



From mountain to sea



## Frequently Asked Questions

### **What is myaccount?**

mygovscot myaccount (myaccount for short) is an identity verification and sign-in service designed to help Scottish public sector organisations such as Local Authorities and Health Boards deliver services to the right person. myaccount works by letting you set up an online account, prove who you are and then use your account to access different online public services without having to create lots of different accounts. We do this by transferring information about you to the organisation that is providing the service (Service Provider) when you log in and consent to share your data with that service.

This tells Service Providers who you are and gives them information to determine whether they will offer you/grant you access to the service. Some services will require you to have either a partially verified or verified account. We will always show you what personal information you are sharing with the Service Provider when you sign up for a service with them.

You can search for participating public services in your local area and nationwide accessing the services.

### **How does it work?**

When you register for a myaccount through mygovscot, you're asked to create a unique username and password. You can then use this single set of sign-in details to access a growing number of public sector services across Scotland.

You can use myaccount to update your official records, pay council tax and request permits - so it's important that the organisations you access are able to confirm you are who you say you are. Some of the personal data you give us when you register for an account is mandatory as we need it to establish who you are (your core identity data) and to manage your account.

This includes your:

- Forename;
- Surname;
- Gender (Male, Female, Prefer Not Say or Prefer to Self-Describe);
- Address;
- Date of Birth;
- E-mail Address; and
- Username (if different from your email address).

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Users also have the option to register for a myaccount using their Yoti account. When selecting this option, users will be prompted to consent to share their Yoti information on the Yoti app to create a myaccount; this includes full name, given names, family name, email address, date of birth, gender, address (Structured) and Yoti Remember Me ID. Only Yoti accounts where both the name and address has been verified will be allowed to register for a myaccount.

We also ask you to set a password when you activate your account. We never share your password with Service Providers or anyone else.

- If you are resident in Scotland it matches the address you provide against the list of official addresses compiled and maintained by Scottish Local Authorities.

### **What happens if I forget my username?**

If you forget your username, click on the sign in button from the myaccount [home page](#) and select the option for 'Forgot Username' to retrieve your forgotten username.

When you request a username reminder, you will be asked to confirm your e-mail address, post code, gender and date of birth in order to ensure that you are the account holder.

### **Do I need to provide my phone number?**

During the registration process you'll be asked to provide your phone details which may be used to provide enhanced account security in the future. Please note we do not use your number to send you unsolicited information. Providing your phone number is optional, but we recommend it as it may be useful to allow a service provider to contact you.

### **How will myaccount benefit me?**

myaccount gives you one easy way to access your public sector services online. It saves you time and effort by allowing you to accomplish tasks over the internet, rather than in-person or through the post.

With a myaccount, you can:

- access your public sector services online using just one username and password
- conveniently update your account details - like a new address or phone number - without needing to contact each individual organisation
- avoid having to re-register with local public sector services when you move to a new part of Scotland
- ensure your details remain secure and are visible only to the public sector services you choose to use
- For some higher value or sensitive services, you may be asked to provide additional information before you access these services e.g. your Council Tax Reference Number.

In order to receive the best possible service through myaccount, you should try to keep your personal details up-to-date. If your address, email or phone number changes, you can update this information within your profile management page or by contacting your public sector service providers directly.

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### **Is it compulsory?**

No - myaccount is entirely voluntary. It's designed for those who prefer to do tasks online, rather than go into a local office or send a letter through the post.

We know that not everyone will want or be able to access services online, and traditional methods (e.g. visiting local offices in person or contacting them through the post) will still be available for some but not all services.

### **What public sector services can I access through myaccount?**

The number of services accessible through myaccount will continue to grow. Not all services will be available immediately and depending on your local authority, you may be able to pay council tax, request permits and eventually even renew library books online using myaccount.

### **Who is providing this service?**

myaccount is provided by the Improvement Service and funded by the Scottish government, it is completely free and entirely voluntary to the user.

The myaccount service was developed and is operated by The Improvement Service on behalf of public service organisations. The Improvement Service is a non-profit organisation that works to improve the efficiency, quality and accountability of local public services in Scotland.

## Using myaccount

### **How do I register?**

You can register for a new account or use your Yoti to create a myaccount. Please note that an e-mail address can only be used for one myaccount. If you try to register a new myaccount using an e-mail address which has already been used for another account, you will need to provide a different e-mail address.

Registering takes about five minutes, and you'll be able to access certain services right away. For others, you'll need to further verify your details to and increase your 'verification level' first. If you choose to register for a myaccount using your Yoti, you will receive a fully verified myaccount.

### **What is Yoti?**

Yoti is your digital identity app - the easiest, most secure way to prove your identity online and in person.

For more information go to <https://www.yoti.com/> or download the free app.

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### **How do I find and access my public sector services?**

You can search for and access public sector services by clicking on "my services" once you have signed in to your myaccount. Alternatively, before you sign in, you can click on "services" and search to see what services are currently available on myaccount.

### **How do I increase my account verification level?**

When you register with myaccount, you automatically begin with an unverified account. With an unverified account, you'll be able to access only a limited number of services. Other services will require you update your account to Partially Verified, or Verified.

myaccounts are assigned a verification level that tells organisations that deliver services how much verification has been carried out when you set up your account. This is important because some services need a greater degree of assurance that the person asking for the service is genuine. The myaccount service offers three verification levels.

