



## eAuthentication Level 2 Account Creation Job Aid

### Purpose

This job aid provides details for external users (grant recipients & applicants) on establishing a USDA eAuthentication Level 2 Account, which is necessary for various business transactions with USDA, including accessing the ezFedGrants System.

There are two primary components to creating an eAuthentication Level 2 Account:

- **Account Creation:** Involves providing your basic details (name, address, contact information) and creating username and password.
- **Identity Verification:** Occurs after account creation. There are two options for identity verification:
  - **Online Digital Identity Verification (DIV):** Occurs online and requires correctly answering a series of identity/background questions about yourself. If you are unable to answer enough questions correctly or do not meet the DIV prerequisites (described in the **Prerequisites** section below), you must use the physical identity verification option.
  - **Physical Identity Verification:** Occurs offline and requires presenting a valid photo ID to a Local Registration Authority, usually by visiting a USDA Service Center.

Once you have created an account, verified your identity, and received a confirmation that your Level 2 Account is active, you can submit an ezFedGrants External Portal Access Request. This process is described in the **ezFedGrants External Portal Access Request Submission Job Aid**.

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### Trigger

Use the procedures in this document when you need to obtain a USDA eAuthentication Level 2 Account.

### Prerequisites

You must meet **all** account creation prerequisites **and either** the online **or** physical identity verification prerequisites.

#### Account Creation:

- A valid email address
- Address information from one of the following valid, government-issued photo IDs:
  - A driver's license issued by a US state or a province of Canada.
  - A photo ID card issued by a US state or a province of Canada.
  - A United States Military or United States Federal Government PIV/CAC (Smart) identification card.
  - A valid passport issued by any country listed on the US Department of State website.

#### AND ONE OF:



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### Online Digital Identity Verification (DIV):

If **either** of the below prerequisites **are not** satisfied, you **are not eligible** for DIV and must verify your identity in person by visiting an LRA. In this case, refer to the physical identity verification prerequisites.

- A US Social Security Number (SSN)
- Sufficient US-based background/identity information for the identity verification service to generate a questionnaire
  - You will not be able to determine this until you initiate the DIV process. Therefore, it is recommended to be prepared for Physical Identity Verification as a precaution.

OR

### Physical Identity Verification:

The address on the photo ID you select for physical identity verification **must match** the address you used for account creation.

- **One** of the following valid, government-issued photo IDs:
  - A driver's license issued by a US state or a province of Canada.
  - A photo ID card issued by a US state or a province of Canada.
  - A United States Military or United States Federal Government PIV/CAC (Smart) identification card.
  - A valid passport issued by any country listed on the US Department of State website.

### Helpful Hints

- The digital identity verification questionnaire uses standard background check and identity verification questions. This service is provided by Experian.
  - You may be familiar with "Experian" as a provider of credit reports and credit scores, however: **The digital identity verification questionnaire DOES NOT run a credit check.**
  - Questions are derived from information stored in Experian databases. Being familiar with the information on your credit report may assist in completing the questionnaire.
- On certain screens you may need to scroll to view additional data fields.
- Certain screenshots may display only a portion of the screen.

**Note:** Data used in this procedure is a representative sample for the purpose of training. Actual data in the system may vary based on agency and scenario.



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### Procedure

#### Account Creation

1. Start the procedure by accessing the **USDA eAuthentication Home** screen using the following web address: <https://www.eauth.usda.gov>

USDA United States Department of Agriculture  
USDA eAuthentication

login : Y2  
password :

Home About eAuthentication Help Contact Us Find an LRA

You are here: eAuthentication Home

### eAuthentication Home

#### Welcome

USDA eAuthentication is the system used by USDA agencies to enable customers to obtain accounts that will allow them to access USDA Web applications and services via the Internet. This includes things such as submitting forms electronically, completing surveys online, and checking the status of your USDA accounts.

Please note that USDA will only accept eAuthentication Accounts from individuals.

Currently USDA eAuthentication does not have the mechanism to issue accounts to businesses, corporations or other entities.

