make our software as easy to use and trouble free as possible

We welcome your comments, observations and suggestions.

File Transfer Log Report

The *TCAC - HUD File Submission Report* shows the details of the each file transfer event including when the software was registered. The report can be printed.

Use the navigation arrows at the top of the form to move through the pages of the report. Use the printer icons at the top of the screen to print the reports

File Transfer Blocking

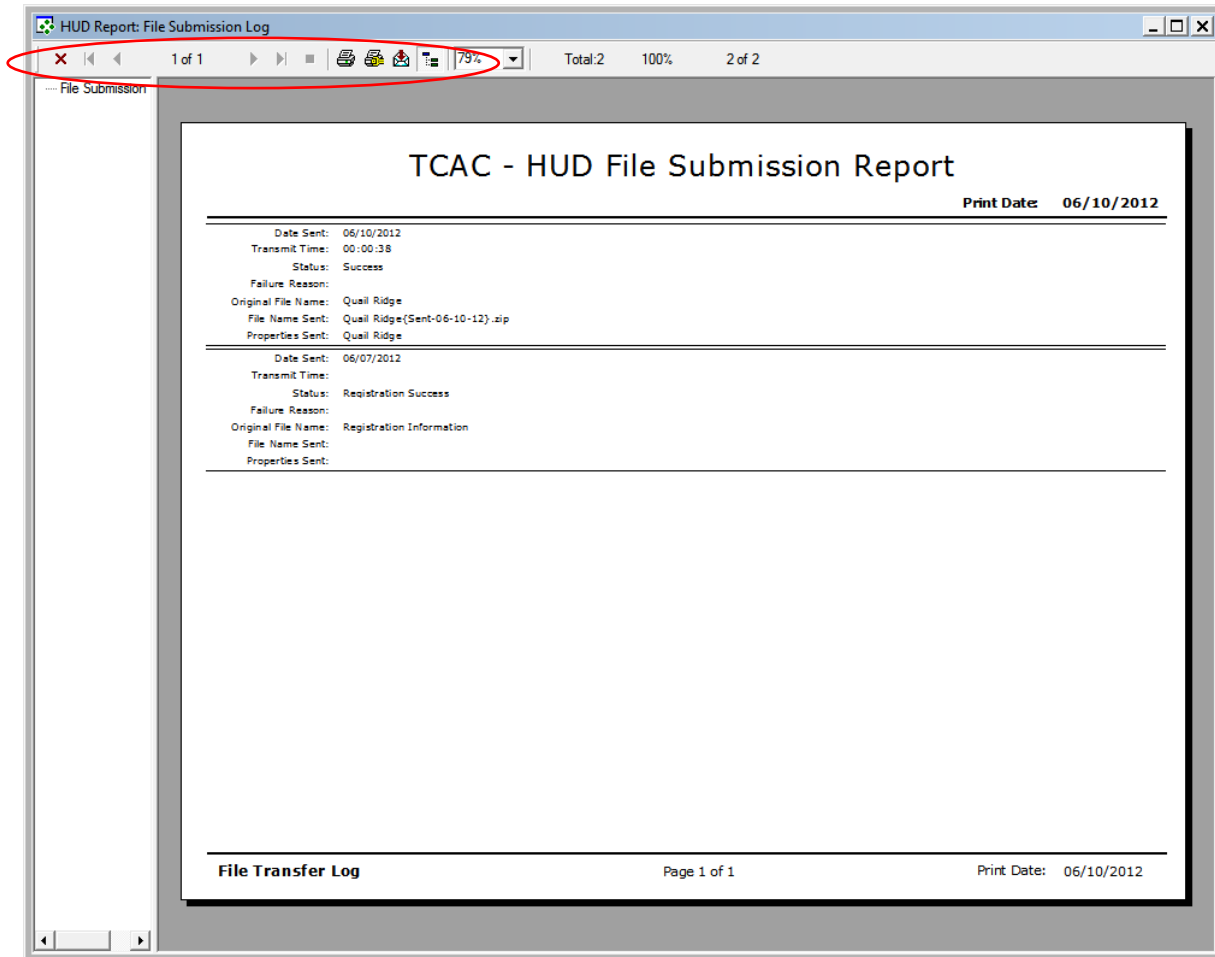When sending a file to Spectrum, you may encounter a message from either Window's firewall or your anti virus software notifying you of the transfer process. If you are given the option, select ALLOW, DO NOT BLOCK or UNBLOCK to allow the file transfer process to complete.

The Spectrum file transfer is secure and presents no security risk to your computer. Once the file is transferred, the connection is closed immediately.

If you don't have an active connection or you do not want to unblock the file transfer process, please contact Spectrum support at the numbers found in the Help\About menu at the top of the *Home Page*.

Configuring File Transfer Protocol

If you are repeatedly not able to successfully transfer a file to Spectrum you may need to reconfigure the *Active/Passive* transfer mode. If the problem persists please contact Spectrum support at the numbers found in the Help\About menu at the top of the *Home Page*.

