December 3, 2024

New Delhi, India



USER acceptance report

*MyChild Helpline*

* **Date –** 02 Dec 2024
* **Project Name –** MyChild Helpline
* **Version –** 1.0
* **Developed by –** iTech Mission
* **Owner –** UNICEF

# Introduction

The purpose of this document is to outline the User Acceptance Testing (UAT) process for the MyChild Helpline Admin Panel. This report is intended to demonstrate that the platform should be considered fully tested and eligible for implementation.

# Project Overview

The **MyChild Helpline** is an initiative developed in response to the unprecedented mental health challenges faced by children and families during the COVID-19 pandemic. Recognizing the urgent need for accessible mental health resources, UNICEF partnered with ChildLine Trinidad and Tobago to launch the MyChildLine App in 2020. This platform provides children and caregivers with direct access to mental health and psychosocial support, offering a variety of child-friendly resources and services. The mobile app serves as the primary interface for users, while the website complements this by providing additional information and access to relevant resources. The admin panel allows the administrators to manage user interaction, monitor service requests, and analyze data effectively.

In the admin panel, users with valid credentials should be able to log in to access this application. The application consists of the following modules and sub-modules

* Login
* Dashboard
* Mobile Data
* Mobile App Users
* Counselling
* Mood Tracker
* Feedback
* Admin
* Admin Users
* Classification
* Helpline
* Broadcast
* Mobile App Customization
  + U-Matter Chatline
* Language

# UAT Test Results

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| ***#*** | **Module** | **Test Case** | # | **Steps to Execute the Test Case** | **Expected Result** | **Actual Result** |
| *1* | Login Page | Verify accessing the Login Page. | 1 | Enter the project URL in the web browser. | Users should land on the Login page of the MyChild Helpline dashboard. | Successful |
| Verify to login with Empty Fields. | 2 | Click the Login button with all fields empty. | The Login button should remain disabled if the username and password fields are empty and the CAPTCHA is incorrect. | Successful |
|  |  | Verify to login with an invalid username and valid Password. | 3 | Enter an invalid username, a valid password, and a correct captcha. | An error message should appear stating that the credentials are incorrect. | Successful |
|  |  | Verify to login with a Valid Username and Invalid Password. | 4 | Enter a valid username, invalid password, and correct captcha. | An error message should appear stating that the credentials are incorrect. | Successful |
|  |  | Validate Forgot password  Option. | 5 | Click on forgot password option | The user should be navigated to a lost password popup, requesting a registered email ID. | Successful |
|  |  | Verify to login with incorrect CAPTCHA. | 6 | Enter invalid CAPTCHA. | The login button should be enabled only when the CAPTCHA contains only 6 characters. If the CAPTCHA is invalid, the user should not be able to log in, and an error message stating 'Invalid CAPTCHA' should appear. | Successful |

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| *2* | Welcome Page | Validate accessing Admin Panel. | 1 | Enter the valid login credentials and correct CAPTCHA. Click on the login button. | Users should be navigated to the Welcome page of the admin panel by default. | Successful |
| Verify Navigation to Other Modules. | 2 | Click on the module options from the navigation panel on the left side. | Users should be able to access the modules of the admin panel. | Successful |
| Verify Navigation back to welcome page. | 3 | Click on the portal logo to navigate back to the Welcome page. | Users should be able to navigate back to the Welcome page of the admin panel. | Successful |

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| *3* | Summary | Verify accessing the “Summary” module. | 1 | Click on the Summary module from the navigation panel on the left side. | Users should be navigated to the Summary module and view the summarized data using the most suitable visualizations. | Successful |
|  |  | Verify to view summary and visualizations for selected Areas. | 2 | Click on the arrow icon of All Area shown at the top of the page and select the required area. | Users should be able to view the visualization data for the selected areas. | Successful |
|  |  | Verify to select a single country and its sub-districts. | 3 | Click on the checkbox available with the country name. | Users should be able to view the respective districts list and should be able to select it. | Successful |
|  |  | Verify to select multiple countries. | 4 | Click on the checkbox available with the “All Area”. | Users should be able to select all the countries and view the respective data. | Successful |
|  |  | Verify to filter users' data by Age Group. | 5 | Click on the Age group dropdown shown at the left corner of the widget and select the age group. | Users should be able to view the visualization based on the selected Age Group. | Successful |
|  |  | Verify to filter users' data by Date Range. | 6 | Click on the calendar icon available at the left corner of the widget and select the required date range. | Users should be able to view the visualization data based on the selected Date Range. | Successful |
|  |  | Verify to filter Counselling data by Age group and Date Range. | 7 | Click on the respective option and select the required filter. | Users should be able to view the data based on the selected age group and data range. | Successful |
|  |  | Verify to filter Mood Tracker data by Age group and Date Range. | 8 | Click on the respective option and select the required filter. | Users should be able to view the data based on the selected age group and data range. | Successful |

