

VALERI Special Announcement

November 14, 2018

The Department of Veterans Affairs (VA) has identified an issue with servicer users not receiving password reset emails from the VA Loan Electronic Reporting Interface (VALERI) application.

The VALERI application user password reset operates with TLSv1 enabled. If the TLSv1 is not enabled in the email server, the password reset email is blocked. At this time, it is recommended servicers continue enabling TLSv1 in order for users to receive the password reset email.

If users continue to experience difficulty receiving the password reset emails after their IT department has confirmed the TLSv1 is enabled, please notify VA via the VALERI helpdesk (VALERIHLPDESK.VBACO@va.gov) and provide "Points of Contact" information for your IT department.

VA is working with our contractor, Black Knight Financial Services, on a permanent solution and will provide information once it is available.

Thank you for your cooperation and consideration.