

# Login.gov

## Program Roadmap



# About This Artifact

*The content presented here is forward-looking and intended for informational purposes only. We will be updating and re-sharing this artifact quarterly.*



# Role in Government

The public's "one account for Government"

---

Each agency's "public option" for Identity

---

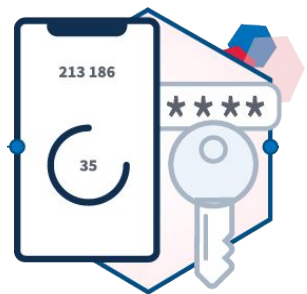
A key piece of national infrastructure

## Login.gov's North Star:

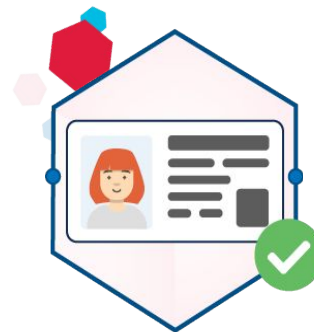
Any member of the public can use their trusted Login.gov account to access all of their online government services

# Services

Public-sector digital identity management as a service to Federal agencies and State governments



**Authentication**



**Identity Verification**

Strong Privacy Model    +    Anti-Fraud Controls    +    24x7 Contact Center

# Value to the Public

We're building a future where every member of the public has seamless and secure access to Government services.

## Fewer Headaches

- Just 1 password to remember
- Proof once, use everywhere
- Easy to use web and mobile experience

## Better Support

- Multiple choices for MFA (multi-factor authentication), identity proofing, etc.
- A “serve everyone” mindset and mission
- 24x7 contact center

## Identity Protection

- Strong security and anti-fraud controls keep your information secure
- User data is private by default and not used for any purpose unrelated to identity verification

# Value to Agencies

We're building a future where every agency can focus on their mission.

## **Simplifies Identity Management**

- Benefits of SaaS (software-as-a-service)
- Simple integration & agreements process
- 24x7 user support
- An account manager, integration support, etc.

## **Expands Access To Government Services**

- Platform that scales
- Imperative to reach all members of the public
- Reusable credential reduces friction to service delivery

## **Protects User Identity and System Integrity**

- Privacy-preserving encryption model
- FedRAMP compliant security controls
- Anti-fraud program
- Public sector accountability / transparency

# Who We Serve

**85+** million user accounts

**290+** million sign-ins annually

**460+** live sites and services

**47** agencies\* and states

*\* Login.gov is used widely across Government, providing services to all 15 Cabinet agencies.*



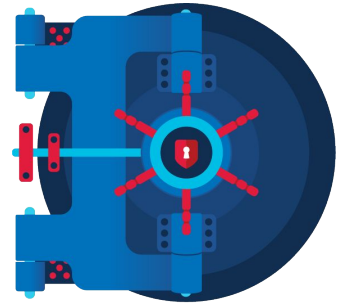
# Major FY23 Accomplishments



24x7 contact center  
via phone and email



In-person proofing at 18K  
USPS locations



Advanced fraud  
controls



# Major Recent Announcements



Login.gov will become fully compliant with the IAL2 level of NIST 800-63 in 2024

[Read more](#)



Login.gov is partnering with DOL to offer all states the opportunity to use Login.gov for unemployment insurance

[Read more](#)



Login.gov is now in use by all Cabinet agencies for at least one program or application

[Read more](#)

# Areas of Focus – Next 2 Years

## End-User Improvements

- Improved proofing rates
- More off-ramps
- Expanded use cases
- Easier MFA / account recovery
- Additional language support

## Expanded Partner Support

- Updated pricing
- Better reporting
- Self-serve tools
- Cross-agency working groups / collaboration

## Security & Policy Depth

- NIST compliance
- Trusted referee
- Anti-fraud acceleration
- FedRAMP High Impact Level

