## Contents

LGY Hub......................................................................................................................................................... 1  
Table of Contents............................................................................................................................................... 2  
1. How to Register......................................................................................................................................... 3  
   1.1 External user registration for LGY Hub ............................................................................................... 3  
      1.11 Before you Begin – Information You Will Need ............................................................................ 3  
      1.12 Access VA registration................................................................................................................... 4  
      1.13 User has an existing VIP account ............................................................................................. 23  
      1.14 User registers for a new account ................................................................................................. 37  
   1.2 Internal user registration for LGY Hub .............................................................................................. 45  
      1.21 Access VA Registration for Internal users ................................................................................... 45  
      1.22 User is an existing VIP user ......................................................................................................... 50  
      1.23 User registers for a new account ................................................................................................. 53  
2. How to Log in........................................................................................................................................ 56  
   2.1 Internal Users.................................................................................................................................... 56  
   2.2 External Users ................................................................................................................................... 61  
3. How to View/ Update user profile ........................................................................................................... 70  
   3.1 View personal information ............................................................................................................... 70  
   3.2 View/ Update Contact information .................................................................................................. 72  
   3.3 View/ Update User Affiliation for External users .............................................................................. 76  
4. How to access LGY applications (Web LGY, SIM etc) in LGY Hub ....................................................... 77  
5. How to access Appraiser Gear .................................................................................................................... 78  
   5.1 Appraiser Workspace ........................................................................................................................ 79  
      5.11 Compacted View ......................................................................................................................... 79  
      5.12 Full View ...................................................................................................................................... 80  
      5.13 Assignment Summary ................................................................................................................. 87  
      5.14 View/ Print recently uploaded documents ................................................................................. 91  
      5.15 Correspondence History ............................................................................................................. 92  
      5.16 Assignment Details .................................................................................................................... 95  
      5.17 Notes ........................................................................................................................................... 96  
6. How to access WebLGY as an external user ......................................................................................... 99  
7. How to access SAR Training links ......................................................................................................... 101  
8. How to access Credit Standards Course link ...................................................................................... 102
1. How to Register

Welcome and thank you for using LGY Hub, the new face of the Department of Veterans Affairs (VA) Loan Guaranty Service. We hope you find this document helpful and will gladly accept any comments you may have to help us improve our site or this User Guide. You can always contact us through the application by submitting your comments with a Help Ticket. Be sure to select “Feedback” under the “Issue category” field:

https://lgy.va.gov/lgyhub/help/ticket

LGY Hub uses an enhanced authentication service called AccessVA, which centralizes, strengthens, and provides greater flexibility to the login process for many VA applications – in other words, once you have started using LGY Hub with AccessVA, you will also be prepared to use any other VA application you have been authorized to use. External users (those without a government issued PIV card) will use ID.me to create an account which is used to verify their identity. Internal users will not create an ID.me account, but will use their PIV cards to verify their identity.

1.1 External user registration for LGY Hub

1.11 Before you Begin – Information You Will Need

Before starting the registration process, make sure you have all the necessary information to complete the process. You will need to provide the following information:

- Valid email address – used as your username by ID.me.
- Strong password (defined by ID.me rules) – should be unique and not shared with other applications or users.
- Phone number that is available when you login. This will be used when you log into AccessVA with your password to send you an additional temporary access code (known as two-factor authentication). Note: there are alternatives to this (see ID.me site), but this is generally the easiest and most common method.
- Identity verification: ID.me provides several options to confirm your identity, including: credit history or, scan of State or Federal ID.
- Personal information (DOB, SSN) and address.

Email caveat: ID.me will ask you to provide an email address during the account creation process. This email address can be different from the email you use within Loan Guaranty for correspondence, etc. We suggest that you use a personal permanent email address rather than a work email address, as this email address is used to identify who you are, rather than where you currently work.
ID.me Support

ID.me is not a VA system, rather it is a service used by AccessVA to authenticate external users. As a result, this User Guide may not completely describe all the features of ID.me or have the most recent documentation of their service. For more information about ID.me, we recommend you visit their support page:

https://help.id.me/hc/en-us

1.12 AccessVA registration

All external users need to sign up for an account with ID.me via AccessVA. You only need to do it once and thereafter use your login credentials – email and password to login.

