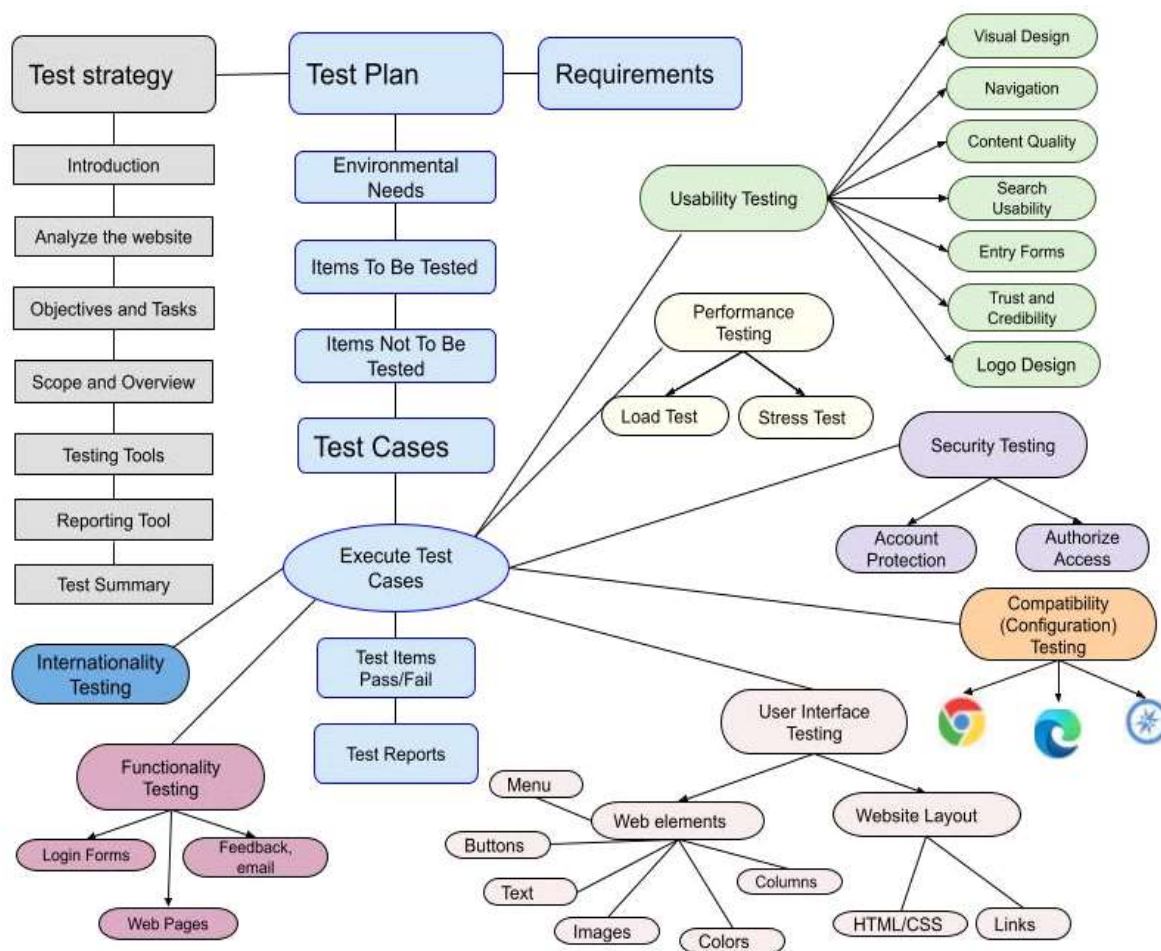




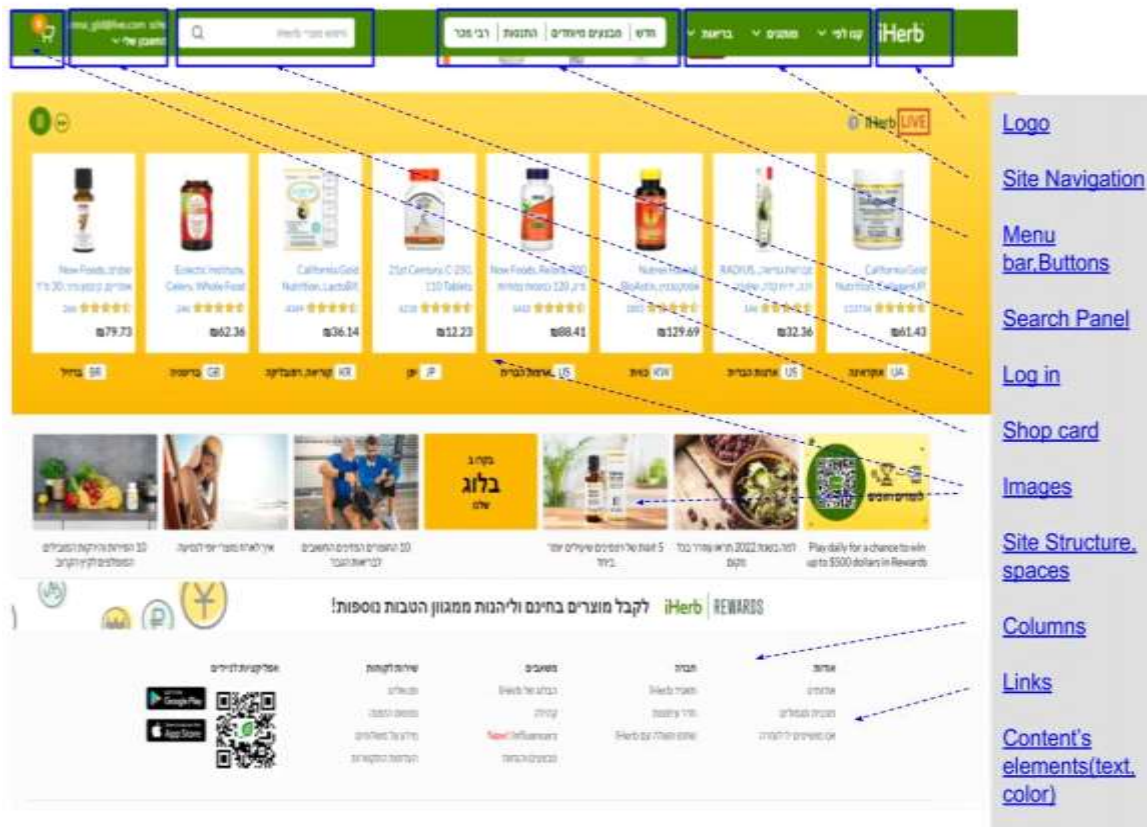
אתר אינטרנט הוא מקום וירטואלי של כמה עמודי רשת, אשר קשורים לדף בית אחד. האתר שבחרתי לבדוק הוא **iHerb.com**. למה? כי אני מכירה את האתר הזה, רכשתי מוצרים פעמים רבות בפלטפורמת המסחר הזו. מה סוג האתר? אתר קניות, חנות וירטואלית מאפשר להגדיל את קהל הלקוחות באופן משמעותי, חנות מקוונת הינה זמינה 24/7 עבור קונים ומשתמשים ממדינות שונות. לקחתי רק את הפונקציות הבסיסיות של האתר לבדיקה. WEB פרויקט מוצג בהמשך.

### Block—Diagram Website Testing:





## Site-map for Testing



Test Plan	Website iHerb.com
Prepared by:	Anna Goldman
Date:	26/06/2022



iHerb.com



## Test Strategy:

- Introduction:

- 1.1. Type of Website.
- 1.2. Business environment, country etc.
- 1.3. Who are users, the target auditory and secondary target

audience.

- Analyse the Website:

- 2.1. Product information, Facts, reviews.

- Objectives and Tasks:

- 3.1. Why did I choose this website, and what exactly do I

test?

- Scope and Overview:

- 4.1. Here it is important for me as for user to note the

main functions :

- 4.1.1. Customers can log in.

- 4.1.2. A registered customer can add a

product to their card.

- 4.1.3. The main shop page loads.

- 4.1.4. Functions for customer as not registered,

as a guest.

- Testing Tools: Tools that I will use for testing such Validator W3—HTML checker, Google Speed etc., see the table below : “Tools and applications to Testing Website ”

- Reporting Tools: EXCEL, JIRA

- Test Summary.

## Test Plan :

- *Requirements:*
  - 1.1. What conditions and what tools and what we will need to test website(Hardware, Software programs, peoples, internet, and others)
- *Environment:*
  - 2.1. Operating System, Browser
- *Items to be tested:*
  - 3.1. Usability, Performance, Security, Functionality, UI.
- *Items not to be tested.*
  - 4.1. Test Activities : scripting, white box, smoky, and sanity

testings.

