

Login.gov User Aid

Rural Utilities Service (RUS) Telecommunications Program

December 10, 2024

Please Note: The formatting of this document does not take into consideration accessibility concerns if the document were to be printed and viewed in a hard copy format.

Executive Summary

USDA, in partnership with Login.gov, upgraded the process for user verification and access to customer-facing USDA systems including those developed and maintained by the RUS Telecommunications Program.

As of October 2024, you will access these systems – including Application Intake, Community Connect, and Reporting and Compliance – using Login.gov.



Important Registration Information

Telecom Program users will need to start at the [Application Intake System](#) or the [R&C Login System](#) to start the process of Registering for a Login.gov Account.

Starting October 1, 2024, ALL users regardless of registration date must login using Login.gov credentials only. eAuth IDs will no longer be supported.

As a result, RUS/Telecom encourages you to **link** any pre-existing Level 2 eAuth to an appropriate Login.gov account as soon as possible. By linking your accounts, you will ensure that all your activity within the respective RUS/Telecom systems will appear under the same user account.

Please review the following three scenarios, decide which one applies to you, and follow the instructions for that scenario.

1. New Login.gov user **WITHOUT** a pre-existing Level 2 eAuth login ID (first time access to RUS/Telecom systems).
2. Login.gov user **WITH** a pre-existing Level 2 eAuth login ID which is **NOT** linked to the Login.gov account.
3. Login.gov user **WITH** a pre-existing Level 2 eAuth login ID which **IS LINKED** to the Login.gov account.

Notes:

1. All references to figures and tables in the text of this aid are **clickable links** to the relevant illustrations and tables.
2. This aid contains **clickable links** to sections that help with different ID verification and login scenarios.

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Version	Change	Date
V1	Initial publication	March 2024
V2	Update publication to remove references to using eAuthentication for logging into Telecom Program Systems	December 2024

1 Login.gov Basics

1.1 About Login.gov

Login.gov is a secure sign-in service used by the public to access resources at participating government agencies. **This service eliminates the need for users to create and maintain multiple separate accounts across agencies**; instead, they may use the same Login.gov user ID and password at many agencies. Figure 1 depicts the Login.gov logo, which participating agencies – including USDA – display wherever Login.gov credentials are accepted.

Figure 1: Login.gov Logo and Login Prompt



You must create a Login.gov account to securely login and access government systems.

1.2 Supported Browsers

To use RUS/Telecom systems, use either Microsoft Edge or Google Chrome.

Table 1: Browsers

Icon	Supported Browser	Download Source
	Microsoft Edge latest version	Microsoft
	Google Chrome latest version	Google

1.3 Materials Needed to Create a Login.gov Account

If you need to create a new Login.gov account, you will need to gather some required information and materials. Please see the list of data elements and notes below.

1. Email address
 - If you already have a verified Level 2 eAuthentication (eAuth) account that was created prior to March 2024 that has been linked to your entity then you will use that email address to create your Login.gov account.
2. Secure password
 - Passwords must be at least 12 characters and should not include commonly used words or phrases.
3. One or more two-factor authentication methods:
 - One-time code delivered via text/voice message

- Backup codes (*less secure, per Login.gov*)
- Security key via RSA/alternative
- Federal government employee or military identification (PIV/CAC)
- Face or touch unlock
- Authentication application such as Microsoft Authenticator or alternative

2 Accessing the Login Screen for RUS Telecom Systems

2.1 Logging in with Login.gov

You must **START at one of the below links** to set up a new Login.gov account or to link an existing eAuth account to Login.gov for RUS Telecom Programs. Please access RUS Telecom systems through their respective websites. The list below contains the systems relevant for this user guide.

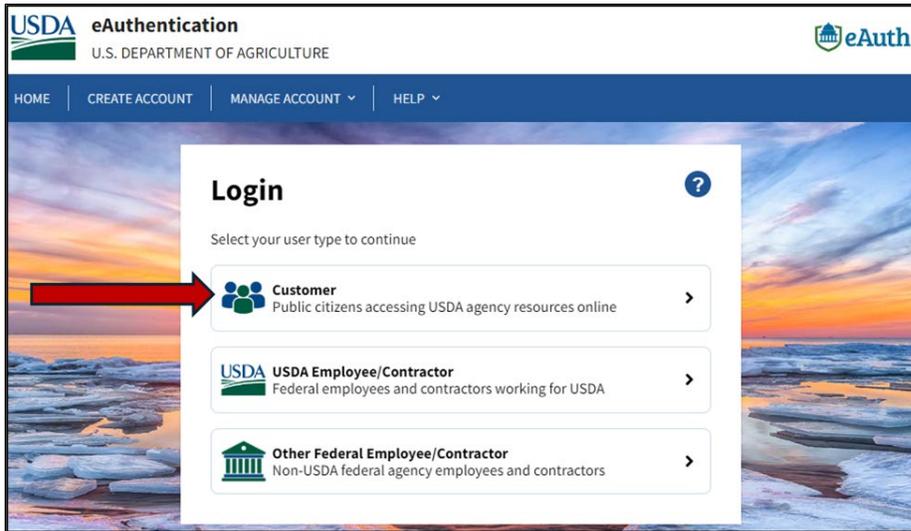
Please refer to the helpful USDA eAuthentication FAQ for answers to many frequently asked questions: <https://www.eauth.usda.gov/eauth/b/usda/faq>

RUS/Telecom Systems:

- [Application Intake](#)
 - Initially, an approved Authorized Representative Request will need to be submitted with a Login.gov account to access the system. See the relevant application system user manual.
- [Reporting and Compliance](#)
 - Initially, an approved Authorized Representative Request will need to be submitted with a Login.gov account to access the system. See the relevant application system user manual.
- [Public Notice Filing \(PNR\)](#)/Public Notice Response (PNR)
 - Login not required to view PNRs

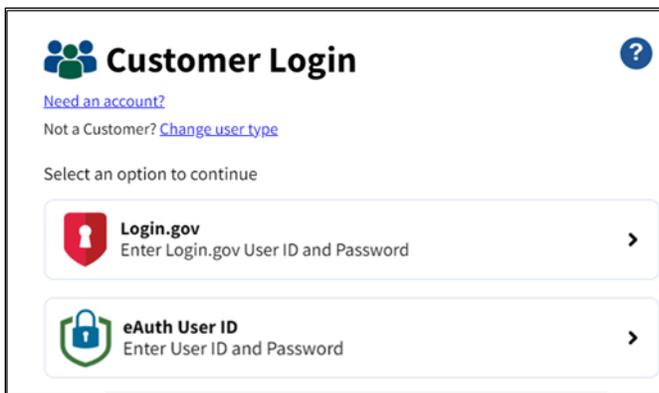
1. The first time you log in, choose “Customer” (Figure 2).

Figure 2: User Type Selection



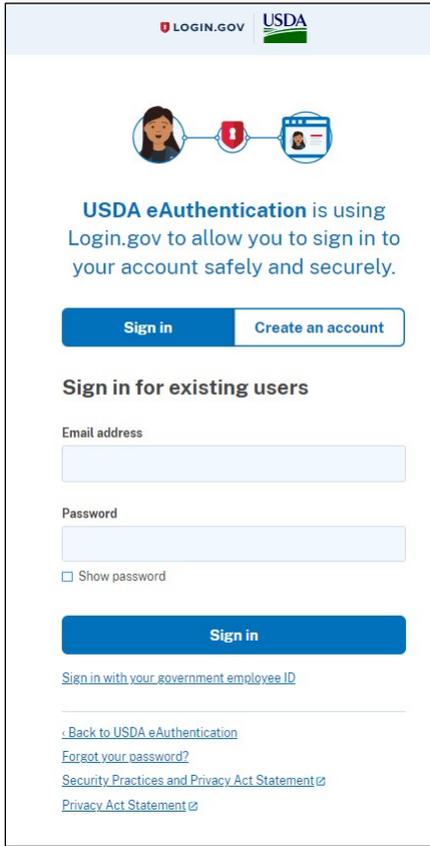
2. Next, choose the Login.gov option from the Customer Login screen (Figure 3).

Figure 3: Customer Login Option Selection Panel



3. The Login.gov option takes you to the corresponding login screen for Login.gov (Figure 4)

Figure 4: Login.gov Login Screen



The screenshot shows the Login.gov login screen for USDA eAuthentication. At the top, there are logos for LOGIN.GOV and USDA. Below the logos is a diagram showing a person's profile icon connected to a Login.gov icon, which is then connected to a user's profile icon. The text reads: "USDA eAuthentication is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" (highlighted in blue) and "Create an account". Below this is the section "Sign in for existing users" with input fields for "Email address" and "Password". A checkbox labeled "Show password" is present below the password field. A blue "Sign in" button is located below the input fields. At the bottom, there are several links: "Sign in with your government employee ID", "Back to USDA eAuthentication", "Forgot your password?", "Security Practices and Privacy Act Statement", and "Privacy Act Statement".



Important Account Advice

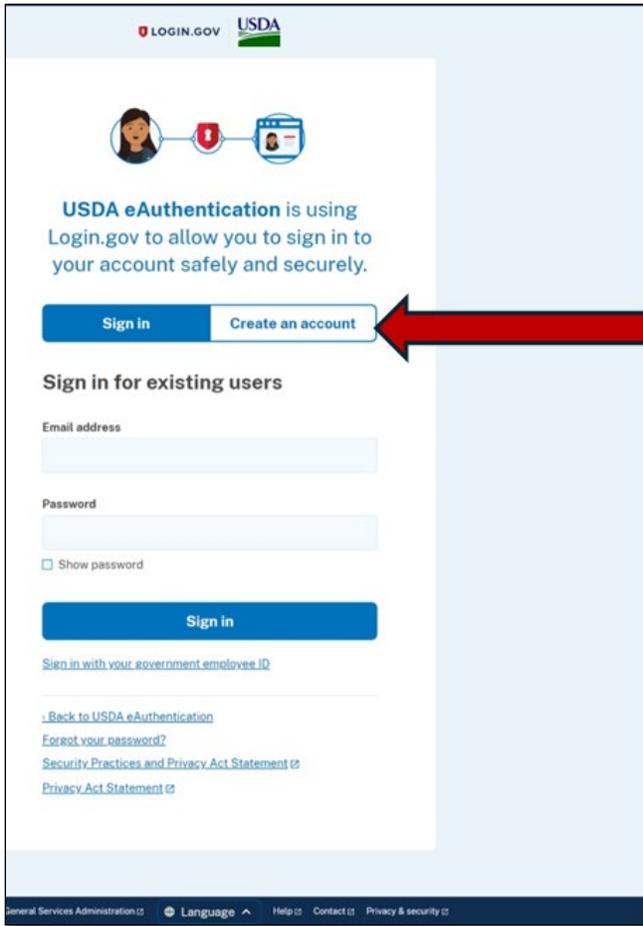
Keep track of your Login.gov Account, email address, and eAuth User ID that is linked for each RUS Telecom System. It is **very important** that you consistently use the same login information.

3 Scenario 1 - New User with neither a Login.gov nor Level 2 eAuth Account

3.1 Initial Setup and Email Confirmation

1. You will start at one of the following RUS Telecom Program Systems below. The first time you log in choose “Customer”. Next, you will choose the “Login.gov” login option.
 - [Application Intake](#)
 - Initially, an approved Authorized Representative Request will need to be submitted with a Login.gov account to access the system. See the relevant application system user manual.
 - [Reporting and Compliance](#)
 - Initially, an approved Authorized Representative Request will need to be submitted with a Login.gov account to access the system. See the relevant application system user manual.
 - [Public Notice Filing](#) (PNR)
 - Note: Login not required to view PNRs
2. You will be redirected to the Login.gov sign-in page (Figure 6). Select “Create an Account”.

Figure 5: Login.gov Sign in/Create an Account Screen



3. The new account creation screen will appear (Figure 7). First, enter an email address that you will always have access to.
 - **Note:** If you wish, you can add additional email addresses to your Login.gov account later. Information on how to do that is found at <https://login.gov/help/>.

Figure 6: Login.gov Create an Account Screen

An official website of the United States government Here's how you know

LOGIN.GOV

Sign in Create an account

Create an account for new users

Enter your email address

john.doe@gmail.com

Select your email language preference
Login.gov allows you to receive your email communication in English, Spanish or French.

