

LGYHUB

User Guide Document



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**Department of Veterans Affairs (DVA)
Office of Information and Technology (OI&T)
Office of Enterprise Development (OED) Austin, Texas 78772**

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After a successful login, the system redirects both internal and external users to LGY Hub main page. All the LGY applications that you have permissions to access based on your role appear as links in the left navigation menu. Clicking on an application link will open it in a new window.

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1. How to Register

Welcome, and thank you for using LGY Hub, the new face of VA Loan Guaranty. We hope you find this document helpful and will gladly accept any comments you may have to help us improve our site or this User's Guide. You can always contact us through the application by submitting your comments with a Help Ticket. Be sure to select "Feedback" under the "Issue category" field: <https://lgy.va.gov/lgyhub/help/ticket>

LGY Hub uses AccessVA as an authentication service. It centralizes, strengthens, and provides greater flexibility to the login process for many VA applications. In other words, once you are signed-in using LGY Hub with AccessVA, you can use any other VA application you are authorized to use.

External users (those without a government-issued PIV card) must use ID.me to create an account that verifies their identity. Internal users do not create an ID.me account; they use their VA issued PIV cards to verify their identity.

All users access LGY by going to <https://lgy.va.gov> first and selecting the link to 'Sign In or Register for New Account.' Users choose to register a new user account or sign in to LGY Hub if they have an existing LGY Hub account.

The screenshot shows the top navigation bar of the VA Loan Guaranty website. On the left, it says "VA Loan Guaranty". On the right, there is a "Help | Sign In or Register for New Account" link. Below the navigation bar is a large banner image of a house with an American flag. Overlaid on the banner are two dark blue boxes. The left box contains the text: "Loan Guaranty migration: lgy.va.gov is now open for business" and "After registering with AccessVA, you will be able to work in the new Loan Guaranty site". The right box is titled "Announcements" and lists several dates and updates: "1/4/2020: APPRAISERS - issues with 1805 printing or license updates", "12/30/2019: Inspectors - Uploads for SAH are fixed!!", "12/28/2019: LGY Timeout Issues Resolved!!", "12/20/2019: ALL Users with Helpticket Issues - Fixes that may be helpful to you!!", and "11/6/2019: ** IT'S TIME TO MOVE ** - Details regarding moving from VIP to LGY Hub".

The new way to access the VA's Home Loans

As part of the VA's commitment to modernize legacy IT systems, the Veterans Information Portal (VIP) application will be replaced by the new face of VA Home Loans at lgy.va.gov. During the transition, users will be able to access home loan functionality through both VIP and lgy.va.gov. [Click here to find out more.](#)

1.1. External user registration for LGY Hub

1.1.1. Before you Begin – Information You Will Need

Before starting the registration process, make sure you have all the necessary information to complete the process. You will need to provide the following information:

- Valid e-mail address – used as your username by ID.me. Use a personal e-mail address, not a work-related one.
- A strong password (defined by ID.me rules) – should be unique and not shared with other applications or users.
- A phone number that is available when you log in. When you log into AccessVA with your username and password, ID.me will send an additional temporary access code that you must provide. Logging in and entering a provided code is known as two-factor authentication. Note: there are alternatives to using a phone (see ID.me site), but this is generally the easiest and most commonly used method.
- Identity verification: ID.me provides several options to confirm your identity, including credit history or a picture of your State or Federal ID.
- Personal information such as date of birth, social security number, and address.

Email caveat: ID.me will ask you to provide an e-mail address during the account creation process. This e-mail address can be different from the e-mail you use within Loan Guaranty for correspondence, etc. We suggest that you use a personal permanent e-mail address rather than a work e-mail address, as the system uses this e-mail address to identify who you are, rather than where you currently work. You want to use an e-mail address you have access to even if you change employment.

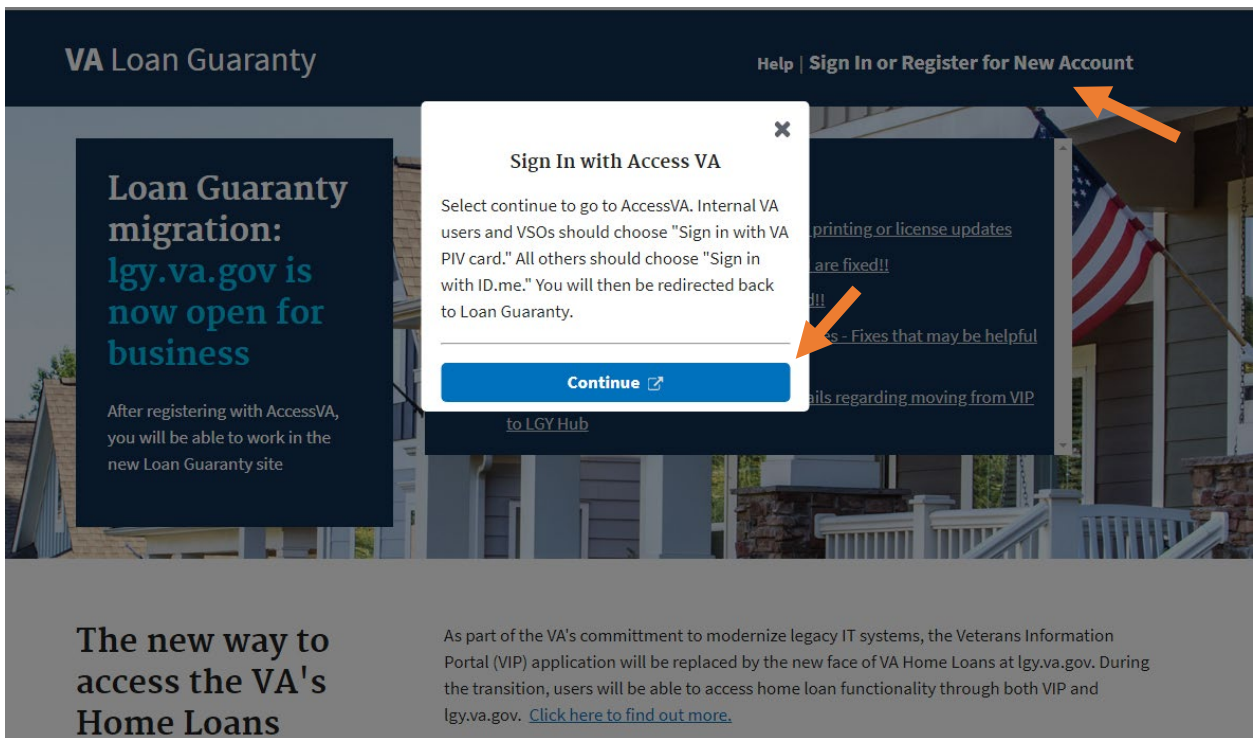
ID.me Support

ID.me is not a VA system; it is a service used by AccessVA to authenticate external users. As a result, this user’s guide may not completely describe all the features of ID.me, or have the most recent documentation of their service. For more information about ID.me, we recommend you visit their support page: <https://help.id.me/hc/en-us>

1.1.2. Access VA registration

All external users need to sign up for an account with ID.me via Access VA. You only need to do it once; after that, use your login credentials – email and password to log in.

- A. Navigate to LGY Hub <https://lgy.va.gov/>
- B. Click 'Sign In or Register for New Account' in the upper right corner, then Continue. The system will redirect you to AccessVA.



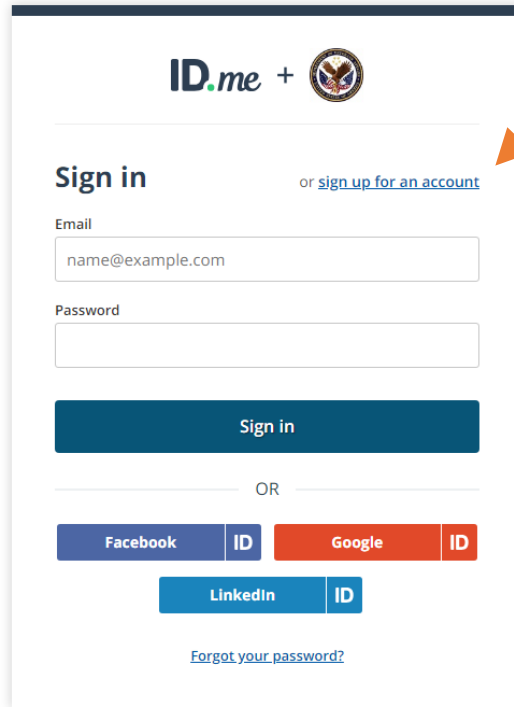
- C. AccessVA provides single entry-point access that Veterans, family members, service members, and business partners can use to access many VA websites and online applications. Establish an account, and you don't have to keep track of multiple sets of identification credentials. Click **Sign in with ID.me**

The screenshot shows the AccessVA login interface for Loan Guaranty (LGY). At the top left is the U.S. Department of Veterans Affairs logo. The main header features the AccessVA logo and the tagline "Securing your Access to VA" next to the IAM (Identity & Access Management) logo. Below the header is a navigation bar with links for "AccessVA Home", "About AccessVA", and "Contact Us". The main content area displays the "Loan Guaranty (LGY) logo" and prompts the user to "Choose a secure VA Partner to sign into Loan Guaranty (LGY)". It provides two options: "Sign in with VA PIV Card" and "Sign in with ID.me". An orange arrow points to the "Sign in with ID.me" button. At the bottom, there are links for "VA HOME", "PRIVACY", and "FOIA", along with the address "U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW Washington DC 20420".

D. Click **Accept**


The screenshot displays the U.S. Department of Veterans Affairs AccessVA portal. A central dialog box titled "Secure Login Redirect" is overlaid on the page. The dialog box contains the following text: "You are being sent to a secure webpage on the ID.me website to register or log in to your account. After you log in, you will be sent to Loan Guaranty (LGY). By continuing you agree to the [terms of VA System use](#)." At the bottom of the dialog box, there are two buttons: "Cancel" and "Accept". An orange arrow points to the "Accept" button. The background of the portal includes the "AccessVA" logo, the U.S. Department of Veterans Affairs logo, and the "IAM" (Identity & Access Management) logo. The footer of the page reads "U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW Washington DC 20420".

E. Click **sign up for an account** in the upper right corner.



The screenshot shows the ID.me sign-in interface. At the top, the ID.me logo is followed by a plus sign and the United States Department of Homeland Security seal. Below this, the text "Sign in" is displayed in a large, bold font, with the link "or [sign up for an account](#)" to its right. An orange arrow points to this link. Underneath, there are input fields for "Email" (containing "name@example.com") and "Password". A dark blue "Sign in" button is positioned below the password field. Below the button, the word "OR" is centered. There are three social login options: "Facebook ID" (a blue button with the Facebook logo), "Google ID" (a red button with the Google logo), and "LinkedIn ID" (a blue button with the LinkedIn logo). At the bottom of the form, there is a link for "[Forgot your password?](#)".

- F. Enter your personal email address and a unique password. Check the I accept statement and click Sign Up

ID.me + 

Sign Up

or [sign into your account](#)

Email




Password

Confirm password

I accept the ID.me [terms of service](#) and [privacy policy](#)

Sign up

Or connect with

 Facebook  Google  LinkedIn

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

- G. You will receive an e-mail from ID.me to authenticate the e-mail address entered. You can select confirm in the e-mail you received OR return to this page and enter the confirmation code from the e-mail, then select continue. You have 15 minutes to confirm your account.



CONFIRM YOUR EMAIL ADDRESS



We sent an email to swatsharus1985@gmail.com. Please check your inbox and find the confirmation email we've sent you.

This email's subject line will read, "ID.me - Please Confirm Your Email." If you cannot find the email within your Inbox, please check your Spam folder. It can take up to 10 minutes to receive this email.



After your email is confirmed, return to this page to continue.

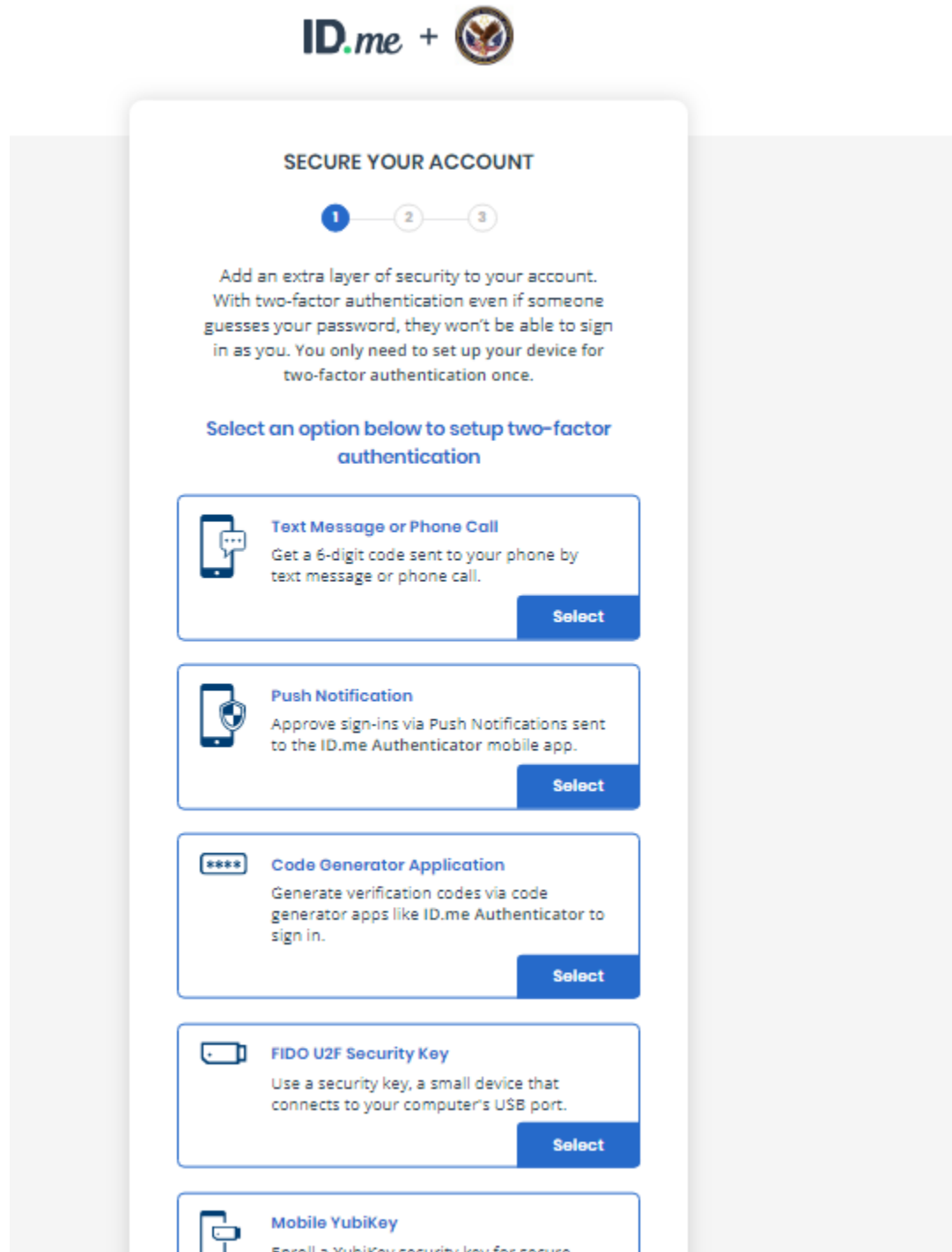
Didn't receive the email? [Send it again](#)


Can't click on the button in your email?

Enter the 6-digit code from the email below.

Continue

- H. Select a method for second authentication each time you log on to the system. There are several methods to choose from; however, most users select Text Message or Phone Call, then **Select**








ID.me + 

SECURE YOUR ACCOUNT


1 — 2 — 3

Add an extra layer of security to your account. With two-factor authentication even if someone guesses your password, they won't be able to sign in as you. You only need to set up your device for two-factor authentication once.

Select an option below to setup two-factor authentication

-  **Text Message or Phone Call**
Get a 6-digit code sent to your phone by text message or phone call. **Select**
-  **Push Notification**
Approve sign-ins via Push Notifications sent to the ID.me Authenticator mobile app. **Select**
-  **Code Generator Application**
Generate verification codes via code generator apps like ID.me Authenticator to sign in. **Select**
-  **FIDO U2F Security Key**
Use a security key, a small device that connects to your computer's USB port. **Select**
-  **Mobile YubiKey**
Enroll a YubiKey security key for secure

- I. Select one of the two options Text Message or Phone Call, then **Continue**


ID.me + 

SECURE YOUR ACCOUNT




1 — 2 — 3

Receive authentication code via phone

Be sure to use a phone number you have access to whenever you plan to sign in.



