



# How to verify your identity for your ID.me account

Identity verification helps us protect all Veterans' information and prevent scammers from stealing your benefits. After you verify once, you won't need to verify again unless you lose access to your account or don't use it for more than a year.

Follow the directions on this page. We'll guide you step by step through each of the 4 parts of this process.

## Section 1 of 4: Prepare

1 Gather what you'll need to complete the process.

Here's what you must have:

- Your **ID.me** username (your email address) and password, **and**
- Access to the method you set up for multifactor authentication (MFA) — like your passkey, mobile or landline phone, authenticator app, or security key, **and**
- Your U.S. driver's license, state-issued ID, passport, passport card, or other accepted ID documents, **and**
- Your Social Security number, **and**
- A smartphone with a camera or a computer with internet access

Here's what you'll need to have to verify through the self-service option:

- A U.S. phone number with a plan that's in your name

**Note:** If you don't have a U.S. driver's license, state-issued ID, passport, or passport card — or if you don't have a U.S. phone number with a plan in your name — you'll need to verify your identity on a video call with a trusted **ID.me** agent. You'll need accepted primary and secondary documents.

**Learn about accepted primary and secondary documents on the ID.me website**

<https://help.id.me/hc/en-us/articles/360017833054-Primary-and-secondary-identification-documents>

**Don't have an ID.me account yet?**

**Learn how to create your ID.me account now**

<https://www.va.gov/resources/how-to-create-an-idme-account-for-va>

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Take photos of the front and back of your ID and save the photos to your mobile phone or private computer.

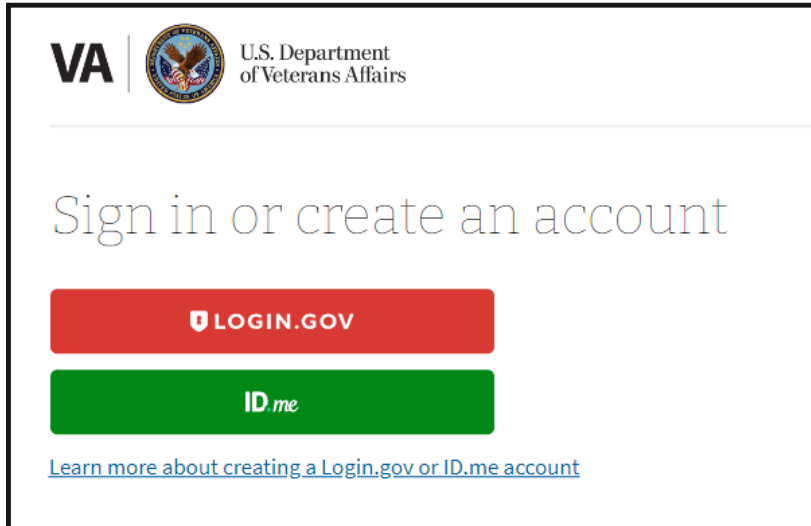
You'll need to upload these photos as part of the process. And it's often easier to take the photos ahead of time. Follow these tips to help take photos that **ID.me** will accept:

- Make sure your ID — especially the barcode — is clean and undamaged.
- Prop your ID up against a solid, dark background. Avoid white or textured backgrounds.
- Turn off your camera's flash and live photos functions.
- Make sure the area is well lit with indirect light. View the ID through your phone's camera and make sure there are no glares or shadows. Adjust the ID placement and light until you get a clear, full image of your ID.
- Hold your phone as still as you can. If you or someone else hold the phone, try to hold it with both hands, with your elbows at your sides, and your legs or hips braced against a door or wall. Or, prop the phone on a steady base, like a table, wall, or the ground.
- Make sure your camera view includes the entire ID and no part is cut off.
- Try to hold your breath for the moment when you take the photo.