# Program Roadmap

	FY24 (Oct - Mar) Soon to deliver	FY24 (Apr - Sep) Next on the docket	FY25 Expected direction
End User Impact	<ul style="list-style-type: none"> <li>• Upfront option to select in-person proofing</li> <li>• Accessibility improvements</li> <li>• Additional languages</li> <li>• Improved account recovery</li> </ul>	<ul style="list-style-type: none"> <li>• Optional facial matching step for increased security and compliance</li> <li>• Streamlined proofing flow</li> <li>• Improved “My Account”</li> <li>• Educational videos</li> </ul>	<ul style="list-style-type: none"> <li>• Remote supervised option</li> <li>• Fully-in-person option</li> <li>• New use cases supported</li> <li>• Federated proofing / mDLs</li> <li>• Path to “passwordless”</li> </ul>
Partner Support	<ul style="list-style-type: none"> <li>• New pricing plan developed</li> <li>• Improved reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Initial self-serve dashboards</li> <li>• Identity working groups</li> </ul>	<ul style="list-style-type: none"> <li>• More self-serve dashboards</li> <li>• Improved data sharing</li> </ul>
Policy & Compliance	<ul style="list-style-type: none"> <li>• Trusted referee policy work</li> <li>• NIST coordination</li> </ul>	<ul style="list-style-type: none"> <li>• NIST 800-63-3 compliance with Kantara TrustMark</li> </ul>	<ul style="list-style-type: none"> <li>• NIST 800-63-4 compliance</li> <li>• Path to FedRAMP High</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Equity study</li> <li>• Expanded anti-fraud ops</li> </ul>	<ul style="list-style-type: none"> <li>• Fuller expansion across states and localities</li> </ul>	<ul style="list-style-type: none"> <li>• Additional identity vendors</li> <li>• Ongoing platform improvements</li> </ul>

*Last Updated Nov 2023 – These are estimates and may be revised in the future; Login.gov will be transparent with partners about when / why this happens.*

