

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

### PIV Exemption Update

**Effective September 1, 2025**, the VA has updated their process for requesting **PIV (Personal Identity Verification)** exemptions. A PIV exemption allows you to access VA systems when you are unable to use your PIV card due to specific circumstances like forgetting your PIV, lost or stolen PIV, malfunctioning equipment that does not read PIV, or if you are a new user pending PIV issuance.

 The Enterprise Service Desk (ESD) will no longer provide PIV exemptions directly. You will need to use a **self-service** website that requires both registration of your mobile number and the use of an **ID.Me** login through **AccessVA**.

**Steps to Complete** \*Click on each step to jump directly to instructions

#### [Step 1. Register your mobile number.](#)

- If already registered, skip to Step 2.

#### [Step 2. Create an ID.Me Account through AccessVA](#)

- If already have an ID.Me account, skip to Step 3.

#### [Step 3. Submit a Self-Service PIV Exemption and Password Reset](#)

#### [Step 4. Log in after Receiving a PIV Exemption/Reset](#)

**For any issues or additional support, please contact Enterprise Service Desk (ESD)** using any of the following options:

- **yourIT/Self-Service:** [Report an Issue](#)
- **Phone:** 855-673-4357
- **Live Chat:**
  - [EVA Chatbot \(yourIT Home Page\)](#)
  - MS Teams Chat (**ESD** Option in Teams)

## Step 1. Register your Mobile Number

**If you are unable to access the VA intranet** – call the Enterprise Service Desk at **(855) 673 - 4357** to register your mobile number.

**If you can access the VA intranet** – [Open a new request](#) in yourIT and enter your number in the “Mobile Registration Number” field and select Submit.

**When you call the IT service desk**, the system will recognize your registered phone number and text a one-time, six-digit passcode to your phone. You’ll be prompted to enter the passcode by using your phone’s keypad.

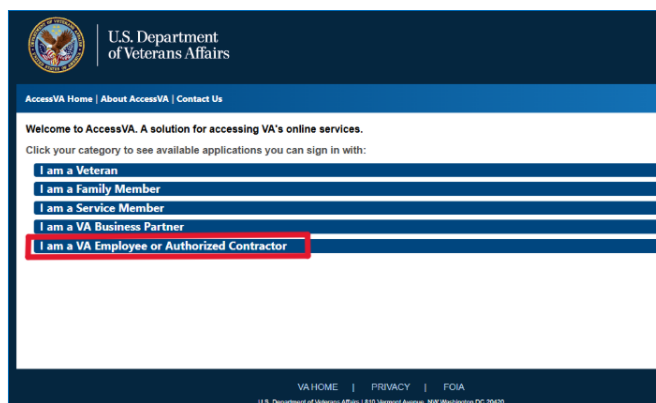
## Step 2. Creating an ID.me Account using AccessVA

### References

- Please click to view [video](#)
- For information about using ID.me to access va.gov, go to [Accessing VA gov with ID.me](#) and <https://www.va.gov/sign-in-faq/>.
- For additional help with ID.me registration, go to <https://help.id.me/hc/en-us>.

### Register for a new ID.me Account

1. Open the AccessVA page using the link <https://eauth.va.gov/accessva/>
2. Select **I am a VA Employee or Authorized Contractor**

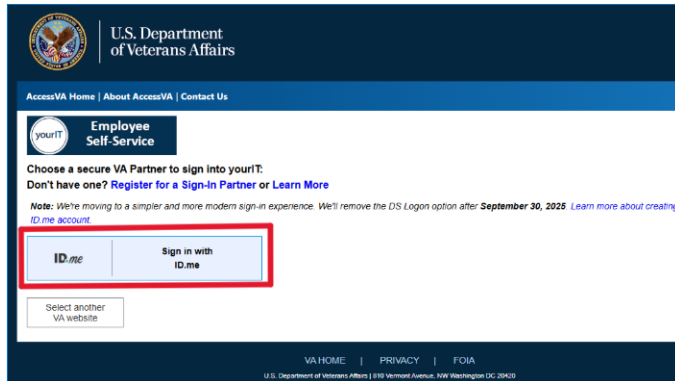


3. Select **Employee Self-Service**



## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

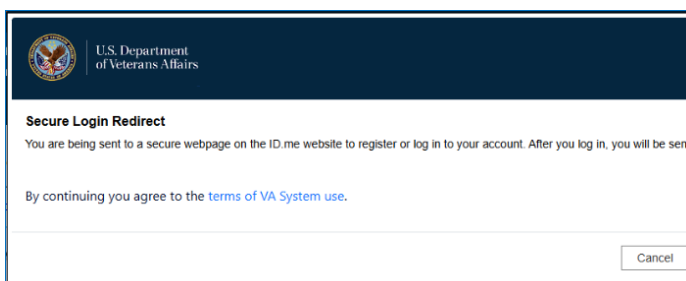
### 4. Select ID.me option



**NOTE:** If you receive the following error, exit out of AccessVA, close all browser windows and retry, starting at Step 1.