Choose how you want to receive the code

 Text message 	 Phone call
---	---

THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY.

[Go back](#) [Continue](#)

- J. You will receive a text or phone call with a verification code. Enter six-digit code received and click **Continue**



SECURE YOUR ACCOUNT



Confirm your phone number

Please check your phone for the 6-digit code that we just sent to you at number you choose

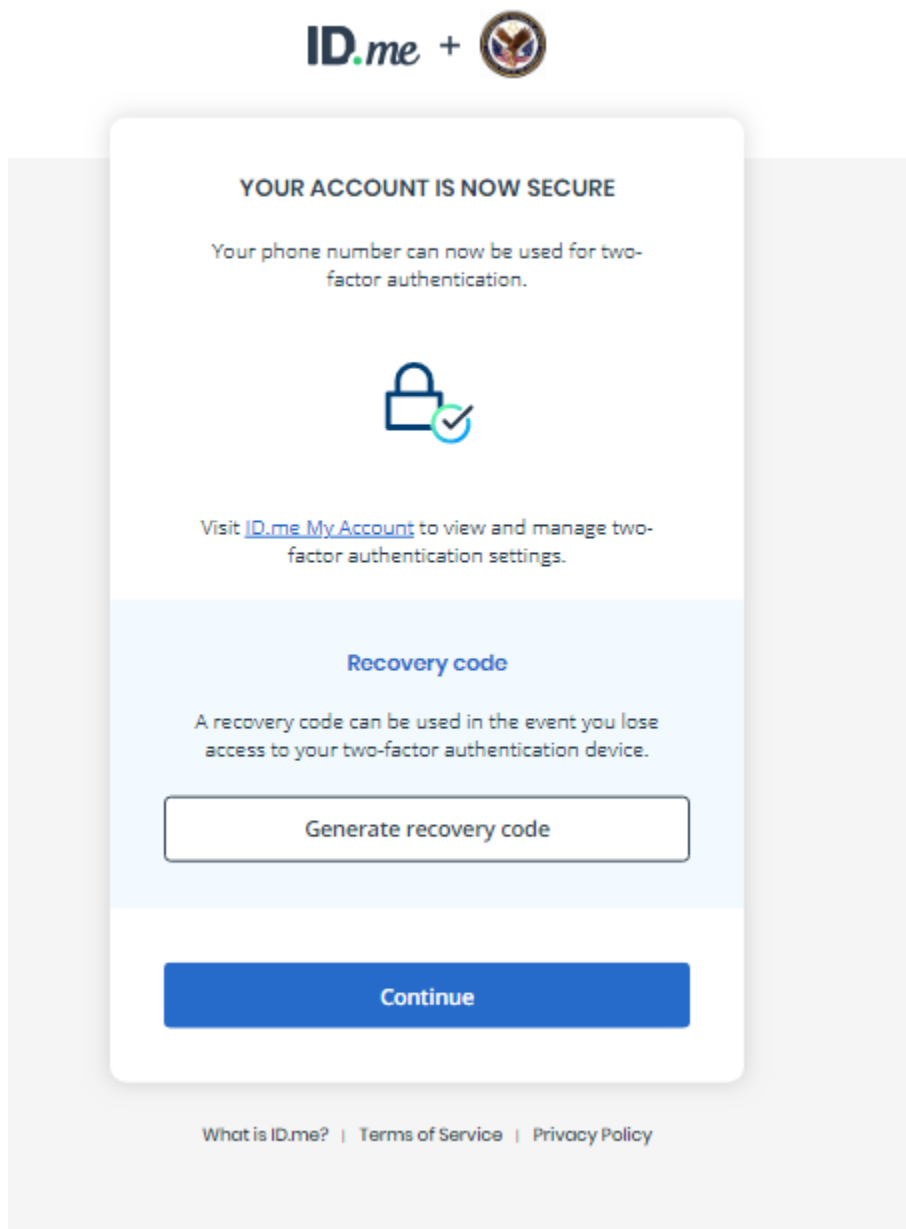
Enter the 6-digit code

Didn't receive the code? [Send it again](#)

Go back

Continue

- K. You will receive an e-mail indicating you have enabled two-factor authentication for your account. Select 'Generate Recovery Code.' Click **Continue**. You will want to save this code in a secure location. The recovery code is used if you lose access to the two-factor authentication device you established your account with. Click **I have copied the recovery code**



SECURE YOUR ACCOUNT



Save your recovery code

In case you ever lose your phone or trusted device, you will need a recovery code to access your account.

Please print, write down or [download a copy](#) of this code.

IDME-O5A1-ITAC-SMHL

I have copied the recovery code

[Remind me later](#)

- L. You will now be presented with several options to verify your identity. Select one of the verification methods. Click **Start Now**



VERIFY YOUR IDENTITY

There are several options for you to verify your identity and this process only takes a few minutes. **You'll only need to verify your identity once.**

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry, this won't affect your credit score.

Choose a verification method



Answer questions about your credit history

Tell us your name, address, phone number, birth date, and social security number so we can confirm your identity.

[Start now](#)



Upload photos of your license or state ID

Upload photos of your driver's license or state ID, and enter your social security number. Then we'll confirm your identity with public records.

[Start now](#)



Upload a photo of your passport

Upload a photo of your passport and enter your social security number. Then we'll confirm your identity with public records.

[Start now](#)




Upload photos of your passport card

Upload photos of your passport card and enter your social security number. Then we'll confirm your identity with public records.

[Start now](#)

M. Enter personal information and **Continue**

ID.me + 

VERIFY YOUR IDENTITY

1 — 2 — 3 — 4 — 5

Enter your personal information

What's this? ▼

First Name *

Enter First Name

Middle Name

Enter Middle Name Optional

Last Name *

Enter Last Name

Suffix **Date of birth ***

-- ▼ MM/DD/YYYY

Social Security Number *

#####

Why do you need my SSN? ▼

Gender

Male

Female

Continue

N. Enter your address and **Continue**



VERIFY YOUR IDENTITY



Enter your most recent home address

Address Line 1*

No P.O. Boxes

Address Line 2

Apartment Unit, Suite #

City*

State*

 ▼

Zip Code*

O. Choose the option that applies to you and **Continue**



VERIFY YOUR IDENTITY



Enter your phone number

We'll verify your identity by making sure the phone number you enter matches the number in your credit profile, or we'll check your mobile carrier.

Select the phone type you have

If you have a smart phone with a web browser, we'll text you a link you can open. If you don't have a smart phone, we'll call you.



Smartphone
with a web browser



Home or cell phone
without a web browser

WE CAN'T SUPPORT VIRTUAL OR INTERNET PHONE SERVICES
LIKE SKYPE AND GOOGLE VOICE RIGHT NOW.

Back

Continue

P. Verify your information, then **Continue**

VERIFY YOUR IDENTITY

1 2 3 **4** 5

Confirm your information

We will securely use the following information to verify your identity against trusted sources.

What does this mean? ▾

Personal information EDIT

First Name

Middle Name

Last Name

Gender

Date of birth

Home address EDIT

Street

City

State

Zip Code

Phone number EDIT

Mobile Phone

The information I've provided is correct, and I accept the use of [Fair Credit Reporting Act](#) data to verify my identity.

What is The Federal Fair Credit Reporting Act? ▾

Back **Continue**

See our [Privacy Policy](#) for how we treat your data.

Q. This example shows the screens if you chose “Answer questions about your credit history.” You answer the questions and **Continue**

VERIFY YOUR IDENTITY

1 — 2 — 3 — 4 — **5**

Answer your verification questions

The following questions are based on your credit profile and financial activity.

What does this mean? ▾

1. According to your credit profile, you may have opened a mortgage loan in or around November 2011. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select “None of the above”.

- Rock Financial Corp
- First Nationwide Mtg
- Inland Mortgage
- Household Bank
- None of the above

2. According to your credit profile, you may have opened a Bank of America credit card. Please select the year in which your account was opened.

- 2009
- 2011
- 2013
- 2014
- None of the above

3. Which of the following is a current or previous employer? If there is not a matched employer name, select “None of the above”.

- Saunders Manufacturing Co.
- Landmark Services
- Cintas Corp
- Northrop Grumann
- None of the above

Continue

R. Phone confirmation process



CONFIRMING YOUR PHONE

Please click the link sent to () to confirm your mobile phone number.

This screen will automatically refresh once your phone number has been confirmed.




Didn't receive the text message? [Send link again](#)




Your phone was confirmed

Your mobile phone was successfully confirmed.
Please go back to the browser on your computer to continue.

- S. Permit AccessVA/LGY Hub to use your information by selecting **Allow**. This returns you to LGY Hub site. If you are not routed back to LGY Hub, open a new browser window and enter the LGY Hub web page address <https://lgy.va.gov/>

ID.me + 

AUTHORIZE YOUR VA APPLICATION



We've verified your identity!

Before we send you back to your VA application, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.


your VA application will receive:

<input checked="" type="checkbox"/> Birth Date	<input checked="" type="checkbox"/> Middle Name
<input checked="" type="checkbox"/> City	<input checked="" type="checkbox"/> Phone
<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Postal Code
<input checked="" type="checkbox"/> First Name	<input checked="" type="checkbox"/> State
<input checked="" type="checkbox"/> Full SSN	<input checked="" type="checkbox"/> Street
<input checked="" type="checkbox"/> Last Name	


Allow

Deny

You can remove this access at any time by changing your ID.me account settings.

ID.me + 

You are now returning to
your VA application



You will see the screen below to register for a new account.

Go to next section [User registers for a new account](#) to view steps to register for a new account

i VA encourages Veterans, program participants, and others to use email or telephone to contact us regarding VA Home Loan Benefits at this time. Please visit the link below for contact information.
https://www.benefits.va.gov/HOMELOANS/contact_rlc_info.asp

An official website of the United States government [Here's how you know](#)

VA Loan Guaranty Welcome, **JUSTICE**
Help | Sign Out

i **Welcome to LGY Hub!**

To complete your registration, you will need to click on the Complete Registration button below and enter both your contact and affiliate information. In the future, to update that information, please click on your name in the upper right of this page, and it will take you to your user profile where those pages are.

If you select the Help link, it will take you to frequently asked questions (FAQ) as well as give you the ability to enter a help ticket for access issues or other problems with your account.

Please discuss all business-related, loan, or funding fee matters with your VA RLC (Regional Loan Center).

Notes:

If you are a lender or servicer role/affiliate, your employer company admin must activate your account to give you access to LGY applications.

All affiliates other than lenders and servicers must complete a form and provide it to your regional loan center (RLC) before registration. If you have already completed that form and obtained your ID with the VA, you will be active once you complete your registration. Please see this link for a list of RLC's to find the one for your state: https://www.benefits.va.gov/HOMELOANS/contact_rlc_info.asp.

Always log-on to LGY Hub/ID.me starting at <https://lgy.va.gov>.

Complete Registration

Public Tools Guaranty Calculator
Builder Search
Condo Report

Helpful Links Lenders Handbook
CAIVRS
VA Funding Fee Payment System
Military Pay and Housing Allowance Charts
Fee appraiser updates

AccessVA AccessVA Home
AccessVA FAQ
Contact AccessVA

Get Help Frequently Asked Questions
Contact us
Privacy
Veterans Crisis Line

VA U.S. Department of Veterans Affairs

1.1.3. User registers for a new account

- A. Click on '**Complete Registration**' to register for a new account.
- B. You will be redirected to Contact information page under user profile to complete your contact information. Enter all your information and click the Submit link. Email address, primary phone number and primary phone number type are required fields, and all other fields are optional. You will see the profile updated success message once you enter all the required fields and submit.

VA Loan Guaranty Welcome, **Chester**
Help | Sign Out

[.GY Hub](#) > [My Profile](#) > Contact Information

My Profile
Contact Information
Affiliate Information

Profile Updated
Your profile information was updated successfully.

Job Title (optional)
APPRaiser

Email Address
fake@fake.com

- C. You will be redirected to affiliation page under user profile to complete affiliation information

VA Loan Guaranty Welcome, [Chester](#)
[Help](#) | [Sign Out](#)

[LGY Hub](#) > [My Profile](#) > [Affiliate Information](#)

- [My Profile](#)
- [Contact Information](#)
- [Affiliate Information](#)**

i Affiliate Information Required
Please fill out your affiliation information to complete account setup.

Affiliate Information

You may add or remove affiliations by selecting the checkbox next to the affiliate type. If you wish to change your employer enter your new affiliate ID and/or PIN where indicated.

- Appraiser (optional)
- Inspector (optional)
- Lender (optional) **i**
- Servicer (optional) **i**
- LAPP/SAPP SAR (optional)
- Other Requester (optional)

[Submit](#) [Reset Form](#)

D. Enter your valid affiliate ID and /or PIN information on the affiliation page

User is an Appraiser

1. Enter your Appraiser ID and click the Submit link. You will see the screen below

The screenshot shows the 'VA Loan Guaranty' website interface. At the top right, it says 'Welcome, Chester' with links for 'Help' and 'Sign Out'. Below the header, a breadcrumb trail reads 'GY Hub > My Profile > Affiliate Information'. On the left, a navigation menu includes 'My Profile', 'Contact Information', and 'Affiliate Information' (which is highlighted). The main content area is titled 'Affiliate Information' and features a green success message: 'Update Success' with a checkmark icon and the text 'Successfully updated affiliations.' Below this, there are several checkboxes for roles: 'Appraiser (optional)' (checked), 'Inspector (optional)', 'Lender (optional)', 'Servicer (optional)', 'LAPP/SAPP SAR (optional)', and 'Other Requester (optional)'. The 'Appraiser ID' field is a text box containing the number '111111'. At the bottom of the form are two buttons: 'Submit' and 'Reset Form'.

- Click on LGY Hub in the breadcrumbs and you will be redirected to LGY Hub main page where you can access the appraiser workspace

VA Loan Guaranty Welcome, **Woodrow**
Help | Sign Out

SAR LSAM Training

SAR TPSS Training

Appraiser Workspace

Pending & Suspended Assignments

LIN	Assignment Date	Upload Indicator
	11/26/2018	Available

Find assignments by LIN:

Builder Report

[Search](#)

Guaranty Percentage Calculator

Maximize the calculator for a full calculation

State:

County:

County Loan Limit: \$484,350.00

Public Tools

- Guaranty Calculator
- Builder Search

Helpful Links



- Lenders Handbook
- CAIVRS
- VA Funding Fee Payment System
- Military Pay and Housing Allowance Charts
- Fee appraiser updates

AccessVA

- AccessVA Home
- Register an Account
- AccessVA FAQ
- Contact AccessVA

Get Help

- Frequently Asked Questions
- Contact us
- Privacy
- Veterans Crisis Line

U.S. Department of Veterans Affairs

User is an Appraiser and Inspector

1. Enter your Appraiser ID and Inspector ID and click the submit link

VA Loan Guaranty Welcome, Chester
Help | Sign Out


[LGY Hub](#) > [My Profile](#) > [Affiliate Information](#)

[My Profile](#)

[Contact Information](#)

[Affiliate Information](#)

Affiliate Information

 **Update Success**
Successfully updated affiliations.

Appraiser (optional)

Appraiser ID

Inspector (optional)

Inspector ID

Lender (optional) ⓘ

Servicer (optional) ⓘ

LAPP/SAPP SAR (optional)

Other Requester (optional)

- Click LGY Hub in the breadcrumbs and you will be redirected to LGY hub main page where you will have access to appraiser gear and Special Adapted Housing (SAH) application

The screenshot shows the VA Loan Guaranty appraiser workspace. At the top, there is a dark blue header with the text "VA Loan Guaranty" on the left and "Welcome, Chester Help | Sign Out" on the right. Below the header, the interface is divided into several sections:

- Left Sidebar:** A vertical menu with three items: "SAH", "SAR LSAM Training", and "SAR TPSS Training".
- Appraiser Workspace:** The main content area, titled "Appraiser Workspace" with a search icon. It contains a sub-section "Pending & Suspended Assignments" with a table:

LIN	Assignment Date	Upload Indicator
_____	11/06/2018	Required

 Below the table is a search bar labeled "Find assignments by LIN:" with a search icon and a placeholder "XXXXXXXXXX".
- Builder Report:** A small panel on the right with a search icon and a "Search" button.
- Guaranty Percentage Calculator:** A panel on the right with a search icon. It includes the text "Maximize the calculator for a full calculation" and two dropdown menus for "State" and "County". Below these is a label "County Loan Limit" with the value "\$484,350.00".

