

# TESTING HUB

## EID

Confirming your identity online.

Estimated time to completion:

**7-8 minutes** (standard)

**Start**

## Progress Bar (1)

View your current progress.

Estimated time to completion:

**5-6 minutes** (standard)

**Start**

## Progress Bar (2)

View your current progress.

Estimated time to completion:

**5-6 minutes** (standard)

**Start**

## Progress Bar (3)

View your current progress.

Estimated time to completion:

**5-6 minutes** (standard)

**Start**

## Financial Independence (1)

**Scenario 1 [Financially independent]** - Single applicant (rents an apartment - the primary applicant) and mother lives with you - how would you complete this question?

Estimated time to completion:

**7-8 minutes** (standard)

**Start**

## Financial Independence (2)

**Scenario 2 [Financially dependent]** - Lives with mother (this is the mother's residence) - how would complete this question?

Estimated time to completion:

**7-8 minutes** (standard)

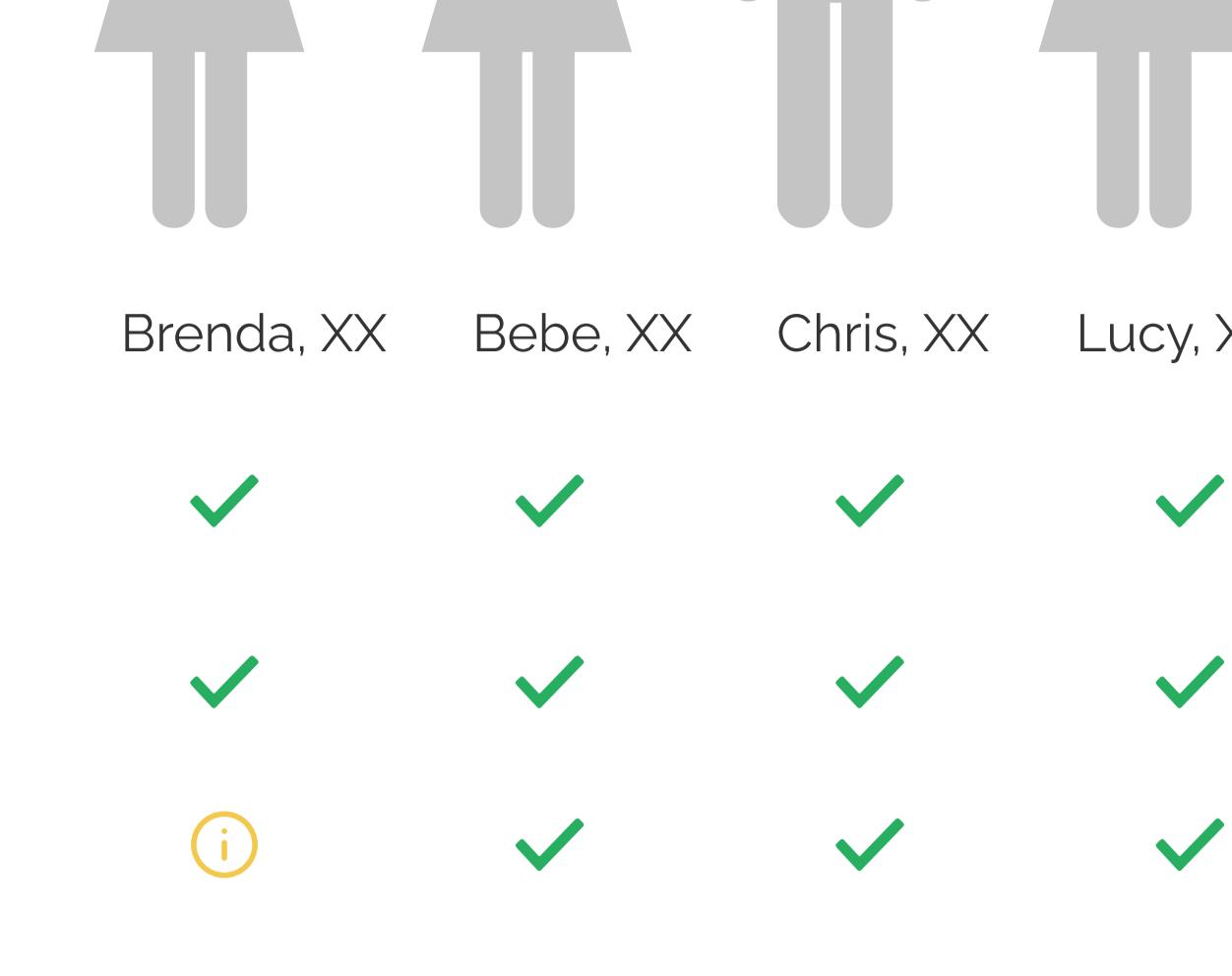
**Start**

MCCSS | SADA | Application flow

# SADA application, user interview report

28 May 2021

Four interviews were conducted.



