

**New Customer Support Website Specifications**  
**Enovation Group Pty. Ltd.**



**Design Documents Developed by Enovation**  
**For Subcontracting Website Designers**

## ***Table of Contents***

1. Design Brief .....	1
2. Concept Map .....	2
3. CSS Planning .....	2
3.1 The CSS layout plan .....	3
3.2 The CSS text plan .....	4
4. Navigation Map (Logical) .....	6
5. Structure Chart (Physical) .....	7
6. Storyboards .....	7
Homepage - index.html .....	8
Changing the Websites Look - changing-look.html .....	9
Changing Images on the Website - changing-images.html .....	10
Changing Hyperlinks on a Webpage - changing-hyperlinks.html .....	11
Changing Text on a Webpage - changing-text.html .....	12
Contact Page - contact.html .....	13
About Enovation - about-us.html .....	14
Recommended Links - links.html .....	15
Test Page - advert2.html .....	16
7. Testing Procedures .....	17

## 1. Design Brief

Welcome, it is great to have you on board. You came highly recommended to us as an efficient and capable web developer. I would like to introduce myself, my name is Alex Cowan and I'm the CEO of a medium sized company called Enovation which basically develops websites for small businesses from all over Australia.

To cut a long story short, we have become increasingly busy. This is mainly due to our efforts to stand out from the crowd and provide great customer service. Unfortunately, the customer service has become so busy that our phone lines and employees require some back up. This is where you come in.

We need a site that helps customers update basic things on their websites using a text editor program (something free anyway) because let's face it, not everyone can afford Adobe Dreamweaver or similar. Most of our customers have little knowledge of XHTML and we want this site to help them. They need to learn that simple text editing may be all that is needed to help maintain a website. This site might also be a way of gaining new clients for us.

I know what you're thinking, why don't we do it ourselves? Well, I would get my present web developers to develop the site however they are all booked out until the end of the year on jobs!

Because we are a web development company, we expect a high quality site. However, we will give you most of the content and navigation so it keeps the same "look and feel" of our main website. This web will have a separate URL; however I will need you to upload it onto a server so I can test it properly prior to publishing. (The university tells me that you have your own server there, so maybe this will be a good place to upload it.)

The site will be an advertising support model, that is, it will rely on advertisements (from our other company affiliates) to help pay for it. Sam Browne our amazing I.T lady will help you with all the requirements.

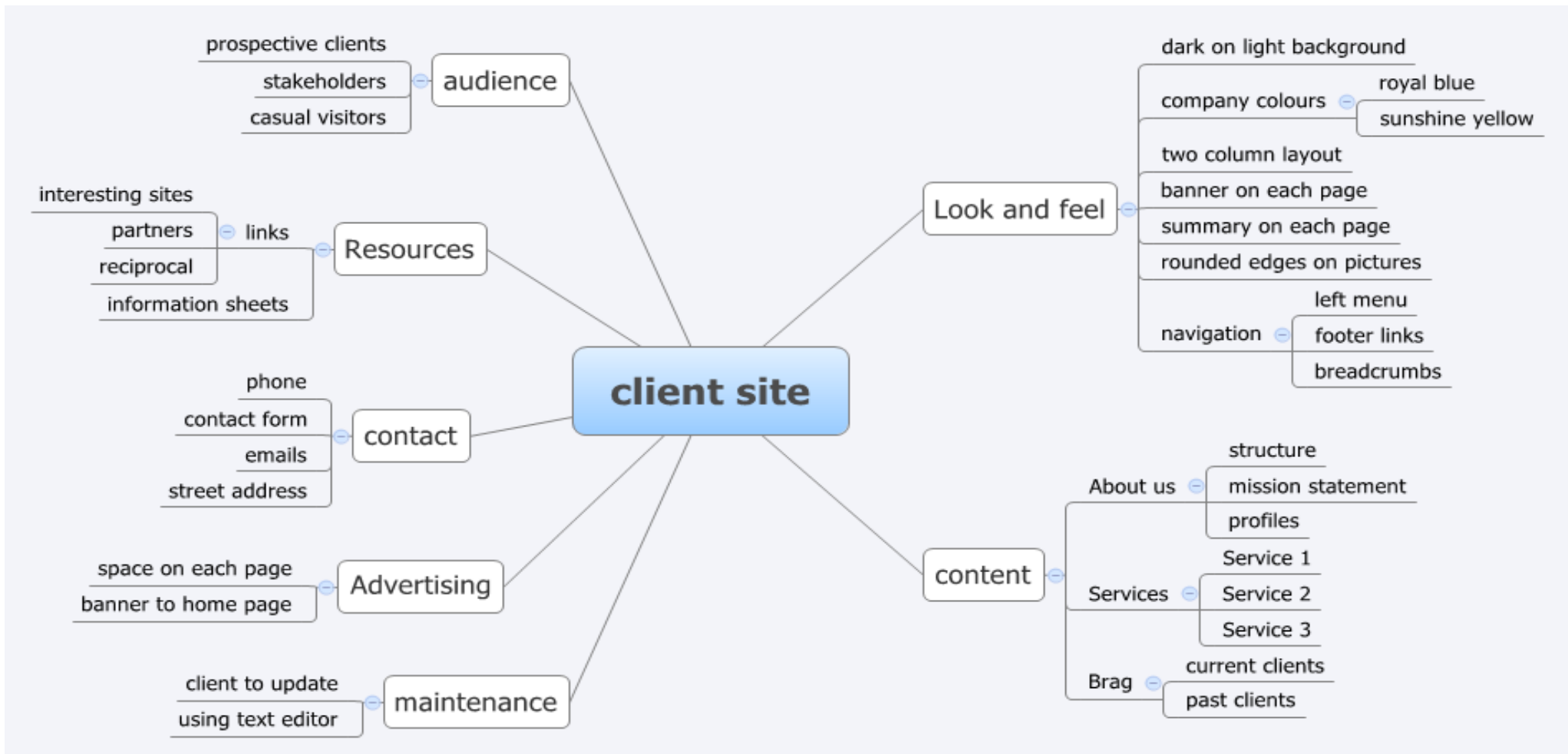
I look forward to viewing your work.

Yours Sincerely,

A handwritten signature in cursive script that reads "Alex Cowan".

