



Login.gov Account Creation Guide

Migrant Student Information Exchange (MSIX)

March 2025

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1.0 Login.gov Overview

1.1 WHAT IS LOGIN.GOV?

Login.gov securely verifies, stores, and manages user's digital identity using verified credentials and multi-factor authentication. Several levels of security are needed to qualify as an official identity provider (IdP) for a government agency, and Login.gov meets these requirements.

1.2 HOW DOES LOGIN.GOV WORK?

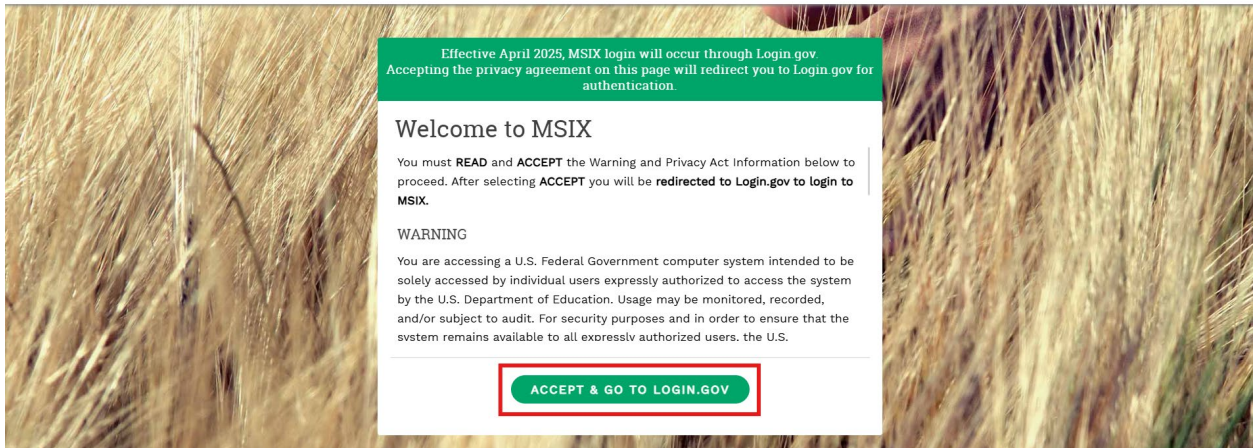
Login.gov is a directory where external users' identities are housed and managed. The Department of Education allows transferring that identity (after being verified) from Login.gov to the Department's network. There are three steps to the transfer:

1. External users set up and use their Login.gov account
2. Login.gov verifies a user's identity through a vetted process
3. The Department of Education allows users to access MSIX by using their Login.gov credentials

