

Isle of Wight Council

Quality Assurance Framework, All Users Guide

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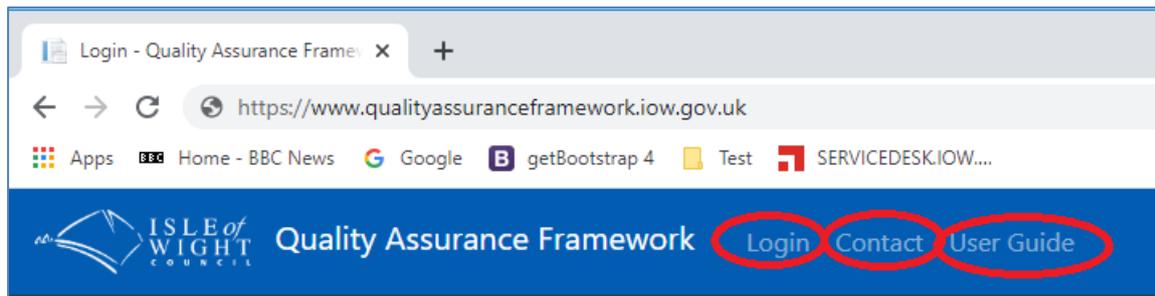
Quality Assurance Framework –User Guide

Application Overview

The Quality Assurance Framework is an application designed to provide multiple organisations the facilities to login and share assessment-based data between services and relevant stakeholders, it provides a centralised platform for users to input, collate, analyse and share data.

The application can be found at

<https://www.qualityassuranceframework.iow.gov.uk>



The default navigation bar contains three links, shown above as

- Login
- Contact
- User Guide

The Login menu is for existing users and takes them to the login page

The Contact menu item displays default contact information for the system administrators

