COVIDCert NI

REPORT ON RESEARCH & DESIGN ACTIVITIES WITH 12-15 YEAR OLDS AND THEIR PARENTS / GUARDIANS

April 2022

The Purpose

- **Part 1** of this research involved gathering early feedback on the NI COVID Cert 'application' and 'access' user journeys for U16s

- There was a particular focus on the interplay between P/G and U16

- **Part 2** of this research sought to collect additional feedback from children involved in the care system to ensure that equality and feasibility issues were considered.

- Additionally, part 2 sought to collect detailed usability feedback from P/Gs and U16s on 2 prototype designs, inspired by Part 1 feedback.

The Participants

- Children in Care focus group:

  - 6 U16s aged 12-15

  - Introduced via Voice of Young People in Care

- 1:1 usability research

  - 4 P/Gs and 5 U16s aged 12-15

  - Recruited via respondent

Key Findings

Key Findings (Children in Care)

- These participants would rely upon their social worker to complete the 'On Behalf Of' process

- There may be distrust towards a foster parent

- All participants had smartphones

- The majority of participants wanted a digital certificate, with a paper certificate as a backup

- More than one trusted adult may need access to a U16's certificate, e.g. Parent, foster parent, VOYPIC leader

- This group unanimously preferred the QR code scanning approach over the NI Direct login approach

Key Findings (Design Prototypes with PG & U16 pairs)

- The 'On Behalf Of' screens could benefit from increased clarity of copy

- No participants knew U16 HCNs, and would not search for them

- Signposting the transition between 'On Behalf Of' and 'Onboarding' needs to be clear and delivered at the appropriate time (when the certificate is ready)

- P/G and U16s would complete app onboarding together

- Preferences over Design Prototype 1 (QR code scanning) and Design Prototype 2 (NI Direct login) were divided, however the QR scanning approach was more popular.

- The flow for Design Prototype 1 could be improved through increased process clarity

Detailed Findings

PART 1

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Setting the Scene

Have you been on any international trips in the last few years?

- Half of the participants described international trips in the last few years

- Some participants had not travelled at all.

Are you vaccinated?

- The majority were vaccinated

- One was not vaccinated

- A school science teacher had lectured against vaccines and masks!

What is your attitude towards vaccination & certificates?

- One participant highlighted the significant effect COVID can have on children in foster care, and family contact. One case of COVID could postpone contact for several families.

- The majority of participants believed that everyone should be vaccinated, but certificates should be optional

Do you, and others you know, have smartphones?

- Every participant had a smartphone

- Participants' foster siblings also all had smartphones.

Would you rather have a digital or paper certificate?

- 5 participants preferred a digital certificate

- 4 participants wanted both digital and paper certificates

- Participants highlighted the ease of losing a paper certificate

What adult would you go to for help with getting a vaccination certificate?

- 5 participants stated that they would contact their social worker, most likely via text message

  "I trust her with everything"

- 1 participant debated between contacting their social worker or their parent

- 1 participant stated that they don't trust adults, and would be reluctant to contact their social worker, but would for this purpose

- Several participants stated that they do not trust or like their foster parents

How long do you think it would take for this adult to go through the process on your behalf?

- 1 participant stated that they text their social worker every day, another stated that their social worker ignores them.

- Several participants stated that it may take too long for their social worker to do this.

- One participant estimated that it would take 1-2 weeks as they believed the social worker would require parental consent

Where is your passport?

- 4 participants had a passport

- Of these 4:

  - 2 participants' families had their passport

  - 1 participant's social worker had their passport

  - 1 didn't know where their passport was

Who should have access to your vaccination certificate?

- Initially, 4 participants stated that they should be the only people with access to their certificate

- 2 participants stated themselves and an adult should have access

- When questioned about VOYPIC leaders having access to their certificate, participants were happy with this idea.

- VOYPIC leaders also agreed that they would like access to U16s digital certificates during travel

What is your opinion of Design 1?

(Scanning a vaccination certificate QR code)

- All participants knew what a QR code was

- Participants found the screens, instructions, and process to be clear

- All participants preferred this approach

What is your opinion of Design 2?

(Registering and logging in via NI Direct)

- Participants expressed concern over losing login details

- VOYPIC leaders did not feel that U16s required NI Direct access

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Design Prototypes

with P/G & U16 pairs

The 'On Behalf Of' process for P/Gs

nidirect

Apply for a COVIDCert

Your application

⚠ You are applying for the person named below.

Full name	Florian Conrad
Date of birth	17 September 1965
Age	55
Address	25 Stranmillis Park Belfast Northern Ireland BT9 7GS

Confirm and continue

Log-in with different account

Applying for someone else

You can apply on behalf of a dependant who is living at your home address, aged 15 or under.

Apply on behalf of someone else

Privacy (opens in a new tab) | Cookies (opens in a new tab) | Accessibility

The 'On Behalf Of' process for P/Gs

nidirect

Verify your identity

‹ Back

Proof of dependant's identity

Passport

Provide an image of the dependant's passport, containing the page with their photo.

Upload a file

Choose file | No file chosen

Save and continue | Cancel

nidirect

Apply for a COVIDCert

‹ Back

Your Health and Care Number (HCN)

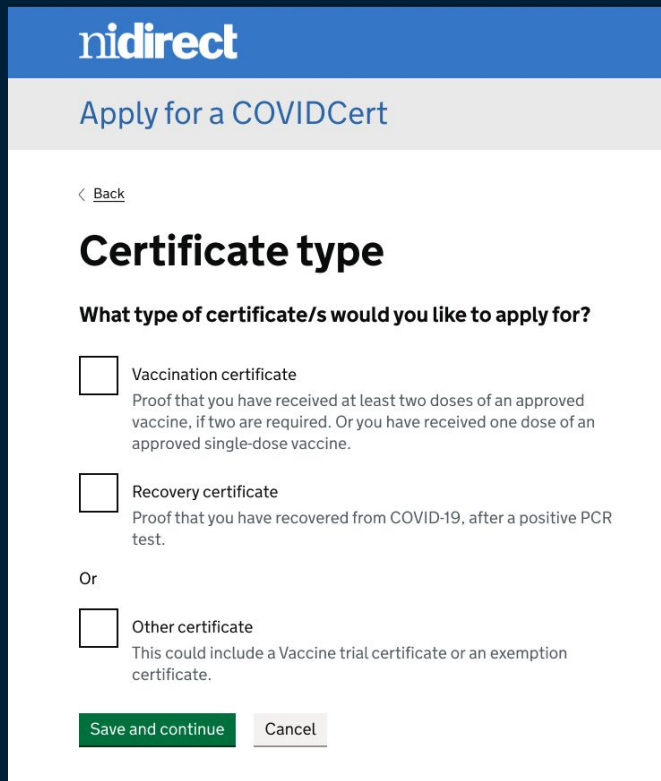Providing this will help us confirm your vaccination status.

