VA IDENTITY PRODUCT

Improving the Veteran experience across multiple migration paths to Login.gov

U.S. Department of Veterans Affairs

MOVE

Re-proofing

Charlie is a DS Logon user who learns that DS Logon is being retired and he needs to migrate to Login.gov. He creates an account online and then ID proofs in person with a MHV Coordinator, where he also learns about security keys.

Inherited Proofing

Romeo relies on MHV to communicate with his doctor. When he starts the Login.gov account set-up process, he discovers his ID proofing from his previous credential transfers, so he just needs to set up a password and MFA.

**This is functionally the same flow for waived proofing (grandfathering)*

Proactive Proofing

Juliet recently left the service. When she goes to check her eligibility for VA services, the staff person who helps her tells her she can also ID proof for Login.gov, which is the credential she will need to access VA services. She ID proofs at Eligibility and then completes account set-up at home.

MHV SIGN ON

ONLINE

Charlie navigates to MHV to check on an upcoming appointment

He clicks sign in

He selects the DS Logon option

Charlie sees a pop-up telling him DS Logon will be retired and about migration to Login.gov

Charlie clicks on the link and reads a little bit about Login.gov

After seeing this pop-up a few times, Charlie decides to create a Login.gov account

After hearing about Login.gov from multiple sources, Romeo decides to set it up the next time his son is available to help him

Shortly after his doctor's appointment, Romeo gets an email reminding him to set up login.gov

IN PERSON

At a recent doctor's appointment, Romeo's doctor tells him and his son to make sure to create a Login.gov account so they can continue to communicate via MHV

DISCOVERY

ONLINE

Eligibility staff tells Juliet about Login.gov and that she can start the process of getting an account by ID proofing

Juliet decides to do ID proofing for Login.gov now since it will only take a few minutes

ID PROOFING *(Eligibility)*

ONLINE

Later, when Juliet checks her email she has a message saying her ID is confirmed and inviting her to finish setting up Login.gov

IN PERSON

Eligibility staffer takes Juliet's ID and records some data for Login.gov proofing

ACCOUNT + PASSWORD SET UP

ONLINE

Charlie chooses "Create new account"

He accepts the terms and conditions

He enters his email address and then goes to his email to get the verification message

Charlie then creates a password and writes it down in a notebook on his desk

Romeo pulls up the email about Login.gov and follows the link to create an account

He accepts the terms and conditions

He enters his email address and then goes to his email to get the verification message

When prompted, Romeo enters a variation of the password he always uses, and his son writes it down

Juliet follows the link to continue setting up her Login.gov account

She accepts the terms and conditions

She confirms her email address by clicking on a link in a message

She then has her password manager create and save a password that meets Login.gov requirements

Alternatively, at any point Charlie could set up a transition assistance appointment for in-person support for the whole process

MFA SET UP

ONLINE

Charlie already uses MFA via text message for his bank, so he chooses that option

He checks his phone and enters the code that has been sent to him

He looks at the option to add another method of MFA, but decides to skip it for now

Romeo isn't sure what MFA is, but his son reminds him that he already uses it for banking, and he selects the text option

He checks his phone and enters the code that was texted to him

When he sees it is optional, Romeo skips adding a backup method of MFA

Juliet uses an authenticator app for work and so selects that option for her Login.gov MFA

She opens the app and confirms the connection to her Login.gov account

Juliet also enters and confirms her email as a backup MFA that doesn't require her phone

ID PROOFING

ONLINE

Charlie then follows prompts to log in using his email and the password he created

He enters his phone number and gets a message back that it has been verified

Charlie then looks at the available methods of ID verification

Juliet returns to her Login.gov account

She enters her phone number and Login.gov verifies that it belongs to her

IN PERSON

Charlie decides to ID proof in person, and selects a proofing appointment after his upcoming doctor's appointment

Charlie travels to the VAMC near him for his doctor's appointment and brings along his ID for his proofing appointment

The MHV Coordinator takes Charlies ID, records a few details and tells him the verification has been submitted

If Charlie decides to ID proof online and then has trouble and abandons the flow, he receives an email offering help to complete the process

SECURITY KEYS

IN PERSON

The MHV Coordinator then tells him the VA is offering security keys for Veterans to use for MFA and shows him a security key

Charlie is sometimes frustrated by using multiple devices with text MFA, to he sets up a security key with the help of the Coordinator

USING LOGIN.GOV

Later, Charlie receives a message telling him his ID verification was successful and his account setup for Login.gov is complete

He uses Login.gov whenever he signs into MHV, and generally uses his security key for MFA

When Charlie has to set up an account with the Social Security Administration, he is pleased he can use his Login.gov credentials

Romeo sees that Login.gov setup is complete

Later, when he sees he has a new message from his doctor in MHV, Romeo uses Login.gov to access it

Romeo also uses Login.gov to also access disaster assistance

Once she finishes entering her personal details and confirming her phone number, setup is complete

When Juliet finds a doctor at the VA uses MHV message her doctor via MHV, which she can access with Login.gov

Later, Juliet uses Login.gov to set up an account with TSA

MHV SIGN ON

Veteran experience variations

Navigate to MHV

Click sign-in button

Select DS Logon

If Veteran clicks on Login.gov instead, they would skip the next step and move to "Learn about Login.gov".

