

VALERI Special Announcement

May 22, 2019

The Servicer Web Portal within the VALERI application is currently preventing system administrators from accessing the "ADMIN" drop down option in the menu. The issue has been identified and a solution will be deployed Thursday, May 23, 2019 in the evening.

System administrators that have been approved will have the ability starting 6:00 A.M. EST through 3:00 P.M. EST Friday, May 24 to approve the pending requests in their queue. Servicer users should continue to self-register through Access VA as the requests are processing through to the approval queue.

After 3:00 P.M. EST Friday afternoon, the VALERI application will then be unavailable until the "Go-Live" date Tuesday, May 28, 2019.