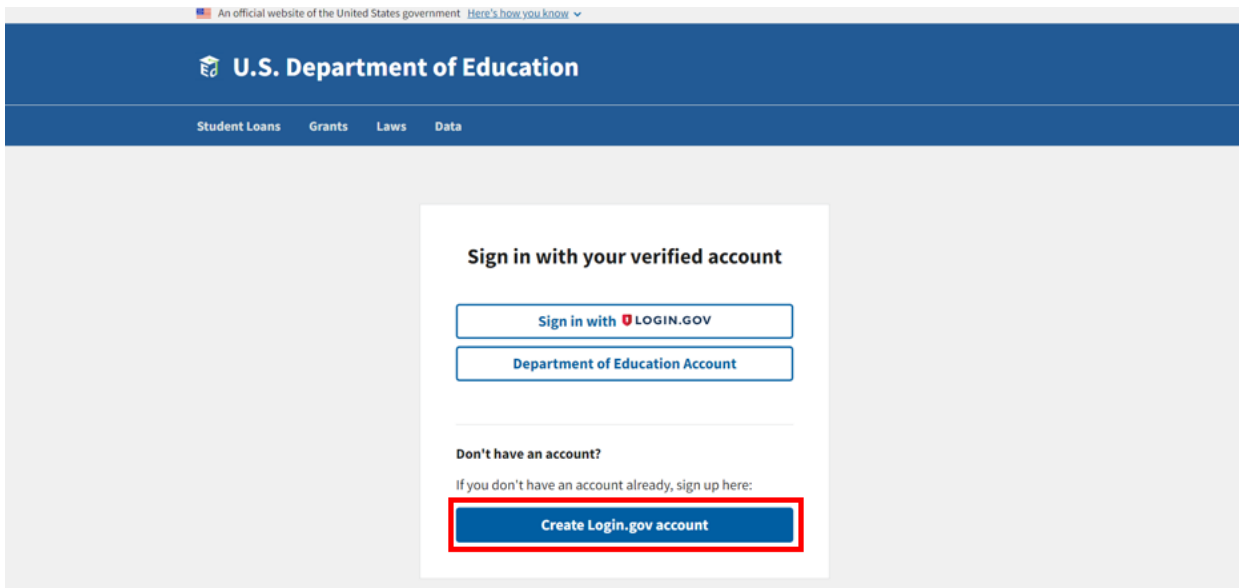
2.0 Login.gov Account Creation

2.1 HOW TO CREATE AN ACCOUNT

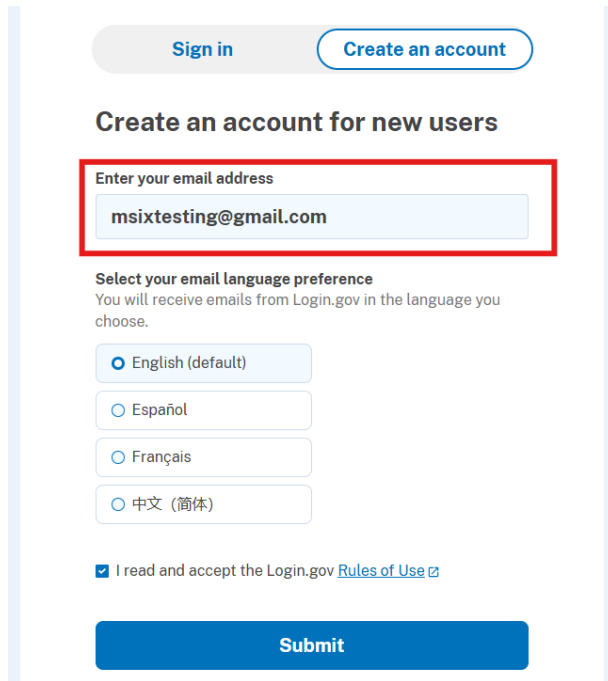
1. Go to MSIX and select **Accept & Go to Login.gov**.



2. On the Login.gov Sign-Up Page, select **Create an Account**.

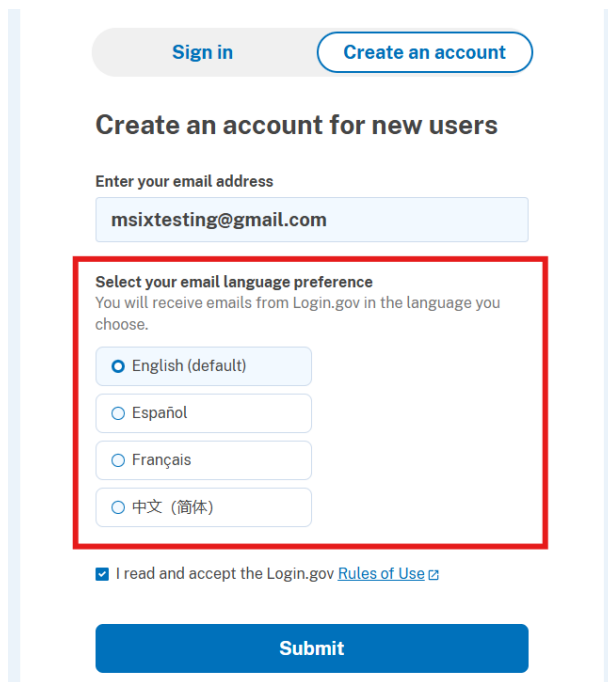


3. In the text box, **enter your email address**. It is necessary to use the same email address on your Login.gov account that you use for your MSIX account.



The screenshot shows the 'Create an account for new users' form. At the top, there are two buttons: 'Sign in' and 'Create an account'. Below them is the heading 'Create an account for new users'. The first section is 'Enter your email address', which contains a text box with the email 'msixtesting@gmail.com'. This section is highlighted with a red border. Below this is the 'Select your email language preference' section, which includes a sub-header and a note: 'You will receive emails from Login.gov in the language you choose.' There are four radio button options: 'English (default)', 'Español', 'Français', and '中文 (简体)'. Below the language options is a checkbox labeled 'I read and accept the Login.gov Rules of Use' with a link to the rules. At the bottom is a blue 'Submit' button.

4. Select your preferred language.



This screenshot is identical to the one above, showing the 'Create an account for new users' form. However, in this version, the 'Select your email language preference' section is highlighted with a red border. This section includes the sub-header 'Select your email language preference', the note 'You will receive emails from Login.gov in the language you choose.', and the four radio button options: 'English (default)', 'Español', 'Français', and '中文 (简体)'. The rest of the form, including the email address field and the 'Submit' button, remains the same.

5. Select the checkbox next to the statement I read and accept the Login.gov Rules of Use.

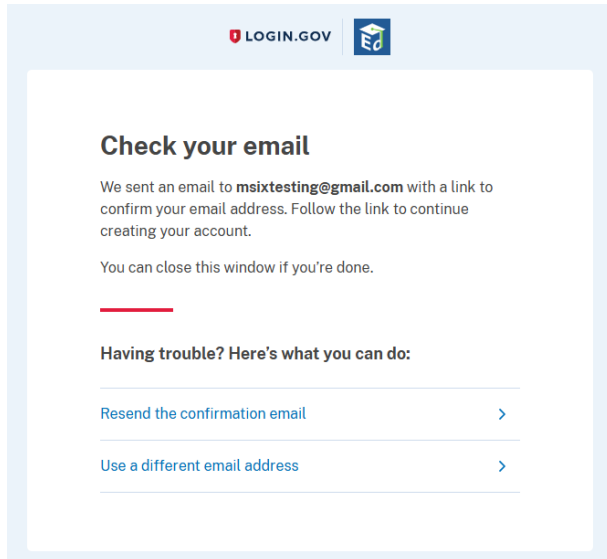
The screenshot shows the 'Create an account for new users' page. At the top, there are two buttons: 'Sign in' and 'Create an account'. Below them is the heading 'Create an account for new users'. The form includes an email address field with 'msixtesting@gmail.com' entered. Underneath is a section for selecting an email language preference with four radio button options: 'English (default)', 'Español', 'Français', and '中文 (简体)'. A red rectangular box highlights the checkbox labeled 'I read and accept the Login.gov Rules of Use' with an external link icon. At the bottom of the form is a blue 'Submit' button.

