

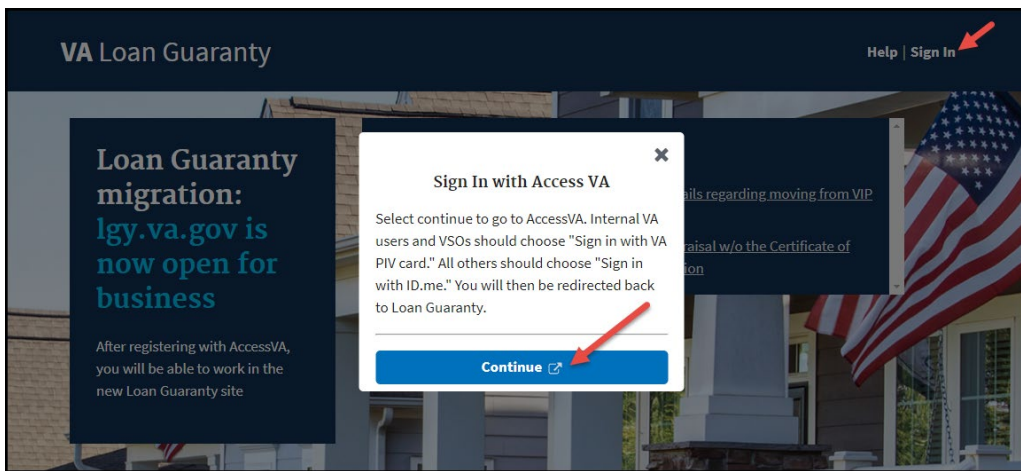
# VA LGY Hub Registration Job Aid

This job aid provides instruction on the following:

- [LGY Hub Account Registration](#)
- [Linking an Existing VIP Account](#)
- [Accessing WebLGY After LGY Hub Account Registration](#)
- [Accessing ServiceNow and Submitting a Case After LGY HUB Account Registration](#)
- [Access ServiceNow to View a Previous Case](#)
- [Respond to a ServiceNow Case via Email](#)

## LGY Hub Account Registration

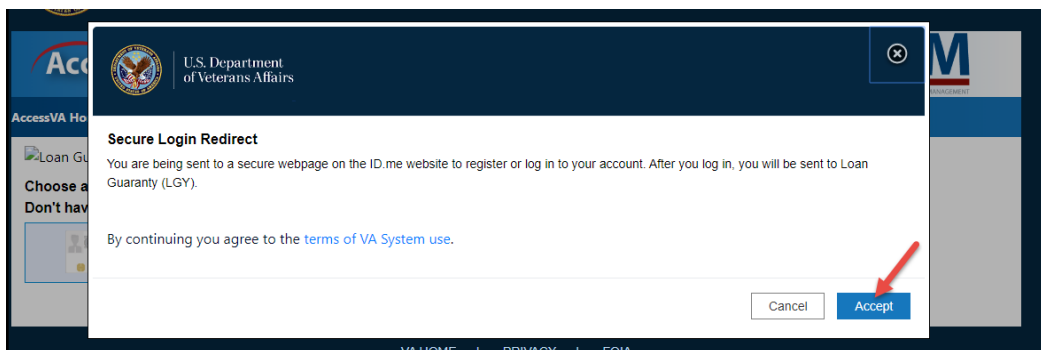
1. Log in to LGY Hub <https://lgy.va.gov/>:
  - a. Click *Sign In*.
  - b. Click *Continue* button in *Sign In with Access VA* pop-up.



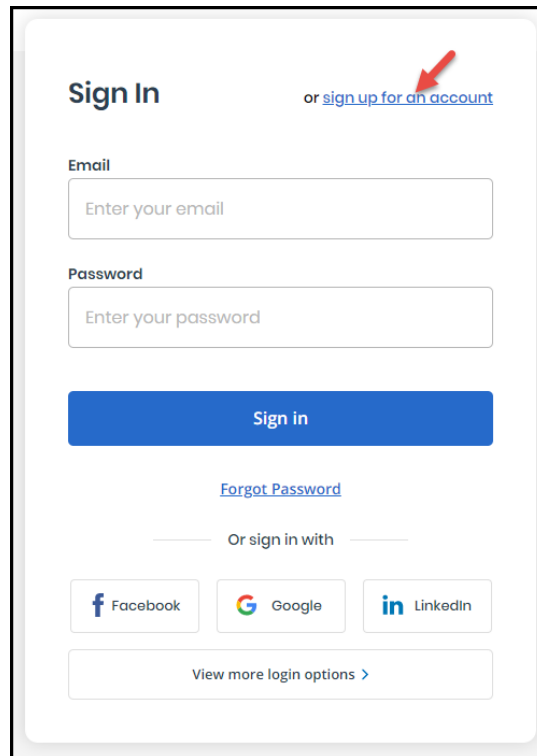
2. Click *Sign in with ID.me*.



