

NAVIGATE



MIAFTR Replatforming Portal Testing Guide



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Introduction

This document is designed to help you effectively carry out initial testing of MIAFTR in the Navigate Portal, ensuring that functionality performs as expected across various scenarios.

By following this guide, you'll be able to:

- Validate the Navigate Portal's core functions
- Identify and report any issues
- Have an early experience of testing and provide feedback on the testing scenarios and your experience of the testing process.

This test environment is designed to closely replicate production, ensuring that your testing experience is as realistic as possible. While the test environment mirrors production in terms of the features and functionality included in this testing phase, you might experience slower than expected response times or reduced performance during your testing sessions.

Please let us know if you experience this, as we will use this to run internal checks.

Navigate Portal access (Credentials)

To begin testing, you'll need access to our test environment. This environment replicates production as closely as possible but is isolated from production to avoid impacting live operations.

Your organisation can have a maximum of 5 test accounts set up. Your organisation's appointed testing coordinator will have been sent a link to an MS form where they can request these credentials and specific roles.

You'll then be sent an activation email. You must click the link within that email to activate your account, create your password and choose a security question.

To ensure you can receive the emails that automatically send emails relating to your login please **whitelist** the following email address: noreply@okta.com. If you have any queries about what whitelisting means, please contact your **Engagement Leads**.

Please ensure you store credentials securely and do not share them.





Create a password for your account

Create a password so you can login to your account.

Password must have

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol (! # \$ % & ' () * + , - . / : ; < = > ? @ [] ^ _ ` { | } ~)
- Not contain either your name or your last name
- Not to be one of your previous 4 passwords

Enter password *

Show Password

Confirm password *

Show Password

Choose a memorable question and answer so you can login to your account if you forget your password.

Select a security question *

Security answer *

Continue

Two-Factor Authentication (2FA) in the Navigate portal

When logging into the test Navigate portal for the first time, you'll be prompted to set up **Two Factor Authentication (2FA)**.

You'll be sent credentials by email, which will allow you to go through the first stage of the authentication. You'll then be sent an **authentication code** by phone or email which will allow you access.



Register for 2-step authentication

To secure your account, you need to provide your mobile phone number. If you don't have your mobile phone with you, you can select Exit and sign in again later with your email and password to continue with the process.

Please, provide your phone number and click send code. You will receive a verification (SMS) with a 6 digit code that you will need to introduce in the next screen to access the MIB Identity Portal

Country code *

Mobile number *

Send code

Exit

The 2FA set up will remember your credentials for 28 days unless you clear your browser history.

Navigate test environment details

The URL is here: <https://cvt-navigate.mibtest.org.uk/>

Navigate portal testing scenarios

To ensure comprehensive coverage, you'll need to complete testing on varied sets of test data to ensure you have covered your types of data for each scenario. You will have received the scenarios by email and can be found [here](#) on our microsite.

Test Data

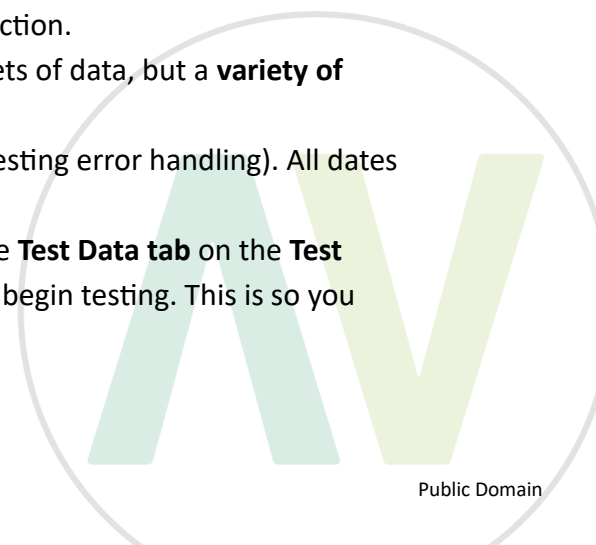
Testing requires realistic data sets to simulate typical interactions with the Portal. If you are a Portal user who supplies data in MIAFTR, you'll need to create your own data and ensure comprehensive coverage. Your first testing scenario will be to create a new claim, which will begin to generate the test data you need.