At the bottom of the page is a dark blue footer with navigation links:

- Public Tools:** Guaranty Calculator
- Helpful Links:** Lenders Handbook, CAIVRS
- AccessVA:** AccessVA Home, Register an Account
- Get Help:** Frequently Asked Questions

On the far right of the footer is the VA logo and the text "U.S. Department of Veterans Affairs".

User is Lender or Servicer

Registering Lender/Servicer user must enter the Lender/Servicer ID and the company's PIN. The company ID and PIN can be obtained from active Admins and main point of contact at your organization.

1. Enter your Lender or Servicer ID and PIN and click the submit link

An official website of the United States government [Here's how you know](#)

VA Loan Guaranty Welcome [redacted] Help | Sign Out

[LGY Hub](#) > [My Profile](#) > Affiliate Information

My Profile
Contact Information
Affiliate Information ▲
(Missing affiliations)

Info **Affiliate Information Required**
Please fill out your affiliation information to complete account setup.

Affiliate Information

You may add or remove affiliations by selecting the checkbox next to the affiliate type. If you wish to change your employer enter your new affiliate ID and/or PIN where indicated.

Appraiser ?
 Inspector ?
 Lender ?

Lender ID ?

PIN

Servicer ?
 LAPP/SAPP SAR/Underwriter ?
 Other Requester ?

2. Lender/Servicer who has registered as a new user will need to be validated by their company admin and will see the message below. You company Admin will be notified that your account needs to be activated.

An official website of the United States government [Here's how you know](#)

VA Loan Guaranty Welcome [redacted] Help | Sign Out

Info **Thank You**
You have successfully registered, however your account must be validated prior to accessing the full site. Your registration or reactivation was successful and is pending approval from your company's administrator (admin). You will receive an e-mail when your account has been activated. Please contact your company admin for more information.

Admins from lender # [redacted] who may be able to assist:

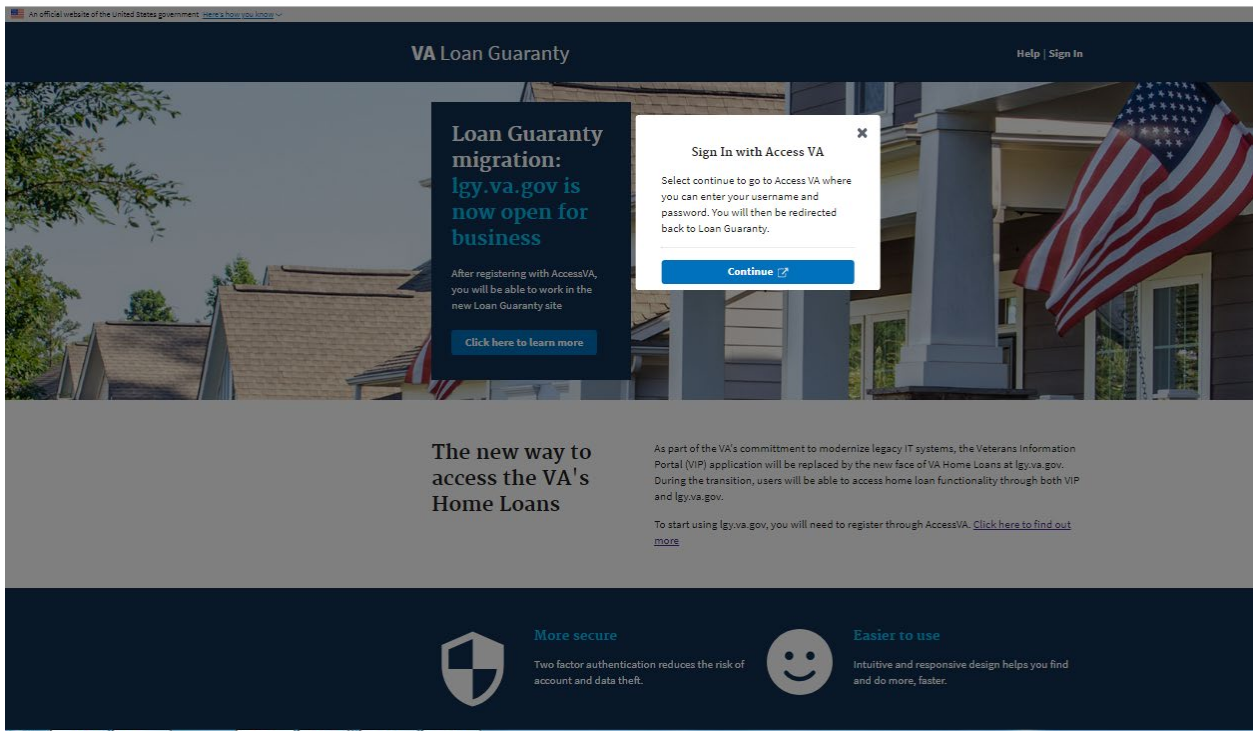
Name	Email	Phone
[redacted]	[redacted]@mortgage.com	[redacted]

1.2 Internal user registration for LGY Hub

1.2.1 Access VA Registration for Internal users

Previous Internal users and users registering for a new account will need to register with Access VA prior to accessing LGY Hub using their VA PIV card. You will need to go through the registration process only once.

1. Navigate to LGY Hub
 - a. <https://lgy.va.gov/>
2. Click **Sign In** in the upper right corner




3. Click **Continue**. You will be redirected to AccessVA

AccessVA provides a single entry-point access that Veterans, family members, service members, and business partners can use to access many VA websites and online applications. Once an account is established, the Veteran will be spared the burden of having to keep track of multiple sets of identification credentials.

The screenshot shows the AccessVA login interface. At the top left is the U.S. Department of Veterans Affairs logo. To its right is the text 'U.S. Department of Veterans Affairs'. Below this is a blue banner with the 'AccessVA' logo on the left and the tagline 'Securing your Access to VA' on the right. The IAM (Identity & Access Management) logo is in the top right corner. Below the banner is a navigation bar with links: 'AccessVA Home | About AccessVA | Contact Us'. The main content area is titled 'Loan Guaranty (LGY) logo' and contains the text: 'Choose a secure VA Partner to sign into Loan Guaranty (LGY):' followed by 'Don't have one? [Register for a Sign-In Partner](#) or [Learn More](#)'. Below this text are two buttons: 'Sign in with VA PIV Card' and 'Sign in with ID.me'. At the bottom of the page, there are links for 'VA HOME | PRIVACY | FOIA' and the address 'U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW Washington DC 20420'.

4. Click **Sign in with VA PIV Card**. You will be redirected to the Third-Party Onboarding (3POB) page to enter your user account information.
 - a. You will need to enter your real information including SSN

 U.S. Department of Veterans Affairs

VA User Account Confirmation

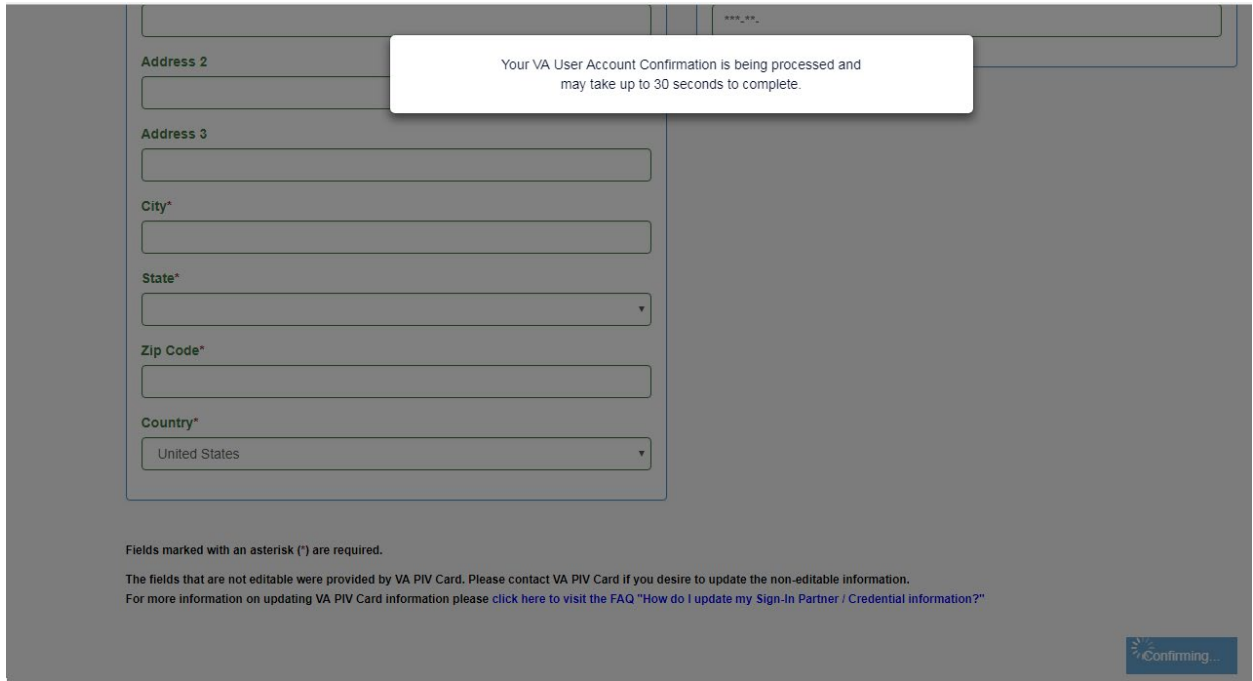
We need help with confirming your VA PIV Card information with our records

- The information below is what is provided by VA PIV Card log in.
- To complete the process we need you to provide the additional required information.
- This process will improve your VA user experience and security while accessing information on the Loan Guaranty (LGY) website.

Confirming your account is only required once for each different credential you use.

Name	Person
<p>First Name*</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Gender*</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>Middle Name</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Home or Cell Phone #*</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>Last Name*</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Email*</p> <input style="width: 95%; height: 25px;" type="text"/>
	<p>Date of Birth (mm/dd/yyyy)*</p> <input style="width: 95%; height: 25px;" type="text"/>

5. Click **Submit**. You will see the below screen that your user account information is being processed.



The screenshot shows a web form for VA User Account Confirmation. A white message box is overlaid on the form, stating: "Your VA User Account Confirmation is being processed and may take up to 30 seconds to complete." The form fields are as follows:

- Address 2:
- Address 3:
- City*:
- State*:
- Zip Code*:
- Country*:

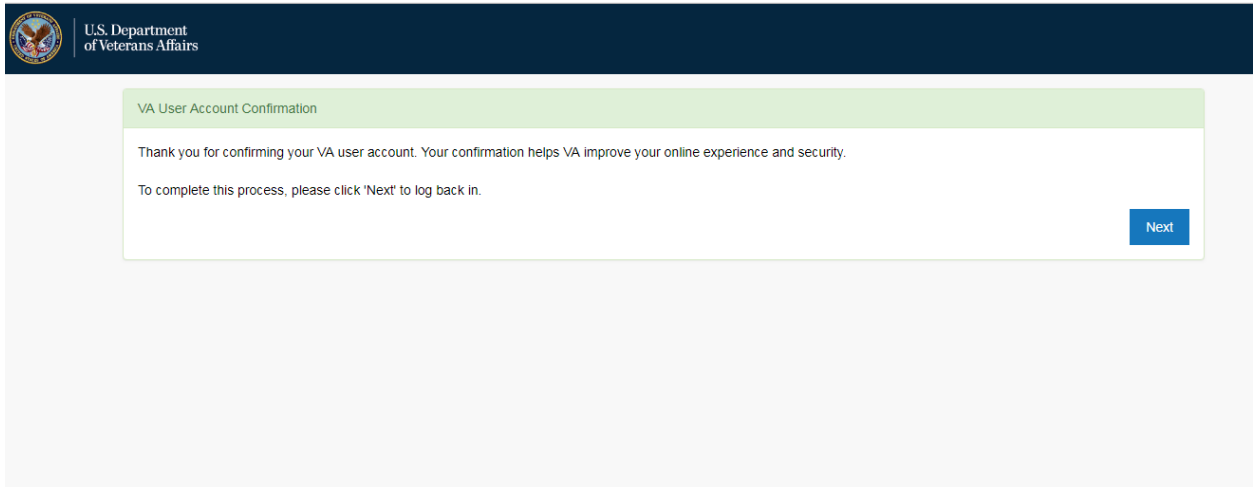
Fields marked with an asterisk (*) are required.

The fields that are not editable were provided by VA PIV Card. Please contact VA PIV Card if you desire to update the non-editable information.

For more information on updating VA PIV Card information please [click here](#) to visit the FAQ "How do I update my Sign-In Partner / Credential information?"

VA User Account Confirmation
Confirming...

6. You will receive an Account Confirmation message



7. Click **Next**. You will be redirected to login again.

1.2.2 User had a prior account

After successful login via Access VA using your VA PIV card you will either be redirected to user profile (if your primary phone number is missing from contact information) or you will be redirected to LGY Hub main page.

a. User's primary phone number information is missing

After successful login, you will be redirected to Contact Information page under user profile to complete the missing information. After updating the contact information, you will see a profile update success message. When you click on LGY Hub in the breadcrumbs, you will be redirected to LGY Hub main page

b. User's primary phone number information isn't missing

After successful login, if your contact information doesn't need to be updated, you will be redirected to LGY Hub main page. You will see all main LGY application links on the left side (ones you have access to). Clicking on the application link will redirect you to the application

Contact Information page under user profile

The screenshot displays the 'Contact Information' page within the VA Loan Guaranty system. The page header includes 'VA Loan Guaranty' and 'Welcome, Help | Sign Out'. The breadcrumb trail is 'LGY Hub > My Profile > Contact Information'. The page title is 'Contact Information' with a sub-tab 'Contact Information'. The form contains the following fields:

- Job Title (optional): Text input with 'BA' entered.
- User Station: Dropdown menu with 'ANCHORAGE' selected.
- Email Address: Text input with 'test@test.com' entered.
- Primary Phone Number (Required): Text input with 'Primary Phone Number' entered, highlighted with a red border.
- Extension (optional): Text input with 'Extension' entered.
- Primary Phone Type: Dropdown menu with 'Cell' selected.
- Secondary Phone Number (optional): Text input with 'Secondary Phone Number' entered.
- Extension (optional): Text input with 'Extension' entered.
- Secondary Phone Type (optional): Dropdown menu with '- Select -' selected.

At the bottom of the form are two buttons: 'Submit' and 'Reset Form'.

Profile Update success message on contact information page under user profile

VA Loan Guaranty

[LGV Hub](#) > [My Profile](#) > Contact Information

My Profile

Contact Information

Profile Updated
Your profile information was updated successfully.

Job Title (optional)

User Station

Email Address

Primary Phone Number

Extension (optional)

Primary Phone Type

Secondary Phone Number (optional)

Extension (optional)

Secondary Phone Type (optional)

LGY Hub main page. You will see all main LGY application links on the left side (ones you have access to). Clicking on the application link will redirect you to the application

VA Loan Guaranty Welcome, Help | Sign Out

- Access Manager
- LGY Admin
- SIM
- SAH
- WebLGY
- SAR LSAM Training
- SAR TPSS Training
- Credit Standards Course
- Loan Guaranty Reports

Builder Report [Search](#)

Guaranty Percentage Calculator [Maximize the calculator for a full calculation](#)

State:

County:

County Loan Limit: \$484,350.00

Veterans Information Solution

Search by SSN or file number: [Search](#)

Public Tools **Helpful Links** **AccessVA** **Get Help**

Guaranty Lenders Handbook AccessVA Home Frequently Asked

VA U.S. Department of Veterans Affairs

1.2.3 User registers for a new account

After successful login via Access VA using your VA PIV card you will be redirected to Contact Information page under user profile to complete your contact information

VA Loan Guaranty Welcome Help | S

[LGI Hub](#) > [My Profile](#) > Contact Information

My Profile
Contact Information

Contact Information Required
Please fill out your contact information to complete account setup.

Contact Information

User Station Required
Please fill out all of the required fields to complete account setup.

