



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: 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.

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: 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 my Completion 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 your Award completion than previously. However **the requirements for completing the Award have not changed.**

AWARD LEADER 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: 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.

GENERAL

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).

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, however in some cases there may be some minor differences in progress / completion as reported by International ORB compared to 'Next Generation' due to how the system was developed. If you have any concerns please speak to your National Office in the first instance.

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.

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.