Alex Cowan. CEO, Enovation Group

## 2. Concept Map



Concept Map of Enovation's planned Customer Support Website

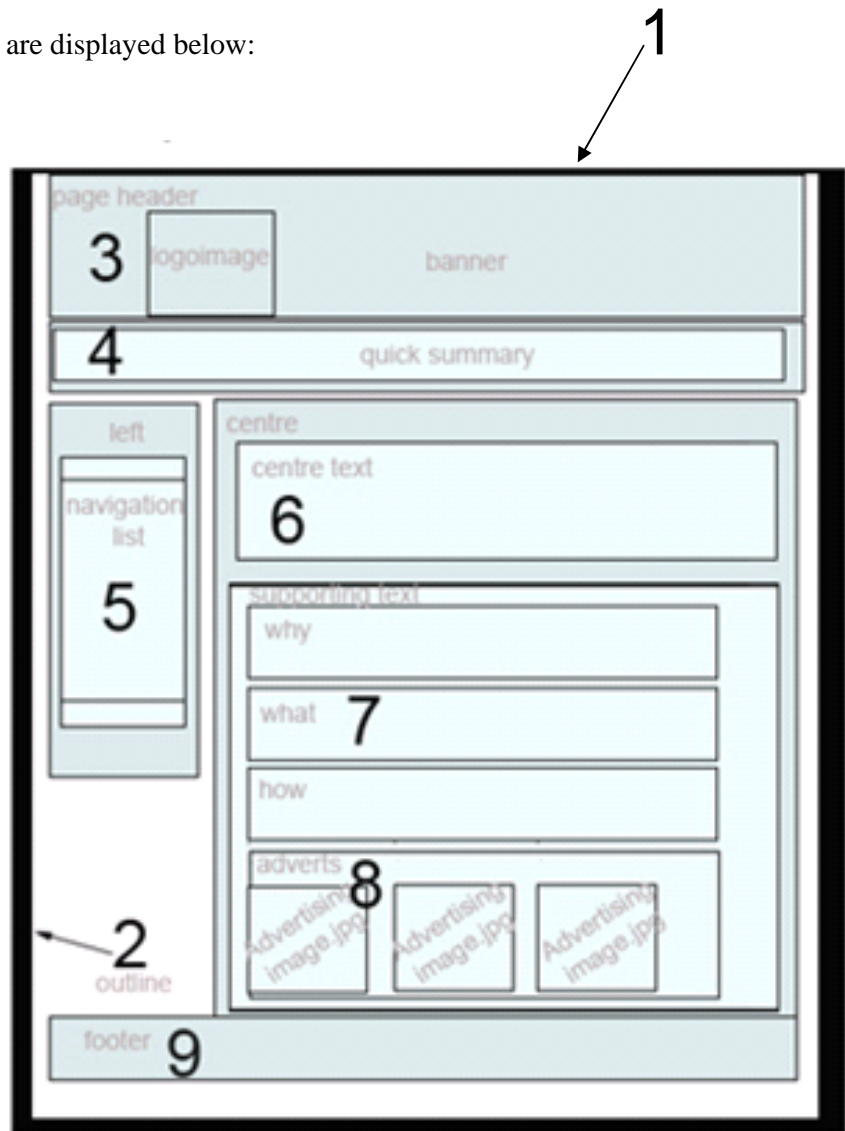
## 3. CSS Planning

### 3.1 The CSS layout plan

The layout for each page on the site will be done using the CSS box model. The layout will be divided up (using divs) into several sections, these sections will be specified in an external CSS style sheet imported into each page on the site.

The main sections (divs) are displayed below:

1. container
2. outline
3. pageheader
4. quickSummary
5. navList
6. centerText
7. supportingText
  - 7.1 Why
  - 7.2 What
  - 7.3 How
8. adverts
9. footer



**CSS Layout Plan**

This type of a model allows maximum flexibility of the site as each section can be modified with updated requirements. For example if a red border of 2px is desired for the site, the outline (that is itself contained in the page container) section (defined as an ID within the CSS file) can be modified. As the CSS file is imported into all pages any change made to the file is applied to all pages on the site.

## 3.2 The CSS text plan

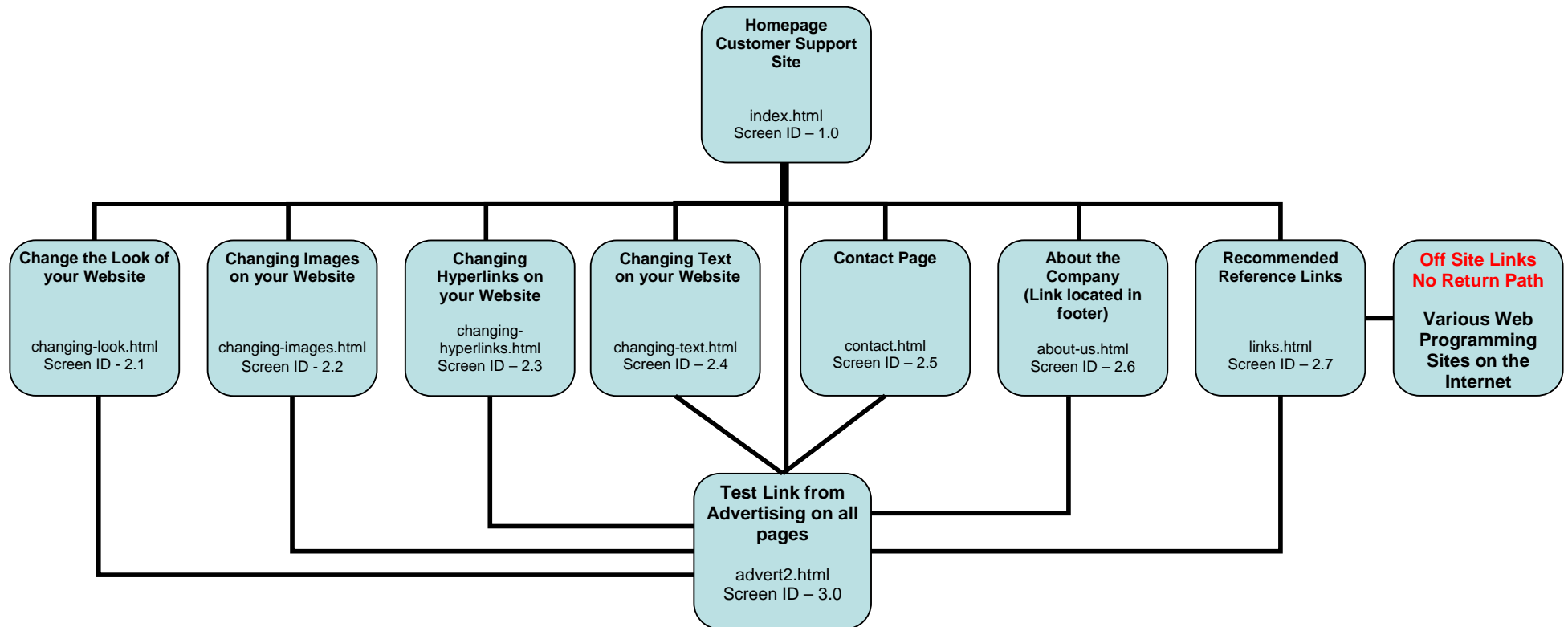
enovation-external.css	Font Family Text	Colour /Special Characteristics	Size	Align
<b>body</b>	Verdana, Geneva, Arial, Helvetica, sans-serif	Text Colour #424242 Line height 135% Background colour #FFFFFF (white)	75%	Centre
<b>#container</b>	As body	Absolute positioning used Top 1px, Left 200px, Right 600px Width 740px, Height 1370px Background image used (red-graphic.gif) 1px solid border colour #5F5F5F (grey)		Left
<b>#pageHeader</b>	As body	Width 740px, height 180px Background image used (header1.gif)		
<b>#quickSummary</b>	As body	Background colour #AF0000 Text Colour #FFFFFF (white) Line Height 125%	110%	
<b>h3</b>	As body	Text Colour #AF0000 Relative positioning used Background image used (bullet.gif) Background colour #FFFFFF (white) Bold	120%	
<b>#supportingText .h3</b>	As body	Text Colour #AF0000 Margin top 30px, Margin bottom 20px Background image used (bullet.gif) Background colour #EFEFEF (very light grey) Bold	120%	
<b>p</b>	As body	Margin top 10px Margin bottom 5px		Justify
<b>#footer</b>	As body	Absolute positioning used Top 1240px, Left 12px Background image used (footer.gif)	80%	

