App Testing

A test build or prototype of your app will be created after the first week of the development cycle.

We strongly encourage you to have all changes in the CMS before this build is made - it will allow for changes to be loaded quickly into the test version of your app. At a later point in the development cycle a second test build will be made for final testing before you do app submission.

Once an app build has been created, you will be able to download it on your device for testing purposes. Any identified problems can be edited in the CMS and then published to the app via the **Delta Publish** tool to view changes before going live. Within a few minutes, users will be able to view the updates in the build. Even when the app is live, the national society can continue to make changes using this tool.

Where to get the prototype: The GDPC will send you the links where you can download the app prototype on Android and iOS. Follow this link on your phone/tablet and download there.

Microsites: If your country does not have access to an Android store, an alternate site will be created for users to access and install the app.

CMS publishing and the App test build

The national society should **not publish changes more than once daily**. For guidelines regarding content publishing, see the Delta Publish Guidelines document.
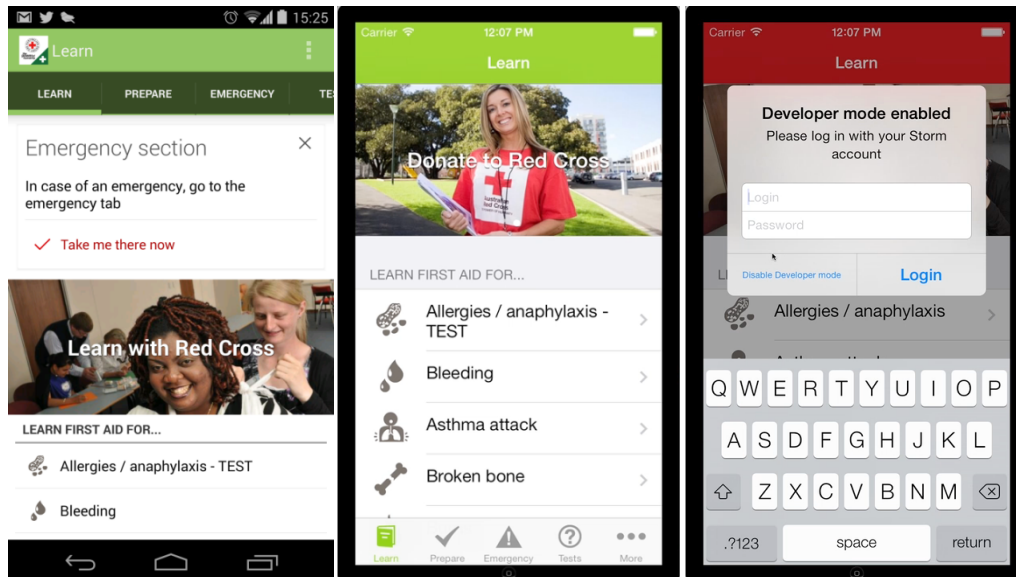
Contents:

'Publish to Dev' – Developer Tool for NS Admin

'Dev mode' (or dev) is a developer's version of the app that will allow you to preview changes before they are submitted to the live app. This allows CMS users to review changes to content before they are live and is recommended for any large change being made. *'Publish to live'* publishes changes to the live version of the app.

After your app has launched, if you would like to preview changes you have made in the CMS before delta publishing to the live version of app, follow these instructions:

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1. After you have made changes in the CMS, instead of delta publishing to the live app, publish your apps to Test only. Do not publish to Live yet.

2. To preview these changes on your phone:

    a. For iOS users, go to 'Settings' / 'GDPC' / 'Developer' and turn on the Developer mode. Then return to the home screen and open your app. A login screen will appear.
    b. For Android users, *within the app* go to Settings, and select 'Enter Developer Mode'. A login screen will appear.

3. Log in with the username and password you use to access the CMS. Your phone will begin to download content. This may take a few moments, so do not exit the app.

4. The color scheme of the build will change from red to green. Now you are in 'dev mode'. When green, the content that appears in the build is the content saved in the CMS, published to dev. In this mode, you can preview changes you have made before deciding to officially publish to the live app.

5. To return back to the normal mode which displays the live version of the app, you can return to 'Settings' and disable the Developer mode. Alternatively, after an hour the login screen will reappear. If you are finished previewing changes, you can select the 'Disable Developer Mode' button.

Bug Reporting

A bug is a technical issue that needs corrected by our vendor. When reporting a bug in the app, please provide as much detail as possible, including the following information:

- Device (iOS/Android) and software version
- On what page(s) does the problem occur

Frequently Asked Questions

Below are some frequently asked questions regarding problems with the app during the development and testing phases. This is a guide designed to help the national society resolve some of the problems independently. If the problem is not addressed by the information below, then contact the GDPC for further assistance. The GDPC will help the national societies with troubleshooting and serve as their liaison to the app developer.

Why do the changes that I made in the CMS not appear in the app?
- Try reloading the page in the app by swiping up. Also try selecting a new page, wait for it to load, and then return to the original page you were examining.
- Try exiting the app, kill the page, and then reopen the app.
- Check that the content and changes in the CMS are correct and have been saved and marked as published.
- Ensure that you have followed the appropriate steps for publishing from the CMS (see Delta Publish Guidelines).
- **Try not to publish more than one time daily. If you publish several times within one day, this might slow down the updating process.

My country's app is offered in two different languages; however, only the app with Language 1 loads properly. The content of the app with Language 2 does not. Why?
- If your phone is set to a language different than the one of the app you are trying to view, then the content may appear distorted. To correct this, try changing the language of your phone under 'Settings' to the same language of the app that you are trying to load.

