



WHAT TO DO IF YOU ARE LOCKED OUT OF YOUR LOGIN.GOV ACCOUNT

Your best option is to delete the login.gov account and recreate it with the **same email address** as the first account. In doing so:

- You will **NOT** lose your case data and files in the eFile and eServe system
- You can setup a new account with the **same email address** for future logins

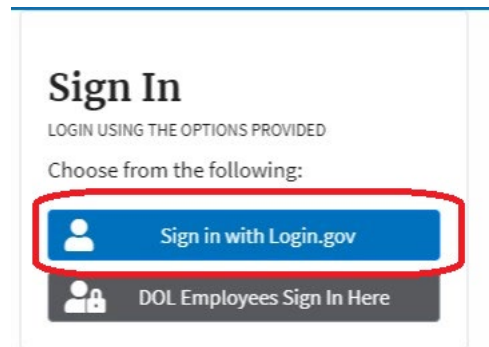
STOP AND READ before proceeding

BEFORE you start the deletion process,

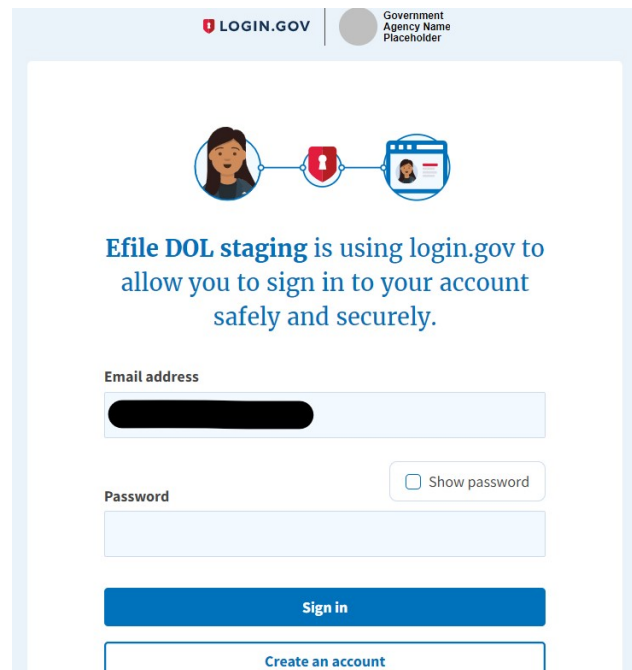
- Ensure that you have access to the mailbox connected to this email address. Ensure that you or someone you work with can login to this email and confirm the deletion process.
- The account will **NOT** be deleted until you click the link provided in a confirmation email sent by login.gov to this email address

Follow the steps below to delete the account in login.gov and recreate it with the same email address:

1. Go to the efile and eServe sign-in page <https://efile.dol.gov/signin>
2. Click on 'Login with login.gov' button



3. You will be taken to the login.gov login screen. Enter your email address and password just like when you normally login





4. In the page to enter your two-factor security code, scroll down to the bottom and click the link 'Choose another authentication method'

Enter your security code

We sent a security code to [redacted] this code will expire in 10 minutes.

One-time security code

Submit

[Get another code](#) Remember this browser

Don't have access to your phone right now?

[Choose another authentication method](#)

[Cancel](#)

5. In the next page titled 'Select your authentication method', scroll to the bottom and click the link 'Deleting your account'



Select your authentication method

You set these up when you created your account

Text message
Get security code via text/SMS or phone call to ***-
[REDACTED]

Automated phone call
Get security code via text/SMS or phone call to ***-
[REDACTED]

Continue

If you can't use any of the authentication methods above, you can reset your preferences by [deleting your account](#). ↩

[Cancel](#)

6. In the next page titled 'Account deletion and reset', scroll to the bottom and click the link 'Yes, continue deletion'



Account deletion and reset

If you can't access your account using the authentication methods you set up previously, deleting your account and creating a new one is the only option.

We can't undo an account delete, so please verify if you have another authentication method you can use instead.

Delete your account

Deleting your existing account and creating a new one will allow you to use the same email address and set up new authentication methods. However, deleting will remove any agency applications you have linked to your account and you will need to restore each connection.