6. Select Submit.

This screenshot is identical to the previous one, showing the 'Create an account for new users' page. The email address is 'msixtesting@gmail.com' and the language preference is 'English (default)'. The checkbox 'I read and accept the Login.gov Rules of Use' is checked. A red rectangular box now highlights the blue 'Submit' button at the bottom of the form.

7. Check the inbox of the email account used in Step 3 for a verification email. Open the email and select the **Confirm your email address** button. The verification email will have the subject: "Confirm your email" and be sent from no-reply@Login.gov. If you are not seeing an email, check your spam folder.



You will be brought back to Login.gov.



8. You will be prompted to **Create a strong password**. Login.gov requires your password be at least 12 characters long. Alphabet characters, special characters, and spaces are allowed. Make sure this password is unique and not used with any other applications or websites.

A screenshot of the 'Create a strong password' page on the Login.gov website. The page has a light blue header with the 'LOGIN.GOV' logo and a graduation cap icon. A green success message at the top reads: 'You have confirmed your email address'. Below this is the heading 'Create a strong password' and the text: 'Your password must be 12 characters or longer. Don't use common phrases or repeated characters, like abc or 111.' The password input fields are highlighted with a red rectangle. There are two text input fields: 'Password' and 'Confirm password'. Below the 'Confirm password' field is a checkbox labeled 'Show password'. At the bottom of the form is a blue 'Continue' button.


9. You will need to set up your secondary authentication method. Choose one of the options listed below.





Authentication method setup

Add an additional layer of protection to your Login.gov account by selecting a multi-factor authentication method.

We recommend you select at least two different options in case you lose one of your methods.

☐  **Authentication application**
Download or use an authentication app of your choice to generate secure codes.

☐  **Text or voice message**
Receive a secure code by (SMS) text or phone call.

☐  **Security key**
Connect your physical security key to your device. You won't need to enter a code.

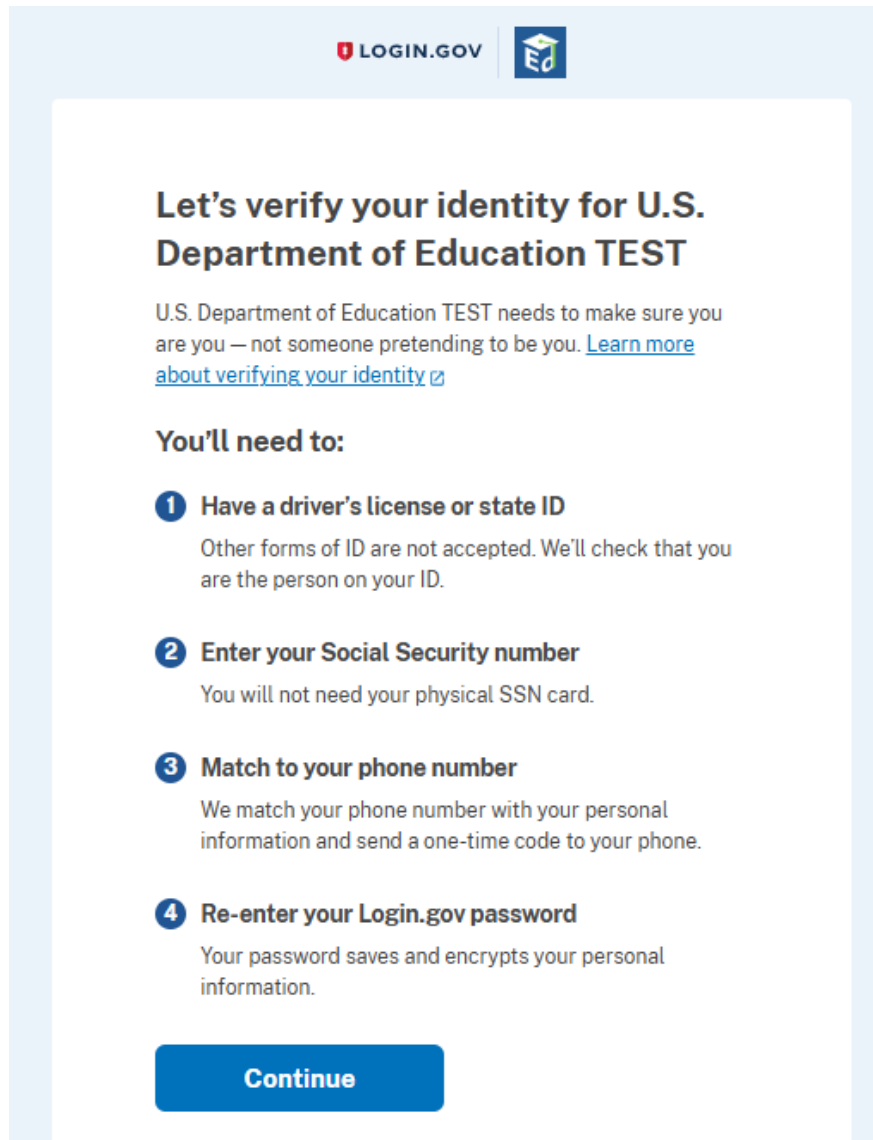
2.1.1 What If I Already Have a Login.gov Account

