

## July 2021 Live Partner Collaboration Session Summary

Date of session: 7.7.21

Attendees: NHS login team & Live Partners

### Scaling Overview

- Mobile IDVM numbers update;
  - 2 weeks ago – 1,506,826
  - Yesterday – 2,074,961
- **Partner Benefits: Improved verification of users via a simpler process than Prove Your Identity**

### P0 Email verification process

- The mean P0 conversion rate is approx. **88%** over the last 6 months. We know users get confused / lost in the current email verification process and finding their way back to NHS login to continue the mobile registration.
- During the surge (NHS App) the P0 conversion rate increased to 94% [This validates the rationale for users being easily able to find their way back to NHS login (i.e. an app based service) will increase the conversion.
- Since launch, we have seen P0 conversion rate increase to over 93%
- **Partner Benefits: improved and easier verification of emails for users leading to greater success through the journey**

### PYI – Improved name matching

- Aim: Improve PDS matching rates during ID document submission so that more people can be verified automatically
- Outcome: 2% increase in matching rates since rollout
- **Partner Benefits: Improving PDS matches and increasing numbers going through automation route which in turns means greater success through the journey**

### Supporting Welsh NHS login users

- Aim: Ensure that Welsh users of NHS login are aware that they cannot register using POL credentials
- Outcome: Content changes across NHS login registrations journeys and supporting Help Centre documentation
- **Partner Benefits: if partner users are based in Wales, this will help educate them on the restrictions of NHS login for welsh users**

### Increase users choosing to do face scan

- Aim: Stop users choosing the video submission route to reduce pressure on manual ID checkers
- Outcome: presented the scan your face option within the journey as the key way to proceed with NHS login - Stats to follow
- **Partner Benefits: By encouraging users to use the face scan, more users should get through the journey quicker and more effectively versus the video submission route**

### Coming Next....

#### AMNV

- AMNV will introduce an additional check at the end of a successful P5 / on logging (where the flag is set to False) to verify if the mobile number used for NHS login matches the mobile number the user has registered with their GP.
- This work will also see a new claim being added to the 'telephone' scope to inform partners that the user has performed 2FA with the mobile number registered with their GP. (P5+)
- **Partner Benefits: Improved information about the user and their mobile number**

## Educating Users they may have an NHS login already

- Tested 2 versions of screens to help tell users they may already have an NHS login.
- Outcomes;
  - To select the best elements of both versions
  - Plus, try other ways to increase awareness of having an NHS login
  - Once entered email, use 'We've found your NHS login' which explains how they may have got one and then ask for password
- **Partner Benefits: Improved awareness and understanding of NHS login with users**

## Testing Support

We've developed a Supplier Regression Automation Test which involves a;

- Standalone Postman Collection Suite
- End to end test covering the following areas
  - Account registration
  - Account login
  - Forgotten password and account recovery
  - Prove your identity manual journey
  - Account management (change phone number, password, email and delete account)
- Visual Test Suite Summary Report
- Looking for partners to test this for us
- **Partner Benefits: Easier and improved regression testing**

