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AN EXTENDED GUIDE · NO. 1944

Updated November 2026

My HealtheVet Is Moving to VA.gov — What Changes for You

Same health tools, a new front door and a new sign-in

Tech Made Simple. Service Made Personal.

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What's Inside

Everything in this guide, with page numbers. Skip to whichever chapter answers your question right now.

The Whole Idea on One Page 3
What 'Moving to VA.gov' Really Means 3
Why This Matters to You 4
What Still Works and Where It Moved 5
The New Sign-In: Login.gov or ID.me 5
What Happened to Your Old Password and DS Logon 6
What to Gather First 7
Your First Sign-In to the New VA.gov 7
Finding Your Health Tools on VA.gov 8
A Note on My VA Health and Different VA Sites 9
Staying Safe During the Transition 9
If You Get Stuck 10
Recap 11
Everyday Cheat Sheet 12
A Note From Bill 13
Your Visit — and My Promise 14

1 The Whole Idea on One Page

If you have used My HealtheVet for years to refill prescriptions, message your care team, or check an appointment, you may have heard it is 'going away.' It is not. My HealtheVet did not disappear — it moved into VA.gov, the single official website for everything the VA does. The tools you relied on are all still there. What changed is the front door you walk through and the sign-in you use to get in.

Here is the whole idea before the details. You now reach your VA health tools by signing in at VA.gov. The old My HealtheVet username and password, and the old DS Logon, have been retired — you now sign in with a Login.gov or ID.me account instead. Those are secure, identity-verified sign-ins the whole government uses. Set one up once, and from then on it is the same few taps to refills, messages, and appointments.

- My HealtheVet moved under VA.gov — same tools, new front door.
- Sign in with Login.gov or ID.me; the old My HealtheVet password and DS Logon are retired.
- Prescription refills, secure messages, and appointments all still work.
- You set this up once, then it is quick every time after.

> **WATCH OUT**
>
> Last verified November 2026: the official, safe place to sign in is VA.gov. If an email or text sends you a link to 'reactivate My HealtheVet,' do not click it — type VA.gov yourself. Scammers imitate these transitions.

2 What 'Moving to VA.gov' Really Means

For years the VA ran several separate websites, and veterans had to remember which one did what — one for health, another for benefits, another for records. That was confusing, and the VA has spent recent years pulling everything together into one place: VA.gov. Your My HealtheVet tools are part of that consolidation. They have not been cancelled; they have been moved under one roof with everything else.

Think of it like your bank closing a small branch and moving your accounts to the main office. Your money, your account, and your services are all intact — you just go to a different building and use a different door key. Nothing about your prescriptions, your messages, or your medical record was lost in the move. It is the same information, reached a new way.

> **GOOD TO KNOW**
>
> Your health information did not change and nothing was deleted. The records, messages, and prescriptions you had in My HealtheVet are the same ones you reach through VA.gov now. Only the sign-in and the web address changed.

3 Why This Matters to You

You might wonder why the VA would change something that worked. The answer is security and simplicity. The old sign-ins were less protected and easier for scammers to attack. The new Login.gov and ID.me accounts verify that you are really you, add a second step that stops most break-in attempts, and work across the whole government — the same account signs you into the IRS, Social Security, and other agencies.

- Stronger security: the new sign-ins verify your identity and add a second step to block intruders.
- One account, many agencies: the same Login.gov or ID.me works at the VA, IRS, SSA, and more.
- One website: health, benefits, and records now live together at VA.gov.
- Fewer passwords to remember over time, once you are set up.

> **TIP**
>
> The one-time effort of setting up Login.gov or ID.me pays off beyond the VA. That same verified account logs you into other government services, so you are really setting up a master key, not just a VA login.

4 What Still Works and Where It Moved

The reassuring part: every tool you used is still available. Here is where the familiar My HealtheVet features now live within VA.gov, so you know exactly what to expect when you sign in. Nothing on this list went away — it simply has a new home on the new site.

What you used to do	Where it is now
Refill a prescription	VA.gov pharmacy / prescriptions — same refills, under VA.gov
Message your care team	Secure messaging within VA.gov health tools
See appointments	Appointments section on VA.gov
View your VA medical record	Your medical records / Blue Button on VA.gov
Check labs and test results	The records area of VA.gov health tools

GOOD TO KNOW

If a page or printout still shows the old My HealtheVet name, do not worry — the brand lingers in places even though the tools now run through VA.gov. The sign-in at VA.gov is what gets you in.

