Tenmast Winten2+

Tenmast University Course Catalog

December 6, 2018

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Introduction

Tenmast University (TU) is MRI/Tenmast Software's online learning center for Winten2+. The goal of TU is to provide you the information you need to become proficient with the Winten2+ application. TU is your main source of information while you are preparing for go-live. Beyond that, you can always use TU as a refresher for courses you have already taken, and you can continue learning more about Winten2+ by taking additional courses of interest.

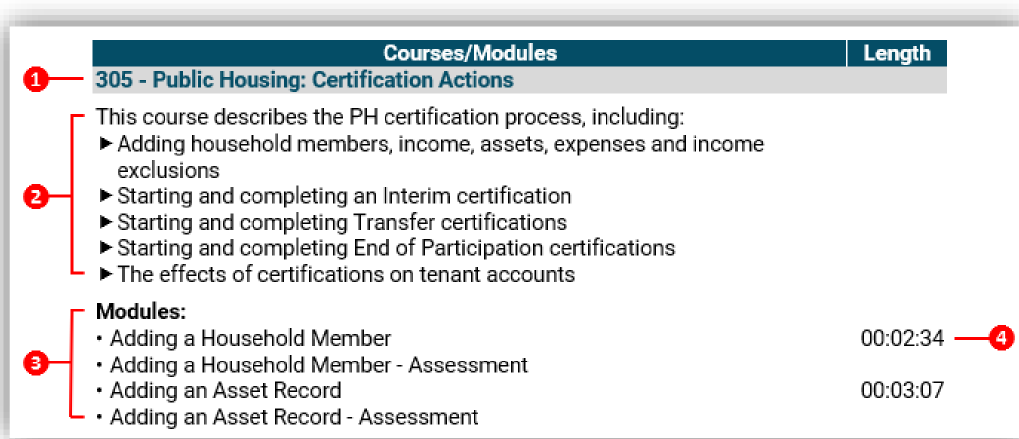
This catalog lists the TU courses currently available to all Tenmast clients.

Course Numbers

All TU courses are assigned a 3-digit number indicating their category and level of complexity, as outlined below:

- **100—199:** Freshman level courses that provide an orientation to the MRI/Tenmast Software company.
- **200—299:** Sophomore level courses that cover the basic software functions in Winten2+.
- **300—399:** Junior level courses that provide an introduction to specific content areas in Winten2+.
- **400—499:** Senior level courses that describe more complex tasks for specific content areas in Winten2+.
- **500—599:** Graduate level courses for advanced features in Winten2+.
- **600—699:** An archive of TenMastery webinars and other special seminars.

Catalog Contents



This catalog contains the following information about TU courses, as labeled on the diagram on page 4:

- **1—Course Number & Name:** Courses are listed in course number order.
- **2—Description:** A brief description of the course contents.
- **3—Modules:** Courses consist of one or more modules that address a specific topic or task. Some modules are marked as optional, indicating that although they are included in the course, they may not apply to your agency. Modules are generally one of the following formats:
  - **Video:** Most modules are instructor-lead videos demonstrating how to perform a specific task.
  - **Assessment:** Many video modules are followed by a multiple-choice assessment to measure your understanding of content.
  - **Other:** Some modules may be a PowerPoint slideshow or some other type of file that you can read on your own.
- **4—Length:** The runtime of a video, formatted as *hours:minutes:seconds*.

Course Catalog

Courses/Modules	Length
102 - Welcome to Tenmast University	
This course introduces clients to Tenmast University, our online education system.	
Modules:	
• Overview of Tenmast University	00:03:01
• Welcome to Tenmast University - Assessment	
103 - What to Expect During Conversion (New Client Topic)	
This course provides a broad overview of the data conversion process, including: ▶ Typical timelines ▶ Data match vs. data conversion ▶ Data conversion vs. data manipulation ▶ Tenmast and Agency roles in the process	
Modules:	
• What to Expect During Conversion	00:05:11
• What to Expect During Conversion - Assessment	
106 - Getting Registered for Tenmast.com and Recommended Use	
This course introduces clients to resources available on the Tenmast website and provides instructions for user registration.	
Modules:	
• Getting Registered for Tenmast.com	00:05:38
• Try this now - Link to Tenmast.com	
108 - How to Get Support Help	
This course explains how to use the myMRI Client Portal to submit support cases and manage your agency's contacts.	
Modules:	
• Introduction To myMRI Client Portal	00:05:00
• Introduction To myMRI Client Portal - Assessment	
• Manage Support Cases	00:08:34
• Manage Support Cases - Assessment	
• Manage My Contacts (optional)	00:06:17
• Manage My Contacts - Assessment (optional)	
201 - Accessing Your WinTen2+ Database	
This course describes the Winten2+ login process and options available on the Home screen.	
Modules:	
• Accessing Your WinTen 2+ Database	00:02:17
• Accessing Your WinTen 2+ Database - Assessment	

Courses/Modules	Length
202 - Basic Concepts in WinTen 2+	
This course explains key concepts used throughout Winten2+, including persons, households, customers and certifications.	
Modules:	
• People, Applications, Certifications, and Households	00:04:24
• People, Applications, Certifications, and Households - Assessment	
• People, Households, and Customers	00:03:48
• People, Households, and Customers - Assessment	
• Concepts of the Certification Cycle	00:11:40
• Concepts of the Certification Cycle - Assessment	
• Customers, Landlords, Owners, and Tenants	00:03:38
• Customers, Landlords, Owners, and Tenants - Assessment	
203 - Basic Navigation	
This course describes the basics of navigation within Winten2+.	
Modules:	
• Basic Navigation in WinTen2+	00:03:18
• Basic Navigation in WinTen2+ - Assessment	
204 - Cycle of Information	
This course explains how information flows within Winten2+ and how actions performed in one area affect other areas of the system.	
Modules:	
• Public Housing - Cycle of Information	00:05:24
• Public Housing - Cycle of Information - Assessment	
• Section 8 - Cycle of Information	00:04:28
• Section 8 - Cycle of Information - Assessment	
• Accounting Integration and Cycle of Information	00:03:25
• Accounting Integration and Cycle of Information - Assessment	
• Maintenance - Cycle of Information	00:04:37
• Maintenance - Cycle of Information - Assessment	
205 - Common Icons and Keyboard Shortcuts	
This course describes common icons and keyboard shortcuts used in Winten2+.	
Modules:	
• WinTen2+ Common Icons	
• WinTen2+ Common Icons - Assessment	
• WinTen2+ Keyboard Shortcuts	
• WinTen2+ Keyboard Shortcuts - Assessment	
206 - Terminology	
This course defines general terms and acronyms used by Tenmast throughout the Winten2+ implementation process.	
Modules:	

Courses/Modules	Length
• General Tenmast Terminology	
• General Tenmast Terminology - Assessment	
• WinTen2+ General Terminology	
• WinTen2+ General Terminology - Assessment	
207 - Tips and Tricks	
This course provides common shortcuts and tricks to make using Winten2+ easier and faster. Examples: ▶ Using % in search boxes ▶ Setting up favorites on the Home screen ▶ Saving frequently-used search layouts	
Modules:	
• Winten2+ Tips and Tricks	00:06:35
• Winten2+ Tips and Tricks - Assessment	
208 - Basic Reporting	
This course provides a high-level overview of reporting within Winten2+. Topics include accessing the various reports menus and filtering data to obtain needed information.	
Modules:	
• Accessing Reports	00:05:18
• Accessing Reports - Assessment	
210 - Basic Calendaring	
This course explains how to use the calendar function in Winten2+ and apply it to typical work scenarios.	
Modules:	
• Basic Calendaring	00:06:04
• Basic Calendaring - Assessment	
300 - Public Housing Terminology	
This course defines specific words and phrases commonly used within the PH modules.	
Modules:	
• Applications Terminology	00:04:47
• Applications Terminology - Assessment	
• Occupancy Terminology	00:04:38
• Occupancy Terminology - Assessment	
301 - Public Housing: Applicants	
This course explains how to add new applicants and place them on waiting lists. Topics also include working with applicants as a group, finding the next applicant on a list, and purging applicants from lists.	
Modules:	
• Adding an Applicant to a Waiting List	00:06:07
• Adding an Applicant to a Waiting List - Assessment	

Courses/Modules	Length
• Finding the Next Applicant on a Waiting List in 2+	00:03:19
• Finding the Next Applicant on a Waiting List in 2+ - Assessment	
• Adding an Applicant to an Additional Waiting List	00:02:59
• Adding an Applicant to an Additional Waiting List - Assessment	
• How to Purge a Wait List in WinTen 2+	00:07:10
• Removing an Applicant from a Waiting List	00:05:45
• Removing an Applicant from a Waiting List - Assessment	
302 - Public Housing: Determining Eligibility	
This course explains the basics of eligibility certifications, from initiation to finalization.	
Modules:	
• Updates to the Certification Finalization Process	00:06:24
• Completing an Eligibility Certification in 2+	00:08:07
• Completing an Eligibility Certification in 2+ - Assessment	
303 - Pre-Admission (Making Unit Offers)	
This course describes how to offer a PH unit to an eligible applicant using the Pre-Admission certification.	
Modules:	
• Making a Unit Offer in Public Housing Using the Pre-Admission Certification Process	00:10:21
• Making a Unit Offer in Public Housing Using the Pre-Admission Certification Process - Assessment	
304 - Public Housing: New Admission	
This course explains how to manually start or find an in-process New Admission certification and finalize it.	
Modules:	
• Starting and Completing a New Admission Certification	00:13:56
• Starting and Completing a New Admission Certification - Assessment	
305 - Public Housing: Certification Actions	
This course describes the PH certification process, including: ▶ Adding household members, income, assets, expenses and income exclusions ▶ Starting and completing an Interim certification ▶ Starting and completing Transfer certifications ▶ Starting and completing End of Participation certifications ▶ The effects of certifications on tenant accounts	
Modules:	
• Adding a Household Member	00:02:34
• Adding a Household Member - Assessment	
• Adding an Asset Record	00:03:07
• Adding an Asset Record - Assessment	
• Adding an Income Record	00:02:57

