



Follow-up on your in-person identity verification experience

How did we do? Tell us about your experience verifying your identity in person with Login.gov at the Post Office. Your answers will be anonymous and we will only use them to improve this service. All responses are voluntary. If there is a question you would not like to respond to, you can exit this survey at any time. All data collected will be protected according to the following [privacy and security standards](#).

1. Which government agency asked you to verify your identity with Login.gov?

2. At which point in the Login.gov process did you choose to verify your identity in person?

☐ At the beginning of the process

☐ After being unable to upload my ID

3. Tell us why you chose to verify your identity in person. Select all that apply.

☐ I don't have a mobile device

☐ I don't have a stable internet connection

☐ I'm not comfortable uploading photos of my ID

☐ I would rather interact with a person

☐ I couldn't verify online so I did not have another option

☐ Other

Enter other text

Enter other text

4. Overall, how easy or hard was it to verify your identity in-person with Login.gov?

☐ Very easy

☐ Easy

☐ Neither easy or hard

☐ Hard

☐ Very hard

5. Tell us more about your online and in-person experience with Login.gov and what made this easy or hard.

What worked well? What, if any, issues did you experience? What could have been better?

6. When you were getting ready to visit the Post Office, which of the following statements were true for you? Select all that apply.

☐ I thought I might need an appointment

☐ I assumed there would be a line

☐ I like the customer service at the Post Office

☐ Getting to the Post Office is easy

☐ I understand why I needed to verify at a Post Office

☐ None of these statements apply to me

7. How knowledgeable was the Post Office retail associate who conducted your verification?

☐ 1 - Not knowledgeable at all

☐ 2 - Not knowledgeable

☐ 3 - Neutral

☐ 4 - Knowledgeable

☐ 5 - Very knowledgeable

8. How likely are you to recommend Login.gov's identity verification service at the Post Office to a friend or family member?

☐ 0-Not likely

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10- Very likely

9. Which of the following spaces would you feel comfortable verifying your identity in person? Select all that apply, and add any additional locations you can think of.

☐ A U.S. Post Office

☐ Federal government-operated spaces such as a Social Security Administration office, an IRS office, a VA hospital, etc

☐ State and local government-operated spaces such as City Hall, the DMV, a public library, etc

☐ Retail stores such as grocery stores, general stores, dollar stores, etc

☐ Spaces such as a AAA location, public notaries, tax preparation offices, etc

☐ None of the above

☐ Other

Enter other text

Enter other text

10. Please provide your email address if you are willing to speak to us to improve this service in the future. Your feedback is important for us!

This is the only way for us to contact you, so please double-check that your email address is correct!

Submit

A Federal agency may not conduct or sponsor an information collection subject to the requirements of the Paperwork Reduction Act unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 3090-0325 (expires 4/30/2025). Without this approval, we could not conduct this survey. Public reporting for this survey is estimated to be approximately 5 minutes per response. All responses to this survey are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to Login.gov - <https://login.gov/contact/>.

