

# GOV.UK Verify

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## Introduction

Users of digital government services need to be able to sign in securely to access services and records.

GOV.UK Verify allows claimants to prove online who they are so they can use government services, like applying for Universal Credit or claiming a tax refund.

GOV.UK Verify is part of Government Digital Services, and works with government departments and the private sector to ensure that privacy is protected and that data is secure.

## GOV.UK Verify

When claimants access Universal Credit they will be directed to the GOV.UK Verify hub. The hub manages communications between the claimant, the certified company and Universal Credit. See [GOV.UK Verify Q&A](#)

GOV.UK Verify uses certified companies to check the claimant is who they say they are.

Claimants choose from a number of listed private sector companies who they want to perform the check. They can choose as many companies as they wish and change them at any time.

The company asks questions only the claimant should know the answers to and the answers provided are matched against information held by the company to verify the claimant's identity. Once the claimant's identity has been verified, this information is communicated through GOV.UK Verify to Universal Credit. The claimant is then directed to their Universal Credit claim.

It should take about 15 minutes for the claimant to verify their identity on the first occasion. After that it should take less than a minute to verify their identity each time they need to use a GOV.UK service.

Once the claimant is registered with a certified company, they will be able to sign into all digital services that use GOV.UK Verify, which require that particular level of access assurance.

There are different levels of access assurance depending on the digital service which is being accessed.

The claimant doesn't have an account with the government, and this limits the amount of information the certified company has about the claimant.

### **Certified companies**

Certified companies have been contracted by the Cabinet Office and independently verified as meeting the required standards for identity proofing and verification. They have the minimum amount of information required to perform the check.

There is no central storage of claimant information.

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