If you already have a Login.gov account created for a different organization or application, you can use the same account to access your MSIX application at the Department of Education. **You will need to use the same email for your Login.gov account that you use with your MSIX account.**



However, if your current Login.gov account does not require verification methods, you will have to go through the **process of setting up verification methods for access to MSIX.**

2.2 SETTING UP VERIFICATION METHODS

You will know if your previously made Login.gov account doesn't have verification methods set up when you first try to log into MSIX with Login.gov. After entering your email and password on the login screen, **you will be presented with this screen**. If you're creating an account for the first time, you will be redirected to this screen after setting up your secondary authentication method. Click **Continue**.



The screenshot shows a web interface for identity verification. At the top, there are logos for 'LOGIN.GOV' and the U.S. Department of Education 'Ed'. The main heading is 'Let's verify your identity for U.S. Department of Education TEST'. Below this, a paragraph explains the purpose of the test and includes a link to 'Learn more about verifying your identity'. A section titled 'You'll need to:' lists four numbered steps: 1. Have a driver's license or state ID, 2. Enter your Social Security number, 3. Match to your phone number, and 4. Re-enter your Login.gov password. Each step has a brief explanatory sentence. At the bottom of the list is a large blue 'Continue' button.

Let's verify your identity for U.S. Department of Education TEST

U.S. Department of Education TEST needs to make sure you are you — not someone pretending to be you. [Learn more about verifying your identity](#)


You'll need to:

- 1 Have a driver's license or state ID**
Other forms of ID are not accepted. We'll check that you are the person on your ID.
- 2 Enter your Social Security number**
You will not need your physical SSN card.
- 3 Match to your phone number**
We match your phone number with your personal information and send a one-time code to your phone.
- 4 Re-enter your Login.gov password**
Your password saves and encrypts your personal information.

Continue

1. You will be presented with an explanation of how the process will work. **Check the box** to agree with Login.gov keeping your personal information for verification purposes and select **Continue**.

The screenshot shows the Login.gov account creation interface. At the top, there's a progress bar with five steps: 'Getting started' (active), 'Verify your ID', 'Verify your information', 'Verify your phone number', and 'Re-enter your password'. Below the progress bar, the heading 'How verifying your identity works' is displayed. The text explains that identity verification happens in two parts: 'Verify your identity' and 'Secure your account'. Under 'Verify your identity', it states that the user's ID, phone number, and other personal information will be used to verify against public records. Under 'Secure your account', it states that the account will be encrypted when the password is re-entered. A checkbox is checked, indicating agreement with the terms: 'By checking this box, you are letting Login.gov ask for, use, keep, and share your personal information. We will use it to verify your identity.' Below this, there is a link to 'Learn more about our privacy and security measures'. At the bottom, there is a blue 'Continue' button.

LOGIN.GOV 

Getting started Verify your ID Verify your information Verify your phone number Re-enter your password

How verifying your identity works

Identity verification happens in two parts:

Verify your identity

We'll ask for your ID, phone number, and other personal information to verify your identity against public records.

Secure your account

We'll encrypt your account when you re-enter your password. Encryption means your data is protected and only you will be able to access or change your information.

☒ By checking this box, you are letting Login.gov ask for, use, keep, and share your personal information. We will use it to verify your identity.

[Learn more about our privacy and security measures](#)

Continue

2. You will then be presented with two options to verify your identity. Click **Continue online** to verify your identity online. This option is **highly recommended**, and the following steps in this guide will assume you click this option.


Note: Some users have encountered issues with verifying their identity online. Examples of these issues include:

- Missing one of the required pieces of information (e.g., a valid phone number)
- Unable to take photos of state-issued ID with smartphone
- Difficulty verifying identity due to a recent change in name and/or address

If you're experiencing any of these difficulties, you can verify your identity at a participating Post Office. If you would like to verify your identity at a Post Office, select **Continue in person** and see *2.2.2 Verifying Your Identity at the Post Office* for guidance on this process.

Choose how you want to verify your identity

You have the option to verify your identity online, or in person at a participating Post Office.




Verify your identity online

You'll take photos of your ID to verify your identity fully online. Most users finish this process in one sitting.

This option is better if you have a phone to take photos of your ID.

Continue online



Verify your identity in person at a Post Office

You'll enter your ID information online, and verify your identity in person at a participating Post Office.

This option is better if you don't have a phone to take photos of your ID.

Continue in person

3. The first piece of your identity needed is your **state-issued ID**. You can upload this from your computer or select the option to use your phone to take photos of the front and back of your ID.

