

1. Challenge and rationale

Public service providers are increasingly moving online to **make it easier** for citizens to complete processes and to reduce their administrative costs. However customer access is infrequent, making **credential management** difficult and leading to potential **security vulnerabilities**.

Public services also need to **verify and safeguard customer identities** in the digital space.

3. Benefits

- ❑ Removes the need for new username and password
- ❑ Quick, mobile-based registration and access, makes it possible to reach younger generations
- ❑ Mobile authentication offers high standards of security in line with upcoming eIDAS regulation
- ❑ Respects privacy – customer information is not shared without permission
- ❑ Mobile Operators increase user trust thanks to government endorsement

2. Solution

The French government has opened France Connect to enable citizens to access an array of public services online. Citizens use existing accounts to access all applications, and single-sign-on is enabled for increased ease of use. Orange France's "Mobile Connect et Moi" is a trusted option allowing them to register and log-in with their mobile.

Citizens' identity is verified on registration by an identity provider using an ID document scan. They can then access all available public services using their mobile device and a secret PIN.

User flow