The User Guide menu item opens this document

Logging in

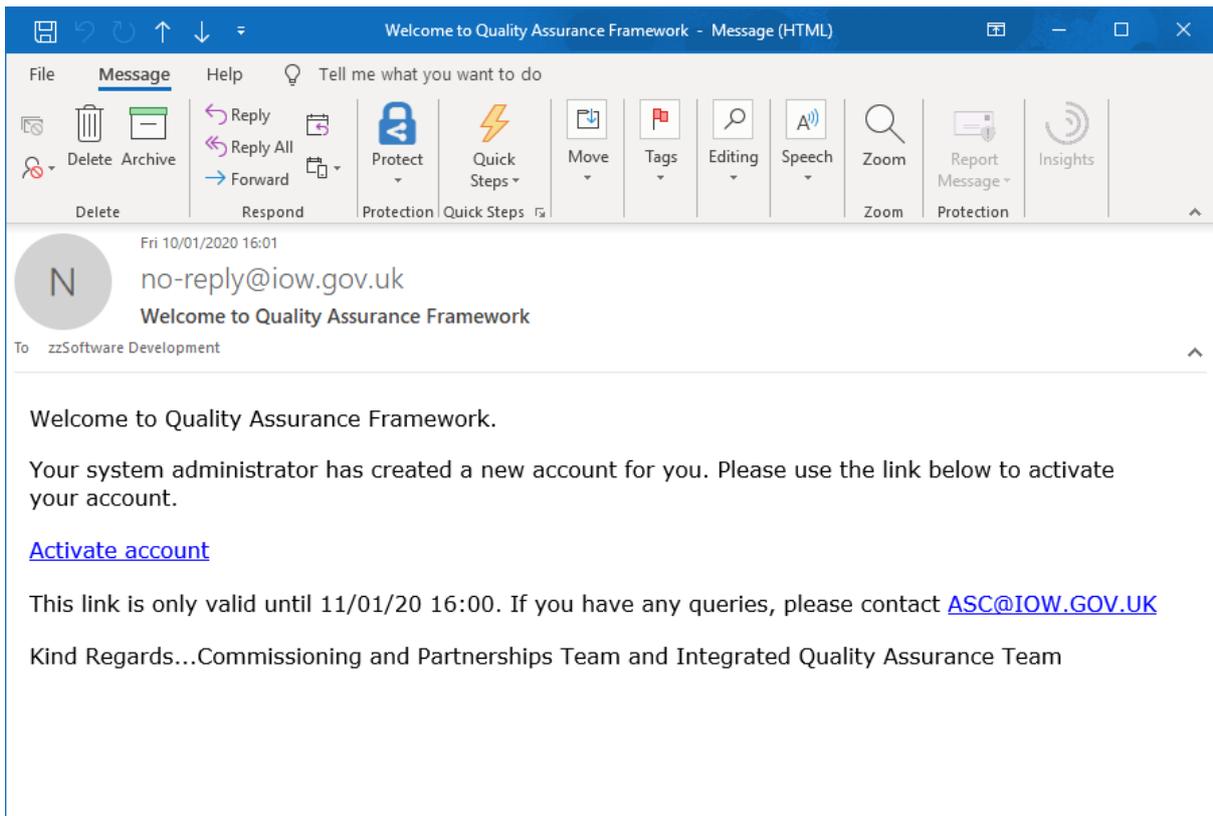
Pre-Logging In

Before a user can log in, they need to be setup on the system, this is a onetime manual task and can be performed by your own organisations administrator (if your organisation has one), and/or the System Administrators, the steps below show how to get setup with access to the system

- 1) Contact your organisation administrator if you have one, or email ASC@IOW.GOV.UK, they will require the following information
 - a. First and Last Name
 - b. Job Title
 - c. Email address
 - d. Phone Number
 - e. Name of your Organisation
 - f. Type of user (i.e. Organisation Admin or Organisation User) *

* The difference between organisation admins and organisation users is that organisation admins can create other users and also edit the organisation details. That is, both users can do the same tasks except org admins can create other users within their organisation, whereas org users cannot

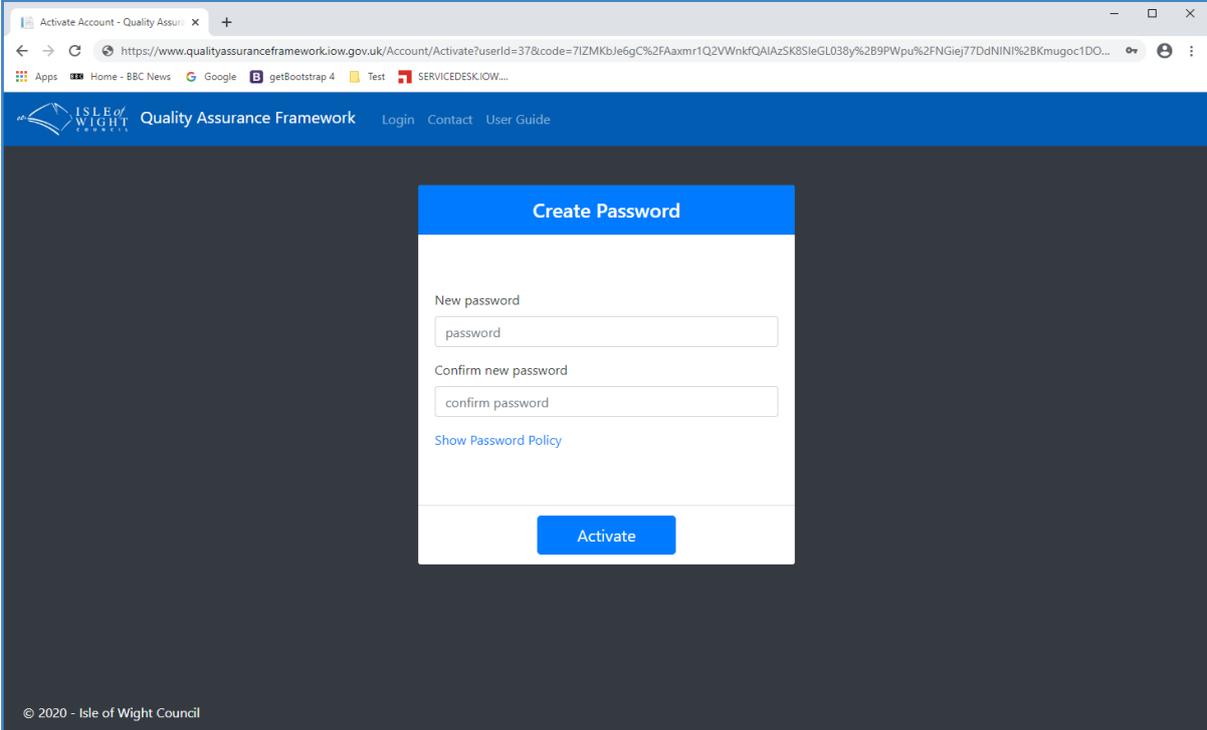
Once you have been setup on the system you will be sent a Welcome email (see below) containing a link to activate the account



