Live URL: <https://www.va.gov/resources/creating-an-account-for-vagov/>

Meta description: Starting in 2025, you’ll need to use a **Login.gov** or **ID.me** account to sign in to all VA websites and apps—including VA.gov,  the My HealtheVet website, and the VA: Health and Benefits mobile app. Keep reading to learn about creating a free **Login.gov** or **ID.me** account to manage your VA benefits, services, and information online.

**Creating an account for VA.gov**

Starting in 2025, you’ll need to use a **Login.gov** or **ID.me** account to sign in to all VA websites and apps—including VA.gov,  the My HealtheVet website, and the VA: Health and Benefits mobile app. Keep reading to learn about creating a free **Login.gov** or **ID.me** account to manage your VA benefits, services, and information online.

**Get step-by-step instructions**

We’ll guide you through each step of creating your **Login.gov** or **ID.me** account for VA.

[How to create a Login.gov account for VA](https://www.va.gov/resources/how-to-create-a-logingov-account-for-va)

[How to create an ID.me account for VA](https://www.va.gov/resources/how-to-create-an-idme-account-for-va)

If you want to learn more about choosing between a **Login.gov** or **ID.me** account, or if you have questions about creating your account or preparing for VA’s sign-in changes in 2025, keep reading.

**Choosing your account**

(accordion) Why should I create an account to sign in to VA.gov?

When you create a **Login.gov** or **ID.me** account, you can access and manage your VA benefits, health care, and information online. You can use your account to sign in to VA.gov, VA mobile apps, and any other VA online service.

Here are some things you can do with an account:

* Apply for benefits
* Check your claim status
* Update your address and other contact information across several VA benefits and services
* Check the status of and request help with any benefit overpayments or copay bills you may have

You can also do these things to manage your health:

* Refill prescriptions
* Communicate privately and securely with your health care team
* Request or schedule some health appointments
* Review lab and test results

You can also use your account to sign in to some other government websites to manage benefits like Social Security benefits.

(accordion) What type of account should I create to manage my VA benefits online?

You can create a **Login.gov** or **ID.me** account.

What to know:

* **Login.gov** is our government’s one account provider for VA and other government benefits and services. The U.S. General Services Administration creates and maintains your account. To learn how our government protects your information, read the privacy policy.   
  [Read the privacy policy on the Login.gov website](https://www.login.gov/policy/)
* **ID.me** is a non-government account provider that contracts with government and non-government organizations. **ID.me** creates and maintains youraccount. To learn how **ID.me** protects your information, read their privacy policy.   
  [Read the privacy policy on the ID.me website](https://www.id.me/privacy)
* Both **Login.gov** and **ID.me** meet modern security standards. Both accounts protect your data so only you can access and change your stored information.
* Both **Login.gov** and **ID.me** let you use a single, secure account to access your VA benefits and services. You can use either account to manage some other government benefits and services (like Social Security benefits).

**Creating your account**

(accordion) **How do I create a Login.gov account?**

You can create your account for VA on the **Login.gov** website. Here’s what you’ll need:

* An email address
* A unique password that includes at least 12 characters

[Learn how to create a Login.gov account for VA](https://www.va.gov/resources/how-to-create-a-logingov-account-for-va)

When you set up your account, you’ll need to set up multifactor authentication.

Learn more about multifactor authentication

[Learn about multifactor authentication methods on the Login.gov website](https://www.login.gov/help/get-started/authentication-methods/)

The first time you use your account to manage your VA benefits or information, you’ll need to verify your identity. Here’s what you’ll need:

* Your driver’s license or other state-issued ID, **and**
* Your Social Security number, **and**
* A U.S. phone number

**Note:** If you don’t have a U.S. phone number, **Login.gov** can send a letter to your mailing address instead.

[Learn more about verifying your identity on the Login.gov website](https://www.login.gov/help/verify-your-identity/how-to-verify-your-identity/)

(accordion) **What does it mean to verify mi identity and why do I have to do it?**

Identity verification is a one-time process that we ask you to complete for your **Login.gov** or **ID.me** account. The process often takes about 10 minutes.

During this process, the account provider (**Login.gov** or **ID.me**)will ask you to provide certain personal information and identification (ID). This process helps us make sure that the person creating your account is really you—and not someone pretending to be you. It’s a lot like the process for setting up a bank account.

Identity verification is not about whether we trust that you’re who you say you are. It’s about protecting you from scammers who may try to set up an account in your name to access your information and benefits.