Courses/Modules	Length
• Adding an Income Record - Assessment	
• Adding an Income Exclusion	00:01:32
• Adding an Income Exclusion - Assessment	
• Adding an Expense Record	00:02:14
• Adding an Expense Record - Assessment	
• Completing an Interim Certification	00:09:29
• Completing an Interim Certification - Assessment	
• Creating Notes	00:04:24
• Creating Notes - Assessment	
• Completing a Change of Unit Certification	00:08:11
• Completing a Change of Unit Certification - Assessment	
• Annual Certifications for Public Housing	00:14:40
• Annual Certifications for Public Housing - Assessment	
• Community Service Tracking	00:03:24
• Community Service Tracking - Assessment	
• Tracking Verifications	00:05:49
• Tracking Verifications - Assessment	
• How Do I Fix a Certification?	00:01:24
• How Do I Fix a Certification? - Assessment	
• Housing Specialist Transfer	00:02:54
• Completing an End of Participation Certification	00:06:31
• Completing an End of Participation Certification - Assessment	
• Using the Certification Scheduler	00:13:03
• Using the Certification Scheduler - Assessment	
306 - Tenant Accounts Receivable (TAR): Terminology	
This course introduces Tenant Accounts Receivable (TAR) and describes basic terms and how they are used within the various program modules.	
Modules:	
• Tenant Accounts Receivable Terminology	00:03:26
• Tenant Accounts Receivable Terminology - Assessment	
• Tenant Accounts Receivable Help Center	
• Tenant Accounts Receivable (TAR) Job Aids	
307 - Tenant Accounts Receivable (TAR): Daily Processes	
This course describes basic activities performed within the TAR, including: ▶ TAR navigation ▶ Tenant lease management vs. customers/receivables ▶ Cash drawer management ▶ Taking payments, balancing cash drawers and making deposits ▶ Different kinds of accounts a tenant or customer can have ▶ Adding a new account ▶ Adding charges to a tenant accounts ▶ Adding recurring charges to a tenant accounts ▶ Adding a receivables to a tenant accounts	
Modules:	
• Understanding Cash Drawer Sessions	00:03:46

Courses/Modules	Length
• Understanding Cash Drawer Sessions - Assessment	
• Opening a Cash Drawer in Tenant Accounts Receivable	00:02:51
• Opening a Cash Drawer in Tenant Accounts Receivable - Assessment	
• Taking a Payment for a Public Housing Tenant	00:10:11
• Taking a Payment for a Public Housing Tenant - Assessment	
• Balancing a Cash Drawer in Tenant Accounts Receivable	00:03:40
• Balancing a Cash Drawer in Tenant Accounts Receivable - Assessment	
• Depositing a Cash Drawer in Tenant Accounts Receivable	00:04:06
• Depositing a Cash Drawer in Tenant Accounts Receivable - Assessment	
• Adding a Charge to a Tenant Account	00:04:06
• Adding a Charge to a Tenant Account - Assessment	
• Adding a Non-Tenant Customer in Tenant Accounts Receivable	00:03:33
• Adding a Non-Tenant Customer in Tenant Accounts Receivable - Assessment	
• Posting to General Ledger	00:02:32
• Posting to General Ledger - Assessment	
• Adding a Repayment Agreement for Public Housing Tenant	00:06:32
• Adding a Repayment Agreement for Public Housing Tenant - Assessment	
• NSF Processing	00:03:08
• NSF Processing - Assessment	
• Adding a Credit Adjustment to an AR Account	00:03:24
• Adding a Credit Adjustment to an AR Account - Assessment	
• Types of Accounts in Tenant Accounts Receivable	00:01:47
• Types of Accounts in Tenant Accounts Receivable - Assessment	
• Voiding Payments	00:02:36
• Voiding Payments - Assessment	
• Voiding Transactions	00:02:10
• Voiding Transactions - Assessment	
• Account Transfers	00:03:31
• Account Transfers - Assessment	
• Adding Recurring Charges	00:04:49
• Adding Recurring Charges - Assessments	
• Tenant Accounts Receivable Help Center	
• Tenant Accounts Receivable (TAR) Job Aids	
308 - Scribe Basics	
This course explains use of the Scribe module, including: ▶ Customizing the Scribe report menu ▶ Running a single letter for a single tenant ▶ Using parameters ▶ Using the preview toolbar to export to Excel and send as an email ▶ Running reports for specific modules ▶ Printing reports and letters	
Modules:	
• Scribe Terminology	
• Scribe Terminology - Assessment	
• Producing a Single Letter for a Single Tenant	00:05:25

Courses/Modules	Length
• Producing a Single Letter for a Single Tenant - Assessment	
• Scribe Report Menu Customization	00:03:27
• Scribe Report Menu Customization - Assessment	
• Creating a Form Letter in Scribe Designer	00:05:30
• Adding a Data Source in Scribe Designer	00:01:01
• Adding a Rich Text Field in Scribe Designer	00:01:22
• Adding and/or Removing Header and Footer Bands in Scribe Designer	00:01:04
• Adding Fields in Scribe Designer	00:01:11
• Formatting Date & Time Fields in Scribe Designer	00:01:53
• Using Smart Tags in Scribe Designer	00:02:10
• Adding Text Calculation in Scribe Designer	00:04:55
• Scribe Designer Assessment	
309 - Generating Reports	
This course explains how to generate reports associated with various PH activities.	
Modules:	
• Accessing Reports	00:05:18
• Accessing Reports - Assessment	
310 - Earned Income Disallowance (EID)	
This course describes how Earned Income Disallowance (EID), also known as Mandatory Earned Income Disallowance (MEID), is calculated and tracked within Winten2+.	
Modules:	
• Tracking Earned Income Disallowance	00:04:36
• Tracking Earned Income Disallowance - Assessment	
311 - Unit Maintenance	
This course explains unit maintenance, payments standards and utility allowances.	
Modules:	
• Add a New Utility Allowance Schedule	00:02:34
312 - FSS Case Management	
This course provides an overview of Family Self-Sufficiency (FSS) functionality in Winten2+. Topics include: ▶ Case list overview ▶ Adding a new FSS participant ▶ Managing family services ▶ Updating the Individual Training and Service Plan (ITSP) on a weekly, monthly, quarterly or annual basis ▶ Submitting the PIC 50058	
Modules:	
• Overview of Case List	00:07:04
• Overview of Case List - Assessment	

Courses/Modules	Length
• Adding an FSS Participant	00:03:45
• Adding an FSS Participant - Assessment	
• Managing Family Services	00:02:04
• Managing Family Services - Assessment	
• Managing the ITSP	00:11:10
• Managing the ITSP - Assessment	
• Creating PIC 50058	00:03:50
• Creating PIC 50058 - Assessment	
• FSS Job Aids	
313 - USDA Rural Development in WinTen 2+	
This course covers the following USDA Rural Development subsidy actions: ▶ Completing an Initial certification ▶ Completing co-tenant to tenant actions ▶ Adding/removing assistance ▶ Voiding a Rural Development certification ▶ Reopening and correcting a certification	
Modules:	
• Applications Terminology	00:04:47
• Applications Terminology - Assessment	
• Adding an Applicant to a Waiting List	00:06:07
• Adding an Applicant to a Waiting List - Assessment	
• Finding the Next Applicant on a Waiting List in 2+	00:03:19
• Finding the Next Applicant on a Waiting List in 2+ - Assessment	
• Adding an Applicant to an Additional Waiting List	00:02:59
• Adding an Applicant to an Additional Waiting List - Assessment	
• Removing an Applicant from a Waiting List	00:05:45
• Removing an Applicant from a Waiting List - Assessment	
• Updates to the Certification Finalization Process	00:06:24
• Completing an Eligibility Certification in 2+	00:08:07
• Completing an Eligibility Certification in 2+ - Assessment	
• Completing a Pre-Admission Certification	00:10:03
• Completing a Pre-Admission Certification - Assessment	
• Completing an Initial Certification for Rural Development Households	00:06:13
• Co-tenant to Tenant Actions for Rural Development Households	00:04:37
• Adding and Remove Assistance for Rural Development Households	00:03:40
• Completing Recertifications for Rural Development Households	00:04:19
• Voiding a Certification	00:01:54
• How Do I Fix a Certification?	00:01:24
• How Do I Fix a Certification? - Assessment	
• How to Purge a Wait List in WinTen 2+	00:07:10
• Rural Development in WinTen 2+ (11.13.2014) (optional)	00:48:36
• Rural Development Job Aids for WinTen 2+	
320 - Section 8 Terminology	
This course defines the unique words, phrases, terms and acronyms commonly used in Section 8 work.	

Courses/Modules	Length
Modules:	
• Applications Terminology	00:03:53
• Applications Terminology - Assessment	
• Occupancy Terminology	00:06:54
• Occupancy Terminology - Assessment	
321 - Section 8 Applicants	
This course explains how to add a new applicant to a waiting list, input demographic data and assign preferences. Other topics include: ▶ Conducting pre-applications or “Applicant Registration” ▶ Entering a new application ▶ Finding the next applicant on a waiting list ▶ Purging applicants from a waiting list	
Modules:	
• Adding an Applicant to a Waiting List	00:06:07
• Adding an Applicant to a Waiting List - Assessment	
• Adding an Applicant to an Additional Waiting List	00:02:59
• Adding an Applicant to an Additional Waiting List - Assessment	
• Finding the Next Applicant on a Waiting List in 2+	00:03:19
• Finding the Next Applicant on a Waiting List in 2+ - Assessment	
• Removing an Applicant from a Waiting List	00:05:45
• Removing an Applicant from a Waiting List - Assessment	
• How to Purge a Wait List in WinTen 2+	00:07:10
322 - Section 8: Determining Eligibility	
This course explains the basics of eligibility certifications, from initiation to finalization.	
Modules:	
• Updates to the Certification Finalization Process	00:06:24
• Completing an Eligibility Certification in 2+	00:08:07
• Completing an Eligibility Certification in 2+ - Assessment	
323 - Section 8: Issuing Vouchers and Creating & Approving RFTAs	
This course describes how to issue a voucher and create an RFTA for an applicant in the Pre-Admission process. Topics include: ▶ Issuing a voucher ▶ Creating a Request for Tenancy Approval (RFTA) ▶ Approving the RFTA ▶ Choosing a default inspection protocol	
Modules:	
• Issuing a Voucher	00:02:28
• Issuing a Voucher - Assessment	
• Creating an RFTA	00:02:49
• Creating an RFTA - Assessment	
• Approving an RFTA	00:01:25
• Approving an RFTA - Assessment	

Courses/Modules	Length
324 - Section 8: New Admission	
This course explains how to manually start or find an in-process New Admission and finalize it. It also describes how to execute the pending HAP contract that is created as a result of finalizing the certification.	
Modules:	
• Completing a New Admission Certification for Section 8 Applicants	00:09:03
• Completing a New Admission Certification for Section 8 Applicants - Assessment	
• Executing a HAP Contract	00:02:29
• Executing a HAP Contract - Assessment	
325 - Section 8: Certification Actions	
This course describes the Section 8 certification process, including: ▶ Adding household members, income, assets, expenses and income exclusions ▶ Starting and completing an Interim certification ▶ Starting and completing Transfer certifications ▶ The effect of certifications on tenant accounts ▶ Executing a HAP contract	
Modules:	
• Adding a Household Member	00:02:34
• Adding a Household Member - Assessment	
• Adding an Asset Record	00:03:07
• Adding an Asset Record - Assessment	
• Adding an Income Record	00:02:57
• Adding an Income Record - Assessment	
• Adding an Income Exclusion	00:01:32
• Adding an Income Exclusion - Assessment	
• Adding an Expense Record	00:02:14
• Adding an Expense Record - Assessment	
• Creating Notes	00:04:24
• Creating Notes - Assessment	
• Completing an Interim Certification	00:05:36
• Completing an Interim Certification - Assessment	
• Tracking Verifications	00:05:49
• Tracking Verifications - Assessment	
• How Do I Fix a Certification?	00:01:29
• Completing an Annual Reexamination Certification	00:06:49
• Completing an Annual Reexamination Certification - Assessment	
• Completing an End of Participation (EOP) Certification	00:04:50
• Completing an End of Participation (EOP) Certification - Assessment	
• Housing Specialist Transfer	00:02:54
• Using the Certification Scheduler	00:13:03
• Using the Certification Scheduler - Assessment	