Job Title (optional)

User Station

Email Address

Primary Phone Number Extension (optional)

Primary Phone Type

Secondary Phone Number (optional) Extension (optional)


Secondary Phone Type (optional)

After entering all the required fields – User station, email address, primary phone number and primary phone number type, you will see profile updated success message in green.

VA Loan Guaranty [Welcome, Ed](#)
[Help](#) | [Sign](#)

[LGV Hub](#) > [My Profile](#) > Contact Information

[My Profile](#)
Contact Information

 **Profile Updated**
Your profile information was updated successfully.

Job Title (optional)

User Station

Email Address

Primary Phone Number Extension (optional)

Primary Phone Type

Secondary Phone Number (optional) Extension (optional)

Secondary Phone Type (optional)

Click on LGY Hub in the breadcrumbs and you will be redirected to LGY Hub main page. You will see SAR training links and Loan Guaranty Reports link in the left navigation if you haven't been granted access to any other applications.

The screenshot displays the VA Loan Guaranty web application interface. At the top, a dark blue header contains the text "VA Loan Guaranty" on the left and "Welcome, Sign Help | Sign" on the right. Below the header, the main content area features three primary components: a left-hand navigation menu with links for "SAR LSAM Training", "SAR TPSS Training", and "Loan Guaranty Reports"; a "Builder Report" section with a search icon and a "Search" link; and a "Guaranty Percentage Calculator" section with a maximize icon, a sub-header "Maximize the calculator for a full calculation", and two dropdown menus for "State" and "County". Below these dropdowns, the "County Loan Limit" is displayed as "\$484,350.00". The bottom of the page is a dark blue footer with four columns of links: "Public Tools" (Guaranty Calculator), "Helpful Links" (Lenders Handbook, CAIVRS), "AccessVA" (AccessVA Home, Register an Account), and "Get Help" (Frequently Asked Questions). The VA logo and "U.S. Department of Veterans Affairs" text are positioned on the right side of the footer.

2 How to Log in

2.1 Internal Users

Once you have registered for an Access VA account, follow the steps below to login to LGY Hub. You only need to register once with Access Va.

1. Navigate to LGY Hub

- a. Prod <https://lgy.va.gov/>

2. Click **Sign In** in the upper right corner

The screenshot shows the VA Loan Guaranty website. At the top, there is a dark blue header with the text "VA Loan Guaranty" on the left and "Help | Sign In" on the right. Below the header is a large banner image of a house with an American flag. Overlaid on the banner is a dark blue box with white text that reads: "Loan Guaranty migration: lgy.va.gov is now open for business". Below this text, it says "After registering with AccessVA, you will be able to work in the new Loan Guaranty site" and includes a "Click here to learn more" link. A white modal box titled "Sign In with Access VA" is open in the center, containing the text: "Select continue to go to Access VA where you can enter your username and password. You will then be redirected back to Loan Guaranty." and a blue "Continue" button with an external link icon. Below the banner, the main content area has a dark grey background. On the left, it says "The new way to access the VA's Home Loans". On the right, it explains the migration: "As part of the VA's commitment to modernize legacy IT systems, the Veterans Information Portal (VIP) application will be replaced by the new face of VA Home Loans at lgy.va.gov. During the transition, users will be able to access home loan functionality through both VIP and lgy.va.gov." and provides a link to "Click here to find out more". At the bottom, there are two columns of benefits: "More secure" with a shield icon and the text "Two factor authentication reduces the risk of account and data theft." and "Easier to use" with a smiley face icon and the text "Intuitive and responsive design helps you find and do more, faster."

3. Click **Continue**. You will be redirected to AccessVA

U.S. Department of Veterans Affairs

AccessVA Securing your Access to VA IAM
IDENTITY & ACCESS MANAGEMENT

[AccessVA Home](#) | [About AccessVA](#) | [Contact Us](#)

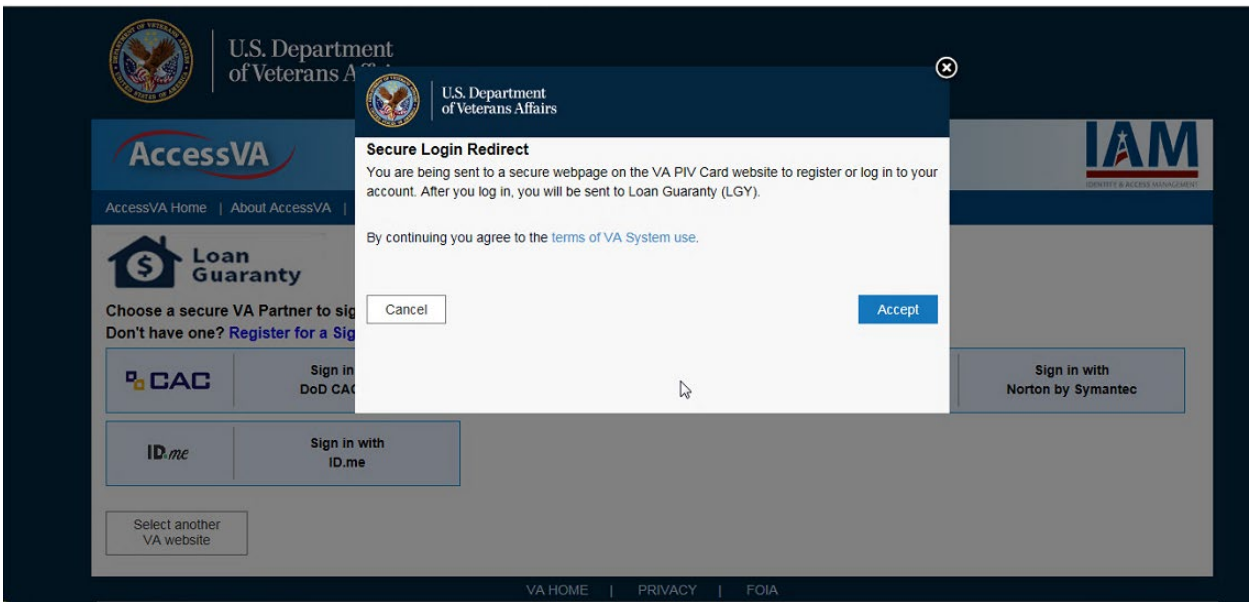
Loan Guaranty (LGY) logo

Choose a secure VA Partner to sign into Loan Guaranty (LGY):
Don't have one? [Register for a Sign-In Partner](#) or [Learn More](#)

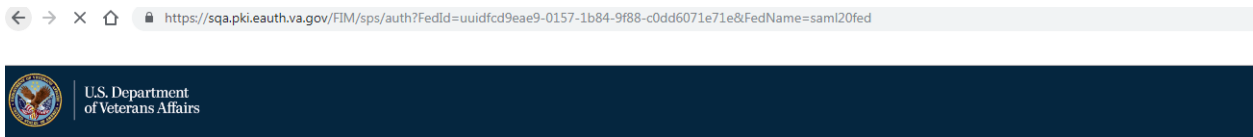
Sign in with VA PIV Card | Sign in with ID.me | Sign in with VA Logon

VA HOME | PRIVACY | FOIA
U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW Washington DC 20420

4. Click **Sign in with VA PIV Card**

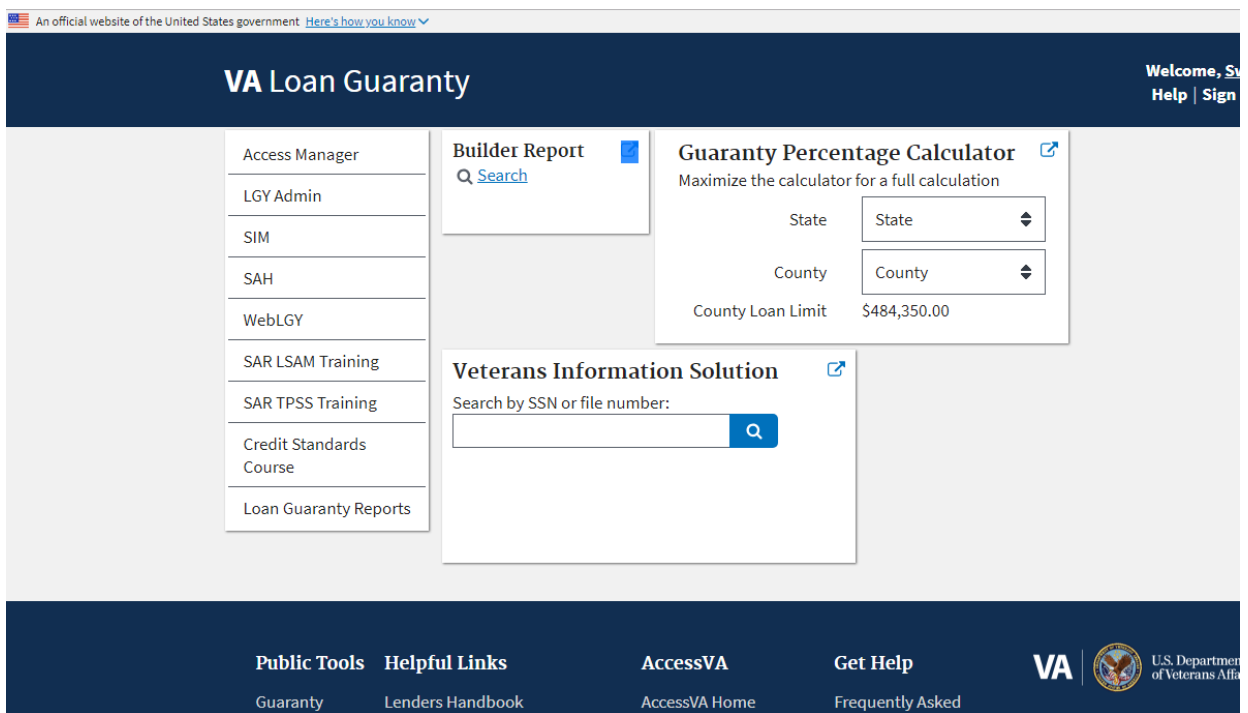


5. Click **Accept**. You will see the below screen while Access VA authenticates your account



Authenticating. Please wait...

6. You will be redirected to LGYHUB after successful authentication. You will see all main LGY application links on the left side (for which you have access). Clicking on the application link will redirect you to the application



2.2 External Users

User who have registered an ID.me account with Access VA and have successfully registered with LGY Hub (either by linking to their VIP account (prior to 7/12/2020) or by registering a new account), can login via Access VA ID.me and access LGY Hub

1. Navigate to LGY Hub

- a. Prod <https://lgy.va.gov/>

2. Click Sign In in the upper right corner

The screenshot displays the VA Loan Guaranty website. At the top, the header reads "VA Loan Guaranty" with "Help | Sign In" on the right. A large banner features a background image of a house with a porch and an American flag. On the left side of the banner, a dark blue box contains the text: "Loan Guaranty migration: lgy.va.gov is now open for business". Below this, it states: "After registering with AccessVA, you will be able to work in the new Loan Guaranty site" and includes a "Click here to learn more" button. On the right side of the banner, a white modal box titled "Sign In with Access VA" is open, containing the text: "Select continue to go to Access VA where you can enter your username and password. You will then be redirected back to Loan Guaranty." and a "Continue" button with an external link icon. Below the banner, the main content area has a dark blue background. On the left, it says "The new way to access the VA's Home Loans". On the right, it explains: "As part of the VA's commitment to modernize legacy IT systems, the Veterans Information Portal (VIP) application will be replaced by the new face of VA Home Loans at lgy.va.gov. During the transition, users will be able to access home loan functionality through both VIP and lgy.va.gov. To start using lgy.va.gov, you will need to register through AccessVA. [Click here to find out more](#)". At the bottom, there are two columns of benefits: "More secure" with a shield icon and the text "Two factor authentication reduces the risk of account and data theft." and "Easier to use" with a smiley face icon and the text "Intuitive and responsive design helps you find and do more, faster."

3. Click **Continue**. You will be redirected to AccessVA

U.S. Department of Veterans Affairs

AccessVA Securing your Access to VA **IAM**
IDENTITY & ACCESS MANAGEMENT

[AccessVA Home](#) | [About AccessVA](#) | [Contact Us](#)

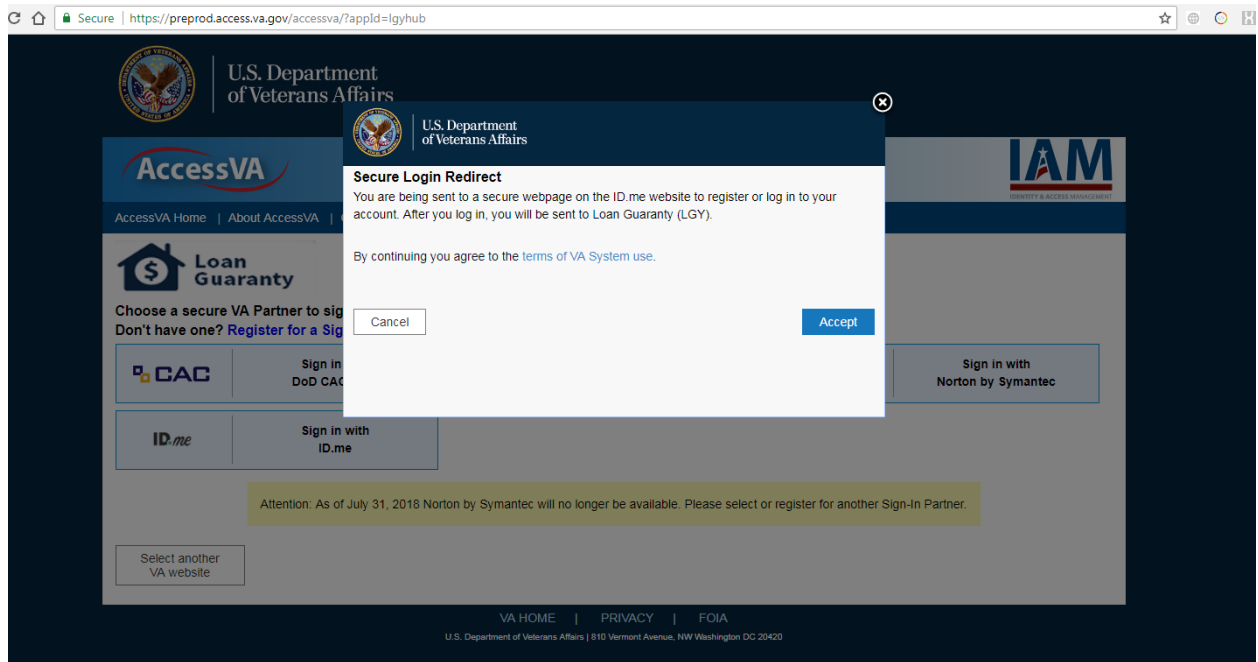
Loan Guaranty (LGY) logo

Choose a secure VA Partner to sign into Loan Guaranty (LGY):
Don't have one? [Register for a Sign-In Partner](#) or [Learn More](#)

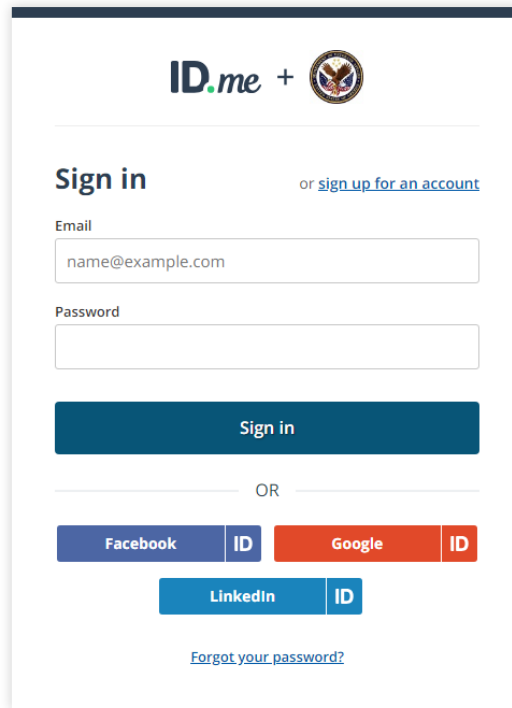
Sign in with VA PIV Card Sign in with ID.me Sign in with VA Logon

[VA HOME](#) | [PRIVACY](#) | [FOIA](#)
U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW Washington DC 20420

4. Click **Sign in with ID.me**




5. Click **Accept**. You will be redirected to ID.me Sign In page



The image shows a sign-in page for ID.me. At the top, it features the ID.me logo and a circular seal. Below this, the text "Sign in" is displayed in a large, bold font, with a link "or sign up for an account" to its right. There are two input fields: "Email" with the placeholder text "name@example.com" and "Password". A dark blue "Sign in" button is positioned below the password field. Underneath the button, the word "OR" is centered. Below "OR", there are three social media login options: "Facebook ID", "Google ID", and "LinkedIn ID". Each option consists of a colored button with the platform name and "ID" next to it. At the bottom of the form, there is a link "Forgot your password?".

