



Maggie Larkin

**Virtual Health Resource Center,
C102**

315-425-4400 x 54096

MY HEALTHVET COORDINATOR-

My Health, My Care: 24/7^v Access to

What is My HealtheVet?

- ▶ My HealtheVet is an online Patient Portal
- ▶ The Veteran has full control and access to the care that is provided from the VA
- ▶ 100% free

- ▶ Veteran can access health records and notes, full access to pharmacy needs, online scheduling of appointments, submit travel pay claims, Secure message teams and more.

What's Changing and why?

- ▶ My HealtheVet Is here to stay!
- ▶ National recognized security issues with the common sign in methods (DS.log in and MHV log in) and is making a **mandatory** change over that officially goes live on 1/31/2025.
- ▶ LOGIN.GOV and ID.ME – approved secure sign in methods that use a multifactor authentication (MFA) method to verify identity ...
Keeps your information safe!

MyHealth.VA.GOV

ID.ME

LOGIN.GOV

The number for the ID.ME help desk is

1-877-327-0022

Then listen to and follow the prompts to
navigate

Then number for the LOGIN. GOV help desk

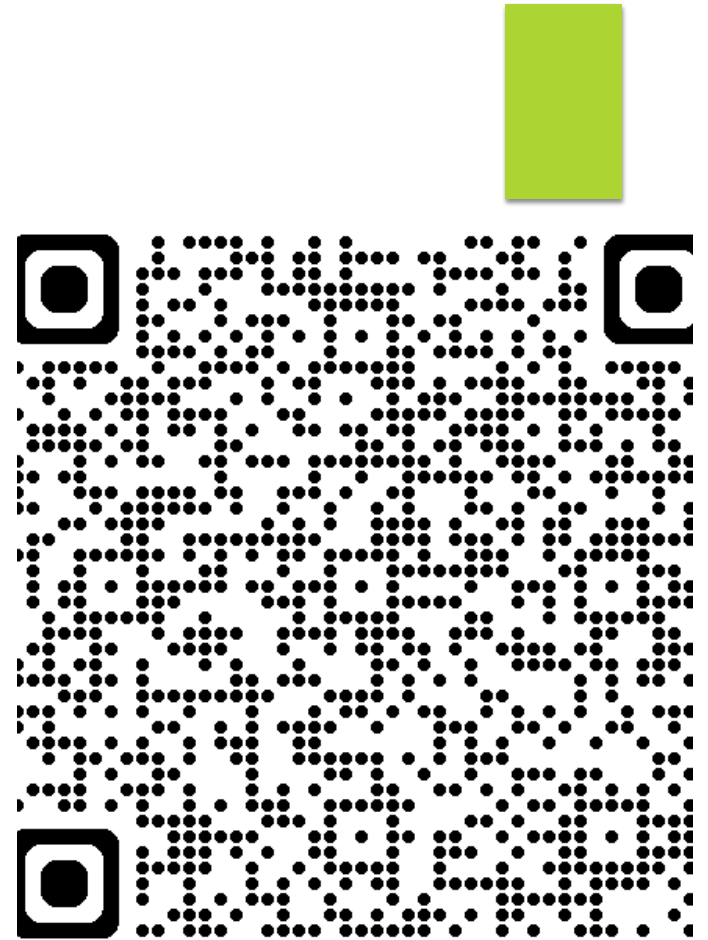
(844) 875-6446

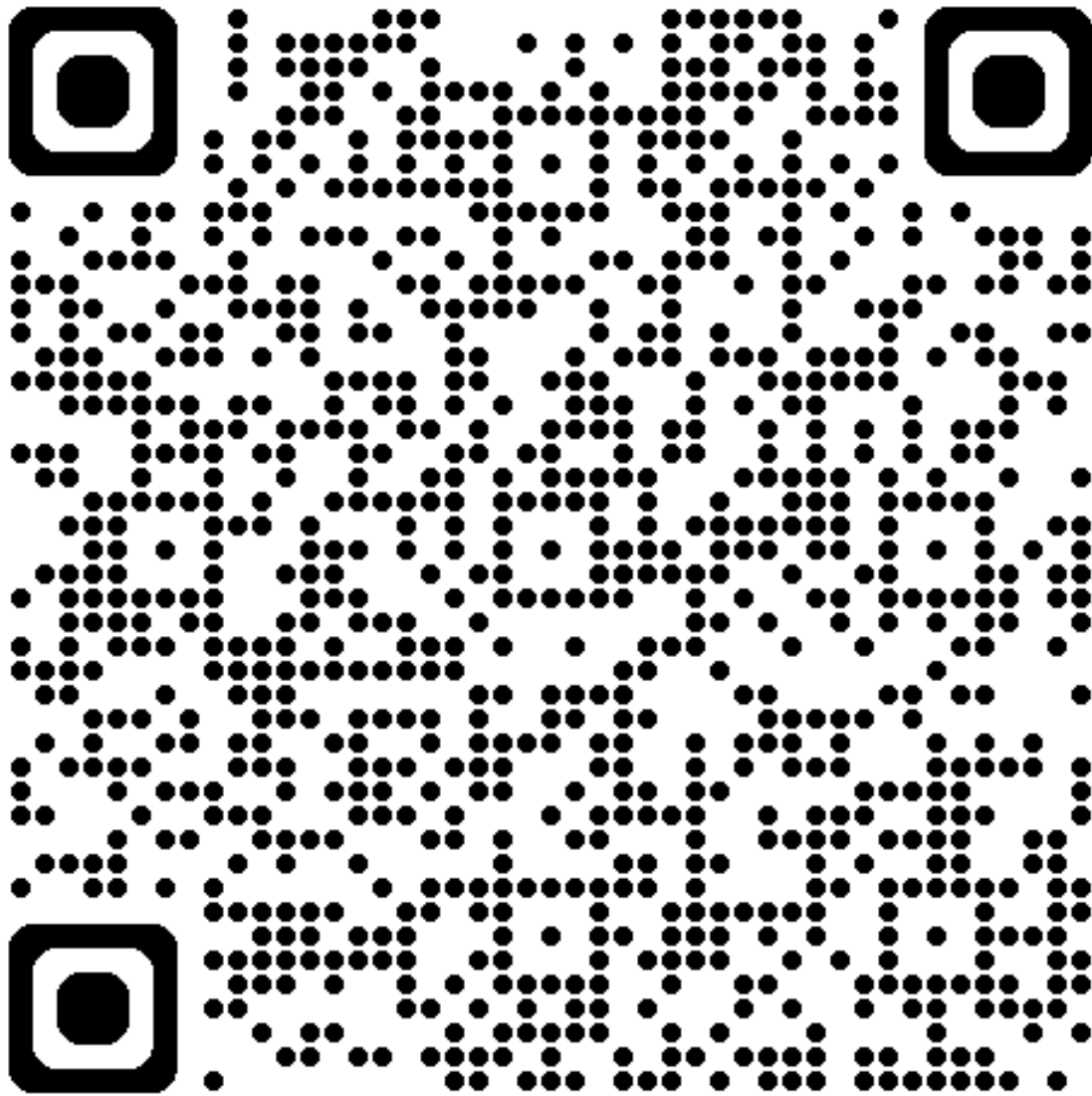
Then follow the prompts to navigate



Possible issues that you can come across in the process

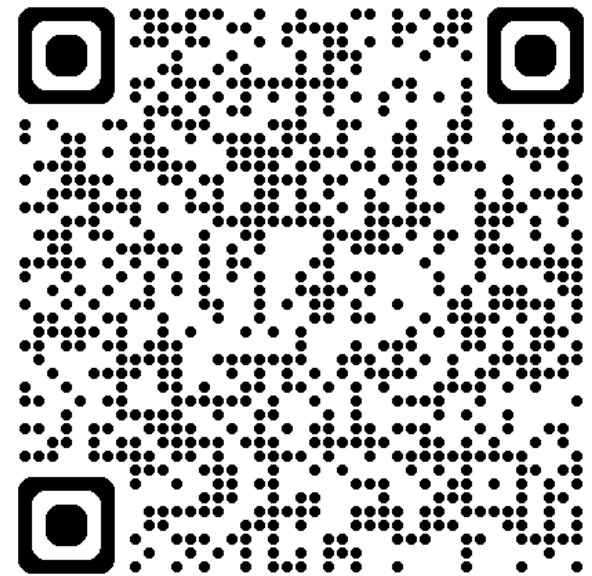
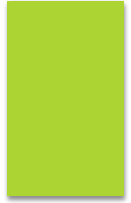
How to find a
post office
that
participates
with verifying
identity





If you
have a
duplicate
account

Using an
expired driver's
license (at least
365 days old)



- ▶ How to fix multi-factor authentication errors with ID.ME