1. Navigate to LGY Hub:

https://lgy.va.gov/

2. Click **Sign In** in the upper right corner, then **Continue**. You will be redirected to AccessVA:
3. AccessVA provides a single entry-point access that Veterans, family members, service members, and business partners can use to access many VA websites and online applications. Once an account is established, users will be spared the burden of having to keep track of multiple sets of identification credentials. Click **Sign in with ID.me:**

![Sign in with ID.me](image-url)
4. Click Accept:
5. Click **Sign Up for an Account** in the upper right corner.
6. Enter your email and select a password. Check the I Accept statement and click Sign Up:
7. After clicking the confirmation link in your email, return to this page to continue.
8. Text Message or Phone Call (recommended), then Select:

- **Text Message or Phone Call**
  - Get a 6-digit code sent to your phone by text message or phone call.

- **ID.me Authenticator**
  - Download our free mobile app and get a secure request prompt to sign in.

- **Code Generator Application**
  - Use a code generator app (like ID.me Authenticator or Google Authenticator) to generate a single-use code for signing in.

- **FIDO U2F Security Key**
  - Use a security key, a small device that connects to your computer's USB port. This option requires Google Chrome.
9. Select one of the two options Text Message or Phone Call, then Continue:
10. Enter phone code and click **Continue**:

![Image of phone code entry screen]

**ID.me +**

**SECURE YOUR ACCOUNT**

Confirm your phone number

Please check your phone for the 6-digit code that we just sent to you at number you choose.

Enter the 6-digit code

239739

Didn't receive the code? [Send it again]

[Go back]  [Continue]
11. Click **Continue:**

![Your account is now secure](image)

**YOUR ACCOUNT IS NOW SECURE**

Your phone number can now be used for two-factor authentication.

[Continue]
12. Choose “Answer questions about your credit history”, then Start Now (or your preferred option):
13. Enter personal information and **Continue:**
14. Enter your address and **Continue**: 

VERIFY YOUR IDENTITY

Enter your most recent home address

**Address Line 1**

Enter Street Address

No P.O. Box

**Address Line 2**

Enter Street Address

Apartment Unit Suite #

**City**

Enter City

**State**

Select State

**Zip Code**

Enter Zip Code

[Back] [Continue]
15. Choose the option that applies to you and **Continue**:
16. Verify your information, then **Continue**:
17. Answer questions and Continue:
18. Phone confirmation process:

CONIRMING YOUR PHONE

Please click the link sent to ( ) to confirm your mobile phone number.

This screen will automatically refresh once your phone number has been confirmed.

Didn't receive the text message? Send link again

Your phone was confirmed

Your mobile phone was successfully confirmed. Please go back to the browser on your computer to continue.
19. Permit AccessVA/LGY Hub to use your information by clicking **Allow**. This finally returns you to LGY Hub site.
You will see the screen below to either link to your existing VIP account or register for a new account.

Go to [User has an existing VIP account](#) to view steps to link to your VIP account.
Go to [User registers for a new account](#) to view steps to register for a new account.
1.13 User has an existing VIP account

1.131 User’s account is in Active Status

1. Enter your VIP Username and Password and click the Link button, you will see the linking is in progress.
2. You will see the registration success message:
3. You will be redirected to either the Contact Information page, the Affiliate Information page, or taken directly to the LGY Hub main page if you are not missing any profile information:

   a. **User has primary phone number information missing in user profile but affiliation information is complete**
      You will be redirected to the Contact Information page to complete the missing contact information. Once you successfully update the contact information, you can access the LGY Hub main page by clicking **LGY Hub** in the breadcrumbs menu at the top of the page.

   b. **User has affiliation information is missing but primary phone number information is complete**
      You will be redirected to the Affiliation page to add your affiliate ID and/or PIN. Once you successfully update the affiliation, you can access the LGY Hub main page by clicking **LGY Hub** in the breadcrumbs menu.

   c. **User has both primary phone number and affiliation information missing**
      You will be redirected to the Contact Information page to complete the missing contact information. Once you successfully update the contact information, you will be redirected to the Affiliation page to add your affiliate ID and/or PIN. Once you successfully update the affiliation, you can access the LGY Hub main page by clicking **LGY Hub** in the breadcrumbs menu.

   d. **User’s profile does not require any updates**
      You will be redirected to the LGY Hub main page and view the Hub gear box based on your role.

