

NAVIGATE



Navigate (MIAFTR) Portal Testing Guide



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Introduction

This document is designed to help you effectively carry out initial testing of MIAFTR in the Navigate Portal, ensuring that functionality performs as expected across various scenarios.

By following this guide, you'll be able to:

- Validate the Navigate Portal's core functions
- Identify and report any issues
- Gain confidence on the Navigate platform in preparation for moving from MIAFTR to Navigate.

This test environment is designed to closely replicate production, ensuring that your testing experience is as realistic as possible. While the test environment mirrors production in terms of the features and functionality included in this testing phase, you might experience slower than expected response times or reduced performance during your testing sessions.

Please let us know if you experience this, as we will use this to run internal checks.

Getting ready for testing

Check your whitelisting and security settings

Whitelisting email addresses ensures that emails from trusted senders are delivered to your inbox, bypassing spam filters.

Whitelisting is known by several other names and descriptions, depending on the context. Here are a few: Allow List, Safe List, Approved List, Trusted List, Permitted List or Access Control List (ACL).

The email address that needs to be whitelisted for Navigate Portal access is noreply@okta.com

Whitelisting will be different depending on the size and set-up of your organisation. Please ensure you contact the team or individual in your organisation responsible for security settings.

Use of Automation Tools

If your organisation currently uses automation tools (such as scripts, bots, or third-party integrations) to access the existing MIAFTR portal, please be aware that these tools will require reconfiguration to function correctly on Navigate.

Our new platform includes enhanced security measures, including mandatory two-factor authentication (2FA) for all user access. As a result:

- **Automation tools that bypass or do not support 2FA will not work by default.**
- To maintain automated access, you will need to **update your tool(s) to accommodate the new authentication flow** or use **approved methods to securely authenticate automated processes.**
- We recommend reviewing your current automation setup and consulting with your technical teams to ensure a smooth transition.
- **If you want to test that your tools can successfully access the portal before Go-Live, this activity will need to be undertaken during your agreed testing slot.**

We are not able to provide technical guidance to help you adapt your automation tools to the new platform, so you will need to ensure you have the required technical support internally.

Please contact the Engagement team if you have any concerns.

Create your own test data

Testing requires realistic data sets to simulate typical interactions with the Portal. If you are a Portal user who supplies data in MIAFTR, you'll need to create your own data and ensure comprehensive coverage.

MIB has provided test data to support certain scenarios and needs to be used where stated in the Scenario notes. For all other scenarios you will need to create your own test data using the guidelines below.

Enquiry Only Organisations

If your organisation only does enquiries on MIAFTR data, the data you need for your scenarios will be provided by MIB and can be found on the Test Scenarios spreadsheet.

Test data guidelines

Creating high-quality, diverse test data is essential to ensure thorough Portal testing. This ensures that all potential scenarios are covered, and the Portal can handle various inputs effectively. Please adhere to the following guidelines when generating your test data:

1. Consider the types of data that will be required:
 - Normal data – data for most of the testing
 - Boundary data – data that will check the ranges (long names)
 - Erroneous data – data to do negative testing

2. **Don't use production data or real VRMs** – test data must be anonymised/ dummy data as the test environment may be kept as-is post Go-Live (there is a possibility therefore that your test data might not be removed).
3. Create a diverse list of VRMs. **You must use a 2 or 3 letter abbreviation of your org name to create unique VRMs (e.g. XY95 MIB)**. If all customers use 'ABC123' we will encounter errors in test that would not occur in production. 'VRM look up' will not work with the dummy VRMs you create. If you want to test the Look up function, we can provide VRMs for you to do so.
4. When creating your claim reference, please use the format that your organisation currently uses in MIAFTR. Your org initials should be included as an identifier and to avoid duplication.
5. Any dummy claimant name can be used on multiple sets of data, but a **variety of different ones should be used** where possible.
6. Notification date must be **after** incident date (unless testing error handling). All dates must be after 01/01/2020.
7. When you create a list of your test data, please use the **Test Data tab** on the **Test Scenario Spreadsheet** which is linked [here](#) before you begin testing. This is so you can recall the data that will be used.
8. Please include some special characters in the claimant data – including in corporate names.
9. **Don't use real VIN numbers** – test VIN numbers can be up to 20 characters and should contain letters and numbers only.
10. 'Find address' will only provide results for postcodes that end in 'AA' (e.g. *MK14 7AA*). Others can be added along with the full address manually.

