How to Set Up and Protect Your ID.me Account

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
- Email Address
- Knowledge of Credit History
  - OR
  - Photo ID (Driver’s License, Passport, Passport Card, or State ID)
- 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.

www.ID.me

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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

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

4A Option 1: Answer Credit History Questions

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

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.

5 Confirm Information

Enter your social security number.

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 and ask our virtual assistant or submit an inquiry.