To apply for a USDA eAuthentication Account, please visit the [Create an Account Page](#).

eAuthentication Home | USDA.gov | Site Map  
Accessibility Statement | Privacy Policy | Non-Discrimination Statement | USA.gov

2. Click the **Create an Account** link.

Home About eAuthentication Help Contact Us Find an LRA

You are here: eAuthentication Home

### eAuthentication Home

#### Welcome

USDA eAuthentication is the system used by USDA agencies to enable customers to obtain accounts that will allow them to access USDA Web applications and services via the Internet. This includes things such as submitting forms electronically, completing surveys online, and checking the status of your USDA accounts.

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3. On the **Create an Account – Getting Started** screen, click the **Register for a Level 2 Account** button.

***DO NOT*** select “Register for an Internal Account” or “Register for a Level 1 Account”. Internal Accounts are for direct USDA affiliates only (i.e. employees of the federal government and contacted employees of the federal government).

**Note:** If you already have an eAuthentication Level 1 Account, please refer to the information on the **Create an Account** screen for changing from Level 1 to Level 2.

USDA United States Department of Agriculture  
USDA eAuthentication

login : Y2  
password :

Home About eAuthentication Help Contact Us Find an LRA

You are here: [eAuthentication](#) > Account Creation

### Create an Account - Getting Started

#### USDA Federal Employees, Contractors, & Affiliates

If you are a USDA Federal Employee, Contractor, or Affiliate of the USDA, you must register for a USDA Internal Account.

[Register for an Internal Account](#)

#### USDA Customers - What Level of Access Do You Need?

##### Request Level 1 Access to:

- Visit a USDA web page that indicates a Level 1 account is necessary
- Obtain general information about the USDA or its agencies
- Participate in public surveys for a USDA agency

[Register for a Level 1 Account](#)

##### Request Level 2 Access to:

- Submit official business transactions via the Internet
- Enter into a contract with the USDA
- Submit forms or applications for the USDA via the Internet

[Register for a Level 2 Account](#)

#### Changing from Level 1 Access to Level 2 Access

If you already have a Level 1 account and require Level 2 access:



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4. On the **Step 1 of 4 – Level 2 Access Account Registration** screen, enter your information into the fields. Fields in red with an asterisk (\*) are required.

**Note:** On this screen you will create four security questions. These questions are used to verify your identity if you forget your password. However, if you answer the questions incorrectly when resetting your password, your eAuthentication Account will be **permanently** locked. In the event your account is locked, please refer to the **Locked eAuthentication Account Quick Reference** document.

Quick Links

- > What is an account?
- > Create an account
- > Update your account

Administrator Links

- > Local Registration Authority Login

You are here: eAuthentication > Account Creation > Account Request Form

### Register for Your Account - Level 2

Form Approved OMB No. 0503-0014

#### Step 1 of 4 - Level 2 Access Account Registration

USDA customers should complete the information below to create a USDA eAuthentication account. Please read the eAuthentication [Privacy Act Statement](#) and [Public Burden Statement](#) for more information on how your personal information will be protected.

All required fields are red and marked by an asterisk (i.e. \*). Enter your first and last name exactly as it appears on your Government issued photo ID (e.g. state driver's license).

Note: The characters < > ^ | are not allowed on this form.

User Information

Required Field\*

First Name\*

Middle Initial

Last Name\*

Address\*

City\*

State\*

Zip/Postal Code\*

Country\*

Enter your first name as it appears on your current government issued picture ID

5. Once you have entered all of your information, click the **Continue** button at the bottom of the screen.

**Note:** If any of the required fields have been left blank or completed incorrectly, you will see an error message prompting you to rectify any blank or incorrectly completed fields.

password. Each question may only be used once. For additional assistance, click the ? above.

1\*

2\*

3\*

4\*

Continue

eAuthentication Home | USDA.gov | Site Map  
Accessibility Statement | Privacy Policy | Non-Discrimination Statement | USA.gov



## eAuthentication Level 2 Account Creation Job Aid

6. On the **Step 2 of 4 – Level 2 Access Account Verification** screen, review the information to ensure that it is correct. Once you have confirmed that it is correct, click the **Submit** button at the bottom of the screen.