After you verify your identity, you won’t have to do it again for that account unless you lose access to your account’s multifactor authentication method or need to recreate your account. In the future, we may ask you to help us reverify your identity once every several years for added protection.

(accordion) **How do I create an ID.me account?**

You can create your account on the **ID.me** website. Here’s what you’ll need:

* An email address
* A unique password that includes at least 8 characters (with at least 1 uppercase letter, 1 lowercase letter, and 1 number)

When you set up your account, you’ll need to set up multifactor authentication.

[Learn more about multifactor authentication](https://www.va.gov/resources/signing-in-to-vagov/#whats-multifactor-authenticati)

[Learn about multifactor authentication methods on theID.me website](https://help.id.me/hc/en-us/articles/360018113053-Getting-started-with-multi-factor-authentication-MFA-)

The first time you use your account to manage your VA benefits or information, you’ll need to verify your identity. Here’s what you’ll need:

* A phone number, **and**
* Your driver’s license, state-issued ID, passport, or passport card

[Learn more about verifying your identity for VA on the ID.me website](https://help.id.me/hc/en-us/articles/4416188902039-Veterans-Affairs-and-ID-me/#2-verify-for-the-va)

(accordion) **What if I’m not sure if I already have a Login.gov or ID.me account?**

Many people create accounts that they forget they have over time.

The best way to find out if you already have a **Login.gov** or **ID.me** account is to try to create a new one.

To create a new account, go to our VA.gov sign-in page. Then select **Create an account with Login.gov** or **Create an account with ID.me**.

If you try to create an account and you already have one, the sign-in service provider will tell you. You can then try to reset your email.

[Go to our VA.gov sign-in page](https://www.va.gov/sign-in/)

(accordion) **Can I get a Login.gov or ID.me account if I don’t have a mobile phone?**

Yes. You’ll just need to use alternate methods to verify your identity and add multifactor authentication (MFA).

* **For Login.gov:** You can verify your identity at a participating U.S. post office. Or, you can verify online and upload images of your ID from a computer. If you have no U.S. phone number at all, you may be able to verify your address by mail.  
  [Learn about verifying in person on the Login.gov website](https://www.login.gov/help/verify-your-identity/verify-your-identity-in-person/)[Learn about verifying by mail on the Login.gov website](https://www.login.gov/help/verify-your-identity/verify-your-address-by-mail/)
* **For ID.me:** You can verify your identity for your account on a video call with a trusted ID.me agent. You’ll need to upload photos of your ID documents from a computer and you’ll need a webcam for the video call.  
  [Learn more about verifying on a video call on the ID.me website](https://help.id.me/hc/en-us/articles/360052242853-Verifying-your-identity-on-a-video-call)
* **For both accounts:** You can choose an MFA method that doesn’t require a mobile phone. You can use a security key, a call to a landline, or backup codes.   
  [Review MFA methods on the Login.gov website](https://www.login.gov/help/get-started/authentication-methods/)[Review MFA methods on the ID.me website](https://help.id.me/hc/en-us/articles/360018113053-How-to-choose-your-multi-factor-authentication-methods)

(accordion) How can I get more support from Login.gov or ID.me?

Go to the account provider’s website.

[Go to the Login.gov help center](https://login.gov/help/)

[Go to the ID.me support section](https://help.id.me/hc/en-us)

(accordion) **How does multifactor authentication differ from identity verification?**

Identity verification and multifactor authentication work together to protect your identity and personal information:

* **Identity verification** is a one-time process. You complete this process when you first set up your sign-in account. To verify your identity, you provide certain personal information and identification (ID). Identity verification helps us make sure only you can create your sign-in account—and no scammer can create one in your name.
* **Multifactor authentication (MFA)** is an extra layer of protection that’s part of the process of signing in to use your account. When you first set up your account, you set up your choice of MFA method (like an authenticator app) on a device only you have access to. Then, you use that method to provide a specific code we send you each time you sign in. Multifactor authentication helps us make sure only you can use your sign-in account to access and manage your benefits and health care.

## **Preparing for VA sign-in changes**

(accordion) **What’s changing for VA sign-in accounts in 2025?**

We’re moving to a simpler, more modern, sign-in experience in 2025, with 2 secure sign-in account options (**Login.gov** and **ID.me**).

