MHV Single Sign On Discovery

MHV Single (Login.gov) Sign on synthesis August 2022

Introduction | Goals

We aim to gauge user sentiment about the transition to a single sign-on provider. Specifically, the goal of this study is to discover any pain points ineligible users had as it relates to transitioning from an MHV to a Login.gov account.

- This research will inform design decisions and content development for the account transition page on va.gov. The account transition page will potentially offer/suggest Login.gov as a preferred credential option.
- This research will uncover potential pain points in the proposed transition process. The data can be leveraged to simplify the process for many user groups on va.gov including but not limited to those with accessibility needs.
- Learnings will be incorporated into future design, content, and functionality and shared with other teams.

Introduction | Research questions

1. What concerns do users have about transitioning to a single sign-in provider?
2. What concerns or questions do users have about Login.gov?
3. Is the proposed transition the simplest flow to move users to a login.gov account?
4. Do users understand what they are being asked to do?
5. Do users understand the information being presented to them on the transition page?
6. Does this strategy (dropping the choice between ID.ME and Login.gov) generate any questions or concerns for users?
7. What factors contribute to a successful user experience within the transition process? (Time? Ease of use? Quality of information?)
8. How long does it take to complete the transition process?

Discovery | Research Methodology

- Remote moderated- Ineligible Users
  - ○ **10 Veterans**- geographically diverse (GA, MD, CA, NC, WA, MI, FL, PA)
  - ○ **1 Caregiver**
    - ■ 45-60 minute sessions
      - Participants were tasked with receiving an email about the transition process prior to proceeding with the transition/ account creation process.

Discovery | Hypothesis and Conclusion

MHV Single Sign-on Transition
- We believe that If a user is provided with a single sign-in option that lays out the specific requirements of email address, password, and MFA, then they will readily make the choice to transition to a new account

Likely True:
- All participants were able to make a decision based on the information presented via the information presented in the email, modal, and consent page.
    - 7 out of 11 participants who selected the "transition with Login.gov" were able to create a new account and complete the transition process.
    - 4 out of the 11 participants believed that they could sign in using their current email address and password. (These participants either did not have or were unsure as to whether they had a Login.gov account)

Discovery | Devices for Healthcare

	Windows	Mac	iPhone	Android	iPad	Web Browser(s)
Participant 1			X			Safari
Participant 2	X					Google Chrome
Participant 5					X	Google Chrome
Participant 8			X			Safari
Participant 9	X					Google Chrome
Participant 10			?	?		N/A
Participant 11			X			Safari
Participant 12			X			Safari
Participant 13	X		X			Chrome/Safari
Participant 15			X			Safari
Participant 16					X	Safari

- Participants had a variety of devices they preferred

- Most participants use their device to access healthcare on a weekly-monthly basis

- Default browsers such as Safari, and Chrome were mostly preferred
  - *(several participants used Microsoft Edge during the study)*

Before Login.gov workflow

Discovery | Preferred Communication

	Email	Mail	Text	Other
Participant 1	X	X	X	
Participant 2	X		X	
Participant 5		X	X	
Participant 8	X		X	
Participant 9	X			X
Participant 10				X
Participant 11	X	X		
Participant 12	X	X		
Participant 13	X	X		
Participant 15	X		X	
Participant 16				X

- 8 out of the 11 participants preferred preferred communication from the VA via email

- 5 out of the 11 participants preferred communication from the VA via Mail/US Post if not email

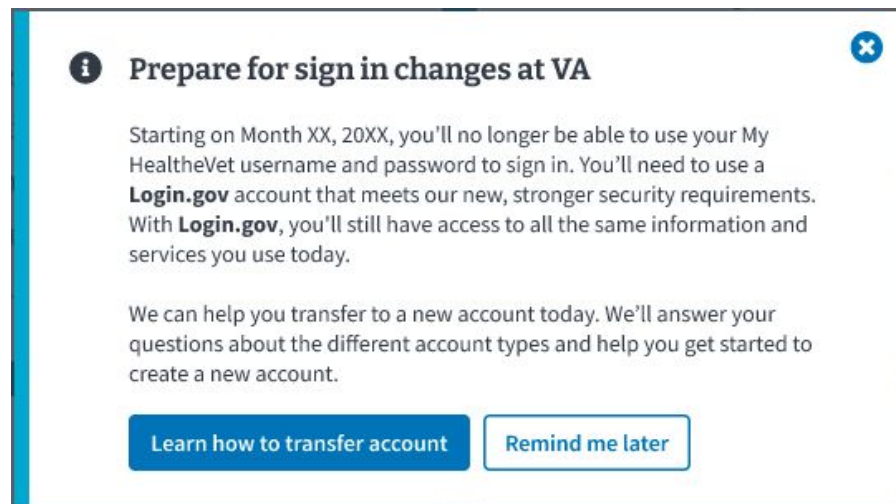- 5 out of the 11 participants preferred communication from the VA via text if not email

