

Password or User Locked Out Issues

- Obtain a new password through the system: A new default password can be obtained by typing in the user name and then clicking on Lost Password (underneath the password box). On the next screen, input the user name again and click on Submit. The system will then tell the user a new password is being emailed to them. Upon receipt of the emailed password (which should only take a few minutes), please wait approximately 20 minutes before attempting to use this new password
- User is locked out of the system and new password is not working: Obtaining a new password will not unlock their account. The user needs to contact vip@vba.va.gov to have the help desk unlock their account. The Denver's office of jurisdiction is the states of Alaska, Colorado, Idaho, Montana, New Mexico, Oregon, Utah, Washington and Wyoming.
- My account keeps locking up, even after I have it unlocked: 1) Make sure the user name is correct and there is a period between the first and last name of the user. Example: Jane Doe's user name would be JANE.DOE In addition, make sure the correct password is being input, passwords are case sensitive. If the account keeps getting locked up, this means inappropriate information is being input. 2) Your password is not a functioning password. Request a new password through the Lost password function. If this does not work, contact vip@vba.va.gov to have the help desk unlock their account. The Denver's office of jurisdiction is the states of Alaska, Colorado, Idaho, Montana, New Mexico, Oregon, Utah, Washington and Wyoming.
- Changing my password: 1) Input your old password (this is the password you were given at the registration screen) 2) Create a new password, here are the rules: Password must be 8 characters long – no more and no less; Within the password 1 character **must** be a capital letter, 1 **must** be a lower case letter, 1 **must** be a number and 1 **must** be a special character (capitals of the numbers on the keyboard) 3) Click on Change Password. If you have changed your password successfully, the system will tell you your password has been changed and you will be logged into the Veteran's Information Portal homepage. If you do not get confirmation that your password was successfully changed, you have not changed your password.

Changing Personal Information in the Portal

Personal information for a User can be updated at the Veterans Informational Portal homepage. This can be changed under My Services, then My Info.

Internet Error Message

- When trying to access the Veterans Information Portal, TAS/WBLS or ACE systems and you receive "page cannot be displayed" error message, this means the internet site is not available at this time.

Registration For the Portal

At the website <http://vip.vba.va.gov> complete the following:

- Click on the word “Register” in the upper left corner on this web page
- On the next screen select the option “Click here to Register” at the bottom of the page. This option will give a user access to TAS, ACE - Automated Certificate of Eligibility and WBS - Web-based Loan Summary Sheet
- Complete information that is requested. All items with a red * are required fields.

Upon completion of the registration process, the system will give the user a **User Name** and a default **Password**. Both of these items are case sensitive. Print this screen so you have this information to log in. Click on the function in the paragraph provided on this page that will return you to the log in screen and input your User Name and Password.