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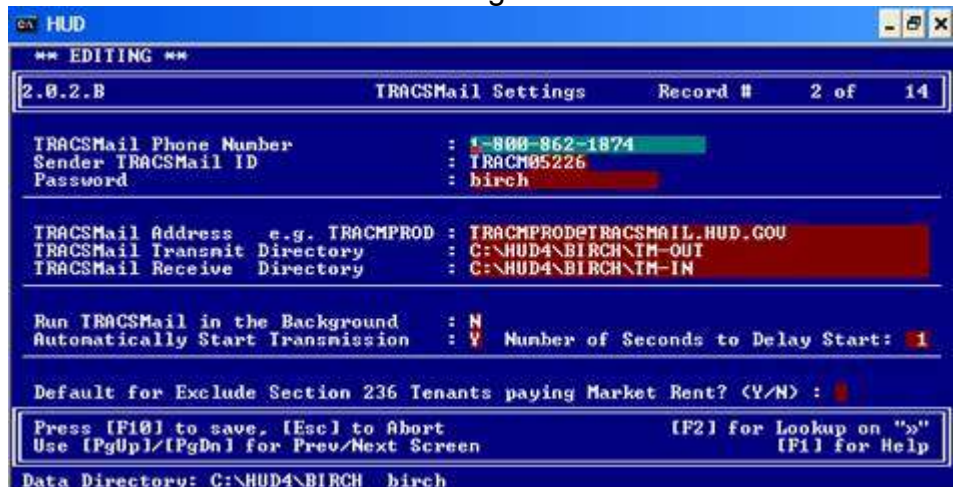
## TRACS HELPDESK OVERLOAD

It has been brought to the attention of all HUD Compliance Software vendors that many properties are contacting the TRACS HelpDesk (sometimes referred to as the TRACS Hotline) in order to locate their TRACSMail ID and/or Password. The HelpDesk is NOT equipped to answer questions such as these, concerning vendor software packages. This flood of calls has seriously degraded the HelpDesk's ability to address other, more serious, issues.

**PLEASE do NOT contact the TRACS HelpDesk to locate your TRACSMail ID or Password.**

HUDControl users can find your TRACSMail ID and Password at

- TRACS > TRACSMail Settings



- Or, if enabled, under Property Information, Screen 8

CornerStone Users may find this information in:  
Tools > Customization Options > Compliance Customization >  
HUD > TRACS Settings.

The screenshot shows a web application window titled "Compliance Customization - HUD". The main content area is titled "HUD Compliance Customization" and has several tabs: "Voucher Information", "TRACS Information" (which is selected), "Project Information", "Subsidy Information", and "Income Limits".

On the left side, there is a sidebar with a search bar (F3) and a list of options (F4). The options listed are "Info - 1" and "HUD - 2".

The "TRACS Information" tab contains the following fields and controls:

- Select Property:** A dropdown menu with "SCP" selected.
- Sender Information:**
  - Sender Name:** A text field containing "Shorler College".
  - Address:** A text field containing "6801 West 12th Stree".
  - City:** A text field containing "Little Rock".
  - State:** A dropdown menu with "AR" selected.
  - Zip Code:** A text field containing "72204".
- File Transmission Method:** Two radio buttons: "TRACSMail" (selected) and "IMAX".
- TRACS Setup Info:** A section with several fields:
  - TRACS Phone:** A text field containing "1-800-862-1874".
  - TRACS Destination:** A text field containing "TRACS|26206".
  - TRACS Server:** A text field containing "TRACSMAIL.HUD.GOV".
  - TRACS Mail Id:** A text field containing "TRACS|18995".
  - TRACS Password:** A text field containing "196910".
- Buttons:** "Restore Defaults" and "Set As Defaults".

At the bottom of the tab, there is a warning message: "The TRACS File version and destination must be set for each subsidy / contract. Please set the TRACS File version and destination on the TRACS Destination tab of the subsidy information screen for each subsidy / contract."