5 The New Sign-In: Login.gov or ID.me

You have two choices for your new sign-in, and either one works for all of VA.gov. You only need one of them — you do not need both. They do the same job; the difference is simply who runs them. Pick whichever appeals to you, set it up once, and use it every time from then on.

- Login.gov is run by the U.S. government itself — a good choice if you prefer a government-operated sign-in.
- ID.me is a private company that verifies identities for the VA and other agencies.
- Either one works for the whole of VA.gov; you need only one, not both.
- Both verify who you are and add a second step (a code to your phone) when you log in.

> **GOOD TO KNOW**
>
> If you are unsure which to choose, Login.gov is a reasonable default because it is run by the government. But if you already have an ID.me account from the IRS or another agency, just reuse that — no need to make a second one.

6 What Happened to Your Old Password and DS Logon

This is the part that trips people up, so let us be clear. The old My HealtheVet username and password no longer work on their own, and DS Logon — the older military sign-in — has also been retired for this purpose. If you try to sign in with those, you will be prompted to switch to Login.gov or ID.me. That is expected; nothing is broken.

- Your old My HealtheVet username and password will not sign you in anymore.
- DS Logon has been retired for VA.gov sign-in; use Login.gov or ID.me instead.
- You are not locked out of your records — you just need the new sign-in to reach them.
- Your actual health data is untouched; only the way you log in has changed.

> **WATCH OUT**
>
> If you get stuck and cannot get in, do not pay anyone claiming they can 'restore' your old account. Help from the VA is free. Call the official VA number or ask at your VA facility — never a number from a pop-up or text.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

7 What to Gather First

A few minutes of preparation makes setting up the new sign-in much smoother, because verifying your identity means confirming who you are. Get these items within reach before you start, and you can usually complete the whole thing in one sitting without hunting for things mid-way.

- Your phone, so it can receive the verification code that proves it is you.
- An email address you can open right now, to confirm the account.
- A state ID or driver's license, which the identity check may ask you to confirm.
- A quiet half hour the first time — after setup, signing in takes under a minute.

GOOD TO KNOW

The identity check is a one-time hurdle. It feels like a lot the first time because the system is making sure a stranger cannot pretend to be you — which is exactly the protection you want around your health records.

8 Your First Sign-In to the New VA.gov

With your items gathered, the first sign-in is a walk-through the website leads you through. Take it slowly; there is no timer and nothing you can harm. Here is the path from a cold start to being inside your health tools.

1. Open a web browser and type VA.gov into the address bar yourself — do not use a link from an email.
2. Click 'Sign in' and choose either Create a Login.gov account or Create an ID.me account.

3. Follow the prompts to enter your email, set a password, and verify your identity.
4. Confirm the code sent to your phone, which is the second-step security check.
5. Once in, look for the health section to reach prescriptions, messages, and appointments.

> **TIP**
>
> Do this first setup on a computer if you can, rather than a phone — the screens are bigger and the identity steps are easier to follow. After setup, a phone works perfectly for everyday refills and messages.

9 Finding Your Health Tools on VA.gov

Once you are signed in, the trick is simply knowing where the health tools live on the new site, since VA.gov covers benefits and records too. The health features are grouped together, and after a visit or two you will go straight to them. Here is how to land on each familiar task.

1. From the signed-in home page, look for a 'Health care' or 'My health' area.
2. Choose 'Refill and track prescriptions' to handle your medications.
3. Choose 'Send a secure message' to reach your care team.
4. Choose 'Appointments' to see, schedule, or cancel visits.
5. Choose your medical records area to view labs, notes, and download your record.

> **GOOD TO KNOW**
>
> You can bookmark VA.gov in your browser so you never have to type it. On a phone, you can even save it to your home screen so it opens like an app with one tap.

10 A Note on My VA Health and Different VA Sites

Some veterans whose care is at certain VA medical centers used a separate portal called My VA Health, tied to the VA's newer electronic health record system. During this transition the VA has been consolidating those portals too. The practical upshot for you is the same: you reach your care through VA.gov using Login.gov or ID.me, and if you are unsure which portal applies to your facility, VA.gov and your local VA can point you to the right place.