enovation-external.css Continued	Font Family Text	Colour /Special Characteristics	Size	Align
#navList	As body	Absolute positioning used Top 320px, left 12px, width 178px Background image used (line.gif) Background colour #EFEFEF (very light grey)	80%	
#navList .h4	As body	Text Colour #FFFFFF (white) Background image used (header4.gif) Bold	110%	Left
a	As body	Text Colour #AF0000 Text decoration none Bold		
a:visited	As body	Text Colour #424242 (dark grey) Text decoration: none Bold		
a:visited	As body	text-decoration underline		

**Note from Bill:** No need to put every detail of CSS in this table, but you should have a fair amount covered, particularly if it deals with the text. This table is a bit on the small side – but this is due to the “Enovation” business site using pretty much the same size, and fonts of text throughout the website. Give examples of ID’s Classes, and tags where your text changes are applied. You should also include the CSS for defining XHTML Tables and Forms.

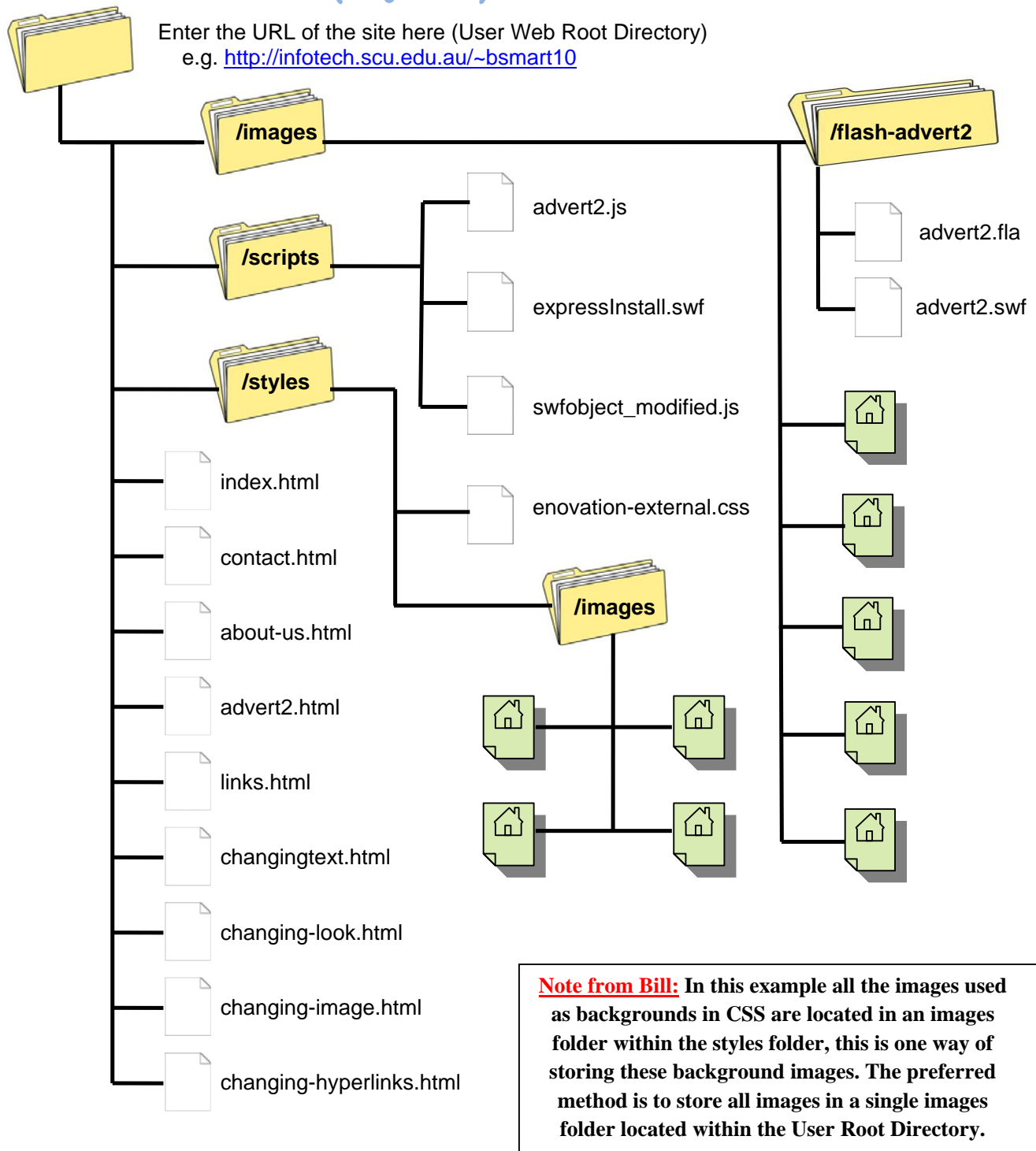
If you have more than one CSS file (for example defining media print) you should have multiple tables highlighting what is different between the files.

