Objective
To provide the Fiduciary with steps on how to self-register for FAST.

Audience
User: Fiduciary

Prerequisite
The self-registration process is the first step in accessing and navigating FAST. The self-registration process is a two-part process.

Please note: If your self-registration application remains incomplete, it will be canceled after 72 hours.

Instructions

1. To Self-register please enter the Access VA website

You can only access FAST under the following categories:

- I am a Family Member
- I am a VA Business Partner
- I am a VA Employee or Authorized Contractor
2. Click the FAST button.

3. Click on the ID.me button then click Accept.
4. Click the button **Sign-up for an account**
5. Fill out the fields (email, password, and confirm password). Then click the **Sign-up** button.

6. Access the email provided on the previous screen; a link will be sent, and you will need to confirm your email address.
7. Select the text message or phone call button option.

8. Once you enter your phone number, select whether you would prefer to receive a text message or an automated phone call to receive the authentication code. Then click continue. On the next page, you will type in the code that you received.
9. Once you enter the 6-digit code, click “continue”. (If you did not receive the 6-digit code select the “send it again” option)

10. Your account will then be secured once you click continue.
11. Select the option you’d like to use to verify your identity. Please note you must complete this step if you wish to access sensitive information.

- For steps on answering questions about your credit history click [here](Please note: this process does not involve checking an individual’s credit or performing a “hard pull” of credit data. There is no impact to an individual’s credit score or credit rating as part of this identity verification process. ID.me does not store any credit profile information, examine credit worthiness, or impact an individual’s credit score.)
- For steps on uploading your driver’s license or passport click [here](

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**VERIFY YOUR IDENTITY**

There are several options for you to verify your identity and this process only takes a few minutes. You’ll only need to verify your identity once.

We’ll need your permission to use details from your credit profile and other public sources to verify your identity. Don’t worry this won’t affect your credit score.

This process only takes a few minutes.

**Choose a verification method**

- **Answer questions about your credit history**
  - Answer questions about your credit history and tell us your name, address, phone number, birth date, and social security number so we can confirm your identity.
  - [Start Now](

- **Upload photos of your driver’s license**
  - Upload photos of your driver’s license and enter your social security number. Then we’ll confirm your identity with public records.
  - [Start Now](

- **Upload a photo of your passport**
  - Upload a photo of your passport and enter your social security number. Then we’ll confirm your identity with public records.
  - [Start Now](

- **Upload photos of your passport Card**
  - Upload photos of your passport and enter your social security number. Then we’ll confirm your identity with public records.
  - [Start Now](

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Pension and Fiduciary
Last Updated: March 2021

U.S. Department of Veterans Affairs
Credit history

If you choose to verify your identity using security questions, you will be prompted to enter your basic personal information (first name, middle name, last name, suffix, date of birth, etc.). Enter this information and then click “Continue”.

![Credit history input form](Image)
12. Enter your current home address information and click next. Then enter and confirm your Social Security Number (SSN).
13. Next, confirm your phone number. On the screen below, you can choose to verify using your mobile phone or your home phone. The number you choose should be your “phone number of record,” meaning the phone number must be directly associated with your name.

**VERIFY YOUR IDENTITY**

Enter your phone number

We'll verify your identity by making sure the phone number you enter matches the number in your credit profile, or we'll check with your mobile carrier.

Select the type of phone you have

If you have a smartphone with a web browser, we'll text you a link you can open. If you don't have a smartphone, we'll call you.

Enter your smartphone number

(123) 456 - 7890

Enter your home phone number

(098) 765 - 4321

Optional

Back  Continue
14. You will be presented with a summary of all the information that was collected in the previous screens. To change any incorrect information, click the "Edit" button on the right side of the highlighted sections.

Click the checkbox to attest that all the information is accurate and accept the use of Fair Credit Reporting Act (FCRA) data to verify your identity.
15. Your information will be submitted for verification. If approved, you will see a screen that lists three questions about your history. Select the correct answers using the respective radio button to the left of each answer. When each question has been answered, click “Continue”

*Please note the below screenshot is not reflective of anyone’s actual credit information. This example is for demonstration purposes only.*
16. A link will be sent to your phone asking you to verify your phone number. The below screen is an example of what shows when you click on the link sent to your phone.

![Verification Screen](image1)

17. Once you have confirmed your phone number a complete screen will appear; as seen below. Please then return to the browser on your device, where you will see the screenshot for step 18.

![Completion Screen](image2)
18. If you answered correctly, your identity will be verified, and you'll see a page that lists the information being requested from our partner and asks you to consent to the release of that information.

![VERIFY YOUR IDENTITY](image)

We've verified your identity!

Before we send you back to United States Department of Veterans Affairs, we need permission to share your verified identity information with United States Department of Veterans Affairs.

Please note that only information obtained from the verification process will be shared.

United States Department of Veterans Affairs will receive:

- Email
- Full Name
- SSN
- Phone

Allow and continue

Deny

You can remove this access at any time by changing your ID.me account settings.

To proceed to the second self-registration phase please click [here](#)
Verify using Driver’s License or Passport

If you choose to verify your identity for VA.gov using your driver’s license or passport, you will be prompted with two options:

- Take a picture with my phone
- Upload a picture from my computer

**VERIFY WITH YOUR DRIVER’S LICENSE**

1. Take photo with your phone
2. Upload photo from your computer
3. Go back

**VERIFY WITH YOUR PASSPORT**

1. Take photo with your phone
2. Upload photo from your computer
3. Go back

In order to verify your identity, please make sure:

1) Your driver's license is up-to-date
2) Take photo in a well-lit flat surface
1. If you choose to take a picture with your phone, you'll be prompted to enter your mobile phone number. After entering your phone number, click “continue”. If you chose to upload the document from your computer instead of taking the picture with your phone, you will be asked to confirm your phone number before reviewing the information for accuracy. If you completed the 2-factor authentication enrollment on your phone, the phone number will be pre-filled for you.

