Cabinet Office

GOV.UK Verify

May 2015

GDS

2014 was about getting GOV.UK Verify into public beta and working

ed teacher wanted to kill th

Virtual ID for everyone

Privacy fears over vast expansion of government online services

The Wright Stuff
FORGET ID CARDS, WELCOME VIRTUAL ID!
Phone lines are now closed

ROSIE MILLARD

Tuesday 4 November 2014

A virtual ID might sound dystopian, but it will make everything so much easier — even taxes

The government is moving online. We shouldn't be afraid, we should be excited

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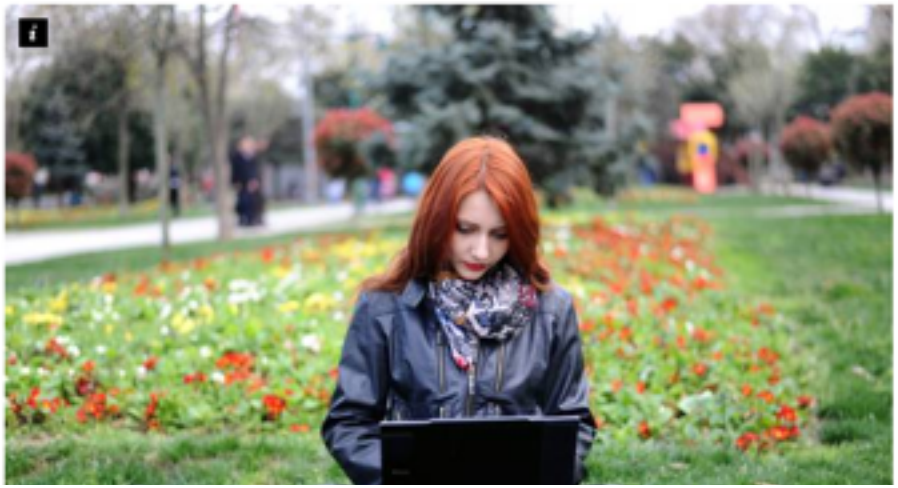

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i100 NOW TRENDING

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Government Digital Service

Gov.uk quietly disrupts the problem of online identity login

The government's own expert digital design team have spent three years building a new, safe system for verifying user's identities - now in action on gov.uk

Charles Arthur

@charlesarthur

Thursday 6 November 2014 14.36 GMT

Shares 481 Comments 15

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Anne Kirkbride, star of Coronation Street, dies aged 60 after short illness

James Blunt's letter to Chris Bryant - in full

Today we have:

- 7 services
- 3 certified companies verifying identity
- 52,000 registered users
- 132,000 authentications

Experian

digidentity

POST OFFICE

In January, several hundred people a day were successfully using GOV.UK Verify to submit their self-assessment.

Simon Haley
@halo42
Follow
Just registered through the Gov.UK Verify process as an agent: gov.uk/rural-payments - took me 5 mins max through Experian, really easy
RETWEETS
5
FAVORITES
3
9:00 AM - 6 Jan 2015

Ben Unsworth
@benunsworth
Follow
Forgot my HMRC user name and pword. Used @GOVUKverify service instead of issuing new ones in the post. Service worked brilliantly :)
RETWEETS
3
FAVORITES
5
7:01 PM - 6 Jan 2015

Our priorities for 2015 are:

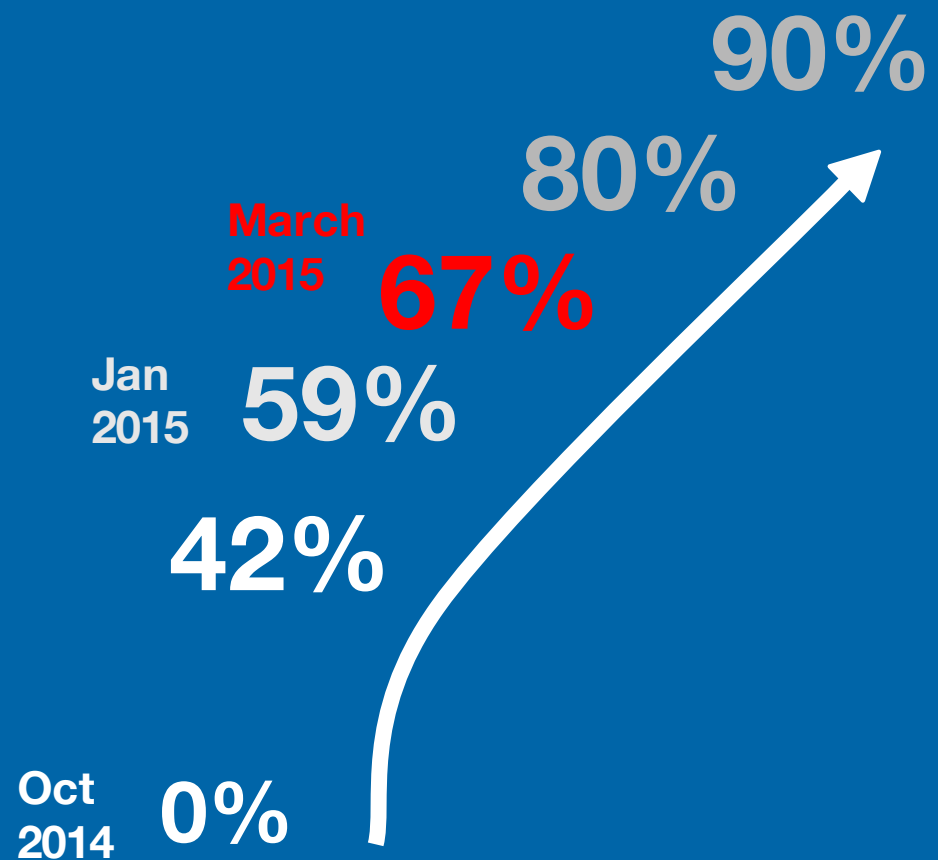
- adding **more data and methods** so more people can use GOV.UK Verify

- allowing people to access **more services** through GOV.UK Verify

In public beta we continuously develop GOV.UK Verify based on

- data
- user and partner feedback
- user research

Success rate



GOV.UK VERIFY

4 main improvements we've been working on:

1. technical
2. refining the rules
3. more data & methods
4. more identity providers

1. Technical and user journey

More than 100 incremental changes on the hub and certified companies

Examples of improvements

- improving SMS delivery speed
- making it easier for people to recover from a fraud flag
- allowing people to use driver licences and passports within 6 months of expiry
- Improving the credit card questions
- Passport check accuracy
- Longer session expiry times to allow more time for users to match
- improved matching speed

GOV.UK

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

Can you refer to your bank and credit card statements now?

- (•) Yes
- ( ) No

Continue

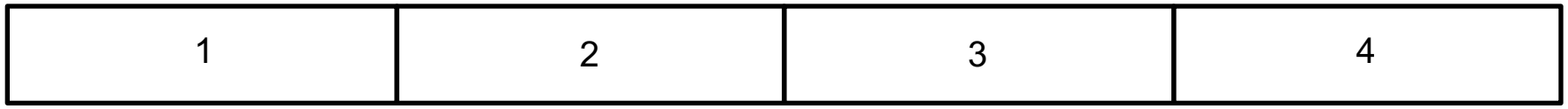
▶ How will this be used to verify me?

2. Refining the rules

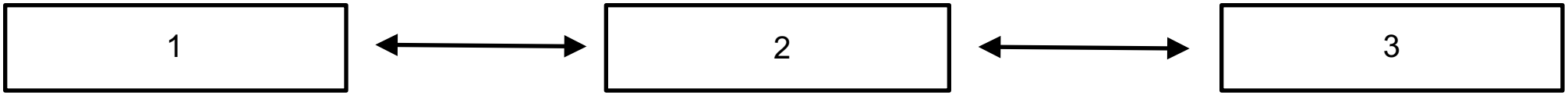
We’re reviewing the rules to make sure they are calibrated correctly.

Refining the rules - activity history

Before:



Now:



3. More data and methods

We need more data sources to give people more ways to prove their identity.

UK
DEBIT
6730
VISA
EUROPEAN
UNITED KINGDOM
AND NORTHERN

Experian
A world of insight

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Identity test

This information is from your credit record.

Your answers help verify you are undefined undefined.

