



— NATIONAL IDENTITY SELF-SERVICE

Citizen Portal.

The human front door to a national identity programme. Start online, arrive at enrolment prepared and keep the next step clear.



GUIDED START

Pre-register before an in-person visit is needed.

VERIFIED CONTACT

Confirm the resident's mobile number by one-time code.

CLEAR NEXT STEP

Issue a reference, documents checklist and appointment route.

— REMOTE START. ASSURED FINISH.

National ID should not begin in a queue.

Citizen Portal gives residents a clear, structured way to start their national ID journey remotely. It does not pretend that high-assurance identity is a document-only process: it prepares the person for the evidence and biometric appointment that follow.

ONLINE Apply Capture essential details, choose a preferred language and confirm a trusted contact number.	PREPARE Reference Create an application reference and explain the documents and appointment that come next.	IN PERSON Enrol Complete document review and biometric capture through the programme’s approved enrolment channels.
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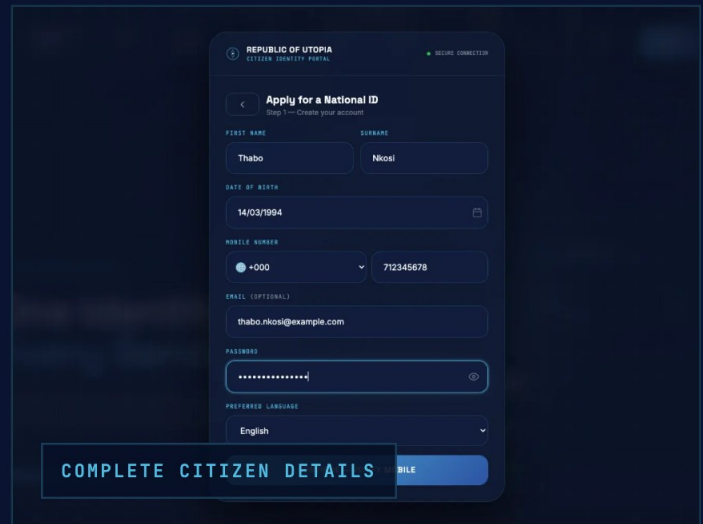
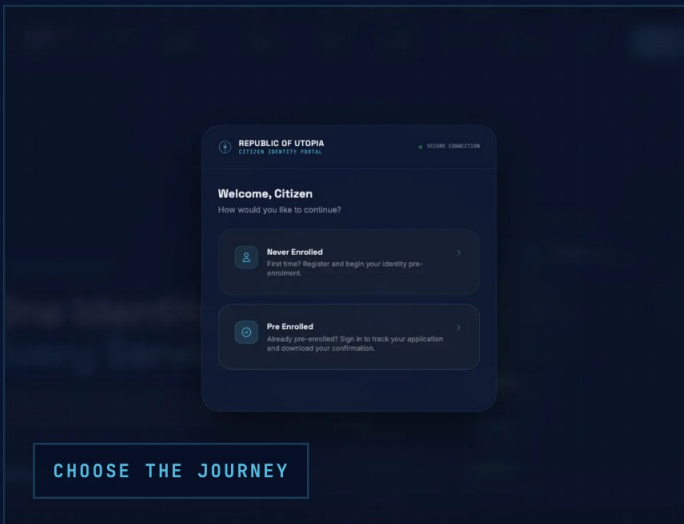
OUTCOME

Residents begin with clarity, while the programme keeps the right evidence and assurance steps in the right place.

— EACH SCREEN HAS ONE JOB

A guided path from first visit to verified contact.

The portal distinguishes between new and returning applicants, then captures the information needed to start the application without making the resident guess what comes next.



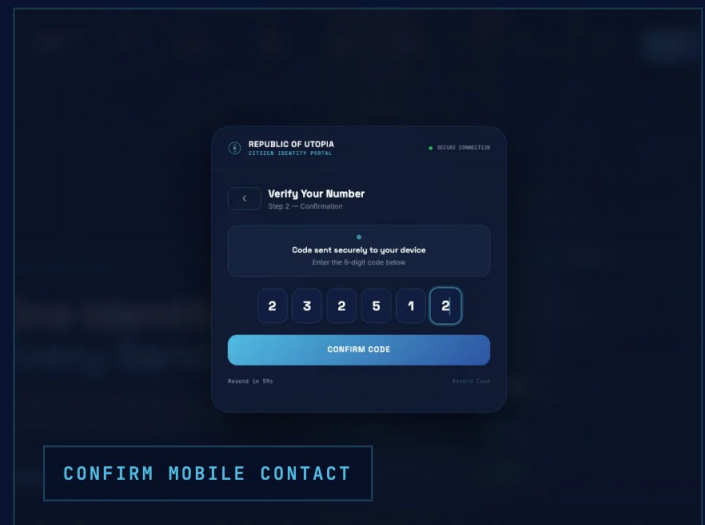
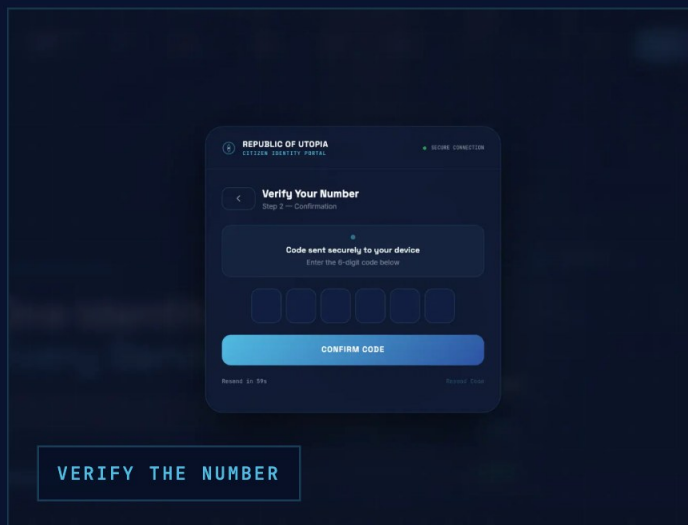
DESIGNED FOR A NATIONAL ROLLOUT

Collect a mobile number, core biographic details and a preferred language in a consistent, programme-defined flow.

— VERIFY FIRST. THEN SUBMIT.

A reliable contact route before an application exists.

A one-time code confirms the resident's mobile number before the portal creates an application reference. That mobile number becomes the secure route back into the journey for the resident and the programme.