3. Click *Accept* button in *Secure Login Redirect* pop-up.

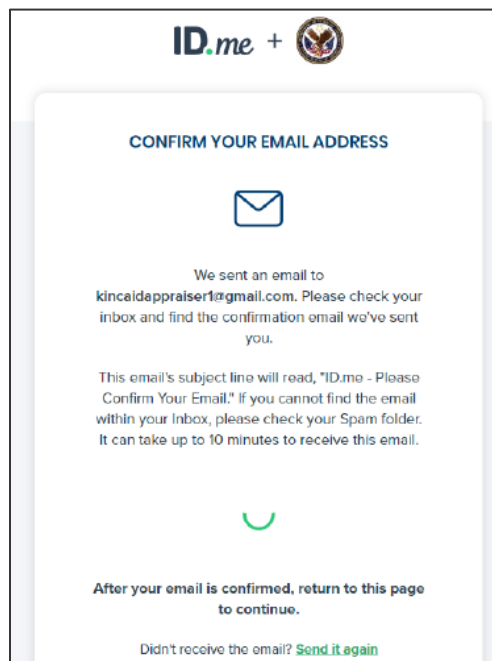


4. Click *sign up for an account*.



The image shows a 'Sign In' form. At the top left is the text 'Sign In'. To its right is the text 'or [sign up for an account](#)', with a red arrow pointing to the link. Below this are two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter your password'. A blue 'Sign in' button is centered below the fields. Underneath the button is a blue link for 'Forgot Password'. Below that is the text 'Or sign in with' flanked by horizontal lines. There are three social media login buttons: Facebook, Google, and LinkedIn. At the bottom is a button labeled 'View more login options >'.

5. Enter your email and select a password. **Note:** The password can be different than your current VIP password.
- a. Click the *I accept* statement.
  - b. Click *Sign up*.
6. A confirmation email will be sent to you. After clicking the confirmation link in your email, return to this page to continue.



The image shows a confirmation page for ID.me. At the top is the ID.me logo and a US Department of Justice seal. The main heading is 'CONFIRM YOUR EMAIL ADDRESS' with an envelope icon below it. The text reads: 'We sent an email to [kincaldappraiser1@gmail.com](mailto:kincaldappraiser1@gmail.com). Please check your inbox and find the confirmation email we've sent you.' Below that, it says: 'This email's subject line will read, "ID.me - Please Confirm Your Email." If you cannot find the email within your Inbox, please check your Spam folder. It can take up to 10 minutes to receive this email.' A green checkmark icon is centered below the text. At the bottom, it says: 'After your email is confirmed, return to this page to continue.' and 'Didn't receive the email? [Send it again](#)'.

7. Select the *Text Message or Phone Call* option.

**ID.me +**

**SECURE YOUR ACCOUNT**

1 — 2 — 3

Add an extra layer of security to your account. With two-factor authentication even if someone guesses your password, they won't be able to sign in as you. You only need to set up your device for two-factor authentication once.

Select an option below to setup two-factor authentication

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

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

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

**FIDO U2F Security Key**  
Use a security key, a small device that connects to your computer's USB port. This option requires Google Chrome. **Select**

8. Select either *Text message* or *Phone call*, then click *Continue*.

**ID.me +**

**SECURE YOUR ACCOUNT**

1 — 2 — 3

**Receive authentication code via phone**

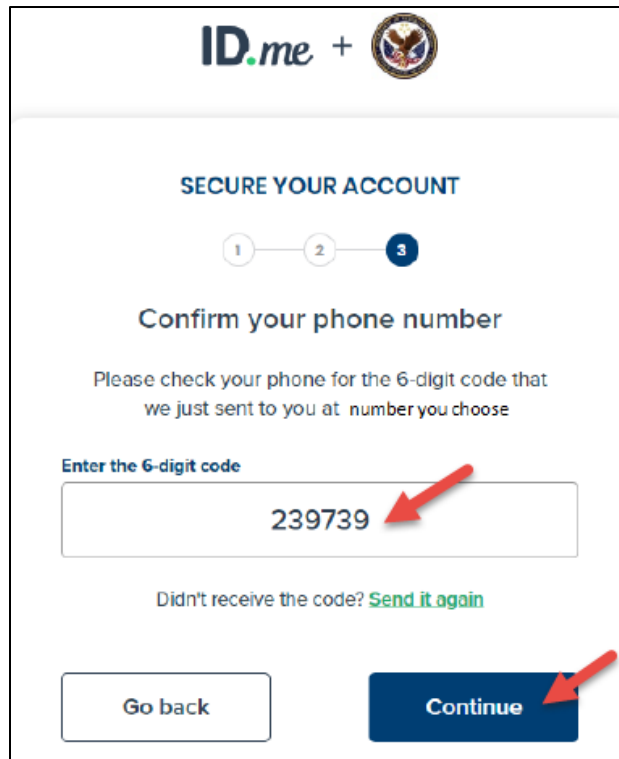
Be sure to use a phone number you have access to whenever you plan to sign in.

