**Remaining Issues As of 2021-08-10**

P1 - Highest Priority / Functionality must be fixed before go live

P2 - Medium Priority, should be fixed before go live

P3 - Minor issue, can be fixed after go live

Green - Tested Working

Amber – Update required

Red – Issue still impacting go-live

Purple – Additional Comments for Review

**Employee Portal**

Employee Portal - Issues not Usable in current status - P1 – removed

User - Information FirstName, Last Name reversed - P1 - done

Links - Oracle Link take user to MS Site no Oracle Fusion - P1 – Please provide link for Oracle Fusion as It was not provided to us!

Done

<https://eimb.fa.em2.oraclecloud.com/fscmUI/faces/AtkHomePageWelcome?_afrLoop=2208878328825481&_afrWindowMode=0&_afrWindowId=null&_adf.ctrl-state=2i1gqjd2o_2990&_afrFS=16&_afrMT=screen&_afrMFW=1920&_afrMFH=1047&_afrMFDW=1920&_afrMFDH=1200&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=96&_afrMFG=0&_afrMFS=0&_afrMFO=0>

User - Password Management - No way to reset password from site for User or Admin - P1 – done

User - Profile - Showing User but Ali's Photo no way to update photo -P2 – done

UI - Several options on user dropdown but non coded - P2 – removed

Provile page still in the dropdown but no page loads

UI - Job Title is a link but no destination - P2 – link removed

UI - Marketplace prices in Rupies - P2 – done

Now showing AED in Arabic **د.إ** on EN portal

Do you want AED to be shown?

CT - Yes please **– THIS IS DONE** DONE

UI - Email and alarms showing test data please clear - P2 – removed the email notification and kept alerts notification DONE

Page - Team Member salute has boiler plate content - P1 – Didn’t understand what this means? - Boiler Plate Text:-

* Lorem Ipsum dolor sit amet.
* Consectetur adipiscing elit.
* Sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
* Ut enim ad minim veniam.
* Excepteur sint occaecat cupidatat.

The content was never provided to us , please provide the content?

CT - Nour to provide content DONE

UI - Portal Home page cannot be navigated to - P1 – DONE

Breadcrumbs are added on top , design would be updated.

Links not working. Get 404 page not found.

This is resolved

Clicking on the Logo returns to WebSite Home Page

Do you want us to remove the link from National Ambulance Logo?

CT - Make it take you to the employee dashboard page **– THIS IS DONE** DONE

If you then click on the Employee portal page you get to a broken Portal Admin Page

Will also fix this **– THIS IS DONE**

UI - Sign out should return to the Website home page - P1 – done

**Admin Portal**

Admin Portal - Issues not Usable in current status - P1 – removed all unwanted links content. **– THIS IS DONE**

Admin account - No way to change password – Provided option **– THIS IS DONE**

User Accounts - No way to change passwords for users - P1 – This is available for admin under backend Employee management. **– THIS IS DONE**

UI - Many panels showing other organisation information - P1 **– THIS IS RESOLVED**

Not able to check admin portal , credentials not working - [http://na.bw.ae/login](http://na.bw.ae/login" \t "_blank) admin@gmail.com / Dreams01

No version control P 3 Have you added this feature?

View option before publishing P3 - This was not available on the scope. – ToBe Discussed

Please advice? Have you added this feature?

Content Approval by admin if required. P 3 – Based on the scope this is already done for market place and my story. Have you added content approval feature ?

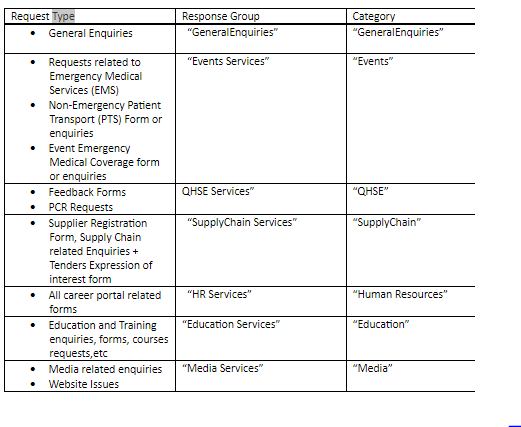
**Forms**

Forms - Issues, confusing for users to use, forms sent to wrong team in ME - P1 – This is going to the groups as provided to us.

Get in Touch Form – All enquiries are going to General Enquiries not the teams for the service stated

We were provided with the categories therefore we sent to that  categories, Please provide the drop down values & the categories to which it needs to be sent?

CT - As table below:- **– THIS IS DONE**



UI - Submission confirmation very difficult to see and is not clear if the form has been submitted - P2 – This has been resolved.

