

# How to Set Up and Protect Your ID.me Account

ID.me

VA | U.S. Department of Veterans Affairs



A SIMPLE, SECURE METHOD TO LOG IN TO YOUR ACCOUNT AT VA

## What You'll Need:



Computer and/or Mobile Phone with Camera and Internet Access



Knowledge of Credit History  
– OR –  
Photo ID (Driver's License, Passport, Passport Card, or State ID)



Email Address



Social Security Number  
[Why does ID.me ask for my SSN?](#)

## HOW IT WORKS

### 1 Sign Up

Create your account or, if you already have an ID.me account, simply **sign in**.

### 2 Confirm Email

**Check your inbox** for an email from ID.me and confirm your email address.

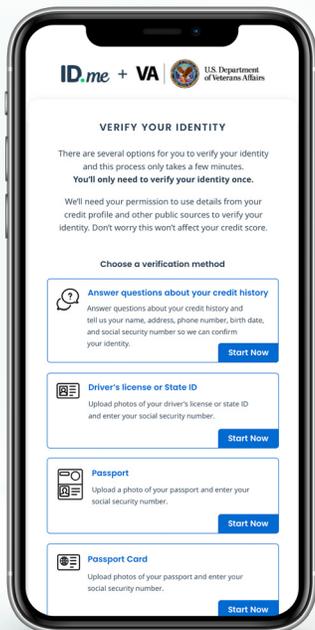
### 3 Secure Account

**Protect your account.** You can receive a passcode via text message or phone call, or choose one of the other listed methods.

# How to Verify Your Identity with ID.me

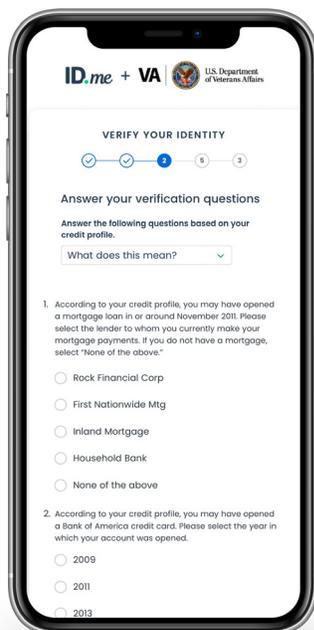
COMPLETE THIS PROCESS **ONCE** TO ACCESS VA PLUS OTHER ID.ME PARTNERS

## 4 Choose How to Verify



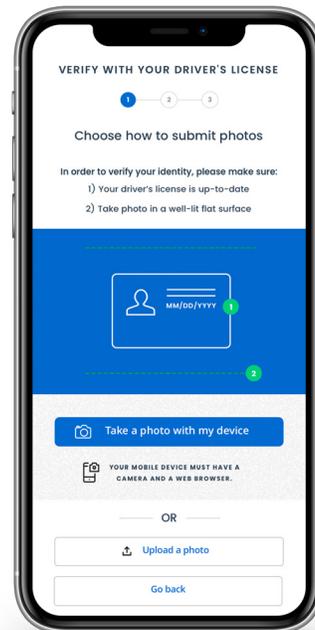
Choose how to verify your identity: **answer credit history questions** or **submit photos of your government ID**.

## 4A Option 1: Answer Credit History Questions



Enter some information, including social security number, and **answer multiple-choice questions** on your credit history. This is not a credit inquiry.

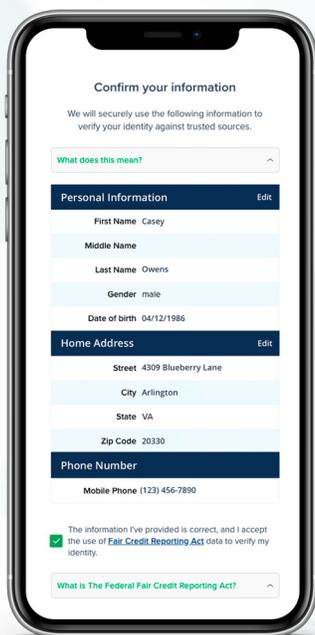
## 4B Option 2: Submit Photos of Government ID



Submit photos of your **driver's license, state ID, passport, or passport card**. Either upload existing photos or take new photos. Then, enter your social security number.

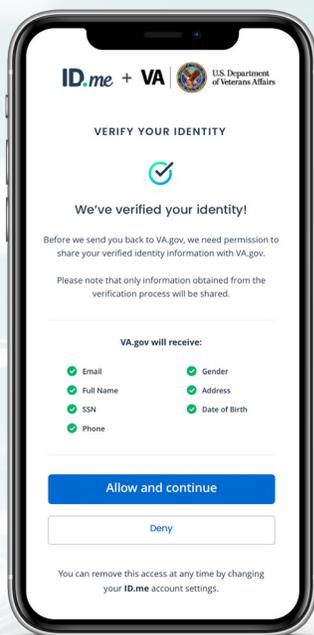
OR

## 5 Confirm Information



Double check that all your information is **accurate and complete**.

## 6 Authorize VA to Receive Information



Your identity has been verified. By choosing to **Allow and Continue**, you can access your VA account.

## GET STUCK ALONG THE WAY?

At ID.me we have a **No Identity Left Behind** mission. If you get stuck along the way, we are here to help. Connect with an ID.me team member via video call and we will verify your identity in moments. Or, visit [help.id.me](https://help.id.me) and ask our virtual assistant or submit an inquiry.