Choose how you want to receive the code

**Text message**  **Phone call**

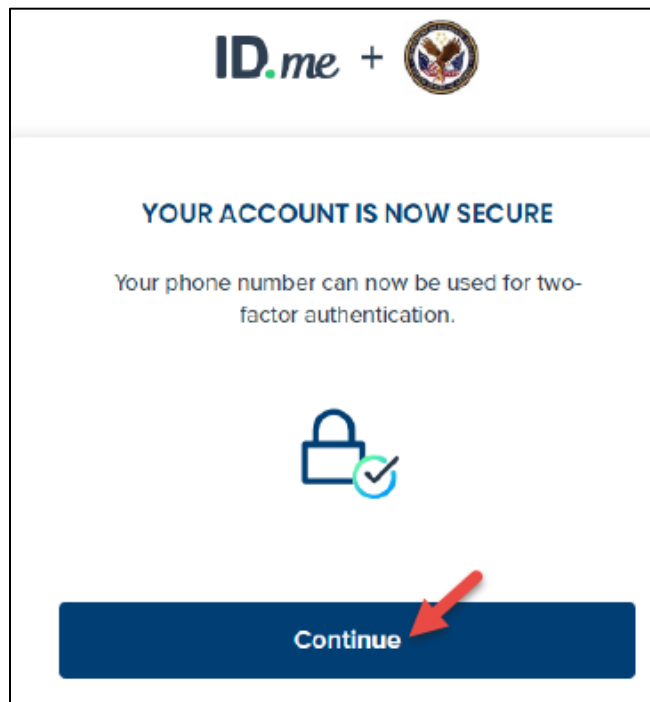
THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY.

9. Enter phone code and click *Continue*.



The screenshot shows the ID.me account security interface. At the top, it says "ID.me + [Seal]". Below that is the heading "SECURE YOUR ACCOUNT" with a progress indicator showing three steps, with the third step (3) highlighted. The main heading is "Confirm your phone number". Below this, it says "Please check your phone for the 6-digit code that we just sent to you at number you choose". There is a text input field labeled "Enter the 6-digit code" containing the number "239739". A red arrow points to the input field. Below the input field is a link that says "Didn't receive the code? [Send it again](#)". At the bottom, there are two buttons: "Go back" and "Continue". A red arrow points to the "Continue" button.

10. Click *Continue*.



The screenshot shows the ID.me account security confirmation screen. At the top, it says "ID.me + [Seal]". Below that is the heading "YOUR ACCOUNT IS NOW SECURE". Below this, it says "Your phone number can now be used for two-factor authentication." There is an icon of a padlock with a checkmark. At the bottom, there is a large blue button labeled "Continue". A red arrow points to the "Continue" button.

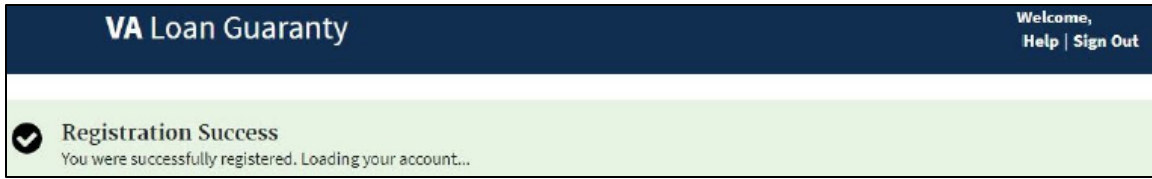
11. Select *Start Now* next to your preferred option.