- *Test Cases:*
  - 5.1. Usability Testing:
    - 5.1.1. Visual Design
    - 5.1.2. Navigation
    - 5.1.3. Content Quality
    - 5.1.4. Search Usability
    - 5.1.5. Entry Forms
    - 5.1.6. Trust and Credibility
    - 5.1.7. Logo Impression.
  - 5.2. Performance Testing:
    - 5.2.1. Load Test
    - 5.2.2. Stress Test
  - 5.3. Security Testing:
    - 5.3.1. Account Protection
    - 5.3.2. Authorize Access
  - 5.4. Functionality Testing:
    - 5.4.1. Login Forms
    - 5.4.2. Feedback form and email.
    - 5.4.3. Web pages.
  - 5.5. User Interface Testing:
    - 5.5.1. Web elements
      - 5.5.1.1. Menu
      - 5.5.1.2. Buttons
      - 5.5.1.3. Text
      - 5.5.1.4. Images
      - 5.5.1.5. Colors
    - 5.5.2. Website Layout
      - 5.5.2.1. HTML/CSS
      - 5.5.2.2. links
  - 5.6. Compatibility: Chrome, Microsoft Edge, Safari
  - 5.7. Internationality: They serve customers in more than 185 countries.

- *Test Items Pass/Fail.*
- *Test Reports.*



***iHerb.com website*** – this is a global largest **e-commerce Platform**, American online-shop of organic products. The website offers a wide range of products: natural cosmetics, skin and hair care products, vitamins, oils, food, household goods, sports goods, pet products, and homoeopathy. All products have a description and a photo.

The site was opened in 1996, the company is based in Moreno Valley, California, United States.

#### ***iHerb in numbers:***

- *iHerb company supplies health products to more than 185 countries*
- *serves customers in 16 languages*
- *accepts 86 types of currencies and offers 38 payment options*
- *more than 30,000 products of international brands*
- *more than 24 million real reviews from customers*
- *more than 11 million active customers all over the world*
- *more than 4,000 team members worldwide*

*The customers of this website are people who care about their health and the health of their family. They prefer products based on natural, organic ingredients. This is the main target auditory of users. The secondary auditory of the website's users, in my opinion, are intermediaries\* in the sale of website products.*

*Why did I choose the iHerb website for my course web-project ? First, I know this eCommerce Platform from my user's experience, sometimes I buy some products here. Secondly, this multifunctional website covers a large audience of users who leave their reviews, also has a huge platform for information, content, professional design, variety of images and product*

*descriptions. In this way I will be able to get experience in testing : forms, accounts, content, etc.*

# comment – intermediaries\* או חנות לו שיש מתווך, הקונים לבין האתר מוצרי בין מתווך משלו מרקחת בית

Requirements	
Operating System	Windows 10,
Web Browser	Chrome – Google platform Microsoft Edge
Document files	Google Documents: Word, Drawing, Adobe, Excel
Report Software	Jira, Excel
Software Antivirus	
Modem and Internet connection	
People	Website Tester : Anna Goldman Mentor for approve project: Kobi Yonasi

### *Tools and applications to Testing Website*

Validator W3	HTML Checker
Google Page Speed	
Scamadviser.com	if website safe or a scam
Windows Resizer	resolutions, scalability
ColorZilla	colour of interface checker
WhatFont	fonts correctness checker
Grammar and SpellChecker	
Broken Links Checker and Check My Links software programs	
CSS Viewer	
Excel Document	for creating a chart and location screenshots, for tests reports
Jira Software	Test reports
Snip & Sketch, Pain 3D	for screenshots
Google Document Drawing	for diagrams building



