

### **Important Information on Veterans Information Portal (VIP) Security Functions**

1. **Purpose.** The purpose of this circular is to remind lenders and servicers of recently enhanced security features for VIP as it relates to the PIN and its use.
2. **Discussion.** The improved VIP security functions provide lender or servicer administrators the ability to reset a registration PIN at any time. Security policy requires that PINs be reset regularly, and not exceed 30 days of validity. If an administrator does not reset the PIN, the Department of Veterans Affairs will automatically reset the PIN after 30 days have elapsed.

PINs are ONLY used to register a new user, or to revalidate a user who has been inactive for more than 90 days. The PIN resets mentioned above DO NOT affect currently active users.

There is no need to provide PINs to active users. If an active user modifies his or her user profile, and inputs a new PIN for your company, he or she is essentially re-registering as a user. As a result, the user will be deactivated until the administrator revalidates the user's registration. This will cause unwanted delays and frustration.

3. **Questions.** For questions regarding administrator functions, please consult the Lender/Servicer Administration User Guide posted to the following website:  
[http://www.benefits.va.gov/homeloans/docs/admin\\_function\\_trng\\_for\\_lenders\\_servicers.pdf](http://www.benefits.va.gov/homeloans/docs/admin_function_trng_for_lenders_servicers.pdf).  
For questions regarding VIP registration or PIN resets, please contact the VIP Help Desk at [VIP.VBACO@va.gov](mailto:VIP.VBACO@va.gov)

4. **Rescission:** This circular is automatically rescinded January 1, 2014.

By Direction of the Under Secretary for Benefits

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