Recieve message about DS Logon retirement

Message about DS Logon retirement appears during the login flow

Digital touchpoints

Web browser

VA.gov

MHV sign-in flow

MHV sign-in flow

Message about DS Logon retirement

MHV sign-in flow

People

Places

Physical touchpoints

Concept interventions

Intercept Veterans when DS Logon or My HealthVet credentials are unavailable

Countdown clock to DS Logon and MHV login retirement

Invite Veterans to schedule a Transition Assistance appointment before migration deadline

DISCOVERY

Veteran experience variations

Learn about Login.gov

Receive email about migration with proofing

Receive email about migration with inherited proofing or grandfathering

From a service provicer, like a doctor or nurse

From a fellow Veteran, via word of mouth or email

Eligibility staff explains about Login.gov and the opportunity for in-person proofing

Decide to create an account

Follow link from DS Logon pop-up

Follow link from email

Agree to do in-person proofing to start the process

Digital touchpoints

Info included with DS Logon retirement message

Migration email

Login.gov info page

People

Eligibility staff

MHV Coordinator

Medical staff

Patient advocates

Other Veterans

VSOs

Eligibility staff

MHV Coordinator

Patient advocates

Places

Veteran's home

VA facilities

Eligibility or VHIC counter

Veteran's home

VA facilities

Eligibility or VHIC counter

Physical touchpoints

Fliers and posters in VA facilities

Concept interventions

ID PROOFING *(Eligibility)*

Veteran experience variations

Proactive ID Proofing at Eligibility

Proactive proofing flow only

Receive email confirming ID verification with link to complete Login.gov set up

Proactive proofing flow only

Applies only to Veterans starting Login.gov account creation with proactive ID proofing

Applies only to Veterans starting Login.gov account creation with proactive ID proofing

Digital touchpoints

Confirmation email with link to complete Login.gov setup

People

Eligibility Staff

Places

Eligibility or VHIC counter

Veteran's home

Physical touchpoints

Veteran ID card

Concept interventions

Policies

Policy dictating how long a proactive ID proof is valid

Systems

ID proofing system that connects to Login.gov

System to confirm validity with ID issuer

System to kick off an email inviting Veterans who have proofed to complete the Login.gov process

Data

Stored, proofed ID record

We recommend starting proactive ID proofing with Eligibility. In the future, other VA departments could also provide proactive proofing, but for the purpose of this blueprint we will focus on the Eligibility use case.

ACCOUNT + PASSWORD SET UP

Veteran experience variations

Select creation of new account

Can be done by the Veteran on their own or with assistance from a loved one

Can take place during in-person assisted transition appointment

Review and accept terms and conditions

Can be done by the Veteran on their own or with assistance from a loved one

Can take place during in-person assisted transition appointment

Email verification

Can be done by the Veteran on their own or with assistance from a loved one

Can take place during in-person assisted transition appointment

Create password

Veteran may use password manager to create and store password

Veteran may record password on a physical list

Digital touchpoints

Login.gov account creation flow

Login.gov account creation flow

Login.gov account creation flow

Verification of account email

Login.gov account creation flow

Password manager

People

Veteran might get support from a family member or loved one

Login.gov phone support

If during transition appointment, utilize VA staff (MHV Coordinator)

Veteran might get support from a family member or loved one

Login.gov phone support

If during transition appointment, utilize VA staff (MHV Coordinator)

Veteran might get support from a family member or loved one

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Veteran might get support from a family member or loved one

Login.gov phone support

If during transition appointment, utilize VA staff (MHV Coordinator)

Places

Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Veteran's home

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Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Physical touchpoints

Concept interventions

Enable Veterans to "save for later/save progress" during account set up

Provide a clear list of contacts for help at each step (concept applies across rest of user journey)

Automatically reach out to Veterans who abandon or face an issue during set up (concept applies across rest of user journey)

Introduce password management to Veterans

Provide in-line validation and password creation tips

Provide Veterans with option to not use a password at all, but rather use an email link option

Policies

Login.gov terms and conditions

AAL password requirements

Systems

Login.gov

Login.gov

Login.gov

Login.gov

Data

If during Transition Assistance appointment, MHV Coordinator can access VA-dedicated Login.gov support staff

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If during Transition Assistance appointment, MHV Coordinator can access VA-dedicated Login.gov support staff

MFA SET UP

Veteran experience variations

MFA method selection

Can be done by the Veteran on their own or with assistance from a loved one

Can take place during in-person assisted transition appointment

Confirm MFA

Can be done by the Veteran on their own or with assistance from a loved one

Can take place during in-person assisted transition appointment

MFA backup (optional)