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| *4* | Mobile Data | Validate accessing the Mobile Data Module. | 1 | Click on the Mobile Data Module from the navigation panel on the left side of the page. | Users should be navigated to the Mobile Data module and view the list of sub-modules. | Successful |
|  |  | Validate to view data of the selected sub-modules | 2 | Click on the Mobile Data Module from the navigation panel on the left side of the page and select the sub-module from the drop-down list. | Users should be able to view the data of the selected sub-module. | Successful |
|  |  | Navigate back to the Welcome page. | 3 | Click on the portal logo to navigate back to the Welcome page. | Users should be able to navigate back to the Welcome page of the admin panel. | Successful |

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| *5* | Mobile Data – Mobile App User | Validate accessing the Mobile App Users Sub-Module. | 1 | Click on the Mobile Data Module from the navigation panel on the left side and select the Mobile App Users sub-module from the drop-down list. | Users should be able to view the data of the Mobile App Users sub-module in a table grid format. | Successful |
| Verify to view the data for the selected Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data for the Mobile App Users. | Successful |
| Verify the sort function in the Mobile App User Sub- Module | 3 | Click on the arrow icon next to each field. | Users should be able to sort the data in Mobile App User Sub-Module | Successful |
| Verify to filter Mobile App Users data. | 4 | Click on the filter icon shown on the top left side of the header, select a filter, and click the apply button. | Users should be able to view the data according to the selected filter. | Successful |
|  |  | Verify to search Mobile App Users data. | 5 | Click on the search icon on the top right side of the header and enter the text in the textbox. | Users should be able to view all the data consisting of the search text. | Successful |

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| *6* | Mobile Data – Counselling | Verify accessing the Counselling Sub-Module. | 1 | Click on the Mobile Data Module from the navigation panel on the left side of the page and select the Counselling sub-module from the drop-down list. | Users should be able to view the data of the Counselling sub-module in a table grid format. | Successful |
| Verify to filter Counselling data by Status. | 2 | Click on the Status dropdown and select the status from the list. | Users should be able to view the data of the selected status. | Successful |
| Verify to close the counselling in Open status. | 3 | Click on the Mark Close option from the dropdown and add the closing comment. | Users should be able to add comments and close the counselling. The record should be moved to the closed status. | Successful |
| Verify to reopen the counselling in closed status. | 4 | Click on the Mark Reopen option from the dropdown and update the comment. | Users should be able to update the comment and reopen the counselling. The record should be moved to the reopen status. | Successful |
| Verify to view sub-module data for specific Areas. | 5 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data. | Successful |
| Verify to filter Counseling data. | 6 | Click on the filter icon shown on the top left side of the header and select any options. | Users should be able to view the data according to the selected filter. | Successful |
| Verify the sort function in the Counseling Sub- Module. | 7 | Click on the arrow icon next to each field. | Users should be able to sort the data in Counseling Sub-Module. | Successful |
|  | Verify to search Counseling data. | 8 | Click on the search icon on the top right side of the header and enter the text in the textbox. | Users should be able to view all the data consisting of the search text. | Successful |

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| *7* | Mobile Data – Feedback | Validate accessing the Feedback Sub-Module. | 1 | Click on the Mobile Data Module from the navigation panel on the left side of the page and select the Feedback sub-module from the drop-down list. | Users should be able to view the data of the Feedback sub-module in table grid format. | Successful |
| Verify to view sub-module data for specific Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data for the Feedback areas. | Successful |
|  |  | Verify to search Feedback data. | 3 | Click on the search icon on the top right side of the header and enter the text in the textbox. | Users should be able to view all the data consisting of the search text. | Successful |
|  |  | Verify to view the feedback message. | 4 | Click on the arrow icon available with the message. | Users should be able to view the feedback in the pop-up window with an option to close the popup. | Successful |
|  |  | Verify to delete the feedback. | 5 | Click on the delete button available under the action column and click yes to confirm deletion. | The feedback should be deleted and a success message should appear. | Successful |

