

Anna's journey with her digital identity



Preparation

1

From her home in Rome, Anna opens the airline's website to book her flight to Auckland via Istanbul. Using her EU Digital Identity Wallet, she shares her digital ID and Italian Accessibility Card.



Get approval

2

The system verifies her credentials instantly and pre-approves assistance for her trip. She receives confirmation for assistance and digital documents.

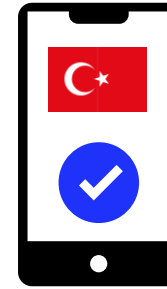


Check-in Rome (FCO)

3

Before departure, Anna shares her digital passport copy and completes check-in. She also opts to use biometrics for identity verification at the airport.

On the departure day, Anna proceeds to the counter, and the airline already knows she needs assistance, and a staff member greets her with a wheelchair at check-in



Transit Istanbul (IST)

4

Anna goes through biometric boarding. Her verified credentials from the EU wallet are instantly recognized.



Arrival Auckland

5

When Anna lands in Auckland, the process is just as simple. At arrival, her assistance is waiting at the gate. Her digital credentials are accepted for a simplified border process.