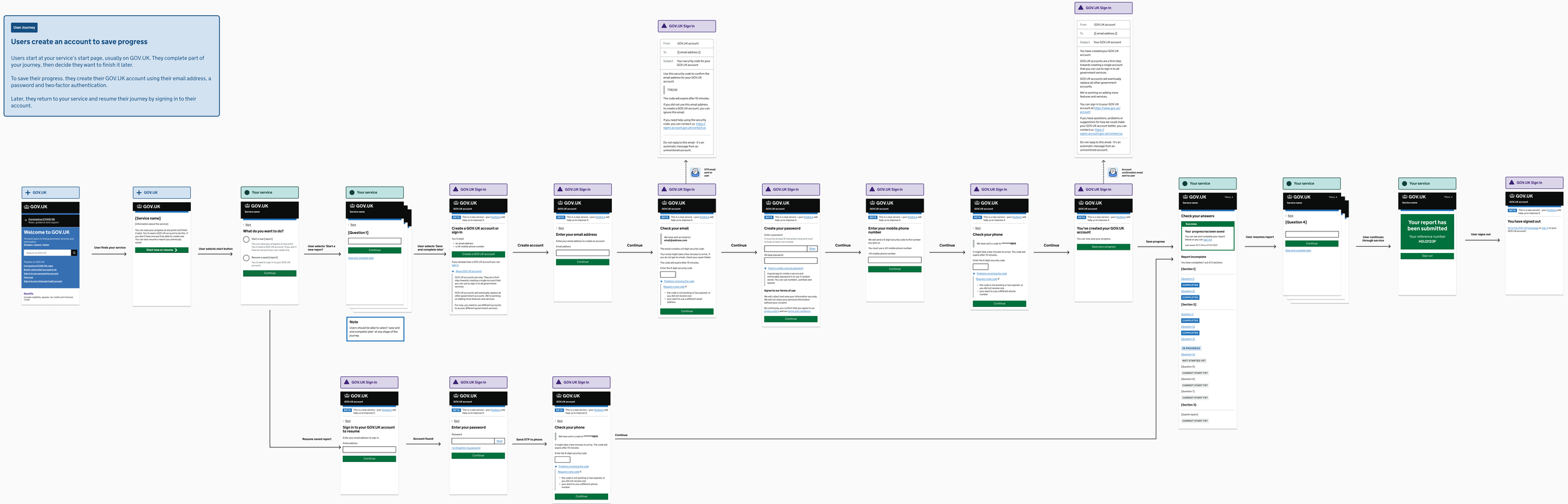
User Journey

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.