

Before you start testing, [Click Here](#) to check the Testing Scenario Availability page of the microsite which is updated daily to ensure you are only working through scenarios that are available to test.

Ref.	Role	Operation Name/ID Scenario	Test Scenario	Additional Details	Notes	Success / Count	Notes - any feedback or issues faced? Pls provide further details and references for Service Now report
<p>Organization Name/Organization ID ONLY REQUIRED SCENARIO MULTIPLE ORG ARE ASSOCIATED TO YOUR ORGANIZATION - This section enables you to test the organization hierarchy functionality when you have multiple organizations OR</p>							
T1	Admin	Yes	See the Organization Name/ID drop down after selecting Vehicle Salvage & Theft Data button	This only appears if your org is associated with more than one Organization Name/ID (code)	Organization Name/ID related test scenarios only need to be tested if your org is associated with more than one Organization Name/ID		
T2	Admin	Yes	Can change Organization Name/ID on the drop down in the portal	This only appears if your org is associated with more than one Organization Name/ID (code). The Organization Name/ID ribbon appears (at the top of the page) and when selected, you can change Organization Name/ID	Organization Name/ID related test scenarios only need to be tested if your org is associated with more than one Organization Name/ID		
T3	Admin	Yes	All the expected Organization Name/IDs appear	Check to make sure that the associated Organization Name/ID, you are expecting are shown on selecting Portal and on ribbon drop down.	Organization Name/ID related test scenarios only need to be tested if your org is associated with more than one Organization Name/ID. You may see more codes/companies that you are expecting as your org may be associated with multiple organizations. Please check that you can search the ones you are expecting. If you notice any org or code that should not be listed, please raise a ticket		
<p>General user - This section enables you to test the functionality to perform administrative tasks for VSBTD</p>							
T4	Org admin only		Administration title is shown	See Admin title when logging in and can select it			
T5	Org admin only		Search and view your Branches	Search and filter to find Branches, clear filters			
T6	Org admin only		Can edit editable fields on a Branch	Can update edit on the bottom of the page, edit and save/confirm fields	Branch code can not be edited		
T7	Org admin only	Yes	Can Create a Branch	Can select 'Create Branch' at the top of the page, can create Branch and when Created Branch Code has been created			
T8	Org admin only	Yes	Can search and select V&T Codes	Search and filter to find V&T Codes, clear filters			
T9	Org admin only		Search and view your Users	Can click through to view details on the Branch			
T10	Org admin only		Can edit a User	Can select edit, edit and save/confirm fields	Can not attach to record		
T11	Org admin only		Can add users	Can select 'Create New User' Can add a user, and email with one of your registered email domains. Can assign a Branch Code. Able to set any restrictions with an 'Email ID' field on an address			
T12	Org admin only		Search and view 'Contact Management'	Search and filter to find contacts, clear filters, Can click through to view details			
<p>Testing claims - This section enables you to test the functionality to create claims within VSBTD navigators</p>							
T13	Supply		Create at least 1 new claim using input data (please log on the Test Data tab, making note of your claim no)	Create different claims with different inputs in [using test data you create] using a variety of valid information for fields such as: Claim Status, Policy Type, Registration Indicator, Claim Type, Vehicle Type, Postcode, Date of Birth, Make, Year, Cause of Damage, Damage picture, etc	Using test data you have created in Sheet 'Your Test Data' For Claim Number, include org name/initials as part of your Organization Name to avoid duplication		
T14	Supply		Add additional vehicles/claims to a new claim	Create a new claim and include additional vehicle/claim details	The Additional Details should be a suggestion of fields to change, you do not need to create a claim for each field		
T15	Supply		Verify cannot load a duplicate claim reference under the same org ID / Sub-code	Try and create a new claim using the same claim reference you have used in a previous scenario T13			
T16	Supply		Create a claim using MB test data (see column E) that will trigger a PNC match in the Matches Tab. View matches tab and verify details are correct.	Create and save a new claim using any of the following VBM and VIN combinations: VBM VIN VBM001 VIN001 VBM002 VIN002	Please make note of the claim number		
