Department of Veterans Affairs

How to Access VA Sophia and Create ID.me Accounts

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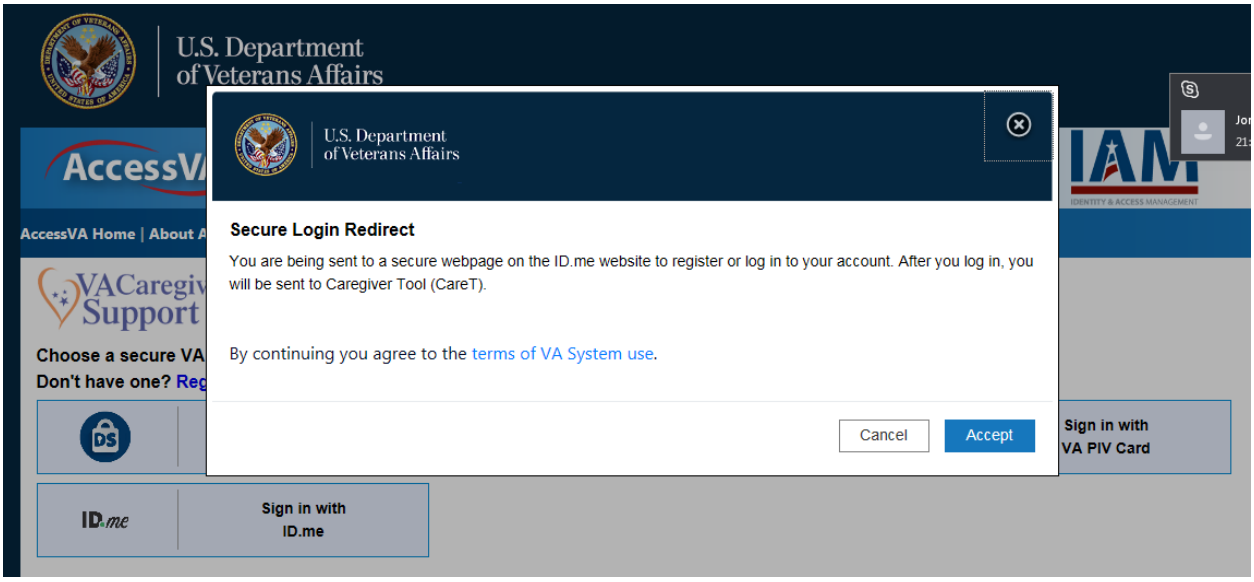
1. Logon to VA Sophia (https://va.wellspringsoftware.net/)

- Select "**Login using VA SSOe**"

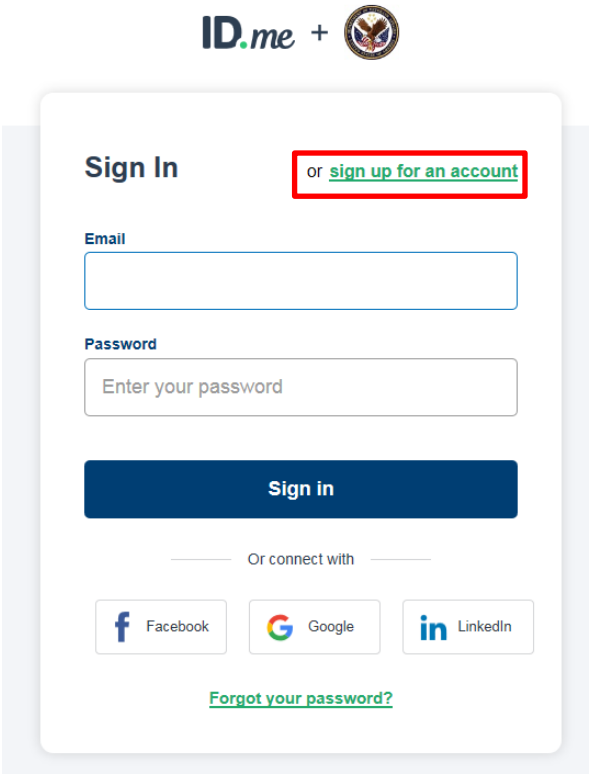
- Click Sign in with ID.me. You will be prompted to create an account in the coming steps.

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



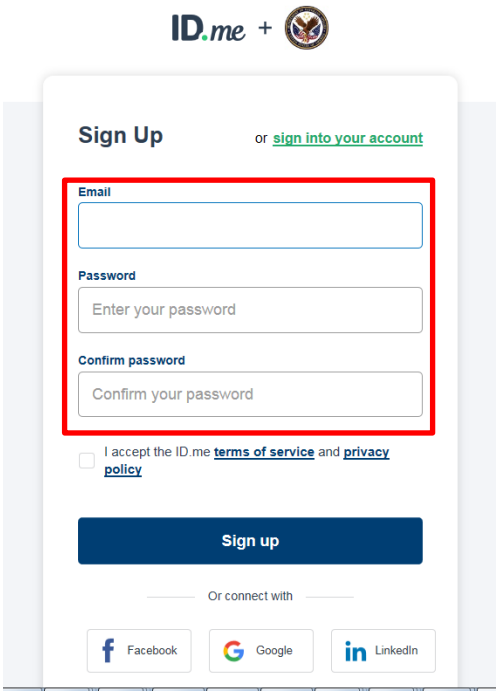
2. ID.me Sign Page is displayed

- 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**".