The default setting is *Passive* and works in virtually all circumstances. If you're having problems switch the mode to *Active*. If switching to *Active* doesn't fix the problem then switch the mode back to *Passive* before trying other approaches.
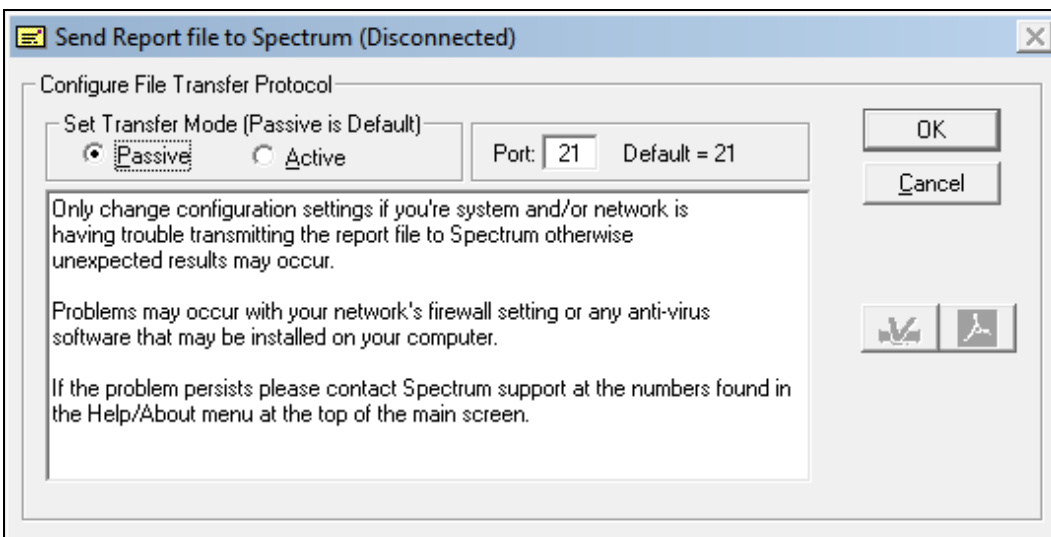
Support

All of the support options are available under the *Help* menu located at the top of the *Main Page*.

1. User Guide
2. Training Materials
3. Registration
4. Check for Spectrum Updates
5. Send a Comment to Spectrum
6. About (Contact Spectrum Support)
7. Contact TCAC
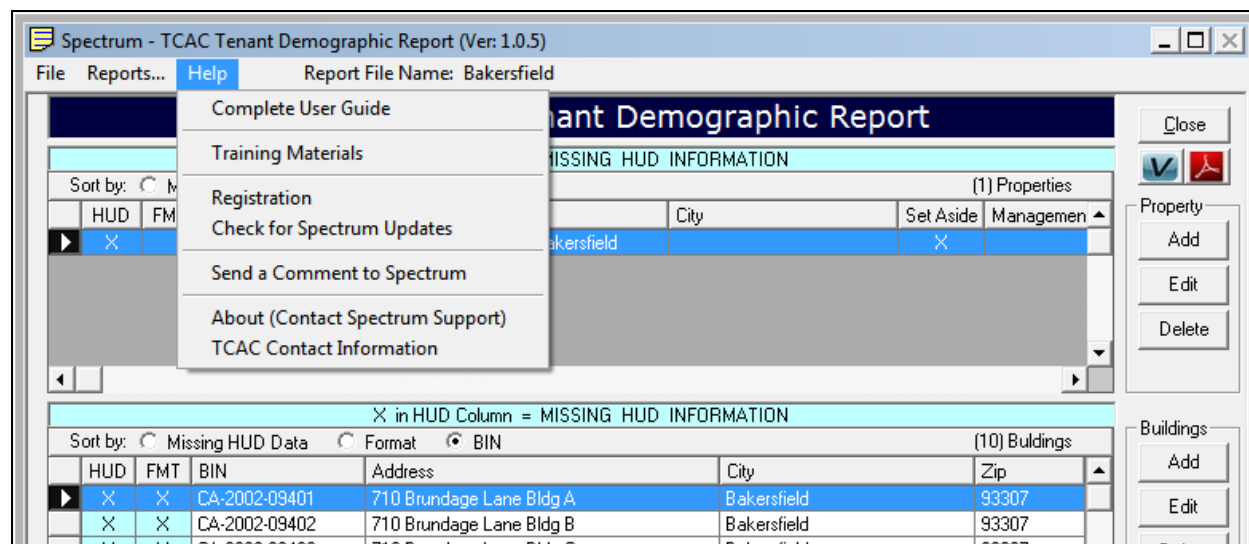
Complete User Guide - A completed manual in PDF format that can be viewed and printed. This does require that the *Adobe Reader* software be installed on your computer. If it's not, there is a link to the Adobe download site in the *Training Materials* form under the *Help\Training Materials* menu. Individual chapters are available in the *Training Materials* form as well.

Training Materials - A complete list of the available trading videos that are located on the Spectrum web site. These videos can be accessed directly form the *Training Materials* form by simply clicking on the appropriate link.

Registration - By registering with Spectrum you guaranteed the highest level of support and communication.

Check for Spectrum Updates - Easily check to see if there are updates to the Spectrum software as well as review a log of previously installed updates.

Send a Comment to Spectrum - We're always interested in making the Spectrum software as easy and friendly to use as possible. We welcome your comments and suggestions.

About (Contact Spectrum Support) - Information about the Spectrum software as well as all the ways to contact Spectrum for technical support.

Contact TCAC- Contact information and links to the TCAC web site to download TCAC forms.

Complete User Guide

The *Help\Complete User Guide* menu at the top of the *Main Page* provides access to the *Complete User Guide*.

There are number of ways to navigate through the *User Guide*. The simplest way is to use the *Adobe Bookmarks* feature which will display the Guide's table of contents to the left of the page. You can scroll through the contents and simply click on the topic you're interested in.