6. Enter your ID.me login credentials – email and password for the account you created when you registered with ID.me

← → ↻ 🏠 <https://api.idmelabs.com/en/session/new>

ID.me + 




Sign In [or sign up for an account](#)

Email

Password

Sign in

— Or connect with —


 Facebook Google LinkedIn

[Forgot your password?](#)

What is ID.me? | [Terms of Service](#) | [Privacy Policy](#)

7. Click the Sign In link

https://api.idmelabs.com/en/multifactor/event/phone/new

ID.me + 

COMPLETE YOUR SIGN IN

1 — 2

Receive authentication code via phone

Text message Phone call

You will receive a code at the following number

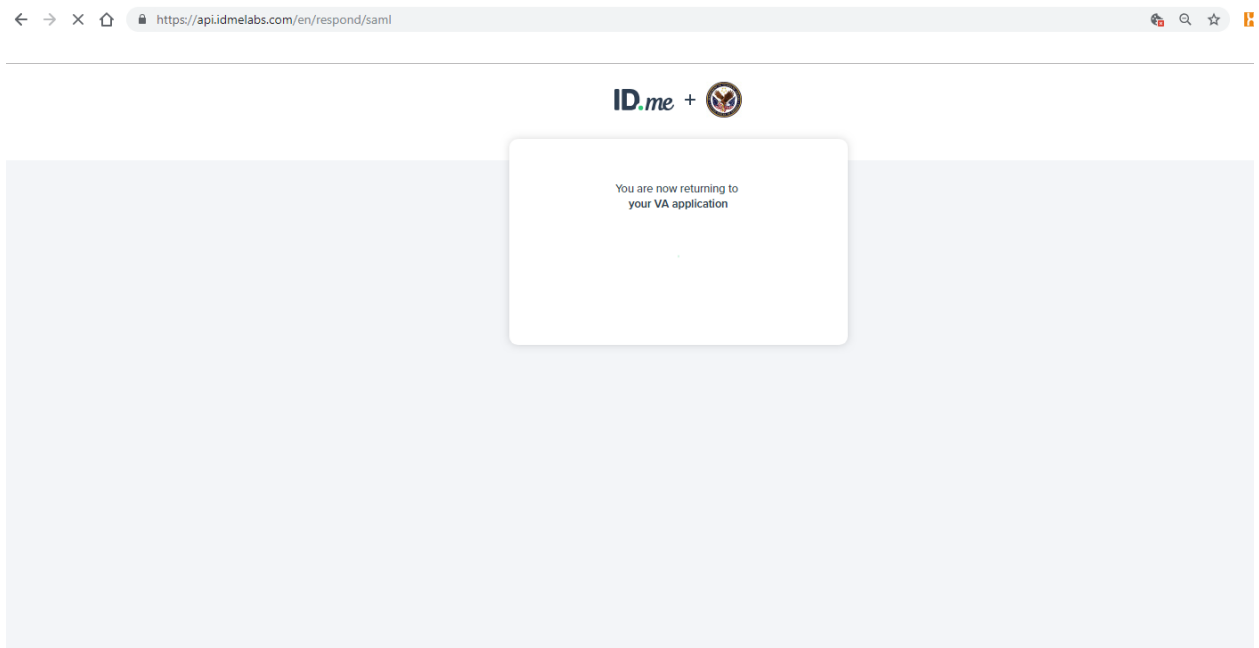
Continue

If you've changed phone numbers or carriers from when you previously set up two-factor authentication, please [update your settings here](#).

8. Select an option to receive the authentication code and click continue

The screenshot shows a web browser window with the URL <https://api.idmelabs.com/en/multifactor/event/phone/e19da323e37c4dd8adfb12d8f3822a8f/edit>. The page features the ID.me logo and the US government seal. A central white dialog box titled "COMPLETE YOUR SIGN IN" contains a progress indicator with step 2 highlighted. The main heading is "Confirm your phone number". Below this, it says "Please check your phone for the 6-digit code that we just sent to you at (**) ***-126." There is a text input field labeled "Enter the 6-digit code" containing the value "156455". A link "Didn't receive the code? [Send it again](#)" is provided. At the bottom of the dialog are "Go back" and "Continue" buttons. A small grey box at the bottom of the dialog contains the text: "If you've changed phone numbers or carriers from when you previously set up two-factor authentication, please [update your settings here](#)." At the very bottom of the page, there are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

9. Enter the 6-digit code and Click continue. You will see the below screen 'You are now returning to your VA application'



10. You will be redirected to LGY Hub and see the gearbox based on your affiliation. For example, a user with both inspector and appraiser role will see the screen below

An official website of the United States government [Here's how you know](#)

VA Loan Guaranty

Welcome, Ches
Help | Sign O

- SAH
- SAR LSAM Training
- SAR TPSS Training

Appraiser Workspace

Name: | ID: | Status: A/Y

Pending & Suspended Assignments

LIN	Assignment Date	Upload Indicator
	11/06/2018	Required

Find assignments by LIN:

Builder Report

[Q Search](#)

Guaranty Percentage Calculator

Maximize the calculator for a full calculation

State:

County:

County Loan Limit: \$484,350.00

Public Tools **Helpful Links** **AccessVA** **Get Help**

[Guaranty Calculator](#)
[Lenders Handbook](#)
[AccessVA Home](#)
[Frequently Asked Questions](#)

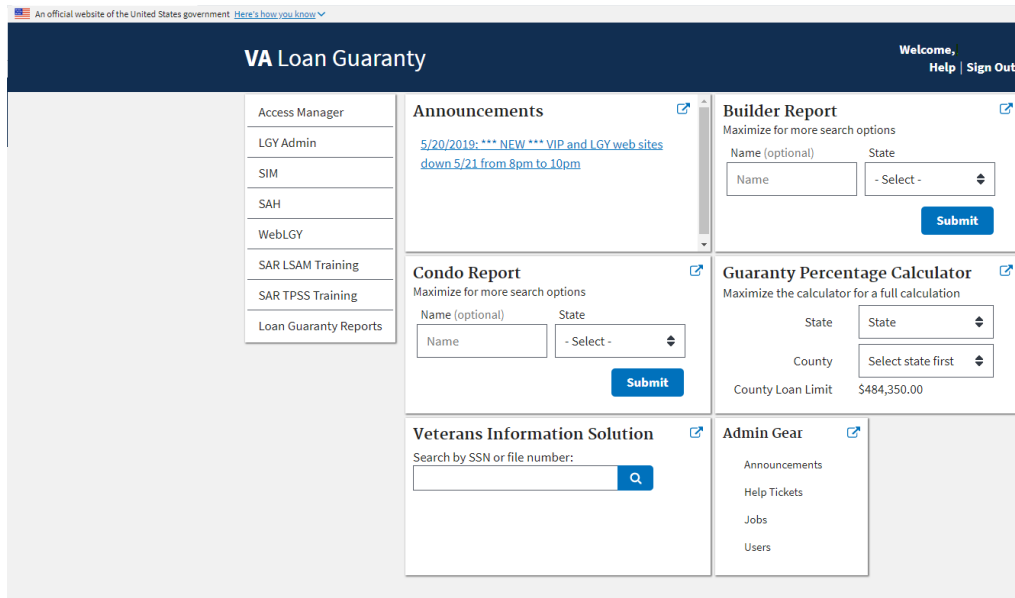
[CAIVRS](#)
[Register an Account](#)

VA U.S. Department of Veterans Affairs

3 How to View/ Update user profile

3.1 View personal information

1. After successful sign in, when you are on the LGY Hub main page, click on your name in the welcome message on right hand corner.



You will be redirected to User Profile. You can view your Personal Information – Name and Last four of you SSN.

Under Account Information you can view your User ID, affiliation, user type(s) (for external users), account status, and last login date and time. User type (s) is only available for external users and lists all the roles the user has in LGY Hub. Account status shows if the user is Active or Inactive.

The personal information is read- only and is obtained from Access VA. If you click on the 'i' icon next to your Name or SSN, you will see guidance on how to access Access VA and manage your personal information.

My Profile page for Internal user

An official website of the United States government [Here's how you know](#)

VA Loan Guaranty

Welcome, Fake Fake
Help | Sign Out

[LGY Hub](#) > My Profile

[My Profile](#)

Contact Information

My Profile

Personal Information ⓘ

Name: Fake Fake
SSN: ***-**-1111

Account Information

User ID: 1111111111111111
User Affiliation: VA Employee
Active: Yes
Account Status: Active
Last Login: 5/30/2019 2:47 PM

active: yes
Account Status: Active
Last Login: 5/30/2019 2:47 PM

My Profile page for External user

An official website of the United States government [Here's how you know](#)

VA Loan Guaranty

Welcome, Chester Smith
Help | Sign Out

[LGY Hub](#) > My Profile

[My Profile](#)

Contact Information

Affiliate Information

My Profile

Personal Information ⓘ

Name: Chester Smith
SSN: ***-**-1111 ⓘ

Account Information

User ID: Userid
User Affiliation: VA Affiliate
User Type(s): Appraiser, Inspector
Active: Yes
Account Status: Active
Last Login: 1/28/2019 12:52 PM

Last Login: 1/28/2019 12:52 PM

3.2 View/ Update Contact information

2. Click on Contact Information link in the left navigation. You will see the contact information form. The form is editable, and you can edit and update the information by clicking the Submit link.

Contact information form for internal users

Internal users can view and update the Job title, User station, email address, primary and secondary phone number, phone number type and extension. User station, email address, primary phone number and primary phone number type are required fields, all other fields are optional. Fill in all the required fields and submit to update the contact information. You will see an error and the required field will be highlighted in red if you attempt to leave the field blank and submit the form.

The screenshot shows the 'VA Loan Guaranty' interface. The breadcrumb trail is 'LGY Hub > My Profile > Contact Information'. The page title is 'Contact Information'. The left navigation menu shows 'My Profile' and 'Contact Information'. The form contains the following fields:

- Job Title (optional): Text input with 'Business analyst'.
- User Station: Dropdown menu with 'ALBUQUERQUE' selected.
- Email Address: Text input, highlighted in red with a red border and 'Required' label.
- Primary Phone Number: Text input, highlighted in red with a red border and 'Required' label.
- Extension (optional): Text input with 'Extension'.
- Primary Phone Type: Dropdown menu with '- Select -' selected.
- Secondary Phone Number (optional): Text input with 'Secondary Phone Number'.
- Extension (optional): Text input with 'Extension'.
- Secondary Phone Type (optional): Dropdown menu with '- Select -' selected.

At the bottom of the form are two buttons: 'Submit' and 'Reset Form'.

You will see a Profile Update success message in green when you successfully update the contact information for an internal user

An official website of the United States government [Here's how you know](#)

VA Loan Guaranty

Welcome, Fakeva
Help | Sign Out

[LGY Hub](#) > [My Profile](#) > Contact Information

My Profile
Contact Information

Profile Updated
Your profile information was updated successfully.

Job Title (optional)

User Station

Work Email ?

Primary Phone Number Extension (optional)

Primary Phone Type

Secondary Phone Number (optional) Extension (optional)

Secondary Phone Type (optional)

Submit

Contact Information page for External users

External users can view and update the Job title, email address, primary and secondary phone number, phone number type and extension. Email address, primary phone number, primary and phone number type are required fields, all other fields are optional. Fill in all the required fields and submit to update the contact information. You will see an error and the required field will be highlighted in red if you attempt to leave the field blank and submit the form.

VA Loan Guaranty Welcome, Lyndon
Help | Sign Out

[LGY Hub](#) > [My Profile](#) > Contact Information

My Profile
Contact Information
Affiliate Information

Contact Information

Job Title (optional)

Email Address
Required

Primary Phone Number
Required

Extension (optional)

Primary Phone Type

Secondary Phone Number (optional)

Extension (optional)

Secondary Phone Type (optional)

You will see a Profile Update success message in green when you successfully update the contact information for an internal user

Welcome, Ch
Help | Sign

VA Loan Guaranty

[GY Hub](#) > [My Profile](#) > [Contact Information](#)

[My Profile](#)

[Contact Information](#)

[Affiliate Information](#)

Contact Information

Profile Updated
Your profile information was updated successfully.

Job Title (optional)

Email Address

Primary Phone Number Extension (optional)

Primary Phone Type

Secondary Phone Number (optional) Extension (optional)

Secondary Phone Type (optional)

3.3 View/ Update User Affiliation for External users

3. Click on Affiliate Information link from the left navigation. You will see the affiliate information form.

The form will have your affiliate type selected (as you set it up during registration) and your affiliate ID will be displayed. If you have multiple roles you will see them all checked and respective Affiliate ID will be displayed. You can add or remove affiliation by selecting the checkbox next to to affiliate type.

You can only update your affiliation once every 30 days. The affiliate form will be disabled if you have made a change within last 30 days

VA Loan Guaranty Welcome, Ch
Help | Sign

[LGY Hub](#) > [My Profile](#) > [Affiliate Information](#)

[My Profile](#)
[Contact Information](#)
[Affiliate Information](#)

Affiliate Information

Form Disabled
Your affiliations have changed within the last 30 days and may not be modified.

Appraiser (optional)

Appraiser ID
1111111

Inspector (optional)

Inspector ID
2222222

Lender (optional)

Servicer (optional)

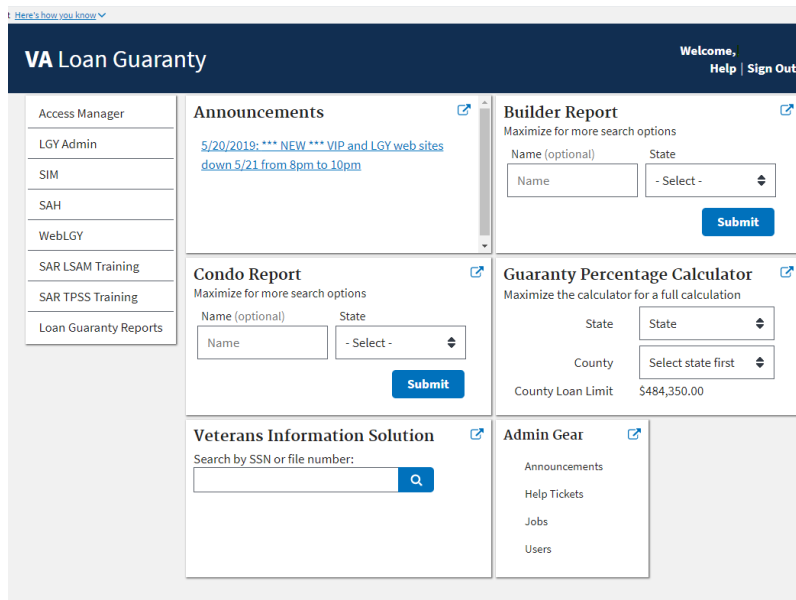
LAPP/SAPP SAR (optional)

Other Requester (optional)

4 Registered User Account

4.1. User's account is in Active Status

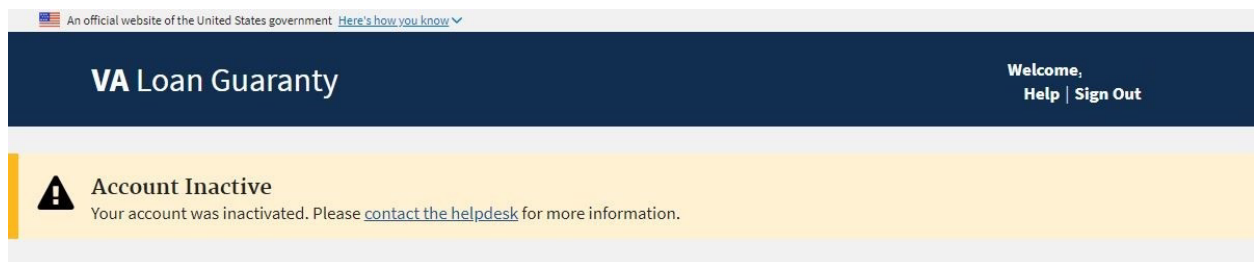
When you successfully log on to LGY HUB your desktop will display. The applications you have access to will be on the left.



