Ad Hoc

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):

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).

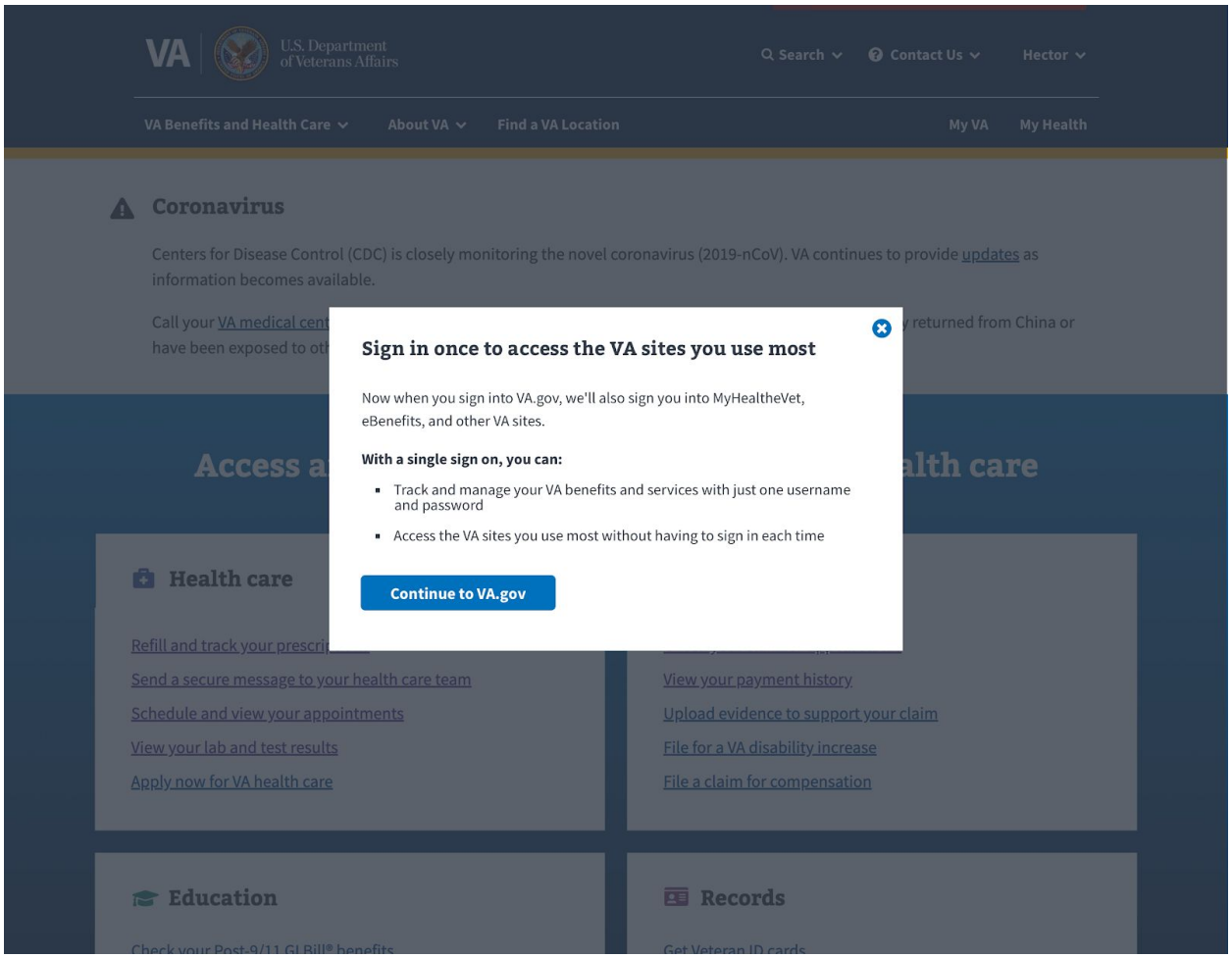


Image 2: SSOe modal explaining the new feature.

