Beta Testing Squadrons - FAQs

This Frequently Asked Questions (FAQ) document has been developed to support those Squadrons selected by their Regional Commandant for the Cadet Portal Beta Testing taking place in Quarter One 2019.

This document should be read in conjunction with the wider more general FAQ document published on www.bader.mod.uk here.

About Cadet Portal Beta Testing

What is Beta Testing?
A beta test is a type of testing period for a computer product prior to the official release.

Beta software testing comes after alpha software testing and can be considered as a form of external User Acceptance Testing (UAT).

Versions of the software, known as beta versions, are released to a limited audience outside the product team. In this case, we are Beta testing with 12 selected ATC Squadrons with two Squadrons selected per Region.

Why are you Beta Testing Cadet Portal?
To test the Cadet Portal with serving cadets to prove concepts (such as cadets logging to a MoD accredited computer system), ensuring the technical capability and compatibility to determine the future of the product.

Beta software testing acts as a final phase of quality assurance that is more focused on identifying the unusual or unexpected behaviour of the Cadet Portal from the cadet's perspective.

The feedback collected from the cadets (and support Volunteer Staff) will be used to underpin the next phase of develop and correct any last minute problems before we deploy Cadet Portal across the whole of the ATC.

Getting Ready

What can I do to prepare my Squadron for the Cadet Portal Beta testing?
Firstly, **tell your cadets about Cadet Portal and that your Squadron has been invited to test the tool before it is released to the whole of the ATC.** Brief them on what it is and how it works.

Is there a demonstration video?
A full demonstration video for Cadet Portal is available at https://www.youtube.com/watch?v=BGhFIAvhXb4&t=404s which you can use as part of your briefing for cadets. You can also find the video on YouTube by searching for 'Cadet Portal'.

Will a briefing presentation be made available?
Yes, the Volunteer Development Team are working on that now and it will be emailed to each Squadron involved in the Beta Testing of Cadet Portal.

Do I need to make any changes to SMS to get ready?
Cadet Portal is connected directly to the SMS database. In order for the Cadet Portal user accounts to be created automatically for the cadets on your Squadron, you need to make sure that each of your cadets has an **email address** and **telephone number** on their SMS record.

You can do this by logging in to SMS, selecting a cadet record and adding the email address and telephone number to the contact details area below.

Points to Note:

(1) The email address should ideally be for the **cadet** themselves, not their parent/guardian/carer. This email address will be used for password recovery so they need direct access to it.

(2) The telephone number should ideally be the **cadet's** mobile phone number – if they don't have one, a landline will work. Again, this telephone number will be used for password recovery if the email address is not available.

What if the cadet doesn't have an email address?
Well, simply put, they need to create one!

Bader is built using Microsoft technology and security which has been accredited by the MoD. Therefore, if a cadet needs a new email account for their SMS record, we would recommend using a Microsoft Outlook free account which can be created at https://outlook.live.com/owa/.

A parents/guardians/carers email address could be used, but ideally, the email address should belong to the cadet – after all, the Cadet Portal account belongs to the cadet, not the parent/guardian/carer.

Timeline

When will the Beta Testing begin?
We are aiming to have the Cadet Portal ready for Beta Testing between January-April 2019.

How long will Beta Testing go on for?
We are aiming for an 8-week Beta Testing phase. However, if required, we can extend this depending on the needs of the Organisation and any corrective action we need to take to fix problems that may arise.

Will we lose access after Beta Testing is completed?
No. Our intention is that Beta Testing Squadrons will continue to have access to Cadet Portal after Beta Testing is completed and the national deployment of Cadet Portal is completed.

We do not want to give you access to something that (we hope) your cadets like, only to take it away again at the end of the Beta Testing phase.

Accessing Cadet Portal

What will the cadet's username be?
The cadet's username will be their CIN followed by what looks like a domain name like 123789@rafac.mod.uk. This username and a temporary password will be emailed to them when their account is created by the Bader Team.

Note: While the above username looks like an email address, it is not. Microsoft require their usernames to have a @domainname in them for security requirements.

What is the Cadet Portal web address?

Cadet Portal will be available at https://cadets.bader.mod.uk and through a hyperlink on the Bader Landing Page at www.bader.mod.uk.

Will password resets be sent to the OC email account?

No. All password resets will be sent to the cadets email account and, if necessary, their telephone number as required.

Volunteer Staff will not have any role to play in password resets and the simple is a standard Microsoft account recovery process.

How does password reset work in practice?

From https://cadets.bader.mod.uk, the cadets will have the opportunity to click 'Forgot my password' and follow the on-screen prompts. They can then recover/reset their password via a link sent to their SMS registered email address, via SMS to their mobile phone or by a voice call to their landline telephone number

This is why having email and (ideally) mobile number added to their SMS record is so important.