The screenshot shows the VA Loan Guaranty dashboard. At the top, there is a header with "VA Loan Guaranty" on the left and "Welcome, Help | Sign Out" on the right. Below the header is a sidebar menu on the left with the following items: Access Manager, LGY Admin, SIM, SAH, WebLGY, SAR LSAM Training, SAR TPSS Training, and Loan Guaranty Reports. The main content area is divided into several tiles: "Announcements" with a link to a notice about website downtime; "Builder Report" with input fields for Name and State and a Submit button; "Condo Report" with similar input fields and a Submit button; "Guaranty Percentage Calculator" with dropdowns for State and County, and a display for County Loan Limit (\$484,350.00); "Veterans Information Solution" with a search input field; and "Admin Gear" with a list of links: Announcements, Help Tickets, Jobs, and Users.

4.2. User's Account is in Inactive Status

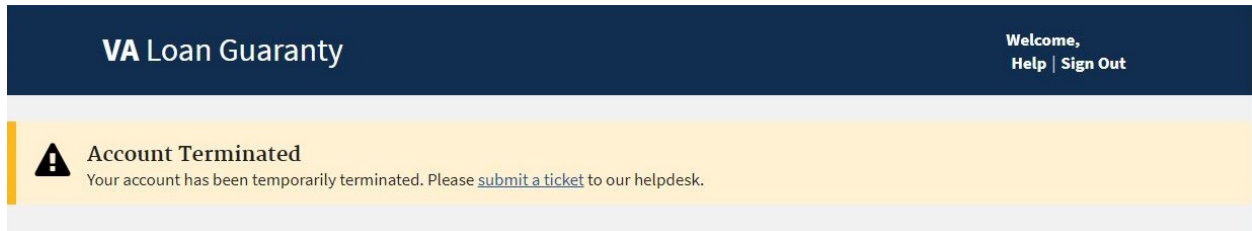
You will see the below message when log on to LGY Hub if your account is in inactive status



The screenshot shows the VA Loan Guaranty dashboard with a prominent yellow error banner. The banner contains a warning icon (an exclamation mark inside a triangle) followed by the text "Account Inactive" and "Your account was inactivated. Please [contact the helpdesk](#) for more information." The rest of the dashboard header and sidebar are visible but partially obscured by the banner.

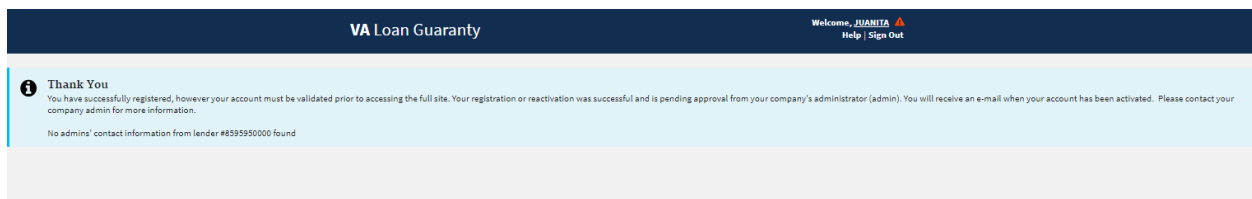
4.3. User is in Terminated Status

You will see the below message when log on to LGY Hub if your account is in terminated status



The screenshot shows the top navigation bar of the VA Loan Guaranty website. On the left, it says "VA Loan Guaranty". On the right, it says "Welcome, [username] Help | Sign Out". Below the navigation bar is a yellow warning banner with a black triangle icon containing a white exclamation mark. The text in the banner reads: "Account Terminated" followed by "Your account has been temporarily terminated. Please [submit a ticket](#) to our helpdesk."

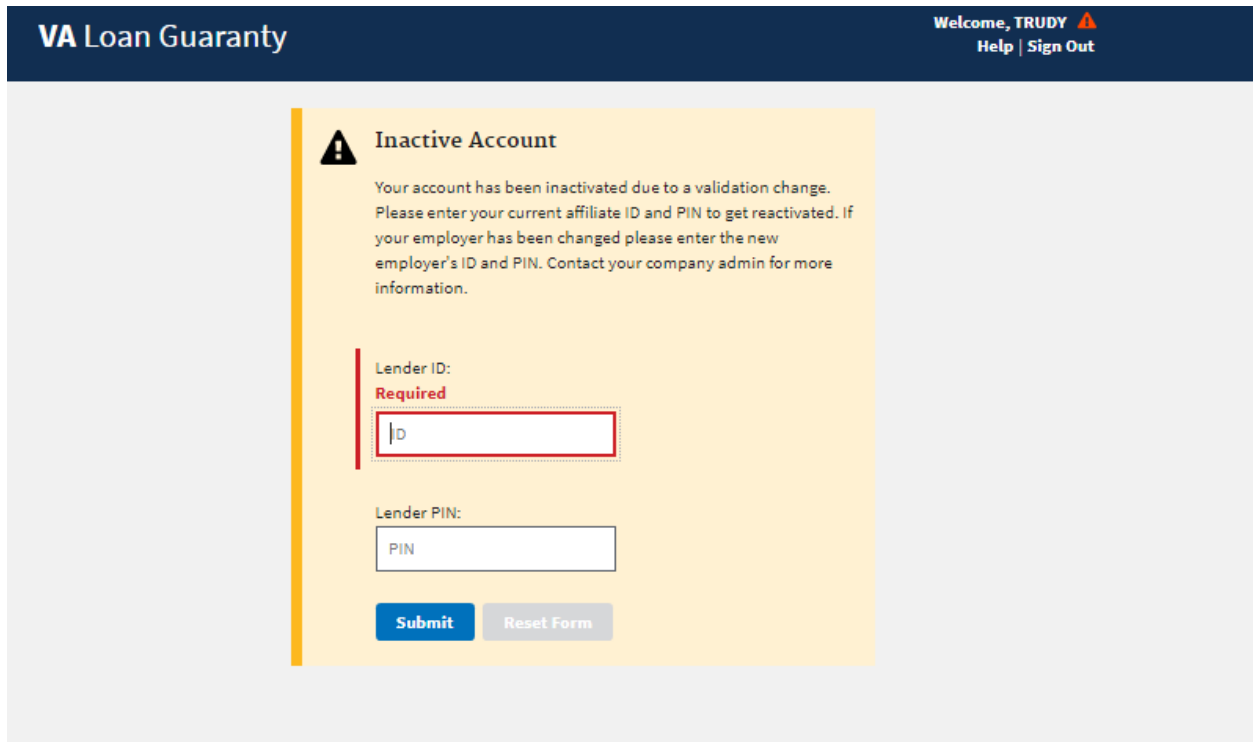
4.4. Lender/Service who has registered as a new user will need to be validated by their company admin and will see the message below



The screenshot shows the top navigation bar of the VA Loan Guaranty website. On the left, it says "VA Loan Guaranty". On the right, it says "Welcome, [username] Help | Sign Out". Below the navigation bar is a light blue information banner with a black circle icon containing a white exclamation mark. The text in the banner reads: "Thank You" followed by "You have successfully registered, however your account must be validated prior to accessing the full site. Your registration or reactivation was successful and is pending approval from your company's administrator (admin). You will receive an e-mail when your account has been activated. Please contact your company admin for more information." Below this, in smaller text, it says "No admin's contact information from lender #8595950000 found".

4.5. Lender/Service who has been terminated by company's L/S Admin has the option to reactivate yourself

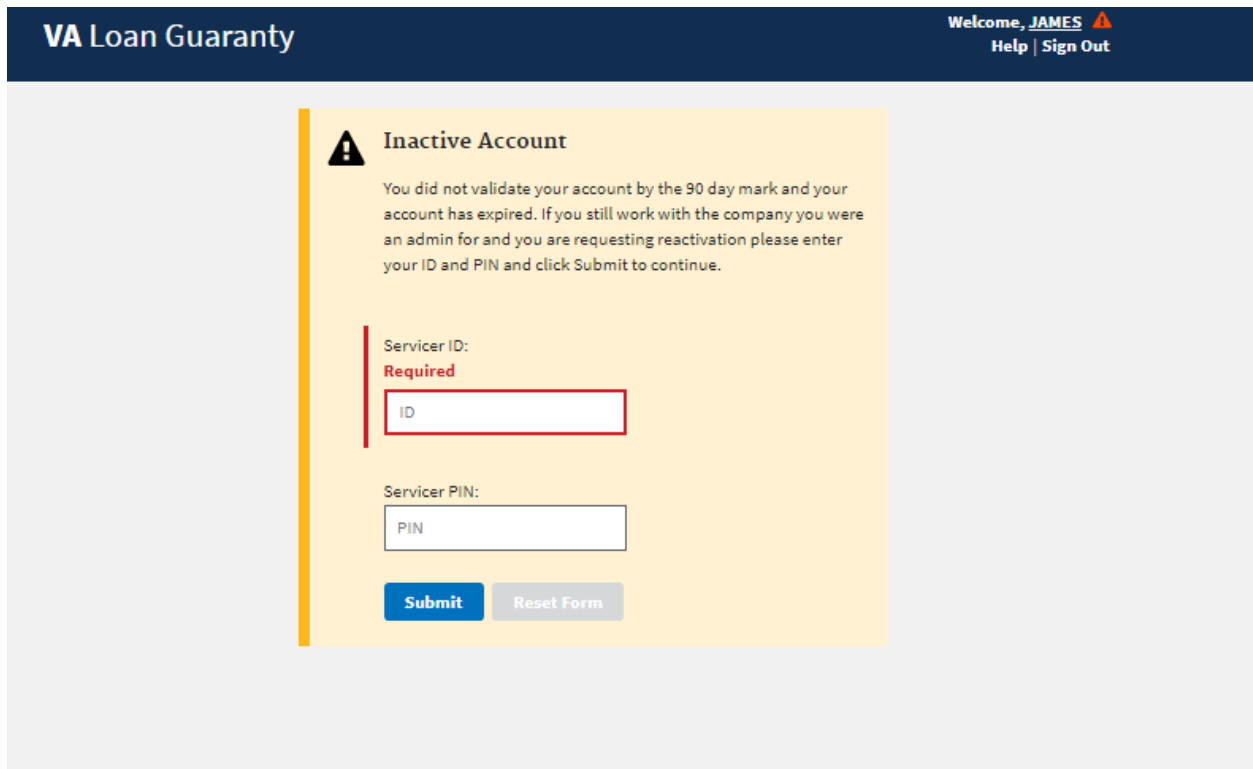
User must reenter the Lender or Service ID and PIN. Logged in user to this status will get below message



The screenshot shows the VA Loan Guaranty interface. At the top left, it says "VA Loan Guaranty". At the top right, it says "Welcome, TRUDY" with a small orange triangle icon, and "Help | Sign Out" below it. The main content is a yellow box with a warning icon (a triangle with an exclamation mark) and the title "Inactive Account". The text inside the box reads: "Your account has been inactivated due to a validation change. Please enter your current affiliate ID and PIN to get reactivated. If your employer has been changed please enter the new employer's ID and PIN. Contact your company admin for more information." Below this text are two input fields. The first is labeled "Lender ID:" and has "Required" written in red below it. The input field contains the letter "D". The second is labeled "Lender PIN:" and contains the text "PIN". At the bottom of the form are two buttons: a blue "Submit" button and a grey "Reset Form" button.

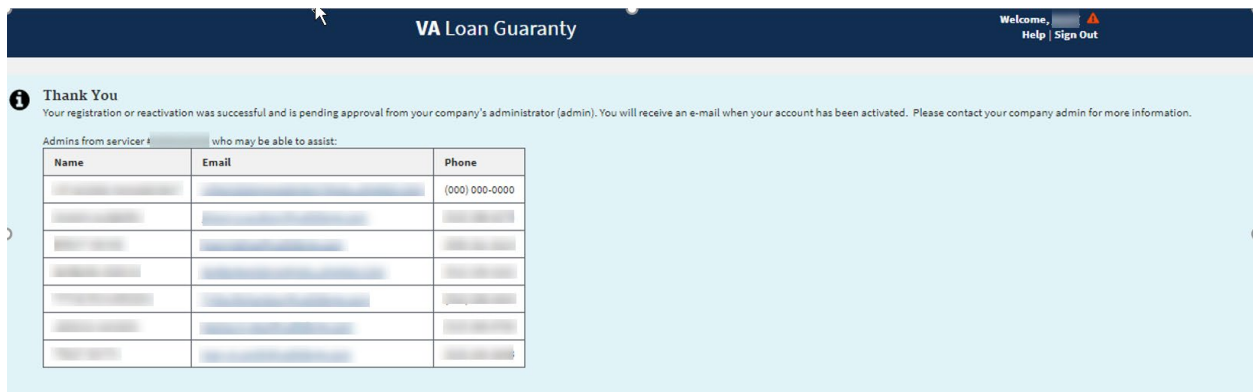
4.6. Lender/Service who has been inactivated by a batch process will get below message with option to reactivate themselves

User must reenter the Lender or Service ID and PIN.



4.7. Lender/Service who has done self-reactivation must be re-validated by the company's Admin.

You will see the below message when you log on to LGY Hub if your account is waiting for employer Admin to activate or validate your account.



5 How to access LGY applications (Web LGY, SIM etc) in LGY Hub

After a successful login, the system redirects both internal and external users to LGY Hub main page. All the LGY applications that you have permissions to access based on your role appear as links in the left navigation menu. Clicking on an application link will open it in a new window.

For example, the screen below shows the LGY Hub main page for an internal user. All the LGY application links that this user has permission to access display in the left navigation menu. If the user clicks on the webLGY link, the application will open in a new window, as shown in the second screenshot.

VA Loan Guaranty Welcome, S Help | Sign Out

- Access Manager
- LGY Admin
- SIM
- SAH
- WebLGY
- SAR LSAM Training
- SAR TPSS Training
- Credit Standards Course
- Loan Guaranty Reports

Builder Report [Search](#)

Guaranty Percentage Calculator [Maximize the calculator for a full calculation](#)

State

County

County Loan Limit \$484,350.00

Veterans Information Solution

Search by SSN or file number: [Search](#)

Public Tools **Helpful Links** **AccessVA** **Get Help**

Guaranty Lenders Handbook AccessVA Home Frequently Asked

VA U.S. Department of Veterans Affairs

Recently Accessed Loans

No recently accessed Loans

Available Functionalities

Obtain New VA loan number (LIN) for IRRRL
Order IRRRL

Obtain New VA loan number (LIN)
Request Appraisal

Loan Links

- Enter New Loan
- Loan Inquiry
- Enter LIN
- Advanced Search
- Appraisal by External User Search
- Loan Review Search
- Funding Fee Inquiry
- Funding Fee Edit
- Lender ID by Date
- Veteran SSN / Service Number
- Loan Status Inquiry
- Portfolio Loan Search
- Process Old Loan
- Test Loan Analysis
- Transfer Merger/Acquisition
- AMS/AI/M
- Core Logic BI Tool
- Condo
- Search Condos
- Create Condo

Eligibility Links

- Search/Automated Certificate of Eligibility
- Create Record
- Certificate of Eligibility
- Certificate of Veteran Status
- Surviving Spouse
- Search
- Reports
- Pending Issue File
- Eligibility Counts
- Guaranty Percentage Calculator

Veteran

- Correct Obligor
- Veteran SSN / Service Number
- Update Person Data

Administration

- Edit Lookup List
- Residual Income Calculations
- Tax Tables
- Federal Tax Tables
- State Tax Tables
- Medicare Tables
- Letters
- Edit Canned Paragraphs
- Edit Letter Templates
- Maintain Loan Limits
- Maintain RLC Data
- Maintain Station POC Data
- Error Inquiries
- Add/Maintain/Search GEO Areas
- View Station and Next Loan Number

WARNING

It is a Federal crime to knowingly provide false or misleading information in order to establish eligibility for the home loan program.

6 Appraiser Gear/WorkSpace

6.1. Compacted View

When a user with Appraiser role logs in LGY Hub, they will see the LGY Hub main page with Appraiser Gear (Appraiser Workspace) in the gear box in its compacted view.

Appraiser's Name, Appraiser ID and Status (Active: Yes or No) is displayed. Pending and Suspended assignments table displays a short-list (up to five cases) of the appraiser's individual workload. Pending assignments are defined as those with a status of Out for Appraisal. Suspended assignments are the cases with a status of Suspended (Suspended for Additional Information). Suspended cases display with an alert icon next to the LIN Number.