**Note:** If you need to make changes to the information, click the **Edit** button.

7. If your information was submitted successfully, the system will proceed to the **Step 3 of 4 – Print Confirmation email** screen. Here you will see a message explaining that you will receive an email with instructions for activating your eAuthentication Account and verifying your identity.

**Note:** It may take up to 24 hours to receive the confirmation email. Please check your spam or junk folder if you have not received this email after 24 hours.



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8. Follow the instructions provided in the confirmation email to activate your eAuthentication Account.

**\*\*\* Please do not reply to this email. For assistance see below \*\*\***

**Step 4 of 4 - Instructions to Activate Your USDA Account with Level 2 Access**  
Congratulations jdoe0195@yahoo, you have successfully created a USDA eAuthentication account. Before you can use your account with Level 2 access you must do the following:

1. Please wait approximately 10 minutes from the receipt of this email before you activate your account with Level 2 access.
2. Click [ACTIVATE MY ACCOUNT](#)

NOTE: Once you click the activation link, you will have an account with limited access that allows you to review and manage your account information online.

3. Log in to review the account information you provided and ensure your first name, last name, and date of birth are correct by clicking on the [MODIFY MY CUSTOMER PROFILE](#) link.

NOTE: If your first name, last name, or date of birth do not match your government-issued photo ID, you will need to create another eAuthentication Level 2 account with a different User ID by clicking on the [REGISTER FOR YOUR LEVEL 2 ACCOUNT](#) link.

9. Once you have activated your account, click the **Update your account** link on the left side of the screen to confirm your first name, last name, and date of birth on your eAuthentication profile match your government-issued photo ID.

The screenshot shows a web page titled "Create an eAuthentication Account". The breadcrumb trail is "You are here: eAuthentication > Account Creation > Account Activation". The main heading is "Create an eAuthentication Account". Below this, it says "Step 4 of 5 - Account Activated". The text reads: "Your account has been activated with Level 1 Access. Please wait 20 minutes from the time of activation before using the account." Underneath, there is a section for "eAuthentication Account Information:" with fields for "User ID:" and "Email:", both of which are redacted with black boxes. Below this is a section for "Additional Information" which says: "For additional information regarding your eAuthentication account, please review our Frequently Asked Questions." and includes a bullet point: "Click [here](#) to review our Frequently Asked Questions." At the bottom, it says "Step 5 of 5 - Identity Verification" and "To verify your identity for Level 2 Assurance, please select one of the". On the left side of the page, there is a sidebar with "Quick Links" (What is an account?, Create an account, Update your account) and "Administrator Links" (Local Registration Authority Login).



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### Identity Verification

Identity verification is required to access the ezFedGrants System. Identity verification can be completed online **OR** in person by visiting a Local Registration Authority (LRA). You only need to complete one of the identity verification options, but **not all users are eligible for online identity verification**.

This section describes the prerequisites and procedures for the online and physical identity verification.

#### Prerequisites

You must meet the prerequisites for **either** online **or** physical identity verification. If you are not comfortable verifying your identity online, you must use the physical identity verification option.

#### Online Digital Identity Verification (DIV):

If **either** these prerequisites **are not** satisfied, you **are not eligible** for DIV and must verify your identity in person by visiting an LRA. In this case, refer to the physical identity verification prerequisites below.

- A US Social Security Number (SSN)
- Sufficient US-based background/identity information for the identity verification service to generate a questionnaire
  - You will not be able to determine this until you initiate the DIV process. Therefore, it is recommended to be prepared for Physical Identity Verification as a precaution.

#### Physical Identity Verification:

The address on the photo ID you select for physical identity verification **must match** the address you used for account creation.

- **One** of the following valid, government-issued photo IDs:
  - A driver's license issued by a US state or a province of Canada.
  - A photo ID card issued by a US state or a province of Canada.
  - A United States Military or United States Federal Government PIV/CAC (Smart) identification card.
  - A valid passport issued by any country listed on the US Department of State website.

#### Digital Identity Verification (DIV)

Digital Identity Verification (DIV) allows you **two attempts** to correctly answer a series of questions about your background and personal identity, such as previous addresses, relatives' names, former names, schools you attended, etc.

