

CONNECT.GOV

Overview
October 2014





What is Connect.Gov?

Connect.Gov enables people to access online (digital) government services in a convenient, privacy enhancing, and secure manner without having to create a new login.

Connect.Gov is a partnership between GSA, USPS, and the Administration's National Strategy for Trusted Identities in Cyberspace (NSTIC).



The Challenge

- Average users have 6.5 web passwords, 25 accounts requiring passwords, and enter approximately 8 passwords per day
- 76% of network intrusions exploited weak or stolen credentials
- 75% of customers will avoid creating new accounts
- 54% leave the site or do not return when asked to create a new password
- 45% of consumers will abandon a site rather than attempt to reset their passwords or answer security questions
- The rise of Bring Your Own Identity is being driven by users' "identity fatigue" and the need to bring convenience, security and privacy to on-line interactions





The Solution

Connect.Gov is a secure, privacy-protecting service that conveniently connects people to government benefits and services through an online portal (USPS Connect) using a digital ID they may already have and trust.



Google



PayPal



Yahoo!



Symantec



ID.me



Verizon



PIV / CAC

USPS Connect



Inspired by President Obama's National Strategy for Trusted Identities in Cyberspace (NSTIC), Connect.Gov makes it easy for government agencies to bring trusted 3rd party credentials into their online platforms to drive greater participation with citizens online.



