

# AAL1 Generic User Journeys

This deck contains 7 user journeys covering 5 scenarios. Journey 2a, 2b and 2c achieve the same outcome but using different approaches.

| User Journey  | Has NHS Identity? | Correct Privs? |
|---|-------------------|----------------|
| 1. User logs on to a service 'normally'   | Y                 | Y              |
| 2a. User registers for NHS Identity (and service access) by trying to access a service                          | N                 | N/A            |
| 2b. User registers for NHS Identity (and service access) by trying to access a service                          | N                 | N/A            |
| 2c. User registers for NHS Identity (and service access) by trying to access a service                          | N                 | N/A            |
| 3. User receives an email prompting them to register for NHS Identity (or proactively chooses to register).     | N                 | N/A            |
| 4. User tries to access a service they do not have the correct access rights to.                                | Y                 | N              |
| 5. User receives an email prompting them to request access to a service (or pro-actively seeks to gain access). | Y                 | N              |

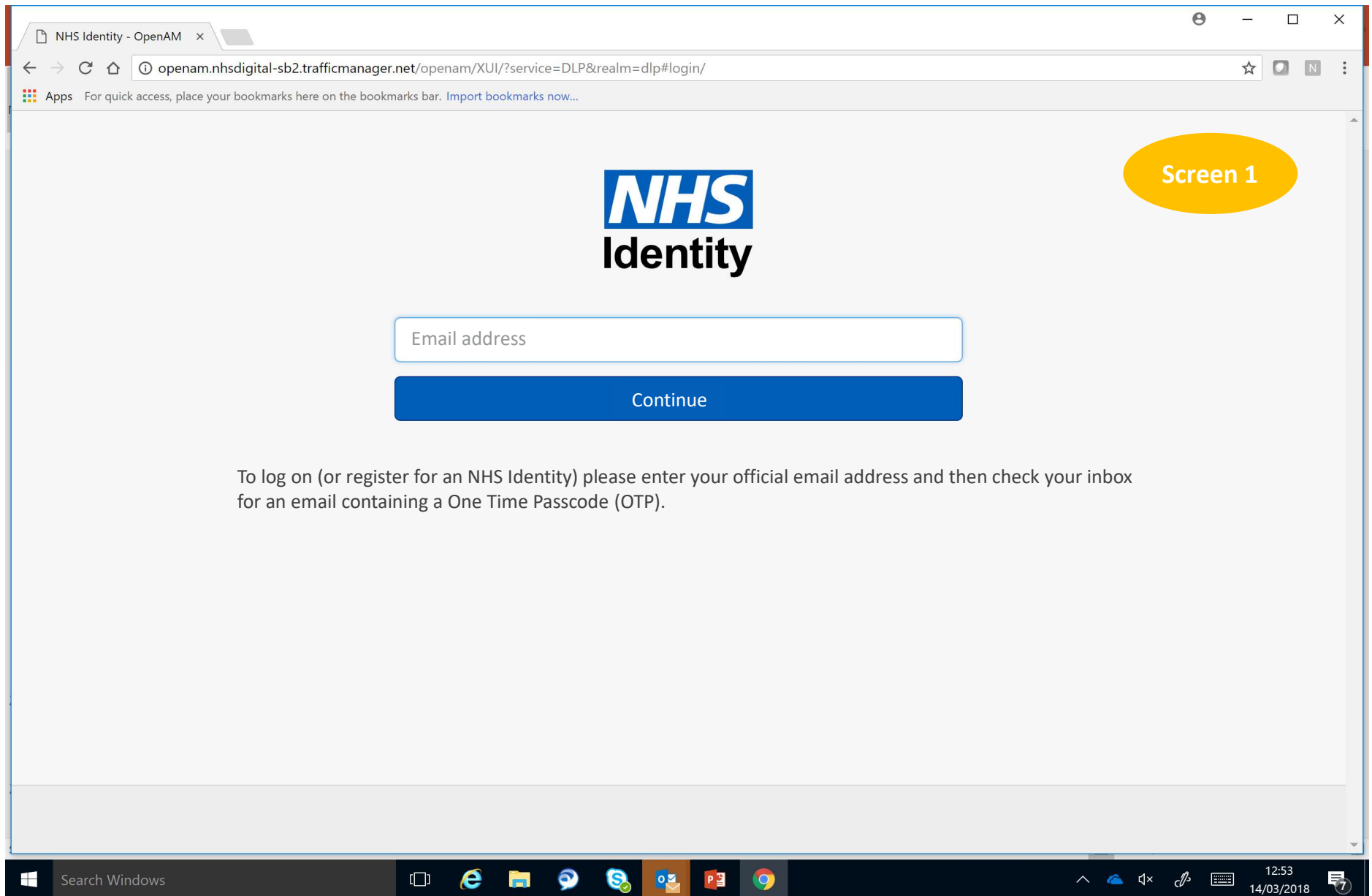
## Scenario #1

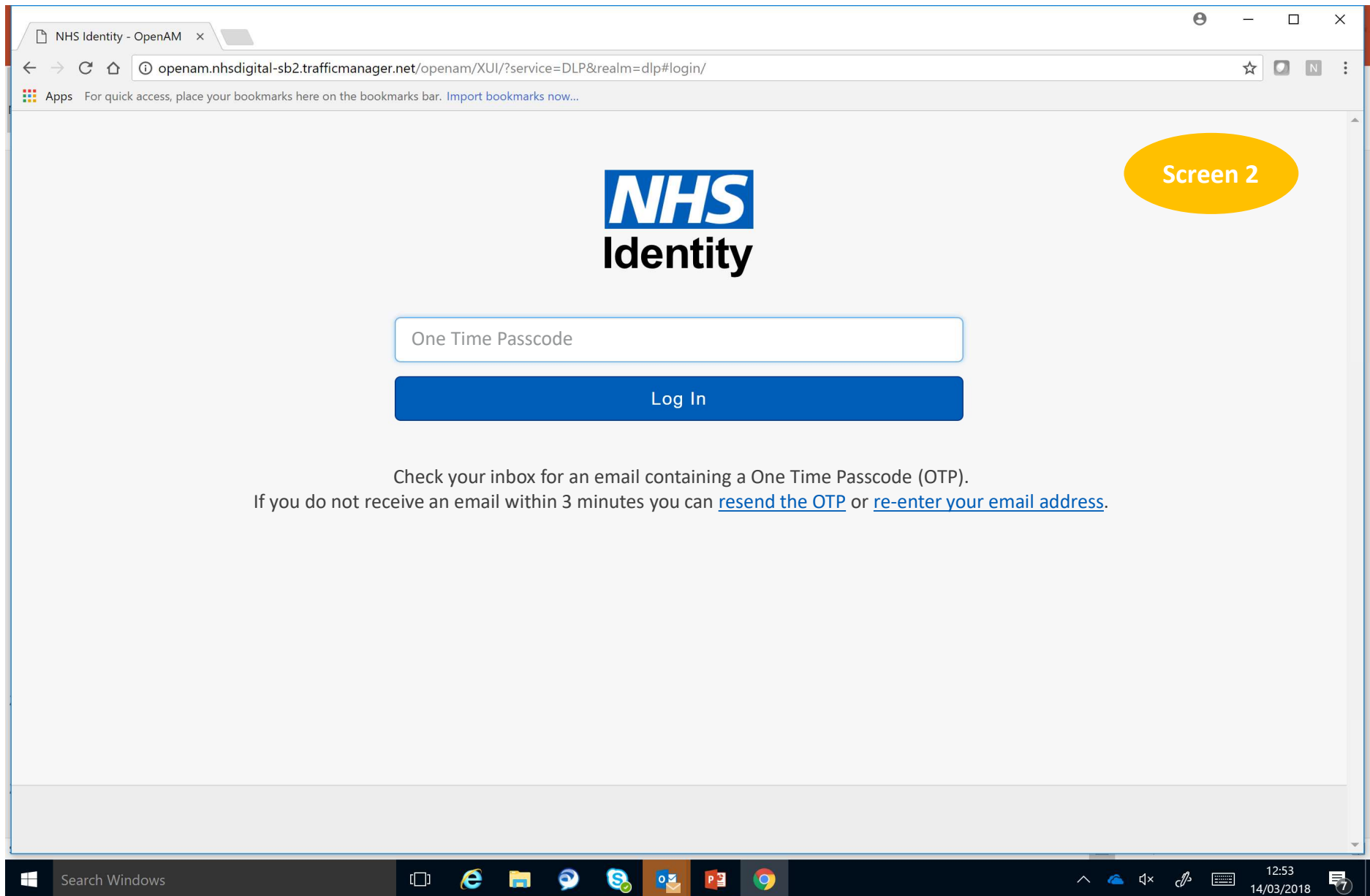
User logs on to a service 'normally'.