**Note:** If you're using a public computer, don't save any photos of your ID to the computer.

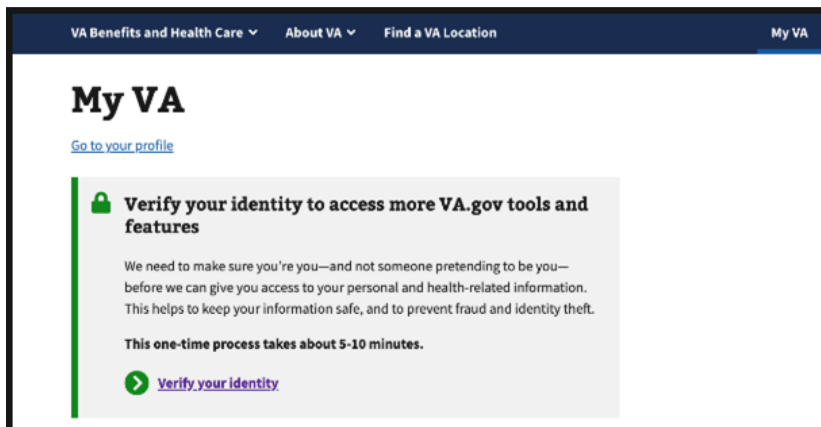
## Section 2 of 4: Get started on VA.gov

- 1 Sign in to VA.gov with your **ID.me** account. And use the MFA method you set up—like your mobile or landline phone, authenticator app, or security key.



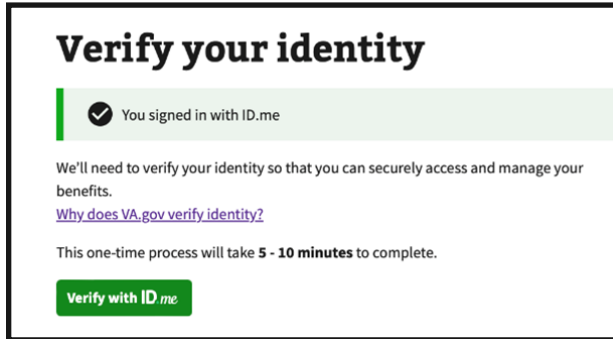
- 2 On your **My VA** dashboard, you'll find an alert telling you to verify your identity for your account.

Select **Verify your identity**.



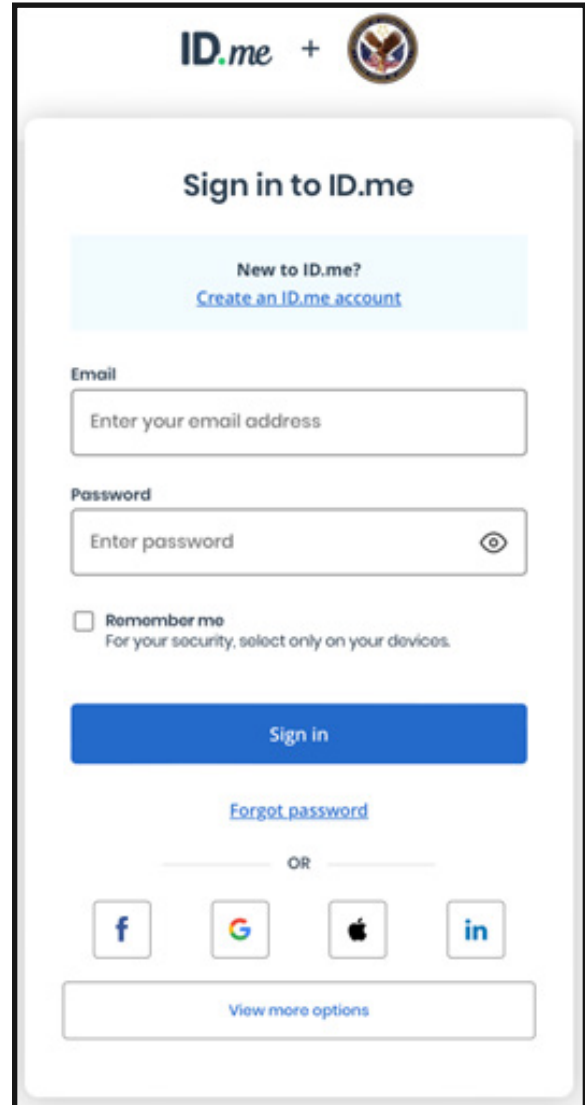
- 3 The screen will change to confirm that you signed in with **ID.me** and will prompt you to verify your identity with **ID.me**.

Select **Verify with ID.me**.



- 4 We'll take you to the **ID.me** sign in screen with a prompt to sign in again so you can start the identity verification process specific to VA.