12. Complete the steps to verify your identity based on the option you selected.

## Linking an Existing VIP Account

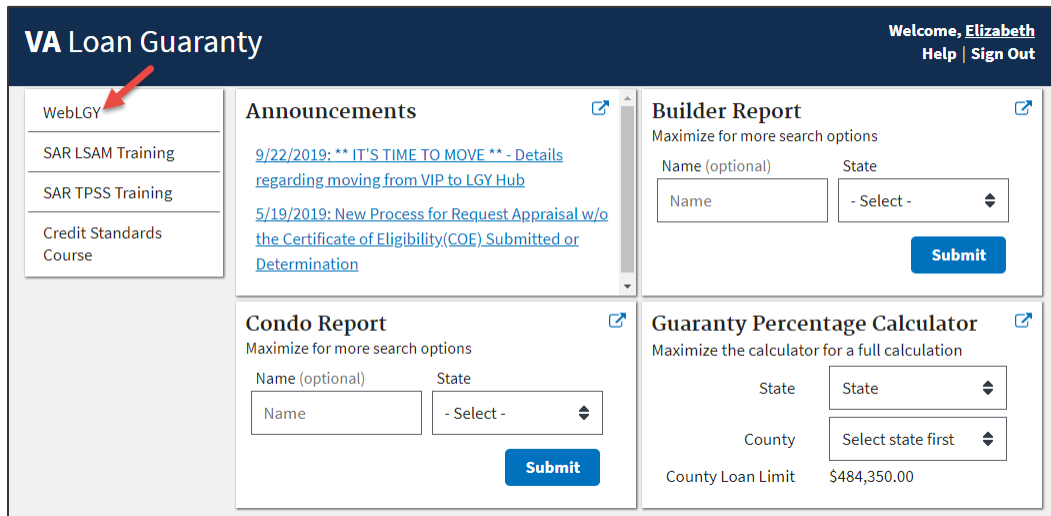
1. After your ID.me account has been registered, you will see the screen below to link your existing VIP account.
  - a. Click *Returning VIP User*.
  - b. Enter your existing VIP username and password. **Note:** This is not the username and password that you just created as part of the ID.me access, it is your former VIP account username and password.
  - c. Click *Link*.

2. Once your account is linked, you will see the following Registration Success message:



- Users will no longer use their previous VIP access.
- When logging in to LGY Hub, users must use their email address and new password

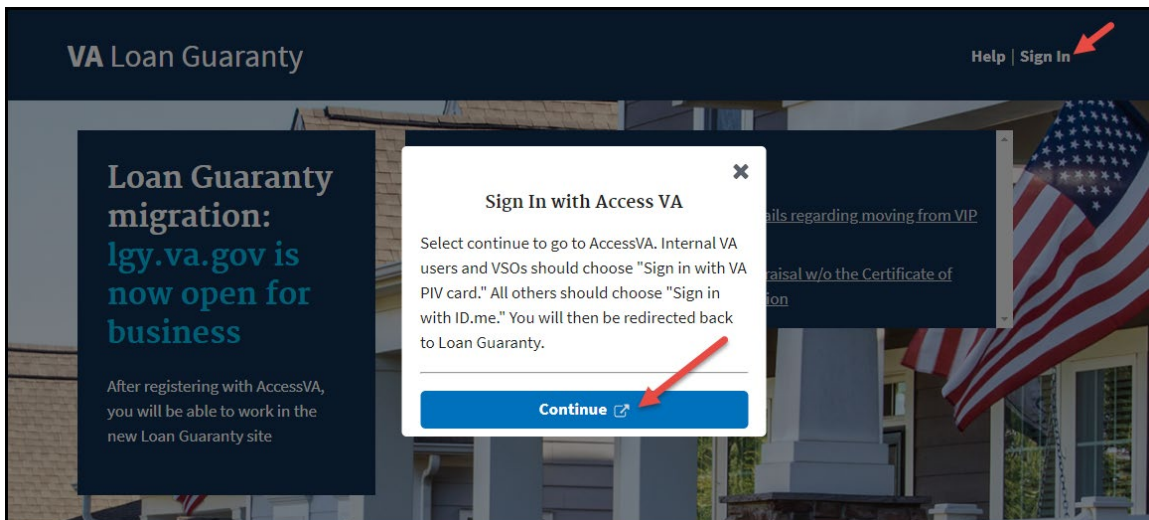
3. After successful log in to LGY Hub, the user will be redirected to the Loan Guaranty landing page. Users can click the *WebLGY* link to be redirected to WebLGY.



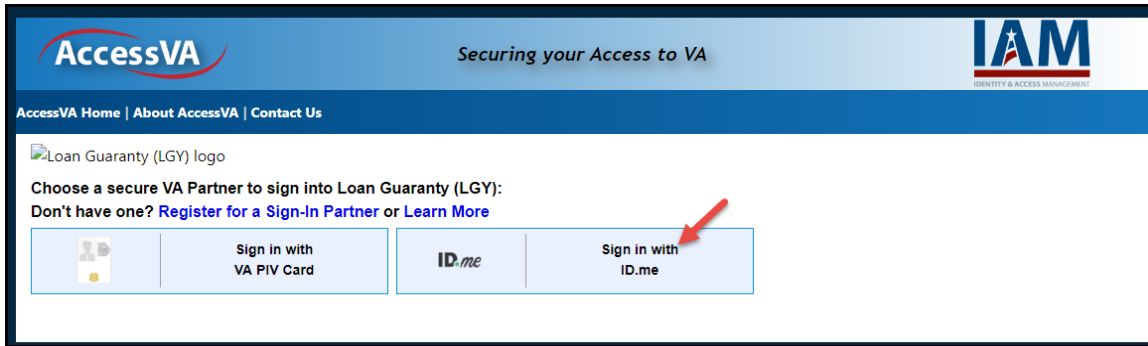
## Accessing WebLGY After LGY Hub Account Registration

