Fields are required unless marked optional. See repo for basic WIP [content template fields](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/content/tier-2-content-IA-and-design/learning-center-mvp/template-requirements.md#content-fields-on-all-learning-center-pages).

[Mural board WIP wireframes](https://app.mural.co/t/departmentofveteransaffairs9999/m/departmentofveteransaffairs9999/1588167553516/2773c854e8ff3a725a5e3ee03272b78e8519f78b)

**Content template fields – Multiple FAQs: VA.gov sign in FAQs**

|  |  |
| --- | --- |
| **H1 (page title)** | **VA.gov sign in FAQs** |
| [**Topic tag**](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/content/tier-2-content-IA-and-design/learning-center-mvp/template-requirements.md#topic-tags) | *VA account and profile* |
| [**Audience tag**](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/content/tier-2-content-IA-and-design/learning-center-mvp/template-requirements.md#audience-tags)Up to 3. Cannot mix beneficiary and non-beneficiary. | *Veterans* |
| **CTA button 1** | *URL: {open or go to sign in modal}*  *Button text: Sign in to VA.gov* |
| **CTA button 2 (optional)** | *URL:* <https://www.accesstocare.va.gov/sign-in-help>  *Button text:* [Submit a help request](https://www.accesstocare.va.gov/sign-in-help) |
| **TOC links (optional)** | *YES* |
| **Back to top links (optional)** | *YES* |

**Intro block**: *Rich text formattable WYSIWYG – 1,000 characters max including spaces.*

Get answers to common questions about signing in to VA.gov to manage your benefits and services online. Find out how to sign in with your existing **My HealtheVet** or **DS Logon account**—or how to use ID.me to create your account.

**On this page**

Signing in to VA.gov

Verifying your identity on VA.gov

Privacy and security on VA.gov

**H2: Signing in to VA.gov** <accordion content from here: va.gov/sign-in-faq/ - some H2 sections have been removed to consolidate>

How do I sign in to VA.gov?

Why did I receive an email from ID.me asking me to confirm my email address?

I didn't receive a confirmation email from VA.gov. What should I do?

When I try to sign in to VA.gov, I see an error message that something went wrong. What should I do?

What should I do if I can't sign in to VA.gov because my password isn't working?

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

* [Reset your password for My HealtheVet](https://www.myhealth.va.gov/mhv-portal-web/forgot-password?action=new)
* [Reset your password for DS Logon](https://myaccess.dmdc.osd.mil/identitymanagement/resetpassword.do)
* [Reset your password for ID.me](https://help.id.me/hc/en-us/articles/360011411534-How-do-I-reset-my-ID-me-password-)

**Note:** If you need more support from ID.me, visit their support page. [Visit ID.me support](https://help.id.me/hc/en-us)

**If you've taken the steps above and still can't sign in,** please use our online form to submit a request for help. Please note on the form which steps you've tried so we can better understand how to help you. [Submit a request for help](https://www.accesstocare.va.gov/sign-in-help)

What if I've tried the steps to fix the problems above, but I still can't sign in to VA.gov?

[arrow icon] Back to top

## **H2: Verifying your identity on VA.gov**

How do I verify my identity online?

Can I verify my identity in person?

Can I verify my identity by phone?

If I can’t or don’t want to verify my identity through ID.me, what are my other options?

I don’t have a smartphone. How do I verify my identity through ID.me?

What should I do if my credit is frozen and I’m trying to verify my identity?

What address should I use to verify my identity if I live overseas?

I’m having trouble answering the ID.me security questions. What should I do?

I can’t verify my identity by answering the security questions. What should I do now?

I don’t want to add 2-factor authentication. Do I have to?

[arrow icon] Back to top

## **H2: Privacy and security on VA.gov**

Why should I trust VA.gov?

Why do I need to verify my identity to use advanced tools and services on VA.gov?

What’s ID.me, and why should I trust them?

What information does ID.me collect, and do they share it with anyone else?

What is the 6-digit security code that ID.me is asking me for?

[arrow icon] Back to top

|  |  |
| --- | --- |
| **R**epeat **CTA buttons (optional)** | *YES* |
| **Need more help?** | * [**Call VA311 for help:** 844-698-2311](tel:1-844-698-2311) * **Chat with us:** VA chatbot |
| **Was this page helpful?** | *[Default content block. Not editable.]* |
| **Related information 1 (One default hub link required.)** | *[Default hub link+teaser text from homepage. Not editable.]*  **View all VA account and profile articles <link to LC list>**  Find articles about signing in, creating a user account, how to manage your VA.gov account profile, and more. |
| **Related information 2 (optional)** | [**VA records**](https://www.va.gov/records) Access your VA records and documents online to more easily manage your benefits. |