Going Live - How to Conduct Your Site Testing

Your site is built. We have completed our testing and now it's your turn! **It might seem like the work is done, but it isn't.**

Testing is an incredibly important part of the build process. You are looking at your completed site probably for the first time. Soon you will have customers on the site. They will be going through your courses, reading your copy, watching your videos, and using the resources that you have provided. Testing is your chance to make sure that your site is perfect for them!

Being thorough in your testing will ensure that you are happy with your site, that customers don't experience any hiccups when using your system and that we ward off any customer service related issues.

How to Test

Step 1 - GAINING ACCESS:

The members of your team who are testing will receive a Welcome Email for your site which includes their username and password.

If you need an additional person added to the testing team, send an email to your CEA Project Manager.

Step 2 - FUNCTIONALITY TO TEST & ITEMS TO CHECK:

Functionality to Test

- Logged out
    - Do all items lead to the appropriate page - ie when you click on a product image does it lead to a sales page? When you click on About does it lead to the About page?
    - Are permissions set properly - ie when you are logged out you shouldn't be able to gain access to courses
    - Ask yourself - Is there anything I expected to happen, that is NOT HAPPENING?
    - Ask yourself - Is there anything that I didn't expect to happen, that IS happening?
- Logged in
    - Are permission set properly - do you have access to all of the content you should have access to?
    - Can you progress through the courses correctly? ie when you finish one lesson do you get access to the next?

- ○ Ask yourself - Is there anything I expected to happen, that is NOT HAPPENING?
- ○ Ask yourself - Is there anything that I didn't expect to happen, that IS happening?

Items to Check

- Navigation Menu - logged out and logged in
- Videos play all the way through
- PDFs & Downloads are correct
- Quizzes & finals
  - ○ Do all of the questions make sense?
  - ○ Are all of the answers correct?
  - ○ Was the content covered in the course material?
- Fill out the forms on the site:
  - ○ Are the instructions accurate?
  - ○ When completed is the form sent to the right people?
- The accuracy of your links - Social Sites, Links back to your main site, etc
- If applicable - your Privacy Policy and/or Terms & Conditions are accurate

Design Elements & Graphics

- Correct Achievements are showing after lessons
- Responsive design is working - ie the site looks good on mobile
- Favicon

Keep an eye out for:

- Incorrect punctuation - apostrophes, quotation marks and hyphens/dashes
- Misspelled words
- Confusing sentences
- Improper grammar

Step 3 - COLLECTING CHANGES

As you and your team run through your site with a fine comb, collect all of the changes to functionality, text, and graphics you would like us to make.

If you are having multiple people review the course, it works best if you select 1 person from your team to collect, organize and submit changes. There are multiple reasons for this:

1. When you diffuse responsibility, you increase the likelihood the testers will do nothing. This is due to a psychological phenomenon called the Bystander Effect which you can read more about HERE. But just trust us when we say, the more testers you have, the less likely you are to have anyone test, especially in a thorough fashion.
2. If you are having multiple people test, it is probable that they will find the same issues.

3. Also, they might have differing opinions on copy, functionality, etc so it is best if you have one person, who is the filter for all suggestions, maintaining the consistency of your site. **This 1 person will also be responsible for tracking all of the changes to completion.**
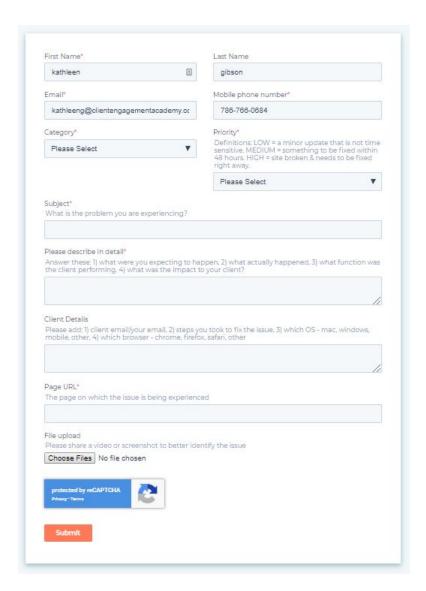
Step 4 - SUBMITTING CHANGES

All change requests will be submitted through the email link below. It works well if you have two tabs open so you can review the site on one tab and submit a ticket on the other.

Here is a short demonstration:

https://www.loom.com/share/cea7e1a23ba44cd8843389901d510fbb

CEA Tickets can be submitted through this link:
https://share.hsforms.com/1_bgoGXyIRq29uR0httly5A1emgl

To ensure we have all of the info that we need to make the changes you have submitted here are some pointers for submitting change requests.

<u>Pointers for Submitting Tickets (don't get too hung-up on any of them - they are pretty obvious):</u>

1. 1 issue per ticket
2. Try to avoid sending tickets of duplicate issues
3. The more info we have the better - text is good, images are great, videos are better
4. If you want the wording changed on a page, then you must please provide the exact copy in your ticket
5. If you have an issue please tell us the context in which the issue happened - this gets a bit confusing so shooting a video is usually better. PLease start on the step before where the issue occurred and keep recording until you have shown the issue in action and explained the desired resolution.

Step 5 - TRACKING CHANGES TO COMPLETION

Change requests will be tracked in our CEA ticketing system.

You will need to monitor the email address associated with as this is where clarifying questions and status updates will be sent. Tickets will be closed once they are resolved. Please know that we may reach out to you and request a short meeting if we need clarification or additional information before completing the work on the ticket.