

# Department of Veterans Affairs

## How to Access VA Sophia and Create ID.me Accounts





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1. Logon to VA Sophia (<https://va.wellspringsoftware.net/>)

- Select “Login using VA SSOe”

Home

Wellspring System Message Wellspring will be performing system maintenance at 7:00pm. Please save your work and log off before this time.

**Login**

Username

Password

Login

Forgot Your Password?

Login using VA SSOi

**Login using VA SSOe**

Wellspring Admin Login

**PLEASE NOTE** The username and password fields are non-functional. Select the "Login using VA SSOi" link to sign in with your VA PIV Card. For external access, select the "Login using VA SSOe" to sign in using an ID.me account. If you require assistance, please contact the Technology Transfer staff at [vattpsophia@va.gov](mailto:vattpsophia@va.gov)

- Click Sign in with ID.me. You will be prompted to create an account in the coming steps.

U.S. Department of Veterans Affairs

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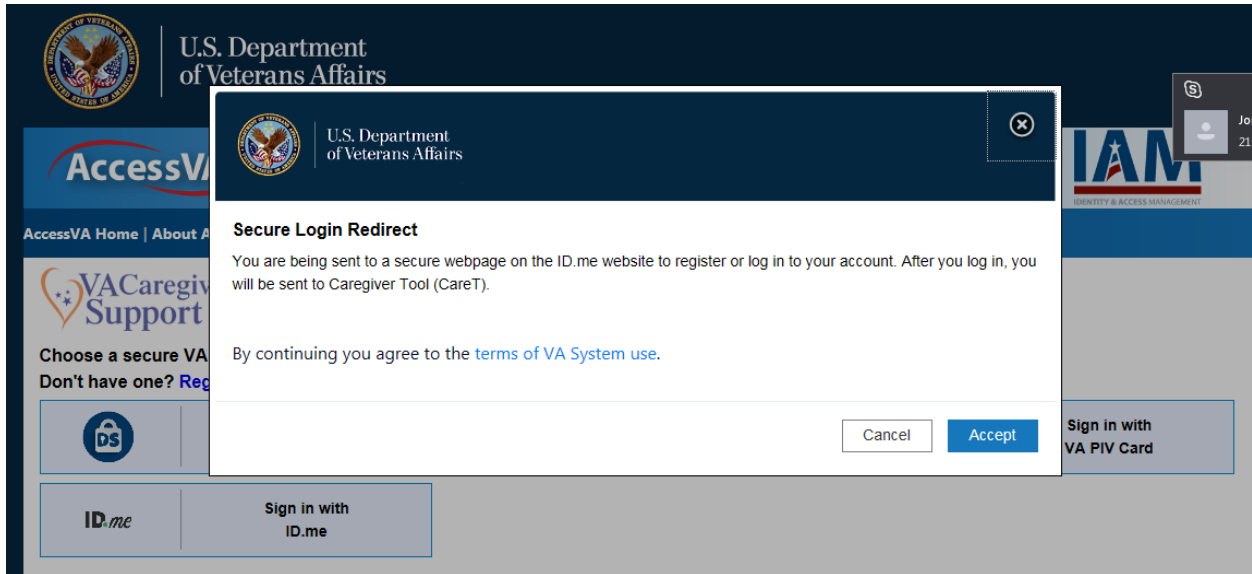
AccessVA

Choose a secure VA Partner to sign into Wellspring Sophia:  
Don't have one? [Register for a Sign-In Partner](#) or [Learn More](#)

ID.me

Sign in with ID.me

- Once you have clicked “ID.me”, click “Accept” to complete Secure Redirect process



## 2. ID.me Sign Page is displayed

- If you already have an ID.me account, simply enter your credentials.
- If you do not have an ID.me account, select **“sign up for an account”**.