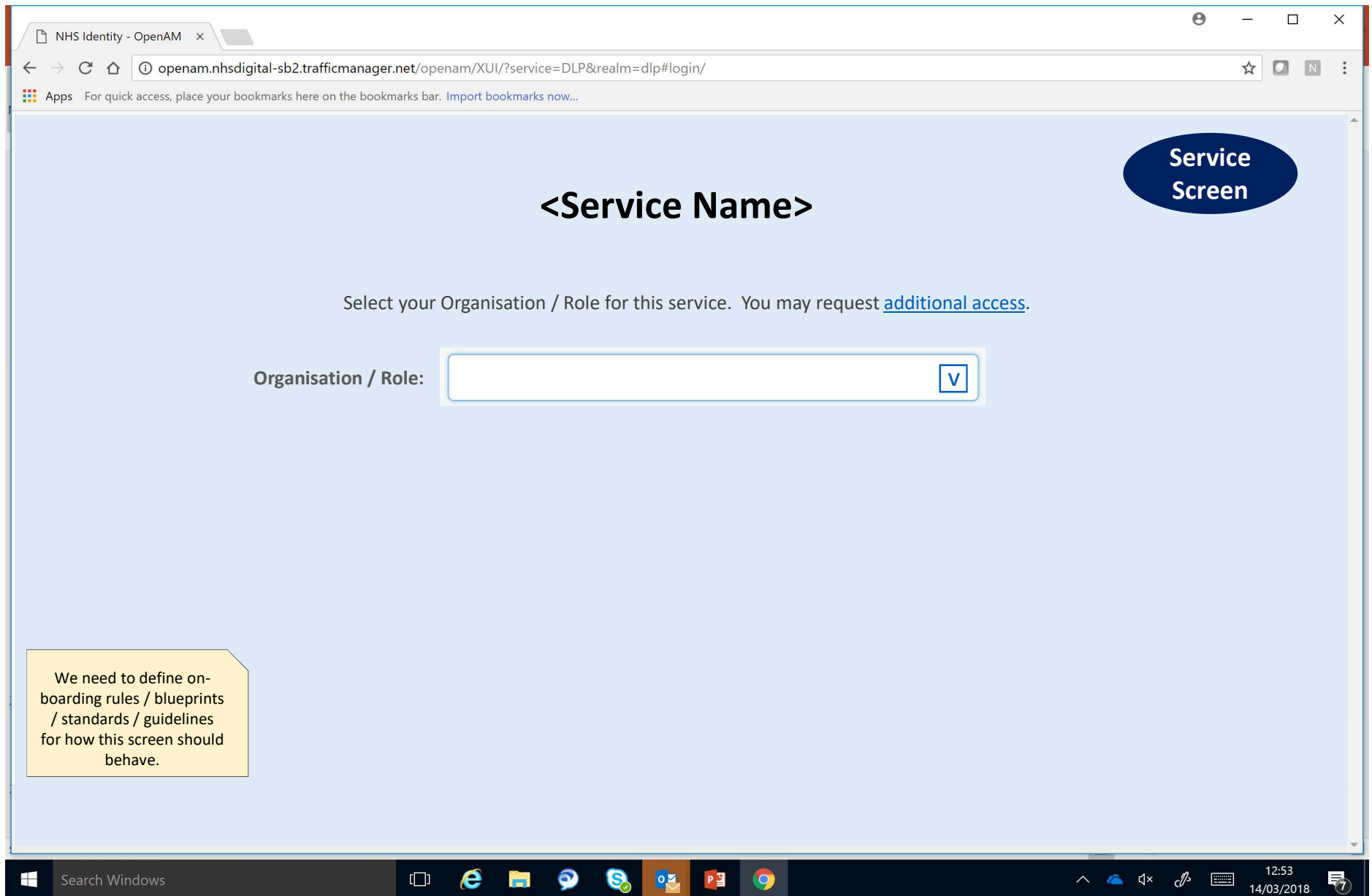
*(User navigates to service URL)*

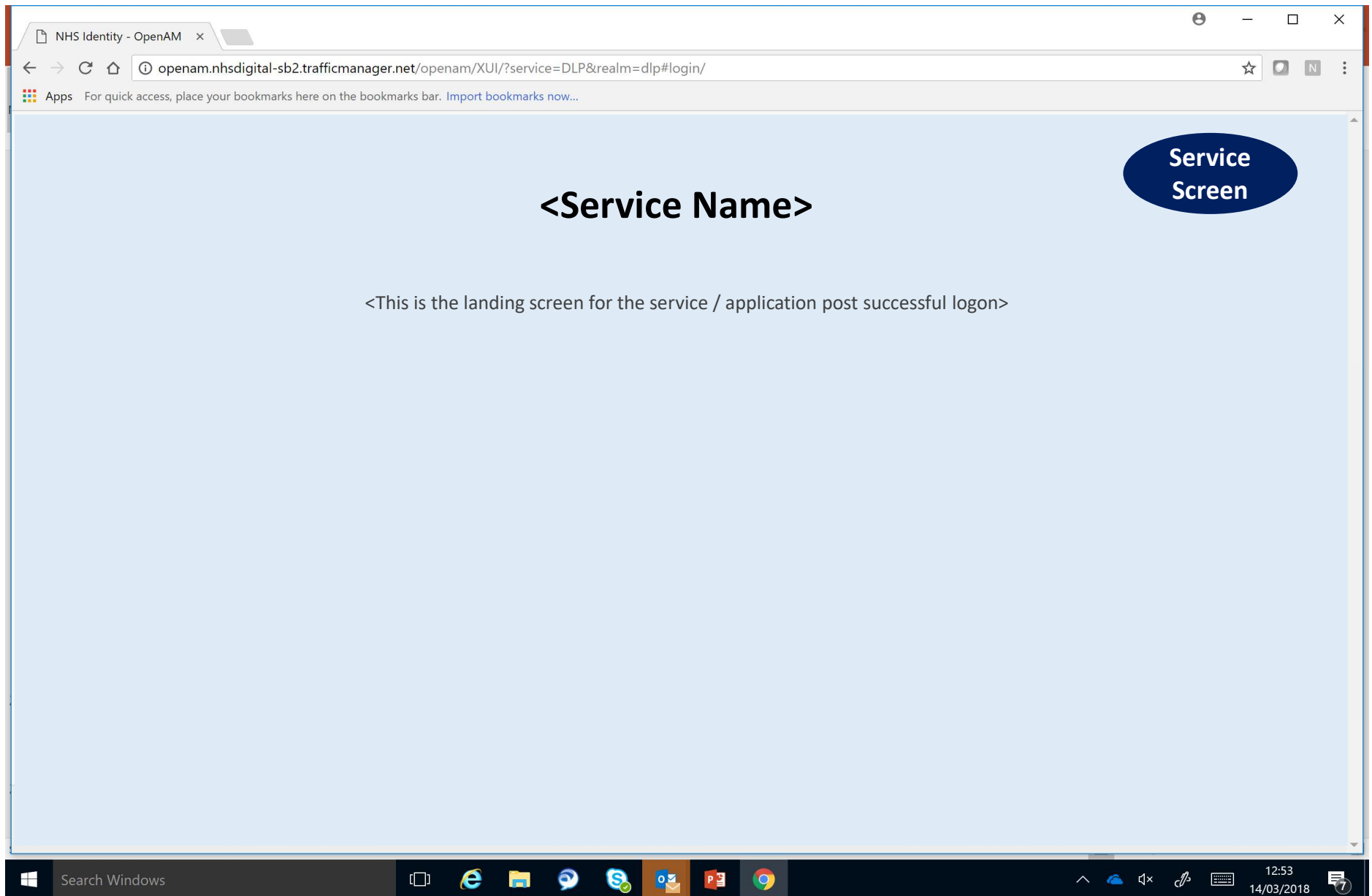
User has existing NHS Identity : Yes

User has correct service privileges : Yes







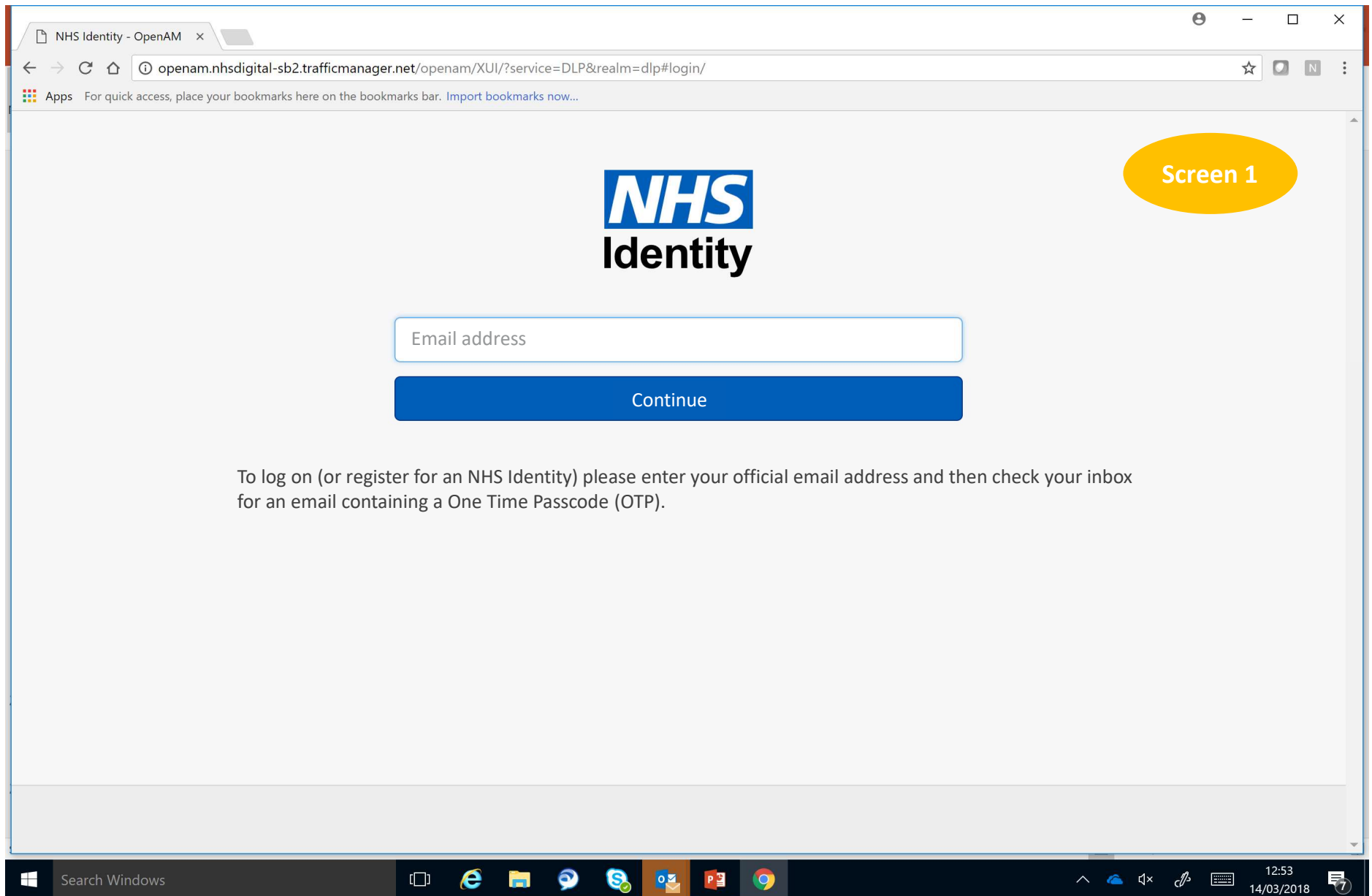


## Scenario #2 - Journey A

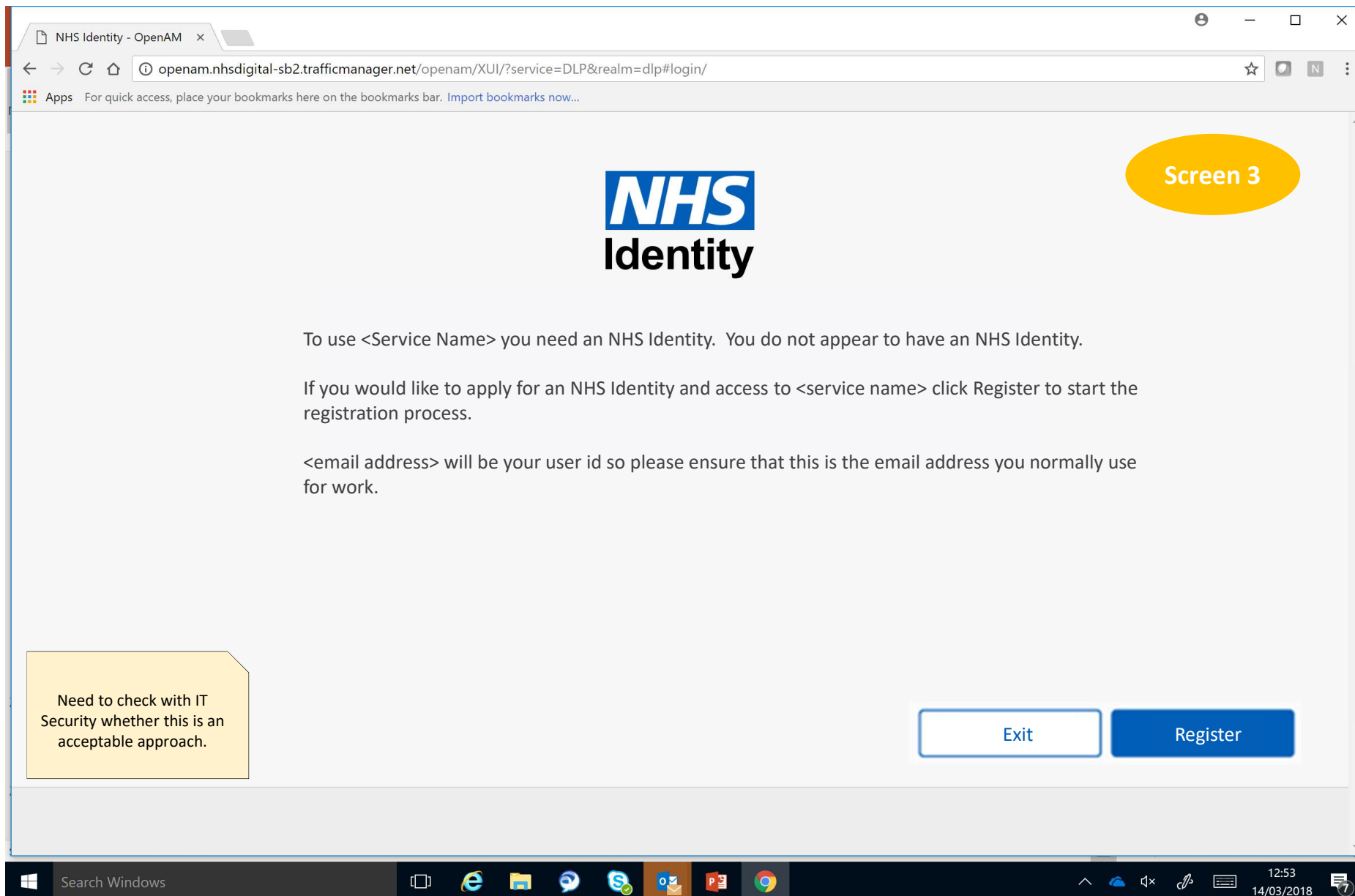
User registers for NHS Identity (and access) by trying to use a service

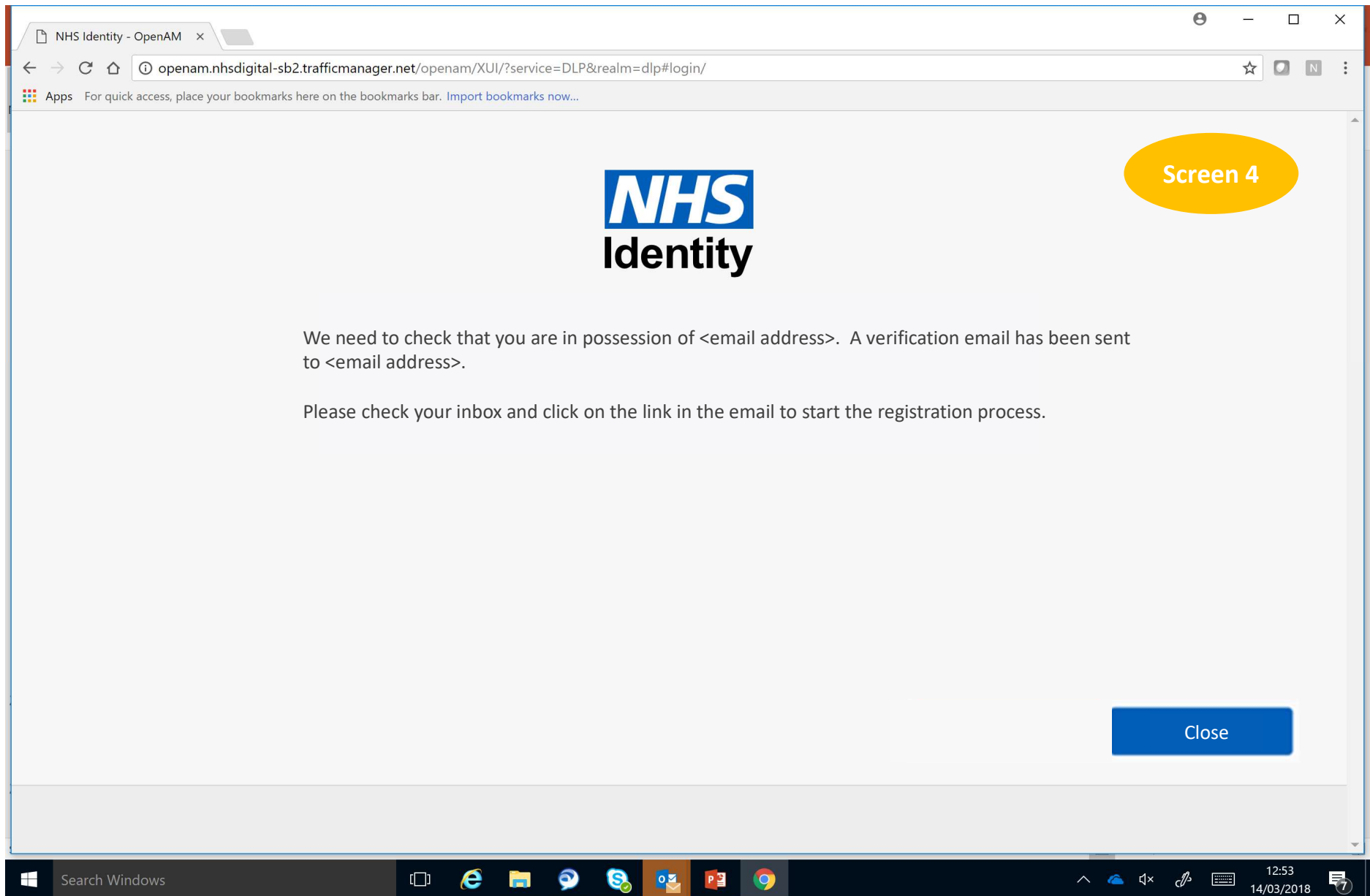
User has existing NHS Identity : No

User has correct service privileges : N/A











Email 1



[Confirm your email address](#)

You have started the registration process for an NHS Identity.