Once the user has created an LGY Hub account, they will complete the following steps to access WebLGY:

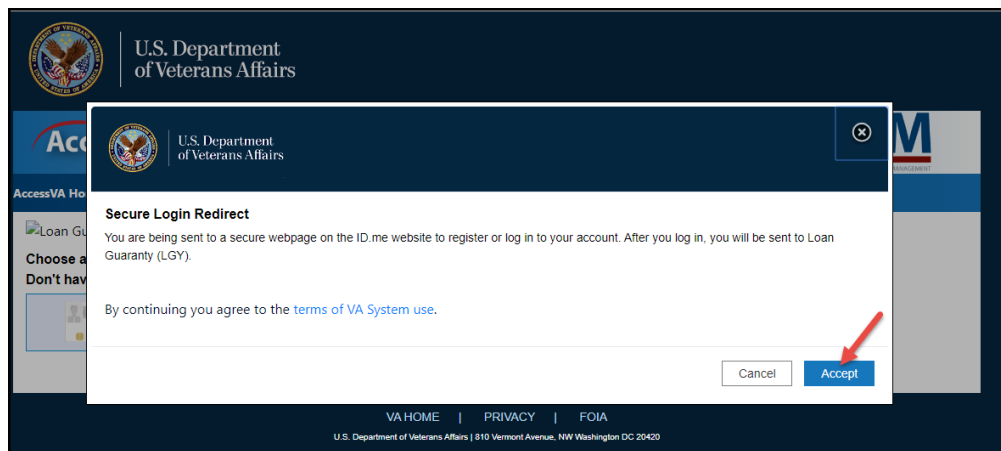
1. Log in to LGY Hub at <https://lgy.va.gov/>:
  - a. Click *Sign In*.
  - b. Click *Continue*.



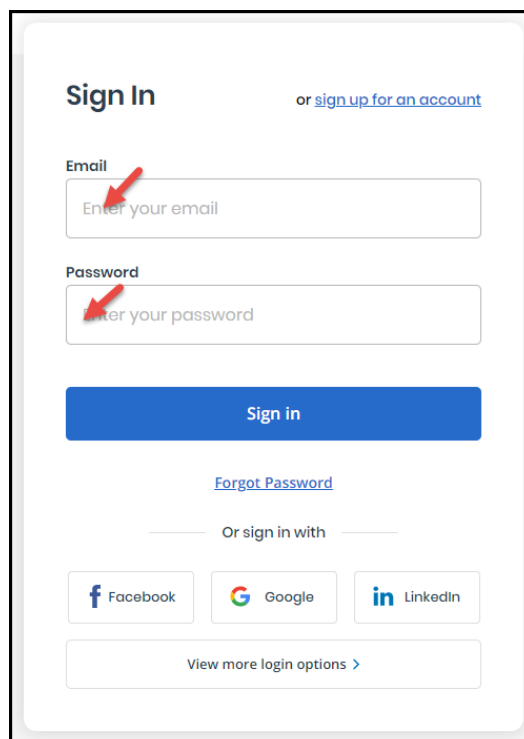
2. Click *Sign in with ID.me*.



3. Click *Accept*.



4. Enter your email address and password and click *Sign in*.



5. Complete the *Receive authentication code via phone* process and click *Continue*.

**ID.me** +

COMPLETE YOUR SIGN IN

1 — 2 — 3

Receive authentication code via phone

Text message  Phone call

You will receive a code at the following number

(\*\*\*)-\*\*\*-206

Continue

If you've changed phone numbers or carriers from when you previously set up two-factor authentication, please [update your settings here](#).

6. Enter the 6-digit code sent to your phone and click *Continue*.

**ID.me** +

COMPLETE YOUR SIGN IN

1 — 2 — 3

Confirmation code is not valid. Please request a new code and try again.

Confirm your phone number

Please check your phone for the 6-digit code that we just sent to you at (\*\*\*)-\*\*\*-206.

Enter the 6-digit code

544400

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

Continue

If you've changed phone numbers or carriers from when you previously set up two-factor authentication, please [update your settings here](#).



7. Select *WebLGY* on the left side panel to be redirected to the WebLGY portal.

## Accessing ServiceNow and Submitting a Case After LGY Hub Account Registration

The ServiceNow tool is used to report all technical and policy inquiries.

