

## Frequently asked questions, transparent answers

Why is my token number limited?

**So everyone gets a chance to enjoy the personalisation of their administrative procedures.** And doing so, without degrading the public service quality.

Can I reload my tokens throughout the year?

**This is not possible**, for the same reasons that the number of tokens per person is limited.

What happens once all my tokens have been used?

**You won't be able to personalise your administrative procedures anymore.**

They will be processed in the default way.



### The Lab tests for you

**An even more customisable administration?**

We are beta testing the option for you to:

1. Let the administration process the available data about you.
2. Add yourself the data that will be used by the public services you request.



Sarah,  
your **humanity tokens**  
annual statement  
for **2026**

## Your humanity tokens available for 2026

Available from 01/01/2026 to 31/12/2026



**25** Machine Tokens



**15** Human Tokens

The volume and distribution of the tokens have been established according to your interaction history with the public administration and to the preferences of use you have reported.

## What are my tokens used for?



**Personalise your experience** with the administration to fit you.



For any administrative procedure, choose when **to get human's attention and care** and when **to profit from an algorithm's responsiveness**.


## Did you know?

The 'Humanity tokens' name was voted for by more than 12,000 French people during a 2023 consultation.

## How to use my tokens?



For an online procedure:

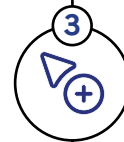
**Select the  button** to discover and customise your administrative procedure.

For an on-site procedure:

Tell the public servant your preferences and let them guide you.



**Discover the steps** forming the administrative procedure.



**Customise certain steps** by using your *humanity tokens*:

Add a **Human** token  to discuss or get the support of a person.

Add a **Machine** token  for your request to be processed by an algorithm.



**Track your token use** from your FranceConnect dashboard or with a **TousNumériques advisor** near you.

## Need help?

The toll-free number **0 800 404 000** gets you in touch with a TousNumériques advisor ready to help you.

