Creating an online sign-in account for VA

Learn about creating a free **Login.gov** or **ID.me** account to manage your VA benefits, services, and information online.

Go to www.va.gov/sign-in-changes

Why should I create an account to sign in to VA.gov and other VA online services?

When you create a **Login.gov** or **ID.me** account, you can access and manage your VA benefits, health care, and information online.

Here are some things you can do with an account:

- Apply for benefits
- Check your claim status
- Update your address and other contact information across several VA benefits and services
- Check the status of and request help with any benefit overpayments or copay bills you may have

You can also do these things to manage your health:

- Refill prescriptions
- Communicate privately and securely with your health care team
- Request or schedule some health appointments
- Review lab and test results

What type of account should I create to manage my VA benefits online?

We encourage you to create a **Login.gov** or **ID.me** account:

- **Login.gov** is our government's one account provider for VA and other government benefits and services. The U.S. General Services Administration creates and maintains your account. To learn how our government protects your information, read the privacy policy. Read the privacy policy on the Login.gov website at https://www.login.gov/policy/

- **ID.me** is a non-government account provider that contracts with government and non-government organizations. **ID.me** creates and maintains your account. To learn how **ID.me** protects your information, read their privacy policy. Read the privacy policy on the ID.me website at https://www.id.me/privacy

- Both **Login.gov** and **ID.me** meet modern security standards. Both accounts protect your data so only you can access and change your stored information.

- Both **Login.gov** and **ID.me** let you use a single, secure account to access your VA benefits and services. You can use either account to manage some other government benefits and services (like Social Security benefits).

What if I'm not sure if I already have a Login.gov or ID.me account?

You might have one if you've ever signed into federal website to manage your benefits—like Social Security.

To check, try to create a new account with the email address you think the account is attached to. If you already have one, the sign-in service provider will tell you. You can then try to reset your password.

How do I create a Login.gov account?

You can create your account on the **Login.gov** website. Here's what you'll need:

- An email address
- A unique password that includes at least 12 characters

When you set up your account, you'll need to set up multifactor authentication (MFA).

The first time you use your account to manage your VA benefits or information, you'll need to verify your identity. Here's what you'll need:

- Your driver's license or other state-issued ID, **and**
- Your Social Security number, **and**
- A U.S. phone number

Note: If you don't have a U.S. phone number, **Login.gov** can send a letter to your mailing address instead.

Create your **Login.gov** account for VA now:
https://secure.login.gov/

Get help choosing up your multifactor authentication methods:
www.login.gov/help/getstarted/authentication-methods/

Learn how to verify your identity:
www.va.gov/resources/verifying-your-identity-on-vagov

![VA | U.S. Department of Veterans Affairs]

How do I create an ID.me account?

You can create your account on the **ID.me** website. Here's what you'll need:

- An email address
- A unique password that includes at least 8 characters (with at least 1 uppercase letter, 1 lowercase letter, and 1 number)

When you set up your account, you'll need to set up multifactor authentication.

The first time you use your account to manage your VA benefits or information, you'll need to verify your identity. Here's what you'll need:

- A phone number, **and**
- Your driver's license, state-issued ID, passport, or passport card

Create your **ID.me** account for VA now:
www.va.gov/sign-in/ (then select **ID.me**)

Learn how to verify your identity:
www.va.gov/resources/verifying-your-identity-on-vagov

Get help choosing your multifactor authentication methods:
https://help.id.me/hc/en-us/articles/360018113053-How-to-choose-your-multi-factor-authentication-methods

How can I get help with creating an account?

If you need help creating a **Login.gov** account, you can submit a help ticket on the **Login.gov** website.

http://login.gov/contact/

If you need help creating an **ID.me** account, you can submit a help ticket on the **ID.me** website.

https://help.id.me/hc/en-us/requests/new?ticket_form_id=5988965855383

If you're enrolled in VA health care, your health facility's My HealtheVet coordinator or Virtual Health Resource Center can help you choose and create an account.

Contact your facility and ask for the My HealtheVet coordinator or Virtual Health Resource Center to ask questions or set up time to create your account together.

www.va.gov/find-locations/