Clicking the link in the above email will open a web browser to enable users to enter their new password to activate their account, as shown below

Account Activation

To activate an account, users need to click the 'Activate' link in the email and then specify their new password



The screenshot shows a web browser window with the URL <https://www.qualityassuranceframework.iow.gov.uk/Account/Activate?userId=37&code=71ZMKbJe6gC%2FAaxmr1Q2VWnkfQAIAzSK8SleGL038y%2B9PWpu%2FNGiej77DdNINi%2Bkmugoc1DO...>. The page title is 'Activate Account - Quality Assurance Framework'. The main content area is a 'Create Password' form with two input fields: 'New password' (containing 'password') and 'Confirm new password' (containing 'confirm password'). A link for 'Show Password Policy' is visible below the second field. At the bottom of the form is a blue 'Activate' button. The footer of the page reads '© 2020 - Isle of Wight Council'.

The above screen shot shows the 'Create Password' page. Users should enter their password and repeat it in the confirm password dialog

Clicking on the 'Show Password Policy' displays the password requirements, the password rules are as follows

Passwords must

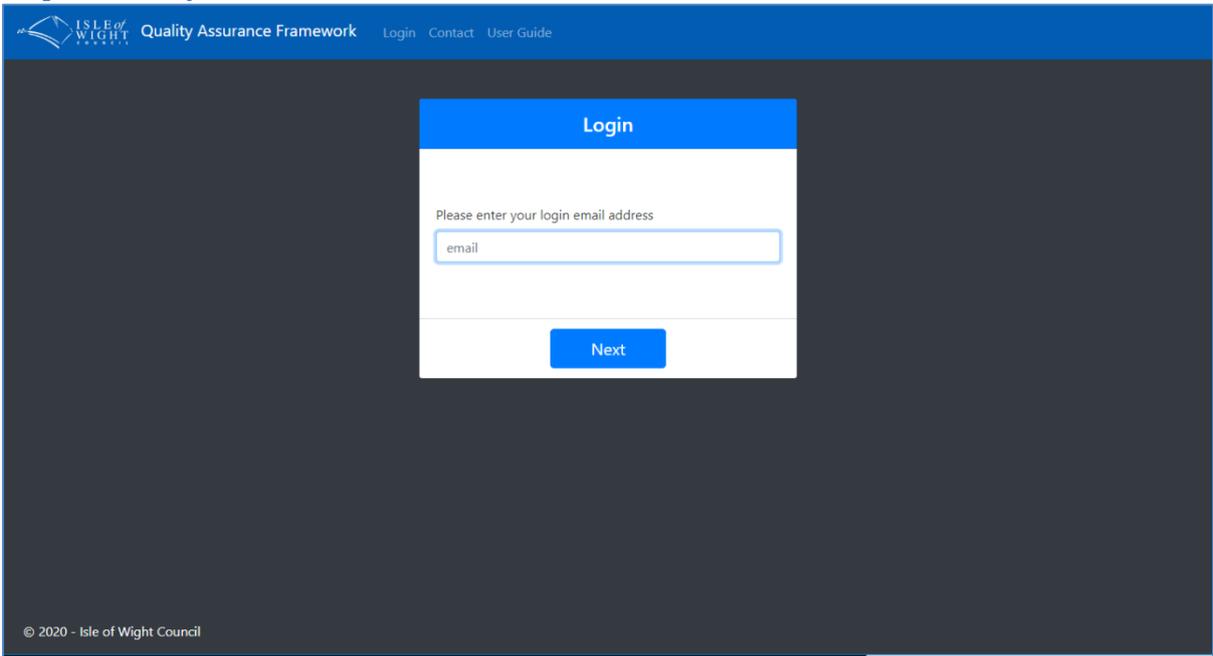
- Not be blank
- Not be the same as your username
- Contain at least 8 characters
- Contain at least one digit
- Contain at least one lowercase and one uppercase character
- Contain at least one special character e.g. [!,@,#,\$,%^,&,*?,_~,-,£,(,)]