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| *8* | Mobile Data – Mood Tracker | Validate accessing the Mood Tracker Sub-Module. | 1 | Click on the Mobile Data Module from the navigation panel on the left side and select the Mood Tracker sub-module from the drop-down list. | Users should be able to view the data of the Mood Tracker sub-module in table grid format. | Successful |
| Verify to filter Mood Tracker data by Mood Type. | 2 | Click on the Mood Type dropdown and select the mood from the list. | Users should be able to view the data as per the selected mood of the Mood Tracker data. | Successful |
| Verify to filter Mood Tracker data by Date Range. | 3 | Click on the Calendar icon below the Date Range and select the range from the calendar. | Users should be able to view the data as per the selected date range of the Mood Tracker data. | Successful |
|  |  | Verify to view sub-module data for specific Areas. | 4 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data for the Mood Tracker sub-module. | Successful |

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| *9* | Admin | Validate accessing the Admin Module. | 1 | Click on the Admin Module from the navigation panel on the left side of the page. | Users should be navigated to the admin module and view the list of sub-modules. | Successful |
| Validate to view data of the selected sub-modules. | 2 | Click on the Admin Module from the navigation panel on the left side of the page and select the sub-module from the drop-down list. | Users should be able to view the data related to the selected sub-module. | Successful |
|  |  | Navigate back to the Welcome page. | 3 | Click on the portal logo to navigate back to the Welcome page. | Users should be able to navigate back to the Welcome page of the admin panel. | Successful |

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| *10* | Admin – Admin Users | Validate accessing the Admin Users Sub-Module. | 1 | Click on the Admin Module from the navigation panel on the left side of the page and select the Admin Users sub-module from the drop-down list. | Users should be able to view the data of the Admin Users sub-module in table grid format. | Successful |
| Verify to view sub-module data for specific Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data for the Admin Users. | Successful |
|  |  | Verify to add users. | 3 | Click on the plus icon, enter the user details in the form and click on the add button. | The user details should be added and a success notification should appear. | Successful |
|  |  | Verify to edit the user’s details. | 4 | Click on the edit icon available under the action column and after editing click update. | Edited details should be updated and a success message should appear. | Successful |
| Verify to disable the user. | 5 | Click on the disable button available under the action column and perform the disable operation. | The user should be disabled and the disable label should be switched with the enable label to enable that particular user. | Successful |
| Verify to search Admin Users data. | 6 | Click on the search icon on the top right side of the header and enter the text in the textbox. | The user should be able to view the searched result if it is available in the table grid format. | Successful |
| Verify the sort function in the Admin Users Sub- Module. | 7 | Click on the arrow icon next to each field. | Users should be able to sort the data in Admin Users Sub-Module. | Successful |
|  |  | Verify to delete the user. | 8 | Click on the delete button available under the action column and click yes to confirm delete. | The user should be deleted and a success message should appear. | Successful |

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| *11* | Admin – Geographical Area | Validate accessing the Geographical Area Sub-Module. | 1 | Click on the Admin Module from the navigation panel on the left side of the page and select the Geographical Area sub-module from the drop-down list. | Users should be able to view the data of the Geographical Area sub-module in table grid format. | Successful |
| Verify to view sub-module data for specific Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data for the Geographical Area. | Successful |
| Verify to filter Area. | 3 | Click on the filter icon shown on the top left side of the header and select any options. | Users should be able to view the data according to the selected filter. | Successful |
|  |  | Verify to search Area. | 4 | Click on the search icon on the top right side of the header and enter the area in the textbox. | The user should be able to view the searched result if it is available in the table grid format. | Successful |
|  |  | Verify the sort function in the Geographical Area Sub- Module | 5 | Click on the arrow icon next to each field. | Users should be able to sort the data in Geographical Area Sub-Module | Successful |
|  |  | Verify to add Area | 6 | Click on the plus icon to add Geographical Area details like Parent Area, Area ID, and Name in the form and click add. | Geographical Area details should be added and a success notification should appear. | Successful |
|  |  | Verify to export area template. | 7 | Click on the export icon and then choose to download a file with or without data. | Downloading without data should download the area template and downloading with data should download the complete data in csv format. | Successful |
|  |  | Verify to import area details. | 8 | Click on the import icon and then click on the browse file option to choose which csv file to upload and click upload. | The file should be uploaded and a success notification should appear. | Successful |
| Verify to edit the Area. | 9 | Click on the edit button available under the action column and after editing click update. | The Area details should be updated and a success message should appear. | Successful |
| Verify to disable the Area. | 10 | Click on the disable button available under the action column and perform the disable operation. | The Area should be disabled and the disable label should be switched with the enable label to enable that particular user. | Successful |
|  |  | Verify to delete the user. | 11 | Click on the delete button available under the action column and click yes to confirm delete. | The Area should be deleted and a success message should appear. | Successful |

