Cookies on GOV.UK One Login

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About GOV.UK One Login (/about)

- Signing users in (/about/signing-users-in)
- Checking users' identities (/about/checking-users-identities)
- **How users can prove their identity (/about/checking-users-identities/evidence-types)**
- The signed in experience (/about/signed-in-experience)

Roadmap (/about/roadmap)

How users can prove their identity

There are multiple ways we can check a user's identity. Users need to both:

- say who they are, for example by telling us their name, date of birth and recent address history
- prove that they are that person, for example making sure they look like their picture on their photo ID, or answering some security questions

Evidence users can provide

The evidence a user can provide determines the route the user takes through GOV.UK One Login and how they prove their identity.

Users can currently prove their identity with GOV.UK One Login using their:

- web browser and the GOV.UK ID Check app
- web browser and at the Post Office
- web browser to answer security questions

Using the GOV.UK ID Check app

Users can prove their identity using the GOV.UK ID Check app.

We'll check that:

- their ID documents are real
- they're a real person (also known as a 'liveness' check)
- they're the same person as in the document photos (also known as a 'likeness' check)

Users will need one of the following types of photo ID:

- UK or Northern Ireland photocard driving licence
- any passport with a biometric chip
- UK biometric residence permit (BRP)
- UK biometric residence card (BRC)
- UK Frontier Worker permit (FWP)

Users can use an expired BRP, BRC or FWP up to 18 months after its expiry date.

Online and at a Post Office

Users will be asked to:

- enter details from their photo ID on GOV.UK
- go to a Post Office to have their photo ID scanned

Users will need one of the following types of photo ID:

- UK passport
- non-UK passport
- UK or Northern Ireland photocard driving licence
- European Union (EU) photocard driving licence
- national identity photocard from an EU country, Norway, Iceland or Liechtenstein

Answering security questions online

Users answer security questions online (also known as knowledge-based verification questions) about things like their mobile phone contract and bank account.

The questions asked are based on their credit record and are answers only they should know.

Users can use one of the following types of photo ID:

- UK passport
- UK or Northern Ireland photocard driving licence

Users without photo ID can instead use their UK bank account details and HMRC tax record to prove their identity.

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Checking users' identities

You can use GOV.UK One Login to let users prove their identity, as well as signing users in (/about/signing-users-in).

Users will prove their identity once. They can reuse this proof to access other services that use GOV.UK One Login. This saves them time and effort.

We currently provide a medium level of confidence

Our current journeys will give you a medium level of confidence in the user's identity, as defined by the government guidance on how to prove and verify someone's identity ('GPG 45'). (https://www.gov.uk/government/publications/identity-proofing-and-verification-of-an-individual/how-to-prove-and-verify-someones-identity)

It means using our identity checks will lower the risk of you accepting:

- completely made-up or 'synthetic' identities

- imposters who do not have a relationship with the claimed identity - for example, someone who has found the claimed identity's information on social media
- imposters who have information about the claimed identity that's not in the public domain, for example, someone who works for the claimed identity's employer's HR department using information they have got to impersonate the claimed identity

We plan to offer low and high levels of confidence in the future.

Deciding if this level is right for your service

To decide if this level of confidence is right for your service, you need to:

- identify the risks to your service
- check if having medium level of confidence in your users' identities will mitigate them
- consider how this will work with your users' needs

We know this is a complex area. We expect that most services will need to speak to us to confirm whether 'medium' is the right choice.

Our onboarding team is ready to answer your questions and work it out with you. You can get in touch using our support form (/contact-us) or Slack channel (https://ukgovernmentdigital.slack.com/archives/C02AQUJ6WTC).

Identity data your service can get about your users

User attributes

If a user successfully proves their identity, you'll always receive the following core identity information about them:

- their name
- date of birth
- the level of identity confidence

You can also ask for:

- postal addresses for the last 3 years (we check that addresses are genuine and if they're associated with fraudulent activity)
- passport details, if the user proved their identity using their passport
- driving licence details, if the user proved their identity using their driving licence

We may ask you to provide a reason for requesting these pieces of information, so we can avoid unnecessary data sharing.

This is in addition to the data you'll get from the 'sign in' part of GOV.UK One Login, which is:

- a unique identifier
- an email address
- a mobile phone number, if the user set up two-factor authentication using their mobile phone number

If there's any other data your service needs - get in touch (/support) to talk to us about it.

Audit and fraud data

If an identity has shown evidence of being fraudulent, we can provide more information about that user to you.

Find out more

Read the technical documentation (https://docs.sign-in.service.gov.uk/) to see how to integrate with the identity checking part of GOV.UK One Login.

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The signed in experience (/about/signed-in-experience)

Roadmap (/about/roadmap)

Roadmap

Last updated: March 2025

What we're working on now

GPG45 Low confidence route IDENTITY

Users will be able to prove their identity to a GPG45 low confidence level.

Users can receive their Post Office customer letter by post IDENTITY

Users who want to prove their identity at a Post Office can have their Post Office letter posted to them.

Recently released

Using international addresses IDENTITY

A user who lives at a non-UK address is able to use their non-UK address in GOV.UK One Login when proving their

identity.

Users can prove their identity without photo ID
IDENTITY

Users who do not have a photo ID document will be able to use their UK bank account details and their HMRC tax record to prove their identity.

User session ended when browser is closed
SIGNED IN EXPERIENCE

A user's session is ended when they quit their browser, lowering the risk of somebody else accessing their GOV.UK One Login on a shared device.

Email and phone number reputation checks SIGN IN

Email and phone numbers are checked when a GOV.UK One Login is created, or email/phone numbers changed, to reduce the risk of fake GOV.UK One Logins being created.

GOV.UK One Login user activity history
SIGNED IN EXPERIENCE

Users will be able to view their GOV.UK One Login account activity history.

Service teams can ask users to sign in again SIGN IN

You can ask a user to sign in to their GOV.UK One Login again if required.

Users can keep their details up to date after proving their identity SIGN IN

Users will be able to make updates to their identity details (for example, their name) to keep their GOV.UK One Login up to date.

Maintaining trust in users who have already proved their identity IDENTITY

To maintain confidence levels over time, you'll be able to repeat some identity checks for users who have already proved their identity.

New security questions SECURITY

New questions are available for users proving their identity by answering security questions.(also known as knowledge-based verification questions).

Webchat for user support USER SUPPORT

Users can now also access the contact centre using webchat.

Updates

As we're still at an early stage, our plans may shift. We'll update this page when this happens and add more detail when we can.

We'll keep sharing in blog posts (https://gds.blog.gov.uk/category/govuk-onelogin/) and at our regular cross-government show and tells too.

Join our mailing list (/mailing-list) to stay up to date.

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The signed in experience

When a user creates a GOV.UK One Login to access a service, they also get a space where they can manage their details and see other services they've used.

Users can be signed in to this space and access it whether they're signed in to your service or not.

What users can do in their GOV.UK One Login

Update credentials

Users can change their:

- email address
- password
- phone number

We've got some recommended content to help you show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials).

Delete their GOV.UK One Login

Users can delete their GOV.UK One Login.

If they do this, we'll delete their records from all our live service databases within GOV.UK One Login, including their:

- sign in details
- saved identity information

They'll no longer be able to use their GOV.UK One Login to access your service.

We'll keep some data about what the user has done with their GOV.UK One Login for auditing and monitoring reasons.

See and access their ser ices in one place

When a user signs in to your service with their GOV.UK One Login, a link to your service or to your GOV.UK start page appears in the 'Your services' section.

This means they can easily access all the services they've used with their GOV.UK One Login from one place.

Users can continue to access your service through familiar routes, like landing on a GOV.UK start page.

See a user's GOV.UK One Login space

Here are the two main pages that make up a user's GOV.UK One Login space. They can get to this space if you link to it from your service, following our design recommendations for letting users change credentials (/documentation/design-recommendations/change-credentials).

GOV.UK One Login

Your services Security Sign out

BETA This is a new service – your feedback will help us improve it.

Your services

You're signed in as **name@email.com**

Your accounts

GOV.UK email subscriptions

See and manage the updates you get about GOV.UK pages you're interested in.

Go to your GOV.UK email subscriptions

Last used: 10 October 2022

Other services you've used

Sign your mortgage deed

Last used: 14 May 2018

Request a basic DBS check

Last used: 14 May 2018

Services you can use with GOV.UK One Login

GOV.UK One Login is new. At the moment you can only use it to access some government services.

- Services you can use with GOV.UK One Login

GOV.UK One Login does not work with all government accounts and services yet (for example Government Gateway or Universal Credit).

In the future, you'll be able to use GOV.UK One Login to access all services on GOV.UK.

Your ser□ ices page e□ ample

GOV.UK One Login

Your services Security Sign out

BETA This is a new service – your feedback will help us improve it.

Security

Your sign in details

Email address

name@email.com

Change

Password

••••••••••••••••

Change

How you get security codes

We use security codes to make sure it's you when you sign in.