## Items to Be Tested / Not to Be Tested

<i>Item to test</i>	<i>Test Description</i>	<i>Why I check this function</i>
Usability	1. Visual Design—Visual details and elements like fonts, colours, images looks correctly, aesthetically and attractive.	Visual Design focuses on the aesthetics of a site, this is the first thing I pay attention to.
	2. Navigation—How easy is it for the user to navigate the site and perform actions: Can the user find important pages on the website? Can users complete a purchase on a website store?	It is important to me that the navigation bar is easy and understandable to use.
	3. Content Quality: to Check Content for originality (example products), to Check for Grammar and Spelling, Brand consistency, Product Description and clear Instructions, Readability of Content, Accessibility of Content.	The quality of the content is information about the products, one of the important points on the ecommerce website.
	4. Search Usability—to Check validating to search easy and simply.	There are a lot of products on the website, we need to be able to find the products which we are looking for.
	5. Entry Forms—optional and mandatory fields, does a scrollbar if required, does it report an error if the input is not correct.	Errors when filling out forms should be indicated immediately so that we save our time filling out.
	6. Trust and Credibility—Websites must establish trust and present themselves as credible to turn visitors into customers. We need to check that this is a real experience site(I have a tool for it) and also read people's reviews.	It is important that we can trust our personal data to this site as well as products that must have certificates.
	7. Logo Displayed	The logo is the face of the company.
User Interface Testing	WEB elements: Menu location	As a user, it is important to me how visual elements look and work, navigation from page to page, opening images, using links. Also it is unacceptable to have empty
	Buttons	

	Text	pages and non-working link , such errors like 404, so I will check how those elements work.
	Images	
	Colours	
	Website Layout: HTML/CSS	
	Links	
Functionality	Web Pages	I chose a few main points to check , how they work in accordance with the requirements. Those main functions that we use more often.
	Login Forms	
	Feedback, email	
Security	Account Protection	I have made orders on this site more than once, but I decided to make sure again of the security of entering personal data.
	Authorise Access	
Internationality	Languages Testing	They serve customers in more than 185 countries, it's interesting to check how it works.
Compatibility	Compatibility testing is a part of non-functional testing conducted on application software to ensure the application's compatibility with different computing environments.	I'm interested to see how the website works in different browsers, I think this is an important check.



**QA****iHerb.com**

Items not Tested	Description	Reason
Security testing(credit card)	Security testing is aimed at detecting defects  1. Displaying important information in encrypted form (passwords, cvv cards, etc.)	I can't check for more accurate detailed verification , for this I need more professional tools. I checked this function at the moment only as a regular user.
Configuration testing	Configuration testing is the verification of software operability in conditions of various operating systems, hardware and software configurations.	I didn't do all the checks where I needed to know and understand the code or scripts and also automatic checks , because I don't have enough knowledge and skills.
White box Testing	White box Testing- Testing a white (transparent, open, glass) box is a method that assumes that the internal structure of the system is known to the tester.	

**QA iHerb**Test cross-browser compatibility

Items for Test	Browser			
	Chrome	Microsoft Edge	Mobile Safari	Firefox
Main page	v	v	v	v
About us	v	v	v	v
Navigation Menu-all buttons	v	v	v	v
Contact us	v	v	v	v

