

December 2020 Live Partner Collaboration Session Summary

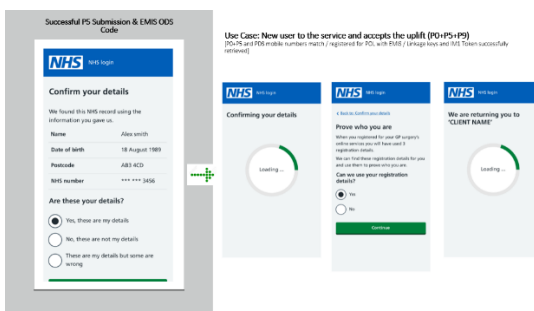
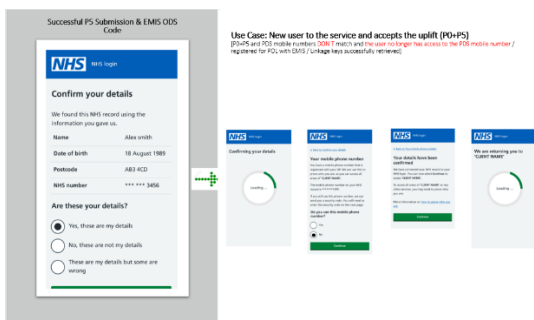
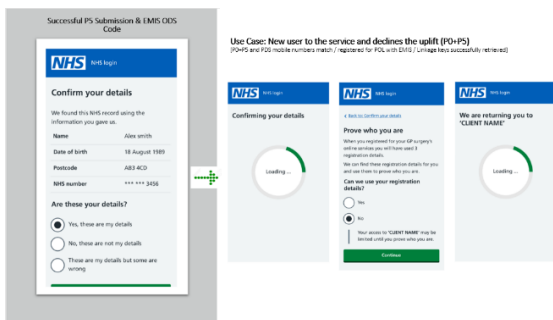
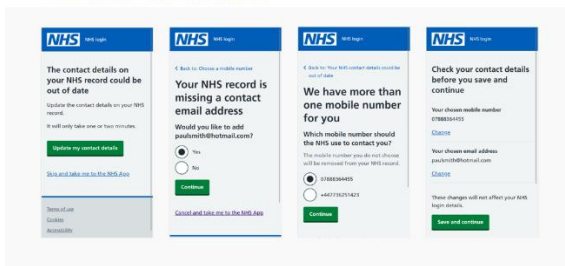
Date of session: 2.12.20

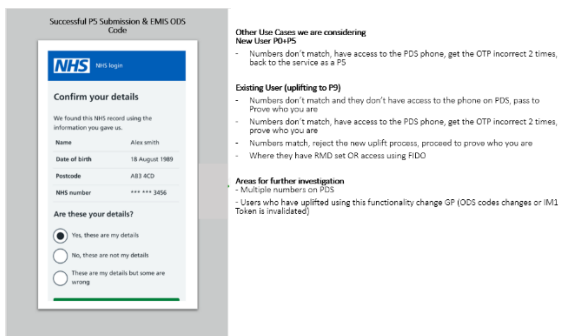
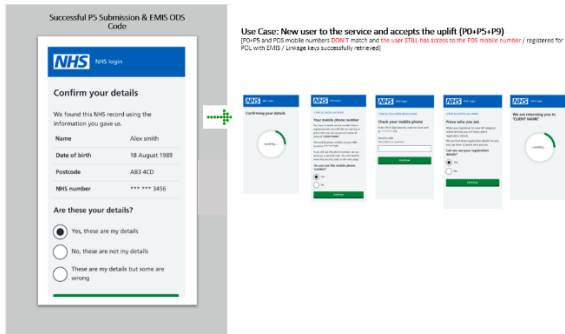
Attendees: NHS login team & Live Partners

Contact details pilot

Conducting a pilot to explore the different user cases for updating contact details....