ID.me +

### Sign In

or [sign up for an account](#)

Email

Password

**Sign in**

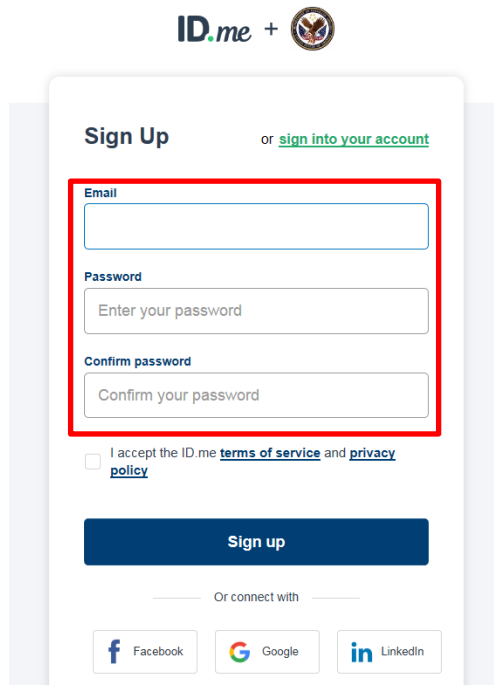
Or connect with

Facebook Google LinkedIn

[Forgot your password?](#)

### 3. Sign Up Input Page is displayed

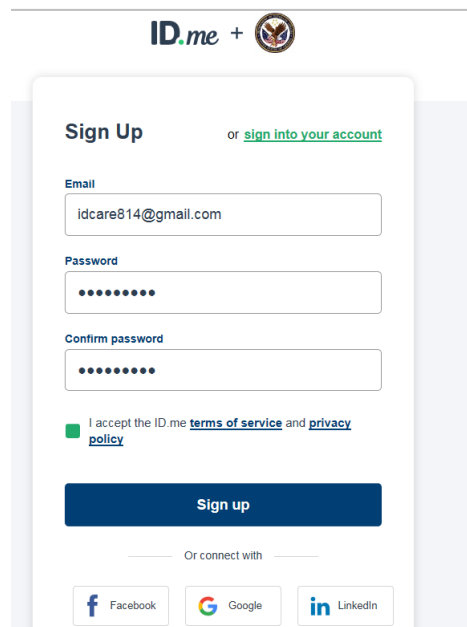
- Enter your email address and password. Note: You will login to VA Sophia with these credentials.



The screenshot shows the ID.me Sign Up page. At the top, it says "ID.me + [VA Logo]". Below that, it says "Sign Up" and "or [sign into your account](#)". The form has three input fields: "Email", "Password", and "Confirm password". The "Email" field is empty, the "Password" field contains "Enter your password", and the "Confirm password" field contains "Confirm your password". Below the input fields, there is a checkbox labeled "I accept the ID.me [terms of service](#) and [privacy policy](#)". Below the checkbox is a blue "Sign up" button. At the bottom, there is a section "Or connect with" with three buttons: "Facebook", "Google", and "LinkedIn".

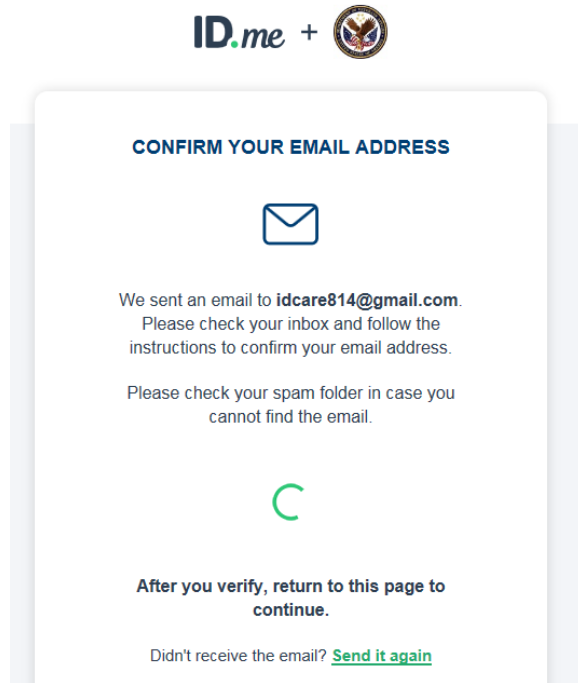
### 4. Complete Sign-up Process

- After entering your email and password click "Sign Up".



