My BHW Identity Verification FAQs

Get quick answers for signing in and verifying your identity with ID.me or Login.gov.

- **Tip:** Start from the My BHW sign-in page. Most sign-in and verification problems are solved through ID.me or Login.gov help, not BHW. For My BHW profile-linking problems, contact the Customer Care Center at 1-800-221-9393 (TTY: 1-877-897-9910) Monday-Friday from 8:00 a.m.-8:00 p.m. ET (except federal holidays).

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Question	Answer
1. Why is identity verification required for My BHW?	The Bureau of Health Workforce (BHW) uses identity verification to strengthen account security, protect sensitive program information, and help prevent unauthorized access. It also meets federal security requirements for systems that handle sensitive information.
2. What is identity verification?	Identity verification confirms that you are the person you say you are. My BHW does not do this itself. Instead, you verify through one of two trusted providers, ID.me or Login.gov, and the provider shares your verified information with My BHW, so it can link you to your My BHW profile.
3. How do I get started?	1. Go to the My BHW sign-in page. 2. Select ID.me or Login.gov. 3. Sign in to your existing account with that provider, or create one. 4. Follow the provider's prompts to verify your identity. 5. When asked, allow the provider to share your verified information with My BHW. **You must allow this sharing to use My BHW.** BHW uses the shared information only to link you to your My BHW profile.
4. What should I have ready before I start?	You need to have access to your email and your sign-in method (for example, your phone). Then gather the items for the provider you choose: **Login.gov** • Social Security number (SSN) • An accepted U.S. ID • A U.S. phone number or mailing address **ID.me** • A government-issued photo ID • Personal information such as your SSN or Individual Taxpayer Identification Number (ITIN) • For some verification paths, additional documents or a video call Provider requirements can change, so check the current list before you begin. **More help:** Login.gov identity verification requirements **More help:** ID.me identity verification documents
5. Which provider should I choose: ID.me or Login.gov?	Either option works with My BHW. Both offer secure sign-in and identity verification, but their requirements differ. • **Choose Login.gov** if you have an SSN and a U.S. phone number or mailing address.

Question	Answer
	• **Choose ID.me** if you have an ITIN instead of an SSN, live outside the United States, or can only verify with a non-U.S. passport. Choose the option that best fits your situation. **More help:** Login.gov verification requirements **More help:** ID.me identity verification help
6. I already have an ID.me Wallet or Login.gov account. Do I need a new one?	No. Use your existing account. ID.me allows only one Wallet per person, and you can add personal and work email addresses to that Wallet. Login.gov also allows you to add email addresses to your account. **Add and confirm the email address you use for My BHW, so it can be linked to your account.** **More help:** Add an email to ID.me **More help:** Add or change an email in Login.gov
7. What is an ID.me Wallet?	An ID.me Wallet is your ID.me account. You should have only one Wallet. You can add more than one email address, including a work or business email, to the same Wallet. **More help:** Learn about your ID.me Wallet
8. Why am I being asked to share my information?	Your identity provider asks for your permission before sharing verified information with My BHW. BHW uses the shared information to connect you to the correct BHW profile. Review and accept the information shown on the consent screen before you continue. **More help:** Login.gov privacy and identity verification **More help:** ID.me privacy information
9. I can't receive my security code or use my usual sign-in method. What should I do?	Use your provider's account recovery options. • **Login.gov:** If you set up more than one authentication method, select *Choose another security option* on the sign-in screen. • **ID.me:** Follow the ID.me sign-in and multi-factor authentication (MFA) recovery steps. The Customer Care Center cannot reset your provider password, change your MFA method, unlock your provider account, or complete verification for you. **More help:** Login.gov: lost phone or authentication method **More help:** ID.me sign-in help
10. I am having trouble completing identity verification. Where do I get help?	Use your provider's identity verification help first. ID.me and Login.gov provide troubleshooting for document, selfie, phone, account, and verification issues. If the provider confirms that you are verified, but My BHW still cannot connect you to your BHW profile, contact the Customer Care Center. **More help:** ID.me identity verification help **More help:** Login.gov identity verification help
11. I received a message that my information does not match BHW records. What should I do?	This message means My BHW could not link your verified identity information to your BHW profile. Contact the Customer Care Center Do not create another ID.me Wallet or Login.gov account to resolve this message.
12. Can I verify my identity without a Social Security number (SSN)?	Login.gov currently requires an SSN for identity verification. ID.me may allow you to verify with an ITIN. ID.me also has a verification path for some people who have neither an SSN nor an ITIN, but have a valid non-U.S. passport. Follow the ID.me instructions to confirm which option applies to you. **More help:** ID.me verification with an ITIN **More help:** ID.me verification with a non-U.S. passport

Question	Answer
13. I live outside the United States. Can I still verify my identity?	ID.me provides verification options for people who live outside the U.S., including paths for people with an SSN, an ITIN, or, in some cases, a non-U.S. passport. These paths may require additional documents and a video call. Before you start, review the ID.me international verification instructions. **More help:** ID.me: verify outside the U.S. with an SSN **More help:** ID.me: verify with a non-U.S. passport
14. How do I sign in with a PIV or CAC?	If you can sign in using a Person Identity Verification Card (PIV) or Common Access Card (CAC), select the PIV or CAC option on the My BHW sign-in page. Insert your card, select the appropriate certificate, and enter your PIN. The first time you use PIV/CAC with My BHW, you may be asked to complete account registration. This option is intended for designated populations with PIV/CAC access.
15. Who should I contact if I still cannot access My BHW?	For password, authentication, account lock, or identity verification problems, contact or use the help center for the identity provider you selected. For a My BHW account-linking problem, including a message that your verified information does not match BHW records, contact the Customer Care Center. **More help:** ID.me Help Center **More help:** Login.gov Help Center

ID.me and Login.gov requirements can change. Use the linked help pages for the latest instructions.