3 tasks assigned

1. EID page and dialogue (Figma)

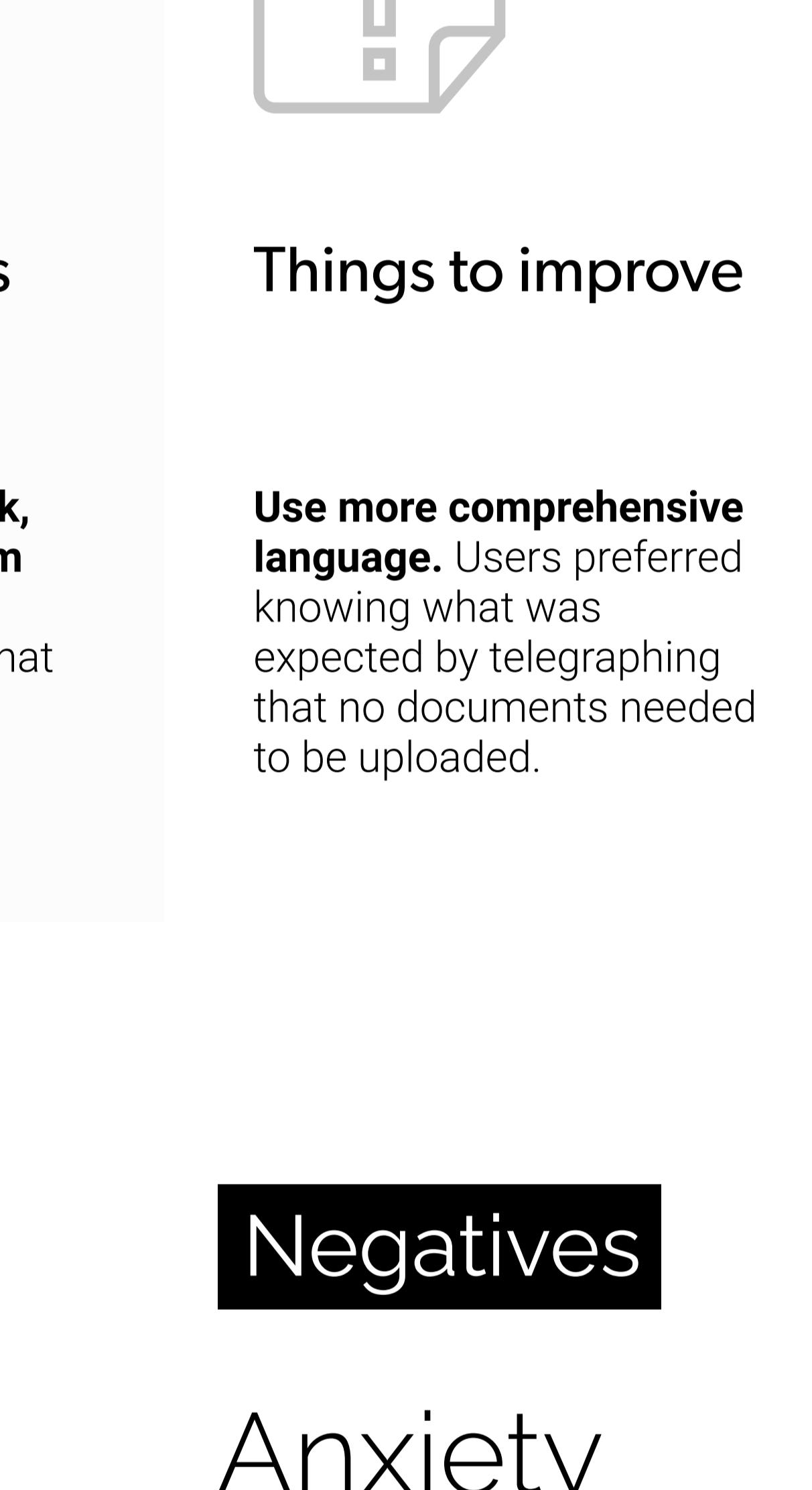
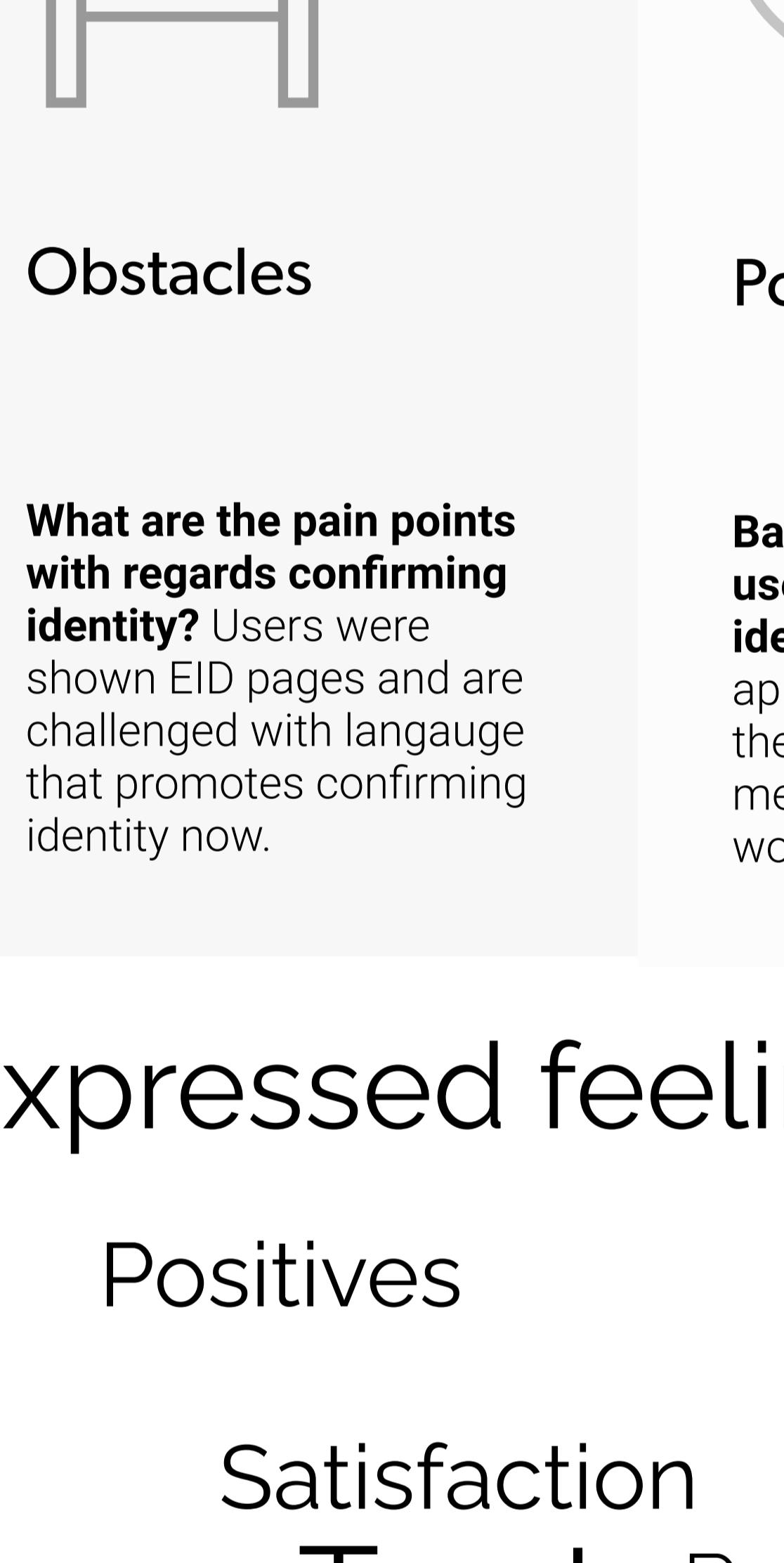
✓ ✓ ✓ ✓

