

SHARES Q & A

SHARES (Self-Help Automated Reporting and Evaluation System) is an internet-based application designed to manage, track, evaluate, and report on the status of Section 523 Mutual Self-Help Grant Programs throughout the nation. Only persons authorized by Rural Development can enter and view the data in SHARES.

SHARES is an invaluable tool used to help Self-Help Grantees, Rural Development and Little Dixie T&MA Staff monitor and evaluate the progress of each grant. We understand, however, that at times it can be confusing and a bit frustrating. Therefore, this section is for Mutual Self-Help Housing grantees to assist them with some frequently asked questions and technical problems that may occur. If you have any issues not discussed here, please email or call a Self-Help Specialist for further assistance.

Q: How do we have a self-help staff member added as an authorized user on SHARES?

A: Each self-help staff member entering or viewing data in SHARES must be approved by Rural Development. To obtain this approval, the new staff member must go through the eAuthentication process to create an individual SHARES account with Level 2 access.

Note: An account with Level 2 Access provides access to all the portals and applications that are covered by an account with Level 1 Access, and also provides the ability to conduct official electronic business transactions with the USDA via the Internet. You must have a valid email address to register for an account with Level 2 Access.

To obtain a Level 2 eAuthentication User ID and password, www.eauth.usda.gov and follow the directions below:

1. Read the warning statement and select "I Agree"
2. On the left side of the screen, choose the quick link to "What is an account?" Read "What is Level 2 Access?"
3. Below the description of Level 2 Access, click on the link "Create an Account with Level 2 Access".
4. Complete the information requested on the "Create an Account" page. If detailed help is needed for filling out each field, click on "Create an Account Help" in the top, right corner of the page. Once all information has been entered, click Continue.

Note: Remember that a User ID cannot be changed once created. Also, your name and address must be entered exactly as they appear on your government issued ID card that you will present to a USDA Service Center or RD Office to confirm your identity.

5. Verify the information you have entered. If corrections need to be made you can hit the "Back" button to do so. If all information is correct and complete, click "Submit" to create the account. Next, you will see the Print and Check Email page. This page gives additional instructions on what to do once you receive a confirmation email and should be printed for future reference.
6. Once you receive your email confirmation, click on "Activate My Account."

Note: *You must activate your account within seven days of receipt of the email or the system will make you start the process over again.*

7. You will now need to visit a USDA Service Center or RD Office to have the Local Registration Authority (LRA) activate your account from their office. You must show a government issued photo-ID at the time of the visit. It is recommended that you call the LRA's office ahead of time to ensure that they will be available.

If you have questions or need additional information please

contact: LIFT CAA T&MA Contractor Department

(580) 326-5165