

Irina

Scenario 01 - Self registration

Please register yourself on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

Questions:

1. Are you successful to register yourself?
2. Is the user interface clean enough to do it fast? If no please describe why?

1. When creating an account, the check on password and confirmation password match is done on submit only. It would be better to know this information on input.

ADPQ-204 - As parent I want to have password comparison information before submit

TO DO

2. There is an extra validation message that confirmation password should be at least 5 characters.

ADPQ-205 - Please remove useless message related to confirmation password

TO DO

3. Links to sign In with Google / Facebook don't work.

ADPQ-6 - As a user of application, I want to be able to register using social networks accounts

TO DO

(in backlog)

4. On registration completion, there is message about automatic redirect in 9 seconds:

- a. There is no way to go the sign in page sooner than that via the direct link. Waiting is frustrating.
- b. Typo in message text: "You will be automatically **redirected** to login page in N seconds"
- c. The message does not say that I need to activate my account to be able to login.

ADPQ-192 - Add clear message to inform user of necessity of account activation

DONE

Actually we have a design problem here - dead window because user will Sign via email confirmation link

5. The previous failed to login message is displayed on the login page when trying to login with incorrect credentials, creating an account and being redirected to that page. Message disappears on the page refresh.

ADPQ-206 - Unexpected error message when user back from Create account to Sign In

TO DO

6. Note: I could not register using my EngagePoint email – email message with confirmation link wasn't sent. I registered with my Gmail email.

ADPQ-208 - Please check registration with EngagePoint email

TO DO

7. On Reset password, *Back to Sign in* link takes to the Sign Up page instead of login page. This happens on the page when I have to enter email and on the confirmation page.

ADPQ-209 - Back to Sign In button on the Reset password page goes to Sign Up page

DONE

8. Pages for resetting password have incorrect formatting. Example attached.

ADPQ-194 - Add validation to password reset to prevent password reset for not activated accounts

DONE



Reset password

Your password has been reset. Please sign in.

Brief: But for the above mentioned issues, the user interface is intuitive enough to go through the process.

Scenario 02 - Answer the Message with attachment

You already registered on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

Please find incoming message from your caseworker Mary Jenkins and reply on it using message with attachment (just attach some picture or document)

Questions:

1. Do you see the message from Mary?
2. Can you answer it?
3. Can you attach the file?
4. Is the user interface clean enough to do 1-3 above fast? If no please describe why?

I was able to complete all of the above listed steps. Interface was clear regarding message organization, but message thread was a bit confusing. Also, please see some comments below.

Few comments:

1. There is no subject when reading the message from Mary and I cannot change the subject in my reply.

ADPQ-210 - Subject missed in the incoming message

TO DO

2. When creating message via Contacts list, as soon as the Subject is entered and user moves to the body input, New Message title should be replaced with the entered subject.

New Message is not the subject, but navigation information element - we do not need to update it.

3. Area for typing the text is not clear. I tried to click on the upper row with symbols several times. The area is highlighted only on click in it.

ADPQ-211 - Please highlight main message body text area

TO DO

4. I do not understand the purpose of the document upload status on top of the email after the attachment has been added (see "attachment upload status" screen shot attached).

ADPQ-212 - Please remove attachment upload status when uploading operation is done