If the Bookmarks pane is not open click on the Bookmark icon on the left edge of the window.
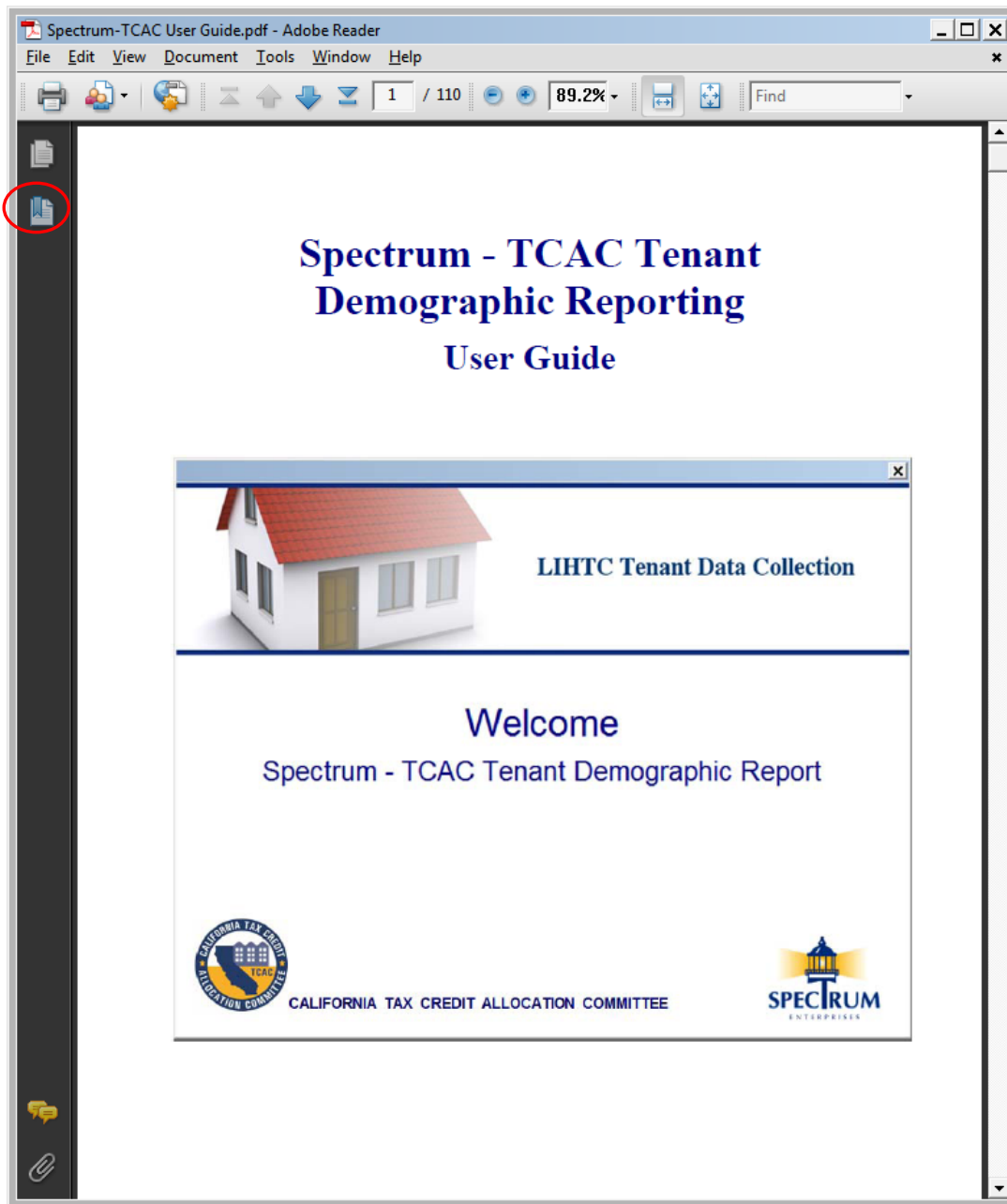
If you don't have the Adobe Reader software on you computer or you want to update your version of it go to http://get.adobe.com/reader/   for the latest version.

Spectrum-TCAC Tenant Demographic Reporting

Once the bookmark pane is visible simply click on a topic and you'll jump right to it.

In this example the section on *Installing the Software* has been selected.
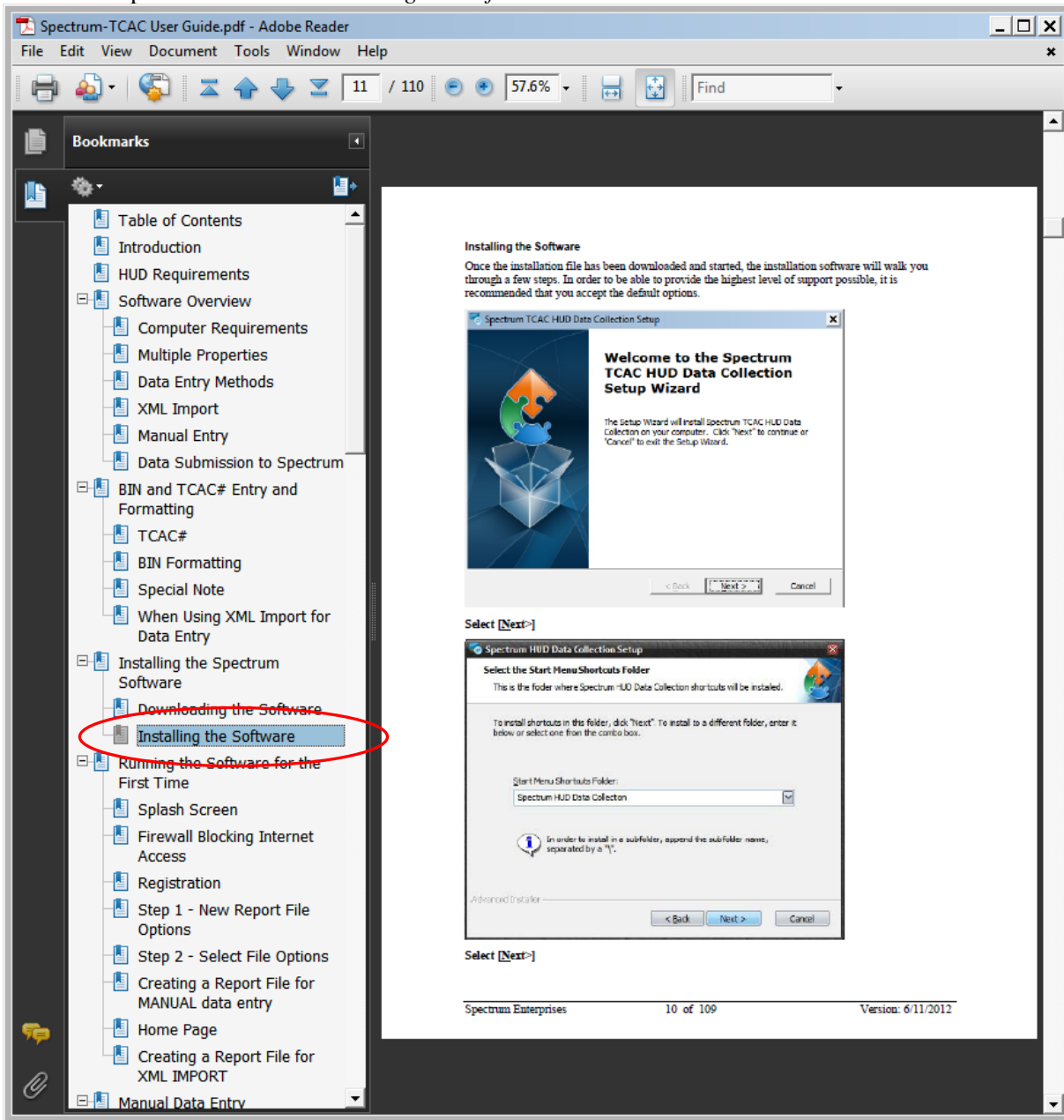
Individual Sections

