# Login.gov offers new in-person identity verification for Veterans

**Image**: Included in toolkit.

**Alt Text**: A representation of a post office on the left with design elements that connect to a representation of an identification card and green authentication check mark on the right.

To address growing concerns of cybersecurity and improve accessibility for all, VA is working hard to update and modernize our online experience. As part of our efforts, VA is encouraging Veterans to create a [Login.gov account](https://www.va.gov/initiatives/sign-in-securely-with-logingov/). Veterans can use this single, secure account to sign in to VA.gov and other online services to manage their VA benefits and health care. When creating your Login.gov account, you can now verify your identity in-person if you are unable to successfully upload your state-issued ID.

### When you can use in-person identity verification

When you create a Login.gov account online, the last step of the process to link your account with VA is to verify your identity using the online verification process. Login.gov asks you to provide your Social Security number and phone number and upload a copy of your driver’s license or state-issued photo ID. This step helps to make sure that you’re you, and not someone pretending to be you.

Some Veterans find that this last step doesn’t work for them. For example, the system may not be able to read the information on your photo ID. If you can’t complete the online verification process, Login.gov now gives you the option to go to a participating U.S. post office to verify your identity in-person (note that you must have attempted the online identity-proofing before using the in-person option).

### For in-person verification

If the online verification doesn’t work for you and you want to verify your ID in-person, select “Try in person“ and Login.gov will send you an email that has:

* A link to find your nearest participating post office
* An enrollment barcode to scan when you get to the post office

You’ll have 30 days to go to a participating post office and complete the process. You don’t need an appointment, but you’ll need to bring these documents with you:

* A copy of your enrollment barcode, printed or available to scan on your mobile device
* Your driver’s license or other state-issued ID (**Note:** Your ID can’t be expired, and it must be the same one you used to create your Login.gov account online initially)

A post office employee will review your documents and input your information into their system. After 24 hours, you’ll get an email from Login.gov. If they successfully verified your identity, the email will include directions for how to finish setting up your account. If they couldn’t verify your identity, the email will include instructions for what to do next.

### More support and resources

If you need help creating a Login.gov account, [visit the Login.gov help center](https://www.login.gov/help/) or call 844-875-6446 (TTY: 711). The support center is open 24/7. You can also [submit a help ticket on the Login.gov website.](https://www.login.gov/contact/)