Navigate test environment details

The URL is here: <https://cvt-navigate.mibtest.org.uk/>

Navigate Portal access (Credentials)

To begin testing, you'll need access to our test environment. This environment replicates production as closely as possible but is isolated from production to avoid impacting live operations.

Your organisation can have a maximum of 3 test accounts set up. Your organisation's appointed testing coordinator will have been sent a link to an MS form where they can request these credentials.

At the start of your testing month/ A week before your testing window you'll be sent an activation email. You must click the link within that email to activate your account, create your password and choose a security question.

To ensure you can receive the emails that automatically send emails relating to your login please **whitelist** the following email address: noreply@okta.com. If you have any queries about whitelisting, please contact your **Engagement Leads**.

Please ensure you store credentials securely and do not share them.



Create a password for your account

Create a password so you can login to your account.

Password must have

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol [! # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~]
- Not contain either your name or your last name
- Not to be one of your previous 4 passwords

Enter password *

Show Password

Confirm password *

Show Password

Choose a memorable question and answer so you can login to your account if you forget your password.

Select a security question *

Security answer *

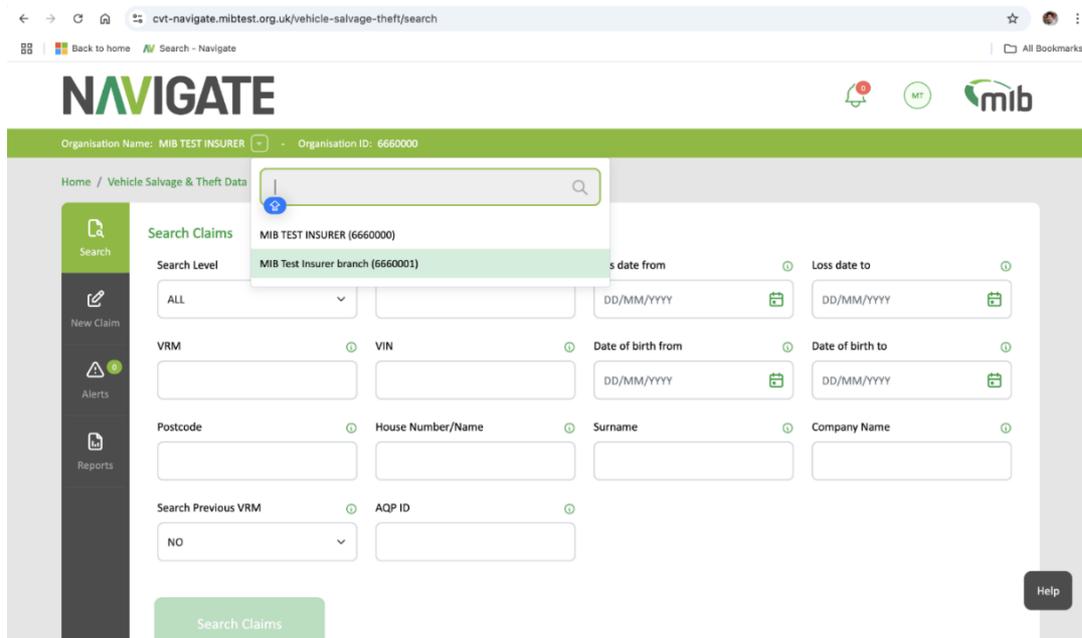
Continue

Accessing Multiple Organisation IDs (Subscriber IDs)

In MIAFTR, currently you have separate accounts for each subscriber ID that you access. In Navigate you will have a single account from which you will be able to access all your organisations and organisation IDs (previously known as subscriber IDs) with the use of a new toggle function which enables you to switch between different organisation IDs. You will see the selected code currently in use in the top left corner.



To toggle between the different Organisation IDs (organisation codes), you click the downwards arrow and select the required name/ code from the dropdown list. If you know which ID you want to select, you can also start typing the Organisation name or Subscriber code.



Navigate portal testing scenarios

To ensure comprehensive coverage, you'll need to complete testing on varied sets of test data to ensure you have covered your types of data for each scenario. You will have received the scenarios spreadsheet by email.

During your testing, scenarios might not be available, due to investigation of potential defects. Our microsite will show an up-to-date list of the scenarios not available for you to check [here](#).

How to contact us

For testing related or technical issues, you must use the Help button to submit your query. Our support team will provide an initial response within 24 hours. Any requests sent via email during your testing phase **will not be seen by the technical support team** to address your problems.

