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.
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...”

6 USC § 1523 — Federal cybersecurity requirements
What is the Login.gov user journey?

1. **Initiate**: Seeks access to a service provider’s website.
2. **Authenticate**: Creates a secure account with email + MFA.
3. **Verify**: Verifies their identity remotely or in-person.
4. **Reuse**: Reuses their credential across Government.
## 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.