Courses/Modules	Length
327 - Section 8: Daily Processes	
This course describes standard Section 8 activities and processes performed on a daily basis, including: ▶ Adding a customer ▶ Adding charges to tenant accounts ▶ Adding recurring charges to tenant accounts ▶ Adding receivables to tenant accounts ▶ Placing an account on hold ▶ Using the Incoming Portability Payment Wizard ▶ Entering account adjustments ▶ Completing voucher actions ▶ Performing a Change of Unit certification ▶ Performing an Owner Change certification	
Modules:	
• Completing an Owner Change Certification	00:04:41
• Completing an Owner Change Certification - Assessment	
• Completing a Change of Unit Certification	00:07:43
• Completing a Change of Unit Certification - Assessment	
• Adding a Repayment Agreement	00:06:22
• Adding a Repayment Agreement - Assessment	
• Placing an Account on Hold	00:02:27
• Placing an Account on Hold - Assessment	
• Adding and Removing Abatements	00:03:50
• Adding and Removing Abatements - Assessment	
• Taking an Incoming Portable Payment	00:05:21
• Taking an Incoming Portable Overpayment	00:05:17
• Taking Incoming Portable Payments & Overpayments - Assessment	
328 - Generating Reports	
This course describes the basics of generating a variety of reports regarding individual and agency-wide Section 8 activities.	
Modules:	
• Generating Reports	00:04:53
• Generating Reports - Assessment	
329 - Rent Reasonableness	
This course explains how to perform rent reasonableness. Topics include: ▶ Adding a new unit ▶ Determining key fields required for a proper rent reasonableness comparison ▶ Finding information on comparables ▶ Selecting an initial unit ▶ Adding amenities ▶ Choosing an initial set of comparable units ▶ Viewing detailed comparison reports ▶ Reviewing comparables	

Courses/Modules	Length
▶ Printing comparison reports	
▶ Determining rent reasonableness	
Modules:	
• Using the Rent Reasonableness Module	00:15:03
• Using the Rent Reasonableness Module - Assessment	
330 - Issuing a Batch of Vouchers	
This course explains how to issue a batch of vouchers for in-process Eligibility or Pre-Admission certifications for multiple tenants.	
Modules:	
• Issuing a Batch of Vouchers	00:02:25
• Issuing a Batch of Vouchers - Assessment	
331 - Portability	
This course explains how to manage incoming and outgoing portable records. Topics include:	
Incoming Portability	
▶ Overview of initiating incoming portability record	
▶ Scheduling a portability briefing appointment	
▶ Starting a portability Move-In certification	
▶ Issuing a voucher and printing an RFTA	
▶ Finalizing the portability Move-In certification	
▶ Completing the initial portability contract	
▶ Tools for tracking incoming portable tenants	
Outgoing Portability	
▶ Overview of processing outgoing portable tenants	
▶ Processing an outgoing portable from a waiting list	
▶ Processing an outgoing portable record for an existing tenant	
▶ Tenant cancellation of port out	
▶ Completing portability contract — tenant fails to lease up	
▶ Completing portability contract — receiving PHA absorbs tenant	
▶ Completing portability contract — receiving PHA is billing (execute new HAP contract)	
▶ Updating PHA info on HUD-52665 form	
Modules:	
• Incoming Portability - Overview of Initiating Incoming Portability Record	00:09:05
• Incoming Portability - Overview of Initiating Incoming Portability Record - Assessment	
• Incoming Portability - Scheduling a Portability Briefing Appointment	00:02:13
• Incoming Portability - Scheduling a Portability Briefing Appointment - Assessment	
• Incoming Portability - Starting a Portability Move-In Certification	00:01:57
• Incoming Portability - Starting a Portability Move-In Certification - Assessment	
• Incoming Portability - Issuing a Voucher and Printing RFTA	00:02:53
• Incoming Portability - Issuing a Voucher and Printing RFTA - Assessment	

Courses/Modules	Length
• Incoming Portability - Finalizing the Portability Move-In Certification • Incoming Portability - Finalizing the Portability Move-In Certification - Assessment	00:06:29
• Incoming Portability - Completing the Initial Portability Contract - Absorbing the Tenant at Port-In Scenario • Incoming Portability - Completing the Initial Portability Contract - Absorbing the Tenant at Port-In Scenario - Assessment	00:07:23
• Incoming Portability - Completing the Initial Portability Contract - Billing Scenario • Incoming Portability - Completing the Initial Portability Contract - Billing Scenario - Assessment	00:06:49
• Incoming Portability - Completing the Initial Portability Contract - Tenant Fails to Lease Up Scenario • Incoming Portability - Completing the Initial Portability Contract - Tenant Fails to Lease Up Scenario - Assessment	00:03:11
• Incoming Portability - Tools for Tracking Incoming Portable Tenants • Incoming Portability - Tools for Tracking Incoming Portable Tenants - Assessment	00:04:07
• Outgoing Portability - Overview of Processing Outgoing Portable Tenants • Outgoing Portability - Overview of Processing Outgoing Portable Tenants - Assessment	00:06:43
• Outgoing Portability - Processing an Outgoing Portable from a Waiting List • Outgoing Portability - Processing an Outgoing Portable from a Waiting List - Assessment	00:09:20
• Outgoing Portability - Processing an Outgoing Portable Record for an Existing Tenant • Outgoing Portability - Processing an Outgoing Portable Record for an Existing Tenant - Assessment	00:09:18
• Outgoing Portability - Scenario: Tenant Cancels Port Out • Outgoing Portability - Scenario: Tenant Cancels Port Out - Assessment	00:03:13
• Outgoing Portability - Completing Portability Contract - Tenant Fails to Lease Up • Outgoing Portability - Completing Portability Contract - Tenant Fails to Lease Up - Assessment	00:03:17
• Outgoing Portability - Completing Portability Contract - Receiving PHA Absorbs Tenant • Outgoing Portability - Completing Portability Contract - Receiving PHA Absorbs Tenant - Assessment	00:02:23
• Outgoing Portability - Completing Portability Contract - Receiving PHA is Billing (Execute New HAP Contract) • Outgoing Portability - Completing Portability Contract - Receiving PHA is Billing (Execute New HAP Contract) - Assessment	00:06:39
• Updating PHA Info on HUD-52665 Form • Updating PHA Info on HUD-52665 Form - Assessment	00:02:45

333 - Scribe Basics

This course explains use of the Scribe module, including:

▶ Customizing the Scribe report menu

Courses/Modules	Length
▶ Running a single letter for a single tenant ▶ Using parameters ▶ Using the preview toolbar to export to Excel and send as an email ▶ Running reports for specific modules ▶ Printing reports and letters	
Modules:	
• Producing a Single Letter for a Single Tenant	00:05:25
• Producing a Single Letter for a Single Tenant - Assessment	
• Scribe Report Menu Customization	00:03:27
• Scribe Report Menu Customization - Assessment	
• Creating a Form Letter in Scribe Designer	00:05:30
• Adding a Data Source in Scribe Designer	00:01:01
• Adding a Rich Text Field in Scribe Designer	00:01:22
• Adding and/or Removing Header and Footer Bands in Scribe Designer	00:01:04
• Adding Fields in Scribe Designer	00:01:11
• Formatting Date & Time Fields in Scribe Designer	00:01:53
• Using Smart Tags in Scribe Designer	00:02:10
• Adding Text Calculation in Scribe Designer	00:04:55
• Scribe Designer Assessment	
335 - FSS Case Management	
This course provides an overview of Family Self-Sufficiency (FSS) functionality in Winten2+. Topics include: ▶ Case list overview ▶ Adding a new FSS participant ▶ Managing family services ▶ Updating the Individual Training and Service Plan (ITSP) on a weekly, monthly, quarterly or annual basis ▶ Submitting the PIC 50058	
Modules:	
• Overview of Case List	00:07:04
• Overview of Case List - Assessment	
• Adding an FSS Participant	00:03:45
• Adding an FSS Participant - Assessment	
• Managing Family Services	00:02:04
• Managing Family Services - Assessment	
• Managing the ITSP	00:11:10
• Managing the ITSP - Assessment	
• Creating PIC 50058	00:03:50
• Creating PIC 50058 - Assessment	
• FSS Job Aids	
340 - Maintenance Terminology	
This course defines the specific words, terms and acronyms used with the Maintenance area of Winten2+.	
Modules:	

Courses/Modules	Length
• Maintenance Terminology • Maintenance Terminology - Assessment	00:08:30
341 - Work Order Overview	
This course provides an overview of the Work Order program, including steps for adding unit/tenant, building and site work orders.	
Modules: • Work Order Overview • Work Order Overview - Assessment	 00:08:19
342 - Managing Work Orders	
This course explains how to manage and complete work orders. Topics include: ▶ Adding a new work order ▶ Assigning a work order ▶ Using work order search ▶ Adding employee time ▶ Adding materials, stock and non-stock ▶ Adding fixed charges ▶ Adding service bills ▶ Posting charges to tenant accounts ▶ Removing charges from the tenant accounts	
Modules: • Adding a New Work Order • Adding a New Work Order - Assessment • Assigning a Work Order • Assigning a Work Order - Assessment • Completing a Work Order • Completing a Work Order - Assessment • Adding Charges and Employee Time • Adding Charges and Employee Time - Assessment • Adding Tenant Charges to a Work Order • Adding Tenant Charges to a Work Order - Assessment • Adding a Non-Stock Item to a Work Order • Adding a Non-Stock Item to a Work Order - Assessment	 00:04:38 00:03:04 00:02:44 00:07:11 00:03:35 00:03:52
344 - Work Order Reports	
This course explains how to search and sort work orders for reports.	
Modules: • Work Order Reports • Work Order Reports - Assessment	 00:05:10
345 - Preventive Maintenance	
This course describes how to create, administer and update preventive maintenance schedules.	
Modules:	

