

Transition to Online Record Book Next Generation Frequently Asked Questions

Transition from International ORB

Q: Is there a new URL for the Online Record Book Next Generation (ORB Next Gen) 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 users 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 completed a registration form on International ORB, but registration was not approved by Award Leader prior to transition can't log into ORB 'Next Generation'.

A: Only Participants who had an Award record (in-progress; completed, archived, etc.) were transitioned across to 'Next Generation'. Registration forms that were submitted but had not completed the registration process (i.e. had registration signed off by an Award Leader) were not transitioned. Registration forms not carried over will need to be entered and submitted using the registration form in ORB Next Gen.

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 **both** of the following two email addresses to your Safe Senders list: ORB@OnlineRecordBook.org and NoReply@ORB.OnlineRecordBook.org. 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 / organisation's mail spam filter (sometimes also called an "email content" filter).

Q: Is there something else that could stop ORB emails being received if being accessed through school?

A: For the safety of its students, some schools prevent them from being able to send and receive emails to anyone outside of the school. Award Leaders might need to check this with the IT support provider ask them to permit students to receive emails from OnlineRecordBook.org and (they will have had to do something similar when starting 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 is sent.
The link in the **Parental Consent** email will **expire 4 days** after it is sent.
The link in the **Assessor 'task'** email will **expire 30 days** after it is 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: Can I register via the Apps?

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

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.

Participant Functionality

Q: It looks like the Participant progress percentage has been removed?

A: Participant's progress is no longer presented as a percentage on ORB NextGen. Progress is now presented as a 'progress bar' that indicates movement towards completion for each Award Section. It is based on the number of hours completed over the number of required hours.

Q: My progress as a Participant seems to have changed since transition... why is that?

A: The new system calculates a Participant's progress a little differently than the old system did. The algorithm that calculates progress has three elements – hours completed, weeks lapsed and regularity of effort. The controlled measurement around regularity of effort has been relaxed in the new algorithm. Participants that may have been restricted by this regularity control should see an increase in overall completion progress in ORB Next Gen.

Q: I cannot remove some of my documents from the Document Library (the "Remove" button is disabled)?

A: Any documents that were originally uploaded to the Document Library through International ORB cannot be removed (which is why the "Remove" button is disabled for these documents). Only documents uploaded to the through 'Next Generation' can be removed from the Document Library. This was a deliberate business decision - to avoid any data inconsistencies between International ORB and 'Next Generation' after the data migration.

Q. Why can't I enter logs against my activities?

Award Leader and Assessor Functionality

Q: Why do I now have to approve each Activity a Participant wants to do?

A: It is a requirement of Award that Award Leaders are to approve each activity before the Participant starts the activity, so it has been added as a process to ORB Next Gen. Please note that Participants will be unable to log any hours against an Activity until it has been approved by the Award Leader.

Q: I have different roles for a number of 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 are a number of standard reports available (see 'Reports').

Reports

Q: What Reports be available?

A: The following reports will be available on ORB Next Gen:

Award Completion	Participant Award completion date, contact and personal information including gender
Participant Award Progress	Report detailing participant section choices and progress
Participant Invoicing	Full listing of all new participant registrations within a defined period.
Participant Payment	
Physical Recreation Summary	Summary of physical recreation section progress and activity information
Service Summary	Summary of physical recreation section progress and activity information
Skills Summary	Summary of physical recreation section progress and activity information
Report Showing Participants with More Than 3 Activities per Section	Report showing participants with more than three activities per Section
Current Active Awards	
Individual Participant	
Participant Registrations Not Yet Accepted	

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.: Flash and Java are not used for any of the ORB 'Next Generation' functionality.

Q: Why does Firefox freeze / crash when I try to use it to access ORB 'Next Generation'?

A: This problem may be caused if you have Browser / Web 'protection' enabled through the Anti-Virus software on your PC. To fix this, you will need to add an 'exception' to the configuration of your Anti-Virus software to allow access to the ORB website. Please do not disable your Anti-Virus software as this will leave your PC unprotected.

Q: I don't have the 'invitation' / password reset email, can a new one be resent and who can do this for me?

A: The ORB Helpdesk can resend your Password Reset email. If the resent Password Reset email is also not being received, please ask helpdesk to log a support request (see "How can I ask for help?" below).

Q: How can I ask for help?

A: The support provided for ORB 'Next Generation' is exactly the same as it was for International ORB. There is a dedicated ORB Helpdesk team available at orb@dukeofed.com.au or 1300 438 537.

Q: Are there any changes in the algorithm used to calculate Participant progress?

A: The algorithm used within 'Next Generation' still uses Duration, Hours and Regularity in order to calculate Award progress, however there has been some relaxation around the controls for regularity. Participants whose progress was restricted by the regularity control in the International ORB will see a positive change in their progress in ORB Next Gen. Please note that the requirements for completing the Award have not changed.

In addition, the new system will no longer add the 'automatic' 10% progress at Participant setup. This will only apply to Awards that created on the ORB Next Gen.