English (default)
 Español
 Français

I read and accept the Login.gov [Rules of Use](#)

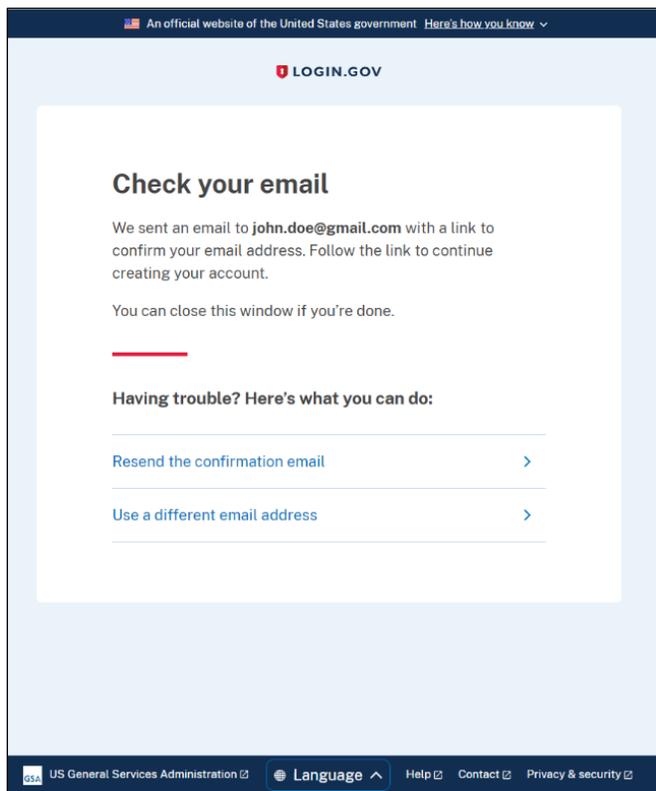
Submit

[Cancel](#)
[Security Practices and Privacy Act Statement](#)
[Privacy Act Statement](#)

US General Services Administration Language Help Contact Privacy & security

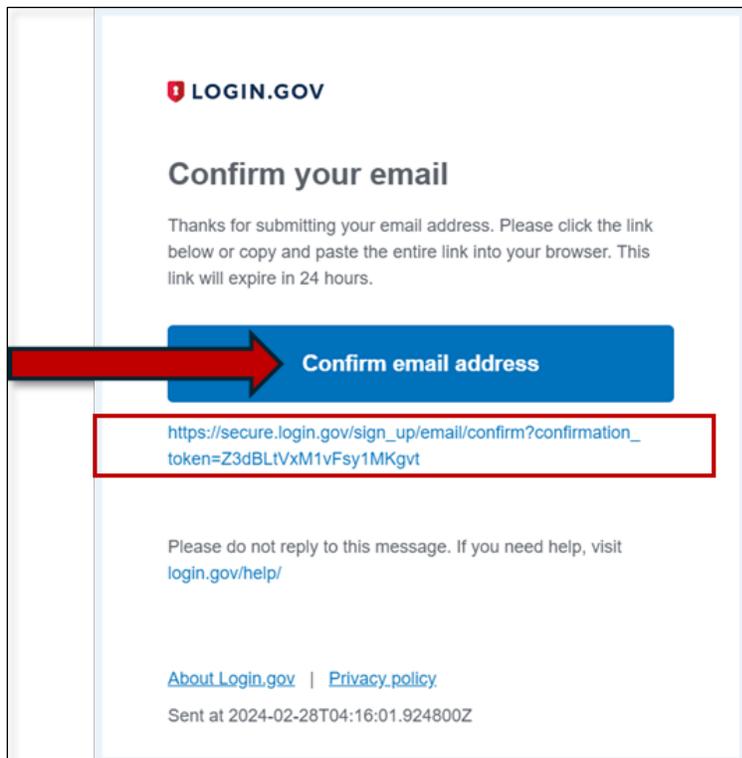
4. Select your preferred language, then check the box to accept the Login.gov [Rules of Use](#).
5. Click the “Submit” button to proceed. This step sends a confirmation email to the email address you entered. A confirmation screen also appears (Figure 8), informing you that a confirmation email has been sent to your inbox.
 - **Note:** If you do NOT receive the confirmation email, you may use the links on this screen to either re-send the email to the same address (“Resend the confirmation email”), or to send it to a separate email address (“Use a different email address”). In most cases you will not need to use either re-send option

Figure 7: Login.gov New Account Email Confirmation Screen



6. Check your email inbox for the email from Login.gov (Figure 9). In the email message, click the “Confirm Email Address” button **OR** the single-use link immediately below it. Clicking either will redirect you back to the Login.gov website.

Figure 8: Confirm Email Address Email



7. On returning to the Login.gov website, you will see a message stating that your email confirmation has been received. Now you will be prompted to enter a strong password into both the “Password” and “Confirm Password” fields (Figure 10). Both fields must contain identical data.



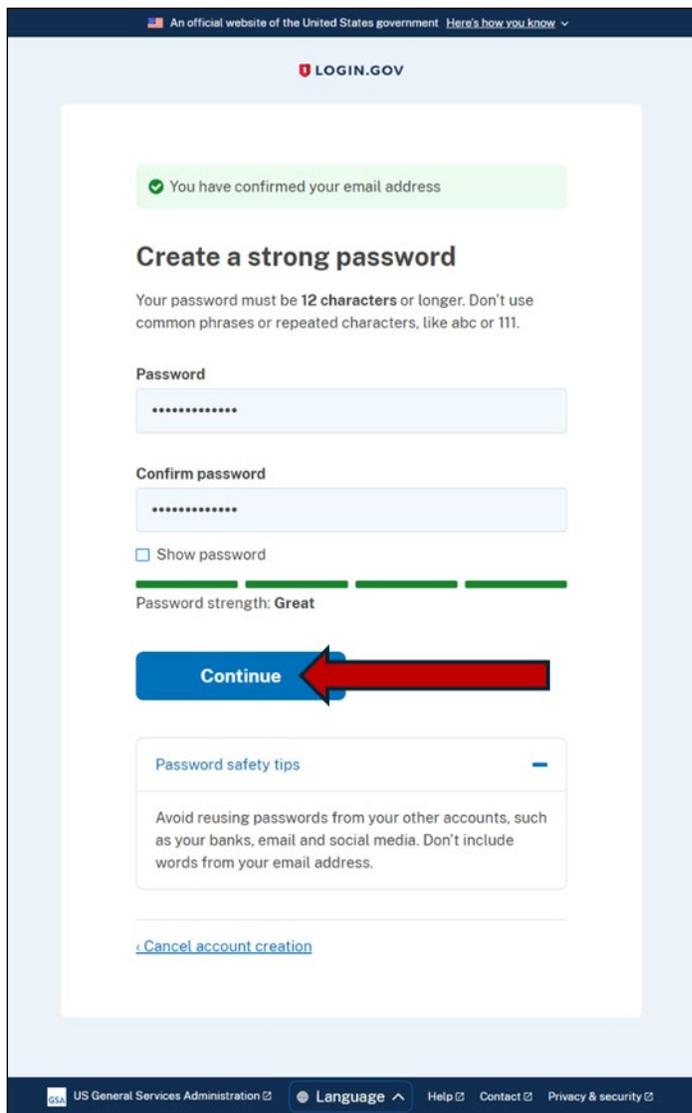
Creating Strong Passwords

- Do **NOT** include sequential numbers or letters (such as “12345” or “abcde”)
- Do **NOT** include sensitive personal information (such as your name, address, or date of birth)
- **DO** include a mix of letters, numbers, and symbols

If your password does not meet the criteria, you will receive a message prompting you to enter a different password.

If both of your password entries match – and your password is deemed strong enough by Login.gov – you may click the “Continue” button to proceed with the account creation process.

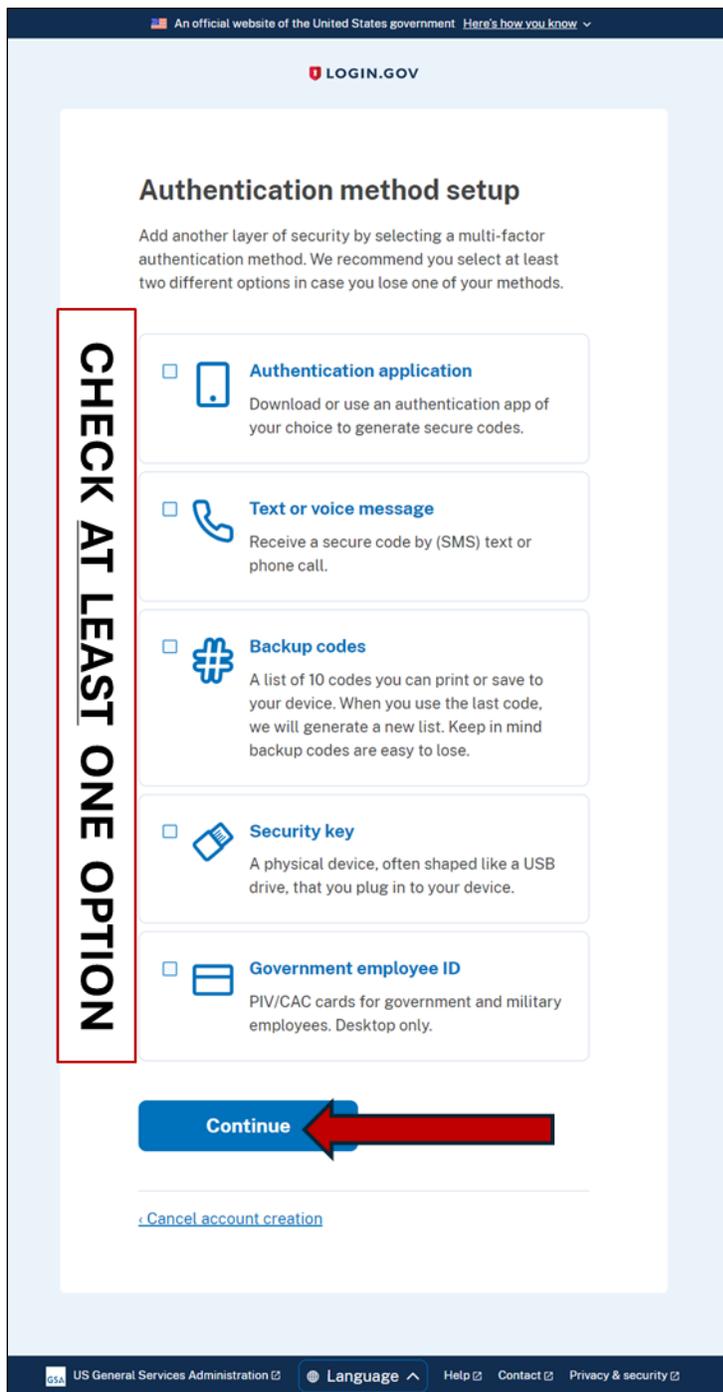
Figure 9: Password Creation Screen



3.2 Setting Up 2-Factor Authentication

8. Next, you will be prompted to select a multi-factor authentication method (Figure 11). **You must select at least one**, but you may select multiple options. For improved security (and flexibility), Login.gov recommends selecting at least two methods.
 - **Note:** Selecting multiple methods allows you to use **any** of the selected methods anytime you log in. For instance, if you choose both “Authenticator app” and “Text or voice message”, you can use either one when logging in.

Figure 10: Multi-factor Authentication Selection Screen



Depending on the [multi-factor authentication type\(s\)](#) you select, the system displays the appropriate downstream entry/display screens. As such, the following steps are conditional depending on your entries in the screen above.

9. Select one or more of the two-factor authentication options presented and click the “Continue” button.

- Text or Voice Message (most common). We will walk through the steps involved in setting up this method now (starting with Figure 12)
- For more on how to select/implement these alternative two-factor authentication options, please go to [Login.gov](https://login.gov).
 - Backup Codes (least preferred method)
 - Security Key (e.g., RSA SecureID hardware tokens)
 - Government Employee ID (e.g., PIV card)
 - Authentication App (user experience will vary depending on authentication app selected)

Figure 11: Two-factor Authentication via Text or Voice Message

1. Enter the phone number where you'll receive the two-factor code by either voice (landline or mobile) or text (mobile only).
2. Select the delivery method – either Text or Phone call depending on the type of phone being used (text is the default) – and click the “Send code” button.
3. This action sends the code via the requested method **and** displays the one-time code entry screen (Figure 13).

Figure 12: Sample One-time Access Code Sent by Text



4. On receipt of the code via text or voice message, enter the six-digit value on the one-time access code entry screen at Login.gov (Figure 14).
5. Also check the “Remember this browser” check box if you wish to bypass the two-factor process on subsequent logins on this computer/browser. Checking this box is not required.
6. Click the “Submit” button.
 - **Note:** If you did not receive the code via text or voice message, you may click the “Send another code” button to trigger the delivery of an alternative code. You will receive an additional text or voice message containing the alternative code for entry on the screen above. If you request an alternative code, you may only use that code for access entry. The first code – should you receive it – will no longer be valid.
 - If you still do not receive the code after clicking “Send another code,”, you can click the “Use another phone number” link at the bottom of the screen. Clicking this option will allow you to enter an alternative phone number for receiving your one-time access entry code by text/voice message.

Figure 13: One-time Access Code Entry Screen (Text/Voice)

Enter your one-time code

We sent a text (SMS) with a one-time code to +1 202-555-1212. This code will expire in 10 minutes.

One-time code
Example: 123456

129329

Remember this browser

Submit

↻ Send another code

Having trouble? Here's what you can do:

Use another phone number >

I didn't receive my one-time code >

Learn more about authentication options >

[Choose another authentication method](#)

7. Click “Add Another Method” on the confirmation screen (Figure 15) to add an additional two-factor authentication method. Adding another method returns you to Figure 11.
8. **If you are done** entering two-factor authentication types, you may click the “Skip for now” link, which will prompt you to continue to the next step, USDA eAuth.

Figure 14: Phone Number Confirmation Screen

LOGIN.GOV

✓ A phone was added to your account.

You've added your first authentication method! Add a second method as a backup.

Adding another authentication method prevents you from getting locked out of your account if you lose one of your methods.

