



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. And accept the terms of service and privacy policy. Then 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.



Need Additional Help?

My HealthVet – Call the My HealthVet Help Desk at **(877) 327-0022** or (800) 877-8339 (TTY), Monday - Friday, 5 a.m. - 5 p.m. (Pacific Time) excluding federal holidays

ID.me – Visit the **ID.me** help center at <https://help.id.me/hc/en-us>

Learn more about sign in changes coming to VA at www.va.gov/sign-in-changes