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| *12* | Admin – Classification | Validate accessing the Classification Sub-Module. | 1 | Click on the Admin Module from the navigation panel on the left side of the page and select the Classification sub-module from the drop-down list. | The user should be able to view the data of the Classification sub-module in table grid format. | Successful |
| Verify to view sub-module data for specific Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | The user should be able to view the area-specific data for the Classification. | Successful |
| Verify to filter by Classification type. | 3 | Click on the Classification Type dropdown shown on the top of the header and select an option. | The user should be able to view the data according to the selected Classification Type. | Successful |
|  |  | Verify to search Classification. | 4 | Click on the search icon on the top right side of the header and enter the text in the textbox. | The user should be able to view the searched result if it is available in the table grid format. | Successful |
|  |  | Verify to add Classification | 5 | Click on the plus icon to add Classification details like Name in the form and click add. | The Classification details should be added and a success notification should appear. | Successful |
|  |  | Verify to edit the Classification. | 6 | Click on the edit button available under the action column and after editing click update. | The Classification details should be updated and a success message should appear. | Successful |
|  |  | Verify to delete the Classification. | 7 | Click on the delete button available under the action column and click yes to confirm delete. | The Classification should be deleted and a success message should appear. | Successful |
|  |  | Verify the sort function in the Classification Sub- Module | 8 | Click on the arrow icon next to each field. | Users should be able to sort the data in Classification Sub-Module | Successful |

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| *13* | Admin – Helpline | Validate accessing the Helpline Sub-Module. | 1 | Click on the Admin Module from the navigation panel on the left side of the page and select the Helpline sub-module from the drop-down list. | Users should be able to view the data of the Helpline sub-module in table grid format. | Successful |
| Verify to view sub-module data for specific Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data for the Helpline. | Successful |
| Verify to filter Helpline data. | 3 | Click on the filter icon shown on the top left side of the header and select any options. | Users should be able to view the data according to the selected filter. | Successful |
|  |  | Verify to search Helpline data. | 4 | Click on the search icon on the top right side of the header and enter the text in the textbox. | The user should be able to view the searched result if it is available in the table grid format. | Successful |
|  |  | Verify to add Helpline | 5 | Click on the plus icon to add Helpline details like Helpline Number, Helpline Category, and Address in the form and click add. | The Helpline details should be added and a success notification should appear. | Successful |
|  |  | Verify to edit the Helpline. | 6 | Click on the edit button available under the action column and after editing click update. | The Helpline details should be updated and a success message should appear. | Successful |
|  |  | Verify to delete the Helpline. | 7 | Click on the delete button available under the action column and click yes to confirm delete. | The Helpline should be deleted and a success message should appear. | Successful |
|  |  | Verify the sort function in the Helpline Sub- Module | 8 | Click on the arrow icon next to each field. | Users should be able to sort the data in Helpline Sub-Module | Successful |

