

# My HealthVet Sign In Changes



## VSO Communicators Meeting

April 5, 2022

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Office of Connected Care  
Veterans Health Administration

**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Connected Care

# Presidential Executive Order: Improving Cybersecurity using Multi-factor Authentication



BRIEFING ROOM

## Executive Order on Improving the Nation's Cybersecurity

MAY 12, 2021 • PRESIDENTIAL ACTIONS

By the authority vested in me as President by the Constitution and the laws of the United States of America, it is hereby ordered as follows:

Section 1. Policy. The United States faces persistent and increasingly sophisticated malicious cyber campaigns that threaten the public sector, the private sector, and ultimately the American people's security and privacy. The

[Executive Order on Improving the Nation's Cybersecurity | The White House](#)

# Moving the U.S. Government Toward Zero Trust Cybersecurity Principles



EXECUTIVE OFFICE OF THE PRESIDENT  
OFFICE OF MANAGEMENT AND BUDGET  
WASHINGTON, D.C. 20503

January 26, 2022

M-22-09

MEMORANDUM FOR THE HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES

FROM: Shalanda D. Young  
Acting Director

SUBJECT: Moving the U.S. Government Toward Zero Trust Cybersecurity Principles

This memorandum sets forth a Federal zero trust architecture (ZTA) strategy, requiring agencies to meet specific cybersecurity standards and objectives by the end of Fiscal Year (FY) 2024 in order to reinforce the Government's defenses against increasingly sophisticated and persistent threat campaigns. Those campaigns target Federal technology infrastructure, threatening public safety and privacy, damaging the American economy, and weakening trust in Government.

[Memorandum on Improving the Cybersecurity of National Security, Department of Defense, and Intelligence Community Systems | The White House](#)

VA



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Connected Care

## **Remove** 'Continue to My HealtheVet Only' button

- ✓ Shared email addresses
- ✓ No Multifactor Authentication solution
  - User ID and Password Only
- ✓ No online Identity Verification offered
- ✓ Limited Online Self-Service Support Tools
- ✓ Unique Sign in Experience for My HealtheVet website only
- ✓ No ability to navigate to other VA services without signing in again



### My HealtheVet Only Sign In

Starting **April 11, 2022**, Continue to My HealtheVet Only will no longer be available. Users will sign in using the new sign in.

[Continue to My HealtheVet Only](#)

## Sign In

### Sign in with My HealtheVet



### My HealtheVet Only Sign In

Starting **April 11, 2022**, Continue to My HealtheVet Only will no longer be available. Users will sign in using the new sign in.

My HealtheVet User ID

[Forgot User ID?](#)

My HealtheVet Password

[Forgot Password?](#)

[Show](#)

By clicking on the Sign in button below, you are agreeing with the System Use Warning Notice.

[Sign in](#)

VA



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Connected Care





## **Remove** Use a secure VA Partner from My HealthVet Sign in page

- ✓ Shared email addresses
- ✓ Different Sign in Experience per credential
  - LOGIN.gov managed by U.S. Federal Government
    - Offers Multifactor Authentication
    - Offers online Identity Verification
  - ID.me contracted by VA
    - Offers Multifactor Authentication
    - Offers online Identity Verification
  - DS Logon serviced by DoD/DMDC
    - Offers Multifactor Authentication
    - Offers online Identity Verification
  - My HealthVet one factor authentication
    - Multifactor Authentication not offered
    - Online Identity Verification not offered
- ✓ Limited Online Self-Service Support Tools

NOTE: Will remain on the AccessVA website and VA Web Apps

## Sign In

### Use a secure VA Partner

U.S. Department of Veterans Affairs	
Choose a secure VA Partner: <a href="#">Register for a Sign-In Partner</a> or <a href="#">Learn More</a>	
	Sign in with DS Logon
	Sign in with ID.me
	Sign in with LOGIN.GOV
	Sign in with My HealthVet





