# Login.gov Observational Study



## Agenda

- 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

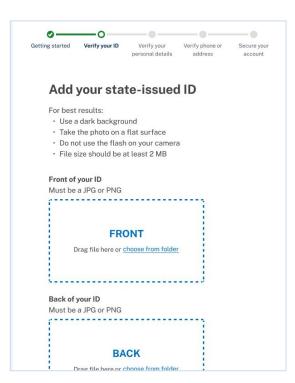
<sup>\*</sup> We did not capture the level of vision in our screener survey. We only asked if the participants used a screenreader.

## 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?





#### 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.

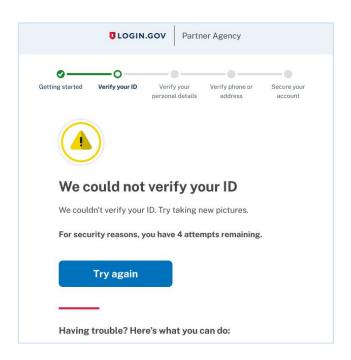


## No fallback options to verify personal details or phone number

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.



#### 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

66

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

- p18, disabled Veteran

## 3/ Final thoughts

# Questions & Discussion



#### The team



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