



Department for
Science, Innovation
& Technology



Government
Digital Service

GOV.UK One Login

Digital Identity

GOV.UK One Login's mission

To get from where we were...



Multiple accounts, logins and passwords

Repeatedly providing the same information again and again

...to where we want to be



One account, password and identity check

A simple and inclusive process to access multiple government services.

Over 11 million
identities issued

Over 15 million
identity checking app
downloads

82 services onboarded



Cabinet Office



Department for
Business & Trade



Department
for Education



Disclosure &
Barring Service



Driver & Vehicle
Standards
Agency



Office for
Veterans' Affairs



HM Revenue
& Customs



Home Office



Ministry
of Justice



Llywodraeth Cymru
Welsh Government



ofqual

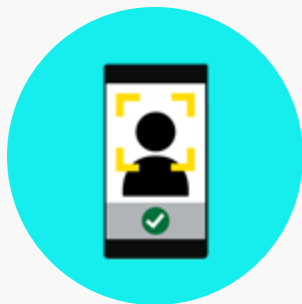


HM Land
Registry

Key outcomes



Creating a step-change
in user experience



Making identity
verification more
inclusive for users

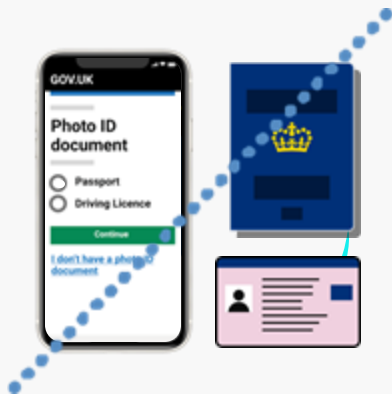


Reducing costs
and driving
efficiencies



Reducing identity
fraud and identity-
enabled crime

Barriers



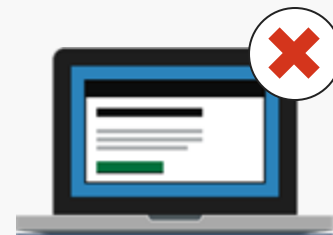
No photographic documentation



Low digital skills, trust, confidence



Low digital footprint in the UK



Limited or no internet access

A range of routes to prove identity



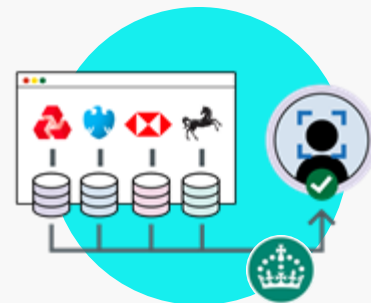
App route
(GOV.UK ID Check)



Web route
(Knowledge-based
verification)



Face to Face route
(Post Office)



NEW: Web route
(No photo ID)

BETA

This is a new service – your [feedback \(opens in new tab\)](#) will help us to improve it.

Create a GOV.UK One Login or sign in

You'll need:

- an email address
- a way to get security codes - this can be a mobile phone number or an authenticator app


You can also [use GOV.UK One Login in Welsh \(Cymraeg\)](#).

Create a GOV.UK One Login

Sign in

▶ [About GOV.UK One Login](#)

Users can set up a secure account...

 **GOV.UK**

BETA This is a new service - your [feedback \(opens in new tab\)](#) will help us to improve it.

Create a GOV.UK account or sign in

You'll need:

- an email address
- a way to get security codes - this can be a UK mobile phone number or an authenticator app

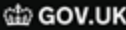
The GOV.UK account is also available [in Welsh \(Cymraeg\)](#).

Create a GOV.UK account

If you already have a GOV.UK account you can [sign in](#).

▶ [About GOV.UK accounts](#)



 **GOV.UK**


BETA This is a new service - your [feedback \(opens in new tab\)](#) will help us to improve it.

