

Navigating the Portal

If you did not sign up for paperless billing upon first registering for access to the portal, you will receive a reminder pop-up each time you log in.

odva.mitas.com says

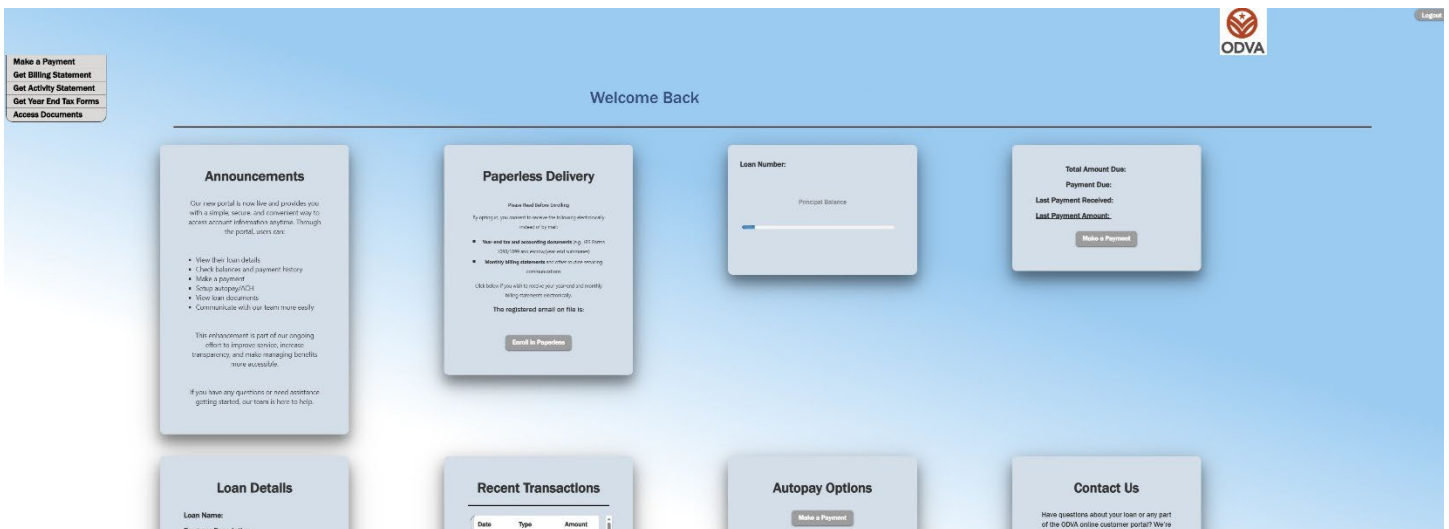
Get your monthly mortgage statements and year-end tax documents electronically.

It only takes a moment to enroll.

Update your delivery preferences and switch to electronic delivery today.



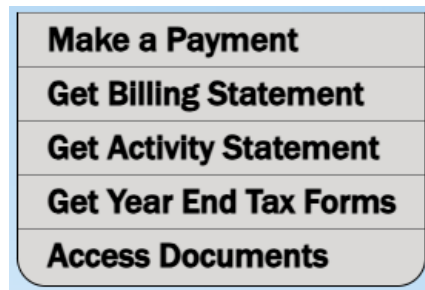
Clicking the “OK” button on this prompt does not automatically enroll you in paperless billing. This is only a reminder, after which you will be navigated to the Home Loan Account Portal Dashboard.



The screenshot shows the ODVA Home Loan Account Portal Dashboard. At the top right is the ODVA logo and a "Logout" link. On the left is a vertical menu with options: "Make a Payment", "Get Billing Statement", "Get Activity Statement", "Get Year End Tax Forms", and "Access Documents". The main content area is titled "Welcome Back" and features several interactive cards:

- Announcements:** A card with a list of actions: "View Your Loan Details", "Check balance and payment history", "Make a payment", "Setup Autopay/CAI", "View loan documents", and "Communicate with our team more easily".
- Paperless Delivery:** A card with a heading "Paperless Delivery" and a sub-heading "Please Read Before Enrolling". It lists benefits: "See and pay your accounting documents (e.g. 1099 forms) online" and "Monthly billing statements on either our secure website or mobile device". It includes a "The registered email on file is:" field and an "Enroll in Paperless" button.
- Loan Number:** A card with a "Loan Number:" label and a "Principal Balance" label with a progress bar.
- Total Amount Due:** A card with labels for "Total Amount Due:", "Payment Due:", "Last Payment Received:", and "Last Payment Amount:", along with a "Make a Payment" button.
- Loan Details:** A card with a "Loan Name:" label and a "Program Description:" label.
- Recent Transactions:** A card with a table header: "Date", "Type", "Amount".
- Autopay Options:** A card with a "Make a Payment" button.
- Contact Us:** A card with the text "Have questions about your loan or any part of the ODVA online customer portal? We're here to help."

Once on the Home Loan Account Portal Dashboard, you will see a navigation panel on the left-hand side of the window. From these links, you have the option to:



There are also 8 modules located on the Dashboard:

- Announcements
- Paperless Delivery
- Loan Number & Loan Balance
- Payment Details
- Loan Details
- Recent Transactions
- Autopay Options
- Contact Us

Announcements

This is where we will share updates regarding the ODVA Home Loan Program to our Veterans.

Announcements

Our new portal is now live and provides you with a simple, secure, and convenient way to access account information anytime. Through the portal, users can:

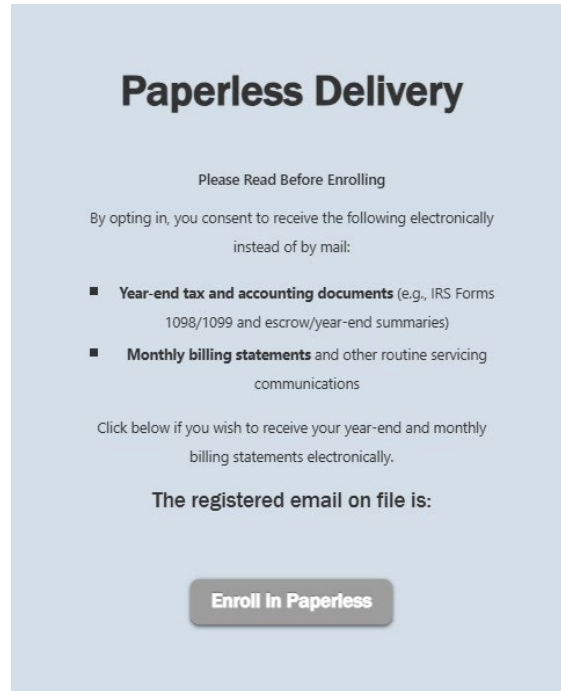
- View their loan details
- Check balances and payment history
- Make a payment
- Setup autopay/ACH
- View loan documents
- Communicate with our team more easily

This enhancement is part of our ongoing effort to improve service, increase transparency, and make managing benefits more accessible.

If you have any questions or need assistance getting started, our team is here to help.

Paperless Delivery

By clicking “Enroll in Paperless” you will be enrolled in paperless billing. By opting in, you consent to receiving documents electronically instead of USPS mail.



Paperless Delivery

Please Read Before Enrolling

By opting in, you consent to receive the following electronically instead of by mail:

- **Year-end tax and accounting documents** (e.g., IRS Forms 1098/1099 and escrow/year-end summaries)
- **Monthly billing statements** and other routine servicing communications

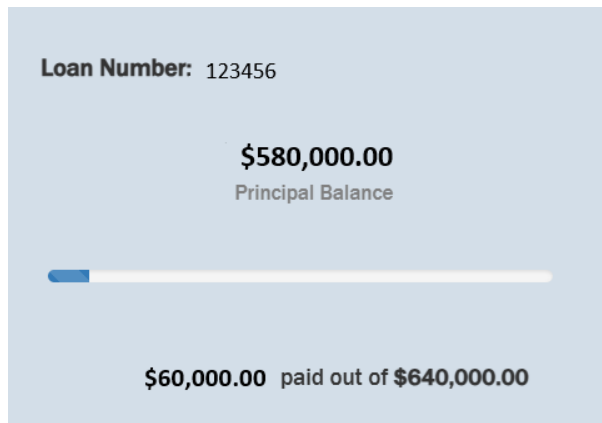
Click below if you wish to receive your year-end and monthly billing statements electronically.