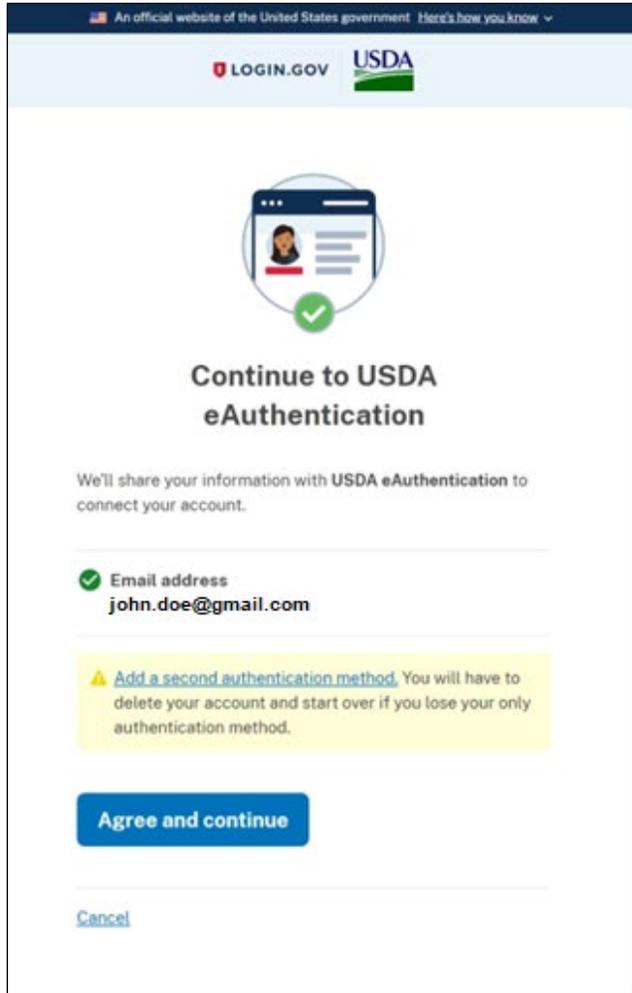
Add another method

[Skip for now](#)

3.3 Finishing Login.gov Setup and Proceeding to USDA

1. You have finished setting up your Login.gov account and Login.gov displays the “Continue to USDA eAuth” screen (Figure 16).

Figure 15: Prompt to Agree to Continue to USDA eAuth



2. Click the “Agree and continue” button to proceed to USDA eAuth to create a USDA eAuth account. After creating your UDSA eAuth account – and linking it to your Login.gov ID – you will be able to login to USDA systems using your Login.gov account. Go to the next section for details on linking your Login.gov account to a USDA eAuth account and logging in using Login.gov.

4 Linking Your Login.gov Account to USDA eAuth

4.1 New User Without a Level 2 eAuth Account

You must first have an account in USDA eAuth before you are able to begin an application. The following steps will show you how to create a USDA eAuth account and link it with your new Login.gov account.



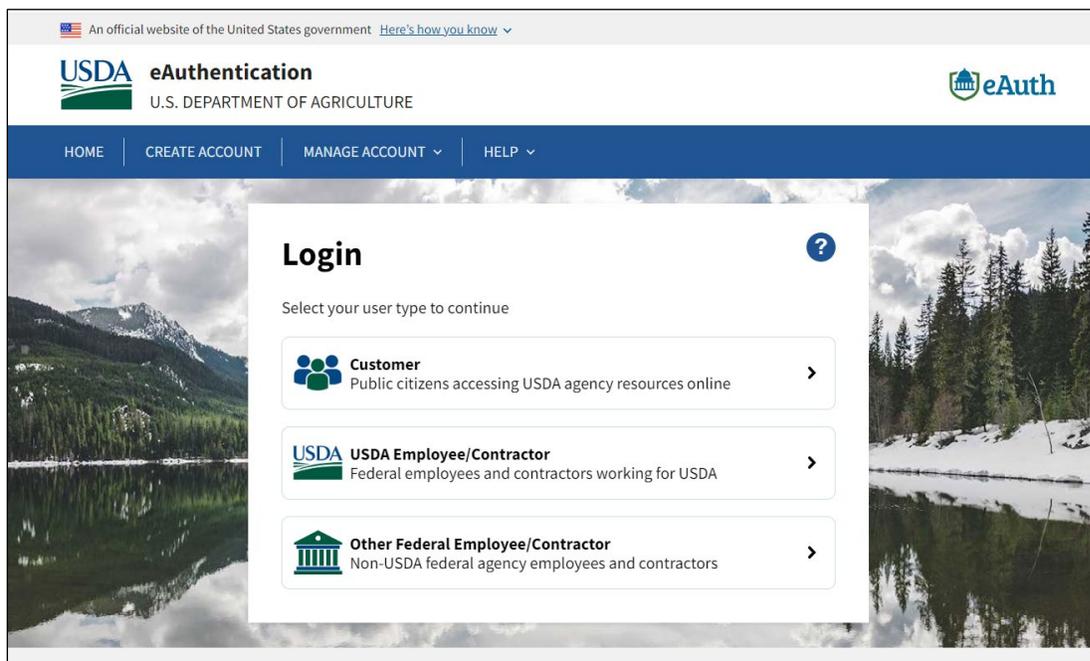
Important Account Advice

Keep track of your Login.gov Account, email address, and eAuth User ID that is linked for each RUS Telecom System. It is **very important** that you consistently use the same login information.

4.1.1 Initial Setup – Accessing USDA eAuth

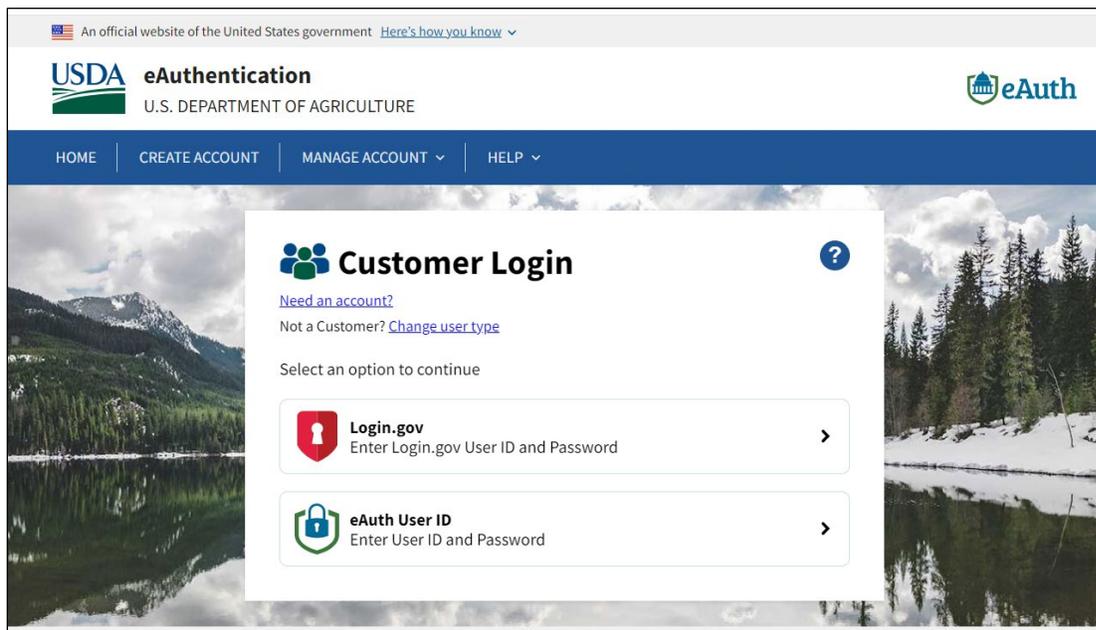
1. Navigate to RUS/Telecom system that you would like to use:
 - [Application Intake](#)
 - [Reporting and Compliance](#)
 - [Public Notice Filing](#) (PNR)/Public Notice Response (PNR)
 - Note: Login not required to view PNRs
2. Three options for user types are displayed (Figure 17). Select the **Customer** user type.

Figure 16: Login.gov User Type Selection Screen



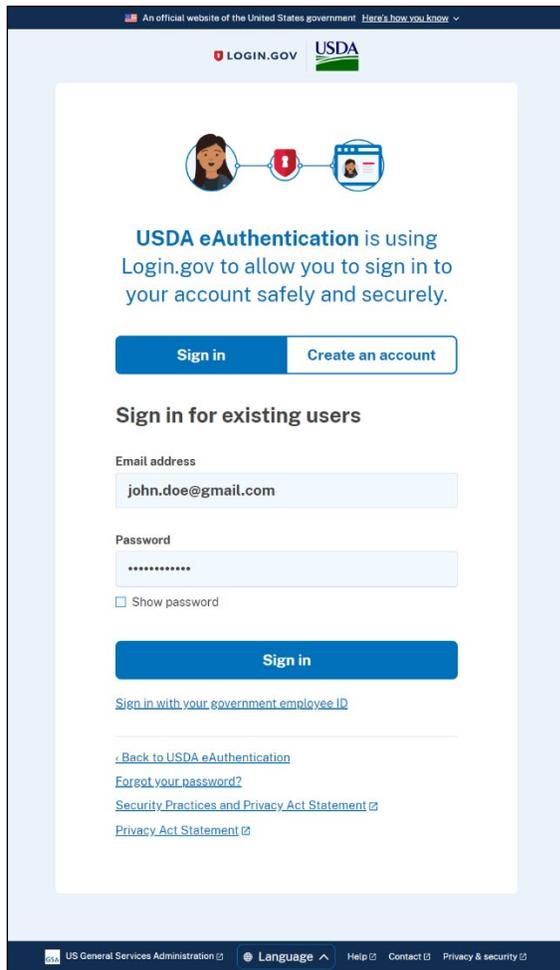
3. Next, two options for login are displayed (Figure 18). Select the **Login.gov** option.

Figure 17: Login.gov Customer Login Selection Screen



4. The Login.gov login screen will appear (Figure 19). Use your new Login.gov credential to log in (see section 3 for how to set up a Login.gov credential).
5. Enter the email address and password you used for your Login.gov account into the relevant fields and select the "Sign in" button.

Figure 18: Sign-in Screen for Login.gov Users at USDA



- The system will prompt you to use one of the 2-factor authentication methods you set up previously. Follow the steps on the screen to log in with your selected method of 2-factor authentication. Figure 20 shows the “text or voice message” method.

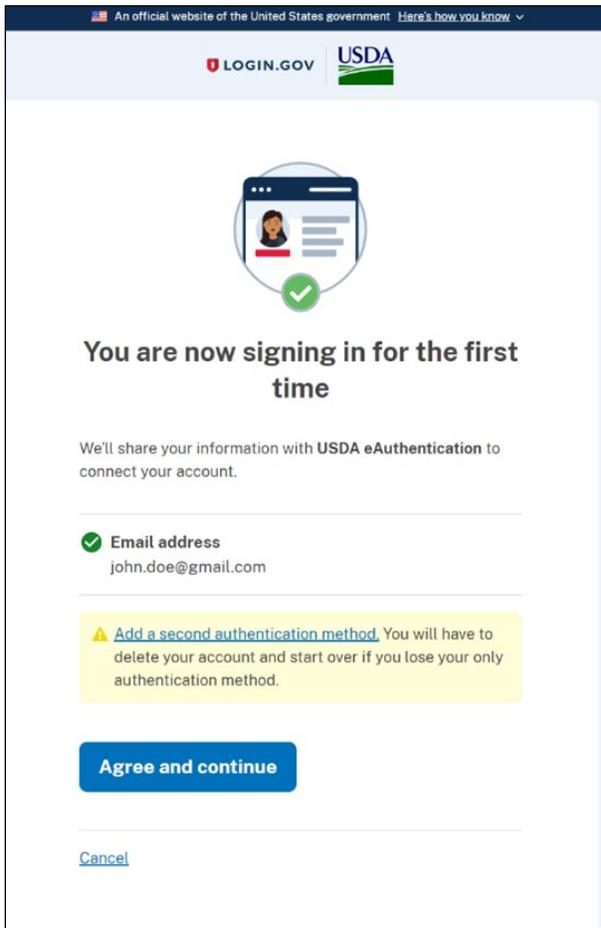
Figure 19: Sample Two-factor Authentication Screen (Text/Voice Message)

The screenshot shows the Login.gov interface for two-factor authentication. At the top, there are logos for LOGIN.GOV and USDA. The main heading is "Enter your one-time code". Below this, a message states: "We sent a text (SMS) with a one-time code to (***) ***-5252. This code will expire in 10 minutes." There is a section for "One-time code" with an example "123456" and a text input field. Below the input field is a checkbox labeled "Remember this browser". A blue "Submit" button is present, along with a "Send another code" button. At the bottom, there is a section titled "Having trouble? Here's what you can do:" with three links: "Choose another authentication method", "I didn't receive my one-time code", and "Learn more about authentication options". A "Cancel" link is also visible at the bottom left.

- After completing two-factor authentication, click the “Agree and Continue” button on the screen shown in Figure 21. You will be automatically redirected to the USDA eAuth website.
 - Note:** If you have not already added more than one 2-factor authentication method to your account, a message will prompt you to add a second authentication method. If desired, click the ‘Add a second authentication method’ link to do so. The system will

remind you to do this at multiple subsequent steps, so you have plenty of opportunities to add it.

Figure 20: First Sign-on Message



- The screen will display two options for linking with Login.gov (Figure 22). Since you are **setting up a USDA eAuth account** for the first time, select the second option, “**Continue without linking to an existing eAuth account.**” Then click the “Continue” button.

Figure 21: Link with Login.gov Prompt (No Existing eAuth Account)

An official website of the United States government [Here's how you know](#) ▼

USDA eAuthentication
U.S. DEPARTMENT OF AGRICULTURE

Link with Login.gov ?

