Adoption UK development update

Aug 2019

Please see below a collection of issues that have been found, or reported by users, regarding the Adoption UK community. We’ve included any calls we’ve created to resolve the issues or reasons the issues are non-resolvable.

Registration

Various users have expressed concern over the registration flow, explaining that it is too complicated, that they are unsure if they require verification or not, or what verification is used for. Many users have expressed that they do not want to be verified, or cannot be verified, but are under the impression that they need to be.

8779: Remove police check from registration – Resolved

The ‘Police check’ consent checkbox will be removed from the registration form for Adoption UK community registration as it is not necessary to access these features.

9030: Improve registration flow for the Adoption UK community – Resolved

We are going to improve the registration flow, informing users of the different types of account, the verification required for each, and which types of users would suit which type of account. A user will choose their account type before entering their personal details. We hope this will make it clearer to users when and why verification is required.

Username and community name

Various users have expressed confusion over the differences between their username and their community name. They are unsure what each is used for and where it will be displayed.

Retaining old usernames

Some users have expressed that they want to have the same name as their username from the old Adoption UK forums. If the name is available, they can choose this as their ‘Community name’ and this will be displayed across the Adoption UK community. However, we cannot guarantee that the name will be available.

Changing username or community name

Following confusion regarding the difference between a username and a community name, users have asked to change either/both names. All users can change their username by clicking ‘Change username’ in their username menu. All user can change their community name by editing their community profile, which is accessible in the Adoption UK community menu. A username and community name cannot be the same, this is for security purposes.
8778: Changes to user homepage – Resolved
We are removing references to the username from the homepage or navigation bar in order to reduce confusion for users who are only accessing the community elements of the site.

8798: Move ‘Community name’ field to below ‘Username’ in registration – Resolved
We will display the ‘Username’ field and the ‘Community name’ field next to one another in the Adoption UK community registration flow, with applicable help text for each field explaining the differences and the uses for each.

Logging in
Various users have expressed frustration with the logging in process, particularly the increase in security and the number of times they are having to log in to the site.

Two-hour idle timeout – Non-resolvable
Various users have expressed frustration that they are required to log into the site after two hours of inactivity, due to the two-hour idle timeout. The timeout is in place for security purposes in order to protect sensitive data, such as the content of private chats and profile information. The government suggests using a timeout of 15 minutes for sensitive information, meaning we are currently exceeding the recommended timeout. See here for more information.

Entering PIN – Under investigation
Some users have expressed frustration over the need for a PIN to access the site. While the PIN may not be necessary for community users, the complication is that the system would need to know who the user is to determine whether the PIN is needed or not. To achieve this, we would need to put the PIN on a second login screen only for users accessing children’s details. We will investigate the feasibility of this.

7745: Disable one-time code authentication for community only users – Resolved
Adoption UK community users will no longer be required to complete one-time code authentication when accessing the site from different devices. Adopters who also use the system for family finding will still be required to complete this authentication process.

9039: Display viewed topic when logging in from external domain – Resolved
If you are viewing a topic on the external Adoption UK forum and choose to log in to your account in order to post, you will be automatically taken to the topic you were previously viewing. This will enhance the user’s flow through the system.

9040: Hide the ‘Login’ and ‘Register’ buttons when already logged in – Resolved
When viewing the external Adoption UK forum but already logged into the Adoption UK community through Link Maker, we will replace the ‘Login’ and ‘Register’ buttons with a ‘Go to Adoption UK community’ button. This will take you to your logged in version of the Adoption UK community.
Forum features

8758: Implement a 'Latest posts' page – Resolved
Various users have expressed frustration that the ‘Posted today’ feature was removed. This has now been replaced with the ‘Latest posts’ page which lists all recent activity against all topics across the forum. This is viewable internally and externally.

8809: Make content options consistent across topics / posts – Resolved
The content options when creating a topic or posting in a topic will be made consistent, e.g. the use of Emoji’s, bullet points, etc.

8851: Reinstate the ‘Like’ button on forums/posts – In planning
Various users have expressed they would like the ability to ‘Like’ a post. This feature is still in discussion with the Adoption UK regarding the terminology and functionality.

9056: Display final page of topic when posting to a topic – Resolved
An Adoption UK forum user has expressed frustration that they are landing on the first page in a topic when posting to a topic spanning multiple pages. We will change this feature so that users land on the final page of a topic, the page that their post is visible on.

Other reported bugs:
- Links not working correctly in forums – Resolved
- Pagination has disappeared in topics – Resolved
- Deleting a topic function not working correctly – Resolved

Chat

Various users have expressed concern over the chat functionality, specifically stating frustrations that not all users can chat with other users.

8852: Expand the content box on the chat interface – Resolved
The content field for the chat interface will expand as the user is typing, giving the user a larger space in which to write/review their content.
8881: Allow forum users to message one another – Resolved
All Adoption UK community users will have the ability to chat with other users, regardless of their verification status. However, users will still be required to have an Adoption UK membership in order to initiate chats.

8990: Allow all community users to initiate chats with moderators – Resolved
All community users will have the functionality to initiate chats with Adoption UK moderators, regardless of their verification or Adoption UK membership status.

Play date finder

9014: Implement retention period for play dates – Upcoming feature
A few users have expressed concern that the play dates advertised are old or out of date. We will implement a retention period to ensure that play dates are kept up to date or removed from the system when no longer applicable.

General

8104: Ability for users to create a signature for posts – Upcoming feature
Adoption UK have requested the functionality for users to create a signature to be displayed with all their posts to the Adoption UK community forums.

8759: Implement sections for forums and the ability to reorder the forum list – Upcoming feature
Adoption UK have requested that we implement the functionality to separate the forums into sections. The previous forums were separated into the sections ‘Groups’ and ‘Subjects’. It’s also been requested that we implement a way to reorder the forum listing, which will be completed in this same call.

8760: Implement forum descriptions – Upcoming feature
Adoption UK have requested that we implement the functionality to add an optional description to forums that will display on the forum listing page and within the forum itself. This will allow Adoption UK to define to users what a forum should be used for.

8761: Implement forums based on Adoption UK membership types – Upcoming feature
Adoption UK have requested that we implement forums based on the different Adoption UK membership types. These forums would be hidden from users without the necessary membership type. We currently only facilitate one type of membership.
8879: Move the ‘Acronyms & abbreviations’ and the ‘Rules of use’ Adoption UK forums to the bottom of the forum listing – Resolved

Adoption UK moderators have requested that the forums ‘Acronyms & abbreviations’ and ‘Rules of use’ are moved to the bottom of the forum listing. This is in line with the previous order of the Adoption UK forums which users are more accustomed to.
9027: Displaying the Adoption UK contact information – Resolved
Various users have expressed that they have attempted to contact Adoption UK but have come through to Link Maker. To reduce confusion, we have signposted the Adoption UK contact information on the main Adoption UK home ‘Home’ tab and within pinned threads in the forum.

9067: Implement ability to move a topic from one forum to another – Upcoming feature
Adoption UK moderators have requested the functionality to move a topic from one forum to another. This can be used if a user has posted a topic in a forum in error, and there is a forum better suited for the topic at hand.