Can be done by the Veteran on their own or with assistance from a loved one

Can take place during in-person assisted transition appointment

Digital touchpoints

Login.gov MFA flow

Internet (for research)

Login.gov MFA flow

Text message

Authentication app

Email

Login.gov MFA flow

Text Message

Authentication app

Email

People

Veteran might get support from a family member or loved one

Login.gov phone support

If during transition appointment, utilize VA staff (MHV Coordinator)

Veteran might get support from a family member or loved one

Login.gov phone support

If during transition appointment, utilize VA staff (MHV Coordinator)

Veteran might get support from a family member or loved one

Login.gov phone support

If during transition appointment, utilize VA staff (MHV Coordinator)

Places

Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Physical touchpoints

Security key

Concept interventions

MFA recommendation quiz to help Veteran pick the best MFA option based on their needs and the technology they are comfortable with

Policies

AAL MFA requirements

AAL MFA requirements

Systems

Login.gov

Login.gov

Login.gov

Data

If during Transition Assistance appointment, MHV Coordinator can access VA-dedicated Login.gov support staff

If during Transition Assistance appointment, MHV Coordinator can access VA-dedicated Login.gov support staff

If during Transition Assistance appointment, MHV Coordinator can access VA-dedicated Login.gov support staff

ID PROOFING

Veteran experience variations

Use email and password to log back into Login.gov

Can be done by the Veteran on their own

Can take place during in-person assisted transition appointment

Phone/address and personal information verification

It is currently unknown how much if any of this step will be required for accounts with inherited proofing

Select method of ID proofing

ID photographed

Process variation

Select time and location for in-person

ID uploaded

Travel to facility

ID verified

ID verification with MHV coordinator

Digital touchpoints

Login.gov set-up flow

Login.gov set-up flow

[This doesn't exist yet] Login.gov set-up flow

Login.gov ID verification flow

[This doesn't exist yet] Login.gov set-up flow

Login.gov ID verification flow

Appointment reminder/digital calendar/map

Login.gov ID verification flow

[This doesn't exist yet] Login.gov set-up flow

People

Veteran might get support from a family member or loved one

Login.gov phone support

Veteran might get support from a family member or loved one

Login.gov phone support

Veteran might get support from a family member or loved one

Login.gov phone support

Veteran might get support from a family member or loved one

Veteran might get support from a family member or loved one

Veteran might get support from a family member or loved one

MHV Coordinator

Places

Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Veteran's home

If during Transition Assistance appointment, utilize MHV office or other VA support facility

Veteran's home

Veteran's home

Veteran's home

MHV office

Physical touchpoints

Paper letter (if physical address verification is required)

ID card

Digital/phone camera

Scanner

Veteran's ID

Concept interventions

Leverage previous encounters when Veterans share this type of information to pre-populate as much data as possible

Offer real-time support with online ID proofing, before it's too late

Policies

IAL2 address verification requirements

Policy on additional verification for inherited migration

Systems

Login.gov

Phone record check

Address check

SSN check

Login.gov

Scheduler for in-person proofing appointments with MHV Coordinators

Login.gov

Login.gov

Login.gov

Data

Existing VA appointments to suggest a convenient time

MHV Coordinator can access VA-dedicated Login.gov support staff

SECURITY KEYS

Veteran experience variations

Introduce security key option

MHV Coordinator introduces security keys and option for MFA and tells Veteran the VA will provide one

Set up security key

If Veteran is interested, MHV Coordinator helps Veteran set up security key as an additional MFA method for Login.gov

Digital touchpoints

Login.gov MFA set up

People

MHV Coordinator

MHV Coordinator

Places

MHV office

MHV office

Physical touchpoints

Security key

Printed information about security key FAQs

Security key

Concept interventions

Policies

Decide which Veterans are eligible to be given security keys

Systems

Login.gov

Data

We recommend initially offering in-person ID proofing through MHV coordinators. In the future, it could be expanded so other VA departments could support in-person ID proofing, but for the purpose of this blueprint we will focus on the MHV use case.

There are many opportunities to provide Veterans with a security key to use for Login.gov. As it becomes clearer which Veterans to target for this intervention, different distribution points will take priority. For the purpose of this blueprint, we focus on the use case of the MHV Coordinator introducing the security key after ID proofing.

USING LOGIN.GOV

Veteran experience variations

Confirmation of successful Login.gov account creation

Use Login.gov to sign on to MHV and other VA services

Use Login.gov to access other government services

Digital touchpoints

Email or notification on website

MHV sign-in flow

Web browser

Government services that use Login.gov

People

Veteran might get support from a family member or loved one

Veteran might get support from a family member or loved one

Veteran might get support from a family member or loved one

Concept interventions

Remove MHV sign-in and DS Logon just like other government services using Login.gov

Proactive communication of security tips and password expiration reminders

Policies

If Veterans are grandfathered in at IAL1, agency-specific policies govern which services can be accessed with an IAL1 account

Systems

Login.gov

MHV

VA.gov

SSOe

Login.gov

Login.gov

Data

MPI

Line of interaction