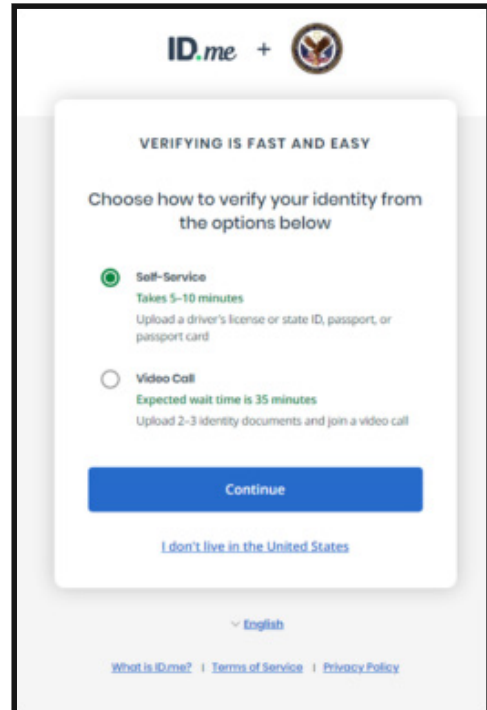
Enter your email and password to sign in to **ID.me** through VA again. You'll need to use an MFA method to authenticate your account again.



5 Choose how you want to verify your identity.

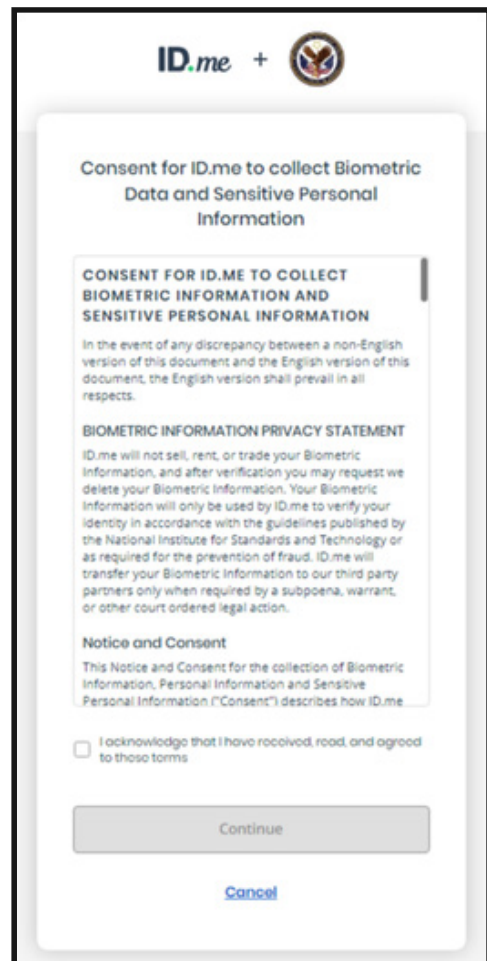
- We recommend selecting the **self-service** option.
- If you've had trouble in the past with self-service and want to work with an **ID.me** agent, consider selecting the **video call** option.

**Note:** The instructions in Section 3 of this page will focus on the self-service option. If you have trouble with this option, **ID.me** will then give you the option to have a video call with an agent.



6 Review the consent terms that allow **ID.me** to collect personal information, like your photo or your SSN. The terms explain that **ID.me** uses this information to confirm your identity.

If you agree, select the box that says you acknowledge and agree to the terms. Then select **Continue**.



## Section 3 of 4: Use the self-service option to verify your identity

- 1 Select the type of government ID you plan to upload.

**Don't live in the United States?** Select **I don't live in the United States**. You'll then go to the verification process for Veterans who live outside the U.S.

The screenshot shows a web interface titled "VERIFY YOUR IDENTITY". Below the title, there is a paragraph: "We'll need permission to use details from your credit profile and other public sources to verify your identity. This will not affect your credit score." Underneath is the heading "Choose a verification method". There are three rectangular buttons, each with an icon and text: 1. "Upload photos of your license or state ID" with a license icon and text: "Upload photos of your driver's license or state ID, and enter your Social Security number." 2. "Upload a photo of your passport" with a passport icon and text: "Upload a photo of your passport and enter your Social Security number." 3. "Upload photos of your passport card" with a passport card icon and text: "Upload photos of your passport card and enter your Social Security number." At the bottom of the form is a link: "I don't live in the United States".