If you are expecting this email, please click on the link below to confirm that you are in possession of this email address and to continue with the registration.

[Continue with registration](#)

If you are not expecting this email, please ignore and delete.


Regards,

NHS Identity Team

NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)



Screen 5

## Register for an NHS Identity


You are about to register for an NHS Identity using <email address> as your user name.  
On the next screens we will ask for:

- Some personal details to set up your identity
- The service / system / application you want to access
- Which organisation you work for
- What role (access privileges) you need

Exit


Next

Search Windows



12:53


14/03/2018



NHS Identity - OpenAM x

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)



Screen 6

### Register for an NHS Identity

<Email address pre-populated >


Phone Number

First Name

Date of Birth

Surname

Have you ever been issued with an NHS Smartcard? Yes ☐ No ☐

Smartcard Number 

ExitNext

 Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)



## Screen 7

## Request access to a service

Please select which service you require access to (if not already populated), the organisation(s) that you need access on behalf of (this is usually the organisation you work for and your role) and also your role.

<Service pre-populated> V

<Optional service specific text / instructions go here>

Organisation Name / Code

Role / Access V ?

+ Add another Organisation and Role (Max n)

Value of n is stored as an attribute against the service.

Need to consider logic to limit no of Orgs if a requirement.

Could potentially use a shopping basket approach?

Exit

Submit

NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

☆

Apps

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NHS

Identity

Register for an NHS Identity

Thank you for registering for an NHS Identity and for requesting access to <service name>.

Your reference number is XXXX. You should receive a response within X days.

<Optional service specific text.>

If you have any queries regarding this request, please contact XXX.

An email has been sent to <email address> confirming this information.

Close

Reference number should be useable across 1<sup>st</sup>-4<sup>th</sup> line support. Use transaction Id?

Search Windows

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Email 2



Thank you for registering for an NHS Identity

Hello <name>

Thank you for registering for an NHS Identity and for requesting access to <service name>.

Your reference number is XXXX. You should receive a response within X days.

<Optional service specific text.>

If you have any queries regarding this request, please contact XXX.

Regards,

NHS Identity Team

Reference number should be useable across 1<sup>st</sup>-4<sup>th</sup> line support. Use transaction Id?



The administrators for the requested service receive and process the request



Email 3



**Your request has been approved**

Hello <name>

Your recent request for access to <name> has been approved.

Each time you log in to XX you will be emailed a One Time Passcode (OTP). This means you won't have to remember another password.

<Optional service specific text>

**Log in to XX**

If you ever get locked-out of your account or need to amend any of the details supplied at registration, please <Service specific text>

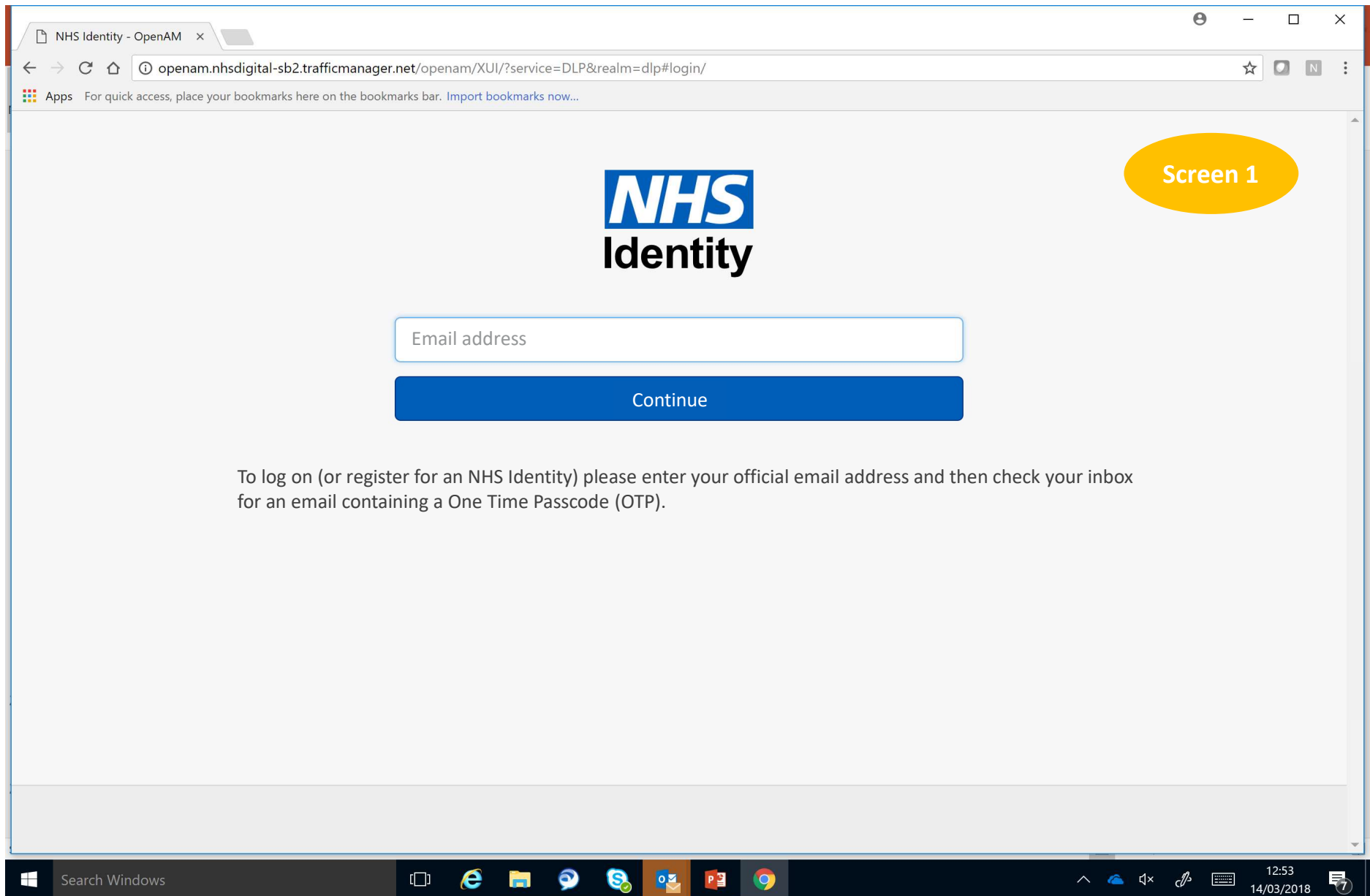
Regards,  
NHS Identity Team

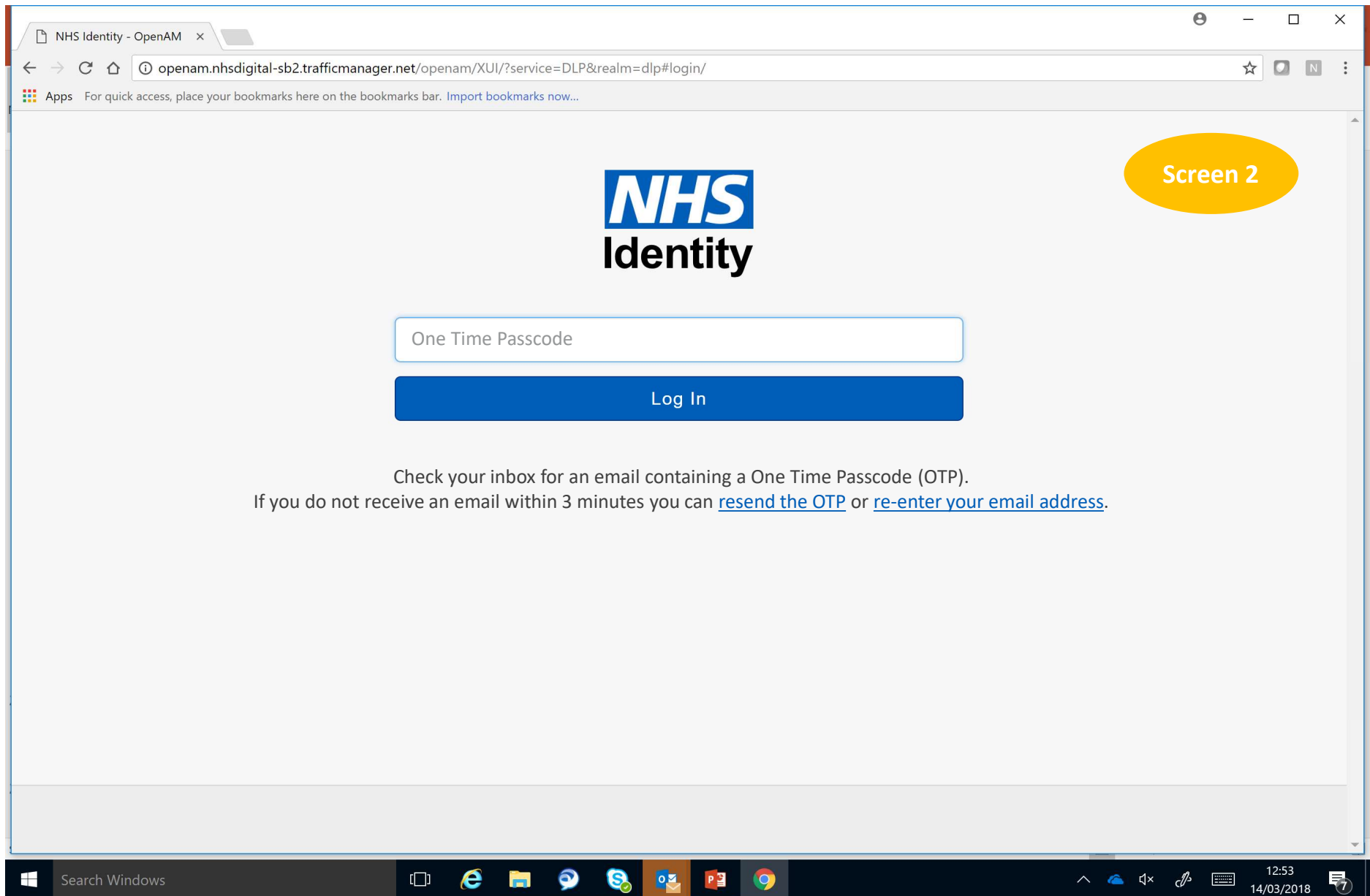
## Scenario #2 – Journey B

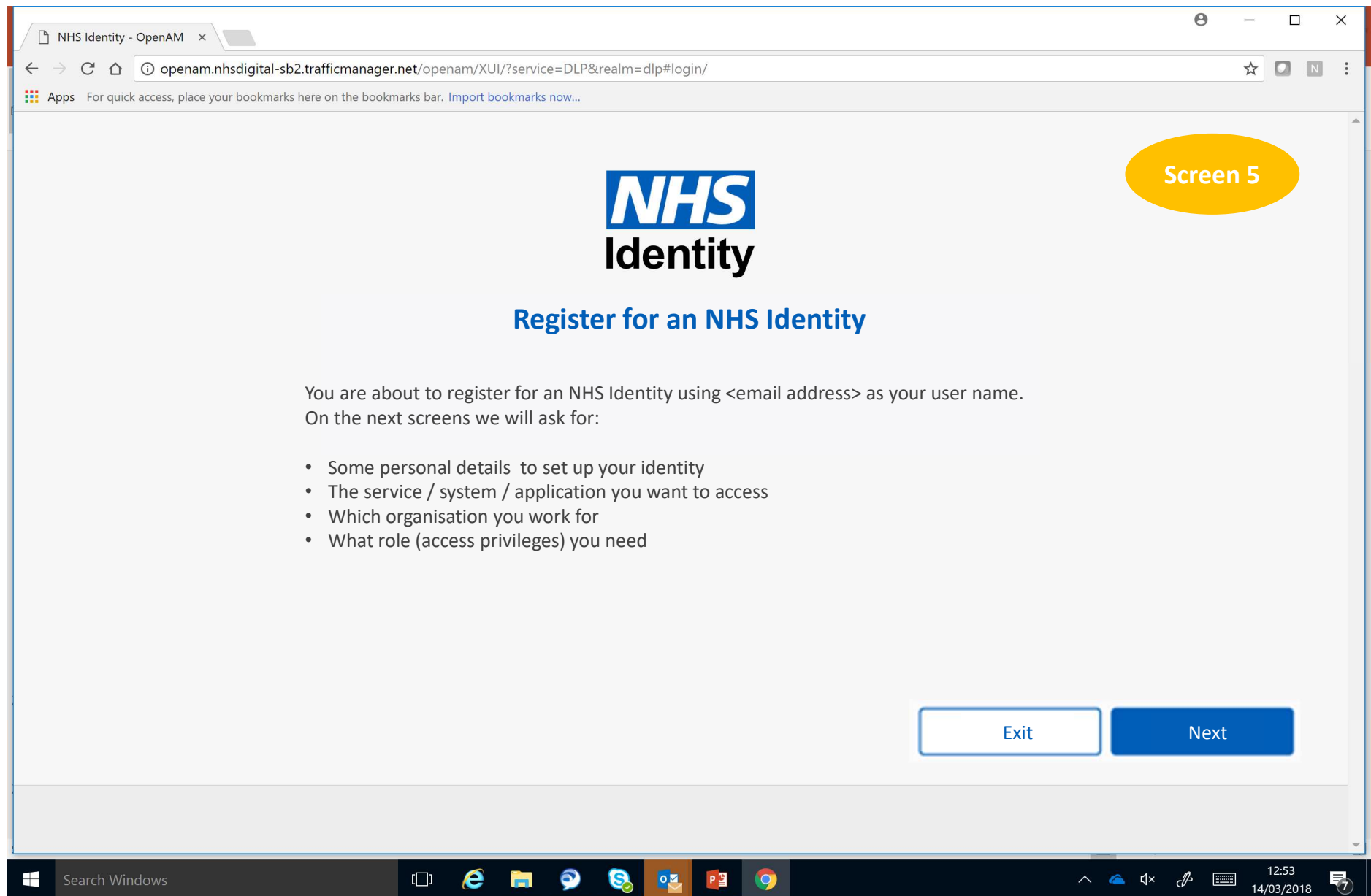
User registers for NHS Identity (and access) by trying to use a service

User has existing NHS Identity : No

User has correct service privileges : N/A







NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

NHS

Identity

Register for an NHS Identity

<Email address pre-populated >

First Name

Surname

Phone Number

Date of Birth

Have you ever been issued with an NHS Smartcard? Yes ☐ No ☐

Smartcard Number

?