The DIV service is provided by Experian. You may be familiar with Experian as a provider of credit reports and credit scores, however: **Digital Identity Verification DOES NOT run a credit check.** Information from Experian databases is **temporarily** used to create the questionnaire questions. This information may be credit-related, therefore, being familiar with the information on your credit report may assist in completing the questionnaire. The information **is not** retained and the USDA **does not** have access to your credit information.

If you are uncomfortable with online identity verification, fail to pass the questionnaire, or do not have sufficient background/identity information for a questionnaire to be generated, you must verify your identity in person by visiting a Local Registration Authority (LRA). Please refer to the **Physical Identity Verification** subsection for instructions on this process.





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1. Once you have activated your USDA eAuthentication Account, you should receive an **Upgrade Request Confirmation** email with instructions for verifying your identity. Begin the DIV process by clicking the **Option 1: Online Self-Service** link in the email.

**\*\*\* Please do not reply to this email. For assistance see below \*\*\***

**External Account Activation Successful**

I

Congratulations Marty.Clark10, you have successfully activated your USDA eAuthentication account.

**You may need to wait up to 10 minutes from the receipt of this email before you can use this account to access eAuthentication-protected applications.**

Please remember that you must verify your identity before you can use your account to access applications requiring Level 2 assurance. If you have not completed this step, please select one of the following options:

**Option 1: [Online Self-Service \(Recommended\)](#)** - Clicking this link will take you to the USDA online identity verification application

**Option 2: In-person Identity Verification** - For in-person identity verification, you will need to present a government issued photo ID (e.g. state-issued driver's license) to a Local Registration Authority (LRA). Most LRAs are located at a USDA Service Center office. To find the nearest USDA Service Center office, go to <http://offices.sc.egov.usda.gov/locator/app?type=lra>.

**We recommend that you call ahead to ensure that an employee trained as a USDA LRA will be available when you plan to visit the Service Center.**

For additional information, click [here](#) to review our Frequently Asked Questions, or for information regarding eAuthentication applications, click [here](#) to review our Contact Us page.

Thank You,  
-- The USDA eAuthentication Team

2. Alternately, you may begin the DIV process by logging in to your eAuthentication account and clicking the link in the **Step 5 of 5 – Identity Verification** section of the **Account Activation** screen.

The screenshot shows the USDA eAuthentication Account Creation interface. At the top, there are navigation links: Home, About eAuthentication, Help, Contact Us, and Find an LRA. Below these is a breadcrumb trail: You are here: eAuthentication > Account Creation > Account Activation. The main heading is "Create an eAuthentication Account". The current step is "Step 4 of 5 - Account Activated". The message states: "Your account has been activated with Level 1 Access. Please wait 20 minutes from the time of activation before using the account." Below this is a section for "eAuthentication Account Information" with fields for "User ID:" and "Email:", both of which are redacted with black boxes. There is an "Additional Information" section with a link to "Frequently Asked Questions". The next section is "Step 5 of 5 - Identity Verification", which instructs the user to select one of two options for Level 2 Assurance verification: "Option 1 : Online Self-Service (Recommended)" and "Option 2 : Take your government-issued photo ID (e.g. state-issued driver's license) and present it in person to a Local Registration Authority (LRA). Most LRAs".



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- Once you have reached the DIV website, please read the **Terms of Service**. Click **I Agree** to begin the DIV questionnaire.

**Note:** If you do not feel comfortable verifying your identity online, you must verify your identity in person by visiting an LRA. Please review the **Physical Identity Verification** subsection of this document for more information.

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The Digital Identity Verification questionnaire **DOES NOT** run a credit report or affect your credit score.

Information from your credit history is used to generate the questions, but this information **IS NOT** retained by the USDA and **DOES NOT** affect your credit score or credit eligibility.

Please review the introduction to this section for more information.

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By clicking the "I AGREE" button, you are providing written consent to the United States Department of Agriculture (USDA) under the Fair Credit Reporting Act authorizing the USDA to determine your identity based on information from your personal credit profile or other information from Experian. By clicking "I AGREE", you agree to the Terms of Service, and you authorize the USDA to obtain such information solely to verify your identity for the purpose of avoiding fraudulent transactions in your name.