Do you know your Health and Care Number (HCN)?

◉ Yes

Health Care Number (HCN)

◯ No

- Participants would like an estimated time for completion at the start of the process.

- There were concerns about impact on individuals needing to travel in emergencies.

- No participants knew the U16's HCN, and would select 'No' rather than searching

- There was confusion regarding whether "Your HCN" referred to the U16's or P/G's

- Similar confusion was found on the Certificate Type and Other Names screens, where the words "you" / "your" are used.

The 'On Behalf Of' process for P/Gs

- Vaccination Certificate

  - Participants felt that there is a gap for U16's. Many have only had 1 dose - does this mean no options apply to them?

  - They would try to proceed anyway.

- Recovery Certificate

  - Participants would like more information about the time within which they can successfully apply for / use a recovery certificate

  - 1 participant believed this referred to a replacement for a lost certificate
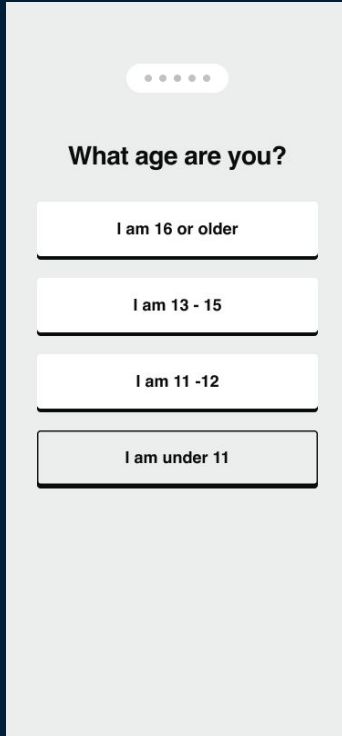
The 'On Behalf Of' process for P/Gs

- All participants stated the need for clear signposting once the application is complete.

- The majority of P/Gs believed that they should receive an email with instructions, which they would then forward to the U16

- This email should only be sent when the certificate is ready

- All P/Gs and U16s would sit together to onboard into the app once the certificate is ready, except one U16 who would do it themselves if it was a short process.

The App

- Participants were shown 2 proposed user journeys to access an U16's digital certificate:

  - Proposal 1 - QR code scanning

  - Proposal 2 - NI Direct login

The App (Proposal 1 & 2)

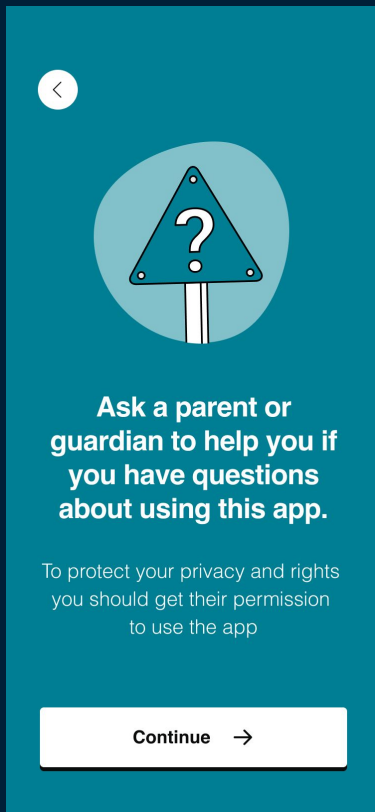**What age are you?**

I am 16 or older

I am 13 - 15

I am 11 -12

I am under 11

- Participants found this to be a clear screen

- One P/G stated that they would be cautious of apps for minors - and would like the journey to start with reassuring messaging, e.g. "This app has been designed to be used by U16s".

The App (Proposal 1 & 2)

Ask a parent or guardian to help you if you have questions about using this app.

To protect your privacy and rights you should get their permission to use the app

Continue →

- All participants found this screen to be clear and appropriate.

- U16s highlighted that "almost no-one" would ask permission before using this or any other app

- One participant queried if an equality impact assessment had been performed.
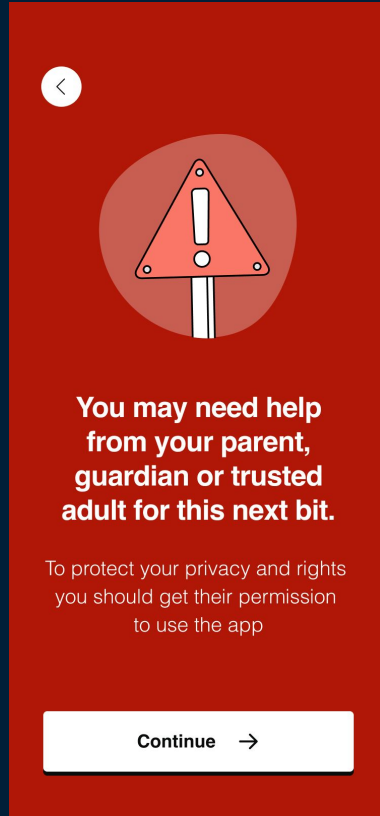
The App (Proposal 1 & 2)
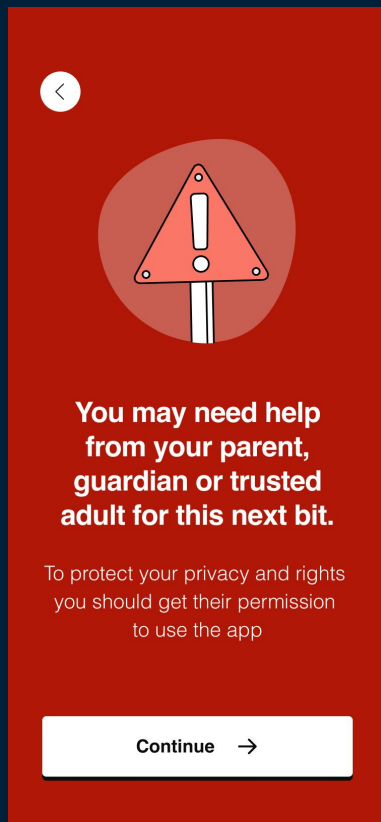
- The majority of participants commented on the use of red colour and "stop sign" icon for this alternative screen for 11-12 year olds.

"It looks ominous, it might scare people, something to be afraid of, more than just needing assistance"

"It suggests I might be signing up for something inappropriate"

"It's not very appealing, it suggests danger"

The App (Proposal 1 & 2)

You may need help from your parent, guardian or trusted adult for this next bit.

