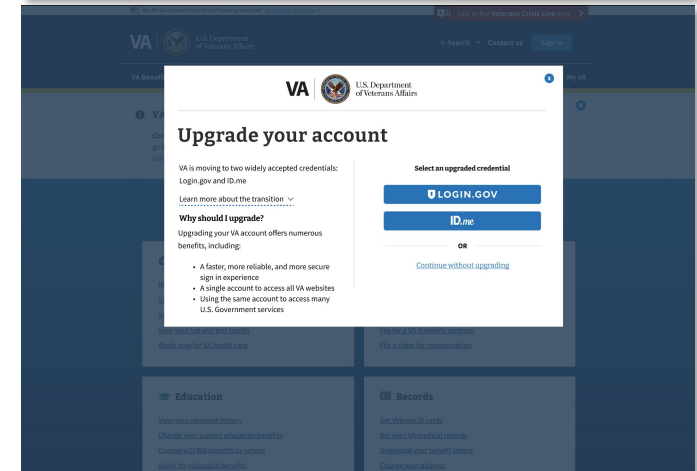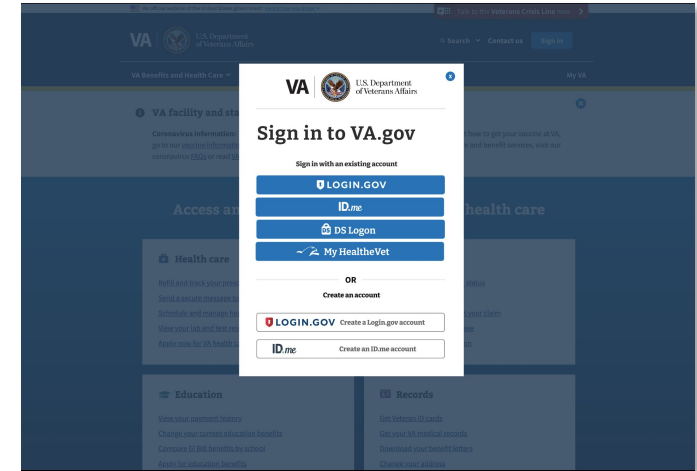# VA.gov Authentication Research
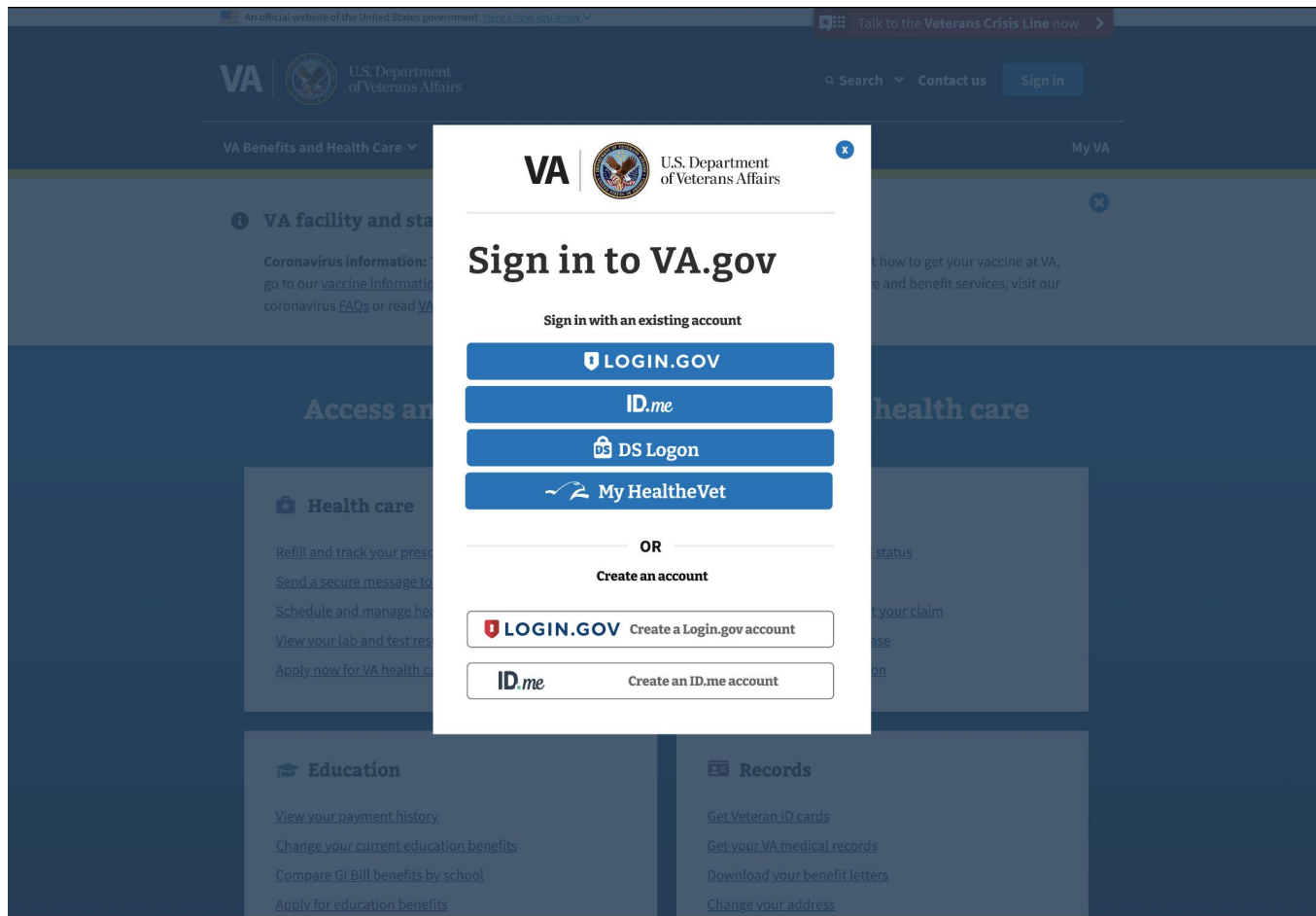Session 1

