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/](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”.

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

**Internal and External Registered Users**

1. Sign in to [https://lgy.va.gov/lgyhub/](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”.

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[Image of LGY system outages and access issues process]
## Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Description</th>
<th>Author</th>
</tr>
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<tbody>
<tr>
<td>09/07/21</td>
<td>1.4</td>
<td>Retitled to “LGY System Outages and Access Issues” per VA management.</td>
<td>LGY PMO Support Tech Writer</td>
</tr>
<tr>
<td>08/10/21</td>
<td>1.3</td>
<td>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.</td>
<td>LGY PMO Support Tech Writer</td>
</tr>
<tr>
<td>07/22/21</td>
<td>1.2</td>
<td>Revised screen captures and links to reflect changes in June 2021 ServiceNow and CSM release.</td>
<td>LGY PMO Support Tech Writer</td>
</tr>
<tr>
<td>04/14/21</td>
<td>1.1</td>
<td>Added internal user link to submit case and renamed right column from incident to case.</td>
<td>LGY PMO Support Tech Writer</td>
</tr>
<tr>
<td>03/12/21</td>
<td>1.0</td>
<td>First publication.</td>
<td>LGY PMO Support Tech Writer</td>
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