Discovery | Findings-Email and Communication

- First participants were given a task to read an email before transitioning
  - Out of the 11 Participants, 2 participants **did not want to receive** an email as a form of communication due to **phishing attempts**
  - Out of the 11 Participants, 5 participants **would like to receive a physical mail or letter** that will inform them regarding the transition.
- All participants felt that the information in the email was clear and concise.
  - With the most important information being the date and the why

Discovery | Findings - Modal

- **8 out of 11 participants** read through the content in the modal (3 participants clicked through or noted that they didn't read.)

- **7 out of 11 participants** understood that they were being asked to transition to a new account provider.


ⓘ Prepare for sign in changes at VA

Starting on Month XX, 20XX, you'll no longer be able to use your My HealtheVet username and password to sign in. You'll need to use a **Login.gov** account that meets our new, stronger security requirements. With **Login.gov**, you'll still have access to all the same information and services you use today.

We can help you transfer to a new account today. We'll answer your questions about the different account types and help you get started to create a new account.

Learn how to transfer account | Remind me later

Discovery | Findings - Dismissing the Modal

- 10 out of 11 Participants expected to see the modal again the next time they signed in

    - If they remained signed in participants expected to be able to find the transition process again via a link, tab, or under their profile.

    - 1 participant would expect the modal to show up before they log out

- 1 participants would dismiss the modal
    - *"The only thing I use my HealtheVet for is refilling prescriptions and secure messaging. If someone wants to get into the account they can do whatever they want with it I don't really care."* P10

Discovery | Findings-Transition Process

- Most participants explained that they **would** transition out of necessity.
  - Participants would proceed with the transition to "get it out of the way" before they forgot about it.
- After reading the transfer page most participants felt that the transition process was easy to understand, secure, and informative.
  - Most important information was date, the "why", and what they needed for setup.
 - Least important was the drop down for "should I create a Login.gov account..."
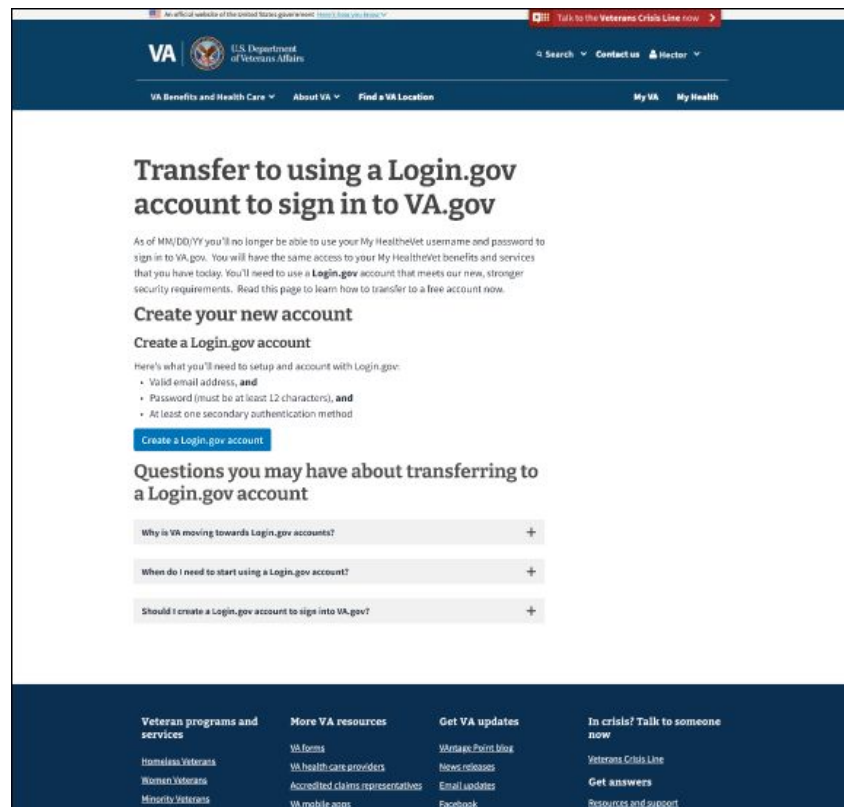
During Login.gov workflow

Discovery | Findings- Login.gov

- Overall sentiment about the transition process on Login.gov was positive.
  - 10 out of 11 Participants felt that the process was smooth and easy to get through
    - Most participants were satisfied with the quality of information
  - 10 out of 11 Participants were satisfied with how long the process took.
    - Most participants felt that more than 15 mins (on average) was too long to spend on the transition process.
- **7 out of 10 Participants** were able to locate the create account button (without prompting) to create their Login.gov account.
  - 4 participants expected to be able to enter their current username and password to complete the transition.

