Graphic redesign of La Banque Postale's identification keyboard /
Digital accessibility

04/2023

Context, Scope & Issues

Context :

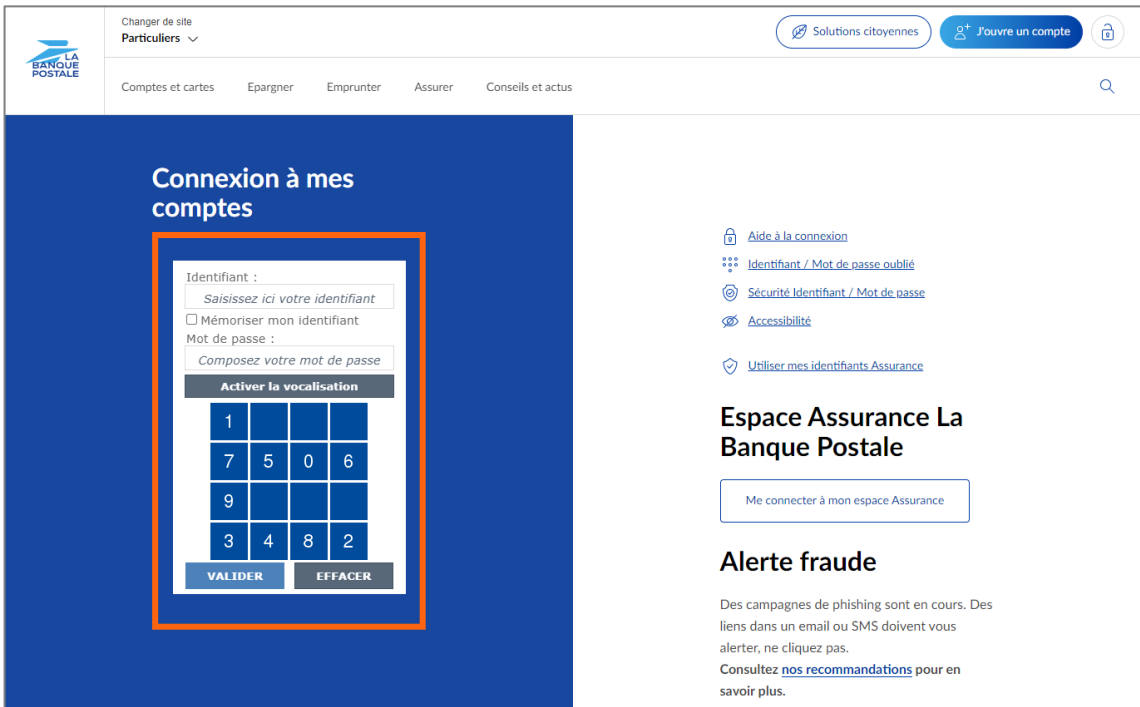❑ The level of accessibility of the identification keyboard was insufficient.

Scope :

❑ The identification keypad will be deployed on La Banque Postale's online banking and mobile application and on the TPP journeys.

❑ The rollout of the new identification keypad is scheduled for 13rd June 2023 on the mobile application and TPP flows and 15th June on the online bank.
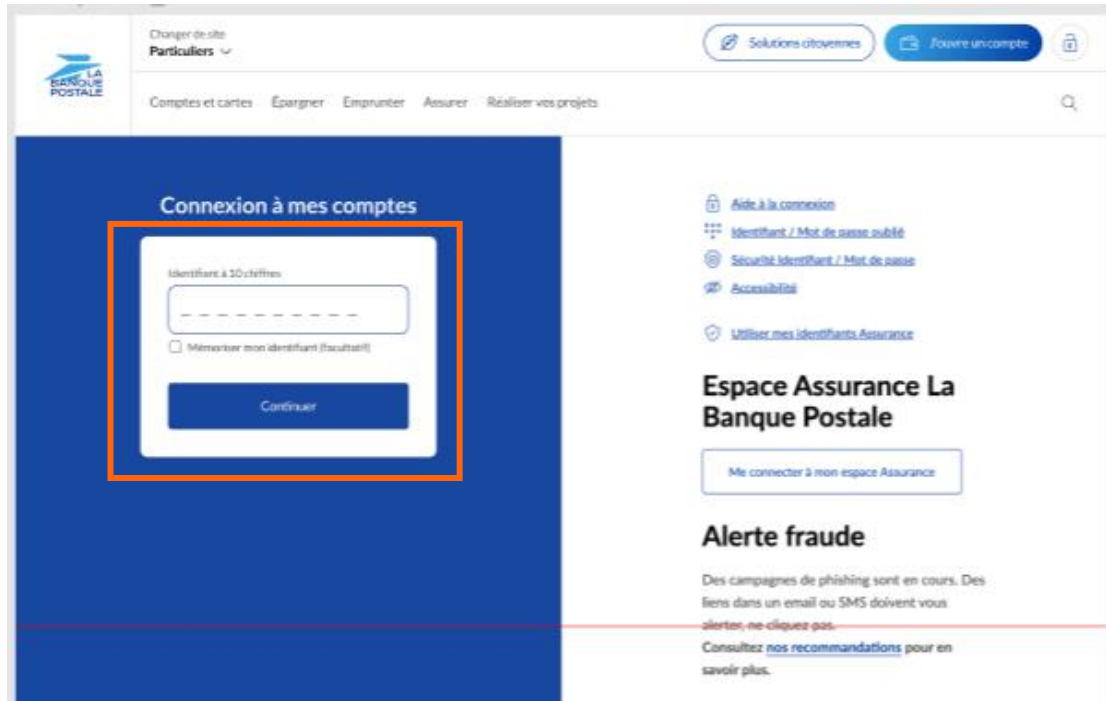
Issues :

❑ Improve the customer experience.
❑ Meet digital accessibility standards.

Presentation of the new virtual identification keyboard of La Banque Postale.

Current version of the online bank

New version

Presentation of the new virtual identification keyboard of La Banque Postale.

Entering the login and password takes place in two steps

Current version

New version

1

2

- The customer will use **screen 1** to enter their ID and on clicking the "**continuer**" button the virtual keyboard will scroll down to display **screen 2**.
- **Screen 2** will allow the customer to enter their password and on clicking on the "**Se connecter**" button the customer will access their account.
- Access to the customer account is only possible if login/password fields are correct.