1. From the Home page, select *Help*.
  - a. Navigate to the bottom of the *Help* page.
  - b. Select *Get help*.

2. The system will display the **Registered User LGY Support** form.

The following fields will be auto-populated in the form:

- a. *Opened By* (auto-populated with name)
- b. *Email*
- c. *Phone*
- d. *What is your role/affiliation with VA Loan Guaranty Systems?* (only auto-populated if role type provided in LGY/HUB)
- e. *Affiliate ID* (only auto-populated if provided in LGY/HUB)

3. Manually complete the following fields:

- a. *Are you having trouble logging in or registering for a VA LGY Product?* (Select answer from drop-down list)
- b. *Role* (Required field if not auto-populated)
- c. *Affiliate ID* (Optional field if not auto-populated)
- d. *Organization*
- e. *Is there sensitive information?* (Select answer from drop-down list) **Note:** No Personal Identifiable Information (PII) should be entered into a case.
- f. *What product are you trying to access or have experienced a problem with?* (Select answer from drop-down list) **Note:** Depending on the selection in the question above, a second required field, *Category*, may display.
- g. *Description* (Text box, max 4000 characters)

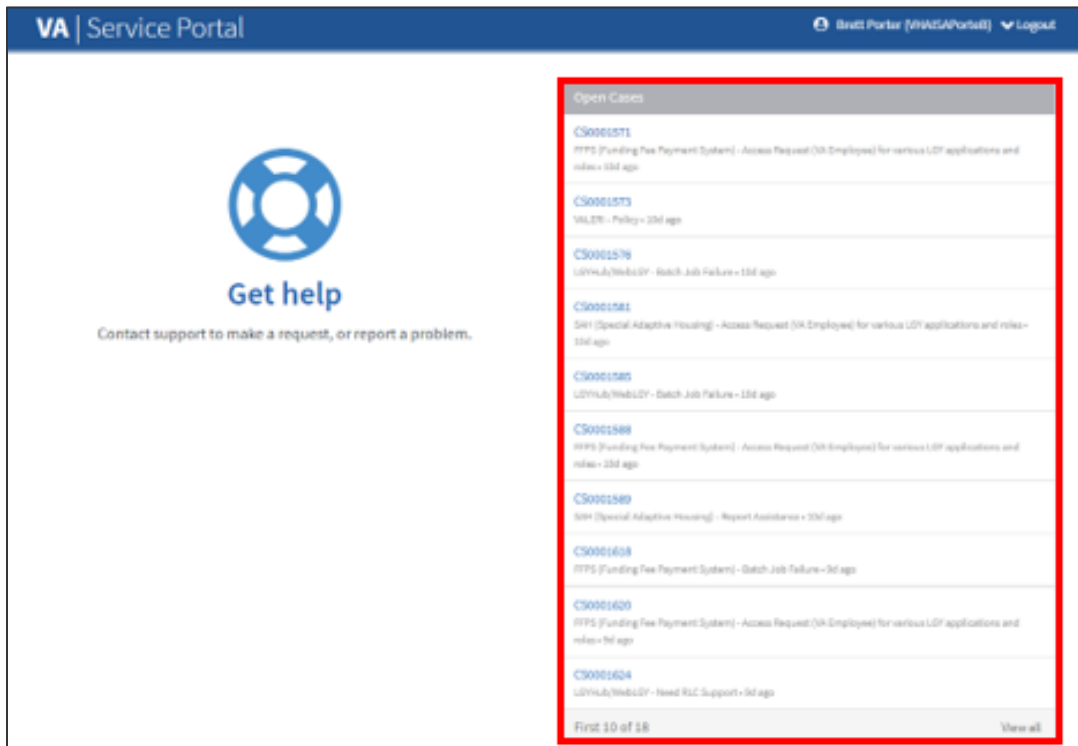
4. (Optional) Select *Add Attachments* to upload any supporting documentation.

5. Once the form has been completed, select *Submit*. The system will then accept the case submission and display a confirmation message.