Discovery | Findings- Login.gov Authentication

- Most participants were pleased with the authentication options offered by Login.gov
  - Participants associated authentication to their account being more secure.
    - **Security key, Face or Touch ID, and text or voice** were among the selections made
      - Biometrics and Text or voice had the most selections
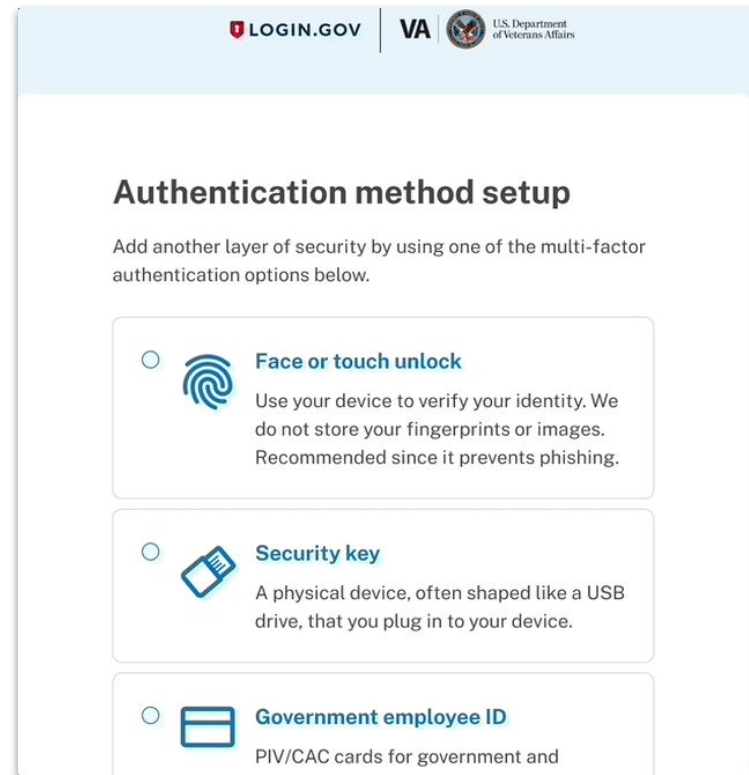
Additional Findings

Discovery | Additional Findings- Single sign-on

- Overall sentiment about a single sign on account was positive.
  - 10 out of 11 Participants felt that a single sign on account would help them to better manage their username and passwords (primarily passwords)
    - 4 participants shared concerns about
      - Being locked out of a single account would lock them out of other services and other issues regarding security
      - Government sites (IRS and VA) communicating and sharing information

Discovery | Additional Findings

- Most participants **have more than one credential provider**
  - More than half of the participants typically accessed their MHV benefits and services **via ID.ME or DS Logon.**
    - 2 participants use DS Logon as their primary account
    - 5 participants use ID.me as their primary account
- Most participants were familiar with signing into other government sites
  - Sentiments around the experience on these sites compared to VA.gov were mixed. Participants compared the ease of use, security, and how long it took to log in

- 3 out of 11 participants noted that they were **frustrated/displeased** with having to transition or create a new account.

Discovery | Additional Findings - Verifying Identity

- Most participants attributed verifying their identity to MFA or entering their username and password.
  - Most participants **did not know/were unsure** about who to contact if they had issues verifying their identity
  - Most participants would seek out assistance from a customer support **phone number, web search, or a "contact us" link**
- In regards to forms of ID; most participants noted that they would use their **driver license or social security number**
  - others: Vet ID, DoD Pin or Zip code

Discovery | Recommendations and Next steps

- A next step to take is to improve on the amount of content of the email and consent/transfer page
  - **Improving amount of the content** can help better Veterans go through the process faster and easier without having to read unnecessary information.
- We would recommend that Login.gov separate "sign in" and "create account" as users may not scroll down to view "the create an account" button.
  - The current process creates an additional click and users believe that they can enter their current (MHV) username and password rather than create a new one.
- We would recommend for a way to educate about **the definition of "verified"**
  - It is likely that Veterans **will consider that login or 2FA is verifying their identity.**
- We would recommend that MHV advocates / social workers be informed and educated to better help Veterans
- We would recommend additional resources such as video-tutorials or FAQs to better help Veterans

Questions