Access Passport Application Form

Verify that user can access the passport application form from the home page

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Other

Layer	Is Flaky	Milestone	Automation
Not set	No	-	Manual

Status	Is Muted		
Actual	No		

Pre-conditions

User is logged in.

Steps to reproduce

Step	1
Action	Open the government website.
Input data	www.abc.com
Expected result	Website opens successfully

Step	2
Action	Navigate to the home page.
Input data	N/A
Expected result	Home page opens successfully

Step	3
Action	Click the link for the passport application form.
Input data	N/A
Expected result	The application form opens successfully

Enter Valid Personal Information

Verify that user can enter his personal information and contact details

Severity	Priority	Behavior	Type
O Normal	O Medium	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Steps to reproduce

Step	1
Action	Open the passport application form.
Input data	N/A
Expected result	The form opens successfully

Step	2
Action	Enter valid personal information (Full name, ID number).
Input data	Full Name: Aya Hesham ID:30001253014524
Expected result	User can input his personal info.

Step	3
Action	Submit the form.
Input data	N/A
Expected result	Form is submitted successfully.

Invalid Personal Information Validation

Verify that user can not enter invalid personal information and check validation

Severity	Priority	Behavior	Type
O Normal	O Medium	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Steps to reproduce

Step	1
Action	Open the passport application form.
Input data	N/A
Expected result	Form is opened successfully.

Step	2
Action	Enter invalid or incomplete personal information (e.g., incorrect ID format)
Input data	ID: 3000125136512
Expected result	

Step	3
Action	Submit the form.
Input data	N/A
Expected result	The system displays real-time error messages for invalid fields (e.g., incorrect ID format).

Upload Valid Documents

Verify that user can upload valid documents (ID and personal photo)

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Pre-conditions

Files are in the correct format.

Steps to reproduce

Step	1
Action	Open the document upload section.
Input data	N/A
Expected result	

Step	2
Action	Upload valid ID and personal photo (PDF format, file size < 1 MB).
Input data	Upload pdf file contains: ID and Personal photo
Expected result	System accepts documents

Step	3
Action	Submit the form.
Input data	N/A
Expected result	The documents are uploaded successfully, and the system allows the user to proceed to the next step.

Invalid Document Upload Validation

Verify that user can not upload invalid document file extension or size

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Other

Layer	Is Flaky	Milestone	Automation
Not set	No	-	Manual

Status	Is Muted		
Actual	No		

Steps to reproduce

Step	1
Action	Open the document upload section.
Input data	N/A
Expected result	

Step	2
Action	Upload an ID and personal photo in an invalid format (e.g., .jpeg) or size > 1 MB
Input data	Upload file in jpeg format and size bigger than 1 MB
Expected result	

Step	3
Action	Submit the form.
Input data	
Expected result	The system displays an error message, indicating the file format or size is incorrect.

Real-Time Form Validation for Missing/Invalid Fields

Verify that there is a real-time form validation for missing/invalid fields

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Steps to reproduce

Step	1
Action	Start filling out the form.
Input data	Full name: Aya Hesham ID:3000123510231
Expected result	User can fill out the form successfully.

Step	2
Action	Leave required fields blank or enter invalid data.
Input data	N/A
Expected result	Error message appears

Step	3
Action	Attempt to proceed.
Input data	N/A
Expected result	The system displays error messages for missing or invalid data in real-time, highlighting the problematic fields.

Save Progress and Continue Later

Verify that user can save progress and continue application later

Severity	Priority	Behavior	Type
O Normal	O Medium	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Steps to reproduce

Step	1
Action	Start filling out the form.
Input data	Full Name: Aya Hesham ID:30001230152314
Expected result	User can fill out the form successfully

Step	2
Action	Click "Save Progress".
Input data	N/A
Expected result	

Step	3
Action	Log out and return within 48 hours.
Input data	N/A
Expected result	

Step	4
Action	Log in and Continue the application.
Input data	N/A
Expected result	The system saves the user's progress and allows them to resume the application from where they left off.

Save Progress Beyond 48 Hours

Verify that the user can not attempt to save progress beyond 48 hours

Severity	Priority	Behavior	Type
O Normal	— Not set	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Steps to reproduce

Step	1
Action	Start filling out the form.
Input data	Full Name: Aya Hesham ID:30001230152314
Expected result	User can fill the form successfully

Step	2
Action	Save progress
Input data	N/A
Expected result	Data is saved successfully

Step	3
Action	Return after 48 hours to continue
Input data	N/A
Expected result	The system does not allow the user to continue the application and prompts them to start a new application.

Submit Completed Application

Verify that the user can submit the completed application form

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Functional

Layer	Is Flaky	Milestone	Automation
Not set	No	-	Manual

Status	Is Muted		
Actual	No		

Pre-conditions

All fields are filled out and valid.

Steps to reproduce

Step	1
Action	Complete all required sections of the application.
Input data	Full Name: Aya Hesham ID: 30001523014521 Upload the pdf file
Expected result	

Step	2
Action	Click "Submit".
Input data	N/A
Expected result	The application is submitted successfully, and a confirmation message is displayed.

