

HEROS



QUICK GUIDE



# QUICK GUIDE

## Troubleshooting & Best Practices

*2019*





## WHAT ARE HEROS QUICK GUIDES?

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The HEROS Quick Guides are intended to provide a brief summary of specific actions within HEROS. For complete guidance and screen by screen instruction, review the HEROS User Guide.

## TROUBLESHOOTING & BEST PRACTICES

The purpose of this document is to provide HEROS Users with the following tips to help navigate through the system more efficiently

### User Access

#### Password Reset

If you are unable to log in to HEROS, we first advise that you contact the HITS National Help Desk at 888-297-8689 and request a password reset. You will be asked for your PIN as well, which is the number that you supplied when setting up your HEROS account.

For Users that had access to IDIS prior to HEROS, your 5-digit PIN for HEROS would be the same as the number you provided on your IDIS Online Access Request Form.

Please note that your password for HEROS Production and HEROS Practice environments may be different. If resetting your password be sure to indicate which environment you would like the password reset for.

#### Unknown PIN

If you do not know your PIN to proceed with a password reset, please submit a question via HUD's Ask A Question portal:

<https://www.hudexchange.info/program-support/my-question/>

#### Deleted or Deactivated Account

If you have not accessed HEROS in over 90 days, your account may have been marked as deleted or deactivated.

To reactivate your account, you will need to resubmit your request for HEROS access to your HUD Field Environmental Officer. Instructions for what should be included in this request is available at:

<https://www.hudexchange.info/faqs/2734/how-do-i-get-heros-access/>

If you are a Partner User and believe your account may have been marked as deleted or deactivated, please contact your HUD program contact to begin the process of reinstating your HEROS account.

### Technical Issues

#### Browser Issues

The following two steps resolve the most common technical issues such as missing text after saving, inability to upload a document or inability to navigate HEROS screens adequately.

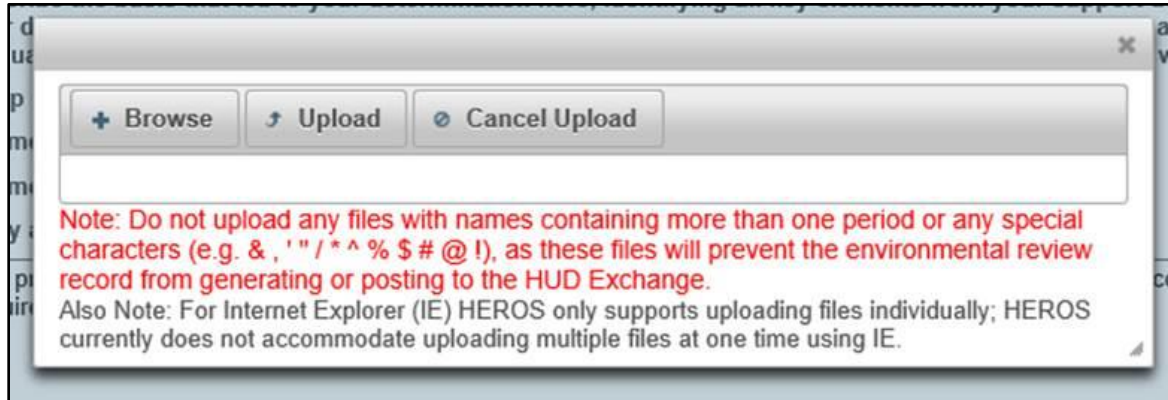
1. If you encounter an error in the system, switch to a different browser. For example, if an error message is received while using **Google Chrome**, log out of HEROS and log back in through Internet Explorer. Ensure Internet Explorer is the browser being used to navigate HEROS
  - a. Please **do not use Microsoft Edge**  
  
or **Mozilla Firefox**
  - b. On machines updated to Windows 10, occasionally **Internet Explorer** is replaced by **Microsoft Edge** on the taskbar. To find Internet Explorer, please look under “Windows Accessories” within the Start menu.
2. Often browsers will save inputs or website settings, cookies and cache. It is best to clear these cookies and cache from your browser before beginning to work in HEROS.
  - a. To clear the browser cookies and cache using Internet Explorer follow these directions:
    - i. Click the “Settings” gear in the top right of the browser.
    - ii. Under the “General” tab, select “Delete”.
    - iii. Ensure that “Temporary Internet files and website files” and “Cookies and website data” are selected, then click “Delete”.
  - b. After clearing the cookies and cache, please restart the browser.