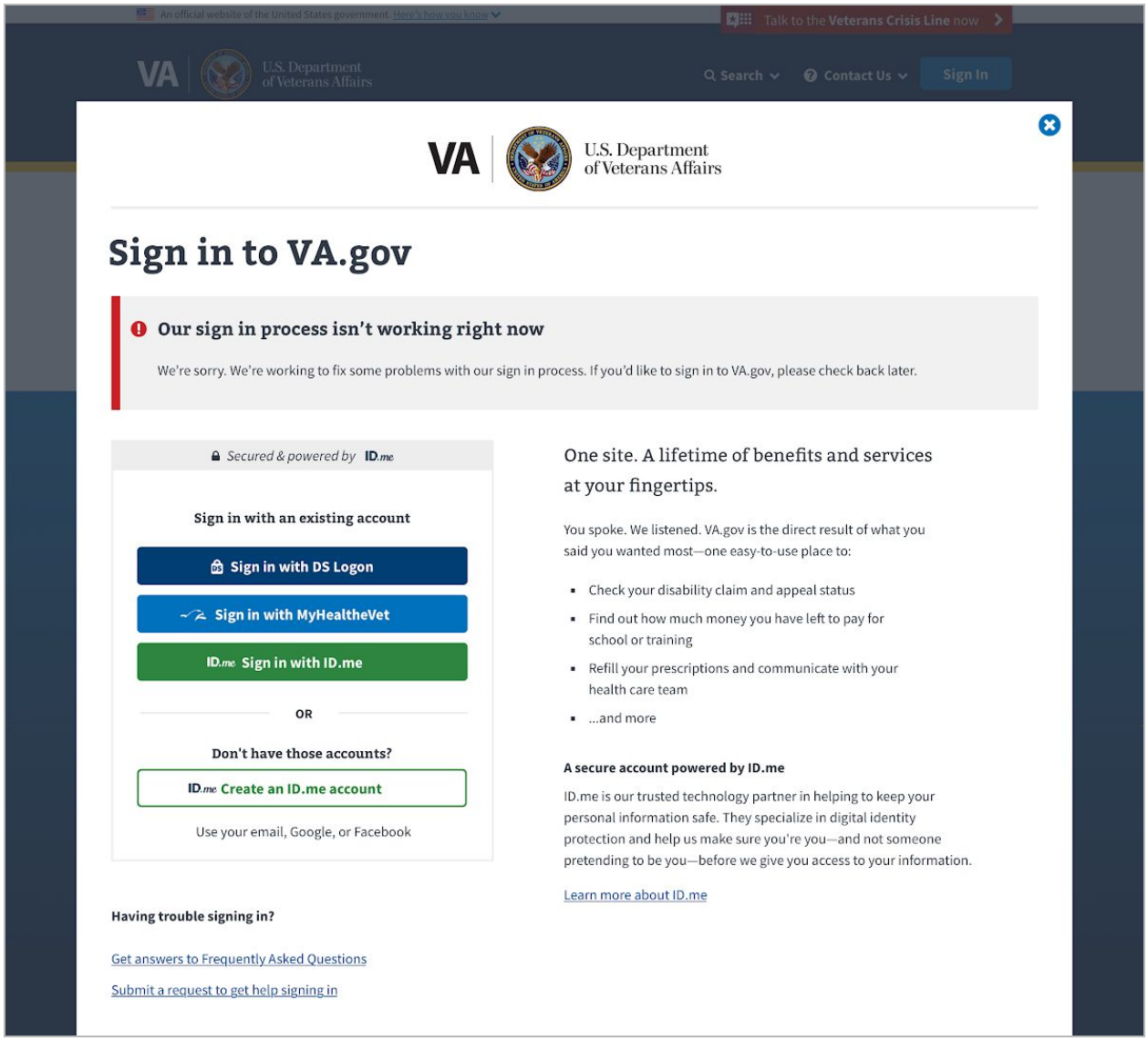
The above modal will appear to Veterans the first time they are signed into an SSOe session on VA.gov in the following cases:

- 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.