Sections of the User Guide are available for viewing and printing in the *Training Materials* form located in the *Help\Training Materials* menu at the top of the *Main Page*.

Training Materials

The *Help\Training Materials* menu at the top of the *Main Page* provides quick access to all of the Spectrum *Training Materials.* Additionally, there are help buttons on most forms that will take you directly to help for that form.

There are two types of training materials available to help you understand how to use the Spectrum software:

1. Printed Material
2. Online Video Tutorials

Printed Materials

The printed materials consist of a complete User Guide in the Adobe PDF format, which is installed on the computer the same time the Spectrum software is installed. The complete Guide can be viewed and printed from your computer. Additionally, individual sections can be accessed and printed from the *Help\Training Materials* menu as well as from most of the forms in the software.

Video Tutorials

Video tutorials are only available on line but are accessed directly from within the Spectrum software *Help\Training Materials* menu as well as from most of the forms in the software.

[V] Takes you directly to Spectrum's web site to a *Video Tutorial* for the form that your working with. You will need internet access to view the tutorial.
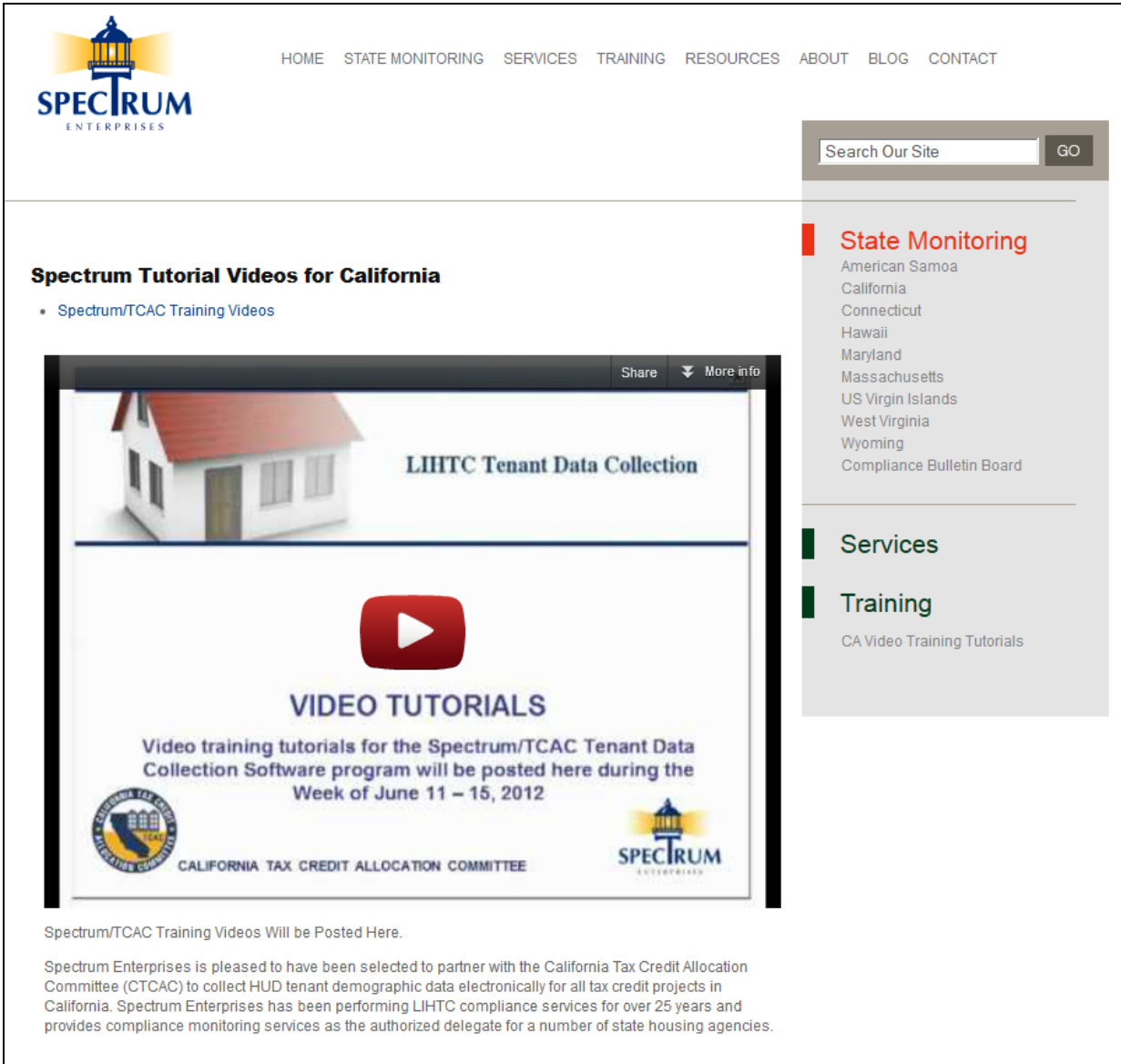
[PDF] Opens the section of the *Complete User Guide* that pertains to the form.

