

## October 2020 Live Partner Collaboration Session Summary

Date of session: 7.10.20

Attendees: NHS login team & Live Partners

### Test Track and Trace (and vaccines)

- NHS login is now being used on Covid Test, Track and Trace
- Not on NHS COVID App
- **Partner Benefit: Increased awareness and usage of NHS login**

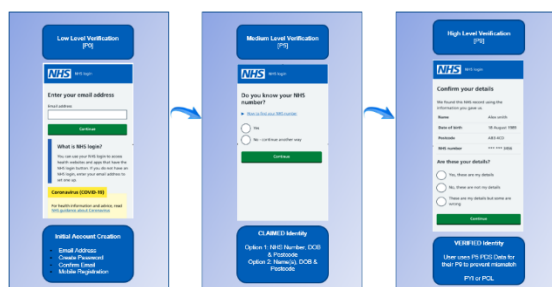
### Preparation for Covid-19 Related Service

- Updated on work being done to support the COVID response;
  - **FLEXIBILITY:** Added the capability for P0 users to login in using only username & password
  - **PERFORMANCE:** Removal of un-necessary API calls and error logging in the login & registration process to aid with speed
  - **FUNCTIONALITY:** Ability for users with a non-UK mobile number to register & login
  - **SCALABILITY:** Performance improvements to enable 50 registrations per second & 200 logins per second
- **Partner Benefit: As above**

### Working on:

#### Enhancing the P5 to P9 user journey

Enhancing the P5 to P9 user journey



### Expiry dates of documents – Extension

- The UK Government has issued guidance for UK Drivers licence holders to state that your licence will be automatically extended for 11 months if it is due to expire between 1st February and 31st December 2020.
- To reduce the number of users falling out of the automation journey and into the manual journey for the manual ID checkers to verify, we have decided to increase the expiry date for **all global** identity verification documentation to 366 days.
- **Partner benefit: More users getting through the journey successfully due to invalid driving license**

### Document check SDK

- Testing changes to the ID document capture flow to improve registration success.
- **Partner Benefit: Improved journey to ensure more successful verifications at ID capture stage**

## Coming next

### IProov Upgrades – Face Scan functionality

We are completing the work on iOS SDK in the coming months and will be commencing development on the Android SDK.

#### iOS SDK Benefits:

- All iOS users from all partners (not just NHS App) will be able to follow the automation journey as opposed to the manual journey.
- iOS users will be able to utilise the face scan functionality as opposed to recording a video selfie.
- iOS users will have a better user experience of NHS login.

#### Android SDK Benefits:

- Advanced lighting model to assist with face scanning in dimly lit environments. Better built in support for Android devices which fail to produce an image.
  - Adjustable screen brightness to ensure face scanning is still as effective in semi-bright conditions.
  - These benefits will ensure the face scanning functionality is more reliable, there will be less attempts at face scanning and there is an overall better user experience.
- We explained that if partners wish to take the iOS/Android SDK, then a small amount of development is required for the initial set-up and an element of testing will be required for every subsequent upgrade.

#### Partner Benefit: Improved user experience for your users

### NHS login Starter Page - Discovery

- Approximately 9.5% of NHS login users drop out of the login journey when they see the photo instructions page. Subsequently a further 6.5% of NHS login users drop out of the login journey when they are asked to upload a photo of their ID.
  - To assist our users, we are going to implement an NHS login Starter Page following GDS guidelines.
  - We will test how effective this is before we implement it into our live system with the use of an AB testing tool.
- **Partner Benefit: Prevent dropouts of your users at the photo instructions page**

### Partner Research / Data

- Thanked partners for taking part in live interviews in August/Sept and explained that findings have been relayed back to the relevant teams.
  - Actions are being prioritised and work already in progress to tackle:
    - User retention back to the partner service
    - Partner support when live with NHS login
  - Partner users research to follow.
  - Feedback collated on partner data needs and from November 2020 will add into partner reports the following:
    - Total usage figures (incl. all partners & NHS App in one figure)
    - Average partner usage figures in terms of starting, dropping out, conversion
- **Partner Benefit: Improved stats data provided to partners and support when in live with NHS login**

## Q&A

- **Have any other partners experienced issues with Apple App Store saying you have to include Apple ID?** Garima at Nurturey advised if using a 3rd party login, you need to also include Apple Sign In. As of April 2020, Apple are saying they must use if they're using another ID. Darren at login explained that we have pushed this back to our Apple account manager/contact because they were initially demanding that Apple ID come first when it's not appropriate as a verified & authenticated login. Apple contact said it's not a problem as functionality of apps with login is not the same, but it can be highly dependent on who approves app for the store. We are getting a statement which partners can use to give to Apple to push back on this if need be. App Store guidelines exclude Gov authentication, so not going to be an ongoing issue: <https://developer.apple.com/app-store/review/guidelines/#sign-in-with-apple>
- **Asked about the Fido upgrade to V2:** Using Fido UIF (utilising touch OD to login) supports the web browser version, also doing a talk at the Fido Alliance about desire to bring in web functionality. Not in backlog at the moment because of other priorities.
- **Is the sign up of face scan only?** It's just a face scanning feature because a partner user can't go through the face scanning route at the moment – they get sent down manual/video selfie route
- **When can we see the upgrade in Iproov coming through?** We are looking at a package upgrade in a couple of weeks and once complete we can start the IOS SDK work which should take 6-8 weeks. We can share the tech info with partners once done. We are waiting for NHS App to do an upgrade and test.
- **What are the timescales for a P5-P9 uplift?** We have started the development work and aim to get this completed in the next 3-4 weeks
- **Is demand continuing or slowing up and if it is what levels of verification can we see in place?** We have seen a spike with launch of NHS COVID app and users confused. We did notify users to say there is more traffic and a delay in getting verified. Many tried to go through to P9 which put a strain on ID checking. We had long queues for a while but are now slowly coming back to pre-COVID app level.