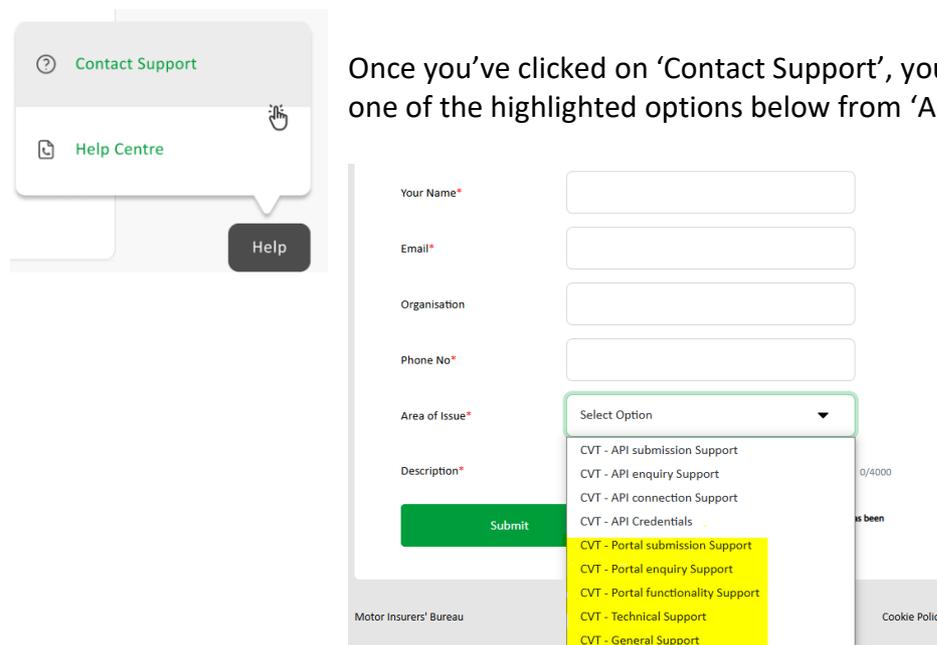
Click [here](#) to watch a demo of how you can raise a ticket.

Having trouble logging in?

If you're having trouble logging in, you can use the Help button on the test portal home page (<https://cvt-navigate.mibtest.org.uk/>) which is found in the bottom right-hand corner.

Found a potential bug?

Once you are logged in to your test portal account, you will see the help button in the bottom right-hand corner of the screen. Click on Help then select 'Contact Support' to raise a ticket during your testing.



The image shows a user interface for contacting support. On the left, a 'Help' button is shown with a dropdown menu containing 'Contact Support' and 'Help Centre'. A hand cursor is pointing at 'Contact Support'. To the right, a form is displayed with the following fields: 'Your Name*', 'Email*', 'Organisation', 'Phone No*', and 'Area of Issue*'. The 'Area of Issue*' dropdown menu is open, showing a list of options: 'CVT - API submission Support', 'CVT - API enquiry Support', 'CVT - API connection Support', 'CVT - API Credentials', 'CVT - Portal submission Support', 'CVT - Portal enquiry Support', 'CVT - Portal functionality Support', 'CVT - Technical Support', and 'CVT - General Support'. The last three options are highlighted in yellow. Below the form is a green 'Submit' button. At the bottom of the page, there is a footer with 'Motor Insurers' Bureau' on the left and 'Cookie Policy' on the right.

Once you've clicked on 'Contact Support', you will need to select one of the highlighted options below from 'Area of Issue':

When reporting an issue/bug, the more information you can provide, the better we can make the experience going forward. When raising a ticket please make sure you include:

- the test scenario reference
- the test VRM/ claim number
- All steps to replicate the issue (list out as much as possible: what you were doing to encounter the issue)
- What the time was when it happened (this will allow us to search any logs we have to see if we can find your issue)

- The expected behaviour (what should have happened if successful)
- Any error messages that came back from the platform
- Screenshots

Have a non-testing related query?

All customers have a dedicated **Engagement Lead** assigned to support you. They serve as your organisation's main point of contact for any general Navigate programme-related queries. If you don't know who your lead is, please email engagement@mib.org.uk

Portal Testing Completion

Once all test scenarios have been executed, please complete the **Portal Testing Completion Form** which will be sent by email to your organisation's Portal testing technical contact. This form allows you to confirm that you've completed all testing scenarios relevant to your organisation.