

VA.gov Single Sign-on (SSOe)

Product Guide

What is it?

Single sign-on external, referred to as SSOe, is a feature that allows for authenticated session continuity between <https://www.va.gov/> and the following Veteran facing web properties (and pending a new release in coming weeks, My HealtheVet):

Select a VA website below to sign in with AccessVA:



Image 1: List of VA sites supported by SSOe available here: <https://eauth.va.gov/accessva/> and <https://www.va.gov/>

We're implementing SSOe on Va.gov, to allow authenticated users to navigate to or from VA.gov and the sites above without having to re-enter one of the three login credentials (MHV, DS Logon, and ID.me) each time they access a different VA site.

This feature is planned to launch on April 1, 2020.

Who is this for?

SSOe will be available to all veterans who possess a VA login credential via My HealtheVet (MHV), DS Logon, or ID.me.

How do users access this feature?

There is minimal impact to the user experience, with no changes planned to the existing VA.gov sign in modal. When accessing this feature for the first time via <https://www.va.gov/> a modal will appear to explain the new feature, and Veterans will have to click the “Continue to VA.gov” button to continue. This modal will appear only once (unless a user clears their cookies).

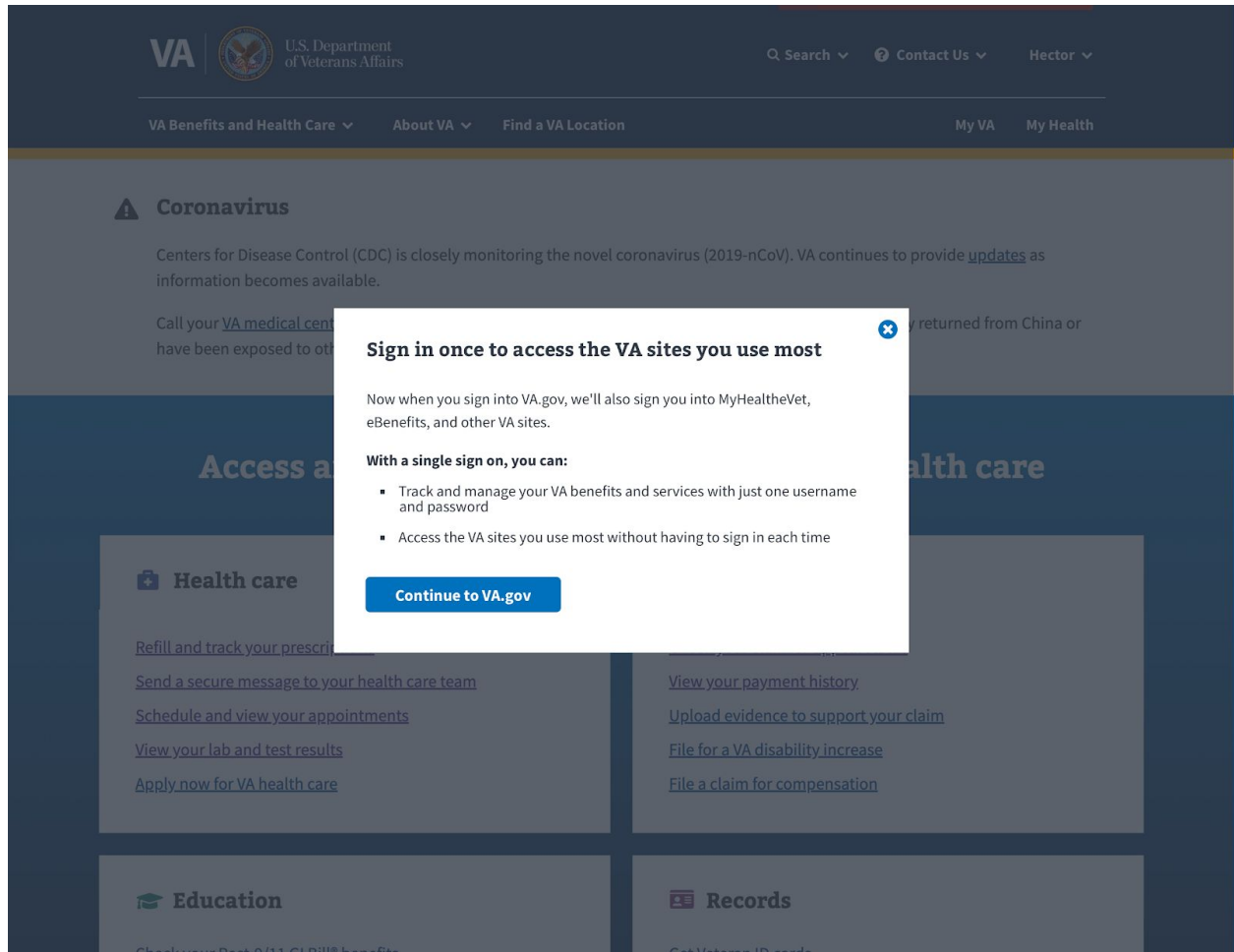


Image 2: SSOe modal explaining the new feature.

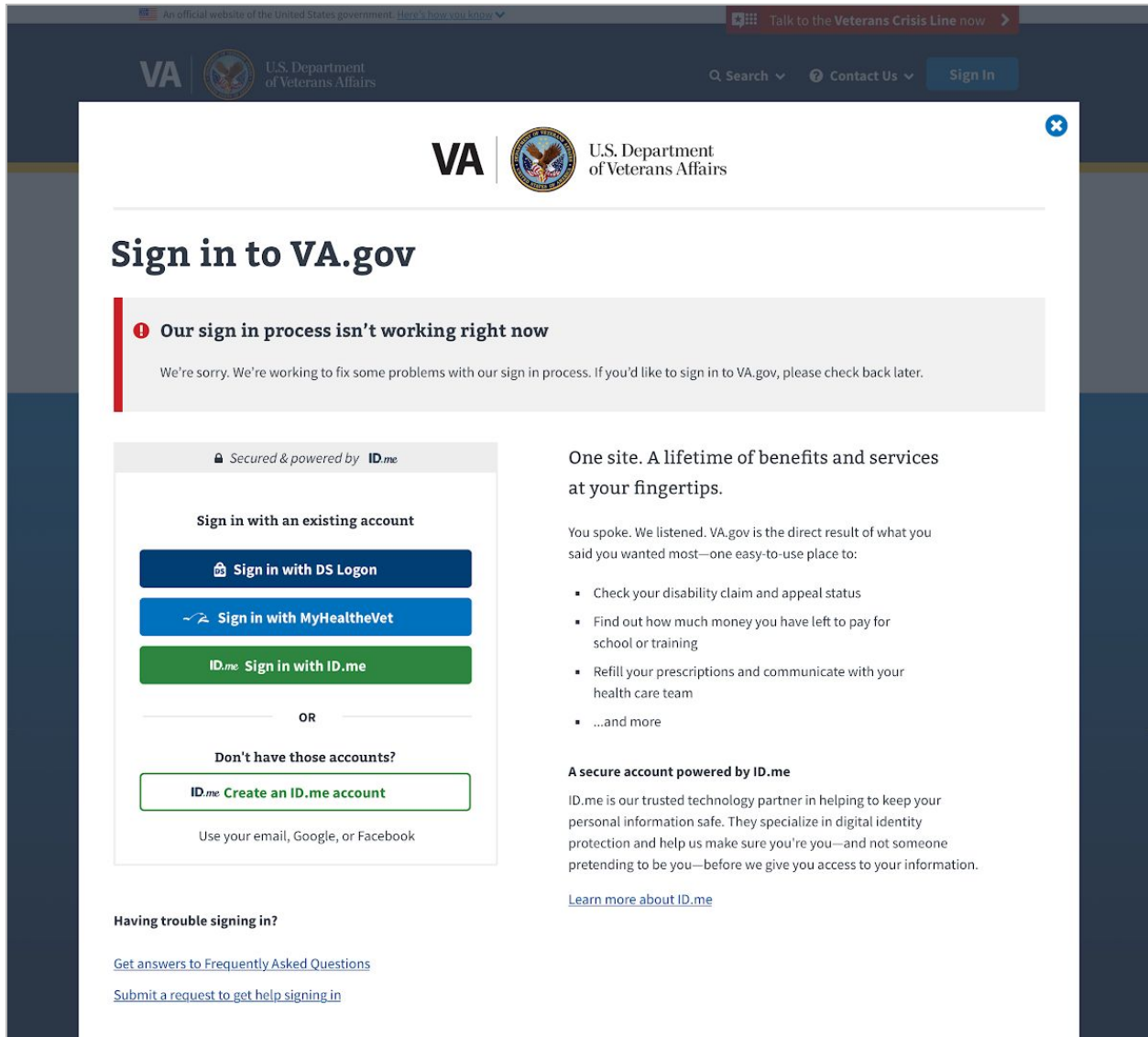
The above modal will appear to Veterans the first time they are signed into an SSOe session on VA.gov in the following cases:

- Veteran signs in on VA.gov & establishes SSOe session (after login).
- Veteran lands on VA.gov from MHV/eBen/Cerner with SSOe session for the first time.
- Veteran has SSOe session established elsewhere, opens new tab and navigates to VA.gov.

Accessing this feature via any other SSOe enabled VA web property will require no new actions from the Veteran.

Error Scenarios:

Error Scenario 1: If SSOe is down for planned maintenance OR an unplanned outage a standard warning alert will display in the login modal.



The screenshot shows the VA.gov login page. At the top, there is a dark blue header with the VA logo, the U.S. Department of Veterans Affairs seal, and navigation links for Search, Contact Us, and Sign In. Below the header, the main content area has a white background with the VA logo and seal on the left. A large heading reads "Sign in to VA.gov". Below this, a red-bordered box contains an error message: "Our sign in process isn't working right now". The message text says: "We're sorry. We're working to fix some problems with our sign in process. If you'd like to sign in to VA.gov, please check back later." Below the error message, there is a section titled "Sign in with an existing account" with three buttons: "Sign in with DS Logon", "Sign in with MyHealthVet", and "ID.me Sign in with ID.me". Below these buttons is an "OR" separator. Underneath, there is a section titled "Don't have those accounts?" with a button that says "ID.me Create an ID.me account". Below this button, it says "Use your email, Google, or Facebook". To the right of the login options, there is a section titled "One site. A lifetime of benefits and services at your fingertips." followed by a paragraph and a list of services. At the bottom left, there is a section titled "Having trouble signing in?" with two links: "Get answers to Frequently Asked Questions" and "Submit a request to get help signing in". At the bottom right, there is a section titled "A secure account powered by ID.me" followed by a paragraph and a link "Learn more about ID.me".

An official website of the United States government. [Here's how you know](#)

Talk to the Veterans Crisis Line now

VA | U.S. Department of Veterans Affairs

Search Contact Us Sign In

Sign in to VA.gov

Our sign in process isn't working right now

We're sorry. We're working to fix some problems with our sign in process. If you'd like to sign in to VA.gov, please check back later.

Secured & powered by ID.me

Sign in with an existing account

Sign in with DS Logon

Sign in with MyHealthVet

ID.me Sign in with ID.me

OR

Don't have those accounts?

ID.me Create an ID.me account

Use your email, Google, or Facebook

One site. A lifetime of benefits and services at your fingertips.

You spoke. We listened. VA.gov is the direct result of what you said you wanted most—one easy-to-use place to:

- Check your disability claim and appeal status
- Find out how much money you have left to pay for school or training
- Refill your prescriptions and communicate with your health care team
- ...and more

A secure account powered by ID.me

ID.me is our trusted technology partner in helping to keep your personal information safe. They specialize in digital identity protection and help us make sure you're you—and not someone pretending to be you—before we give you access to your information.