Contact Information page:
You will see the update success message once you add all the required fields on the contact information page:
Affiliation Information page

Note: If you have multiple roles, you must register for all your roles on the same day, or you will have to contact the helpdesk to add the additional roles because once you update your affiliations, you will be locked out for 30 days.
You will see the update success message once you add the affiliate ID and/or PIN and submit:
When you click on **LGY Hub** in the breadcrumbs menu or on VA Loan Guaranty in the header, you will be redirected to the LGY Hub main page.

a) User is an Appraiser

You will see the screen below with the appraiser workspace and other available links:
b) User is an Inspector
You will see the screen below with the Specially Adapted Housing (SAH) link available in the left navigation menu:
c) User has both the appraiser and inspector role.

You will see the below screen with the Specially Adapted Housing application (SAH) link in the left navigation menu and appraiser workspace:
1.132 User is in Inactive Status

You will see the below message when you try to link your VIP account by entering your username and password if your account in VIP is in Inactive status:

1.1321 Appraiser/Inspector is in Inactive Status
1.133 User is in Terminated Status

You will see the below message when you try to link your VIP account by entering your username and password if your account is in a Terminated status.

NOTE: If you register with AccessVA with a SSN that does not match the SSN associated with your VIP account, and you try to link your VIP account to your LGY Hub account, your VIP account will be set to Terminated status and you will see the below message:

![Account Terminated](image)
1.134 User enters an incorrect user name or password

If you enter an incorrect username or password for your VIP account, you will see the below error message:

![Error Linking Account](image)

Already have a VIP account?

Please enter your VIP username and password to link your accounts.

Username

Password

Link
1.135 User enters an incorrect user name or password for more than 3 times

User has 3 attempts to enter a correct username and password. After 3 unsuccessful attempts, your account will be locked for the next 24 hours.
1.135 User tries to link to a VIP account that is already in use by another user

If you try to link to a VIP account that is already in use by another LGY Hub user, you will see the below error on the screen. You will need to register for a new account, or contact the help desk for more information.
1.14 User registers for a new account

1. Click on **New Account** link under register for a new account. You will see the screen below showing registration is in progress:
2. You will be redirected to the Contact information page under user profile to complete the contact information.
3. Enter all your information and click the **Submit** link. Email address, primary phone number, and primary phone number type are required fields, and all other fields are optional. You will see the profile updated success message once you enter all the required fields and submit.
4. You will be redirected to the affiliation page under the user profile to complete affiliation information.

Note: If you have multiple roles, you must register for all your roles at the same time, or else you will have to contact the Helpdesk to add the additional roles, because once you update your affiliation, you will be locked out for 30 days.
5. Enter your valid affiliate ID and/or PIN information on the affiliation page.

   a. User is an Appraiser

      1. Enter your Appraiser ID and click the Submit link. You will see the screen below:
2. Click on LGY Hub in the breadcrumbs menu and you will be redirected to the LGY Hub main page where you can access the appraiser workspace:
b. User is an Appraiser and Inspector

1. Enter your Appraiser ID and Inspector ID and click the **Submit** link:
2. Click **LGY Hub** in the breadcrumbs menu and you will be redirected to the LGY Hub main page where you will have access to appraiser gear and the SAH application:
1.2 Internal user registration for LGY Hub

1.21 AccessVA registration for internal users

Existing VIP Internal users and users registering for a new account will need to register with AccessVA prior to accessing LGY Hub using their VA PIV card. You will need to go through the registration process only once.

1. Navigate to LGY Hub
   a. https://lgy.va.gov/

2. Click Sign In in the upper right corner:
3. Click **Continue**. You will be redirected to AccessVA

AccessVA provides a single entry-point access that Veterans, family members, service members, VA employees and business partners can use to access many VA websites and online applications. Once an account is established, the Veteran will be spared the burden of having to keep track of multiple sets of identification credentials.
4. Click **Sign in with VA PIV Card**. You will be redirected to the Third-Party Onboarding (3POB) page to enter your user account information.
   a. You will need to enter your real information including your SSN:
5. **Click Submit.** You will see the below screen that your user account information is being processed.
6. You will receive an Account Confirmation message:
7. Click **Next**. You will be redirected to login again.

1.22 User is an existing VIP user

After successful login via Access = VA using your VA PIV card, you will either be redirected to user profile (if your primary phone number is missing from the contact information) or, you will be redirected to the LGY Hub main page.

**a. User’s primary phone number information is missing**

After successful login, you will be redirected to the Contact Information page under user profile to complete the missing information. After updating the contact information, you will see a profile update success message. When you click on **LGY Hub** in the breadcrumbs menu, you will be redirected to the LGY Hub main page.