Why does the app quit every time I try to open a certain page?
- Check that the appropriate content has been inserted on this page the CMS. <u>Make sure there are no blank sections</u> where there should be content.
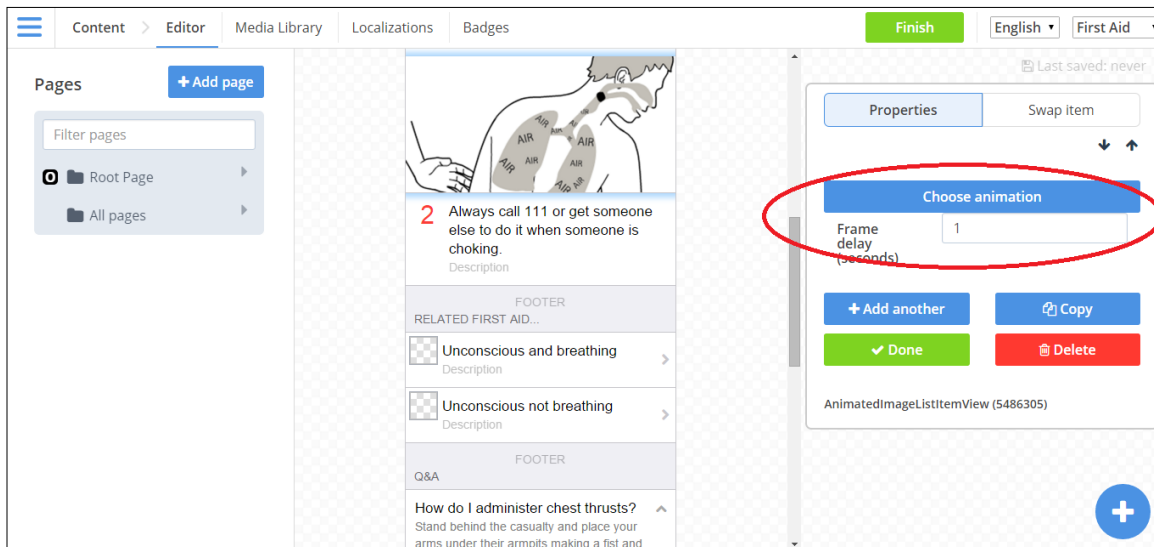
Animations
Why do the animations/ images/ videos I inserted not show/play properly in the app?
- Try reloading the app or refreshing the page within the app.
- Check that the files are properly placed in the CMS and have been published.
- Ensure that the files inserted are of the correct size/format (see File Technical Specifications)
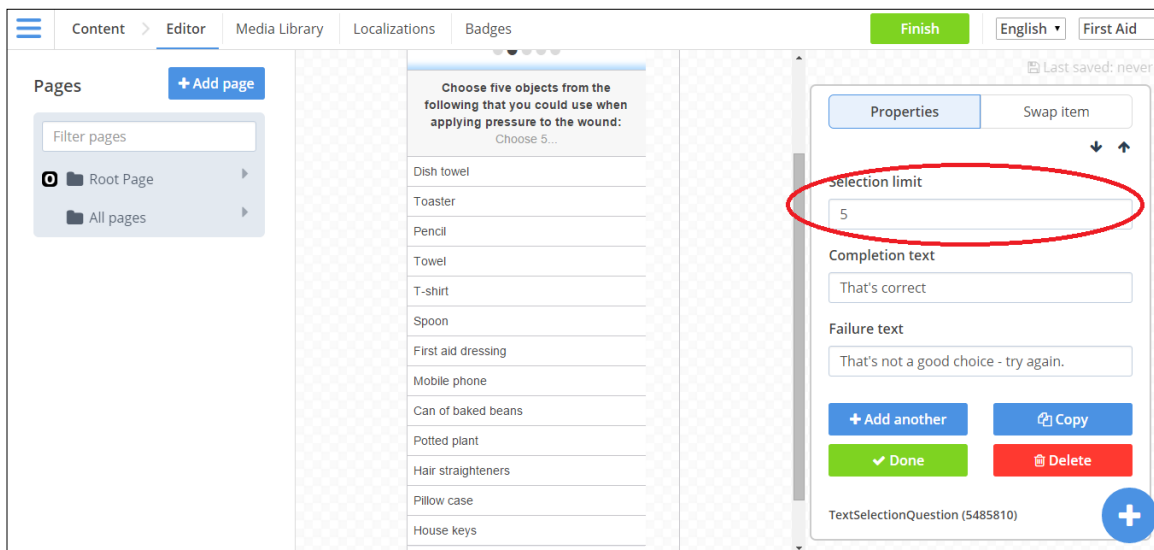
Why is the animation playing so quickly?

- In the CMS, check that the frame delay of the animation is set to a minimum of 0.25 seconds or more. (See screenshot below.)

Tests

When I take a quiz under 'Test', why do the correct answers register as incorrect on the app?

- Check in the CMS that the section limit is set to the correct number of answers in the quiz. For example: if the question asks the user to select the correct answers from a list of 10 possible choices, but only 3 of the choices are correct, then the section limit should be 3. (See screenshot.)

Why is the option to 'share' the Test badge I earned after successfully completing a quiz missing in the app build?

- Make sure you have inserted the appropriate text for the 'Share', 'Win' and 'Lose' messages for that quiz in the CMS. If these messages are missing, the 'share' feature

may not work. (See screenshot.)

Icon	Title	Completion text Displayed to user on quiz completion	Share message Text to be shared with badge on social networks	How to earn Text describing how to achieve this badge	Tools
	en Heart Attack	**en** People around you are now safer from this leading cause of death, share this badge to promote a heart safe environment.	**en** Heart Attacks are a leading cause of death. Learn about them on the Red Cross App	**en** Pass the Heart Attack quiz to earn this badge.	

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