UI – Complaints form Not checking email format – P1

CT - As in ctysonnationalambulance.ae is accepted without @ **– THIS IS DONE**

The email shows content as provided to us  


API - Feedback form still submitted from APIUser, not the name of the submitting user. - P2 – This has been resolved as informed in group

API - Feedback form Going to HelpDesk Group, not the specified team - P1 – Feedback is going to QHSE group as informed to us.

API - Feedback form Duplicate Call References on submission of Forms - P1 – This has already been resolved in the group.

References not sequential and looks like there is a different counter for complaints and compliments but both are sent with the same prefix so it is possible to have duplicate IDs for two different cases.

We shall make the reference numbers to be sequential & give different prefix for each such as Complaint - WNA-CMP-, Compliment - WNA-COM-,Suggestion  - WNA-SUG- etc. Would that be fine?

CT- Go with your suggestion. **– THIS IS DONE**

Feedback Form SMS Missing the ReferenceID – P1

1. SMS Does not Mention National Ambulance – P1 - As informed before on email the whole content of the SMS including the reference number should be of 160 characters. Otherwise the characters of the SMS would be trimmed to 160 characters. Now the sms content is already above 160 characters due to which reference number is not visible.

CT - Nour to give a shorter text that mentions National Ambulance and has the Reference

UI - Supplier Form – P1

Equivalent Certifications – File upload not working **– THIS IS DONE**

Email Format not checked for

Eg craigtysonnationalambulance.ae without a @ **– THIS IS DONE**

Uploaded files remain on form after submitted **– THIS IS DONE**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Page Link | Required change- English | P | Required change- Arabic | P | |
| Home Page | Hyper Link Services- this is already done **– THIS IS DONE** Need to link title on home page with parent page (both AR and ENG  This is done  DONE  Site Map must be created (after done with all other changes) – will discuss later **– THIS IS DONE**  It is not on the site. Can you share it?  Terms and Conditions and Privacy Policy to be provided ASAP  Finalising  Homepage header: keep video + year of the 50th banner and remove the other photos  **– THIS IS DONE**  DONE  Activate Search button – have not got time for this as this needs to be done on core level  Update us on status of this As per going live do you need Search & SiteMap  to be available as this is not a readymade functionality or plugin in available for it, we need to build it?  **– THIS IS DONE**  DONE-  Career hyperlink in footer should take you to the Career Portal Please Fix  App: it should be a two line text.  Download it today for a safer tomorrow! Should be moved to the line before it. **– THIS IS DONE** Not Done must be on 2 lines only | 2  2  2  2  2  3  1 | Hyper Link Services - Already Done is there anywhere else then let me know  Need to link title on home page with parent page (both AR and ENG)  DONE  Site Map must be created (after done with all other changes) **– THIS IS DONE**  It is not on the site. Can you share it?  Terms and Conditions and Privacy Policy to be provided ASAP  Finalising  Homepage header: keep video + year of the 50th banner and remove the other photos  DONE  Share open file for covid 19  Font is not the same Arabic font  DONE  Footer: under working hours 24/7 text is a different Arabic font DONE  The fight against covid-19 image is displayed two times instead of one when you scroll between them (In both English and Arabic pages) Please Fix  Career hyperlink in footer should take you to the Career Portal Please Fix  سلامتك! | 2  2  2  2  3  3  3  1 | |
| <http://na.bw.ae/national-ambulance/page/who-we-are> | Must change to About Us – the main menu is already About Us and this would result in confusion on user’s mind so we should not change I believe  Its not what we are asking. All you need to do is on the menu placed in the left and the bread crumbs, change it to About Us (instead of capital S: US- About US) **– THIS IS DONE** DONE | 2 |  |  | |
| Mission & Vision | Change to Mission and Vision – done Please make it and not And. Change all And with and on the menu. **– THIS IS DONE** DONE | 2 |  |  | |
| Modern Emergency Medical Service   <http://na.bw.ae/national-ambulance/page/modern-emergency-medical-service> | Please place photos under each section. They are provided in the right size and under their respective titles. [https://we.tl/t-GdmhLDyyq HYPERLINK "https://we.tl/t-GdmhLDyyq1"1](https://we.tl/t-GdmhLDyyq1) linked will expire in 6 hours   * as discussed this would be done after we go live.   What is the issue here?  A photo for each element is in this link <https://we.tl/t-4dstcqopyZ> | 3 | Please place photos under each section. They are provided in the right size and under their respective titles. [https://we.tl/t-GdmhLDyyq HYPERLINK "https://we.tl/t-GdmhLDyyq1"1](https://we.tl/t-GdmhLDyyq1) linked will expire in 6 hours | 3 | |
| All below to be commented by Vivek | | | |  |
