

Software Test Report

STR - Mobile

PassportCard



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Test Summary Report

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Purpose

This document presents findings referring to the tests done on the Application of "PassportCard" in Israel.

The tests were carried out on the main functions of the application, which refer to: Connecting to the personal area, purchasing travel insurance abroad, loading money on the card when necessary, filing claims, usage information for the traveler and locating important hotspots in real time such as: bus station, police station, hospital, ATM, doctor and embassy.

Application Overview

PassportCard is part of the David shield Group, an international travel insurance and private medical insurance focusing on markets in Germany, Australia and Israel. Customers insured with PassportCard use a prepaid card to pay health service providers, eliminating the need to submit invoices or pay deductibles.

By using the application, you can perform several actions:

Connecting to the personal area, purchasing travel insurance abroad, loading money on the card when necessary, filing claims, usage information for the traveler and locating important hotspots in real time such as: bus station, police station, hospital, ATM, doctor and embassy

Tree Tests

The tests were tested on the following areas:

1. התקנה:

1. התקנה במכשיר חדש.

2. התקנה במכשיר ישן.

2. עמוד התחברות:

"התחברות באמצעות תעודת זהות".

1. "התחברות באמצעות קוד לנייד".

2. "זיהוי באמצעות כרטיס "פספורט כארד".

3. מסך ראשי:

"הטענת כרטיס".

"מוקדים חשובים סביבך".

"מידע שימושי".

"לכל החדשות".

4. Kebab:

"לרכישת פוליסה".

"מוקדים חשובים סביבך".

1. "כספומט".

2. "שגרירות".

3. "רופא".

4. "משטרה".

5. "בית חולים".

6. "תחנת אוטובוס".

"מידע שימושי".

4. "פעולות בשירות עצמי".

5. "נגנב הטלפון הנייד".

6. "אובדן/גניבת כבודה".

7. "פוליסה יומית".

"טלפונים ושירותים לשעת חירום".

"אזור אישי"

1. "סטטוס תביעות".

2. "עדכון פרטים אישיים".

3. "הפוליסות שלי".

4. "הודעות שלי".

5. "הכרטיסים שלי".

6. "ביצוע פעולות".

"הגדרות".

1. "זיהוי ע"י טביעות אצבע או זיהוי פנים".

2. "גישה לשירותי מיקום".

3. "עדכונים".

4. "עזרה".

5. "שפה".

- "עברית".