## New Unified VA Sign on My HealtheVet Benefits



### Ultimate Information Security

- ✓ **Unique Email Address Requirement**
- ✓ Online Identity Verification
  - Upgrade to My HealtheVet Premium from home
- ✓ Multifactor Authentication
  - Optional for most Veterans until VA mandates
- ✓ Same credential used for VA and non-VA websites
  - LOGIN.gov managed by U.S. Federal Government
    - No affiliation with ID.me
    - Preferred choice
  - ID.me contracted by VA
  - DS Logon uses ID.me services
  - My HealtheVet uses ID.me services
- ✓ Online Self-Service Support Tools
- ✓ Same Secure Sign in Experience on VA websites
- ✓ VA Application agnostic (No VA logo)

## Sign in

## Or create an account


- [Create an account with Login.gov](#)
- [Create an account with ID.me](#)

## Having trouble signing in?

Get answers to common questions about [signing in](#) and [verifying your identity](#).

Call our MyVA411 main information line for help at [800-698-2411](tel:800-698-2411) (TTY: [711](tel:711)). We're here 24/7.

# Unique Email Address Confirmation Requirement




## Connect your account

Since this is your first time signing in with My HealtheVet, we need your email address to connect your My HealtheVet account to Department of Veterans Affairs. **You'll only need to connect your account once.**

**Your email address (\*Required)**

I have read and understood the [VA.gov privacy policy](#).

**Continue**



## Confirm your email address

We sent an email to [sarah.moran@dgccommunications.com](mailto:sarah.moran@dgccommunications.com).

If you cannot find the email, please check your spam folder. It can take up to 10 minutes to receive the email.

After your email is confirmed, return to this page to continue.

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

### Can't click on the button in your email?

Enter the 6-digit code from the email below.

**Continue**

[Why do I need to confirm my email?](#)  
[Why is the confirmation email coming from an ID.me email address?](#)

Example: Confirmation Email from Hello@ID.me

From: ID.me <hello@id.me>  
Sent: Tuesday, October 5, 2021 11:09 AM  
To: Sarah Moran <Sarah.Moran@dgccommunications.com>  
Subject: VA.gov - Please confirm your email address

## Confirm Your Email Address

Welcome to VA.gov. Since this is your first time signing into the site, we need to confirm your email address. Please click on the button below to confirm. Then you can start using your account and online tools.

