**Validation Details**

This validation test covers Change Requests for controlled documents in ***iPassport***; it includes change requests raised outside and within formal reviews.

The test is designed specifically to cover the process of raising a change request for an authorised document, approving it, creating a new version of the document, starting a review cycle, raising further change requests, implementing them and preparing the draft for publishing.

**Changes between iPassport versions:**

Current version: v3.6.0

Previous version: ‘review’ and ‘change request’ validation tests were released with v3.4.0. Since then, major changes have been made in the process and this test is the third part of a series of 4 validation tests which cover the revisioning process of a controlled document.

Changes to this area of iPassport: all change requests are now added to the workflow summary area, where the process can be followed more intuitively. A ‘Change Requests’ tab has been added to provide an area where they can be viewed and monitored collectively, across all documents.

**Pre-requisites:**

Administration access is not required for this test. One user with ‘Global Editor’ permissions is required to run the test as the owner of the document. The users involved in the review process (at least two) will need ‘Global Editor’ permissions in this exercise so they can access documents in ‘draft’ state. An additional user we’ll call *‘whistleblower’*, only requires ‘Global Viewer’ permissions. The primary user requires access to these accounts to complete the test; all users should have access to the test document.

*Note: in the iPassport Validation account, members of the ‘Validation’ user group already have the permissions required.*

 *Emails are not delivered from the Validation account to prevent confusion with production account emails.*

The settings option, “Disable verification step for the document reviews” should be selected for this test. To confirm this, go to

**Administration > Settings > Organisational Unit Preferences >** *Select Relevant OU (from dropdown)* **> Document Control >** *Tick checkbox next to* “**Disable verification step for the document reviews**”.

Depending on the location of the account, the document record menu tab, **Reviews**, might be named, **Feedback**; it will be referred to as **Reviews** throughout this exercise.

This process uses an existing **controlled document** in **authorised** state and it should have review and publishing workflows in place. The document from the previous validation test, *“Doc Review without changes validation v1.0”* can be used. If the series of validation tests has been followed in order, this document should have review and publishing workflows in place.
To illustrate iterations in a review process, two copies of the source file of the test document should be available for upload; their names should be modified to differentiate them.

*PLEASE NOTE: The validation account does not currently have the ability to convert Word (.docx) files to PDF format as all other accounts do. To be able to preview documents on screen, only upload PDF files as the source document in the validation account.*

It is recommended that you check the automatic log out time for the account (this can be obtained from iPassport support) before commencing validation as some steps may require you to be logged in for longer than the 15 minutes’ default period.

There are repetitions in this validation document; these are necessary as there are multiple pathways that can be used to record and obtain information.

All names such as menu items and sub-menu items will be displayed in bold, for example **Noticeboard.**