Test message

Phone number ending with 0406

Change

Delete your GOV.UK One Login

This will permanently delete your GOV.UK One Login. You'll no longer be able to access the services you've used with it.

Delete your GOV.UK One Login

Securit□ page e□ ample

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Roadmap (/about/roadmap)

Signing users in

You can use GOV.UK One Login to help your users sign into your service quickly and easily. This is also called 'authentication'.

This means you know it's always the same person accessing the service.

The user experience

You can let users create their GOV.UK One Login or sign in at:

- the start of your service, if you need them all to have accounts
- the point where they want to save their progress and come back later, if you want to add this option to a complex journey

Users can create a GOV.UK One Login with their email address and password.

You can request that your users also use two-factor authentication. They have two options:

- getting text messages containing security codes sent to their UK or international mobile phone number
- using security codes generated by an authenticator app

They can use these details whenever they need to sign in to your service.

If they forget their details, they can recover them.

When a user creates a GOV.UK One Login, they'll also get access to a space where they can manage their details and see the services they've used. Find out more about what's available in a user's GOV.UK One Login (/about/signed-in-experience) when they're signed in.

See the sign in user journeys

View journey maps of the sign in journey. (/documentation/user-journeys)

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About GOV.UK One Login

GOV.UK One Login lets your users sign in and prove their identity so they can access your service quickly and easily.

It will ultimately allow users to access any government service using the same email address and password, and also only need to prove their identity once.

Why use GOV.UK One Login

Using GOV.UK One Login means:

- you will not need to build and maintain your own sign in and identity checking systems
- you save money as GOV.UK One Login is centrally funded and free for government services to use
- a reduction in fraud thanks to our dedicated fraud prevention team and the built in protection provided by our GPG45 (https://www.gov.uk/government/publications/identity-proofing-and-verification-of-an-individual)compliant systems
- improved accessibility, as GOV.UK One Login is based on common, accessible components from the GOV.UK Design System

Who can use GOV.UK One Login

GOV.UK One Login is currently available to all central government departments and agencies.

Other organisations may also be able to use GOV.UK One Login. Get in touch (https://www.sign-in.service.gov.uk/support) and we'll have a chat to find out more about your service.

What GOV.UK One Login offers

Users can sign in

Users can sign in to your service using GOV.UK One Login, with their username, password and two-factor authentication.

You can add this sign in functionality into your service on its own. You do not have to use the identity checks functionality if you do not need it.

Find out more about signing users in (/about/signing-users-in).

Users can prove their identity

Users can prove their identity so you know they are who they say they are.

If you want to add identity checks, you must also use GOV.UK One Login to sign in your users.

Find out more about checking users' identities (/about/checking-users-identities)

Try GOV.UK One Login

You can:

- set up our integration environment (https://admin.sign-in.service.gov.uk/sign-in/enter-email-address) to see how GOV.UK One Login works in your service
- request access to our HTML prototype (https://www.sign-in.service.gov.uk/documentation/end-to-end-prototype/identity-journeys) to explore journeys within GOV.UK One Login

Also, read our technical documentation (https://docs.sign-in.service.gov.uk/how-gov-uk-one-login-works/#how-gov-uk-one-

login-works) and design recommendations (https://www.sign-in.service.gov.uk/documentation/design-recommendations) to find out more about how GOV.UK One Login works.

Support

Support for your service is available during office hours using our support form (https://www.sign-in.service.gov.uk/support) or Slack channel (https://ukgovernmentdigital.slack.com/archives/C02AQUJ6WTC). Our technical team is also available 24/7 for urgent incidents.

How to start using GOV.UK One Login

If you think GOV.UK One Login might be right for your service, register your interest (https://www.sign-in.service.gov.uk/register).

We'll contact you within 5 days to find out more about what your service needs.

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Accessibility statement for the GOV.UK One Login website

GOV.UK One Login and the GOV.UK One Login admin tool are part of the wider GOV.UK website. There's a separate accessibility statement for the main GOV.UK website.

This accessibility statement only contains information about the GOV.UK One Login website (/) and the GOV.UK One Login admin tool.

This accessibility statement explains:

- how accessible the website is
- what work we're planning to do
- what to do if you have difficulty using it
- how to report any accessibility problems

What this website should do

This website was created by the Government Digital Service. It is designed to be used by as many people as possible.

The text should be clear and simple to understand.

You should be able to:

- zoom in up to 300% without problems
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- use most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

How we tested this website

The GOV.UK One Login website was last tested in July 2022. The test was carried out by the Digital Accessibility Centre (DAC), who produced an accessibility audit report on 13 October 2021.

DAC assessed the GOV.UK One Login website against the Web Content Accessibility Guidelines (WCAG) 2.1.

The GOV.UK One Login admin tool was last tested in October 2022 by the GOV.UK One Login programme. We carried out automated and manual testing against the Web Content Accessibility Guidelines WCAG 2.1.

What we’re doing to improve accessibility

Following recommendations from the testing carried out by the DAC in October 2021, we fixed outstanding A and AA issues on the GOV.UK One Login site.

This included:

- making link text more descriptive
- labelling form fields correctly
- fixing some ‘skip’ links that did not take users to the correct destination

On the GOV.UK One Login admin tool, following our own internal testing, we have fixed outstanding A and AA issues.

This included:

- making it clear when a user is activating, hovering or focusing over the ‘Show password’ button

- adding a linked error message and error summary to the Redirect URI field on the 'Change your redirect URIs' page

We are continuing to look at fixing the accessibility issues on the GOV.UK One Login's status page (https://status.account.gov.uk/) which was added in May 2023. You can find out more about the non-compliances on the GOV.UK One Login status page.

What to do if you have difficulty using this website

If you have difficulty using this website, contact us by sending an email to govuk-sign-in@digital.cabinet-office.gov.uk

Reporting accessibility problems

We're always looking to improve the accessibility of this website.

If you find any problems, or think we're not meeting accessibility requirements, email govuk-sign-in@digital.cabinet-office.gov.uk

If you're not happy with our response

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations').

If you are not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (https://www.equalityadvisoryservice.com/), which is run on behalf of EHRC.

Technical information about this website's accessibility

The Government Digital Service is committed to making its websites accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the WCAG version 2.1 AA standard, due to the non-compliances listed below.

Non-compliance with the accessibility regulations

The following content on GOV.UK One Login's status page (https://status.account.gov.uk/) is not compliant with the WCAG version 2.1 AA standard.

Level A failures

- Text presentation uses incorrect semantics - for example headers and other elements of the visual structure are not accessible to people who cannot see this visual presentation (WCAG success criterion 1.3.1)
- Some links are implemented in a way that is not consistent with HTML nesting rules - links may not work or may behave in unexpected ways across different assistive technologies (WCAG success criterion 4.1.1)

Level AA failures

- Multiple text elements use poor contrast with their backgrounds making some text elements not perceivable to people with moderately low vision (WCAG success criterion 1.4.3)
- Text size cannot be increased to 200% without negative effects such as text overlapping or text being cut off (WCAG success criterion 1.4.4)
- Content cannot be presented without loss of information when using browser zoom at 400% (WCAG success criterion 1.4.10)
- ‘Subscribe to updates’ forms, when submitted with incorrect data, do not inform screen reader users of the error message when it becomes available (WCAG success criterion 4.1.3)

Together with the supplier of the GOV.UK One Login status page, we intend to make this service fully accessible. We are continuously improving and reviewing the service.

Preparation of this accessibility statement

This statement was prepared on 16 May 2023. It was last reviewed on 18 October 2023.

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Contact us

You can find out how to:

- get started (/getting-started) with GOV.UK One Login
- register your interest (/register) in using GOV.UK One Login

Or if you still have questions, you can contact us using our support form (/contact-us) or via our Slack channel (https://ukgovernmentdigital.slack.com/archives/C02AQUJ6WTC).

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BETA This is a new service – your feedback (opens in a new tab) (/contact-us) will help us to improve it.

Cookies notice for the GOV.UK One Login website

GOV.UK One Login puts small files (known as ‘cookies’) on to your computer.

Cookies are used to remember the notifications you’ve seen so we don’t show them again.

You’ll normally see a message on the site before we store a cookie on your computer.

Find out how to manage cookies (https://ico.org.uk/for-the-public/online/cookies/).

Our introductory message

You may see a pop-up welcome message when you first visit the GOV.UK One Login website. This message will ask whether you want to accept or reject analytics cookies. Once you’ve saved your preferences, we’ll store a cookie on your computer to remember them.

You can change your cookie settings at any time from this page.

Name	Purpose	Expires
cookies_preferences_set	Saves your cookie consent settings	1 year

Analytics cookies (optional)

With your permission, we use Google Analytics to collect data about how you use the GOV.UK One Login website. This information helps us to improve the website.

Google is not allowed to use or share our analytics data with anyone.

