✳ DIGIDENTITY

Public Service Description (February 2021)

Digidentity is a certified identity provider for the GOV.UK verify service, and as such is listed by GOV.UK as a certified company: GOV.UK website.

Via Digidentity:
- Users can register for a Digidentity account in order to claim their identity
- Users with a verified identity are able to access services available via GOV.UK Verify
- Users can expect the highest standards of authentication and security available

In order to provide this service to users for GOV.UK Verify, Digidentity ensures that the requirements and standards of the UK Government in GPG (Good Practice Guide) 44 and GPG 45 are met.

How the service works

Registration
Via the GOV.UK pre-registration, Digidentity can be chosen as the identity provider. Once chosen, users are automatically directed to the registration process of Digidentity. Users are required to accept the terms and conditions, without doing do so, it isn't possible to register.

Authentication
When logging into their profile, or when requiring access to GOV.UK Verify services, users are required to make use of the 2-step login. Users are able to choose between the SMS or the Digidentity Authenticator app. Once authenticated users are able to access services and/or their profile to maintain it.

IPV
Identity proofing and verification is at the core of creating a digital identity.

Account Maintenance
Users are in control of their own identity account and can also make changes when needed (e.g. change of name on marriage) Changes are always verified to ensure maximum protection and security, and for fraud prevention.

Registration

Making an account
Once directed to the Digidentity process users are required to provide & confirm a valid email address and create a password. Once this is complete the user needs to choose their form of 2-step authentication, e.g. SMS. 2-step authentication is always required to secure the account.

Entering personal details

Users are required to enter their personal details. Their name, date of birth, gender (optional) and address (address history is sometimes required). The details entered should be accurate and complete. For the process of verification data is extracted from a credit file, this is not relevant to a credit reference and does not affect credit references at all. This data becomes a source of "known data" and is used to check and verify information, in conjunction with Government databases.

Identity proofing

Once complete users are able to choose a combination of evidence which suits their available documentation. For example: UK Passport and GB Driving License added via the mobile app. Depending on the available documentation a user may be asked a series of questions, which are known as "Knowledge Based Verification".

Completion

Once the process of verification is completed the user will be redirected to the service they initially required. In order to access services of GOV.UK in the future users can use their existing account credentials, and once successfully logged in, will be redirected to the service required.

Revalidation

During the lifespan of the account, it is necessary to revalidate details from time-to-time. Revalidation is a requirement according to the Good Practice Guide set out by GOV.UK. Revalidation ensures the integrity of the data within the user account. If the account revalidation occurs users may be asked to take steps to update their information.

Support

Users requiring support during the process are able to contact us:

Email: helpdesk@digidentity.co.uk
Phone: 0330 60 60 732

Monday to Friday 08:00 to 22:00
Saturday and Sunday 08:00 to 17:00

Calls cost no more than calls to geographic numbers (01 or 02) and your telecom provider must include these calls in inclusive minutes and any discount schemes in the same way.