## 4. Navigation Map (Logical)





## 5. Structure Chart (Physical)

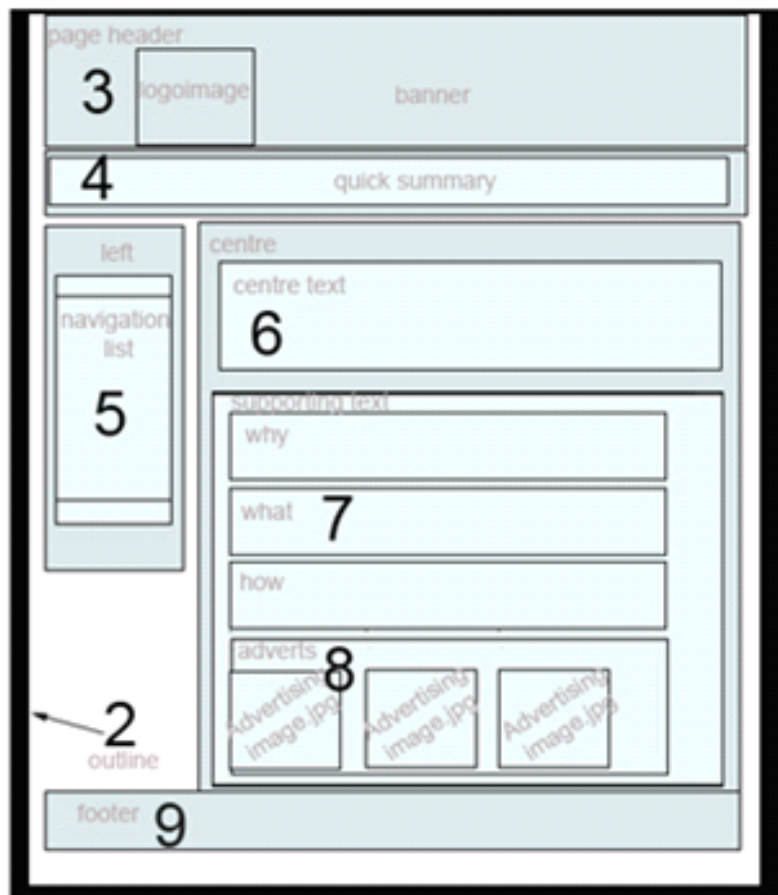


## 6. Storyboards

On the following pages each of the nine pages specified in the “*Enovation – Customer Support Website*” is defined.

**Note from Bill:** Due to the CSS style used to author this site, most pages are extremely similar. This is not always the case, on many sites pages vary greatly. It is due to this reason it is standard practice is to create a storyboard for each page on the website.

TITLE:	Homepage - index.html	SCREEN ID:	1.0	DATE:	5/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture) .

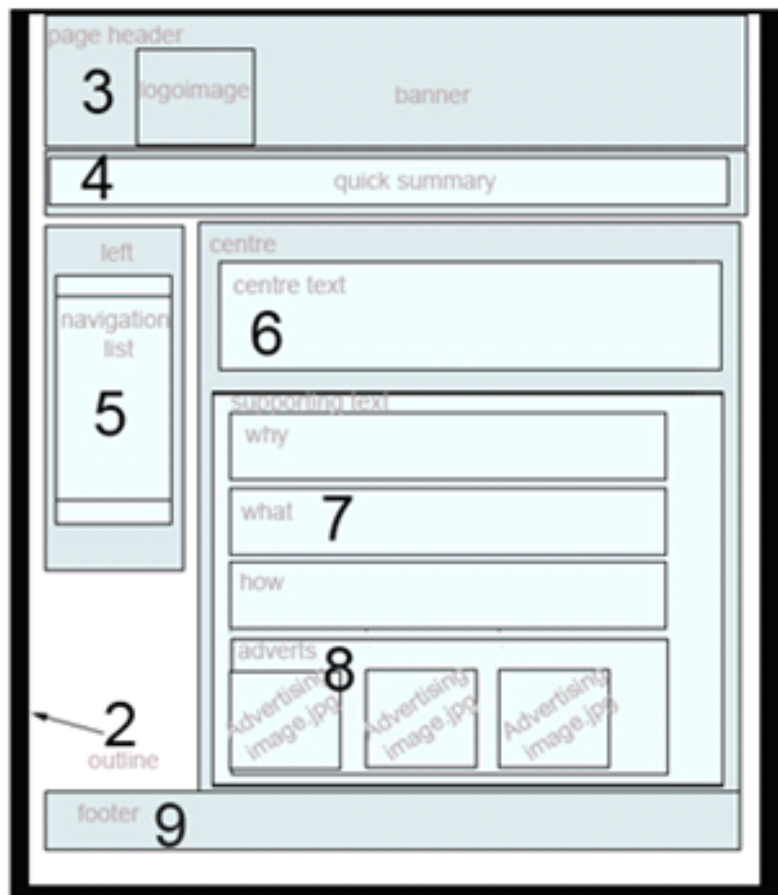
**TEXT:** On the Homepage introduces the company and informs users of the purpose of the Customer Support site. The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials.

**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site.

**NOTES:** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) can changes on each page - in this case allows an introduction of the company, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page - in this case introducing the purpose of the website itself, supportingText (7) allows for additional descriptions about the topic of the centerText (the supportingText div contains three other divs - Why, What & How to allow for multiple headings and expansion of subject area - all used for the content of this page), adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html.

Description:	Homepage
Content:	Brief introduction to company, description of purpose of the Customer Support Website.
Interactions:	Navigation links - including a flash rollover advertisement linked to abvert2.html at present (planned to link to main Enovation site)
Media Creation:	Nil - provided as part of design package from Enovation.
Navigation:	Navigation links to all pages in the site provided by navList div (5) except all three advertisements and the "main site" hyperlink in footer (9) links to advert2.html test page (prior to moving to correct links). Additionally the "About us" hyperlink in the footer (8) links to about-us.html

TITLE:	Changing the Websites Look - changing-look.html	SCREEN ID:	2.1	DATE:	12/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture) .