Google Analytics stores anonymised information about:

- how you got to the GOV.UK One Login website
- the pages you visit
- how long you spend on each page
- what you click on while you're visiting the site
- the device and browser you're using

Name	Purpose	Expires
_ga	Checks if you've visited the GOV.UK One Login website before. This helps us count how many people visit our site.	2 years
_gid	Checks if you've visited the GOV.UK One Login website before. This helps us count how many people visit our site.	24 hours
_gat_gtag_[property_id]	This helps us track how you use our site, for example how long you spend on a page.	1 minute

Do you want to accept analytics cookies?

- ○ Yes
- ◉ No

Save cookie settings

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Technical documentation (/documentation)

Sign in user journey maps (/documentation/user-journeys)

Proving identity journey maps (/documentation/identity-journeys)

GOV.UK One Login prototype (/documentation/end-to-end-prototype/identity-journeys)

Design recommendations (/documentation/design-recommendations)

Let users create a GOV.UK One Login to save progress (/documentation/design-recommendations/save-progress)

Let users navigate to their GOV.UK One Login and sign out easily (/documentation/design-recommendations/let-users-navigate-sign-out)

User groups who may find it harder to prove their identity

GOV.UK One Login lets your users sign in and prove their identity so they can access your service easily.

Sign in

To allow your users to sign in with GOV.UK One Login, they'll need:

- an email address
- access to a mobile phone or an authenticator app (mobile or browser based)

Identity proving

There are 3 routes for users to prove their identity using GOV.UK One Login:

- with the GOV.UK ID Check app
- by answering security questions in the browser
- a combination of online and at a Post Office

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

Moving to GOV.UK One Login if your service already proves users identities (/documentation/design-recommendations/migrating-users)

Moving to GOV.UK One Login if you need to sign in your users (/documentation/design-recommendations/migrating-sign-in-pattern)

What to say about GOV.UK One Login on start pages (/documentation/design-recommendations/start-page)

How to talk about GOV.UK One Login (/documentation/design-recommendations/how-to-talk-about)

Prepare your users to move to GOV.UK One Login (/documentation/design-recommendations/prepare-to-move)

Business users and GOV.UK One Login (/documentation/design-recommendations/business-users)

User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

Users will be guided to the best route for them to use to prove their identity.

Users who may struggle to prove their identity

Currently, GOV.UK One Login only lets users prove their identity using certain documents or information. There are also certain sections of the user journey that can only be completed online. This means it does not work for everyone yet. There are certain user groups that this will impact more heavily.

You can look at the results of the user segmentation survey (https://www.gov.uk/government/publications/govuk-one-login-user-segmentation-survey-summary) we ran to understand more about what barriers could affect people when trying to prove their identity with GOV.UK One Login.

Children under the age of 17

Children under the age of 17 are likely to struggle as they will not have a credit history or digital footprint with government, which means they will not be able to answer any security questions. This will make it harder for them to prove their identity.

In future, we plan to introduce new product features to make it easier for them to prove their identity.

UK citizens living abroad

This group can prove their identity using the GOV.UK ID Check app and a chipped passport.

They will not be able to prove their identity using other routes, unless they can visit a UK Post Office.

Non-UK citizens living in the UK

This group's likelihood of successfully proving their identity depends on:

- how long they've been in the UK
- what identity documents they have available to them
- if they have a permanent UK address

Non-UK citizens living overseas

This group can only use the GOV.UK ID Check app to prove their identity. They'll also need a chipped passport.

Users with a small digital or financial footprint

Users with a limited credit history or digital footprint with government could struggle to prove their identity, especially if trying to answer security questions.

If your service has a large number of users in any of these groups, get in touch (https://www.sign-in.service.gov.uk/support).

We can advise:

- about other ways you can help those users prove their identity, for example by you providing a paper-based route or offering more contact centre support
- if now is the right time for you to start using GOV.UK One Login

If a large number of your users are likely to struggle to prove their identity, you'll need to provide another way for those users to access your service. If you do not have this, get in touch (https://www.sign-in.service.gov.uk/support) so we can discuss if GOV.UK One Login is right for your service.

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Business users and GOV.UK One Login

GOV.UK One Login lets your users sign in and prove their identity so they can access your service easily. It was designed for citizens, but can also work for business users.

What we mean by business users

When we talk about business users, we mean services that have:

- users who need GOV.UK One Login to carry out tasks in their work life, for example Companies House users
- internal users, for example civil servants

What GOV.UK One Login offers

GOV.UK One Login will help you sign in your users, and prove their identity so you know they are who they claim to be.

GOV.UK One Login does not tie that user to a particular role or organisation.

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

Moving to GOV.UK One Login if your service already proves users identities (/documentation/design-recommendations/migrating-users)

Moving to GOV.UK One Login if you need to sign in your users (/documentation/design-recommendations/migrating-sign-in-pattern)

What to say about GOV.UK One Login on start pages (/documentation/design-recommendations/start-page)

How to talk about GOV.UK One Login (/documentation/design-recommendations/how-to-talk-about)

Prepare your users to move to GOV.UK One Login (/documentation/design-recommendations/prepare-to-move)

Business users and GOV.UK One Login (/documentation/design-recommendations/business-users)

User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

What GOV.UK One Login does not offer for business users

GOV.UK One Login will not:

- prove whether a user belongs to a particular organisation - or perform a certain role - that would still need to be done by the service (this is sometimes called ‘eligibility’)
- separate a user’s business uses for GOV.UK One Login from their personal ones unless the user chooses to create a separate GOV.UK One Login for work purposes, using a different email address

Email address as username

A user’s GOV.UK One Login username is always an email address. The only time we use this email address to communicate with the user is if they want to make changes to their GOV.UK One Login. For example, if a user wants to change the phone number they use for 2-factor authentication.

When choosing an email address for GOV.UK One Login it’s important that it’s an email the user is likely to have long term access to. Or, at least, for as long as the user will need to access the service associated with that GOV.UK One Login.

The same applies for choosing a mobile phone number to use with GOV.UK One Login. It can be a personal phone number or a work one, but the user will need long-term access to it. If a user leaves an organisation and loses access to their work phone, they will not be able to receive security codes to sign in to their GOV.UK One Login.

What you need to consider

If users do use a personal email address for your service, you need to consider:

- your service’s preference may be for users to access your service using a work or organisation email address
- whether your service is dependant on users coming from a professional domain, for example to help establish eligibility to use your service

- users may not be comfortable using a personal email address for work purposes

Also, users may not want to use their personal mobile phone for 2-factor authentication. This will be needed when a user sets up their GOV.UK One Login, and depending on how you choose to implement GOV.UK One Login, potentially every time they sign in.

Contacting your users

As email address is essentially just a username for GOV.UK One Login, we will not know if the user still has access to that address unless they tell us.

If you want to use that email address for correspondence, you may want to confirm with the users that's the best way to contact them.

Find out more

If you're interested in knowing more about GOV.UK One Login and business users, get in touch. (https://www.sign-in.service.gov.uk/support)

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Show users where to change their GOV.UK One Login credentials

Your users need to be able to navigate from your service to their GOV.UK One Login so they can check or update their sign in details.

We recommend that you use the GOV.UK One Login service header for this (/documentation/design-recommendations/let-users-navigate-sign-out).

There are 2 other patterns we've developed and tested which can be used if:

- you cannot use the GOV.UK One Login service header
- you need to give your users additional routes to change their sign in details

Contents

— Option 1: the GOV.UK One Login service header
— Option 2: a paragraph on a dedicated page
— Option 3: inset text on your service homepage

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

Moving to GOV.UK One Login if your service already proves users identities (/documentation/design-recommendations/migrating-users)

Moving to GOV.UK One Login if you need to sign in your users (/documentation/design-recommendations/migrating-sign-in-pattern)

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User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

Option 1: the GOV.UK One Login service header

Use the GOV.UK One Login service header (/documentation/design-recommendations/let-users-navigate-sign-out) if your service is using GOV.UK One Login.

The header gives users an easy, consistent route from your service to their GOV.UK One Login and a way to sign out. Your users can also update their sign in details or change how they get security codes.

Option 2: a paragraph on a dedicated page

You can use this paragraph (written here in Markdown (https://www.markdownguide.org/basic-syntax/)):

```
You use your GOV.UK One Login to sign in to
{Service name}.

You can change these details in your GOV.UK
One Login:

- email address
- password
- how you get security codes to sign in

[Change your sign in details in your GOV.UK
One Login]
(https://home.account.gov.uk/settings)
```

Example A

Example B

What is it?

A paragraph of text which explains that users use GOV.UK One Login to sign in to this service. It tells users to go to their GOV.UK One Login to update their sign in details.

On example A, this text is on a ‘Your profile’ page. It’s underneath a section for ‘Service details’, which could be other ‘profile’ information your service collects.

On example B, the text is the only information on a ‘Change your sign in details’ page.

When to use it

Use this pattern if your service has a dedicated section where users can manage details and personal information.