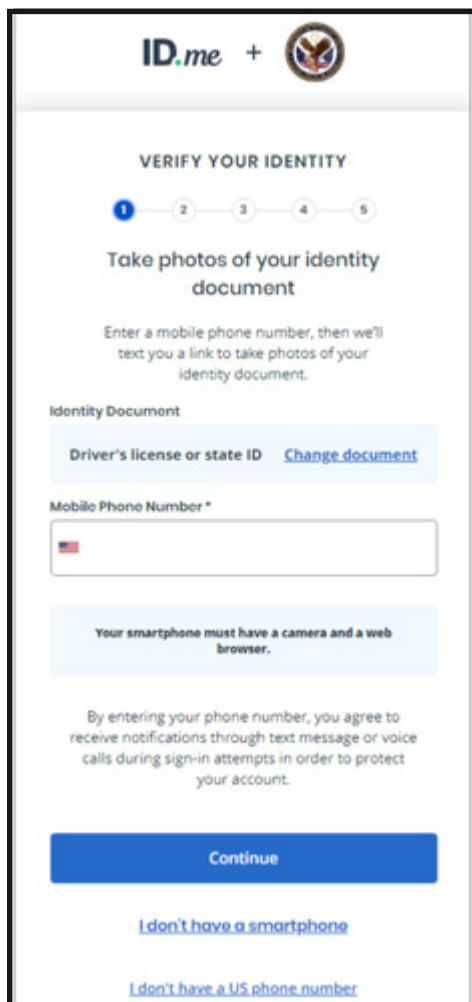
- 2 If you have a smartphone, enter your phone number.

You'll receive a text on this number that will prompt you to upload an image of the type of ID that you selected. If you want to change the type of ID you upload, select **Change document**.

**Don't have a smartphone or U.S. phone number?** Select **I don't have a smartphone or I don't have a U.S. phone number**. You'll go to the video call verification process.

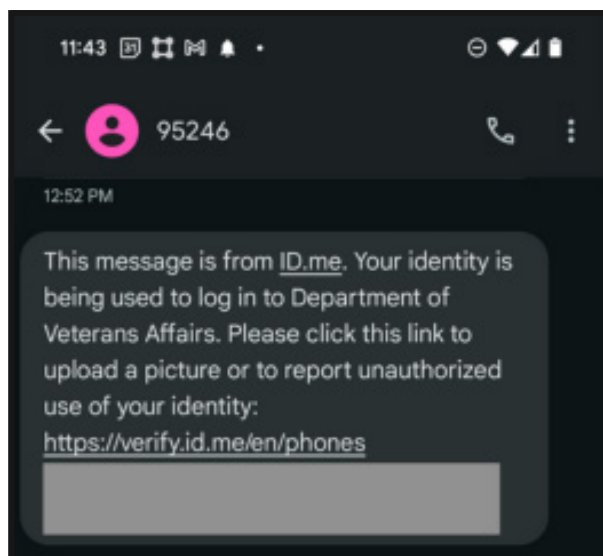
## Learn more about verifying by video on the ID.me website

[help.id.me/hc/en-us/articles/11552423322775-Verifying-with-a-Short-Video-Call](https://help.id.me/hc/en-us/articles/11552423322775-Verifying-with-a-Short-Video-Call)