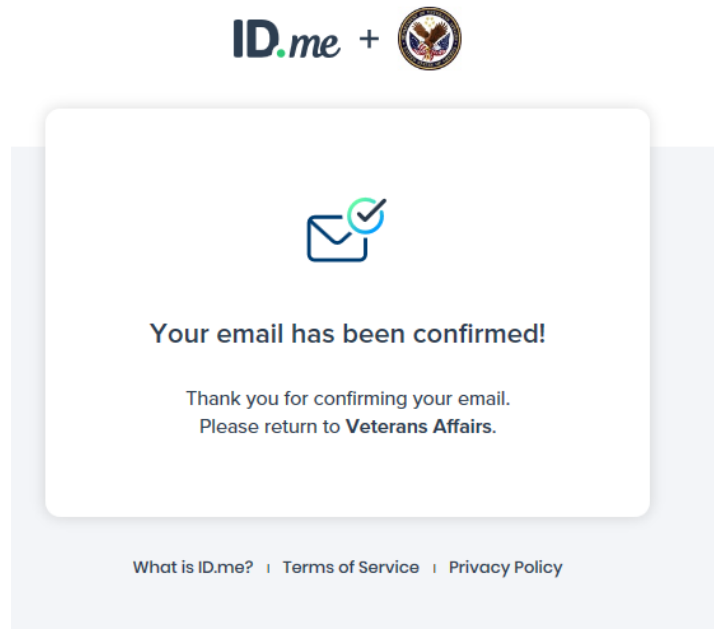
The screenshot shows the ID.me Sign Up page after the user has entered their email and password. The "Email" field now contains "idcare814@gmail.com". The "Password" field contains "....." and the "Confirm password" field contains ".....". The checkbox labeled "I accept the ID.me [terms of service](#) and [privacy policy](#)" is now checked. The blue "Sign up" button is highlighted with a red border. The rest of the page, including the "Or connect with" section with "Facebook", "Google", and "LinkedIn" buttons, remains the same.

- Email Address Confirmation Popup is displayed



## 5. Request to Confirm Email Address Popup

- Go to the email account you provided, open the ID.me email message and click **confirm**



## 6. Secure Your Account validation prompts

- Select ANY of the two factor authentication options. (The rest of these instructions assume that “text message” was selected.)



## SECURE YOUR ACCOUNT

1 — 2

Add an extra layer of security to your account. With two-factor authentication even if someone guesses your password, they won't be able to sign in as you. **You only need to set up your device for two-factor authentication once.**

Select an option below to setup two-factor authentication



### Text Message or Phone Call

Get a 6-digit code sent to your phone by text message or phone call.

Select



### ID.me Authenticator

Download our free mobile app and get a secure request prompt to sign in.

Select



### Code Generator Application

Use a code generator app (like ID.me Authenticator or Google Authenticator) to generate a single-use code for signing in.

Select



### FIDO U2F Security Key

Use a security key, a small device that connects to your computer's USB port. **This option requires Google Chrome.**

Select

➤ Enter Mobile Phone Number



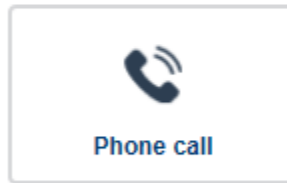
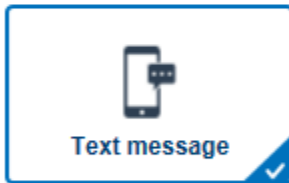
## SECURE YOUR ACCOUNT



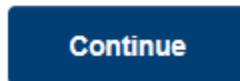
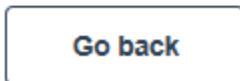
### Receive authentication code via phone

Be sure to use a phone number you have access to whenever you plan to sign in.

Choose how you want to receive the code



THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY.



- Once you input your mobile phone number, click the **“Text Message”** box and then click **“Continue”**.



## SECURE YOUR ACCOUNT





### Receive authentication code via phone

Be sure to use a phone number you have access to whenever you plan to sign in.

 (847) 212-6989

Choose how you want to receive the code


 <p>Text message</p> <input checked="" type="checkbox"/>	 <p>Phone call</p> <input type="checkbox"/>
---	--

THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY.

Go back

Continue

- Enter the 6-digit code that was sent to your mobile device and select “**Continue**”.



**SECURE YOUR ACCOUNT**

1 — 2

**Confirm your phone number**

Please check your phone for the 6-digit code that we just sent to you at (847) 212-6989.