Contact details pilot





Partner benefit: Enabling users to uplift from P0 to P5 quickly and easily with correct contact details

Update on COVID-19 Services

- NHS login being used on various COVID services now
- **Partner benefit: Increased awareness, understanding and numbers of users with NHS login**

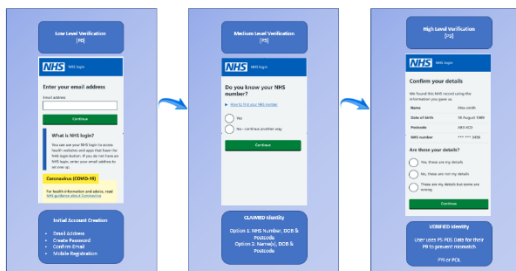
Working on

Document capture SDK

- Talked through the progress of how this has developed and what has been completed since last discussing the step-by-step design
- **Partner Benefit: Increased success rate for users getting through the journey with improved document capture**

Enhancing the P5 to P9 user journey – Update

Enhancing the P5 to P9 user journey - Update



PYI Emails - No PDS Match Scenario

- Showed an example of a PYI Rejection email a user would be sent if there was no PDS match
- The email gives clear instructions on what steps the user needs to follow including returning to the partner service they have come from
- **Partner Benefit: Re-direction of users back to partner service to try again once they have the correct details... improving the numbers of users a partner gets back**

Video transcoding

- The long-term goal for this work is to allow our users to upload different video file types whilst recording a video selfie so they can successfully verify their identity. We currently only accept MP4, MOV and WebM.
- **Partner Benefit: Greater success rates of users getting through the journey with different video formats**

PYI Review

Improvement to the automation process

- Surge protection: These changes will enable us to keep the automation journey available to users:
 - Users will be able to continue submitting automation applications.
 - Decisions may take longer than normal when a surge occurs but aiming to get decisions to users in less than 24 hours.
- Outage protection: These changes will enable us to keep the automation journey available to users and continue automatically processing applications / approvals if we have an outage from one of our 3rd party services:
 - Submitted applications will be “parked” whilst an outage occurs and then restarted once the outage has been resolved.
 - Decisions may take longer than normal when an outage occurs but faster than without outage protection which currently forces good applications to manual ID checking queues.
- **Partner Benefits: More robust service if surges or outages occur to ensure users can still get through the journey successfully despite this**

User Journey Visuals PowerPoint

- Another look at the PPT showing the steps a user would take when registering for a service using NHS login and the different verification levels, usage cases for each and what the information about the user the partner gets back at each verification level.
- Document can be downloaded here under User Journey Visuals section..

<https://digital.nhs.uk/services/nhs-login/nhs-login-for-partners-and-developers/nhs-login-integration-toolkit/discovery>

- **Partner Benefit: An easy and simplified visual explanation of the different levels of verification with NHS login and which are appropriate for which type of partner service**

Coming Next

Android SDK iProov

- Upgrade to the latest version of iProov and remaining work on iOS SDK are both complete
- Development on the Android SDK commences
- Discussed all the iOS and Android SDK benefits for both partners and users.

Two face detection

- Work to look at dealing with 2 face ID's

Q&A

- **We had an incident where a user put in their child's NHS number & DOB but submitted own passport and get verified – how can this happen?** We investigated this, and no issue was found.
- **Will there be a back button from both the Help centre and T&C's?** Darren believed there is a back button on T&C's but explained he would check & report back in the January session. After looking into this a back button has now been added to the T&C's. There are no plans to add a back button on the help centre given it is a browser-based solution and some services operate on browsers but some App. We are also looking at Help Centre in terms of dead-end work and will investigate if there is any more work planned for this.
- **Referring to Document Capture SDK; Android has picture quality support; will this be improved?** Yes, a lot of the drivers for this piece of work is compatibility with devices & will be focusing on problematic devices where there will be a benefit, priority is for Android
- **Another general usability piece of feedback: After entering a non-recognised email, the following screen doesn't tell the user that they are creating an NHS login explicitly. It could be helpful, as its all new to them and they may not remember the text from the previous page.** We have created a new Jira ticket to AB test a potential interruption screen after the email address screen where the users email address isn't recognised to advise them they are about to set up a new NHS login.
- **Is this only for native apps or would this work within a safari or chrome browser on iOS/Android?** This work is only for Android users, IOS users go down auto route regardless of if it is a native app or browser
- **In relation to P5 uplift process, if we only specify P9, our users will never see this, right?** Correct