Found bugs, 9GAG mobile app. JIRA

User can't sign in with Google Email, after he deleted his account

Attach   Create subtask   Link issue   ⌄   •••

Description

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Once user deletes his account that was signed in with an Google email,

he cannot register again with the same email.

Severity:

High

Steps:

1. Open app with user logged in with google account

2. Press on the top right profile picture

3. Press on "Settings"

4. Scroll down until you see "Delete Account"

5. Press on "Delete Account"

6. Complete delete account process until you receive pop up message with "Yes, delete my account"

7. Press "Yes, delete my account"

8. Press on profile picture top right

9. Press on "Sign up or Log in"

10. Press on "Continue with google"

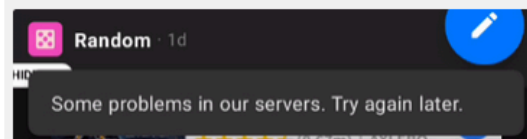11. Press on the same email account that was deleted

Expected: User will be able to continue with Sign up process as new account via Google email

Actual:

User is navigated back to home page

Error message appear:

"Some problems in our servers, try again later" - The App becomes unresponsive, user can't tap anywhere. User must manually close the app

Notes:

App Version: 8.9.14

Clear cache and data - Didn't solve problem

Re installation of app - Didn't solve the problem

Was tested on: Galaxy S22+ Android v.13, Galaxy A70 Android v.9

"Verify Your Age" after sign in through 3rd party

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Description:

When user signing in for first time through 3rd party app (Facebook, google), once he finishes he does not need to verify age and can scroll through the app as a normal user, until the user closes the app and reopens

This contradicts the steps in Sign up through email (not through 3rd party app) where the verify age for user appears automatically and can't continue without verifying.

This shows a defect in the logical verification steps of app

Severity:

Medium

steps:

1. Have a Google account that didn't signed into 9GAG app
2. open the 9GAG app
3. press "Sign up or Login"
4. choose "continue with google"
5. Select an email to sign up with from Google accounts
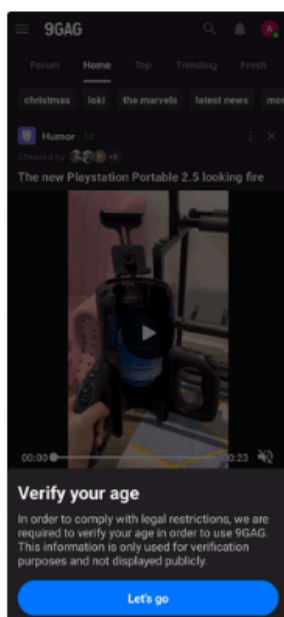6. Press "Skip" on Interests

expected:

through one of the sign up steps through 3rd party app, verify age page/ pop up message will appear that user must fill

actual:

user can finish sign in steps and not be intercepted by verify age page/ pop up message.

user can navigate, comment, upvote, down-vote, actions verified age is allowed to.

When user closes app and re-opens, Verify Age popup appears and user can't continue without completing verify age.

Notes:

App Version 8.9.14

Test was not on Galaxy 22+ Android V.13

and on Galaxy A70, Android V.9

Improvements:

1)

Increase password protection

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User is limited to creating password that is between 6 - 32 characters

- Password can be only numbers
- Password can be only letters
- Password can be special numbers
- Password can be mixed

But, for an example user can also decide that his password can be "123456" which is almost not protected

Improvements to consider

User should be limited into at least, having a password that combines both letters and numbers

User should have a "Security" level bar indicating how safe is his password

App Version: 8.9.14

2)

Sign up password requirements clarification

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Description

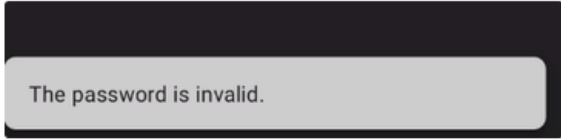Normal text ∨ | **B** *I* ••• | A ∨ | ≔ ≔ | 🔗 🖼 @ ☺ ⊞ <> ⓘ +∨ | ※

Improvement 1

In Sign Up via Email, if user enters full name, valid email, and a invalid password he can move up to Verify age page.

After entering valid age in the Validation age process and presses "Save", user is navigated back to Sign Up page to meet a **vague error message** "The password is invalid" without explaining what are the password requirements or why it is invalid

The password is invalid.

Steps to encounter the error message:

1. Be on sign up page
2. Enter in Full Name: "test"
3. Enter in Email address "testingtester13@gmail.com"
4. enter invalid password: "a1234"
5. press "Sign up"
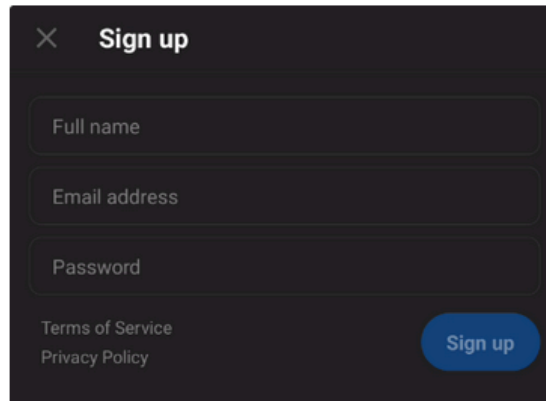
6. enter valid age "16" in "Age field
7. press "Save"

Suggestions:

User should be either notified with placeholders what are the password requirements such as:

"Password must be between 6 characters and 32 characters" in Password field

Or predefined text in "Sign Up" page under the "Password" field, mentioning that the password requirements are:

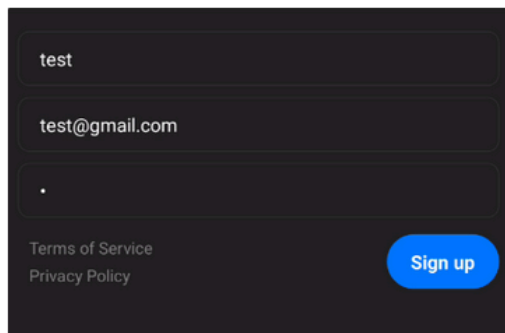"Password must be between 6 characters and 32 characters"

Improvement option 2

Additionally to the first suggestion:

When user doesn't comply with the Password requirements, the "Sign Up" button should stay grayed and un-pressable, unlike the status now

where user enters input in "Full Name", "Email". and at least 1 character in "Password field", the Sign up button highlights and is press-able.

See image below:

Steps:

1. Be on sign up page

2. Enter in Full Name: "test"

3. Enter in Email address "test@gmail.com"

4. enter invalid password: "a"

Expected:

Sign up will stay grayed and un-pressable when Password requirements are not met.

Actual:

User can press Sign up button and continue to Verify age, without acknowledging the password is not compatible with requirements

App Version: 8.9.14