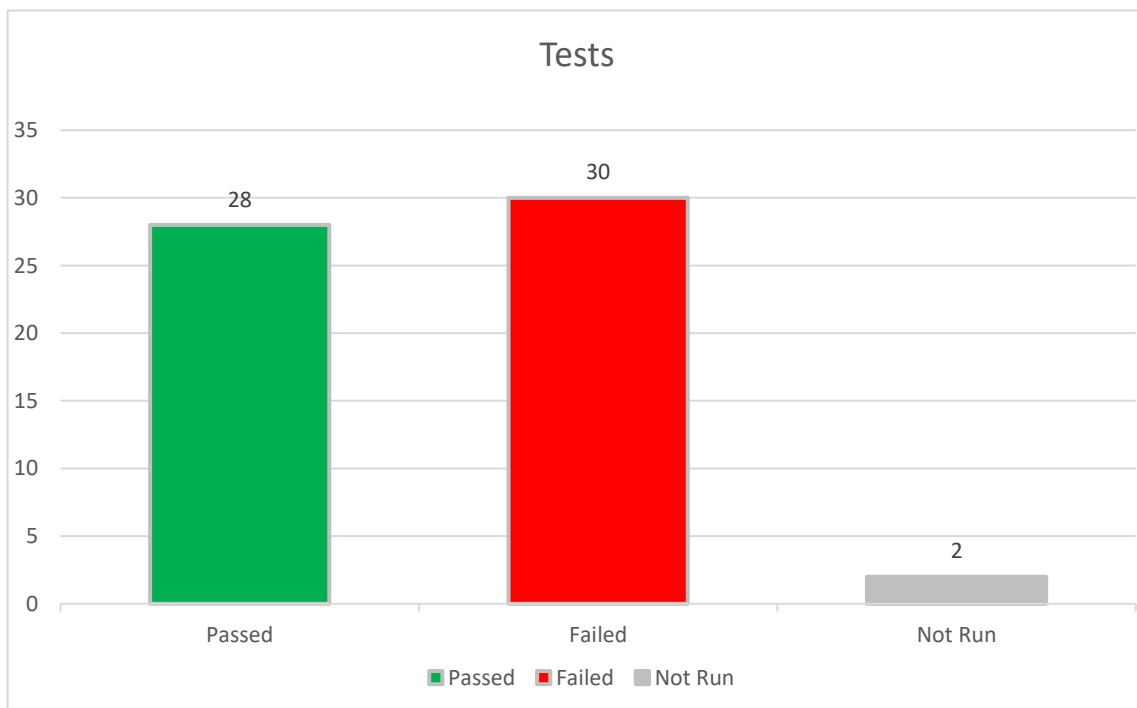
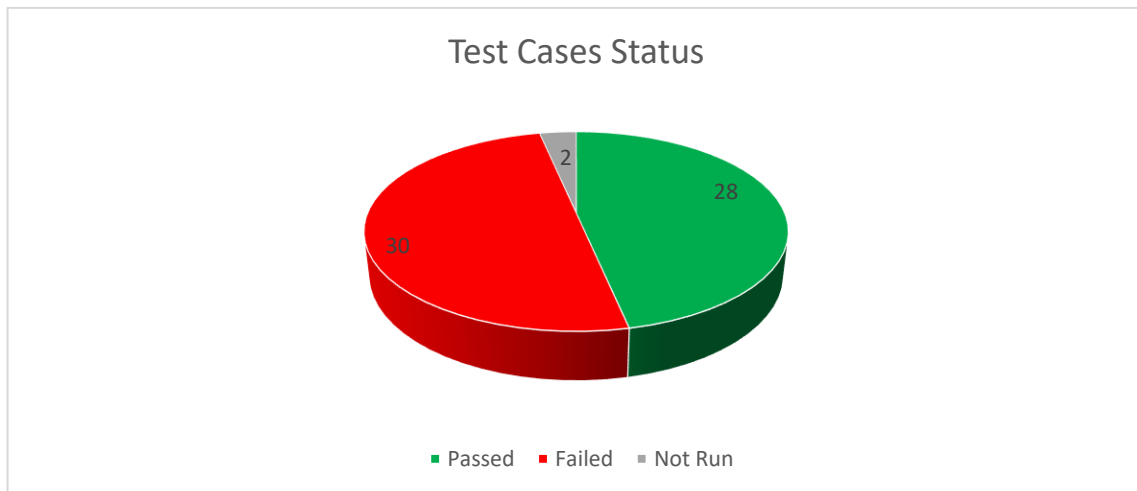
- "אנגלית".

5. "צור איתנו קשר".

6. "תנאי שימוש ופרטיות"