- Unverified - you have supplied us with some personal details but have not yet verified them.
- Partially Verified - you have supplied us with some personal details along with some other information known only to you and the organisation delivering the service so we can be more sure that you are who you say you are.
- Verified - you have supplied us with some personal details along with some other information and have gone through some formal verification process with a public body such as a Local Authority, a school or an NHS clinic so we have a greater degree of confidence that you are who you say you are. If you have registered for myaccount using your Yoti, your myaccount will be Verified.

### **Partially Verified Accounts**

For a Partially Verified myaccount, you'll be asked to provide additional information electronically in order to further validate who you are and that you live at the address provided.

You'll be prompted with more specific instructions on how to do this when you try to access a service that requires a Partially Verified account. Follow those instructions and you'll then be able to access all services that require an Unverified or Partially Verified account.

### **Verified accounts**

For a Verified myaccount, you will need to provide additional proof of who you are and where you live.

You can do this in one of three ways:

- Verify your identity through Yoti and link your Yoti to your myaccount
- Take the relevant documentation to the office of your local authority
- Verify this information through your existing relationship with another public sector service provider, such as a school or NHS clinic.

You'll be prompted with more specific instructions for these methods when you try to access a service that requires a Verified myaccount. Follow those instructions and you'll then be able to access all participating services (i.e. those that require an Unverified, Partially Verified, or Verified myaccount).

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### **How do I cancel my account if I no longer want it?**

You can cancel your account within your profile management page or by visiting your local authority (or any other public sector service provider who provides you with services), where an agent can cancel your account on your behalf.

You will have the option to temporarily disable your account or permanently revoke it. Please note that if you revoke your account and then decide at a later date that you would like a myaccount, you will have to register again. We have recently introduced a 30-day cooling off period. If you wish to reinstate your myaccount within 30 days of revoking it, please raise a support request and our support team will be able to assist you.

### **What happens if I forget my password?**

If you forget your password, [click here to reset it](#). A new one time use password will be sent to you by email.

When you request to reset your password, you will be asked to confirm your username and e-mail address in order to verify that you are the account holder.

### **Can I change my password?**

Yes, you can change your password at any time through your profile management page.

### **What is One Time Password?**

A One Time Password is provided if you've forgotten your password or during the registration process in some cases.

### **Can I make an amendment to my name/date of birth held on myaccount?**

You can change the name and date of birth on your account by signing in to mygovscot myaccount, click on "Edit details" under "Personal" tab and follow the on-screen instructions to update your details.

### **Can I make an amendment to the postal address held on myaccount?**

You can change your address by signing in to mygovscot myaccount, click on "Edit details" under the "Address" tab and follow the on-screen instructions. If your address is not listed, click "Could not find address?" and you can enter it manually.

### **How do I update the email address registered to myaccount?**

You can update your own email address by signing in to mygovscot myaccount, click "Edit details" under contact. You can then edit your email address by following the on-screen instructions.

## Security and trust

### **How secure is myaccount?**

myaccount has been carefully designed to give you **highly secure** access to public sector services and keep you in control of your personal information.

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For extra security, certain public sector services require you to further verify your account before granting you access online. This adds an additional layer of security to the system. You can also use your Yoti to create a Verified myaccount.

The physical and informational security policies, procedures, practices and configuration of the myaccount service all follow current best practice. The system's security is regularly reviewed and audited.

### **Will you ever ask for my username or password by email or over the phone?**

No. We will never ask for your sign-in details by email or phone.

If a person or organisation asks for your username or password by email or over the phone, it may be a 'phishing' scam. To keep your account secure, **never share your sign-in details with anyone.**

### **What must I do to keep my account secure?**

When you register for a myaccount, you will agree to keep your account details secure, and will not divulge your sign-in details or security question to any third-parties. myaccount is for your personal use and is not transferable.

## Data sharing and privacy

### **Who is able to access my personal information?**

myaccount is funded by the Scottish Government, but the Government will **not** have access to the information that you provide.

Your basic information (name, date of birth, gender, postal address, email address and username) will be stored by The Improvement Service, the publicly funded non-profit that manages the myaccount service. This information will only be shared with the public sector organisations (e.g. your local council or health board) that you choose to access through myaccount when you consent to share your data online with that service.

All access to your information is controlled and audited.

### **How will my information be shared?**

When you consent to share your information with a particular public sector service, it will be transmitted through a series of automated secure business processes developed as part of the myaccount service.

### **If I agree to share my details with a service provider, can I change my mind in the future?**

Yes, you can retract your consent by removing the service from your profile management page. You can also do this by visiting the office of the organisation providing the service, where an agent can retract your consent on your behalf.



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**Will my personal details be sold to a private company for commercial purposes?**

No. myaccount has been developed solely for public sector services only. Your information will not be sold to companies in the private sector.

**Will I receive 'spam' email or mail as a result of myaccount?**

No. Your local authority or other public sector organisations may contact you to let you know that you are entitled to a new service. However, you will never receive 'spam' emails or letters from commercial companies.