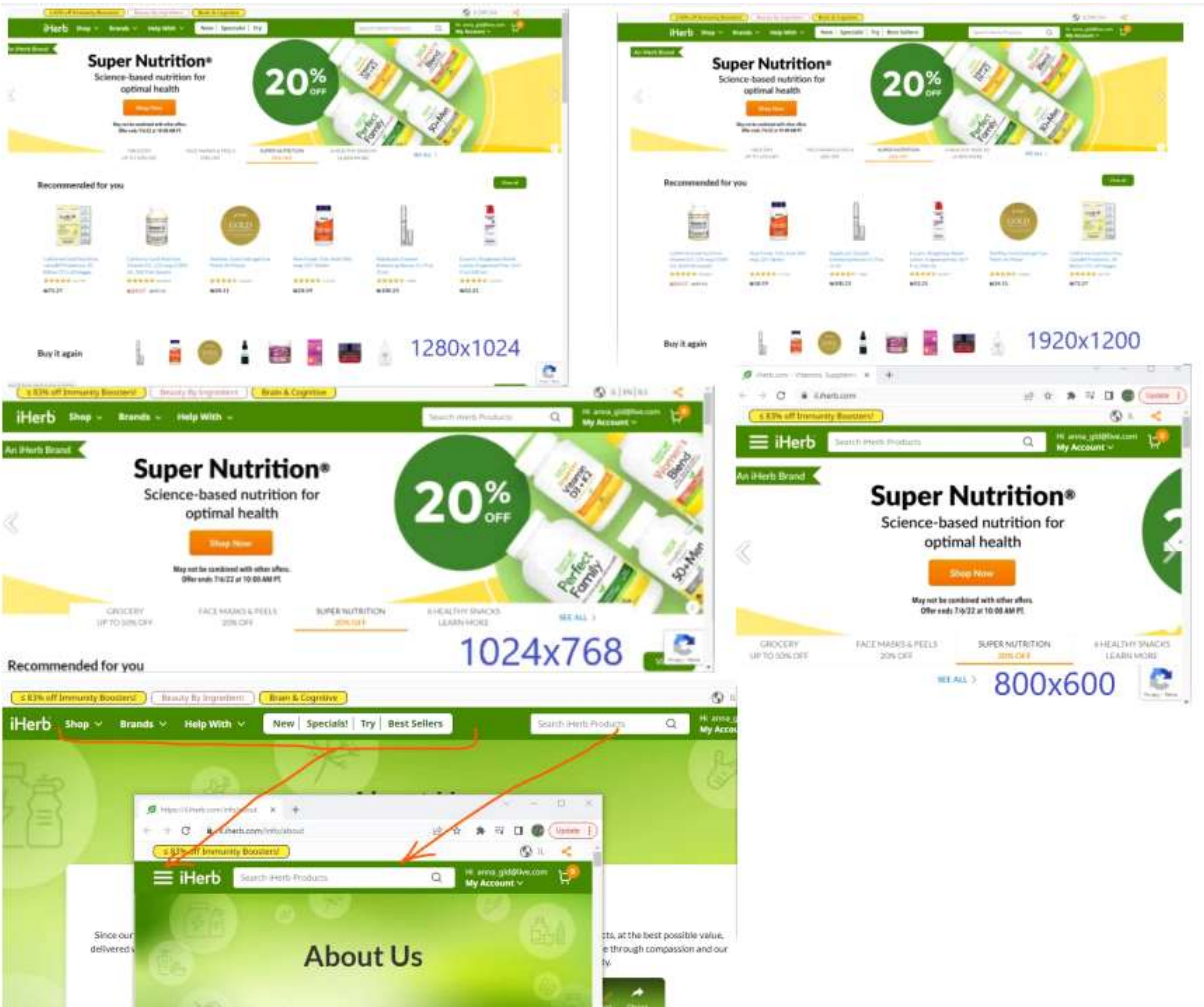
### Internationality Test

Item for Test	Website's Language			
	English	Hebrew	Russian	Deutsche
Main page	v	v	v	v
About us	v	v	v	v
Navigation Menu-all buttons	v	v	v	v
Contact us	v	v	v	v

### Test website resolutions


Item for Test	Resolution			
	1920x1200	1280x1024	1024x768	800x600
Main page	v	v	v	v
About us	v	v	v	v

Navigation Menu-all buttons	v	v	v	The Navigation bar is folded in the corner of the site, it opens easily when move the mouse over, as in a mobile application. v
Contact us	v	v	v	v