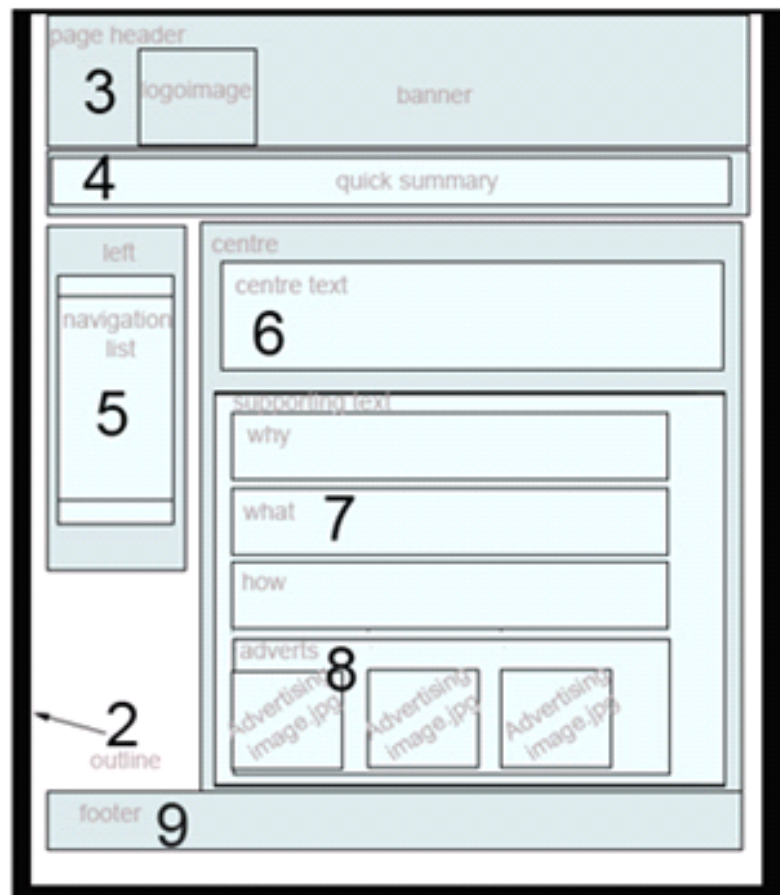
**TEXT:** On this page provides instructions and descriptions on how to alter CSS on a webpage. The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials (requires additional research to complete text).

**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site.

**NOTES:** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) in this case allows a quick explanation of what the site is for, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page in this case providing instructions and descriptions on how to alter CSS on a webpage, supportingText (7) allows for additional descriptions about the topic of the centerText (6) - However supportingText (7) is not used on this page, adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html.

Description:	Changing the websites look
Content:	Explains to users how to change the look of a website by altering the CSS
Interactions:	Navigation links - including a flash rollover advertisement linked to abvert2.html at present (planned to link to main Enovation site)
Media Creation:	Nil - provided as part of design package from Enovation.
Navigation:	Navigation links to all pages in the site provided by navList div (5) except all three advertisements and the "main site" hyperlink in footer (9) links to advert2.html test page (prior to moving to correct links). Additionally the "About us" hyperlink in the footer (8) links to about-us.html

TITLE:	Changing Images on the Website - changing-images.html	SCREEN ID:	2.2	DATE:	11/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture) .

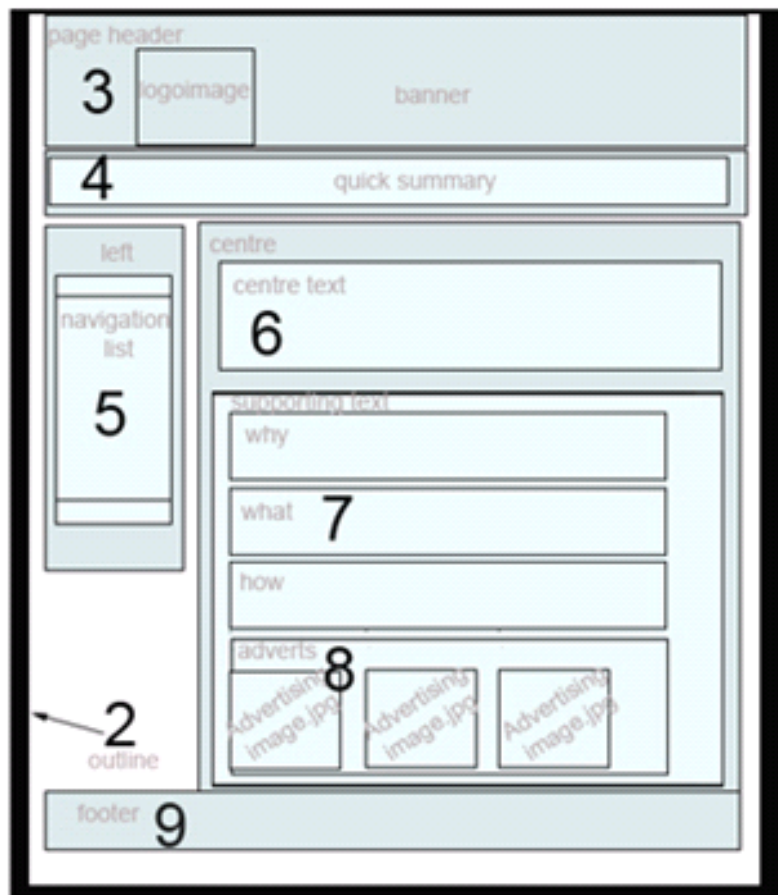
**TEXT:** On this page provides instructions and descriptions on how to handle images on a website. The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials (**requires additional research to complete text**).

**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site.

**NOTES** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) in this case allows a quick explanation of what the site is for, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page -in this case providing instructions and descriptions on how to handle images on a website, supportingText (7) allows for additional descriptions about the topic of the centerText(6) - However supportingText (7) is not used on this page, adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html.

Description:	Changing images on a website
Content:	Explains to users how to change images located on their website.
Interactions:	Navigation links - including a flash rollover advertisement linked to abvert2.html at present (planned to link to main Enovation site)
Media Creation:	Nil - provided as part of design package from Enovation.
Navigation:	Navigation links to all pages in the site provided by navList div (5) except all three advertisements and the "main site" hyperlink in footer (9) links to advert2.html test page (prior to moving to correct links). Additionally the "About us" hyperlink in the footer (8) links to about-us.html

TITLE:	Changing Hyperlinks on a Webpage - changing-hyperlinks.html	SCREEN ID:	2.3	DATE:	14/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture) .

