

# Kent County Council Citizen Identity Platform

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# Agenda

- Citizen identity drivers for Kent
- Drivers, scenarios and use cases
- The need for a Verify alternative
- Q&A



I want to register my child for school place and Kent offers this service digitally – I need to prove my identity first, though.



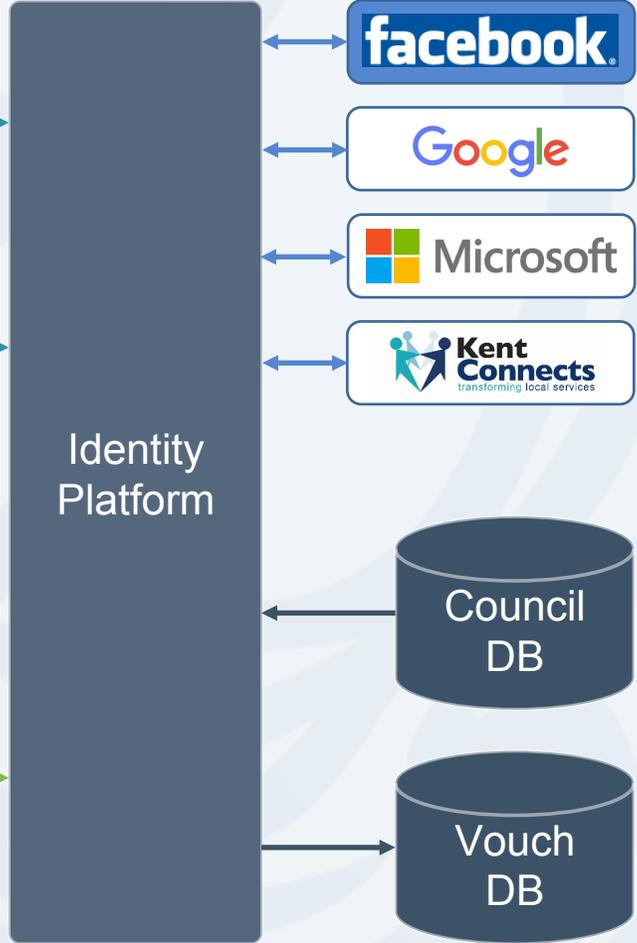
I want to apply for a dropped kerb so my mother can park her car closer to her front door

Elevation of an identity to LoA1 can be achieved programmatically through attribute verification via a local council database

Face to face identity verification is required to elevate an identity to LoA2 – required for school admissions



The image shows two screenshots of the Kent County Council website. The top screenshot is for 'Apply for a dropped kerb', with a breadcrumb trail: Home > Roads and travel > Highway permits and licences >. The bottom screenshot is for 'School places', with a breadcrumb trail: Home > Education and children > Schools >. It features three application boxes: 'Primary school places', 'Secondary school places', and 'Move to a different school'.





The costs of using Verify aren't clear, so I can't recommend it

Commercial frameworks need to be in place to support local up-take

Eligibility is a barrier – how do we support citizens who need it most?

I don't mind whether I use Verify or anything else, but I don't have the right paperwork to register for an account



Why do I need an LoA2 identity for an LoA1 transaction?

Registration seems onerous for what should be a simple transaction



# Thanks and Q&A

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# Sign-in or sign-up (register) – LoA0

## KCC CitizenID Demo App

This app allows demonstration of CitizenID registration and login.

### Sign In or Register with Kent Connects

Kent Connects is the trusted platform used across Kent and Medway to help citizens interact with public services online and it only takes a couple of minutes to create an account.



#### Sign in with your existing account

Email Address

Password

Sign in

#### Sign in with your social account

FACEBOOK

GOOGLE

MICROSOFT

Don't have an account?

Sign up now

Kent County Council 

## Create a Kent Connects account

Your email address will help us to verify and create your account.



Email Address

wilf.prasher@sitekit.net

**Send verification code**

Continue

Cancel

Kent County Council



## Verify your email

Please verify your email address.