To protect your privacy and rights you should get their permission to use the app

Continue →

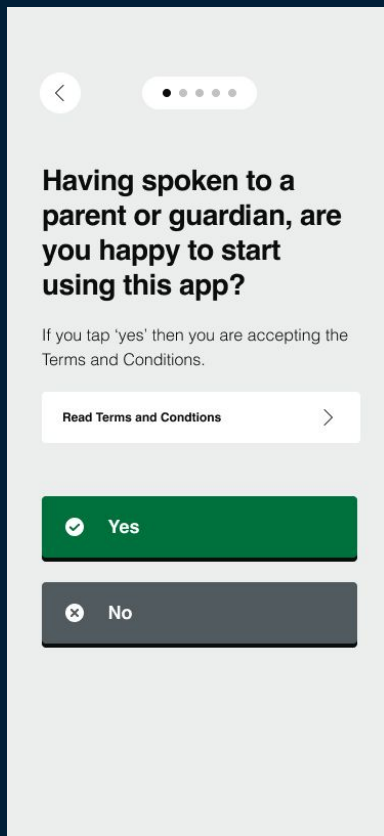"This would encourage an 11-12 year old to speak to a P/G"

"Would this scare younger people?"

"Some children might be put off, they might think something bad has happened - a virus or a bug."

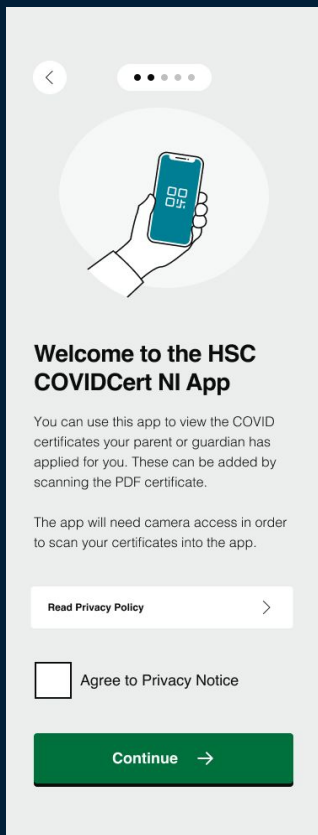"It is a good idea to show a different screen to younger people."

"The wording and image don't tie in - the image is very powerful, 'don't go any further', it suggests you shouldn't continue without permission, but the wording doesn't reflect this."

The App (Proposal 1 & 2)

Having spoken to a parent or guardian, are you happy to start using this app?

If you tap 'yes' then you are accepting the Terms and Conditions.

Read Terms and Condtions >

✓ Yes

✗ No

- "This page is assuming I have done something I wasn't told I had to do."

- None of the participants would read the terms and conditions

The App (Proposal 1 & 2)

Welcome to the HSC COVIDCert NI App

You can use this app to view the COVID certificates your parent or guardian has applied for you. These can be added by scanning the PDF certificate.

The app will need camera access in order to scan your certificates into the app.

Read Privacy Policy

☐ Agree to Privacy Notice

Continue →

- The majority of participants did not know the meaning of the term "PDF".

  "Does this include the paper copy?"

- Participants suggested clearer and explicit wording:

  "This can be added by scanning the certificate that has been emailed to your P/G"

- Several participants commented that the wording "...applied for you" should be "...applied for, for you"

The App (Proposal 1 & 2)

What is a COVID certificate?

The HSC COVID certificate shows your coronavirus (COVID-19) status.

You may be asked to show your certificate to travel abroad, when entering the UK, or at events and venues in Northern Ireland asking for proof of your COVID-19 status.

Always check the entry requirements for the country or the venue you're visiting.

Under 16 users are NOT able to have domestic certificates or scan Lateral Flow Test Results into the app.
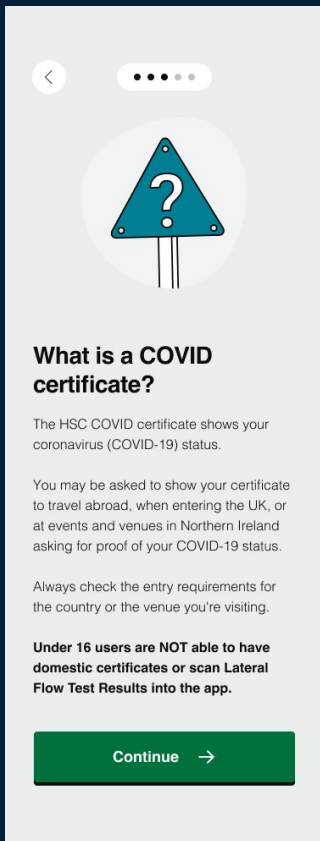
Continue →

- Participants did not believe it would be reasonable for U16s to check entry requirements for a country or venue.

- Participants felt that the language was not appropriate for young people.

  Alternative wording was suggested:

  "Ask your P/G to check the entry requirements for the country / venue you are visiting."

  "There will be certain entry requirements for countries/venues, it would be a good idea to check with P/G if you are planning to travel"
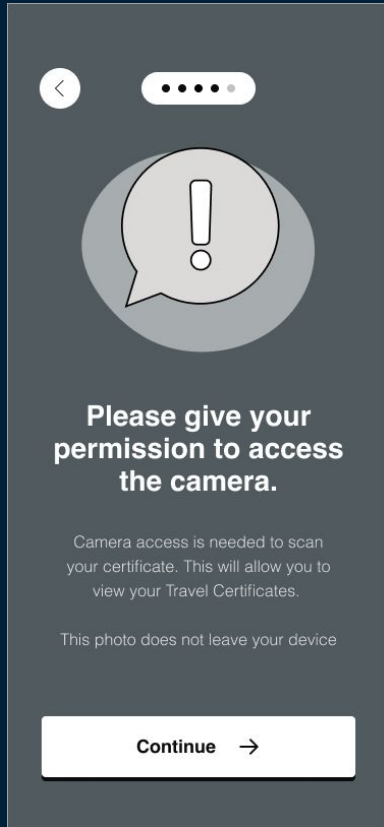
The App (Proposal 1 & 2)

What is a COVID certificate?

The HSC COVID certificate shows your coronavirus (COVID-19) status.

You may be asked to show your certificate to travel abroad, when entering the UK, or at events and venues in Northern Ireland asking for proof of your COVID-19 status.

Always check the entry requirements for the country or the venue you're visiting.

Under 16 users are NOT able to have domestic certificates or scan Lateral Flow Test Results into the app.

Continue →

- One P/G queried the bold text:

  "Why have the bold statement there anyway? You're not applying for that - you're scanning a vaccine cert that has been applied for."

- One U16 queried the bold text:

  "Why are U16s not able to have domestic certificates or scan lateral flows?"

