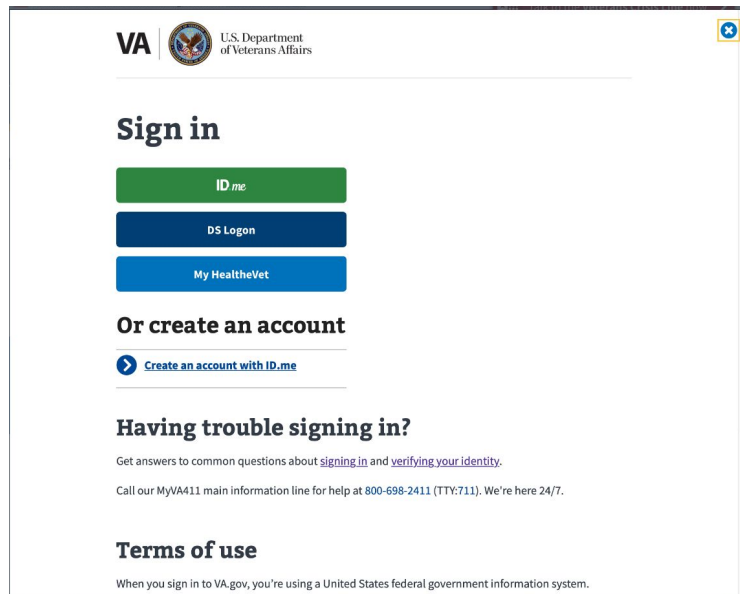


Identity A11y Discovery

Identity Accessibility Study synthesis December 2021

Introduction | Goals

- To make the login experience more accessible for low vision and no vision users.
- To discover issues or pain points when using a screen reader (and other assistive technology) to login using the sign-in modal on VA.gov.



Introduction | Research questions

1. How long would a user who is new to assisted technology take to get through the sign-in process?
2. How long would a user who is familiar with assisted technology take to get through the sign-in process?
3. What sort of pain points are not addressed before sign-in?
4. How often does a veteran who uses assistive technology access VA.gov?
5. What operating systems or devices are mostly used with assisted technology? What do the user groups prefer?
6. What usability issues does the design of the sign-in modal present for Veterans using assistive technology?
7. What technical issues are they encountering?
8. What tasks do they typically log in for?

Discovery | Research Methodology

- Remote moderated
 - 8 Veterans- geographically diverse (NY, MD, AK, NC, CO, MI)
 - Screen reader (5)
 - Jaws, ZoomText, and VoiceOver (iOS)
 - Magnify/Zoom (2)
 - Large scale monitors (PC)
 - Built-in accessibility tool (Android)
 - Contrast Mode (1)
 - Safari Plugin

Discovery | Hypothesis and Conclusion

Accessible sign-in

- We believe that low vision and no vision users will bring insight to the login process, making the login experience more accessible for all users. By simplifying the interface, signing in with screen readers can be a straightforward process so that users can access their benefits quicker.

Definitely True:

- All participants were able to find and select their preferred credential provider with little to no trouble. Participants felt that the experience was cleaner, met accessibility guidelines and was overall better than their past experience on VA.gov.
- Within the first five to ten minutes of sharing their screen most participants were able to log in

Discovery | Findings-Sign-in

- Sign-in took approximately five to ten minutes to complete
- Half of participants occasionally had a Caregiver or Family member sign in for them .
- Two of the participants have also occasionally assisted someone else with sign in
- Most participants stated that they would typically start the sign-in process from My HealtheVet or e-Benefits rather than VA.gov
 - Often completing tasks having to do with checking claims, messaging providers, or checking the status of medication
- Most participants would spend twenty minutes to one hour on VA.gov looking through content, checking on prescriptions, or using secure messaging.

Discovery | Findings-Assistive Tech

- On VA.gov once a user made the decision to sign in, they would open the modal and select their credential. They would then proceed to sign in and would not read more of the page.
- All participants that use assistive technology responded as being intermediate-level users.
- Zoom and Magnify users find different methods for their assistive tech
 - Some users used large TV screens or monitors
- Outside Study - After sign in, some Screen Reader users would find content that wants them to sign in again.
- When users find it difficult to sign in, they would turn to VA mobile applications to access resources

Discovery | Findings- Technical issues and AT

- Most participants knew who to contact when there were technical issues with VA.gov or their AT.
 - Outside study- Users do not want to be forced to change their password on a regular basis. This can be frustrating and confusing.
 - During study- 1 participants experienced issue after the redirects in which they received error messages or were directed to the AccessVA
- Significant usability issues:
 - When typing their password, each input is read aloud as “Star” instead of a letter. This makes it confusing for users as they input their password. (Screen Readers)
 - Using images for CAPTCHA (Screen Readers) (DS Logon)
 - Small fonts (Zoom and Magnify)
 - PDFs downloaded from VA.gov do not work with assistive technology
- During the sign-in process, participants experienced pain points around multifactor authentication.
 - Users could be timed out before they finish a task
 - Users have to use assistive technology on their phone to read out the multifactor authentication and then input that information back to their PC or Mac

Discovery | Preferred Assistive Technology

	JAWS	VoiceOver	ZoomText	Zoom & Magnify	Large Monitor (Hardware)	High Contrast Mode	Dictation
Participant 1					X		
Participant 2		X					
Participant 7						X	
Participant 8				X			
Participant 9	X						
Participant 10	X	X	X				X
Participant 11			X				
Participant 12	X						

- Participants using screen readers were familiar with a variety of software options. Preference depended on familiarity, convenience and cost. No one tool dominated the pool of participants.
- There was also an overlap of the type of Assistive Tech that participants utilized. (Text to speech/dictations/keyboard navigation/larger screens)

Discovery | Preferred Devices

	Windows	Mac	iPhone	Android	iPad
Participant 1	X				
Participant 2		X			
Participant 7			X		
Participant 8				X	
Participant 9	X				
Participant 10					X
Participant 11	X				
Participant 12	X				

Web Browser
Chrome
Safari
Safari
Chrome
Brave Browser
Safari
MIcrosoft Edge
MIcrosoft Edge

- Participants had a variety of devices they are using to logon to VA.gov.
- Most users are familiar with using assistive technology for their choice of device.
- All users during the study accessed their logon through a web browser and not an application.

Discovery | Recommendations and Next steps

- Share findings with other teams that may be affected by the sign-in process
- Make content across all of VA.gov easier to navigate and read. Reducing the amount of content per page. Prioritize most important content.
 - Most assistive tech users do not scan through content.
 - Most screen reader users will listen to all of the content before interacting with the page unless they are familiar with the content.
- Finding solutions for Caregivers or Family members to securely sign into VA.gov without sharing crucial information of a user.
- Looking into ways to integrate or embed assistive technology into the site.