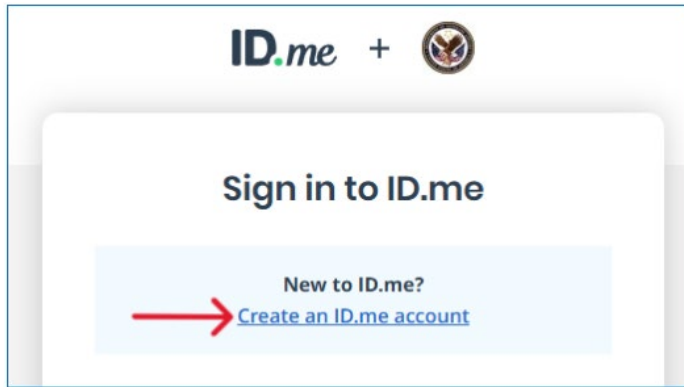


### 5. Accept the terms of VA System use



### 6. On the Sign-In page, select Create an ID.me account

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

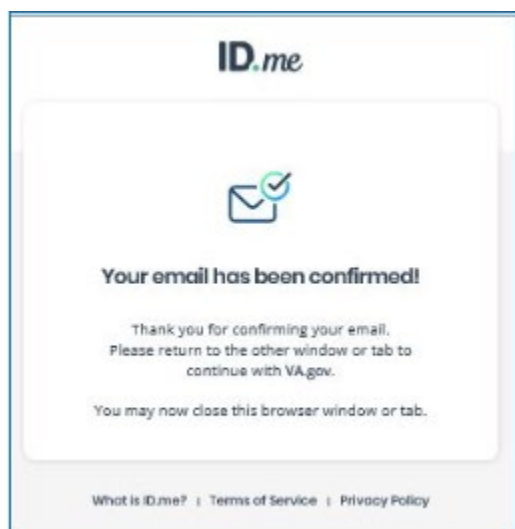
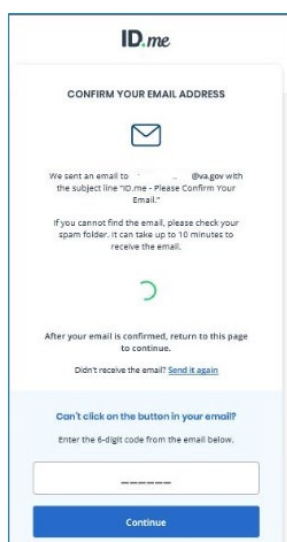
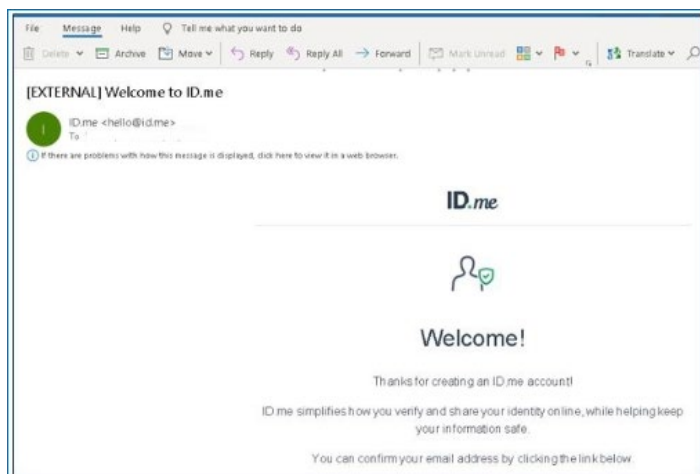


7. On the **Sign Up** page, enter an email address and password \*Do NOT use your VA email address

A screenshot of the ID.me account creation page. At the top, the ID.me logo is next to a plus sign and a circular seal. Below this, the text 'Create an ID.me account' is centered. Underneath, there is a light blue box containing the text 'Multiple ID.me accounts are not allowed. If you have an ID.me account, use it to sign in.' and 'Need to use ID.me for work? Follow these steps.' Below this, there is a section for account creation. It starts with '\* Indicates a required field'. Then, there are three input fields: 'Email \*' with the placeholder 'Enter your personal email address', 'Password \*' with the placeholder 'Enter password' and an eye icon, and 'Confirm Password \*' with the placeholder 'Reenter password' and an eye icon. Below these fields, there are two checkboxes: 'Remember me' with the text 'For your security, select only on your devices.' and 'I accept the ID.me Terms of Service and Privacy Policy \*'. At the bottom, there is a blue button labeled 'Create account'.

