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Sent: Thursday, March 19, 2026 4:53 PM
To: DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV <DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV>
Subject: OBI Portal Outage Update

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COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

To: All OBI Provider Portal Users

From: Office of Background Investigations (OBI)

Date: March 19, 2026

Subject: OBI Provider Portal Outage- UPDATE

Dear Providers and Stakeholders,

This is an update regarding the current OBI Provider Portal outage. As you are aware, the OBI Provider Portal has been unavailable since approximately 3:30 pm on Tuesday, March 17, due to a platform issue affecting our document storage and connection. Our IT Support team and state partners have been working diligently to resolve the issue and restore full functionality. The outage continues to impact OBI processing and the ability to create new requests, resend determination letters, and view or upload documents.

The portal is expected to remain offline through the weekend as our technical team continues working to restore full functionality. We anticipate the system to be back online Monday, March 23. We will provide another update as soon as we have confirmation that the portal has been fully restored and will share any other developments.

Thank you for your patience and understanding as this work continues.