Courses/Modules	Length
• Creating a Preventive Maintenance Schedule and Generating Work Orders from the Schedule	00:05:04
• Creating a Preventive Maintenance Schedule and Generating Work Orders from the Schedule - Assessment	
346 - Public Housing Inspections	
This course describes managing PH inspections required by law or by tenant events. Topics include: ▶ Scheduling an inspection ▶ Scheduling a re-inspection ▶ Scheduling an annual inspection ▶ Deleting a scheduled inspection	
Modules:	
• Request and Schedule an Inspection for Public Housing	00:03:12
• Request and Schedule an Inspection for Public Housing - Assessment	
• Scheduling a Re-Inspection for Public Housing	00:01:38
• Scheduling a Re-Inspection for Public Housing - Assessment	
• Schedule an Annual Inspection for Public Housing	00:01:42
• Schedule an Annual Inspection for Public Housing - Assessment	
• Delete a Scheduled Inspection	00:01:12
• Delete a Scheduled Inspection - Assessment	
347 - Section 8 Inspections	
This course describes managing Section 8 inspections required by law or by tenant events. Topics include: ▶ Scheduling an inspection ▶ Scheduling a re-inspection ▶ Creating and scheduling a quality control inspection (HQS inspection) ▶ Deleting an inspection	
Modules:	
• Request and Schedule an Inspection	00:03:25
• Request Re-inspection for a Failed Section 8 Inspection	00:01:26
• Schedule an Annual Inspection	00:01:40
• Create and Schedule a Quality Control Inspection (HQS Inspection)	00:04:03
• Delete a Scheduled Inspection	00:01:12
348 - Public Housing Inspections Using an Android Device	
This course describes how to conduct a PH inspection using the Android handheld device in Winten2+. Topics include: ▶ Synchronizing data using an Android device ▶ Retrieving inspector list ▶ Downloading inspection reports ▶ Conducting a passed inspection ▶ Performing a failed inspection ▶ Conducting a re-inspection	
Modules:	

Courses/Modules	Length
• Conducting a "Passed" Inspection for Public Housing on the Android Mobile App	00:04:14
• Marking a Public Housing Inspection as "Failed" Using the Android Mobile App	00:05:37
• Conducting a Re-Inspection for a "Failed" Public Housing Inspection Using the Android Mobile App	00:04:13
349 - Section 8 Inspections Using an Android Device	
This course describes how to conduct a Section 8 inspection using the Android handheld device in Winten2+. Topics include: ▶ Synchronizing data using an Android device ▶ Retrieving inspector list ▶ Downloading inspection reports ▶ Conducting a passed inspection ▶ Performing a failed inspection ▶ Conducting a re-inspection	
Modules:	
• Conducting a "Passed" Inspection for Section 8 Using on the Android Mobile App	00:06:39
• Marking a Section 8 Inspection as "Failed" Using the Android Mobile App	00:05:40
• Conducting a Re-Inspection for a "Failed" Section 8 Inspection Using the Android Mobile App	00:03:21
351 - Consumable Inventory Overview	
This course explains how to manage the Consumable Inventory (CI) screen in Winten2+, as well as tips on navigating the module and an overview of terminology used.	
Modules:	
• Consumable Inventory Overview	00:07:37
• Consumable Inventory Help Center	
• Consumable Inventory Job Aids	
352 - Consumable Inventory Item Management	
This course provides information on managing Consumable Inventory (CI) items in Winten2+. Topics include: ▶ Adding items into CI ▶ Locations ▶ Vendors and catalogs	
Modules:	
• Managing your Consumable Inventory Items Screens	00:05:34
• Adding Consumable Inventory Items	00:04:03
• Locations in Consumable Inventory	00:03:13
• Vendors and Catalogs in Consumable Inventory	00:03:03
• Consumable Inventory Help Center	
• Consumable Inventory Job Aids	

Courses/Modules	Length
353 - Consumable Inventory Transactions	
This course describes how to: ▶ Issue CI items to a work order ▶ Issue a CI item ▶ Receive a CI item ▶ Transfer a CI item ▶ Adjust a CI item ▶ Return a CI item ▶ Dispose of a CI item ▶ Issue an item to a supplier	
Modules:	
• Issuing Consumable Inventory Items to a Work Order	00:03:08
• Issuing Consumable Inventory Items	00:01:57
• Receiving Consumable Inventory Items	00:03:37
• Transferring Consumable Inventory Items	00:02:13
• Adjusting Consumable Inventory Items	00:01:45
• Returning Consumable Inventory Items	00:03:47
• Disposing of Consumable Inventory Items	00:01:29
• Issuing Consumable Inventory to a Supplier	00:01:54
• Consumable Inventory Help Center	
• Consumable Inventory Job Aids	
354 - Consumable Inventory Reports	
This course describes printing Consumable Inventory (CI) reports in Winten2+ to help track and manage CI data.	
Modules:	
• Consumable Inventory Reports	00:03:12
• Consumable Inventory Help Center	
• Consumable Inventory Job Aids	
355 - Consumable Inventory: Restocking and Pick Lists	
This course describes how to view and process a list of Consumable Inventory (CI) items you need to restock, as well moving items between warehouses in a process known as Pick List.	
Modules:	
• Restocking and Pick Lists	00:05:50
• Consumable Inventory Help Center	
• Consumable Inventory Job Aids	
360 - Accounting - Terminology and Navigation	
This course describes common terminology, special icons and navigation within the Winten2+ Accounting programs.	
Modules:	
• Accounting Terminology - Accounts Payable (AP), Budget Management, & Check Reconciliation	00:10:56
• Accounting Terminology - Fixed Assets	00:14:04

Courses/Modules	Length
• Accounting Terminology - General Ledger (GL)	00:16:33
• Accounting Terminology - Grants and IRS/1099	00:07:51
• Accounting Terminology - Payroll and Purchase Orders	00:06:08
• Accounting Terminology - Assessment	
• WinTen2+ Accounting Navigation/Common Icons	
• WinTen2+ Accounting Navigation/Common Icons - Assessment	

361 - General Ledger

This course describes how to set up and manage the General Ledger and Chart of Accounts. Topics include:

- ▶ Adding an account
- ▶ Understanding account types
- ▶ Analysis/drilldown of accounts and balances
- ▶ Adding journal vouchers
- ▶ General reports
- ▶ HUD reports
- ▶ Setup reports
- ▶ Budget reports

Modules:

• Adding an Account	00:01:48
• Adding An Account - Assessment	
• Editing an Account in the General Ledger	00:02:10
• Editing an Account in the General Ledger - Assessment	
• Creating a Manual Journal Entry	00:04:47
• Creating a Manual Journal Entry - Assessment	
• Accepting a Journal Batch	00:00:56
• Accepting a Journal Batch - Assessment	
• Copying a Batch	00:02:00
• Copying a Batch - Assessment	
• General Ledger Reports - General	00:07:00
• General Ledger Reports - General - Assessment	
• General Ledger Reports - HUD Reports	00:01:20
• General Ledger Reports - HUD - Assessment	
• General Ledger Reports - Setup Reports	00:02:33
• General Ledger Reports - Setup Reports - Assessment	
• General Ledger Reports - Budget Reports	00:01:56
• General Ledger Reports - Budget Reports - Assessment	
• Adding a Bank Account	00:02:58
• Adding a Bank Account - Assessment	
• General Ledger Allocations	00:03:22
• General Ledger Allocations - Assessment	
• Maintain Journal Entries	00:05:15
• Maintain Journal Entries - Assessment	
• Adding a Fund	00:01:46
• Adding a Fund - Assessment	
• General Ledger Help Center	
• General Ledger Job Aids	

Courses/Modules	Length
362 - Purchase Orders	
This course describes all aspects of Purchase Orders, from creation to management. Topics include: ▶ Understanding PO terminology ▶ Adding a request ▶ Adding/managing a quote ▶ Adding a requisition ▶ Approving a requisition ▶ Methods to create a PO ▶ Receiving a PO	
Modules:	
• Purchase Order Terminology	00:02:16
• Purchase Order Terminology - Assessment	
• Purchase Order Setup	00:02:19
• Purchase Order Setup - Assessment	
• Adding a Request	00:02:17
• Adding a Request - Assessment	
• Adding a Quote	00:02:46
• Adding a Quote - Assessment	
• Creating a Requisition	00:02:31
• Creating a Requisition - Assessment	
• Approving a Requisition	00:02:50
• Approving a Requisition - Assessment	
• Revising a Purchase Order	00:04:15
• Revising a Purchase Order - Assessment	
• Receiving a Purchase Order	00:04:20
• Receiving a Purchase Order - Assessment	
• Purchase Order Job Aids	
363 - Accounts Payable	
This course describes all aspects of managing Accounts Payable, including policy setup, invoice management and check processing. Other topics include: ▶ Voiding a check ▶ Adding/managing vendors ▶ Adding/managing invoices ▶ Understanding AP accruals	
Modules:	
• Accounts Payable Search Grid	00:01:50
• Accounts Payable Search Grid - Assessment	
• Accounts Payable Policies at a Glance	00:02:22
• Accounts Payable Policies at a Glance - Assessment	
• Adding a Vendor	00:03:30
• Adding a Vendor - Assessment	
• Maintaining Vendors	00:04:32
• Maintaining Vendors - Assessment	

Courses/Modules	Length
• Adding an Invoice	00:04:51
• Adding an Invoice - Assessment	
• Import from a Recurring Template	00:01:20
• Import from a Recurring Template - Assessment	
• Import from Purchase Order	00:02:40
• Import from Purchase Order - Assessment	
• Processing Checks	00:07:49
• Processing Checks - Assessment	
• Voiding a Check	00:02:29
• Voiding a Check - Assessment	
• Accounts Payable Vendor Reports	00:04:34
• Accounts Payable Vendor Reports - Assessment	
• Accounts Payable Invoice / Check Reports	00:06:45
• Accounts Payable Invoice / Check Reports - Assessment	
• Accounts Payable Setup	00:02:04
• Accounts Payable Setup - Assessment	
• Accounts Payable Job Aids	
364 - Fixed Assets	
This course describes how to manage fixed assets, from acquiring them to disposing of them. Topics include: ▶ Setting up assets ▶ Adding an asset ▶ Managing/transferring/disposing of assets	
Modules:	
• Adding an Asset	00:03:26
• Adding an Asset - Assessment	
• Transfer and Dispose of an Asset	00:03:55
• Transfer and Dispose of an Asset - Assessment	
• Fixed Asset Setup	00:05:41
• Fixed Asset Setup - Assessment	
• Fixed Assets Job Aids	
365 - Payroll	
This course describes payroll management, including hiring, paying and separation. Topics include: ▶ Defining income labels/deductions ▶ Defining departmental profiles ▶ Defining compensation distribution ▶ Maintaining company ▶ Adding a new employee (payroll data) ▶ Adding a new employee (HR data) ▶ Terminating/reinstating employees	
Modules:	
• Payroll Terminology	00:02:56
• Payroll Terminology - Assessment	
• Setting up the Default Employee	00:02:51