8. Follow the steps provided to confirm your email address from the confirmation email. For additional information, refer to the following ID.me help articles:
- [What do I do if I don't receive an email confirmation link?](#)
  - [What do I do if the email confirmation link doesn't work?](#)

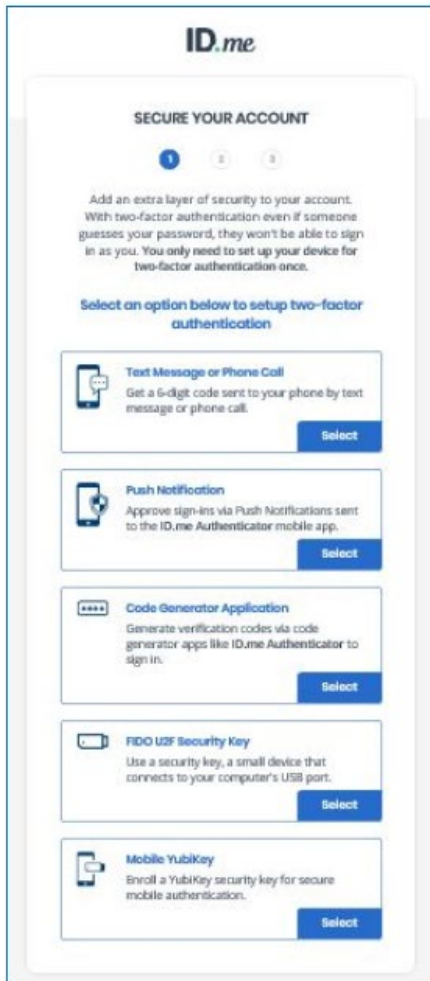
## Update – Requesting VA PIV Exemptions and Registering your Mobile Number



9. Select an option to set up two-factor authentication on the **Secure Your Account** page. Follow the instructions for the option you selected. This will need

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

to be used each time you log in using your ID.me credentials. For additional information, go to [Securing My VA.gov Account with 2FA](#).



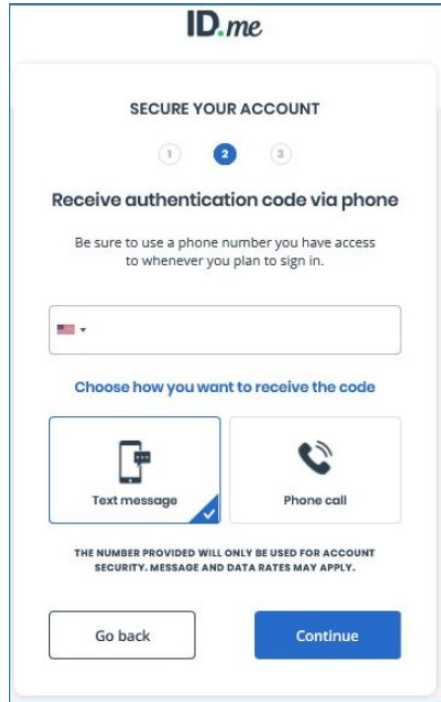
The image shows the ID.me 'SECURE YOUR ACCOUNT' screen. It features a progress indicator with three steps, the first of which is active. The text explains that two-factor authentication adds an extra layer of security. Below this, there is a heading 'Select an option below to setup two-factor authentication' and five selectable options, each with an icon, a title, a description, and a 'Select' button.

| Icon                       | Option                     | Description                                                                              | Action |
|----------------------------|----------------------------|------------------------------------------------------------------------------------------|--------|
| Text Message or Phone Call | Text Message or Phone Call | Get a 6-digit code sent to your phone by text message or phone call.                     | Select |
| Push Notification          | Push Notification          | Approve sign-ins via Push Notifications sent to the ID.me Authenticator mobile app.      | Select |
| Code Generator Application | Code Generator Application | Generate verification codes via code generator apps like ID.me Authenticator to sign in. | Select |
| FIDO U2F Security Key      | FIDO U2F Security Key      | Use a security key, a small device that connects to your computer's USB port.            | Select |
| Mobile YubiKey             | Mobile YubiKey             | Enroll a YubiKey security key for secure mobile authentication.                          | Select |