**b. User’s primary phone number information isn’t missing**

After successful login, if your contact information doesn’t need to be updated, you will be redirected to the LGY Hub main page. You will see all main LGY application links on the left side (ones you have access to). Clicking on the application link will redirect you to the application as it does in VIP.

Contact Information page under is under the user profile:
Profile Update success message on the contact information page under the user profile:
LGY Hub main page. You will see all main LGY application links on the left side (ones you have access to). Clicking on the application link will redirect you to the application as it does in VIP.
1.23 User registers for a new account

After successful login via AccessVA using your VA PIV card, you will be redirected to the Contact Information page under the user profile to complete your contact information.
After entering all the required fields – User station, email address, primary phone number and primary phone number type, you will see profile updated success message in green:
Click on LGY Hub in the breadcrumbs menu and you will be redirected to LGY Hub main page. You will see Staff Appraisal Reviewer (SAR) training links and the Loan Guaranty Reports link in the left navigation menu if you haven’t been granted access to any other applications.
2. How to Log in

2.1 Internal Users

Once you have registered for an AccessVA account, follow the steps below to login to LGY Hub. You only need to register once with AccessVA.

1. Navigate to LGY Hub
   
   https://lgy.va.gov/

2. Click **Sign In** in the upper right corner:
3. Click **Continue**. You will be redirected to AccessVA:
4. Click **Sign in with VA PIV Card:**
5. Click Accept. You will see the below screen while AccessVA authenticates your account:

![Authenticating. Please wait...](https://opa.pki.eauth.va.gov/FM/px/auth?user=00b4-3f8b-c366-071a718b05ff36f&token=cc27fd)

U.S. Department of Veterans Affairs
6. You will be redirected to LGY Hub after successful authentication. You will see all main LGY application links on the left side (for which you have access). Clicking on the application link will redirect you to the application as it does in VIP:
2.2 External Users

Users who have registered an ID.me account with AccessVA and have successfully registered with LGY Hub (either by linking to their VIP account or by registering a new account), can login via Access VA ID.me and access LGY Hub

1. Navigate to LGY Hub
   
   https://lgy.va.gov/

2. Click Sign In in the upper right corner:
3. Click **Continue**. You will be redirected to AccessVA:
4. Click **Sign in with ID.me**:
5. Click Accept. You will be redirected to ID.me Sign In page:

![ID.me Sign In Page](https://id.me/labs.com/en/session/ynew)
6. Enter your ID.me login credentials – email and password for the account you created when you registered with ID.me:
7. Click the Sign In link:
8. Select an option to receive the authentication code and click continue:
9. Enter the 6-digit code and Click **Continue**. You will see the below screen ‘You are now returning to your VA application’:
10. You will be redirected to LGY Hub and see the gearbox based on your affiliation. For example, a user with both inspector and appraiser roles will see the screen below:
3. How to View/ Update user profile

3.1 View personal information

1. After successful sign in, when you are on the LGY Hub main page, click on your name in the welcome message on right hand corner:
You will be redirected to User Profile. You can view your Personal Information – Name and Last four of your SSN.

Under Account Information you can view your User ID, affiliation, user type(s) (for external users), account status, and last login date and time. User type(s) is only available for external users and lists all the roles the user has in LGY Hub. The account status shows if the user is Active or Inactive.

The personal information is read-only and is obtained from AccessVA. If you click on the ‘i’ icon next to your Name or SSN, you will see guidance on how to access AccessVA and manage your personal information.

*My Profile page for an Internal user*

*My Profile page for an External user*
3.2 View/ Update Contact information

2. Click on the Contact Information link in the left navigation. You will see the contact information form. The form is editable, and you can edit and update the information by clicking the Submit link.

Contact information form for internal users

Internal users can view and update the Job title, User station, email address, primary and secondary phone number, phone number type and extension. User station, email address, primary phone number and primary phone number type are required fields, all other fields are optional. Fill in all the required fields and submit to update the contact information. You will see an error and the required field will be highlighted in red if you attempt to leave the field blank and submit the form.
You will see a Profile Update success message in green when you successfully update the contact information for an internal user:
External users can view and update the Job title, email address, primary and secondary phone number, phone number type and extension. Email address, primary phone number, primary and phone number type are required fields, all other fields are optional. Fill in all the required fields and submit to update the contact information. You will see an error and the required field will be highlighted in red if you attempt to leave the field blank and submit the form:
You will see a Profile Update success message in green when you successfully update the contact information for an internal user:
3.3 View/ Update user affiliation for external users

3. Click on the **Affiliate Information** link from the left navigation. You will see the affiliate information form.

The form will have your affiliate type selected (as you set it up during registration) and your affiliate ID will be displayed. If you have multiple roles, you will see them all checked and the respective Affiliate ID will be displayed. You can add or remove the affiliation by selecting the checkbox next to the affiliate type.