T17	Supply		Create a claim using MB test data (see column E) that will trigger a Cherished match in the Matches Tab. View matches tab and verify details are correct.	Check in the matches tab to see if triggered a PNC Match. Check that correct Org ID and Org Name has been triggered in the world tab. Create and save a new claim using any of the following VBM and VIN combinations: VBM VIN PNC001 VIN001 SFC012 VIN003	Please make note of the claim number		
T18	Supply		Create claims that will trigger Registration matches: 1. VBM or VIN 2. Surname and Postcode 3. Surname and Date of Birth, 4. Company Name 5. Postcode. View matches within claim details and verify match fields are correct.	Check in the matches tab to see if triggered a Cherished Match Check that correct Org ID and Org Name has been triggered in the world tab Create and save a new claim using the data you created in scenario T13. Check on the matches tab to see if triggered a match based on: 1. VBM or VIN 2. Surname and Postcode 3. Surname and Date of Birth, 4. Company Name 5. Postcode			
T19	Supply	Yes	The correct Organization Name/ID is recorded against the claim in the Audit Tab	Check in audit to see that the code recorded against the claim is the code seen in the 'audit'	When creating a claim with Organization Name/ID, the Code/Org shown in the dropdown ribbon at the top of the page, should be the code/org recorded against the claim		
T20	Supply	Yes	Complete the above scenarios using different Organization Name/ID	Check that expected controls have been recorded	Using the toggle at the top of the page, switch Organization Name/ID and complete tasks		Complete at least scenarios T13 (1) claim, T14, T15, T16 and T18 with additional Organization Name/ID
<p>Search claim - This section enables you to test the functionality to search and retrieve claims within VSBTD navigators</p>							
T21	Admin		Search for created claim using various search combinations	Search for the claims you created in scenarios above using various search fields, you can use single fields (where allowed) or multiple. Enable 'wildcard' search using * at the end of the field for testing *	You should have toggled these on the Test Data Tab.		
T22	Admin		Search to return only 1 claim and view result	Use a claim created in T13 that had unique data			
T23	Admin		Search where multiple claims found then select and view results	Use your claim from T16 - T18			
T24	Admin		Search for claim that does not exist	Search for Claim Number: 1233456789. You should not find a claim available			
T25	Admin	Yes	Complete the above scenarios using different Organization Name/ID	Using the toggle at the top of the page, switch Organization Name/ID and complete tasks			You are free to search for any claim numbers that you have not created. Please do not create a claim with this number.
<p>Update claims - This section enables you to test the functionality to update & delete claims within VSBTD navigators</p>							
T26	Supply		Update multiple claims, update by changing a single field Once updated, check that the Audit has been marked with the Organization Name/ID that you are using	Using one of the claims you have created in your earlier scenarios. (make a note of the field you change), change one field to see if updates and that it has updated correctly in the Audit tab			
T27	Supply		Update multiple claims by changing data in multiple fields Once updated, check that the Audit has been marked with the Organization Name/ID that you are using	Using one of the claims you have created in your earlier scenarios. (make a note of the field you change), change multiple field to see if updates and that it has updated correctly in the Audit tab			
T28	Supply		Add and remove vehicles and claimants. Once updated, check that the Audit has been marked with the Organization Name/ID that you are using	Using one of the claims you have created in your earlier scenarios. (make a note of the field you change), add/remove vehicles and claimants to see if updates and that it has updated correctly in the Audit tab			
T29	Supply		Perform status changes	Using a claim you have created, go to Edit the claim, and update the claim status. Make sure the Status has saved			
T30	Supply		Delete a claim	Using a claim that has been created, go to Edit the claim, and update the claim status to delete. Make sure the claim has been deleted			
T31	Management User - Supply		Recreate a claim	Management user only! Using the claim reference from T29, go to Edit the claim, and update the claim status to recreate. Make sure the claim has been recreated			
T32	Supply		Verify cannot recreate a claim (Negative testing)	Full report user only! Using the claim reference from T29, check that you are unable to update the claim			
T33	Supply		Update a claim using MB test data (see column E) that will trigger a PNC match in the Matches Tab. View matches tab and verify details are correct.	Update one of your claims (that does not have a match yet) with any of the following VBM and VIN combinations: VBM VIN VBM001 VIN001 VBM002 VIN002 VBM004 VIN004			