If you choose the phone option, you will need to provide your phone number and select **Send link**. You will then select the link texted to you on your phone and take pictures of the front and back of your ID with your phone camera. If you would like to upload photos of the front and back of your ID from your computer, select **Upload photos**.

LOGIN.GOV

Getting started **Verify your ID** Verify your information Verify your phone number Re-enter your password

How would you like to add your ID?

We'll collect information about you by reading your state-issued ID.

Recommended

Use your phone to take photos

You won't have to sign in again, and you'll switch back to this computer after you take photos. Your mobile phone must have a camera and a web browser.

Phone number

Send link

Continue on this computer

Don't have a phone? Upload photos of your ID from this computer.

Upload photos

4. **Add images of your driver's license or state ID card** through your selected method using the blanks for the two images. Select **Continue** once you have finished uploading your photographs. Login.gov checks the authenticity of the ID for security features and alterations to the image. The images are discarded after checking the authenticity of the ID.

Once the photos of your state-issued ID are submitted, you will be moved to the identity proofing section where you will click **Take photo** to add a photo of your face. Please see *2.2.1 Guidelines for Facial Identity Verification* for guidance on this process.

If you are having difficulties uploading images to verify your ID, please consider verifying your identity at a participating USPS location. See *2.2.2 Verifying Your Identity at the Post Office* for more guidance.

The image displays two side-by-side screenshots of the Login.gov identity verification process.

Left Screenshot: Add photos of your driver's license or state ID card

At the top, a progress bar shows three steps: "Getting started" (checked), "Verify your ID" (active), and "Verify your information" (pending). Below the progress bar, the title "Add photos of your driver's license or state ID card" is displayed. Underneath, the heading "How to take clear photos:" is followed by a list of instructions:

- Use a flat and dark surface
- Take photos in a well-lit place
- Avoid glare or shadows

There are two dashed blue boxes for photo placement:

- Front of your ID:** A dashed box with the text "Front of your driver's license or state ID" inside. Below it is a "Take photo" button.
- Back of your ID:** A dashed box with the text "Back of your driver's license or state ID" inside. Below it is a "Take photo" button.

At the bottom of the screen is a large blue "Continue" button.

Right Screenshot: Add a photo of your face

At the top, a progress bar shows three steps: "Getting started" (checked), "Verify your ID" (active), and "Verify your information" (pending). Below the progress bar, the title "Add a photo of your face" is displayed. Underneath, the heading "We'll check that you are the person on your ID." is followed by the heading "How to prepare for your photo:" and a list of instructions:

- Remove any items covering your face, like glasses or a hat
- Take photo in a well-lit place
- Keep your expression neutral
- Make sure your whole face is visible within the green circle

Below the instructions, there are two illustrations:

- The first illustration shows a person's face within a green circle. To the right, the text says: "Line up your face with the green circle. Hold still and wait for the tool to capture a photo."
- The second illustration shows a person's face with a green checkmark on their chin. To the right, the text says: "After your photo is automatically captured, tap the green checkmark to accept the photo."

At the bottom of the screen is a large blue "Take photo" button.

- To add your Social Security Number, type the number into the provided field and select **Continue**.

LOGIN.GOV

Getting started Verify your ID Verify your information Verify your phone number Re-enter your password

✓ We verified your identity document

Enter your Social Security number

We need your Social Security number to verify your name, date of birth and address. [Learn more about how we protect your sensitive information](#)

Social Security number
Example: 123-45-6789

☐ Show Social Security number

Continue

- Login.gov will then pull the information it has associated with your Social Security Number. Review the information and select **Continue** if it is correct. If your information is not correct, update the information using the **Update** links and select **Continue** once it is updated. Entering your information differently from how it appears on your ID may lead to identity verification issues.

LOGIN.GOV

Getting started Verify your ID Verify your information Verify your phone number Re-enter your password

Verify your information

We read your information from your ID. Review it and make any updates before submitting for verification.

First name: FAKEY
Last name: MCFAKERSON
Date of birth: October 6, 1938
ID number: 111111111111

Address line 1: 1 FAKE RD [Update](#)
Address line 2:
City: GREAT FALLS
State: MT
ZIP Code: 59010-1234

Social Security number: 9**-**-****0 [Update](#)

☐ Show Social Security number

Submit

7. It is time to verify your phone number. **Enter your phone number** in the designated field. Choose whether you would rather have a text message or phone call deliver a verification code to your phone. Ensure your phone is handy to receive the code for the next step. Once ready, select **Send code**.

It is necessary to use your **personal phone number** to verify your identity. Phones provided by your employer are oftentimes not associated to your name and can cause conflict when verifying your identity with Login.gov.

LOGIN.GOV

Getting started Verify your ID Verify your information **Verify your phone number** Re-enter your password

✔ We verified your information

Verify your phone number

We'll check your number with records and send you a one-time code to verify your identity.

Enter a phone number that is:

- Based in the United States
- Your primary number (the one you use the most often)

[Learn more about what phone number to use](#)

Phone number

If you entered a landline above, please select "Phone call" below.

