

## VETERANS INFORMATION PORTAL (VIP) PIN RESET AND USER REACTIVATION PROCESS

1. Purpose. This circular conveys the new security process and procedures needed to better secure Department of Veterans Affairs (VA) data and to establish routine procedures that ensure continuous safeguards are followed in the portal or the VIP. VA anticipates that these new security procedures for the VIP user reactivation process and pin changes will be completed swiftly. This circular describes steps to be followed by lender/servicer administration points of contact (POCs) to validate their organization's users, and the instructions to resume normal processing procedures.
2. Lender/Servicer Administration POC. The security procedures that have been implemented require each user to be validated as an employee of the organization who requires access to VA systems. The following process will need to be followed to get users access:
  - a. VA will first notify each lender/servicer administration POC to initiate this process. VA Central Office (VACO) will provide each POC with a file containing a list of previously activated users to validate.
  - b. Once the users have been validated, the POC will send VACO the listing of validated users via e-mail to [LGYUserVerification.vbavaco@va.gov](mailto:LGYUserVerification.vbavaco@va.gov) and include "[YOUR COMPANY NAME] \_User Verification" in the subject line.
  - c. VACO will process the file and notify the lender/servicer administration POC that the validation process has been completed, and users can then return to normal operations.
3. Obtaining a PIN for Future User Registration. Lender/Servicer administration POCs will be sent a New User Registration PIN that will be used for all new users after the validation process has been complete. In addition, random reset actions for all PIN numbers have been established in which a new PIN will be sent on a reoccurring basis. Please note that the PIN reset **does not** impact existing user accounts.
4. Resumption of Normal Procedures. Please note that VA will notify all lender/servicer administration POCs via e-mail as soon as VA is able to verify that all steps have been completed.
5. Incorrect or Missing POCs. If your organization does not currently know who your administration POC is, please contact the [Regional Loan Center \(RLC\) of jurisdiction](#). RLC staff will identify the POC for you, or initiate the process to add/update the record.

(LOCAL REPRODUCTION AUTHORIZED)

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5. Rescission: This circular is rescinded January 1, 2014.

By Direction of the Under Secretary for Benefits

Michael J. Frueh  
Director, Loan Guaranty Service

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