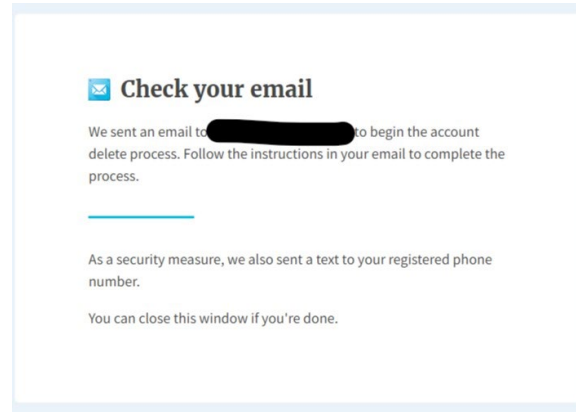
If you continue, you will first receive an email confirmation. As a security measure, you will receive another email with the link to continue deleting your account 24 hours after the initial confirmation email arrives.

Are you sure you don't have access to any of your authentication methods?

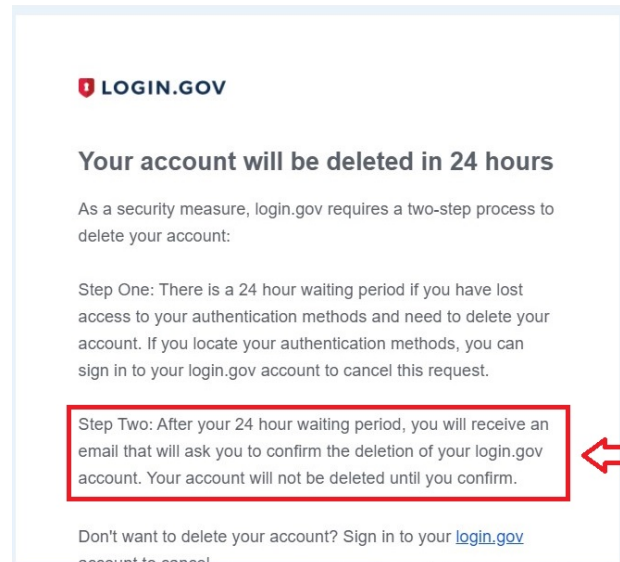
No, cancel

[Yes, continue deletion.](#)

The next page will indicate the start of the deletion process.



7. You will receive an email from login.gov at this email address. Login to your mailbox at this email address. The email will indicate the following:
 - a. You will receive a **second email** within 24 hours to the same email address
 - b. You **MUST** click the 'Yes, continue deleting' button in this second email in order to complete the deletion process
 - c. Your account will **NOT** be deleted until this **second email confirmation** is received by login.gov



8. The **second email that you receive after 24 hours** will include a button 'Yes, continue deleting'. Click this button to complete the deletion process.



 **LOGIN.GOV**

Delete your login.gov account

Your 24 hour waiting period has ended. Please complete step 2 of the process.

If you've been unable to locate your authentication methods, select "confirm deletion" to delete your login.gov account.

In the future, if you need to access participating government websites who use login.gov, you can create a new login.gov account using the same email address after your account is deleted.

Yes, continue deleting



9. You will receive a confirmation message



10. Click the link 'create a new account' on this confirmation page to return to the login page where you can setup a new account with the SAME email address as before.





11. After account setup and login, you will be taken back to eFile and eServe site
12. Your case data and files should be available on the dashboard as before

IMPORTANT NEXT STEP: If you are a legal assistant, the best option for uninterrupted access to cases is to:

1. Create your own login.gov login account
2. Create your own profile in eFile and eServe system
3. Ask the attorney to delegate their cases to you
4. Follow the guides below to set up an organization, add members to the organization and delegate cases to members
 - a. Create an organization: <https://efile.dol.gov/system/files/2020-11/add-organization-public-attorney.pdf>
 - b. Add members to the organization: <https://efile.dol.gov/system/files/2020-11/add-member-by-admin-public-attorney.pdf>
 - c. Delegate case to other members of the organization: <https://efile.dol.gov/system/files/2020-11/delegate-access-to-case-public-attorney.pdf>