

Loan Guaranty Product Line

LGY System Outages and Access Issues Quick Reference Guide (QRG)



September 2021

**Department of Veterans Affairs
Office of Information and Technology (OIT)**

LGY System Outages and Access Issues

For Internal VA Users, Registered External VA Users, and Guest Users to submit production outages, performance degradation, and any request regarding LGY application or access issues.

Guest Users

1. Go to <https://lgy.va.gov/lgyhub/> and click "Help" at the top of the screen.

2. Scroll to the bottom of the screen and click "Submit help ticket anonymously".

We notice you are not logged in. If you have a current working ID.me account where you can successfully log on, please click "I have an ID.me account" if you want to logon and have the full Help Desk ticket experience where you can submit tickets as yourself and see current and past tickets. If not, click "Submit help ticket anonymously" to enter a help ticket as a guest user.

I have an ID.me account

Submit help ticket anonymously

3. Complete all fields on the screen, optionally attach files, and click "Create Case".

Submit a Case

If you want to contact us, please fill out the form below.

No Personal Identifiable Information (PII) should be entered into any ticket. Do not provide any other information other than what is requested on the form (Ex: SSN, Address, Veteran Information). For more information about VA PII policies and best practices, visit the VA's Privacy Service website https://www.oprm.va.gov/privacy/faqs_privacy.aspx.

You will receive an email from YourIt@va.gov to confirm your case submission and for all case updates. Please whitelist this email address for all future updates. If you did not receive an email after submitting your case, please check your Spam folder.

First Name Last Name

Email Phone Number

Are you having trouble logging in or registering for a VA LGY Product (VALERI, LGYHub, ...)

Please select one role that is associated to the issue you are reporting. For any additional roles, please include that information in the detail description of your issue.

What is your role/affiliation with VA Loan

Organization Affiliate ID

What product are you trying to access or have experienced a problem with?

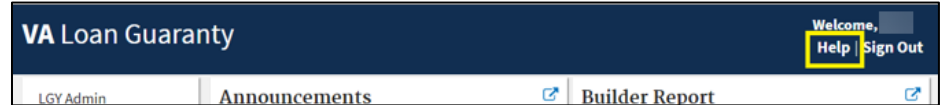
Google Chrome Browser

Please give us a detailed description of your issue, so we can get you adequate help.

Create Case

Internal and External Registered Users

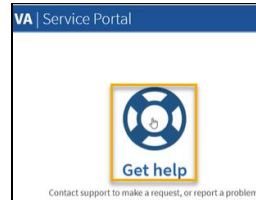
1. Sign in to <https://lgy.va.gov/lgyhub/> and click "Help" at the top of the screen.



2. Scroll to the bottom of the screen and click "Submit a help ticket".



3. Click "Get help".



4. Complete all fields on the screen, optionally attach files, and click "Submit".

Registered User LGY Support

Create a Case record to report and ask for assistance with an issue you are having

No Personal Identifiable Information (PII) should be entered into any ticket. Examples of PII includes Email, Phone Number, Organization, Address, SSN, etc. For more information about VA PII policies and best practices, visit the VA's Privacy Service website https://www.oprm.va.gov/privacy/faqs_privacy.aspx.

You will receive an email from YourIt@va.gov to confirm your case submission and for all case updates. Please whitelist this email address for all future updates. If you did not receive an email after submitting your case, please check your Spam folder.

Submit

Required information

What product are you trying to access or have exper...

Is there sensitive information?

What is your role/affiliation with VA Loan Guaranty...

Opened By

Email

Phone

Browser

* Are you having trouble logging in or registering for a VA LGY Product (VALERI, LGYHub, FFPS)?

No, I'm logged in but have another issue

* What product are you trying to access or have experienced a problem with?

-- None --

* Is there sensitive information?

-- None --

* What is your role/affiliation with VA Loan Guaranty Systems?

Revision History

Date	Version	Description	Author
09/07/21	1.4	Retitled to "LGY System Outages and Access Issues" per VA management.	LGY PMO Support Tech Writer
08/10/21	1.3	Added "LGY Applications" to page 1. Retitled document to "Submit Cases for LGY Applications"; moved page 2 ("Submitting Incidents") to a separate document titled "Submit Incidents – Operations Personnel Only" as incidents are managed by VA and not by LGY.	LGY PMO Support Tech Writer
07/22/21	1.2	Revised screen captures and links to reflect changes in June 2021 ServiceNow and CSM release.	LGY PMO Support Tech Writer
04/14/21	1.1	Added internal user link to submit case and renamed right column from incident to case.	LGY PMO Support Tech Writer
03/12/21	1.0	First publication.	LGY PMO Support Tech Writer