eXCHANGE External User Login Guide

Updated Authentication for eXCHANGE

eXCHANGE has established multi-factor login for our web-based portal eXCHANGE. Moving forward, users will need to authenticate to eXCHANGE through an enhanced version of the current multi-factor authentication process.

Users will have the choice to two services to authenticate (aka login) to eXCHANGE: Login.gov or ID.me.

Users with existing Login.gov accounts can still sign in with their same credentials, they will need to provide some additional information required for enhanced identity proofing. Users who choose to authenticate via ID.me will need to create new accounts. If users have an existing ID.me account, users will be able to just add their eXCHANGE email to their ID.me account.

You are only required to create an account with one service, but if you would like to have an account with both, that is acceptable as well.   The email used will need to match your eXCHANGE account.   Be aware that you will need to setup different passwords and 2nd factor authentication for Login.gov and ID.me.

This document contains reference links to both Login.gov and ID.me to help users create accounts and answer questions around what is required for enhanced authentication.

WHAT IS LOGIN.GOV?

Login.gov is a secure sign in service used by the public to sign in to participating government agencies. Participating agencies will ask you to create a Login.gov account to securely access your information on their website or application. You can use the same username and password to access any agency that partners with Login.gov. This streamlines your process and eliminates the need to remember multiple usernames and passwords. https://login.gov/what-is-login/

WHAT IS ID.ME?

ID.me is the next-generation digital identity network that simplifies how individuals securely prove their identity online. Consumers can verify their identity with ID.me once and seamlessly log in across websites without having to create a new login or verify their identity again. https://id.me/about

ADDITIONAL HELP

Login.gov Questions?

- [How to Create a Login.gov Account](#)
- [How to Verify Your Identity](#)
- [Accepted Identification Documents](#)

ID.me Questions?

- [How to Create an ID.me Account](#)
- [Already Have ID.me & Need to Add eXCHANGE Email](#)
- [Accepted Identification Documents & Verifying Your Identity](#)