developer.va.gov - Lighthouse OAuth2.0 SAML Proxy Page Redesign Research Guide - Veterans

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Introduction (3-4 minutes) *Enable Captions*

Thanks for joining us today!

My name is [facilitator name] and I'll be running this research study for VA today. The goal of today's study is to gather insights and feedback on a new redesign of a login page.

We have some team members on the line observing. They are colleagues who will be helping capture notes for me and who work on improving applications developed for Veterans like yourself. We'll be listening to your feedback and thoughts on the login screens, which is valuable in improving your experience when you use an app like the one we'll show you.

- *Are you comfortable with these observers joining us?*

Before we start with looking at the designs, there are a few things I want to mention:

- This entire session shouldn't take more than 30 - 40 minutes. To not keep us much longer, I may occasionally prompt you with the next question or topic.

- We want to hear your honest opinions. We are not testing your knowledge; you can't be wrong. Any information you share about the designs will help us improve the login experience for Veterans, which will always be incredibly helpful.

- We also want to note that the information you'll share will not be attributed to you directly in any way.

- If for any reason and at any time you want to stop the session, or if there are any questions that you wouldn't like to answer, please let me know; we can move on.

Do you have any questions about the logistics I've just mentioned?

On Recording:

- We usually record these research sessions to confirm that we have captured your opinions accurately.

- The recordings are deleted after we complete analysis. So none of your comments will be attributed to you directly.

With all that said, are you comfortable if I record my screen and audio as we talk today?

- *If yes*: Once I start recording, I'm going to ask again if you're ok with me recording this session today.

  - ***[Start recording.]***

- Asking again for the recording: are you comfortable if I record my screen and audio as we talk today?

Warm Up Questions (3-5 Minutes)

To get started, I want to know a little bit more about you.

1. Tell me a little bit about yourself.

2. Do you have a VA.gov account?

   1. [If yes] What do you use it for?

   2. [If yes] How often do you log into your VA.gov account?

3. Do you use any health applications to access or manage your medical records?

   1. [If yes] Which ones?

Prototype (15-20 Minutes)

Okay, I'm going to move on to the more interactive part of this study.

Introduction to Questions

I'm going to lay out a scenario for you to imagine. I'll also paste it in the chat so that you have access to it.

 Are you ready?

Veteran Scenario

Imagine that you heard about a health application called "One Health" that lets you see and manage your medical records all in one place. You went to the app store and downloaded this "One Health" app to try see if you can connect your VA health records to the app.

*I'm going to paste a link to the designs [**Will have link once design is ready*]* into the Zoom chat. Once you've opened it, can you share your screen with the link I sent you pulled up? The screens you'll see are designed to simulate a real experience, but some information has been pre-populated for the study.*

For the rest of the session, I would like you to think aloud and tell me exactly what you are seeing, feeling and thinking as you go through these screens. If you can, try not to click buttons immediately upon landing on a new screen. We want to hear what you think about the information on the screen before selecting anything.

Phone home Screen

One Health is now on your homepage.
What would you do here? [Proceed]

One Health 'Access your records' Screen

What would you do here to access your medical records? [Proceed]

One Health "Search" Screen

What would you do here? [Proceed]

Lighthouse SAML Proxy Screen [Listen, observe and probe when possible]

1. What are your initial impressions of this screen?

2. What do you think you are being asked to do on this screen?

3. Why do you think you are being asked to do this?

    1. Do you have any questions or concerns about what you're being asked to do?

    2. [If yes] What, if anything, might help to alleviate your concerns?

4. What do you think will happen after you 'verify your identity'?

5. If you could change anything on this screen, what would it be?

6. Have you seen a screen like this before?

    1. [If yes] In what scenario?

Veteran Scenario Continued

What would you do next?

[Prompt as needed - Let's continue forward through the next step, etc.]

For this scenario, you have an account through the identity provider ID.me that you can use to log in. There is pre-populated information that we will see. You will not have to enter your personal information in.

[User selects login with ID.me]

Log In Flow Screens Questions [Listen, observe and probe when possible]

Pause at the screen with 2FA code filled in.

1. (At some point during the 2FA process) Do you have any questions or concerns about what you are doing currently?

   1. [If yes] What are your concerns/questions?

Veteran Scenario Continued

Let's continue forward through the screens and click the continue button.

Okta Consent Screen Questions [Listen, observe and probe when possible]

1. What do you think you are being asked to do on this screen?

2. Why do you think you are being asked to do this?

3. If you were to "allow access", what do you think you would be allowing access to?

   1. What do you think will happen after you do this?

4. Looking at the items with the check boxes on the page, what does each item mean to you?

   1. What questions or concerns, if any, do you have about them?

5. On a scale of 1-5, 1 being not at all likely to allow access and 5 being very likely to allow access, how likely would you click "allow access"?

   1. Why did you rate your likelihood to allow access in this way?

6. Have you seen a screen like this before?

   1. [If yes] In what scenario?

Final Thoughts and Wrap-Up (3-5 Minutes)

1. Overall, what are your impressions of the login flow process?

   1. What, if anything, stood out as especially positive or especially negative?

   2. [If positive or negative] What in particular? And why?

2.   What, if anything, would you change in this login process to make it easier for you?

3.   Do you have any final comments, suggestions, or thoughts on the login process?

4.   Is there anything I didn't ask that you think it is important for me to know?

Thank You and End (2 minutes)

We really appreciate you taking the time to share your thoughts with us today. Your feedback is essential to help us improve this login process for Veterans. Do you have any questions for us?

Thanks again, and enjoy the rest of your day!

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[If necessary]

"I want to remind you that VA can help connect you to mental health services — even if you're not enrolled in VA health care. To access services right away, call or go to any VA medical center at any time 24/7 or any Vet Center during clinic hours. You can also call 877-222-8387, Monday through Friday, 8:00 a.m. to 8:00 p.m. ET. That's 877-222-8387."