



CUSTOMER RELATIONSHIP MANAGEMENT

August 12, 2025

Portal Enhancements

- Developing comprehensive documentation and support materials to assist users with troubleshooting.
- Enhancing the user login experience
- Updating the Privacy Statement and Acceptable Use Policy to align with enhanced service offerings

Key Artifacts

- Pre-Authorized Debit (PAD) form.

Testing Feedback

Areas for improvement identified via ongoing testing

- Portal account creation for keyboard only users
- Portal log in after account creation

Kudos (Using a MAC with voice over)

- Form is fully accessible
- Able to navigate the form with ease, and interact with all the various form controls



Hamilton

THANK YOU