| Supply Chain <http://na.bw.ae/national-ambulance/page/supply-chain> | Clicking on Contact Us takes you down to the map, it should land on the contact us boxes area. **– THIS IS DONE** DONE  Tenders  Clicking on tenders takes you all the way down to the footer instead of the box that displays the “There are no current tenders available”. **– THIS IS DONE** DONE  Terms and Conditions and Privacy Policy should not be in bold. Keep navy blue and when user hovers over it, it becomes grey as remaining text. **– THIS IS DONE** **Can you fix this part and for all hyperlinks**  Form- All drop down menus to be in navy blue not neon blue Ignore this comment Romi explained that it cannot be done | 1  1  3  2 | Clicking on Contact Us takes you down to the map, it should land on the contact us boxes area.  DONE  Tenders  Clicking on tenders takes you all the way down to the footer instead of the box that displays the “There are no current tenders available”. **– THIS IS DONE**  DONE  Terms and Conditions and Privacy Policy should not be in bold. Keep navy blue and when user hovers over it, it becomes grey as remaining text. **– THIS IS DONE**  **Can you fix this part and for all hyperlinks**  Form- All drop down menus to be in navy blue not neon blue  gnore this comment Romi explained that it cannot be done  Some of the Arabic text is chopped off across all Arabic forms email should be  DONE  Countries must be in Arabic Vivek said they don’t have a ready list so if that’s the case, change it from a drop down to enter in the blank |  |
| Public and Private Emergency Medical Services  <http://na.bw.ae/national-ambulance/page/public-and-private-emergency-medical-services-ems>- | Enquiry Now Form-Why is it no longer set as default type of enquiry when user selects enquire now ? ”. **– THIS IS DONE** DONE | 1 | Enquiry Now Form-Why is it no longer set as default type of enquiry when user selects enquire now? ”. **– THIS IS DONE**  DONE |  |
| Patient Transport  <http://na.bw.ae/national-ambulance/page/non-emergency-patient-transport-pts>- | Under the form, add Ms. (under title – Primary contact Relation to Patient section.  **– THIS IS DONE** Not DONE and please not on the Arabic page  Ms. Should be the last field in the drop down menu  **– THIS IS DONE** DONE  Enquiry Now Form- Why is it no longer set as default type of enquiry when user selects enquire  now ? **– THIS IS DONE** DONE  Patient Date of Birth (remove patient should be at least 18 yrs (we never asked for it). **– THIS IS DONE** DONE but you said you fixed Date/ Month/ Year Can you reflect that on DOB section?  Time fields should be labelled as per their field name and not set by default as system time  E.g.  Pick-up Time  Appointment Time **– THIS IS DONE** DONE  (When Pressing Next)  When you move from Transport Details tab to Primary Contact tab, it will take you down to footer area instead of form area. **– THIS IS WORKING FINE Not** DONE  Form- All drop down menus to be in navy blue not neon blue **Ignore** | 1  2  1  1  1  1  1  3 | Ms. Should be removed from the Arabic side. **– THIS IS DONE** DONE  The first word of the form name is wrong    نموذج النقل الطبي غير الطارئ  **– THIS IS DONE** DONE  Enquiry Now Form- Why is it no longer set as default type of enquiry when user selects enquire now ?  **– THIS IS DONE** DONE  Patient Date of Birth (remove patient should be at least 18 yrs (we never asked for it). **– THIS IS DONE** DONE but you said you fixed Date/ Month/ Year Can you reflect that on DOB section?  Time fields should be labelled as per their field name and not set by default as system time **– THIS IS DONE** DONE  E.g.  وقت الاستلام  وقت الموعد  (When Pressing Next)  When you move from Transport Details tab to Primary Contact tab, it will take you down to footer area instead of form area.  **– THIS IS DONE Not** DONE  In all forms dates, times when entered should be displayed in the right way.  Transport Details section & Event Coverage Form Time and letters are reversed on the Arabic face. Please sort out  See sample below- shared on slack      Form- All drop down menus to be in navy blue not neon blue **Ignore**  Some of the Arabic text is chopped off across all Arabic forms   * Please elaborate and provide screenshot? Issue sorted   As discussed-P1  **– THIS IS DONE** Issue sorted |  |
| Event Emergency Medical Coverage | Form:  Change date to Day/Month/Year  - Not possible because currently rendered default HTML5 function if you want to change it then will take some with 3rd party plugin. This is not advisable as would I noticed that it was done as day/month/year now so all good?  **So is it fine now? – THIS IS ALREADY DONE**  As discussed on slack, it is still displaying it as Month/Date/Year after solving the issue (PLEASE sort across all Forms)  Why is the time set at 8:30 by default? – it shows default system time User should see the label name/ field title and not the default system time  e.g. Event Start Time  Event End Time **– THIS IS DONE** DONE  Add a start and end time  Make it required and leave blank **– THIS IS DONE** DONE  Primary Contact – Add Ms. to the Title- last field  Enquiry Now Form-Why is it no longer set as default type of enquiry when user selects enquire now ? **– THIS IS DONE** DONE  (When Pressing next)  When you move from Event Details to Primary Contact tab, it will take you down to footer area instead of form area. . **– THIS IS WORKING FINE** NOT DONE | 1  1  1  1 | Change date to Day/Month/Year – already responded  Why is the time set at 10:00 by default? – already responded DONE  User should see the label name/ field title and not the default system time DONE  Remove the word person from expected number of people on site –(Not done on Arabic)  “Person”  **– THIS IS DONE** DONE  Enquiry Now Form-Why is it no longer set as default type of enquiry when user selects enquire now ? **– THIS IS DONE** DONE    (When Pressing next)  When you move from Event Details to Primary Contact tab, it will take you down to footer area instead of form area. **THIS IS WORKING FINE**  NOT DONE  All drop down menus to be in NA blue not neon blue Ignore  Some of the Arabic text is chopped off across all Arabic forms **THIS IS DONE** DONE |  |
| Education and Training | Enquiry Now Form-Enquiry Now Form-Why is it no longer set as default type of enquiry when user selects enquire now **– THIS IS DONE**  DONE | 1 | Enquiry Now Form-Enquiry Now Form-Why is it no longer set as default type of enquiry when user selects enquire now **– THIS IS DONE**  DONE |  |
| Contact Us | Contact Us Form  Ms. Should be last (after Miss) on the drop down menu **– THIS IS DONE**  DONE  Form- All drop down menus to be in navy blue not neon blue Ignore | 2  2 | Contact Us Form  Ms. Should not be listed in the Arabic drop down menu  Form- DONE  Countries must be in Arabic Can we switch from drop down menu to entering the countries manually?  Some of the Arabic text is chopped off across all Arabic forms DONE |  |
| Feedback Page | Feedback Form:   Why is the form set on complaint field? It should be on Select field. (Must change first field- Type of Enquiry in the drop down menu to Select).  - Done Not done, Replace Type of Enquiry with Select**– THIS IS DONE** DONE  Form- All drop down menus to be in navy blue not neon blue – This Is Not Possible as this Is A Default Functionality Of A Drop Down And It Takes The Properties Of The OS which is installed on the PC. Noted- Ignore request  Complaints and Feedback/ Form  Under Emirate—> replace the word city in the question with Emirate.  It should become:  In which Emirate did the incident take place?  (back to front)  **– THIS IS DONE**  Emirate and City are not marked as required  **– THIS IS DONE**  DONE  Can you just make emirate and city (small letters? | 1  2  1 | Feedback Form  Must be  نوع الملاحظة  الرجاء الاختيار    **– THIS IS DONE** DONE  Form- All drop down menus to be in navy blue not neon blue Ignore  Some of the Arabic text is chopped off across all Arabic forms **– THIS IS DONE** DONE  Under Emirate—> replace the word city in the question with Emirate.  It should become:  في أي مدينة وقعت الحادثة؟ **– THIS IS DONE** DONE |  |
| Careers | Remove Careers from the menu    Will send my minor comments in a separate email |  | Under Review  Remove Careers وظائف from the menu    Will send my minor comments in a separate email |  |
| Content Management System | To be discussed with Anoop  Imp elements we discussed prior to signing contract:   * Version control * Preview before publishing option * Access limitation (e.g. Document Library admin can only edit document library. Recruitment to only have access to vacancies, etc. * Approvals prior to publishing   To be discussed after going live | 2 |  |  |
| Mobile Version | Still did not get the chance to fully review/ test mobile version. Have you?  Needs full testing- Top level comments are:  Arabic option must be on the top next to search button and constant. Now it’s a challenge finding it. (Same goes for Careers).  Remove floating up effect from the social icons on the mobile version footer (it’s not working now)  Make scrolling experience more user friendly as currently it’s very hard to open menu buttons. (You have to keep pressing until a button opens, why not open by just clicking on it without having to press hard or keep pressing. e.g. mubadala and adnoc mobile versions  The map in about us is not displaying well on mobile version, shall we provide you with a photo with text place in it and cancel the dynamic part for the mobile version?  Thanks.  This content in the link below is very messed up on mobile version, what’s your solution?  <http://na.bw.ae/national-ambulance/page/frontline-emergency-ambulance-service>  Please check services pages on mobile, some of the key service delivery points are not presented nicely and messed up. | 1 | Still did not get the chance to fully review/ test mobile version. Have you?  . **– THESE HAVE BEEN DONE & RESPONDED IN EMAIL** |  |

Career portal update to be completed (requires 3 days)

All issues reviewed 2021-08-11 est 3 days

Completion by Sunday Evening

Ready for Testing Monday morning

Mobile to be reviewed once Main Site completed and ready for publishing. (6-7days)