Clicking on the 'Activate' button saves the password and redirects the user to the login page

Logging In

The login process has been split across two steps (three if logging in for the first time)

Step 1 - enter your email address



ISLE of WIGHT Quality Assurance Framework Login Contact User Guide

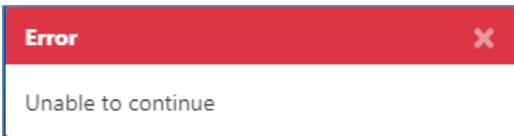
Login

Please enter your login email address

Next

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If there are any problems with your email address (for example it was entered incorrectly, or the account has been invalidated) then a small error message box appears in the top right corner



Error X

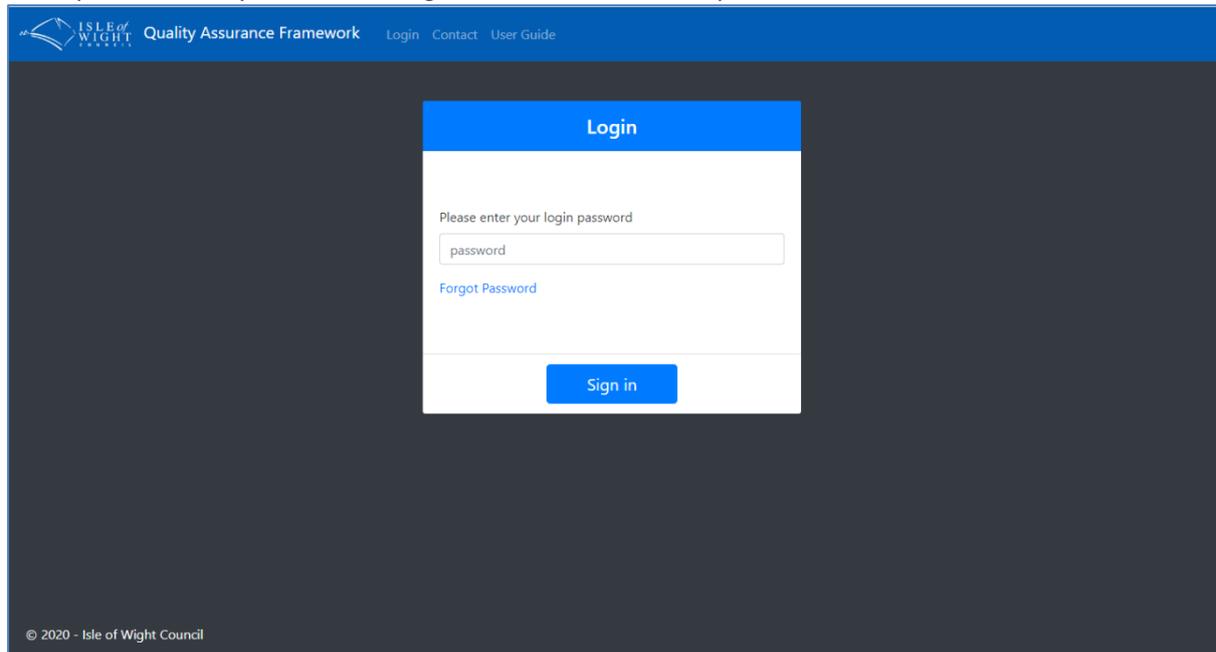
Unable to continue

If the user believes the email address was entered correctly, yet the system will not let them login, the user should contact their administrator

If the users email address was entered correctly then they are taken to the next step