1. According to your records, you have a credit card ending in 466. Which company provided this card?

- ○ HSBC
- ○ Lloyds TSB
- ○ Virgin Money
- ○ Barclays
- ○ Tesco

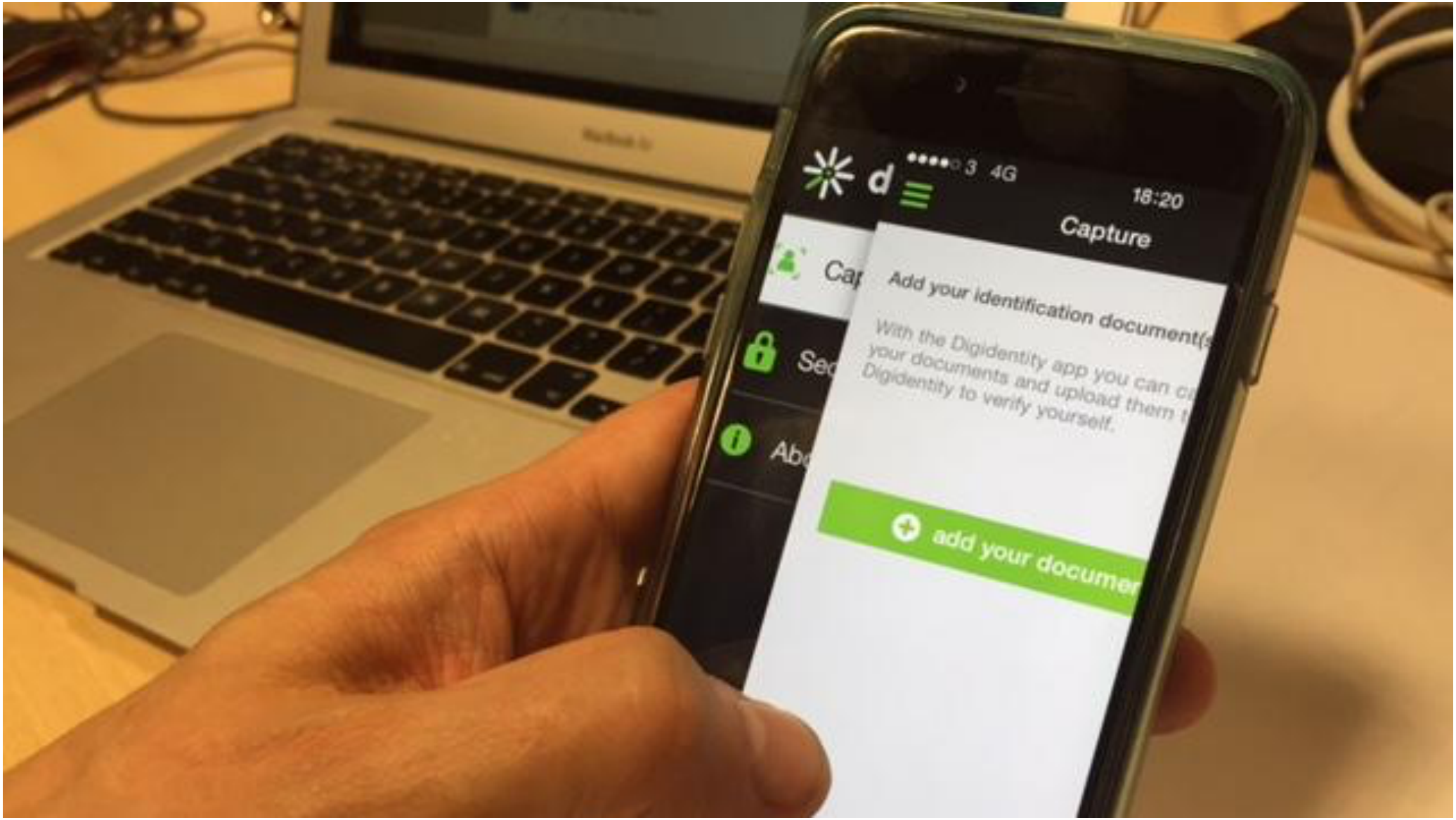
Continue

From mid-2015 we can expect:

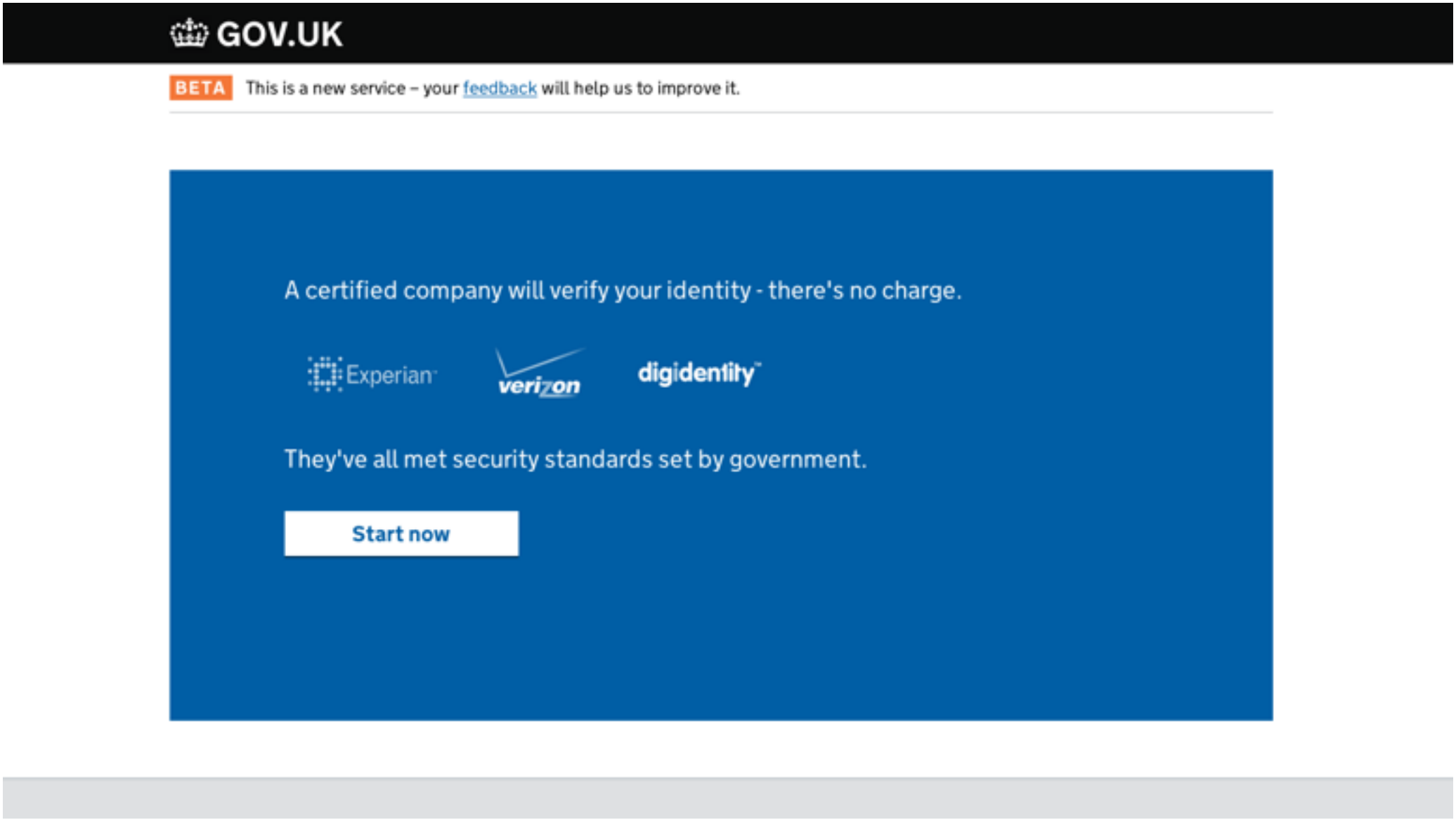
- **more private sector data**
  (procurement 2, MNO data, financial data)

- **more government data**
  (official government sources to add to DCS)

Certified companies are working to introduce other methods within the next 2 months so that questions won’t be needed.


3 4G
18:20
Capture
Add your identification document(
With the Digidentity app you can
your documents and upload them
Digidentity to verify yourself.
add your documer

4. More certified companies


GOV.UK
BETA
This is a new service – your feedback will help us to improve it.
A certified company will verify your identity - there's no charge.
Experian
verizon
digidentity
They've all met security standards set by government.
Start now

Procurement 2 awarded, April 2015

New and existing providers in place by summer 2015:

Barclays
Digidentity
Experian
GB Group
Morpho
Royal Mail
PayPal
Post Office
Verizon

More services using GOV.UK Verify

There are already 7 services using GOV.UK Verify, and others waiting to join…

Already connected

- Rural Payments (Defra)
- PAYE - Change Company Car Details (HMRC)
- Self Assessment (HMRC)*
- Tax Credit Renewals (HMRC)
- Redundancy Payments (BIS)*
- Claim a Tax Refund (HMRC)
- Help your friends or family with their tax (HMRC)

*limited trials

Due to connect

- iForms (HMRC)
- View Driving Licence (DVLA)
- Universal Credit (DWP)*
- Transferable Tax Allowance (HMRC)
- Healthy Liverpool (NHS Liverpool CCT)*

Cabinet Office

GOV.UK Verify

May 2015

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