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/](https://va.wellspringsoftware.net/))

   ➢ Select “Login using VA SSOe”

   ![Login Screen](image)

   PLEASE NOTE: The username and password fields are non-functional. Select the “Login using VA SSOe” 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 [wellspring@va.gov](mailto:wellspring@va.gov)

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

   ![ID.me Sign-in Screen](image)

   ➢ 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**”.
3. **Sign Up Input Page is displayed**
   - Enter your email address and password. Note: You will login to VA Sophia with these credentials.

4. **Complete Sign-up Process**
   - After entering your email and password click “**Sign Up**”.
➢ 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

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

- Text message
- Phone call

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

Go back  Continue
➢ Once you input your mobile phone number, click the “Text Message” box and then click “Continue”.
➢ Enter the 6-digit code that was sent to your mobile device and select “Continue”.

➢ “Secure Account” validation pop up is displayed. Select “Continue”
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”.)
8. Enter Personal Information
   ➢ Enter the required personal information.
9. Enter Address Information
   ➢ Enter the required address information
VERIFY YOUR IDENTITY

Enter your most recent home address

Address Line 1 *

Address Line 2

Enter Street Address

City *

Enter City

State *

Select State

Zip Code *

Enter Zip Code

Back

Continue

What is ID.me? | Terms of Service | Privacy Policy
10. Verify Identity Input Phone

➢ Click “Smartphone with Web browser” as the desired confirmation option
11. All Account Input Data - Displayed

- Review data to confirm data input is correct. Then select the checkbox and click “Continue”
12. Correctly Answer Identity Verification Questions
➢ Select the correct choices based on the information you provided and then click “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
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"
➢ Select “Text Message” option and click continue

Receive authentication code via phone

You will receive a code at the following number

(***) ***-989

Continue

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

130596

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

ID.me + 

You are now returning to your VA application

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