

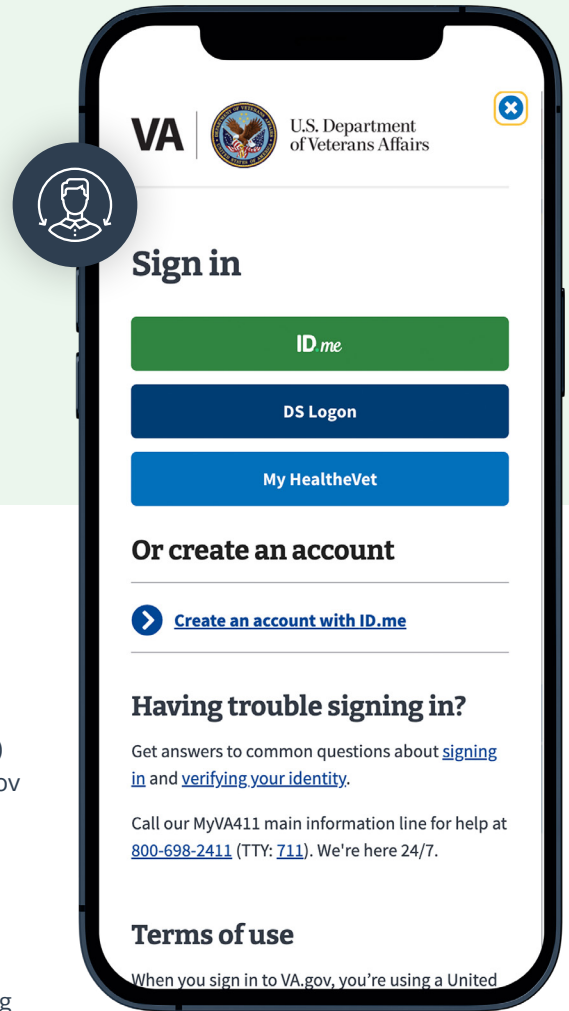
# Enabling Secure Access for Veterans at VA.gov

VA.gov was launched in 2016 to merge 500+ scattered Department of Veterans Affairs (VA) services into a single, cohesive portal.

On VA.gov, Veterans can manage benefits pertaining to:

- ✓ Healthcare
- ✓ Education
- ✓ Disability
- ✓ Their Service Records

In order to protect veterans' information and benefits, the VA needed to secure its new digital portal with robust identity proofing.



## Objectives

### Deploy a NIST-compliant Login

To protect veterans from fraud, VA.gov had to meet the high-assurance requirements set by the National Institute of Standards and Technology's (NIST) Digital Identity Guidelines. The VA needed a solution that could secure the VA.gov login at NIST 800-63-2 LOA3 (now superseded by NIST 800-63-3 IAL2/AAL2). Both LOA3 and IAL2/AAL2 require robust identity proofing and multi-factor authentication (MFA).

### Strengthen Legacy Logins

Millions of veterans already used the services DS Logon and MyHealtheVet to log in to the VA's previous websites. However, neither login option met the NIST LOA3 or IAL2/AAL2 standards. The VA needed to find a provider to upgrade these logins so that veterans could still use their existing credentials at the new site.

## Solution

The VA partnered with ID.me, a federally-certified credential service provider (CSP), to deliver a solution that was compliant with the federal government's most rigorous security standards.



**ACCESS RATE  
GREW TO 80%**



**FRAUD RATE  
DROPPED BY 90%**



**SAVINGS  
OVER \$2M**

## Why ID.me?

### End-to-End Compliance

ID.me's LOA3 credential provided an end-to-end identity verification process with MFA built in to the solution. In addition, the ID.me platform was forward-aligned with the NIST 800-63-3 standard. With the publication of the new standard, ID.me became the first CSP to be certified to NIST IAL2/AAL2. ID.me's progressive compliance with federal standards allowed VA.gov to stay up-to-date without any service interruptions. ID.me also obtained a FedRAMP Moderate ATO from the Department of Veterans Affairs.

### Trust Elevation

ID.me's identity broker provides a single point of integration for existing login credentials (in this case, DS Logon and MyHealthVet) and new login credentials (ID.me). During their first login to the new VA.gov site, veterans with existing credentials are led through a one-time white-label identity verification process and set up MFA to secure their account. This process elevates the trustworthiness of their credentials while minimizing disruption.

### Portable Credential

Credentials for identities that ID.me has verified can be used at other ID.me-partnered retailers, healthcare platforms, and government agencies. Users can simply log in with ID.me – there's no need to re-verify. The only situation in which individuals may have to take an additional step is if they want to access an even higher-assurance service.

## Making History

Through their partnership with ID.me, the VA became the public-sector leader in digital identity security.

### First Federal Agency to Support Supervised Remote Identity Proofing

Under NIST 800-63-3, individuals can verify their identity over a video call. ID.me is the only CSP to offer a supervised remote proofing option as part of the No Identity Left Behind initiative. Veterans and other individuals may have trouble verifying through the self-service process due to out-of-date or missing data in credit and telecom records. Supervised remote identity proofing overcomes these challenges and ensures that every single person can have their identity verified in a low-friction, remote process.<sup>1</sup>

### First Federal Agency to Support IAL2/AAL2

NIST 800-63-3 IAL2/AAL2 is similar to LOA3 under the previous iteration of the standard, but has slightly stricter requirements. When the new standard was published, the VA was able to easily upgrade their existing processes by incorporating the supervised remote process explained above.

### First Federal Agency to Support FIDO U2F Tokens

FIDO U2F tokens are physical, USB-based authenticators. They are the only foolproof defense against remote account takeover. Through ID.me, the VA was able to offer this option as an authenticator for those veterans that want to attach the highest level of security to their VA.gov account login. Other federal agencies were encouraged to follow the VA's example.<sup>2</sup>

1 <https://www.fedscoop.com/id-brings-virtual-identity-proofing-va/>

2 <https://www.finance.senate.gov/imo/media/doc/100517%20RW%20to%20SSA%20U2F.pdf>

**“The VA partnered with ID.me to ensure the security of the benefits and services available to veterans on VA.gov. The customization, robust reporting, and supporting materials provided by ID.me are unparalleled.”**

**— DAVE MAZIK, IT PRODUCT OWNER**