The registered email on file is:

[Enroll In Paperless](#)

Loan Number & Loan Balance

In this module, you will find your ODVA loan number along with the remaining principal balance on your loan, a payment progress bar, and the amount of principal paid thus far from your original loan amount.



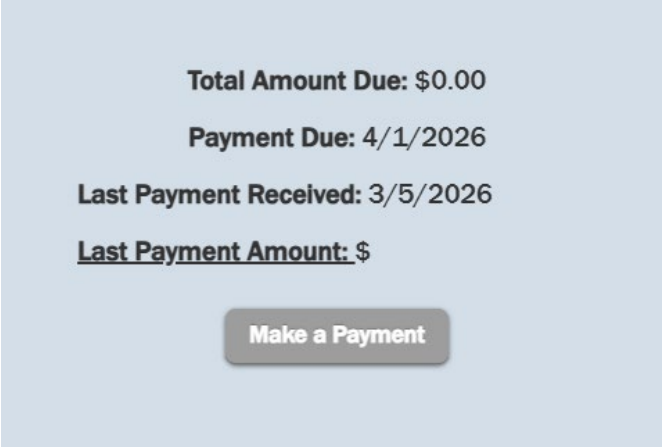
Loan Number: 123456

\$580,000.00
Principal Balance

\$60,000.00 paid out of **\$640,000.00**

Payment Details

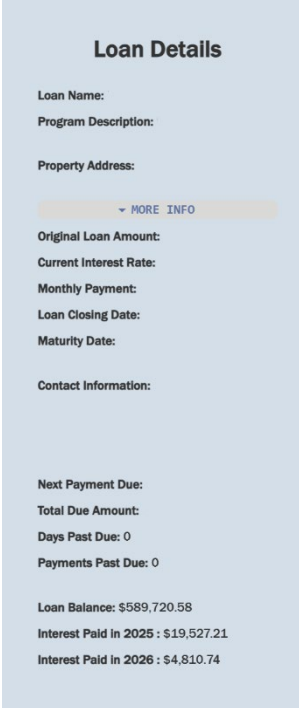
The Payment Details Module shows the total amount currently due, the date the next payment is due, the date of the last payment received and the last payment amount. You can also make a payment by clicking the link below the payment details in this module.



A screenshot of the Payment Details module. It features a light blue background with the following text: **Total Amount Due: \$0.00**, **Payment Due: 4/1/2026**, **Last Payment Received: 3/5/2026**, and **Last Payment Amount: \$**. Below this text is a rounded rectangular button with the text **Make a Payment**.

Loan Details

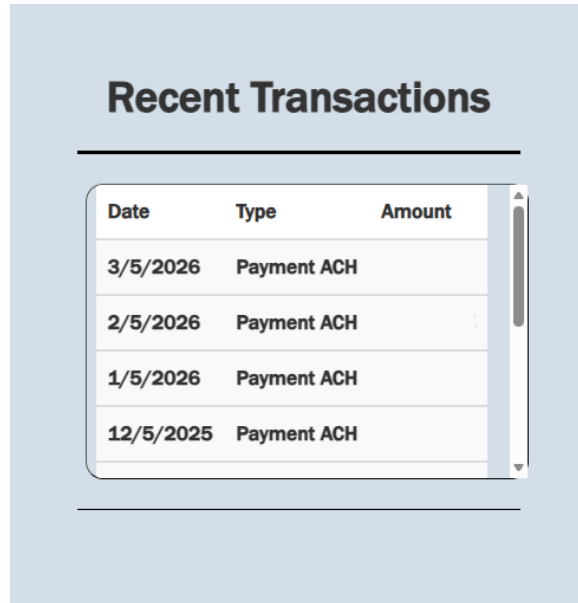
The Loan Details Module lists important loan details at a glance: Original Loan Amount, Interest Rate, Monthly Payment, Loan Closing Date, Loan Maturity Date, Payment, Balance and Tax Information.