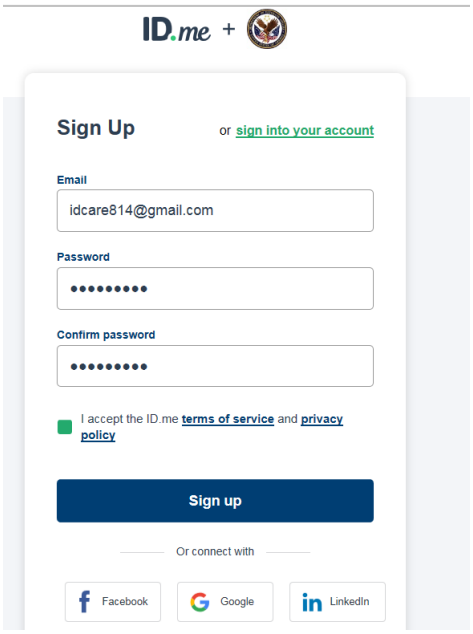
3. Sign Up Input Page is displayed

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

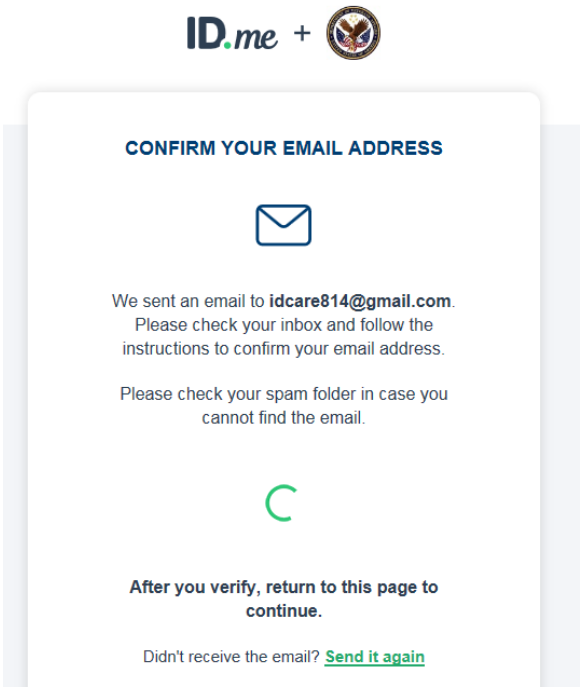


4. Complete Sign-up Process

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

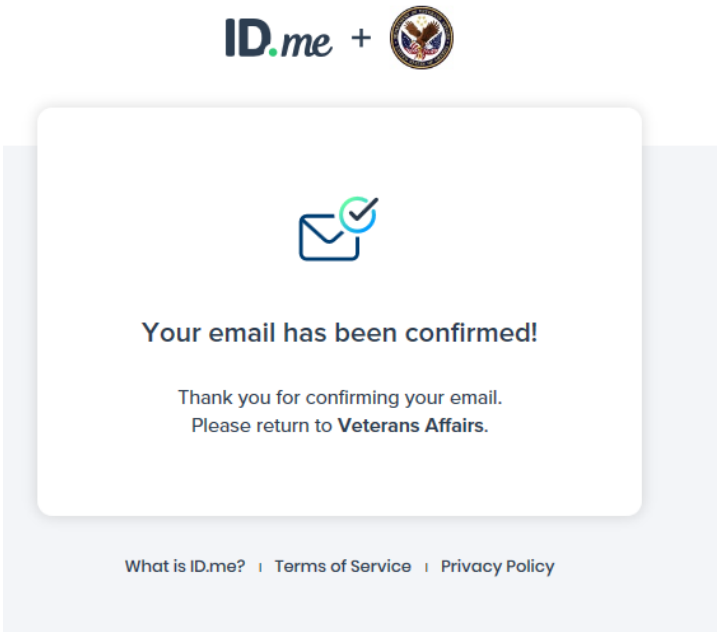


- Email Address Confirmation Popup is displayed



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.)

ID.me +

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.

