

Prepare for VA's sign-in changes

If you use a My HealtheVet user ID and password, you'll need to switch to a Login.gov or ID.me account by January 31, 2025.



We're moving to a simpler and more modern online sign-in experience—to simplify your experience and continue to protect your identity.

Creating an online sign-in account for VA

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 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 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.

Creating a Login.gov account for the first time?

Follow these steps to create your account and verify your identity.

1. Go to VA.gov and select **Sign in**.
2. Select **Login.gov** from the sign-in options. We'll take you to Login.gov website.
3. Select **Create an account**.
4. Enter your personal email. Select your language preference and accept the rules of use. Then select **Submit**.
5. Check the inbox of the personal email address you entered to create your account. You'll find an email from **Login.gov**. Select **Confirm email address**. This will take you back to the **Login.gov** website.
6. Create your strong **Login.gov** password.
7. Set up multi-factor authentication (MFA) to further protect your account.
8. Sign back in to VA.gov with your new **Login.gov** account.
9. Select **My VA** from the main navigation. If you're on a mobile device, this link may be under your name.
10. Select **Verify your identity** from the alert on your My VA dashboard. We'll take you to the **Login.gov** website to complete the process. You'll need your phone number. You'll also need your driver's license, state-issued ID, and social security number.



Creating an ID.me account for the first time?

Follow these steps to create your account and verify your identity.

1. Go to VA.gov and select **Sign in**.
2. Select **ID.me** from the sign-in options. We'll take you to the ID.me website.
3. Select **Create an ID.me account**.
4. Enter your personal email address. Create a strong password. Accept the terms of service and privacy policy. Select **Create account**.
5. Check the inbox of the personal email address you entered to create your account. You'll find an email from **ID.me**. Select **Confirm your email**. This will take you back to the **ID.me** website.
6. Set up multi-factor authentication (MFA) to further protect your account.
7. Sign back in to VA.gov with your new **ID.me** account.
8. Select **My VA** from the main navigation. If you're on a mobile device, this link may be under your name.
9. Select **Verify your identity** from the alert on your My VA dashboard. We'll take you to the **ID.me** website to complete the process. You'll need your phone number. You'll also need your driver's license, state-issued ID, passport, or passport card.



How to access My HealthVet on VA.gov

You can access My HealthVet on VA.gov only if you've applied for a VA health care benefit or received care at a VA facility. You'll also need to sign in with a verified sign-in account. If you don't already have access through a verified account, take these steps to create one and get access now.

Step 1: Create a Login.gov or ID.me account

Follow the steps on the previous pages for creating a Login.gov or ID.me account.

If you already have a Login.gov or ID.me account, proceed to step 2.

Step 2: Verify your identity for your account

Take these steps to verify your identity online—or to check if your account is verified:

1. Sign in to VA.gov using your **Login.gov** or **ID.me** account.
2. Select **My VA** from the main navigation. If you're on a mobile device, this link may be under your name.
3. If the account you signed in with isn't verified yet, you'll find an alert that says **Verify your identity**. Select the alert.
4. We'll take you to your chosen sign-in partner's website (**Login.gov** or **ID.me**) to complete the process.

This one-time process takes about 10 minutes. You'll need to provide certain personal information and identification.

If you've already verified your identity for your account, go to step 3.

What does it mean to verify my identity and why do I have to do it?

Identity verification is a one-time process that we ask you to complete for your **Login.gov** or **ID.me** account. The process often takes about 10 minutes.

During this process, the account provider (**Login.gov** or **ID.me**) will ask you to provide certain personal information and identification (ID). This process helps us make sure that the person creating your account is really you—and not someone pretending to be you. It's a lot like the process for setting up a bank account. Identity verification is not about whether we trust that you're who you say you are. It's about protecting you from scammers who may try to set up an account in your name to access your information and benefits.

After you verify your identity, you won't have to do it again for that account unless you lose access to your account's multifactor authentication (MFA) method or need to recreate your account. In the future, we may ask you to help us reverify your identity once every several years for added protection.

Step 3: Go to My HealtheVet on VA.gov

After you sign in with your verified account, you can go to My HealtheVet on VA.gov to start using our health tools.

Note: If you aren't currently registered with My HealtheVet, we may need to connect your new account to your health data before you can use some health tools. If needed, we'll prompt you and take you through each step of the process.



Go to My HealtheVet on VA.gov:
<https://www.va.gov/my-health>

How can I get help with creating an account?

If you're enrolled in VA health care, your health facility's My HealtheVet Coordinator can help with questions and assist with setting up an account.

Lisa Mosely or Ashley Gray
OKC VA Medical Center
921 NE 13th Street
OKC, OK 73104
405-456-3675, 405-456-3673

Monday-Friday 8AM-4PM
Walk-ins only

What to bring to create your online sign-in account

If you are planning to visit with a VA staff member to get help to create a Login.gov or ID.me account, be sure you come prepared.

What to bring to create a **Login.gov** account

- A unique personal email address that only you use
- Your Social Security number
- Your U.S. phone number or mailing address
- Your current, valid state-issued driver's license or non-driver's license ID card
- Your personal mobile phone or other mobile device (if you have one)

What to bring to create an **ID.me** account

- A unique personal email address that only you use
- Your Social Security number (if you have one)
- Your U.S. phone number or mailing address (if you have one)
- Your personal mobile phone or other mobile device (if you have one)
- A state-issued driver's license, non-driver's license ID card, U.S. passport, or passport card
- More ID documents if you recently changed your legal name or address, want to verify on a video call, or live outside the U.S.