

**Jim Stary**

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**From:** James Stary [jstary@newalt.net]  
**Sent:** Sunday, April 05, 2009 5:55 PM  
**To:** jstary1@cox.net  
**Subject:** TRACS Authentication Errors Plaguing TRACSMAIL System



**April 2009**

For Immediate Release

Contact:  
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New Alternatives

### ***TRACS System Errors***

HUD is experiencing some serious issues on accessing the TRACS system at this time. Users have been receiving authentication errors when attempting to access TRACSMAIL. The best course of action at this time is to wait until HUD corrects the internal problem.

The message can be accessed on the TRACS webpage at:  
<http://www.hud.gov/offices/hsg/mfh/trx/announcements.pdf>

Posted April 3, 2009

### **TRACSMAIL**

*Many users are failing authentication on their TRACSMAIL ID. The problem has been identified. We are working to resolve it as quickly as possible. We are currently NOT resetting anymore passwords at this time. Anyone that received a password reset anytime yesterday or today will fail authentication again once the problem is fixed. You can go back to using the original password that you were using before this problem occurred. If you received a new IMAX ID, it will not work once the problem is fixed until it is recreated in the table. We ask for your patience as we work to get this resolved as quickly as possible. We will update you once the fix is applied.*

We'll keep you posted as we receive updates. You can also contact us at:  
<http://www.newalternatives.net/contact.asp>

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