

Valocity Portal - Frequently Asked Questions

What is the Valocity Platform?

Valocity is the new Residential and Commercial Valuation Management System. It automates the valuation ordering process between Brokers, Lenders and Valuation firms.

What is the Valocity Platform homepage?

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

How can I get access to the Valocity Platform?

If you are already set up with a Valocity login for ING residential lending purposes, your commercial lending valuation access will automatically be updated. You do not need to register.

If you do not have your Valocity login or cannot locate your original registration email, please send your ING Broker Number, Name and Email Address to ING at commercial.assist@ing.com.au and we'll get you up and running as soon as we can.

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.

How can I track or search for a Valuation?

You can track or search for your valuation through your DASHBOARD – located in the top right corner. Here there are multiple tabs of different stages of a valuation's life cycle. If you have the “Valocity Order Number”, you can also enter this directly into the SEARCH tab.

Where can I locate and download the COMPLETED VALUATION REPORT?

Select the valuation request you are querying and go to the details page – approx. halfway down the details page there is a section called “Attached Files”. When available, the report will be presented in PDF format. Here is an example of how the PDF will read: Valocity Order 12A-ABCD-13A.pdf (Created: 07 Jun 2021 16:26 PM)

How can I upload documentation that has been requested by the Valuer?

First, locate the Order Number Details Page. Once located, towards the bottom of the screen is a *COMMENTS and ACTIONS* area. Here you can locate a *blue* button labelled **ATTACH FILES**. Once you select this button, you may attach the required documentation straight from your computer.



How can I contact the Valuer directly if needed?

The Valuer's contact details will be listed on the [DETAILS PAGE](#) of the Valuation Order Number. Here you will find their Name, Email Address and Phone Number.

Who do I contact if I'm having any issues with a Valuation?

You will need to contact the ING Sales Support Unit directly for any *Operational Support, Valuer Contact or SLA issues*.

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.

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 need help actioning my first Valuation – do you have a User Guide?

YES! You can find the latest version of the Valocity Platform User Guides on the Broker Portal. Alternatively, you can contact your ING Commercial representative.

