User manual for MyMobileSite

INTRODUCTION

This manual will describe how to use the application MyMobileSite to obtain eGovernment services from our provider, the Norwegian Educational Loan Fund. To start the application, the jar file and the certificate must be downloaded to the mobile.

The application starts by showing the splash screen with the application logo while it loads. When it has connected to the log-in service it displays the name of the log-in service at the top of the screen. If this is the correct service, you should enter the username and password in the text fields below. The existing users can be found in the section "Available users". After pressing OK you will be asked to wait while the log-in service checks the username and password.

If the profile was found, the mobile will show a next text on the screen which indicates that it has now moved on to the search for providers. If this is a user with a service offering, the mobile will display this provider (or two providers if this is the user with the dummy service). By selecting "OK", all services are then retrieved from the provider. When this is done, the mobile will no longer need any connections and you are free to move back and forth between the services to look at them for as long as needed.

If you have selected a user without service offerings, the execution will stop before the services are retrieved. You will then get an error message. It is also possible to get an error message in other cases, like for instance when a wrong password is entered. To help you realise if the error was your fault or something unexpected that happened in the system, a list of all the error messages is provided in the section "Error messages".

AVAILABLE USERS

The existing profiles that can be used to test the application is listed below. Any other log-in name will result in an error message from the identity provider. Note that only Nina and Henry can be used in a normal execution to retrieve services from the Educational Loan Fund. These are all test users which various combination of services, used to test different parts of the system.

Nina Olsen Username: 17038492834 Password: Thur2930 She has one service offering with the services "Total debt", "Next instalment" and "Last instalment".

Anne Hansen Username: 09097873628) Password: Ellif120 She has no service offerings. She can only be used to check log-in and that we get an error saying that there where no service offerings connected to this identity.

Henry Johnsen Username: 13125193312 Password: Fire83iw He has two service offerings, where one is from our provider where he has two services. The other service is a dummy used to see that the application can handle showing two providers in the list. He is the only one with the service "Application status".

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Adam Strand Username: 07067139184 Password: 048hih840 He has one service offering, but no profile at the issuing provider.

ERROR MESSAGES

The possible error messages that are showed in the mobile application are listed below with information about what is wrong and suggestions on what to do if this should happen. As this is a prototype, there will not be a real log-in service, provider directory or service provider to contact. Any inquiries should be directed to post@kirsti.no.

1. ***The log-in service was not found:*** If this error is encountered it means that the server hosting the log-in service has stopped working. If the error persists the log-in service should be contacted.

2. ***The log-in service could not be trusted:*** When encountering this error you should first check that the server certificate is in the list of certificates trusted by your mobile phone. If you do not know how to do this, the procedure may be explained in the user manual of your phone. If the error persists, even though everything seems to be in order, you should contact the log-in service.

3. ***The connection with the log-in service was terminated:*** There may be something wrong with the network connection of your phone. You should try again and if the error persists you should contact the mobile phone operator. If the operator does not know of any problems in your area, the fault may be on the server side. In this case you should contact the log-in service.

4. ***The log-in service returned a fault:*** Some unknown error occurred at the log-in service. You should try again and contact the log-in service if the error persists.

5. ***Wrong time settings on mobile or log-in service:*** The time settings on your phone deviate too much from that of the server. You should check that your settings are correct, with regards to showing the correct time, date and time zone. Consult your phone's user manual if you are uncertain. If these are all correct you should contact the log-in service.

6. ***The connection with the provider directory was terminated:*** This error is due to the same reasons as error no. 3. The difference is that the error happened at another point in the execution. Thus, the same measures should be taken.

7. ***No providers found:*** The user has no providers connected to his profile. If this is not correct, the error may be due to an internal error in the provider directory. Thus, the log-in service or provider directory should be contacted.

8. ***Wrong time settings on mobile or provider directory:*** This error is due to the same reasons as error no. 5. The difference is that the error happened at another point in the execution. Thus, the same measures should be taken.

9. ***The connection with the service provider was terminated:*** This error is due to the same reasons as error no. 3. The difference is that the error happened at another point in the execution. Thus, the same measures should be taken, except that the service provider should be contacted instead of the log-in service.

10. **No services found:** This means that the user's profile at the service provider exists, but does not contain any information. This may be due to an error at the service provider. Thus, it should be contacted if the error persists.

11. **Wrong time settings on mobile or service provider:** This error is due to the same reasons as error no. 5. The difference is that the error happened at another point in the execution. Thus, the same measures should be taken, but you should contact the service provider instead.

12. **Message replay: Invalid message received:** This error occurs if the response from one of the supporting systems contains the same message identifier as the last response. This is a good reason to suspect that the communication link may be compromised, but it may also be due to an internal fault at the supporting system. Either way, you should try again and contact the relevant supporting system entity if the error persists.

13. **Received message with invalid format:** The mobile application failed in retrieving the information it needs from the request. There may be an error at the supporting system. You should try again and notify the relevant supporting system entity if the error persists.

14. **The server rejected the log-in:** The username and password combination was not valid at the log-in service. You may have made a mistake when you typed in the credentials or there may be an internal error in the log-in service. If the error persists you should contact the log-in service.

15. **The username is unknown to this service:** When this error is returned from the service provider it means that the user's account at the provider cannot be found. If you have typed the username correctly, this indicates an error at the service provider and you should therefore contact it if the error persists.

16. **Time out before the service could create a response:** This error means that the service provider could not return the results in time. You should try again, but if the error persists you should contact the service provider.

17. **Access not authorized due to faulty info from log-in:** If you encounter this error it means that something wrong happened at the log-in service. You can try again, but if the error persists you should contact the log-in service.

18. **An internal error occurred in the Educational Loan Fund system:** This indicates an internal error in the service provider. The reason may be unknown and if the error persists you should contact the provider.

19. **The name of the log-in service was not found:** This error means that the name of the log-in service could not be retrieved from the server certificate. This will usually be due to an error in the log-in service. Thus, it should be contacted so that the error can be resolved.