#### Issues with File Uploads and Posting ERRs to HUD Exchange

When the Environmental Review Record fails to generate or does not post to HUD Exchange after 24-hours, the issue is likely related to the naming conventions of files uploaded throughout the review template. When uploading documents to HEROS, ensure the file names are free of all special characters. Special characters are any characters that are not alphanumeric (eg. & , ' " / \* ^ \$ % # @ !).

Files with these characters will prevent the environmental review record from generating or posting to the HUD Exchange.

Beginning with the HEROS 11.17 Release in April 2019, Users will receive the following error message when uploading a file with names containing more than one period or any special characters



Also, it may helpful to be mindful of the file size. The size limit for each file being uploaded into HEROS is 50Mb.

### Navigating in HEROS

Please be sure to use the HEROS-specific navigation buttons and never use the browser-based “Back” and “Forward” buttons. The navigation buttons will help prevent screens from freezing or stalling.

## Working in HEROS

### Text Boxes

There are three types of text boxes within HEROS. Below are the three types and their respective character limit.

**Title Box** – 60 characters

**Short-Form Paragraph** – 1,000 characters

**Long-Form Paragraph** – 4,000 characters

Counted characters also include spaces and symbols. When copying from Microsoft Word, if the copied text is *italic*, underline, **bolded**, or contains certain special characters or accents (e.g. façade) this will count as additional hidden characters. It is best practice to remove all formatting from the copied text before pasting into any HEROS screens. If there isn't enough room within a text box, please use the upload buttons to upload word documents to provide all of the required information where needed.

## TROUBLESHOOTING & BEST PRACTICES

### User Inactivity

Due to system security protocols, if the system is inactive for twenty (20) minutes, the User will be logged out. At seventeen (17) minutes the User will receive a three (3) minute warning.

It is important to note that the system does not recognize typing in a text box as a system activity. The system considers utilizing HEROS navigational buttons and clicking "Save" as a system activity. Users are encouraged to save their work regularly to avoid losing any progress made in HEROS. When drafting especially long text responses, Users are encouraged to type their responses into another application, such as MS Word, and copy and paste the response into HEROS to avoid losing their work.

### Assigning Reviews

If you cannot locate the desired HEROS User on the Assign Review screen, try searching by only entering the last name of the User in the Search Criteria field. Do not include the first name.

If the User still cannot be found, it may be that they do not have the necessary privileges to view or edit the review. Submit a request to the HUD Exchange Ask-A-Question Portal to have the privileges updated.

**Assign Review** Project Name: Project-4---New-Construction-of-Multifamily-Development

After you assign this review to another user, you will no longer be able to edit it unless it is assigned back to you. Be sure you are done editing this review before assign it to another user.

First Name

Last Name

Last Name	First Name	Role	Organization	E-mail	City	State
McNamara *	Lauren	HUD		lauren.b.mcnamara@hud.gov	Washington	DC

### Tiered Reviews

#### Written Strategy is Missing in the Generated ERR

If the written strategy for your tiered review appears in HEROS but shows up blank in the Generated ERR Word document, you should upload the written strategy as a

separate Word document on Screen 1252 – Tiered Review: Written Strategy. Use the <File Upload> button at the bottom of the screen.

### Unable to Add Site-Specific Reviews

Often, when Users add a large number of site-specific reviews in one session, they may experience an issue where they are unable able to upload the files for one or more site-specific projects. When this occurs, you should log out of HEROS and try again the next day. Add a new site-specific project, using a different project name. The system should allow you to upload the file; however, you will have duplicate site-specific projects listed. To remove the duplicate projects, submit a request to the HUD Exchange Ask-A-Question Portal to have these projects deleted.

## HEROS Resources and Technical Assistance

### HEROS HUD Exchange Webpage

HEROS updates, news, and announcements can all be found on the [HEROS webpage](#)

### HEROS User Guide

The [HEROS User Guide](#) is the primary user manual for operating in HEROS. This resource provides information on how to use the HEROS and detailed guidance on each screen in the system. The PDF is complete with screenshots and hyperlinks throughout the document that links to the next chronological screen in HEROS.

### HEROS “How To” Videos

HUD has developed a series of [“How To” videos](#) to introduce and demonstrate HEROS. This series of short videos consists of brief, topic-specific tutorials that demonstrate how to use HEROS.

### HEROS Frequently Asked Questions (FAQs)

The [HEROS FAQs](#) webpage is updated quarterly with HEROS related questions that come in during live webinars and through the HEROS Ask-A-Question (AAQ) Portal.

## TROUBLESHOOTING & BEST PRACTICES

### HEROS Ask-A-Question Portal

If you are experiencing a technical problem with HEROS or have a question about using the system, you can submit a question through [Ask a Question \(AAQ\)](#) by selecting *My question is related to "HUD Environmental Review Online System (HEROS)."*