

# 50%

of adults have created  
a Yoti account



Residents can now file  
a tax return online



## How the Government of Jersey delivers online services with digital ID



### Company

The Government of Jersey



### Industry

Government



### Solution

Digital ID



### Implementation

Web SDK

Jersey is a UK crown dependency in the Channel Islands with a population of around 108,000 people.

### Challenge

In 2017, the Government of Jersey released a tender for a digital identity scheme to enable them to verify and authenticate citizens online. They wanted to deliver online public services through the one.gov.je portal, which would span social security, health and social services, income tax and driving licence applications.

The winning provider would have to deliver an accessible tool that people could use to prove their identity online and securely authenticate themselves across platforms and services. A key objective was for it to be suitable for use in the private sector, given this had been a failure of other government digital identity projects. The solution had to be citizen-centric and ready for a government-wide roll out as quickly as possible.



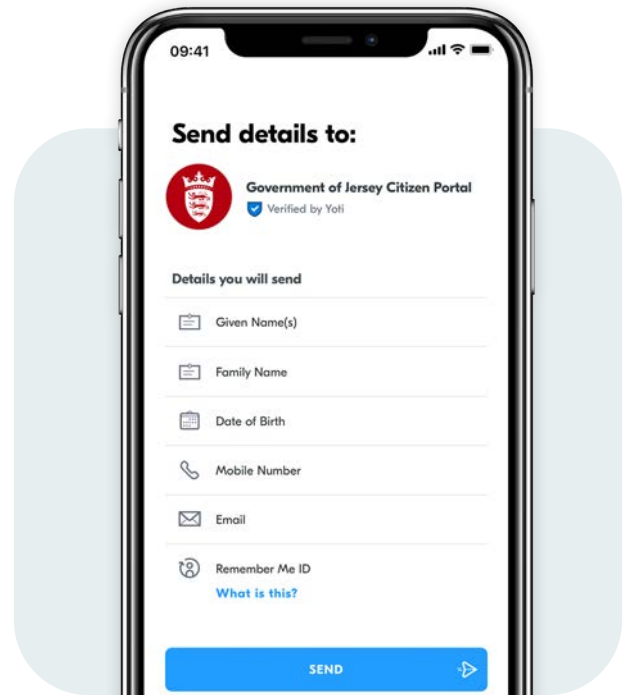
*“A secure digital ID system is fundamental to providing integrated, online services and supporting the modernisation of Jersey’s public sector. Yoti’s technology will enable islanders to prove who they are so they can safely access government services online.”*

**Senator Ian Gorst** - Former Chief Minister of Jersey

## Solution

After a competitive procurement process, the Government of Jersey selected our digital identity app for its seamless digital experience and reusability across public and private sectors. The app is free to download and makes it easy for anyone to create a digital ID by taking a scan of their ID document and a biometric selfie.

Once verified, users can securely share their verified identity details by scanning a QR code on the government website with their Yoti app. This matches them against records in the Government's People Directory, giving them access to all online services. They can use their Yoti Digital ID to securely sign back in to their account with biometric 2FA.



## Results

The project went live in January 2019 and has enabled Jersey citizens to digitally verify and authenticate themselves online and in person for public services at a disruptively low cost.

In January 2020, the Government of Jersey gave citizens the option to complete their tax return online. This was the first government online service they offered that required people to verify their identity and it saw over 25 percent of returns completed online. It also gave citizens a longer time period to file their tax return and reduced the number of fields they had to complete with a dynamic form that responded to individual circumstances.

Over 50 percent of the adult population of Jersey have created an account. As the government delivers more online services, we expect to see this uptake increase.

A second major service has been launched by Jersey Immigration and Customers Service to allow those applying for the right to remain in Jersey to complete their identity and nationality verification checks remotely using Yoti. This replaces the current in-person system which poses a health concern in the wake of the ongoing coronavirus crisis.

We look forward to supporting the Government of Jersey as they deliver further online services through their programme of government digital transformation.

Contact us at [yoti.com/business](https://yoti.com/business)