**TEXT:** On this page provides instructions and descriptions on how to use and change hyperlinks on webpages. The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials (requires additional research to complete text).

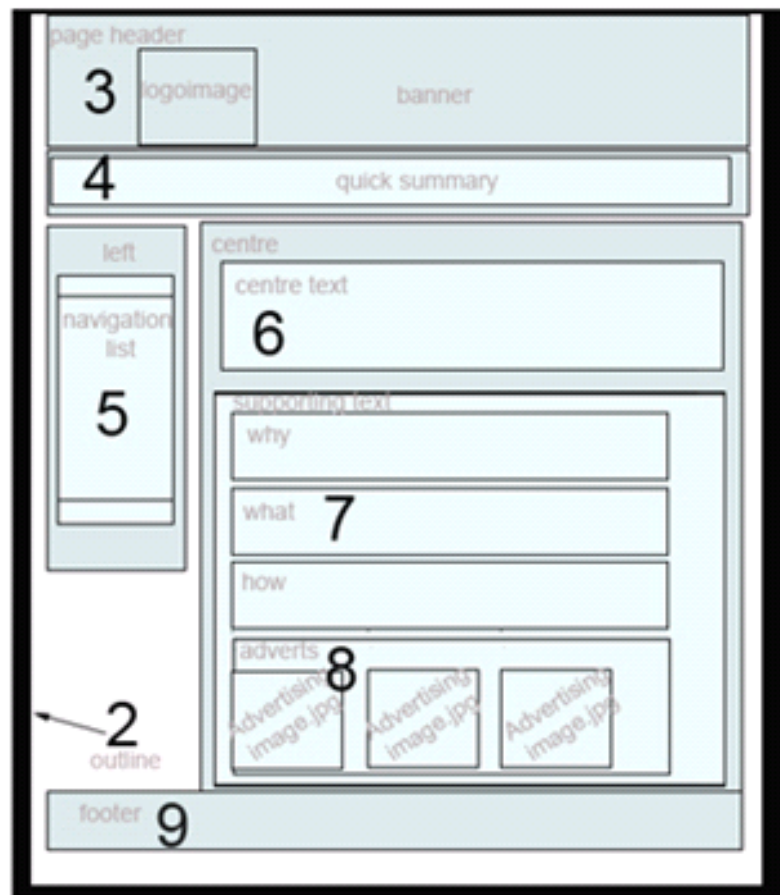
**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site.

**NOTES:** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) in this case allows a quick explanation of what the site is for, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page -in this case providing instructions and descriptions on how use and change hyperlinks on webpages., supportingText (7) allows for additional descriptions about the topic of the centerText (6) - However supportingText (7) is not used on this page, adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html.

Description:	Changing hyperlinks on a website
Content:	Explains to users how to change to use and change hyperlinks on webpages.
Interactions:	Navigation links - including a flash rollover advertisement linked to abvert2.html at present (planned to link to main Enovation site)
Media Creation:	Nil - provided as part of design package from Enovation.
Navigation:	Navigation links to all pages in the site provided by navList div (5) except all three advertisements and the "main site" hyperlink in footer (9) links to advert2.html test page (prior to moving to correct links). Additionally the "About us" hyperlink in the footer (8) links to about-us.html



TITLE:	Changing Text on a Webpage - changing-text.html	SCREEN ID:	2.4	DATE:	13/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture) .

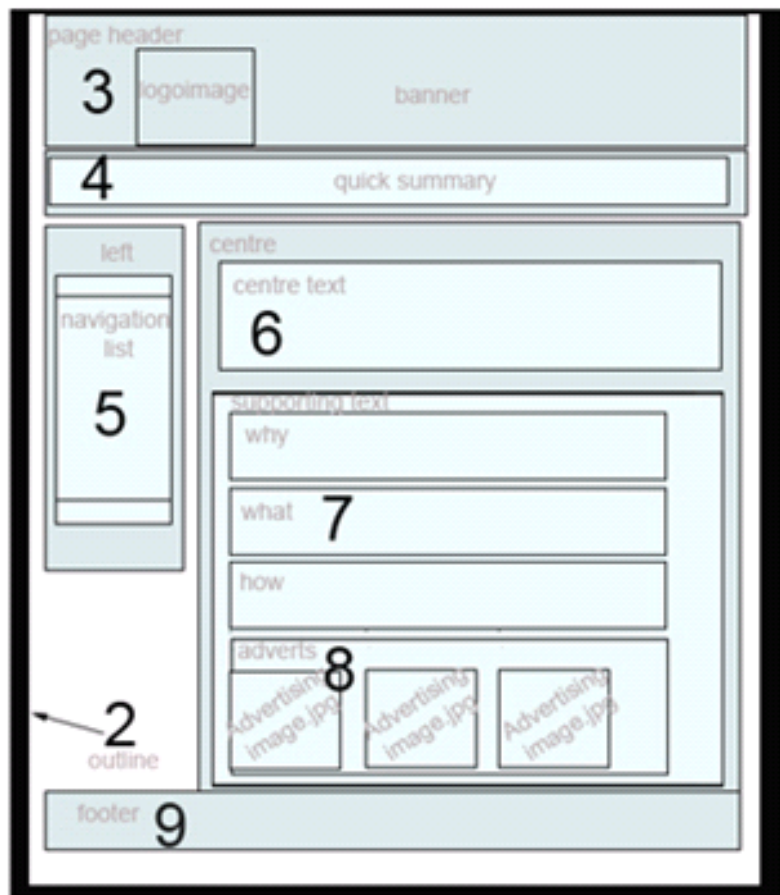
**TEXT:** On this page provides instructions and descriptions on how to use and change the text (colour, alignment spacing etc.) on a webpage (presented in tabular form). The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials ..

**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site.

**NOTES:** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) in this case allows a quick explanation of what the site is for, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page -in this case how to use and change the text (colour, alignment spacing etc.) on a webpage (presented in tabular form). supportingText (7) allows for additional descriptions about the topic of the centerText (6) - However supportingText (7) is not used on this page, adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html.

Description:	Changing text on a webpage
Content:	Explains to users how to change the text (colour, alignment spacing etc.) on a webpage (presented in tabular form).
Interactions:	Navigation links - including a flash rollover advertisement linked to abvert2.html at present (planned to link to main Enovation site)
Media Creation:	Nil - provided as part of design package from Enovation.
Navigation:	Navigation links to all pages in the site provided by navList div (5) except all three advertisements and the "main site" hyperlink in footer (9) links to advert2.html test page (prior to moving to correct links). Additionally the "About us" hyperlink in the footer (8) links to about-us.html

TITLE:	Contact Page - contact.html	SCREEN ID:	2.5	DATE:	16/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture) .