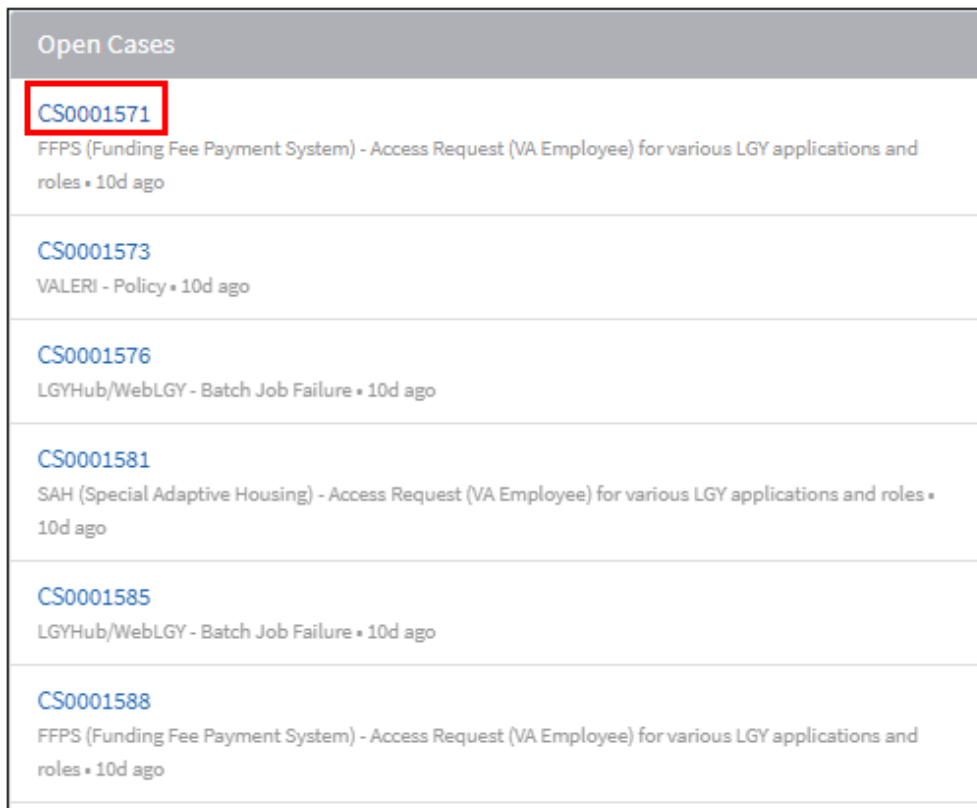
### Access ServiceNow to View a Previous Case

**Note:** Guest users will not have access to the functionality outlined in this section. This section is only applicable to users logged in to the application using ID.Me/AccessVA account.

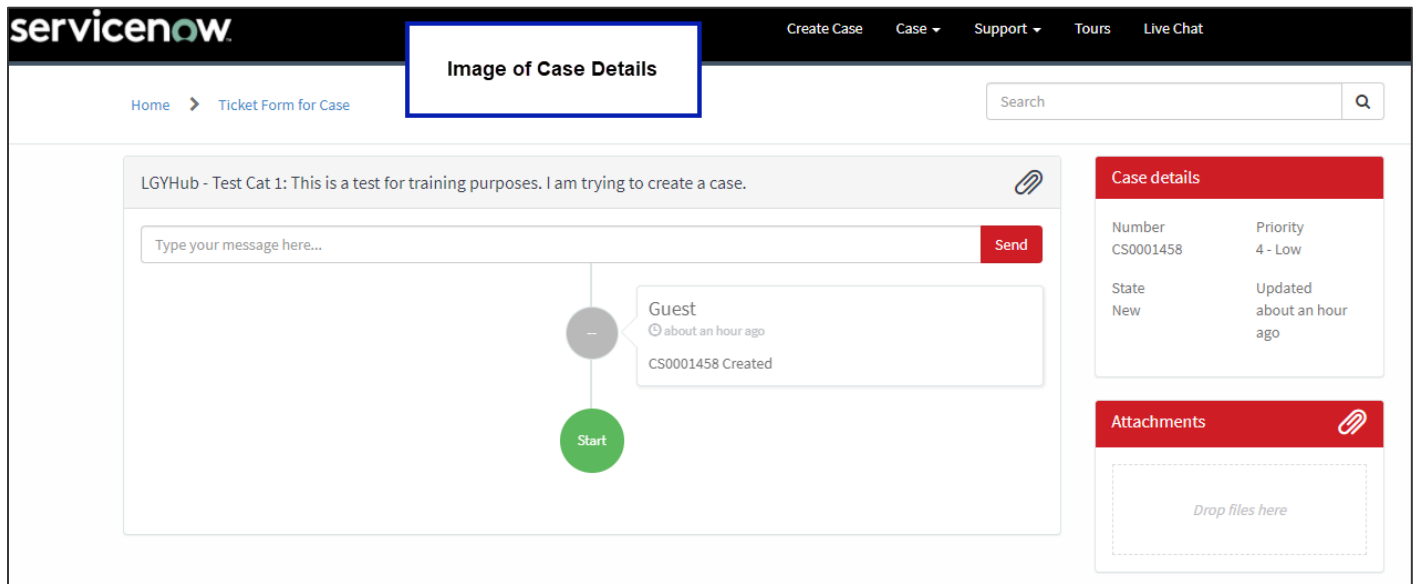
1. On the ServiceNow home page, any open cases will display on the right side of the screen.



