

## Valocity - Frequently Asked Questions

### **What is Valocity?**

Valocity is ING's new residential valuation management system. It will replace VMS throughout March 2019.

### **What is the Valocity portal homepage?**

<https://portal.valocity.com.au/>

### **Are there guides available to help me use Valocity?**

Yes. You can find the latest version of the guide on the ING Introducer website under the 'Handy Hints' tab.

### **How do I get access to the Valocity portal?**

You will receive an onboarding email directly from Valocity between March 13 and April 30th. Click the link in the email to set up your password and contact details.

### **How do I log into the Valocity portal?**

On the homepage, click 'Sign In' located on the top right, then enter your email address and password.

### **I've forgotten my password. Can I reset it?**

Yes. On the login page, click on 'Forgot Password' and follow the prompts.

### **I've changed my e-mail address and other details. Can I update them?**

Yes. After logging in, click on your email address in the top right corner, then click on 'My Profile'. Click on 'Change My Details' to make any required changes.

### **I haven't received an onboarding email yet. Can you send me one?**

Yes, you can email [valocity.feedback@ing.com.au](mailto:valocity.feedback@ing.com.au) and we will send you one within 4 business hours (AEST). This inbox will be available until the 31st April 2019. After this date, please email your state's Sales Support Unit who can assist you.

### **Can I trust emails from Valocity?**

Yes. ING has authorised Valocity to send you emails regarding your account and valuation updates. Emails will come from @valocity.com.au and @valocity.co.nz domains.

If for any reason, you are suspicious of an email coming from a @valocity domain, please email your state's Sales Support Unit who can assist you.

### **My office shares an email address. Can I use this email address?**

No. To maintain our brokers and customers security, every broker must use a unique email address, accessible solely by them.

**I'm not sure how order or track a valuation. What should I do?**

Refer to the Valocity guide located on the ING Introducer website. If you continue to encounter difficulties, please detail the problem and email your state's Sales Support Unit.

Alternatively, you can email [valocity.feedback@ing.com.au](mailto:valocity.feedback@ing.com.au) and the project team will aim to respond within 4 business hours (AEST). This inbox will be available until the 31st April 2019. After this date, please email your state's Sales Support Unit who can assist you.

**What is a 'Valocity ID'?**

A Valocity ID is the new ID number for valuations. Valocity valuation ID's are 10 digits long and look similar to this; 12G-ABC7-G45

**Valocity says I can rely on the Contract of Sale but I haven't been given a 'Valocity ID'.****What do I do?**

In your application where you would normally inform ING of the valuation ID number, please indicate Valocity has given you a COS decision so the credit assessor is aware.

Valocity is working on a better way to support Contract of Sale valuation decisions.

**When do I have to stop ordering valuations through VMS?**

Once you received your Valocity onboarding email, all valuations must be ordered through the Valocity Portal. VMS ordering ends for all brokers on the 29th March 2019.

**I have a valuation in VMS that hasn't finished yet. Can I track it?**

Yes. You can continue to track in-flight VMS valuations until March 31, 2019.

**When will I stop having access to VMS?**

All access to VMS will cease from 1st April 2019.

**I have an inflight valuation that wasn't completed before VMS was made unavailable.****What can I do?**

Email [valocity.valuations@ing.com.au](mailto:valocity.valuations@ing.com.au) and the valuations team will assist in having your order completed.

**I have feedback about using the Valocity portal. Where can I send it?**

Valocity is new to Australia and is intended to get better over time. An inbox has been established for a limited time.

Email your questions or feedback to [valocity.feedback@ing.com.au](mailto:valocity.feedback@ing.com.au) and the project team will aim to respond within 4 business hours (AEST). This inbox will be available until the 31st April 2019. After this date, please email your state's Sales Support Unit who can assist you.