**NOTE:** We recommend using the Text Message or Phone Call option, as below.

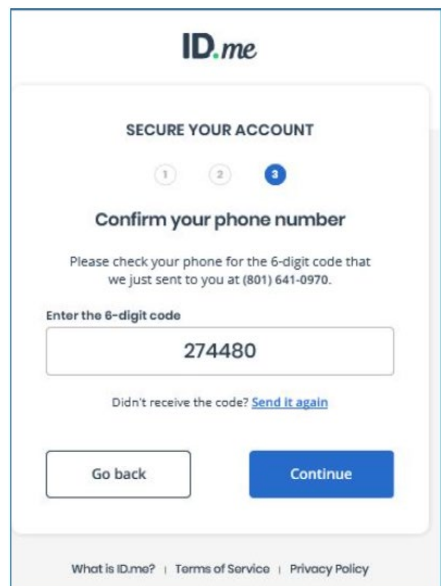
- A. Complete the required phone number information, and select the option for how you want to receive the code (text message or phone call).

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number



The screenshot shows the ID.me 'SECURE YOUR ACCOUNT' interface. At the top, the ID.me logo is displayed. Below it, the heading 'SECURE YOUR ACCOUNT' is centered. A progress indicator shows three steps: 1, 2 (highlighted in blue), and 3. The main heading for this step is 'Receive authentication code via phone'. Below this, a note states: 'Be sure to use a phone number you have access to whenever you plan to sign in.' There is a dropdown menu for country selection, currently showing the United States flag. Below that, the heading 'Choose how you want to receive the code' is followed by two options: 'Text message' (with a checkmark icon) and 'Phone call' (with a phone handset icon). A disclaimer reads: 'THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY.' At the bottom, there are two buttons: 'Go back' and 'Continue'.

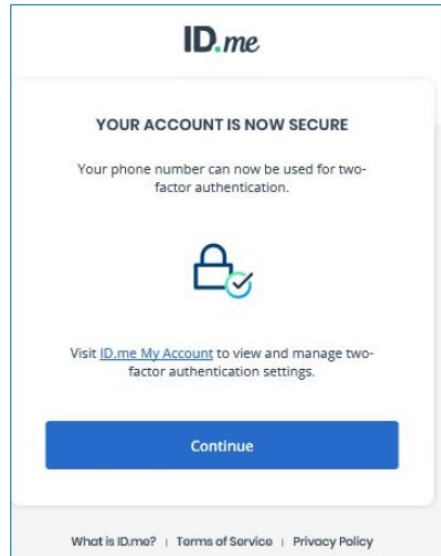
- B. Enter the 6-digit code you received to confirm your phone number and Select **Continue**.



The screenshot shows the ID.me 'SECURE YOUR ACCOUNT' interface, step 3. The progress indicator shows steps 1, 2, and 3 (highlighted in blue). The main heading is 'Confirm your phone number'. Below this, a note states: 'Please check your phone for the 6-digit code that we just sent to you at (801) 641-0970.' There is a text input field labeled 'Enter the 6-digit code' with the value '274480' entered. Below the input field, a link says 'Didn't receive the code? [Send it again](#)'. At the bottom, there are two buttons: 'Go back' and 'Continue'. At the very bottom of the page, there is a footer with links: 'What is ID.me? | Terms of Service | Privacy Policy'.

- C. Once you have set up your two-factor authentication, **Your Account is Now Secure** page will appear. Select **Continue**.