# Program Roadmap

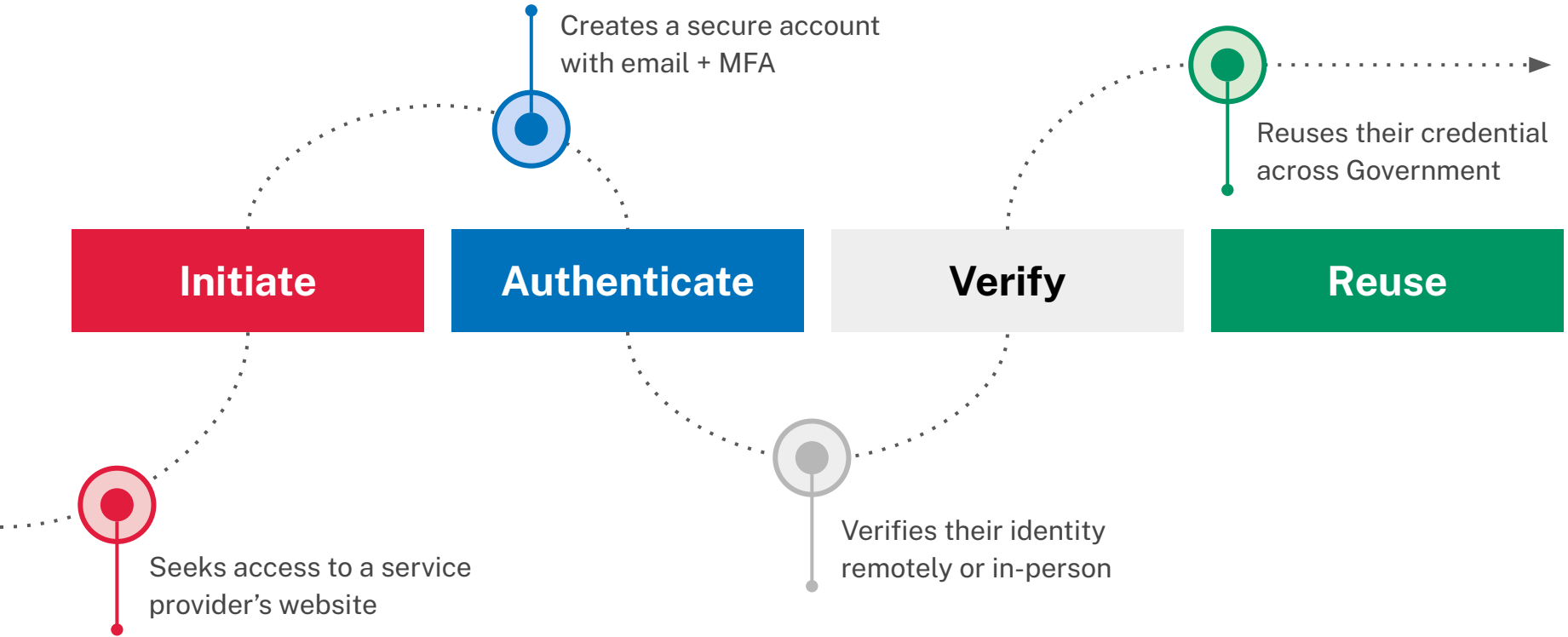
## End User Impact

End User Impact

Partner Support

Policy & Compliance

# The Login.gov User Journey



# Authentication Investments

Login.gov leverages a mandatory multi-factor authentication (MFA) approach in order to ensure a secure, robust cross-agency account. We are investing in numerous ways to simplify the process:

- Improving the MFA selection process
- Relaunching WebAuthn platform authenticators (face or touch unlock)
- Streamlining the account recovery process
- Upgrading the “My Account” user experience and capability set




# Recent Authentication Improvements


1

Introduced Face / Touch unlock as a user-friendly MFA method

### Authentication method setup

Add another layer of security by selecting a multi-factor authentication method. We recommend you select at least (2) two different options in case you lose one of your methods.

☐  **Face or touch unlock**  
Use your face or fingerprint to access your account without a one-time code.


☐  **Authentication application**  
Download or use an authentication app of your choice to generate secure codes.

2

Integrated reCAPTCHA as an impactful anti-fraud control for protecting against suspicious international SMS access

### Protecting against spam

We use reCAPTCHA to protect against automated spam. Check the box below to continue.

☐ I'm not a robot   
reCAPTCHA  
Privacy - Terms

---

**Having trouble? Here's what you can do:**

[Choose another authentication method](#) >

[Learn more about authentication methods](#) >

# Identity Verification Investments

Login.gov's identity verification service has served millions of people to date by balancing user experience (UX), security, privacy, anti-fraud, and equity principles. We will be investing deeply this coming year in:

## User Experience

*A user gets stuck because of confusion*

- Improving the document authentication process
- Iterating on accessibility (e.g., screen readers)
- Reducing the number of steps in the flow

## Anti-Fraud

*A user gets rejected by anti-fraud controls*

- Fine-tuning controls to maximize true positives
- Improving the redress process for false positives
- Expanding the set of anti-fraud controls in use

## Equity

*A user gets blocked because of systemic access issues*


- Finishing GSA's equity study
- Rolling out new identity verification channels (e.g., full in-person, remote supervised)
- Expanding coverage of user populations via new data sources / trusted referee






# Recent Identity Verification Improvements

Increasing the identity proofing rate involves making numerous improvements across multiple evidence collection steps. Recent examples include:

- Better guidance for IDs, e.g., proactively filtering out unaccepted doc types
- Improved “verify by mail” process
- Fine-tuning of anti-fraud controls
- Better support for browser back button
- A/B testing on the “Getting Started” page
- Numerous accessibility changes
- And more...

 An official website of the United States government [Here's how you know](#) ▾

   U.S. Department of Veterans Affairs

Getting started

Verify your ID

Verify your information

Verify phone or address

Secure your account

## Get started verifying your identity

VA needs to make sure you are you — not someone pretending to be you.

**You will need your:**

1

**State-issued ID**  
Your ID cannot be expired.


2

**Social Security number**  
You will not need the card with you.

3

**Phone number OR home address**

- **Verify by phone:** We'll call or text your phone number. This takes a few minutes.
- **Verify by mail:** We'll mail a letter to your home address. This takes **5 to 10 days**.

[Learn more about verifying by phone or mail](#) 

Continue

# Language Support

Login.gov currently supports 3 languages:

**English**

**Spanish**

**French**

The program plans to expand the set of languages it supports in FY24 via:

- Login.gov website
- Help center articles
- Contact center support



Login.gov is excited to announce a new partnership with Department of State to expand language support and simplify the translation process.