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| *14* | Admin – Broadcast | Validate accessing the Broadcast Sub-Module. | 1 | Click on the Admin Module from the navigation panel on the left side of the page and select the Broadcast sub-module from the drop-down list. | The user should be able to view the data of the Broadcast sub-module in table grid format. | Successful |
| Verify to view sub-module data for specific Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | The user should be able to view the area-specific data for the Broadcast. | Successful |
| Verify to filter Broadcast data. | 3 | Click on the filter icon shown on the top left side of the header and select any options. | The user should be able to view the data according to the selected filter. | Successful |
| Verify to search Broadcast data. | 4 | Click on the search icon on the top right side of the header and enter the text in the textbox. | The user should be able to view the searched result if it is available in the table grid format. | Successful |
| Verify to add Broadcast | 5 | Click on the plus icon to add Helpline details like Title, Subtitle, Send now or Schedule, and Message in the form and click add. | The Broadcast details should be added and a success notification should appear. | Successful |
| Verify to Schedule a Broadcast | 6 | Click on the plus icon to add Helpline details and select Schedule option. | A new field should appear named Broadcast Date. On correctly entering all details a success notification should appear. | Successful |
|  |  | Verify to edit the Broadcast. | 7 | Click on the edit button available under the action column and after editing click update. | The Broadcast details should be updated and a success message should appear. | Successful |
|  |  | Verify to send Broadcast. | 8 | Click on the send button available under the action column and after editing click update. | The Broadcast should be sent and a success message should appear. | Successful |
|  |  | Verify to schedule the send broadcast message. | 9 | Click on the Schedule Send Checkbox in the add form and select the date on which the message is to be sent. | The message should be sent on the mentioned date. | Successful |
|  |  | Verify to delete the Broadcast. | 10 | Click on the delete button available under the action column and click yes to confirm delete. | The user should be deleted and a success message should appear. | Successful |
|  |  | Verify the sort function in the Broadcast Sub- Module | 11 | Click on the arrow icon next to each field. | Users should be able to sort the data in Broadcast Sub-Module | Successful |
|  |  | Verify to manually send a scheduled broadcast message | 12 | Click on the Action dropdown and click on Send. | Users should be able to manually send a scheduled broadcast message and its status gets updated from Scheduled to Sent. | Successful |

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| *15* | Admin – Mobile App Customize - U-Matter Chatline | Validate accessing the Mobile App Customize Sub-Module. | 1 | Click on the Admin Module from the navigation panel on the left side of the page and select the Mobile App Customize sub-module from the drop-down list. | Users should be able to view the data of the Mobile App Customize sub-module in table grid format. | Successful |
| Verify to view sub-module data for specific Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data for the U-Matter Chatline. | Successful |
|  |  | Verify to edit U-Matter Chatline data. | 3 | Click the Action dropdown for each chatline data and select the Edit option. | Users should be able to edit data such as the geographical area and chatline link. | Successful |
| Verify to disable U-Matter Chatline data. | 4 | Click the Action dropdown for each chatline data and select the Disable option. | The chatline data should be disabled and the disable label should be switched with the enable label. | Successful |
| Verify to delete U-Matter Chatline data. | 5 | Click the Action dropdown for each chatline data and select the Delete option. | Users should be able to delete the chatline data. | Successful |
| Verify to add U-Matter Chatline data. | 6 | Click on the plus icon to add Chatline details like the geographical area and chatline link and click add. | The chatline details should be added and a success notification should appear. | Successful |
| Verify the sort function in the Mobile App Customize Sub- Module | 7 | Click on the arrow icon next to each field. | Users should be able to sort the data in Mobile App Customize Sub-Module | Successful |

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| *15* | Admin – Language | Validate accessing the Language Sub-Module. | 1 | Click on the Admin Module from the navigation panel on the left side of the page and select the Language sub-module from the drop-down list. | Users should be able to view the data of the Language sub-module in table grid format. | Successful |
| Verify to view sub-module data for specific Areas. | 2 | Click on the arrow icon of All Area shown at the top of the dashboard and select the area. | Users should be able to view the area-specific data for the Language. | Successful |
| Verify to filter Language data on Category. | 3 | Click on the Category dropdown shown on the top of the header and select any options. | Users should be able to view the data according to the selected Category. | Successful |
|  |  | Verify to save Language translation. | 4 | Enter the translation on the editable field of a specific language column and click the save icon. | Users should be able to save the entered translation for the available Languages. | Successful |
| Verify to export. | 5 | Click on the export icon and then choose to download a file with or without data. | Downloading without data should download the area template and downloading with data should download the complete data in csv format. | Successful |
| Verify to import area details. | 6 | Click on the import icon and then click on the browse file option to choose which csv file to upload and click upload. | The file should be uploaded and a success notification should appear. | Successful |

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