MIB will provide test data to support enquiry only customers, and for matches tab and alerts testing.

Creating your own quality test data

Creating high-quality, diverse test data is essential to ensure thorough Portal testing. This ensures that all potential scenarios are covered, and the Portal can handle various inputs effectively. Please adhere to the following guidelines when generating your test data:

1. Consider the types of data that will be required:
 - Normal data – data for most of the testing
 - Boundary data – data that will check the ranges (long names)
 - Erroneous data – data to do negative testing
2. **Don't use production data** – test data must be anonymised/ dummy data as the test environment may be kept as-is post Go-Live (there is a possibility therefore that your test data might not be removed).
3. Create a diverse list of VRMs. **You must use a 2 or 3 letter abbreviation of your org name to create unique VRMs (e.g. XY95 MIB)**. If all customers use 'ABC123' we will encounter errors in test that would not occur in production.
4. Any dummy claimant name can be used on multiple sets of data, but a **variety of different ones should be used** where possible.
5. Notification date must be **after** incident date (unless testing error handling). All dates must be after 01/01/2020.
6. When you create a list of your test data, please use the **Test Data tab** on the **Test Scenario Spreadsheet** which is linked [here](#) before you begin testing. This is so you can recall the data that will be used.

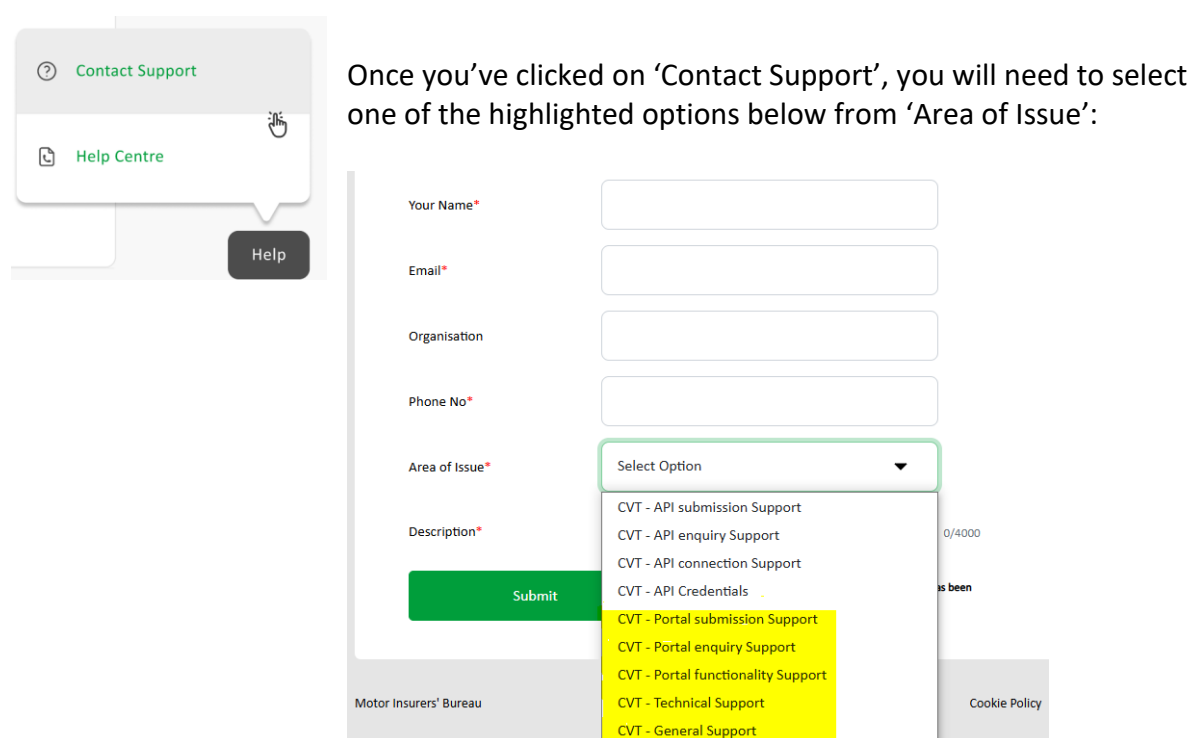


7. Please include some special characters in the claimant data – including in corporate names.
8. VIN numbers are up to 20 characters and should contain letters and numbers only. MIB can provide test VIN/VRM combinations at your request for search purposes.
9. 'Find address' will only provide results for postcodes that end in 'AA' (e.g. MK14 7AA). Others can be added along with the full address manually.

