



ONLINE RECORD BOOK 'NEXT GENERATION'

FREQUENTLY ASKED QUESTIONS (FAQS)

TRANSITION FROM *INTERNATIONAL ORB*

Q: Is there a new URL for the new Online Record Book system and if so, what is it?

A: Yes there is, it is: <https://www.OnlineRecordBook.org>

Q: Will historical data be migrated? For example, Participant Awards that are already complete?

A: All data from the current *International ORB* system will be migrated over to 'Next Generation'.

Q: What happens if an Award Leader or Participant tries to log into *International ORB* once their record has been transitioned?

A: They will receive a message stating that their record has been transitioned and that they will need to log into the new system. Once all NAOs and IACs have been transitioned over to 'Next Generation' and the system has been decommissioned at the end of March 2018, the old URL will automatically re-direct to the new one.

Q: Will users receive any notification to say that they have been transitioned to the new system when it is live?

A: Each user that has been migrated will receive an automated email (from ORB@OnlineRecordBook.org) advising them that they have been transitioned to the new system and asking them to reset their password.

Q: A Participant registered on *International ORB*, but did not start their Award they cannot log into Online Record Book 'Next Generation'.

A: Only Participants who had an Award record (in-progress; completed, archived, etc.) were transitioned across to 'Next Generation'. Participants who only registered *but did not start an Award* were **not** transitioned and will need to re-register.

Q: How much support will an NAO need to provide during the first few days of the Transition to 'Next Generation'?

A: Based on the feedback from the pilot NAOs, a medium-sized NAO will need to allow 3-4 hours each day during the first few days of the transition.

Q: Will there be any training videos and User Guides be available for Participants and Award Leaders?

A: Training Modules are available on the [Online Learning Hub](#).

User Guides are available to download from both the ORB 'Next Generation' system and also from the Online Learning Hub ['Next Generation' Group](#).

Q: Will a 'training' system be available for new Award staff to familiarise themselves on the system?

A: A training system will be made available by the **end of March 2018**.

EMAIL PROBLEMS

Q: What do I need to do to help stop the Online Record Book emails being detected as spam?

A: Please add **both** of the following two email addresses to your *Safe Senders* list: ORB@OnlineRecordBook.org and NoReply@ORB.OnlineRecordBook.org

If your email address is provided by your school; place of work, etc. you may also need to ask your IT support provider to 'whitelist' the ORB email address on the school / company's mail spam filter (sometimes also called an "email content filter").

Q: I access Online Record Book from my School, is there something else that could stop ORB emails being received?

A: For the safety of its pupils / students, some schools prevent their pupils / students from being able to send and receive emails to anyone outside of the School.

You might need to check this with your IT support provider ask them to permit pupils / students to receive emails from **both** of the following two servers: **OnlineRecordBook.org** and **o1.ORB.OnlineRecordBook.org** (they will have had to do something similar when you started to use *International* ORB).

N.B.: **OnlineRecordBook.org** and **o1.ORB.OnlineRecordBook.org** can only send out emails from the Online Record Book Next Generation system – there are no 'humans' that use this to send emails and it cannot receive emails from anyone; we have done this so that it is safe as possible for Schools to allow through.

Q: How long do the Password Reset emails take to be sent?

A: A Password Reset emails take **15 minutes** to be sent from when it was requested.

Q: After how long do the Password Reset, Parental Consent and Assessor 'task' emails expire?

A: The link in a **Password Reset** email will **expire 12 hours** after it was sent.

The link in the **Parental Consent** email will **expire 96 hours** after it was sent.

The link in the **Assessor 'task'** email will **expire 30 days** after it was sent.

APPS

Q: Are the Apps free?

A: Yes, both the Android and iOS Apps are provided free of charge to both Award Leaders and Participants.

Q: What version of Android and iOS do the Apps need?

A: **Android** needs to be version 4.1 ("Jelly Bean") or above and **iOS** needs to be 10 or greater.

Q: What are the direct download links to the Apps on the App Stores?

A: **Android** Participant: <https://play.google.com/store/apps/details?id=org.dofe.dofeparticipant>

Android Award Leader: <https://play.google.com/store/apps/details?id=org.dofe.dofeleader>

iOS Participant: <https://itunes.apple.com/gb/app/id1215719234>

iOS Award Leader: <https://itunes.apple.com/gb/app/id1215719412>

Q: In China which Android App Stores are the Apps available from?

A: Please see the list in **Appendix 1** at the end of this document.

