Background Research on My Account page

* **USA Jobs research** [synthesis](https://docs.google.com/document/d/1hGzeREX_v5Mlrb-whP--fSd0OZ2Me4hIdu_VbAq-71Y/edit) - view profile was an option at end of usability test
  + User scenarios
    - * Using a work email address during the application process and then not having access to the email address during training leads to multiple accounts per user
      * When users can’t access their current account (whether they don’t have access to the email address or password), they are encouraged to create a new email and new account.
  + Usability issues
    - Login.gov account page
      * **Users are unsure where to go from there, what websites they can get to or why they would ever use or view that page**
      * ***Doesn’t seem to be able to login from that screen to usajobs - not an obvious path forward - would sign out and go back to USAjobs and sign in***
      * *“I’m not sure what I should click or learn. Doesn’t look like there are menu links on the front page.” - - “I’m not sure why I would need to use it, unless I couldn't make changes on USAjobs.”*
    - Add email address on Login.gov
      * **I was expecting a drop down to add email [instead of a new page opening up]**
    - Mindset
      * Anything that's super secure is asking [to set up secure account features]. My bank requires me to do this. On one hand it’s annoying, all I want to do is apply for the position. On the other hand I know that there's a lot of information with my social security number so I understand.
* **FAQ interview** - [Andrew](https://docs.google.com/document/d/1ajATTHiiw3XzjQm2dxZSE46bn1bayVD1F4C0YCMDGhE/edit#)
  + I think it’s a little complex for people. **A lot of (users) are retired and not necessarily tech savvy.**
* **2020 Brochure Site Personas** 
  + General public - **New** user #1 (not directed from SP)
    - Goals: learn how to create an account
    - Pains: account creation link is not easy to find
  + General public - **Repeat** user #2
    - Goals: update their information (via manage account in nav), learn who they use login.gov with
    - Pains: unsure if “manage account” is the right place to start. Can’t find what gov sites use login.gov
* Brochure Site Usability Testing [Synthesis](https://app.mural.co/t/gsa6/m/gsa6/1593168826246/d7f1f3ae395b3e65cd7ce7f4adc941dcb362a732)
  + ***"I would assume I would log in to my one government account and I'd be able to see all of my government benefits and services."***
  + *"I just want to know more about what this is. What benefits can I get from this?"*
  + User relates the Google/Facebook log in experience to this experience.
  + *"What is the difference between verifying your identity and authenticating your account? You have to have an identity in order to authenticate an account."*
  + General sentiment on login.gov
    - ***"This seems legit and secure, but I am not sure what programs it involves or why I would need to access this."***
* Research folder
  + [Raw notes\_DocAuth usability testing](https://docs.google.com/document/d/18lru7eXDLKPn5mGIl1NpeL7JyZwOTrgxldbxUVUPGCw/edit)
  + [User001 - Interview 4.24.2020](https://docs.google.com/document/d/1ivUVe59em9RL6bSiczAqZvO3ASGhaTF69vPtobWb8Fg/edit)
    - I’m not sure why I would need to use [login.gov], unless I couldn't make changes on USAjobs. If USAjobs directed me to this site I would use it, but I wouldn’t visit the site.
* [Email management research plan](https://docs.google.com/document/d/1t1GUmQFqZBs9SG_uBD3mvwOSgIVV7j1ek-v5P3Zk7RA/edit#heading=h.r9nbj795zr0k)
  + [Raw notes](https://docs.google.com/document/d/1cyuOkjzROyuzeAvNGPRa5TOILzEvQyBWmcR4dQFVpMs/edit) 
    - *I would keep work-related applications with work and personal for other things like USAJOBS”*
    - If you had multiple email addresses on your login.gov account, how would you choose which one to send to the application you’re signing in to?
      * *“Something equivalent to a user dashboard or an account database”*
      * *“When it comes to privacy, I have zero interest in my employee knowing my personal information.”*
    - Is it something that’s shared or would you create a new account for each gov app?
      * *“I feel like I create an account for another thing. There wasn’t anything about this experience that would tell me that I could use it somewhere else.”*
      * *“If it’s the same log in service, I would not want to have a personal and a work one separately because then I would have to remember which one I used for which application. I can see myself being confused.”*
    - Can you imagine any scenarios where you might want to use a different email address to sign in to another account?
* *“I guess it would depend on if I recognize the login.gov account. I don’t currently remember if I created an account to apply for this job. I guess my instinct would be to create a new account.”*
  + - When would you expect to add more email addresses?
      * *“I would be the kind of person who goes through all of my settings and sees where I can add an email address. If I go through the sign in process, I would want to see that it is an option.”*