

## Resetting Your Password

If you find yourself locked out of the online portal (forgot password, too many failed attempts, etc.) there is a self-help password reset feature you can use to reset your password.

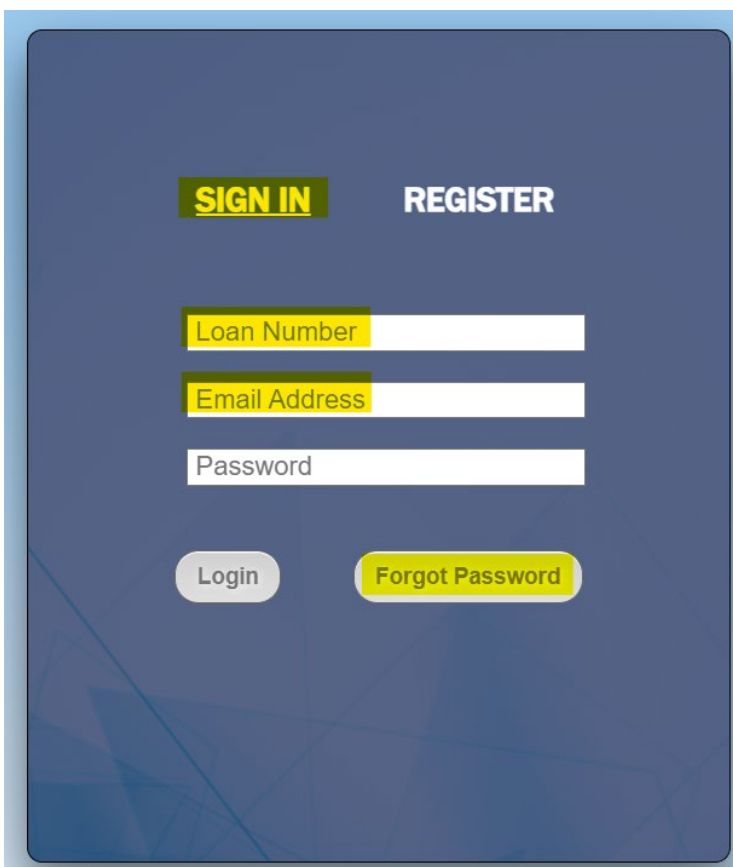
Our online Portal Sign In can be accessed by clicking the portal link under the “Getting Started” section of the Home Loans Account Portal Page on our ODVA website found here:

<https://www.oregon.gov/odva/Home-Loans/Pages/Portal.aspx>

Or by typing, copy/pasting the URL below into the address field of your browser:

<https://odva.mitas.com/portal>

After accessing the portal link you will be taken to the online portal Sign In screen. Here you will use your ODVA loan number along with the email you used at initial registration. The password field can be left blank. After entering the Loan Number and the email address, click the Forgot Password button.



**SIGN IN** REGISTER

Loan Number

Email Address

Password

Login **Forgot Password**

Once you click Forgot Password, you will receive an email to the address on file with a link to reset your password and regain access to the portal.

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](mailto:orvetshomeloans@odva.oregon.gov)