< Back

Enter your email address

Continue



 **GOV.UK**

BETA This is a new service - your [feedback](#) will help us to improve it.

< Back

Check your email

We have sent an email to: **email@address.com**

The email contains a 6 digit security code.

Your email might take a few minutes to arrive. If you do not get an email, check your spam folder.


The code will expire after 15 minutes.

Enter the 6 digit security code

▶ [Problems with the code?](#)

Continue



 **GOV.UK**

BETA This is a new service - your [feedback \(opens in new tab\)](#) will help us to improve it.

Create your password

Your password must:

- be at least 8 characters long
- include letters and numbers

Do not use a very common password, such as 'password' or a sequence of numbers.

Enter a password

 [Show](#)

Re-type password

 [Show](#)

▶ [How to create a secure password](#)

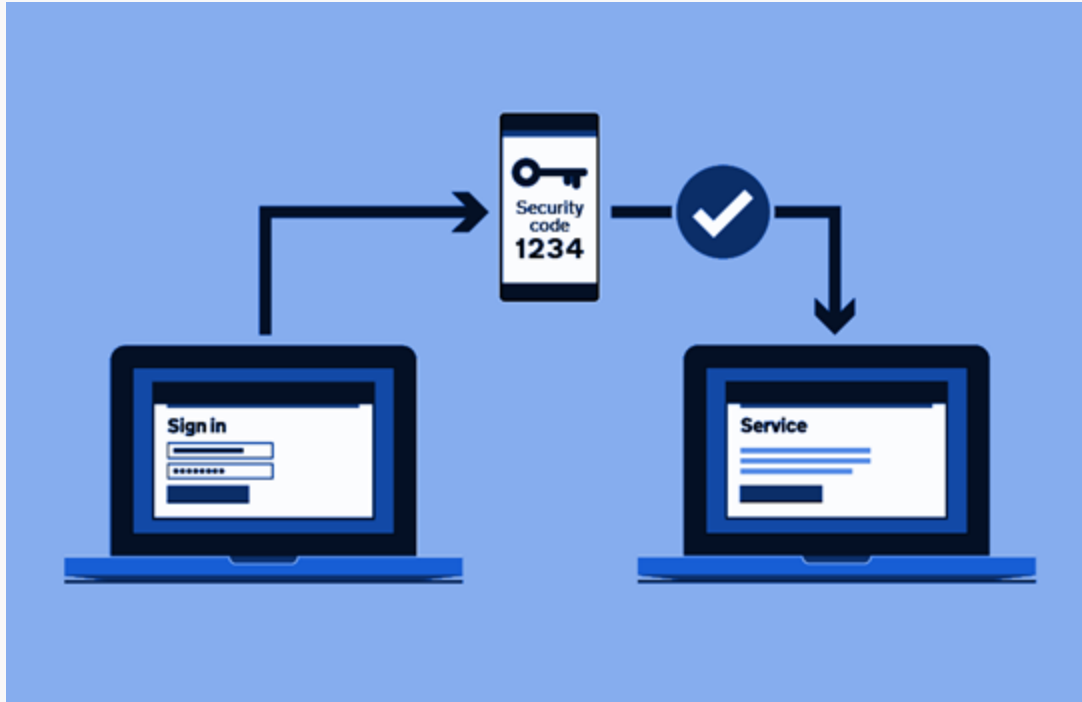
Agree to our terms of use

By continuing, you confirm that you agree to our:

- [privacy notice \(opens in a new tab\)](#), which explains how we use your personal information
- [terms and conditions \(opens in a new tab\)](#)

Continue

Two-factor authentication



Let your users sign in to a service with their email address, password and two-factor authentication.

The government service can also use GOV.UK One Login to allow their users to save their progress and return later.

Users will be able to access all services that use GOV.UK One Login and see the services they have used in one place.