[PDF] **[Get Adobe Reader]** - If you don't have the Adobe Reader software on you computer select this to go to Adobe's download site to install it.

Online Help

Spectrum's web site contains all of the *Training Materials* that are available from within the Spectrum software providing you with full time access regardless of your location and whether or not you have access to the computer with Spectrum software installed on it.

Registration

The *Help\Registration* menu at the top of the *Main Page* provides access to the *Registration* form.

It is very important that the registered email contact information be accurate. Besides notices on TCAC and Spectrum's websites, email is the only way information about the Spectrum HUD Data Collection software will be provide.

Before registering and downloading the software, you must decide who in your organization will be the primary contact for support. You'll need to provide this person's contact information, including email address and a telephone number, as well as the Owner's business name and their representative's contact information. You'll also need to provide the number of properties being managed as well as an estimate of the expected number of computers the software will be installed on and the expected number of users.

When the software is first started you'll be prompted to provide contact information to Spectrum by completing the Registration form. This is information you may have already gathered by using the *Registration Worksheet* that has been available at the Spectrum website.

Items highlighted in yellow are required. You will prompted to register each time you start the software until the registration has been completed and sent to Spectrum.

While providing all of the requested information will ensure that you'll receive the highest level of support, only the information in the yellow boxes is required.

Management Information

[Complete Registration] – Sends the registration information to Spectrum.
[Register Later] – Saves the current *Registration* form and returns to the *Home Page*.

Owner Information

Property Information

Check for Spectrum Updates

The *Help\Check for Spectrum* Updates menu at the top of the *Main Page* provides access to the *Check for Updates* process.

Checking for software updates happens every time the Spectrum software is started up. If you think you may have missed an updated or you want to see what updates have been done on your computer you can manually check.