Email Address

Verification Code

Verify code

Send new code

Continue

Cancel

Kent B2C Dev account email verification code - Google Chrome

Secure | <https://remote.sitekit.net/owa/#viewmodel=ReadMessageItem&ItemID=AAMkADc3MDAxMWI1LTg1MDQtNDY0...>

Kent B2C Dev account email verification code

✕ DELETE   ← REPLY   ⇐ REPLY ALL   → FORWARD   ⋮

 Microsoft on behalf of Kent B2C Dev <msonlineservicesteam@microsoftonline> [Mark as unread](#)  
Tue 19/09/2017 11:09

To: Wilf Prasher;

Verify your email address

Thanks for verifying your wilf.prasher@sitekit.net account!

**Your code is: 139589**

Sincerely,  
Kent B2C Dev

Kent County Council 

## Create a Kent Connects account



Your email address will help us to verify and create your account.

E-mail address verified. You can now continue.

Email Address

wilf.prasher@sitekit.net

YOUR CODE IS VALID. PLEASE PRESS CONTINUE.

Continue

Cancel

Kent County Council



## Create password

You need to create a password to setup your account.



New Password

Confirm New Password

Continue

Cancel

### Tell us about yourself

Knowing a little about you will help us make your interactions with us quicker and easier. For more information about how we use this information please see our [privacy policy](#).



#### About you

First Name\*

Last Name\*

Date of Birth

Address line 1

Address line 2

Address line 3

Postcode

Mobile Phone

## Claims

Claims Present in the Claims Identity:

Claim Type	Claim Value
exp	1505819686
nbf	1505816086
ver	1.0
iss	https://login.microsoftonline.com/358e01b9-1713-4cc6-a5fe-965256ecd7a1/v2.0/
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier	sub
aud	9382ec5a-1c09-4e68-924e-d14ce1330f2e
http://schemas.microsoft.com/claims/authnclassreference	b2c_1a_kcc_signupsigin_1oa_0
nonce	636414119350243702.YzFIMTZjZGITYjU4Zi00Nml1LTgzY2QYTE1OTQxYzc4NTcxMGZ...
iat	1505816086
http://schemas.microsoft.com/ws/2008/06/identity/claims/authenticationinstant	1505816086
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress	wilf.prasher@sitekit.net
http://schemas.microsoft.com/identity/claims/objectidentifier	45f78c73-c17e-4165-a355-f980bf7c925e
LoA	0
givenName	Wilf
surname	Prasher
dateOfBirth	26/07/1989
address1	1 Any Street
mobile	07515922368

# Elevation – LoA0 -> LoA2

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Kent County Council



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### Sign in with your existing account

Email Address

Password

Sign in

### Sign in with your social account

FACEBOOK

GOOGLE

MICROSOFT

Don't have an account?

Sign up now

Kent County Council



## Verify your email

Please verify your email address.



Email Address

Send verification code

Continue

Cancel

Kent County Council



## Answer a few questions

To help you recover your account, it's a good idea to set security questions and answers.



In what city or town was your first job?

Answer:

What was the name of your second pet?

Answer:

What was the name of your primary school?

Answer:

Continue

Cancel

### Tell us about yourself

Knowing a little about you will help us make your interactions with us quicker and easier. For more information about how we use this information please see our [privacy policy](#).



#### About you

First Name\*

Last Name\*

Date of Birth\*

Address line 1\*

Address line 2\*

Address line 3\*

Postcode\*

Mobile Phone



## Welcome

You have now successfully registered with a Kent Connects account. To gain elevated access to this application you need to finish the vouching process in person. Please attend your local library with three forms of identification/proof of address (passport, driving license, utility bill).

You will need the following reference number to allow staff members to activate your elevated access:

**894023894**

You will also receive a confirmation email that contains your reference number.