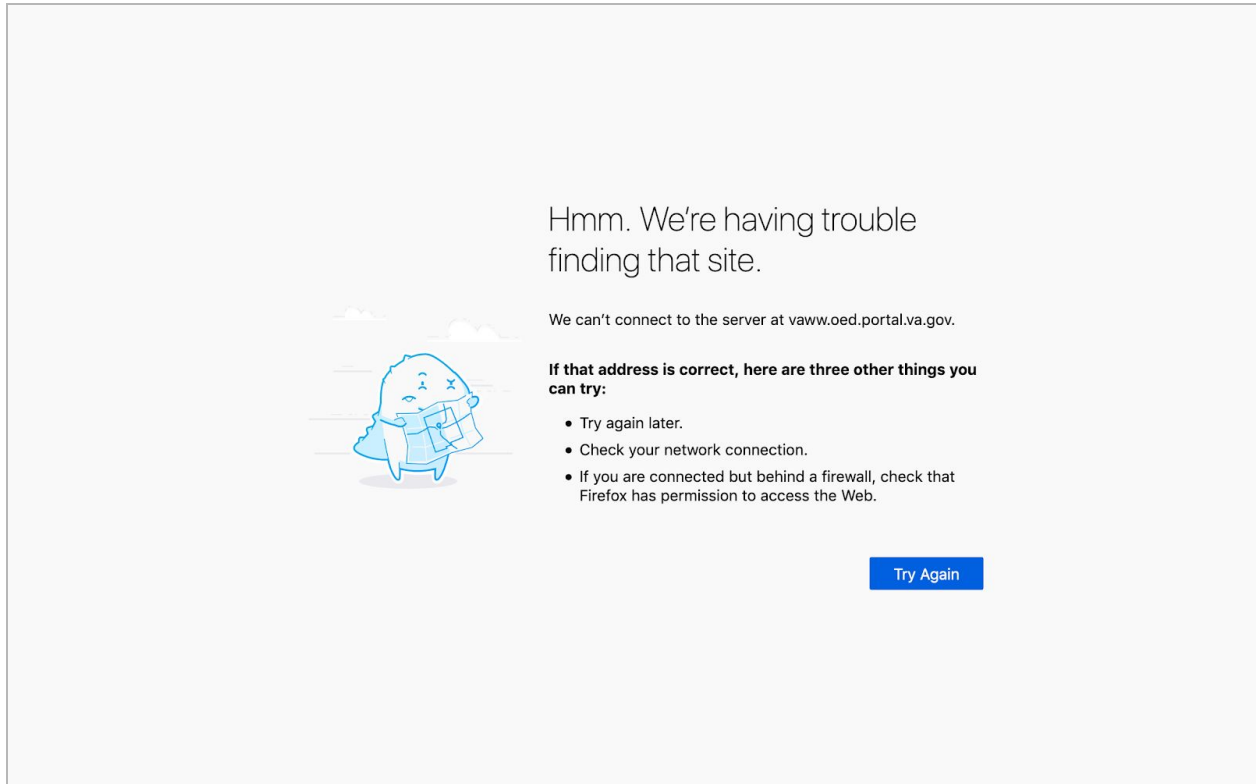
[Learn more about ID.me](#)

Having trouble signing in?

[Get answers to Frequently Asked Questions](#)

[Submit a request to get help signing in](#)

Error Scenario 2: If there is no known outage, but SSOe is not responding, a browser error screen such will be displayed.



Error Scenario 3: If SSOe becomes down during the auth process due to a bug on ID.me or IAM screen will be shown; what displays depends on where the error occurs



Internal Protocol Error--

2020-03-11T22:44:28Z

Sorry, we could not log you in. Please try the following:

- Make sure you are navigating to the correct application log-in page. If you have a URL for the application bookmarked, make sure it is up to date.
- Make sure you move through the log-in process quickly. If you waited too long on the log-in page your request might have timed out.
- Try clearing your browser's cookies and cache then try again.
- If you still experience issues please contact your application support or call 800-983-0937.

Correct, we have a standard relatively generic error screen that gets displayed when something goes wrong which points the user to try again or contact the HRC. See sample error.



Error 70: Authentication Failed

Error Details

F8TSMU019E The SAML request is not valid.

An error occurred while processing your request. Please click [here](#) to try to login again. If you need further assistance, please contact the HRC Helpdesk at 800-983-0937 7am-7pm Central Time.

<https://VAZVIAIAMSPPM356.vha.med.va.gov/tps/saml20fed/saml20/login>
2019-12-10T19:18:11Z

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