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

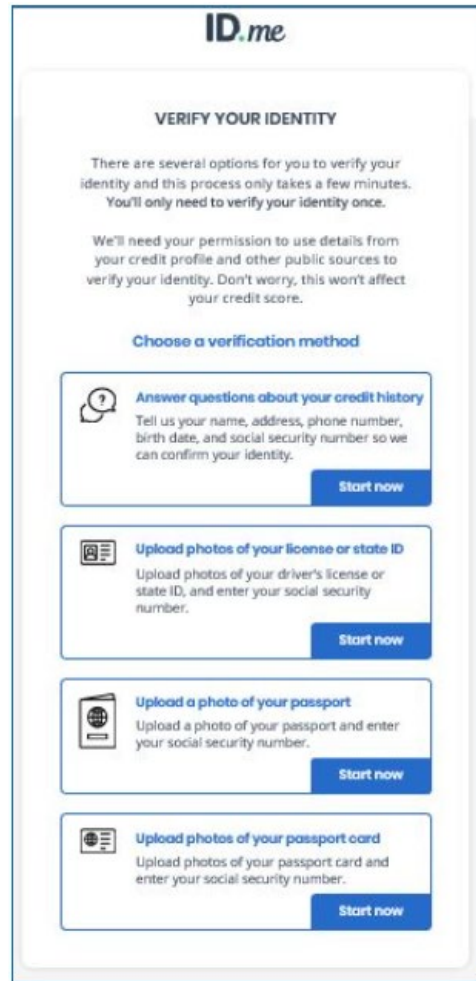


10. Select an option to perform a one-time verification of your identity on the **Verify Your Identity** page. Follow the instructions for the option you selected. For additional information, go to [Verifying My Identity](#) or refer to the following ID.me help articles:

- [How do I verify my identity using security questions?](#)
- [How do I verify my identity using my driver's license?](#)

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

- [How do I verify my identity using my passport?](#)



The image shows the ID.me verification interface. At the top is the ID.me logo. Below it is the heading "VERIFY YOUR IDENTITY". A paragraph explains that there are several options to verify identity, it only takes a few minutes, and it only needs to be done once. Another paragraph states that permission is needed to use details from credit profiles and other public sources for verification, but this won't affect the credit score. Below this is a section titled "Choose a verification method" with four options, each with an icon, a title, a description, and a "Start now" button:

- Answer questions about your credit history**: Tell us your name, address, phone number, birth date, and social security number so we can confirm your identity.
- Upload photos of your license or state ID**: Upload photos of your driver's license or state ID, and enter your social security number.
- Upload a photo of your passport**: Upload a photo of your passport and enter your social security number.
- Upload photos of your passport card**: Upload photos of your passport card and enter your social security number.

11. Once your Identity has been verified, the **Authorize AccessVA** screen will display. Select **Allow** to confirm and complete your account registration. You should receive a confirmation email that indicates that your identity verification was successful.

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number



### AUTHORIZE ACCESSVA



### WE'VE VERIFIED YOUR IDENTITY!

Before we send you back to AccessVA, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

AccessVA (INT) will receive:

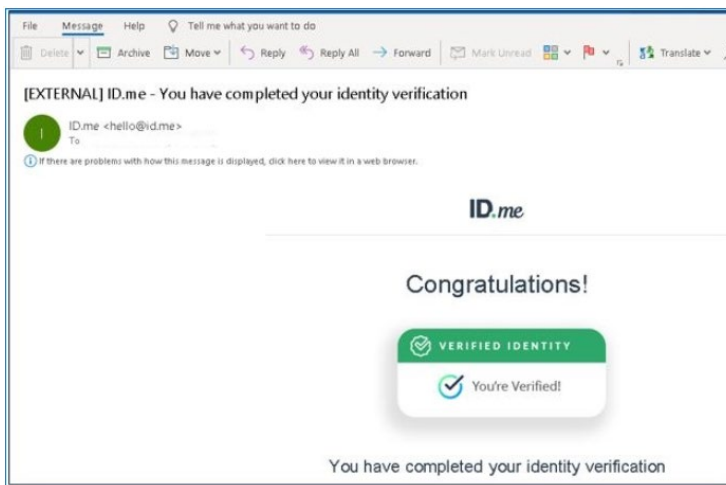
|                                                |                                                 |
|------------------------------------------------|-------------------------------------------------|
| <input checked="" type="checkbox"/> Birth Date | <input checked="" type="checkbox"/> Gender      |
| <input checked="" type="checkbox"/> Email      | <input checked="" type="checkbox"/> Last Name   |
| <input checked="" type="checkbox"/> First Name | <input checked="" type="checkbox"/> Middle Name |
| <input checked="" type="checkbox"/> Full SSN   |                                                 |

