

Accredited Representative Portal: Setting up your account for the pilot

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Before using the Accredited Representative Portal you will need to set up a Login.gov account and associate it with your email on file with the VA's Office of General Counsel (OGC). Here are instructions to walk you through this process.

How to set up your account

1. Identify the email you have on file with the Office of General Counsel (OGC)

If you're unsure which email you have on file with OGC, look yourself up using the [Find a Representative tool on VA.gov](#) to see which email is on file.

2. Create a Login.gov account

Login.gov is a secure way to sign into many government websites using just one account. Follow the [instructions on Login.gov](#) for creating an account. Login.gov recommends that you use a personal email that you will always be able to access. However, it is also appropriate to use your work email address.

3. Associate your OGC email with your Login.gov account

If you did not use your email on file with OGC as your primary email for Login.gov, you will need to add the OGC email to your account. While signed in, go to the account page and select "Add email address" from the menu of options under "Your Account." Enter your OGC email address and follow the prompts to confirm the address.

4. Sign into the Accredited Representative Portal

Sign into the portal at va.gov/representative. If you get an error message, refer to the troubleshooting section for next steps.

Troubleshooting

What if you don't have an email address on file with OGC, or you no longer use the email address that you have on file?

Reach out to the certifying official at your Veteran Service Organization to request that OGC add an email to your file or update your existing email. If you are unsure who your certifying official is, reach out to your supervisor for guidance. Once the update is complete, add the new email address to your Login.gov account and try signing into the portal.

What if you are receiving an error message when trying to login?

Check your OGC email address to ensure that it is unique to you. If you are using an organization-wide email address and there are other representatives using that same email with OGC, the portal will not grant you access. In this situation, you should update your email address with OGC.

If you are unable to resolve the issue

If you are unable to resolve the issue, send a message to the “General Comms” channel your AR Portal Pilot team on Microsoft Teams. We’ll monitor the channel Monday through Friday from 8am-4pm ET. You can also email for help at RepresentativePortalHelp@va.gov. Someone from the team will respond to your email within 1-2 business days.

Frequently asked questions

Can I use ID.me instead of login.gov?

The portal does not currently support sign in using ID.me during this pilot phase. We will be adding this functionality in the future.

In the past, I used ID.me to log into SEP (Stakeholder Enterprise Portal). Will the same sign in method work for ARP?

Once we support ID.me as a sign in method, you will be able to use the same ID.me account for signing into the portal. Make sure to add your email on file with OGC to your ID.me account, either as a primary or secondary email.

Can I use my PIV card to log into the portal?

Yes, you can set this up using Login.gov. After creating your Login.gov account and associating it with the email on file with OGC, add your PIV card as an authentication method under “Add your government employee ID”. Next time you sign in, select the “Sign in with your government ID” option on the sign in screen.