Enter the 6-digit code

Didn't receive the code? [Send it again](#)

**Go back** **Continue**

What is ID.me? | Terms of Service | Privacy Policy

- “Secure Account” validation pop up is displayed. Select “**Continue**”



### YOUR ACCOUNT IS NOW SECURE

Your phone number can now be used for two-factor authentication.



Continue

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

## 7. Verify Your Identify validation options


- Select **ANY** of the below options to verify your identity. (These instructions assume that the user has selected the option “answer questions about your credit history”.)

## 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.

### Choose a verification method




**Answer questions about your credit history**  
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 license or state ID**  
Upload photos of your driver's license or state ID, 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 card and enter your social security number. Then we'll confirm your identity with public records.

[Start now](#)

## 8. Enter Personal Information

- Enter the required personal information.

### VERIFY YOUR IDENTITY



### Enter your personal information

What's this? 

First Name\*

Middle Name

 Optional

Last Name\*

Suffix

Date of birth\*

Social Security Number\*

Gender

Male

Female

Continue

## 9. Enter Address Information

- Enter the required address information

### VERIFY YOUR IDENTITY



Enter your most recent home address

Address Line 1\*

No P.O. Boxes

Address Line 2

Enter Street Address

Apartment Unit, Suite #

City\*

Enter City

State\*

Select State

Zip Code\*

Enter Zip Code


Back

Continue



## 10. Verify Identity Input Phone

- Click **“Smartphone with Web browser”** as the desired confirmation option

**ID.me** + 

**VERIFY YOUR IDENTITY**



1 — 2 — **3** — 4 — 5

**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 your mobile carrier.

**Select the phone type you have**

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

 <p><b>Smartphone with a web browser</b></p>	 <p><b>Home or cell phone without a web browser</b></p>
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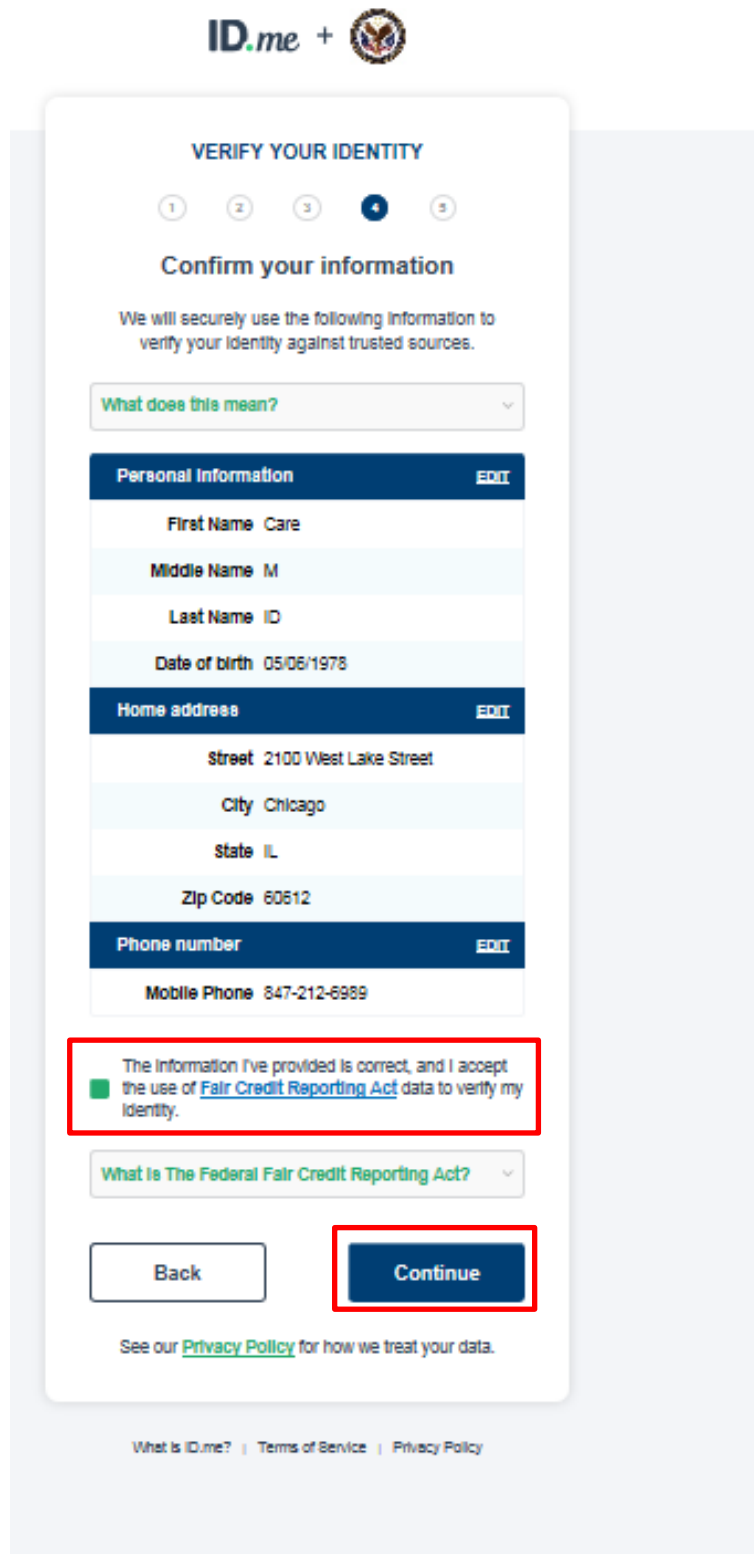
WE CAN'T SUPPORT VIRTUAL OR INTERNET PHONE SERVICES LIKE SKYPE AND GOOGLE VOICE RIGHT NOW.

