

## September 2020 Live Partner Collaboration Session Summary

Date of session: 9.9.20

Attendees: NHS login team & Live Partners

### P5 User Journey Enhancements

- New validation on the First Name, Middle Name & Last Name fields on P5 to assist users using predictive text has been implemented which has seen the success rate of P5 jump to **96%**
- **Partner Benefit: Improved user journey and success rate for partner users**

### ID Trust Escalation (P5 to P9)

- To help users understand the association between a medium level (P5) and high-level verification (P9), as well as ensuring the high-level verification registration process is as seamless as it can be for a user escalating from medium to high.
- Users will have their NHS Record details displayed (pre-populated) at the beginning of P9 (when coming from P5). If the user's details have a mistake, they are advised what to do to take corrective action. If it is not the user's details (e.g. their child's) they need to contact us and cannot proceed with their P9 application. There would be no PDS trace as part of the P9 application when uplifting from P5. The P9 (PYI) journey becomes simpler for the user as we will be removing 1 of the 3 steps (input demographic information)
- **Partner Benefit: Improved & easier user journey and success rate for users**

### Dead End Redirect Update

- 25% of the work has been completed. Content & Design work has been completed on 9 of the 32 dead-ends, 4 dead-end screens are in progress with Content & Design and 8 of the updated dead-end screens have been implemented to live
- **MVP:** On P9 PYI Automated route, we are looking to return the user to the partner real-time where the decision is ACCEPT. On P9 PYI Manual route, we are looking to notify the partner of rejections. On P9 PYI Manual route, we are looking to notify the partner of accepts.
- **Currently in feasibility:** On a P9 (where the user isn't uplifting from P5) we are looking at the possibility of providing the partner with the P0 details once they have successfully completed P0 and advance of them moving to complete P9
- **Partner Benefit: Re-directing users back to partner services where before there was no clear route for this within the NHS login journey**

### Work in Progress

#### Terms & Conditions hyperlink on the 'Consent' screen

- The Terms of use and privacy policy wording CAN become a hyperlink to your T&C page
- We require you to provide us with the T&C URL you would want users to visit to understand how their data will be used
- Partner Request: Please provide us with your T&C URL, if no URL is received, then this will be as it is today, with no hyperlink for the user.

## P5 User Journey – Collecting the postcode on the NHS Number option

- Currently on P5 there are two options for the user: 1) NHS Number & DOB 2.) Names, DOB & Postcode
- To align with the ID Trust escalation work which is happening to help users when uplifting from P5 to P9 we will be adding the capture of the user's postcode to the NHS Number & DOB route.
- **Partner Benefit: Improved journey for the user when uplifting from P5 to P9**

## Help Centre Enhancements

- When users are contacting us via the contact us form on the Help Centre – the ability for users to inform us which website or app (service) they are trying to access is being added to the form
- **Partner Benefit: Better triaging of issues users may have in terms of which service they are trying to access**

## Device Transition

- NHS login should be able to transition a user to the most appropriate login journey who is on a device or platform that is not currently supported.
  - 78% of tablet devices are iPads
  - 10% of tablet users are Samsung
  - 8% of all issues raised by users with feedback are from Laptop users.
  - The average success rate for various versions of Chrome on Windows 10 is less than 30%.
- Some of the common user complaints we receive:
  - launching the camera or taking their photo
  - uploading a photo either captured or retrieved from the device
  - launching and completing a scan
  - without the supported technology on their current device the "Browser Error" screen is presented.

## Video Management

A couple of issues we know about and are looking to improve are:

- Launching and recording a video
- Reviewing the playback of a recorded video
- Currently, users who do not have a device that creates MP4, MOV or WebM video file type by default, cannot upload their video.
- We believe that if we extend the number of videos that we accept by transcoding them, then more users will be able to complete the video step.
- **Partner Benefit: Increased numbers of users getting through the journey at the video upload stage**

## Improving the "take a photo" process in apps

A couple of issues users have experienced are:

- Photos can be in the wrong format
- Opening the camera form a web page can present errors
- Third-party apps can override camera controls
- iOS users can see a black screen when opening camera (Apple aware of this bug)
- Users don't know which part of the document to take a photo of

We showcased a demo on how we are looking to improve this.

- **Partner Benefit: Improved user experience and success getting through the journey**

## Sharing partner data/reporting:

- We asked partners what data they would want including in their data reports from NHS login.
- It was agreed that total figures, their own figures and potentially NHS App figures would be good for context
- We will now work on developing the reporting to provide this
- **Partner Benefit: Improved data reporting on your NHS login stats and context for how your users numbers compare to overall levels**

## Q&A

- **Why is the size of the key exchange signature 512 and not 256?** Unsure what the logic is for this. We know others have had issues too. Having discussed with the team we don't need to insist on RS512 keys
- **In relation to Service Desk responses, some of them are lengthy and hard to understand for users so they end up having to contact the users as well to explain what they mean?** Send them to Richard McStay who will take a look.
- **What is the update on Proxy Access work?** It has been delayed due to Covid and sits with NHSX now. We may be able to get a better update from Melissa to report back next time.
- **Saw the message ' You have asked for a security code too many times and must wait up to 15 minutes before trying again' and reported recently.** Felt like an odd message and strange user experience to have 5 tries in 15 mins. This hasn't happened in live so will be left as is.
- **Some of our use cases will involve users coming in via our help pages/docs - so wondering if there's an option for passing that in a param or similar?** We appreciate that this is sub-optimal and will look at what the experience looks like once this has been in for a while. Yes, there is an option too.
- **Will there be a way for us to prefill that app selection? as some user may not know the app name?** We prefill from cookie where possible but what we are finding is in most cases the cookie info isn't there, as the user is accessing the help centre in a different session (most likely book marking it and returning later when they aren't logged in) - hence the move to this drop-down option.
- **Is the help centre still a pop up?** Yes, it is with our design team to look into how we can change this to prevent losing users
- **In what form would the notification be in?** We don't have the exact detail but we're looking into this in the next week or two which will answer this. Hayden went through T&C's – agreed for partners to send T&Cs to Janet to collate
- **Can we send users back to partner service while they are waiting for ID checking in 2 hr SLA?** We can't send them back while they're waiting for a decision as they would be unverified at that point but we could get them to do P5 and then a 'pending' message for P9 uplift. We can share all of the dead-ends we are working on
- **What's the process for adding P5? who do we contact?** You can make the request via the Onboarding team
- **Could these partners now choose to use P5 as well as P9 and what is the process for setting it up?** Yes, depending on what services your users are accessing - need to fit the level of verification to the service/data being made available via your app
- **May I check if by default all partners who joined in 2019-early 2020 were set up using P9?** Yes, they were, as we didn't have the P5 capability until recently