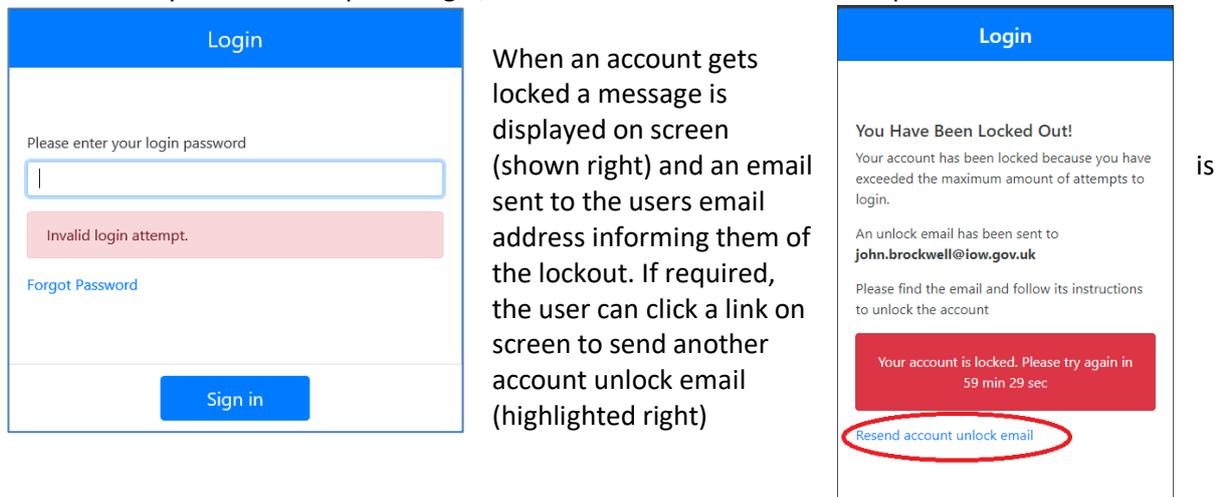
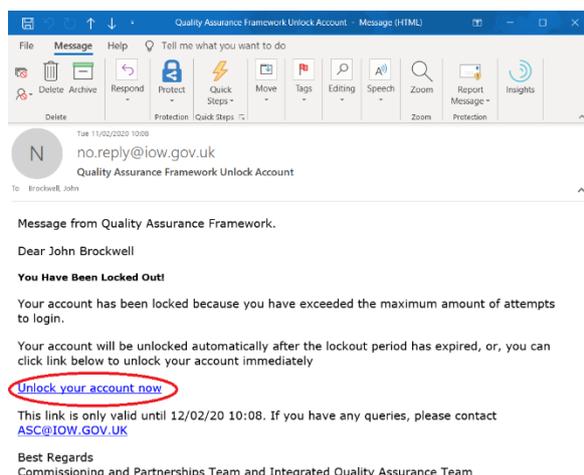
Step 2 - enter your password

The second step of the login process enables users to enter their passwords, this must be the exact same password they entered during the account activation process



If the users password is incorrect, a message is displayed informing them of this (see screen shot below left)

Users have up to five attempts to login, after the fifth unsuccessful attempt the account is locked.

Two screenshots of the login page are shown side-by-side. The left screenshot shows the login form with a red error message: 'Invalid login attempt.' The right screenshot shows the 'You Have Been Locked Out!' message, which states that the account is locked due to exceeding the maximum number of login attempts. It provides an email address 'john.brockwell@iow.gov.uk' and a 'Resend account unlock email' link, which is circled in red. A red box at the bottom of the lockout message says 'Your account is locked. Please try again in 59 min 29 sec'. The word 'is' is written to the right of the lockout message.

The lockout email shown left contains an unlock link (highlighted left) which will unlock the account. The unlock link is only valid for 24 hours from the time of creation

Users can also contact the administrators who can also unlock their account for them

If the user has forgotten the password entirely, they can click the 'Forgot Password' button. Locked accounts must be unlocked before they can change their password

To reset the password, users must enter their email address, if the email address is found in the system, an email is sent containing instructions on how to reset the password and an onscreen message tells them it was sent, if the email address is not found, again an onscreen message informs them

Step 3 – Accept the User Agreement

The first-time user's login the User Agreement must be accepted

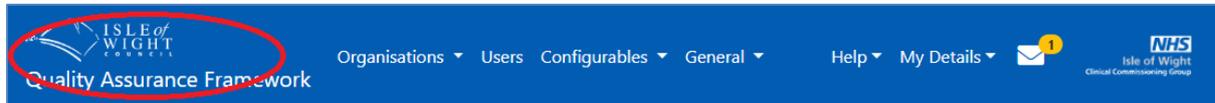
The User Agreement is displayed as the third step in the login process and users must read the whole of the agreement and click to 'Accept' before they can access the system