Allow

Deny

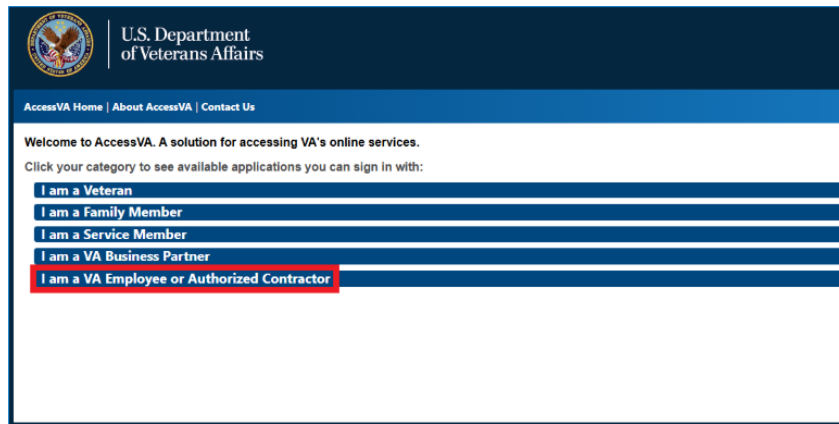
You can remove this access at any time by changing your ID.me account settings.

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)



## Step 3. Self-Service PIV Exemption using ID.me

1. Open AccessVA using the following link <https://eauth.va.gov/accessva/>
2. Select **I am a VA Employee or Authorized Contractor**



3. Select **Employee Self-Service**



4. Select **Sign in with ID.me**

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number



AccessVA Home | About AccessVA | Contact Us

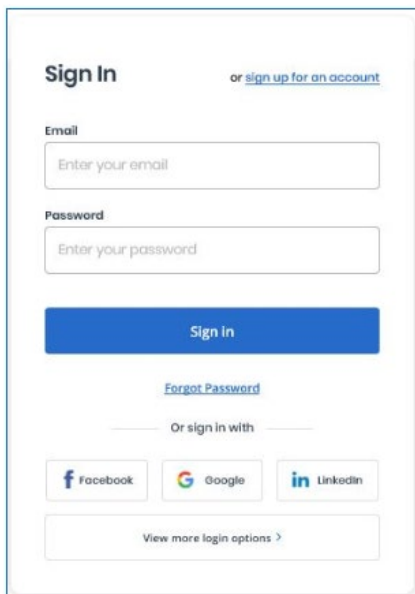
**YourIT Employee Self-Service**

Choose a secure VA Partner to sign into YourIT:  
Don't have one? [Register for a Sign-In Partner](#) or [Learn More](#)

**ID.me** | Sign in with ID.me

Select another VA website

5. Enter your ID.me credentials and select **Sign In**.



**Sign In** [or sign up for an account](#)

Email

Password

**Sign in**

[Forgot Password](#)

Or sign in with

 Facebook  Google  LinkedIn

[View more login options >](#)

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

6. The Employee Self-Service page will display your account information.

The screenshot shows the 'VA yourIT Service Portal' header with 'Help' and 'Contact Us' links. Below the header, it states: 'Actions that can be performed with this self-service tool are Password Reset and PIV Exemptions for Forgotten PIV, Lost/Stolen PIV Issuance, and Equipment Malfunction. For remote access, check the CAG, RESCUE and/or Global Protect boxes as applicable. For anything else, please contact the Service Desk at (855) 673-4357'. The user is welcomed as 'TIMOTHY HENDRICKS (vaaachendrt2) to Self Service Account Management'. Account details include: User Name: vaaachendrt2, Email: Tim.Hendricks@va.gov, Domain: AAC. Connection options are: ☐ CAG, ☐ RESCUE, ☐ GlobalProtect. There are five service tiles: 'Forgot PIV/PIN' (Click to Apply PIV Exemption), 'Lost/Stolen' (Click to Apply PIV Exemption), 'Password Reset' (Click to Reset Password), 'New User Pending PIV Issuance' (Click to Apply PIV Exemption), and 'Equipment Malfunction' (Click to Apply PIV Exemption).

- **NOTE:** If this page displays, follow the directions within the 'red' text.

This screenshot shows the same portal but with a warning message in red text: 'You have met or exceeded the number of allowable short-term PIV exemptions within a five-week period. In order to receive another exemption your VA supervisor or Contracting Officer Representative will need to call the Enterprise Service Desk to request an exemption on behalf. If you require assistance, please contact the Enterprise Service Desk at (855) 673-4357 or (TTY) 1-844-724-6186.' The user is welcomed as 'ESD\_User\_Testing\_Account\_V18 ESD\_User\_Testing (VHAV18ESDTestUser) to Self Service Account Management'. Account details include: User Name: VHAV18ESDTestUser, Email: Tim.Hendricks@va.gov, Domain: VHAV18. Connection options are: ☐ CAG, ☐ RESCUE, ☐ GlobalProtect. There are two visible service tiles: 'Password Reset' (Click to Reset Password) and 'New User Pending PIV Issuance' (Click to Apply PIV Exemption).