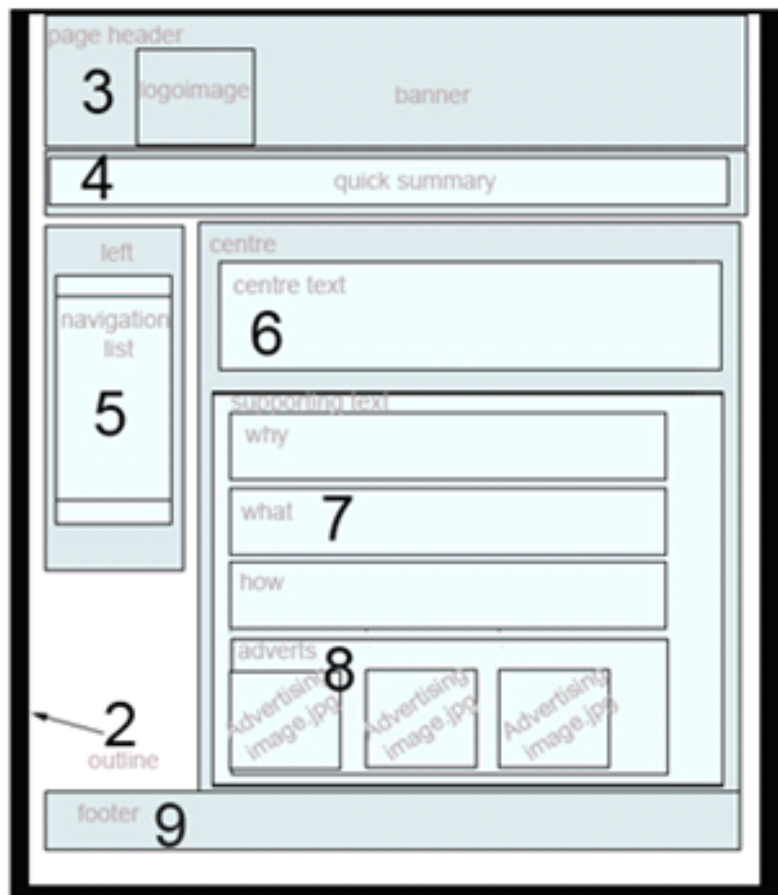
**TEXT:** On this page provides contact detail (phone/fax/email) for Enovation PTY. LTD. The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials.

**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site.

**NOTES:** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) in this case allows a quick explanation of what the site is for, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page -in this case the contact details for Enovation. supportingText (7) allows for additional descriptions about the topic of the centerText (6) - However supportingText (7) is not used on this page, adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html.

Description:	Contact Page
Content:	This page provides contact detail (phone/fax/email) for Enovation PTY. LTD.
Interactions:	Navigation links - including a flash rollover advertisement linked to abvert2.html at present (planned to link to main Enovation site)
Media Creation:	Nil - provided as part of design package from Enovation.
Navigation:	Navigation links to all pages in the site provided by navList div (5) except all three advertisements and the "main site" hyperlink in footer (9) links to advert2.html test page (prior to moving to correct links). Additionally the "About us" hyperlink in the footer (8) links to about-us.html

TITLE:	About Enovation - about-us.html	SCREEN ID:	2.6	DATE:	20/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture).

**TEXT:** On this page provides history/mission/goals of Enovation PTY LTD. The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials.

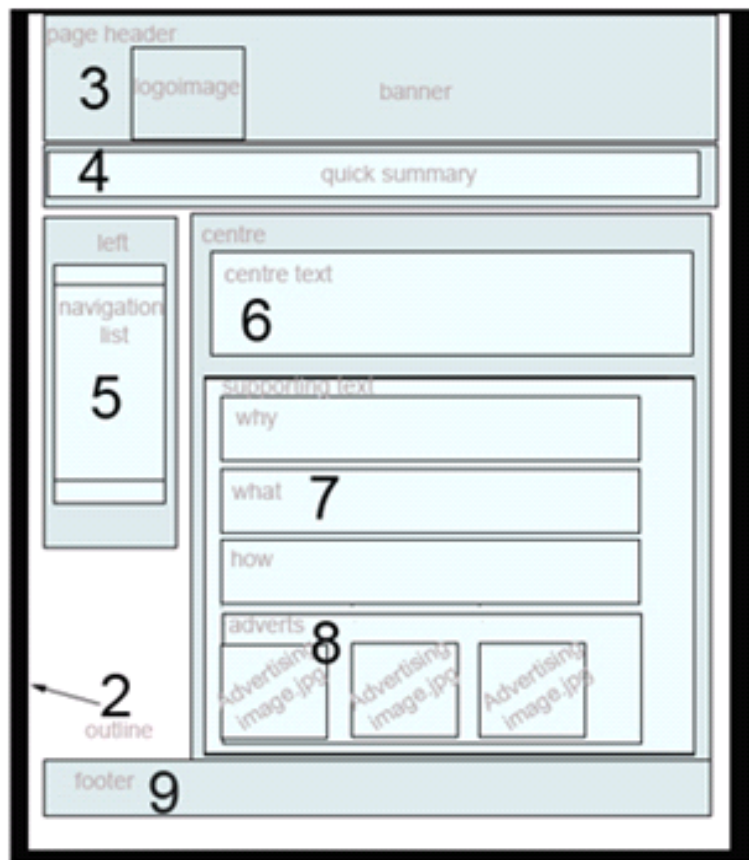
**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site.

**NOTES:** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) in this case allows a quick explanation of what the site is for, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page -in this case the history/mission/goals details for Enovation. supportingText (7) allows for additional descriptions about the topic of the centerText(6) - However supportingText (7) is not used on this page, adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html.

Description:	About Enovation
Content:	Provides and describes the history/mission/goals of Enovation PTY LTD.
Interactions:	Navigation links - including a flash rollover advertisement linked to abvert2.html at present (planned to link to main Enovation site)
Media Creation:	Nil - provided as part of design package from Enovation.
Navigation:	Navigation links to all pages in the site provided by navList div (5) except all three advertisements and the "main site" hyperlink in footer (9) links to advert2.html test page (prior to moving to correct links). Additionally the "About us" hyperlink in the footer (8) links to about-us.html



TITLE:	Recommended Links - links.html	SCREEN ID:	2.7	DATE:	7/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture).

