



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', 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 ORB '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 towards the end of 2017.

EMAIL PROBLEMS

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

A: Please add the email ORB email address (ORB@OnlineRecordBook.org) to your *Safe Senders* list.

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 ORB 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 **OnlineRecordBook.org** (they will have had to do something similar when you started to use International ORB).

N.B.: **OnlineRecordBook.org** can only send out emails from the ORB 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: After 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 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 Assessor 'task' email will expire 30 days after it was sent.

APPS

Q: Are the Apps free?

A: 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 the FAQs document.

Q: Can I register via the Apps?

A: Unfortunately, at present all users have to first register via the ORB webpage before they can log into the Apps.

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:** In International ORB this was possible by working-around the system by creating another login for the same Participant. In 'Next Generation' *each Participant can only have one login*, so it is not currently able to support concurrent active Awards for the same Participant.
But, we are looking at implementing this functionality in a future update to the system.

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:** ORB '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.
- Q:** Will I be able to run Reports on my Participants?
- A:** There will be a number of standard reports available for Award Staff from the end of September 2017.

REPORTS

- Q:** When will the reports be available?
- A:** Some initial Reports will be available at the end of September 2017, with further ones as they are developed shortly afterwards.

GENERAL

- Q:** What Browsers will ORB 'Next Generation' work on?
- A:** Google Chrome (version 61 or above) is the recommended Browser, however ORB '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.:** We do not use Flash or Java for any of the ORB 'Next Generation' functionality.
- Q:** Do the Apps still work if I do not have access to the Internet?
- A:** For the **Participant App**, any data recorded on the App, while you have no Internet connection will be saved and uploaded to the system when you have an active Internet connection. For the **Award Leader App**, you must always have an Internet connection for it to work.
- 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 is exactly the same as it is for International ORB, however there is new "**IT Service Desk Problem Report Form**" for ORB 'Next Generation' which should be completed before any problem are reported to the Foundation IT Team via the [IT Service Desk Form](#).

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 Team.

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

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

A: There are no major changes; the Algorithm used within 'Next Generation' still uses **Duration, Hours** and **Regularity** in order to calculate *Progress*. The only bit that has changed is the deduction of the 'automatic' 10% progress at Participant registration.

N.B.: This change is for *new* Participant registrations only – it has **not** been applied retrospectively to migrated records.

LANGUAGE TRANSLATIONS

Q: Will the new ORB system and Apps be available in my native language?

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

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	