User Guide:

Reactivation of Suspended Veterans Information Portal (VIP) User Access

Department of Veterans Affairs
Veterans Benefit Administration

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**Revision Sheet**

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<thead>
<tr>
<th>Release No.</th>
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<th>Author</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Rev. 0</td>
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</tr>
</tbody>
</table>
# Table of Contents

Table of Contents ............................................................................................................................. 3  
1. General Information .................................................................................................................... 4  
2. Getting Started ............................................................................................................................ 4  
   2.1 Reactivation of User Access ................................................................................................... 4
1. General Information
Effective September 11, 2011, the Veterans Information Portal (VIP) will implement a process to suspend access for accounts that have been inactive for 90 days or more. This document provides information on how to re activates user access.

2. Getting Started
This section details procedures for how to reactivate user access to the VA Home Loan program applications using the My Profile feature of VIP.

2.1 Reactivation of User Access
When user access is inactivated after 90 days of VIP inactivity, the following steps should be followed to reactivate user access to WebLGY:

Step 1:
Log on to the VIP site at https://vip.vba.va.gov
Once you log on to the VIP and if your user access was suspended, the previously assigned applications will not appear under the Applications section on the left side of the screen.

**Step 2:**
Click on the My Profile link.
**Step 3:**
Click on the **Relationship Information** link in the left hand column and you will be navigated to the **Relationship / Subscription Information** page.

![Figure 3. ‘Relationship Information’ Page](image)

**Step 4:**
Click **MODIFY** on the **Relationship / Subscription Information** page to begin the reactivation process.

![Figure 4. Select ‘MODIFY’](image)
**Step 5:**
Select **VA Affiliate** and then click **Next**.

![Figure 5. ‘Modify Relationship / Subscription Information’ Page](image)

**Figure 5. ‘Modify Relationship / Subscription Information’ Page**

**Step 6:**
You will be taken to the **Personal Information** section. Update information as necessary, ensuring that all mandatory fields are complete. These mandatory fields (*) include – Legal First Name, Legal Last Name, Date of Birth (mm/dd/yyyy), and Gender.

Click **Next**.

![Figure 6. Entering Personal Information](image)

**Figure 6. Entering Personal Information**
**Step 7:**
You will be taken to the **Contact Information** section. Update information as necessary, ensuring that all mandatory fields are complete. The mandatory fields (*) include – Address Line 1, City, State, Zipcode, Primary Phone Type, Primary Phone Number, Email Address, and Confirm Email Address. Click **Next**.

![Figure 7. Entering Contact Information](image)

**Step 8:**
Updates the **Security Information** section by selecting five security questions one-by-one from the dropdown lists and answer them appropriately. Click **Next**.

If you have previously selected security questions, they will not be deleted, but you can change the security questions or update the answers. If you have not previously selected security questions, then you must select the questions one-by-one and answer them appropriately.
Figure 8. Entering Security Information

Step 9: You will be taken to the **Organization** section. Select **VA Affiliate** from the **Organization** drop-down list, and then select **VA Affiliation Type** from the list that appears on the page (as shown in Figure 10).

- Lender
- Servicer
- LAPP SAR
- SAP SAR
- Inspector
- Appraiser
- Other Requestor

Among these VIP user groups, the ones whose accounts will be inactivated after non-use include -
- Lenders
- Servicers
- SARs (LAPP & SAP)

Inspectors, Appraisers and Other Requestors will not be inactivated at this point.
If the VA Affiliation selected is **Lender**, enter a valid **Lender id** (the first 10-digits in the Lender ID field) and associated **PIN** (4 digits).

Note: If you are a Lender with an 11-digit Lender id, just drop off the last digit; e.g., 12345678901 - drop the last #1.
Associated PIN is usually defaulted to the last 4 digits of the Lender id. If the last 4 digits don’t work, you will need to contact your supervisor or the Regional Loan Center for that information.

If you are working with a Lender's Branch Office, the PIN is managed by the Lender's main office and you must contact your Lender Main Office Admin for the valid PIN. However, if the main office does not know the Lender id and/or PIN then they should contact your Regional Loan Center for assistance. Click on this link here to locate the regional loan center near you. [http://www.benefits.va.gov/homeloans/rlcweb.asp](http://www.benefits.va.gov/homeloans/rlcweb.asp)

If the VA Affiliation selected is **Servicer**, enter a valid **Servicer id** (the first 10-digits in the Lender ID field) and associated **PIN** (4 digits).

![Figure 11. Entering Servicer id and PIN](image)

Note: If you are a Servicer with an 11-digit Servicer id, just drop off the last digit; e.g., 12345678901 - drop the last #1.

Associated PIN is usually defaulted to the last 4 digits of the Servicer id. If the last 4 digits don’t work, you will need to contact your supervisor or the Regional Loan Center for that information.

If you do not know your Servicer id and PIN, you would need to contact your Servicer’s main office Admin for assistance.
However, if the main office does not know the Servicer Id and/or PIN then they should contact your Regional Loan Center for assistance. Click on this link here to locate the regional loan center near you. [http://www.benefits.va.gov/homeloans/rlcweb.asp](http://www.benefits.va.gov/homeloans/rlcweb.asp)

If the VA Affiliation selected is **LAPP SAR**, enter a valid **LAPP SAR id** (6 digits) and associated **Lender id** (10 digits).

![Figure 12. Entering LAPP SAR id and Lender id](image)

Note: Please enter the 6 digits in the LAPP SAR id field and enter the first 10-digits of Lender id in the Lender id field.

If you do not know your LAPP SAR id and the associated Lender id, you would need to contact your company’s main office or your Regional Loan Center for assistance. Click on this link here to locate the regional loan center near you.
If the VA Affiliation selected is **SAP SAR**, enter a valid **SAP SAR id** and associated **Servicer id**.

![Figure 13. Entering SAP SAR id and Servicer id](image)

Note: Please enter the 6 digits in the SAP SAR id field and enter the first 10-digits of Servicer id in the Servicer id field.

If you do not know your SAP SAR id and the associated Lender id, you would need to contact your company’s main office or your Regional Loan Center for assistance. Click on this link here to locate the regional loan center near you. [http://www.benefits.va.gov/homeloans/rlcweb.asp](http://www.benefits.va.gov/homeloans/rlcweb.asp)

Enter a new email address if different from Correspondence or Contact information.
**Step 10:**
Click **Next** and once the credentials are validated, you will need to read and agree to the Terms and Conditions of using the web site.

If you understand and agree to the terms and conditions, please check **I Accept** and then click **Submit**.

![Figure 14. 'Terms and Conditions' Page](image)

**NOTE:** The system will require you to accept the Terms and Conditions before reactivating your account. If you do not agree to the Terms and Conditions, please click on the **VIP HOME** link in the left panel to navigate to the VIP homepage, or simply close the browser to cancel the reactivation process.
After successful submission of the application, a message will be displayed:

![Confirmation Message]

**Figure 14. Confirmation Message**

The role will be updated and the inactivated user account will become active.

You will be required to log out and close the browser, and then re-open the browser to log back in to VIP.