The App (Proposal 1)

- This screen was deemed clear and appropriate by all participants

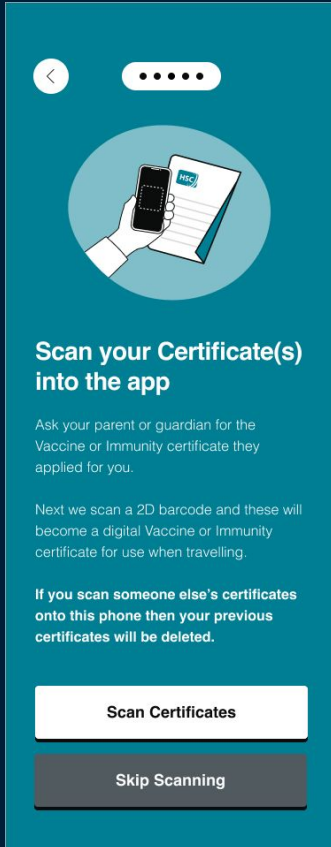# The App (Proposal 1)

Scan your Certificate(s) into the app

Ask your parent or guardian for the Vaccine or Immunity certificate they applied for you.

Next we scan a 2D barcode and these will become a digital Vaccine or Immunity certificate for use when travelling.

If you scan someone else's certificates onto this phone then your previous certificates will be deleted.

Scan Certificates

Skip Scanning

- Participants commented on the bold text

"It suggests that you are allowed to scan other people's certificates, when you're only meant to be scanning your own."

"It could give people ideas about doing that."

"This is a bit confusing, if you scan your relatives' certificates, yours will be deleted"

"Make this clearer - just tell people not to scan other people's certificates, otherwise your ability to travel will be affected"

The App (Proposal 1)

Scan your Certificate(s) into the app

Ask your parent or guardian for the Vaccine or Immunity certificate they applied for you.

Next we scan a 2D barcode and these will become a digital Vaccine or Immunity certificate for use when travelling.

If you scan someone else's certificates onto this phone then your previous certificates will be deleted.

Scan Certificates

Skip Scanning

- Participants made minor comments on language here:

  "... they applied for you" -> "...they applied for, for you"

  "Mention that the parent will have received the certificate by email"

  "...and these will become..." -> "...and this will become..."

The App (Proposal 1)

- The majority of participants believed it was unclear which barcode should be scanned.

- Participants believed there was a high number of barcodes on this page.

- There was confusion over the term "2D Barcode". Several participants believed the top left ("Your unique reference") barcode was a 2D barcode. They were more familiar with the term QR code.

- Several participants would attempt to scan the "Your unique reference" barcode first.

- Participants would like additional indication about which barcode should be scanned.

The App (Proposal 1)
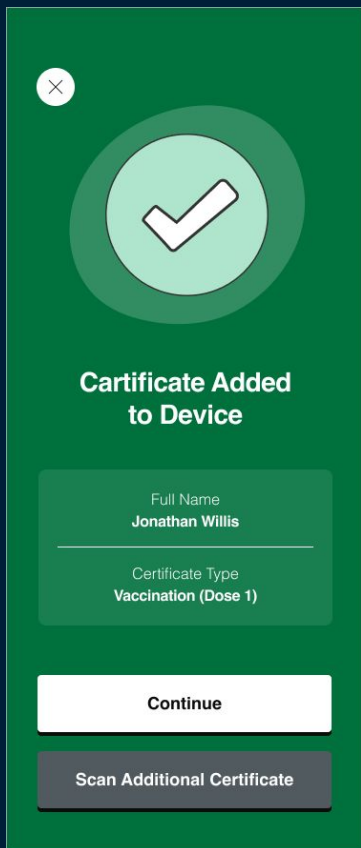
- Participants would like increased clarity over the number of 2D barcodes that should be scanned.

- The majority would just scan one barcode, then select continue.

- Participants did not know if they were expected to scan both doses, or if one was sufficient.

- Participants believed this process should be more explicit, e.g. "Scan the QR code for dose 1", followed by "Scan the QR code for dose 2 if applicable".

- A typo was noticed: "Cartificate"

The App (Proposal 2)
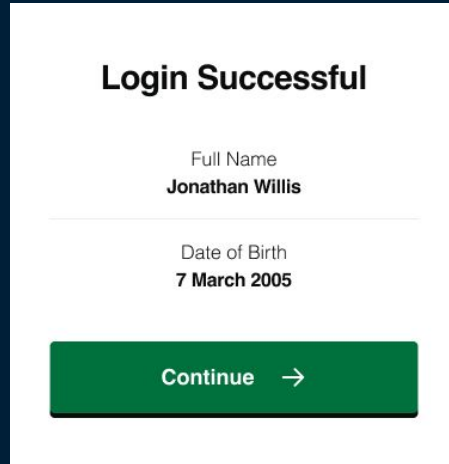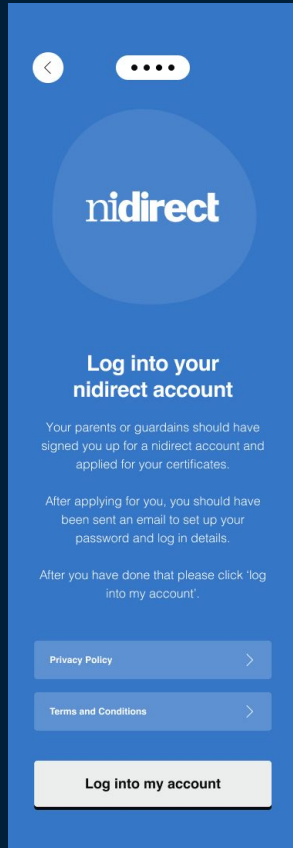
- Participants were then shown Proposal 2 - in which access to the certificate is provided via NI Direct login.

- U16s did not know what NI Direct was

- Reactions to this approach were divided.

- Some participants felt this was more straightforward than scanning multiple QR codes, and that U16s would be comfortable with setting up usernames & passwords due to experience with social media.

- One participant felt that U16 having their own NI direct account would be beneficial in the long term.

The App (Proposal 2)
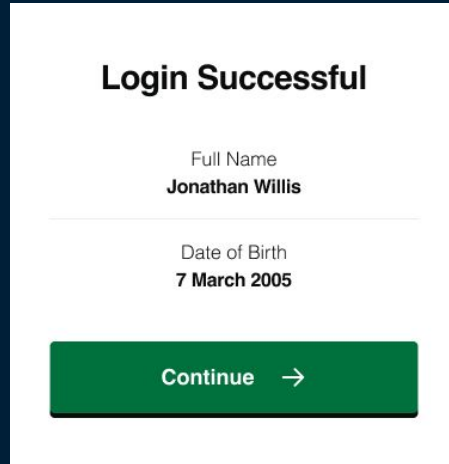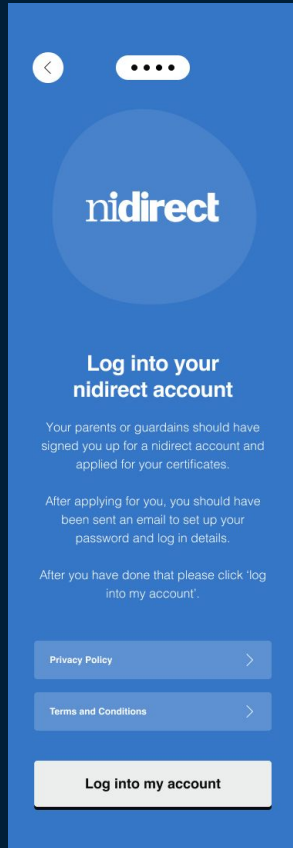
- One participant was concerned that the scanning approach could open up security risks - e.g. Children scanning various certificates, whereas the NI Direct approach would prevent this.

