


Login.gov Observational Study



Alex Hoover, USDS - Product Design

Agenda

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1. Some numbers
 2. Product-level issues
 3. Final thoughts
 4. Discussion

1/ Some numbers

Results of the sessions

Of 21 total participants:

- 5 were successful without issue
- 5 had success with bumps
- 4 abandoned
- 3 were blocked
- 2 were rate limited
- 1 had a session-ending bug
- 1 ran out of time

Reasons for Abandoned, Blocked, Rate Limited, or Success with Bumps

Of 21 total participants:

- 5 had photo ID auto-capture issues
- 4 had photo ID manual upload issues
- 2 had phone numbers not verified
- 2 did not have a state-issued photo ID
- 1 had a PR address that Login couldn't verify
- + a few other smaller issues

Multi-factor authentication

Of 21 total participants, the following combinations were picked for MFA:

- 10 SMS only
- 3 SMS + Backup codes
- 3 Face/touch + SMS
- 3 Face/touch only
- 1 Voice only
- 1 didn't get to this step

Login.gov is not usable for screenreader participants*

Of 6 screenreader participants:

- 1 could not get beyond sign-in screen
- 2 could not get beyond ID upload
- 1 blocked at PhoneFinder
- 1 had session-ending bug
- 1 ran out of time but got to the end

* We did not capture the level of vision in our screener survey. We only asked if the participants used a screenreader.

2/ Product-level issues

11 of 21 participants struggled at the photo ID upload stage

“

Just want to take the damn photo... I'm busy!...[Took another photo and it worked.]... I had to try twice, but I have no idea why because I didn't do anything different than the first time. Maybe I was a little shaky so it was a little bit blurry?

“

Picture that I sent is readable on my screen.

The screenshot shows a multi-step registration process. At the top, a progress bar has five steps: 'Getting started' (completed with a green checkmark), 'Verify your ID' (active with a green circle), 'Verify your personal details', 'Verify phone or address', and 'Secure your account'. Below the progress bar, the heading 'Add your state-issued ID' is followed by instructions for best results: use a dark background, take the photo on a flat surface, do not use the flash, and ensure the file size is at least 2 MB. There are two upload sections. The first is 'Front of your ID', which must be a JPG or PNG, and contains a dashed blue box with the word 'FRONT' and a prompt to 'Drag file here or choose from folder'. The second is 'Back of your ID', which must also be a JPG or PNG, and contains a dashed blue box with the word 'BACK' and the same prompt.

Getting started **Verify your ID** Verify your personal details Verify phone or address Secure your account

Add your state-issued ID

For best results:

- Use a dark background
- Take the photo on a flat surface
- Do not use the flash on your camera
- File size should be at least 2 MB

Front of your ID
Must be a JPG or PNG

FRONT

Drag file here or [choose from folder](#)

Back of your ID
Must be a JPG or PNG

BACK

Drag file here or [choose from folder](#)

Login.gov is not usable with screenreaders

RESULT AND DESCRIPTION OF SCREENREADER SESSIONS		
Participant	Result	Result Description
10	Abandoned	Did not get beyond the sign-in screen. Assistive tech user.
14	Blocked	Phone number not verified with Phone Finder. Issues with photo ID upload.
16	Abandoned	Assistive tech user. Unable to get beyond the auto-capture ID upload.
17	Rate limited	Rate limited on upload photo ID. Assistive tech user.
20	Incomplete	Ran out of time. Stopped at Phone Finder.

Login.gov + screenreaders (cont.)

Here is audio from a participant using a screenreader on their phone with Login.gov's auto-capture photo ID feature.



No fallback options to verify personal details or phone number

“


I don't know what else to try.

“

In 6 hours, I could try again, but I don't know what I'd do differently. I will keep trying different ways of entering my address.

“

6 hours in an emergency is a long time.

 Partner Agency


Getting started

Verify your ID

Verify your personal details

Verify phone or address

Secure your account



We could not verify your ID

We couldn't verify your ID. Try taking new pictures.

For security reasons, you have 4 attempts remaining.

Try again

Having trouble? Here's what you can do:

Puerto Rican (and U.S. Territory) addresses

12%

Address verification
success rate for PR



82%

Address verification
success rate for all users

No state-issued photo ID

“

I'm kinda stuck if I don't have a state ID.

- *p18, disabled Veteran*

3/ Final thoughts

Questions & Discussion

The team



Annie Hirshman

Carrie McGrath

Chanan Delivuk

Elizabeth Manning

Kelli-Anne Ho

Princess Ojiaku

Shqiponja Hoxha Ocumarez

Thomas Emerick



Alyssa Gallion

Amanda Porter

Andrea Hewitt

Angela Fowler

Crystal Dugan

David Kennedy

John Rahaghi

Josh Kim

Shane Strassberg



Alex Hoover

Alicia Rouault

Camille Hogan

Cody Reinold

Izzie Zahorian

Leanna Miller

Travis Newby