7. Select the type of request you want to submit:

- **Password Reset** - This option should be used when you have a PIV exemption and need your password reset. This is rare situation!
- **Forgot PIV/PIN**
- **New User Pending PIV Issuance** - This option should be used if you are a new user and your account was created less than 28 days ago.
- **Equipment Malfunction** - This option should be used when an equipment issue is preventing your PIV card from being read

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

- **Lost/Stolen** - This option should be used if your PIV card was lost/stolen

**NOTE:** If select Lost/Stolen, the following message will be displayed. Select **Proceed** to continue. Be aware that you must contact your Supervisor and VA Police to report your lost/stolen PIV card. You will need to schedule an appointment with your PIV office for a replacement PIV card.

Lost / Stolen Warning

**WARNING**

Be aware that when a PIV card is reported as Lost or Stolen the card will be disabled permanently and you will be required to obtain a new PIV card.

8. Once the request has successfully been applied, you should see one of the following messages that will include information for the Request tickets and the new Password that was created for your account.

**NOTE:** Take note of your User Name and Domain. At first login (after the exemption has been granted), you will need to enter the domain/username and password at the login prompt. For additional information, refer to [KB0109031](#).

### PIV Exemption - Connected to VA Network at a VA Facility (example)

Temporary 14 day PIV Exemption has been applied successfully.  
Successfully reset password.  
New password is .  
Please follow [KB0109031](#) to assist with login.  
\* Please allow up to 10 minutes before logging in with your new Password.

Request [RITM4316014](#)  
Request [RITM4316015](#)  
seVenth280923\$

### PIV Exemption - Connecting Remotely Outside VA Facility (example)

Temporary 1 day PIV Exemption has been applied successfully.  
Successfully applied RAP Exemption.  
Successfully reset password.  
New password is .  
Please follow [KB0109031](#) to assist  
\* Please allow up to 10 minutes before logging in with your new Password.

Request [RITM1252852](#)  
Request [RITM1252854](#)  
Request [RITM1252853](#)  
cabiNet528431?

## Step 4. Logging In After Receiving a PIV Exemption

### References

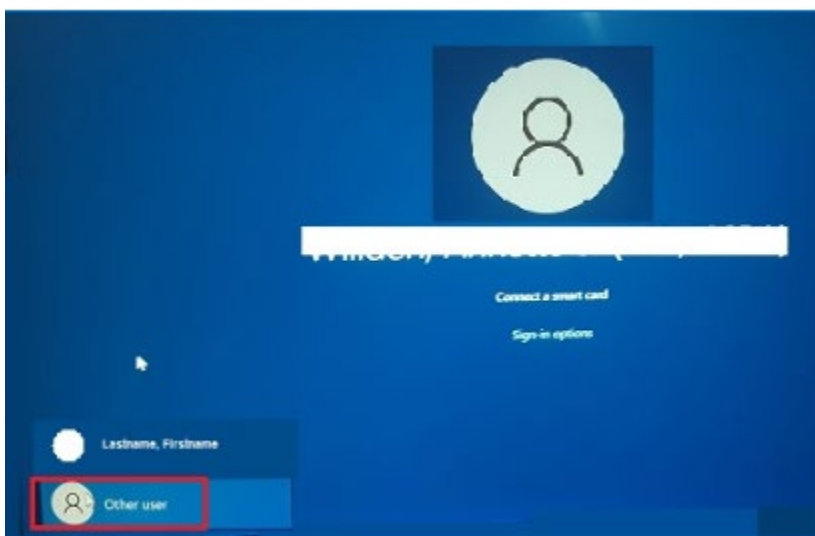
- [Click to view Video](#)