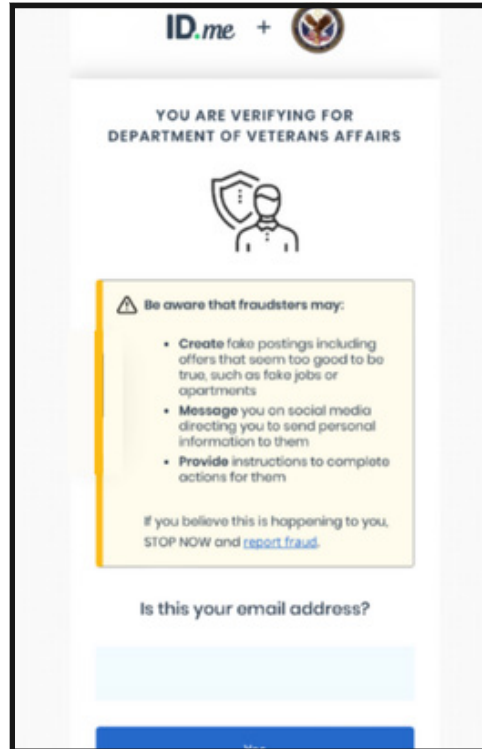


The screenshot shows the ID.me verification interface. At the top, it says 'ID.me + [Department of Veterans Affairs Logo]'. Below that is the heading 'VERIFY YOUR IDENTITY' and a progress indicator with five steps, the first of which is highlighted. The main instruction is 'Take photos of your identity document'. Below this, it says 'Enter a mobile phone number, then we'll text you a link to take photos of your identity document.' There is a section for 'Identity Document' with a dropdown menu currently set to 'Driver's license or state ID' and a 'Change document' link. Below that is a 'Mobile Phone Number \*' field with a US flag icon on the left. A blue box contains the text 'Your smartphone must have a camera and a web browser.' Below that, a paragraph states: 'By entering your phone number, you agree to receive notifications through text message or voice calls during sign-in attempts in order to protect your account.' At the bottom, there is a blue 'Continue' button and two links: 'I don't have a smartphone' and 'I don't have a US phone number'.

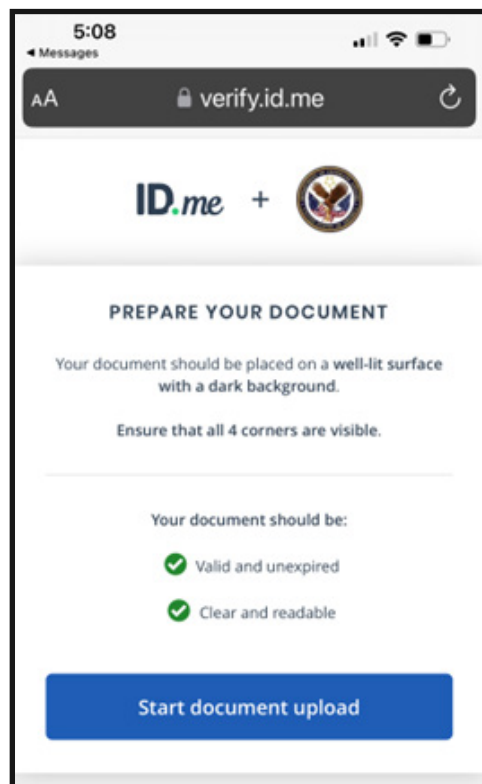
- 3 On your smartphone, you'll find a text message from **ID.me**. Select the link in the text message.



4 The link will take you to a screen that will ask you to confirm your email address. This is to make sure it's you trying to verify your identity, and not somebody else. Review the email address and select **Yes**.



5 Select **Start document upload**.



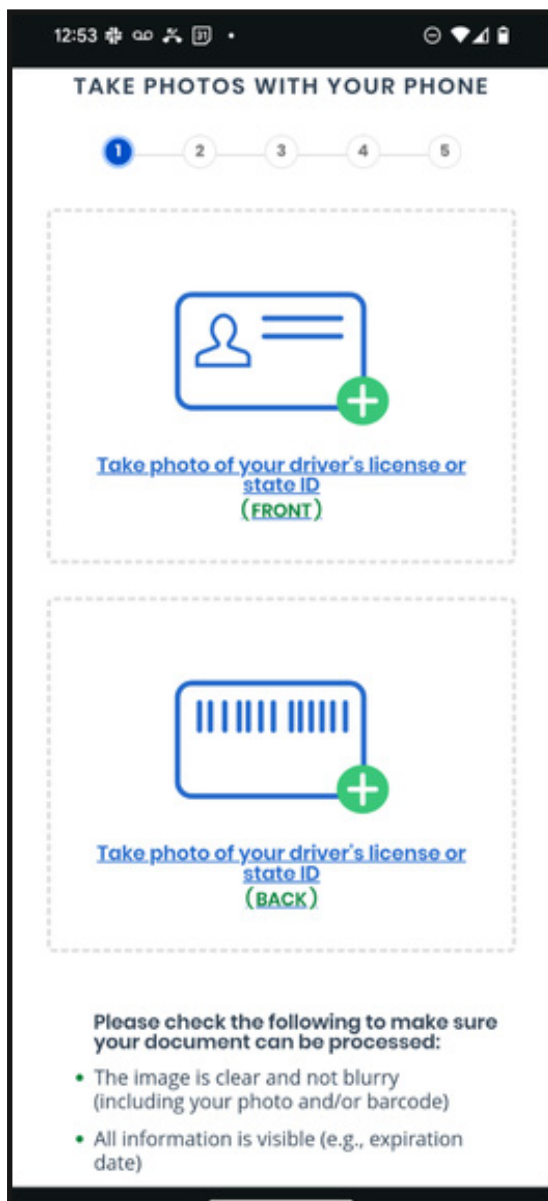


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In this step, the screens will guide you to upload photos of your ID document. This screen may be different depending on what type of ID you're using to verify your identity.

