

The public's one account for government



What is Login.gov?

A federal program within GSA that offers a public-sector digital identity management as a service to federal agencies and states



Authentication



Identity Verification

Strong Privacy Model + Anti-Fraud Controls + 24x7 Contact Center

What is digital identity?

A digital identity is the unique representation of a physical subject engaged in an online transaction.

A digital identity is always unique in the context of a digital service, but does not necessarily need to uniquely identify the physical subject in all contexts. In other words, accessing a digital service may not mean that the subject's real-life identity is known.



Why is it hard?

Proving “you are who you say you are” is becoming increasingly difficult in the world we live:

- Devices everywhere
- Weak passwords
- Lost / forgotten identity evidence
- Phishing sophistication
- Synthetic identities
- Social engineering
- IT vulnerabilities
- Dark web activities
- Generative AI / deep fakes
- And more



Why does it matter in Government?

Access

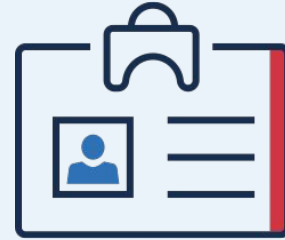


330M

Members of Public

Needing services but with varying degrees of access

Fraud



\$7.7B

Improper Payments

*In FY 2021 attributed to identity issues**

* Based on a 2022 JFMIP report

How did Login.gov start?

“Consistent with policies, standards, guidelines, and directives on information security ... not later than 1 year after December 18, 2015, the head of each agency shall...”

Build

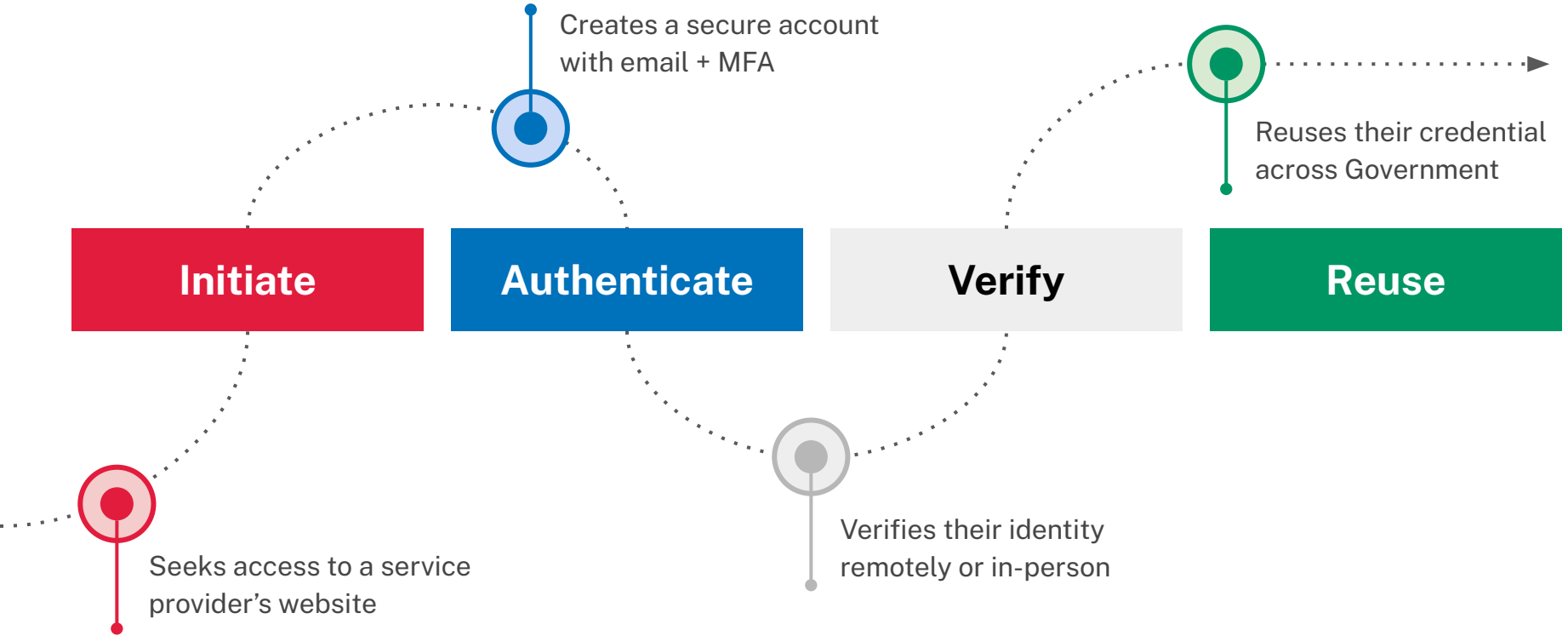
The screenshot shows a sign-in form for U.S. Citizenship and Immigration Services. At the top left is the agency logo and name. Below it is the heading "Sign In". There are two input fields: "Email" and "Password". The "Password" field has a "Show Password" link to its right. Below the "Password" field is a "Forgot your Password?" link. At the bottom left is a blue "Sign In" button.

vs.