T34	Supply		Update a claim using MB test data (see column E) that will trigger a Cherished match in the Matches Tab. View matches tab and verify details are correct.	Update one of your claims (that does not have a match yet) with any of the following VBM and VIN combinations: VBM VIN PNC001 VIN001 SFC012 VIN003 VBM002 VIN002			
T35	Supply		Update a claim that will trigger Registration matches: 1. VBM or VIN 2. Surname and Postcode 3. Surname and Date of Birth, 4. Company Name 5. Postcode only	Update one of your claims (that does not have a match yet) with any of the following VBM and VIN combinations: VBM VIN PNC001 VIN001 SFC012 VIN003 VBM002 VIN002			
T36	Supply	Yes	Verify cannot update a claim located by another organization	Check in audit to see that the code recorded against the claim is the code seen in the 'audit'	When creating a claim with a selected Organization Name/ID, the Organization Name/ID shown in the dropdown ribbon at the top of the page, should be the Organization Name/ID recorded against the claim		
T37	Supply	Yes	Check that the correct Organization Name/ID is recorded against the claim	Check in audit to see that the code recorded against the claim is the code seen in the 'audit'			
T38	Supply	Yes	Complete the above scenarios using different Organization Name/ID	Check that expected controls have been recorded			
<p>Alerts - This section enables you to test the alerts functionality within VSBTD navigators</p>							
T39	Management User - Supply		View alerts	New alerts. This should have been covered in scenarios T13, T16 & T17	Management User Only		
T40	Management User - Supply		Check alerts following matching on rows (where matches are triggered) are displayed	Create and save a claim using the data you created in your claims (T13). Check in the matches tab to see if triggered a VBM or VIN Match	Management User Only		
T41	Management User - Supply		Delete alert	View and Select an Alert and 'Delete'. Check it has been deleted	Management User Only		
T42	Management User - Supply		Retain alert	View and Select an Alert and 'Retain'. Check it has been retained	Management User Only		
T43	Management User - Supply		View claim from alert screen.	View and Select an alert and click 'View Claim', check the claim loads	Management User Only		
T44	Management User - Only users who receive email alerts on current platform		Email alert received	Create a new claim(s) using data created in T13-T20 to trigger alerts for 'Total Claim', 'Claim Deleted' OR 'Registration Party' or 'Theft Alert'. You should then receive an email notification. Please check the email to make sure it is correct and the email itself is understandable	This functionality will only be available to users who receive email alerts in the current platform		
T45	Management User - Supply	Yes	Complete the above scenarios using different Organization Name/ID	Using the toggle at the top of the page, switch Organization Name/ID and complete tasks			Where multiple codes are available within the same Instance Org. You should only see alerts related to the Organization Name/ID you have selected in the ribbon.
<p>Reports - This section enables you to test the reports functionality within VSBTD navigators</p>							
T46	Management User - Supply		Can create a Report to view	By selecting different required filters, I am able to view a report and the data generated to correct	Management User Only		
T47	Management User - Supply		Can create a Report to download	By selecting different required filters, I am able to select a report to download	Management User Only		
T48	Management User - Supply		Can download a report	Select and download a report, can filter and refresh. The data in the report is correct	Management User Only		
T49	Management User - Supply		Can delete a report	Able to delete a report	Management User Only		
T50	Management User - Supply	Yes	Complete the above scenarios using different Organization Name/ID	Using the toggle at the top of the page, switch Organization Name/ID and complete tasks			
<p>Exploratory testing - This section for any additional tests you want undertake as part of your testing phase</p>							
T51	Admin		Negative Tests: Attempt to do things that the system should not allow e.g. Search for incorrect date ranges, date earlier than current date, non-permitted characters in fields etc.	Negative 1 (capture details here) Negative 2 (capture details here) Negative 3 (capture details here) Negative 4 (capture details here)			
T52	Admin		Please spend some time completing testing your most common scenarios that have not been covered in the above, please include details and feedback here	Exploratory 1 (capture details here) Exploratory 2 (capture details here) Exploratory 3 (capture details here) Exploratory 4 (capture details here)			