Choose a heading from the examples above based on which option is grammatically consistent with the rest of the headings on the page.

For example, use ‘Change your sign in details’ if all your other headings are actions, like ‘View my profile’.

Use ‘Sign in details’ if they’re all nouns, like ‘Service details’.

How it works

The ‘Change your sign in details in your GOV.UK One Login’ link will take users to the page in their GOV.UK One Login where they can change their details.

Option 3: inset text on your service homepage

You can use this paragraph:

```
You can [change your sign in details in
your GOV.UK One Login]
(https://home.account.gov.uk/settings).
```

What is it?

Content in an inset text component (https://design-system.service.gov.uk/components/inset-text/) tells users they can change their sign in details in their GOV.UK One Login.

When to use it

Use this design if your service is simple and does not have a dedicated area for users to manage their details.

In the example, we've put it on the service homepage. You can choose wherever makes most sense for your service though.

How it works

The link will take users to the page in their GOV.UK One Login where they can change their details.

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How to talk about GOV.UK One Login

When talking to users

GOV.UK One Login allows you to sign in to some government services using the same email address and password.

In the future you'll be able to use your GOV.UK One Login to access all services on GOV.UK.

Using the name in content

Always use the product's full name - 'GOV.UK One Login'.

Examples:

- GOV.UK One Login is new. At the moment you can only use a / your GOV.UK One Login with a few services
- Give feedback about GOV.UK One Login

Never use:

- GUOL

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

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User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

- GOV.UK OL
- One Login (without GOV.UK logo)
- GOV.UK One Sign In / Sign On
- GOV.UK One Log In / Log On
- One Login for government
- Single sign-on for government

In Welsh

Do not translate the name GOV.UK One Login into Welsh.

GOV.UK ID Check app

Use the full name of the app when referring to it: ‘GOV.UK ID Check app'.

In products

Use GOV.UK One Login as a noun.

This helps with account confusion because many services have accounts. For example, Childcare account, Personal tax account.

This allows us to categorise and label relevant services as accounts in a user's GOV.UK One Login home.

When we know users have a GOV.UK One Login

Examples:

- Use / Use your GOV.UK One Login to…
- You can…with / with your GOV.UK One Login
- You already have a GOV.UK One Login
- You can currently only prove your identity with your GOV.UK One Login if you have a UK passport
- There are some government services that you cannot use with your GOV.UK One Login yet

When we don’t know if users have a GOV.UK One Login

Examples:

- Use / Use your GOV.UK One Login to…
- You can…with / with your GOV.UK One Login

- If you already have a GOV.UK One Login
- You can currently only prove your identity with / with a GOV.UK One Login if you have a UK passport or driving licence
- There are some government services that you cannot use with / with a GOV.UK One Login yet

Using the word 'account'

Do not use the word ‘account’ to describe or refer to GOV.UK One Login. Instead say:

- Use / Use your GOV.UK One Login to…
- You already have a GOV.UK One Login

In headers and banners

Desktop

Always use GOV.UK One Login.

Never use:

- GOV.UK One Login account
- One Login

Creating a GOV.UK One Login

For creating a GOV.UK One Login, use:

- Create a GOV.UK One Login to…
- You need a GOV.UK One Login to continue

Signing in

For signing in to a service, use:

- Sign in with / with your / with a GOV.UK One Login
- Use GOV.UK One Login to sign in, if you have one

For signing in to GOV.UK One Login, use:

- Sign in to your GOV.UK One Login
- If you already use / have a GOV.UK One Login, you can sign in to manage your settings.

Never use:

- Login to GOV.UK One Login

Getting help and support

Example:

If you need help, contact the GOV.UK One Login team.

Identity

Identity proving

Identity proving is the act of confirming that an identity:

- is a real person
- actually belongs to the person trying to prove their identity

A service needs to check a user's identity if, for example, it:

- shows a user personal information about themselves, such as their driving licence or passport details
- gives the user something valuable, such as money or benefits

Use 'Prove your identity' when it's someone proving their own identity.

Use 'proved' and not 'proven'. For example, 'You have already proved your identity'.

Never use:

- identity verification
- identity checking

Prove your identity in person

This is a way for users to prove their identity in person, without using the online service.

Example:

You can prove your identity in person

Never use:

- in-person verification (IPV)

Answering security questions

This is a way to prove someone is who they claim to be by asking them questions only they should know the answers to.

We use knowledge-based verification (KBV) questions as part of our identity journey.

Do not use this term when talking about GOV.UK One Login. Instead, talk about ‘answering security questions using information only you should know’.

Never use:

- knowledge-based verification (KBV)

Further guidance about GOV.UK One Login

You could also look at the:

- GOV.UK One Login section in the GOV.UK style guide (https://www.gov.uk/guidance/style-guide/a-to-z-of-gov-uk-style#govuk-one-login)
- Using your GOV.UK One Login guide (https://www.gov.uk/using-your-gov-uk-one-login)

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Design recommendations (/documentation/design-recommendations)

- Let users create a GOV.UK One Login to save progress (/documentation/design-recommendations/save-progress)
- **Let users navigate to their GOV.UK One Login and sign out easily (/documentation/design-recommendations/let-users-navigate-sign-out)**

Let users navigate to their GOV.UK One Login and sign out easily

What is it?

The GOV.UK One Login service header gives users an easy, consistent route from your service to their GOV.UK One Login and a way to sign out.

It's different to the GOV.UK header and service navigation components from the GOV.UK Design System.

When signed in, users can navigate to their GOV.UK One Login easily so they can access the services they use with it and also change their sign in details.

When to use it

You should use this pattern if your service is using GOV.UK One Login.

When not to use it

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

Moving to GOV.UK One Login if your service already proves users identities (/documentation/design-recommendations/migrating-users)

Moving to GOV.UK One Login if you need to sign in your users (/documentation/design-recommendations/migrating-sign-in-pattern)

What to say about GOV.UK One Login on start pages (/documentation/design-recommendations/start-page)

How to talk about GOV.UK One Login (/documentation/design-recommendations/how-to-talk-about)

Prepare your users to move to GOV.UK One Login (/documentation/design-recommendations/prepare-to-move)

Business users and GOV.UK One Login (/documentation/design-recommendations/business-users)

User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

The GOV.UK One Login service header might not be right for your service if it does not use GOV.UK branding. For example, Apply to become a registered social worker in England (https://www.socialworkengland.org.uk/registration/apply-for-registration/).

How it works

The GOV.UK One Login service header provides consistent navigation for users. It has 2 sections.

1. A top level black section that allows your users to:
   - navigate from your service to their GOV.UK One Login
   - sign out of both your service and their GOV.UK One Login
2. A service level grey section for your service name and navigation menu.

Our research shows that using the top black section of the header for the GOV.UK One Login menu and then displaying the service name and menu on the grey level below, clearly shows these are 2 different spaces.

Choose an option for the header

You can choose one of 3 options of the header to suit your service:

- Option 1: Default header
- Option 2: Header with no service menu
- Option 3: Header with a long service name or menu

Option 1: Default header

Use this if your service name and menu links fit on one level.

Desktop example

Mobile menus closed

Mobile menus open

Option 2: Header with no service menu

Use this if your service has no navigation menu.

Desktop example

Option 3: Header with a long service name or menu

Use this if your service name and menu links do not fit on one level.

Desktop example

How to use the header

Show the header on every page in your service

Use the header at the top of every page in your service when a user is signed in.

This gives your users a consistent way of signing out. It also helps increase their awareness of GOV.UK One Login.

Our research shows no evidence that the header distracts users in a service journey.

Use specific menu labels

Avoid generic menu labels in your service navigation as users might think they link to their GOV.UK One Login.

For example, to link to your service homepage do not use labels such as ‘account’ or ‘home’ on their own. Instead, name the account or home it refers to such as ‘Your childcare account’ or ‘Dart charge home’. Or use a descriptive label. For example, if your service homepage gives users a list of applications they’ve submitted, you could label it ‘Your applications’ or ‘Dashboard’.

Our research shows that replacing generic service menu labels with service-specific ones helps users understand that the menu links go directly to pages within the service, not their GOV.UK One Login.

How to link to your service homepage

Do not use the service name as a link to your service’s homepage. Instead, add it as the first link in the service menu, making sure you give it a specific label. This is better for accessibility and usability, as it gives users a clear indication of where the link is going to take them.

Use complementary patterns when needed

Consider giving your users additional ways to change their sign in details, if your research or data suggests they are not sure where to go. This might be suitable if your service has a separate section for user details like email address and phone number.

If you cannot use this header

You must give your users a way to navigate from your service to their GOV.UK One Login sign in details. See additional ways or patterns to show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials).

You must provide a sign out link that signs users out of both their GOV.UK One Login and your service. Read the technical documentation on signing your users out (https://docs.sign-in.service.gov.uk/integrate-with-integration-environment/managing-your-users-sessions/#log-your-user-out-of-gov-uk-one-login).