[Back](#) [Continue](#)

What is ID.me? | [Terms of Service](#) | [Privacy Policy](#)

## 11.All Account Input Data - Displayed

- Review data to confirm data input is correct. Then select the checkbox and click “Continue”



The screenshot displays the ID.me verification process. At the top, the ID.me logo is accompanied by the United States Department of Justice seal. The main heading is "VERIFY YOUR IDENTITY", with a progress indicator showing five steps, the fourth of which is active. Below this, the user is prompted to "Confirm your information" and is informed that their data will be used for identity verification. A dropdown menu labeled "What does this mean?" is present. The form is organized into sections: "Personal Information" (with an "EDIT" link) containing fields for First Name (Care), Middle Name (M), Last Name (ID), and Date of birth (05/06/1978); "Home address" (with an "EDIT" link) containing fields for Street (2100 West Lake Street), City (Chicago), State (IL), and Zip Code (60612); and "Phone number" (with an "EDIT" link) containing a Mobile Phone field (847-212-6989). A red box highlights a checkbox and the text: "The information I've provided is correct, and I accept the use of [Fair Credit Reporting Act](#) data to verify my identity." Below this is another dropdown menu: "What is The Federal Fair Credit Reporting Act?". At the bottom, there are "Back" and "Continue" buttons, with the "Continue" button highlighted by a red box. A link to the "Privacy Policy" is provided at the bottom of the form area. The footer contains links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

## 12. Correctly Answer Identity Verification Questions

- Select the correct choices based on the information you provided and then click “Continue”

**ID.me +**

**VERIFY YOUR IDENTITY**

1 2 3 4 5

**Answer your verification questions**

The following questions are based on your credit profile and financial activity.

What does this mean?

1. According to your credit profile, you may have opened a mortgage loan in or around November 2011. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select “None of the above”.

- Rock Financial Corp
- First Nationwide Mtg
- Inland Mortgage
- Household Bank
- None of the above

2. According to your credit profile, you may have opened a Bank of America credit card. Please select the year in which your account was opened.

- 2009
- 2011
- 2013
- 2014
- None of the above

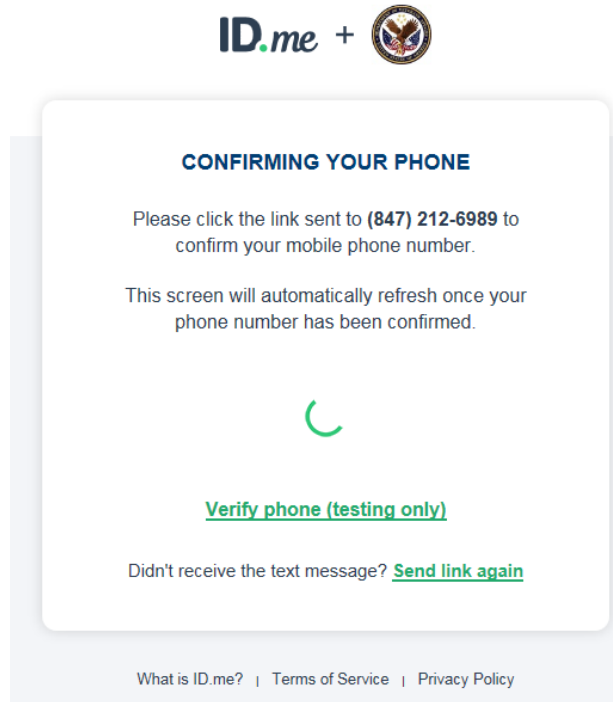
3. Which of the following is a current or previous employer? If there is not a matched employer name, select “None of the above.”