2. Progress Bar (Figma)

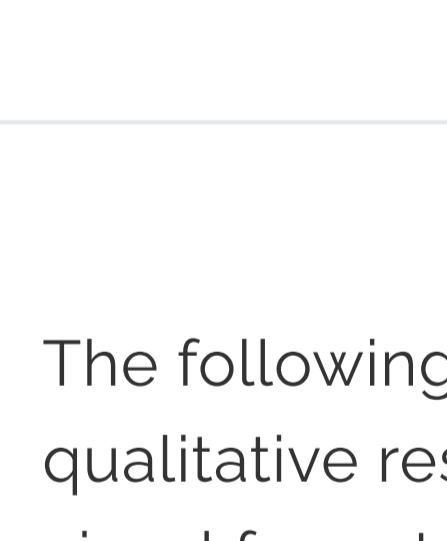
✓ ✓ ✓ ✓

3. Financial Independence (IST2)

ⓘ ✓ ✓ ✓

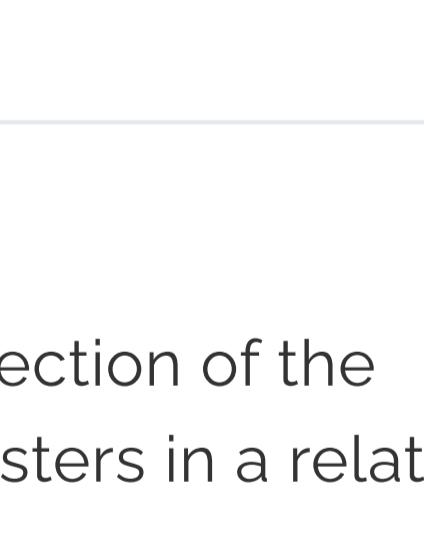


## Main insights



Obstacles

**What are the pain points with regards confirming identity?** Users were shown EID pages and are challenged with language that promotes confirming identity now.



Positive aspects

**Based on the feedback, users prefer to confirm identity now.** Users appreciated knowing that the alternative was meeting with a case worker.



Things to improve

**Use more comprehensive language.** Users preferred knowing what was expected by telegraphing that no documents needed to be uploaded.