Courses/Modules	Length
• Setting up the Default Employee - Assessment	
• Adding an Employee	00:04:08
• Adding an Employee - Assessment	
• Exceptional Deductions	00:01:06
• Exceptional Deductions - Assessment	
• Adding an Exceptional Deduction to an Employee's Deduction	00:00:53
• Adding an Exceptional Deduction to an Employee's Deduction - Assessment	
• Setting up an Income Type	00:01:56
• Setting up an Income Type - Assessment	
• Defining Departmental Profiles	00:03:34
• Defining Departmental Profiles - Assessment	
• Defining Compensation Distribution Profiles	00:04:15
• Defining Compensation Distribution Profiles - Assessment	
• Terminating / Reinstating an Employee	00:02:51
• Terminating / Reinstating an Employee - Assessment	
• Payroll Reports	00:06:50
• Payroll Reports - Assessment	
• Payroll Job Aids	
366 - Check Reconciliation	
This course explains check posting and reconciliation with Bank Accounts. Topics include: ▶ Maintaining manual transactions ▶ Reconciling bank accounts ▶ Posting to the General Ledger ▶ Reports	
Modules:	
• Reconcile a Bank Account	00:05:47
• Reconcile a Bank Account - Assessment	
• Check Reconciliation - Reports	00:04:53
• Maintain Manual Transactions	00:07:39
• Posting to General Ledger	00:02:21
• Check Reconciliation Job Aids	
367 - Budget Management	
This course explains creation and maintenance of budgets, including: ▶ Adding/naming a budget ▶ Maintaining budgets, from preparation to General Ledger posting	
Modules:	
• Creating a Budget	00:03:57
• Creating a Budget - Assessment	
• Copying a Budget from a Prior Year	00:04:15
• Copying a Budget from a Prior Year - Assessment	
• Distribution Schemes	00:02:06
• Distribution Schemes - Assessment	
• Maintaining from Prep to Posting	00:07:25

Courses/Modules	Length
• Budget Management Job Aids	
368 - General Ledger Reports	
This course describes how to use the General Ledger reports in Winten2+.	
Modules:	
• General Ledger Reports - General	00:07:00
• General Ledger Reports - General - Assessment	
• General Ledger Reports - HUD Reports	00:01:20
• General Ledger Reports - HUD - Assessment	
• General Ledger Reports - Budget Reports	00:01:56
• General Ledger Reports - Budget Reports - Assessment	
• General Ledger Reports - Setup Reports	00:02:33
• General Ledger Reports - Setup Reports - Assessment	
• General Ledger Help Center	
• General Ledger Job Aids	
370 - User Security Setup	
This course provides an overview of form security and hierarchies in Winten2+.	
Modules:	
• User Security Overview	00:02:10
• User Security Overview - Assessment	
• How to Setup User Group Security in WinTen 2+	00:03:09
• How to Setup User Group Security in WinTen 2+ - Assessment	
• How To Assign Privileges in User Security	00:03:08
• How To Assign Privileges in User Security - Assessment	
• Parent Users, Privileges, and Form Security in WinTen 2+	00:11:45
• Setting Up a New User in WinTen 2+	00:19:27
• Setting Up a New User in WinTen 2+ - Assessment	
• User Setup in WinTen 2+ Job Aids	
380 - Advanced Scribe Training	
This course provides an advanced look at Scribe features. Topics include: ▶ Running Scribe letters from reports ▶ Modifying existing reports ▶ Printing packets ▶ Adding data sources ▶ Customizing letters ▶ Using parameters and calculated fields	
Modules:	
• Scribe 101 and Beyond	00:40:16
• Running Scribe Letters from Reports (optional)	00:15:51
• Modifying Existing Scribe Reports (optional)	00:20:25
• Printing Packets from Scribe (optional)	00:24:14
• Advanced Scribe Designer Training (optional)	00:32:50
• Using Parameters & Calculated Fields in Scribe Designer (optional)	00:37:25

Courses/Modules	Length
• Using Calculated Fields in Scribe Designer (optional)	00:33:53
381 - Multifamily (TRACS): Overview	
This course provides an overview of TRACS and important terminology used in this subsidy type. TRACS (Tenant Rental Assistance Certification System) is a HUD computer system developed to help improve financial controls over assisted housing programs by automating manual procedures and incorporating automated controls.	
Modules:	
• Multifamily / TRACS Overview	
• Multifamily / TRACS Overview - Assessment	
• Multifamily / TRACS Terminology	
• Multifamily / TRACS Terminology - Assessment	
• Applications Terminology	00:04:47
• Applications Terminology - Assessment	
• Occupancy Terminology	00:04:38
• Occupancy Terminology - Assessment	
382 - Multifamily (TRACS): Applicants and Eligibility	
This course explains how to add new applicants and place them on waiting lists. Topics also include working with applicants as a group, finding the next applicant on a list, purging applicants from lists, and performing eligibility certifications.	
Modules:	
• Adding an Applicant to a Waiting List	00:06:07
• Adding an Applicant to a Waiting List - Assessment	
• Updates to the Certification Finalization Process	00:06:24
• Finding the Next Applicant on a Waiting List in 2+	00:03:19
• Finding the Next Applicant on a Waiting List in 2+ - Assessment	
• Adding an Applicant to an Additional Waiting List	00:02:59
• Adding an Applicant to an Additional Waiting List - Assessment	
• How to Purge a Wait List in WinTen 2+	00:07:10
• Removing an Applicant from a Waiting List	00:05:45
• Removing an Applicant from a Waiting List - Assessment	
• Completing an Eligibility Certification in 2+	00:08:07
• Completing an Eligibility Certification in 2+ - Assessment	
383 - Multifamily (TRACS): Certification Actions	
This course describes Multifamily/TRACS certifications, including: ▶ Creating and completing a Move-In (MI) full certification ▶ Creating and completing an Initial (IC) full certification ▶ Creating and completing an Annual Re-examination (AR) full certification ▶ Creating and completing an Interim Re-examination (IR) full certification ▶ Creating and completing a Termination (TM) partial certification ▶ Creating and completing a Unit Transfer (UT) partial certification ▶ Creating and completing a Move-Out (MO) partial certification ▶ Creating and completing a Gross Rent (GR) partial certification	

Courses/Modules	Length
▶ Correcting certifications for CA/TRACS errors	
Modules:	
• Creating a Multifamily Move-In Certification	00:09:12
• Creating a Multifamily Move-In Certification - Assessment	
• Creating a Multifamily Interim Recertification	00:07:28
• Creating a Multifamily Interim Recertification - Assessment	
• Creating a Multifamily Annual Recertification	00:06:03
• Creating a Multifamily Annual Recertification - Assessment	
• Creating a Multifamily Termination Certification	00:06:07
• Creating a Multifamily Unit Transfer Certification	00:08:07
• Creating a Multifamily Move-Out Certification	00:05:28
• Creating and Completing a Multifamily Initial Certification	00:06:03
• Creating Notes	00:04:24
• Creating Notes - Assessment	
• Housing Specialist Transfer	00:02:54
• Correcting TRACS Certifications	00:05:27
• Using the Certification Scheduler	00:13:03
• Using the Certification Scheduler - Assessment	
384 - Multifamily (TRACS): Tenant Submissions and Voucher Submissions	
This course covers: ▶ Gathering vouchers ▶ Re-gathering vouchers ▶ Submitting vouchers ▶ The correct order for sending tenant submissions and voucher submissions ▶ Resolving “Error Sending” tenant submission errors ▶ Waiting for results tenant submissions ▶ Viewing assistance payment reports ▶ Reviewing voucher adjustments	
Modules:	
• Understanding Tenant & Voucher Submissions for Multifamily (TRACS)	00:16:48
• Understanding Tenant & Voucher Submissions for Multifamily (TRACS) - Assessment	
390 - Low-Income Housing Tax Credit (LIHTC): Terminology	
This course defines specific words and phrases commonly used within the Winten2+ housing modules.	
Modules:	
• Applications Terminology	00:04:47
• Applications Terminology - Assessment	
• Occupancy Terminology	00:04:38
• Occupancy Terminology - Assessment	
• Tax Credit Job Aids	

Courses/Modules	Length
391 - Low-Income Housing Tax Credit (LIHTC): Applicants	
This course explains how to add new applicants and place them on waiting lists. Topics also include working with applicants as a group, finding the next applicant on a list, and purging applicants from lists.	
Modules:	
• Adding an Applicant to a Waiting List	00:06:07
• Adding an Applicant to a Waiting List - Assessment	
• Finding the Next Applicant on a Waiting List in 2+	00:03:19
• Finding the Next Applicant on a Waiting List in 2+ - Assessment	
• Adding an Applicant to an Additional Waiting List	00:02:59
• Adding an Applicant to an Additional Waiting List - Assessment	
• How to Purge a Wait List in WinTen 2+	00:07:10
• Removing an Applicant from a Waiting List	00:05:45
• Removing an Applicant from a Waiting List - Assessment	
• Tax Credit Job Aids	
392 - Low-Income Housing Tax Credit (LIHTC): Determining Eligibility	
This course explains the basics of eligibility certifications, from initiation to finalization.	
Modules:	
• Updates to the Certification Finalization Process	00:06:24
• Completing an Eligibility Certification in 2+	00:08:07
• Completing an Eligibility Certification in 2+ - Assessment	
• Tax Credit Job Aids	
393 - Low-Income Housing Tax Credit (LIHTC): Pre-Admission Certifications (Making Unit Offers)	
This course describes how to offer a unit to an eligible applicant using the Pre-Admission certification.	
Modules:	
• Completing a Pre-Admission Certification for a Tax Credit Household	00:07:19
• Completing a Pre-Admission Certification for a Tax Credit Household - Assessment	
• Tax Credit Job Aids	
394 - Low-Income Housing Tax Credit (LIHTC): New Admission Certifications	
This course explains how to manually start or find an in-process New Admission certification and finalize it.	
Modules:	
• Completing a New Admission Certification for a Tax Credit Household	00:07:17
• Completing a New Admission Certification for a Tax Credit Household- Assessment	
• Tax Credit Job Aids	

Courses/Modules	Length
395 - Low-Income Housing Tax Credit (LIHTC): Additional Certification Actions	
This course describes the certification process, including: ▶ Adding household members, income, assets, expenses, and income exclusions ▶ Completing an Annual Re-examination certification ▶ Completing a Change of Unit (unit transfer) certification ▶ Completing End of Participation certification ▶ The effects of certifications on tenant accounts	
Modules:	
• Managing the Certifications Search Screen	00:05:57
• Completing an Annual Reexamination Certification for a Tax Credit Household	00:08:53
• Completing an Annual Reexamination Certification for a Tax Credit Household - Assessment	
• Completing a Change of Unit Certification for a Tax Credit Household	00:05:26
• Completing a Change of Unit Certification for a Tax Credit Household - Assessment	
• Completing an End of Participation Certification for a Tax Credit Household	00:03:41
• Completing an End of Participation Certification for a Tax Credit Household- Assessment	
• Housing Specialist Transfer	00:02:54
• Creating Notes	00:04:24
• Creating Notes - Assessment	
• Tracking Verifications	00:05:49
• Tracking Verifications - Assessment	
• How Do I Fix a Certification?	00:01:29
• How Do I Fix a Certification? - Assessment	
• Tax Credit Job Aids	
• Using the Certification Scheduler	00:13:03
• Using the Certification Scheduler - Assessment	
396 - Rental Assistance With Dual Subsidies	
This course describes management of Rental Assistance with Market, Rural Development and Tax Credit units. Topics also include: ▶ The effects of Rental Assistance on TAR accounts ▶ Processing Rental Assistance payments ▶ Reporting	
Modules:	
• Rental Assistance Overview	00:18:23
• Rental Assistance Overview - Assessment	
• Rental Assistance With Market Units (optional)	00:05:28
• Rental Assistance With Market Units - Assessment (optional)	
• Rental Assistance With Rural Development Units (optional)	00:07:04
• Rental Assistance With Rural Development Units - Assessment (optional)	
• Rental Assistance With Tax Credit Units (optional)	00:07:16