A screenshot of the Loan Details module. It has a light blue background and is titled **Loan Details**. The details listed are: **Loan Name:**, **Program Description:**, **Property Address:**, a **MORE INFO** link with a dropdown arrow, **Original Loan Amount:**, **Current Interest Rate:**, **Monthly Payment:**, **Loan Closing Date:**, **Maturity Date:**, **Contact Information:**, **Next Payment Due:**, **Total Due Amount:**, **Days Past Due: 0**, **Payments Past Due: 0**, **Loan Balance: \$589,720.58**, **Interest Paid in 2025: \$19,527.21**, and **Interest Paid in 2026: \$4,810.74**.

Recent Transactions

In this module you can view a summary of the recent payments made on the account: the date, type of payment and payment amount.

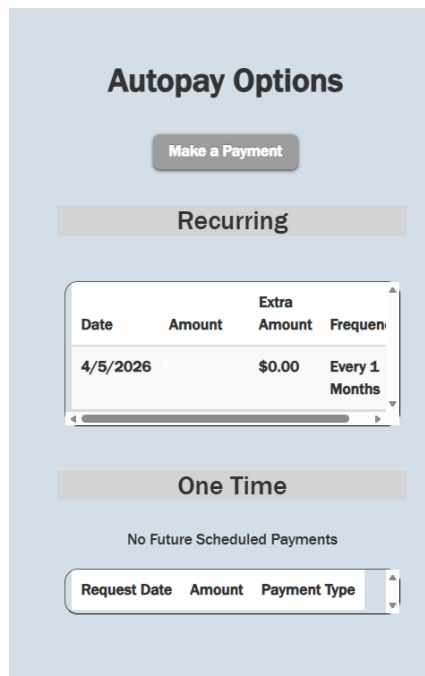


The screenshot displays a light blue background with the title "Recent Transactions" at the top. Below the title is a table with three columns: "Date", "Type", and "Amount". The table contains four rows of payment data.

Date	Type	Amount
3/5/2026	Payment ACH	
2/5/2026	Payment ACH	
1/5/2026	Payment ACH	
12/5/2025	Payment ACH	

Autopay Options

From this module you can make a payment, confirm recurring ACH is setup and view any pending or scheduled one-time payments.



The screenshot shows the "Autopay Options" interface. At the top is a "Make a Payment" button. Below it is a "Recurring" section with a table showing a scheduled payment. Underneath is a "One Time" section with the text "No Future Scheduled Payments" and a table for one-time payment requests.

Make a Payment

Recurring

Date	Amount	Extra Amount	Frequency
4/5/2026		\$0.00	Every 1 Months

One Time

No Future Scheduled Payments

Request Date	Amount	Payment Type
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Contact Us

This module lists the contact information for the ODVA Home Loans Servicing Team.

Contact Us

Have questions about your loan or any part of the ODVA online customer portal? We're here to help. Our team is committed to providing clear answers and timely support for Oregon veterans and their families.

Phone: [503-373-2373](tel:503-373-2373)
Email: orvethomeloans@odva.oregon.gov
Website: www.oregon.gov/odva

Hours: Monday–Friday, 8:00 a.m. to 5:00 p.m. (PT)

If you contact us outside of business hours, we'll get back to you as soon as possible on the next business day.

Thank you for choosing the ODVA Home Loan Program.

[Call Now](#)

If you need help with the Home Loan Account Portal, please contact us to speak with an ODVA representative during regular business hours, Monday–Friday, 8 a.m.–5 p.m. (excluding most federal and state holidays).

Home Loan Servicing Contact Number:
(800) 633-6826 (Oregon only) or 503-373-2373

Home Loan Servicing Fax Number:
(503) 373-2393

Home Loan Servicing Email:
orvetshomeloans@odva.oregon.gov