2. Select the *Case* link to view the desired case.

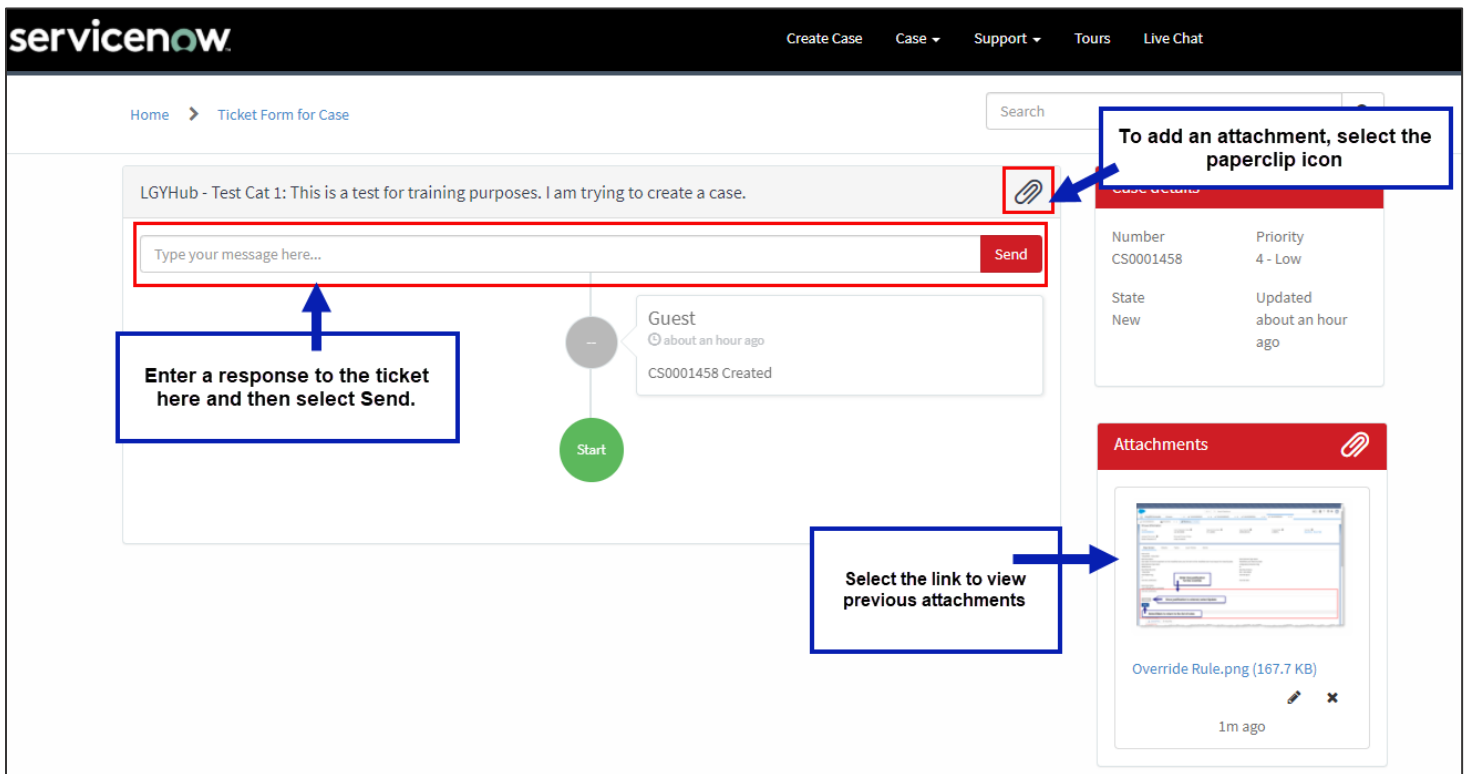


3. The case details for the selected case will display.



## Respond to a ServiceNow Case

1. On the *Case Details* screen, enter a response in the text box field, *Type your message here...*
  - a. See the section [above](#) for instructions to view a case's details.
  - b. To add an attachment to a case, select the paperclip icon above the text box. Previously uploaded attachments can be viewed on the right side of the screen under *Attachments*.



2. Click the *Send* button.

## Respond to a ServiceNow Case via Email

Users will receive automated emails after a case is submitted and whenever a technician updates details about the case.

- The automated email will be sent from [YourIT@va.gov](mailto:YourIT@va.gov).
- The watermark will be located at the bottom of the email. For each notification, the watermark will be unique.

Thank you for contacting the LGY Help Desk! We have received your request and a technician will be assigned to work your ticket shortly. For your reference, your ticket number is CS0001672.

Here are the details submitted with your case:

Application: LGYHub/WebLGY

Category: Data Modification for Production Issue

Short Description: LGYHub/WebLGY - Data Modification for Production Issue: Testing the guest submission

Description: What is your role/affiliation with VA Loan Guaranty Systems?: appraiser  
Are you having trouble logging in or registering for a VA LGY Product (VALERI, LGYHub, FFPS)? : yes  
What Product are you trying to access or have experienced a problem with?:LGYHub/WebLGY

Details: Testing the guest submission

Ref:MSG107169955\_MS84iZN353PU12vI9U

1. From the email, select *Reply*.
2. Enter the desired response and include the watermark from the original email at the bottom of the message.
3. Click *Send*.

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