If you have any questions or need support, you can contact us using our support form (/support). We aim to reply within 2 working days.

Help improve this header

If you would like to help us test the new header, or have any user insights to share, please get in touch through our support form (/contact-us) or Slack channel (https://ukgovernmentdigital.slack.com/archives/C02AQUJ6WTC).

Get started

You can get the code for the header and read the guidance on Github (https://github.com/alphagov/di-govuk-one-login-service-header).

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Moving to GOV.UK One Login if you need to sign in your users

These design patterns will help your service migrate your users so they can sign in using GOV.UK One Login. Using these patterns means existing users will retain access to all of the information in their account.

These patterns work on the basis that ideally the same email address is used for both your service and GOV.UK One Login. You can find out more in our technical documentation. (https://docs.sign-in.service.gov.uk/integrate-with-integration-environment/authenticate-your-user/#retrieve-user-information) If this is not possible for the majority of your users, these patterns may not be right for your service. Contact us (/support) to talk about other possible approaches for your service.

These design patterns set out the steps GOV.UK One Login, or your service, should take. The design pattern you need to use depends on the specific circumstances of your users and service.

Contact us (/support) if:

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

Moving to GOV.UK One Login if your service already proves users identities (/documentation/design-recommendations/migrating-users)

Moving to GOV.UK One Login if you need to sign in your users (/documentation/design-recommendations/migrating-sign-in-pattern)

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Prepare your users to move to GOV.UK One Login (/documentation/design-recommendations/prepare-to-move)

Business users and GOV.UK One Login (/documentation/design-recommendations/business-users)

User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

- the following design patterns do not cover your circumstances
- you need the patterns in a different format (they're Figma files)
- you need more help

Design pattern 1: when new users come to your service

> We're working on making our documentation more accessible. If you have any problems accessing these Figma files please contact us (/support).

Pattern to use when new users come to your service (https://www.figma.com/design/JkZaqVMn7YdlVlKaBZDLoC/GOV.UK-One-Login-Migration-Patterns?node-id=34-1225&t=PiyTimwTKPZNxe2K-4)

1. Your service sends the user to GOV.UK One Login.
2. The user signs in or creates a GOV.UK One Login.
3. When the user has signed in to GOV.UK One Login, we'll send your service the user's unique Subject ID and email address. Then you can check if the user is new to your service. You may also wish to do other checks to confirm that they are a new user.
4. You'll use the unique Subject ID to connect ('bind') GOV.UK One Login access to your service for that user. Do not use the user's email address as the user can change the email they use with GOV.UK One Login.
5. If they are a new user, you may want to do eligibility checks before you provide access to your service.

Design pattern 2: when existing users of your service access your service online

Pattern to use when existing users have already accessed your service online (https://www.figma.com/design/JkZaqVMn7YdlVlKaBZDLoC/GOV.UK-One-Login-Migration-Patterns?node-id=34-1226&t=PiyTimwTKPZNxe2K-4)

1. Your service sends the user to GOV.UK One Login.
2. The user signs in or creates a GOV.UK One Login.

3. The user will, ideally, have used the same email address for your service and GOV.UK One Login when they migrate to simplify the journey.
4. When the user has signed in to GOV.UK One Login, we'll send your service a unique identifier code and the email address. Then you can check if the user has an existing account with you.
5. You may want to do further checks to confirm this is an existing user who matches a record in your service. You could, for example, ask single or multiple security questions that only the user will be able to answer or get the user to sign in using their existing sign in credentials.
6. If you are happy with the match to a record in your service, then you can connect ('bind') them to your service using the unique Subject ID. Do not use their email address as that can change.
7. Your user will now be able to access your service and their account information using GOV.UK One Login.

How to help users that you cannot match on email address

Example options for matching a user (https://www.figma.com/design/JkZaqVMn7YdlVlKaBZDLoC/GOV.UK-One-Login-Migration-Patterns?node-id=34-1227&t=PiyTimwTKPZNxe2K-4)

If an existing user returns to your service, but has not used the same email address with their GOV.UK One Login, you can try to match them by asking:

- if they've used your service before – if they have, send a one time passcode to the email address they used with your service
- a security question(s) about their account that only they should know the answer(s) to
- them to sign in using their existing sign in details

Design pattern 3: when users return to your service with a GOV.UK One Login

Pattern to use when users return to your service (https://www.figma.com/design/JkZaqVMn7YdlVlKaBZDLoC/GOV.UK-One-Login-Migration-Patterns?node-id=34-1228&t=PiyTimwTKPZNxe2K-4)

1. Your service sends the user to GOV.UK One Login.
2. The user signs in to GOV.UK One Login.
3. When the user has signed in to GOV.UK One Login, we'll send your service the user's unique Subject ID. Then you can check if the user is a returning user.
4. If they are a returning user, you can provide access to your service.

When to use this design pattern

Use this design pattern if all of the following circumstances apply:

- your service uses an email address as the user ID
- you want your users to retain access to all of the existing information they hold in your service
- you only need to sign in your users but do not need to prove their identity

What to consider when using this design pattern

If using this pattern, you'll need to consider:

- when, how and where you tell your users they should use the same email with GOV.UK One Login – this could be handled by sending users an email to say they need to change their existing email address with you if it's different from the one they want to use, or already use, with GOV.UK One Login.
- how you'll handle any exception cases and bind accounts where the email addresses do not match
- if you want an additional layer of security when a user signs in to your service for the first time – for example by asking them about the information you hold about them
- how your current access model may affect this pattern – for example if you currently allow multiple users access to the same account, or one user to access multiple accounts, or if you allow users to share email addresses
- how you might stop users signing in to your service using their old sign in details

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Moving to GOV.UK One Login if your service already proves users identities

We've created this design pattern to help your service migrate (or move) your users to GOV.UK One Login to prove their identity. This pattern assumes your service already proves users' identities using an existing identity service.

All of these migrations are initiated by the user when they sign in to your service. GOV.UK One Login does not currently migrate users in bulk uploads.

These design patterns are diagrams that set out the steps GOV.UK One Login, or your service should take. The design pattern you need to use depends on the specific circumstances for your users or service.

Contact us (/support) if:

- the following design patterns do not cover your circumstances
- you need the patterns in a different format (they're Mural files)

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

Moving to GOV.UK One Login if your service already proves users identities (/documentation/design-recommendations/migrating-users)

Moving to GOV.UK One Login if you need to sign in your users (/documentation/design-recommendations/migrating-sign-in-pattern)

What to say about GOV.UK One Login on start pages (/documentation/design-recommendations/start-page)

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Business users and GOV.UK One Login (/documentation/design-recommendations/business-users)

User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

- you need more help

Design pattern 1: when new users come to your service

Pattern to use when new users come to your service (https://www.figma.com/design/JkZaqVMn7YdlVlKaBZDLoC/GOV.UK-One-Login-Migration-Patterns?node-id=153-1336&t=sBCTxjktqodwi8J0-4)

1. Your service sends the user to GOV.UK One Login.
2. The user signs in or creates a GOV.UK One Login. This is the authentication stage.
3. When the user has signed in to GOV.UK One Login, we'll send your service a unique identifier code so you can check if the user is new to your service, or is a returning user.
4. If they are a new user, they'll have to prove their identity using GOV.UK One Login.

Design pattern 2: when existing users have already proved their identity with your service

Pattern to use when existing users have already proved their identity with your service (https://www.figma.com/design/JkZaqVMn7YdlVlKaBZDLoC/GOV.UK-One-Login-Migration-Patterns?node-id=153-1337&t=sBCTxjktqodwi8J0-4)

1. Your service sends the user to GOV.UK One Login.
2. The user signs in or creates a GOV.UK One Login. This is the authentication stage.
3. When the user has signed in to GOV.UK One Login, we'll send your service a unique identifier code so you can check if the user is new to your service, or is a returning user.
4. If the user is signing in to GOV.UK One Login for the first time, and they match a record in your service, then you can connect ('bind') them to your service. This means the user will not need to prove their identity again with GOV.UK One Login. You'll need to use the identity record they created with your legacy identity service provider.

Design pattern 3: when users return to your service

Pattern to use when users return to your service (https://www.figma.com/design/JkZaqVMn7YdlVlKaBZDLoC/GOV.UK-One-Login-Migration-Patterns?node-id=153-1338&t=FFWMunUGE3v7bXXf-4)

1. When a user returns to your service, you'll need to check their proof of identity using either:

    - your legacy identity service
    - GOV.UK One Login

2. You'll need to decide when you want to retire your legacy identity service. When you do this your existing users will also need to sign in to GOV.UK One Login and use that to prove their identity. Once all your users are on GOV.UK One Login, you'll be able to stop using your legacy identity service.