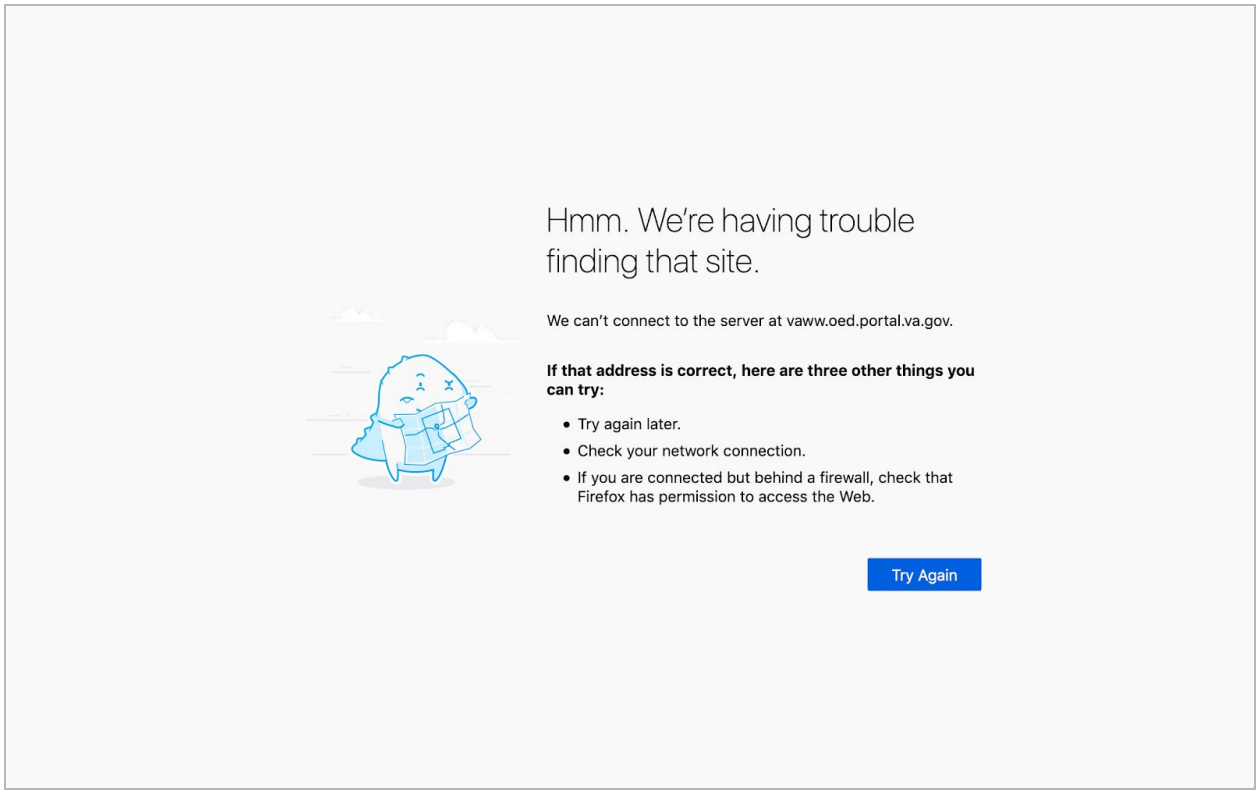
Accessing this feature via any other SSOe enabled VA web property will require no new actions from the Veteran.

Error Scenarios:

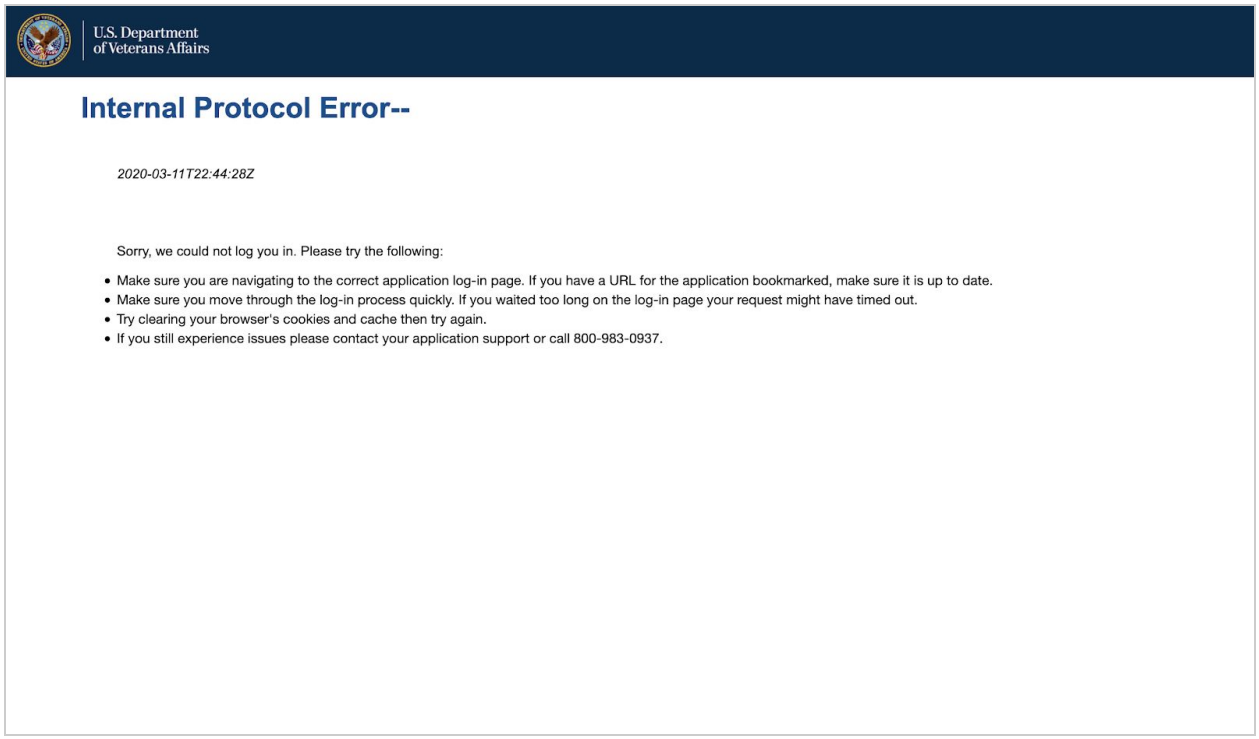
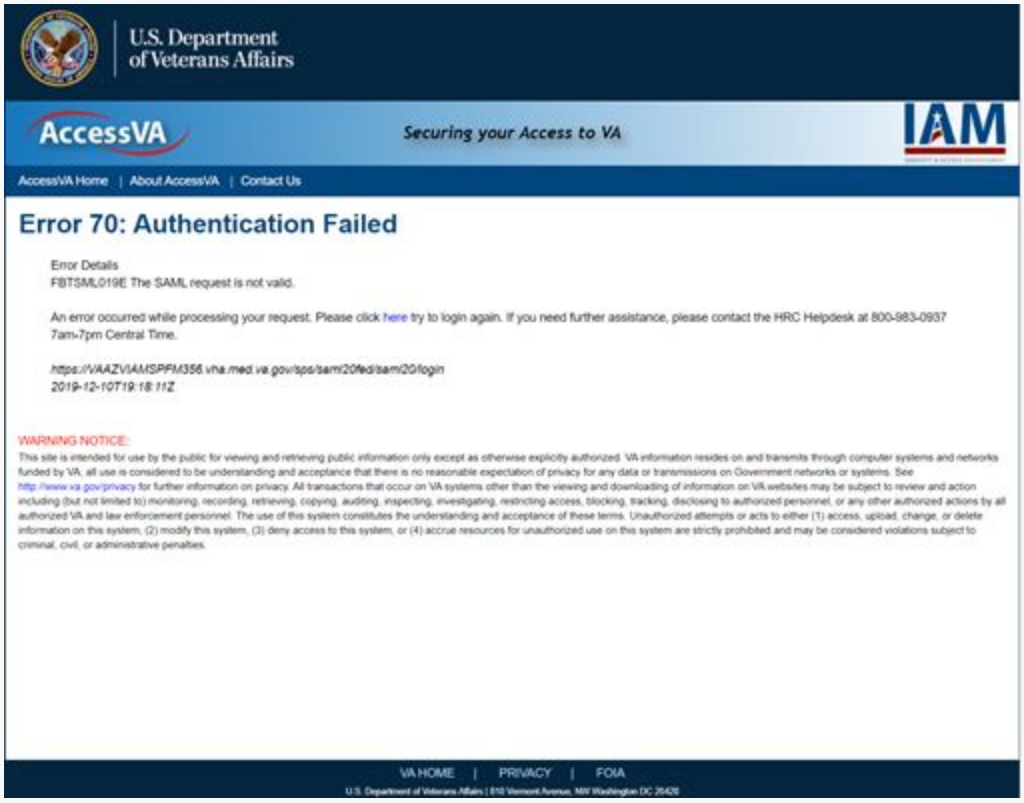
Error Scenario 1: If SSOe is down for planned maintenance OR an unplanned outage a standard warning alert will display in the login modal.



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



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.