☒ Text message (SMS) ☐ Phone call

Send code

8. Enter the code you received on your phone and select **Submit**.

LOGIN.GOV | Partner Agency

Getting started Verify your ID Verify your information **Verify phone or address** Secure your account

Enter your one-time code

We sent a one-time code to +1 555-123-4568. This code will expire in 10 minutes.

One-time code

Submit

[Send another code](#)

Entered the wrong phone number?
[Use another phone number](#)

9. Enter your Login.gov password in the designated field and select **Continue**. This will lock in all the verification information you input into your account.

LOGIN.GOV | Ed

Getting started Verify your ID Verify your information Verify your phone number **Re-enter your password**

Re-enter your Login.gov password

Login.gov will encrypt your information with your password. This means that your information is secure and only you will be able to access or change it.

Password

☐ Show password [Forgot password?](#)

Continue

10. **Copy, download, and/or print your personal security key** that shows up on the screen. This is important in case you get locked out of your account. Once you save your personal key in a safe place, **check the box** next to “I saved my personal key in a safe place” and select **Continue**.

The screenshot shows the 'Save your personal key' step in the account creation process. At the top, a progress bar indicates five steps: 'Getting started', 'Verify your ID', 'Verify your information', 'Verify your phone number', and 'Re-enter your password'. The first four steps are marked with green checkmarks, and the fifth is marked with a green circle. Below the progress bar, a green box contains a checkmark and the text 'We secured your verified information'. The main heading is 'Save your personal key'. In the center, a red shield icon is partially visible behind a white box containing the personal key: 'G6P3 - RJPC - XZ45 - DFNA'. Below the key, it states 'Your personal key was generated on March 10, 2025 at 4:45 PM'. There are three links: 'Copy', 'Download (text file)', and 'Print'. Below these, a message reads: 'You need your personal key if you forget your password. Keep it safe and don't share it with anyone.' This is followed by another message: 'If you reset your password without your personal key, you'll need to verify your identity again.' and a link 'Learn more about the personal key'. A red rectangle highlights a checkbox that is checked, with the text 'I saved my personal key in a safe place.' Below this is a blue 'Continue' button.

Getting started Verify your ID Verify your information Verify your phone number Re-enter your password

✓ We secured your verified information

Save your personal key

G6P3 - RJPC - XZ45 - DFNA

Your personal key was generated on **March 10, 2025 at 4:45 PM**

[Copy](#) [Download \(text file\)](#) [Print](#)

You need your personal key if you forget your password.
Keep it safe and don't share it with anyone.

If you reset your password without your personal key, you'll need to verify your identity again.

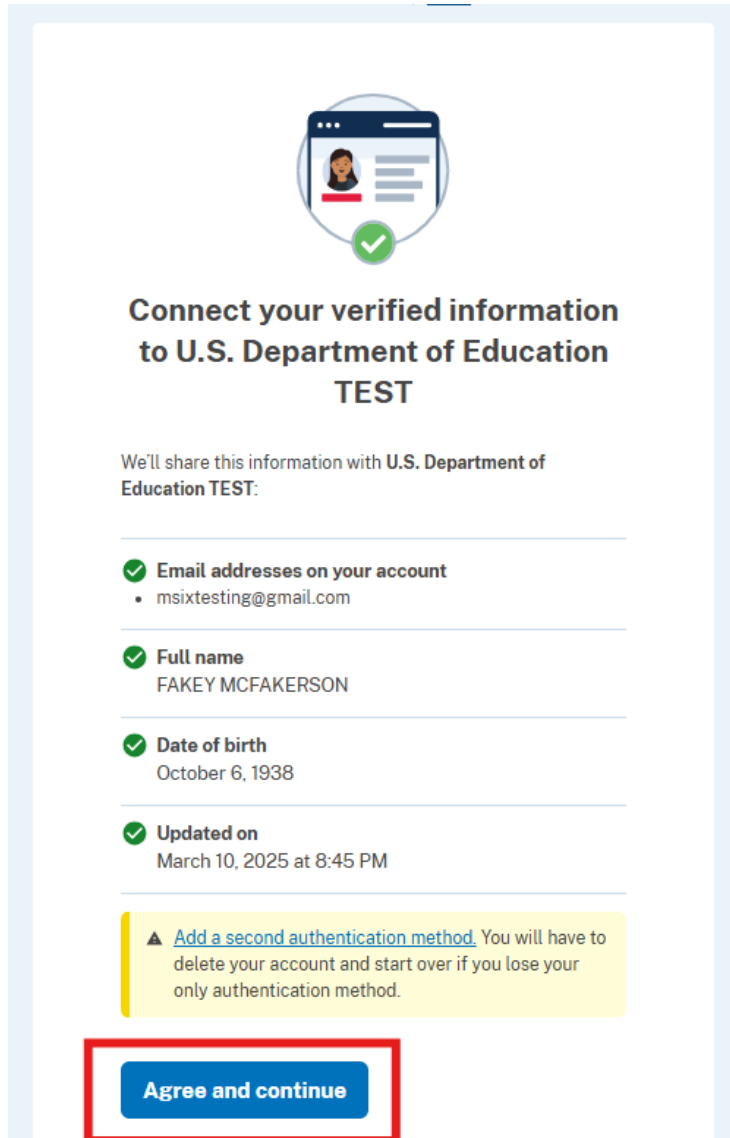
[Learn more about the personal key](#)


☒ I saved my personal key in a safe place.