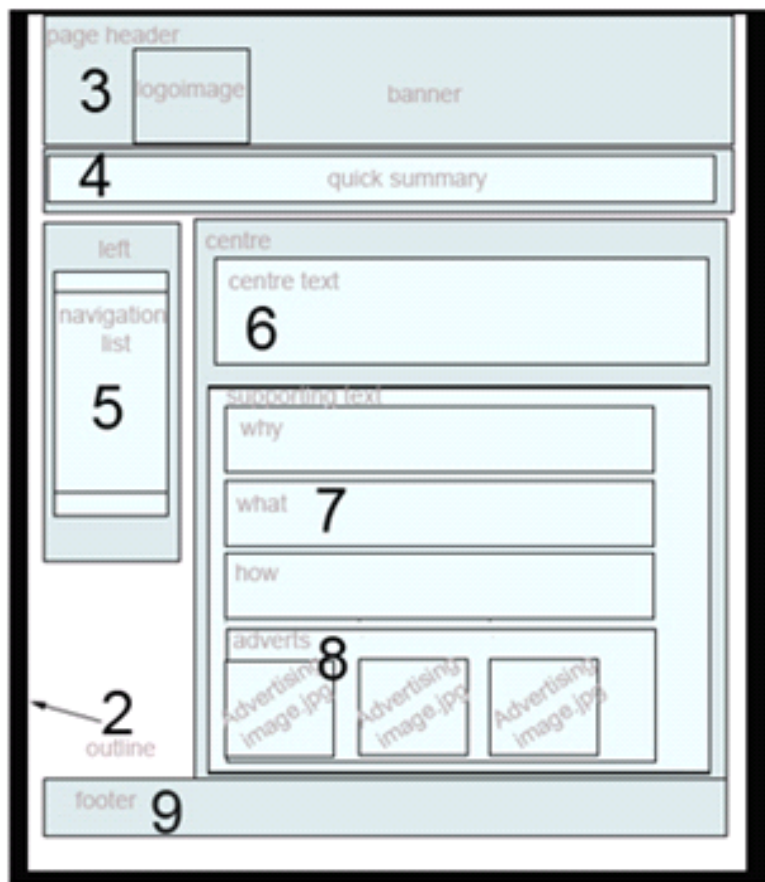
**TEXT:** On this page is a list (with links) to several web development sites coving a wide range of technologies, design and resources. The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials.

**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site.

**NOTES:** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) in this case allows a quick explanation of what the site is for, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page -in this case it provides resources to the users by giving them many offsite hyperlinks and descriptions of web development sites. supportingText (7) allows for additional descriptions about the topic of the centerText (6) - However supportingText (7) is not used on this page, adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html.

Description:	Recommended Links
Content:	On this page is a list (with links) to several web development sites coving a wide range of technologies, design and resources.
Interactions:	Navigation links - - including a flash rollover advertisement linked to abvert2.html at present (planned to link to main Enovation site). Additionally this page has many links to (off-site) online resources for web developers.
Media Creation:	Nil
Navigation:	Navigation links to all pages in the site provided by navList div (5) except all three advertisements and the "main site" hyperlink in footer (9) links to advert2.html test page (prior to moving to correct links). Additionally the "About us" hyperlink in the footer (8) links to about-us.html. Page also contains many offsite links to various recommended web development sites.

TITLE:	Test Page - advert2.html	SCREEN ID:	3.0	DATE:	8/01/2012
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## ELEMENTS:

**GRAPHICS:** Present on this page are several graphics, most used via CSS background images. However, three advertisements are also present in the adverts div (8 on picture).

**TEXT:** This is a test page for the links associated with the advertisements and "Main site" link in the footer of the site. These will be change to the appropriate site on Enovation corporate site at the completion of the project. The text for this page provided by Enovation\_Design\_Brief.doc and located in the working files directory of the Enovation materials.

**AUDIO/VIDEO:** No audio, - no video, however, site has a flash roll over advertisement (centre advertisement) to add to interactivity on the site

**NOTES:** The image shows each of the divs built for site (site is designed as a standard two column site) - they are inside the overall container. Immediately inside the container is the outline (2). All other divs are within the outline. They are pageHeader (3) is for the company logo, and site banner, quickSummary (4) in this case allows a quick explanation of what the site is for, navList (5) providing hyperlinks to most pages on the site, centerText (6) changes on each page -in this case it provides a notice that this is a test page (and a link to contact.html), supportingText (7) allows for additional descriptions about the topic of the centerText (6) - However supportingText (7) is not used on this page, adverts (8) providing an area for advertising Enovations products and Services typically with images and interactive (flash) imaging (images used as hyperlinks - at present targets advert2.html for testing purposes) and finally footer (9) contains copyright information and provides links to Main site (at present target advert2.html) and about-us.html

Description:	Test Page
Content:	This is a test page for the links associated with the advertisements and "Main site" link in the footer of the site. These will be change to the appropriate site on Enovation corporate site at the completion of the project.
Interactions:	Navigation links - - including a flash rollover advertisement linked to this page. It is planned to link to main Enovation site.
Media Creation:	Nil
Navigation:	Navigation links to pages within the site, featured project link to portfolio page, quick contact form, hire me ad links to contact page and social media links to applicable social media pages

## 7. Testing Procedures

Testing procedure for this Website is as follows.

- Validation of Files
  - All XHTML pages will be validated using XHTML 1.0 Transitional
  - All CSS files will be validated using CSS Level 2.1
- Test “:Look and Feel” of display on several browser sizes
  - 640 X 480 pixels,
  - 800 X 600 pixels,
  - 1024 X 768 pixels,
  - 1280 X 1024 pixels,
  - 1440 x 900 pixels,
  - 1280 x 854 pixels,
  - 1600 x 1024 pixels.
- Test “Look and Feel” of site on different browsers
  - Internet Explorer 8 (Windows XP)
  - Internet Explorer 9 (Windows 7)
  - Firefox 9.0.1 (Mozilla)
  - Chrome (Google)
  - Safari 5 (Apple)
  - Opera version 11.60 (Opera Software ASA)
- Test all hyperlinks on site
  - All internal links (site navigation)
  - All external hyperlinks.
- Test proper functioning of all media on site
  - Images
  - Audio,
  - Video,
  - Flash.
- Test proper functioning of all JavaScript
  - Dynamic JavaScript (if used)
  - Form JavaScript