If you're uploading images of your driver's license, select **Take photo of your driver's license or state ID (FRONT)**. You'll get a prompt to select a file from your phone. Upload the photo you took of the front of your ID.

Then select **Take photo of your driver's license or state ID (BACK)**. You'll get a prompt to select a file from your phone. Upload the photo you took of the back of your ID.



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**ID.me** will take a minute to process the images you uploaded of your ID. After you upload your images, you can go back to the screen you used to start the verification process. This may be a tab on your computer or whatever device you used before uploading your documents.

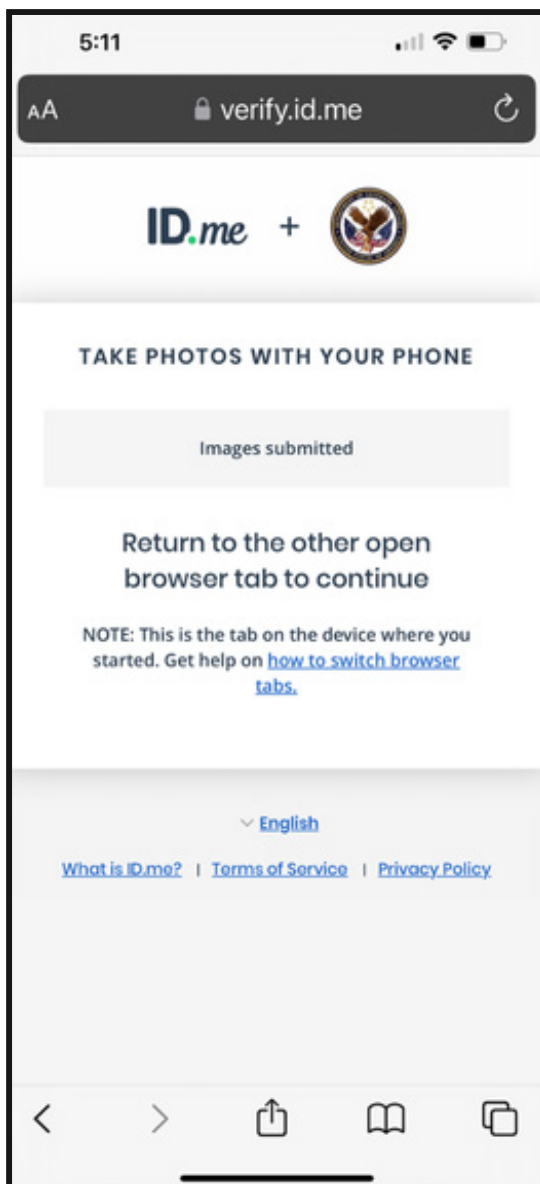
**Note:** If your photos fail to upload, you can read **ID.me** troubleshooting tips and try again. Or, you can choose to verify your identity over video.

### [Learn how to fix document upload issue](#)

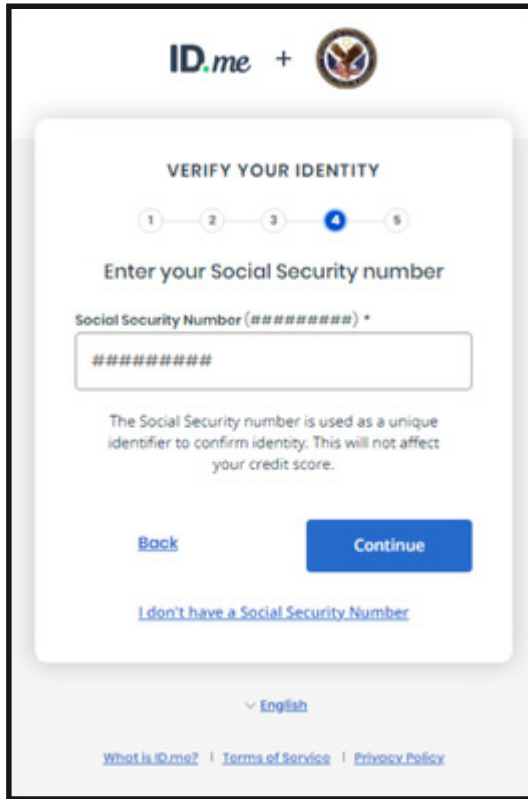
[help.id.me/hc/en-us/articles/10269916096919-How-to-fix-document-upload-issues](https://help.id.me/hc/en-us/articles/10269916096919-How-to-fix-document-upload-issues)

