**RX Mobile App Test Plan**

# Objective/Summary

**What to test -** We need to verify, **in pre-prod and prod**, that:

User data end points are sending the correct RX data, and different variations of RX data are displaying correctly.

**Who can do this testing and how?**

* In RX, the mobile app team has conducted testing internally
  + Dev Unit Testing
  + QA Validation
  + QA Regression (testing basic functionality of features across the app)
* We will recruit **5 participants**  (between known contacts and VA Veteran recruits) in order to test data in Production.

This document specifically focuses on the testing to be done by Veterans with Production test accounts, as part of UAT.

## Test Scenarios

* User has 1 or more Prescriptions that are displayed on the Prescription History page with the correct data
* User can select any prescription to see Prescription Details
* User can refill prescriptions that are eligible for refill
* User views prescriptions with an “Active: Submitted” status or “Active: Refill in Process” status in the Processing tab
* User views prescriptions with an associated tracking ID in the Shipped tab
* User can view tracking details for trackable prescriptions

| **Scenario** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- |
| 1. **Listed prescriptions (ALL users)** | * User views the name of the prescription and correct details * Prescriptions are listed alphabetically by default | * PASS if all of the criteria is met * FAIL if one or more of the criteria is not met |
| 1. **Prescription Details (ALL users)** | * User can select any of these prescriptions to view details for the selected prescription * The details for the selected prescription are correct | * PASS if all of the criteria is met * FAIL if one or more of the criteria is not met |
| 1. **Refill Prescriptions** | * User views refillable prescriptions in Refill modal * User can successfully request a refill for a refillable prescription   + User views Summary Confirmation page with “success icon” next to requested prescription | * PASS if all of the criteria is met * FAIL if one or more of the criteria is not met |
| 1. **Prescriptions “in process”** | * Prescriptions with a status of “Active: Submitted” or “Active: Refill in Process” show up in the Processing tab | * PASS if all of the criteria is met * FAIL if one or more of the criteria is not met |
| 1. **Trackable prescriptions** | * Prescriptions that have an associated tracking ID show up in the Tracking tab (even if they have already been delivered) | * PASS if all of the criteria is met * FAIL if one or more of the criteria is not met |
| 1. **Tracking Details** | * User views tracking details for trackable prescriptions, by selecting the “View tracking details” button * Selecting the tracking number takes the user to the service carrier site with more detailed tracking information for that package | * PASS if all of the criteria is met * FAIL if one or more of the criteria is not met |

## Fundamental Assumptions

We are assuming that our participants will have a variety of VA prescriptions listed, through which we will be able to test multiple facets of the Prescriptions feature.

* Our participants may have prescriptions with certain statuses and not others. We may be unable to test prescriptions with specific statuses.
  + As a result, status dependent functionality such as: 1) Showing a banner for prescriptions with a “Transferred” (Cerner) status, or 2) displaying prescriptions with a “Active: Refill in Process” or “Active: Submitted” status in the pending tab, may not be able to be tested.
* Our participants may or may not have trackable prescriptions. We may be unable to test the tracking feature if we are unable to find participants with prescriptions that have not been sent out in the last 15 days.
* Our participants may not have prescriptions they are willing to refill. Therefore we may be unable to test refill request submission in production.

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## Pre- UAT “Stage gate”

* The build that will be used to test Prescriptions will be the build that includes the most functionally complete code, to date.
* Prior to determining which build will be used for UAT, the QA team will complete a first pass of the tickets and document any bugs that are identified.

**Criteria: Users must have a history of VA Prescriptions in order to qualify for UAT.**

## Recruitment

* Alex has reached out to XYZ channels
  + Most volunteers did not have VA prescriptions. We were able to recruit 3 volunteers with VA prescriptions. Given the limited availability of eligible participants, we will move forward with this testing with the 3 participants that have been identified thus far.

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## Testing Approach

Recruited users will be sent an instructional email that describes the testing process, and illustrates the flow users will follow to complete UAT (see Tester Steps to Execute).

*The email will include yes/ no questions that ask the user to verify that their data is displaying correctly. The questions have been structured in such a way to ensure that users are not revealing personal or sensitive information over email.*

*If you answered “No” to any of these, please include a brief explanation.*

*Please do not include sensitive information in your explanation or any of your answers.”*

*Users will send back their answers with Yes or No highlighted. “No” Answers will be reviewed and investigated.*

UAT will be considered complete if:

1. 3 or more users have satisfactory responses. (All questions/ test cases were answered with “PASS” or N/A unable to test) OR,
2. We receive any number of satisfactory responses, and failed test cases are investigated and resolved by the Mobile App Team.
   1. In cases where the team is not able to resolve the failed test case within a week, there will be a discussion with team leadership to determine whether the issues should be pursued further.