- Others described a dislike for the need to sign up to another service.

- One participant queried if needing to move away from the app to sign up for NI Direct would add confusion.

- Preferences between Proposal 1 and 2 were split within this group.

- A typo was noticed: "Guardains"

Next Steps

- Increase clarity of copy in the 'On Behalf Of' screens

- Decide which design (QR code scanning or NI Direct login) to implement based on feedback

- Implement identified suggestions for process and copy improvement
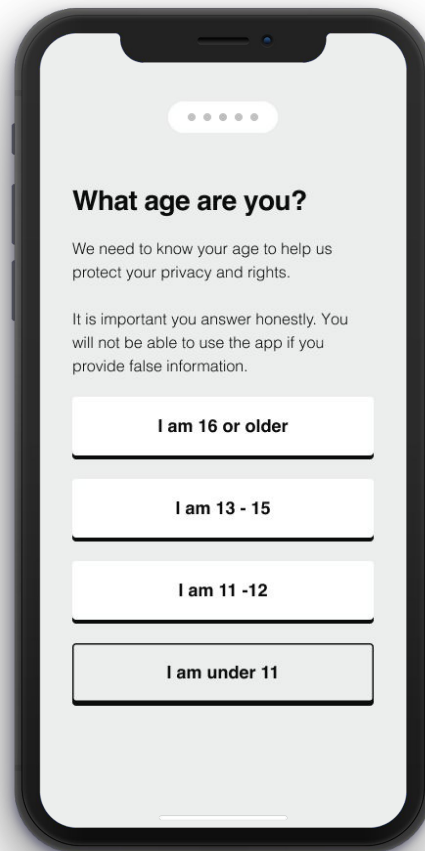
PART 3

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Final Designs

1.

Age Validation

The user will be asked to select their age when they start the onboarding process.

➔   If the user is 16 or older, they will be able to login to their nidirect if they have one.

➔   Under 11's will not be able to use the app.

➔   13-15 year olds and 11-12 will be shown bespoke onboarding screens.

What age are you?

We need to know your age to help us protect your privacy and rights.

It is important you answer honestly. You will not be able to use the app if you provide false information.

I am 16 or older

I am 13 - 15

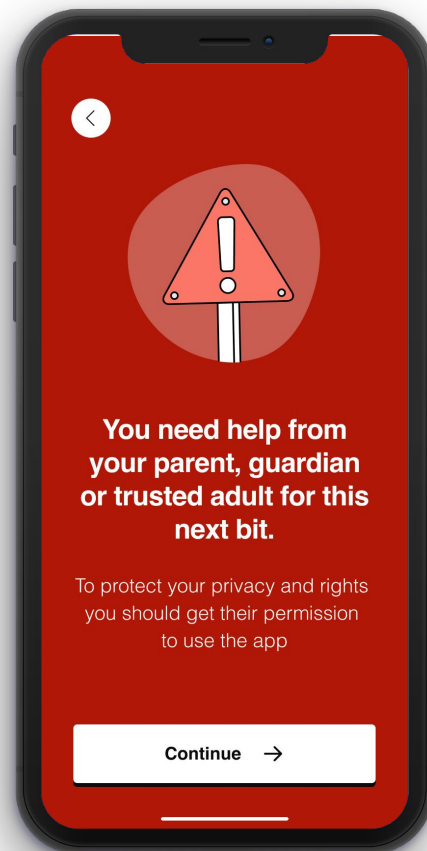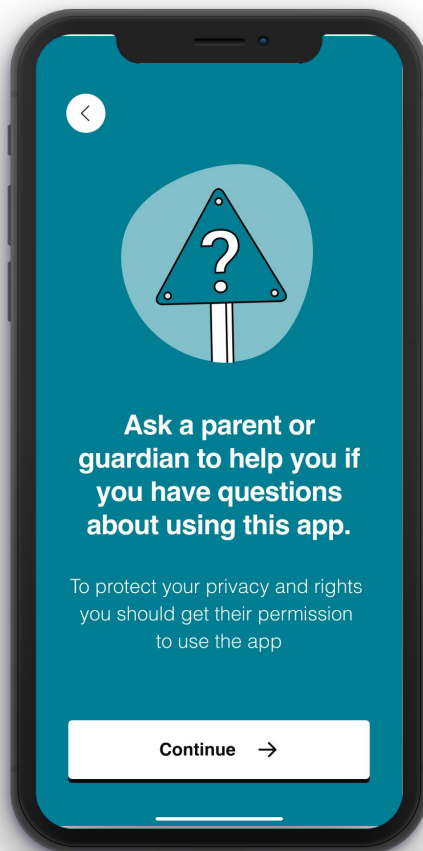I am 11 -12

I am under 11

2.

Parent/guardian help & support

Depending on the age group selected, the user will see information about parent/guardian support during app usage.

➔ 11-12 year olds will be asked to use the app with their parent/guardian.

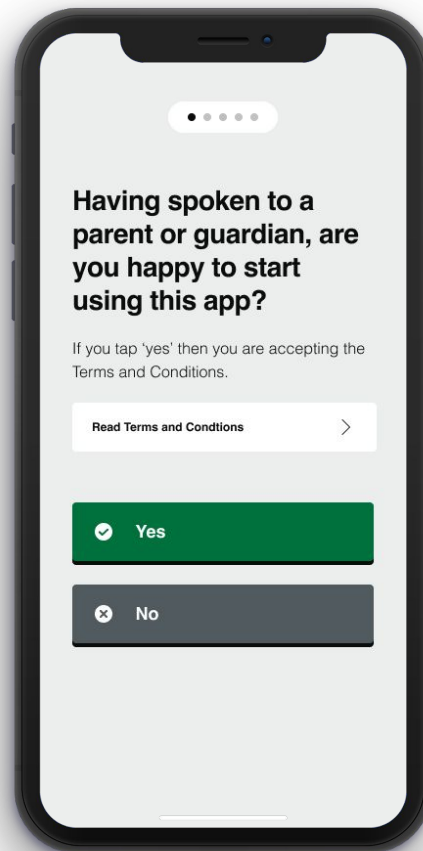➔ 13-15 year olds will be directed to ask a parent/guardian for help.