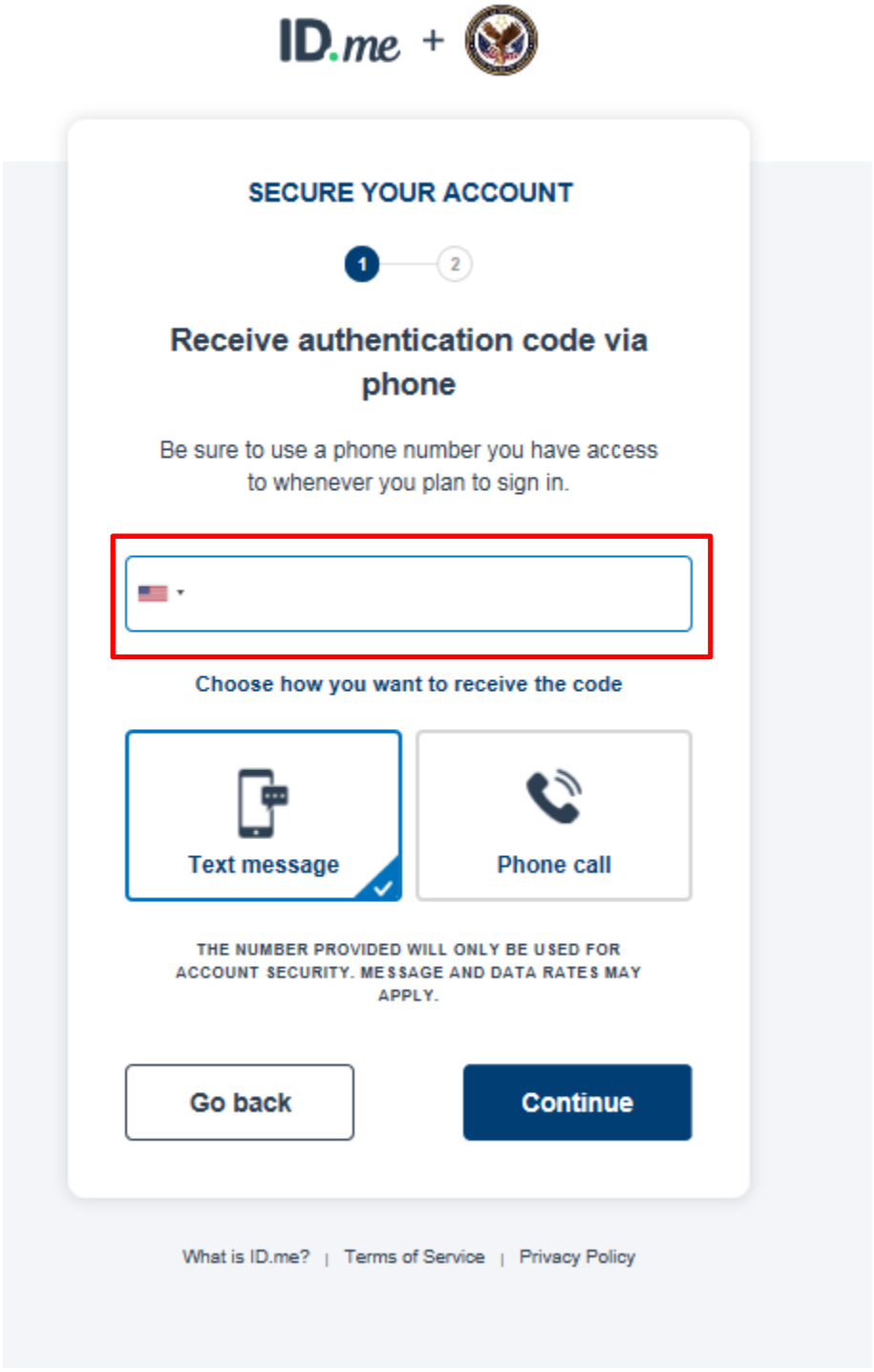
Select

FIDO U2F Security Key

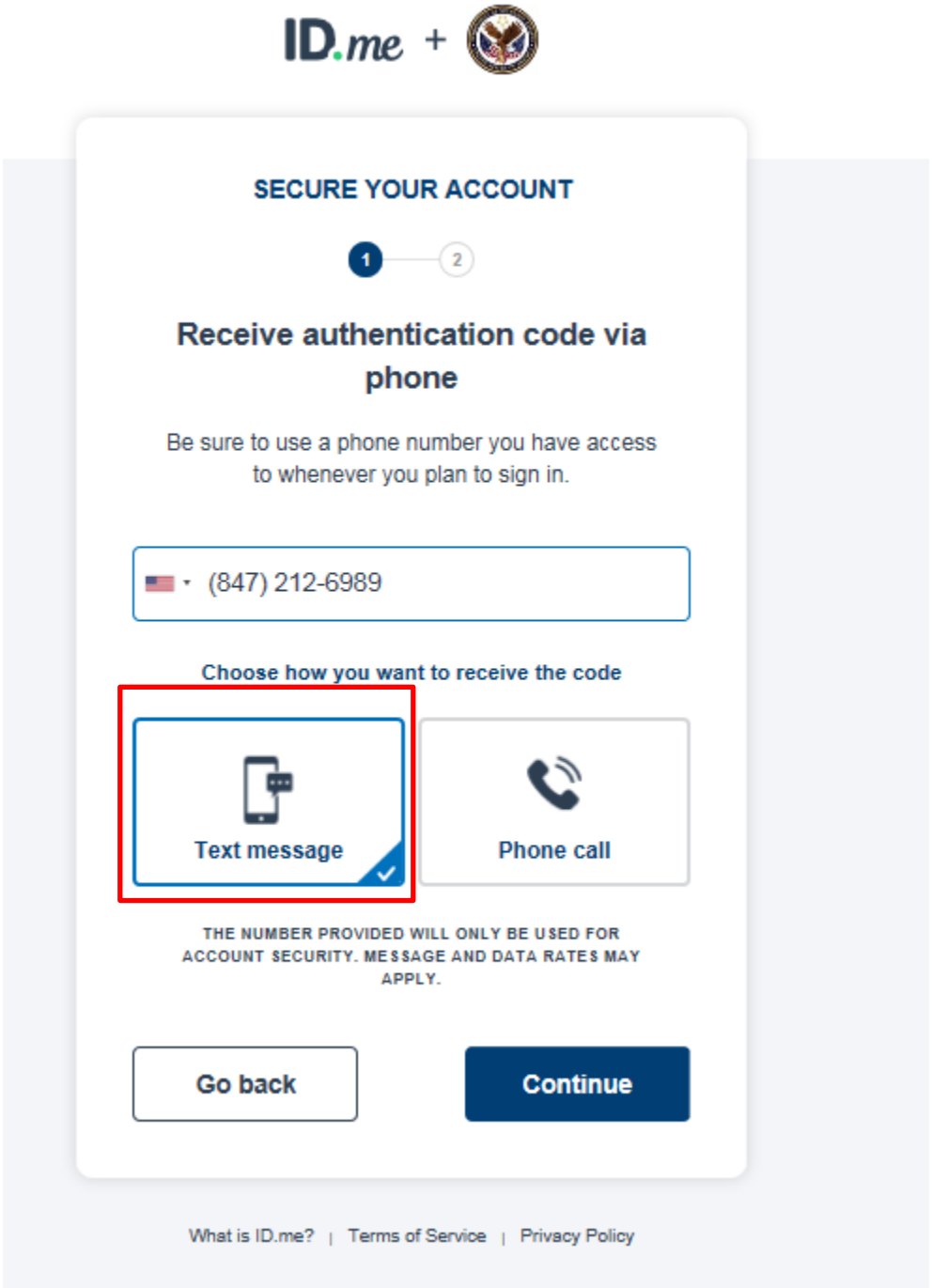
Use a security key, a small device that connects to your computer's USB port. **This option requires Google Chrome.**

Select

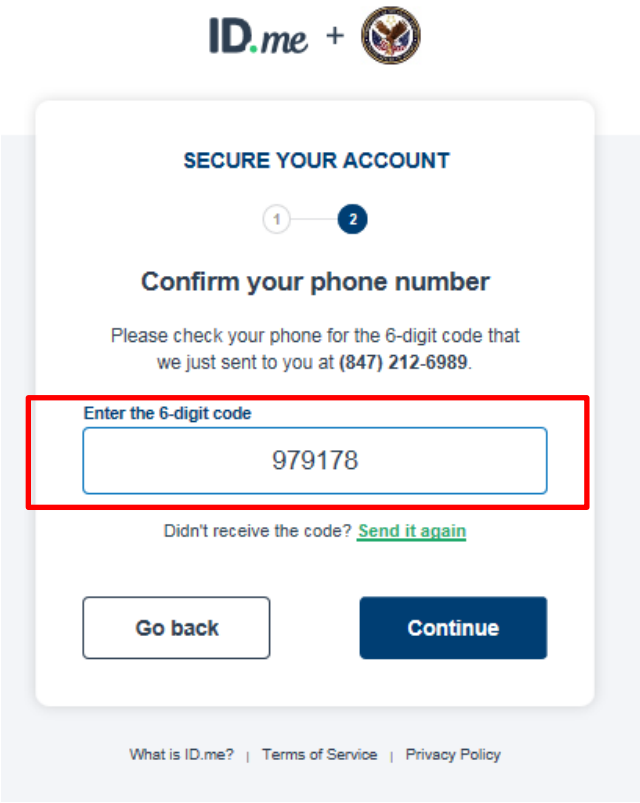
- Enter Mobile Phone Number



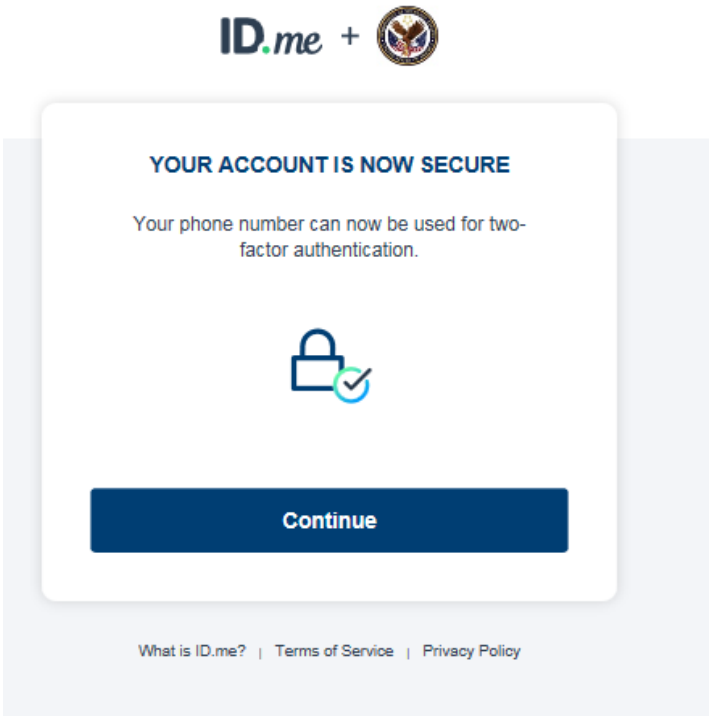
- Once you input your mobile phone number, click the "**Text Message**" box and then click "**Continue**".