Login.gov must be linked to an eAuth account to use it with USDA applications.

Use an existing eAuth account to link to my Login.gov account.

Continue without linking to an existing eAuth account.

Continue

USDA eAuthentication
U.S. Department of Agriculture

Twitter Facebook Instagram YouTube

- You will be prompted to enter your name (Figure 23). Enter your first and last name, making absolutely sure they are spelled correctly, then click the “Continue” button.

Figure 22: First and Last Name Entry Screen

An official website of the United States government [Here's how you know](#) ▼

USDA eAuthentication
U.S. DEPARTMENT OF AGRICULTURE

User Information Required ?

In order to complete setting up your Login.gov account with USDA eAuth, please provide the following information:

First name

Last name

Submit

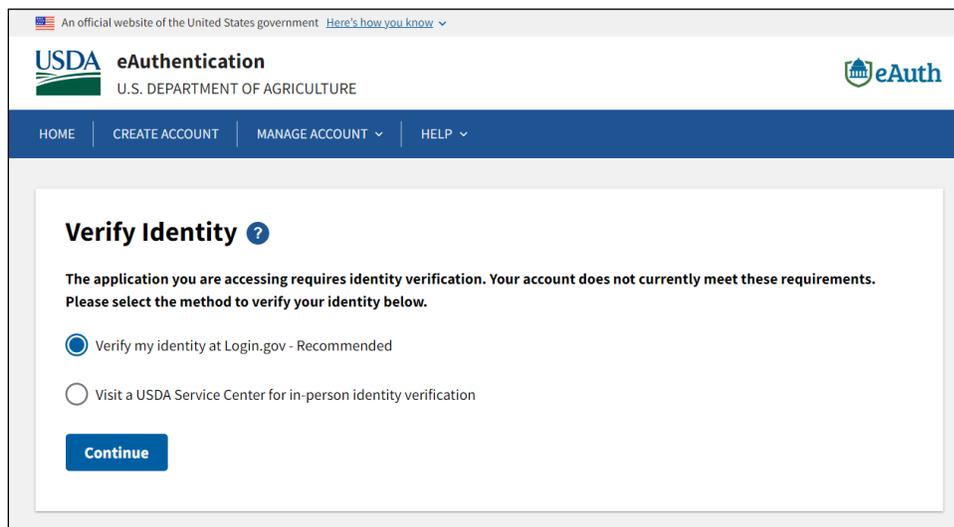
USDA eAuthentication
U.S. Department of Agriculture

Twitter Facebook Instagram YouTube

- Identity verification is **required** when **creating** a USDA eAuth account. Two options are displayed (Figure 24).

11. To verify online, select “Verify my identity at Login.gov - Recommended”. Then select the “Continue” button.

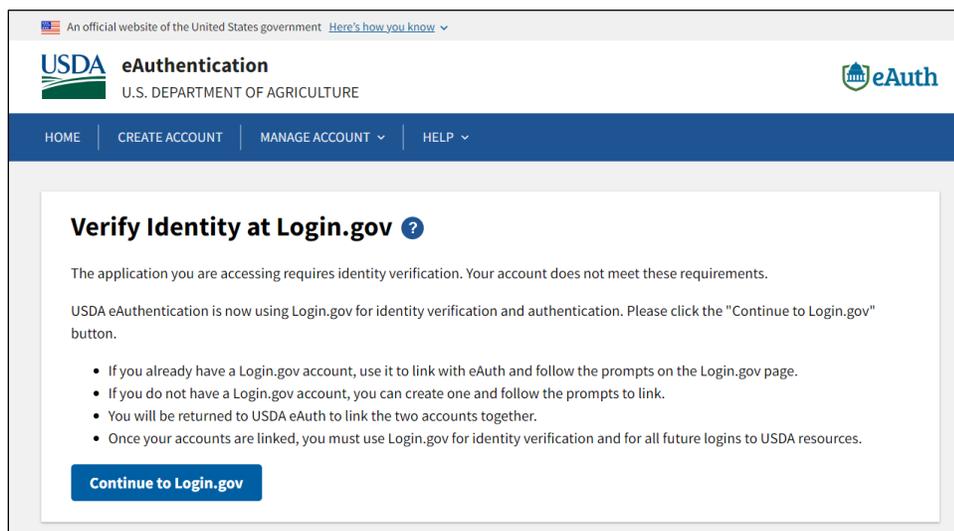
Figure 23: Choose Identification Verification Method



12. A screen containing information regarding identity verification will display (Figure 25). **Read this information carefully.** All subsequent steps of identity verification will be handled at **Login.gov**.

13. Select the “Continue to Login.gov” button.

Figure 24: Prompt to Continue Verification at Login.gov

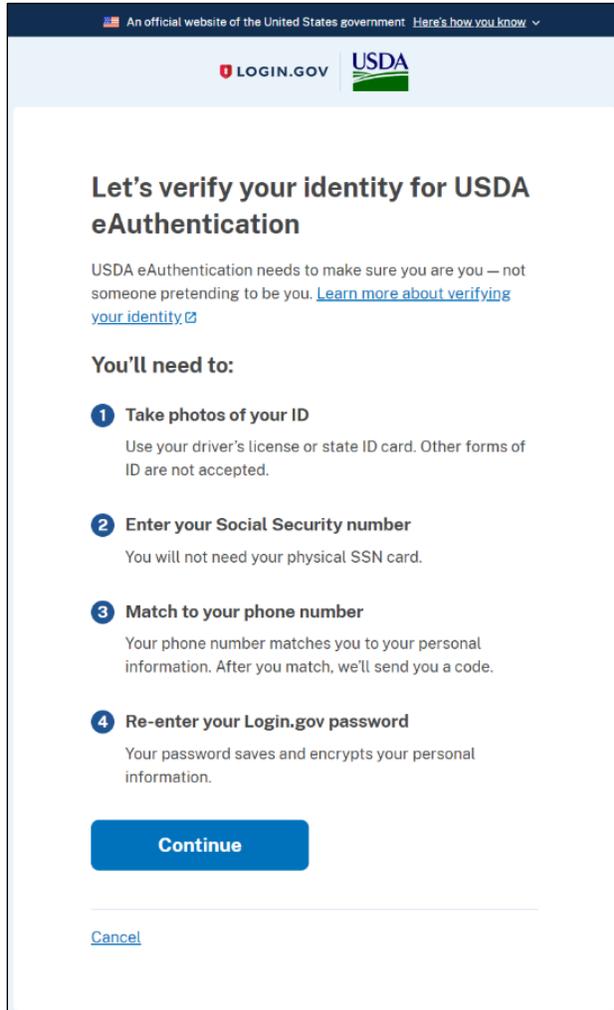


14. The next screen (Figure 26) summarizes the process of verifying your identity with Login.gov. For more detailed information regarding identity verification, click the ‘Learn more about verifying your identity’ link.

15. Click the “Continue” button to proceed to identity verification.

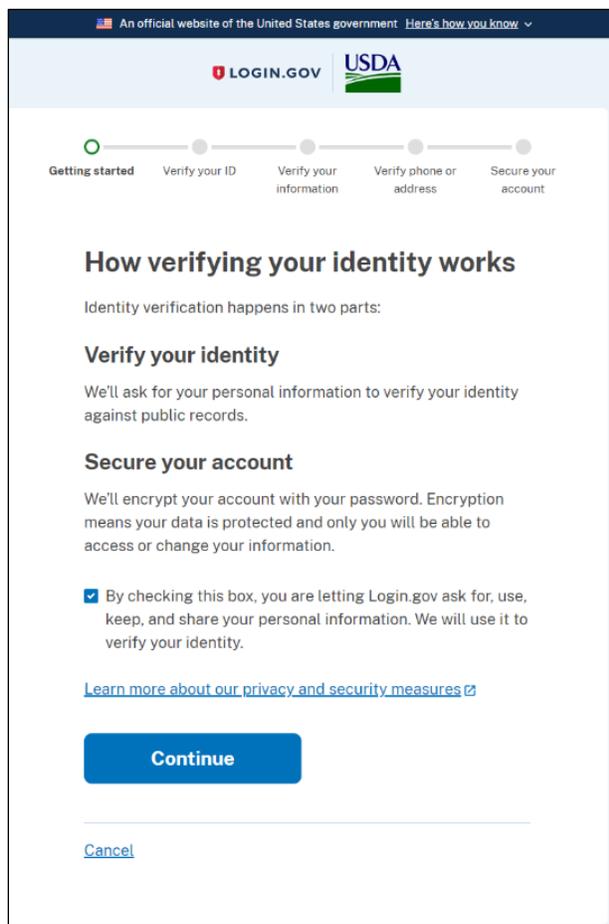
- **Reminder:** Neither USDA nor RUS/Telecom specifically control the Login.gov processes. If you need assistance at Login.gov, please use the resources Login.gov provides

Figure 25: Steps for Verifying Identity at Login.gov



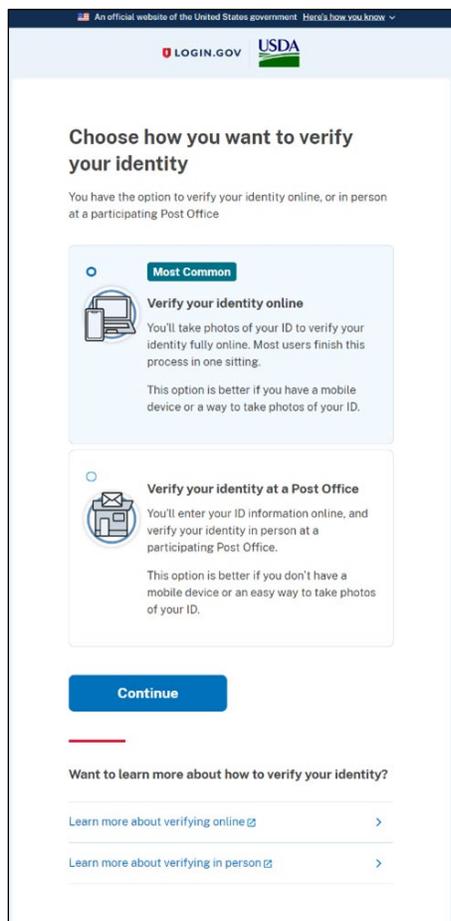
16. You will see further explanation of how identity verification works (Figure 27). You must check the box agreeing to the collection and use of your information for identity verification in order to proceed. Then click the “Continue” button.

Figure 26: Identity Verification Overview



17. Next, Login.gov provides you with two options to verify your identity (Figure 28). You can verify your identity online, or through a local Post Office. **Select the first option to verify online.** Then click the “Continue” button.

Figure 27: Login.gov Options to Verify Your Identity



4.1.2 Identity Verification Part 1– State-Issued ID

Identity verification has two primary components – providing your state-issued ID, and entering your personal information for verification.

For a smoother process, you can gather the necessary information and materials ahead of time. You will need:

- State-issued ID card or Driver’s License
- Your Social Security number (SSN)
- A mobile device with a web browser (if you are using your phone to upload photos)
- Your 2-factor authentication materials (such as an authenticator app, if using)

First, we will walk through the process of uploading photos of your state-issued ID card.

1. The system will prompt you to upload photos of your state-issued ID (Figure 29). You can select whether you would like to perform these steps using your phone, or on the computer.
2. To upload directly using your phone, select the first option. The next set of steps will walk you through using your phone.
 - If you have images of your ID on the computer ready to upload, or you would prefer to email them to yourself for upload, select the second option.

Figure 28: Options for Adding your ID to your Account

An official website of the United States government Here's how you know

LOGIN.GOV USDA

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

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

123-456-7890

Send link

Continue on this computer

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

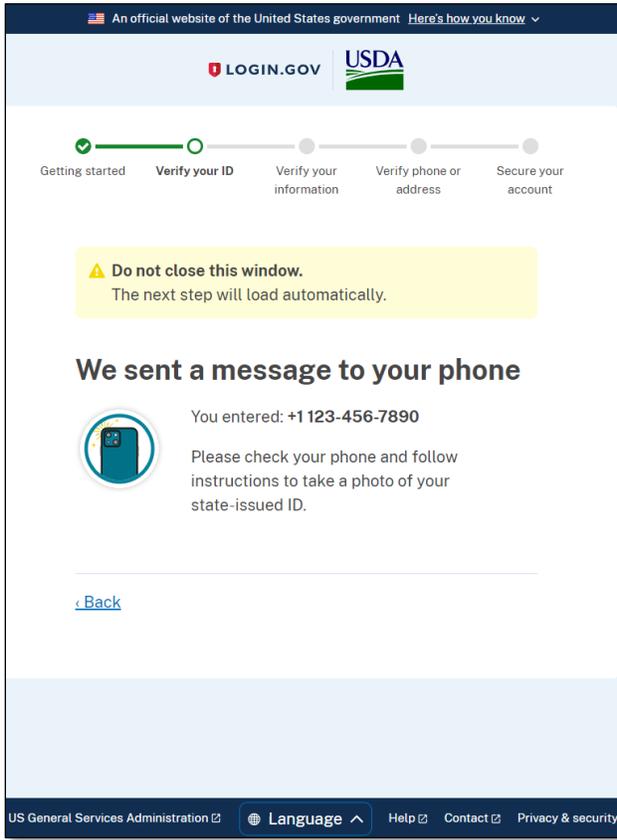
Upload photos

[Cancel](#)

3. Enter your phone number in the space provided and click the “Send link” button to proceed.

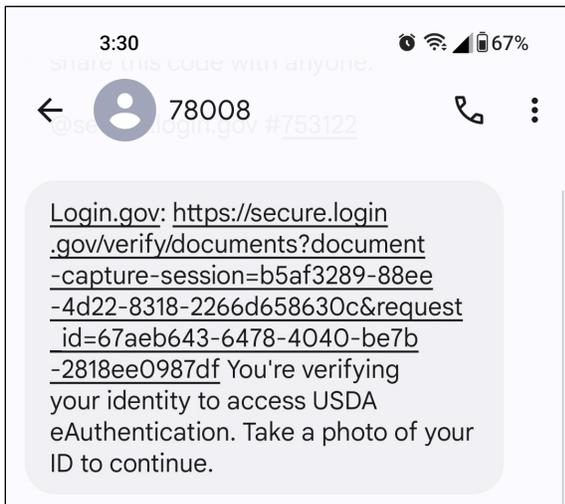
4. A confirmation will display (Figure 30) indicating that a text message has been sent to the phone number entered on the previous screen.

