

Reimagining trust: The future of resident identity in public services

How Okta and Socure help agencies streamline access, prevent fraud, and ensure security

State and local agencies today face growing identity threats while meeting rising expectations for fast, digital-first public services. Residents increasingly expect frictionless interactions, from benefits and licensing to records and assistance. Resident identity refers to the secure digital identity system that enables residents to access public services more safely and efficiently.

The value of resident identity

Resident identity is the digital backbone of modern government. When implemented well, it gives each verified user seamless access across programs through a single, secure login backed by robust multi-factor authentication. This approach increases security, supports inclusion, helps to build public trust, and enables agencies to streamline service delivery. However, state and local agencies face four major barriers that prevent this vision from becoming a reality:

- **Fragmented systems:** Siloed identity solutions and a lack of interoperability between agencies lead to duplicate records, inflate costs, and frustrate users with inconsistent experiences.
- **Security risks:** Weak identity checks and legacy systems expose personally identifiable information (PII) and core infrastructure to identity fraud and cyber threats.
- **Limited access:** Limited ID ownership, digital literacy, language barriers, or internet access prevent many from using essential online services.
- **Complex compliance requirements:** Evolving mandates and state privacy laws require agencies to ensure secure, compliant identity management or risk audit findings, reputational damage, and penalties.

These barriers are continuing to grow in scale and complexity. Adopting a unified, secure, and inclusive identity approach to modernize service delivery has never been more critical.

Better together: Modernizing access and trust with Okta and Socure

Okta and Socure verify resident identities at account creation and continuously monitor for fraud across the entire lifecycle.

By combining Okta's robust Customer Identity and Access Management (CIAM) with Socure's advanced ML-driven identity proofing and fraud monitoring, agencies experience:

1. Seamless "no wrong door" access

Okta's CIAM platform grants every resident a single identity and login across government services. With single sign-on and consistent authentication, residents no longer need to manage multiple accounts or passwords when engaging with different agencies or programs. This improves efficiency and the overall user experience.

2. Real-time fraud insights

Socure applies advanced AI/ML techniques to verify applicant identities in real time. This includes document verification, behavioral analytics, and risk scoring at onboarding and throughout the resident's lifecycle. Real-time fraud detection helps prevent account takeover, third-party fraud, and synthetic identity abuse from the start.

3. Zero Trust security and inclusive access

Jointly, Okta and Socure deliver identity-first, Zero-Trust security. This means that every account, device, and transaction is continuously verified for legitimacy. Inclusive identity proofing supports a range of verification options from digital and physical IDs and adaptive risk checks to multilingual access. This helps to ensure secure access for diverse populations so the right individuals gain the right access securely and compliantly every time.

Okta and Socure deliver a more seamless, secure, and inclusive identity solution that helps empower agencies to protect and serve their residents throughout every stage of the digital journey.

A unified resident identity delivers seamless access

Okta and Socure combine advanced identity verification with secure access management. This allows state and local governments to provide seamless digital services and enhance security, trust, and inclusion.

With Okta and Socure's integrated solution, agencies gain critical advantages:



Reduced friction and lower IT burden with a single, secure resident identity, simplifying authentication and reducing help desk demand.



Enhanced fraud prevention by using real-time risk signals, behavioral analytics, and secure account authentication at every step.



Inclusive digital access with flexible, equitable identity verification, closing the gaps for people without traditional credentials or who are in underserved or hard-to-reach populations.



Stronger compliance and auditability via auditable logs, automated policy controls, and continuous alignment with evolving state standards.

These advantages help agencies serve residents more efficiently while reducing risk and complexity.



Build trusted, modern government services with resident identity

Together with Okta and Socure, agencies can build a unified resident identity foundation that simplifies access to services and helps rebuild public trust. By addressing fragmentation, security, accessibility, and compliance challenges, Okta and Socure enable agencies to deliver modern, user-friendly government services.

Learn how Okta and Socure can help your agency, watch our [webinar](#) or reach out to a representative at [Okta](#) or [Socure](#).

About Okta

Okta is the World's Identity Company. As the leading independent Identity partner, we free everyone to safely use any technology—anywhere, on any device or app. The most trusted brands trust Okta to enable secure access, authentication, and automation. With flexibility and neutrality at the core of our Okta Workforce Identity and Customer Identity Clouds, business leaders and developers can focus on innovation and accelerate digital transformation, thanks to customizable solutions and more than 7,000 pre-built integrations. We're building a world where Identity belongs to you. Learn more at okta.com.

About Socure

Socure is the leading platform for digital identity verification and trust. Its predictive analytics platform applies artificial intelligence and machine learning techniques with trusted online/offline data intelligence from physical government-issued documents as well as email, phone, address, IP, device, velocity, date of birth, SSN, and the broader internet to verify identities in real time. The company has more than 1,500 customers across the financial services, government, gaming, healthcare, telecom, and e-commerce industries. Learn more at socure.com.