

Regaining access to your USAJOBS/login.gov account

You can reset your account by deleting it if you cannot sign into your USAJOBS account because you have:

- Permanently lost access to your two-factor authentication methods, **or**
 - Permanently lost access to the email account associated with your profile, **or**
 - Already deleted and recreated your account but still cannot access your Onboard record
1. To delete your account, sign in through USAJOBS.gov, enter your username and password, then click "Choose another authentication method."
 2. On the next page, scroll to the bottom of page and click on the "deleting your account" link.
 3. Click "Yes, continue deletion" to proceed and you will immediately receive an automated email confirmation from login.gov
 4. Wait 24 hours to receive a second automated email from login.gov. This email will include a link that you will click on to continue deleting your account.
 5. During this 24 hour period, you must contact the USAJOBS helpdesk to unlink your USAJOBS profile from your login.gov account. (DO NOT recreate your account at this time).
 6. To contact USAJOBS, access this link: <https://help.usajobs.gov/how-to/contact-usajobs> and click the gray 'Contact us' button at the bottom of the page. Complete the textbox fields and ask USAJOBS to **unlink** your profile from your login.gov account. Let them know if you plan to use the same email address or a different email address when you recreate your login.gov account. Then click "Send."
 7. A representative from USAJOBS will email you back and ask you to answer identity verification questions. Reply to their email as soon as possible with your responses.
 8. Await a second email from a USAJOBS representative that clearly states they have unlinked your USAJOBS profile from your login.gov account.
 9. If 24 hours has passed since you deleted your login.gov account, check your email, and look for a message from login.gov that asks you to confirm your account deletion. Confirm that you want to delete the account.
 10. Go to USAJOBS.gov and recreate your USAJOBS/login.gov account using your same email address (or a different email address if necessary). **We strongly recommend using a personal email address and personal cell phone number to decrease the risk of losing access to an email account issued by an employer, school, etc.*
 11. Select your preferred two factor authentication method and select a backup method. **Text message and Authentication Apps on personal cell phones are most recommended).*
 12. After your account has been recreated, go back to your last job offer notification and access the unique link to log in to your Onboard record. *(Taking these steps will*

also resync your USAJOBS account so you can access any supporting documents and previous applications in your account)

NOTE: If you have already recreated your account before contacting USAJOBS in Steps 5 & 6, and your new account does not include your past applications, documents, nor provide you access to your Onboard record(s) --- You can disconnect your login.gov account and then contact USAJOBS to resync access to your original account. To do this:

1. Go to [Login.gov](https://login.gov) and sign in using the newly created account.
2. Click **Your connected account** from the menu on the left side of the page.
3. Find the account connected USAJOBS account and click **Disconnect** and then click the **Continue** button.
4. Then go to <https://help.usajobs.gov/how-to/contact-usajobs> to contact USAJOBS.
 - a. In your help ticket, explain to USAJOBS that you deleted your original account and recreated a new USAJOBS account.
 - b. Request that USAJOBS unlink the original USAJOBS profile.
 - c. Be sure to inform USAJOBS of the email address used for the original account, and indicate which email address you choose to associate with the newly created account.
 - d. Once you have provided USAJOBS with the necessary information, they will inform you of the next steps in order to regain access to your profile and any existing applications, documents, and USA Staffing Onboard records.