

May 2021 Live Partner Collaboration Session Summary

Date of session: 5.5.21

Attendees: NHS login team & Live Partners

IProov Android SDK

- Aim: To provide the automation journey to users that would normally be forced onto the manual route.
- Being released this week by NHS App
- Expecting:
 - Improved pass rates
 - Better failure feedback
 - Improved user experience

Partner Benefit: Improved numbers of users going through the automation route rather than the manual route – with greater potential for successful journey

Multiple Faces Update – Two face detection on ID documents

- Aim: Ensure users with ID docs with multiple images stay on the automation journey
- Prior to switch on 20.49% of traffic was directed down the manual journey. This has dropped to 3.83%
- **Partner Benefit: More users going down automation route with a higher level of success rate**

Transcoding

- Aim: Ensure all videos captured by users can be used during registration regardless of file type
- Current progress;
 - First phase of Video Transcoding is dev complete
 - Successful testing conducted in production
 - Release pending
- Next steps: Extend transcoding to other file types & change validation rules
- **Partner benefit: Greater numbers of users getting through the journey using more types of devices**

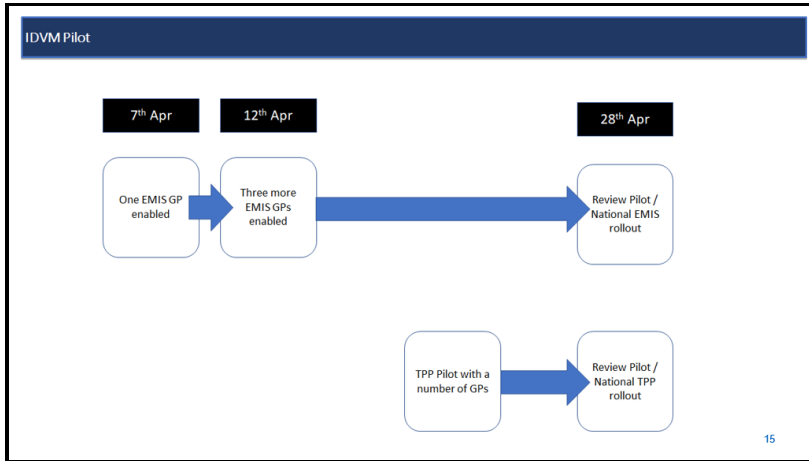
Device Transition (Deprioritised)

- Aim: Allow users to follow the most suitable registration journey given their device, OS & browser
- Progress:
 - User research complete
 - Back-end development complete
 - Re-design of front end pending, following UR outcomes
- Next steps: Work deprioritised (but ongoing) due to scaling priorities

Document Capture Paycasso SDK

- Work involves ensuring better capturing of photo ID documentation
- Work de-prioritised due to scaling for COVID-19

IDVM Update



What is IDVM?

- User is at P0 low level of verification and is asked for email address
- Then asked if they know their NHS number (giving them P5 level of verification)
- IDVM checks PDS based on the NHS number provided and if correct presents details to user to confirm which then uplifts them to P9 level
- Demo was shown
- **Partner Benefit: Will provide users with a quicker and easier route to uplift to P9 without having to go through the Prove Your Identity route**

COVID Services

- Supporting Covid services with NHS login – at P0 level
 - Register a result of a lateral flow test
 - Isolation payment due to COVID Tracing App notification
 - Provide details of potential contacts if you've tested positive



- **Partner Benefit: Increase awareness, understanding and numbers of users with NHS login thereby helping users to a partner service to use NHS login as a quicker, secure and convenient login option**