When to use this design pattern

Use this design pattern if all of the following circumstances apply:

- your service's existing users have already proved their identities
- the existing identity service provider holds these users' data, and you'd like to reuse the data so they do not need to prove their identity again with GOV.UK One Login
- for new users, you'll stop using your existing identity service provider and start using GOV.UK One Login to prove their identity

What to consider when using this design pattern

This pattern will mean:

- existing users do not need to prove their identities again
- you can decide when you start allowing existing users to move to GOV.UK One Login for identity proving

- you'll need to keep records about your existing users who've already proved their identity until they've all moved over to GOV.UK One Login, which will mean continuing to run your legacy identity proving solution for some time
- you'll need the ability to build new functionality, for example to check if a user proved their identity with GOV.UK One Login or your existing identity service

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Prepare your users to move to GOV.UK One Login

Before your service starts using GOV.UK One Login, you may want to tell your users this is happening.

The wording you use on your start page depends on how you're using GOV.UK One Login, for instance authentication and identity or only authentication, and how you're currently handling sign in and identity proving.

1. Existing service account, migrating users to GOV.UK One Login

How you sign in to [Name of service] is changing

From [Date] you'll sign in using GOV.UK One Login. You'll be able to create a GOV.UK One Login if you do not already have one.

You should use the same email address to create your GOV.UK One Login that you use for your [Name of account]. This is so you keep the existing information in your account.

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2. Existing service account, not migrating users

How you sign in to [Name of service] is changing

From [Date] you'll sign in using GOV.UK One Login. You'll be able to create a GOV.UK One Login if you do not already have one.

You can also use your GOV.UK One Login to access other government services (https://www.gov.uk/using-your-gov-uk-one-login/services).

Depending on the service, your users may also want to know what happened to their old account, or at least the information in it.

3. No sign in currently on service

How you access [Name of service] is changing

You'll need to sign in using GOV.UK One Login to use [Name of service].

You'll be able to create a GOV.UK One Login if you do not already have one.

You can also use your GOV.UK One Login to access other government services (https://www.gov.uk/using-your-gov-uk-one-login/services).

4. Existing service account, migrating users and suggesting users change their email address before going live

How you sign in to [Name of service] is changing

From [Date] you'll sign in using GOV.UK One Login. You'll be able to create a GOV.UK One Login if you do not already have one.

You should use the same email address to create your GOV.UK One Login that you use for your [Name of account]. This is so you keep the existing information in your account.

You can change your email address you use with [Name of account] by signing in to your account. You must do this before [Insert date].

5. Identity service (where a service wants to mention that users may need to prove their identity again)

How you sign in to [Name of service] is changing

From [Date] you'll sign in using GOV.UK One Login. You'll be able to create a GOV.UK One Login if you do not already have one.

You should use the same email address to create your GOV.UK One Login that you use for your [Name of account]. This is so you keep the existing information in your account.

You may need to prove your identity with GOV.UK One Login. You'll be told if you need to do this when you sign in. This is to keep your details safe and usually involves using photo ID like a passport or driving licence.

6. Services with multiple ways to sign in

Some services may offer multiple ways to sign in for a period. This may be because:

- different user groups, for example individuals or business, may use separate sign in options
- you want to phase in the introduction of GOV.UK One Login alongside your existing sign in solution

If that’s the case, and all your users are accessing the service through the same start page, a general call to action may not apply to all of the possible use cases.

Instead, you may want to change how you talk about signing in on your start page to make it more generic, and not to talk about a specific solution.

For example:

> You’ll need to sign in to use this service. If you do not already have sign in details, you’ll be able to create

> them.

When a user signs in, and you know more about them, you can ensure they use the correct sign in option for them.

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Let users create a GOV.UK One Login to save progress

These designs show you how to let users complete part of your journey, then create a GOV.UK One Login so they can come back and finish it later. See journey map option 2 (/documentation/user-journeys) for more context.

Contents

- Save and complete later link
- Start or resume a report or application
- Task list page
- Sign out interruption screen
- Confirmation email

Save and complete later link

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What is it?

A ‘Save and complete later’ link is the first point of interaction for a user when they decide they want to save their report or application, and come back to finish it later. The link is placed under the primary action of a page.

When to use it

Use the ‘Save and complete later’ link on all pages within a service form.

How it works

The link will take users into the Sign In journey. From there users have the option of creating a GOV.UK One Login or signing in if they already have one.

Start or resume a report or application

What is it?

A ‘What do you want to do?’ screen asks users if they want to start a new report or application, or resume one they’ve previously saved. It’s their point of access for resuming an application.

When to use it

This screen is shown directly after the service start page, after the user has selected ‘Start now’.

How it works

Selecting the first radio button “Start a new report to [service]” will take users to the first question of the service’s form.

Selecting the second radio button “Resume a saved report” will take users to a ‘sign in to your GOV.UK One Login to resume’ page. Users must sign in to view their progress with the saved report or application and then carry on from where they left off.

Task list page

What is it?

A task list page shows all the tasks that a user has to complete as part of the application or report, with indicators to show the status of each task.

On one version of this page, a ‘success’ panel appears at the top to show that a user has saved their progress. On the other version, there’s no panel.

When to use it

Use the version with the success panel immediately after a user has saved their progress on an application.

Use the version without the success panel after a user has signed in to resume an application.

How it works

When a user selects a hyperlinked task in the task list, they can fill in their answers for that question (or change their answer if they'd previously completed it) and continue to fill in the form. If they save their progress again, they'll come back to the task list page.

Sign out interruption screen

What is it?

A sign out interruption screen warns signed-in users that their progress on a form will be lost if they do not save it before they sign out. They can choose to save their progress or sign out.

When to use it

Use the sign out interruption screen when a signed-in user selects 'Sign out' without having saved their progress on

the form.

How it works

The ‘Save my progress’ button will save the user’s progress on the form and send them to the task list page. The ‘Sign out’ button will sign them out of their GOV.UK One Login without saving their progress, and send them to the ‘You have signed out’ page.

Confirmation email

From	{{name of service}}
To	{{ email-address }}
Subject	Your progress has been saved

Your progress on [name of service] has been saved

You can resume your [report] at https://www.gov.uk/example

You’ll need to:

- sign back in to your GOV.UK One Login with your email address and password
- have your mobile phone to hand, we’ll send a security code to the phone number you gave us when you created your GOV.UK One Login

What is it?

A confirmation email is sent to the user to tell them that their progress on their application has been saved. It also gives them a route to resume their application.

When to use it

Send the email to users after they have saved their progress on an application, report or other form.

How it works

The content of the email tells users their report or application has been saved and how to resume it. The URL

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takes the user to the ‘Sign in’ page.

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What to say about GOV.UK One Login on start pages

You'll need to update your service's start page to tell your users to use GOV.UK One Login to sign in to your service and, if your service needs them to, prove their identity.

Moving your users to GOV.UK One Login

If your service already has a sign in or identity capability, you'll need to tell your users to create, or sign in, using GOV.UK One Login instead.

What you need to tell your users depends on how you decide to use GOV.UK One Login. For example, you may move:

- different groups of users at different times
- all of your users at the same time

Any messaging on your start page needs to work for all of your users as, until they sign in, you won't know which group they fall into.

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Content on start pages

Some users find it helpful to know that they'll either need their GOV.UK One login details, or that they'll need to create one as part of your service.

It can also help to reiterate what a user may need before they can create a GOV.UK One Login, for example an identity document.

However, bear in mind that:

- you can use other parts of the journey to explain what GOV.UK One Login is - for example within your service at the point where the user has to take action
- we've seen in research that a large proportion of users are drawn straight to the green start button
- there's often a lot of information on start pages competing for a user's attention
- you risk sending users off trying to find out what GOV.UK One Login is and whether they already have one or not

We recommend testing to see what approach works best for your users.

Messaging throughout the journey

It can also be useful to include consistent and repeated messaging about GOV.UK One Login throughout the user journey.

We found that having the same information about GOV.UK One Login in multiple parts of the journey was helpful, for example on the create and sign in page or in a welcome email. For example, you could use the following content:

About GOV.UK One Login

You need a GOV.UK One Login to access this service.

You can use your GOV.UK One Login to access some other government services.

Start page patterns

1. Service with an existing account

You'll need a GOV.UK One Login to use this service.

If you haven't used GOV.UK One Login to access this service before, sign in using your existing sign in details. You'll then be asked to create or sign in to GOV.UK One Login.

In future, you should then always use your GOV.UK One Login to sign in to this service.

Start now button

2. Sign in ('authentication') service

You need a GOV.UK One Login to sign in to this service. You can create one if you do not already have one.

Start now button

3. Identity service

You'll need a GOV.UK One Login to use this service. You'll be able to create a GOV.UK One Login if you do not already have one.

You'll be told when you sign in if you need to prove your identity. This is to keep your details safe and normally involves using photo ID like a passport or driving licence.

Start now button

4. Identity service with an existing account, where existing users have already proved their identity

You'll need a GOV.UK One Login to use this service. You'll be able to create a GOV.UK One Login if you do not already have one.