Use these guidelines to take a clean photo of your driver's license:

- Use landscape orientation
- Turn off the flash on your camera to reduce glare
- Use a dark background
- Take the photo on a flat surface
- Take the photo straight on and not at an angle

Glare, orientation, and other objects in the frame of the picture can affect whether the license is accepted for verification. Improper photos may result in the user having to take additional steps to verify their identity.
2. You will receive a text message on your phone. This will open the ID.me window on your phone, which will allow you to take a picture of your driver's license and submit it for verification.

3. Using your phone, take a picture of your driver's license or passport. It will automatically upload the photo to ID.me. Check the image to make sure it fits the criteria listed and then tap “Submit photo.”
4. You will then receive a message indicating your driver’s license or passport photo has been uploaded.

![Image of ID verification message]

5. Next, you will need to enter your current home address information, and then enter and confirm your SSN.

![Image of verifying identity form]
6. Next, confirm your phone number. On the screen below, you can choose to verify using your mobile phone or your home phone. The number you choose should be your “phone number of record,” meaning the phone number must be directly associated with your name.
7. Next, you will be presented with a summary of all the information collected from your passport and any manually entered information. To make changes, simply click the “Edit” button on the right side of the highlighted sections.
8. Your information will be submitted for verification. If approved, you'll see a page that lists the information being requested from VA.gov and will ask you to consent to the release of that information. Once you click allow you will be taken to the next registration phase below.

To proceed to the second self-registration phase please click here
Phase two self-registration

1. The required fields will automatically populate except for the VA file number. You will need to input the VA file number prior to clicking next. Once you enter the VA file number click next at the bottom right of the screen and proceed to step 2.

   - If a user enters information (i.e. VA file number or statehood) does not match an existing record in the corporate database, then the user will be presented with a message alerting them that they can’t be verified. If a user is experiencing this issue, please click here regarding the steps the user will need to take.

2. You will then need to select whether you are a Professional Fiduciary or Individual.

   - If you are an Individual operating under your own SSN, please click here.
   - If you are a Professional Fiduciary operating under your organization’s Tax ID, please click here.
Unverifiable information

1. If a user’s entered information (i.e. VA file number or statehood) does not match an existing record in the corporate database, then the user will be presented with a message alerting them that they can’t be verified.

2. The user will then have two options. They can select the “no” option and continue with the unverifiable information or select the “yes” option and reenter the correct information.

3. If a user selects the “no” option, please click [here](#) and continue with these steps.

4. If a user selects the “yes” option, they will be redirected to the initial flow screen to update the information. User’s will be allotted three attempts to reenter the correct information. On the third attempt if there is still no match, the user will be required to continue with the unverified information which will be manually validated by VA personnel. Please click [here](#) for users continued steps.
Individual

1. Click the **individual** option. Then select next, at the bottom right corner of the screen.

2. Once you complete the previous step you will then see a screen indicating you have successfully completed your request for access to the Fiduciary Accountings Submission Tool (FAST).
   - As an **individual** your request for access to FAST will be reviewed by VA Personnel and you will receive a confirmation email when your request has been processed.
   - A **Pre-approved individual** will be granted immediate access.

**Individual Screen View**
3. After clicking finish on the previous screen you will then see a screen indicating your registration is finished. Your request for access to FAST will be reviewed by VA Personnel and you will receive a confirmation email when your request has been processed.
4. Below is an example image of the email you will receive if your registration access has been approved. From this email you will be able to access FAST. For the FAST homescreen view click here.

5. After your self-registration access application has been reviewed and determined VA compliant, you will be able to login into the FAST system.

6. As an individual this completes your steps for registration.
**Professional Fiduciary**

1. Click the **Professional Fiduciary** option. Then click next at the bottom right of the screen.

2. Fill out the fields for **Firm name** and **Tax ID #**, then click next. If you are a **FIRM POC** click the box indicating “I am the POC of this entity”, then click next.
3. Once you complete the previous step you will then see a screen indicating you have successfully completed your request for access to the Fiduciary Accountings Submission Tool (FAST).

- **Professional fiduciaries** your request for access to FAST will be reviewed by your organization's Point of Contact and you will receive a confirmation email when your request has been processed.
- **FIRM POC’s** your request for access to FAST will be reviewed by VA Personnel and you will receive a confirmation email when your request has been processed.
- **Pre-approved** Fiduciaries will be granted immediate access.

![Professional Fiduciary Screen View](image1)

![FIRM POC’s Screen View](image2)
4. After clicking finish on the previous screen you will then see a screen indicating your registration is finished.
5. Below is an example image of the email you will receive if your registration access has been approved. From this email you will be able to access FAST.

![Email Example]

6. After your self-registration access application has been reviewed and determined VA compliant, you will able to login into the FAST system.

![FAST Login]

7. As a Professional Fiduciary this completes your steps for registration.
ID.me Help Desk

For ID.me support please contact the members support team available 24 hours, 7-days a week at the below link:

https://help.id.me/hc/en-us

Outcome

The Fiduciary has successfully registered in FAST to being using the accounting tool.