3.

Accept Terms and Conditions

Under 16s will be directed to easy read Terms and Conditions.

➔ Easy read terms and conditions will be drafted to improve readability/usability of the service T&Cs.

➔ The easy read terms and conditions format was tested with young people as part of the StopCOVID work.
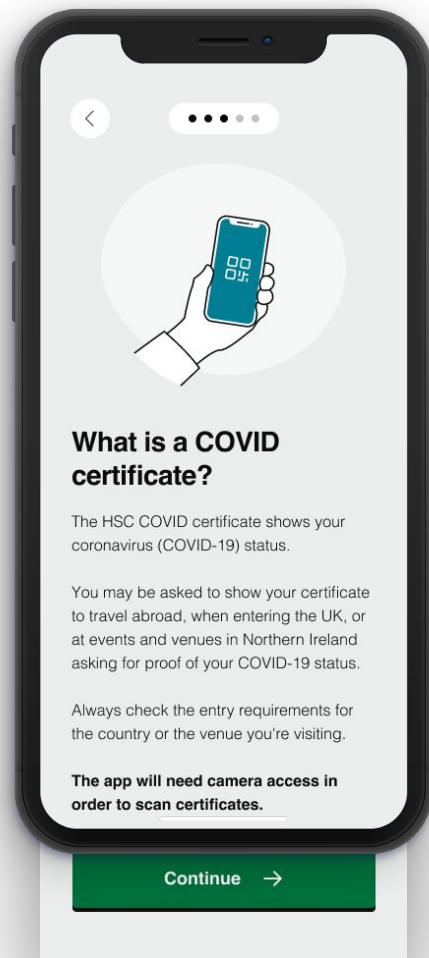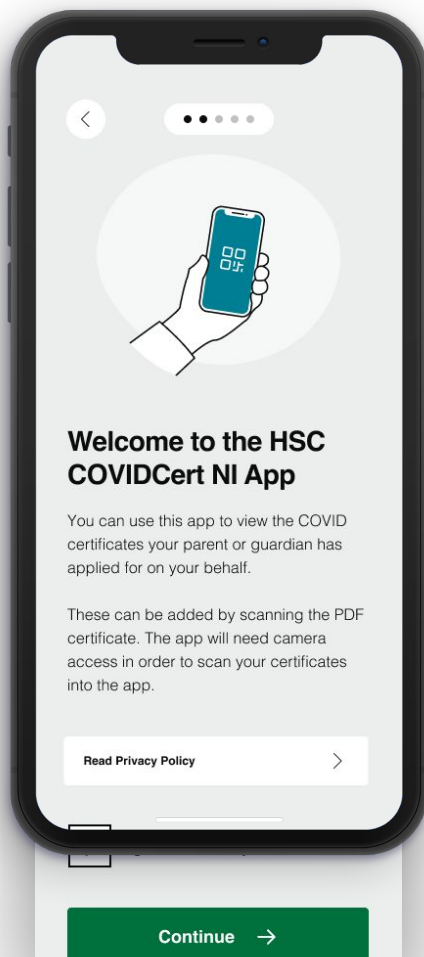
4.

Overview

The overview will explain how the app can be used and information about scanning the COVID certificate 2D barcode.

➜ The content has been adapted to be more appropriate for under 16s.

Welcome to the HSC COVIDCert NI App

You can use this app to view the COVID certificates your parent or guardian has applied for on your behalf.

These can be added by scanning the PDF certificate. The app will need camera access in order to scan your certificates into the app.

Read Privacy Policy >

Continue →

What is a COVID certificate?

The HSC COVID certificate shows your coronavirus (COVID-19) status.

You may be asked to show your certificate to travel abroad, when entering the UK, or at events and venues in Northern Ireland asking for proof of your COVID-19 status.

Always check the entry requirements for the country or the venue you're visiting.

The app will need camera access in order to scan certificates.
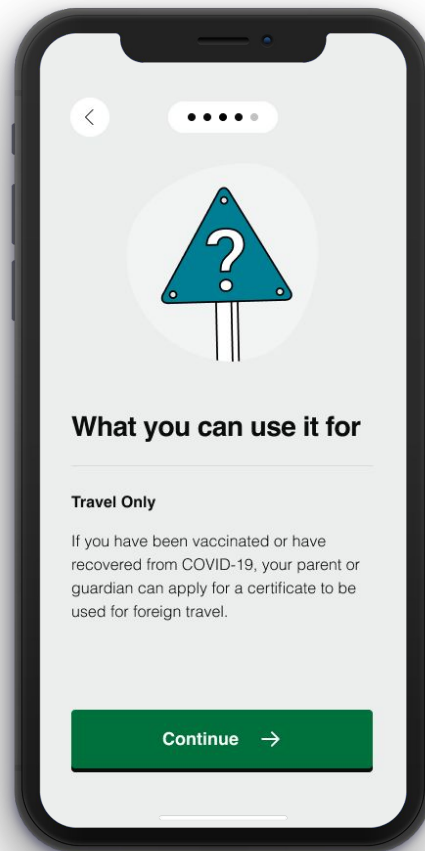
Continue →

6.

Usage

The COVIDCert app will only be available for travel use for under 16s.

➔ Travel use will include both scanning of recovery and vaccination certificates.

➔ The 2D barcode (QR Code^{TM}) from both a recovery and vaccination certificate will be able to be scanned.

What you can use it for

Travel Only

If you have been vaccinated or have recovered from COVID-19, your parent or guardian can apply for a certificate to be used for foreign travel.
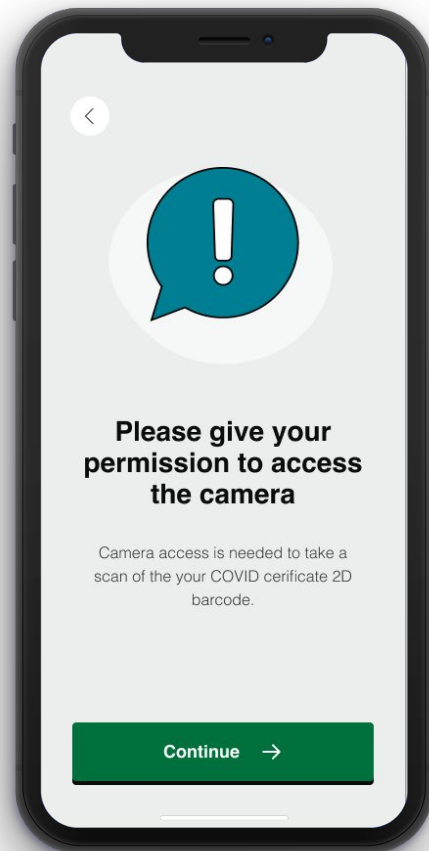
Continue →

7.

