User Journey

Users create an account upfront

This journey map shows a user creating an account at the start of your service journey.

Users start at your service's start page, usually on GOV.UK. They create a GOV.UK account using their email address, a password and two-factor authentication. Then, they're sent to your service to complete their journey.

This option is usually best for your service if you need all your users to create accounts before they can do anything.

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

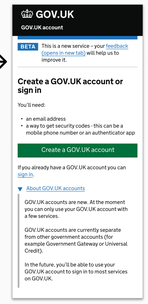
GOV.UK

Service journey: Service name

User selects start button

GOV.UK Sign In

Create a GOV.UK account or sign in

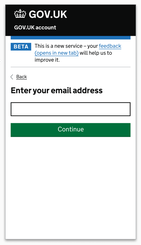


Sign in

Create account

GOV.UK Sign In

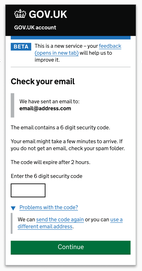
Create account: Enter your email address



Continue

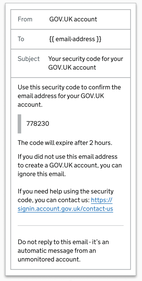
GOV.UK Sign In

Create account: Check your email



GOV.UK Sign In

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

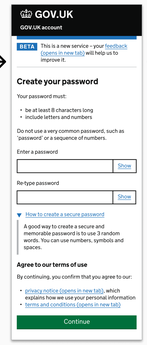


Security code email sent to user

Continue

GOV.UK Sign In

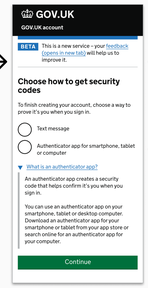
Create account: Create your password



Continue

GOV.UK Sign In

Create account: Choose how to get security checks

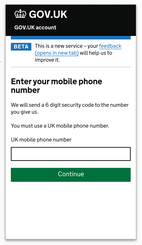


User selects 'text message'

User selects 'authenticator app'

GOV.UK Sign In

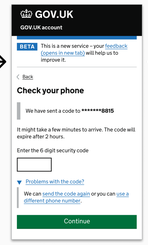
Create account: Enter your mobile phone number



Continue

GOV.UK Sign In

Create account: Check your phone



Continue

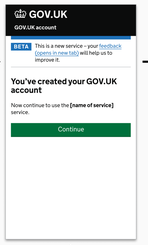
GOV.UK Sign In

Create account: Set up an authenticator app

Continue

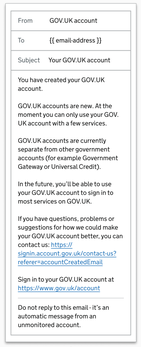
GOV.UK Sign In

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



GOV.UK Sign In

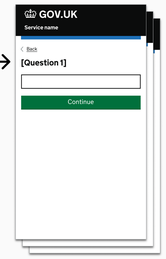
Create account: Your GOV.UK account



Account confirmation email sent to user

Your service

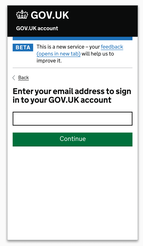
Service journey: Question 1



User continues to your service

GOV.UK Sign In

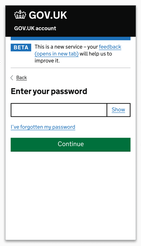
Sign in: Sign in to your GOV.UK account



Continue

GOV.UK Sign In

Sign in: Enter your password



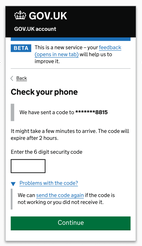
Note
Two-factor authentication is optional for users who are signing in. You can decide if you need it for your service.

Continue - user gets security codes via text

Continue - user gets security codes via authenticator app

GOV.UK Sign In

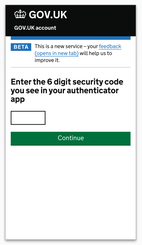
Sign in: Check your phone



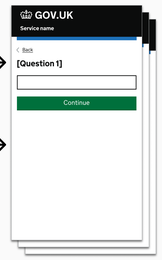
User continues to your service

GOV.UK Sign In

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



User continues to your service

Your service

Service journey: Question 1