

# VALERI

VA Loan Electronic Reporting Interface

**VALERI Help Desk Servicer Communications for Friday, April 3, 2009**

## **Servicer Web Portal (SWP) Functions**

Chapter 2 of the Servicer Guide describes the various functions of the SWP in greater detail . We encourage you to review this section to report events, access reports, etc. You may obtain a copy of the guide at <http://www.homeloans.va.gov/valeri.htm>

## **VALERI Administrator**

Please note that user management function is performed by your company's designated VALERI Administrator. You must have servicer administrator user credentials to access this functionality in VALERI. Servicer administrators can manage user profiles and create profiles for new users.

We ask that you please send an email to the Help Desk if a user has left your company or on extended leave so we can update our mail distribution list or meeting invites.

## **Help Desk Contact Information:**

**Hours:** 7:30am-4pm EST

**E-mail:** Please send all help desk e-mails to: **[valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)**

**Data Quality Issues:** Please send all data quality related issues to **[valeridataquality.vbaco@va.gov](mailto:valeridataquality.vbaco@va.gov)**

**Fax:** 215-991-5448

**Same Phone:** While email is now the best way to contact us, our phone number has remain unchanged and is:

**1-877-309-6947**

Thanks and have a great weekend.

The VALERI Help Desk Team

1-877-309-6947

Fax: 215-991-5448

7:30am-4pm EST

[valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)