App Permissions

This app will ask the user to give permission to the phone's camera. This will allow the user to scan the 2D barcode.

→ The screen clearly details why the phone needs access to the camera.

→ This screen is currently being reviewed to give more information on camera permissions.

Please give your permission to access the camera

Camera access is needed to take a scan of the your COVID cerificate 2D barcode.

Continue →

8.

Scanning Overview

The scanning overview screen will give information about how to scan the certificate.
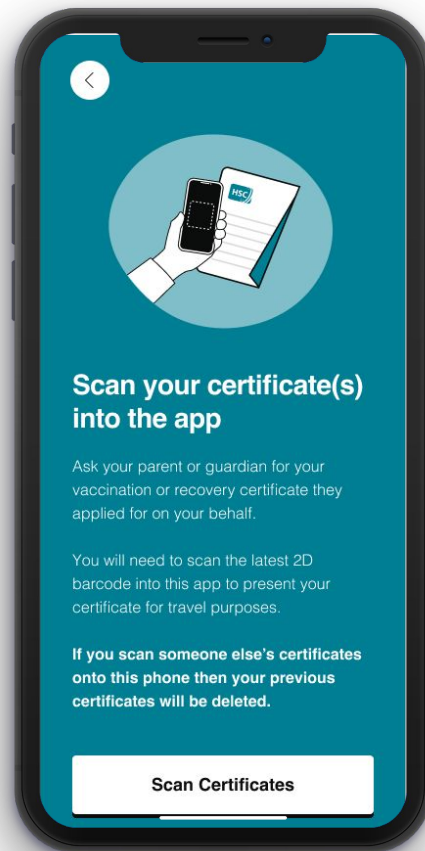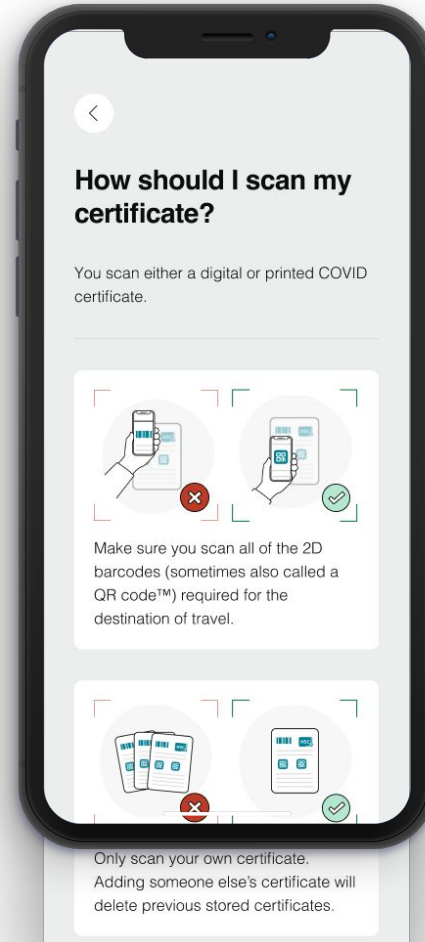
9.

Guidance

The scanning certificate guidance screen will give the user more information about the right way to scan the certificate.
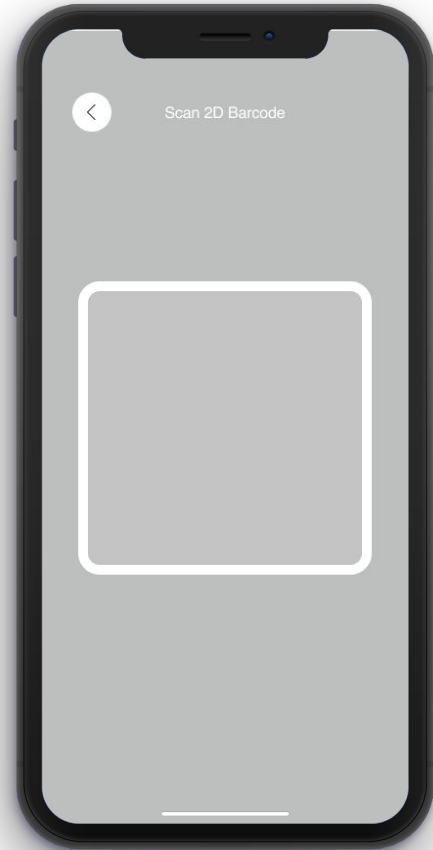
Guidance includes a graphics for;

➔ What a 2D barcode is

➔ How many certificates the user can scan

➔ The scanning environment (brightness of the room etc)

How should I scan my certificate?

You scan either a digital or printed COVID certificate.

Make sure you scan all of the 2D barcodes (sometimes also called a QR code™) required for the destination of travel.

Only scan your own certificate. Adding someone else's certificate will delete previous stored certificates.

10.

Scanner

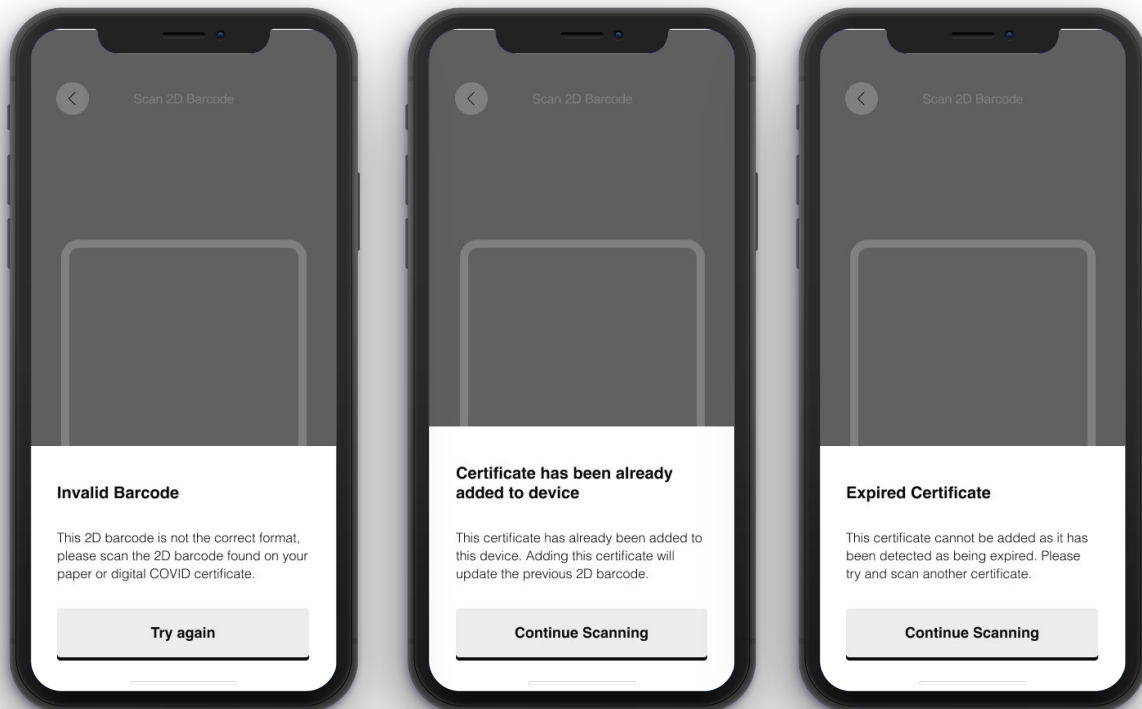The 2D barcode is able to be scanned

11.

