

OPIC FAQ

Problem	Solution
I forgot my password, what do I do?	Reset your password using the 'New Password?' link. For more information, please see section 2.3 of this guide.
When I log in, I don't see a property listed that I need access to.	Management Agents: Contact the owner to ensure OPIC access has been authorized for the property. Owners: Contact MSHDA Compliance. For more information, please see section 2.2 of the user guide.
I entered a date in a date field but it is still red and won't let me go to the next deficiency.	Ensure that the date is entered in the correct format: mm/dd/yyyy. For more information, please see section 3.2.1 of the user guide.
I have entered all the data but I don't see it when I log back into OPIC.	Make sure you clicked on the update button before closing the web browser. In order for the data to be saved you MUST click on the update button.
I have switched management companies but OPIC doesn't show the new management company.	Owners must submit a "Notice of Change in Management" form to MSHDA Compliance. For more information, please see section 5.2 of the user guide.
I no longer see a specific property listed when I log in.	There are two other reasons why a property will be dropped from the list: <ol style="list-style-type: none"> 1. If an Owner Certification is not required. 2. A completed Owner Certification has been received and MSHDA closed the inspection. 3. The owner denies the management agent access. Management Agents: Contact the owner to ensure OPIC access has been authorized for the property. If it is determined that none of the above reasons apply, contact MSHDA Compliance for assistance.
We just had an inspection with EH&S deficiencies. When I log into OPIC I don't see the property listed.	Due to timing factors with inspectors, physical inspection data can take several days to get uploaded into the MSHDA compliances database. Because of this, there can be times when a property is not yet available in the OPIC system for several days. If any EH&S deficiencies were found and the property is not yet available in the OPIC system within 24 hours, please manually submit the Owner's Certification along with the attachment A to ensure the timeframe has been met.
When I click on the print button, it gives me an error message.	This could happen if: There is not an owner listed or there is not a manager listed in the compliance database (CIA) for the property. Please contact MSHDA Compliance to ensure that both contacts are in the compliance database.
When I click on the print button, it doesn't do anything.	Certain installations of Firefox will result in this happening. Ensure you are using internet explorer 6 or above for OPIC to work correctly.
Can there be more than one management user for OPIC?	No, currently OPIC is tied directly to the Management contact we have in our compliance database (CIA). Please contact MSHDA Compliance for more information.
What are the automatic emails for?	The automatic emails are just notifications that let you know that a manager or owner has filled in data and printed the certification to send to MSHDA and the inspector. These can freely be deleted.

Do I still have to mail in anything to the inspector and MSHDA?

Please be aware that **you must still print out** the certification on owner's letterhead and have it signed by the owner or owner representative. **Original Owner's Certifications and Attachment A reports must be sent to MSHDA Compliance** (MSHDA – Attn Compliance Monitoring, 735 East Michigan Avenue, P.O. Box 30044, Lansing, MI 48909). A **copy of these documents must also be sent to the inspector/inspection company** that conducted the physical inspection.