**Confirm your email**

**Can't click the button in this email?**  
Copy this code and enter it in your browser to complete the confirmation.

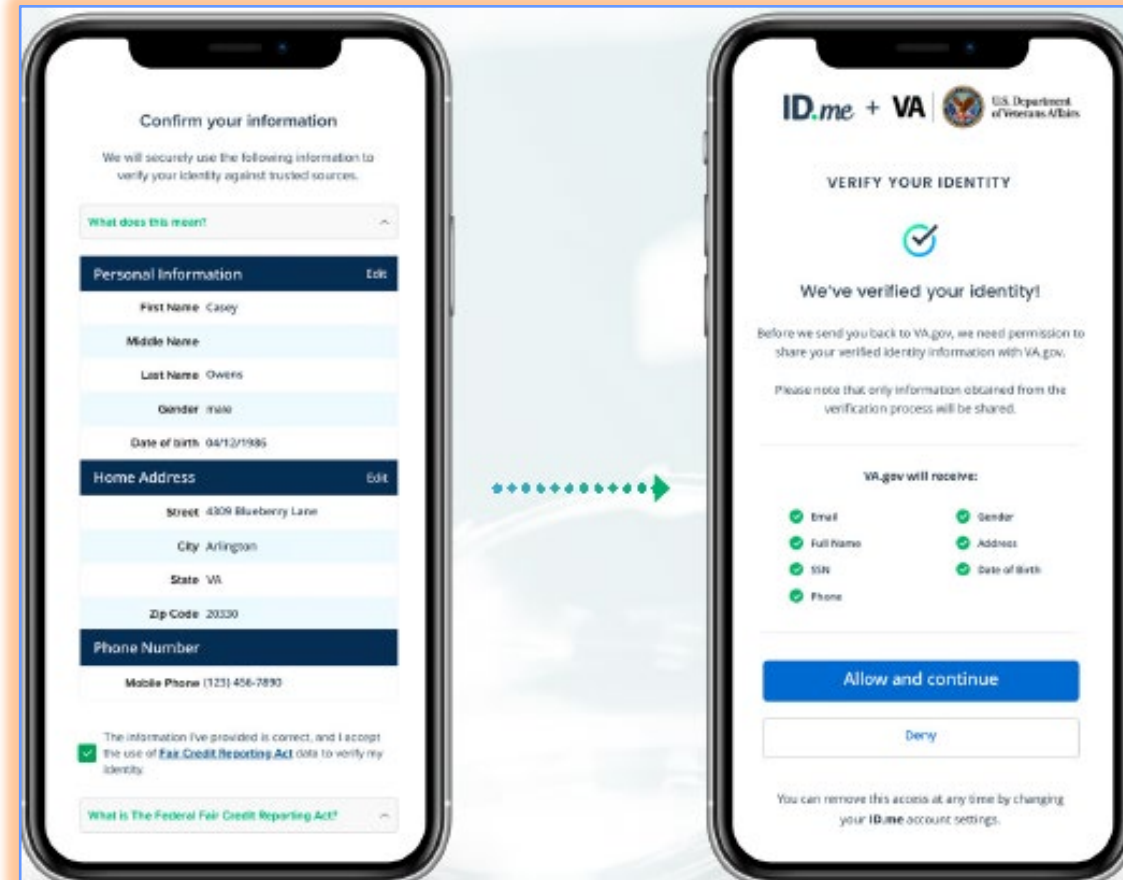
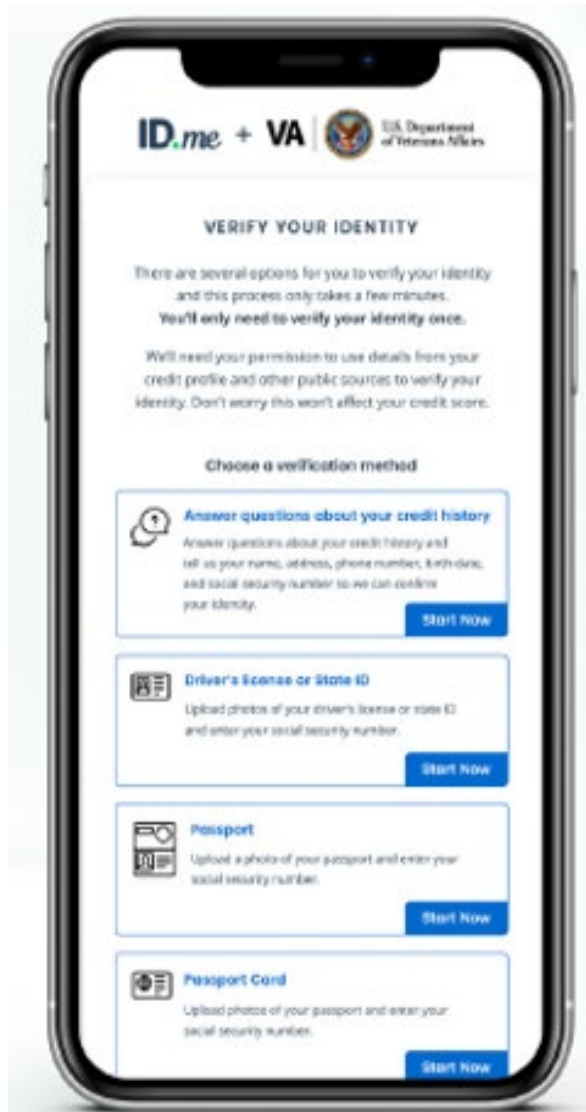
**237413**

Please note: This link will expire in 15 minutes.



# Online Identity Verification

## Example: ID.me Identification Verification



## Step 1. Sign in from My HealtheVet

## Step 2. Select Account to Authenticate

## Step 3. Select Multifactor Authentication

## Step 4. Signed in

An official website of the United States government. [here's how you know](#) Talk to the Veterans Crisis Line now

VA | My HealtheVet

Search | About | Contact

Home | Personal Information | Pharmacy | Get Care | Track Health | Research Health | MHV Community

Sign in to Manage Your Health Care

**Sign in** Register

**Coronavirus information:**  
To get the latest COVID-19 vaccine and Delta variant updates, and to find out how to get your vaccine (and booster shots) at VA, go to our [vaccine information page](#). Also, make sure you can [find your vaccine record](#).