- My VA Health was used at some facilities on the newer record system; the VA has been retiring and consolidating these portals.
- Either way, your sign-in is Login.gov or ID.me at VA.gov.
- If your facility's tools look different from a friend's, that is normal — facilities moved on different schedules.
- When in doubt, start at VA.gov signed in, or ask your VA facility which portal serves you.

> **WATCH OUT**
>
> Because different facilities changed on different timelines, advice from a fellow veteran may not match your exact setup. Trust what you see when signed in at VA.gov, and confirm anything confusing with your own VA facility.

11 Staying Safe During the Transition

Any time a big system changes, scammers pounce, because they know people are expecting messages about it. The VA transition is no exception. A little skepticism keeps you safe: the VA will not rush you, will not ask for payment to 'keep your account,' and will not send you a sign-in link out of the blue. The theme is always to go to VA.gov yourself rather than follow a link.

- Reach VA.gov by typing it yourself or using your own bookmark — never a link in an email or text.

- The VA never charges you to set up or keep a Login.gov or ID.me account; help is free.
- No real VA message asks for payment by gift card, wire, or a code read aloud over the phone.
- If a caller pressures you about your 'VA account,' hang up and call the official VA number.

> **WATCH OUT**
> A 'your My HealtheVet account will be deleted unless you verify now' message is a classic scam. The VA does not threaten your health records by text. Delete it and go to VA.gov on your own if you want to check.

12 If You Get Stuck

It is completely normal to hit a snag, especially on the one-time identity check. Nobody expects you to breeze through it, and free help is available. Before you give up or let a stranger 'help,' here are the right places to turn, all at no cost.

The snag	What to do
Can't verify my identity online	Call the official VA help line, or visit your VA facility for in-person help.
Forgot my new password	Use the 'forgot password' link on Login.gov or ID.me to reset it.
Old sign-in won't work	That's expected — choose Create a Login.gov or ID.me account instead.
Not sure which portal is mine	Sign in at VA.gov and look, or ask your VA facility.
A message or caller seems off	Don't act on it; call the official VA number you look up yourself.

> *The tools never left — only the door changed. Set up Login.gov or ID.me once, and your VA health is a few taps away again.*

13 Recap

My HealtheVet did not go away; it moved into VA.gov along with the rest of the VA's services. The one real change is the sign-in: the old password and DS Logon are retired, and you now use a Login.gov or ID.me account, which verifies your identity and protects your records far better. Set it up once — ideally on a computer, with your ID and phone handy — and your refills, secure messages, and appointments are all right where they always were, just behind a safer door.

- Same tools, new front door: sign in at VA.gov.
- Use Login.gov or ID.me; the old password and DS Logon are retired.
- Set it up once with your ID, email, and phone; then it is quick.
- Go to VA.gov yourself — never through a link in an email or text.

GOOD TO KNOW

Last verified November 2026. VA.gov is the single sign-in for VA health and benefits via Login.gov or ID.me. Free help is available from the VA; never pay anyone to 'restore' your account. Stuck? Call Bill at (330) 200-8042.

CHEAT SHEET

Everyday Cheat Sheet

Keep this page handy. It points you straight to what to do for each task.

I want to...	Do this...
Sign in safely	Type VA.gov yourself and click 'Sign in' — never follow an emailed link
Set up my new login	Create a Login.gov or ID.me account — you need only one
Get past the identity check	Have your phone, email, and a state ID ready; do it on a computer
Refill a prescription	Sign in at VA.gov, open the health area, choose refill prescriptions
Message my care team	In the VA.gov health tools, choose secure messaging
See my appointments	Open the Appointments section on VA.gov
View my records	Open your medical records area on VA.gov to see labs and notes
Avoid a scam	Ignore 'reactivate now' links; the VA never charges to keep your account
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

In your home — $99 flat for the first visit, no contracts and no surprises, with a 30-day come-back-free follow-up. In-home visits cover Portage County, Ohio and nearby communities.
Outside the area? Remotely — $49 for a screen-share session (free for Support Plan members, $39/mo), refundable if I can't fix it — and credited toward a visit if you'd rather have me in person. Book either at billshometech.com/book.

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

Whenever you're ready, I'll come to your home anywhere in Portage County, Ohio and nearby communities, at your pace. Too far for a house call? I also help remotely. Book at billshometech.com/book or call (330) 200-8042. — Bill

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