Exit

Next

Screen 6

Search Windows

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7

NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. Import bookmarks now...

NHS Identity

Screen 7

Request access to a service

Please select which service you require access to (if not already populated), the organisation(s) that you need access on behalf of (this is usually the organisation you work for and your role) and also your role.

<Service pre-populated>

<Optional service specific text / instructions go here>

Organisation Name / Code

Role / Access

+ Add another Organisation and Role (Max n)

Exit

Submit

Value of n is stored as an attribute against the service.

Need to consider logic to limit no of Orgs if a requirement.

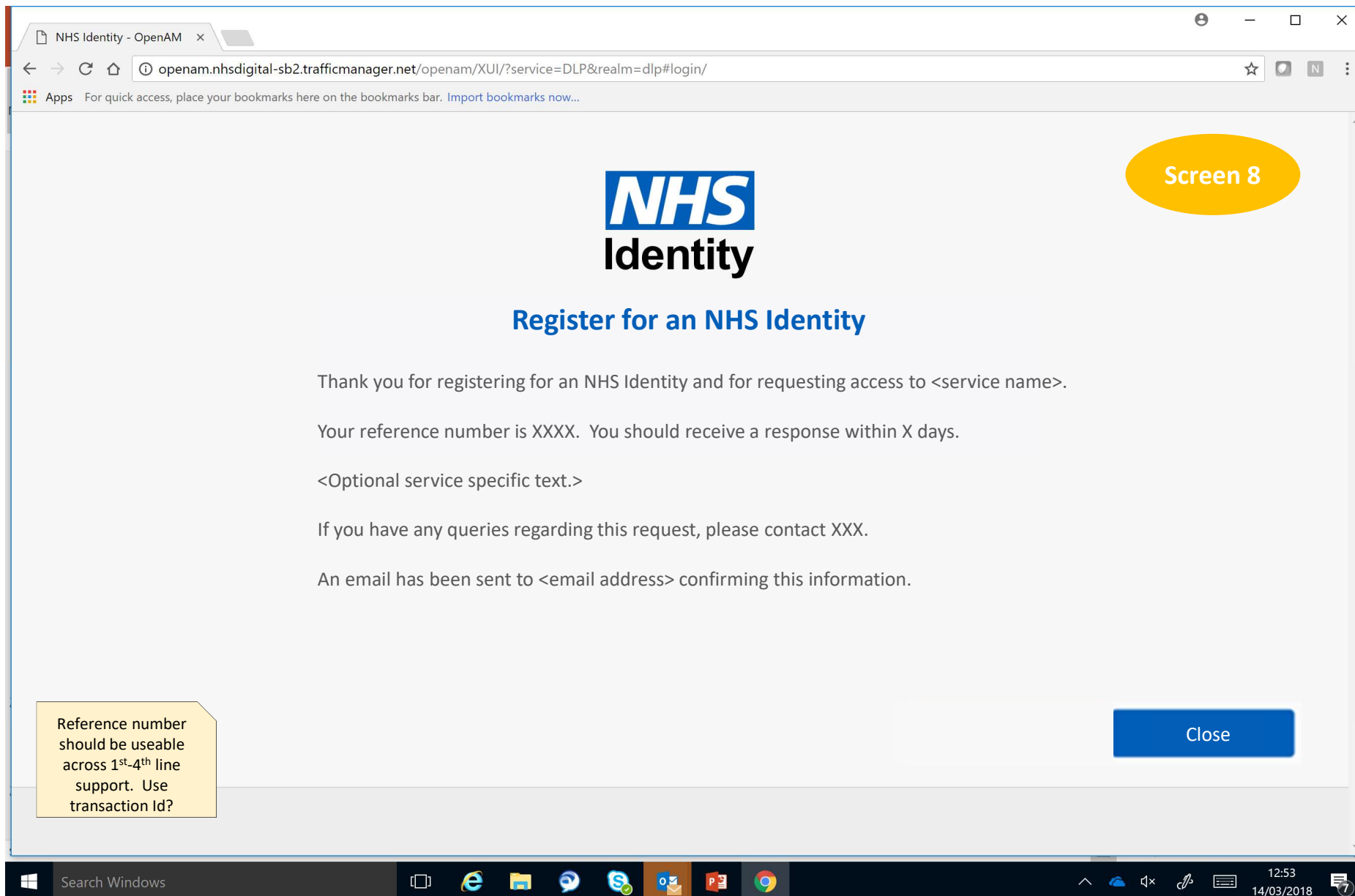
Search Windows

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7







Email 2



Thank you for registering for an NHS Identity

Hello <name>

Thank you for registering for an NHS Identity and for requesting access to <service name>.

Your reference number is XXXX. You should receive a response within X days.

<Optional service specific text.>

If you have any queries regarding this request, please contact XXX.

Regards,

NHS Identity Team

Reference number should be useable across 1<sup>st</sup>-4<sup>th</sup> line support. Use transaction Id?

The administrators for the requested service receive and process the request



Email 3



**Your request has been approved**

Hello <name>

Your recent request for access to <name> has been approved.

Each time you log in to XX you will be emailed a One Time Passcode (OTP). This means you won't have to remember another password.

<Optional service specific text>

**Log in to XX**

If you ever get locked-out of your account or need to amend any of the details supplied at registration, please <Service specific text>

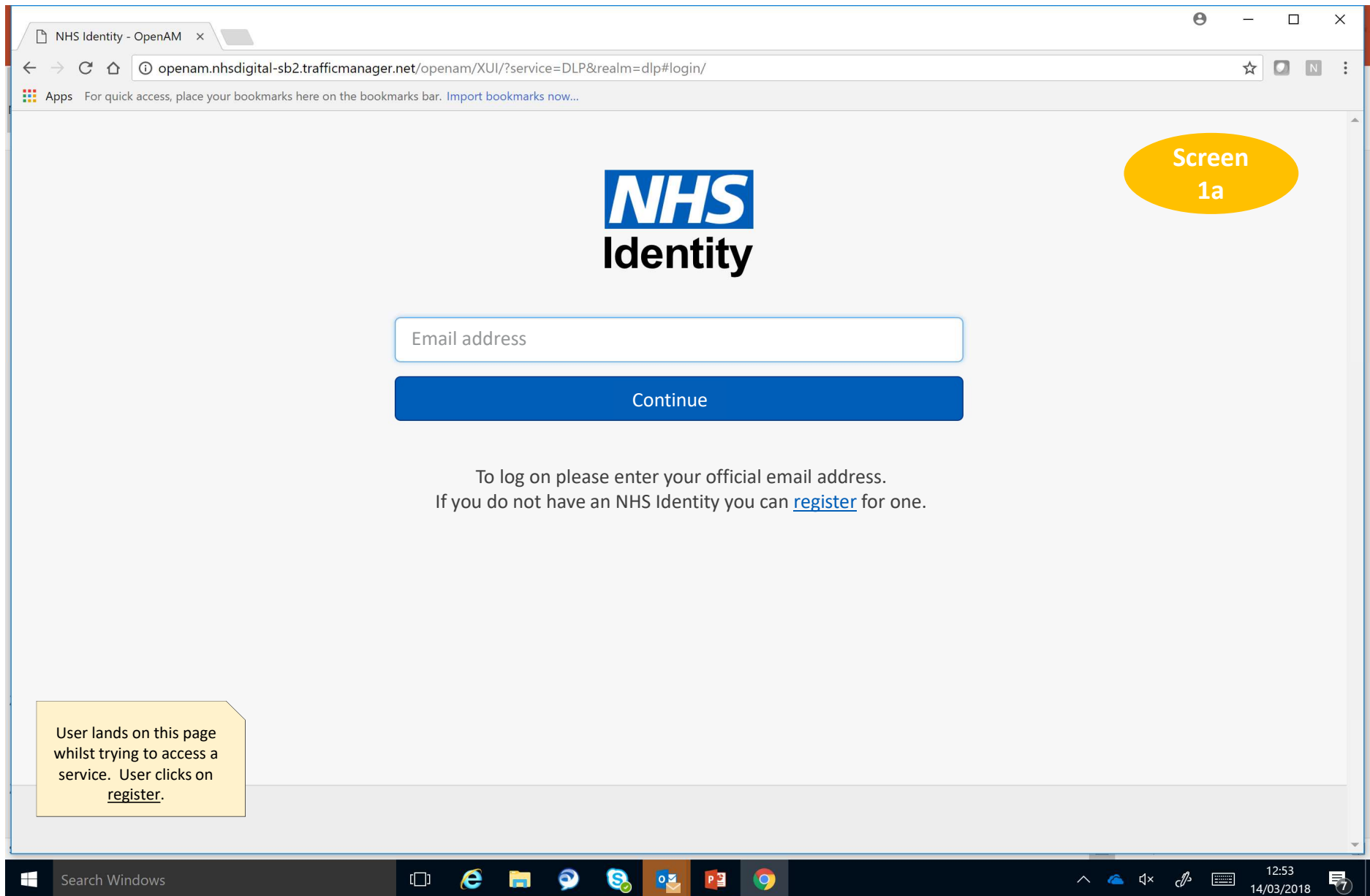
Regards,  
NHS Identity Team

## Scenario #2 – Journey C

User registers for NHS Identity (and access) by trying to use a service

User has existing NHS Identity : No

User has correct service privileges : N/A



NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

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Apps

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NHS

Identity

Register for an NHS Identity

You are about to register for an NHS Identity.

You will use your email address as your user Id. We need to check that you have possession of your email address. We will send you an email containing a One Time Passcode which you will need to enter when prompted.

Once we have established you're in possession of the email address, we will ask for:

- Some personal details to set up your identity
- The service / system / application you want to access
- Which organisation you work for
- What role (access privileges) you need

Click Next to continue.

