

Jira Bug Report

Issue Type: Bug

Summary: User not able to login after three attempts in app.vwo.com

Project: VWO QA

Environment: URL: <https://app.vwo.com/#/login>

Browser: Chrome 116, Firefox 115

OS: Windows 11 / macOS Ventura

Pre-condition: User has a valid VWO account.

Steps to Reproduce: 1. Navigate to <https://app.vwo.com/#/login>

2. Enter valid username and invalid password three times.

3. Enter valid username and valid password in the fourth attempt.

4. Click Sign In.

Expected Result: After account lock duration (or after valid credentials are entered), the user should be able to login successfully.

Actual Result: User is unable to login even after entering correct credentials post three invalid attempts.

Severity/Priority: High (Blocks login for valid users)

Status: New

Attachments: Screenshot of error message (if available), Browser console logs

Labels: Login, Security, Critical