Agency Benefits

Greater
citizen
engagement

Enable choice via trusted credential providers

Streamlined user experience

Lower
integration
and usage
costs

Single point of integration

Established contracting and legal structures

Multi agency buying power

Reduced
agency
investment

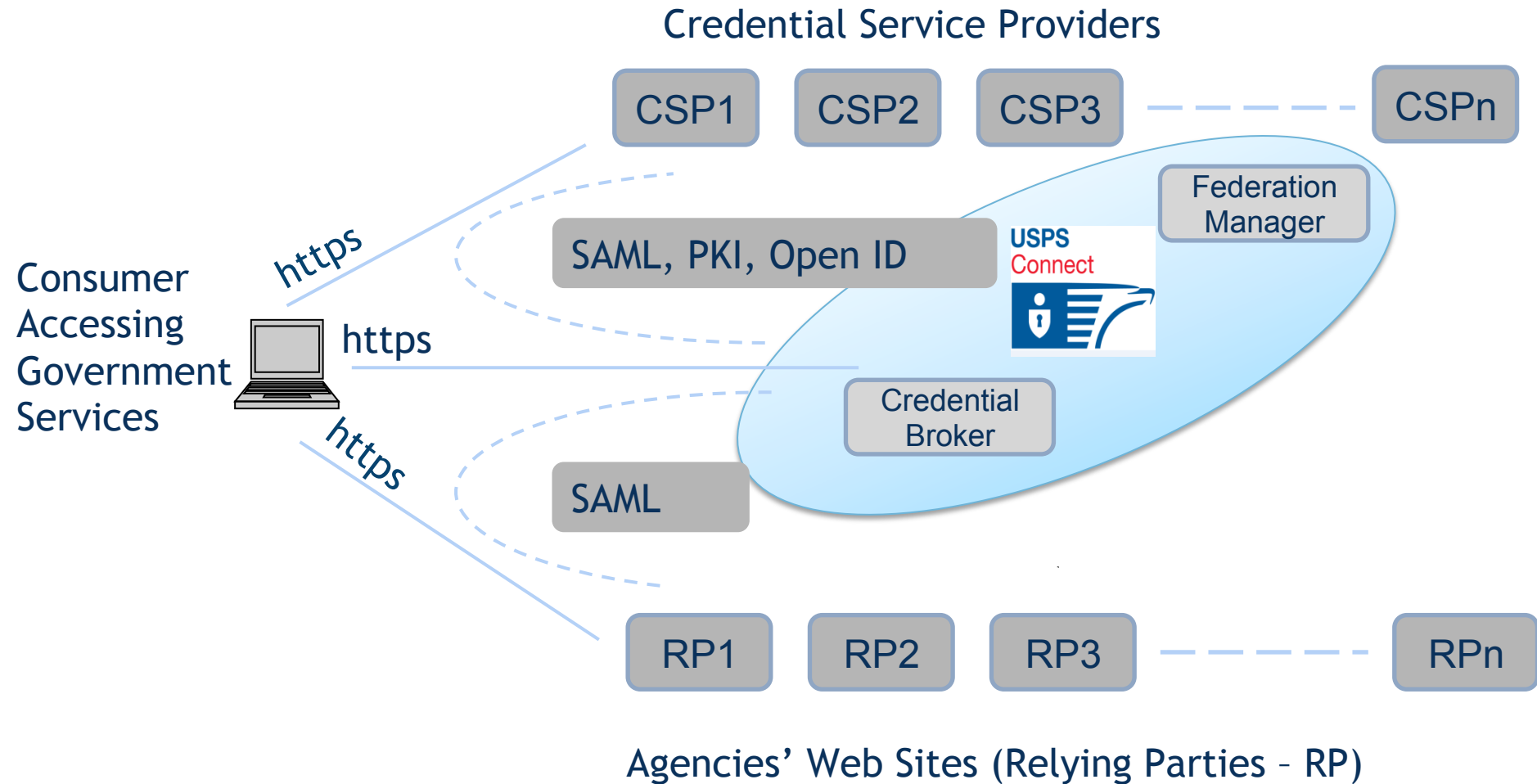
Resources freed for mission needs

Outsourced credential management

Reduce agency help desk requirements



How Does Connect.gov Work





How Does it Work: User Experience

- 1 Consumer navigates to Agency website that has decided to accept interoperable credentials and identities
- 2 Consumer chooses to use Identity Provider credential to log into the Agency website (2 options: imbedded selector on agency page or standalone page)

Imbedded Selector

The screenshot shows the Federal Agency of the United States of America website. At the top, there is a header with the agency name and a 'Sign In' button. Below the header, there is a section titled 'Sign in using your account with one of these services:'. This section contains a grid of logos for various identity providers: Google, PayPal, Verizon, Symantec, and VeriSign. To the right of this grid, there is a section titled 'with Username and Password:' which includes fields for 'Email Address' and 'Password', a checkbox for 'I accept the Terms of Use agreement', and a 'Sign In' button. At the bottom of the page, there is a link to 'Create an agency username and password' and a link to 'Forgot your password?'.

Connect.Gov Sign-In Page

The screenshot shows the Connect.Gov Sign-In Page. At the top, there is a header with the Connect.Gov logo and the tagline 'Identity Ecosystems Made Easy'. Below the header, there is a section titled 'Select Sign-In Partner'. This section includes a paragraph stating 'By selecting a Sign-In Partner, you are agreeing to the Terms and Conditions and Privacy Notice of bridge.net Exchange.' Below this paragraph, there is a grid of logos for various identity providers: FPKI, Symantec, Google, Verizon, VeriSign, and PayPal. To the right of this grid, there is a section titled 'SIMPLE | CONVENIENT | SECURE' which lists several benefits of using Connect.Gov: 'It's easy to use', 'We protect your privacy', 'No passwords or personal information (i.e., name, address, date of birth, etc.) are exchanged during this process without your consent', and 'Your Sign-In Partner won't know which government service you're accessing and the government won't know which Sign-In Partner you're using without your consent'. At the bottom of the page, there is a link to 'Terms and Conditions | About | Privacy Notice'.

- 3 Consumer browser is routed via Connect.Gov to the Identity Provider login page (Identity Provider only knows it has an authentication request from FCCX and no consumer information is in the transfer)



How Does it Work: User Experience

- 4 Consumer logs into the Identity Provider website and provides consent to allow attributes to be shared

Already have an account?

Enter Your Username and Password

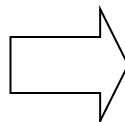
* Indicates a required field

*Username

*Password

[Forgot your password?](#)

[Sign In](#)



IDP – Informed Attribute Consent

The application you requested is asking for attribute information in order to process your log-in request. Please approve the secure transmission of the values below. Note that the requested application may not function correctly without these values.