### Windows - Internal to VA Network at VA Facility

1. Press any key at the Windows Splash Screen, which appears after startup/reboot.



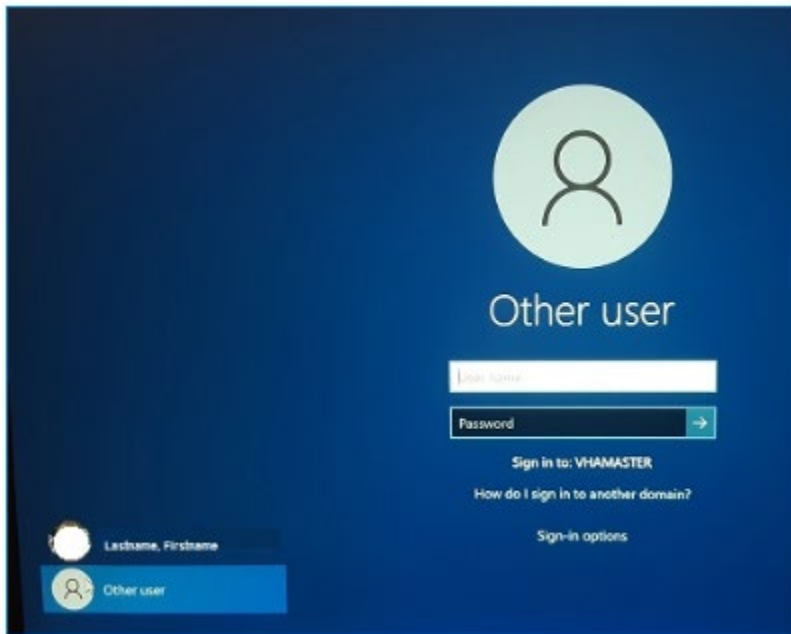
2. On the **Security Warning** screen, click **OK**.
3. At the initial login screen, click **Other User**.



## Update – Requesting VA PIV Exemptions and Registering your Mobile Number

4. Login to Windows with your Username and the password you received during the PIV exemption process.

**NOTE:** The correct format for Username should be Domain\AccountName ex. VHA22\VHA###LIIIF.

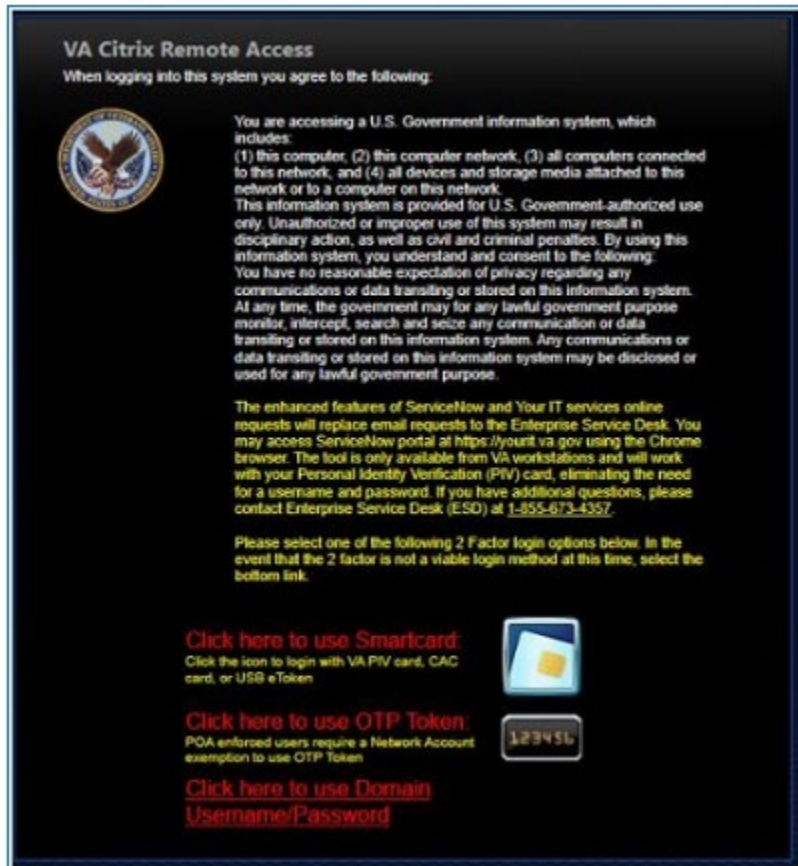


5. Press **Enter**.

## Citrix Access Gateway (CAG) - Remote Access NOT at VA Facility

1. Connect to Citrix Access Gateway at <https://citrixaccess.va.gov/>.
2. Select **Click here to use DomainUsername/Password**.

## Update – Requesting VA PIV Exemptions and Registering your Mobile Number



3. Enter your Username and the password your received during the PIV Exemption process.

**NOTE:** The correct format for Username should be Domain\AccountName ex. VHA22\VHA###LIIIF.

Domain\Username:

Domain Password: