

HOW TO LOG ON TO FRANCECONNECT

MAKE SURE YOU:



1 60 04 25 31 114 26

Have a **social security number** starting with a 1 or 2

Have or create **an operational account** with one of the following identify providers:



Go to the administrative website for the procedure to carry out



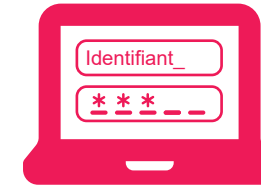
Choose the identify provider with which you already have an account



Carry out the procedure



Click on the button "Login with FranceConnect"



Enter your logins

1

2

3

4

5

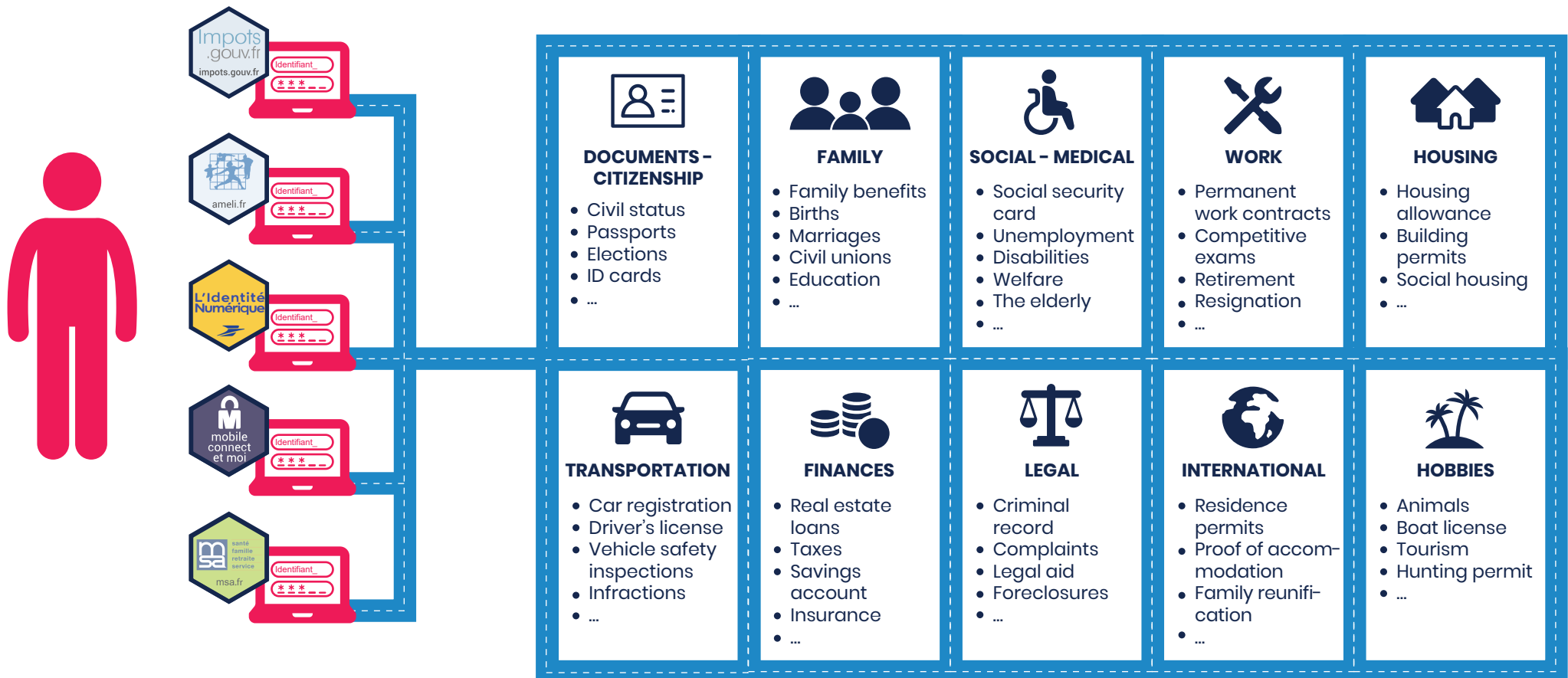
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WHAT IS FRANCECONNECT?

FranceConnect makes it possible **to connect to all administrative websites with one single login/password.**

You choose the login / password from an administrative website you already use (among the 5 available).

This login / password will give you access to all administrative websites.



WHICH IDENTITY PROVIDER SHOULD I CHOOSE?

Creating an account with an identity provider **depends on the user's profile, their situation, or the personal information they have on hand.** Here is what each of them requires:



Tax number YES ☐ NO ☐

Reference income tax YES ☐ NO ☐

Online access number YES ☐ NO ☐

DID YOU CHECK ALL THE YES BOXES?

➔ You can choose this identity provider



Social security number YES ☐ NO ☐

Healthcare card YES ☐ NO ☐

Bank information YES ☐ NO ☐



If the user creates an Ameli account, all of their Health Insurance procedures will then need to be carried out online.

DID YOU CHECK ALL THE YES BOXES?

➔ You can choose this identity provider



Valid French ID YES ☐ NO ☐

Validation of your ID by an authorized postal worker at home or in a post office YES ☐ NO ☐

Smartphone (Android or iOS) to use the mobile app YES ☐ NON ☐

DID YOU CHECK ALL THE YES BOXES?

➔ You can choose this identity provider



Subscription to Orange or Sosh YES ☐ NO ☐

ID YES ☐ NO ☐

Smartphone to download the application required for registration YES ☐ NO ☐

DID YOU CHECK ALL THE YES BOXES?

➔ You can choose this identity provider

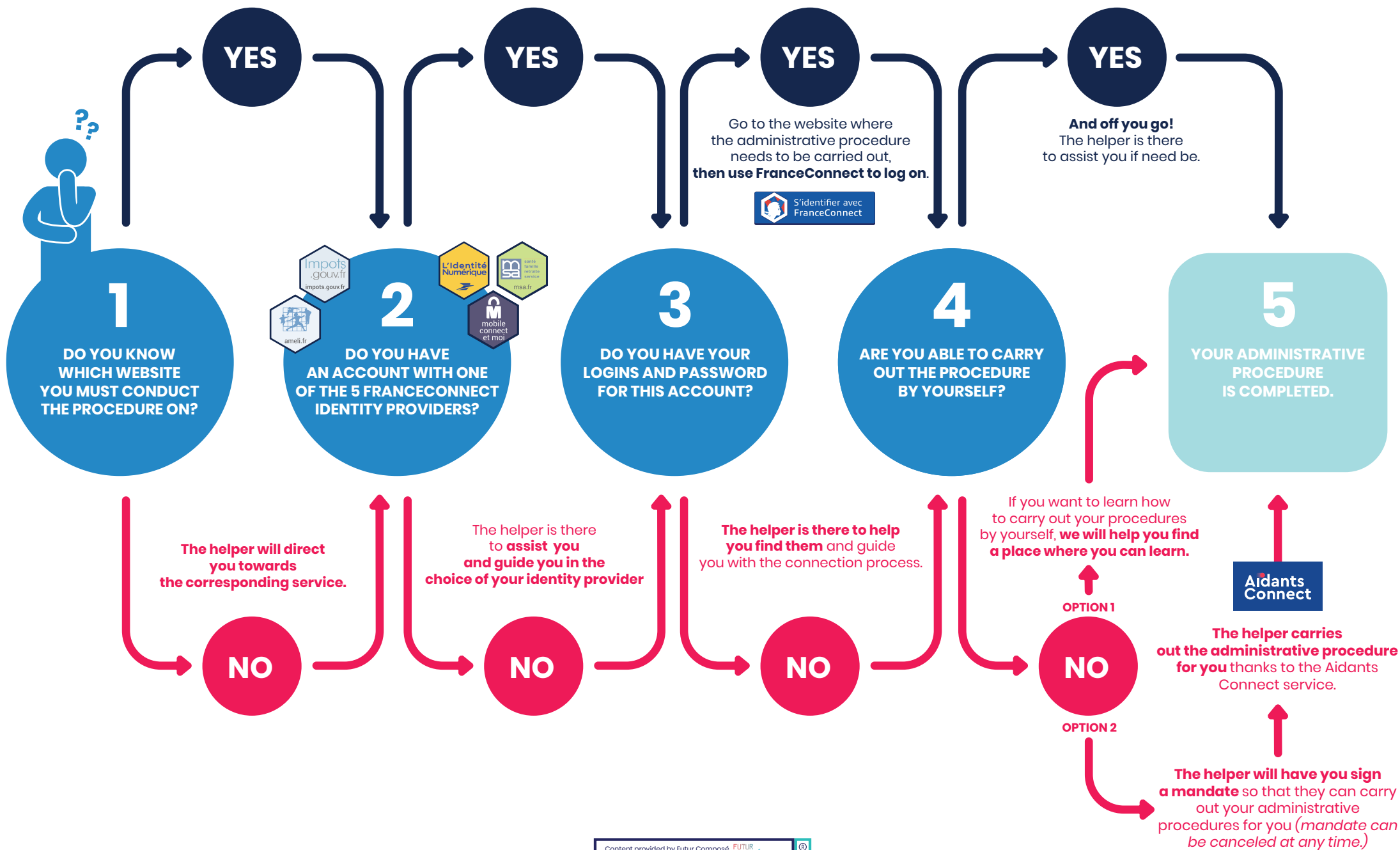


Affiliation to the MSA YES ☐ NO ☐

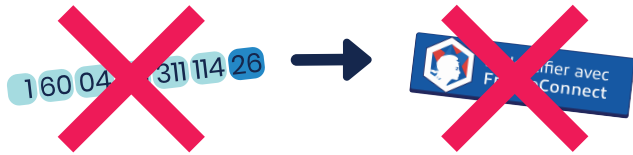
DID YOU CHECK ALL THE YES BOXES?

➔ You can choose this identity provider

YOU HAVE AN ADMINISTRATIVE PROCEDURE TO COMPLETE



FOR USERS WHO ARE UNABLE TO USE FRANCECONNECT

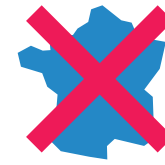


If a user does not have a social security number, **they will be unable to use FranceConnect.**



1 60 04 25 31 11 4 26

A social security number corresponds to a person's registration number with the National Identification Directory for Physical Persons (RNIPP), which keeps an inventory of people and is managed by INSEE.



People born in France are registered with the RNIPP from birth. **If you meet a user who was born abroad and is not registered with the RNIPP, you need to direct them to a specialist organization, depending on their profile.**



Born abroad and seeking asylum

Health insurance office

...or other organizations through social workers so that these users can get registered (they will then be handled by the CNAV)