When the *About the Spectrum* Report form opens Spectrum's web site is automatically check for any current updates.
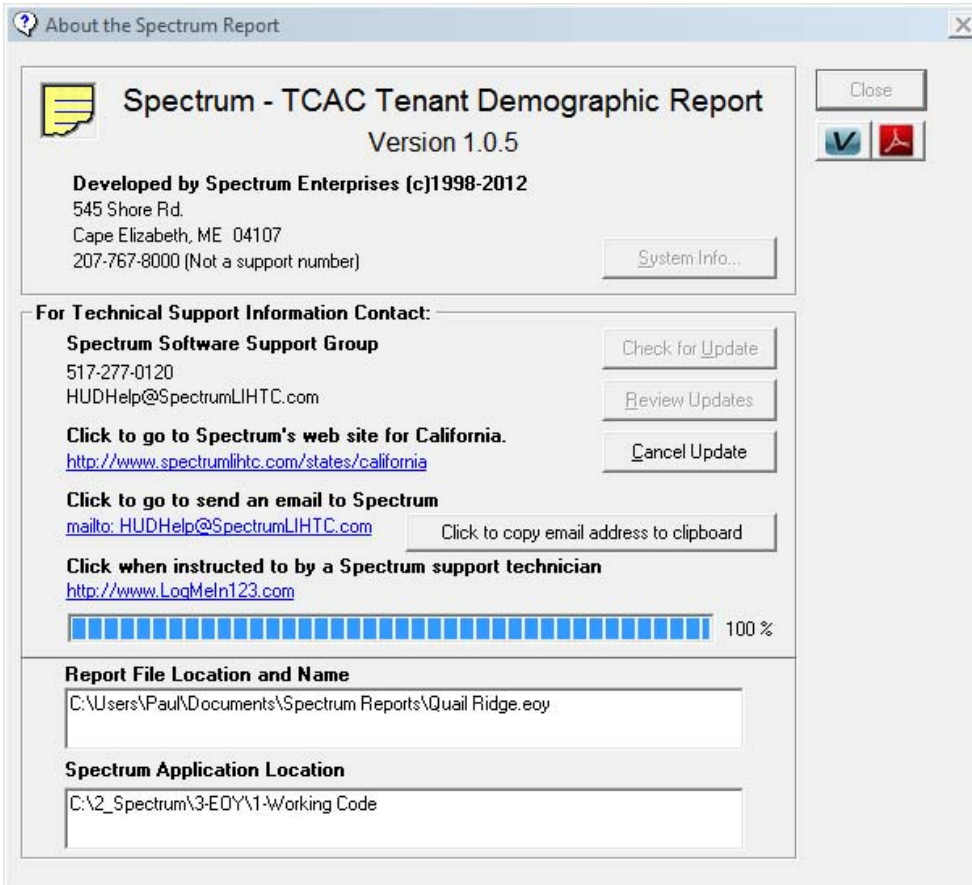
If there are any updates they are automatically installed for you. If you decide to postpone an update by selecting *[NO]* you'll be reminded again about it in seven days.
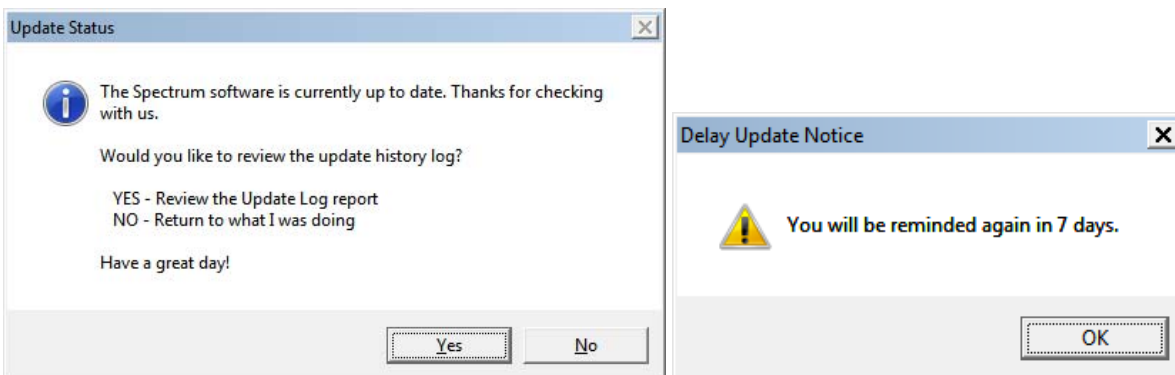
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This prompt indicates that there are not any updates available and provides the option to review previous updates.
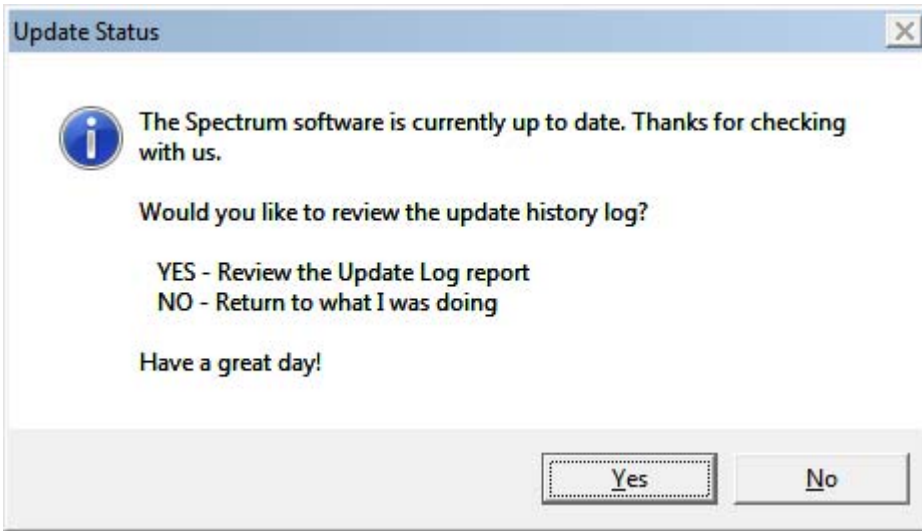
[**Yes**] to open the Update Log where you can review and print previous updates.
[**No**] to return t the *Home Page*.
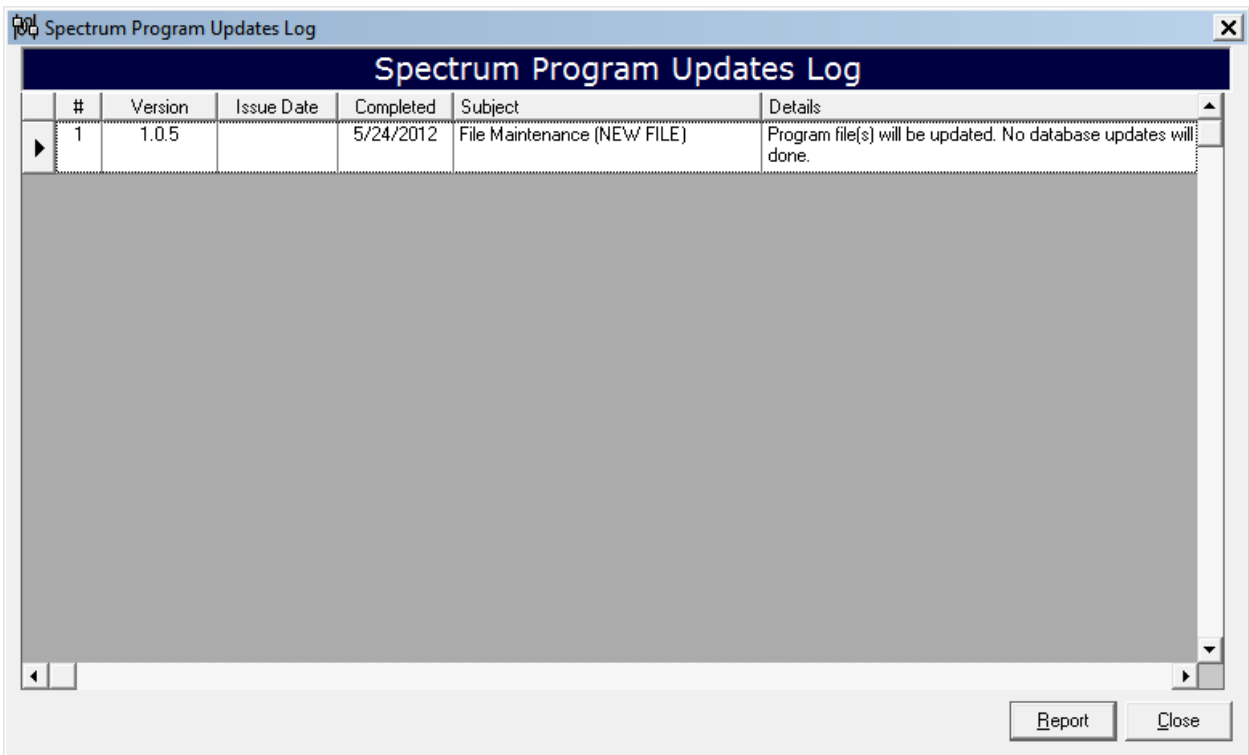
[**Report**} - Loads a report that can be printed.
[**Close**] - Returns to the About the Spectrum Report form.
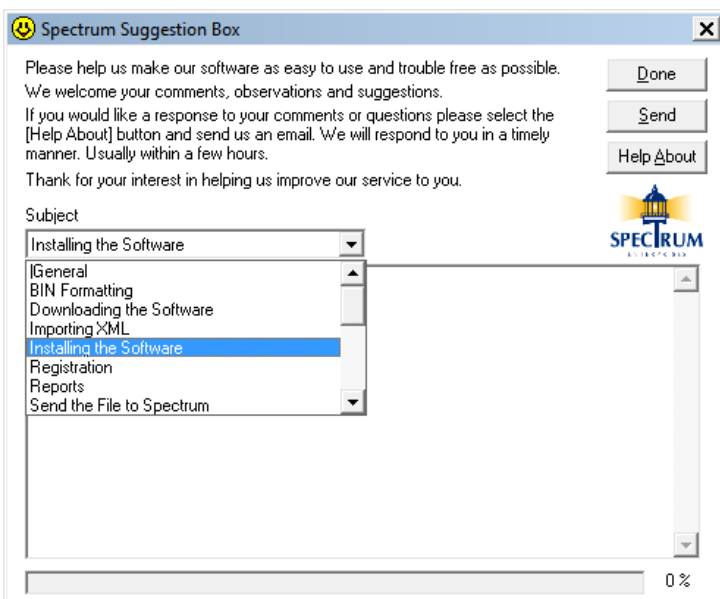
Send a Comment to Spectrum
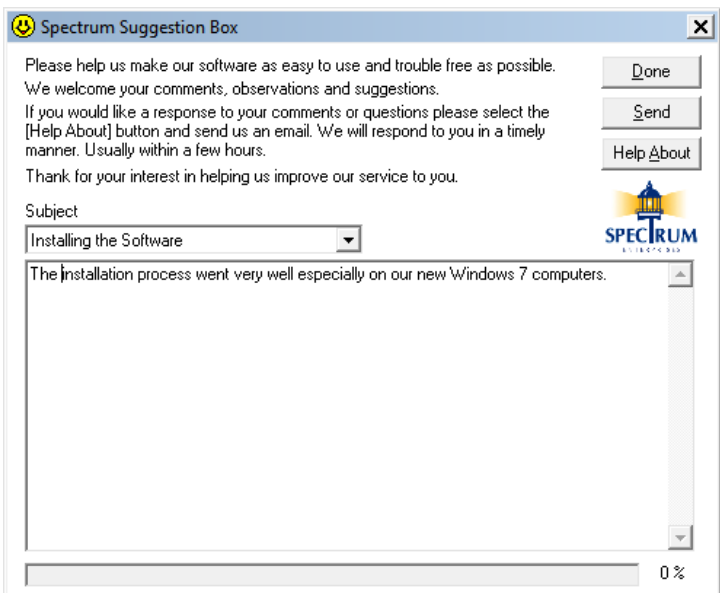
The *Spectrum Suggestion Box* form is meant as way to easily provide us with any comments or suggestions you may have about the software. Our goal is to make our software as easy to use and trouble free as possible.