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

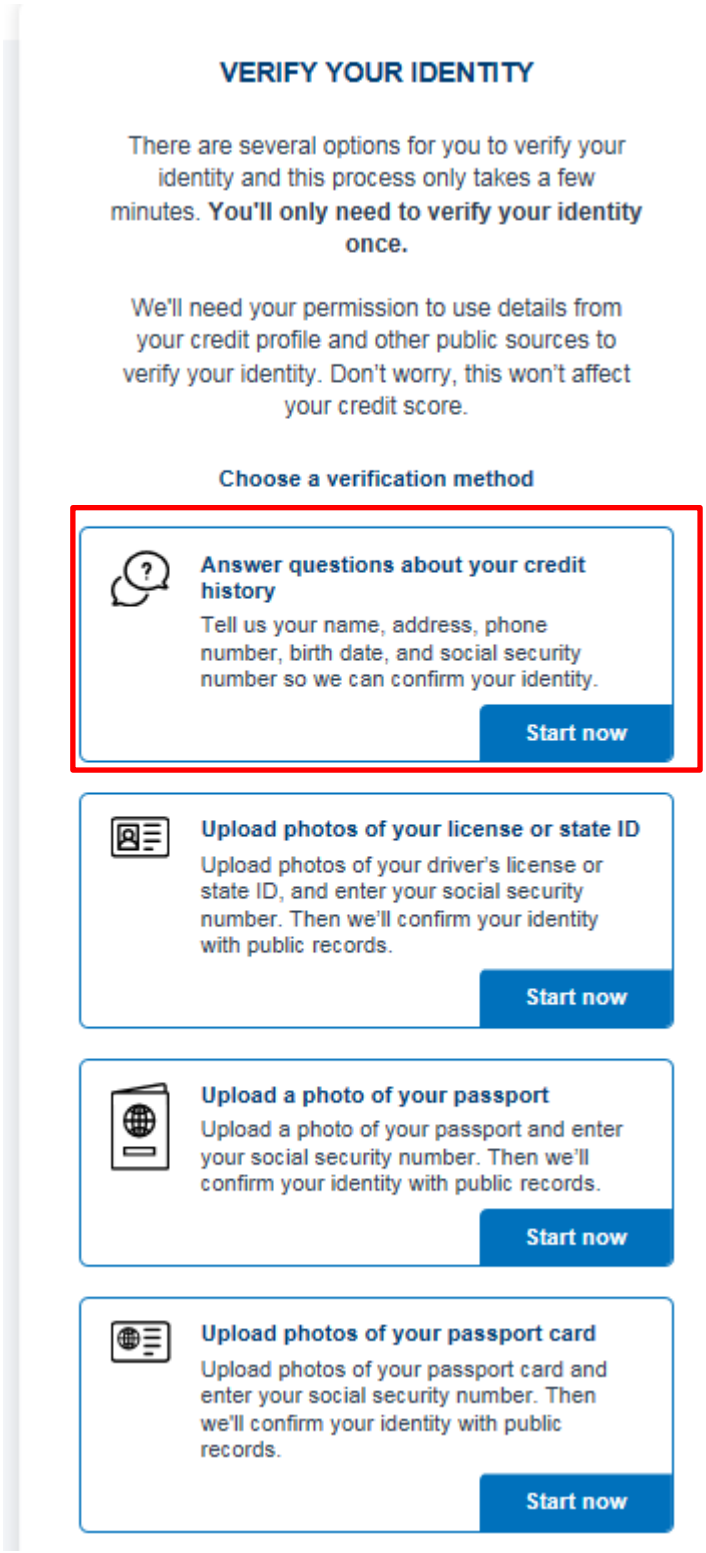


- "Secure Account" validation pop up is displayed. Select "**Continue"**



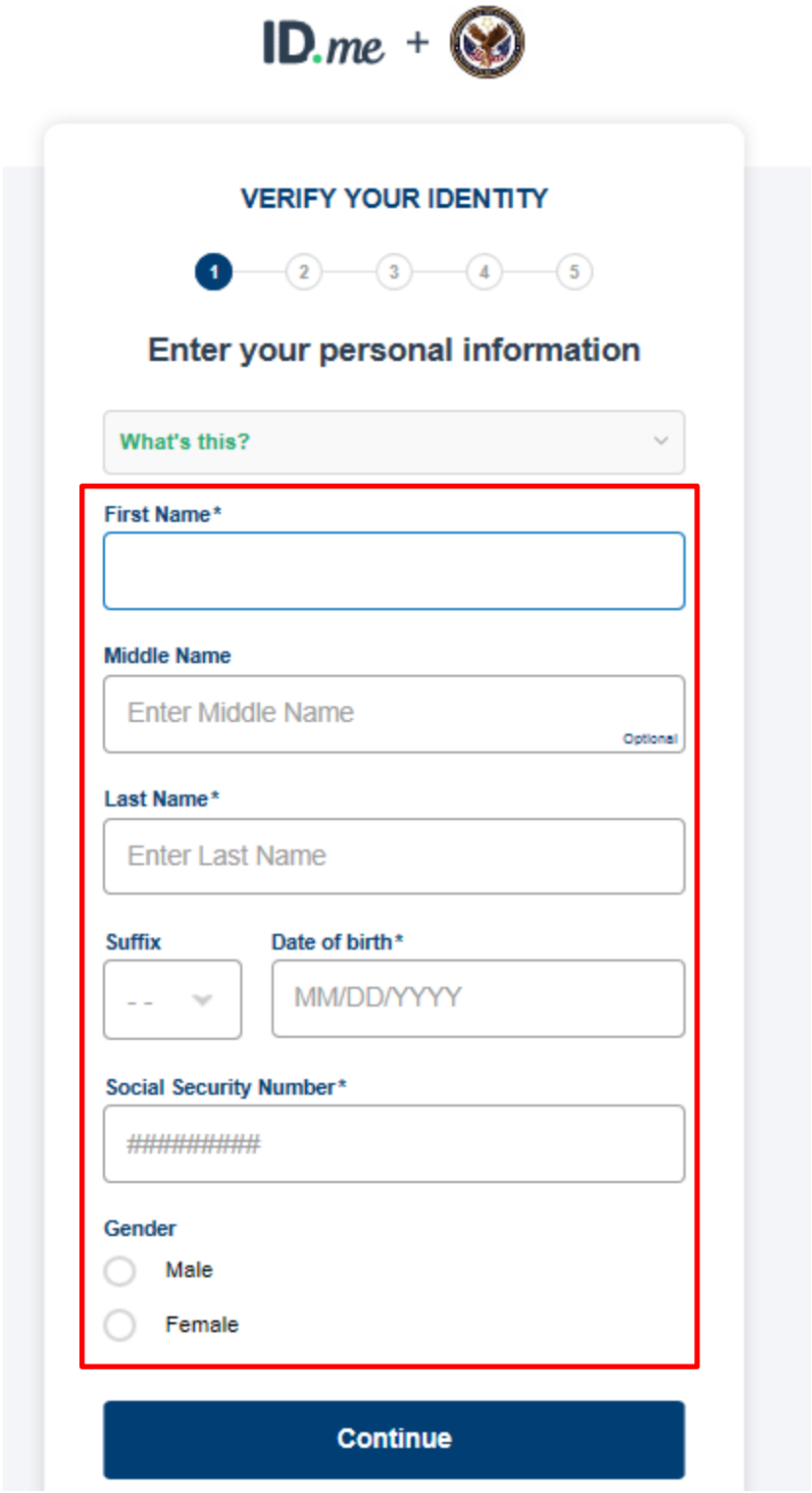
7. Verify Your Identify validation options