Exit

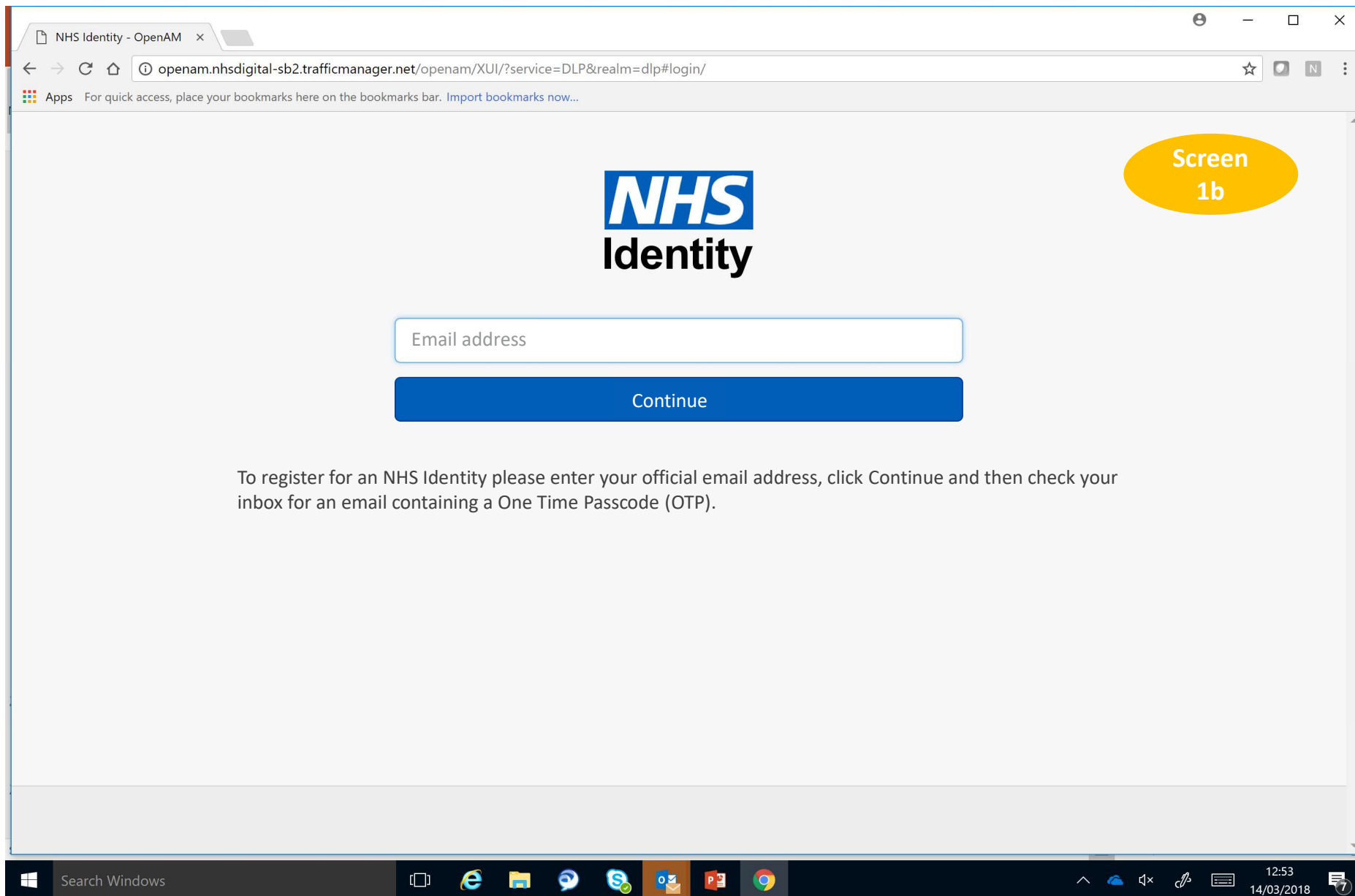
Next

Screen 5a

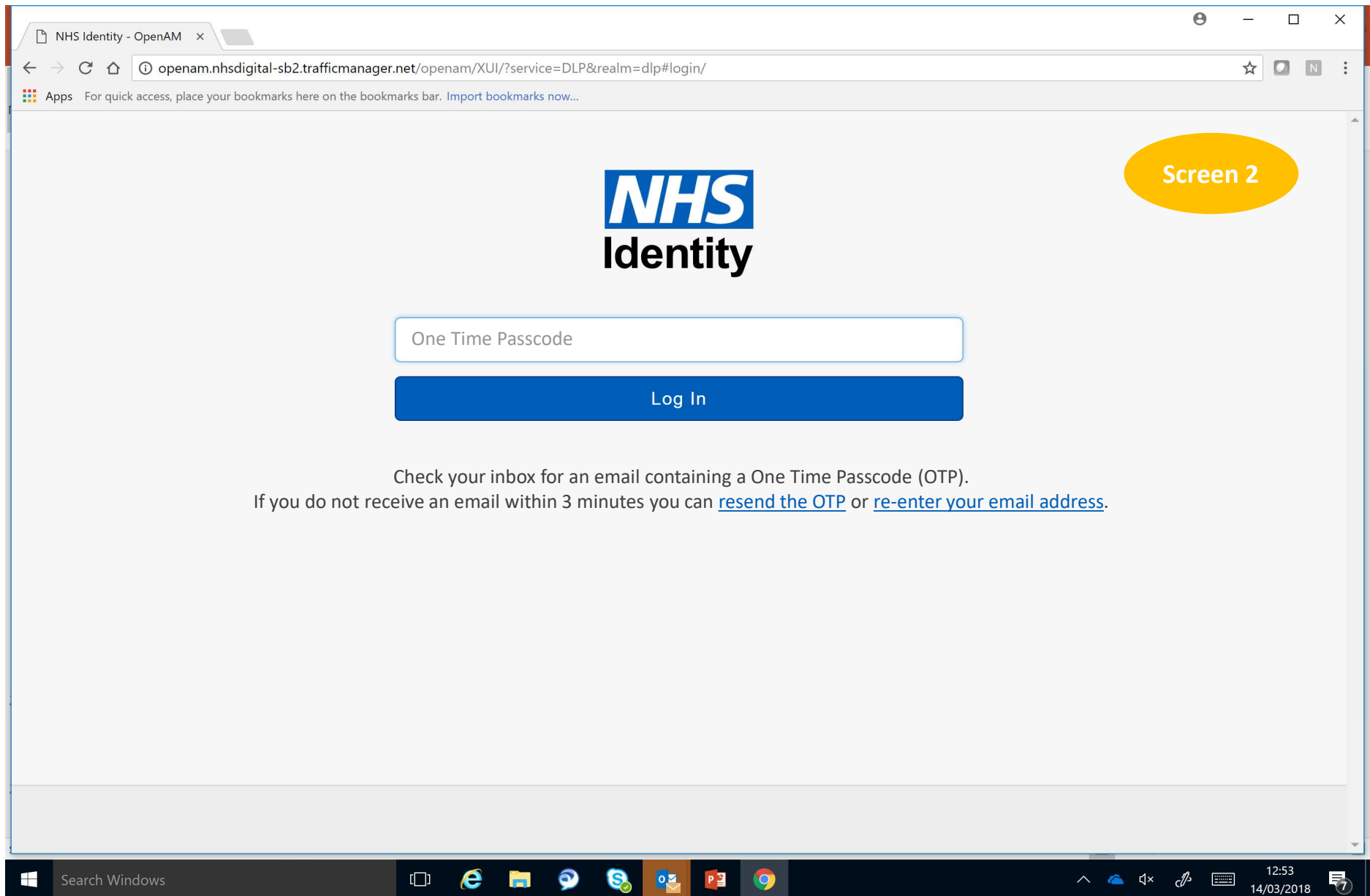
Search Windows

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NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

NHS

Identity

Register for an NHS Identity

<Email address pre-populated >

First Name

Surname

Phone Number

Date of Birth

Have you ever been issued with an NHS Smartcard? Yes ☐ No ☐

Smartcard Number

?

Exit

Next

Screen 6

Search Windows

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NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. Import bookmarks now...

NHS Identity

Screen 7

Request access to a service

Please select which service you require access to (if not already populated), the organisation(s) that you need access on behalf of (this is usually the organisation you work for and your role) and also your role.

<Service pre-populated>

<Optional service specific text / instructions go here>

Organisation Name / Code

Role / Access

+ Add another Organisation and Role (Max n)

Exit

Submit

Value of n is stored as an attribute against the service.

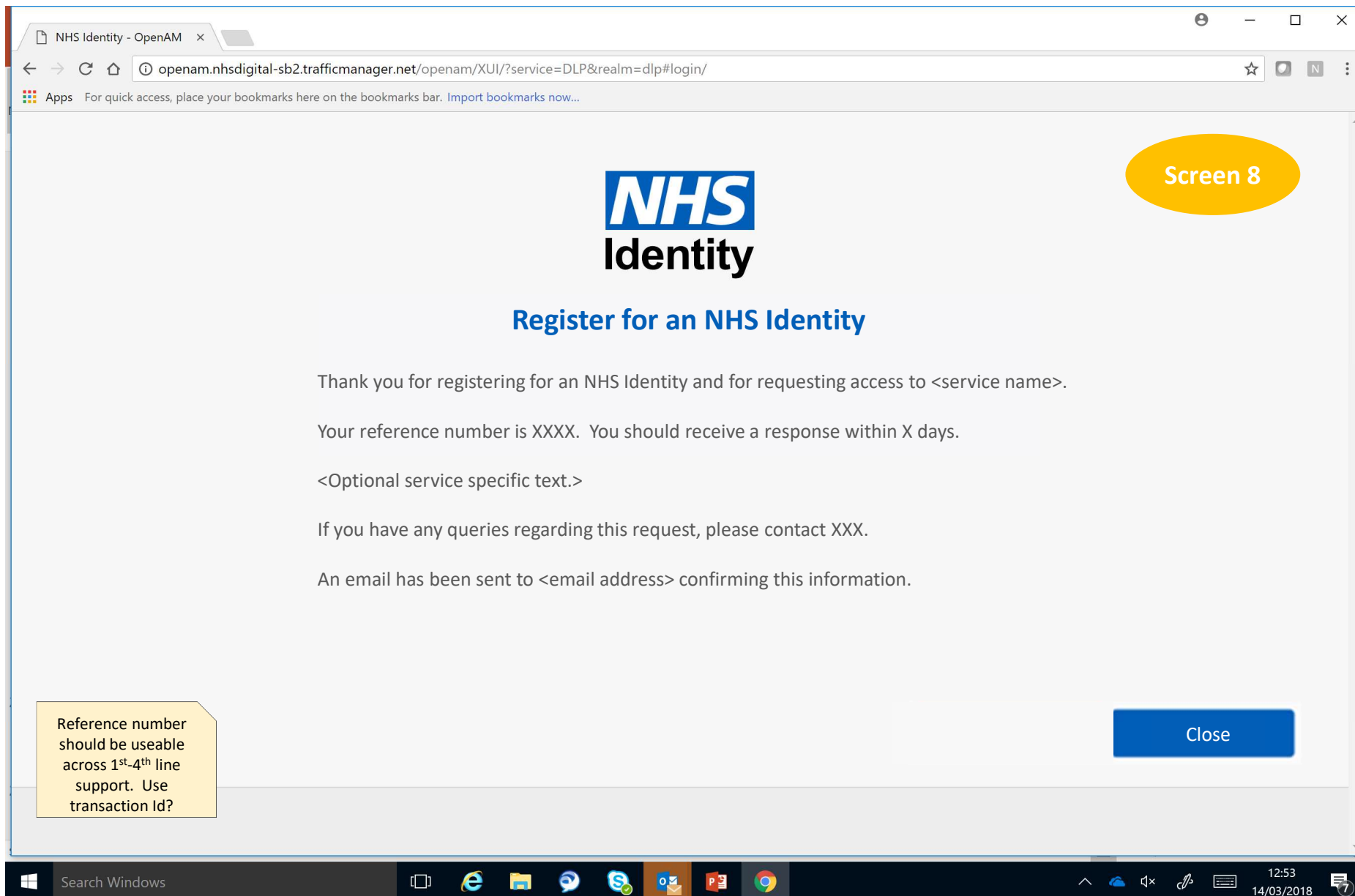
Need to consider logic to limit no of Orgs if a requirement.

Search Windows

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7





Email 2



Thank you for registering for an NHS Identity

Hello <name>

Thank you for registering for an NHS Identity and for requesting access to <service name>.

Your reference number is XXXX. You should receive a response within X days.

<Optional service specific text.>

If you have any queries regarding this request, please contact XXX.

Regards,

NHS Identity Team

Reference number should be useable across 1<sup>st</sup>-4<sup>th</sup> line support. Use transaction Id?

The administrators for the requested service receive and process the request



Email 3



**Your request has been approved**

Hello <name>

Your recent request for access to <name> has been approved.

Each time you log in to XX you will be emailed a One Time Passcode (OTP). This means you won't have to remember another password.

<Optional service specific text>

**Log in to XX**

If you ever get locked-out of your account or need to amend any of the details supplied at registration, please <Service specific text>

Regards,  
NHS Identity Team

## Scenario #3

User receives an email prompting them to  
register for NHS Identity

*(User clicks on registration link)*

User has existing NHS Identity : No


User has correct service privileges : N/A



NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)



Screen 5a

## Register for an NHS Identity

You are about to register for an NHS Identity.

You will use your email address as your user Id. We need to check that you have possession of your email address. We will send you an email containing a One Time Passcode which you will need to enter when prompted.

Once we have established you're in possession of the email address, we will ask for:

- Some personal details to set up your identity
- The service / system / application you want to access
- Which organisation you work for
- What role (access privileges) you need

Click Next to continue.