Figure 29: Verifying your Identity by Phone



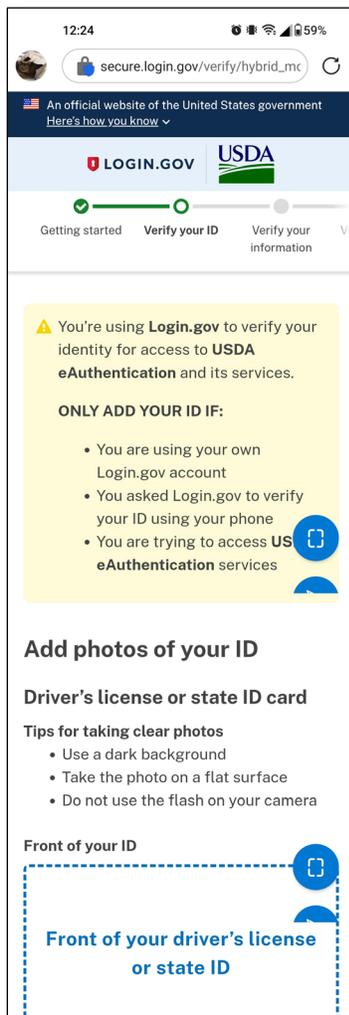
5. Check your phone's texting app for the message. It may take a few minutes for the message to appear (sample message shown in Figure 31).

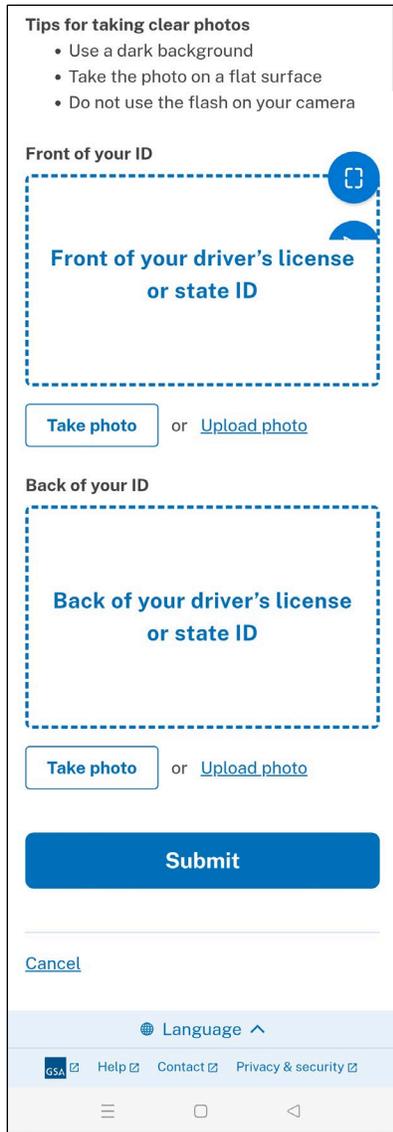
Figure 30: Sample Identity Verification Text Message



6. The link in this message **will work only once**. Click the link in the text message to open the page in your phone's mobile web browser.
7. A screen will display in your phone's web browser (Figure 32), prompting you to submit photos of your state-issued ID. You must submit a photo of the front and a photo of the back of the ID.
 - If you already have photos of your ID on your phone, select the Upload photo link for the front and back.
 - If you do not, click the "Take photo" button instead.

Figure 31: Photo ID Upload via Mobile Device





8. Take a photo of the front and a photo of the back of your ID. The system will assist you with visual guides in your Camera app to help you achieve a good photo.



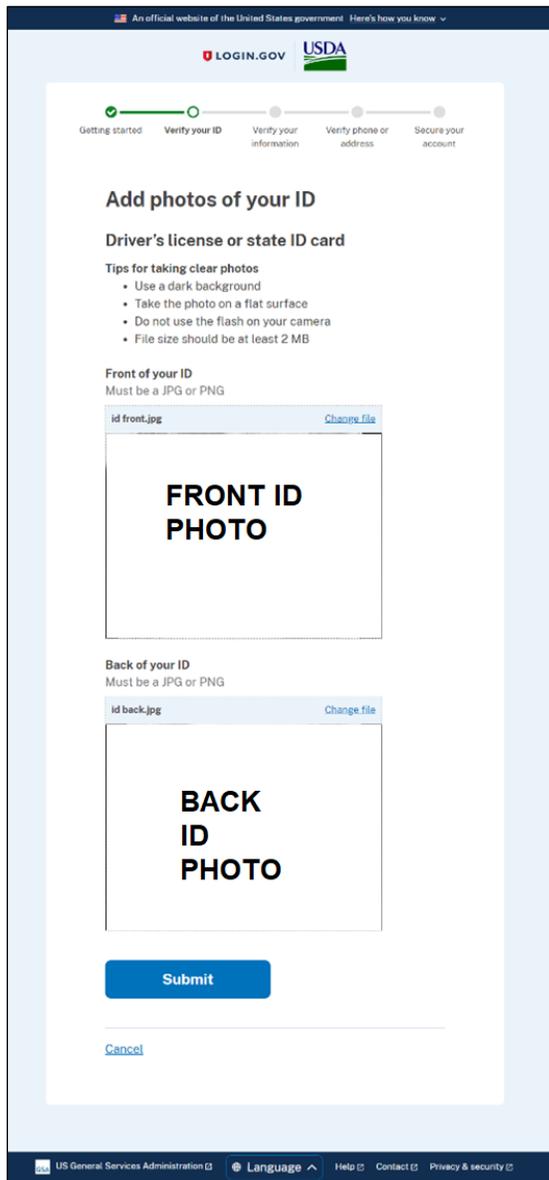
Tips for getting good photos of your ID

- Take the photos in a well-lit room.
- Place your ID on an even, flat surface. A dark background is best.
- Ensure your phone's camera lens is clean and unobstructed.
- Hold your phone steady while taking the photo.

After you have uploaded the photos, the system will display your images in the slots labeled "Front of your ID" and "Back of your ID" (Figure 33, below).

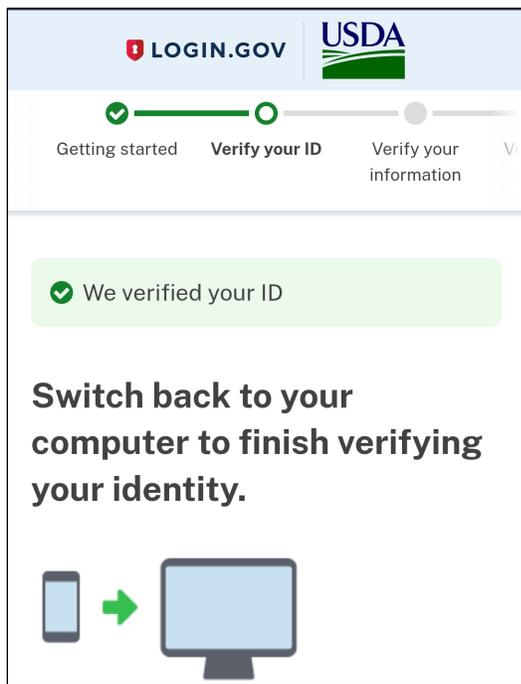
Note: Ensure you are taking a photo of the correct side for the button you selected!

Figure 32: Confirm Photos of your ID and Submit



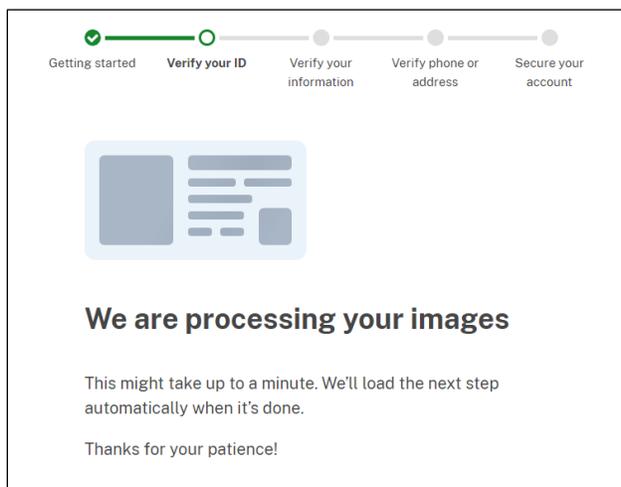
9. If you want to take new photos, click the “Change file” link to try again. When ready, click the “Submit” button to submit your photos.
10. A confirmation screen will appear (Figure 34) indicating that the upload was received and instructing you to return to the computer on which you began this process to complete the next steps.

Figure 33: ID Verification Confirmation



11. A screen will appear in the browser on your computer (Figure 35), confirming that the ID photos have been received and are now being processed by the Login.gov system.

Figure 34: Browser Notification – ID Photos are being Processed



Do not navigate away from this page while this process is underway.

If there are any issues with processing your ID, a message will display describing the problem and provide directions for rectifying the issue.

When your state-issued ID has been successfully processed, the system will automatically proceed to the next screen.

12. You will receive an email at your email address on file (Figure 36), confirming that your identity was successfully verified with USDA eAuth.

Figure 35: Confirmation Email - ID Verification



13. Return to the browser window to continue with the next part of identity verification.

4.1.3 Identity Verification Part 2 – Entering Your Information

The next steps require you to enter some pieces of personal information for verification.

1. The next screen in the web browser on your computer (Figure 37) prompts you to provide your Social Security number (SSN). Enter your SSN into the field provided. After typing your SSN, click the “Continue” button.
 - **Note:** You do not need to type the hyphens in your Social Security number. The system will format it automatically.

Figure 36: Social Security Number Entry Screen

The screenshot shows the 'Verify your information' step of the USDA Login.gov verification process. At the top, there is a navigation bar with the 'LOGIN.GOV' and 'USDA' logos. Below the navigation bar is a progress indicator with five steps: 'Getting started', 'Verify your ID', 'Verify your information' (the current step), 'Verify phone or address', and 'Secure your account'. The main heading is 'Enter your Social Security number'. Below this, there is explanatory text: 'We need your Social Security number to verify your name, date of birth and address. [Learn more about how we protect your sensitive information](#)'. A section titled 'Don't have a Social Security number?' provides instructions: 'You must have a Social Security number to finish verifying your identity. [Exit Login.gov and return to USDA eAuthentication](#)'. The 'Social Security number' field is pre-filled with '123-45-6789' and includes an example: 'Example: 123-45-6789'. A checkbox labeled 'Show Social Security number' is checked. A blue 'Continue' button is positioned below the input field, and a 'Cancel' link is located at the bottom left of the form area.

2. A summary screen is displayed (Figure 38). This screen shows the information that **USDA eAuth** verification retrieved from the photos of your ID you submitted earlier, as well as your SSN which you entered in the previous step. **Carefully check the information shown to ensure it is correct.** If everything looks good, click the “Submit” button.

- The address and SSN can be edited. Click the “Update” link next to either of these to update the information
- Your name, date of birth, and ID number are **not** editable

Figure 37: Confirm Personal Information

An official website of the United States government [Here's how you know](#) ▾

LOGIN.GOV USDA

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

Verify your information

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

First name: JOHN
Last name: DOE
Date of birth: January 1, 1988
ID number: 123456789

Address line 1: 1234 TEST RD [Update](#)
Address line 2:
City: NEW YORK
State: NY
ZIP Code: 12345

Social Security number: 1**-**-****9 [Update](#)

Show Social Security number

Submit

[Cancel](#)

US General Services Administration [Language](#) ^ [Help](#) [Contact](#) [Privacy & security](#)

- Next, the system will display a screen prompting you to verify your phone number (Figure 39). You must do this **even if** you previously used your phone for 2-factor authentication or for uploading your ID photos. Verifying your phone number works exactly like text message/voice 2-factor authentication.

Figure 38: Two-factor Verification by Phone Prompt

An official website of the United States government [Here's how you know](#) ▾

LOGIN.GOV USDA

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

✔ We verified your information

Verify your phone number

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

Enter a phone number that is:

- Based in the United States (including U.S. territories)
- Your primary number (the one you use the most often)

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

Phone number

🇺🇸 - (234) 567-8900

How should we send a code?