- Saunders Manufacturing Co.
- Landmark Services
- Cintas Corp
- Northrop Grumann
- None of the above

**Continue**

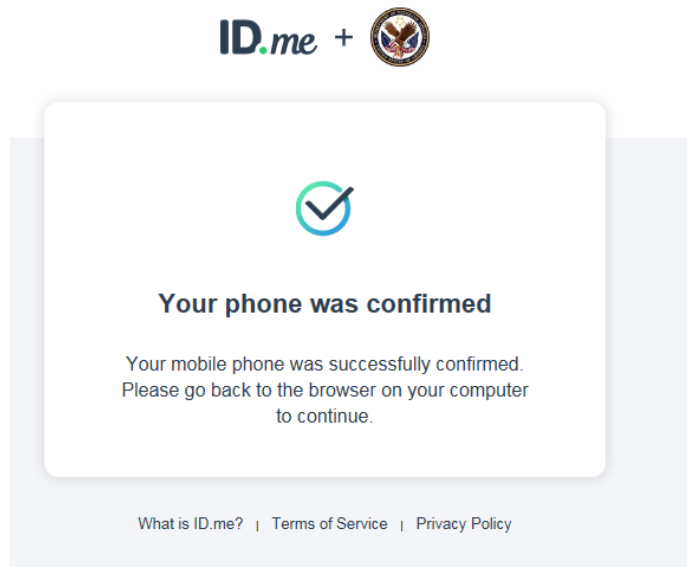
### 13. Complete Phone Verification

- Click the “Verify phone” link to simulate actual phone validation.



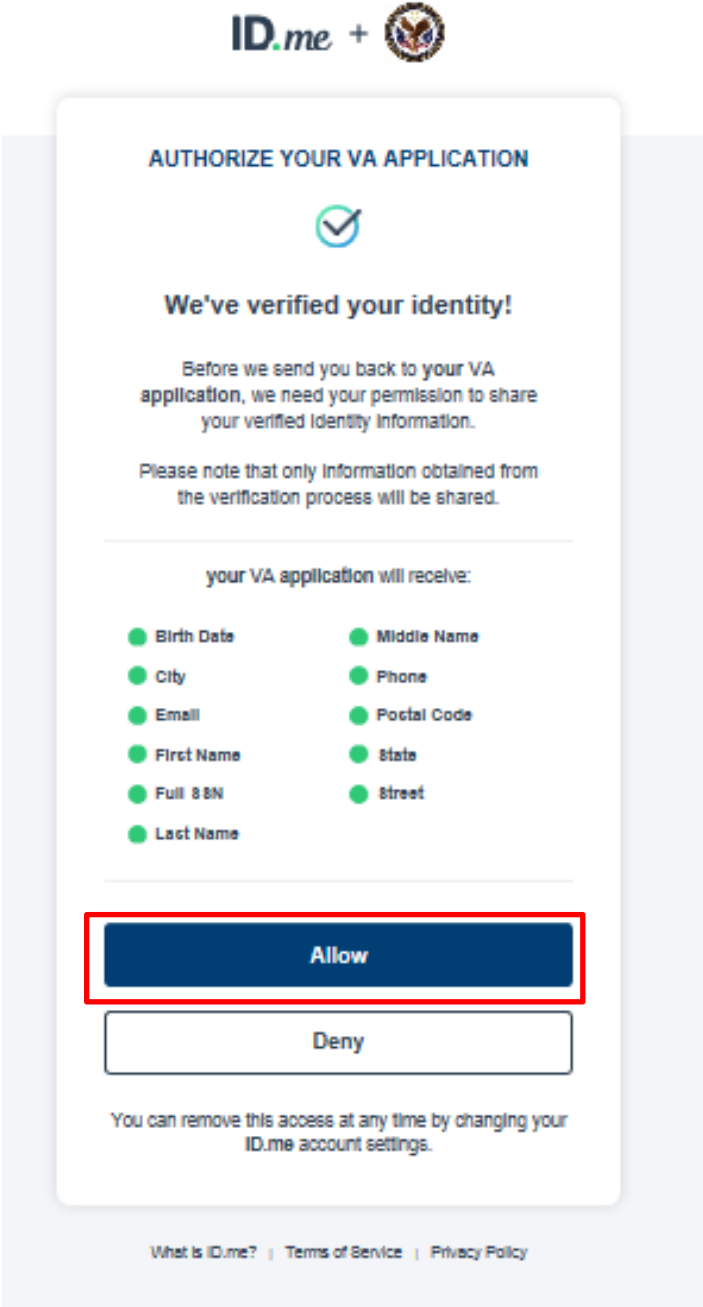
### 14. Phone Verification Confirmation - Displayed