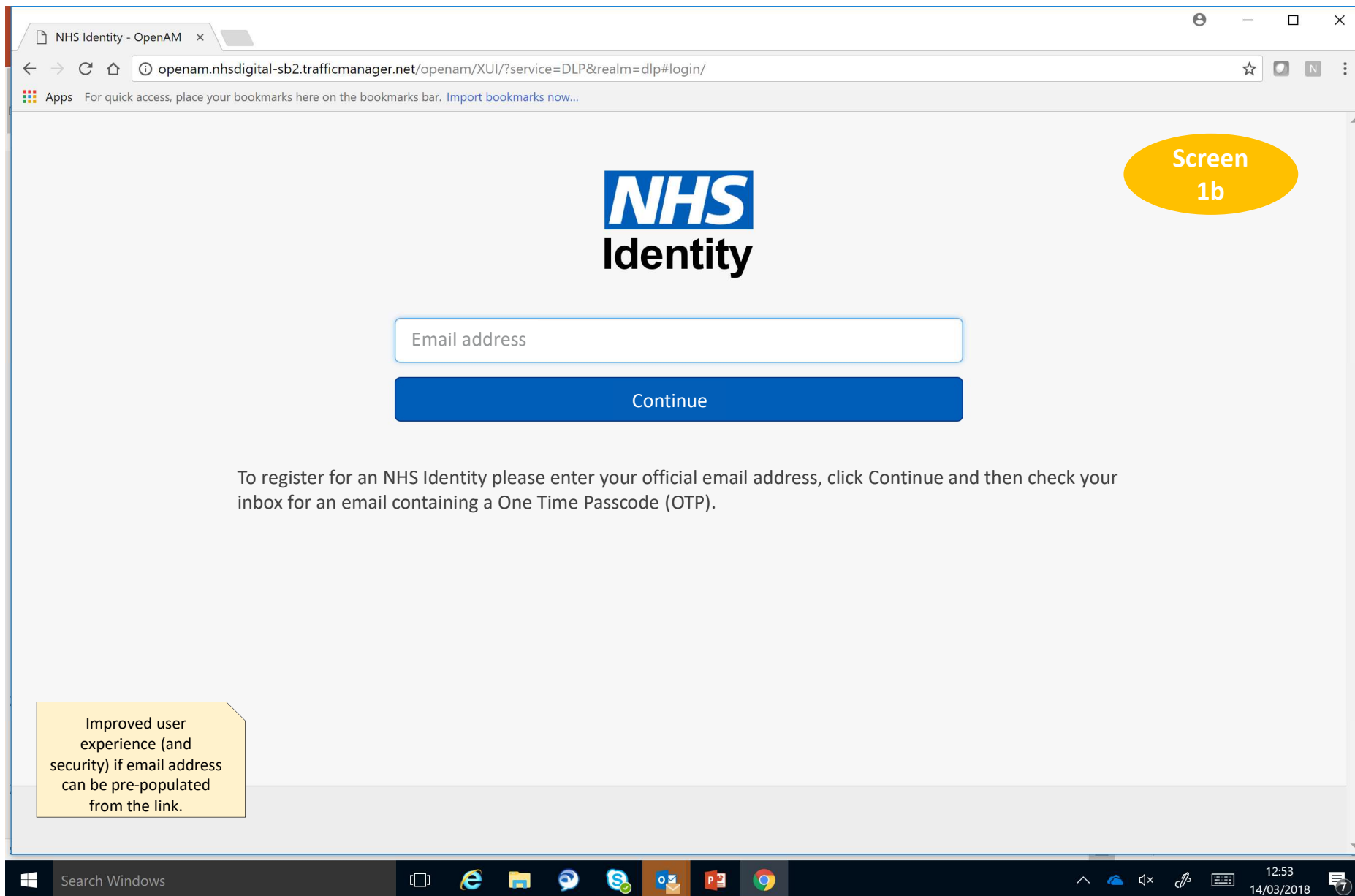
Exit

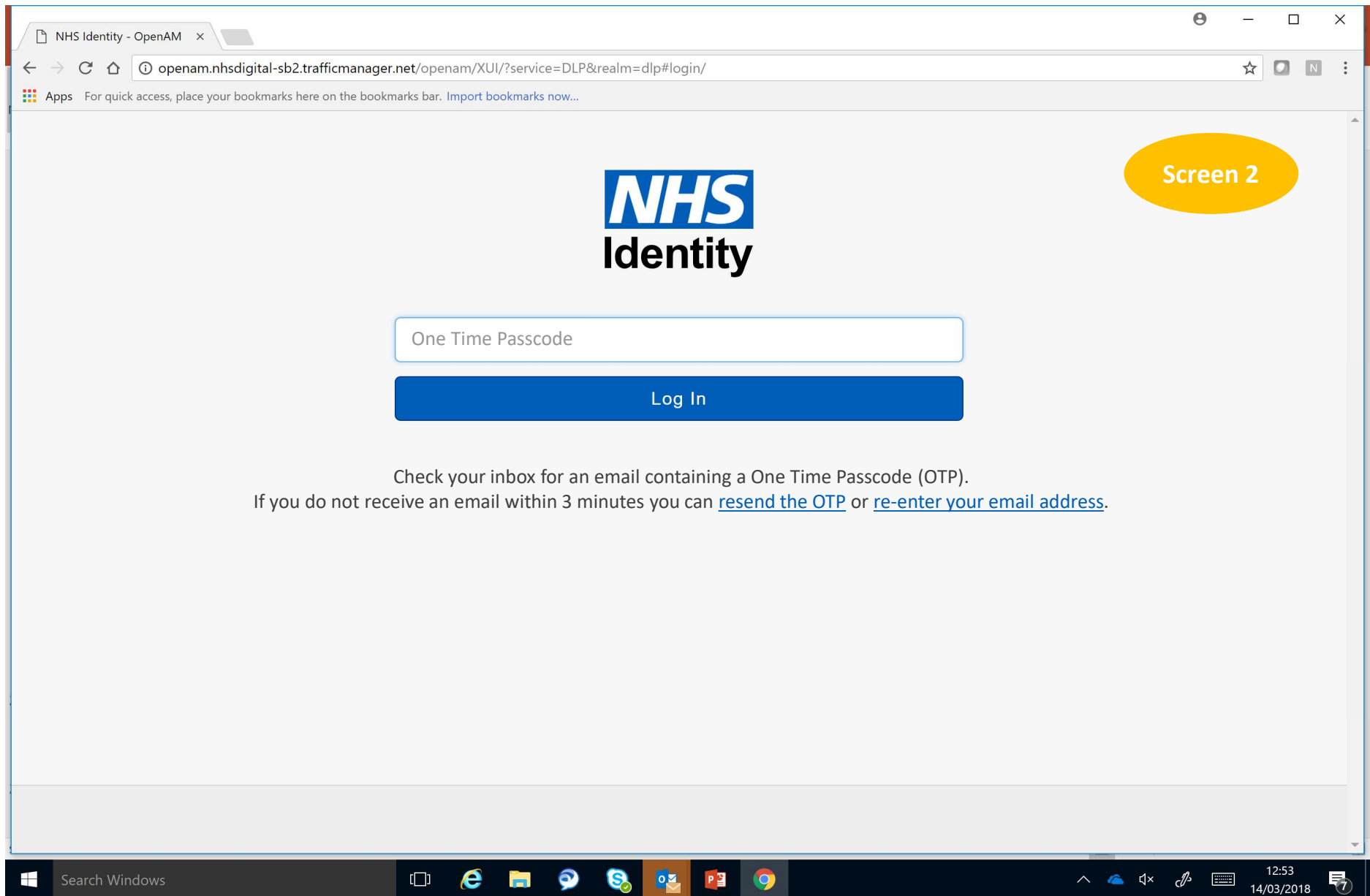
Next

Search Windows

12:53

14/03/2018






## Screen 6



## Register for an NHS Identity

|                                |               |
|--------------------------------|---------------|
| <Email address pre-populated > | Phone Number  |
| First Name                     | Date of Birth |
| Surname                        |               |

Have you ever been issued with an NHS Smartcard? Yes ☐ No ☐

|                  |   |
|------------------|---|
| Smartcard Number |  |
|------------------|---|

Exit

Next

NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. Import bookmarks now...

NHS Identity

Screen 7

Request access to a service

Please select which service you require access to (if not already populated), the organisation(s) that you need access on behalf of (this is usually the organisation you work for and your role) and also your role.

<Service pre-populated>

<Optional service specific text / instructions go here>

Organisation Name / Code

Role / Access

+ Add another Organisation and Role (Max n)

Exit

Submit

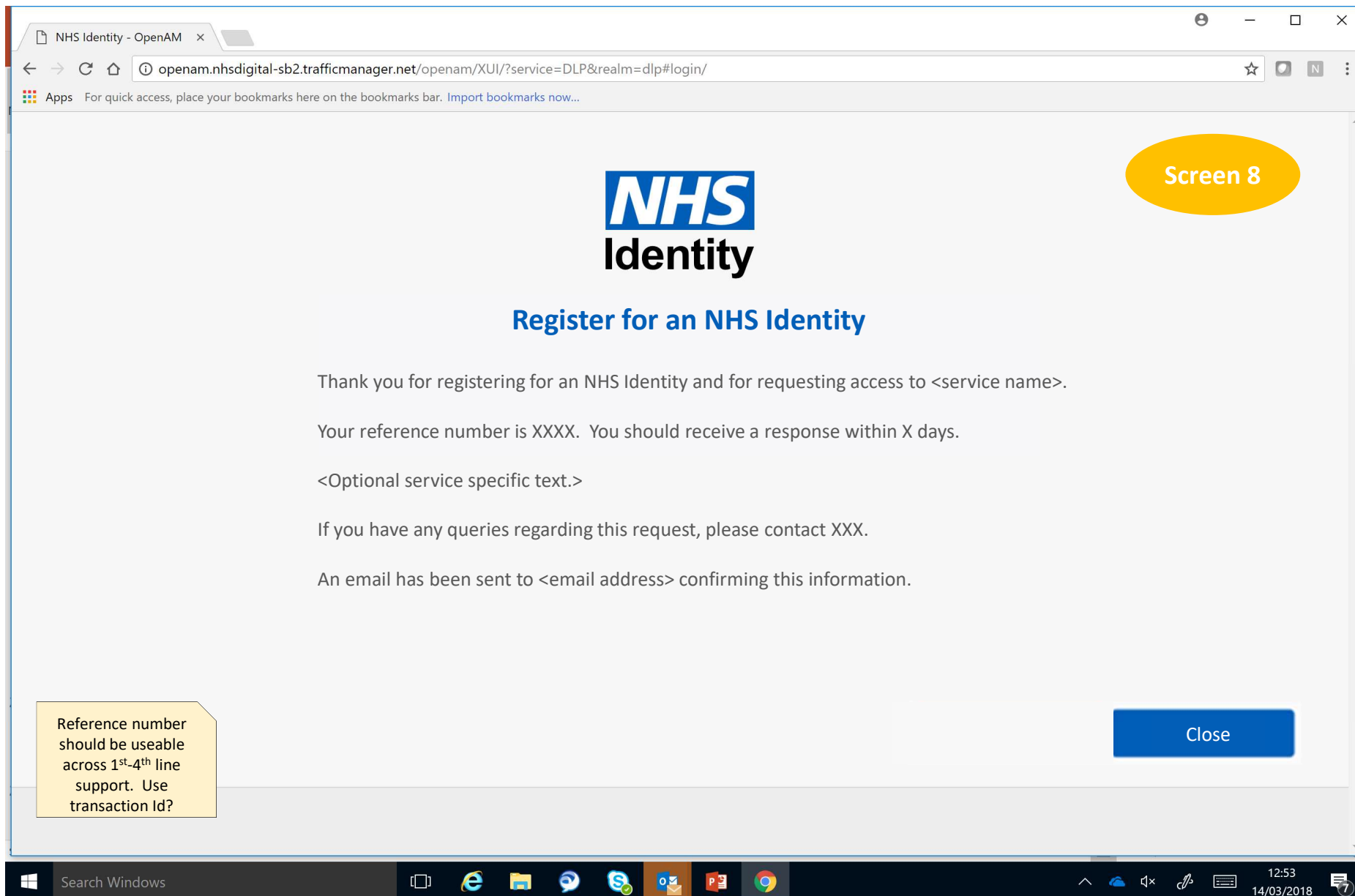
Value of n is stored as an attribute against the service.

Need to consider logic to limit no of Orgs if a requirement.

Search Windows

12:53

14/03/2018





Email 2



Thank you for registering for an NHS Identity

Hello <name>

Thank you for registering for an NHS Identity and for requesting access to <service name>.

Your reference number is XXXX. You should receive a response within X days.

<Optional service specific text.>

If you have any queries regarding this request, please contact XXX.

Regards,

NHS Identity Team

Reference number should be useable across 1<sup>st</sup>-4<sup>th</sup> line support. Use transaction Id?

The administrators for the requested service receive and process the request





Email 3



**Your request has been approved**

Hello <name>

Your recent request for access to <name> has been approved.

Each time you log in to XX you will be emailed a One Time Passcode (OTP). This means you won't have to remember another password.

<Optional service specific text>

**Log in to XX**

If you ever get locked-out of your account or need to amend any of the details supplied at registration, please <Service specific text>