## Test Cases (Excel) (send by email)

	Project Name		Web 02*170		Test Designed by		Arany Chaitratan		
	Module Name		Test Cases for website iHerb		Test Designed date		27/06/2022		
	Release Version				Test Executed by		27/06/2022		
Test Case#	Test Title	Description	Test Steps	Expected Result	Actual Result	Environment	Pass/Fail	Date	Comments
t Usability Testing									
1.1	Visual Design	How looks visual details and elements like fonts, colors, images.	1 enter to the site. 2 pay attention to the appearance of the site: buttons, text, images, color.	Good designed and looks attractive.	Website well-structured with professional design. Elements of website are looks correctly, aesthetically and attractive.	Chrome, Windows 10, Microsoft Edge	PASSED	27/06/2022	
1.2	Navigation	Check how navigation bar appears and drop-downs work.	1 find the navigation bar at the top right of the site. 2 mouse the mouse over the navigation sections.	Website is easy and good to manage.	As expected. Navigation bar appears, when mouse goes over navigation panel menu drop-down.	Chrome, Windows 10, Microsoft Edge	PASSED	27/06/2022	
1.3	Content Quality, Links	The quality of the content on website depends on how the products are presented and described, and the correctness of the data.	1 enter to the site, scroll down and up. 2 click at the products presented. 3 click on the images. 4 read the descriptions. 5 open the navigation panel. 6 click on a few lines inside the panel. 7 click on various links on the website.	Good original, grammar, content, links will take users to another pages according to the on-page URL.	Original good content works perfect for users, updates directly to user profile and help to customers replace their orders, account, MyiHerb.	Chrome, Windows 10, Microsoft Edge	PASSED	27/06/2022	The site is well-structured and clear.
1.4	Search capability	It is important how the user can quickly and accurately find the product he needs.	1 find the search bar at the top of the site on the left. 2 enter the word soup. 3 check the results. 4 enter a few more products, for example: vitamin C, oil, fish oil etc. 5 try make search from another pages.	Fast high-quality search.	The search bar on the site works fine, have additional search options, assist results of search, for example: a search for the word soup gave the result about 1000 types of soup production. Search available from every page.	Chrome, Windows 10, Microsoft Edge	PASSED	27/06/2022	Auto
1.5	Entry Forms	A web form is a specific set of fields, tabs and check-boxes. We use a series of forms to fill out on the website. If the fields are filled not correctly a user should immediately receive a notification that mistakes have been made and information fed to correct them.	1 find in the left corner of the site at the top the button "login" and click. 2 check the results of the fields to fill in. 3 enter the data. 4 enter valid data. 5 pay attention to message about valid input.	Convenience filling in and receiving an error message, if the fields are not filled correctly.	The website presents several types of login to the site, several forms of filling in, everything works correctly and also we get an error message after invalid input.	Chrome, Windows 10, Microsoft Edge	PASSED	27/06/2022	38/100
1.6	Trust and Credibility	Websites must convince their and present themselves as credible to turn visitors into customers. Website must be legitimate and professional.	1 pay attention how well organized site. 2. Check site for spell grammar texts. 3 find FAQ pages and make sure that all working professional and correctly.	Website provide comprehensive, correct and relevant content.	Website provide a lot of information about business, experience, customers, relevant content and inspire confidence and trust.	Chrome, Windows 10, Microsoft Edge	PASSED	27/06/2022	

## Website Test Results (Jira)

(anna\_gld@live.com password: PRTF76OK )

WebProject  
Software project

Back to project

Filters

- All issues
- My open issues
- Reported by me
- Open issues
- Done issues
- Viewed recently
- Resolved recently
- Updated recently
- View all filters

Projects / WebProject

## Issues

Search issues

Project: WebProject Type Status Assignee Reporter: Current User

Created 47

- low download speed  
WB-5
- small font size  
WB-4
- Broken Links 404  
WB-3
- Transparent buttons, ghost style - poor designed.  
WB-2
- HTML/CSS Errors  
WB-1

WB-5

**Expected Result:**  
Fast loading of content.

**Actual Result:**  
Software Google PageSpeed offer to reduce unused JavaScript and defer loading script decrease bytes consumed by network activity.

**Severity:** Medium

**URL:** iHerb.com

**Date:** Jul 3, 2022

**Environment**  
Chrome  
Windows 10  
Microsoft Edge

**Attachments (1)**  
Screenshot 2022-07-03 15:06.png

*QA iHerb*



I checked the main functions of the site, and as a general result I will say a few words. A successful website is determined by the number of visitors, as we know the iHerb website is visited by millions of users. If users come back again and again, it means that in addition to the natural organic products, they are attracted by the convenient high-quality work of the website. It's accessible, usable, efficient, and easy on the eyes, high-quality original content, products are well presented, with images in a good format and a detailed description. Excellent Navigation on the site, It helps visitors find what they're looking for immediately. I like website pages to be consistent, which means using similar elements: heading sizes, font choices, colours, variety of content, white spacing, design elements, images - everything is done in one style from page to page, only the design of the buttons does not look attractive for me, but other may think otherwise. I want to note social media links and integration, for

example I use the iHerb service from the Facebook application. I didn't find enough errors and issues on the iHerb website. Checking the filling fields, inputs, credit card data, address and shipping options, I have successfully completed the order and am now waiting for a product from iHerb.

## iHerb | ההזמנה שלכם בדרך

יש לנו חדשות טובות! ההזמנה שלכם נשלחה והיא בדרך אליכם. הפריטים והכתובת למשלוח אושרו ולא ניתן לשנותם. תוכלו לעקוב אחר החבילה באמצעות לחיצה על הלחצן שלהלן.

עדכון פרטי המעקב על-ידי חברת שילוח נמשך בין 3 ל-5 ימים. שימו לב: חבילות שנשלחו באמצעות שיטות משלוח מסוימות יגיעו לנמען תוך 10 ימים.

How likely are you to recommend iHerb to a friend or colleague? (Required fields)



QA



iHerb.com

health care

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