

User Needs

User needs can also be viewed on the accompanying journey map

Processing offline forms

As a Registration Manager

I need to sort and batch offline forms

So that it is easier and faster to add them to the system, it is also useful to work in batches when there are multiple users working concurrently

Inputting data from a paper form

As a Registration Manager

I need to input the data from an elector's paper application form

So that it can be sent off to DWP for verification before it is added to the register

Acceptance criteria

I can upload an image/pdf of the application form

I can see the image/pdf when filling in the web form

Sending an application to DWP

As a Registration Manager

I need to send off an offline application to DWP

So that the elector's identity can be verified

Acceptance criteria

when I click the submit button the data is sent to DWP

I am given confirmation that it has been sent successfully

Receiving applications from DWP

As a Registration Manager

I need to pick up applications that have been processed by DWP

So that they can be reviewed and added to the register/chased to resolve issues

Acceptance criteria

when I press 'sync', it retrieves applications from DWP

I am given some confirmation and notified about how many applications were retrieved

Sorting the applications from DWP

As a Registration Manager

I need to receive incoming applications in queues (depending on the outcome of the DWP verification check)

So that it is clear which ones can be added to the register, and which ones need more attention

Acceptance criteria

the incoming list can be sorted in to two batches based on the DWP RAG status

Adding an application to the register

As a Registration Manager

I need to add verified applications to the register

So that these electors can vote in the next election

Acceptance criteria

applications that have been verified by DWP are added to the register

There is some confirmation that it was successful