First Name: John
Middle Name or Initial: Doe
Last Name: Smith
Address: 123 Christmas Way, North Pole, North Pole, 00000
Date of Birth :12-25-1970

[Allow](#)

[Deny](#)

- 5 Identity Provider sends credential assertion and attributes via the USPS Connect broker to the requesting Agency. This is done without Connect.gov storing any personal consumer data. Agency resolves identity to single account utilizing attributes and may ask additional identity related questions during initial log-in to resolve identity to a single person/account.



Partners

- **GSA**
 - Program Management Office
 - Provides the government-wide Shared Service
 - Contracts for the Identity Services
 - Establishes the Identity standards via the Federal Identity & Credentialing Access Management Office
- **USPS**
 - Provides the secure broker service
 - Technology Operating Entity
 - Guides technology integration
- **NIST**
 - Provides leadership and strategy as defined by the National Strategy for Trusted Identities in Cyberspace
- **Pilot Agencies**
 - VA, State Department, NIST, USDA



Timeline

Aug
2014

- LOA 1 Integration

Oct
2014

- LOA 4 Integration

Nov
2014

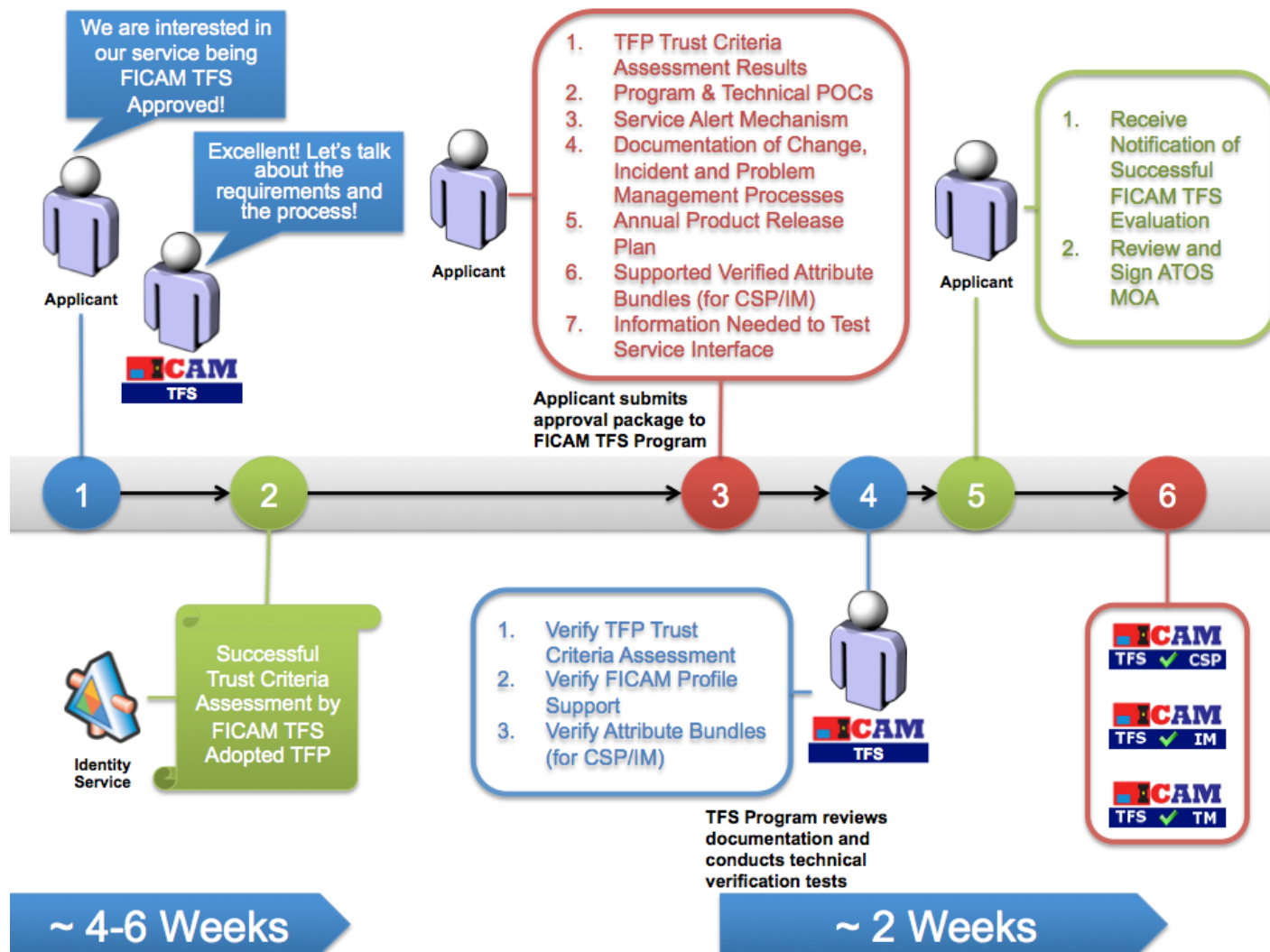
- LOA 2/3 Integration

Dec
2014

- Fully Functional



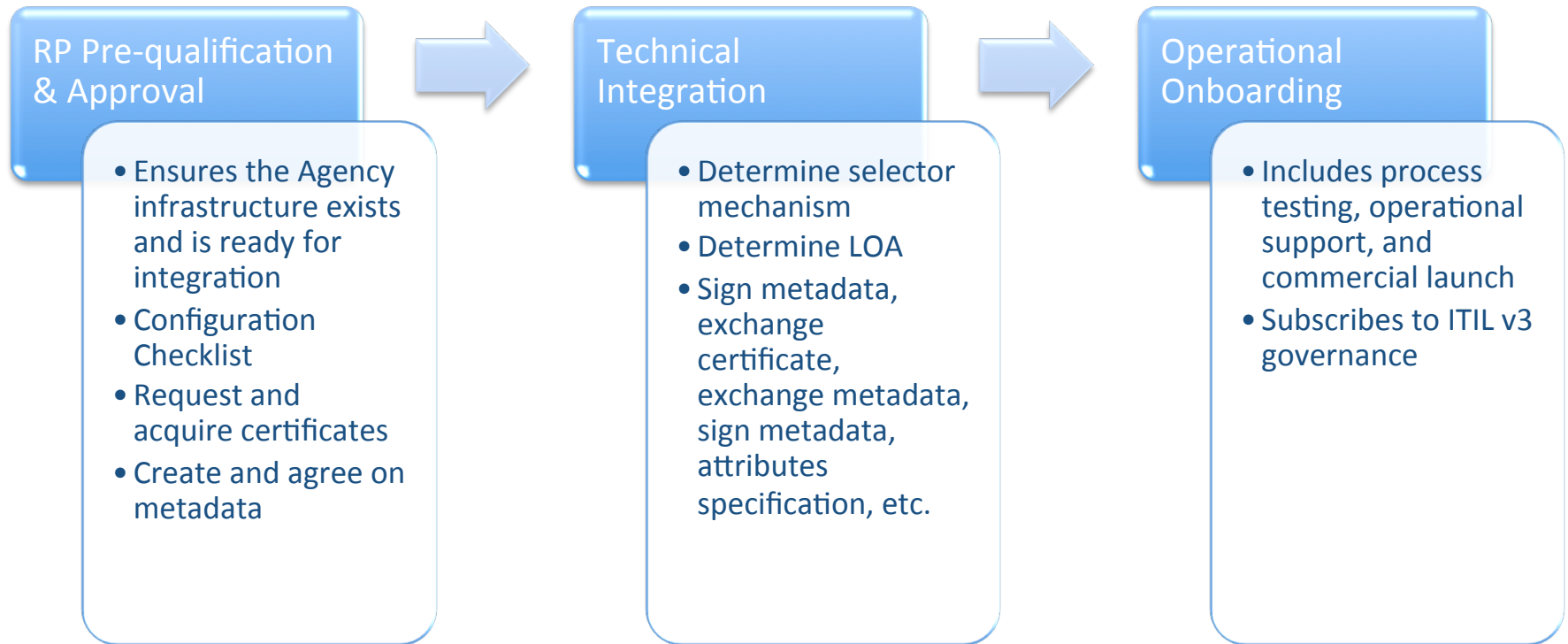
How Do I Get Started? (Identity Service Provider)



<http://www.idmanagement.gov/custom-block/ficam-tfs-approval-process>



How Do I Get Started? (Agency)





For More Information

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