[Terms of Service](#)

**I AGREE**

Exit



## eAuthentication Level 2 Account Creation Job Aid

4. On the **Step 1 – Validate Identity** screen, confirm your profile information is correct. **Do not proceed** if your information is incorrect. Instructions for correcting your profile information are provided on the **Validate Identity** screen.

If your information is correct, **carefully** type your social security number into the **Social Security Number(SSN)** field, and click the **Submit** button.

**Note:** It is critical that you type your SSN correctly because you **only have two attempts at the questionnaire**. The questionnaire attempts are linked to your eAuthentication Account and the questionnaires are generated based on the given SSN. Mistyping your SSN will waste one of your questionnaire attempts.

### Step 1 - Validate Identity

**Verify eAuthentication Profile Data**

Please verify that the information below is correct before clicking Submit. If you need to correct your information, [click here](#) to update your eAuthentication profile. Once you have updated your profile, please return to this page to complete the identity verification process.

First Name: <b>Cynthia</b>	Last Name: <b>Cook</b>
Address: <b>140 MYRTLE TREE RD</b>	City: <b>SOUTH CHARLESTON</b>
State: <b>WV</b>	Country: <b>US</b>
Zipcode: <b>253098330</b>	Birth Date: <b>5/12/1954</b>
Email: <b>[REDACTED]</b>	

To start the process you must enter your complete 9-digit Social Security Number (SSN) without spaces or dashes. For example: 123456689. Once you have entered your SSN, click the "Submit" button to continue.

Social Security Number(SSN)\*

**Submit**

*Note - Your SSN is used as a temporary part of the online identity validation process. The AAA application does not store or uses your SSN beyond the validation of identity.*

5. Once you have clicked the **Submit** button, the first questionnaire attempt will begin. This questionnaire contains five questions about your background and identity. You must provide answers to all five questions.

**Note:** The questions are generated from openly reported credit and background information stored in Experian databases. This is the same information you would find on your credit report. Providing your SSN on the previous screen prompts the Experian Digital Identity Verification System to generate a questionnaire based on information tied to your SSN.

### Step 2 - Validate Identity

You must validate your identity to ensure you are who you say you are, and to prevent unauthorized access to your account information. To validate your identity online, answer the following questions. All questions must be answered before you can continue.

*Note: The questions are provided by a nationally known third party identity proofing service. The questions and answers are not retained by USDA.*

**Which of the following is the highest level of education you have completed? If there is not a matched educational level, please select "NONE OF THE ABOVE".**

- HIGH SCHOOL DIPLOMA
- SOME COLLEGE
- BACHELOR DEGREE
- GRADUATE DEGREE
- NONE OF THE ABOVE/DOES NOT APPLY



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6. Click the **Submit** button at the bottom of the **Step 2 – Validate Identity** screen to submit your questionnaire responses. If you provided sufficient correct responses, the **Identity Verification – Success** screen will appear.

Your eAuthentication Level 2 Account will now be fully activated. You will receive a confirmation email once the activation is complete. Click the **Continue** button to exit the DIV portal.

**Note:** If you have not provided sufficient correct responses, you will be allowed a second attempt to pass the questionnaire. If you are unable to provide sufficient correct responses on either attempt, you must verify your identity in person by visiting a Local Registration Authority (LRA). Please refer to the **Physical Identity Verification** subsection of this document for instructions this process.

**Identity Verification - Success**

Congratulations! Your identity has been validated and your eAuthentication account is now being promoted to Level 2. This process may take a few minutes to complete. You will receive a confirmation email from the USDA eAuthentication Service at the email address you provided once the action is complete.

After you have received the confirmation email, you will be ready to use your Level 2 account to log in to USDA applications.

[Continue](#)

### Physical Identity Verification

If you do not have a US SSN, do not have sufficient US-based background/identity information for the questionnaire, are unable to pass the questionnaire, or you feel uncomfortable verifying your identity online, you must verify your identity in person by visiting a Local Registration Authority (LRA) at your nearest USDA Service Center.