| **Area** | **Action** | **Expected Outcome** | **Observed Outcome** | **Pass/ Fail** | **Comments** |
| --- | --- | --- | --- | --- | --- |
|  | Log into iPassport as the *whistleblower* | - - - - - - |  |  |  |
| **Menu** | Hover over the **Laboratory Records** main menu item | The sub-menu should appear |  |  |  |
|  | Hover over the **Controlled Documents** sub-menu item  | The **Controlled Documents** sub-menu item should be highlighted |  |  |  |
|  | Click the **Controlled Documents** sub-menu item | The controlled documents **Search** tab should be loaded |  |  |  |
|  | Click the **OU** search filter field | A dropdown list of OUs available to the user should appear |  |  |  |
|  | Select the OU where the document and workflows for this test reside | The dropdown list should disappear and the selected OU should display in the field |  |  |  |
|  | Click in the **Search** field | The cursor should be available in the **Search** field |  |  |  |
|  | Type the name of the controlled document intended for this test | The search results should filter and show your controlled document |  |  |  |
|  | Click the line of your controlled document in the search results | The controlled document should load on the **General** tab |  |  |  |
|  | Check underneath the **General** tab | The **Request Change** button should be visible |  |  |  |
| INFO: The Request Change button is visible to all users that have access to the controlled document, with change requests possible on all different statuses of controlled document. |
| **Ad Hoc Change Requests** | Click the **Request Change** button | The request change lightbox should be displayed |  |  |  |
|  | Check the change request number | The change request number should be displayed as **Change Request #1** |  |  |  |
|  | Click in the editor field | The cursor should be visible in the editor field |  |  |  |
|  | Click the **Submit** button | A warning message should be displayed reading, *‘You have not requested any changes’* |  |  |  |
|  | Click in the editor field | The cursor should be visible in the editor field |  |  |  |
|  | Enter the text *“requested change 1”* | The text should be visible in the field |  |  |  |
|  | Click the **Request Another Change** button | Another change request field should open |  |  |  |
|  | Check the change request number of the new field | The change request number should be displayed as **Change Request #2** |  |  |  |
|  | Click the **Submit** button | The change request lightbox should close and you should be returned to the **General** tab (this is the tab we started from) |  |  |  |
| INFO: The change request lightbox closed in this instance because a change request had been entered, so the system allows you to progress without entering the second change request. The assumption is that all the change requests have been made. If not then simply click the **Request Change** button again. If after clicking the **Request Change** button you wish to cancel then click the **x** at the top right of the lightbox. |
|  | Check underneath the **General** tab | A message box should be displayed reading, *‘Change Requests: 1 change awaiting approval (See the Reviews tab for full details )’* |  |  |  |
|  | Click the **Logout** button | You should be logged out |  |  |  |
|  | Log in as the primary user, *owner* of the document | The primary user should be logged in |  |  |  |
|  | Click **My Tasks** in the left sidebar | The **My Tasks** sidebar should expand |  |  |  |
|  | Check the **My Tasks** side bar | There should be a **Change Request** entry for the document in this test |  |  |  |
|  | Check the details on the **Change Request** entry  | It should show that the *whistleblower* created the change request |  |  |  |
|  | Click the **Change Request** item (leave the sidebar open) | You should be taken to the **General** tab of your controlled document |  |  |  |
| **Approving a change request** | Check the area just below the grey ribbon with record tabs | There should be a workflow summary with a ‘Change Requests’ box; below that, there should be a **‘Change Request submitted…’** task item |  |  |  |
|  | Click the **Approve** button | The **Approve Change Request** lightbox should be displayed |  |  |  |
|  | Click the **Approve** button in the lightbox; notes are optional | You should be returned to the **General** tab |  |  |  |
| INFO: The change request has been approved but this still needs to be incorporated in the document, approving the change request simply states that it should be included. |
|  | Check the **My Tasks** sidebar  | The **Change Request** should have now changed colour (green) |  |  |  |
|  | Click the refresh button in the header of the **My Tasks** area (next to the “X” close button) | The sidebar should refresh and the **Change Request** should be removed |  |  |  |
|  | Click the “X” button in the header of the **My Tasks** area to collapse it | The ‘My Tasks’ sidebar should collapse |  |  |  |
|  | Check the area just below the grey ribbon with record tabs | The workflow summary should have updated to include a ‘Changes Requested’ box; it should contain a **‘Create New Version’** button |  |  |  |