From this listing of pending and suspended cases, the appraiser may click on the LIN to view case assignment summary. 'See more' link is displayed if the appraiser has more than 5 pending/ suspended cases. Clicking on 'See more' link will take the appraiser to the Appraiser Workspace.

For liquidation appraisals, if five full business days have passed, not counting the day the liquidation report was ordered and no appraisal has been uploaded, the system will flag the report as Late after 11:59 pm on the 5th full business day and display a LATE report indicator on the same line as the LIN. The Late Report message will be removed when an appraisal has been associated with the record.

When the appraiser's license is expiring within 30 days, the page will also display a notice indicating the license number, expiration date and state as shown in the screen below.

Appraiser can also look up a case by LIN ID using the 'Find assignments by LIN' look up field.

The screenshot shows the VA Loan Guaranty Appraiser Workspace interface. The header includes the VA Loan Guaranty logo, a user welcome message, and links for Help and Sign Out. The main content area is divided into three sections:

- SAR LSAM Training** and **SAR TPSS Training** links on the left.
- Appraiser Workspace**: Displays user information (Name: TEST GUIDE USER, ID: 5003975, Status: A / Y) and a table of Pending & Suspended Assignments. The table has columns for LIN, Assignment Date, and Upload Indicator. It shows one available assignment and four required assignments, one of which is marked as late with a red triangle. Below the table, a notice states: "The following license(s) will expire within 30 days:" followed by a table with columns License, Expiration Date, and State, listing license XX123458 expiring 02/15/2019 in CA. A search field "Find assignments by LIN:" is also present.
- Builder Report**: Includes a "Maximize for more search options" link, input fields for Name (optional) and State, and a Submit button.
- Guaranty Percentage Calculator**: Includes a "Maximize the calculator for a full calculation" link, dropdown menus for State and County, and a display for County Loan Limit at \$484,350.00.

The footer contains navigation links for Public Tools, Helpful Links, AccessVA, and Get Help, along with the VA logo and U.S. Department of Veterans Affairs text.

6.2. Full View

Appraiser may click on the expand icon (arrow icon on the right-hand corner on Appraiser gear) to get access to the full view of Appraiser Workspace with complete functionality.

They will be able to view their Name, appraiser ID, status and availability status in read only format. They will also see the list of Assignments cancelled in the past 72 hours and complete list of Pending and Suspended assignments.

The left navigation menu displays links to personal/ business profile, geographic areas, unavailability dates and locate cases.

VA Loan Guaranty
Welcome, Wood
Help | Sign Out

[LGY Hub](#) > Appraiser Workspace

Appraiser Workspace

Personal/Business Profile

Geographic Areas

Unavailability Dates

Locate Cases

Appraiser Name: User Appraiser ID: 111111
Appraiser Status: Active Appraiser Availability Status: Available

Assignments Canceled in the Past 72 Hours

Total assignments: 0

LIN	Assignment Date	Status / Disposition	Appraisal Type	Property Address
No assignments found.				

Find assignments by LIN:

Pending and Suspended Assignments

Maximum weekly assignments: 3
Total assignments: 5

LIN	Assignment Date	Appraisal Type	Property Address	Sales Contract Uploaded
11-11-1-11111111	09/24/2018	LAP	Address	Available
<LIN #> ▲	11/05/2018	LAP	Address	Required
<LIN #>	11/05/2018	LAP	Address	Required
<LIN #>	11/05/2018	LAP	Address	Available
<LIN #>	11/05/2018	LAP	Address	Required

6.3. Personal/ Business Profile

Appraiser may click on Personal/ Business profile link in the left navigation on Appraiser Workspace to view their personal information, business contact information and license information.

Licenses table lists all states in which the appraiser is licensed, each license number and expiration date. However.

All the data is read only and any modifications may be made by VA users through SIM - TBD

VA Loan Guaranty Welcome, Wood
Help | Sign Out

LGY Hub > Appraiser Workspace > Personal/Business Profile

Appraiser Workspace
[Personal/Business Profile](#)
 Geographic Areas
 Unavailability Dates
 Locate Cases

Find assignments by LIN:

Appraiser Name: GUIDE USER
Appraiser Status: Active
Appraiser ID: 111111
Appraiser Availability Status: Available

Personal Information

Gender	M
Race	W

Business Contact Information

Address	Address
Rep Code	11111
Email	fake@fake.com
Work Phone	(555) 555 - 5555
Cell Phone	
Home Phone	
Fax	

Licenses

License Type	License Number	License Expiration Date	License State
Licensed	XX123456	02/15/2019	CA
Certified Residential	XX123456	01/31/2020	TX

6.4. Geographic Areas

Appraiser may click on Geographic Areas link in the left navigation to review all geographic areas where they are authorized and entered in the system as available to work.

VA Loan Guaranty Welcome, Woodrow
Help | Sign Out

LGY Hub > Appraiser Workspace > Geographic Areas

Appraiser Workspace
 Personal/Business Profile
[Geographic Areas](#)
 Unavailability Dates
 Locate Cases

Find assignments by LIN:

Appraiser Name: GUIDE USER
Appraiser Status: Active
Appraiser ID: 111111
Appraiser Availability Status: Available

Geographic Areas

State	County	City	Last Assignment Date
TX	BEXAR		11/05/2018
TX	COMAL		10/23/2018
TX	GUADALUPE		11/05/2018
TX	KENDALL		11/05/2018
TX	WILSON		10/29/2018

6.5. Unavailability Dates

Appraiser may click on Unavailability Dates in the left navigation review current availability status and most recent unavailability history

VA Loan Guaranty

Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > Unavailability Dates

Appraiser Name: WOODROW P JEFFERSONDLPPR Appraiser ID: 5003975
Appraiser Status: Active Appraiser Availability Status: Available

- Appraiser Workspace
- Personal/Business Profile
- Geographic Areas
- Unavailability Dates**
- Locate Cases

Find assignments by LIN:

Latest Unavailability History

Unavailable Dates	
Reason for Unavailability	
Requested by Appraiser	

6.6. Locate Cases

Appraiser may click on the Locate cases in the left navigation to view appraiser’s individual case assignments.

Assignments canceled in past 90 days

VA Loan Guaranty
Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Locate Cases](#) > Assignments Canceled in the Past 90 Days

Appraiser Workspace

Personal/Business Profile

Geographic Areas

Unavailability Dates

Locate Cases

Canceled in the Past 90 Days

All in the Past 90 Days

Appraisal Uploaded in the Past 30 Days

Appraiser Name: GUIDE USER **Appraiser ID:** 111111
Appraiser Status: Active **Appraiser Availability Status:** Available

Assignments Canceled in the Past 90 Days

Total assignments: 1

LIN	Assignment Date	Status / Disposition	Disposition Date	Appraisal Type	Property Address
11-11-1-1111111	10/23/2018	Request Canceled by VA	02/01/2019	LGI	Address

Find assignments by LIN:

 Q

All assignments in past 90 days

VA Loan Guaranty
Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Locate Cases](#) > All Assignments in the Past 90 Days

Appraiser Workspace

Personal/Business Profile

Geographic Areas

Unavailability Dates

Locate Cases

Canceled in the Past 90 Days

All in the Past 90 Days

Appraisal Uploaded in the Past 30 Days

Appraiser Name: GUIDE USER **Appraiser ID:** 111111
Appraiser Status: Active **Appraiser Availability Status:** Available

All Assignments in the Past 90 Days

Total assignments: 1

LIN	Assignment Date	Status / Disposition	Disposition Date	Appraisal Type	Property Address
11-11-1-1111111	11/26/2018	Appraisal Pending Review	02/06/2019	IND	Address

Find assignments by LIN:

 Q

Assignments with appraisals uploaded in past 30 days

VA Loan Guaranty

Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Locate Cases](#) > Assignments with Appraisals Uploaded in the Past 30 Days

Appraiser Workspace **Appraiser Name:** GUIDE USER **Appraiser ID:** 1111111
Personal/Business Profile **Appraiser Status:** Active **Appraiser Availability Status:** Available
Geographic Areas
Unavailability Dates
Locate Cases
Canceled in the Past 90 Days
All in the Past 90 Days
Appraisal Uploaded in the Past 30 Days

Assignments with Appraisals Uploaded in the Past 30 Days
Total assignments: 1

LIN	Assignment Date	Status / Disposition	Disposition Date	Appraisal Type	Property Address
	11/26/2018	Appraisal Pending Review	02/06/2019	IND	

Find assignments by LIN:

6.7. Assignment Summary

Authorized appraisers access an appraisal case and view the case assignment summary by clicking on the LIN ID from the appraiser workspace. The Appraisal Assignment Summary page gives the appraiser an overview of the appraisal record, a place to upload documents and retrieve the most recently uploaded appraisal and sales contract.

Appraisers will only be able to upload XML Appraisal Report Files with embedded PDF.

The next figure shows the appraiser assignment summary page.

Assignment Summary

AAPP Questions

1805

Correspondence History

Assignment Details

Notes

Find assignments by LIN:

xx-xx-x-xxxxxxx

Assignment Number: 49-49-6- [REDACTED] **Assignment Date:** 05/22/2020 **RLC:** 362
Appraisal Type: LAPP-Origination **Status:** Out for Appraisal **Status Date:** 05/22/2020

Requester Details

Name: [REDACTED] CREDIT UNION
 ID: [REDACTED]
 Request received date: 05/22/2020

Property Description & Purchaser Details

Street Number

Address Line One

Address Line Two (optional)

City

County: [REDACTED]
 State: TEXAS
 Zip
 -

Purchaser Name: [REDACTED]

Assignment Details

Date of last update: 05/22/2020
 Sale Price: \$343,300.00
 Legal Description

Documents Upload

Appraisal Report
 No file selected

Sales Contract
 No file selected

Documents Upload History

2 Correspondence(s)

Date Uploaded/Generated	Document Type	Document Name	Revision Comments	Corresp. Type	User Preparing Corresp.
05/22/2020 10:19:34 CDT	Sales Contract	Sales Contract Addendum	N/A	DOCRECD	[REDACTED]
05/22/2020 10:18:55 CDT	Sales Contract	Sales Contract	N/A	DOCRECD	[REDACTED]

Appraiser will see a confirmation message after successfully uploading an appraisal report/ sales contract and/ or updating the assignment summary. A log entry will be added to the Documents upload history table.

VA Loan Guaranty Welcome, Woodrow
Help | Sign Out

LGY Hub > Appraiser Workspace > 11-11-1-111111

Assignment Summary Assignment Number: 11-11-1-111111 Assignment Date: 09/24/2018 RLC:
 Appraisal Type: LAP-Origination Status: Appraisal Pending Review Status Date: 02/13/2019

View / Print Documents

Correspondence History

Assignment Details

Notes

Find assignments by LIN:

Upload Success
Successfully uploaded Sales Contract

Upload Success
Successfully uploaded Appraisal Report

Appraiser will see an error message if they try to upload a file other than type xml for appraisal report

LGY Hub > Appraiser Workspace >

Assignment Summary Assignment Number: Assignment Date: 11/05/2018 RLC:
 Appraisal Type: LAP-Refinance Status: Appraisal Pending Review Status Date: 02/15/2019

View / Print Documents

Correspondence History

Assignment Details

Notes

Find assignments by LIN:

Unable to submit
The page was not saved. Please correct the issues found for the particular field(s) noted in red text.

Requester Details

Name:

ID:

Request received date: 11/05/2018

Property Description & Purchaser Details

Street Number:

Address Line One:

Address Line Two: (optional)

City:

County:

State: Connecticut

Zip: -

Owner Name: ERIC

Documents Upload

Appraisal Report:

account_status_2.JPG

Only XML files may be uploaded for Appraisal Reports.

Revision Comments:

Appraiser will see an error message if they try to upload an unsupported file type for sales contract. The supported file types are .pdf, .doc, .docx, .xlsx, .xls, .tif, .tiff, .gif, .jpg, .jpeg and .png file extensions.

View / Print Documents

Correspondence History

Assignment Details

Notes

Find assignments by LIN:
XXXXXXXXXXXXXXXXXXXX

Unable to submit
The page was not saved. Please correct the issues found for the particular field(s) noted in red text.

<h4 style="text-align: center; margin: 0;">Requester Details</h4> <p>Name:</p> <p>ID:</p> <p>Request received date: 11/26/2018</p>	<h4 style="text-align: center; margin: 0;">Property Description & Purchaser Details</h4> <p>Street Number: <input type="text"/></p> <p>Address Line One: <input type="text"/></p> <p>Address Line Two: (optional) <input type="text"/></p> <p>City: <input type="text"/></p> <p>County:</p> <p>State: Texas</p> <p>Zip: <input type="text"/> - <input type="text"/></p> <p>Purchaser Name:</p>
<h4 style="margin: 0;">Assignment Details</h4>	
<p>Date of last update: 02/06/2019</p> <p>Sale Price:</p> <p>Legal Description:</p> <div style="border: 1px solid gray; height: 100px; width: 100%;"></div>	
<h4 style="margin: 0;">Documents Upload</h4>	
<p>Appraisal Report: <input type="button" value="Choose File"/> No file chosen</p> <p>Revision Comments: <input type="text"/></p> <p>Sales Contract: <input type="button" value="Choose File"/> New Text Document.txt</p> <p style="color: red; font-size: small;">Only .pdf, .doc, .docx, .xlsx, .xls, .tif, .tiff, .gif, .jpg, .jpeg, and .png file extensions are supported for Sales Contract.</p>	

6.8. AAPP Questions

The Assisted Appraisal Processing Program (AAPP) allows completion of an appraisal report based solely on information gathered by a person with whom the VA fee panel appraiser has an agreement with for such services. A VA fee panel appraiser participating in the AAPP process must continue to follow all applicable VA statutes, regulations, policies, and policies and procedures.

Lenders indicate whether the VA appraisal can be prepared under AAPP. The assigned VA fee panel appraiser must indicate if the appraisal report was prepared under AAPP. If the AAPP is used on an appraisal, the assigned VA fee panel appraiser indicate if the assisting individual is an appraiser trainee, non-VA appraiser or VA appraiser.

The next figure shows the AAPP page.

LGY Hub > Appraiser Workspace > 49-49-6 > Appraisal Assistance Processing Program

Assignment Summary
AAPP Questions
1805
Correspondence History
Assignment Details
Notes

Find assignments by LIN:
xx-xx-x-xxxxxxx

Assignment Number: 49-49-6 **Assignment Date:** 05/22/2020 **RLC:** 362
Appraisal Type: LAPP-Origination **Status:** Out for Appraisal **Status Date:** 05/22/2020

Will the Assisted Appraisal Processing Program (AAPP) be used for this appraisal?
Yes

Assisted Appraisal Processing Program Type
- Select -

Submit Reset

6.9. 1805

This page is used to view and print the 1805 Request for Determination of Reasonable Value. Other documents, such as the appraisal report and sales contract, are viewed on the correspondence history page.

The next figure shows the 1805 page.