If you would like a response to your comments or questions please send us an email by selecting the **[Help About]**. We will respond to you in a timely manner. Usually within a few hours.

Elect a topic from the **[Subject]** list.

Enter your comments and/or suggestions.

[Done] - Closes the *Spectrum Suggestion Box* form.

[Send] - Sends your comments to Spectrum

[Help About] - Closes the *Spectrum Suggestion Box* form and opens the *About the Spectrum Report* form

Contacting Spectrum

To access support information go to the *Help\About (Contact Spectrum Support)* menu at the top of the *Home Page*.

Spectrum provides technical and user support via telephone between the hours of 8:00 am and 5:00 pm PST as well as eMail support at HUDHelp@SpectrumLIHTC.com. Additionally, support information is provided at our web site at http://www.SpectrumLIHTC.com/States/California.

While the software is automatically updated when ever it's started, there may be an occasion when you want to check for an update. Select **[Check for Update]** to check the Spectrum website.
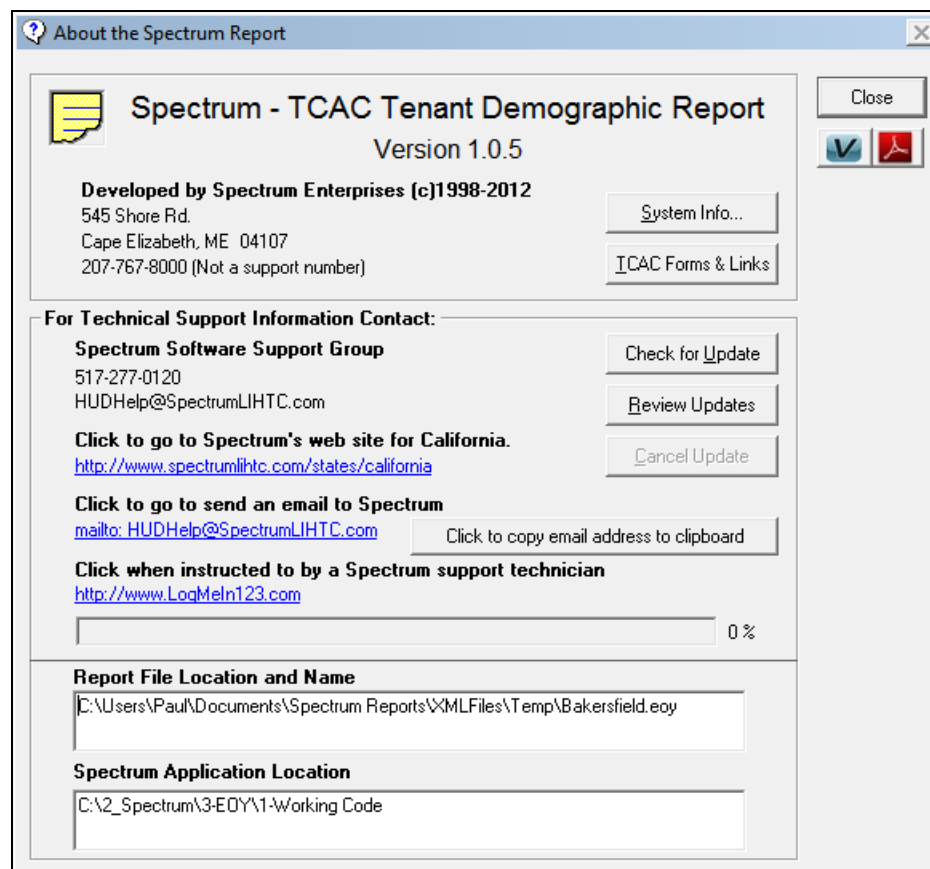
Clicking on any of the links in blue will perform the action they describe.

