

## February 2021 Live Partner Collaboration Session Summary

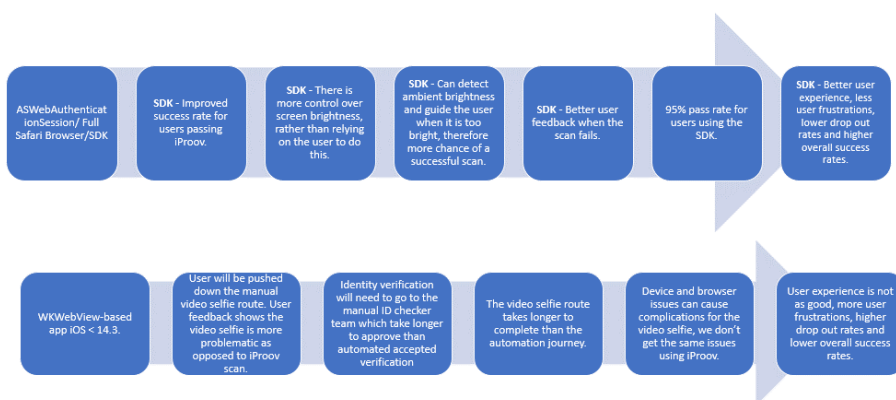
Date of session: 3.2.21

Attendees: NHS login team & Live Partners

### Iproov IOS SDK

- Presented the benefits of Iproov IOS vs a web based IOS app, see below;

#### iProov iOS SDK



**Partner Benefit: Improved user journey for users and higher overall success rates**

### Two Face Detection Update

- Development work to look at two face photo ID detection and acceptance - complete
- Multiple rounds of testing at different similarity values.
- AWS Recognition similarity threshold set (80%).
- Release to live (switched off).
- Reporting and auditing dashboard being set up to monitor performance.

**Partner Benefit: Improved acceptance rates of ID with 2 faces on**

### Device Transition

- NHS login should be able to support all users and guide them to the most appropriate login journey regardless of the device or platform they are using.
- Record and Report on known issues** – Enhanced reporting and better evidence will assist us to see what other device/browser issues exist that we are not aware of – *Final two tickets are in development.*
- Enhance the Browser Error Page** – Better on-screen instructions for users who get this error – *DONE*
- Resolving browser/device specific issues** – Extend the number of browsers and devices that can be pushed to video successfully - *In progress, testing to start on problematic devices.*
- Audio and Camera permissions** - Ensure users grant access to audio and camera – *Design work done, looking to do a small round of UR on this before it goes to Dev.*

**Partner Benefit: Improved support for more devices enabling more users to get through the journey successfully**

## Video Management and Transcoding Update

- 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.
- Enable transcoding for MOV and Web4 videos in to MP4 videos – **MVP done**
- Transcoding in ID Checker App and QA changes – **In progress**
- Report on transcoding – **In progress**
- Open transcoding to all other video file types – **Coming next**
- Video regression phase - Work through known bugs at the record and review video stage.

**Partner Benefit: Broadening acceptance of video file types to enable more users to complete journey successfully**

## Paycasso SDK

- Conducted usability testing
- Participants;
  - 12 Users
  - Ages 28 – 70; Varying technical ability; one with visual impairment
  - Mix of mobile devices
- Key findings;
  - Majority of users managed to capture an image (11/12)
  - Simplified instructions and review page meant users were unsure when an image was captured or was going to be captured.
  - Some users were familiar with the technology (from online banking) and liked it, some not.
  - Visually impaired user unable to complete capture (1/12)

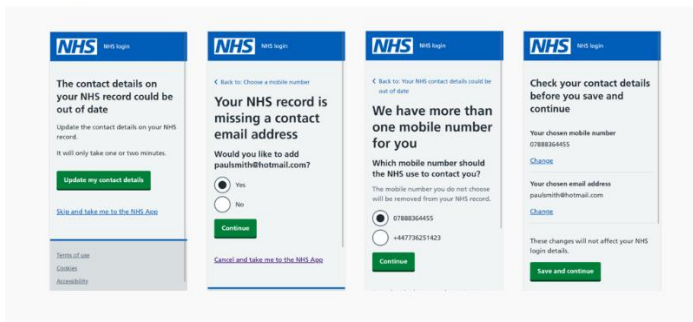
- Next Steps;
  - **Content considerations**
    - Introduction of screen-reader content for users to ensure users are informed
    - Introduction of back functionality so users can change to alternative route
    - Re-working of content before and after capture
  - **Other considerations**
    - Users unfamiliar with the technology felt they needed support but were able to capture images.
    - Additional testing and further review of image capture quality needed to solidify findings.

**Partner Benefit: improving the use of image capturing for all users to ensure a better user experience**

## PDS Rollout

- Looking at national rollout of users being able to update their contact details...

### Update Contact Details – National Rollout



## NHS Account

- Exploring the concept of an NHS account. The user benefits would be;
  - Personalisation
  - Simpler interactions
  - Starting place
  - Commonality
  - Familiarity
  - An anchor
  - Steppingstone

# NHS login



## Mobile IDV

- Will launch early March 2021, P5 is a pre-requisite
- Development work 30% complete
- Initially for EMIS only patient online users
- Initially for users where their mobile number matches PDS