You'll be told when you sign in if you need to prove your identity. This is to keep your details safe and normally involves using photo ID like a passport or driving licence.

Start now button

Feedback

We're still working on these patterns, so please get in touch (/contact-us) to let us know what works for your users.

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Design recommendations

We've created designs to help you incorporate GOV.UK One Login into your service.

The aim is to provide a consistent experience for users across all services that use GOV.UK One Login, and reduce duplication of effort by services.

However, you'll need to tailor them to your service. You do not have to use them at all if research shows something else works better for you.

How we created our recommendations

The designs all use existing components from the GOV.UK Design System (https://design-system.service.gov.uk).

As this is a new type of journey, we've combined those components in new ways. We'll be sharing our findings with the GOV.UK Design System team.

The designs have all been tested with users. Contact us if you'd like more details on the research.

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User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

Help improve our recommendations

Our design recommendations have all been tested with users, but we would love to know how they work in your service.

If you have user insights that would help us improve our recommendations or develop new ones, you can share them through our support form (https://www.sign-in.service.gov.uk/contact-us) or Slack channel (https://ukgovernmentdigital.slack.com/archives/C02AQUJ6WTC).

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Email address sent

What happens next

We'll now check your email address to make sure we can share the prototype with you.

We'll be in touch within a day.

Go back to documentation

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Enter your work email address

This should be an email address of a UK public body, for example a government department or organisation, or an arm's length body.

Continue

Cancel (/documentation/end-to-end-prototype/identity-journeys)

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GOV.UK One Login prototype

We've created an HTML prototype for government service teams to use to explore journeys within GOV.UK One Login.

You'll need to have an email address from a UK public body to get access. If you do not have one, email govuk-one-login@digital.cabinet-office.gov.uk, including who you work for and why you want access to the prototype.

> We'll update the prototype regularly to reflect live journeys, but it's not an exact copy. It's also not production code.

Get access

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Proving identity journey maps

We have detailed journey process maps which explain the end to end process of how your users flow through the entire GOV.UK One Login product.

The process maps are split into all the different journey stages.

They are designed to give you an overview of the end to end GOV.UK One Login journey.

Go to proving identity journey maps (opens in a new tab) (https://www.figma.com/design/6D6nLrW4MayhrlaJ4N7FHm/GOV.UK-One-Login-Identity-checking-user-journey-maps?node-

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Cookies on GOV.UK One Login

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Technical documentation (/documentation)

Sign in user journey maps (/documentation/user-journeys)

Proving identity journey maps (/documentation/identity-journeys)

GOV.UK One Login prototype (/documentation/end-to-end-prototype/identity-journeys)

Design recommendations (/documentation/design-recommendations)

Let users create a GOV.UK One Login to save progress (/documentation/design-recommendations/save-progress)

Let users navigate to their GOV.UK One Login and sign out easily (/documentation/design-recommendations/let-users-navigate-sign-out)

Sign in user journey maps

There are 2 different ways of using GOV.UK One Login in your service. You can see a user journey map for both options. For a more detailed view, request access to the GOV.UK One Login prototype (https://www.sign-in.service.gov.uk/documentation/end-to-end-prototype/identity-journeys).

Both options have been through multiple rounds of user testing.

> We're working on making our documentation more accessible. If you have any problems accessing these journey maps, please contact us (/contact-us).

Option 1: users create a GOV.UK One Login upfront

This journey map shows a user creating a GOV.UK One Login at the start of your service journey.

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

Moving to GOV.UK One Login if your service already proves users identities (/documentation/design-recommendations/migrating-users)

Moving to GOV.UK One Login if you need to sign in your users (/documentation/design-recommendations/migrating-sign-in-pattern)

What to say about GOV.UK One Login on start pages (/documentation/design-recommendations/start-page)

How to talk about GOV.UK One Login (/documentation/design-recommendations/how-to-talk-about)

Prepare your users to move to GOV.UK One Login (/documentation/design-recommendations/prepare-to-move)

Business users and GOV.UK One Login (/documentation/design-recommendations/business-users)

User groups who may find it harder to prove their identity (/documentation/design-recommendations/barriers-to-proving-identity)

Users start at your service's start page, usually on GOV.UK. They create a GOV.UK One Login 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 a GOV.UK One Login before they can do anything.

See a detailed map of the user-facing screens

View option 1 in Figma (opens in new tab) (https://www.figma.com/design/raCO0C9Lq0cNJ2VKC5jwy5/GOV.UK-One-Login-sign-in-user-journey-maps?node-id=1-49)
Best if you want to copy the screens into your own journey maps and play around with the designs.

Option 2: users create a GOV.UK One Login to save progress

This journey map shows a user creating a GOV.UK One Login in the middle of your service journey.

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 a GOV.UK One Login 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 GOV.UK One Login.

This option is usually best for your service if you do not need all your users to create a GOV.UK One Login, but want to give them the option of saving their progress.

See a detailed map of the user-facing screens

View option 2 in Figma (opens in new tab) (https://www.figma.com/design/raCO0C9Lq0cNJ2VKC5jwy5/GOV.UK-One-Login-sign-in-user-journey-maps?node-id=0-1)
Best if you want to copy the screens into your own journey maps and play around with the designs.

View design recommendations

See Let users create a GOV.UK One Login to save progress (https://www.sign-in.service.gov.uk/documentation/design-recommendations/save-progress) for more detail on how to incorporate the 'save and complete later' journey into your service.

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Design recommendations (/documentation/design-recommendations)

Let users create a GOV.UK One Login to save progress (/documentation/design-recommendations/save-progress)

Let users navigate to their GOV.UK One Login and sign out easily (/documentation/design-recommendations/let-users-navigate-sign-out)

Technical documentation

Our technical documentation will help you:

- understand how GOV.UK One Login works
- test GOV.UK One Login in our integration environment

The documentation covers both the authentication and identity checking parts of GOV.UK One Login.

Read our technical documentation (opens in new tab) (https://docs.sign-in.service.gov.uk)

Show users where to change their GOV.UK One Login credentials (/documentation/design-recommendations/change-credentials)

Moving to GOV.UK One Login if your service already proves users identities (/documentation/design-recommendations/migrating-users)

Moving to GOV.UK One Login if you need to sign in your users (/documentation/design-recommendations/migrating-sign-in-pattern)

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Find out more about our public beta

GOV.UK One Login is currently in public beta. This means we're making it available to any eligible government service that needs to use it.

Who can use GOV.UK One Login

GOV.UK One Login is available to services:

- run by central government departments
- in beta or live
- for the general public or specialist groups, for example teachers
- that need to sign in their users or check their identities
- that can integrate with GOV.UK One Login - this means you need access to developers who are comfortable working with the OpenID Connect (OIDC) protocol and the processes set out in our technical documentation (https://docs.sign-in.service.gov.uk/integrate-with-integration-environment)

GOV.UK One Login is not currently available to the NHS, police or local authorities.

If you're not sure if you can use GOV.UK One Login, you can contact the team (/support).

What to expect

If you join the beta, you'll:

- get access to GOV.UK One Login for all your live traffic
- be able to sign in your users and check their identities if you need to
- get support from our team throughout

We'll need you to:

- integrate with GOV.UK One Login to allow your users to sign in to your service and check their identities if you need to
- give us regular feedback about your experiences of using and onboarding to GOV.UK One Login - we'll agree on how and how often you give feedback to make sure it works for both of us

The joining process

If you meet our joining criteria and would like to take part, register your interest (/register).

You can then speak to us about your service and access our integration environment to see how GOV.UK One Login works with your service. If you decide GOV.UK One Login meets your needs, email us to confirm you'd like to join the beta.

We'll guide you through the process of getting your service live with GOV.UK One Login, agree a go live date and tell you what we need from you. For example, we need to know about your fraud approach and user support set-up.

You'll also need to sign our Memorandum of Understanding (MoU) before you can go live with GOV.UK One Login.

If you have any questions, contact the team (/support).

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Get started with GOV.UK One Login

You can use GOV.UK One Login if you're from a central government service and need to sign in your users or check their identities.

Read more about GOV.UK One Login (/about)

Get in touch or try GOV.UK One Login

Register your interest if you think GOV.UK One Login is right for your service. We'll contact you within 5 days to find out more about what your service needs.

Register your interest

Try GOV.UK One Login

Set up an admin tool account to try GOV.UK One Login in our integration environment. You'll need a:

- government email address

- mobile phone number

Create admin tool account

or sign in (https://admin.sign-in.service.gov.uk/sign-in)

Contact us

Use our online form (/support) to report problems, ask questions or suggest improvements.

You can also get in touch using our Slack channel (https://ukgovernmentdigital.slack.com/archives/C02AQUJ6WTC)

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Privacy notice for the GOV.UK One Login website

Last updated: 20 November 2023

Who we are

GOV.UK One Login (sign-in.service.gov.uk) is provided by the Government Digital Service (GDS), part of the Cabinet Office.

