

Getting Started

1. Read through the corresponding documentation under **Infrastructure** → **Training Resources** → **Onboarding Program** → under the section **Standard Registrant Features** → under the heading **Reg Flow** → **Understanding Reg Flow & Testing Sites 101**
 - ✓ **Understanding Reg Flow 101**
 - ✓ **Using Test Email Accounts** - It's crucial that we always use valid email addresses when testing sites so we don't negatively impact event alias spam scores. When testing sites, we have catch-all email addresses that are valid emails but do not deliver physical emails anywhere. We also have a Test Bucket inbox that is linked to valid email addresses where programmatic emails can be delivered to in case we need to receive copies for testing.
2. Use the above documentation and referencing the **Config Mock Event** in Admin, Beta Tools, and the front-end registration site in the **Stage** environment (<https://configmock.stage.eventcore.com>) to complete the below Hands-On Practice Scenarios.
3. You may also reference the following **Config Mock Event spec docs**:
 - a. **Build Spec** - [REDACTED]
 - b. **Master Filtration Doc** - [REDACTED]
4. Once you have reviewed the documentation, completed the hands-on practice cases, and noted any questions you have in the comments of the SmartSheet, update task status in Smartsheet and tag your mentor to review and approve completion.

Objective:

Learn what options are available in terms of email addresses that can be used to test sites and apply all the knowledge you learned up until this point to go through that various flows of a registration site in a way that is thorough and aids in identifying bugs and other potential issues.

Hands-On Practice Scenarios

Please use the front-end mock site in the Stage environment for all below questions.

1. What is the difference between a catch-all email and the test bucket inbox and when might you use each?
ANSWER – When testing sites, we have both catch-all email addresses that are valid emails but do not deliver physical emails anywhere. We also have a Test Bucket inbox that is linked

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to valid email addresses that programmatic emails can actually be delivered to in case we need to receive copies for testing.

- a. Why is using one of these two options important?

ANSWER – It's crucial that we always use valid email addresses when testing sites so we don't negatively impact event alias spam scores.

2. On the landing **home page**, what issues might you encounter if you were a returning attending trying to log in to your existing account?

ANSWER – Return to Existing Registration button is missing and the log in here text is missing a link.

- a. If you needed to log in to an existing account as a user who has access to admin to test the reg site, what are three ways could temporarily do so?

ANSWER – 1. Use the log in as button in a registrant record,

2. manually navigate to [REDACTED]

3. Click Create a New Registration button and then select 'Sign up now' link

3. On the landing **home page**, what is the difference between the **Create New Registration** button and the '**create your account here**' linked text?

ANSWER – Nothing. They go to the same page.

4. On the **/home** page, what navigation items do you see as each attendee type?

ANSWER – This is a trick question because you are not any attendee type when you on the home page because you are not logged in yet.

- a. Log in as a **Crew** type. What navigation items do you see? Using the **master filtration doc**, are these the pages you would expect to see?

ANSWER – Dog Pound, Doglight | Yes - they should only see these pages

- b. Log in as a **Non-Attending Manager** type. What navigation items do you see? Using the **master filtration doc**, are these the pages you would expect to see?

ANSWER – Dog Pound, Canine Academy, Doglight | No – they shouldn't see Canine Academy, but they do.

- c. Log in as a **Breeder** type. What navigation items do you see? Using the **master filtration doc**, are these the pages you would expect to see?

ANSWER – All nav pages: Dog Pound, Canine Academy, Puppy Pen, and Doglight | Yes they should see all nav pages.

- d. Why might the answer you gave for **Question 4** be an issue for the client based on the answer you gave for **Questions 4.a and 4.b**?

ANSWER – If certain nav pages shouldn't be seen by everyone, no nav pages should show until registrants are logged in and attendee type has been established.

- i. Why might the answer you gave for **Question 4.c** initially make this issue not obviously apparent as a logical flaw in the reg flow?

ANSWER – Those individuals see all static content pages anyways, so it might be easy to not spot that as a being in conflict with the master filtration doc.

- ii. Why might this be a bug that is easily missed and what important lesson about testing reg flow can be learned from this?

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ANSWER – Because people don't typically start considering reg flow and whether the site is built to spec until they are already logged in as an attendee type, but it is important to consider testing for each attendee type's user experience even BEFORE that attendee type is established.

5. As you go through the reg flow as all the different attendee types, what are some things you notice that can vary between reg flows?

ANSWER – what pages someone sees; different content on a specific page; different hotel options; different navigation bar text; different available functionality, such as the ability to substitute; different questions, such as dietary, etc.