Assignment Summary

AAPP Questions

1805

Correspondence History

Assignment Details

Notes

Find assignments by LIN:

XX-XX-X-XXXXXXX

Assignment Number: 49-49-6- Assignment Date: 05/22/2020 RLC: 362
 Appraisal Type: LAPP-Origination Status: Out for Appraisal Status Date: 05/22/2020

[View/Print](#)

OMB Control No.: 2900-0045
 Respondent Burden: 12 minutes
 Expiration Date: 07/31/2020

Department of Veterans Affairs		REQUEST FOR DETERMINATION OF REASONABLE VALUE (Real Estate)					
1. CASE NUMBER: LAPP 49-49-6-		3. LEGAL DESCRIPTION: NONE AVAILABLE		4. TITLE LIMITATIONS AND RESTRICTIVE COVENANTS:			
2. PROPERTY ADDRESS (include ZIP code and county): County:							
5A. NAME AND ADDRESS OF PERSON OR FIRM MAKING REQUEST/APPLICATION:				6. LOT DIMENSIONS: 1. IRREGULAR: 2. ACRES:			
5B. EMAIL ADDRESS (to be notified when appraisal uploaded):				7. UTILITIES: ELECTRIC: GAS: WATER: SEWER:			
				1. <input type="checkbox"/> RANGE/ OVEN 4. <input type="checkbox"/> CLOTHES WASHER 7. <input type="checkbox"/> VENT FAN 2. <input type="checkbox"/> REFRIG. 5. <input type="checkbox"/> DRYER 8. <input type="checkbox"/> W/W CARPET 3. <input type="checkbox"/> DISH WASHER 6. <input type="checkbox"/> GARBAGE DISPOSAL			
9. BUILDING STATUS: Existing	10. BUILDING TYPE: Single Family	11. FACTORY FABRICATED? No	12A. NO. OF BUILDINGS: 0	12B. NO. OF LIVING UNITS: 1	13A. STREET ACCESS:	13B. STREET MAINTENANCE:	
14A. CONSTRUCTION WARRANTY INCLUDED? (if yes, complete items 14B and 14C) No		14B. NAME OF WARRANTY PROGRAM:		14C. EXPIRATION DATE: (month, day, year)		15. CONSTRUCTION COMPLETED: (month, year)	
16. NAME OF OWNER:		17. PROPERTY:		18. RENT (if applicable):			
19. NAME OF OCCUPANT:		20. TELEPHONE NO.:		21. NAME OF BROKER:		22. TELEPHONE NO.:	
23. KEYS AT: (address)		24. ORIGINATOR'S IDENT NO.:		25. SPONSOR'S IDENT NO.:		26. INSTITUTIONS CASE NO.: R040918347	
27. PURCHASER'S NAME AND ADDRESS:		EQUAL OPPORTUNITY IN HOUSING Federal laws and regulations prohibit discrimination because of race, color, religion, sex, or national origin in the sale or rental of residential property. Numerous State statutes and local ordinances also prohibit such discrimination. In addition, section 802 of the Civil Rights Act of 1968 prohibits discriminatory practices in connection with the financing of housing. If VA finds there is noncompliance with any antidiscrimination laws or regulations, it may discontinue business with the vendor.					
28. NEW OR PROPOSED CONSTRUCTION (Complete items 28A through 28E for new or proposed construction cases only)							
28A. NAME AND ADDRESS OF BUILDER		28B. VA BUILDER ID NO.:	28C. TELEPHONE NO.:	28D. NAME AND ADDRESS OF WARRANTOR:		28E. TELEPHONE NO.:	
29. APPLICABLE POINT OF CONTACT INFORMATION Name: Phone: Email:		30. ANNUAL REAL ESTATE TAXES 31. MINERAL RIGHTS RESERVED? No		32. LEASEHOLD CASES (Complete if applicable) 32B. EXPIRES: (Date) 32A. LEASE IS:		32C. ANNUAL GROUND RENT:	
33A. SALE PRICE OF PROPERTY: \$343,300.00		33. IS BUYER PURCHASING LOT SEPARATELY? No		34. REFINANCING AMOUNT OF PROPOSED LOAN:		35. PROPOSED SALE CONTRACT ATTACHED? Yes	
CERTIFICATION FOR SUBMISSION TO VA							
On receipt of "Notice of Value" or advice from the Department of Veterans Affairs that a "Notice of Value" will not be issued, we agree to forward to the appraiser the approved fee which we are holding for this purpose.							
36. SIGNATURE OF PERSON AUTHORIZING THIS REQUEST:		37. TITLE PROCESSOR:		38. TELEPHONE NO.:		39. DATE: 05/22/2020	
40. DATE OF ASSIGNMENT: 05/22/2020		41. NAME OF APPRAISER:					

VA FORM JUL 2017 26-1805 SUPERSEDES VA FORM 26-1805, APR. 2014, WHICH WILL NOT BE USED.

6.10. Correspondence History

Appraiser may click on Correspondence History link in the left navigation to upload non-appraisal report/sales contract documents and review documents previously uploaded. Document upload history displays all document uploaded by the appraiser and can be viewed by clicking on the document type link. In addition, appraisers have access to the following documents, and all addendum of the document, uploaded by a Lender, for all appraisal types:

- Construction Exhibits
- Post Construction Inspection
- Repair Inspection Report
- Sales Contract
- Other

The next figure shows the correspondence history page.

VA Loan Guaranty
Welcome, Woodrow
Help | Sign Out

LGYHub > Appraiser Workspace > > Correspondence

Assignment Summary

View / Print Documents

Correspondence History

Assignment Details

Notes

Find assignments by LIN:
 Q

Assignment Number: Assignment Date: 11/05/2018 RLC: :

Appraisal Type: LAP-Refinance Status: Appraisal Pending Review Status Date: 02/15/2019

Documents Uploads

Document Type:

Repair Inspection Report

Repair Inspection Report

Post Construction Inspection Report

Construction Exhibits

Other

Documents Upload History

2 Correspondence(s)

Date Uploaded/Generated	Document Type	Document Name	Revision Comments	Corresp. Type	User Preparing Corresp.
02/15/2019 12:49:35 CST	Post Construction Inspection Report		N/A	DOCRECD	WOODROW
02/15/2019 12:49:12 CST	Appraisal Report		N/A	DOCRECD	WOODROW

User will see an upload success message after successfully uploading a file

VA Loan Guaranty
Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Correspondence](#)

Assignment Summary

View / Print Documents

Correspondence History

Assignment Details

Notes

Find assignments by LIN:

Q

Assignment Number:

Appraisal Type: LAP-Refinance

Assignment Date: 11/05/2018

Status: Appraisal Pending Review

RLC:

Status Date: 02/15/2019

✔

Upload Success

Successfully uploaded file

Documents Uploads

Document Type:

Repair Inspection Report
▾

File to Upload:

Choose File

No file chosen

Submit

Reset Form

Documents Upload History

3 Correspondence(s)

Date Uploaded/ Generated	Document Type	Document Name	Revision Comments	Corresp. Type	User Preparing Corresp.
02/15/2019 12:54:24 CST	Repair Inspection Report		N/A	DOCRECD	WOODROW
02/15/2019 12:49:35 CST	Post Construction Inspection Report		N/A	DOCRECD	WOODROW

Appraiser will see an error message if they try to upload an unsupported file type. Supported file types are .pdf, .doc, .docx, .xlsx, .xls, .tif, .tiff, .gif, .jpg, .jpeg and .png file extensions.

The appraisal report must be a .pdf document and the sales contract must be a .xml document.

VA Loan Guaranty
Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Locate Cases](#) > [Assignments with Appraisals Uploaded in the Past 30 Days](#) > [Correspondence](#)

Assignment Summary

View / Print Documents

Correspondence History

Assignment Details

Notes

Assignment Number: **Assignment Date:** 11/26/2018 **RLC:**
Appraisal Type: IND-Origination **Status:** Appraisal Pending Review **Status Date:** 02/06/2019

Documents Uploads

Document Type:

File to Upload:
 New Text Document.txt

Only .pdf, .doc, .docx, .xlsx, .xls, .tif, .tiff, .gif, .jpg, .jpeg, and .png file extensions are supported.

Documents Upload History

34 Correspondence(s)

Date Uploaded/Generated	Document Type	Document Name	Revision Comments	Corresp. Type	User Preparing Corresp.
02/06/2019 09:35:43 CST			N/A	DOCRECD	WEBLGY.BATCHUSER
02/06/2019 09:00:11 CST	Sales Contract		N/A	DOCRECD	WOODROW

6.11. Assignment Details

Appraisers who are authorized to access an appraisal case may view a case information details. The purpose of the Appraiser Assignment Detail page is to give the appraiser a read-only overview of the appraisal record.

VA Loan Guaranty
Welcome, **Woodrow**
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Locate Cases](#) > [Assignments with Appraisals Uploaded in the Past 30 Days](#) > [Details](#)

Assignment Summary

View / Print Documents

Correspondence History

Assignment Details

Notes

Find assignments by LIN:

Assignment Number:
Appraisal Type: IND-Origination

Assignment Date: 11/26/2018
Status: Appraisal Pending Review

RLC:
Status Date: 02/06/2019

Assignment Description

Address: _____

County: TRAVIS

Legal description: TEST

Proposed/existing structure: Existing

Request received date: 11/26/2018

NOV/SAR Information

Est. reasonable value: _____

CRV/NOV expiration date: _____

NOV issue date: _____

SAR name and ID: _____

Address: _____

Phone number: _____

Email: _____

Appraisal Information

Fee appraiser value estimate: \$ _____

Expiration date: _____

Report date: _____

Upload date: 02/06/2019

Assignment date: 11/26/2018

Appraiser name and ID: TEST GUIDE USER - _____

Appraiser address: _____

Appraiser phone number: _____

Appraiser email: fake@fake.com

Requester Information

Appraisal originator / Requester type: Lender

Requester name and ID: _____

Address: _____

Lender loan number: _____

Sponsor name and ID: -

Appraisal requested by: TESTER

Purchaser/Owner Information

Purchaser / Owner name: _____

Address: _____

Sale price of property: _____

Refinancing amount of proposed loan: \$ _____

Is the buyer purchasing the lot separately? No

Property Information

Title Limitations and Restrictive Conventions: _____

Lot Dimensions: _____

Source of Title: _____

6.12. Notes

Appraisers may add notes related to the appraisal. All notes added by the appraiser are viewable by authorized VA users; however, only notes that are indicated public may be viewed by other non-VA users. The appraiser may select to make a note Public at the time it is entered.

VA Loan Guaranty
Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Locate Cases](#) > [Assignments with Appraisals Uploaded in the Past 30 Days](#) > Notes

Assignment Summary

View / Print Documents

Correspondence History

Assignment Details

Notes

Find assignments by LIN:

Assignment Number: **Assignment Date:** 11/26/2018 **RLC:**

Appraisal Type: IND-Origination **Status:** Appraisal Pending Review **Status Date:** 02/06/2019

Add Note

Public Access Indicator

Note Type:

- Select -

Note Text: ⓘ

Note Text

Notes History

5 Note(s)

Date	Note	Public Indicator	Author
01/15/2019 13:49:43 CST	test	Yes	
11/29/2018 09:21:26 CST	public indicator checked	Yes	
11/29/2018 09:21:08 CST	not public note by appraiser	No	
11/29/2018 09:13:26 CST	internal - checked public	Yes	
11/29/2018 09:13:26 CST	Add note as a lender	Yes	

Appraiser needs to enter the required fields Note Type and Note Text to add a note. An error will occur if you try to add a note without adding those fields

VA Loan Guaranty
Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Locate Cases](#) > [Assignments with Appraisals Uploaded in the Past 30 Days](#) > [Notes](#)

Assignment Summary

View / Print Documents

Correspondence History

Assignment Details

Notes

Assignment Number: **Assignment Date:** 11/26/2018 **RLC:**
Appraisal Type: IND-Origination **Status:** Appraisal Pending Review **Status Date:** 02/06/2019

Add Note

Public Access Indicator

Note Type:
Required

- Select -

Note Text: ⓘ
Required

Note Text

Notes History

6 Note(s)

Date	Note	Public Indicator	Author
02/15/2019 13:19:44 CST	test note	Yes	
01/15/2019 13:49:43 CST	test	Yes	

Appraiser will see a success message after adding the required fields to and clicking the Add Note button.

VA Loan Guaranty
Welcome, Woodrow
Help | Sign Out

[LGY Hub](#) > [Appraiser Workspace](#) > [Locate Cases](#) > [Assignments with Appraisals Uploaded in the Past 30 Days](#) > [Notes](#)

Assignment Summary

View / Print Documents

Correspondence History

Assignment Details

Notes

Assignment Number:

Appraisal Type: IND-Origination

Assignment Date: 11/26/2018

Status: Appraisal Pending Review

RLC:

Status Date: 02/06/2019

✓

Upload Success

Successfully uploaded note

Add Note

Public Access Indicator

Note Type:

- Select -
⌵

Note Text: ⓘ

Note Text

Add Note

Reset Form

Notes History

6 Note(s)

Date	Note	Public Indicator	Author
02/15/2019 13:19:44 CST	test note	Yes	
01/15/2019 13:49:43 CST	test	Yes	
11/29/2018 09:21:26 CST	public indicator checked	Yes	

7 How to access WebLGY as an external user

After successful logging in to LGY Hub, users will be redirected to Loan Guaranty landing page and see the webLGY link in the left navigation. Clicking on the link will redirect the user to webLGY.

For example – the screenshot below shows the Loan Guaranty landing page for a lender and/ or LAPP SAR


VA Loan Guaranty Welcome, Lyndon
Help | Sign Out

WebLGY
SAR LSAM Training
SAR TPSS Training
Credit Standards Course

Announcements ✉
No active announcements.

Builder Report ✉
Maximize for more search options
Name (optional) State
Name State

Guaranty Percentage Calculator ✉
Maximize the calculator for a full calculation
State
County
County Loan Limit \$484,350.00

Public Tools **Helpful Links** **AccessVA** **Get Help** **VA**  U.S. Department of Veterans Affairs

Guaranty Calculator
Builder Search
Lenders Handbook
CAIVRS
VA Funding Fee Payment System
Military Pay and Housing Allowance Charts
Fee appraiser updates
AccessVA Home
Register an Account
AccessVA FAQ
Contact AccessVA
Frequently Asked Questions
Contact us
Privacy
Veterans Crisis Line

The screenshot below shows the Loan Guaranty landing page for a servicer and/ or SAPP SAR

VA Loan Guaranty Welcome, Richard
Help | Sign Out

WebLGY

SAR LSAM Training

SAR TPSS Training

Announcements

No active announcements.

Builder Report

Maximize for more search options

Name (optional) State

Submit

Guaranty Percentage Calculator

Maximize the calculator for a full calculation

State

County

County Loan Limit \$484,350.00

Public Tools **Helpful Links** **AccessVA** **Get Help**

Guaranty Calculator
Builder Search

Lenders Handbook
CAIVRS
VA Funding Fee Payment System
Military Pay and Housing Allowance Charts
Fee appraiser updates

AccessVA Home
Register an Account
AccessVA FAQ
Contact AccessVA

Frequently Asked Questions
Contact us
Privacy
Veterans Crisis Line

VA U.S. Department of Veterans Affairs

8 How to access SAR Training links

All user groups – internal VA employees and external users will have access to SAR training links on the Loan Guaranty Landing page after they successfully login to LGY Hub. SAR Training links – SAR LSAM Training and SAR TPSS training are displayed in the left navigation on the landing page. Clicking on the link will take the user to the SAR training website.

The screenshot shows the VA Loan Guaranty landing page. At the top, there is a dark blue header with the text "VA Loan Guaranty" on the left and "Welcome, Richard Help | Sign Out" on the right. Below the header, the page is divided into several sections. On the left, there is a vertical navigation menu with a box around "SAR LSAM Training" and "SAR TPSS Training". The main content area contains three widgets: "Announcements" (No active announcements), "Builder Report" (with search fields for Name and State), and "Guaranty Percentage Calculator" (with dropdowns for State and County, and a display for County Loan Limit: \$484,350.00). At the bottom, there is a dark blue footer with four columns of links: "Public Tools" (Guaranty Calculator, Builder Search), "Helpful Links" (Lenders Handbook, CAIVRS, VA Funding Fee Payment System, Military Pay and Housing Allowance Charts, Fee appraiser updates), "AccessVA" (AccessVA Home, Register an Account, AccessVA FAQ, Contact AccessVA), and "Get Help" (Frequently Asked Questions, Contact us, Privacy, Veterans Crisis Line). The VA logo and "U.S. Department of Veterans Affairs" are also present in the footer.

9 How to access Credit Standards Course (CSC) link

Lenders and LAPP SARs have access to Credit Standards Course. After successful login to LGYHub, Credit Standards Course (CSC) link is displayed in the left navigation on the Loan Guaranty Landing page. Clicking on the link will redirect the user to CSC website.

[WebLGY](#)

[SAR LSAM Training](#)

[SAR TPSS Training](#)

[Credit Standards Course](#)

Announcements

No active announcements.



Builder Report

Maximize for more search options

Name (optional)

State

[Submit](#)

Guaranty Percentage Calculator

Maximize the calculator for a full calculation

State

County

County Loan Limit \$484,350.00

Public Tools

[Guaranty Calculator](#)

[Builder Search](#)

Helpful Links

[Lenders Handbook](#)

[CAIVRS](#)

[VA Funding Fee Payment System](#)

[Military Pay and Housing Allowance Charts](#)

[Fee appraiser updates](#)

AccessVA

[AccessVA Home](#)

[Register an Account](#)

[AccessVA FAQ](#)

[Contact AccessVA](#)

Get Help

[Frequently Asked Questions](#)

[Contact us](#)

[Privacy](#)

[Veterans Crisis Line](#)



U.S. Department of Veterans Affairs