

Executive Order 14432

Streamlining Access to Government Services Through America.gov

September 29th, 2026

Overview

The President signed [Executive Order 14432](#) establishing [America.gov](#) as the unified digital front door to the Federal Government. The order is explicit that this is not another website or directory of links, but a secure, conversational point of entry where individuals sign in, ask questions in plain language, and complete government transactions without navigating multiple agency sites. GSA launched the platform the same day with the White House National Design Studio, drawing on more than 29,000 government websites.

Two dependencies define the implementation. Login.gov becomes the authentication service, with agency integration tied to the [Federal cybersecurity requirements](#) and [OMB M-26-18](#). And agencies must expose their existing public APIs, dashboards, and digital forms through the platform, making this an integration mandate rather than a content migration. Section 2(e) requires that AI used in connection with America.gov be accurate, reliable, and transparent. The order uses the term "[super intelligence](#)," the first operative EO text applying the terminology change signed the same day.

Key Deadlines & Required Actions

Deadline	Action	Owner
90 Days	Issue implementation memorandum to agency heads	OMB Director
Ongoing	Establish and operate America.gov as the single point of entry for covered services	GSA Administrator, with National Design Studio and OMB
Ongoing	Integrate Login.gov with America.gov as the authentication service	GSA Administrator
Ongoing	Provide GSA and OMB with historical and current usage and performance data for covered services	Agency Heads
TBD	- Identify covered services within the agency - Integrate service provision with America.gov securely and in a privacy-preserving manner, including making public APIs, dashboards, and digital forms accessible through the platform - Complete Login.gov integration consistent with 6 U.S.C. § 1523(b)(1)(D) and OMB M-26-18 - Provide GSA and OMB with historical and current usage and performance data for covered services	Agency Heads

What Counts as a Covered Service

Included: public-facing Federal services that serve more than 100,000 users in a 12-month period and can be accessed or applied for online.

Excluded: IRS tax filing services, services provided by the Department of War, and services provided by elements of the Intelligence Community

Modifiable: the OMB Director may add or exclude covered services by memorandum.

The 100,000-user threshold makes this a scoping exercise at every agency with significant citizen-facing volume. Benefits administration, immigration and travel documents, student aid, health program enrollment, veterans service, and business registration are all above the threshold.

Five Constraints the Order Places on the Build

Section 2 establishes policy conditions that function as requirements on any technology delivered into this environment.

1. **Common standards** of quality, simplicity, accessibility, interoperability, security, reliability, and design across participating federal digital services and public-facing websites.
2. **Agency custody preserved.** Each agency retains custody and control of its records, systems, statutory responsibilities, and adjudicatory authority. Unifying access must not create a centralized Federal system of records about the American people.
3. **Data minimization, secure authentication, auditable authorization,** and disclosure practices consistent with applicable law.
4. **AI accuracy, reliability, and transparency.** Section 2(e) states this as a policy requirement.
5. **Existing channels preserved.** In-person, telephone, mail, and agency-specific digital services remain available. America.gov is to be a better option, not the only one.

What Does This Mean for Government?

- **The order requires a unified access layer** while expressly forbidding a centralized system of records. Agencies must expose services through APIs and authorization flows while retaining custody of their own data. That architectural constraint drives the technical requirements more than the conversational interface does.
- **Login.gov becomes load-bearing infrastructure.** Agencies not yet integrated now have a second mandate pointing at it, with a statutory cite and an existing OMB memorandum attached. Identity, credentialing, and access management work moves up the priority list.
- **API readiness determines who integrates easily.** The order requirement attaches to public APIs, dashboards, and digital forms that **already support** these services. Agencies whose high-volume services sit behind legacy systems with no API surface will carry the heaviest lift.
- **Reporting is continuous.** Agencies must provide usage and performance data for covered services on an ongoing basis, which implies telemetry and analytics instrumentation many services do not currently have.
- **The accuracy requirement is the hard one.** A conversational front door that answers benefits and eligibility questions carries real consequence when it is wrong. Section 2(e) puts accuracy, reliability, and transparency in the policy text, which means evaluation, grounding, and auditability become delivery conditions.
- **Agencies absorb integration cost from existing appropriations.** Expect sequencing by volume and by existing API maturity rather than a simultaneous government-wide push.

Industry Implications

- **Login.gov integration is a named requirement** with a statute and an OMB memorandum behind it. This is the clearest funded-need signal in the order.
- **Integration work precedes AI work.** The near-term demand is API exposure, identity integration, and data plumbing at agencies whose services are in scope. The conversational layer is GSA's to build; the integration is every agencies.
- **AI accuracy becomes a procurement condition.** Grounding, citation to authoritative source, evaluation and testing, hallucination detection, and observability are now policy requirements for anything in this service path.
- **Privacy architecture is a differentiator.** The prohibition on a centralized system of records means federated access, data minimization, and auditable authorization must be verifiable.
- **Accessibility applies at platform scale.** The order names accessibility as a common standard, and a single front door for all federal services raises the [Section 508](#) stakes considerably.
- **Timing caution:** the OMB memorandum lands around **90 days** and will define requirements. Pitches built on assumed requirements before that memo issues are speculative.

Technology Mapping – Strong areas for Vendors

Policy Focus Area	Technology Area	Stakeholder
Service Integration with America.gov	API management, integration platforms, middleware, legacy modernization	Agency CIO, digital service teams
Login.gov authentication	ICAM, identity proofing, credential management, SSO	CISO, ICAM leads
Conversational access to services	Conversational AI, RAG, enterprise search, knowledge management	CAIO, CIO
AI Accuracy, reliability, transparency	Model evaluation, grounding and citation, hallucination detection, observability	CAIO, CIO
No centralized system of records	Federated data architecture, data minimization, consent and authorization management	CPO, CDO
Privacy Act and disclosure compliance	Privacy tooling, PIA automation, sensitive-data discovery, audit logging	CPO, CISO
Common accessibility and design standards	Section 508 testing and remediation, plain language, design systems	508 Program Managers, digital service teams
Forms and transaction completion	Digital forms, e-signature, workflow and case management	CIO, program offices
Usage and performance reporting	Telemetry, analytics, BI, dashboarding	CDO, CIO
Usage and performance reporting	Zero trust, API security, continuous monitoring	CISO