Need to raise a technical issue or defect?

For testing related or technical issues, please contact us to submit your query. Our support team will provide an initial response within 24 hours.

If you're having trouble logging in, you can use the Help button on the test portal home page (<https://cvt-navigate.mibtest.org.uk/>) which is found in the bottom right-hand corner. Once you are logged in to your test portal account, you will see the help button in the bottom right-hand corner of the screen. Click on Help then select 'Contact Support' to raise a ticket during your testing.



Once you've clicked on 'Contact Support', you will need to select one of the highlighted options below from 'Area of Issue':

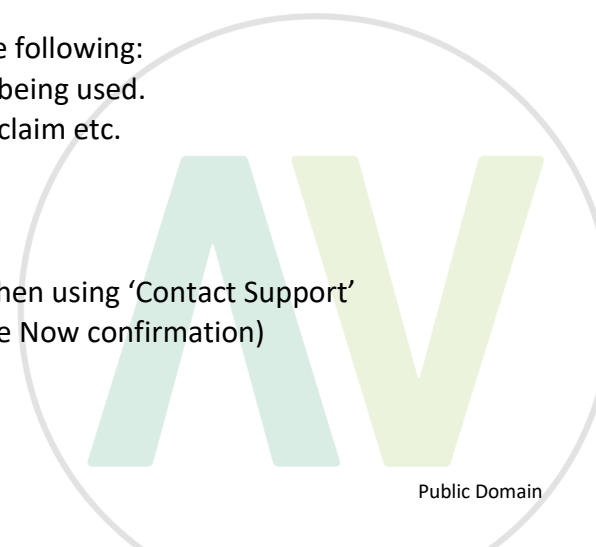
The form includes the following fields:

- Your Name*
- Email*
- Organisation
- Phone No*
- Area of Issue* (Dropdown menu with options:
 - CVT - API submission Support
 - CVT - API enquiry Support
 - CVT - API connection Support
 - CVT - API Credentials
 - CVT - Portal submission Support
 - CVT - Portal enquiry Support
 - CVT - Portal functionality Support
 - CVT - Technical Support
 - CVT - General Support
- Description*

A green 'Submit' button is located below the form. The footer of the page includes 'Motor Insurers' Bureau' and 'Cookie Policy'.

When you raise your query, please make sure you provide the following:

- the email address associated with test portal account being used.
- the test scenario reference e.g. T1, add claim, update claim etc.
- the test VRM/ claim number
- Replication steps
- Error message
- screenshot(s) of issue (you can upload attachments when using 'Contact Support' when logged in, or send to us as a reply to your Service Now confirmation)
- what you expected to see vs what is showing



Have a non-testing related query?

All customers have a dedicated **Engagement Lead** assigned to support you. They serve as your organisation's main point of contact for any general Navigate programme-related queries. If you don't know who your lead is, please email engagement@mib.org.uk

Portal Testing Completion

Once all test scenarios have been executed, please complete the **Portal Testing Completion Form** which will be sent by email to your organisation's Portal testing technical contact. This form allows you to confirm that you've completed all early testing scenarios and indicate if any defects are still outstanding. We'll retain this information, and we'll reach out to you regarding any open issues.

Re-testing

In addition to re-testing any errors you might find; you'll be asked to come back and complete full portal testing during the main customer testing window. This will give you another opportunity to re-test any defects that were unresolved during this early testing phase.

At that stage, we'll then request that you provide an updated **Portal Testing Completion Form** on agreed final testing sign off criteria. We'll liaise with you closer to Go-Live to share these final testing sign-off criteria.

