

## <ParaBank> - Supporting document for Defect #TC10

### 1 Defect Header:

Date	March 23, 2025
Defect #	TC10
Application Name-Screen Name	https://parabank.parasoft.com/parabank/index.htm
Screenshots (Y/N)	Yes
Submitted by	Charisse Ibarbia
Reproducible (Y/N)	Yes
Severity	Major
Priority	High

### 2 Defect Description:

Error during login information retrieval

#### 2.1 Module name -

Login

#### 2.2 Steps followed

1. Go to site  
https://parabank.parasoft.com/parabank/index.htm
2. Click Forgot Login info
3. Input user details

#### 2.3 Desired Results

User should be able to retrieve login info

#### 2.4 Actual Results

Unsuccessful login info retrieval

### 3 Screen shots:

Error during account information retrieval

#### Customer Login

Username

Password

LOG IN

[Forgot login info?](#)

[Register](#)

Error!

The customer information provided could not be found.