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**Identity and the VA**

Mel will send GitHub links

* Check out Project Brief
* User Voice graph re ID.me
* Round 1 research readout

Things that are hard about ID.me:

-People don’t know or trust what ID.me is, don’t understand why they can’t just have a vets.gov/va login. Confusion about why they are asked to use a separate thing.

-Lack of trust in the system because of past breaches, misuse of data

-expectation setting: These users have a long history with government, they feel like their information is already available to the VA, so are concerned about having to enter duplicate information or disclose things they don’t want to.

-identity proofing = last year ID.me was the only way to sign onto vets.gov

-Even when signing on with myhealthevet or DS login, you still needed to create an ID.me account to connect those.

Those that have DS accounts don’t think of using it outside of ebenefits

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Identify proofing is a long process; Need to remember to give people a sense of how long things will take, attempt to not ask for duplicate info that’s already in the system - streamline things as much as possible.

Who is doing this identity proofing well? Do we have competitive analyses?