

Help & FAQs

Testing Guide

Vitality[®]









Testing Overview

Assignment made to: <insert name of responsible person>

This phase of user acceptance testing needs to be completed from <dd/mm/yyyy> to <dd/mm/yyyy>. Please provide any feedback on critical issues to <insert local market's email address here>.

You will be testing the <insert local market name>'s **Help & FAQ** and user experience to validate what was deployed to UAT works as intended. Further testing scenario documents will be assigned as the UAT phase progresses and more scenarios become available.

Your Username:	<i>User credentials</i>	Your selected language:	<i>English</i>
		Here are your expected results:	
<i>(Any info regarding current state of account before test is run)</i>		<i>(What the Help & FAQs should be)</i>	
<ul style="list-style-type: none"> User has already been through registration process and able to login with username and password into the local market's Vitality app. 		<ul style="list-style-type: none"> User is able to tap on Help button and search for questions and is directed to related responses. User is able to submit feedback as well as request additional help regarding a searched question. 	
Reporting Issues	<p>All defects or issues must be logged on Jira: <insert link to local market JIRA instance></p> <ul style="list-style-type: none"> Summary of issue (issue 'title') & Issue Priority in email subject-line Date found Browser / browser-version used Screenshot(s) Description <ul style="list-style-type: none"> Steps to reproduce Expected result (if it varies from actual result) Actual result 		
Issue Priority	<ul style="list-style-type: none"> Blocker: Generally reserved for fatal errors that mean testing of an application or process cannot continue without fix, and/or the business is unable to use the application or IT is unable to operate the service. Critical: Generally reserved for major issues with no workaround that mean that testing of a section or business process cannot continue without fix, or the critical path will not pass without resolution. Major: Used when there is a problem that means that testing can continue on the scenario using difficult workarounds, and/or significantly impacts the business' ability to use the application or IT's ability to operate the service. If the problem does not directly impact functionality, but is in conflict with the design and is a key component of the design, it is also a high priority to get addressed. Minor: Used when there is a problem that means that testing can continue with relatively straightforward workarounds, and/or has a minor impact on the business' ability to use the application or IT's ability to operate the service. If the problem does not directly impact functionality, but is in conflict with the design, but is not a key component, it is a medium priority. Trivial: Used to highlight minor bugs that do not impact the businesses ability to use the application or IT's ability to operate the service, (e.g., cosmetic issues related to low priority items in the system). 		
Your Scenarios	<p>We need you to make sure the user is able to perform the following:</p> <ul style="list-style-type: none"> User to install the Vitality app. User successfully logs into the Vitality app. User is able to tap on the Contact us button and give feedback. User is able to tap on Help button and search for questions. User is directed to related responses. User is able to tap on the "Still need help?" link to request additional help if the searched question did not provide all the needed information. <ul style="list-style-type: none"> Confirm that the email query does to the correct email address. User is able to change their email and/or contact number when submitting the request for additional help relating to a searched question. 		

Here's what we want you to do	
<ul style="list-style-type: none"> • Wait to be told that all UAT accounts have been moved to their correct Production branch and any applicable CMS changes have been made, and verify all content accuracy, availability, and usability • Coordinate with other UAT resources to ensure testing coverage on all major internet browsers/mobile operating systems • Ensure you can log in, navigate to the newly-added Help & FAQs, and proceed with user experience. • Play around with any other scenarios you think could “break the system” – exploratory testing • After completing the assignment – submit this filled-out form back to test management team via <insert local market's email address here>. • Mark off each cell to indicate you completed this task (delete any icon/image that doesn't apply, such as “!” and “X”, if the test passed) • If you find anything that is or seems incorrect notify us via the defect tracking tool. Include screen shots, url's – if applicable, and DETAILS! 	
Verify the user is able to tap on Help button and search for questions and are directed to related responses.	Verify the user is able to request additional help relating to a searched question via the relevant button/link and that the email goes to the correct email address.
  	  
Verify user is able to change their email and/or contact number when requesting additional help for a searched question.	