[Close] – Closes the *Help About* dialog box.

[System Info...]– Provides information about the software operating environment and the computer hardware.

[TCAC Forms & Links] - Displays TCAC contact information.

[Check for Update] - The check the Spectrum web site for any updates that need to be applied.

 [Review Updates] - Displays a log of all the updates that have been completed.

[Cancel Update] - Cancels the update during its download.

[Click to copy email address to clipboard] - Use this if clicking on the direct mailto link doesn't open up your email software. After copying the email address to the clipboard you can paste it into an email message you started on your own (right click in the Send To: box and then select paste).

Contacting TCAC

To access TCAC contact information go to the *Help\Contact TCAC* menu at the top of the *Home Page*.

[Close] – Closes the *Help About* dialog box.

[System Info...]– Provides information about the software operating environment and the computer hardware.

[Spectrum Info] - Displays Spectrum contact information.

[Check for Update] - The check the Spectrum web site for any updates that need to be applied.
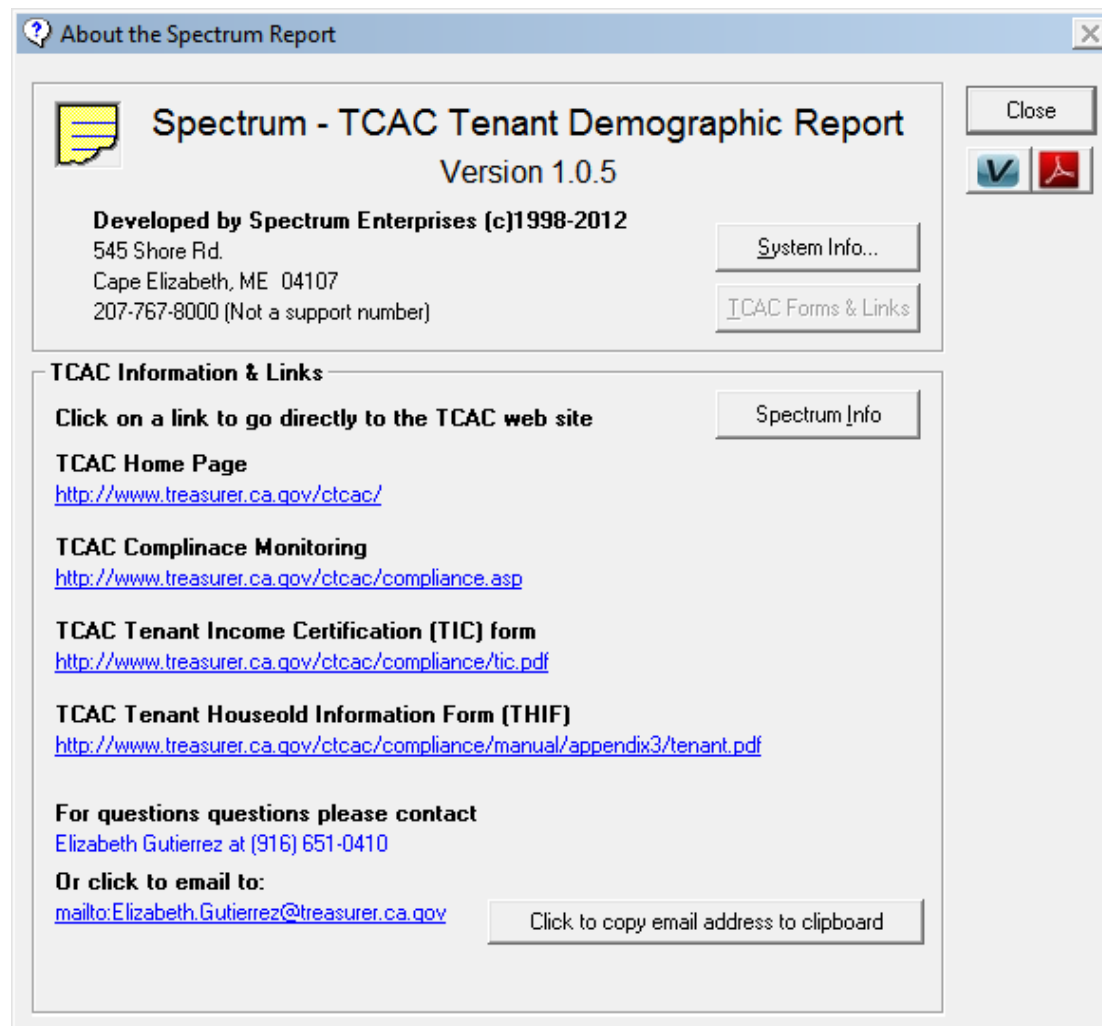
[Review Updates] - Displays a log of all the updates that have been completed.

[Cancel Update] - Cancels the update during its download.

[Click to copy email address to clipboard] - Use this if clicking on the direct mailto link doesn't open up your email software. After copying the email address to the clipboard you can paste it into an email message you started on your own (right click in the Send To: box and then select paste).