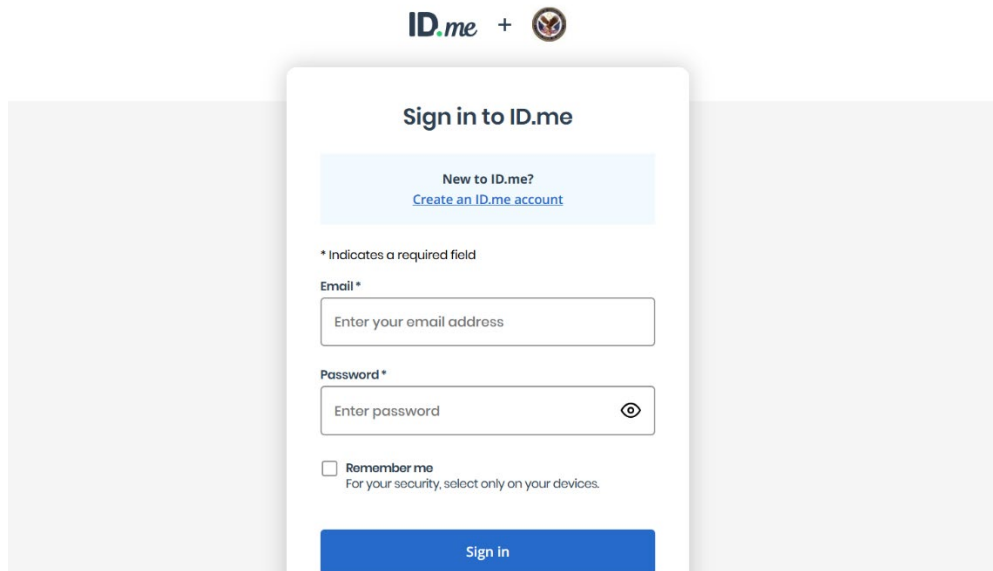


Create an ID.me account

1. Select “Create an ID.me account.”
 - a. Fill out all the fields, enter your **Personal Email**, then hit “Create Account.”
 - b. Go to the inbox of the email you used to create your account, open the email from ID.me, and hit “Confirm your email.”



The screenshot shows the ID.me sign-in interface. At the top, it says "ID.me + VA" with the VA logo. Below that is a "Sign in to ID.me" header. A light blue box asks "New to ID.me?" with a link to "Create an ID.me account". A note states "* Indicates a required field". There are two input fields: "Email *" with the placeholder "Enter your email address" and "Password *" with the placeholder "Enter password" and an eye icon for toggling visibility. Below these is a checkbox for "Remember me" with the text "For your security, select only on your devices." At the bottom is a blue "Sign in" button.

2. Next, choose one of the two authentication methods, call or text, and add your phone number. Then hit “Continue.” The VA recommends you use the call authentication method.
 - a. Follow the directions for whichever method you choose.
 - b. This can take up to 10 minutes, and you will need to upload a picture of your **driver’s license, state ID, and/or passport**. It may require two forms of ID (or, in a later step). If you have any problems, please go to the ID.me Help Center.



The screenshot shows the ID.me verification page. At the top, it says "ID.me + VA" with the VA logo and "U.S. Department of Veterans Affairs". Below that is a "VERIFY YOUR IDENTITY" header. A note states "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." There is a section titled "Choose a verification method" with four options: "Answer questions about your credit history", "Upload photos of your license or state ID", "Upload a photo of your passport", and "Upload photos of your passport card". Each option has a brief description of what is required. At the bottom is a link that says "I don't live in the United States".

3. Once your identity is verified, please return to the VA.gov and sign in through “Sign in to ID.me.”

For Additional Assistance, please review the following links:

1. VA.gov webpage: [How to create an ID.me account](#)
2. VA YouTube channel: [Creating your ID.me account](#)
3. ID.me Help Center: [Troubleshooting Topics](#)