Error Screens

Errors will be displayed if there is an issue with scanning the 2D barcode.

Errors include;

➔ Invalid barcode

➔ Certificate has already been added to a device

➔ Expired certificate

Invalid Barcode

This 2D barcode is not the correct format, please scan the 2D barcode found on your paper or digital COVID certificate.

Try again

Certificate has been already added to device

This certificate has already been added to this device. Adding this certificate will update the previous 2D barcode.

Continue Scanning

Expired Certificate

This certificate cannot be added as it has been detected as being expired. Please try and scan another certificate.
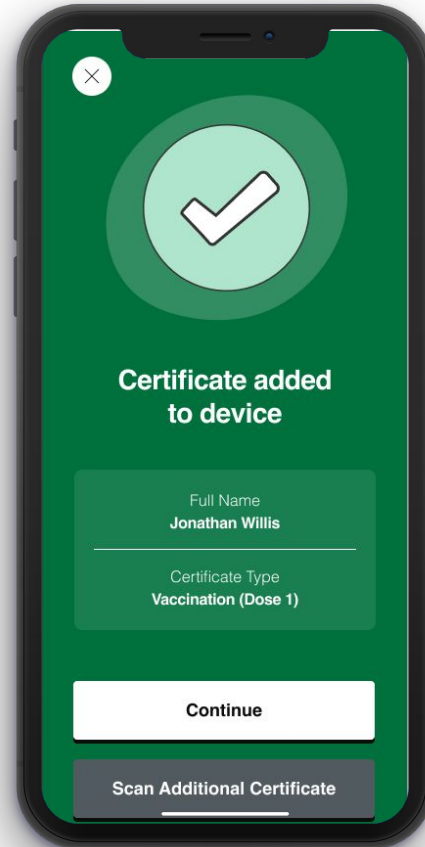
Continue Scanning

12.

Successful Scan

If there is successful scanning of the certificate, the user will get a screen confirming that the certificate has been added
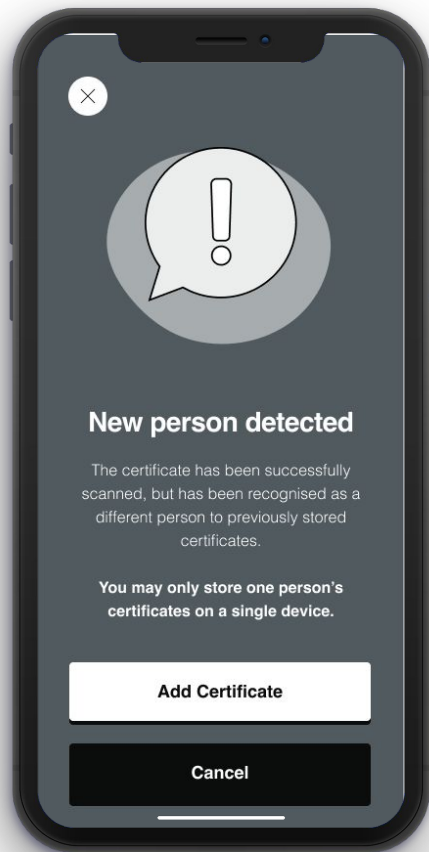
➔ Additional certificates can also be scanned.

13.

New certificate Scanned

If the user has scanned a certificate in another persons name, the certificate will be added but previous certificates will be deleted.

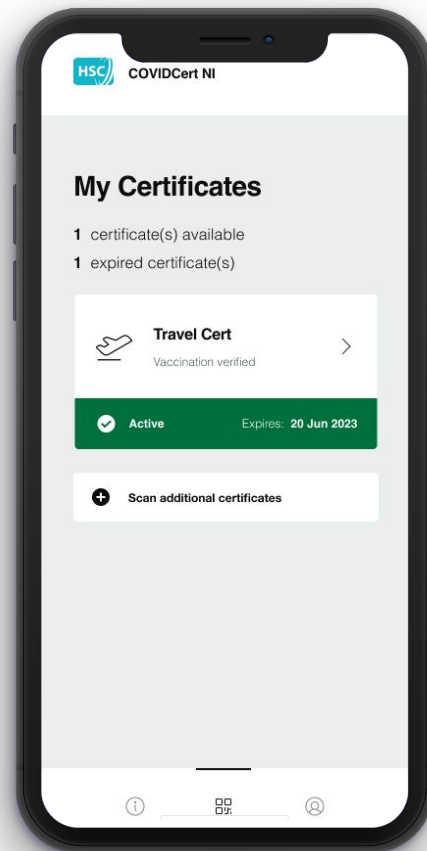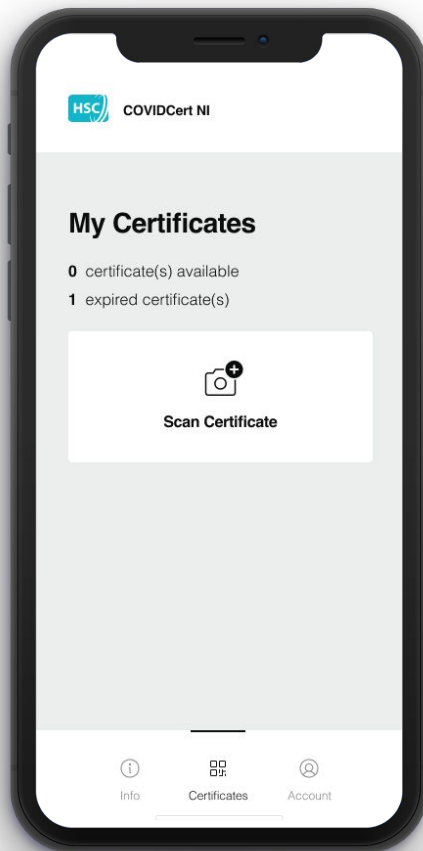➜ The user will be able to delete this certificate and add the right one if this was a mistake.

14.

Dashboard

The dashboard will display the COVID certificates.

➜ The scanned 2D barcode will display on the certificate screen.

➜ The travel certificate will display either a vaccination certificate or a recovery certificate.

Thanks