



## e-Citizen Plus

e-Citizen Plus is currently the only available out-of-the-box solution to integrate your web delivered services with the Government Gateway.

With e-Citizen Plus, citizens have access to both local authority and central government online services using a single sign-on. For example, to view Council Tax details online and complete an HMRC Self Assessment Tax Return online, customers only need to remember one username and password.

e-Citizen Plus allows authorities to easily provide seamless access via the Government Gateway to Capita Self Service modules, including Council Tax, Business Rates and Housing Benefits. e-Citizen Plus also provides the framework to allow an authority to set up links to other third party web applications (e.g. an online leisure booking service) from within an e-Citizen profile.

e-Citizen and Government Connect bring local and central government services together, providing the following benefits to authorities:

- Improved customer service and accessibility – customers no longer have to remember numerous usernames and passwords or register individually for each government service online
- Increased usage – single sign on removes barriers to accessing online services helping increase uptake and reduce the need for citizens to use other more expensive channels such as telephone

e-Citizen Plus is an out-of-the-box solution and provides many advantages over bespoke solutions:

- Minimal software costs – resources are not spent developing expensive bespoke solutions which are costly to maintain in the long term
- Simplified Government Connect registration process (QPAC) – a simplified e-Citizen registration process has been agreed with Government Connect. Capita has already provided answers for many technical questions leaving authorities just 28 questions to answer, minimising the burden on authorities
- Faster implementation – the faster QPAC process combined with an out-of-the-box product and Capita's extensive implementation skills mean that Capita is able to deploy e-Citizen Plus in record time
- Support for existing e-Citizen users maintained – the e-Citizen product will enable those with a current e-Citizen login the option to add a GC Register ID to their profile whilst allowing them the option to continue to use their existing ID

### Normal Process

- 14 week process
- 44 page questionnaire
- 91 questions including technical questions
- Requires consultation with Government Connect/ Government Gateway
- You need to define your registration process

### e-Citizen Plus Fast Track Process

- 4-6 weeks process
- 14 page questionnaire
- 28 questions – mostly contact information
- No need for Government Connect/Government Gateway consultation
- Predefined process already approved by Government Connect/Government Gateway

To find out more about e-Citizen Plus please contact your Account Manager.