App ratings and user feedback



4.7 stars



4.8 stars



Super efficient and easy, well explained process

Setting up my government gateway, the app and the explanations were really easy, and I am a complete Luddite! Well done



It took less than 5 minutes to take a picture of my driving licence and confirm it matches my face.



Just used @GOV.UK One Login to sign my mortgage deed. All worked brilliantly - thank you @GDSTeam and @HMLandRegistry

9:47 am · 24 Mar 2023 · 9,338 Views

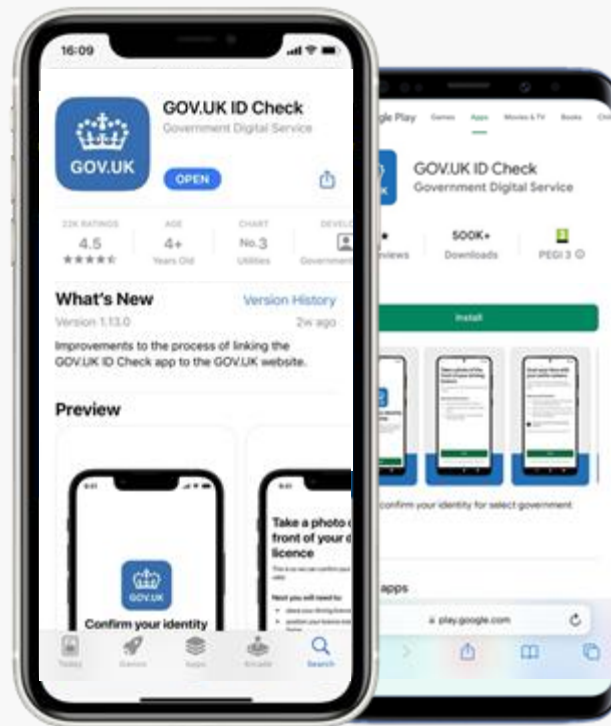


UK digital services FTW

Loved being able to ID myself using a smartphone rather than some paper based phone process. Quick and simple, scan worked well and the ID photo screen was awesome. I didn't even have to line things up properly



I am not technically minded and found this really easy. Clear instructions and quick.



Using a range of evidence to support

Passports



UK
International

Driving
licences

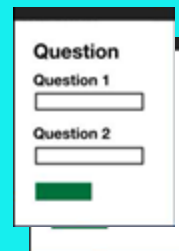


GB and NI
driving licences

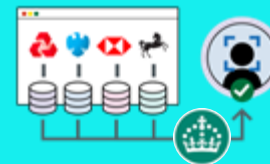
Biometric
Residence
Permits



Knowledge-
based questions



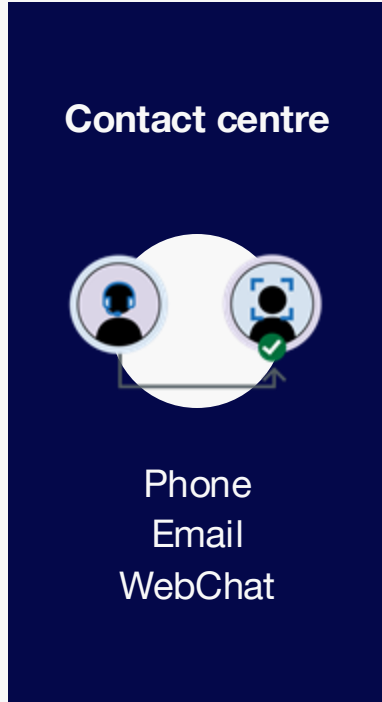
HMRC and bank
account details



Account dashboard



Support we offer users



Through the contact centre users can:

- speak to an agent on the phone, Monday to Friday 8 am until 8 pm
- use a webform to share their issue, and an agent will get back to them
- *New* use the web chat 24/7, with the ability to transfer to a live agent for more complex issues from Monday to Friday 8 am until 8 pm
- *New* use the contact centre chatbot for 24/7 support



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Thank you