Courses/Modules	Length
• Rental Assistance With Tax Credit Units - Assessment (optional)	
• Rental Assistance And TAR Accounts	00:06:30
• Rental Assistance And TAR Accounts - Assessment	
• Rental Assistance Reporting	00:09:49
• Rental Assistance Reporting - Assessment	
• Process Rental Assistance Payments	00:12:22
401 - Advanced Applications/Intake Processes	
This course provides recommended practices for eligibility, applications, and intake-related processes. Topics include: ▶ Batch creating Eligibility certifications ▶ Scheduling appointments ▶ Printing letters with dates ▶ Printing letters with Scribe ticklers ▶ Using status codes to track applicants	
Modules:	
• Recommended Processes for Batch Creating Eligibility Certifications, Scheduling Appointments, & Printing Letters	00:20:14
• Recommended Processes for Batch Creating Eligibility Certifications, Scheduling Appointments, & Printing Letters - Assessment	
• Using Status Codes to Track Applicants	00:39:11
• Using Status Codes to Track Applicants - Assessment	
408 - Tenant Accounts Receivable (TAR): Monthly Processes	
This course builds upon course 307 and describes how to perform a variety of month-end activities necessary to maintain proper accounts for tenants. Topics include: ▶ Generating rent ▶ Generating URPs ▶ Generating late fees and running late fee notices ▶ Generating statements ▶ Closing the month in TAR	
Modules:	
• Functions on the Customer Information Tab	00:06:49
• Functions on the Customer Information Tab - Assessment	
• Generating Monthly Transactions	00:05:27
• Generating Monthly Transactions - Assessment	
• Generating URP Refunds for Public Housing Tenants	00:03:00
• Generating URP Refunds for Public Housing Tenants - Assessment	
• Generating Late Fees for Public Housing Tenants	00:02:26
• Generating Late Fees for Public Housing Tenants - Assessment	
• Generating Late Notices for Public Housing Tenants	00:02:13
• Generating Late Notices for Public Housing Tenants - Assessment	
• Generating Statements	00:06:02
• Generating Statements - Assessment	
• Close Month Process in TAR	00:05:03
• Close Month Process in TAR - Assessment	

Courses/Modules	Length
• Setting Up a Security Deposit for a Tenant	00:06:19
• Setting Up a Security Deposit for a Tenant - Assessment	
• Adding a Pet Deposit Account and the Amount Due	00:03:30
• Adding a Pet Deposit Account and the Amount Due - Assessment	
• Creating Collection Loss Accounts	00:11:07
• Creating Collection Loss Accounts - Assessment	
• Tenant Accounts Receivable Help Center	
• Tenant Accounts Receivable (TAR) Job Aids	
409 - Tenant Accounts Receivable (TAR): Generating Reports	
This course describes how to customize and generate a multitude of TAR reports.	
Modules:	
• Generating Reports in Tenant Accounts Receivable	00:04:01
• Generating Reports in Tenant Accounts Receivable - Assessment	
• Tenant Accounts Receivable Help Center	
• Tenant Accounts Receivable (TAR) Job Aids	
413 - Senior Level: Advanced FSS Training	
This course provides an in-depth look into the Family Self-Sufficiency (FSS) program in Winten2+. FSS is a HUD program that enables PH residents, families assisted through the HCV program, and residents of Indian housing assisted under the Native American Housing Assistance and Self-Determination Act (NAHASDA) to increase their earned income and reduce their dependency on welfare assistance and rental subsidies. Topics include: ▶ Overview of FSS case list ▶ Adding a new FSS participant ▶ Credit worksheet and account details ▶ Creating PIC enrollment record (eTrans) ▶ Printing documents for FSS participant ▶ Importing certifications into the FSS module ▶ Adjusting escrow in TAR ▶ Forfeiting escrow funds ▶ Disbursing escrow funds	
Modules:	
• Advanced FSS Training for WinTen 2+	00:39:24
• Advanced FSS Training for WinTen 2+ - Assessment	
430 - Section 8 Monthly Processes	
This course describes standard Section 8 activities and processes performed on a monthly basis, including: ▶ Initialization ▶ Check processing ▶ Voucher Management System (VMS) processing and VMS Job Aids ▶ Best practices for changing HCV projects	
Modules:	

Courses/Modules	Length
• Monthly Initialization for Section 8	00:08:04
• Section 8 Monthly Processing - Check Processing	00:10:31
• Section 8 Monthly Processes Job Aids	
• Using VMS in WinTen 2+	00:53:56
440 - Using the Android Mobile Work Orders App	
This course provides in-depth information on using the Mobile Work Orders App. Topics include: ▶ Assigning work orders ▶ Synchronizing data ▶ Completing a work order on a mobile device ▶ Synchronizing completed mobile work orders to Winten2+ ▶ Creating new work orders from a mobile device	
Modules:	
• Using the Android Mobile Work Orders App	00:14:42
• Using the Android Mobile Work Orders App - Assessment	
441 - Advanced Android Mobile Inspections App	
This course provides an in-depth look at the following features in the Mobile Inspections App: ▶ Synchronize data ▶ List of inspections ▶ Conducting an initial inspection ▶ Entering landlord/tenant notes ▶ Conducting re-inspections	
Modules:	
• Using the Android Mobile Inspections App - Advanced	00:21:09
• Using the Android Mobile Inspections App - Advanced - Assessment	
443 - Consumable Inventory Setup	
This course provides an in-depth examination of setting up the Consumable Inventory (CI) program in Winten2+. Topics include: ▶ General setup of CI ▶ Warehouse ▶ Development ▶ Charge to ▶ Category ▶ Unit measure ▶ Employee ▶ Non-stock item ▶ Policies ▶ Post to General Ledger	
Modules:	
• General Information	00:00:40
• Maintaining Warehouses	00:03:39
• Development CI Accounts	00:02:33

Courses/Modules	Length
• Maintaining "Charge To"	00:01:25
• Maintaining Categories	00:02:12
• Maintaining Unit Measures	00:02:24
• Maintaining Employees	00:02:14
• Maintaining Non-Stock Items	00:03:20
• Policies	00:03:44
• Posting to General Ledger (GL)	00:03:46
• Consumable Inventory Help Center	
• Consumable Inventory Job Aids	
444 - Work Order Setup	
This course explains setting up the Work Orders program in Winten2+. Topics include: ▶ Charges ▶ Crafts ▶ Crews ▶ Data area development setup ▶ Dispatch ▶ Employees ▶ Job codes ▶ Settings ▶ Shifts (for Android devices only) ▶ Vacancy work order ▶ Work order codes (for Android devices only) ▶ Work order causes ▶ Work order priorities	
Modules:	
• Work Order Setup in WinTen 2+	00:21:10
• Charges Setup	00:01:36
• Craft Setup	00:01:11
• Dispatch Setup	00:01:08
• Job Code Setup	00:02:29
• Setup for Work Order Settings	00:02:00
• Shift Setup for Android Mobile Devices	00:01:08
• Work Code Setup for Android Mobile Devices	00:01:04
• Work Cause Setup	00:01:11
• Priorities Setup	00:01:24
• Work Order Setup in WinTen 2+ - Assessment	
461 - Advanced General Ledger	
This course describes the remaining activities performed to maintain the General Ledger with a focus on closing fiscal periods.	
Modules:	
• Closing a Fiscal Period	00:01:32
• Closing a Fiscal Period - Assessment	
• Opening a Closed Fiscal Period	00:01:21
• Opening a Closed Fiscal Period - Assessment	

Courses/Modules	Length
• General Ledger Help Center • General Ledger Job Aids	
462 - Advanced Purchase Orders	
This course describes remaining activities for performing purchase orders, including: ▶ Creating/maintaining blanket POs ▶ Creating a PO from a blanket PO ▶ Reports ▶ Understanding the procurement lifecycle and related policies	
Modules:	
• Creating a Blanket Purchase Order	00:04:34
• Creating a Blanket Purchase Order - Assessment	
• Creating a Purchase Order from a Blanket Purchase Order	00:05:10
• Creating a Purchase Order from a Blanket Purchase Order - Assessment	
• Purchase Order Reports	00:04:33
• Understanding the Procurement Process	00:43:04
• Understanding the Procurement Process - Assessment	
• Purchase Order Job Aids	
464 - Advanced Fixed Assets	
This course describes the remaining activities performed to maintain fixed assets, including depreciation processing and reporting.	
Modules:	
• Fixed Assets - Processing Depreciation	00:03:24
• Fixed Assets - Reports	00:04:55
• Fixed Assets Job Aids	
465 - Advanced Payroll Processing	
This course covers: ▶ Reviewing and maintaining employees in the Payroll module ▶ Using time sheets ▶ Understanding the payroll check run process ▶ Editing, renumbering and spoiling checks	
Modules:	
• Advanced Payroll Processing	00:18:40
• Advanced Payroll Processing - Assessment	
• Payroll Job Aids	
483 - Multifamily (TRACS) Ongoing Management	
This course describes ongoing processes related to Multifamily (TRACS). Topics include: ▶ Understanding common TRACS errors ▶ Understanding types of TRACS results ▶ Preventing TRACS errors from occurring ▶ Managing special claims	

Courses/Modules	Length
Modules:	
• Creating Special Claims	00:12:06
• Understanding and Preventing Common TRACS Errors	00:40:25
• Understanding and Preventing Common TRACS Errors - Assessment	
501 - Reasonable Accommodation in WinTen 2+	
This course provides an overview of the Reasonable Accommodation module, including: ▶ Configuring Reasonable Accommodation setup ▶ Accessing existing Reasonable Accommodation requests ▶ Creating Reasonable Accommodation requests ▶ Using the Reasonable Accommodation reports ▶ Viewing Reasonable Accommodation requests in the Mobile Inspections module	
Modules:	
• Reasonable Accommodation - Request From the Home Menu	00:02:27
• Reasonable Accommodation - Request From the Application Screen	00:02:50
• Reasonable Accommodation - Request From the Household Screen	00:03:14
• Reasonable Accommodation - Request From the Certification Screen	00:03:49
• Reasonable Accommodation - Using the Search List Screen	00:03:40
• Reasonable Accommodation - Accessing Reports	00:03:20
• Reasonable Accommodation Job Aids	
502 - Property Security	
This course provides an understanding of the Property Security module, including entering security and lease compliance incidents and tracking trespasser information. The Property Security program helps PHAs track tenant and non-tenant security-related incidents (e.g., trespassing, drug offenses, homicide, sex offenses) as they pertain to the project/development, building or unit. It gives PHAs the ability to enter the what/where/when details of a security incident, as well as record any final actions and/or incident outcomes.	
Modules:	
• Adding a Property Security Incident	00:07:44
• Adding a Property Security Incident - Assessment	
• Entering a Lease Compliance Incident	00:05:22
• Entering a Lease Compliance Incident - Assessment	
• Tracking Trespassers	00:03:51
• Tracking Trespassers - Assessment	
503 - TransNet: Overview of PIC Submission	
TransNet makes reporting your information to PIC a breeze. Course topics include: TransNet Submission Process ▶ PIC/50058 submission lifecycle Correcting Errors	

