**VA.gov Sign In Error Messages and Resolutions**

Users can access VA.gov by using one of three credentials (DS Logon, ID.me, and Login.gov). If a user encounters a problem during the sign in or identity verification process, this is typically an issue caused by that specific credential. However, if the user can complete the sign in or identity verification process and then is not able to access their VA.gov account, this is likely an issue caused by a problem with the VA.gov platform or VA’s Identity Access Management technology (IAM).

*VA.gov Error Messages and Resolutions*

Below is a list of the typical errors a user might encounter if something is wrong with VA.gov’s sign in process. VA.gov Technical Support group and the EVSS helpdesk provide support for issues with the VA platform identity technology. Depending on the error message, if the troubleshooting steps do not work, please escalate to Tier 2 or the EVSS helpdesk.

# **Common Errors**

Although there are no technical changes that should cause additional errors, the following table catalogs errors Veterans might encounter when attempting to authenticate when signing in to their accounts. We have provided a detailed list of common errors and their potential causes to help you troubleshoot any issues you may encounter during the sign-in process.

Additional context can be found at [Login Errors](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity/login/error-messages/sign-in-error-handling.md).

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| **Error Code** | **Title** | **URL with**  **more details** |
| 001 | Authorization denied by user | [Error 001](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity/Troubleshooting_logging/Authentication_Errors/001.md) |
| 002 | The user is auto-logged out after signing in (incorrect system time). | [Error 002](https://dev.va.gov/auth/login/callback/?auth=fail&code=002) |
| 003 | API server time is incorrect | [Error 003](https://dev.va.gov/auth/login/callback/?auth=fail&code=003) |
| 004 | MPI mismatch | [Error 004](https://dev.va.gov/auth/login/callback/?auth=fail&code=004) |
| 005 | Session expired | [Error 005](https://dev.va.gov/auth/login/callback/?auth=fail&code=005) |
| 007 | Default/unknown error | [Error 007](https://dev.va.gov/auth/login/callback/?auth=fail&code=007) |
| 009 | Failure to proof (Login.gov) | [Error 009](https://dev.va.gov/auth/login/callback/?auth=fail&code=009) |
| 101 | Multiple MHV IDs (MHV IENs) | [Error 101](https://dev.va.gov/auth/login/callback/?auth=fail&code=101) |
| 102 | Multiple EDIPIs | [Error 102](https://dev.va.gov/auth/login/callback/?auth=fail&code=102) |
| 103 | ICN mismatch | [Error 103](https://dev.va.gov/auth/login/callback/?auth=fail&code=103) |
| 104 | UUID missing | [Error 104](https://dev.va.gov/auth/login/callback/?auth=fail&code=104) |
| 106 | Multiple Corp IDs | [Error 106](https://dev.va.gov/auth/login/callback/?auth=fail&code=106) |
| 108 | MHV verification error | [Error 108](https://dev.va.gov/auth/login/callback/?auth=fail&code=108) |
| 110 | Terms of use—Provisioning failure  (Oracle Health) | [Error 110](https://dev.va.gov/auth/login/callback/?auth=fail&code=110) |
| 111 | Terms of use—User not eligible  (Oracle Health) | [Error 111](https://dev.va.gov/auth/login/callback/?auth=fail&code=111) |
| 112 | Terms of use—Provisioning failure (MHV) | [Error 112](https://dev.va.gov/auth/login/callback/?auth=fail&code=112) |
| 201 | Default/unknown OAuth error | [Error 201](https://dev.va.gov/auth/login/callback/?auth=fail&code=201) |
| 202 | State mismatch (OAuth) | [Error 202](https://dev.va.gov/auth/login/callback/?auth=fail&code=202) |
| 203 | Invalid request (OAuth) | [Error 203](https://dev.va.gov/auth/login/callback/?auth=fail&code=203) |

**IAM Error Messages and Resolutions**

Below is a list of the typical errors a user might encounter if something is wrong with a VA IAM process.

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| **Error** | **Explanation** | **Troubleshooting Steps and Resolution** |
| 50 | The user’s credential does not have the required assurance level (LOA) for the application. This likely means the user is not using a credential that has been identity verified. | Upgrade the credential by completing identity verification or logout and select a different credential that has the correct LOA.  If the issue persists, advise the Veteran you are escalating to VA.gov technical support and note the error code in the case notes description. We are actively working on this with the IAM team to attempt to resolve it. |
| 60 | User is likely not registered with the requested CSP | User must re-register if using the PKI CSP (CAC or PIV users).  If the issue persists, advise the Veteran you are escalating to VA.gov technical support and note the error code in the case notes description. We are actively working on this with the IAM team to attempt to resolve it. |
| 70 | An error occurred between the credential provider and SSOe. | Ask the user to try again.  If the issue persists, advise the Veteran you are escalating to VA.gov technical support and note the error code in the case notes description. We are actively working on this with the IAM team to attempt to resolve it. |
| 90 | Error indicates that SSOe (ISAMs) cannot connect to the application servers for the requested junction.  Usually, an indication that there is a problem with the application or with the network connection between SSOe and the application. | Ask the user to try again.  If the issue persists, advise the Veteran you are escalating to VA.gov technical support and note the error code in the case notes description. We are actively working on this with the IAM team to attempt to resolve it. |
| 403 | Specific to users authenticating with PIV card or DoD CAC.  User receives application error notifying that the requested page is forbidden. | Ask the user to try again.  If the issue persists, advise the Veteran you are escalating to VA.gov technical support and note the error code in the case notes description. We are actively working on this with the IAM team to attempt to resolve it. |
| HTTP Error 404 | The client made a request for a resource that doesn't exist or the link is malformed. | Ask the user to try again.  If the issue persists, advise the Veteran you are escalating to VA.gov technical support and note the error code in the case notes description. We are actively working on this with the IAM team to attempt to resolve it. |
| HTTP Error 500 series | This indicates a server error, which typically identifies a bug in the system. | Ask the user to try again.  If the issue persists, advise the Veteran you are escalating to VA.gov technical support and note the error code in the case notes description. We are actively working on this with the IAM team to attempt to resolve it. |
| AccessVA Error code 10 | This indicates an initialization error. | Ask the user to try again.  If the issue persists, advise the Veteran you are escalating to VA.gov technical support and note the error code in the case notes description. We are actively working on this with the IAM team to attempt to resolve it. |