Receive Confirmation Email with Reference Number

verify that user can receive confirmation email with reference number after submission

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Pre-conditions

Valid email address provided.

Steps to reproduce

Step	1
Action	Complete the application.
Input data	Full Name: Aya Hesham ID: 30001523014521 Upload the pdf file
Expected result	

Step	2
Action	Submit the form.
Input data	N/A
Expected result	Form is submitted

Step	3
Action	Check the email inbox for a confirmation message
Input data	N/A
Expected result	The system sends a confirmation email containing the application reference number immediately after submission.

Track Application Status with Reference Number

Verify that user can track application status using reference number

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Other

Layer	Is Flaky	Milestone	Automation
Not set	No	-	Manual

Status	Is Muted
Actual	No

Pre-conditions

Application submitted and reference received.

Steps to reproduce

Step	1
Action	Submit the passport application.
Input data	
Expected result	

Step	2
Action	Open the application tracking page
Input data	www.trackform.com
Expected result	The app. tracking page opens successfully

Step	3
Action	Enter the reference number.
Input data	reference number: 21563214
Expected result	The system displays the current status of the application (Pending, In Progress, Ready).

Invalid Reference Number for Tracking Application

Verify that user can not attempt to track application with invalid reference number

Severity	Priority	Behavior	Type
O Normal	O Medium	Not set	Other
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Steps to reproduce

Step	1
Action	Submit the passport application.
Input data	
Expected result	

Step	2
Action	Open the application tracking page
Input data	www.trackform.com
Expected result	

Step	3
Action	Enter an invalid reference number.
Input data	reference number: 215214
Expected result	The system displays an error message indicating that the reference number is invalid.

Check Application Status - Pending

Check application status - Pending "(Document not reviewed yet)"

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Functional

Layer	Is Flaky	Milestone	Automation
Not set	No	-	Manual

Status	Is Muted		
Actual	No		

Pre-conditions

Application submitted.

Steps to reproduce

Step	1
Action	Submit the passport application
Input data	Full Name: Aya Hesham ID: 30001523014521 Upload the pdf file
Expected result	

Step	2
Action	Track the status using the reference number.
Input data	reference number: 21563214
Expected result	The system shows the application status as "Pending" (Document not reviewed yet).

Check Application Status - In Progress

Check application status - In Progress "(Document is being reviewed)"

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Pre-conditions

Application in progress.

Steps to reproduce

Step	1
Action	Submit the passport application.
Input data	
Expected result	

Step	2
Action	Track the status using the reference number
Input data	reference number: 21563214
Expected result	The system shows the application status as "In Progress" (Document is being reviewed).

Check Application Status - Ready

Check application status - Ready "(Document reviewed and validated)"

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Other

Layer	Is Flaky	Milestone	Automation
Not set	No	-	Manual

Status	Is Muted		
Actual	No		

Pre-conditions

Document reviewed and validated.

Steps to reproduce

Step	1
Action	Submit the passport application.
Input data	
Expected result	

Step	2
Action	Track the status using the reference number.
Input data	reference number: 21563214
Expected result	

Step	3
Action	Application is marked as "Ready"
Input data	N/A
Expected result	The system shows the application status as "Ready" (Document reviewed and validated).

Pay Application Fee Securely

Verify that user can pay the application fee securely

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Pre-conditions

Application status is "Ready".

Steps to reproduce

Step	1
Action	Track the application status
Input data	reference number: 21563214
Expected result	

Step	2
Action	Once the status is "Ready", proceed to the payment section.
Input data	
Expected result	

Step	3
Action	Pay via bank or Vodafone Cash.
Input data	card number :4242424242424242 name on card: aya hesham cvv:123 expired date: 06/26
Expected result	The system processes the payment securely and shows a success message after payment completion.

Invalid Payment Details

Verify that user can not pay using invalid bank account or Vodafone Cash details

Severity	Priority	Behavior	Type
O Normal	↑ High	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Pre-conditions

Application status is "Ready".

Steps to reproduce

Step	1
Action	Track the application status.
Input data	reference number: 21563214
Expected result	

Step	2
Action	Attempt to make a payment with incorrect bank account or Vodafone Cash details.
Input data	card number :1111111111111111 name on card: aya hesham cvv:123 expired date: 06/26
Expected result	

Step	3
Action	Click "Pay".
Input data	N/A
Expected result	The system rejects the payment and displays an error message about invalid payment details.

Form Submission During Network Failure

Verify that when network failure during form submission, the system saves the form data and shows an error message about the network issue.

Severity	Priority	Behavior	Type
O Normal	O Medium	Not set	Functional
Layer	**Is Flaky**	**Milestone**	**Automation**
Not set	No	-	Manual
Status	**Is Muted**		
Actual	No		

Pre-conditions

Stable internet connection required.

Steps to reproduce

Step	1
Action	Complete the passport application.
Input data	
Expected result	

Step	2
Action	Attempt to submit the form during a network failure.
Input data	N/A
Expected result	The system saves the form data and shows an error message about the network issue, prompting the user to retry later.