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

Text message (SMS) Phone call

Send code

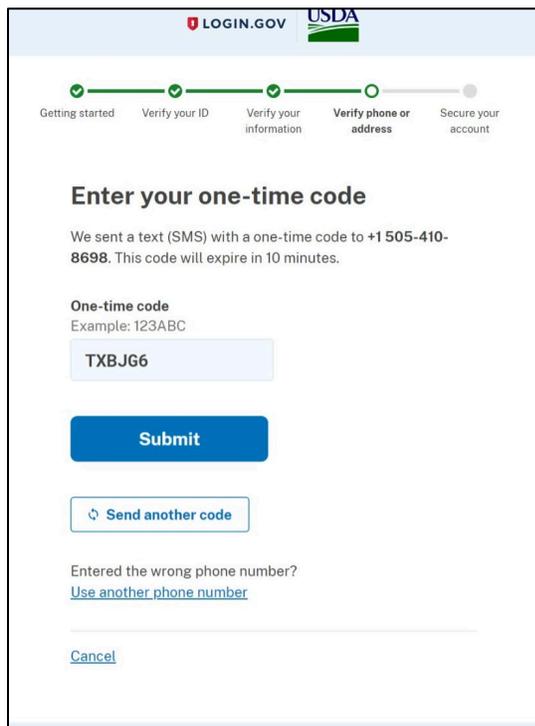
Having trouble? Here's what you can do:

[Verify your address by mail instead](#) >

[Cancel](#)

4. Enter your phone number in the space provided. Then, select whether you would prefer to receive a text message (SMS) or a phone call. Click the “Send code” button.
 - **Note:** If you are unable to receive a code via text message, you can opt to verify your address by mail instead. Click the “Verify your address by mail instead” link and follow those instructions if necessary.
5. The next page (Figure 40) will prompt you for the one-time code received. Enter the code in the space provided.
 - If you do not receive the code, click the “Send another code” button to try again.
6. Once you have successfully entered the code, click the “Submit” button.

Figure 39: Two-factor Verification Code Entry



The screenshot shows the 'Verify phone or address' step of a two-factor authentication process on the Login.gov website. At the top, there are logos for LOGIN.GOV and USDA. A progress bar indicates the current step is 'Verify phone or address', with previous steps 'Getting started', 'Verify your ID', and 'Verify your information' completed, and 'Secure your account' remaining. The main heading is 'Enter your one-time code'. Below this, a message states: 'We sent a text (SMS) with a one-time code to +1 505-410-8698. This code will expire in 10 minutes.' Underneath, it says 'One-time code' with an example '123ABC'. A text input field contains the code 'TXBJG6'. A blue 'Submit' button is positioned below the input field. A 'Send another code' button with a refresh icon is located below the 'Submit' button. At the bottom, there is a link for 'Entered the wrong phone number? Use another phone number' and a 'Cancel' link.

4.1.4 Completing the Link to Login.gov and Logging Into eAuth

You're almost done! You will now perform the last steps needed to complete the link between your Login.gov account and your new USDA eAuth account.

1. Next, re-enter your Login.gov password (Figure 41) and then click the "Continue" button to proceed.

Figure 40: Confirm your Login.gov Password

LOGIN.GOV USDA

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

✓ We verified your phone number

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

.....

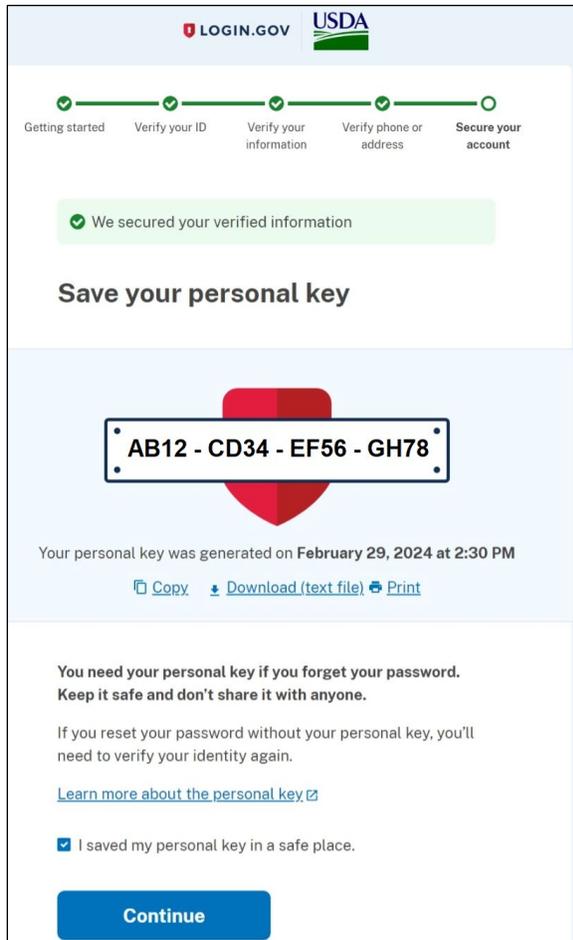
Show password [Forgot password?](#)

Continue

[Cancel](#)

2. The Login.gov system will generate a personal key after verifying your password. The next screen displays this personal key with options to save it (Figure 42).

Figure 41: Account Personal Key



3. There are 3 options to save your personal key. You can choose more than one, but you should **choose at least one**:
 - Copy it to your computer's clipboard: Click the link for "Copy". For instance, to paste into a Notepad document.
 - Download: Click the "Download (text file)" link to automatically download a text file containing your personal key.
 - Print: Click the "Print" link to generate a printable version through the printing interface for your computer.

You must check the box verifying you have saved your personal key in a safe place, then click the "Continue" button.



Important Account Information

Do not lose your personal key! You will need it in order to reset your Login.gov password if you forget your password. If you lose your personal key, you will need to verify your identity again in order to reset your password.

4. Almost done! You will see a summary screen (Figure 43) with all the personal information you have provided so far. **This is the information that Login.gov will share with USDA to create your eAuth account.**
5. When ready, click the “Agree and continue” button.

Figure 42: Prompt to Share your Login.gov Information with USDA

LOG IN .GOV USDA

Connect your verified information to USDA eAuthentication

USDA eAuthentication needs to know who you are to connect your account. We'll share this information with USDA eAuthentication:

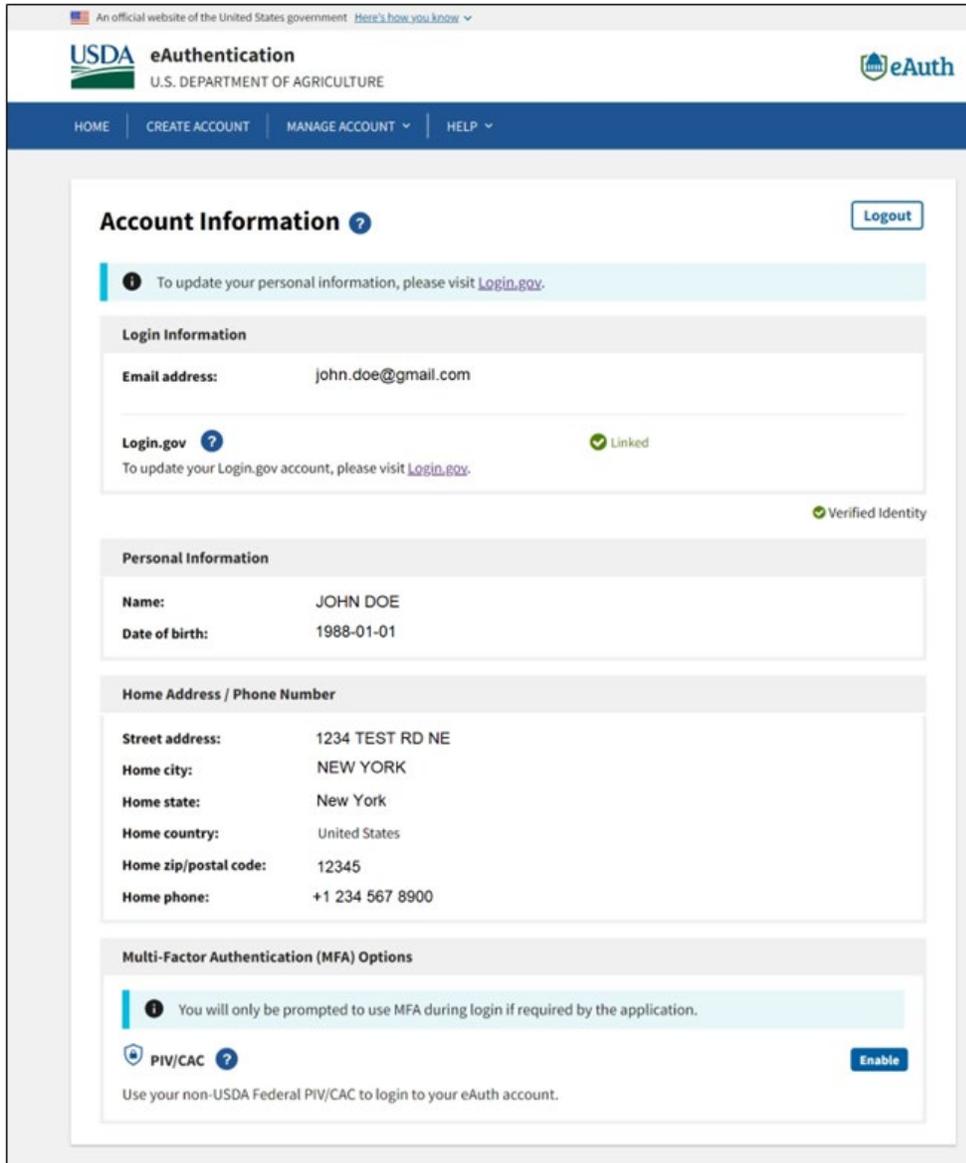
- ✓ Full name
JOHN DOE
- ✓ Address
1234 TEST RD NE NEW YORK, NY 33344
- ✓ Phone number
+1 234-567-8900
- ✓ Email address
john.doe@gmail.com
- ✓ Date of birth
January 1, 1988
- ✓ Social Security number
1**-**-****
- ✓ Updated on
February 29, 2024 at 7:30 PM

⚠ 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

6. Congratulations, you did it! You will automatically be redirected to the eAuth user information page for your account (sample user info page shown in Figure 44). This page displays all your current information. Your eAuth account is now ready to use!

Figure 43: Sample USDA eAuth Account Page (linked to Login.gov)



After linking your eAuth and Login.gov credentials, you'll be taken to the first screen of which ever RUS/Telecom system you chose to work with.

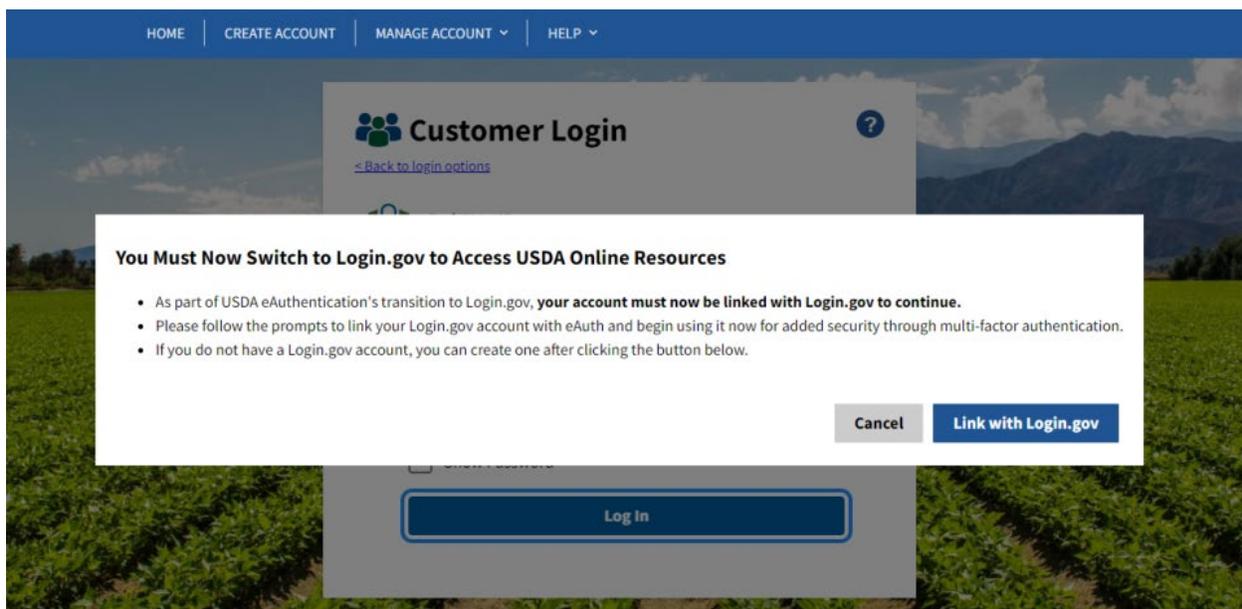
5 Scenario 2 – Login.gov user with Unlinked Level 2 eAuth Account

If you have a pre-existing Level 2 eAuth account which has NOT been linked to your NEW Login.gov account, you will be required to link those accounts to gain access to RUS Telecom systems.

Linking the accounts will ensure that your application information and records created under the Level 2 eAuth account will remain accessible once the cutover to Login.gov is complete. The following steps will show you how to link your **new** Login.gov account to a pre-existing USDA Level 2 eAuth account.

This section shows you how to link your Login.gov and Level 2 eAuth accounts. If you happen to log in with your **UNLINKED** eAuth account, you will see a message similar to Figure 45. Click the “Link with Login.gov” button to set up your Login.gov account (if not already completed) and link it to your eAuth account.