Courses/Modules	Length
▶ Field data errors (50058) not entered correctly ▶ Tenant ID errors (incorrect SSN, last name or birth date) ▶ Record match errors (sending the wrong transaction or date) Real-Time Reports ▶ Ticket table ▶ Retrieve error report ▶ Download error report from PIC ▶ PIC error report Setup ▶ Most common problem: TransNet cannot connect to PIC ▶ How to unmask SSN on PIC ▶ Minimum PIC access required for TransNet users Monthly Practices	
Modules:	
• TransNet - PIC Submission Process Overview	00:09:58
• Correcting Errors in the TransNet - PIC Submission Process	00:03:51
• TransNet Reports	00:03:00
• TransNet Setup and Resolving Common Problems	00:02:18
• TransNet Monthly Practices	00:00:57
504 - Case Management	
The Case Management program tracks caseload members from recruitment through training, placement and retention services. This course covers maintaining records in general, social service, education and employment categories, as well as logging needs assessments, case management notes, referrals (e.g., training, counseling, childcare) and other important information for residents and non-residents. Topics include: ▶ Creating a new case ▶ Editing an existing case ▶ Printing from the case list	
Modules:	
• Creating a New Case	00:05:48
• Editing an Existing Case	00:01:55
• Printing from the Case Management Case List	00:02:58
• Creating Notes	00:04:24
• Creating Notes - Assessment	
505 - Landlord Access	
Landlord Access provides Section 8 landlords online access to their current/historical check information, property information, inspection results and more.	
Modules:	
• Landlord Access Overview	00:11:08
• Registering Access in Landlord Access	00:03:53
• Landlord Access Password Retrieval	00:03:00
• Creating a Registration Key for Landlords	00:03:04

Courses/Modules	Length
• Managing and Grouping Landlords	00:03:12
• Landlord Access Online Help Center	
• Landlord Access Job Aids	
• Landlord Access User Setup (optional)	00:12:55
506 - Applicant Access	
This course demonstrates how the Applicant Access portal works and how Intake Specialists can review/accept/reject applications submitted through their PHA's Applicant Access portal.	
Modules:	
• Overview of the Applicant Access Portal	00:03:59
• Downloading Applications in Applicant Access	00:10:11
580 - Introduction to TenDocs	
This course covers: ▶ Document imaging initiatives ▶ TenDocs IT/hardware setup ▶ TenDocs users ▶ TenDocs terminology ▶ TenDocs access points in Winten2+	
Modules:	
• Introduction to TenDocs, Document Imagining Initiative, and IT/ Hardware Setup	00:07:56
• TenDocs Terminology	00:04:01
• TenDocs Access Points	00:04:58
• User Setup in TenDocs	00:04:06
581 - Working in the TenDocs Archive Screen	
This course explains the basics of TenDocs, including: ▶ Accessing the TenDocs archive via the TenDocs icon in Winten2+ ▶ Scanning Tenmast documents into the TenDocs archive ▶ Printing Tenmast documents in the TenDocs archive	
Modules:	
• Accessing the TenDocs Archive	00:02:27
• Scanning and Printing Documents into the TenDocs Archive	00:07:17
582 - Managing Documents in the TenDocs Archive Screen	
This course describes how to use the TenDocs archive screen like a pro. Topics include: ▶ Locating documents by using the sorting feature ▶ Viewing archived documents ▶ Printing archived documents ▶ Emailing archived documents	
Modules:	
• Managing Documents in the TenDocs Archive Screen	00:06:50

Courses/Modules	Length
583 - TenDocs Quick Load (Standalone)	
This course describes the Quick Load (standalone) program, including: ▶ Scanning non-Tenmast documents into the TenDocs archive ▶ Printing non-Tenmast documents in the TenDocs archive	
Modules:	
• Scanning Non-Tenmast Documents to the Archive	00:04:37
• Printing Non-Tenmast Documents to the Archive	00:02:10
584 - TenDocs Quick Load for Centralized Scanning	
This course describes how to use TenDocs Quick Load for Centralized Scanning to your advantage. Topics include: ▶ Accessing Quick Load for Centralized Scanning ▶ Associating existing scanned images to existing data in Winten2+ ▶ Locating and managing documents once they are saved ▶ Viewing archived documents ▶ Printing archived documents ▶ Emailing archived documents	
Modules:	
• Linking Scanned Images to Household or Application Data	00:03:09
• Locating and Managing Saved Documents	00:02:32
• Viewing Archived Documents	00:02:47
• Printing Archived Documents	00:01:54
• Emailing Archived Documents	00:02:23
585 - Administrator Roles in the TenDocs Archive	
This course covers: ▶ Accessing and navigating the TenDocs main archive ▶ User security and privileges setup ▶ Deleting documents from the TenDocs Archive	
Modules:	
• Accessing and Navigating the TenDocs Archive	00:03:23
• Setting Up Security Privileges	00:01:50
• Deleting Documents from the TenDocs Archive	00:03:30
601 - Migrating to WinTen 2+	
This course covers: ▶ Installing special software needed for migration ▶ Setting up user security in Winten2+ ▶ Adjusting group security in Winten2+ ▶ Assigning user privileges ▶ Utilizing the form security features on Winten2+ screens ▶ Using search screen layouts to filter search results ▶ Running pre-migration reports ▶ The migration process ▶ Understanding Section 8 accrual accounting ▶ Comparison of Winten2+ to Winten and Winten2	

Courses/Modules	Length
Modules:	
• Overview of the Major Changes in WinTen 2+ vs. WinTen and WinTen 2	00:18:31
• Business Objects in WinTen 2+	00:03:59
• Installing the Citrix Receiver	00:03:55
• User Security Overview	00:02:10
• User Security Overview - Assessment	
• Setting Up a New User in WinTen 2+	00:19:27
• Setting Up a New User in WinTen 2+ - Assessment	
• Parent Users, Privileges, and Form Security in WinTen 2+	00:11:45
• How to Setup User Group Security in WinTen 2+	00:03:09
• How to Setup User Group Security in WinTen 2+ - Assessment	
• How To Assign Privileges in User Security	00:03:08
• Understanding Section 8 Accrual Accounting (optional)	00:39:07
• How To Assign Privileges in User Security - Assessment	
• Using Search Screen Layout in WinTen 2+	00:06:22
• Running Pre-migration Reports in WinTen 2	00:04:48
• Go-Live Prep	
• User Setup in WinTen 2+ Job Aids	
• Migration Plan - Overview	00:27:58
• Migration Plan - 10 Keys to Efficiency	00:24:21
• Migration Plan - Migration Process	00:19:26
• Migration Plan - Education	00:14:28
• Migration Plan - Preparation	00:14:44
610 - TenMastery Archive: Accounting	
Archived TenMastery Accounting webinars. Topics include: ▶ Accounts Payable ▶ General Ledger ▶ Purchase Order ▶ Payroll ▶ Fixed Assets ▶ Check Reconciliation ▶ Budget managements ▶ Year-end	
Modules:	
• Payroll Check Processing (06.25.2013)	00:28:51
• General Ledger - Adding and Posting Manual Journal Entries (07.23.2013)	00:20:11
• Financial Report Writer (08.26.2013)	00:21:46
• General Ledger Fiscal Period / Year Closing (09.17.2013)	00:23:40
• Check Reconciliation + Balancing your Bank Account (11.19.2013)	00:48:51
• Section 8 Monthly Initialization + Check Processing (11.26.2013) - Balancing Worksheet	
• Year End Close Out Procedures within TAR, Section 8, AP, Payroll, and General Ledger (12.03.2013)	00:17:14
• Processing W2s and Reconciling with 941s (12.10.2013)	00:36:24
• IRS 1099 Processing and Reconciliation within WinTen 2+ and WinTen 2 (12.17.2013)	00:27:28

Courses/Modules	Length
• IRS 1099 Processing and Reconciliation within WinTen 2+ and WinTen 2: Job Aids (12.17.2013)	
• Q & A:1099s and Year-End Procedures (01.07.2014)	00:22:11
• Using the new FRW Accounting Reports in Scribe (02.25.2014)	00:32:57
• Balancing Section 8 Transactions To General Ledger (03.18.2014)	00:21:24
• 1099 and W-2 Processing and Reconciling (12.30.2014)	00:48:43
• Path to Procurement (05.19.2015)	00:54:02
• Getting Ready for Year End Accounting (12.08.2015)	
• Affordable Care Act (ACA) Form 1095 Creation Module Training (12.22.2015)	01:16:28
• Affordable Care Act (ACA) Form 1095 Creation Module Training (01.12.2016)	00:57:31
• Submitting 1095 and 1094 Forms with Nelco Solutions (04.26.2016)	00:28:22
• 1099 & W2 Processing & Reconciling (12.13.2016)	
• VMS Year-End Preparation (01.03.2017)	
• 1095 Creation Module (01.24.2017)	00:39:24
• Form 1095 Transmittal To IRS (02.28.2017)	00:19:26
• Year-End Accounting Preparation (12.05.2017)	00:51:00
• 1099s, W-2s And You - Processing And Reconciliation (12.12.2017)	00:39:24
• Year End And VMS (01.16.2018)	00:47:13
• ACA 1095 Electronic Filing (01.09.2018)	00:21:54
611 - TenMastery Archive: Housing	
Archived TenMastery Housing webinars. Topics include: ▶ Applicant List ▶ Occupancy and Rent Calculation ▶ Tenant Accounts Receivable (TAR) ▶ Section 8 Tenant and Landlord ▶ Rent Reasonableness ▶ TranSend ▶ TransNet ▶ TRACS	
Modules:	
• Adding an Applicant in 2+ (06.18.2013)	00:37:38
• Port-In Billing in 2+ (07.09.2013)	00:22:01
• Port-In Billing in 2+ (07.09.2013) - Job Aid	
• Starting Annual Re-Examinations (07.30.2013)	00:19:43
• Certifications for Applicants // Understanding Statuses in 2+ (08.13.2013)	00:33:54
• TAR Monthly Processes (09.24.2013)	00:32:28
• Section 8: Project Policy Setup in 2+ (10.22.2013)	00:10:27
• Collection Loss Accounts in TAR (01.28.2014)	00:20:37
• Housing Specialist Transfer (01.24.2014)	00:08:04
• HUD Changes to TRACS 202D (03.11.2014)	00:50:47
• How to Handle Initial Incoming Portable Move-Ins (03.25.2014)	00:26:45
• Simplifying Move-Ins with the Security Deposit Wizard (09.23.2014)	00:25:52
• Rural Development in WinTen 2+ (11.13.2014)	00:48:36

