NEW PAYMENT PORTAL REGISTRATION GUIDE

What will they need?

- Email address
- Loan number
- Property ZIP
- Last four of SSN

Registration instructions:

1. Visit https://vhdawebpay.secureconduit.net or https://virginiahousingwebpay.secureconduit.net and click "Register"

2. Register on the new portal with any Virginia Housing loan
   a. Email must be in a valid format (@something.com).
   b. Username must be between 6 and 64 characters long.
   c. Password must be at least twelve characters long, one uppercase letter, one lowercase letter, one digit and one of the following special characters (@$!%*#?&).
   d. ZIP code must be 5 digits.
   e. SSN must be 4 digits.
   f. Clicking on the eye icon to the right of the field will unmask the entry for viewing.
   g. The Clear button will remove the entry from all populated fields at one time.

3. Visit the enrolled email domain to find an email, Subject: Confirmation instructions From: noreply@virginiahousing.com. In the body of the email, click Confirm my account which will redirect to the web portal's login screen.
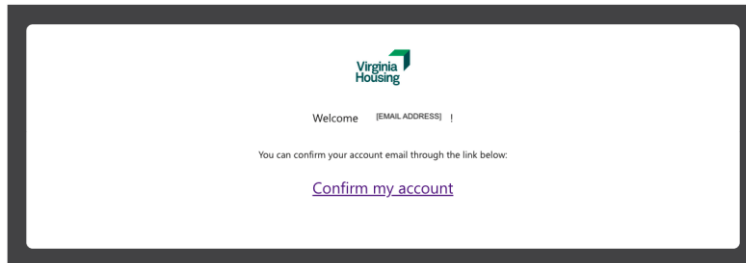
4. Login with the username and password from the registration, click Login.
5. Visit the enrolled email domain to find an email, Subject: Authentication Code From: noreply@virginiahousing.com.
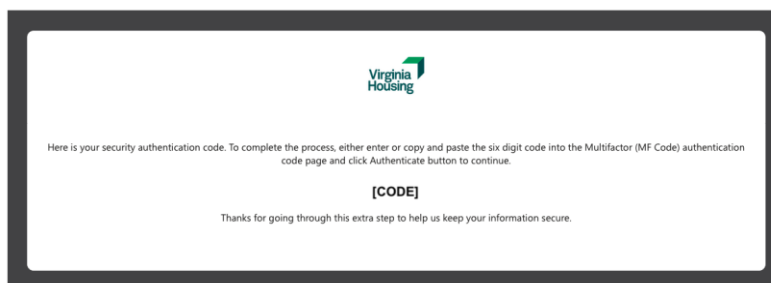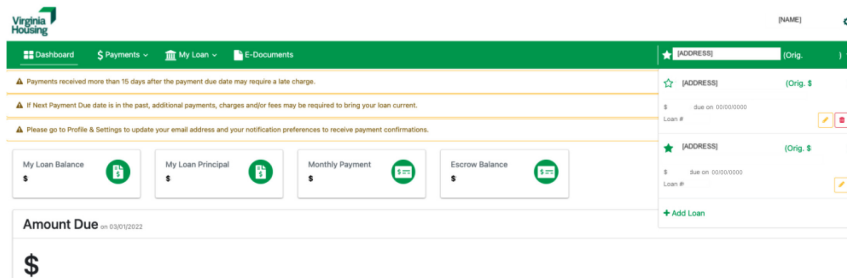
6. In the body of the email, copy the authentication code and paste it into the web portal's MFA field, click Authenticate.

Once logged into the portal, they can link additional Virginia Housing loans to the registration.

7. In the green bar, in the right corner, click the text next to the star. That will open a menu.

8. Click "+ Add Loan," enter the information, and click "Add new loan."

9. In the green bar, in the right corner, click the text next to the star to open the menu and toggle between the multiple loans as needed.