



**ENTRUST**

# Ghanian Gov't Instantly Issues National IDs Using CD800 Printers

## Challenge

During its first attempt at mass registration, the National Identification Authority (NIA) relied on a centralized card printing system that required Ghanaian citizens to travel once for program enrollment and again to collect their cards, resulting in over 3 million uncollected personalized cards.

The institution needed a way to quickly enroll Ghanaian citizens in the national ID program and instantly issue ID cards.

## Solution

The NIA, via Identity Management Systems (IMS), a subsidiary of Margins ID Group and an Entrust partner, deployed almost 2,000 Entrust CD800 Direct-to-Card ID Printers with Card Lamination Module.

## Results

- Fewer than 30 minutes from program enrollment to card issuance\*
- Over 16.2 million cards issued in 12-month timeframe
- ID cards also serve as travel documents in the Economic Community of West African States (ECOWAS) subregion

\*Results depend on the program and may vary

## CUSTOMER PROFILE

The NIA has been operational in Ghana since 2003, when a presidential mandate required the issuance of national ID cards. The Ghana Card, Ghana's current national identity card, is issued by the NIA to resident and non-resident Ghanaian citizens, as well as foreign nationals who reside in Ghana for a period of 90 days or more.

## Objectives

- Issue ID card at time of enrollment
- Issue millions of cards in short time span
- Improve card security

## Technology

- Entrust CD800 Direct-to-Card ID Printer with Card Lamination Module
- Entrust DuraShield™ Overlay



# Ghanian Government

## THE TRANSFORMATION

### Uncollected ID cards present unforeseen security risks

Ghana's postal system doesn't allow for ID cards to be distributed by mail. The NIA was previously using a centralized card issuance system, which required Ghanaians to travel to a centralized location to enroll in the national ID program and then return in two weeks once their card was ready. Many citizens were unable to make this trip twice, and the NIA found themselves with more than 3 million uncollected, personalized ID cards, presenting security risks and the potential for cards to be mistakenly issued to the wrong citizens.

They needed a solution that would allow them to instantly issue national IDs, as well as include updated biometric features to potentially merge the NIA card with other institutional cards, such as the National Health Identification Authority (NHIA) card used for healthcare credentials.

## MEASURES OF SUCCESS

### Nearly 2,000 CD800 card printers deployed across Ghana

The Entrust CD800 Direct-to-Card Printer with Card Lamination Module was chosen for its ability to deliver massive card quantities in a limited timeframe, as well as the enhanced security feature of tactile impression and its proven reputation. Nearly 2,000 CD800 Printers will be deployed at more than 500 locations across Ghana.

Ghana's President Nana Akufo-Addo has endorsed the program and was the first to receive his new Ghana Card. Other citizens can now receive their national ID cards at the same time they enroll for the program, with the entire process taking fewer than 30 minutes.

The new cards boast a tactile impression security feature and multiple biometric applications. They can also be used as travel documents within the Economic Community of West African States (ECOWAS), eliminating the need for additional travel documentation.

This year, the NIA will issue more than 16.2 million national identity cards.

The NIA and NHIA plan to merge the NHIA's healthcare card into the new Ghana Card, eliminating the need for citizens to carry two separate cards. The custom holographic Entrust DuraShield™ Overlay designed for the customer will ensure maximum security and durability for this combined card. The government's successful implementation of the new Ghana Card also makes the creation of an up-to-date national citizen database a reality. This wealth of data could pave the way for future projects, including e-passport issuance.



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