



# Rural Development Multi-Family Housing

## **MINC TRAINING HANDBOOK**

**M**ANAGEMENT

**I**NTERACTIVE

**N**ETWORK

**C**ONNECTION

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*This document is designed to be used in conjunction with the MINC “HELP” document. The MINC “HELP” document is available from the main web page of the MINC system.*

# MINC Overview

## What is MINC?

MINC is a Web Page designed for use by Multi-Family Housing Management Agents and Service Bureaus in sending required submissions to, and validating information with, USDA Rural Development.

- Borrowers may choose to transmit using either a direct connection, private vendor software or through the services of a computer “service bureau”.
- Program information that may be transmitted are tenant certifications, applicant information, and required borrower financial reports that use Form RD 3560-7, Multiple Family Housing Project Budget/Utility Allowance, and Form RD 3560-10, Multi-Family Housing Borrower Balance Sheet.
- Processing Project Worksheets: Authorized users are able to view project worksheets, approve and send in project worksheet payments, or pre-populate Form RD 3560-29, Project Worksheet for Credit and Rental Assistance, with the data from the project worksheet and mail it in.

**NOTE:** If you purchase a software package from a vendor for record keeping, you should be instructed by the vendor on how to integrate their software with the MINC system. You should also rely on the vendor for support of that software.

## What is the difference between a MINC ID and a MA User ID?

The MINC ID is the Management Agent ID supplied for USDA Trading Partners. The Management Agent has a TP ID. This ID acts as a System Administrator ID that allows you to set up each employee in your office with their own user ID (MA User ID). The Management Agent with the TP ID must establish at least one MA User ID to transmit information to Rural Development. A user with a TP ID cannot submit online transactions to Rural Development, but can add new users, reset passwords for their users, if necessary, and monitor transactions sent by users in their office.

A user with an MA User ID submits online transactions to Rural Development. MA Users review and approve project budgets, tenant certifications, project worksheets, and process project payments through MINC.

## **Business Rules for Trading Partners**

Trading partners that use the USDA MINC are subject to the following business rules:

- A Management Agent's or Service Bureau's Access Code (TP User ID) is immediately suspended when it is no longer associated to any project.
- All Access Codes (MA User ID) belonging to a suspended Management Agent or Service Bureau are also suspended.
- An Access Code that has been suspended for 45 days is deleted.
- Management Agents and Service Bureaus are able to delete obsolete users within their own agency through the MINC application.
- All Access Codes that have not been used for a year are deleted.

## **Items You Need**

- Internet Explorer Version 5.0 or Higher
- Adobe Acrobat 6.0 or Higher for Viewing and Printing Help Documentation and Reports
- eAuthentication ID and Password
- MINC ID & Password (TP ID)
- MA User ID & Password (This is set up after your first access to MINC).

## **MINC Web Address**

- The web address for MINC is: <https://usdaminc.sc.egov.usda.gov>
- Documentation for MINC is found under HELP at: <https://usdaminc.sc.egov.usda.gov>

## **MINC Security Training**

Each management agent and service bureau is required to take USDA's IT Security Awareness Training. In addition, you must ensure that all employees that use the MINC system take USDA's IT Security Awareness Training and you must retain certification forms for all your users. Compliance is monitored by USDA during the 5 year site visit inspection. This training must be completed by September 30 every year and is mandated by the Federal Information Security Management Act (FISMA), the Office of Management and Budget (OMB) Circular A-130, and the USDA Departmental Regulation 3140-1.

USDA's IT Security Awareness Training is currently unavailable through the MINC system. If you have any questions, refer to the Help tab on the MINC home page and click on <http://www.rurdev.usda.gov/RegulationsAndGuidance.html>.

## **PAD (Pre-Authorized Debit)**

Rural Development encourages management agents to sign up for Pre-Authorized Debit (PAD) which allows borrowers that submit cash for their monthly installments to authorize Rural Development to deduct the amount due from their checking account in lieu of sending in paper checks each month.

## **Support Contact Information**

If you have Payment or Tenant Certification problems, contact the telephone number displayed on the 'Contact Us' tab on the main toolbar toll free at 1-866-600-7984, Monday through Friday, 7:00 A.M. to 5:00 P.M. or email: [multifamily@stl.usda.gov](mailto:multifamily@stl.usda.gov).

Please be prepared to provide the following information:

1. Project Name and Account Number
2. Management Agent name
3. Management Agent ID
4. Contact person
5. Phone number
6. Description of the specific problem

### **We can assist you with:**

Transmission issues regarding Payments or Tenant Certifications

Rental Assistance Checks

Navigating through MINC

Waivers for Late Fees and Overages

PAD/EFT

Account Status' or Delinquencies

Accessing or Releasing Project Worksheets (PWS)

Correcting Social Security Numbers

Problems with eAuth ID's and Passwords

**If you have questions about Budget Transmissions, RD Policy or RD-3560 Regulations, please contact your local Servicing Office or State Office.**

Please direct any vendor purchased software problems to your vendor.