Research: July 2021 // Readout: September 2021

Introduction

- GOAL - To understand how users currently log in to **VA.gov** and why they use one credential over the other (MHV, DS Logon, and ID.Me)

- GOAL - To understand the potential impact of sunsetting providers such as MHV and DS Logon.

- METHODOLOGY - Remote Moderated Directed Interview w/ 7 Veterans across the US aged 25 to 74. "Usability Testing" with current VA.gov website and high-fidelity mockups

VA.gov

Talk to the **Veterans Crisis Line** now

VA | U.S. Department of Veterans Affairs

Search ⌄   Contact us   Sign in

VA Benefi...   My VA

ⓘ VA

Co...
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Upgrade your account

VA is moving to two widely accepted credentials: Login.gov and ID.me

Learn more about the transition ⌄

Why should I upgrade?

Upgrading your VA account offers numerous benefits, including:

- A faster, more reliable, and more secure sign in experience
- A single account to access all VA websites
- Using the same account to access many U.S. Government services

Select an upgraded credential

🛡 **LOGIN.GOV**

ID.me

OR

Continue without upgrading

View your lab and test results   File for a VA disability increase

Apply now for VA health care   File a claim for compensation

🎓 **Education**   📇 **Records**

View your payment history   Get Veteran ID cards

Change your current education benefits   Get your VA medical records

Compare GI Bill benefits by school   Download your benefit letters

Apply for education benefits   Change your address

Discovery | Findings

- All participants stated that security was an important factor in using their credential provider
  - Government provided credentials were preferred
- None of the participants expressed concern with using two-factor authentication
  - 2FA was widely accepted as an additional layer of security and as part of the process
- Most participants would consider signing in with Login.gov but were hesitant to do so without more information on what was required and how long it would take
- When discussing "upgrading", participants shared concerns about:
  - Losing access to their account information (claims, health information, and other documents)
  - The time/effort it would take to sign up with a new credential provider

Discovery | Findings cont.

- Most user journeys start on VA websites such as My HealtheVet or E-benefits
  - When asked to navigate to VA.gov 4 out of 7 participants searched for My HealtheVet or E-benefits
- All participants knew where to get help regarding password changes, security images, or site being down
- Most participants visit VA websites with specific tasks in mind.
  - 5 out of 7 participants spent approximately 15 minutes or less on VA websites/ Va.gov, when completing a specific task (i.e. checking claims status or prescriptions)
- All participants were able to successfully in sign in
  - 4 out of 7 Participants used password managers or biometrics (face ID on mobile)
  - 3 out of 7 users entered their username and password manually, from memory.

Discovery | Recommendations and Next steps

- Share findings with other teams that may be affected by the sign in process

  - Specifically, those affected by/concerned about Veteran not using VA.gov as a starting point
- Use the sentiment around other providers and account creation process to build a case for Login.gov as a most secure provider
- Future steps:

  - Additional UX research for informing users of choice

  - Additional UX research once Login.gov has been implemented

  - Communication and marketing put in place to give users more information about Login.gov as a provider