

# Signing In to eVA with JMU eID & Password

Updated 9/2019 – By: dds

You can now sign-in to eVA with your JMU eID and password. Below are steps-by-step instructions.

For eVA related questions contact the eVA Help Desk: 8-4382 or [askeva@jmu.edu](mailto:askeva@jmu.edu)

For eID, Duo, and computing related questions contact the JMU IT Help Desk: 8-3555 or [helpdesk@jmu.edu](mailto:helpdesk@jmu.edu)

1.) Go to [eva.virginia.gov](http://eva.virginia.gov)

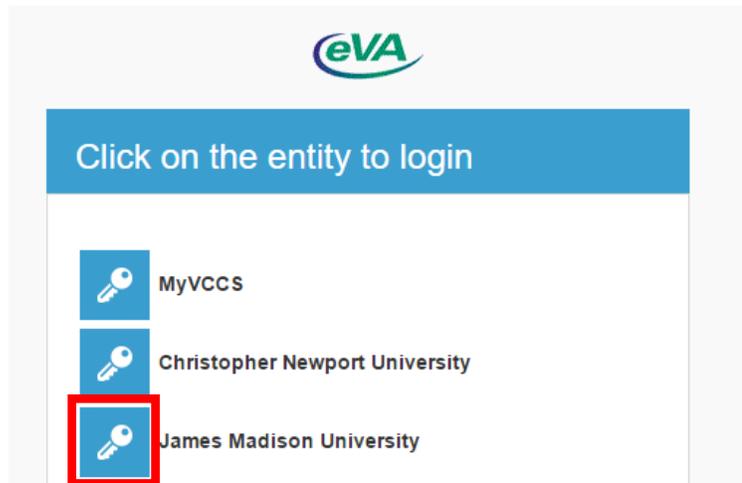
2.) Once on the eVA homepage, click “Buyer Login”



3.) On the sign-in page, click the green “Log In” button **under *Log in with your Agency account***

The image shows the eVA sign-in page. At the top is the eVA logo. Below it is a section titled "Log in with your eVA account" containing two input fields: "eVA Username" and "Password", followed by a blue "Log in" button. Below this section are links for "Forgot Username?" and "Forgot Password?". In the center, the word "OR" is displayed in red. Below that is a section titled "Log in with your Agency account" containing a green "Log in" button, which is highlighted with a red box. At the bottom of the page, the text "Supported Browsers" is visible.

- 4.) On the entity selection page click the key icon to the left of “James Madison University”
- Do not bookmark this page.**



- 5.) You will be sent to a JMU login page.
- Do not bookmark this page.** If you bookmark this page and try to sign-in to eVA you will get the following error message: “Stale Request.” You must go through eVA to access the JMU login page.

## JAMES MADISON UNIVERSITY

### Web Login Service - Stale Request

You may be seeing this page because you used the Back button while browsing a secure web site or application. Alternatively, you may have mistakenly bookmarked the web login form instead of the actual web site you wanted to bookmark or used a link created by somebody else who made the same mistake.

Left unchecked, this can cause errors on some browsers or result in you returning to the web site you tried to leave, so this page is presented instead.

- Enter your eID and password, then click “Log in”

## JAMES MADISON UNIVERSITY

JMU e-ID

Password

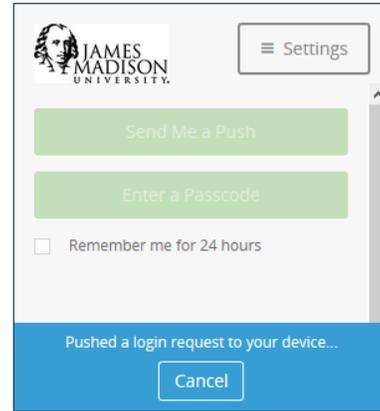
Log in

For help, contact the JMU IT Help Desk. 540-568-3555

- c. You will be required to authenticate with Duo
  - i. If you have not enrolled in Duo or are having issue with Duo, please contact the JMU IT Help Desk.

## JAMES MADISON UNIVERSITY

Authentication with Duo is required for the requested service. > Need Help?



Cancel this Request

### 6.) You will be logged in to eVA

ID	Description	Status	Create Date
PR630227	Order to Test QM and to do listing	Submitted	04/19/2018
PR630002	Example Order to Deny	Denied	04/02/2018
PR630001	Grant Order Example 01	Submitted	04/02/2018
PR630000	iPads with Keyboards	Ordering	04/02/2018
PR629999	Cars for the Office	Submitted	04/02/2018
PR629998	Apple Order	Submitted	04/02/2018
PR629996	Dell Order	Ordering	04/02/2018

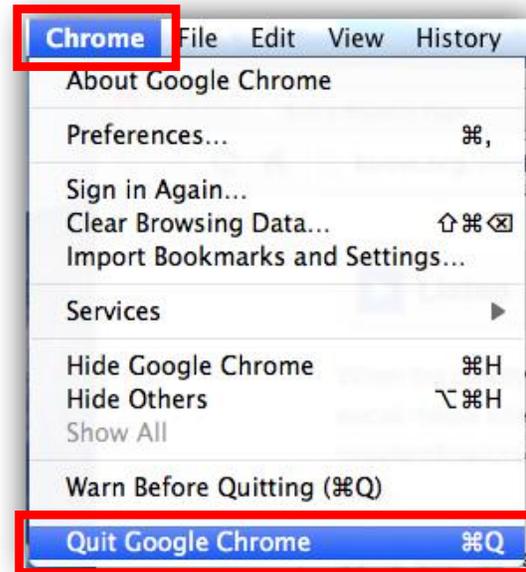
- a. If you see the following error “User does not exist in eVA...” please contact Procurement Service on the eVA Help Desk line at 8-4382 or [askeva@jmu.edu](mailto:askeva@jmu.edu)



User does not exist in eVA. Please verify your credentials with your entity security officer or contact eVA Customer Care at [eVACustomerCare@dgs.virginia.gov](mailto:eVACustomerCare@dgs.virginia.gov) or 1-866-289-7367 for assistance.

Return to Login

- 7.) When you are done with eVA and have logout out, please be sure to close all browser windows to completely logout and to protect your eVA account.
- a. If you are using a Mac make sure to quit out of the browser.



### Frequently Asked Questions

*Can I still sign-in with my eVA username and password?*

A: Yes, you can still use your eVA username and password.

*Will I need to keep my eVA username and password?*

A: No, you will no longer need either of those unless you want to sign-in to eVA the old way.