Buy

The screenshot shows the standard Login.gov sign-in form. At the top right is the "LOGIN.GOV" logo. Below it is the heading "Sign in". There are two input fields: "Email address" and "Password". The "Password" field has a "Show password" toggle button to its right. Below the "Password" field is a blue "Sign in" button. At the bottom is a white "Create an account" button.

What is the Login.gov user journey?



Why a Government-run service?

Login.gov provides a Government-supplied digital credential that can be used to access Government services across agency boundaries.

Equity

- Imperative to reach all members of the public
- Multiple choices for MFA (multi-factor authentication), identity proofing, etc.
- 24x7 user support

Privacy

- A privacy-preserving encryption model
- User data is not used for any other purpose
- Full-time anti-fraud team focused on Govt interactions

Transparency

- Cross-agency planning and sharing
- A publicly available program roadmap
- Public-sector accountability and longevity

Where are we today?

85+ million user accounts

290+ million sign-ins annually

460+ live sites and services

47 agencies* and states

** Login.gov is used widely across Government, providing services to all 15 Cabinet agencies.*



What are examples of the impact?

Scale



40M Login.gov
users

Service



2M Veterans
served

Infrastructure



Critical disaster
relief support

What are examples of innovation?

1 In-person Proofing

Partnered with USPS to offer a hybrid verification option that combines digital identity with in-person access.



99% of the public lives within 10 miles of 18K participating USPS locations.

2 Face / Touch Unlock

Offered face / touch unlock as an MFA option, which provides combination of security and ease.

Authentication method setup

Add another layer of security by selecting a multi-factor authentication method. We recommend you select at least two different options in case you lose one of your methods.



Face or touch unlock

Use your face or fingerprint to access your account without a one-time code.

Where are we headed?

More options for the American public:

- More controls (e.g. more visibility into account history)
- Future of MFA (e.g. passwordless)
- Identity verification (e.g. video chat, vouching)
- Types of evidence (e.g. mobile drivers licenses)

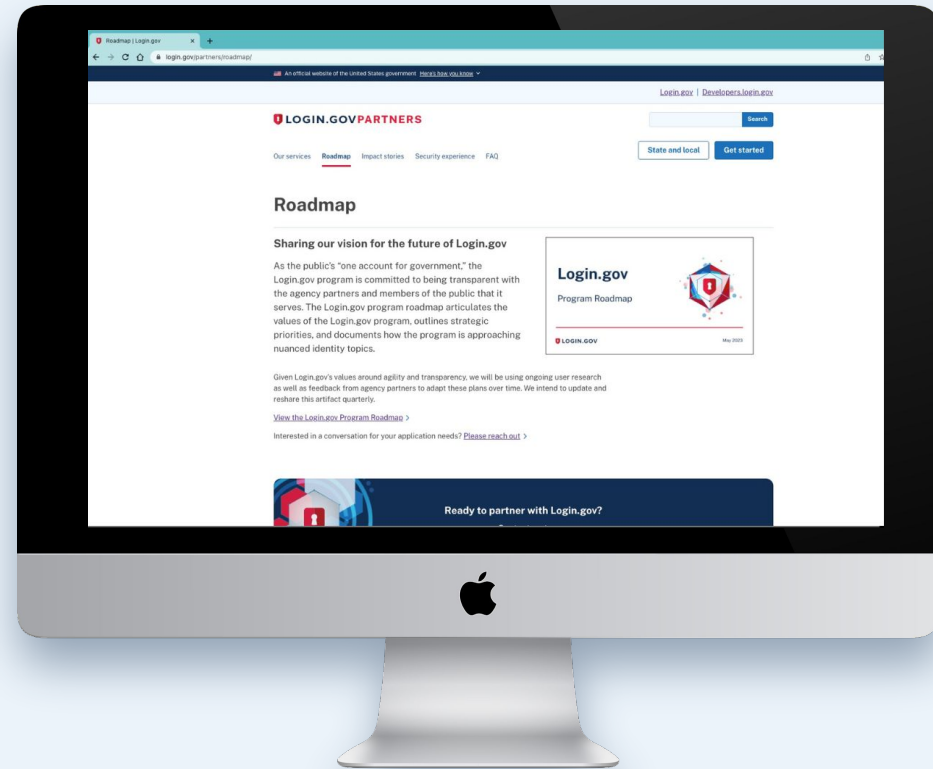


Where to learn more?

Check out our program roadmap:

login.gov/partners/roadmap

Reach out at partners@login.gov



Thank you.