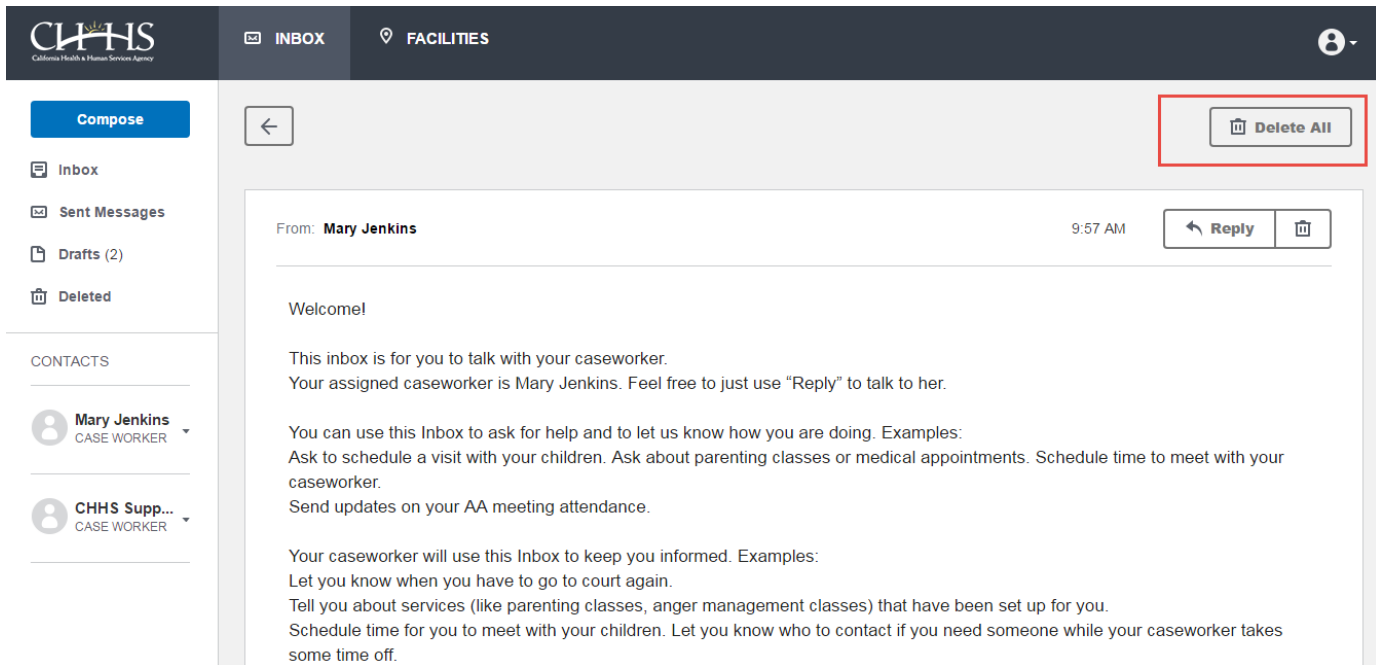
TO DO

The screenshot displays the CWS Parent Portal interface. At the top, there's a navigation bar with 'INBOX' and 'FACILITIES' tabs. Below this, a sidebar on the left contains 'Compose', 'Inbox', 'Sent Messages', 'Drafts (2)', and 'Deleted'. The main content area shows an email from 'Mary Jenkins' with the subject 'RE: Welcome!'. The email body contains the text 'Ask to schedule a visit with your children. Ask about parenting classes or medical appointments. Schedule time to meet with your caseworker.' There are two attachments: 'Application for petition - gc210p.pdf' (151.99 kB) and '01. Intake Workflow.pdf' (478.27 kB). A yellow banner at the top right of the email content area says '100% Application for petition - gc210p.pdf' with an 'Attach files' button. A 'Reply' button is also visible.

5. Delete All button in the message reading pane is not relevant (see screen shot attached).

ADPQ-213 - When message thread contains only one message we no need to show Delete All button

TO DO



6. On the Reply page, the button for sending the message is Reply but it should be "Send".

ADPQ-215 - Please update button label inside Reply Message page

TO DO

7. When deleting automatically created Drafts they are moved to the Deleted folder and cannot be removed from there. Usually, drafts are discarded right away without moving to the Deleted folder.

ADPQ-216 - Please delete Draft messages permanently and do not store them into Deleted folder

TO DO

8. Add *Delete* option for Draft message preview.

ADPQ-217 - Please add Delete button to Draft Message details page

TO DO

9. Page displayed after sending the message is confusing to me. Some suggestions:
a. Show To for each message sent and include copy of the original message in the reply.

ADPQ-238 - As parent I want to include the content of initial message into reply one

TO DO

OR

- b. Remove Reply and Delete for message thread parts; allow to reply to the last message in thread, allow to delete entire message thread.
10. Message about successfully sent message overlays the buttons. It would be better to have it in the middle under the menu bar.

fixed

11. When accessing the mailbox for the first time, number of messages in Inbox is not shown on the right next to the folder name and on top. The number appears when clicking any other folder.

ADPQ-236 - Number of new messages in the inbox is not displayed properly

TO DO

12. There is a number in the message thread. If it follows Gmail behavior, then:

- Number should appear only after there are at least two messages in the thread.
- Number should always be displayed, regardless if messages are read or not.
- If there are any unread messages in the thread, the message title should be highlighted in the message list and counted as +1 in the Inbox counter.

ADPQ-237 - Number of messages in the thread is not displayed properly

TO DO

13. Restore option in Deleted folder does not work.

already fixed

14. When clicking to view information on the 2nd+ contact, the information can be viewed only by zooming out the portal page. There should be a way to scroll down the page or Contacts pane to view this info.

already fixed

Scenario 03 - Update my profile

You already registered on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

Please find and update your personal profile - enter DOB, Gender, Address and Phone number.

Please use **2230 North 1st Street, Fresno, CA** address instead of your own one.

Questions:

1. Can you find the personal profile page?
2. Can you update your general information?
3. Can you update your address?
4. Do you know now the zip code of **2230 North 1st Street, Fresno, CA** ?
5. Is the user interface clean enough to do 1-3 above fast? If no please describe why?

I was able to complete all of the above listed steps. Interface is clear and clean.

Few comments:

1. After updating the name and saving the changes, the name in the top right corner is not updated.

ADPQ-229 - User name and email at the top right corner are not changed after profile update

TO DO

2. When changing password from the user profile, usually you would be required to enter old password for security reasons.

ADPQ-231 - Current password is missed on the password change profile page

TO DO

Scenario 04 - Find the facility and ask Caseworker about it

You already registered on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

You also already do profile update with **2230 North 1st Street, Fresno, CA** as your address.

Please find closest licensed foster family agency to this address.

Please ask your Caseworker about this facility about services they offer

Questions:

1. Can you find the way to browse CWS facilities?
2. Do you see the home icon placed into your profile address?
3. Do you see some facilities around?
4. Do you see licensed ones?
5. What is the name of the closest licensed foster family agency?
6. Are you able to ask your Caseworker about this agency?
7. Is the user interface clean enough to do 1-6 above fast? If no please describe why?

I was able to complete all of the above listed steps. The interface is intuitive and I like that most of work on composing a message is done for me. That allowed me to complete the process fast and easy.

Few comments:

1. When entering a different address in the search field, the Home address on the map changes to that address.

ADPQ-226 - As parent I want to see both my home address and search address on the map

TO DO

2. Maybe the address from the profile can appear in search field by default.

already done

3. Reset Filters button appears when no filters are defined. It also remains displayed on click after the filters are reset.

ADPQ-225 - Please do not show Reset Filters button if no one filter is defined

TO DO

4. When using search, the agency on the map is displayed with image icon

instead of number.

ADPQ-218 - Broken facility icons in Chrome browser

DONE

Please also add your free impressions from the CWS Parent Portal. What do you want to change or add to this application?

Overall, the portal is easy to use, interface is intuitive and no learning is required. Having contact list at hand all the time for fast message creation is a good idea.

+ Quick comment on the landing page:

Imho, it would look better if the background picture is fixed and does not move with page scrolling.