User Journey

Users create an account to save progress

Users start at your service's start page, usually on GOV.UK. They complete part of your journey, then decide they want to finish it later.

To save their progress, they create their GOV.UK account using their email address, a password and two-factor authentication.

Later, they return to your service and resume their journey by signing in to their account.

This map was last updated in September 2022. It may differ slightly to the live journey.

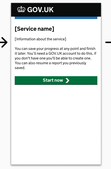
GOV.UK

GOV.UK home page

User finds your service

GOV.UK

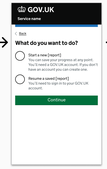
Service journey: Service name



User selects start button

Your service

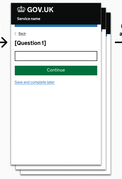
Service journey: What do you want to do?



User selects 'start a new report'

Your service

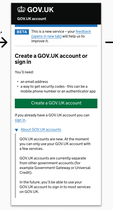
Service journey: Questions 1 to 3



User selects 'save and complete later'

GOV.UK Sign In

Create a GOV.UK account or sign in

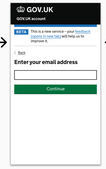


Sign in

Create account

GOV.UK Sign In

Create account: Enter your email address



Continue

GOV.UK Sign In

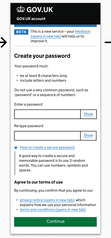
Create account: Check your email

Security code email sent to user

Continue

GOV.UK Sign In

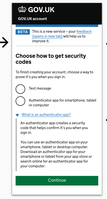
Create account: Create your password



Continue

GOV.UK Sign In

Create account: Choose how to get security checks

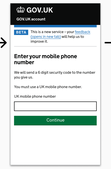


User selects 'text message'

User selects 'authenticator app'

GOV.UK Sign In

Create account: Enter your mobile phone number



Continue

GOV.UK Sign In

Create account: Check your phone

Continue

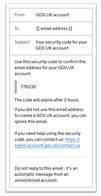
GOV.UK Sign In

Create account: Set up an authenticator app

Continue

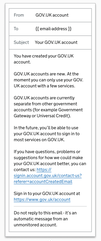
GOV.UK Sign In

Create account: Your security code for your GOV.UK account



GOV.UK Sign In

Create account: Your GOV.UK account



Account confirmation email sent to user

GOV.UK Sign In

Create account: You've created your GOV.UK account

Save your progress

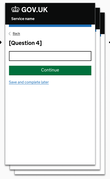
Your service

Service journey: Check your answers

User resumes report

Your service

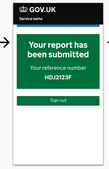
Service journey: Question 4



User continues through service

Your service

Service journey: Your report has been submitted



User signs out

GOV.UK Sign In

You have signed out

GOV.UK Sign In

Sign in: Sign in to your GOV.UK account

Continue

GOV.UK Sign In

Sign in: Enter your password

Note
Two-factor authentication is optional for users who are signing in. You can decide if you need it for your service.

Continue - user gets security codes via text

Continue - user gets security codes via authenticator app

GOV.UK Sign In

Sign in: Check your phone

GOV.UK Sign In

Sign in: Enter the 6 digit code you see in your authenticator app

User continues to your service

User continues to your service

Your service

Service journey: Check your answers

User resumes report

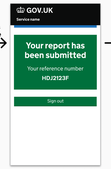
Your service

Service journey: Question 4

User continues through service

Your service

Service journey: Your report has been submitted



User signs out

GOV.UK Sign In

You have signed out