You can only update your affiliation once every 30 days. The affiliate form will be disabled if you have made a change within last 30 days:
4. How to access LGY applications (WebLGY, SIM, etc) in LGY Hub

Both internal and external users, after successful login, will be redirected to the LGY Hub main page. You will see all the LGY applications (that you have permissions to access based on your role) as links in the left navigation menu. Clicking on the application link will open the application in a new window as it does in VIP.

For example: the screen below shows the LGY Hub main page for an internal user. All the LGY application links this user has permission to access are displayed in the left navigation menu. If the user clicks on WebLGY or the SIM link, the application will open in a new window as shown in the second screenshot.
5. How to access Appraiser Gear

5.1 Appraiser Workspace

5.11 Compacted View

When a user with the Appraiser role logs into LGY Hub, they will see the LGY Hub main page with Appraiser Gear (Appraiser Workspace) in the gear box in its compacted view.

The Appraiser’s Name, Appraiser ID, and Status (Active: Yes or No) is displayed. The Pending and Suspended assignments table displays a short-list (up to five cases) of the appraiser’s individual workload. Pending assignments are defined as those with a status of Out for Appraisal. Suspended assignments are the cases with a status of Suspended (Suspended for Additional Information). Suspended cases display with an alert icon next to the LIN Number.

From this listing of pending and suspended cases, the appraiser may click on the LIN to view the case assignment summary. The ‘See More’ link is displayed if the appraiser has more than 5 pending/suspended cases. Clicking on the ‘See More’ link will take the appraiser to the Appraiser Workspace.

For liquidation appraisals, if five full business days have passed, not counting the day the liquidation report was ordered and no appraisal has been uploaded, the system will flag the report as Late after 11:59 pm on the 5th full business day and display a LATE report indicator on the same line as the LIN. The Late Report message will be removed when an appraisal has been associated with the record.

When the appraiser’s license is expiring within 30 days, the page will also display a notice indicating the license number, expiration date and state as shown in the screen below.

The appraiser can also look up a case by LIN ID using the ‘Find assignments by LIN’ look up field.
5.12 Full View

The appraiser may click on the **expand icon** (arrow icon on the right-hand corner on Appraiser gear) to get access to the full view of Appraiser Workspace with complete functionality.

They will be able to view their Name, Appraiser ID, status and availability status in read only format. They will also see the list of Assignments cancelled in the past 72 hours and complete list of Pending and Suspended assignments.

The left navigation menu displays links to personal/ business profile, geographic areas, unavailability dates and locate cases.
5.121 Personal/Business Profile

The appraiser may click on the Personal/Business profile link in the left navigation on the Appraiser Workspace to view their personal information, business contact information, and license information.

The Licenses table lists all states in which the appraiser is licensed, each license number, and expiration date. However, all the data is read-only and any modifications may be made by VA users through SIM.
**5.122 Geographic Areas**

The appraiser may click on the **Geographic Areas** link in the left navigation to review all geographic areas where they are authorized and entered in the system as available to work.

<table>
<thead>
<tr>
<th>State</th>
<th>County</th>
<th>City</th>
<th>Last Assignment Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>TX</td>
<td>BEYAR</td>
<td></td>
<td>11/05/2018</td>
</tr>
<tr>
<td>TX</td>
<td>COMAL</td>
<td></td>
<td>10/28/2018</td>
</tr>
<tr>
<td>TX</td>
<td>GUADALUPE</td>
<td></td>
<td>11/05/2018</td>
</tr>
<tr>
<td>TX</td>
<td>KENDALL</td>
<td></td>
<td>11/05/2018</td>
</tr>
<tr>
<td>TX</td>
<td>WILSON</td>
<td></td>
<td>10/29/2018</td>
</tr>
</tbody>
</table>
5.123 Unavailability Dates

The appraiser may click on **Unavailability Dates** in the left navigation menu where the appraiser can review current availability status and most recent unavailability history:
5.124 Locate Cases

The appraiser may click on the Locate Cases in the left navigation menu to view appraiser’s individual case assignments.