Figure 44: Switch to Login.gov Message after Using eAuth Credentials



Important Account Advice

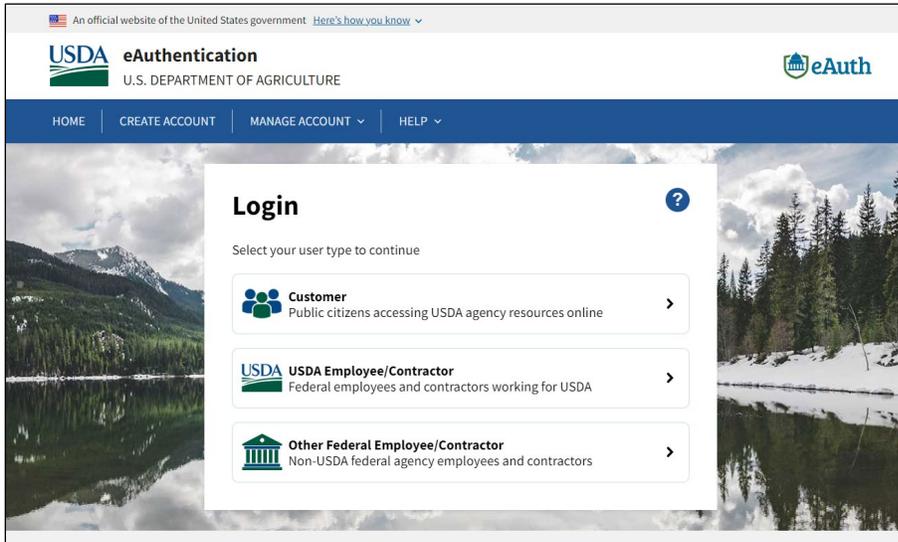
Keep track of your Login.gov Account, email address, and eAuth User ID that is linked for each RUS Telecom System. It is **very important** that you consistently use the same login information.

1. Navigate to RUS/Telecom system that you would like to use. (Reminder: your organization must have an approved ARR in place to log in to the Application Intake System or Reporting and Compliance):
 - [Application Intake](#)
 - [Reporting and Compliance](#)

- [Public Notice Filing](#) (PNR)/Public Notice Response (PNR)
 - Note: Login not required to view PNRs

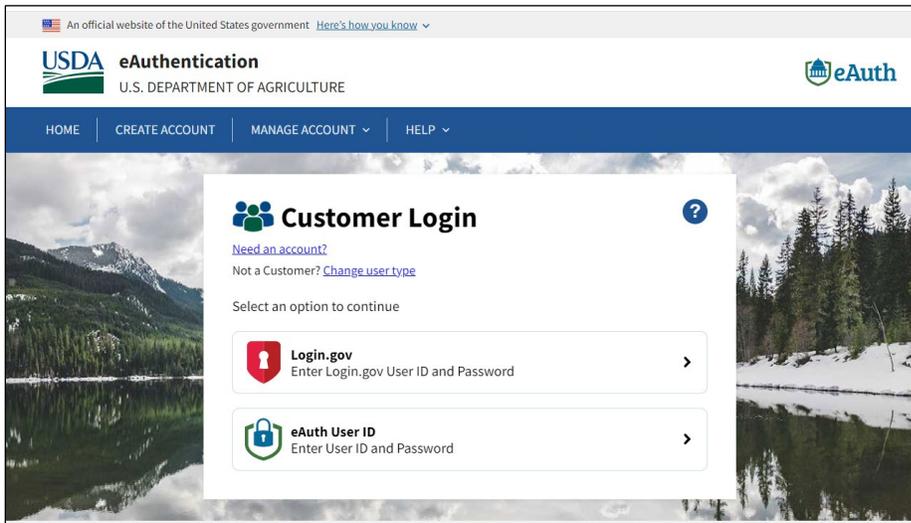
2. Three options for user types are displayed (Figure 46). Select the **Customer** user type.

Figure 45: Login.gov User Type Selection Screen



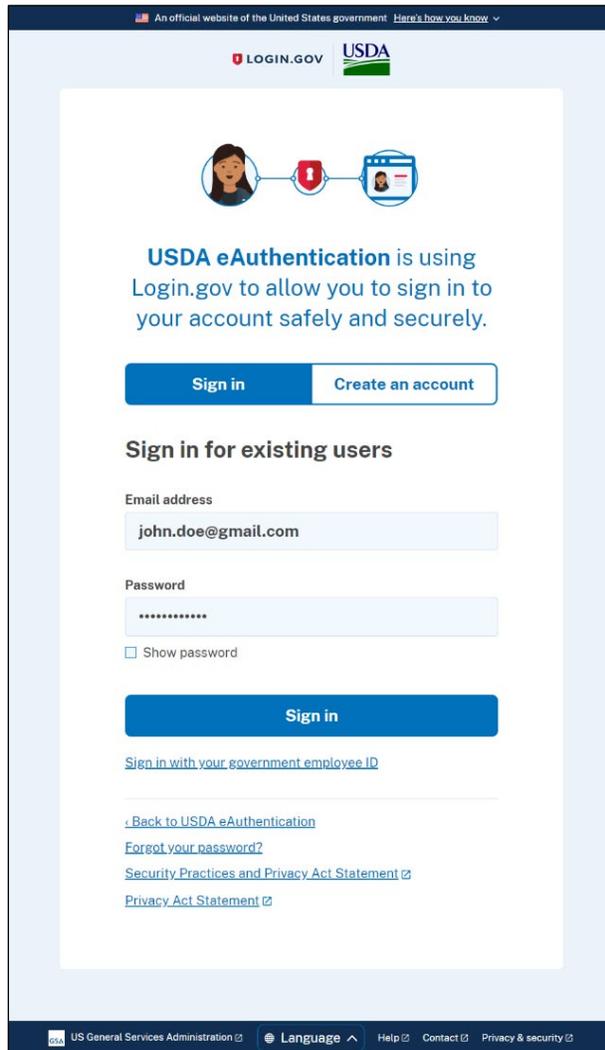
3. The next screen has two options for login (Figure 47). Select the **Login.gov** option.

Figure 46: Login.gov Customer Login Selection Screen



4. The Login.gov login screen will appear (Figure 48). Now that you have set up your Login.gov account, you will be able to sign in with your new credentials.
5. Enter the email address and password you used for your Login.gov account into the relevant fields and click the “Sign in” button.

Figure 47: Sign-in Screen for Login.gov Users



6. The system will prompt you to use one of the 2-factor authentication methods you set up previously. Follow the steps on the screen to log in with your selected method of 2-factor

authentication. The example screenshot below (Figure 49) shows the “text or voice message” method.

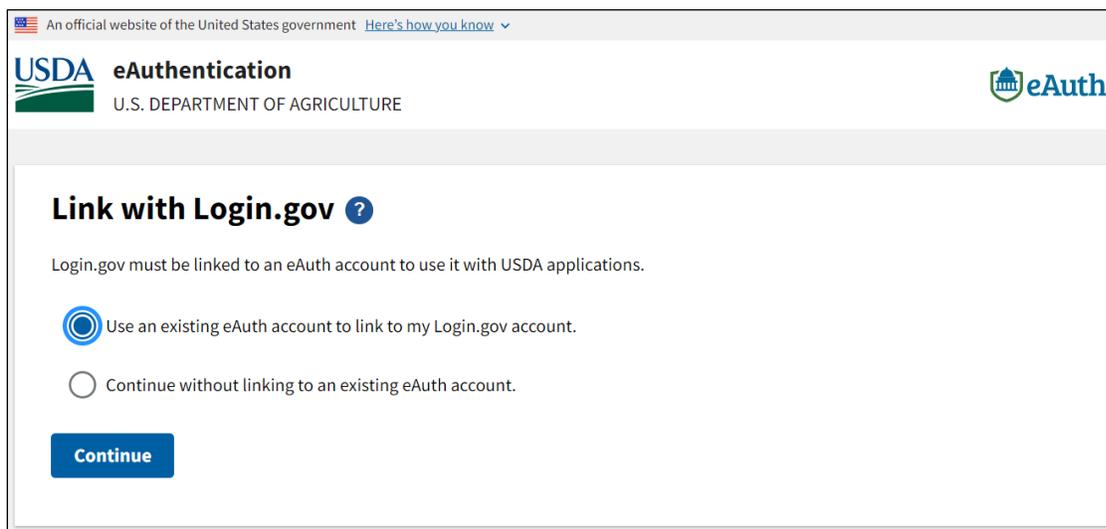
Figure 48: Sample Two-factor Authentication Screen (Text/Voice Message)

The screenshot shows a web interface for two-factor authentication. At the top, there are logos for LOGIN.GOV and USDA. The main heading is "Enter your one-time code". Below this, a message states: "We sent a text (SMS) with a one-time code to (***) ***-5252. This code will expire in 10 minutes." There is a section for "One-time code" with an example "123456" and a text input field. Below the input field is a checkbox labeled "Remember this browser". A blue "Submit" button is present, along with a "Send another code" button. A red horizontal line separates this section from a "Having trouble? Here's what you can do:" section. This section contains three links: "Choose another authentication method", "I didn't receive my one-time code", and "Learn more about authentication options". At the bottom left, there is a "Cancel" link.

7. After completing 2-factor authentication, you will be prompted to either link your Login.gov account to a pre-existing Level 2 eAuth account or to continue without linking. (Figure 50).

For this scenario, you will want to select the first option, “Use an existing eAuth account to link to my Login.gov account” and click “Continue.”

Figure 49: Prompt to Link Login.gov to a Pre-existing eAuth Account



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USDA eAuthentication
U.S. DEPARTMENT OF AGRICULTURE

Link with Login.gov ?

Login.gov must be linked to an eAuth account to use it with USDA applications.

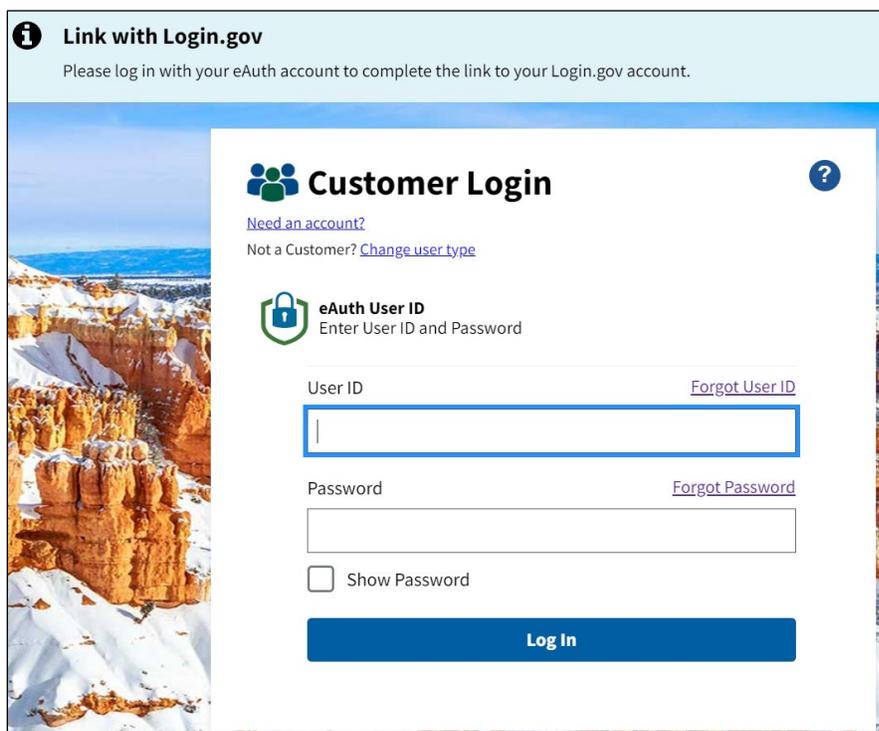
Use an existing eAuth account to link to my Login.gov account.

Continue without linking to an existing eAuth account.

Continue

- Next, the system prompts you to enter your pre-existing Level 2 eAuth User ID and Password credentials (Figure 51). Enter the credentials to proceed with linking your Login.gov and eAuth accounts and click the “Log in” button.

Figure 50: eAuth Login Screen



Link with Login.gov
Please log in with your eAuth account to complete the link to your Login.gov account.

Customer Login ?

[Need an account?](#)
Not a Customer? [Change user type](#)

eAuth User ID
Enter User ID and Password

User ID [Forgot User ID](#)

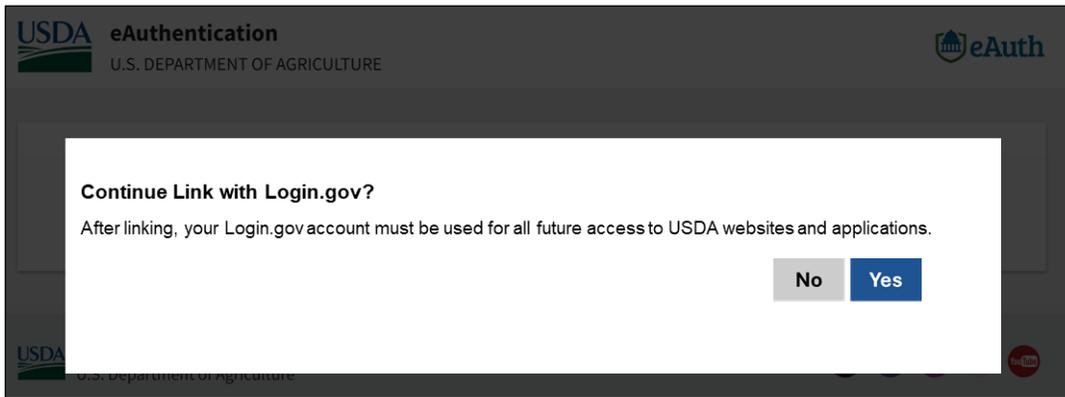
Password [Forgot Password](#)

Show Password

Log In

- The system prompts you to confirm your intention to link your Login.gov account with your Level 2 eAuth account (Figure 52). Click the “Yes” button to confirm. Clicking the “Yes” button above completes the linking process and enables login into your selected USDA system, with your Login.gov and eAuth accounts now linked.