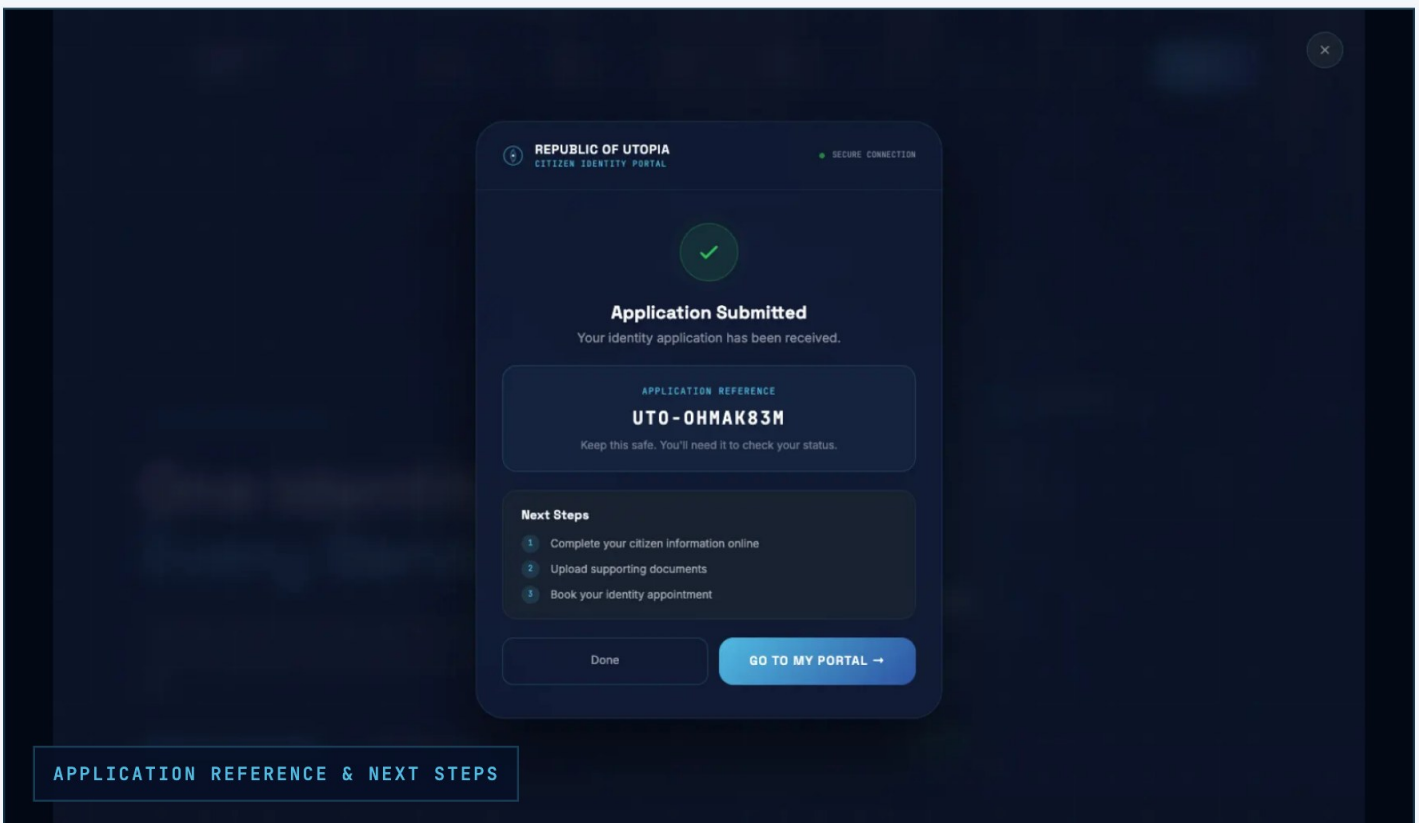
OUTCOME

Do not issue a reference until the programme has a verified route to communicate the next step.

— REGISTRATION IS STEP ONE, NOT THE WHOLE JOURNEY

Give residents a reference they can act on.

The submission screen confirms that the pre-registration is complete and turns it into a practical next-steps plan: complete citizen information, upload supporting documents and book the identity appointment.



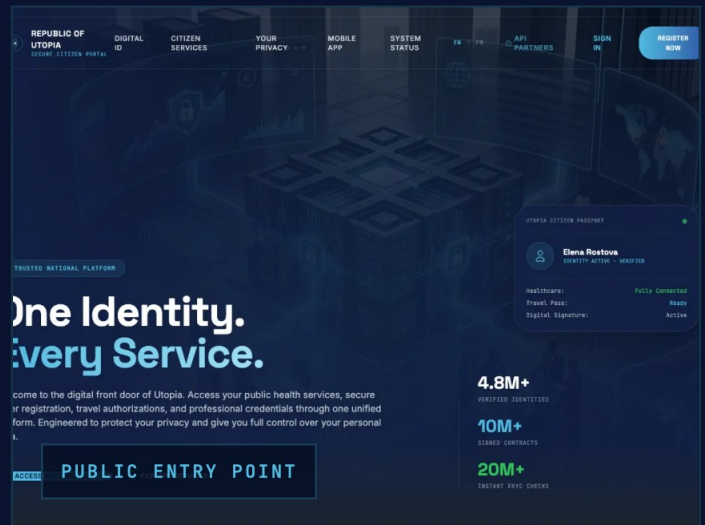
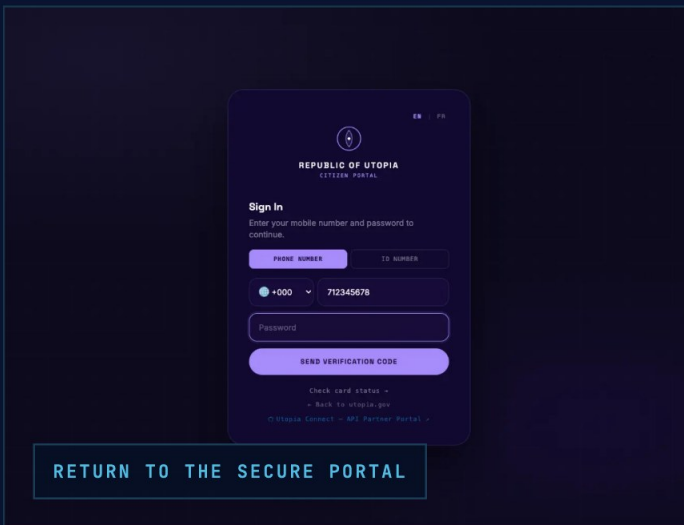
THE CRITICAL HANDOFF

Online pre-registration prepares the resident for document review and in-person biometric enrolment; it does not replace them.

— ONE CITIZEN-FACING LAYER. THE RIGHT SYSTEMS BEHIND IT.

Make the first step useful to both residents and programme teams.

Citizen Portal guides the person. The national programme controls the identity lifecycle through the systems designed for enrolment, biometric assurance, credentials and governed service access.



Behind the portal

- + BioEnrol for in-person capture
- + Civil ABIS for biometric matching
- + Programme-defined document and appointment workflows

Beyond enrolment

- + GovPass for credentials where required
- + X-Bridge for governed services
- + Auditable citizen and programme interactions



— A BETTER FIRST STEP FOR NATIONAL IDENTITY

Make the first step clearer for citizens and more useful to the programme.

Talk to Axon about citizen journeys, pre-registration rules, assisted channels, appointment handoff and connection to national enrolment infrastructure.

[Talk to Our Team](#)

axonwireless.com/platforms/citizen-portal · sales@axonwireless.com