Continue

11. The final step is to allow your application to use your verified information to ensure your account is accessed by only you. Select **Agree and continue**.

You will then be redirected to MSIX. Your Login.gov account is now set up with verification methods and ready to be used with MSIX.





Connect your verified information to U.S. Department of Education TEST

We'll share this information with **U.S. Department of
Education TEST**:

- ✓ **Email addresses on your account**
 - msixtesting@gmail.com
- ✓ **Full name**
FAKEY MCFAKERSON
- ✓ **Date of birth**
October 6, 1938
- ✓ **Updated on**
March 10, 2025 at 8:45 PM

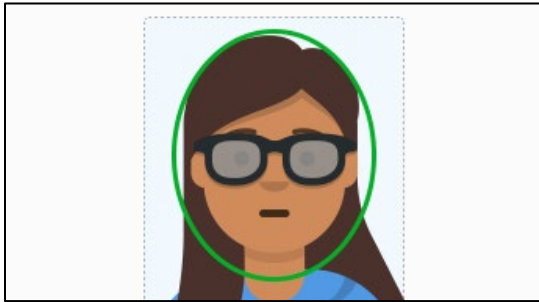
▲ [Add a second authentication method](#). You will have to delete your account and start over if you lose your only authentication method.

Agree and continue

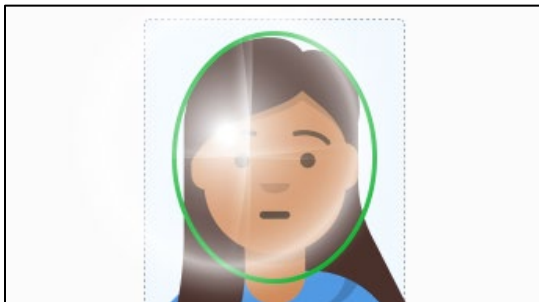
2.2.1 Guidelines for Facial Identity Verification

With the guidelines below in mind, follow these steps to verify your identity using your face:

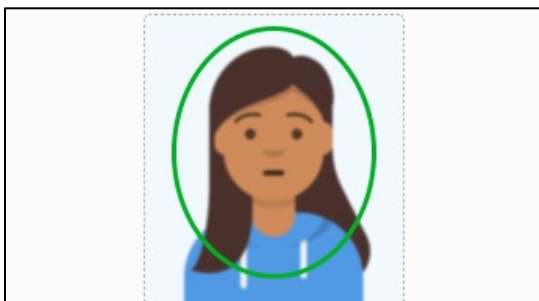
1. Line up your face with the green circle. Make sure your entire face is visible, from your chin to the top of your head.
2. Tap the check mark to accept the photo.
3. If the camera tool does not automatically take your photo, position your face so that it fills the green circle and tap the red circle to take a photo.



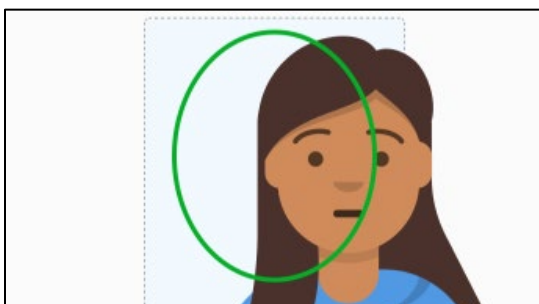
Only wear accessories, like glasses or hats, that you also wear in your ID photo. Remove other accessories that might block your face.



Take your photo in a well-lit place while avoiding glare.