|  | Hover over the ticked circle next to the name of the *whistleblower* | A pop-up message should read, *‘Change Approved’* |  |  |  |
|  | Click the ticked circle next to the name of the *whistleblower* | A lightbox should open to display the information about the change request; a ‘Reject’ button should be available |  |  |  |
| **Creating a new version of the document** | Click **Create New Version** | The ‘Create New Version’ lightbox should open |  |  |  |
|  | Click the ‘**Create New Version’** button in the lightbox; comments are optional | The lightbox should close and the page should refresh to display the new **Draft** version of the document |  |  |  |
| **Navigating between document versions** | Click the grey button under the document title, labelled, **‘v1.0 (Under Review)’** | The screen should refresh to bring up the previous version |  |  |  |
|  | Click the grey button on the opposite side of the screen, labelled, **‘v1.0 (Draft)’** | The screen should refresh to bring up the new draft version again |  |  |  |
| NOTE: Until a draft version is authorised, it uses the number of the previous version. This is to allow assigning a minor or major increment to the version number at the time of publishing. |
| **Adding new Source Files** | Scroll down below the workflow summary and locate a box titled, **‘Source File’** | A delimited section should display, containing information about source files uploaded and with a button to upload new ones |  |  |  |
|  | Click the button, **‘Upload File’** | A dotted rectangle should appear within the **‘Source File’** box |  |  |  |
|  | Click inside the dotted area with the message, *‘Click here to upload a file or drag it on this area’* | The browser’s search and select utility should appear |  |  |  |
|  | Find and select one of the copies of the source file prepared for this test (please see pre-requisites above) | The intended file should appear selected in the browser utility |  |  |  |
|  | Click **‘Open’** to upload the file (some browsers use another name for the confirmation button) | The screen should refresh and the **‘Source File’** box should now display the name of the file just uploaded  |  |  |  |
|  | Click the link, *‘View all uploads for this version of the document’* | A lightbox should pop up and display both source files added to this document |  |  |  |
|  | Check the ‘Reference’ column in the lightbox | The ‘Reference’ column should list randomly generated IDs for each source file |  |  |  |
| TIP: Copies of the source files can be downloaded by clicking their underlined file name. |
|  | Click the **‘X’** in the top right corner of the lightbox to close it | The lightbox should close |  |  |  |
| **Review Settings** | Click the **Review Settings** button | The ‘Manage Review Settings’ lightbox should be displayed |  |  |  |
|  | Verify that the checkbox for **‘Require periodic review of this document’** is ticked | The option should be ticked |  |  |  |
|  | If not ticked, select it so that all the workflow details are displayed below and click **Save** before closing | Optional step to ensure periodic reviews are enabled |  |  |  |
|  | Check the **‘Review Workflow:’** field | It should display the document review workflow assigned in a previous test |  |  |  |
| NOTE: A document review workflow with at least one review and one approval round is required to continue with this test. Whether a custom workflow or a pre-existing general workflow is used, please ensure you have access to the accounts of the users involved. If any changes are made to the review settings, they must be saved before closing the lightbox. |
|  | Click the **“X”** in the top right corner of the lightbox | The lightbox should close and the **General** tab of the document should be displayed |  |  |  |
| **Start Review Cycle in a Draft** | Click the **Actions** field to the right of the document title | A dropdown list of options should appear |  |  |  |
|  | Select the option, *‘Start Review Workflow’* | The list should disappear and the selected option should show in the field |  |  |  |
|  | Click **Go** | A lightbox should appear to inform that tasks will be created and the process will be recorded in the ‘Reviews’ tab |  |  |  |
|  | Click **Start** | The lightbox should close and the screen should refresh to display a workflow summary of the review process |  |  |  |
|  | Check the **‘Review Round 1’** box | Two users should be listed in blue boxes and the text, *“Proceed to next step when at least one person has completed their task”* should show below them |  |  |  |
|  | Click the **Tasks** tab | The **Tasks** tab should load and display two ‘review feedback’ tasks for the two reviewers listed in the workflow summary; their due dates should be in line with the values set in the review workflow |  |  |  |
|  | Log out of ***iPassport*** | The login page should appear |  |  |  |
| **Review Feedback tasks** | Log in as one of the *reviewers* | An alternate user with one of the tasks above should be logged in |  |  |  |