Born abroad and employed or not working

CPAM or CAF
In the department where they work or live



Born abroad and a farm worker or operator

MSA



Born abroad and self-employed

CPAM



Born abroad and civil servant or military, SNCF, etc.

Special system



Born and lives abroad and asks for survival benefits

Carsat, supplementary insurance office, MSA or other organization on which the deceased depended.

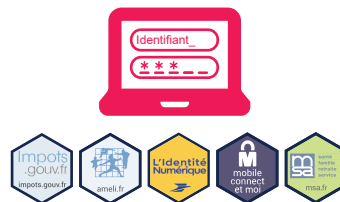
FranceConnect has been deactivated for the deceased for security-related reasons. It is therefore impossible to connect using the name of a deceased person.

WHAT IS AIDANTS CONNECT?

Aidants Connect makes it possible for **authorized professional helpers to carry out administrative procedures online legally and safely on behalf of people who have trouble with digital tools.** All connections made are recorded and stored.



I go to a support establishment
for help in carrying out my online
administrative procedures.



**I make sure I have an account with
one of the 5 FranceConnect identity
providers. If not, the helper will assist
me in creating one.**



**Together, we will define
the scope of the procedures
with which I would like help.**



**Thanks to their Aidants Connect account,
the helper carries out the online
procedure for me.**

*Aidants Connect facilitates this support
on all websites where these procedures
are accessible via FranceConnect.*



**The helper gives me a mandate to sign
and provides me with a paper hard copy.**



SIGNING A MANDATE



By signing this mandate,
I AUTHORIZE THE HELPER TO:

- **Carry out my administrative procedures** online, within the scope and timeframes decided upon together.
- **Use my personal information** to carry out the procedures in question.



By signing this mandate,
I PROMISE TO:

- Give **the helper** correct administrative information.



By signing this mandate,
I AM GUARANTEED THAT:

- **My personal information will be used for the procedures in question.**
- **I will have access to all the different uses of this mandate.**
- **I can terminate my mandate at any time** by using the form provided upon signing the mandate.
- **My personal information is registered in a secure manner.**