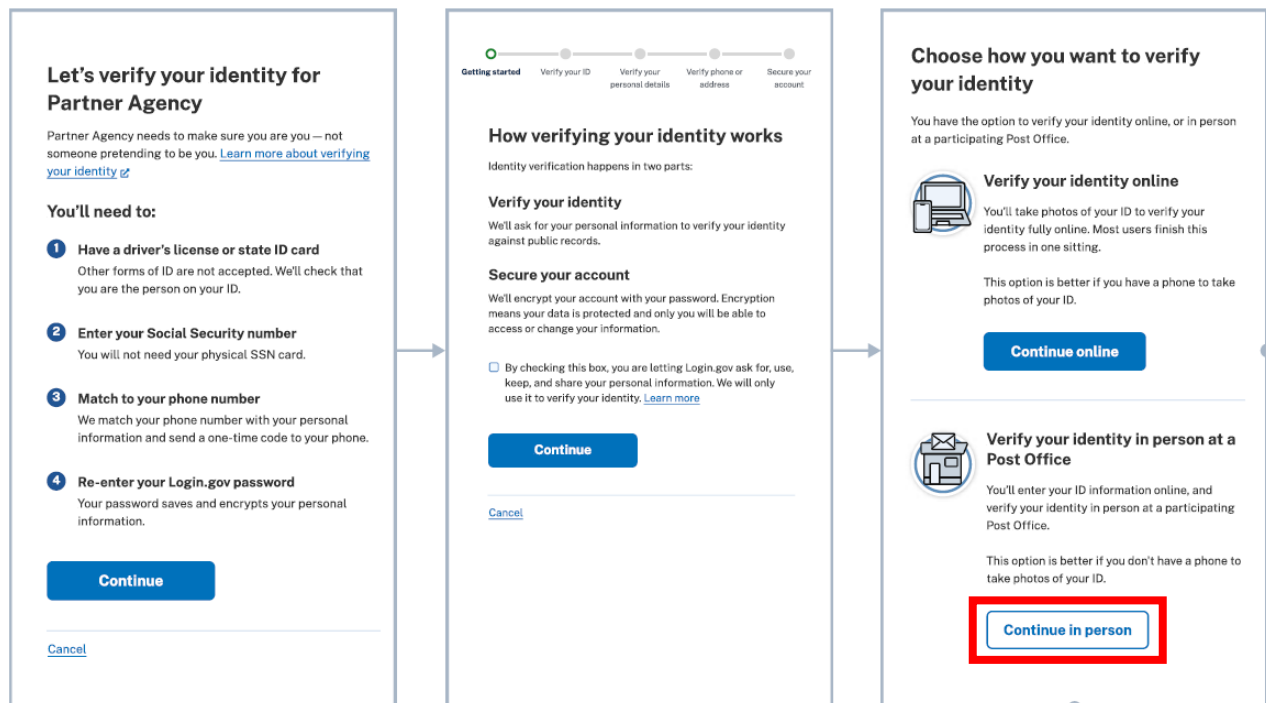
Remain still to avoid a blurry image.



Make sure your face fills the entire green oval.

2.2.2 Verifying Your Identity at the Post Office

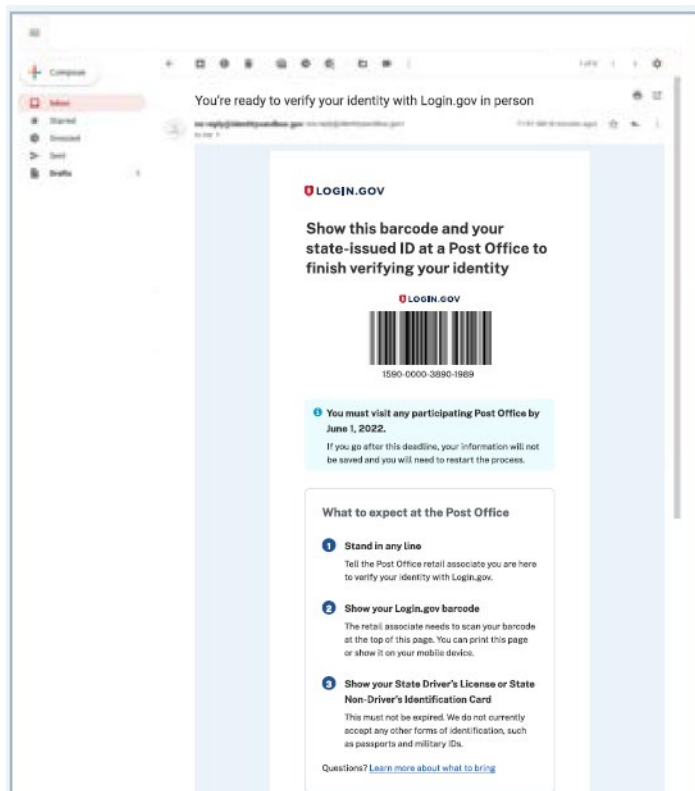
If the information on your ID is not up to date, or if you look very different from your ID photo, verifying your identity online while setting up your verification methods may not work. To verify your identity in person, select **Continue in person**.



Please have the following information ready to enter on Login.gov:

1. Your State-Issued ID
2. Social Security Number
3. Your phone number

Once this is complete, **you will be sent a barcode via email.**



You will then need the following to verify your identity at a participating USPS location:

1. A copy of your emailed barcode
2. Your driver's license or state ID card
 - a. Other forms of identification, such as passports and military IDs, are not accepted (i.e. you cannot verify your identity at the Post Office without a state-issued ID).

When you arrive at a [participating Post Office](#), complete the following steps:

1. Wait in line at the Post Office. The retail associate will scan your barcode and review your ID.
2. Tell the retail associate: "I received an email telling me to get this barcode scanned at this Post Office" or "I'm here to verify my information/identity."
3. After the retail associate has reviewed your documents, you're done at the Post Office. The retail clerk will not receive your results.

You'll get an email within 24 hours of visiting a Post Office. We'll tell you if your identity verification was successful or unsuccessful. Check your email (including your spam folder) for a message from no-reply@login.gov.

If your in-person identity verification is unsuccessful, you can attempt to verify your identity again online or in-person. Alternatively, you may contact the Login.gov Help Center for further assistance.

Have Further Questions?

Go to the Login.gov Help Center for all Login.gov account related questions.

[Login.gov Help Center](#)

Email the MSIX Help Desk: MSIXSupport@deloitte.com

Call the MSIX Help Desk: 1-866-878-9525

Help Desk Hours: 9:30 AM - 6:30 PM Eastern Time, Monday through Friday, except
Federal Holidays