How to create an eAuth Level 2 account

Go to: www.eauth.usda.gov

Click on “Create an Account Page.”

Request Level 2 Access: click on “Register for a Level 2 Account”
Applicant will receive a Level 2 Activation EMAIL. The email has been updated to include options for identity verification. Read thoroughly, then click “ACTIVATE MY ACCOUNT.”
Next, the applicant will receive the following Level 2 Activation (Registration) web page. The page links to the online identity verification application. Please select “OPTION 1.”

**Important!** Select “Option 1” – Self Service.

**Important!** DO NOT USE Office-LRA Option.
To continue to Identity Verification, applicant must agree to terms of service.
The Terms of Service information:

You must be able to verify some information about yourself and:
- Have a Social Security Number
- Have a U.S. mailing address

You can only verify your own identity. You cannot attempt identity verification on behalf of another person or using another person’s information or identity, even if you have written permission. Only you can use the eAuthentication account that you created. You can never share the use of your account with anyone else under any circumstances. You can never use another person’s account.

Will USDA see my credit report?
No, USDA does not view your credit report or maintain your SSN.

Will the “soft inquiry” hurt my credit score?
No, a “soft inquiry” will not be reported to lenders. It will have no effect on lending decisions or credit scores, and you do not incur any charges related to them.

What will we do with your information?
USDA will use the information you give to us to verify your identity using Experian Credit Services. USDA will not store your Social Security Number. It is used only for identity verification purposes. When an identity verification request is made with Experian, they may use information from your credit report to help verify your identity. As a result, you may see an entry called a “soft inquiry” on your Experian credit report. This will show an inquiry by the United States Department of Agriculture with our address and the date of the request. Soft inquiries are displayed in the version of the credit profile viewable only to consumers and are not reported to lenders. Consequently, these inquiries do not have any effect on lending decisions or credit scores, and you do not incur any charges related to them. The soft inquiry will generally be removed from your credit report after 25 months. Once your identity has been verified, you will not generate additional soft inquiries when using your eAuthentication account.

What happens if you provide false information or misuse this service?
You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements or engage in unauthorized use of this service.

What are you responsible for?
You accept that the responsibility to properly protect any information provided to you by the United States Department of Agriculture is yours, and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree the USDA is not responsible for the improper disclosure of any information that USDA has provided to you, whether due to your own negligence or the wrongful acts of others.
Identity Verification – Step 1

This page is received after clicking I AGREE to the Terms of Service. The applicant can select the ‘click here’ link to update their eAuth profile information (redirects to Identity Manager).

The applicant must enter their SSN (it is masked), click submit.
Identity Verification – Step 2

For security purposes and to protect your eAuth credentials, applicant must complete this section. There are 5 questions on the quiz, and the applicant must answer all questions before clicking submit.

**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

Please select the range that includes the year the home was built for the address that you provided.

- 1960 to 1969
- 1970 to 1979
- 1980 to 1989
- 1990 to 1999
- NONE OF THE ABOVE/DOES NOT APPLY

According to our records, you currently own/lease, or have owned/leased within the past year, one of the following vehicles. Please select the vehicle that you purchased or leased prior to March 2013 from the following choices.

- RENAULT
- LEXUS
- TOYOTA
- CADILLAC
- NONE OF THE ABOVE/DOES NOT APPLY

According to your credit profile, you may have opened a mortgage loan in or around November 2015. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select “NONE OF THE ABOVE/DOES NOT APPLY”.

- SUN WEST MTG
- EASTERN MORT
- FREDDIE MAC
- M AND T MORTGAGE
- NONE OF THE ABOVE/DOES NOT APPLY
Identity Verification – Unable to Validate Identity page

This page is returned when the applicant has failed the identity verification process but has not exceeded the number of attempts allowed. They can click Go in Option 1 to retry or Go in Option 2 to access the Service Center Locator page.
Identity Verification – Success page

This page is returned when the applicant successfully completes the identity verification process.

The eAuth profile is updated to Level 2 assurance, and an email is sent to the applicant as confirmation. When using the link off of the Activation Success page, the Continue button will take the applicant to their profile in Identity Manager. This target is set based on what is included in the RelayState URL in the query string:
Level 2 Account Upgrade Complete Email

This email is sent to the applicant after successfully completing the remote identity verification process.

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

Level 2 Account Upgrade Complete

Congratulations oidp.cynthia.cook,

You have successfully completed the necessary requirements to upgrade your USDA eAuthentication account to Level 2 access. You now have the ability to conduct official electronic business transactions with the USDA via the Internet.

You can view or update your account information by clicking on the MODIFY MY CUSTOMER PROFILE link or by going to the following link:


If you need further assistance, click here to review our Frequently Asked Questions, or if you need information regarding USDA Agencies or services, click here.

Thank You,
-- The USDA eAuthentication Team
Identity Verification – Use Limits Exceeded error page

This error page is returned when the applicant has exceeded the number of attempts allowed for remote identity verification. The applicant will not be able to attempt remote identity verification again, and must visit an LRA in person to complete the identity verification process.
Identity Verification – Already Level 2 error page

This error page is returned when the applicant attempts to log in to the Identity Verification application, and they already have a Level 2 account.
Identity Verification – Account is missing information error page

This error page is returned when the applicant attempts to login to the Identity Verification application, and they have not updated their profile with the attributes necessary for Level 2. Then can click the Apply For Level 2 link, which will take them to the Apply for Level 2 Account page in Identity Manager.
Apply for Level 2 Account Page (Identity Manager)

Verbiage at the top was updated to identify that data entered should match Gov ID, and that email will be sent after submitting with instructions for identity verification.
Level 2 Account Upgrade Request Confirmation Email

This is the email that is sent when an applicant submits the Apply for Level 2 task in Identity Manager. It has been updated to include options for identity verification, and has a hyperlink to the Identity Verification application.

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**Level 2 Upgrade Request Confirmation**

Hello [Applicant Name],

You have requested an upgrade to your USDA eAuthentication account from Level 1 access to Level 2 access. **Please select one of the options below to complete the Identity Verification Process:**

- **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.scegov.usda.gov/locator/app/?type=lra](http://offices.scegov.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.

If you need further assistance, please contact the eAuthentication Help Desk at [eAuthHelpDesk@fic.usda.gov](mailto:eAuthHelpDesk@fic.usda.gov) or call 800-457-3642 (Option 1).

Please include the following information in your request:

- Your first and last name
- Your eAuthentication Login ID
- The URL (web address) of the website or application you were attempting to access
- The text of any error messages and a detailed description of the problem

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Thank You,

– The USDA eAuthentication Team