6. Referencing the Build Spec and your user experience going through all the various reg flows, explain the way(s) you could get assigned each of the following attendee types:

a. Attendee

ANSWER – By selecting the Full Conference Pass, using an RSVP Code mapped to this type, manually adding a registrant to admin and setting that as their type, importing a registrant (although we haven't covered this yet)

b. Expo Only

ANSWER – By selecting the Expo Only Pass, using an RSVP Code mapped to this type, manually adding a registrant to admin and setting that as their type, importing a registrant

c. Breeder

ANSWER – By using an RSVP Code mapped to this type, manually adding a registrant to admin and setting that as their type, importing a registrant

d. Crew

ANSWER – By using an RSVP Code mapped to this type, manually adding a registrant to admin and setting that as their type, importing a registrant

e. Non-Attending Manager

ANSWER – By selecting the "Register a group" option on /auth/access, manually adding a registrant to admin and setting that as their type

7. On **/hotel**, there is a 'skip this page' link. Why does it make sense to include this link on this page from a UX perspective?

ANSWER – People might only be attending a day and not need a hotel, they may be staying with a friend or family, they may want to book another hotel not listed, etc.

8. Why would it make sense for **Crew** types to not see the **/payment** page?

ANSWER – Because there is not charge for Crew passes because they are working the event.

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9. When logged in as a **Breeder** type, on **/edit**, how would you go back to change one of your answers on the **/survey** page?

ANSWER – Click the Edit link in the expanded Interests and focus accordion.

10. On **/edit**, go back to **/contact**. What questions are you unable to edit on returning services?

ANSWER – First and last name

- a. Does this reflect what the build spec says should be locked?

ANSWER – No – that also says Job Title and City should be locked

- b. Why might a client want the First and Last Name fields to be locked?

ANSWER – So registrants can swap registrations and instead they would go through the normal substitution flow. Some sites approve registrants and swapping could alter the approved audience or allow individuals to get reprints of different badges for people with different names on there.

11. On **/edit**, as a **Breeder** type cancel your registration.

- a. What things are different on **/edit** after you cancel a registration?

ANSWER – Status now says cancelled and all the “Edit” buttons from the accordion are gone.

- b. Find your reg record in event reporting and change your **status** from Cancelled to Registered. Delete **/edit** and **/hotel** from your **Pages Completed** attribute. Click the Log-in button. What page does it take you to?

ANSWER – /hotel

12. Create a new registration on the **B2C** page with an authenticated email that has not been used yet. Enter the **RSVP Code DOGS25**, but do not complete or submit **/contact**. Click sign out.

- a. What page are you taken to when you sign out?

ANSWER – auth/login

- i. Other than when you click “sign out”, what other site link would take you to this same page?

ANSWER – Log in to an existing account on the home page

- ii. What content actually shows on this page vs. what content is expected to show on this page?

ANSWER – Just the header Sign in and a sign in button. We don’t know if more content should be shown here because this page is not included in the build spec.

- iii. What are the repercussions of this page not being included in the build spec?

ANSWER – It is very confusing and not professional looking to have no additional content on this page, but the client doesn’t know to provide content and no one remembers to add it if it’s not in the build spec. This is a

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standard page that is available on every site and should always be included in the build spec.

- b. Open the reg record for the record you just created. What registrant data exists for this user?

ANSWER – Identity provider, status, authenticated email, pages complete, B2C OID, created timestamp, contact checkbox, attending checkbox, registrant ID, attendee type, rsvp code

- i. Click the **log in as button** within this registrant record. What page do you land on? Why?

ANSWER – /contact because that is the next page you need to complete to progress in your registration

- ii. Fill out **/contact** making sure to use the same email on the contact form that you used to create the account and click submit. Then sign out. Refresh the registrant record for this account. How has the value for the attribute Pages Complete changed?

ANSWER – Pages complete should now say passes and contact

- c. Create a new registration on the B2C page with an authenticated email that has not been used yet. On **/contact**, for the email address field enter the email address you used when you filled out this form in **Question 12.B.ii**. Submit the page. What errors do you get?

ANSWER – Email already exists

- i. Change the contact email address to another email address but still make it different from the email you used to create the B2C account in **Question 12.C**. Are you able to successfully create the account this time?

ANSWER – Yes

- ii. Complete registration all the way through for this account. Did you get the registered email to you **Authenticated Email** or your contact **Email**?

ANSWER – It goes to your contact email

- iii. What does this tell you about **Authenticated Emails vs. contact Emails**?

ANSWER – There cannot be duplicate contact emails addresses in the system and the contact email and the auth email do not need to be the same. Contact emails are for correspondence where auth email is more closely related to a username.