Regards,  
NHS Identity Team

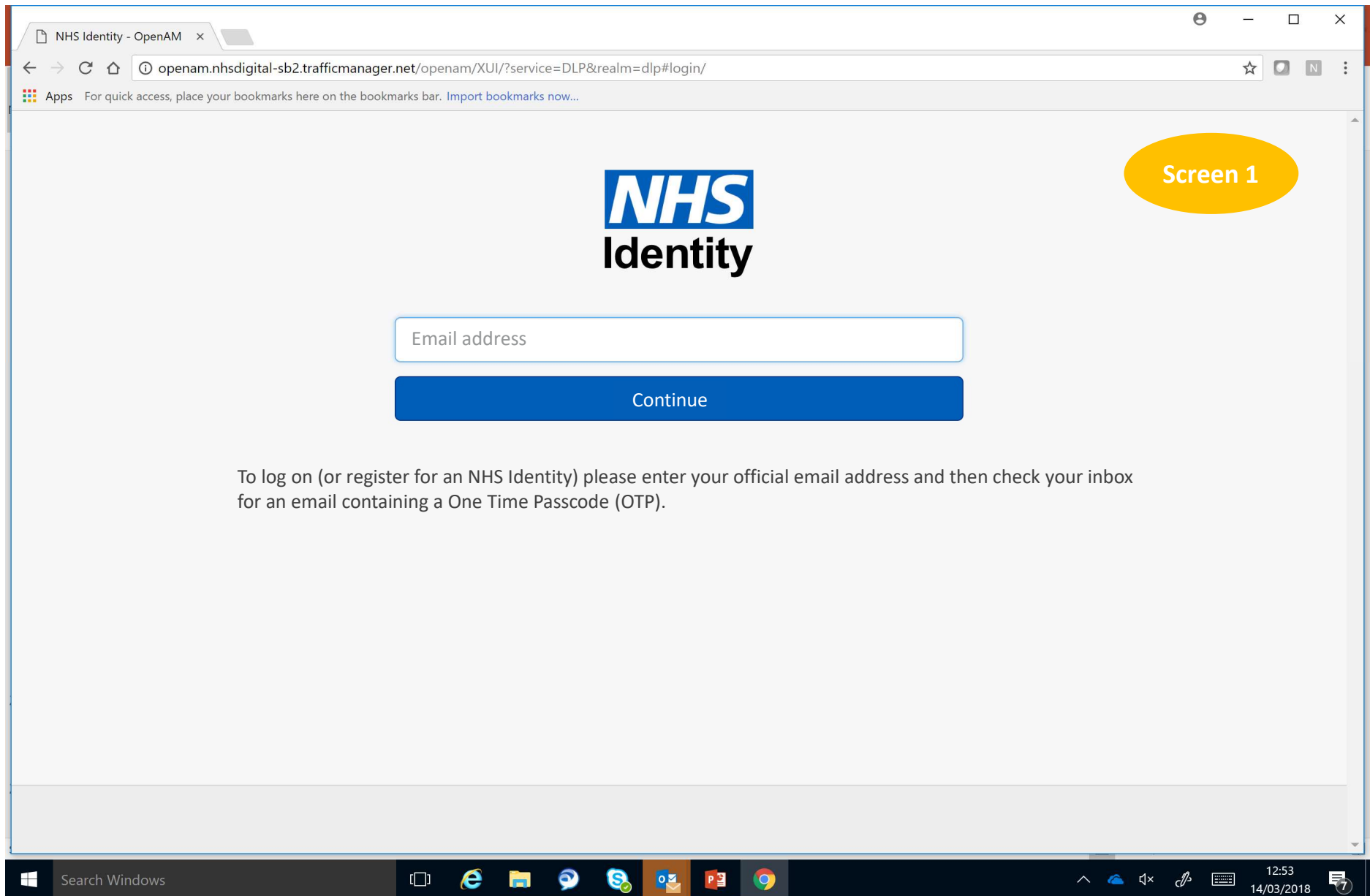
## Scenario #4

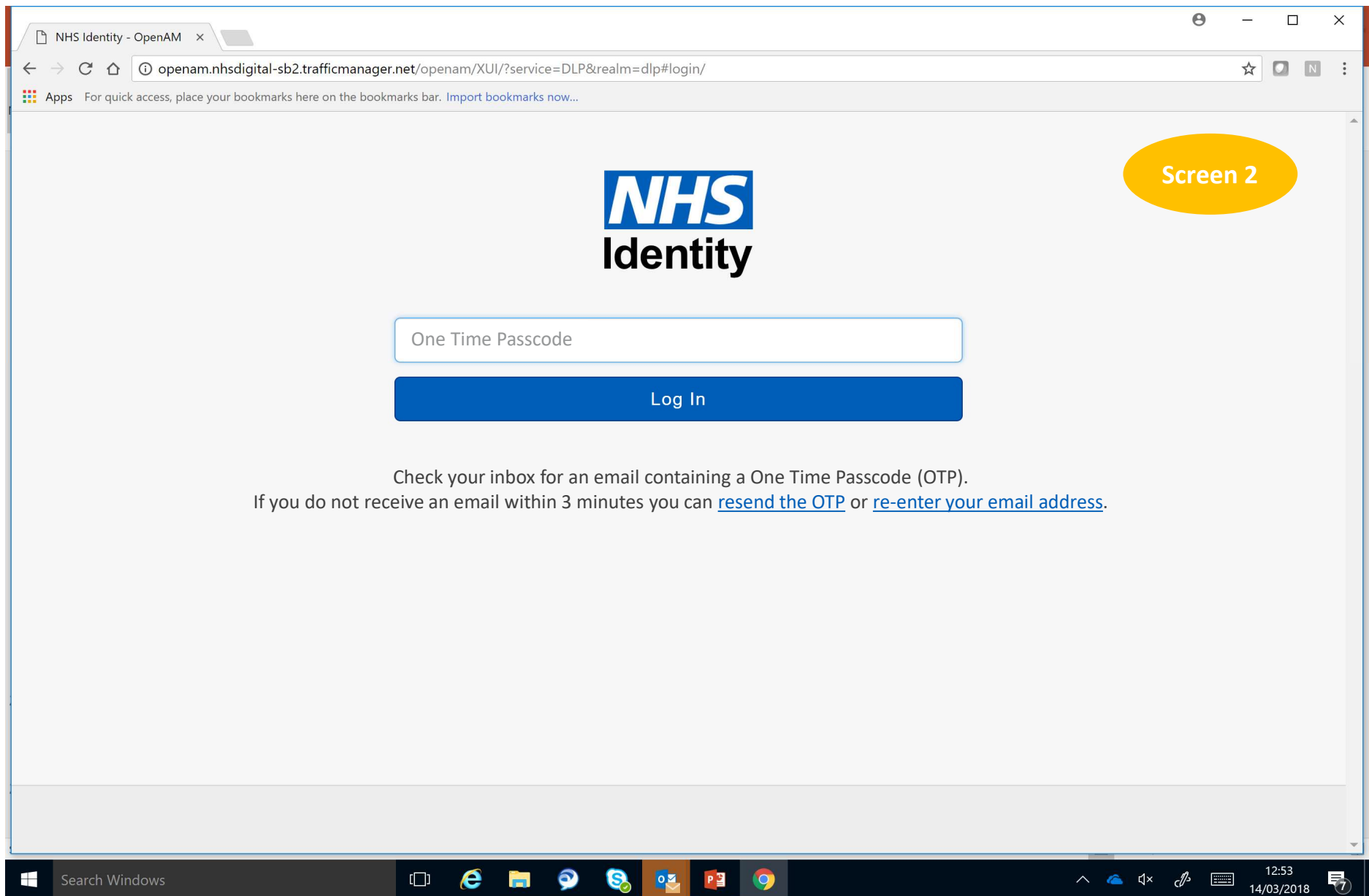
User tries to access a service they do not have the correct access rights to.

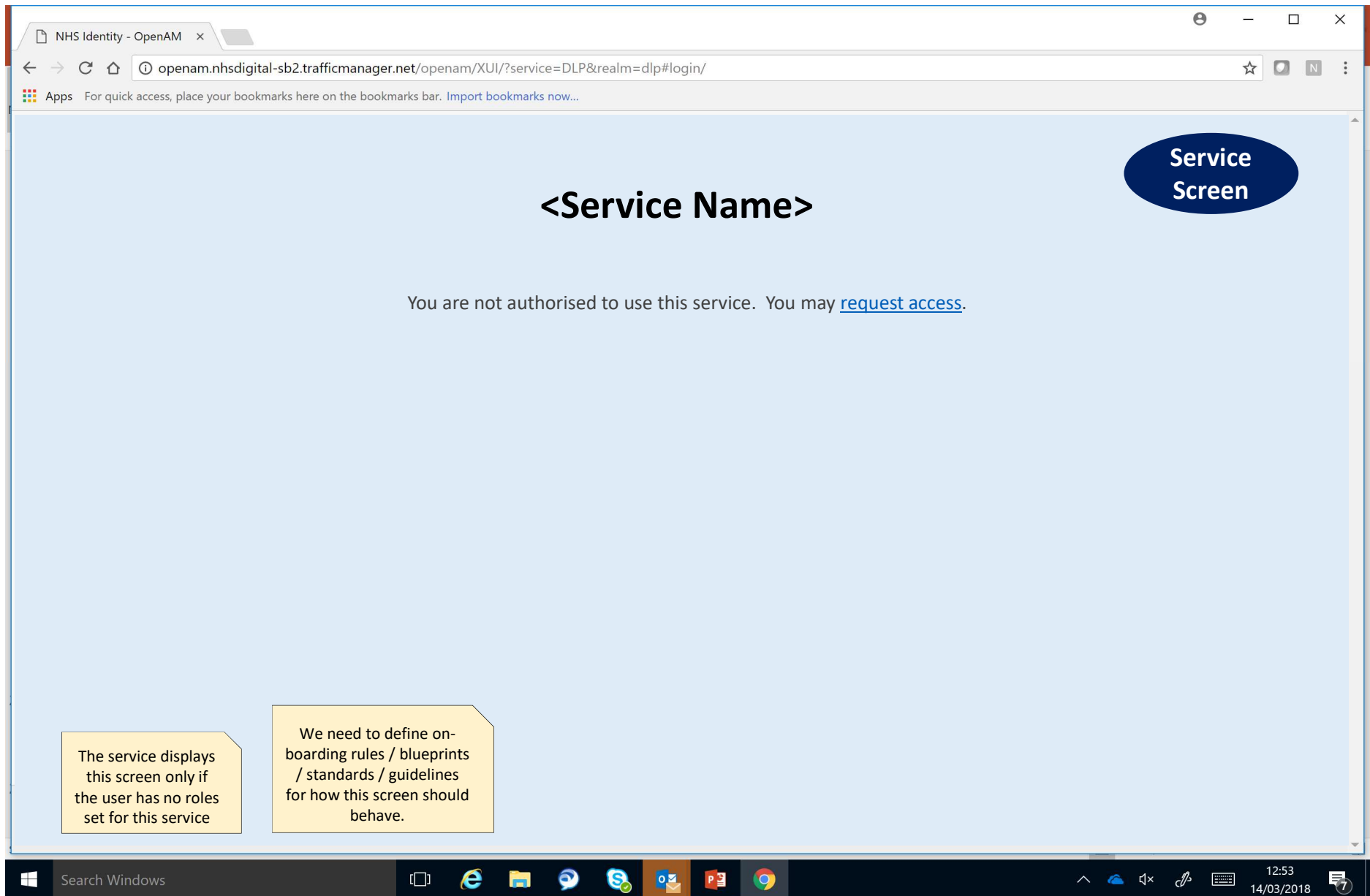
*(User navigates to service URL)*

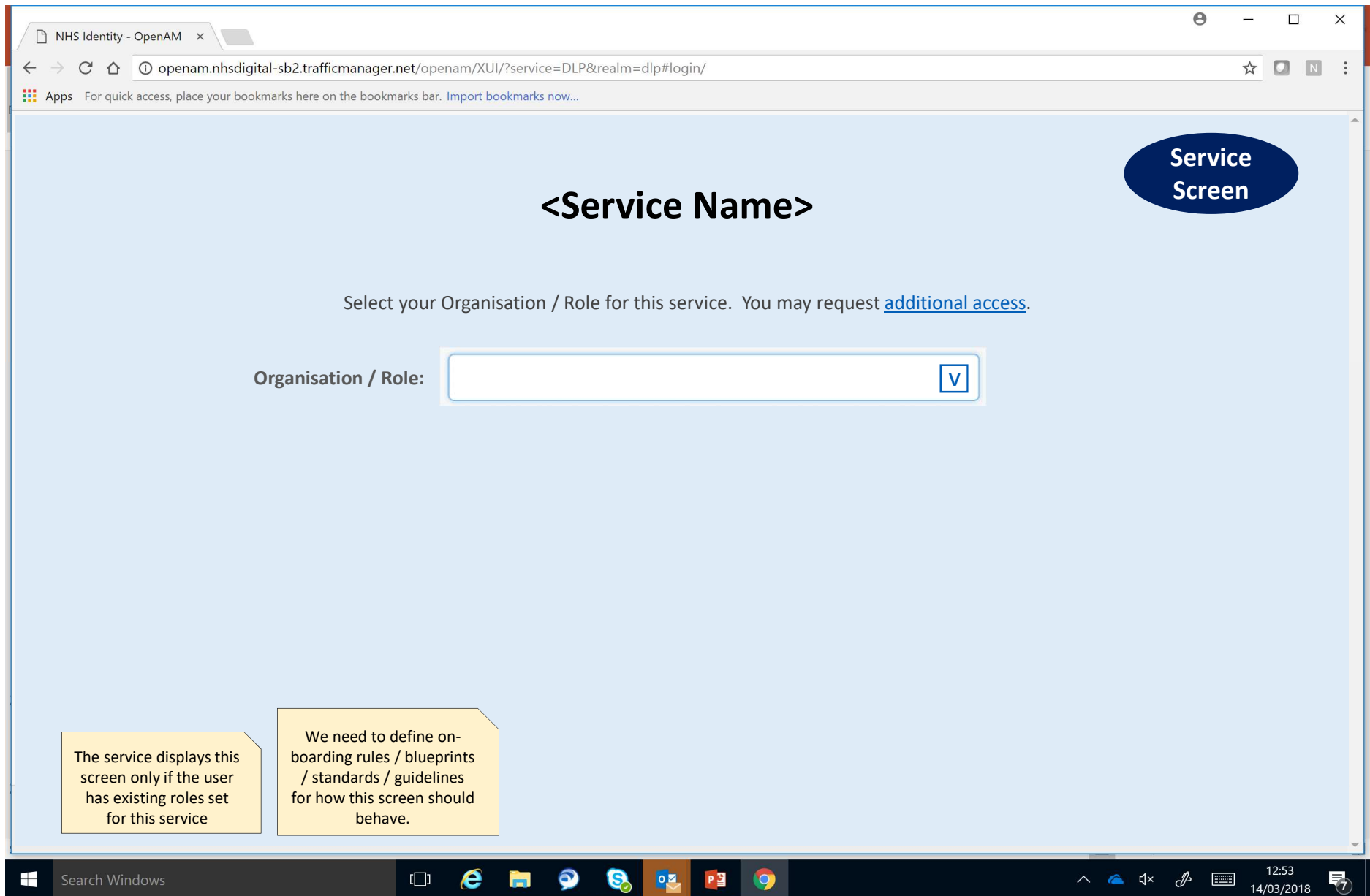
User has existing NHS Identity : Yes

User has correct service privileges : No









NHS Identity - OpenAM

openam.nhsdigital-sb2.trafficmanager.net/openam/XUI/?service=DLP&realm=dlp#login/

Apps For quick access, place your bookmarks here on the bookmarks bar. Import bookmarks now...

NHS Identity

Screen 7

Request access to a service

Please select which service you require access to (if not already populated), the organisation(s) that you need access on behalf of (this is usually the organisation you work for and your role) and also your role.