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## *Tester Steps to Execute*

Pre-session prep

1. Provide the participant with directions on how to download the test version of the app (reserve 5 min at the beginning of the UAT session to help them through it if they have problems)
2. Ask the participant to come to the session logged-in to MHV or the RXR app (they’ll need to compare their MHV data with what they’re seeing in the app)

* Navigate participant to Prescriptions
  + Home screen > Health landing page > Prescriptions List
* Scenario 1: Ask participant to look at their VA prescriptions
  + Is this the complete list of prescriptions they currently have on record with the VA?
  + Does the status look correct? Is it the same as what they’re seeing in MHV?
  + Do the details look correct? Is it the same as what they’re seeing in MHV?
* Scenario 2: Ask participant to select “Get prescription details” for 2 prescriptions (of their choosing, unless they have a “Transferred” prescription)
  + Is the information they’re seeing on this screen correct for both?
  + If the participant has a “Transferred” prescription, ask them to navigate to this one and
* Scenario 4: Ask participant to go to the “Pending” tab
  + They should only see **prescriptions here if they have a Prescription that’s “Active: Submitted” or “Active: Refill in Process”**.
    - If they do, confirm that these prescriptions are showing up in this list.
  + If the participant does not have prescriptions with either of these statuses, they should see an **empty state** screen that reads, “You have no pending refills. This list will only show refill requests you’ve submitted or refills that the VA pharmacy is processing.”
* Scenario 5: Ask participant to go to the “Tracking” tab
  + The participant should only see prescriptions here if they have prescriptions that are in-transit or that have been delivered in the last 15 days.
    - If they do, confirm that the trackable prescriptions are showing up in this list, and that they have a “Get prescription tracking” button at the bottom of the card.
  + If the participant does not have prescriptions with either of these statuses, they should see an **empty state** screen that reads, “You have no pending refills. This list will only show refill requests you’ve submitted or refills that the VA pharmacy is processing.”
* Scenario 6: (If participant has trackable RX) Ask participant to select “Get prescription tracking” for 1 prescription
  + Is the information they’re seeing on this screen correct? (Tracking number, service carrier, date shipped)?
* Scenario 3: Ask participant to navigate to Refill Modal
  + If the participant has refillable prescriptions, the prescriptions should be listed on this screen
    - Is the information they’re seeing on this screen correct, compared to what’s refillable on MHV?
  + If the participant does not have refillable prescriptions, they should see an empty state “You have no prescriptions for refill. This list only includes prescriptions that have 1 or more refills available. If you think this is an error, please contact your local VA pharmacy”
  + **Is the participant willing to initiate a refill request using our app? If so, direct them through the refill process (select > loading screen > confirmation screen).** 
    - Confirm that the participant sees the prescription listed with a green check icon next to it.
    - Confirm that the participant sees the prescription listed in the Pending Tab, with an “Active: Submitted” status.
      * Ask the participant to refresh the page on the MHV site/ RXr app to confirm they’re seeing it with the new status as well.

## Recruitment Message

## Testing Instructions

Here's instructions for how to access the app depending on if you have an [iPhone](https://docs.google.com/document/d/1SnNqpnCaKR46YqK9-CTnBakEmeusZbKXW8qYDm8PW14/edit?usp=sharing) or [Android](https://docs.google.com/document/d/1vVRCqiIbunnfy_umwETlhXDmLyS5Cppo6bRde-082gQ/edit?usp=sharing).

Please take a look at the instructions before the session and see if you can access the app okay. Let me know if you have any trouble.

We will use the Zoom app on your phone to screen share during the session so please go ahead and download zoom for your [iPhone](https://itunes.apple.com/us/app/id546505307) or [Android](https://play.google.com/store/apps/details?id=us.zoom.videomeetings).

Also do you currently use [MHV](https://www.myhealth.va.gov/mhv-portal-web/refill-prescriptions) or the [Rx Refill app](https://mobile.va.gov/app/rx-refill) for your prescriptions? If so, when we start the session could you log into whichever one you would normally use in order to verify that the app we are testing is displaying the right information?

Any questions so far?

Thank you again for helping us out!

## Results