Assignments canceled in past 90 days:
All assignments in the past 90 days:

<table>
<thead>
<tr>
<th>LIN</th>
<th>Assignment Date</th>
<th>Status / Disposition</th>
<th>Disposition Date</th>
<th>Appraisal Type</th>
<th>Property Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1111111</td>
<td>11/28/2018</td>
<td>Appraisal Pending Review</td>
<td>02/08/2019</td>
<td>IND</td>
<td>Address</td>
</tr>
</tbody>
</table>
Assignments with appraisals uploaded in the past 30 days

<table>
<thead>
<tr>
<th>LIN</th>
<th>Assignment Date</th>
<th>Status / Disposition</th>
<th>Disposition Date</th>
<th>Appraisal Type</th>
<th>Property Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11/26/2018</td>
<td>Appraisal Pending Review</td>
<td>02/06/2019</td>
<td>IND</td>
<td></td>
</tr>
</tbody>
</table>
Appraisers who are authorized to access an appraisal case may view a case assignment summary by clicking on the LIN ID for a case from the appraiser workspace. The purpose of the Appraisal Assignment Summary page is to give the appraiser an overview of the appraisal record, a place to upload documents, and retrieve the most recently uploaded appraisal and/or sales contract.

Appraisers will only be able to upload the XML Appraisal Report Files with embedded PDF.

The next figure shows the Appraiser Assignment summary page:
The appraiser will see a confirmation message after successfully uploading an appraisal report/sales contract and/or updating the assignment summary. A log entry will be added to the Documents upload history table.
The appraiser will see an error message if they try to upload a file other than type xml for the appraisal report:
The appraiser will see an error message if they try to upload an unsupported file type for the sales contract. The supported file types are .pdf, .doc, .docx, .xlsx, .xls, .tif, .tiff, .gif, .jpg, .jpeg and .png file extensions.
5.14 View/ Print recently uploaded documents

The appraiser may click on **View/Print Documents** link on the assignment summary page to view the recently uploaded appraisal report/sales contract /1805 file.
5.15 Correspondence History

The appraiser may click on the **Correspondence History** link in the left navigation menu to upload documents and review documents previously uploaded. The document upload history displays all documents uploaded by the appraiser and can be viewed by clicking on the **document type** link:
The user will see an upload success message after successfully uploading a file:
The appraiser will see an error message if they try to upload an unsupported file type. Supported file types are .pdf, .doc, .docx, .xlsx, .xls, .tif, .tiff, .gif, .jpg, .jpeg, and .png file extensions.
5.16 Assignment Details

Appraisers who are authorized to access an appraisal case may view case information details. The purpose of the Appraiser Assignment Detail page is to give the appraiser a read-only overview of the appraisal record.
5.17 Notes

Appraisers may add notes related to the appraisal. All notes added by the appraiser are viewable by authorized VA users; however, only notes that are indicated public may be viewed by other non-VA users. The appraiser may select to make a note public at the time it is entered.
The appraiser needs to enter the required fields “Note Type” and “Note Text” to add a note. They will see an error if they try to add a note without adding those fields:
The appraiser will see a success message after adding the required fields to and clicking the Add Note button.
6. How to access WebLGY as an external user

After successful log in to LGY Hub, the user will be redirected to the Loan Guaranty landing page. Users will see the WebLGY link in the left navigation. Clicking on the link will redirect the user to WebLGY.

For example – the screenshot below shows the Loan Guaranty landing page for a lender and/or Lender Appraisal Processing Program (LAPP) SAR:
The screenshot below shows the Loan Guaranty landing page for a servicer and/or SAPP SAR:
7. How to access SAR Training links

All user groups – internal VA employees and external users, will have access to SAR training links on the Loan Guaranty Landing page after they successfully login to LGY Hub. SAR Training links – SAR LoanSafe Appraisal Manager (LSAM) Training and SAR TPSS training are displayed in the left navigation on the landing page. Clicking on the link will take the user to the SAR training website.
8. How to access the Credit Standards Course (CSC) link

Lenders and LAPP SARs have access to the Credit Standards Course. After successful login to LGY Hub, Credit Standards Course (CSC) link is displayed in the left navigation on the Loan Guaranty Landing page. Clicking on the link will redirect the user to CSC website.