KCC Vouching Confirmation - Google Chrome

Secure | <https://remote.sitekit.net/owa/#viewmodel=ReadMessageItem&ItemID=AAMkADc3MDAxMWI1LTg1MDQtNDY0...>

## KCC Vouching Confirmation

✖ DELETE   ← REPLY   ⇐ REPLY ALL   → FORWARD   ⋮

 **kccvouchingteam@mailinator.com**   Mark as unread  
Tue 19/09/2017 11:44

To: Wilf Prasher;

- To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, [click here](#).
- To always show content from this sender, [click here](#).

Action Items   + Get more apps

Hello Wilf Prasher,

Your vouching reference number is: **894023894**

Please remember your number when visiting the vouching location or alternatively print out this email and present the below barcode to a library staff member:



Sincerely,  
Kent CC Vouching Team



## Account Vouching

Assisting citizens prove their identity to access online public services across Kent

# Vouch for a citizen

Sign In



We have a new sign-in experience!  
[Try it now](#) ×

## VouchingApp

Work or school, or personal Microsoft account

Keep me signed in

[Sign in](#) [Back](#)

[Can't access your account?](#)





## Account Vouching

Assisting citizens prove their identity to access online public services across Kent

# Vouch for a citizen

Ask the citizen for their nine digit reference number and enter it below



## Account Vouching

Assisting citizens prove their identity to access online public services across Kent

# Vouch for a citizen

Check the citizen's details against their documentary evidence.  
Update where necessary to ensure the information below is accurate.

### Name

First name

Last name

Confirmed with:

- Passport
- Driving License
- Birth Certificate



### Address

Address line 1

Address line 2

Address line 3

Postcode

Confirmed with:

- Driving License
- Utility Bill
- Bank Statement

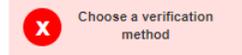


### Date of birth

Date of birth

Confirmed with:

- Passport
- Driving License
- Birth Certificate





## Account Vouching

Assisting citizens prove their identity to access online public services across Kent

# Vouch for a citizen

Check the citizen's details against their documentary evidence.  
Update where necessary to ensure the information below is accurate.

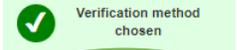
### Name

First name

Last name

Confirmed with:

- Passport
- Driving License
- Birth Certificate



### Address

Address line 1

Address line 2

Address line 3

Postcode

Confirmed with:

- Driving License
- Utility Bill
- Bank Statement

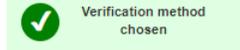


### Date of birth

Date of birth

Confirmed with:

- Passport
- Driving License
- Birth Certificate





## Account Vouching

Assisting citizens prove their identity to access online public services across Kent

# Vouch for a citizen

Tell the citizen that their vouching is complete and they will now be able to use services with their elevated access level.

Finish

## Claims

Claims Present in the Claims Identity:

Claim Type	Claim Value
exp	1505821823
nbf	1505818223
ver	1.0
iss	https://login.microsoftonline.com/358e01b9-1713-4cc6-a5fe-965256ecd7a1/v2.0/
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier	Not supported currently. Use oid claim.
aud	9382ec5a-1c09-4e68-924e-d14ce1330f2e
http://schemas.microsoft.com/claims/authnclassreference	b2c_1a_kcc_signupsignin_loa_2
nonce	636414148593483347.Y2ExZTE0MDgtZTBhYy00YmM2LWFJNzktZGVlNzJjNGZmZTFm...
iat	1505818223
http://schemas.microsoft.com/ws/2008/06/identity/claims/authenticationinstant	1505818223
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress	wilf.prasher@sitekit.net
http://schemas.microsoft.com/identity/claims/objectidentifier	45f78c73-c17e-4165-a355-f980bf7c925e
givenName	Wilf
surname	Prasher
mobile	07515922368
postalCode	W8 5AL
address1	1 Any Street
address2	Any Town
address3	Any Region
dateOfBirth	26/07/1989
LoA	2

## Auto-populate form

**First Name**

**Last Name**

**Date of Birth**

**Postal Code**

**Address 1**

**Address 2**

**Address 3**

**More info**

**Other info**