1. To begin the physical identity verification process, access the **USDA eAuthentication** website and click the **Find an LRA** link at the top of the screen. This will take you to the **USDA Service Center Locator** website where you may locate your nearest LRA.

Home : About eAuthentication : Help : Contact Us : **Find an LRA**

You are here: eAuthentication Home

## eAuthentication Home

**Welcome**

USDA eAuthentication is the system used by USDA agencies to enable customers to obtain accounts that will allow them to access USDA Web applications and services via the Internet. This includes things such as submitting forms electronically, completing surveys online, and checking the status of your USDA accounts.

Please note that USDA will only accept eAuthentication Accounts from individuals.



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2. On the **USDA Service Center Locator** site, click the state you are located in.



3. When you click your state, a list of all LRAs/Service Centers in your state will appear. To make an appointment, call the Service Center nearest to you.

On the day of your appointment, you will need to bring at least one form of government-issued photo ID and the email address you used to register your account. The address on your photo ID must match the address you used when creating your eAuthentication Account.

**Note:** It is strongly recommended to make an appointment to ensure an LRA is available to verify your identity.



4. You will receive a confirmation email once the LRA has verified your identity and your eAuthentication Level 2 Account has been fully activated.



## eAuthentication Level 2 Account Creation Job Aid

### Comments

#### Additional Information

Refer to the following additional materials:

- ezFedGrants External Portal Onboarding and Basics Job Aid
- ezFedGrants External Portal Access Request Submission Job Aid
- Onboarding and Accessing ezFedGrants FAQs
- Locked eAuthentication Account Quick Reference
- ezFedGrants External User Onboarding Quick Reference

#### Version Control

Name	Date	Changes Made
April Murphy	12/1/2016	Initial document created
April Murphy	Feb. 17	<b>Purpose:</b> Added information to contents; added prerequisite re: IDs; added eFG External Portal URL to Helpful Hints <b>General:</b> Corrected use of heading styles for 508 compliance; Updated document title, header, & footer; <b>Procedure:</b> Updated screenshot and text for Account Creation Step 9; Divided into 2 main subsections – Account Creation & Identity Verification. Account Creation Subsection: Step 7- Added information to <b>Note</b> ; Step 9 – Added clarifying information Identity Verification Subsection: Divided into 2 subsections – Digital Verification and Physical Verification; added more detail to digital verification <b>Comments:</b> Added version control table
April Murphy	Mar. 17	<b>Purpose:</b> Added Helpful Hint re: source of digital identity verification questions
April Murphy	Apr. 17	<b>Purpose:</b> Clarified Helpful Hint re: source of digital identity verification questions. <b>Procedure:</b> Clarified source of questionnaire questions in Identity Verification subsection introduction.
April Murphy	May 17	<b>Purpose:</b> Removed confusing references to level 1 & level 2 accounts in the introduction. Added Table of Contents. Removed irrelevant Helpful Hint. Corrected formatting for Contents; Removed hyperlink from Helpful Hints. <b>Procedure:</b> Account Creation subsection: Step 3- Clarified which option to select; Step 7 – Clarified next steps, removed confusing references to Level 1 account; Step 8 – Removed confusing reference to Level 1 account. Identity Verification subsection: Intro – Moved <b>Note</b> information to the Digital Identity Verification subsection intro. Digital Identity Verification subsection: Intro – Clarified & reorganized information; Step 4 – Added information emphasizing correct SSN; Step 5 – Added <b>Note</b> . Physical Identity Verification subsection: Updated Intro. <b>Comments:</b> Updated document title
April Murphy	Jun. 17	<b>Purpose:</b> Updated introduction, clarified Prerequisites and eligibility for DIV <b>Procedure:</b> Identity Verification: Clarified prerequisites and eligibility for DIV
April Murphy	Aug. 17	<b>Procedure:</b> Account Creation Step 4: Added information about security questions and locked eAuthentication Accounts. <b>Comments:</b> Additional Materials: Added two documents
Takia Glover	Sept. 17	<b>Comments:</b> Updated document title
April Murphy	Dec. 17	<b>Procedure:</b> Updated <b>Note</b> on step 3 of Identity Verification.