GOV.UK One Login will let end users sign in to government services. This privacy notice is for government service teams who are interested in using GOV.UK One Login.

Cabinet Office is the data controller for pages starting with sign-in.service.gov.uk (/).

A data controller determines how and why personal data is processed. For more information, read the Cabinet Office’s entry in the Data Protection Public Register (https://ico.org.uk/ESDWebPages/Entry/Z7414053).

What data we collect

The personal data we collect from you includes:

- your name, email address, job title and other information about the government service you run if you register your interest in using GOV.UK One Login (/register) or contact us to report an issue with a live service that’s using GOV.UK One Login.
- your Internet Protocol (IP) address, and details of which version of web browser (https://www.gov.uk/help/browsers) you used

We continuously test and monitor our data protection controls to make sure they’re effective and to detect any weaknesses.

Why we need your data

We collect your data to:

- analyse the information you have provided about your service so that we can understand which services might use GOV.UK One Login
- contact you about GOV.UK One Login
- respond to any queries or feedback you send us, if you’ve asked us to

We also collect data to monitor use of the site to identify security threats.

Our legal basis for processing your data

The legal basis for processing personal data in relation to site security is our legitimate interests, and the legitimate interests of our users, in ensuring the security and integrity of GOV.UK.

The legal basis for processing all other personal data is that it’s necessary:

- to perform a task in the public interest
- in the exercise of our functions as a government department

What we do with your data

We may share your data with our technology suppliers, for example our hosting provider.

We will not:

- sell or rent your data to third parties
- share your data with third parties for marketing purposes

We will share your data if we are required to do so by law - for example, by court order, or to prevent fraud or other crime.

How long we keep your data

We will only retain your personal data for as long as:

- it is needed for the purposes set out in this document
- the law requires us to

We will keep your feedback data for 2 years and any queries you raise for 1 year, unless you ask us to delete it.

We will delete access to log data after 14 days.

Children's privacy protection

Our pages are not designed for, or intentionally targeted at, children 13 years of age or younger. We do not intentionally collect or maintain data about anyone under the age of 13.

Where your data is processed and stored

We design, build and run our systems to make sure that your data is as safe as possible at all stages, both while it's processed and when it's stored.

All personal data is stored in the European Economic Area (https://www.gov.uk/eu-eea)(EEA).

How we protect your data and keep it secure

We are committed to doing all that we can to keep your data secure. We have set up systems and processes to prevent unauthorised access or disclosure of your data - for

example, we protect your data using varying levels of encryption.

We also make sure that any third parties that we deal with keep all personal data they process on our behalf secure.

Your rights

You have the right to request:

- information about how your personal data is processed
- a copy of that personal data
- that anything inaccurate in your personal data is corrected immediately

You can also:

- raise an objection about how your personal data is processed
- request that your personal data is erased if there is no longer a justification for it
- ask that the processing of your personal data is restricted in certain circumstances

If you have any of these requests, get in contact with our Privacy Team at gds-privacy-office@digital.cabinet-office.gov.uk

Contact us or make a complaint

Contact the Privacy Team at gds-privacy-office@digital.cabinet-office.gov.uk if you:

- have a question about anything in this privacy notice
- think that your personal data has been misused or mishandled

You can also contact our Data Protection Officer (DPO):

Data Protection Officer
DPO@cabinetoffice.gov.uk
Data Protection Officer
Cabinet Office
70 Whitehall
London SW1A 2AS

The DPO provides independent advice and monitoring of our use of personal information.

You can also make a complaint to the Information Commissioner, who is an independent regulator.

Information Commissioner's Office
casework@ico.org.uk

Telephone: 0303 123 1113
Textphone: 01625 545860
Monday to Friday, 9am to 4:30pm
Find out about call charges (https://www.gov.uk/call-charges)

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Changes to this policy

We may change this privacy policy. In that case, the "last updated" date at the top of this page will also change. Any changes to this privacy policy will apply to you and your data immediately.

If these changes affect how your personal data is processed, GDS will take reasonable steps to let you know.

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Sorry, the service is unavailable

You will be able to use the service later.

If you need help urgently, contact us using our support form (https://www.sign-in.service.gov.uk/contact-us) or via our Slack channel (https://ukgovernmentdigital.slack.com/archives/C02AQUJ6WTC).

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GOV.UK One Login BETA

About | Documentation | Get started | Support | Sign in

BETA This is a new service – your feedback (opens in a new tab) (/contact-us) will help us to improve it.

GOV.UK Services | GOV.UK One Login

Let users sign in and prove their identities to use your service

Try GOV.UK One Login if you work on a central government service.

Get started >

Let users sign in

Let your users sign in to your service with their email address, password and two-factor authentication.

They can use these details to access all services that use GOV.UK One Login. They can also see the services they've used in one place.

[Read more about sign in and authentication (/about/signing-users-in)](/about/signing-users-in)

[Explore sign in and authentication journey maps (/documentation/user-journeys)](/documentation/user-journeys)

Check the identity of your users

Get your users' identity checks done centrally by using GOV.UK One Login.

You'll get confirmation that the person is who they say they are without having to do any checks yourself.

Users will be able to reuse these checks to access other government services.

[Read more about identity checking (/about/checking-users-identities)](/about/checking-users-identities)

[Explore identity checking journey maps (/documentation/identity-journeys)](/documentation/identity-journeys)

Get set up quickly and easily

See how GOV.UK One Login works with your service in our integration environment. Integrate at your own pace by following our [technical documentation (opens in new tab) (https://docs.sign-in.service.gov.uk)](https://docs.sign-in.service.gov.uk).

Incorporate our researched, accessible [user journeys (/documentation/user-journeys)](/documentation/user-journeys) into your existing service journey.

Try GOV.UK One Login

You can try out GOV.UK One Login if you're a central government service and need to sign in your users or check their identities.

Get started

Join our mailing list

If you have a government or public sector email address, join our mailing list (/mailing-list) to stay up to date with our progress.

You'll get updates on our work and invitations to our regular cross-government show and tells. You'll also get invited to take part in user research.

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GOV.UK One Login

Users create a GOV.UK One Login 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 One Login 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 GOV.UK One Login.

This map was last updated in February 2023. 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 One Login

Create a GOV.UK One Login or sign in

Create account

GOV.UK One Login

Create a GOV.UK One Login: Enter your email address

Continue

GOV.UK One Login

Create a GOV.UK One Login: Check your email

Security code email sent to user

GOV.UK One Login

Create a GOV.UK One Login: Check your phone

Continue

GOV.UK One Login

Create a GOV.UK One Login: Create your password

Continue

GOV.UK One Login

Create a GOV.UK One Login: Choose how to get security codes

User selects 'text message'

User selects 'authenticator app'

GOV.UK One Login

Create a GOV.UK One Login: Enter your mobile phone number

Continue

GOV.UK One Login

Create a GOV.UK One Login: Check your phone

Continue

GOV.UK One Login

Create account: Your GOV.UK account

Account confirmation email sent to user

GOV.UK One Login

Create a GOV.UK One Login: Set up an authenticator app

Continue

GOV.UK One Login

Create a GOV.UK One Login: You've created your GOV.UK One Login

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 One Login

You have signed out

GOV.UK One Login

Sign in: Sign in to your GOV.UK account

Continue

GOV.UK One Login

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 One Login

Sign in: Check your phone

GOV.UK One Login

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 One Login

You have signed out

GOV.UK One Login

Users create a GOV.UK One Login upfront

This journey map shows a user creating a GOV.UK One Login at the start of your service journey.

Users start at your service's start page, usually on GOV.UK. They create a GOV.UK One Login 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 a GOV.UK One Login before they can do anything.

This map was last updated in February 2023. 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 One Login

Create a GOV.UK One Login or sign in

Sign in

Create account

GOV.UK One Login

Create a GOV.UK One Login: Enter your email address

Continue

GOV.UK One Login

Create a GOV.UK One Login: Check your email

Security code email sent to user

Continue

GOV.UK One Login

Create a GOV.UK One Login: Create your password

Continue

GOV.UK One Login

Create a GOV.UK One Login: Choose how to get security codes

User selects 'text message'

User selects 'authenticator app'

GOV.UK One Login

Create a GOV.UK One Login: Enter your mobile phone number

Continue

GOV.UK One Login

Create a GOV.UK One Login: Check your phone

Continue

GOV.UK One Login

Create a GOV.UK One Login: Set up an authenticator app

Continue

GOV.UK One Login

Create a GOV.UK One Login: Your GOV.UK One Login

Account confirmation email sent to user

GOV.UK One Login

Create a GOV.UK One Login: You've created your GOV.UK One Login

User continues to your service

Your service

Service journey: Question 1

GOV.UK One Login

Sign in: Sign in to your GOV.UK One Login

Continue

GOV.UK One Login

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 One Login

Sign in: Check your phone

User continues to your service

GOV.UK One Login

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

User continues to your service

Your service

Service journey: Question 1