**Identity**

NIST Levels in Plain English:

* LOA1 – Basic username/password.
* *LOA2 – Deprecated.*
* LOA3 – Identity proofing required (e.g. Experian credit questions). *Multi-factor* (e.g. SMS code) required.
* LOA4 – e.g. PIV

Current State:

|  |  |  |  |
| --- | --- | --- | --- |
| **Credential Type** | **Account Types** | **Veteran Effort** | **Security Level (NIST)** |
| MyHealth*e*Vet on MyHealth*e*Vet | Basic | Low – self asserted (anyone can sign up) | Low (LOA1) |
|  | Advanced | Medium – self asserted information that must match MVI | Low (LOA1) |
|  | Premium | High – requires in-person visit to facility and filling out a paper form | Low (LOA1) |
| DS Logon on eBenefits | Basic | Low – self asserted (but must be in DEERS) | Low (LOA1) |
|  | Premium | High – requires in-person visit or validation of financial information | Low (LOA1) |
| VONAPP on  VONAPP | Basic | Low – self-asserted (anyone can sign up) | Low (LOA1) |
| Symantec on SEP | Partner Log-In | High – Government ID verification or knowledge-based verification. | High (LOA3) |

New Vets.gov Account:

|  |  |  |  |
| --- | --- | --- | --- |
| **Credential Type** | **Account Types** | **Veteran Effort** | **Security Level (NIST)** |
| Vets.gov (DS Logon or ID.me) | Basic | Low – self asserted information | Low (LOA1) |
|  | ID-Proofed | High – Government ID verification or knowledge-based verification. Requires 2FA. | High (LOA3) |

**Potential Challenges and Mitigations:**

No VA Veteran accounts currently meet NIST/security standards.

Vets.gov will “wrap” existing DS Logon credentials and bring them into compliance.

VSOs have reported problems getting Symantec credentials for SEP because it requires having a financial account (credit card), which many do not have.

Vets.gov worked with our vendor to find an alternative – now a user may use a phone or utility account in addition to a financial account, which should include a broader swath of users.

Not all Veterans will be able to get LOA3 accounts due to identity proofing requirements. We will continue to work collaboratively with NIST and track real-time data to identify hurdles and find remedies. Continued improvement planned post-November to reduce burden of identity proofing without compromising security.

Two-factor authentication is required by NIST but may present a hurdle for veterans. Social Security recently removed multi-factor authentication requirements for MySocialSecurity login.

Vets.gov will monitor this and may repeal two-factor requirement if it presents a problem, *even though NIST requires it*.

Most functionality at launch (e.g. Rx refill, secure messaging) has a dependency on the Master Veteran Index (MVI). If a Veteran is not in MVI, they **will** be able to get an ID-proofed account at launch, but **will not** be able to access most features.

We are assuming that all Veterans with current prescriptions, VA doctors (to secure message), or active claims (for claim status) are all already in MVI. The only issue should be if we cannot “match” the information they provide to the information in MVI. We are not sure how often this will happen.

Vets.gov will monitor these instances and work on a longer-term mitigation strategy. The user experience team is focused on making the digital experience for these Veterans as clear as possible.

MyHealth*e*Vet users will have to create new vets.gov accounts.

Unlike DS Logon, there is not an institutional interest in maintaining these accounts for the long-term. The amount of effort to “level up” a current MHV account is the same as creating a new vets.gov account. Therefore, we decided not to transition MHV accounts to vets.gov.