<Service pre-populated>

<Optional service specific text / instructions go here>

Organisation Name / Code

Role / Access

+ Add another Organisation and Role (Max n)

Exit

Submit

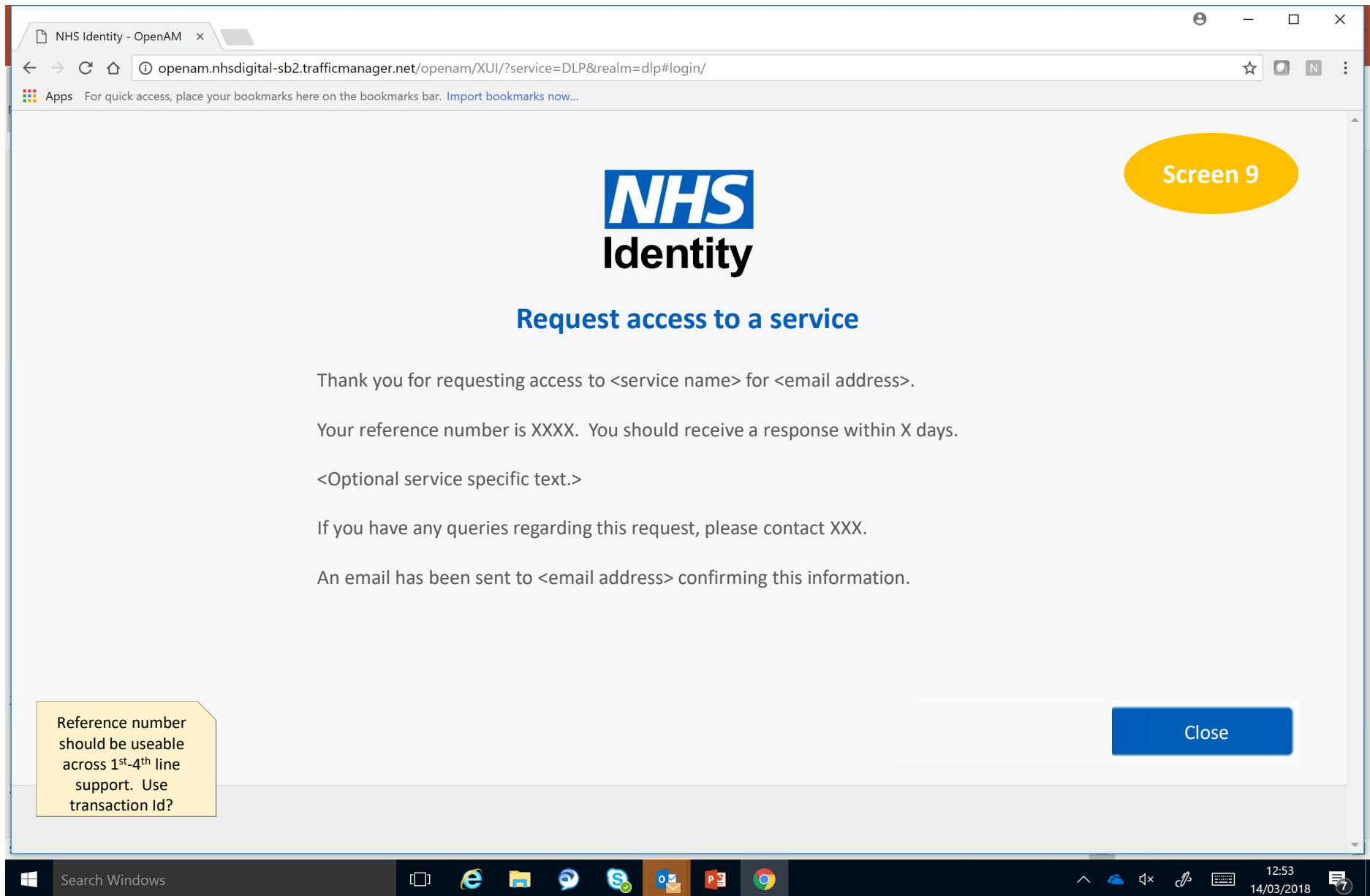
Value of n is stored as an attribute against the service.

Need to consider logic to limit no of Orgs if a requirement.

Search Windows

12:53

14/03/2018







Email 5



**Thank you for requesting access to a service**

Hello <name>

Thank you for requesting access to <service name> for <email address>.

Your reference number is XXXX. You should receive a response within X days.

<Optional service specific text.>

If you have any queries regarding this request, please contact XXX.

Regards,

NHS Identity Team

Reference number  
should be useable  
across 1<sup>st</sup>-4<sup>th</sup> line  
support. Use  
transaction Id?

The administrators for the requested service receive and process the request



Email 3



**Your request has been approved**

Hello <name>

Your recent request for access to <name> has been approved.

Each time you log in to XX you will be emailed a One Time Passcode (OTP). This means you won't have to remember another password.

<Optional service specific text>

**Log in to XX**

If you ever get locked-out of your account or need to amend any of the details supplied at registration, please <Service specific text>

Regards,  
NHS Identity Team

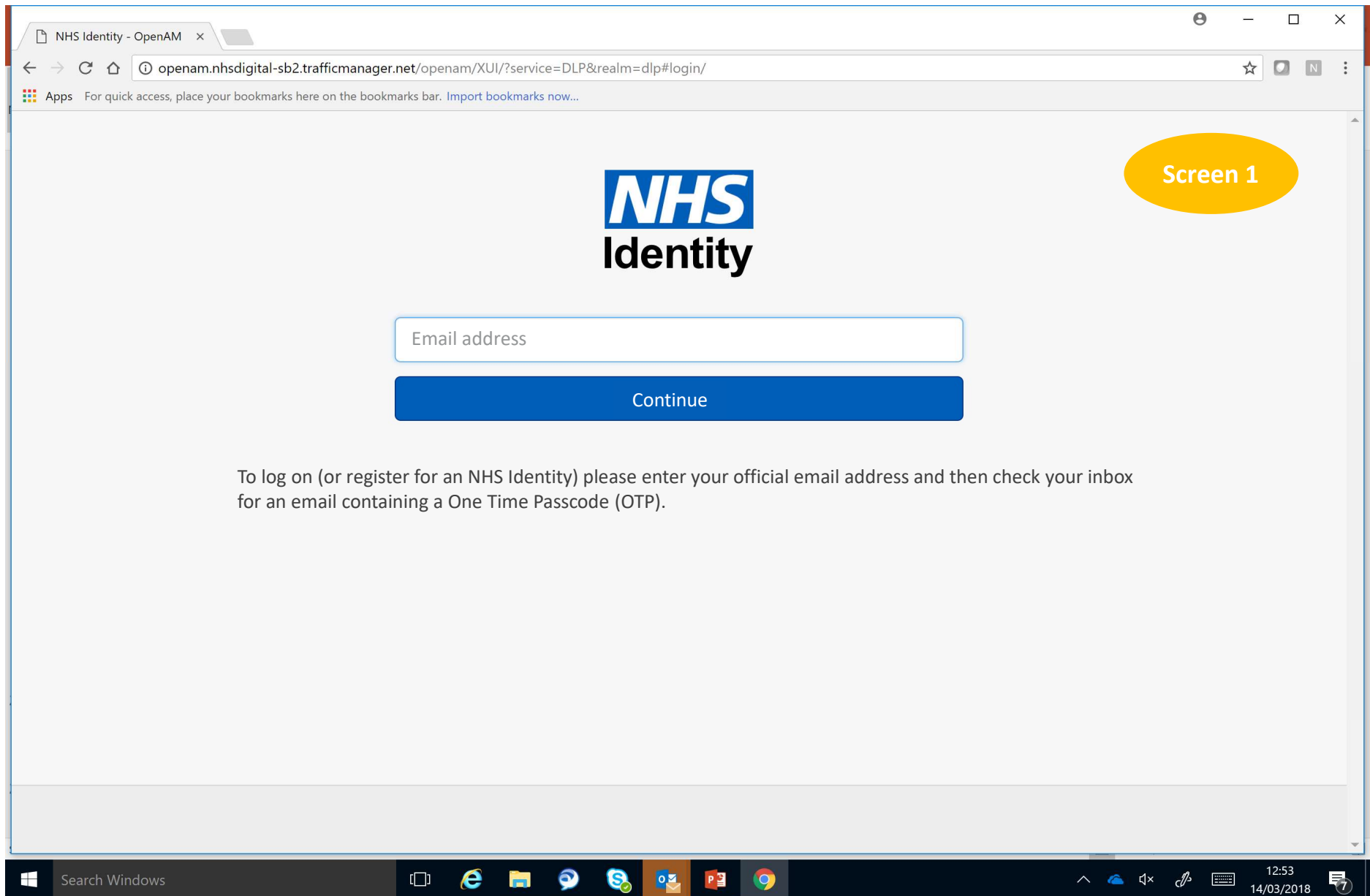
## Scenario #5

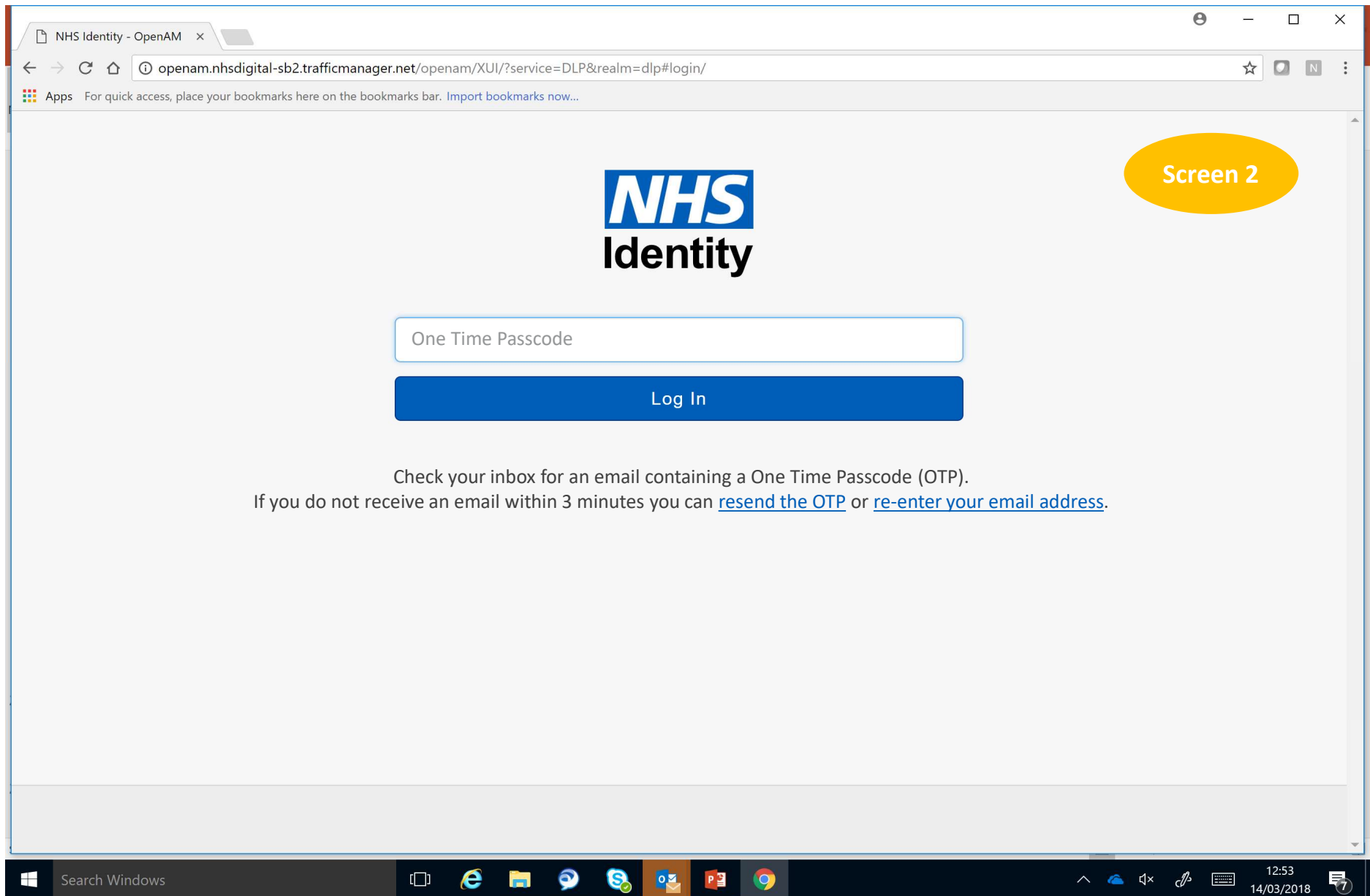
User receives an email prompting them to request access to a service.

*(User clicks on 'gain access' link)*

User has existing NHS Identity : Yes

User has correct service privileges : No







## Screen 7

## Request access to a service

Please select which service you require access to (if not already populated), the organisation(s) that you need access on behalf of (this is usually the organisation you work for and your role) and also your role.

<Service pre-populated>



<Optional service specific text / instructions go here>

Organisation Name / Code



Role / Access



+ Add another Organisation and Role (Max n)

Value of n is stored  
as an attribute  
against the service.

Need to consider  
logic to limit no of  
Orgs if a  
requirement.

Exit

Submit







Email 5



**Thank you for requesting access to a service**

Hello <name>

Thank you for requesting access to <service name> for <email address>.

Your reference number is XXXX. You should receive a response within X days.

<Optional service specific text.>

If you have any queries regarding this request, please contact XXX.

Regards,

NHS Identity Team

Reference number  
should be useable  
across 1<sup>st</sup>-4<sup>th</sup> line  
support. Use  
transaction Id?

The administrators for the requested service receive and process the request



Email 3



**Your request has been approved**

Hello <name>

Your recent request for access to <name> has been approved.

Each time you log in to XX you will be emailed a One Time Passcode (OTP). This means you won't have to remember another password.

<Optional service specific text>

**Log in to XX**

If you ever get locked-out of your account or need to amend any of the details supplied at registration, please <Service specific text>

Regards,  
NHS Identity Team

Alternative Role/Org Selection screen:



## Screen 7a

## Request access to a service

Please select which service you require access to (if not already populated), the organisation(s) that you need access on behalf of (this is usually the organisation you work for and your role) and also your role.

<Service pre-populated>



<Optional service specific text / instructions go here>

Organisation Name / Code



Role / Access



Exit

[Submit and Add Another](#)

## Submit & Finish

Need to consider  
logic to limit no of  
Orgs if a  
requirement.