Courses/Modules	Length
• Certification Lifecycle: The "Ins" & "Outs" of Public Housing and Section 8 Certifications (11.18.2014)	00:51:12
• The Effects of Changing Income, Assets, and Expenses on Rent Calculations (12.09.2014)	00:37:17
• TRACS Certifications in WinTen 2+ (01.13.2015)	00:44:52
• Multi-subsidy Situations: How to handle certifications for multi-subsidy tenants (02.03.2015)	00:47:29
• Editing + Updating TAR Accounts in WinTen2+ (02.24.2015)	00:19:02
• How to Schedule Certifications (04.14.2015)	00:25:42
• Using Status Codes to Track Applicants (06.16.2015)	00:49:39
• Applications and Eligibility Processing (06.23.2015)	01:06:37
• TRACS Voucher Processing (07.21.2015)	01:07:54
• Common TRACS Submission Results and Errors (07.28.2015)	01:03:05
• Processing an Incoming Portable Tenant (02.16.2016)	00:56:41
• Processing an Outgoing Portable Tenant (02.23.2016)	00:51:32
• Change of Owner, Landlord and Utility Responsibilities (04.05.2016)	00:45:49
• Section 8 New Admissions and Initial Inspections (05.24.2016)	00:46:31
• Managing HAP Contracts in WinTen 2+ (05.10.2016)	00:34:00
• Using the Reasonable Accommodation Module in WinTen 2+ (06.21.2016)	00:33:55
• Dual Subsidy Situations and Rental Assistance (07.12.2016)	00:33:21
• Managing Section 8 Vouchers and Reporting Capabilities in 2+ (08.30.2016)	00:58:38

612 - TenMastery Archive: Maintenance

Archived TenMastery Maintenance webinars. Topics include:
- ▶ Work Orders
- ▶ PH Inspections
- ▶ Section 8 Inspections
- ▶ Consumable Inventory
- ▶ Meter Readings

Modules:

• Preventive Maintenance Schedule Creation & Work Order Generation in 2+ (08.20.2013)	00:11:01
• Performing an Inspection on the Android Application in 2+ (10.15.2013)	00:32:21
• Android Work Order App (04.22.2014)	00:38:49
• Get a Jump on WinTen 2+ with Inspections Scheduler (09.16.2014)	00:53:21
• Taking a Walk with the Android Mobile Inspections App (09.30.2014)	00:44:37
• Default Settings for Your Job Codes (04.21.2015)	00:42:21

613 - TenMastery Archive: General

Archived TenMastery General webinars. Topics include:
- ▶ Master Setup
- ▶ Custom Report Writer
- ▶ Form Letters
- ▶ Calendar
- ▶ Scribe

Modules:

• Property Transfers in 2+ (09.03.2013)	00:19:56

Courses/Modules	Length
• Scribe Cleanup (01.21.2014)	00:09:56
• Tracking Incidents in Property Security (02.11.2014)	00:40:13
• Modifying Existing Reports in Scribe (03.04.2014)	00:23:58
• Setting up Security/Pet Deposits and Repayment/Retro Rent Accounts (04.15.2014)	00:30:12
• Scribe 101 (05.20.2014)	00:54:00
• Running Scribe Letters from Reports (06.10.2014)	00:29:01
• Printing Packets in Scribe (06.17.2014)	00:25:22
• Scribe Designer (07.08.2014)	00:38:51
• Calculated Fields in Scribe (07.22.2014)	00:41:32
• Using Parameters in Scribe (08.19.2014)	00:44:13
• How to process FSS Participants using FSS Case List in WinTen 2+ (03.31.2015)	01:09:14
• Scribe - Back to Basics (05.26.2015)	00:18:44
• Advanced Scribe (08.11.2015)	00:50:58
• Setting Up New Employees in WinTen 2+ (09.22.2015)	00:47:28
• Tenmast Virtualization + Hosting (09.29.2015)	00:44:45
• A Brave New World of Housing - 2015 User Conference General Session (10.19.2015)	
• OneSource | Tenmast's New Resource Library (11.17.2015)	00:30:14
• Tracking Community Service (03.15.2016)	00:44:35
• Earned Income Disallowance in 2+ (03.29.2016)	00:47:48
• Rental Assistance (04.11.2017)	00:56:18

614 - Year End Accounting Processes

This course contains year-end preparation tips, documents and video to help Agencies successfully navigate year-end processes.

Modules:

• Year End Processes	
• Affordable Care Act (ACA) Form 1095 Creation Module Training (12.22.2015)	01:16:28
• Affordable Care Act (ACA) Form 1095 Creation Module Training (01.12.2016)	00:57:31
• Affordable Care Act (ACA) Form 1095 Webinar - Error Correction and Electronic Filing (02.09.2016)	00:58:05
• 1099 & W2 Processing & Reconciling (12.13.2016)	
• VMS Year-End Preparation (01.03.2017)	

615 - Tenmast User Group (TUG) Call Archive

Archived Tenmast User Group (TUG) calls. TUG calls are held quarterly.

Modules:

• March 2015 TUG Call (03.05.2015)	00:46:36
• May 2015 TUG Call (05.07.2015)	00:57:24
• August 2016 TUG Call (08.13.2015)	00:37:27

616 - WinTen 2 TenMastery Sessions

Archived TenMastery Winten2 webinars.

Courses/Modules	Length
Modules:	
• Special Certifications in WinTen 2 (02.07.2012)	00:56:06
• Managing Certifications (09.06.2011)	00:54:40
• Applicant List (04.17.2012)	01:02:26
• Applicant List Purge Process (12.13.2011)	00:46:43
• WinTen 2 Applicant List Purge Process (02.26.2013)	00:23:35
• Review of Reports in Applicant List and ORC (09.13.2011)	00:55:49
• Setting Up & Editing ORC Certification Steps (09.27.2011)	00:29:06
• Review of Tenant Accounts Receivable (TAR) Reports (11.08.2011)	00:45:27
• Tenant Accounts Receivable - Add New Accounts and Complete Account Transfers (08.09.2011)	00:40:56
• Repayment Agreements in WinTen 2 (08.23.2011)	01:04:55
• Section 8 - Working with Adjustments (07.05.2011)	00:29:37
• Section 8 - Abatements (07.12.2011)	00:21:52
• Section 8 Abatements and Adjustments (07.10.2012)	00:40:03
• Section 8 - Check Processing & ACH Statements (07.26.2011)	00:34:08
• Tenant Accounts Receivable (TAR) - Review Month End (06.14.2011)	00:44:03
• Section 8 152 Release Webinar (1 of 2)	00:47:40
• Section 8 152 Release Webinar (2 of 2)	00:50:49
• Section 8 - Month End Balancing (03.20.2012)	00:28:53
• Section 8 - Incoming/Outgoing Portable Tenants (08.02.2011)	00:54:43
• S8 Tenant & Landlord Reports (10.02.2012)	00:36:09
• Rent Reasonableness in WinTen 2 (09.11.2012)	00:27:50
• Occupancy and Rent Calculation - Creating a Form Letter Template (05.03.2011)	00:24:19
• Module integration - ORC and S8 (04.03.2012)	00:43:13
• TAR , ORC and S8 Tenant File Clean Up (04.10.2012)	00:23:12
• Module Integration - ORC and TAR (03.27.2012)	00:51:15
• Credit Balances in TAR (05.29.2012)	00:29:46
• Unit Transfer for Public Housing (10.25.2011)	00:55:53
• Public Housing - Moving In (07.31.2012)	00:31:54
• Public Housing Move Outs in ORC (08.21.2012)	00:39:36
• Public Housing - Move In/Move Out (10.04.2011)	00:48:10
• Applicant List/Occupancy & Rent Calculation - Housing Previous Tenants (08.16.2011)	00:37:48
• Repayment Agreements and Payments (11.06.2012)	00:40:30
• Late Fees (09.25.2012)	00:27:59
• Occupancy & Rent Calculation Reports (11.13.2012)	00:37:54
• Management of Landlord ACH and Pre-Notes (02.05.2013)	00:37:13
• TAR Monthly Process (03.26.2013)	00:16:44
• General Ledger Interfund Accounts (02.28.2012)	00:15:19
• Financial Report Writer (01.31.2012)	00:49:44
• Account Payables - Creating Invoices (11.01.2011)	00:47:26
• Payroll - Keeping up with Employee Changes (11.29.2011)	00:40:54
• General Ledger - Understanding FDS (06.28.2011)	00:21:10
• General Ledger - Financial Report Writer (05.31.2011)	00:50:59
• Assets, Income and Expenses (06.26.2012)	00:39:27

Courses/Modules	Length
• Fixed Assets (10.02.2012)	00:36:09
• Interfund Accounts (10.16.2012)	00:44:10
• Year End Closing (12.04.2012)	00:48:42
• Payroll - Changing Pay & Deduction Amounts and Bonuses (12.11.2012)	00:33:52
• Accounts Payable Check Run (02.19.2013)	00:41:38
• Payroll Time Sheets (03.19.2013)	00:56:23
• Request through Purchase Order Process (04.16.2013)	00:33:41
• Payroll Check Processing (06.25.2013)	00:28:51
• General Ledger - Adding and Posting Manual Journal Entries (07.23.2013)	00:20:11
• General Ledger Fiscal Period/Year Closing (09.17.2013)	00:23:40
• Check Reconciliation and Balancing Your Bank Account (11.22.2013)	00:48:50
• IRS 1099 Processing and Reconciliation within WinTen 2+ and WinTen 2: Job Aids (12.17.2013)	
• 1099 and W-2 Processing and Reconciling (12.30.2014)	00:48:43
• IRS 1099 Processing and Reconciliation within WinTen 2+ and WinTen 2 (12.17.2013)	00:27:28
• Q & A:1099s and Year-End Procedures (01.07.2014)	00:22:11
• Year End Close Out Procedures within TAR, Section 8, AP, Payroll, and General Ledger (12.03.2013)	00:17:14
• Processing W2s and Reconciling with 941s (12.10.2013)	00:36:24
• General Question and Answer Session for WinTen 2 (11.22.2011)	00:57:15
• Master Setup - Creating/Editing roles, Adding/Assigning Roles to Users (09.20.2011)	00:56:52
• Custom Report Writer - Fundamentals of Custom Reports (05.10.2011)	00:26:32
• Custom Report Writer - Creating Basic Custom Reports (05.17.2011)	00:59:30
• Custom Report Writer - Creating Intermediate Custom Reports (05.24.2011)	00:55:33
• Import Journal Vouchers into General Ledger Module (07.17.2012)	00:34:30
• Financial Report Writer (08.26.2013)	00:21:46
• Custom Report Writer (CRW) Intermediate (10.30.2010)	02:14:19

617 - WT2 Post Migration Data Cleanup Parent Course

Modules:
- Hold Code Test
- PMDC File in Word
- Yes No Annotations on YouTube
- YouTube Card Test

618 - TRACS 202D Interim File Submission Tool

This course contains information about the TRACS 202D Interim File Submission Tool, including:
- Field changes in tenant and voucher submissions for TRACS 202D
- Demo of the Tenmast TRACS 202D Interim File Submission Tool
- Common scenarios when editing tenant and voucher submissions
- Understanding new definitions available for re-payment agreements

Modules:

• TRACS 202D Interim File Submission Tool Training - Part 1 of 2	00:36:40
• TRACS 202D Interim File Submission Tool Training - Part 2 of 2	00:49:43