|  | Click **‘My Tasks’** in the left sidebar | The **‘My Tasks’** sidebar should expand and a ‘Review Feedback’ task for the document in this test should be listed |  |  |  |
| TIP: If the user has many tasks listed, the filter below the search field in the ‘My Tasks’ sidebar can be set to filter only *‘Review Feedback Tasks’*; it normally defaults to *‘All Task Types’*. |
|  | Locate and click the review feedback task related to this test | The screen should refresh and open the document in question; a light blue rectangle should contain the details of the task; two buttons should be available – **‘Request Changes’** and **‘No Changes Required’** |  |  |  |
| **Requesting Changes** | Click **‘Request Changes’** | The ‘Request Change’ lightbox should appear |  |  |  |
|  | Click in the editor field | The cursor should be visible in the editor field |  |  |  |
|  | Enter the text *“new requested change 1”* | The text should be visible in the field |  |  |  |
|  | Click the **Request Another Change** button | Another change request field should open |  |  |  |
|  | Check the change request number of the new field | The change request number should be displayed as **Change Request #2** |  |  |  |
|  | Click in the editor field | The cursor should be visible in the editor field |  |  |  |
|  | Enter the text *“new requested change 2”* | The text should be visible in the field |  |  |  |
|  | Click the **Request Another Change** button | Another change request field should open |  |  |  |
|  | Check the change request number of the new field | The change request number should be displayed as **Change Request #3** |  |  |  |
|  | Click in the editor field | The cursor should be visible in the editor field |  |  |  |
|  | Enter the text *“new requested change 3”* | The text should be visible in the field |  |  |  |
|  | Click the **Submit** button | You should be returned to the **General** tab and the workflow summary should have updated to display the new change requests |  |  |  |
|  | Hover over one of the speech bubbles next to the name of the user logged in, inside the ‘Change Requests’ box | A pop-up message should read, *‘Awaiting Approval’*; there should be 3 boxes with the user’s name in the ‘Change Requests’ box |  |  |  |
|  | Click the **Logout** button | You should be logged out |  |  |  |
| **Processing Change Requests** | Log in as the primary user, *owner* of the document | The primary user should be logged in |  |  |  |
|  | Click **My Tasks** in the left sidebar | The **My Tasks** sidebar should expand |  |  |  |
|  | Click the second field from the top reading, *‘All Task Types’* | A dropdown list of task types should appear |  |  |  |
|  | Select the option, *‘Change Requests’* | The dropdown list should disappear and the selected option should show in the field |  |  |  |
|  | Check the items below in the **My Tasks** side bar | There should be 3 **Change Request** entries relating to the document in this test |  |  |  |
|  | Check the details on the **Change Request** entry  | It should show who created the change requests (the *reviewer* who last logged in) |  |  |  |
|  | Click the first **Change Request** item (leave the sidebar open) | You should be taken to the **General** tab of your controlled document |  |  |  |
|  | Check the area below the workflow summary | There should be 3 **‘Change Request submitted…’** task items |  |  |  |
|  | Click the **Approve** button of the first item (corresponding to *“new requested change 1”)* | The **Approve Change Request** lightbox should be displayed |  |  |  |
|  | Check that the option, **‘Append Change’** is ticked | The checkbox should be selected |  |  |  |
|  | Click the **Approve** button in the lightbox; notes are optional | You should be returned to the **General** tab |  |  |  |
|  | Check the area below the workflow summary | There should be 2 **‘Change Request submitted…’** task items left |  |  |  |
|  | Click the **Approve For Future** button of the first item (corresponding to *“new requested change 2”)* | The **Approve Change Request** lightbox should be displayed |  |  |  |
|  | Click the **Approve For Future** button in the lightbox; notes are optional | You should be returned to the **General** tab |  |  |  |
| TIP: Change requests can also be actioned from within the workflow summary as shown in the next steps. |
|  | Check the items inside the ‘Change Requests’ box in the workflow summary | There should be 4 items, 3 with the reviewer’s name who raised change requests above |  |  |  |
|  | Hover over the speech bubble icon next to the name of the *reviewer* in the last item inside the ‘Change Requests’ box | A pop-up message should read, *‘Awaiting Approval’* |  |  |  |
|  | Click the same speech bubble icon next to the name of the *reviewer* | A lightbox should open to display the information about the change request; **‘Approve’, ‘Approve For Future’** and **‘Reject’** buttons should be available |  |  |  |
|  | Click the **‘Reject’** button | A new lightbox should appear, titled, ‘Reject Change Request’ |  |  |  |
