Live page: <https://www.va.gov/resources/signing-in-to-vagov/>

Word count: 417 words

**[H1] Signing in to VA.gov**

[Intro] Get answers to your questions about signing in to VA.gov to manage your benefits and services online.

## **[H2] How to sign in**

**[accordion] How do I sign in to VA.gov?**

At this time, you can sign in to VA.gov with any of these 4 options:

* **Login.gov** account
* **ID.me** account
* **My HealtheVet** user ID and password (available through **January 31, 2025**)
* **DS Logon** username and password (available through **September 30, 2025**)

If you don’t have an account, you can create a **Login.gov** or **ID.me** account now.

**Note:** After the dates listed here, you’ll no longer be able to sign in with your My HealtheVet user ID and password or DS Logon username and password. You’ll need to use either a **Login.gov** or **ID.me** account.

**[accordion] Can I still use a DS Logon or My HealthVet account to sign in?**

Yes. At this time, you can use your **DS Logon**or **My HealtheVet** account to sign in to manage your VA benefits and health care online. But to manage certain tasks and information on VA.gov, you’ll need to create a **Login.gov** or **ID.me** account and verify your identity.

We do encourage you to create a **Login.gov** or **ID.me** account now.

After **January 31, 2025**, you won’t be able to sign in 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 then have 2 options to sign in to VA.gov, VA mobile apps, and other VA online services: **Login.gov** or **ID.me**. Create your new account now so you have time to get support if you need help setting it up and time to get used to using your new account before this change.

## **[H2] Issues with signing in**

**[accordion] Why did I get and email asking me to confirm my email address?**

We need to confirm your email address before we can give you access to your personal information.

You’ll get an email from **Login.gov** or **ID.me** asking you to confirm your email address.

**[accordion] I didn’t get a confirmation email. What should I do?**

Check your inbox and your spam folder. You should have a confirmation email from the account provider you chose (either **Login.gov** or **ID.me**).

If you don’t have a confirmation email, call us at [800-698-2411](tel:+18006982411) and select 0 ([TTY: 711](tel:711)). We’re here 24/7.

**[accordion] What if I get an error message when I try to sign in to VA.gov?**

**If you get the message “We’re sorry. Something went wrong on our end,” take these steps:**

* Clear your internet browser’s cookies and cache. Depending on your browser, you’ll find this information referred to as “Browsing Data,” “Browsing History,” or “Website Data.”
* Make sure your cookies are enabled in your browser settings. Depending on the browser you’re using, you'll usually find this information in the “Tools,” “Settings,” or “Preferences” menu.
* If you’re using Internet Explorer or Microsoft Edge, and clearing your cookies and cache doesn’t fix the problem, try using Google Chrome or Mozilla Firefox instead.  
    
  [Download Google Chrome](https://www.google.com/chrome/?brand=CHBD&gclid=Cj0KCQiAsdHhBRCwARIsAAhRhsk_uwlqzTaYptK2zKbuv-5g5Zk9V_qaKTe1Y5ptlxudmMG_Y7XqyDkaAs0HEALw_wcB&gclsrc=aw.ds)[Download Mozilla Firefox](https://www.mozilla.org/en-US/firefox/new/)
* If you’re using Chrome or Firefox and it isn’t working, get the latest updates for your browser.

**If you’ve taken these steps and still can’t sign in,** call us at 800-698-2411 and select 0 (TTY: 711).

**[accordion]** **What if I can’t sign in to VA.gov because my password doesn’t work?**

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

* [Reset your password on the Login.gov website](https://login.gov/help/trouble-signing-in/forgot-your-password/)
* [Reset your password on the ID.me website](https://help.id.me/hc/en-us/articles/202087724-Resetting-your-ID-me-password)
* [Reset your password on the My HealtheVet website](https://www.myhealth.va.gov/mhv-portal-web/forgot-password?action=new)
* [Reset your password on the DS Logon website](https://myaccess.dmdc.osd.mil/identitymanagement/app/reset-password/submit-identity)

**Note:** If you need more support from **Login.gov** or **ID.me**, go to the account service’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)

**If you’ve taken these steps and still can’t sign in,** call us at [800-698-2411](tel:+18006982411), and select 0 [(TTY: 711)](tel:711). We’re here 24/7.

**Note:** Our VA contact center representatives can’t reset your **Login.gov** or **ID.me** password for you. This includes representatives at our My HealtheVet help desk.

**[accordion] Can I call VA to reset my Login.gov or ID.me password?**

No. Our VA contact center representatives can’t reset your **Login.gov** or **ID.me** password for you. This includes representatives at our My HealtheVet help desk.

You can get help with resetting your **Login.gov** or **ID.me** password directly from the account provider websites.

[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] What if I’m having trouble creating my Login.gov or ID.me account?**

We can help guide you to fix some common issues as you create your account and verify your identity.

[Get support for common Login.gov and ID.me issues](https://preview-prod.vfs.va.gov/resources/support-for-common-logingov-and-idme-issues)

Or you can get more help on each 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] I got an error when I tried to go back to VA.gov. What do I do?**

If you get an error when you try to go back to VA.gov after creating your account or verifying your identity, don’t worry. This often happens because your session timed out while you were completing the process.

Simply close the browser tab that you’re in now. Then open a new tab and sign in to VA.gov with your new account.

If this doesn’t work, contact us at [800-698-2411](tel:+18006982411) (TTY: 711). We’re here 24/7. Be sure to tell the representative the specific error code on the screen.

**[accordion] I didn’t get my MFA code by text message for ID.me. What do I do?**

First, check your cell signal or Wi-Fi connection to make sure it’s strong enough to receive messages.

If you have a strong enough signal and you still don’t get the code within 10 minutes, you can try to change how **ID.me** sends you the code.

Sign in to VA.gov with your **ID.me** account. Select **Text message or phone call** for your MFA method. Then select **Call me** to try to get the code by phone call instead.

If you still don’t get the code, you can try to reset your MFA method or submit a support ticket with **ID.me** for more help.

[Learn how to reset your MFA method on the ID.me website](https://help.id.me/hc/en-us/articles/360017927633-How-to-reset-your-multi-factor-authentication-method)

[Submit a support ticket on the ID.me website](https://help.id.me/hc/en-us/p/contact_support)

**[accordion]** **I got error A0104 when I tried to get my ID.me MFA code. What do I do?**

This error likely means that you set up MFA with the **ID.me** authenticator app but then got a new mobile phone. You’ll need to reset your MFA method.

[Learn how to reset your MFA method on the ID.me website](https://help.id.me/hc/en-us/articles/360017927633-How-to-reset-your-multi-factor-authentication-method)

If this doesn’t work, submit a support ticket with **ID.me**. In your ticket, include the error code and message you got. **ID.me** may need to manually remove your old MFA method so you can start over and add a new MFA method.

[Learn how to submit a support ticket on the ID.me website](https://help.id.me/hc/en-us/p/contact_support)

## **Related information**

**Creating an account for VA.gov**

**Verifying your identity on VA.gov**

**Support for common Login.gov and ID.me issues** (in English)