- 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

ID.me +

VERIFY YOUR IDENTITY

1 — 2 — 3 — 4 — 5

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*

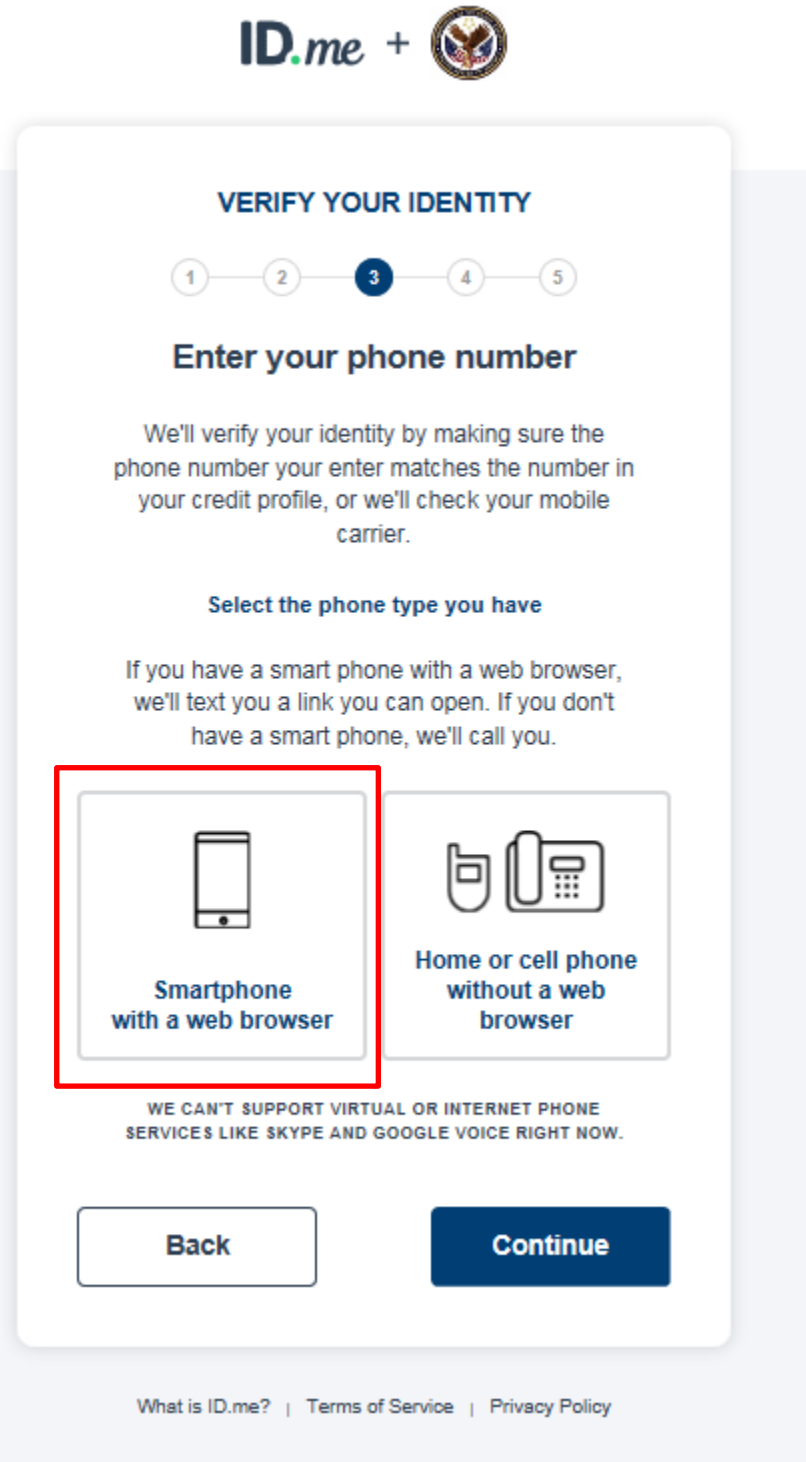
Enter Zip Code

Back

Continue

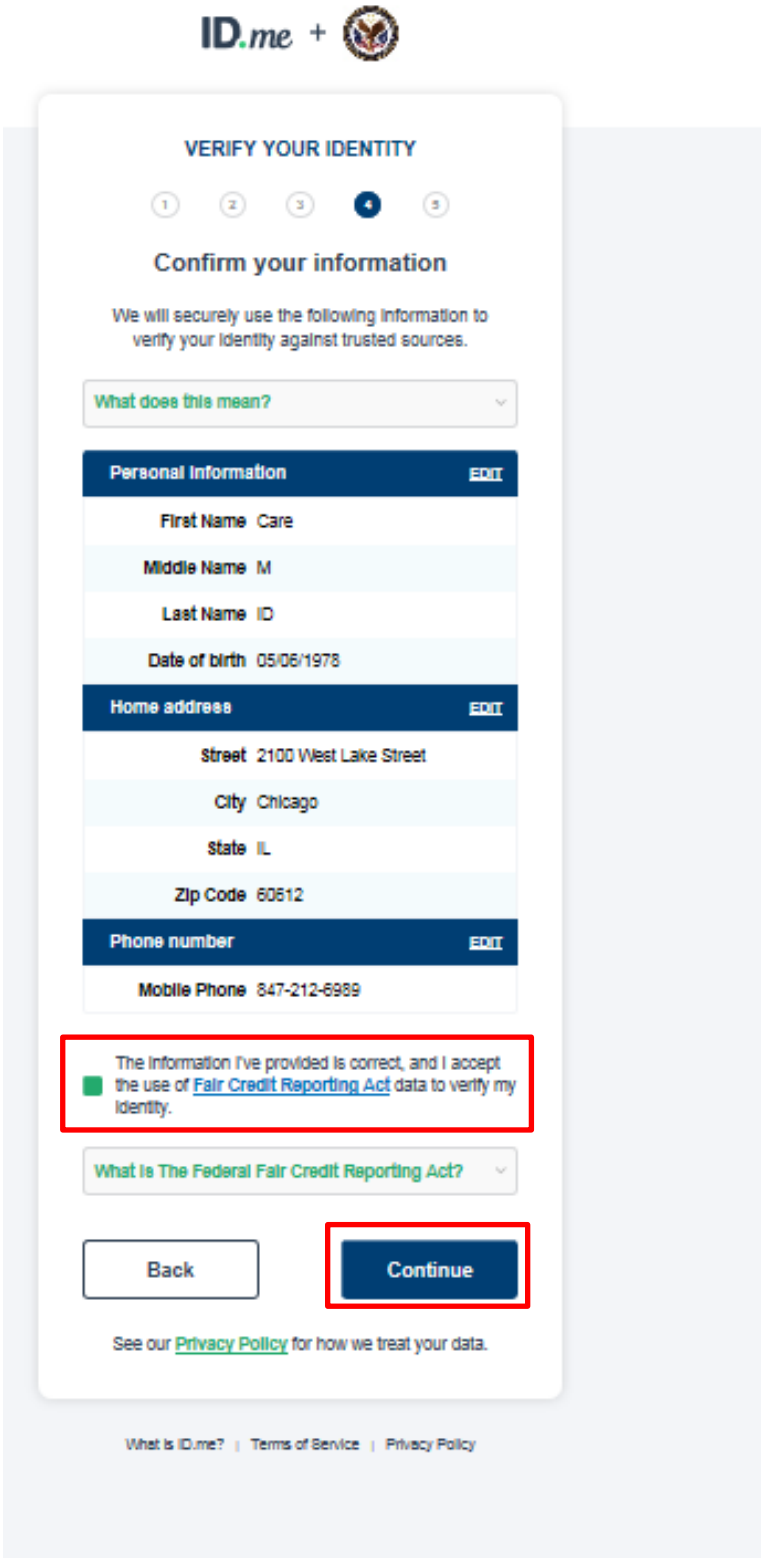
10. Verify Identity Input Phone

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



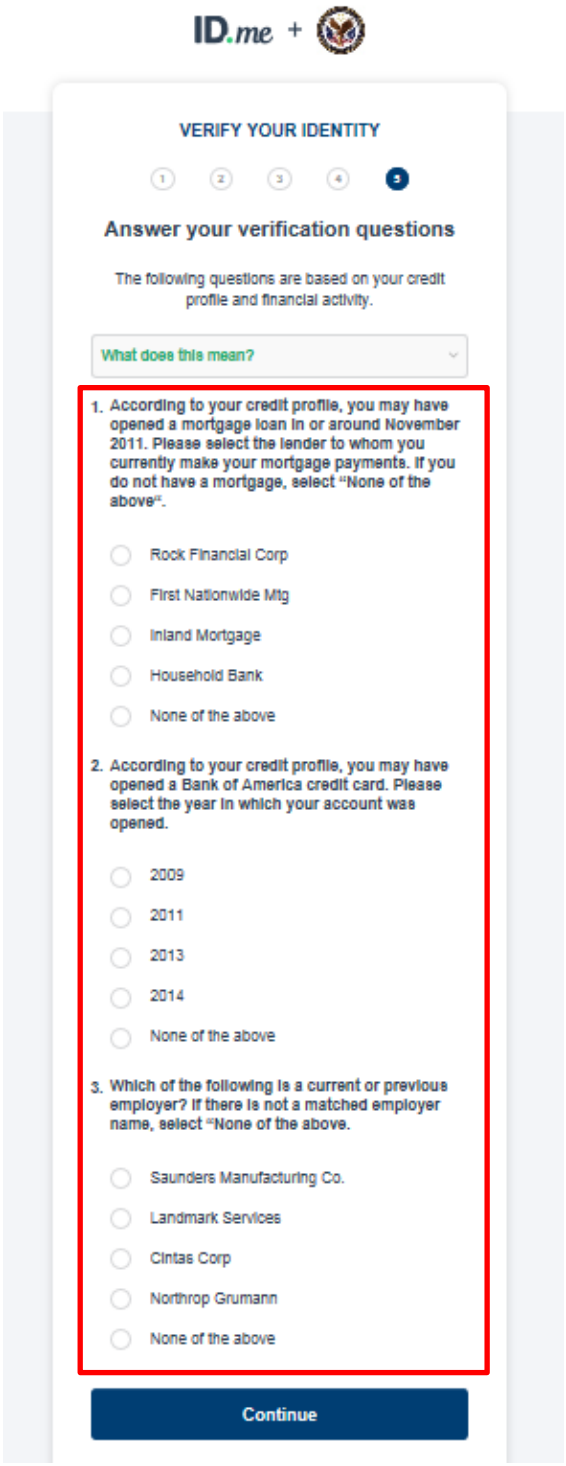
11. All Account Input Data - Displayed