# Additional Use Cases

Login.gov's imperative is to serve all members of the public. A core challenge is the lack of reliable data sources that Login.gov can use to verify a person's identity for certain user populations. Login.gov will:

1. Document hard-to-reach use cases and their data source limitations\*
2. Explore agency partnerships to use governmental attribute validation services (e.g., passports, social security numbers, etc.)
3. Leverage pre-existing identity credentials where possible, such as mobile drivers licenses (mDLs)
4. Develop policy around a "trusted referee" program

\* e.g., international, non-citizen, unbanked, unhoused, etc.



# Program Roadmap

## Partner Support

End User Impact

Partner Support

Policy & Compliance

# Enterprise Capabilities

Login.gov offers self-serve developer docs, sandbox accounts for testing, and dedicated partner support resources. To continue to meet the needs of agencies expanding Login.gov across their enterprise, Login.gov will:

1. Review and update our pricing model to reflect new realities
2. Offer richer reporting and billing capabilities
3. Improve our developer documentation and integration tooling
4. Offer more self-serve tools to initiate launches, manage applications, etc.



# Active Partner Collaboration

1

Forums for directly engaging feedback from customers on direction

2

Cross-agency working groups on key topics like security, fraud, and equity

3

A regularly-updated roadmap and frequent webinars, updates, etc.



**Are you subscribed to our partner newsletter?**

If not, request access from your account manager so that you can stay apprised of all the Login.gov happenings.

# Partner / Industry Outreach

Login.gov has been meeting our agency and industry partners where they are:

- Dan Lopez, Login.gov's Director, gave an overview of Login.gov's roadmap at the annual Federal Identity conference
- Team members attended FedID, Identity Week, FIDO Authenticate, NASCIO, BenCon, Oktane, and other industry events this past quarter
- Team members attended partner-specific events, such as DOL's Federal Tech Day
- Login.gov is an active participant in the NIST 800-63-4 process and NCCoE mDL R&D project



# Program Roadmap

## Policy & Compliance

End User Impact

Partner Support

**Policy & Compliance**



# NIST Compliance Path Forward

In FY 2024, Login.gov plans to offer a solution that complies with the IAL2 level of NIST 800-63 Digital Identity Guidelines.

<b>FY24 Delivery</b>	In-person identity verification at a local Post Office, available as an upfront option for all users	Digital identity verification using proven facial matching technology to verify that you match your own identification
<b>FY24 Discovery</b>	Digital identity verification that does not require automated facial matching, such as a live video chat with a trained identity verification professional	Digital identity verification that builds upon promising new technologies such as mobile drivers licenses (mDLs) and verifiable credentials

# Login.gov's Biometric Promise

Providing those interacting with government with a way to verify their digital identity that protects their security and privacy while also ensuring equity and access is more important than ever.

## To protect users, Login.gov will:

Always protect user data by ensuring it will never be used for any purpose unrelated to verifying your identity by Login.gov or its vendors

Use a privacy-preserving matching approach that compares “selfies” exclusively with the user’s photo ID — and does not use the image for any other purpose

Leverage best-in-class facial matching algorithms that, based on testing in controlled environments, have been shown to offer high levels of accuracy and reduced algorithmic bias

Continue to invest in academic-quality research, such as GSA’s Equity Study on Remote Identity Proofing, to measure all aspects of Login.gov’s performance, including algorithmic bias across demographic factors

# Next Steps

# Human-Centered Iteration

Login.gov is **built by digital service experts** with substantial government and industry experience.

We **listen to the public and agencies** alike to fix issues and develop new capabilities.

Our team **follows agile practices** and deploys code to production every two weeks.

We believe in **continuous improvement** and employ a variety of methods to learn and grow. We stay ahead of emerging technologies and federal policies.



# We Value Your Feedback

We will update and re-share this artifact quarterly, and will use your feedback to adapt our plans.

Please let us know:

- What use cases would you like us to support?
- What capabilities would improve service delivery?
- How can we continue to improve collaboration?



# Thank you.

