

Get your ID.me or Login.gov account for VA

Choose your account

VA now offers 2 online sign-in account options: **Login.gov** or **ID.me**. Choose the account that works best for you:

- A **Login.gov** account is maintained by the U.S. government. An **ID.me** account is maintained by a non-government partner. Both accounts meet the latest federal security standards. And both accounts offer you access to manage your VA benefits and care—as well as other government benefits—online.
- You'll need to choose **ID.me** if any of these descriptions are true for you:
 - You live outside the U.S.
 - You don't have a Social Security number
 - You don't have a current, unexpired driver's license or other state-issued ID
 - Your phone is on a plan that's not in your name and you want to complete the full process online

Create your account and verify your identity

With both **Login.gov** and **ID.me**, you'll create your account and start the verification process online.

Login.gov offers these options to verify your identity:

- **Self-service online:**
 - Fastest option for many Veterans
 - Must upload a valid, unexpired driver's license or other state ID
 - Must have a U.S. phone number on a plan that's in your name (or must wait for mailed letter)
- **In person at a participating US post office near you:**
 - Don't need to upload any documents online
 - Must enter ID information, Social Security number, and phone number online
 - Must bring a **Login.gov**-provided QR code and your ID documents to the post office (**Tip:** Consider calling the post office before you go to make sure they're aware of this process.)

ID.me offers these options to verify your identity:

- **Self-service online:**
 - Fastest option for many Veterans
 - Must upload a valid, unexpired driver's license, other state ID, or passport
 - Must have a U.S. phone number on a plan that's in your name
- **Video call with a trusted ID.me representative:**
 - Must upload certain ID documents (**ID.me** will tell you the types of documents you'll need)
 - Must show your documents and answer questions on a video call
- **In person at a participating UPS store near you:**
 - Don't need to upload any documents online
 - Must book an appointment or start the walk-in process online
 - Must bring an **ID.me**-provided QR code and your ID documents to the UPS store
 - Must wait 24 hours after you verify in person to confirm verification



U.S. Department
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How to get started

1. Go to [VA.gov/sign-in](https://va.gov/sign-in).
2. Select **Login.gov** or **ID.me**.
3. You'll go to your chosen account's sign-in screen. Select **Create an account**.
4. Enter your personal email address and follow the prompts. What to know:
 - You'll get an email from your chosen account partner to confirm you're the person creating your account.
 - You'll need to create a strong password.
 - You'll also need to add at least 1 multifactor authentication (MFA) method—like a 6-digit code you receive by text and enter into the screen each time you sign in. We encourage you to add 2 MFA methods in case you lose access to one.
 - Not sure if you have an account? Try to create one. **Login.gov** or **ID.me** will tell you if you already have an account. You can then try to reset your password.
5. After you create your account, use it to sign in to VA.gov and select **My VA** from the main navigation. If you're on a mobile device, this link may be under your name.
6. On your **My VA dashboard**, select **Verify your identity**.
7. The screen will change to confirm you're signed in with your chosen account. Select **Verify with Login.gov** or **Verify with ID.me** and sign in again to start the verification process.
8. We'll take you to your chosen account's sign-in screen. Sign in again to start the verification process.
9. When you get to the screen that asks you to choose how you want to verify your identity, choose the option that works best for you.
10. Follow the prompts to verify your identity or get your QR code to verify in person.

For more information and step-by-step instructions, go to www.va.gov/sign-in-changes.



Get support if you're having trouble

You may be able to resolve some issues on your own by following our tips:

www.va.gov/resources/support-for-common-loggingov-and-idme-issues/

Login.gov support

- Help center: www.login.gov/help/
- Submit a support ticket: www.login.gov/contact/

ID.me support

- Help center: help.id.me/hc/en-us
- Submit a support ticket: help.id.me/hc/en-us/p/contact_support

Note: You can also call VA at 877-327-0022 and select 1. We're here 8:00 a.m. to 8:00 p.m. ET. Or you can contact your local VA health facility to ask if they offer in-person support: www.va.gov/find-locations.



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