Declining the agreement will abort the login process and take the user back to step 1, whilst accepting the agreement will take the user into the system and load the home page relevant to their organisation

Application Navigation

Once successfully logged in, users are presented with a navigation bar across the top of the page and the home page below this. The exact content on the navigation menu items and home page are dependent on the type of organisation the user belongs to, however there are some common navigation features shared across all organisation types as follows



The screen shot above shows the navigation menu specific to System Administrators, however the following highlighted items are generic to all users

The item highlighted above is a link that takes users to their home page, a single click in this area will always take the user home

Help

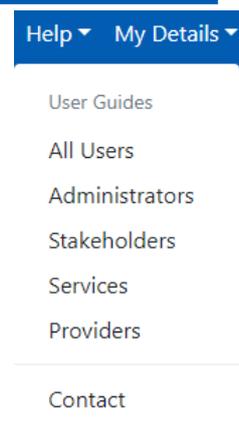
The Help menu contains links to the users guides and the Contact details (to contact the administrators)



There are five user guides for this application, the first is this document 'All Users' i.e. a generic guide that covers common features such as how-to login, update your own details and view messages. All users will see a link to the 'All Users' guide

Users will also see the additional guide relevant to their organisation type, i.e. Stakeholders will see the Stakeholders user guide or Services will see their guide etc

Administrators will see all the guides and shows on the right



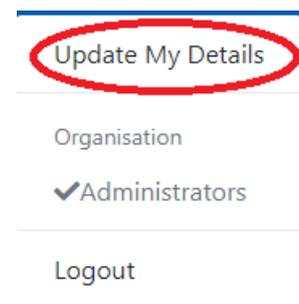
Updating your details

The My Details menu item (highlighted below) is a dropdown menu that provides features to enable the user to update their details or logout, it also shows which organisation the user belongs to



Clicking 'Logout' will log the user out and navigate them back to the login page

Clicking 'Update My Details' (highlighted right) will open the Update Details page shown below



Update My Details

First Name

Last Name

Job Title

Email

Phone

Password Expiry 16/04/2020 09:24:16

Receive Notifications Yes

User can update and save their details as often as they require.

The 'Receive Notifications' allows users to elect to receive notification messages or not, the default is to receive notifications

To update their email address, users will need to go through three steps, clicking the 'Update Email Address' button (highlighted left) which loads step 1, the email address update page (shown below)

The current email address is displayed (right)

Step 1

The user will enter the new email address and click the 'Send Confirmation' button (highlighted right)

Update My Email Address

Current Email Address

New Email Address

Please enter the new Email Address

A confirmation email will be sent to the new address.

You will be required to find the email and click the confirmation link to continue, the link will expire after 24 hours

The 'Send email' button (right) will send a confirmation email to the email address entered and display confirmation of this onscreen

Step 2

The user will need to find the email and click a link to continue to the final step

Update My Email Address

A confirmation email has been sent to **john.brockwell@iow.gov.uk**

Please locate the email and follow its instructions to complete this process

The user will be required to **login using the original email address** before the change can be applied

Step 3

The final step is for the user to confirm the change (shown below)

Update My Email Address

Current Email Address

New Email Address

Updating your email address will require you to log in again

Clicking Confirm will log you out automatically, **you will need to log in again with the new email address**, are you sure

Confirming the change will update the database. If the user does not do this confirmation step the email address update will not be saved

Once confirmed, the user will be logged out and will need to **log in using the new email address**

My Messages

Clicking on the Messages link in the navigation bar (highlighted below in red) takes users to their messages page where messages can be read and dismissed, the count of un-dismissed messages is displayed in the navigation menu inside the yellow circle (1 in the example below)

The user's messages are displayed in a list with the oldest message at the top (highlighted above in yellow). Only the first 50 characters of the message body is displayed in this list, to view the whole message click the 'Read' button which opens the message page (shown below)

Messages can be dismissed from this display page by clicking the 'Dismiss' button (above)

Messages can also be dismissed en-masse from the messages list page if required, simply tick the checkbox for each message that is to be dismissed or select 'Select All' shown above, then click the 'Dismiss All Selected'. After choosing yes to the 'Are you sure' all selected messages will be marked as dismissed and the counter in the navigation bar will be updated accordingly