- Click browser tab to refresh if new screen is not displayed automatically.




## 15. The "Authorize Your Application" request -

- Click "Allow" to grant permission to share your identity information



**ID.me** + 

### AUTHORIZE YOUR VA APPLICATION



#### We've verified your identity!

Before we send you back to your VA application, we need your permission to share your verified Identity Information.

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

---

your VA application will receive:

- Birth Date
- City
- Email
- First Name
- Full SSN
- Last Name
- Middle Name
- Phone
- Postal Code
- State
- Street

---

**Allow**

Deny



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

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

## 16. New Account – Creation Confirmed

- When an account request is approved, the user is returned to ID.me Sign-in input window.
- Enter new login credentials that were created at the beginning of the account creation process and click “**Sign-in**”

---

 + 

### Sign In


 or [sign up for an account](#)


**Email**


  
**Password**

**Sign in**

Or connect with

 Facebook

 Google

 LinkedIn

[Forgot your password?](#)

What is ID.me? | [Terms of Service](#) | [Privacy Policy](#)

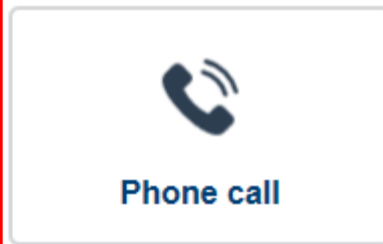
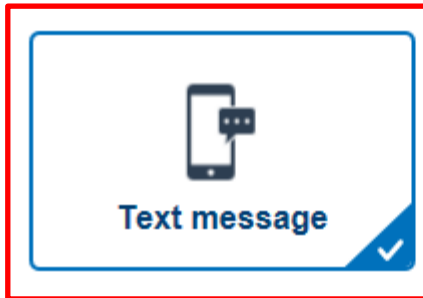
- Select “Text Message” option and click continue



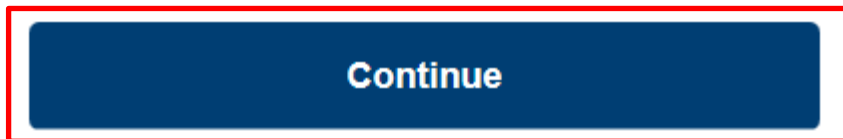
## COMPLETE YOUR SIGN IN



### Receive authentication code via phone



You will receive a code at the following number

A text input field with a blue border. On the left side, there is a blue radio button. The text inside the field is "((\*\*\*) \*\*\*)\*989".

If you've changed phone numbers or carriers from when you previously set up two-factor authentication, please [update your settings here](#).

- Enter 6-digit code and click “Continue”



## COMPLETE YOUR SIGN IN



### Confirm your phone number

Please check your phone for the 6-digit code that we just sent to you at **(\*\*\*) \*\*\*-989**.

Enter the 6-digit code

Didn't receive the code? [Send it again](#)

**Go back**

**Continue**

If you've changed phone numbers or carriers from when you previously set up two-factor authentication, please [update your settings here](#).



- Logon request is processing



You are now returning to  
**your VA application**

- ID.me account authentication is successful! You will be redirected to VA Sophia landing page.