Q: Can I register via the Apps?

A: Unfortunately, at present all users have to first register via the Online Record Book webpage before they can log into and use the Apps.

Q: Do the Apps still work if I do not have access to the Internet?

A: For the **Participant App**, any data that is recorded on the App while you have no Internet connection is saved and uploaded to the Online Record Book system when you have an active Internet connection. For the **Award Leader App**, you must always have an Internet connection for it to work.

PARTICIPANT FUNCTIONALITY

Q: It looks like the Participant progress percentage has changed; why is that?

A: The new system calculates the percentage completion a little differently than the old system did. It is now a more accurate representation of Award progress than previously. Because of this, there will be some small changes in comparison with *International* ORB. However **the requirements for completing the Award have not changed.**

- Q:** How does 'Next Generation' work out how many hours a Participant has done?
- A:** There are two examples on the Online Learning Hub of how Participant hours are calculated, the [first example uses whole hours](#) and the [second includes fractional hours](#).
- Q:** Can a Participant have more than one active Award at the same time (e.g. If a Participant couldn't do their Adventurous Journey due to certain circumstances (such as finishing their Bronze activities during winter months when Adventurous Journeys may not run), they could start their Activities for their Silver Award)?
- A:** As of version **1.6** of Online Record Book (released at the end of January 2018) it is possible for a Participant to have more than one active Award, however the Award Leader will need to 'enable' this within the Participant's record.
- Q:** I cannot remove some of my documents from the Document Library (the "Remove" button is disabled)?
- A:** Any documents that were originally uploaded to the Document Library through *International* ORB cannot be removed (which is why the "Remove" button is disabled for these documents). Only documents uploaded to the through 'Next Generation' can be removed from the Document Library.
This was a deliberate business decision - to avoid any data inconsistencies between *International* ORB and 'Next Generation' after the data migration.
- Q:** Is there a limit to size of a file I can upload to Online Record Book for my Logs?
- A:** The largest single file you can upload is **10Mb**.

AWARD LEADER AND ASSESSOR FUNCTIONALITY

- Q:** Why do I have to now approve each Activity for each section?
- A:** This was a feature that was requested by many NAOs. The Award Leader is already required to approve each activity before the Participant can progress, it was a sensible to add this functionality to make it easier for the Award Leader.
- Q:** I have different roles for different Operators or Award Units, in *International* ORB I had to have more than one username, now I only have one – what do I do?
- A:** Online Record Book 'Next Generation' enables your username to have multiple 'profiles' so you no longer need to have multiple usernames. If you cannot access something you were able to in *International* ORB, please log a support request (see "*How can I ask for help?*" below).
- Q:** Can I message to all of my Participants from the new system?
- A:** This functionality is not available in the current version of the Apps.

REPORTS

- Q:** What Reports are available?
- A:** A suite of eighteen Reports are available; please see **Appendix 2** at the end of this document for a list. Any inconsistencies or issues should be flagged with the Foundation's Information & Data Manager (contactable via the IT Service Desk).

GENERAL

Q: What Browsers will Online Record Book 'Next Generation' work on?

A: Google Chrome (version 61 or above) is the recommended Browser, however Online Record Book 'Next Generation' is also supported on: Internet Explorer (version 11 or above); Firefox (release 54 or above) and Safari (version 10.1 or above).

N.B.: Flash and Java are not used for any of the Online Record Book 'Next Generation' functionality.

Q: Why does Firefox freeze / crash when I try to use it to access Online Record Book 'Next Generation'?

A: This problem may be caused if you have Browser / Web 'protection' enabled through the Anti-Virus software on your PC. To fix this, you will need to add an '*exception*' to the configuration of your Anti-Virus software to allow access to the Online Record Book website.

Please **do not disable your Anti-Virus software** as this will leave your PC unprotected from 'bad stuff' on the Internet!

Q: I don't have the 'invitation' / password reset email, can a new one be resent and who can do this for me?

A: Your NAO Office can resend your Password Reset email (*this does not have to be done by the Foundation*).

N.B.: If the resent Password Reset email is also not being received, please log a support request (see "*How can I ask for help?*" below).

Q: How can I ask for help?

A: The support process for Online Record Book 'Next Generation' is exactly the same as it was for *International ORB*.

For NAOs: all support requests are initially handled by your NAO Office, if they cannot resolve it then goes to the Regional Office and then if needed, to the Foundation IT Service Desk.

For IACs: all support requests should go to the Global Business Team via your designated Operations contact (who will then escalate to the Foundation IT Service Desk if needed).

There is new "[IT Service Desk Problem Report Form](#)" for Online Record Book 'Next Generation' which should be completed before any problem are reported to the Foundation IT Service Desk via the **IT Service Desk Form** by the Regional Office or Global Business Team (for IACs).

Q: Are there any changes in the Algorithm that is used to calculate Participant progress?

A: There have been no changes to the Algorithm other than refinements that had been agreed at the start of the development of 'Next Generation' by the User Group (during 2016).

The Algorithm within 'Next Generation' still uses **Duration**, **Hours** and **Regularity** in order to calculate *Progress*. The main bit that has changed is the removal of the 'automatic' 10% progress at Participant registration since this did not give a true reflection of Participant progress.

LANGUAGE TRANSLATIONS

Q: Will the new Online Record Book system and Apps be available in my native language?

A: It is possible, but this should be first discussed with your Regional Office.

ONLINE PAYMENT OPTIONS

Q: What options are there for Participants to pay their Registration Fee online?

A: For Online Record Book 'Next Generation' there are two recommended online payment options:

PayPal (Standalone):

- **Advantage** – A zero cost and straightforward solution to implement (~1 working day from when the NAO has a PayPal account set-up and available for use).
- **Disadvantage** – This is not an 'integrated solution'; in other words, the Participant will have to enter his / her contact information etc. again into PayPal (assuming he / she does not already have a PayPal account) and would have to manually Copy & Paste the PayPal Transaction ID into 'Next Generation' in order to progress their registration.

PayPal Integrated Payment Gateway:

- **Advantage** – The Participant will *not* have to re-enter their contact details or Copy & Paste the Transaction ID.
- **Disadvantage** – Whilst the implementation is relatively straightforward (7-10 *working days*) there is a one-off **cost of €3,000** for the customisations* needed to make it available on the Participant registration page for the NAO. This cost will have to be paid for by the NAO.

It is also possible to have each Operating Authorities within an NAO configured individually. As for a single NAO wide customisation, the first Operating Authority will be €3,000 and then €1,000 for each subsequent one.

* Whilst the Foundation has absorbed the costs for the development of the integration, the €3,000 / €1,000 is for the customisation (and testing) of this to meet the individual needs of the NAO (e.g. NAO Merchant / Bank accounts; Receipt formatting & branding; configuration of the required Participant Registration Fee structure, etc.).

N.B.: Although this solution uses PayPal as the *Payment Processor*, all popular payment cards (i.e. AmEx; JCB; MasterCard; Union Pay; Visa) **can all be used** to make payments.

If for any reason these options are not suitable for an NAO, then it is possible to use an alternate solution (such as BluePay or Ideal), however the implementation will involve development work so it can work with 'Next Generation' which could take several weeks to complete and is likely to require an investment of approximately **€7,500 to €10,000** and would have to be paid by the NAO.

APPENDIX 1 – ANDROID APP STORES IN CHINA

1	腾讯应用宝 Myapp (Tencent)	
2	手机助手 360 Mobile Assistant	
3	小米应用商店 MIUI app store (Xiaomi)	
4	百度应用 Baidu Mobile Assistant	
5	小米游戏中心 Xiaomi Game Center	
6	华为应用市场 Huawei App Store	
7	可可软件商店 Oppo Store	
8	谷歌 Google Play	
9	搜狗手机助手 Sogou Mobile Assistant	
10	PP助手 PP Mobile Assistant	
11	豌豆荚 Wandoujia	
12	步步高应用商店 Vivo	
13	安卓市场 HiMarket	
14	安智市场 Anzhi Market	
15	中国移动应用商场 CMCC Mobile Application	
16	联想乐商店 Lenovo Store	
17	魅族应用商店 Meizu	
18	宇龙酷派应用商店 Coolpad Store	
19	中国电信天翼空间 China Telecom Tianyi Store	

APPENDIX 2 – DEVELOPED REPORTS

- All IAC Report
- Award Completion
- Award Unit Type and Contact
- Current Active Awards
- IAC Report: Award Office Signoff
- Individual Participant
- National Participant
- Participant Award Progress
- Participant Invoicing
- Participant Payment
- Participant Registrations Not Yet Accepted
- Physical Recreation Summary
- Profile Questions (Foundation)
- Profile Questions (NAO)
- Report Showing Participants with More Than 3 Activities per Section
- Service Summary
- Skills Summary
- Unit Contacts