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Signing in to VA.gov

Get answers to your questions about signing in to VA.gov to manage your benefits and services online.

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How to sign in

How do I sign in to VA.gov?

At this time, you can sign in to VA.gov with any of these 4 options:

- **Login.gov** account

- **ID.me** account

- **My HealtheVet** user ID and password (available through **March 4, 2025**)

- **DS Logon** username and password (available through **September 30, 2025**)

If you don't have an account, you can create a **Login.gov** or **ID.me** account now.

Note: After the dates listed here, you'll no longer be able to sign in with your My HealtheVet user ID and password or DS Logon username and password. You'll need to use either a **Login.gov** or **ID.me** account.

Can I still use a DS Logon or My HealtheVet account to sign in?

Yes. At this time, you can use your **DS Logon** or **My HealtheVet** account to sign in to manage your VA benefits and health care online. But to manage certain tasks and information on VA.gov, you'll need to create a **Login.gov** or **ID.me** account and verify your identity.

We do encourage you to create a **Login.gov** or **ID.me** account now.

After **March 4, 2025**, you won't be able to sign in with a **My HealtheVet** user ID and password.

After **September 30, 2025**, you won't be able to sign in with a **DS Logon** username and password.

You'll then have 2 options to sign in to VA.gov, VA mobile apps, and other VA online services: **Login.gov** or **ID.me**. Create your new account now so you have time to get support if you need help setting it up and time to get used to using your new account before this change.

Issues with signing in

Why did I get an email asking me to confirm my email address?

We need to confirm your email address before we can give you access to your personal information.

You'll get an email from **Login.gov** or **ID.me** asking you to confirm your email address.

I didn't get a confirmation email. What should I do?

Check your inbox and your spam folder. You should have a confirmation email from the account provider you chose (either **Login.gov** or **ID.me**).

If you don't have a confirmation email, call us at [800-698-2411](#) and select 0 ([TTY: 711](#)). We're here 24/7.

What if I get an error message when I try to sign in to VA.gov?

If you get the message "We're sorry. Something went wrong on our end," take these steps:

- Clear your internet browser's cookies and cache. Depending on your browser, you'll find this information referred to as "Browsing Data," "Browsing History," or "Website Data."

- Make sure your cookies are enabled in your browser settings. Depending on the browser you're using, you'll usually find this information in the "Tools," "Settings," or "Preferences" menu.

- If you're using Internet Explorer or Microsoft Edge, and clearing your cookies and cache doesn't fix the problem, try using Google Chrome or Mozilla Firefox instead.

  [Download Google Chrome (https://www.google.com/chrome/?brand=CHBD&gclid=Cj0KCQiAsdHhBRCwARIsAAhRhsk_uwlqzTaYptK5g5Zk9V_qaKTe1Y5ptlxudmMG_Y7XqyDkaAs0HEALw_wcB&gclsrc=a](#)

  [Download Mozilla Firefox (https://www.mozilla.org/en-US/firefox/new/)](#)

- If you're using Chrome or Firefox and it isn't working, get the latest updates for your browser.

If you've taken these steps and still can't sign in, call us at [800-698-2411](#) and select 0 (TTY: 711).

What if I can't sign in to VA.gov because my password doesn't work?

First, try resetting the password for the account you use to sign in to VA.gov:

- [Reset your password on the Login.gov website (https://login.gov/help/trouble-signing-in/forgot-your-password/)](#)

- [Reset your password on the ID.me website (https://help.id.me/hc/en-us/articles/202087724-Resetting-your-ID-me-password)](#)

- [Reset your password on the My HealtheVet website (https://www.myhealth.va.gov/mhv-portal-web/forgot-password?action=new)](#)

- [Reset your password on the DS Logon website (https://myaccess.dmdc.osd.mil/identitymanagement/app/reset-password/submit-identity)](#)

Note: If you need more support from **Login.gov** or **ID.me**, go to the account service's website.

[Go to the Login.gov help center (https://login.gov/help/)](#)

[Go to the ID.me support section (https://help.id.me/hc/en-us)](#)

If you've taken these steps and still can't sign in, call us at [800-698-2411](#), and select 0 [(TTY: 711)](#). We're here 24/7.

Note: Our VA contact center representatives can't reset your **Login.gov** or **ID.me** password for you. This includes representatives at our My HealtheVet help desk.

Can I call VA to reset my Login.gov or ID.me password?

No. Our VA contact center representatives can't reset your **Login.gov** or **ID.me** password for you. This includes representatives at our My HealtheVet help desk.

You can get help with resetting your **Login.gov** or **ID.me** password directly from the account provider websites.

[Go to the Login.gov help center (https://login.gov/help/)](https://login.gov/help/)

[Go to the ID.me support section (https://help.id.me/hc/en-us)](https://help.id.me/hc/en-us)

Sign in or create an account

Tags　[All Veterans (https://www.va.gov/resources/tag/all-veterans)]

[Sign in (https://www.va.gov/resources/tag/sign-in)]

How do you rate your experience on this page?

◯ Good

◯ Bad

Submit feedback

Related information

Creating an account for VA.gov

Verifying your identity on VA.gov

VA benefits

Health care

Apply for VA health care, find out how to access services, and manage your health and benefits online.

Need more help?

MyVA411 main information line: 800-698-2411

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