## Expressed feelings

Positives

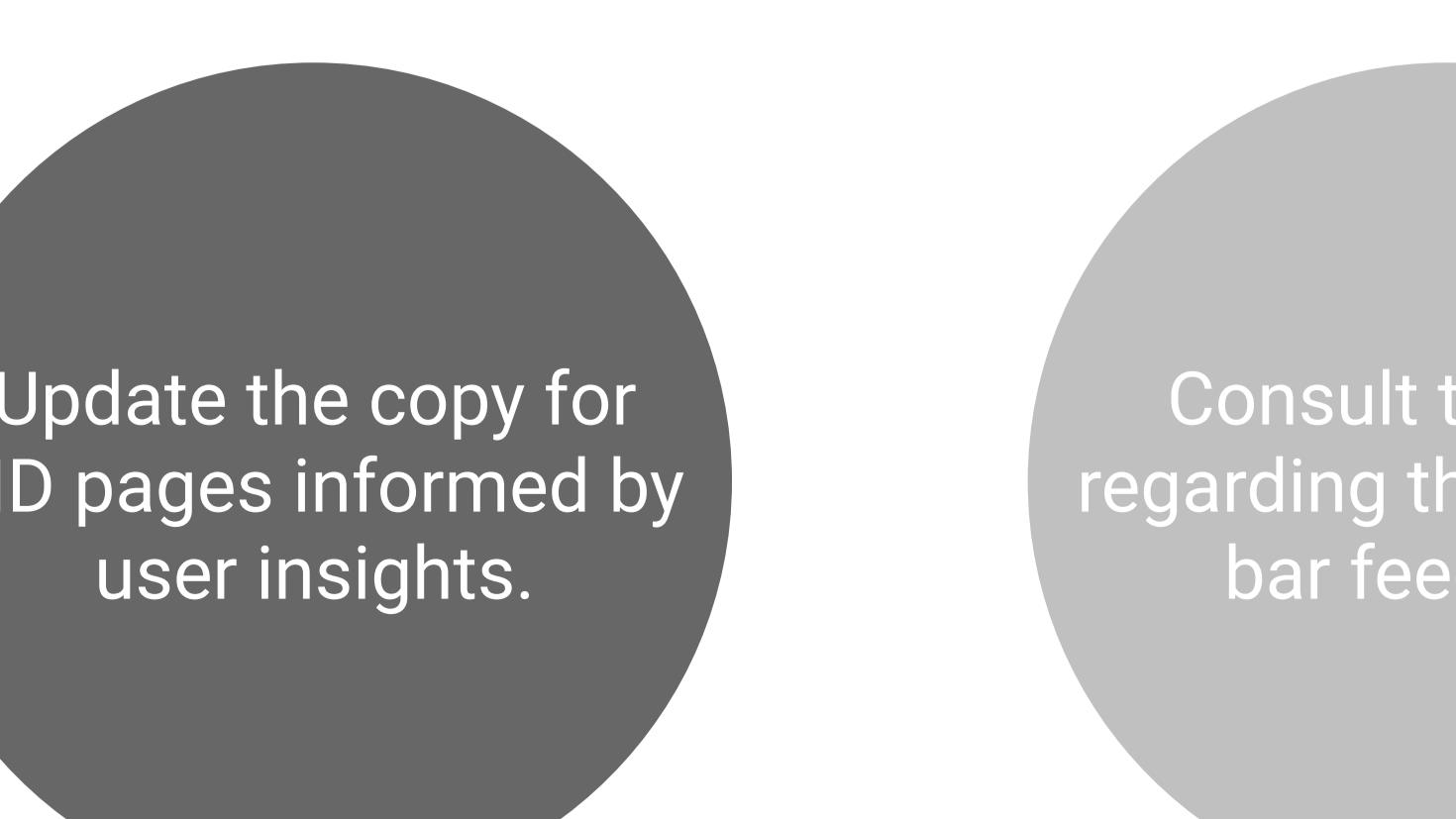
Satisfaction  
Trust  
Relief  
Clarity

Negatives

Anxiety

## Empathy distribution

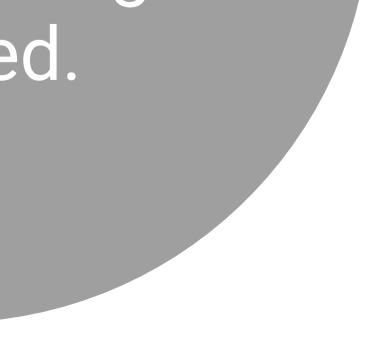
The following values are a reflection of the qualitative responses of our testers in a relative visual format.



Satisfaction	20%
Relief	12%
Trust	8%
Clarity	20%
Anxiety	40%

## Conclusion:

This weeks interviews were very insightful; we learned which words evoked an anxious reaction from the group.



## Whats Next?

Update the copy for EID pages informed by user insights.

Consult the team regarding the progress bar feedback.

Financial independence flow is good - no obvious design change needed.