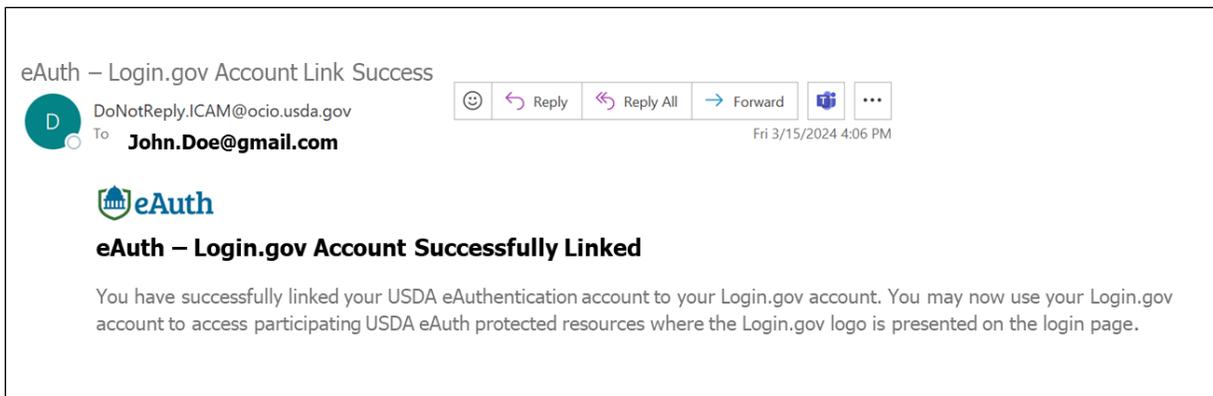
Figure 51: Prompt to Confirm Linking Your Login.gov and eAuth Accounts



After linking your Login.gov account with your eAuth account, you **MUST** use your Login.gov account for all future access to USDA applications. You should also keep a record of the old Level 2 eAuth credential that your new Login.gov credential is linked with.

- You will also receive an email (Figure 53) confirming that your accounts have been successfully linked and informing you that you may use your Login.gov credentials anywhere you see the Login.gov logo on the USDA website.

Figure 52: Login.gov and eAuth Accounts Link - Success Email



6 Scenario 3 – Login.gov user with a Linked Level 2 eAuth Account

If you have already linked your Login.gov account with a pre-existing Level 2 eAuth account, you can no longer login to select USDA systems using your old Level 2 eAuth credentials. You may only use your linked Login.gov credentials from now on. Given that your accounts have already been linked, you should now be able to see all your USDA system activity under the same user account.

The following steps will show you how to login to your selected USDA system with your Login.gov account (after it has been verified and linked to a pre-existing Level 2 eAuth account).

Note: If you have never had a Level 2 eAuth account at USDA, but already have a linked Login.gov account with USDA, this scenario will cover the process for logging into your desired USDA system. If you have **not** yet linked your Login.gov account with USDA, please see section 4.

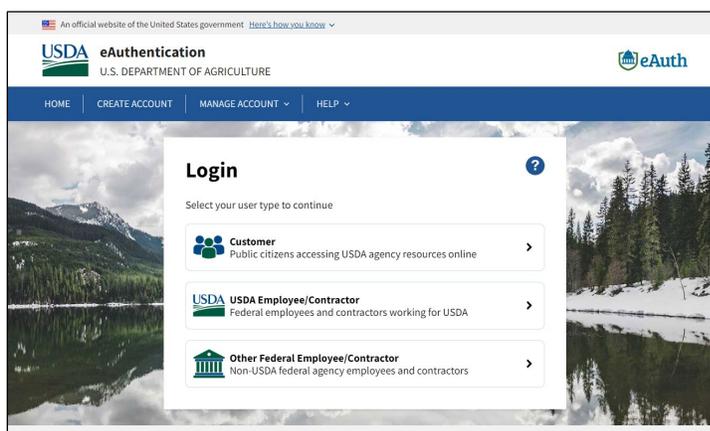


Important Account Advice

Keep track of your Login.gov Account, email address, and eAuth User ID that is linked for each RUS Telecom System. It is **very important** that you consistently use the same login information.

1. Navigate to USDA system that you would like to use (Reminder: you must have an approved ARR in place to log in to Intake or Reporting and Compliance for a specific entity):
 - [Application Intake](#)
 - [Reporting and Compliance](#)
 - [Public Notice Filing](#) (PNR)/Public Notice Response (PNR)
 - Note: Login not required to view PNRs
2. Three options for user types are displayed (Figure 54). Select the **Customer** user type.

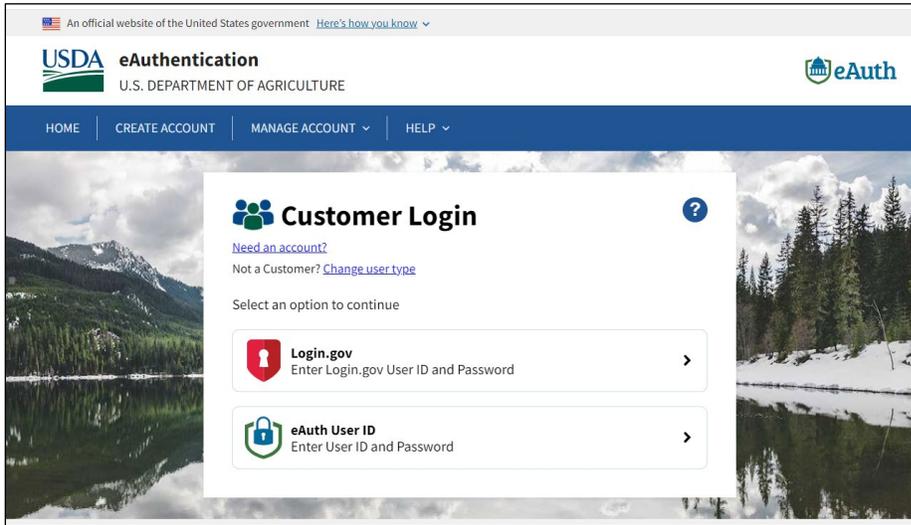
Figure 53: Login.gov User Type Selection Screen



3. The next screen provides two options for login (Figure 55). Select the **Login.gov** option.
 - **Note:** If you were able to login previously using a Level 2 eAuth credential but have since linked that credential to a Login.gov account, you will no longer be able to use the

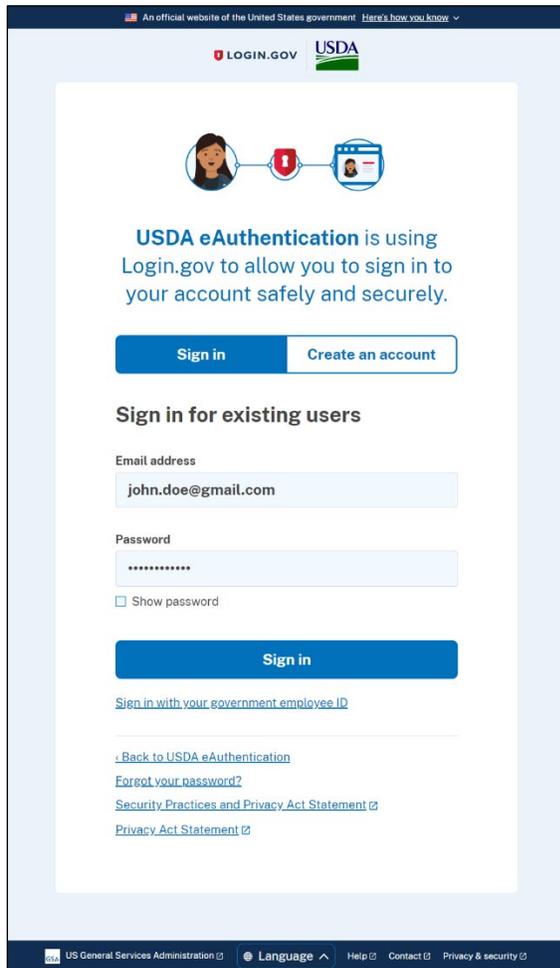
eAuth credential. (See section 6 for information on **errors caused by trying to use your eAuth credential after linking it to your Login.gov credential**).

Figure 54: Login.gov Customer Login Selection Screen



4. The Login.gov login screen will appear (Figure 56). Enter the email address and password you used for your Login.gov account and select the “Sign in” button.

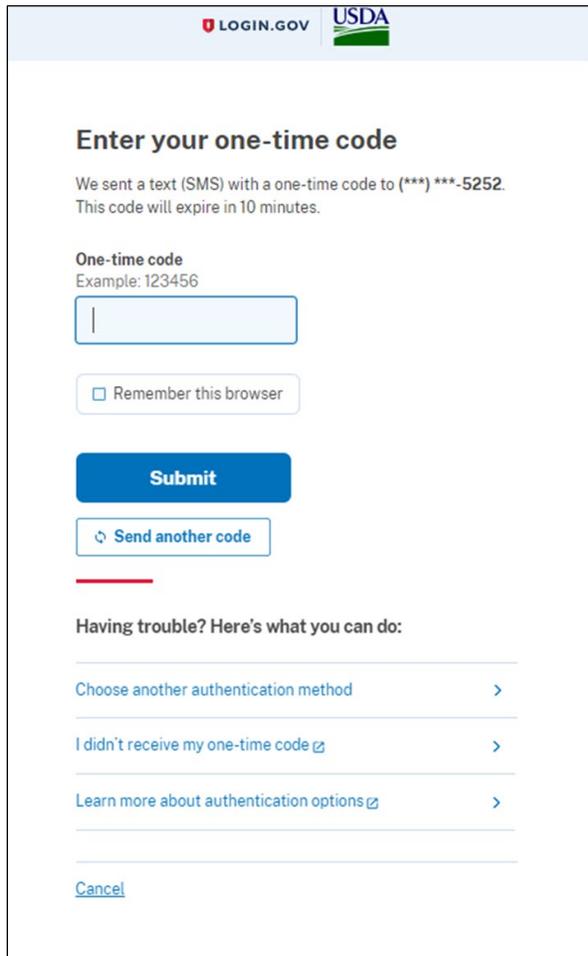
Figure 55: Sign-in Screen for Login.gov Users



5. The system will prompt you to use one of the 2-factor authentication methods you set up previously. Follow the steps on the screen to log in with your selected method of 2-factor

authentication. The example screenshot below (Figure 57) shows the “text or voice message” method.

Figure 56: Sample Two-factor Authentication Screen (Text/Voice Message)



6. After completing 2-factor authentication, you will be logged into your chosen USDA system and arrive at its home or first screen.

6.1 Attempting to Login with an eAuth Credential after Linking it to Login.gov

If you have already linked your pre-existing Level 2 eAuth account to a Login.gov account, the system will prohibit you from being able to enter your eAuth credentials. If you try to actually login using those credentials, however, you will receive an error message prompting you to login using your Login.gov account.

The following steps will show you how you might arrive at the Level 2 eAuth login prompt in error, after you have already linked your Level 2 eAuth account to a Login.gov account. After linking these accounts, you may no longer use the Level 2 eAuth account to access relevant USDA systems. You must use the Login.gov login instead.



Important Account Advice

Keep track of your Login.gov Account, email address, and eAuth User ID that is linked for each RUS Telecom System. It is **very important** that you consistently use the same login information.

1. Navigate to USDA system that you would like to use.
2. Continue through the two screens that ask you about which login options you want to use.
3. If you chose eAuth, you receive an error message prompting you to login using your Login.gov credentials. (Figure 58).

Figure 57: eAuth Login Error (Prompt to Login using Login.gov)

The screenshot shows a web interface with a blue navigation bar at the top containing links for HOME, CREATE ACCOUNT, MANAGE ACCOUNT (with a dropdown arrow), and HELP (with a dropdown arrow). Below the navigation bar is a pink error message box with a warning icon and the text: "Account Linked with Login.gov" and "Please use the Login.gov login option to access." Below this is a white login form titled "Customer Login" with a question mark icon in the top right corner. The form includes a blue link "< Back to login options" above a padlock icon and the text "eAuth User ID" and "Enter User ID and Password". There are two input fields: "User ID" containing "John.Doe@gmail.com" with a "Forgot User ID" link to its right, and "Password" with a "Forgot Password" link to its right. Below the password field is a checkbox labeled "Show Password". At the bottom of the form is a blue "Log In" button.

4. If you receive this message, click the “< Back to login options” hyperlink appearing above the padlock icon for eAuth and proceed to section 6 for instructions on how to log in to a USDA system with your Login.gov credentials.