

NHS login: User Journeys required for assurance.



The following scenarios show the functionality for these requirements:

- **Mandatory:**
 - New User Registration Journey – user does not agree to share their NHS login information with you
 - New User Registration Journey – user agrees to share their NHS login information with you
 - Returning User Journey
 - Returning User Journey – the user navigates to NHS login settings.

- **If Applicable:**
 - Own ID Verification and Authentication - New User
 - Own ID Verification and Authentication - Returning User
 - Own ID Verification and Authentication - Returning User Journey – Setting up and using biometrics for authentication (if applicable)
 - Protection of NHS Number for NHS login P5 User Journey (as applicable)
 - Proxy user-set up and use
 - P5 to P9 uplift journey

Mobile / Native app solution – on a mobile device (such as a phone):

As a patient I want to (on the Mobile App) ...	
1) New User Registration Journey – user does not agree to share their NHS login information with you	
<ul style="list-style-type: none"> a. The user navigates to the home page of your app b. The user sees the NHS login button (Git Hub NHS login button) and clicks the button c. The user is directed to the NHS login sign in page d. The user completes the NHS login journey (Git Hub User Journeys) e. At the ‘Agree to share information’ screen, the user clicks the ‘I do not agree to share this information’ link f. On the confirmation screen, the user selects ‘Go to (partner name) without sharing your NHS login information’ radio button g. User presses Continue h. The user is directed back to your service i. The user is shown a message (Git Hub link for standard wording) 	
2) New User Registration Journey – user agrees to share their NHS login information with you	
<ul style="list-style-type: none"> a. The user navigates to the home page of your app b. The user sees the NHS login button and clicks the button c. The user is directed to the NHS login sign in page d. The user completes the NHS login journey e. At the agree to share information screen, the user clicks the ‘I agree’ button. f. The user is directed to your service as a logged in NHS login user g. The user is shown an appropriate welcome message h. The user explores the product features i. If required the user inputs, for example, their gender and home address j. User navigates to log out area and logs out k. Screen refreshes to, for example, the login screen 	
3) Returning User Journey	
<ul style="list-style-type: none"> a. The user navigates to the home page of your app b. The user sees the NHS login button and clicks the button c. The user is directed to the NHS login sign in page d. The user completes the NHS login journey e. The user is directed to your service as a logged in NHS login user 	
4) Returning User Journey – user navigates to NHS login settings	
<ul style="list-style-type: none"> a. The user navigates to the home page of your app b. The user sees the NHS login button and clicks the button c. The user is directed to the NHS login sign in page 	

<ul style="list-style-type: none"> d. The user completes the NHS login journey e. The user is redirected to your service as a logged in NHS login user f. The user navigates to your 'Manage Account' (or equivalent) area g. User navigates to the NHS login settings page (the user should not have to re-authenticate) h. 'Manage your NHS login' page displays 	
5) Own ID Verification and Authentication - New User	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the new user registration and authentication process c. The user is shown an appropriate welcome message d. The user explores the product features e. User navigates to log out area and logs out f. Screen refreshes to home page (or equivalent) 	
6) Own ID Verification and Authentication – Returning User	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the authentication (sign-in) process c. The user is directed to a logged in user screen d. User navigates to log out area and logs out e. Screen refreshes to home page (or equivalent) 	
7) Returning User Journey – Setting up and using biometrics or passkey for authentication	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the authentication process c. User navigates to Settings page d. User sets up Biometric authentication e. User navigates to log out area and logs out f. Screen refreshes to home page (or equivalent) g. User completes the authentication process using a Biometric (for example fingerprint/iris recognition or Passkey) 	
8) Protection of NHS number etc. for P5 apps (if applicable)	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the authentication process c. The user is shown an appropriate welcome message d. The user explores the product features e. The user navigates to the Settings area f. User navigates to the NHS login settings page (not expected that the user re-authenticates) g. At no time, as a logged-in user, should their NHS Number display. 	

<p>9) Proxy or Delegated access: (if applicable) If your service offers Proxy or Delegated Access to its users, provide user journeys showing this activity through both NHS login and your own verification and authentication method (as applicable)</p>	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the authentication (sign-in) process c. The user is directed to a logged in user screen d. The user shows process on how to add proxy and/or delegated access to account e. The user shows the process for gaining permission to access delegated access information f. The user shows dependents/proxy information 	

Web Browser Solution (desktop)

As a patient I want to (on the Web App) ...	
10) New User Registration Journey – user does not agree to share the NHS login information with you	
<ul style="list-style-type: none"> a. The user navigates to the home page of your app b. The user sees the NHS login button (Git Hub NHS login button) and clicks the button c. The user is redirected to the NHS login sign in page d. The user completes the NHS login journey (Git Hub User Journeys) e. At the ‘Agree to share information’ screen, the user clicks the ‘I do not agree to share this information’ link f. On the confirmation screen, the user selects ‘Go to (partner name) without sharing your NHS login information’ radio button g. User presses Continue h. The user is redirected back to your service i. The user is shown a message (Git Hub link for standard wording) 	
11) New User Registration Journey – user does agree to share the NHS login information with you	
<ul style="list-style-type: none"> a. The user navigates to the home page of your app b. The user sees the NHS login button and clicks the button c. The user is redirected to the NHS login sign in page d. The user completes the NHS login journey e. At the agree to share information screen, the user clicks the ‘I agree’ button. f. The user is redirected to your service as a logged in NHS login user g. The user is shown an appropriate welcome message h. The user explores the product features i. If required, the user inputs, for example, their gender and home address j. User navigates to log out area and logs out Screen refreshes to login screen 	
12) Returning User Journey	
<ul style="list-style-type: none"> a. The user navigates to the home page of your app b. The user sees the NHS login button and clicks the button c. The user is redirected to the NHS login sign in page d. The user completes the NHS login journey e. The user is redirected to your service as a logged in NHS login user. 	
13) Returning User Journey – user navigates to NHS login settings	
<ul style="list-style-type: none"> a. The user navigates to the home page of your app b. The user sees the NHS login button and clicks the button c. The user is redirected to the NHS login sign in page. d. The user completes the NHS login journey e. The user is redirected to your service as a logged in NHS login user f. The user navigates to your ‘Manage Account’ (or equivalent) area 	

<ul style="list-style-type: none"> g. User navigates to the NHS login settings page (not expected that the user re-authenticates) h. 'Manage your NHS login' page displays. 	
14) Own ID Verification and Authentication - New User	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the authentication (sign-in) process c. The user is re-directed to a logged in user screen d. User navigates to log out area and logs out e. Screen refreshes to home page (or equivalent) 	
15) Own ID Verification and Authentication – Returning User	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the authentication (sign-in) process c. The user is re-directed to a logged in user screen d. User navigates to log out area and logs out e. Screen refreshes to home page (or equivalent) 	
16) Protection of NHS number etc for P5 User Journeys (if applicable)	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the new user registration and authentication process c. The user is shown an appropriate welcome message d. The user explores the product features e. The user navigates to the Settings area f. User navigates to the NHS login settings page (not expected that the user re-authenticates) g. At no time, as a logged-in user, should their NHS Number display. 	
17) Proxy or Delegated access: (if applicable) If your service offers Proxy or Delegated Access to its users, provide user journeys showing this activity through both NHS login and your own verification and authentication method (as applicable)	
<ul style="list-style-type: none"> a. The user navigates to your app home page b. The user completes the authentication (sign-in) process c. The user is directed to a logged in user screen d. The user shows process on how to add delegated access to account e. The user shows the process for gaining permission to access delegated access information f. The user shows dependents/proxy information 	