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



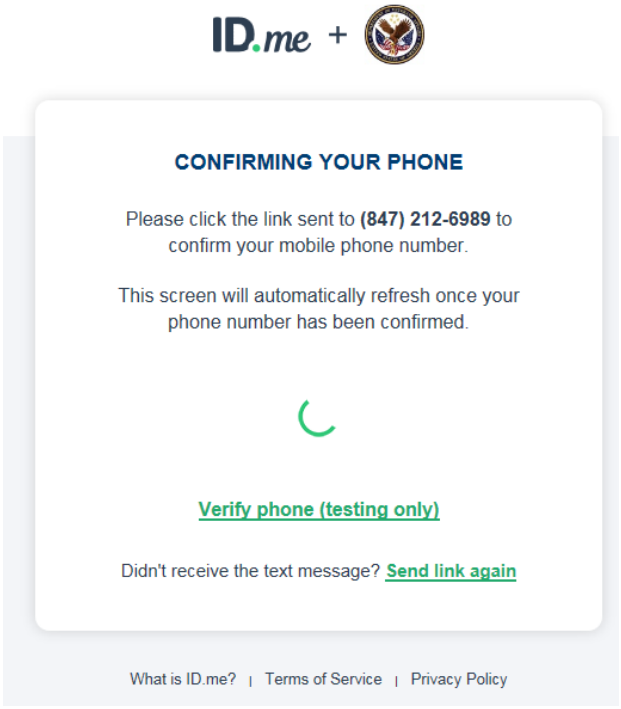
12. Correctly Answer Identity Verification Questions

- Select the correct choices based on the information you provided and then click "**Continue**"



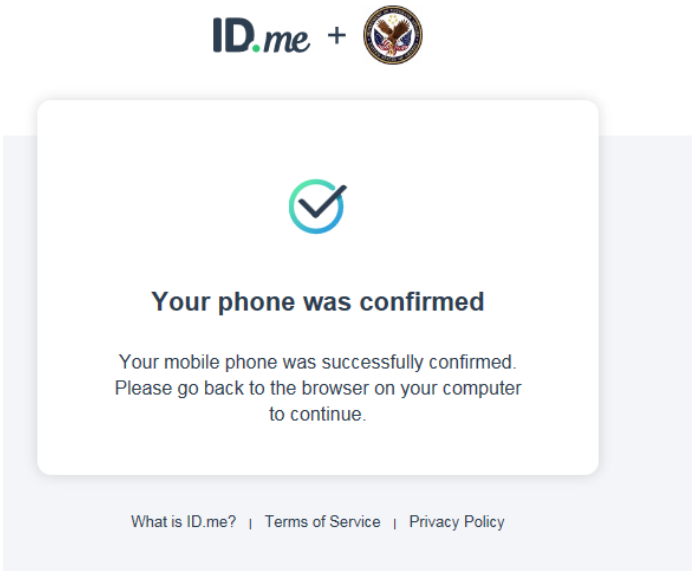
13. Complete Phone Verification

- Click the "Verify phone" link to simulate actual phone validation.



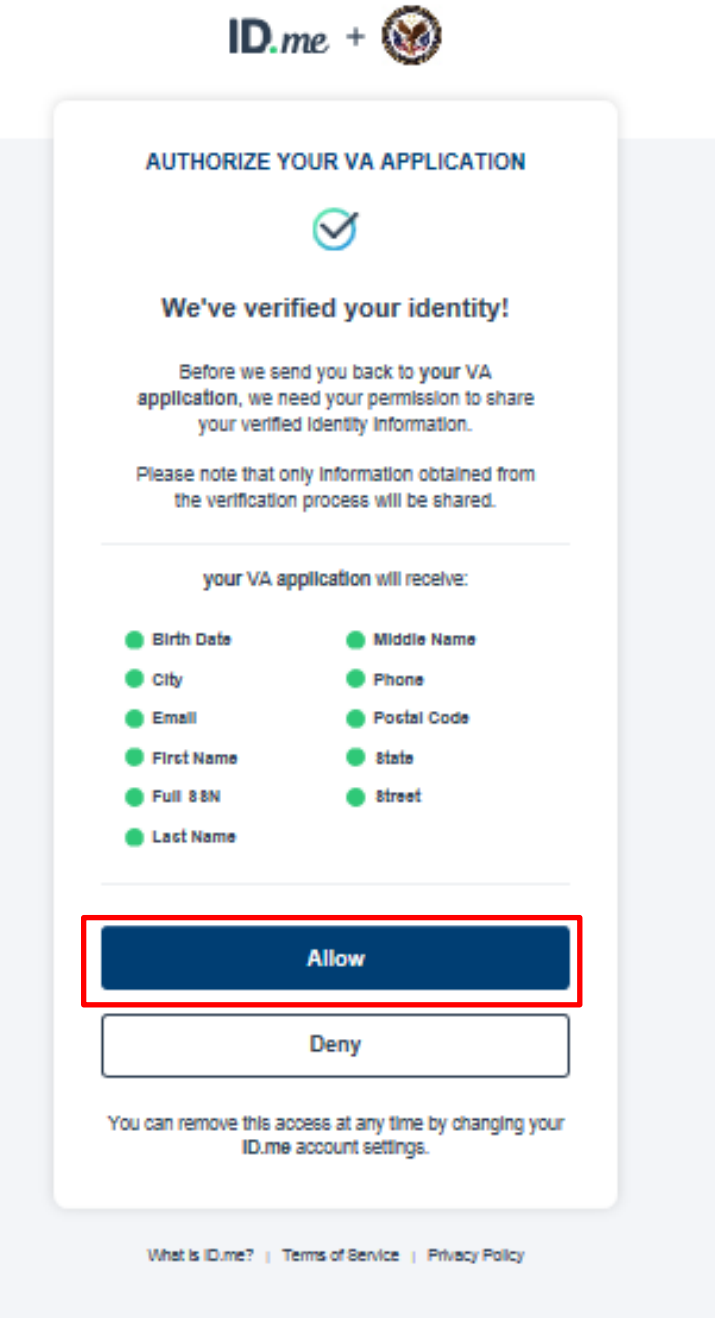
14. Phone Verification Confirmation - Displayed