**Pharmacy**  
Refill your VA prescriptions, track delivery, view a list of your VA medications and other details. [Read More](#)

**Appointments**  
Keep track of your upcoming VA medical appointments and get email reminders. [Read More](#)

**Messages**  
Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions. [Read More](#)

**Health Records**  
View, print, or download a copy of your VA medical record information, or enter your own health information. [Read More](#)



# Sign in

**LOGIN.GOV**

**ID.me**

**DS Logon**

**My HealtheVet**

## Or create an account

[Create an account with Login.gov](#)

[Create an account with ID.me](#)



# Secure your account

1 — 2 — 3

With multi-factor authentication (MFA), even if someone guesses your password, they won't be able to sign in as you.

**Receive a code by phone**

**Text me** **Call me**

The number provided will only be used for account security. Message and data rates may apply.

Or choose a different authentication method

[Push Notification](#) [Code Generator Application](#)

[FIDO Security Key](#) [NFC-Enabled Mobile Security Key](#)

**Continue**



VA | My HealtheVet

Home | Personal Information | Pharmacy | Get Care

**Welcome, Test (Premium)**  
U.S. Coast Guard  
Account last accessed: 30 Sep 2021 @ 1538 ET



# Update to the Secure Messaging VA Staff/Clinician Portal

Secure Messaging on a new platform was deployed on March 14, 2022.

The screenshot shows the VA My HealthVet Secure Messaging interface. At the top, it says "Welcome, Bhanu Goparaju" and "Account last accessed: 21 Mar 2022 @ 1335 ET". There is a "Log Out" button. The main heading is "Secure Messaging". Below it, there is a search bar with "Enter text to search folder..." and a "Search" button. To the right of the search bar, there are buttons for "Reset" and "Cancel", and a link for "Advanced Search". The "Display:" dropdown is set to "Only Messages Assigned to Me". There are also links for "Preferences", "Help", and "Contact Us".

On the left side, there is a sidebar with a "Compose a Message" button and a list of folders: "Inbox (0)", "Escalated [0]", "Drafts [1]", "Sent", "Completed", "Deleted [0]", "Reminder", "Reassigned", "Save to CPRS Error Messages", and "My Folders". Under "My Folders", there is a "personal" folder and a "Manage Folders" button.

The main content area shows an "Inbox" section with the text: "Based on your preferences settings, displaying messages from the past 12 month(s). Use Advanced Search to search for older messages." Below this, there is a "Select:" dropdown with options "All", "None", "Read", and "Unread". To the right of this is a "Move Selected Messages to ..." dropdown and a "Move" button.

	From	To	Subject	Subject Line	Date	Assigned	Status
<input type="checkbox"/>	MANIVASAGAM, RAJESH	Jeasmitha-ABC-GROUP	General	General Inquiry	13 Jan 2022 @ 0858 ET	GOPARAJU, Bhanu	In Process
<input type="checkbox"/>	MANIVASAGAM, RAJESH	Jeasmitha-ABC-GROUP	Education	Education Inquiry	07 Jan 2022 @ 1133 ET	GOPARAJU, Bhanu	In Process
<input type="checkbox"/>	MANIVASAGAM, RAJESH	Jeasmitha-ABC-GROUP	Education	Education Inquiry	07 Jan 2022 @ 1128 ET	GOPARAJU, Bhanu	In Process
<input type="checkbox"/>	MANIVASAGAM, RAJESH	Rajesh-Test-DGroup	General	General Inquiry	16 Jul 2021 @ 1354 ET	GOPARAJU, Bhanu	In Process

4 items found, displaying all items

# Thank you for your time & continued support of My HealthVet



For questions or more information, please contact your local My HealthVet Coordinator  
[https://vaww.va.gov/MYHEALTHEVET/docs/poc/MHV\\_VAMC\\_POCs\\_for\\_web.xlsx](https://vaww.va.gov/MYHEALTHEVET/docs/poc/MHV_VAMC_POCs_for_web.xlsx)

National Contact is Susan Haidary at [Susan.Haidary2@va.gov](mailto:Susan.Haidary2@va.gov)  
Stakeholder Manager  
My HealthVet Program Management Office  
Office of Connected Care

**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Connected Care