### [Learn about how to verify your identity on a video call with ID.me](#)

[help.id.me/hc/en-us/articles/360052242853-Verifying-your-identity-on-a-video-call](https://help.id.me/hc/en-us/articles/360052242853-Verifying-your-identity-on-a-video-call)



8 When prompted, enter your Social Security number.



## Section 4 of 4: Confirm your information

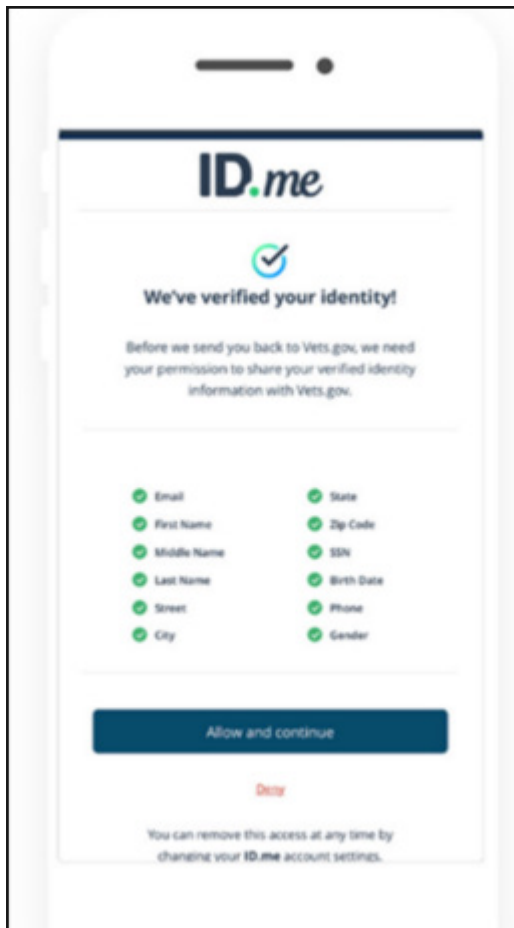
1 Review your details and make sure they are correct. Select the checkbox for the Fair Credit Reporting Act (FCRA), then select **Yes**.

### [Learn more about your rights under the Fair Credit Reporting Act \(FCRA\)](#)

[www.id.me/fcra?\\_gl=1%2A1f6cxt3%2A\\_ga%2ANDQ3MzkwOTEwLjE3MDAyNDQ5MDg.%2A\\_ga\\_BCD92MV5KZ%2AMTcxNjMwODgwMC42MDAuMS4xNzE2MzEwMjUzLjAuMC4w](http://www.id.me/fcra?_gl=1%2A1f6cxt3%2A_ga%2ANDQ3MzkwOTEwLjE3MDAyNDQ5MDg.%2A_ga_BCD92MV5KZ%2AMTcxNjMwODgwMC42MDAuMS4xNzE2MzEwMjUzLjAuMC4w)



- As the last step, select **Allow and continue** to send the information that was just verified to VA. If you select **Deny**, you may not be able to access everything on VA.gov.



**3** **ID.me** should send you back to VA.gov or the VA website you started from (such as the My HealtheVet website). Here's what to know:

- **If you get an error message**, don't worry. Close the tab. Open a new tab and sign in to the VA website again with your **ID.me** account.
- **If ID.me doesn't send you back to the VA website you started from**, don't worry. Open a new tab and sign in to the VA website again with your ID.me account.
- **If you get new VA terms of use to accept**, read the terms and accept them if you agree. You must agree to our terms of use to manage your benefits and health care online.
- **If you get a message that you need to register for My HealtheVet**, you can register now. This process will connect your verified **ID.me** account to your health data. Answer the questions and review the personal information shown to you.

**Note:** We encourage you to now delete any photos of your ID documents from your phone or computer.