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



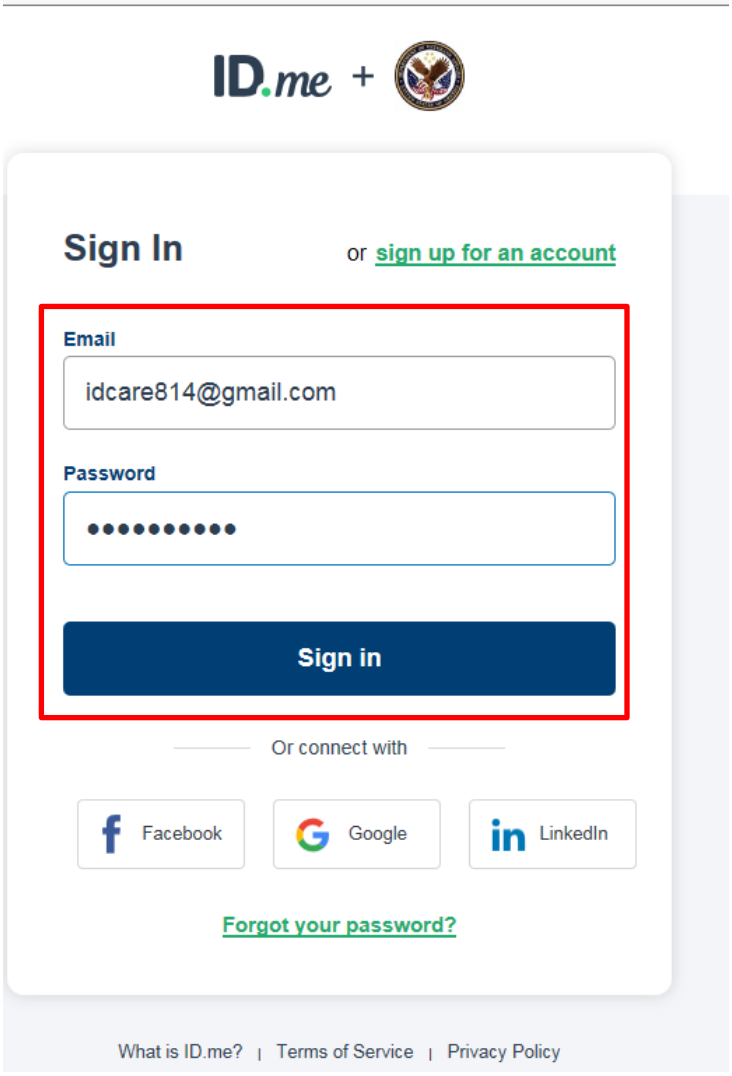
15. The “Authorize Your Application" request -