Here’s what will change for Veterans and beneficiaries like you:

* After **January 31, 2025**, you won’t be able to sign in to VA.gov, VA mobile apps, or other VA online services with a **My HealtheVet** user ID and password. After **September 30, 2025**, you won’t be able to sign in with a **DS Logon** username and password.
* You’ll have 2 sign-in account options that meet modern security standards: a **Login.gov** or **ID.me** account. You’ll be able to use your account to sign in to all VA websites and apps to manage your VA benefits and care.
* You’ll need to use a unique email address and set up multifactor authentication (MFA) for your account.

Don’t worry. Your **My HealtheVet** health portal isn’t going away. You’ll just need to sign in to it with a **Login.gov** or **ID.me** account.

(accordion) **Will I still be able to manage my health care through My HealtheVet?**

Yes. Your **My HealtheVet** health portal isn’t going away.

You’ll still be able to manage your health care through **My HealtheVet**. But you’ll need to use either a **Login.gov** or an **ID.me** account to sign in to do that. When you create your account, you’ll need to verify your identity and add multifactor authentication (MFA) as an added layer of protection. We’re making this change to continue to protect all Veterans’ information and benefits.

You may also have questions about our effort to build a new home for **My HealtheVet** over the next 2 years. **My HealtheVet**’s new home on VA.gov will give you a single place to manage your health care needs in the same location where you manage your other VA benefits and services. You’ll continue to have access to all your trusted health tools.

[Learn more about My HealtheVet's new home on VA.gov](https://www.va.gov/resources/my-healthevet-on-vagov-what-to-know)

(accordion) **Why will VA allow only 2 sign-in account options with this change?**

Here’s why we’ll allow only 2 modern, secure sign-in account options (**Login.gov** or **ID.me**):

* Veterans have told us many times over several years that they want fewer account options. And they want to be able to use their chosen sign-in account to access all of their VA benefits and care.
* Identity theft and related medical identity theft are serious issues that can cause severe financial hardship and disruption in medical care for Veterans and their families. In 2023, the Federal Trade Commission (FTC) received more than 1 million reports of identity theft. That same year, Veterans and military retirees also reported to the FTC $350 million in losses to fraud.
* We’re required by federal policy to help all Veterans begin using a sign-in account that meets modern security standards. We’re also required to simplify the sign-in experience for Veterans. **Login.gov** and **ID.me** help us meet both these requirements.

(accordion) **What if I don’t get a Login.gov or ID.me account in time?**

Don’t worry. You won’t lose any stored information. And you can always manage your VA benefits and care by phone, by mail, or in person. But you’ll need to create your **Login.gov** or **ID.me** account to access your information and manage your benefits and care online again.

(accordion) **What if I don’t want to get a Login.gov or ID.me account?**

It’s always your choice whether you want to get an account. Your choice won’t affect your eligibility for VA benefits or health care in any way.

If you don’t get a **Login.gov** or **ID.me** account before we remove the **My HealtheVet** and **DS Logon** sign-in options, you won’t be able to access your VA information or manage your benefits and care online. But you can always manage your VA benefits and health care by phone, by mail, or in person.

Review our list of helpful VA phone numbers to find the one that matches your specific needs.

[Get a list of helpful VA phone numbers](https://www.va.gov/resources/helpful-va-phone-numbers)

Or find the phone number and address for your local VA health facility, regional office, cemetery, or other location.

[Find a VA location near you](https://www.va.gov/find-locations)

(accordion) **Will I have to add multifactor authentication with this change?**

Yes. Both **Login.gov** and **ID.me** require multifactor authentication (MFA) as part of the account set-up process. This extra layer of protection helps us make sure that it’s you trying to use your sign-in account—and not someone pretending to be you.

Multifactor authentication is a common practice for many websites and apps. You may already use it to access your email, bank account, or social media accounts.

When you set up your **Login.gov** or **ID.me** account, you can choose the multifactor authentication option that works best for you.

[Go to Login.gov’s guide to multifactor authentication options](https://www.login.gov/help/get-started/authentication-methods/)

[Go to ID.me’s guide to multifactor authentication options](https://help.id.me/hc/en-us/articles/360018113053-Getting-started-with-multi-factor-authentication-MFA-)

[**Create a Login.gov account**](https://api.va.gov/v1/sessions/logingov_signup/new)(in English)

[**Create an ID.me account**](https://api.va.gov/v1/sessions/idme_signup/new?op=signup)(in English)