Early Portal Testing FAQs

How do I get test portal credentials?

Complete the MS form (link below) by 14th February 2025. Testing co-ordinator to complete the MS form on behalf of up to 5 testers from your organisation.

Navigate Test Portal Credentials Form

What is the testing co-ordinator responsible for?

The testing co-ordinator will need to complete the credentials request form on behalf of your organisation. They will also need to collate all testing feedback centrally and provide it to MIB (see question around how to provide feedback below). The testing co-ordinator can take part in the testing but doesn't have to.

What should I do before I start testing?

It is very important that your security team has whitelisted the following email address *noreply@okta.com*. The credential email may be treated as spam or junk. We would suggest checking these folders for an email from: *noreply@okta.com*.

Check that you can log in with your test credentials before you commence testing. Contact us at engagement@mib.org.uk if you have any issues.

How do I know what to test and how much resource/hours will be required?

This will take one person approximately 8 hours of testing activity without interruptions. Therefore, we recommended ringfencing two working days to achieve this.

We will provide a list of 30 scenarios depending on your role and access. This will cover scenarios like adding a new claim, updating a claim, viewing audit history etc.

What is the test Navigate Portal URL?

https://cvt-navigate.mibtest.org.uk/

Is the system fully developed?

We still have a small number of changes to implement however we would like to get your early insight on the functionality we have already built.

You will get an opportunity to retest again in a later phase with all the planned development completed. As part of the introduction to customer testing, we will provide a clear list of known outstanding issues for you to be aware of.

How many users from my organisation can test?
A maximum of 5 users can test – one of those being the main contact and testing co-ordinator. There is an expectation that this person will collate defects and report back to MIB via contact us.

What roles are available in the testing environment?
All roles are available, and you should request the role which most closely reflects your current role in MIAFTR. If you have multiple testers, it would be beneficial to nominate individuals to test different roles.

How do I raise an issue that is identified with the platform during my testing?
If you experience issues with receiving your test credentials or logging in, you can contact engagement@mib.org.uk or your engagement lead directly.

Once you begin your testing, your nominated testing coordinator will need to collate all feedback and defects regularly using the help button and clicking on contact support – shown below.

By providing your collective feedback through a single person, we can prevent duplicate scenarios being reported.

If you would like to provide your collated feedback in an attachment, you can send this to us by replying to your confirmation email you will receive once you have raised your ticket.

This method of contacting us (contact support button) will be new for some of our customers. Therefore, we would also appreciate your thoughts on ease of use.

How do I sign off on testing?
We will not be asking you to "sign off" on testing during this phase. This initial testing phase is to provide an insight of bugs at the earliest opportunity and as above, you will be invited into a later testing phase where you can provide formal sign off/ completion.

What support will be available to me?

There will be a team dedicated to reviewing all tickets raised by the early testers who will respond within 24 business hours. Please note the support team are available 9am-5pm Monday-Friday.

What are the specific dates for testing?

You can select from the following weeks using the Test Credentials Request Form (linked above):

- Tuesday 4th – Friday 7th March
- Monday 10th – Friday 14th March
- Monday 17th – Friday 21st March
- Monday 24th March – Friday 28th March

What data and records will be available to test with?

There will be a combination of historic data created by MIB, which we will provide ahead of your testing commencement and the data that you create by adding new claims yourself.