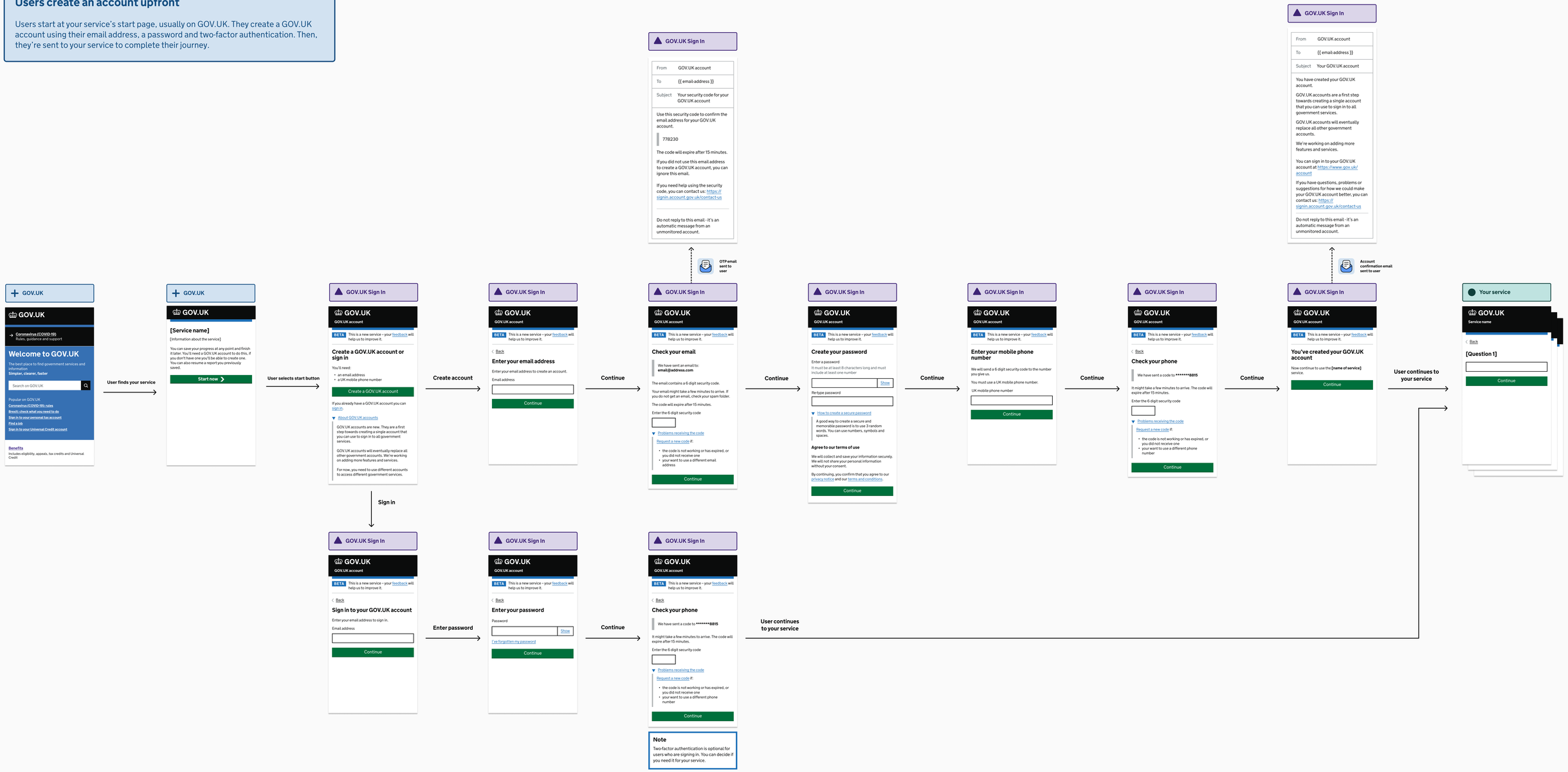
User Journey

Users create an account upfront

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.