- Click “Allow” to grant permission to share your identity information

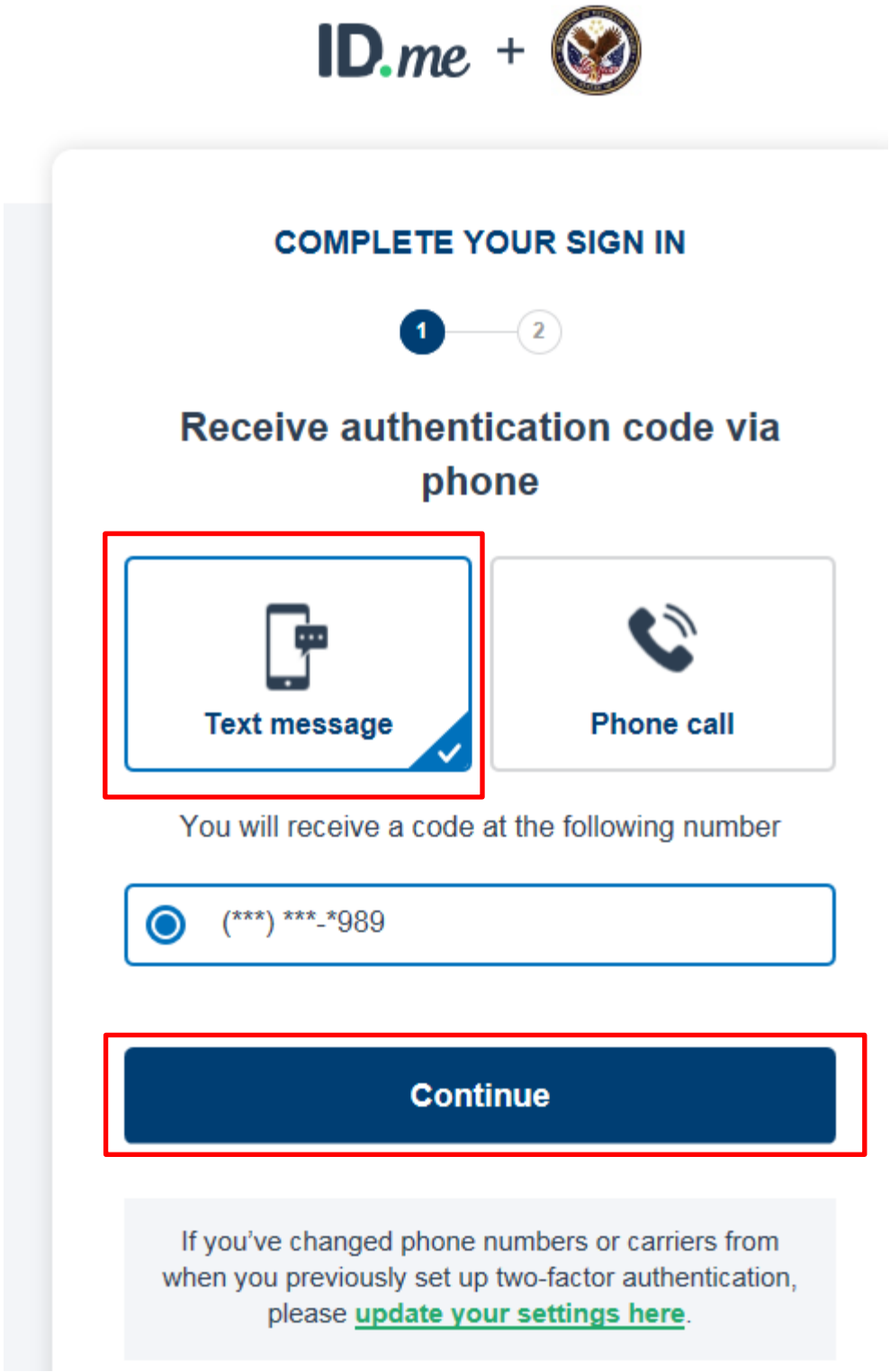


16. New Account – Creation Confirmed

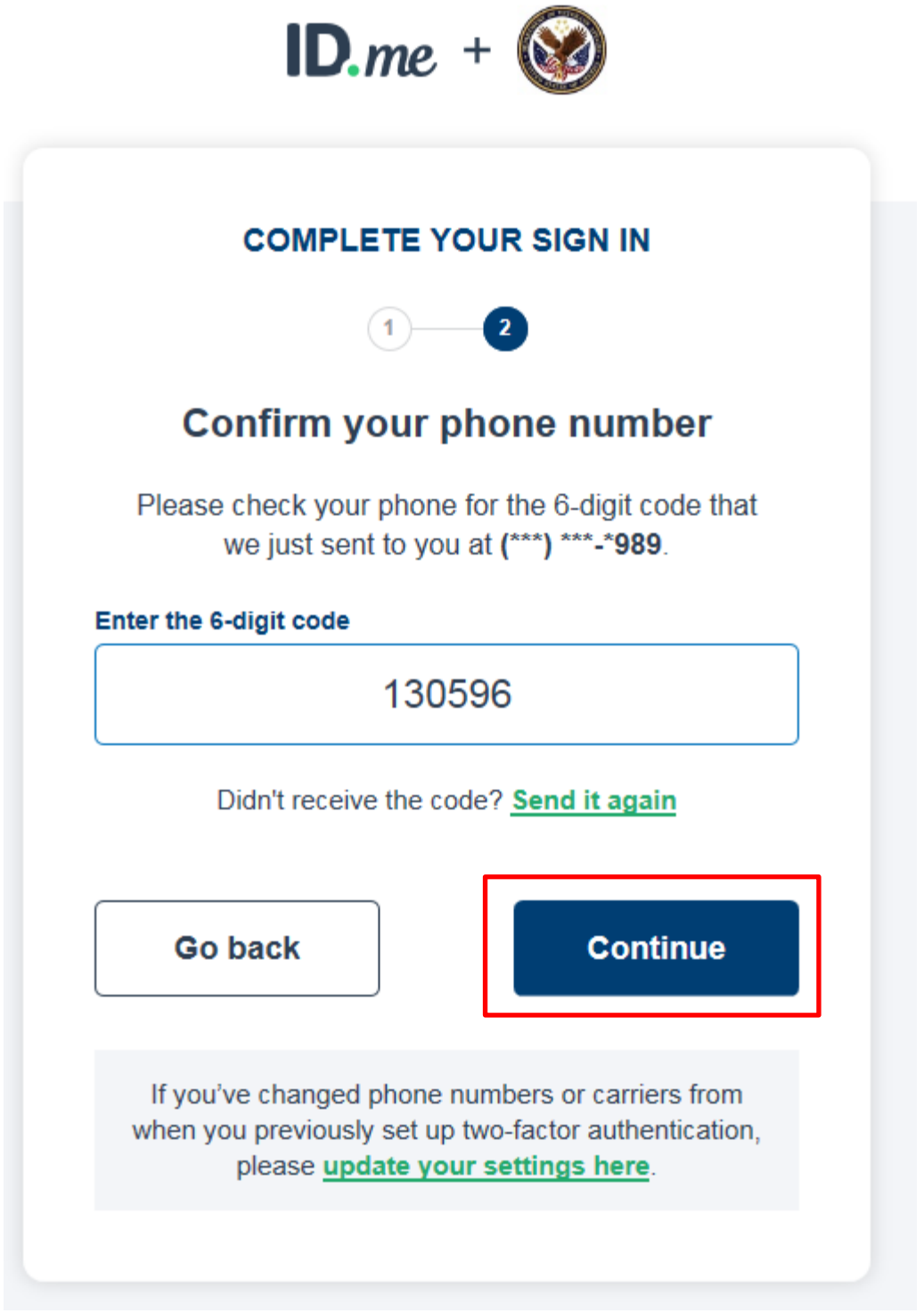
- When an account request is approved, the user is returned to ID.me Sign-in input window.
- Enter new login credentials that were created at the beginning of the account creation process and click "**Sign-in**"



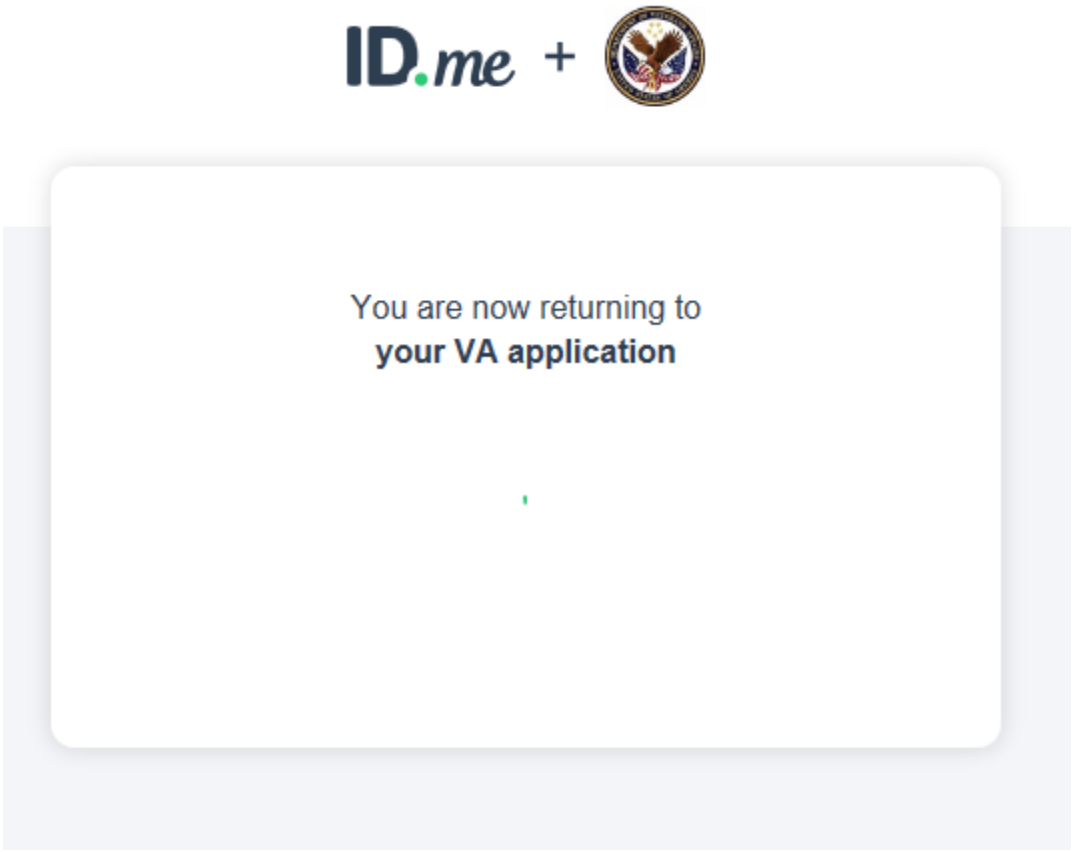
- Select "**Text Message**" option and click continue



- Enter 6-digit code and click "**Continue**"



- Logon request is processing



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