

## VIP ADMINISTRATIVE USER DESIGNATION

1. Purpose. The purpose of this circular is to discuss recent e-mails sent to lender and servicer points of contact (POCs) and to inform them of action required to ensure validated users are not deactivated. These actions are required to ensure and enhance overall security for the Department of Veterans Affairs (VA) Veterans Information Portal (VIP).
2. Background. POCs for lenders and servicers identified as active in VA systems were recently requested to designate at least one user to have an administrative role. The e-mail notification stated, “*This designated Administrative User will be responsible for activating newly registered users and periodically validating the organization’s active users.*” The notification asked POCs to e-mail the login identification (ID) of the designated user(s) to VA by February 21, 2013, for processing.
3. Action Required. Any active lender or servicer POC who has not designated an Administrative User should do so as soon as possible, and email the information to the VIP help desk at [vip@vba.va.gov](mailto:vip@vba.va.gov). The subject line should include the words “ADMIN DESIGNATION.” This e-mail **must come from the POC** to be processed. The e-mail’s body should include the VIP login of the designated Administrative User(s). Failure to provide this information could result in active users being deactivated.
4. Administrative User Functions. The *Lender/Servicer Administration User Guide* has been posted at [www.benefits.va.gov/homeloans/documents/docs/admin\\_function\\_trng\\_for\\_lenders\\_servicers.pdf](http://www.benefits.va.gov/homeloans/documents/docs/admin_function_trng_for_lenders_servicers.pdf). The guide provides instructions on the new Administrative User functions. A critical responsibility of the Administrative User is to validate active users every 90 days. VA will e-mail Administrative Users every 75 days with their firm’s VIP users that must be validated by a specific date. **Failure to validate active users will lead to deactivation in the VIP portal.** An Administrative User will also validate users who were not verified during the manual process earlier this year.
5. VIP Registration PIN. Administrative Users will be able to view the current 8-digit PIN used to register new users.
6. Questions. E-mail any questions on this issue to [vip@vba.va.gov](mailto:vip@vba.va.gov).
7. Rescission: This circular is automatically rescinded January 1, 2014.

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By Direction of the Under Secretary for Benefits

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