

Your SSA.gov Account with Login.gov

Participant Handout • Hands-on Beginner Workshop

Presented by Compass 4 SSA-VA LLC

Purpose: Learn to create or use a Login.gov account, securely access *my Social Security*, and find common online services. Account access does not determine benefit eligibility and does not submit an application.

1. Before You Begin

Have ready	Privacy check
• Your own email address • Current government-issued photo ID • Social Security number • Charged device • Access to a phone or another authentication method	• Work on your own screen • Never read your SSN, password, or one-time code aloud • Do not share screenshots or benefit amounts • Sign out before handing your device to anyone

Start at the agency website: Type ssa.gov/myaccount yourself, choose **Sign in**, then select **Login.gov**.

2. Create or Use Your Login.gov Account

1. **Use an existing account if you have one.** You do not need a new Login.gov account for each agency.
2. **Create an account if needed.** Enter your own email address, choose a language, and accept the rules.
3. **Confirm your email.** Open the message from Login.gov and follow the link.
4. **Create a strong password.** Use a unique password with at least 12 characters.
5. **Add multifactor authentication.** Choose a method you can use reliably, then add a second method as a backup.

Important: Never share passwords, one-time codes, or backup codes—even with a helper.

3. Verify Your Identity

Follow the prompts after signing in. You may be asked to provide a government-issued ID and personal details, complete automated checks, and then return to Social Security.

- If Login.gov offers another verification route, follow the live instructions.
- A mailed letter may be offered to confirm your address.
- If in-person verification is offered, start online first and bring the required ID and Login.gov barcode to a participating post office before the deadline.

4. Sign In to *my Social Security*

1. Go to ssa.gov/myaccount.
2. Choose **Sign in**, then choose **Login.gov**.
3. Enter your Login.gov email and password.
4. Complete multifactor authentication (MFA) and any requested identity checks.
5. After you complete the prompts, Login.gov returns you to your Social Security account.

Common Tasks

Your goal	Look for
Check work history	Earnings record or Social Security Statement
Explore future benefits	Personalized retirement estimates
Get proof of benefits	Benefit verification letter
Manage current benefits	Tax forms, contact details, or direct deposit
Follow an application	Application or appeal status

Available tools vary by benefit and account status. Avoid changing banking or payment information during a group workshop.

5. Practice Safely

Choose one task: find your earnings record, benefit verification letter, application status, or another service relevant to you.

1. **Locate:** Find the tool in your account.

2. **Review:** Look privately; do not share amounts.
3. **Record:** Write only “found” or “need help.”
4. **Finish:** Sign out and close the browser.

6. Troubleshooting

What happened?	Useful next step
No confirmation email	Check spam and confirm the email address was entered correctly.
Forgotten password	Use the official Login.gov “Forgot password” process.
Lost phone or MFA access	Try your backup method, then follow Login.gov recovery guidance.
Identity check fails	Recheck your personal details and the images of your ID; then use one of the help options offered.

7. Optional: VA.gov

If VA services apply to you, use the same Login.gov account to sign in at [VA.gov](https://va.gov). Complete MFA and any requested identity verification, then open **My VA**. From there, you can find tools for claims and appeals, benefit and decision letters, profile settings, and My HealthVet services.

8. Official Help and Take-Home Notes

Login.gov	login.gov/help
Social Security	ssa.gov/online services 1-800-772-1213; say “Help Desk” Weekdays, 8 a.m.–7 p.m. local time
VA, if applicable	va.gov/resources/signing-in-to-vagov 800-698-2411, select 0; TTY 711

My Next Step

- ☐ Complete identity verification
- ☐ Add a backup authentication method
- ☐ Revisit the service I practiced
- ☐ Gather documents for a future task

My follow-up note: _____

Compass 4 SSA-VA LLC • compass@cssava.org • www.cssava.com

General education only. Confirm eligibility and current account requirements with the
agency.