|  | Click the **‘Reject’** button inside the lightbox; notes are optional | The lightbox should close and the workflow summary should be updated; no task items should be left below the workflow summary |  |  |  |
| INFO: It is not possible to change your mind on a rejected change request; if this needs to be included then it should be submitted again. |
|  | Check the items inside the ‘Change Requests’ box in the workflow summary | The item for the rejected change request should have been replaced by the message, *‘1 rejected change can be viewed in the Reviews tab’* |  |  |  |
| **Source File Reference numbers** | Click the **Reviews** tab | The Reviews tab should load |  |  |  |
|  | Locate the *‘Change Request’* item at the bottom | It should display the name of the *whistleblower* who raised the first change request |  |  |  |
|  | Check the last line of this item in the *‘Event’* column | It should read, *‘Reviewed v1.0 (source file ref. xxxxxx)’*; this file reference number should be the same as the original source file’s number |  |  |  |
|  | Locate the *‘Review Feedback’* items at the top of the list | They should display the name of the *reviewer* who raised change requests as part of a review feedback task |  |  |  |
|  | Check the last line of these items in the *‘Event’* column | They should read, *‘Reviewed Draft (source file ref. yyyyyy)’*; the file reference number should match the one displayed in the ‘Source File’ box in the ‘General’ tab |  |  |  |
| INFO: Since a new change request has been approved, the logical step is to update the document. |
| **Adding new Source Files** | Scroll down below the workflow summary and locate the box titled, **‘Source File’** | A delimited section should display, containing information about source files uploaded and with a button to upload new ones |  |  |  |
|  | Click the button, **‘Upload File’** | A dotted rectangle should appear within the **‘Source File’** box |  |  |  |
|  | Click inside the dotted area | The browser’s search and select utility should appear |  |  |  |
|  | Find and select the copy of the second source file prepared for this test (please see pre-requisites above) | The intended file should appear selected in the browser utility |  |  |  |
|  | Click **‘Open’** to upload the file (some browsers use another name for the confirmation button) | The screen should refresh and the **‘Source File’** box should now display the name of the new uploaded file |  |  |  |
|  | Click the link, *‘View all uploads for this version of the document’* | A lightbox should pop up and display the 3 source files added to this document; the ‘Reference’ column should list randomly created IDs for each source file |  |  |  |
|  | Click the **‘X’** in the top right corner of the lightbox to close it | The lightbox should close |  |  |  |
|  | Check the workflow summary | The last box should be the ‘Changes Requested’ box, which should include two buttons – ‘**Restart Review Cycle’** and **‘Start Publishing Workflow’** |  |  |  |
| NOTE: There is no ‘Approval’ step in a review workflow within a draft. The publishing process replaces it. At this point we’ll consider the document is ready to be submitted for authorisation and publishing. Please reserve it for the next validation test in the series. |
|  |
| **‘Change Requests’ tab** | Click the ‘**Change Requests’** tab in the Controlled Documents area | The ‘Change Requests’ tab should load |  |  |  |
|  | Click the **‘Status’** filter | A dropdown list of options should appear |  |  |  |
|  | Select the ‘blank’ option at the top of the list | The list should disappear and the field should be left empty |  |  |  |
|  | Click the **OU** search filter field | A dropdown list of OUs available to the user should appear |  |  |  |
|  | Select the OU where the document and workflows for this test reside | The dropdown list should disappear and the selected OU should display in the field |  |  |  |
|  | Click in the **Search** field | The cursor should be available in the **Search** field |  |  |  |
|  | Type the name or index of the controlled document for this test | The search results should filter and show change requests related to the document |  |  |  |
|  | Inspect the items on the list | The 4 change requests raised should appear listed; the ‘Request Status’ should match the decision made for each change request |  |  |  |
| **Changes in this Version** | Click any of the rows relating to the test document | The screen should refresh and open the document to its **General** tab |  |  |  |
|  | If the grey ribbon under the workflow summary reads, ‘Click to view document details’, click it | The document metadata should be visible; if it already was, clicking the ribbon will hide the information |  |  |  |
|  | Scroll down to find the field, **‘Changes in this Version’** on the left side of the page | The two approved change requests should be mentioned in this area |  |  |  |

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| **Comments/ Changes** |
| **Document Version** | **Date** | **Summary of changes** |
| v1.0 | 17th August 2021 | Document created |