# Beta Testing Feedback from cadets

How do cadets submit feedback on their experience of Cadet Portal?

Cadets can submit feedback through Cadet Portal itself by either clicking the feedback icon below or by clicking their profile picture and then 'Send Feedback'.

Cadets can then choose an option, add some comments and then click **Send Feedback**. That's it!

Feedback from cadets is transferred into an SMS database table and the VDT can analyse the feedback coming in to identify when something is broken, items for improvement or new ideas to make Cadet Portal better.

You must encourage your cadets to submit feedback through the tool! That's the whole point of Beta Testing and we want to hear from them!
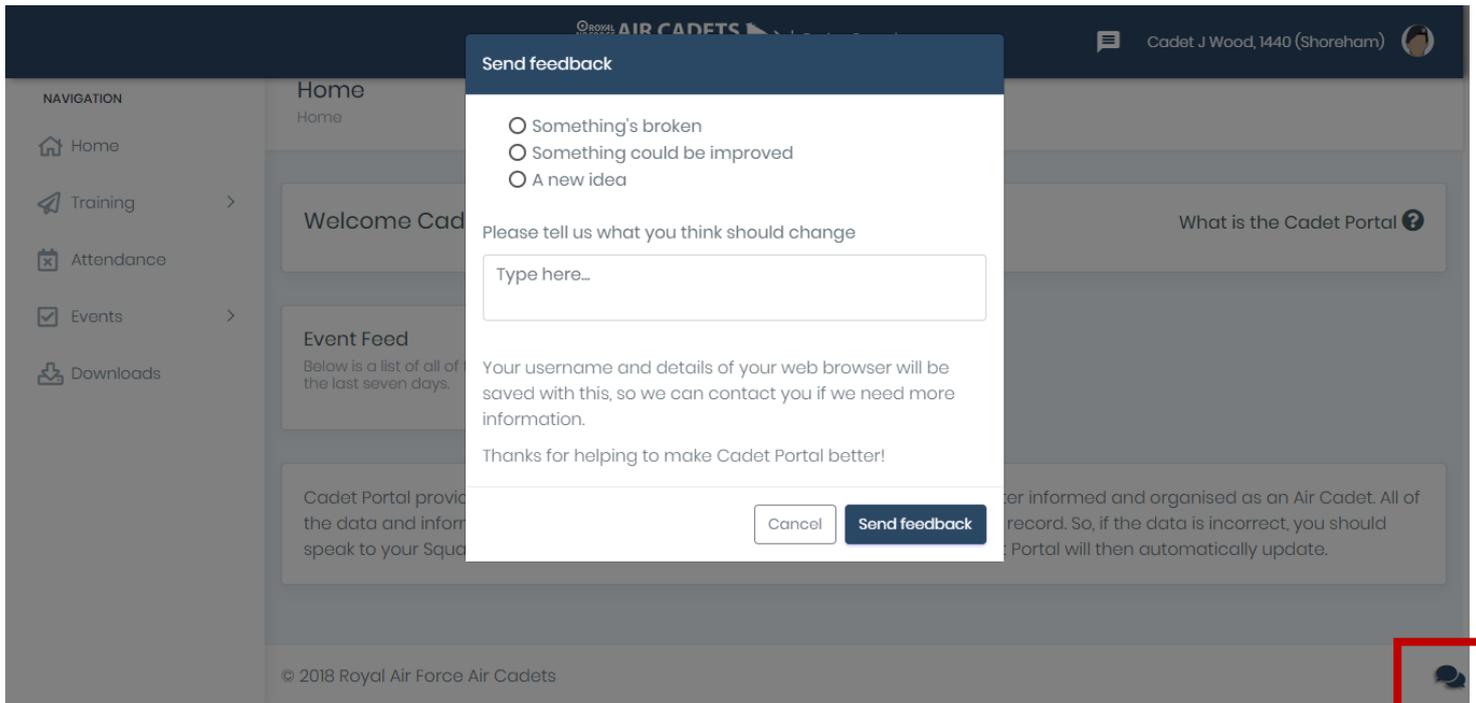
Support

What if something goes wrong?

During Beta Testing, you will have access to the Volunteer Development Team through vdt@aircadets.org to ask questions and get support as required.

Note: Please note that the VDT are all volunteers and as such we are not subject to any kind of Service Level Agreements for support via the vdt@aircadets.org email account. We will endeavour to get back to you as quickly as possible, but we all have full-time civilian careers, families and existing ATC commitments.

If you have an urgent support enquiry, the Bader Support Desk is available on SharePoint at https://sharepoint.bader.mod.uk/help/SitePages/Home.aspx where support tickets can be raised for Cadet Portal issues as per normal procedure. Alternatively, you can contact the Bader Support Desk on 030 6770 4905 (Monday - Wednesday 0800 until 2000 hrs, Thursday/Friday 0800 until 1530 hrs).