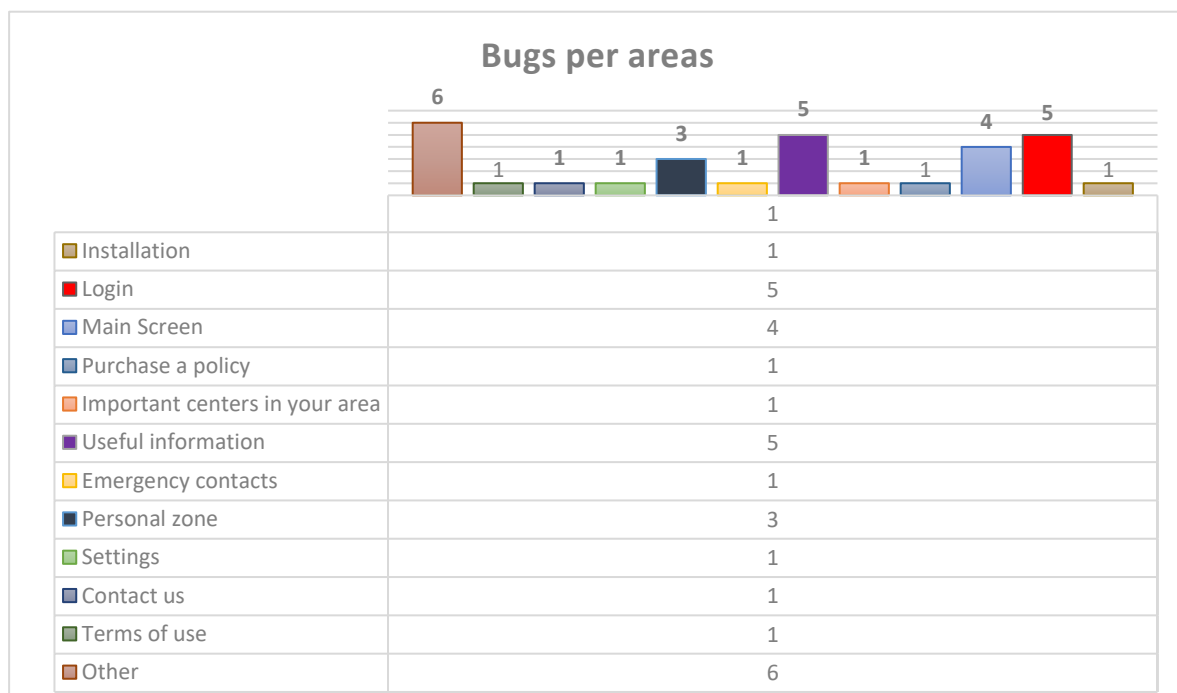
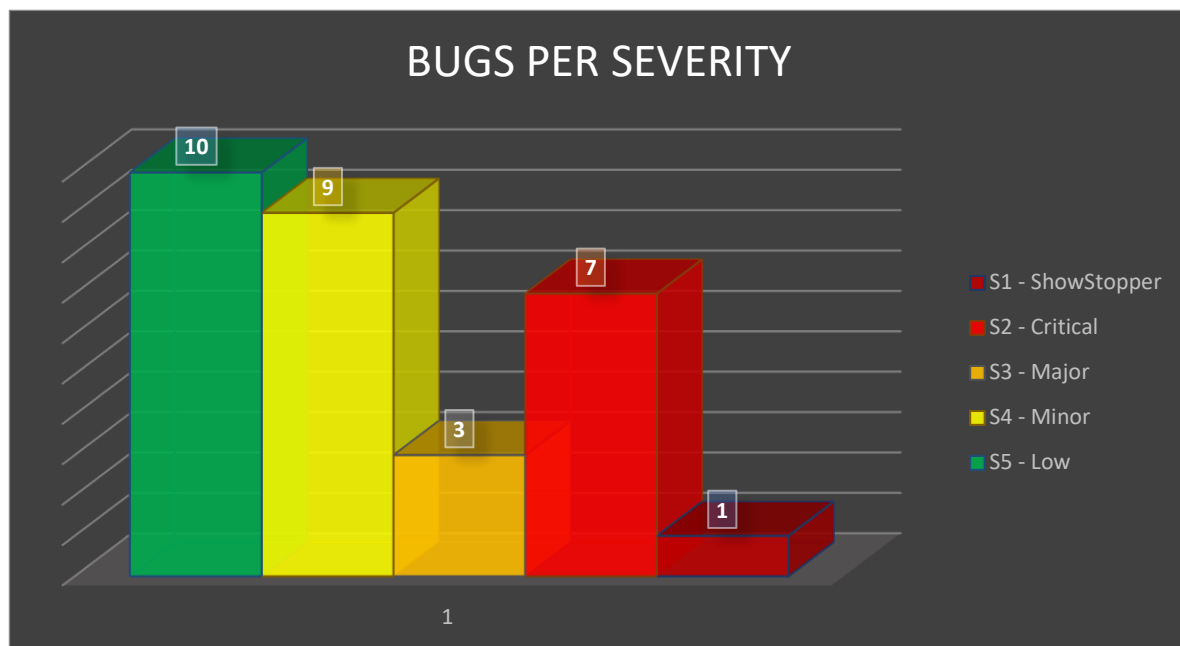
Metrics

Passed	Failed	Not Run	Total
28	30	2	60



Bugs - Status

S1 – Showstopper	S2 - Critical	S3 - Major	S4 - Minor	S5 - Low	Total
1	7	3	9	10	30



Bugs list

- [STR-1] [There is no option to activate the passport card in the main menu.](#)
- [STR-2] [There is no option to purchase travel insurance abroad in the page of "לרכישת ביטוח"](#)
- [STR-3] [The scrolling direction on the app explanation page is reversed and inconvenient](#)
- [STR-4] [The company's icon on the app's main screen is too small and unclear](#)
- [STR-5] [During dark mode, the battery percentage and time are cut off and not clear](#)
- [STR-6] [Some of the images are cut off in the lower part of the main screen in the application](#)
- [STR-7] [The call service through the login screen is not active](#)
- [STR-8] [The terms of use are not loaded through the login screen](#)
- [STR-9] [The terms of use are not loaded through the main screen](#)
- [STR-10] [The call service through the main screen is not active](#)
- [STR-11] [The visibility in the login screen is not good and as a result the time and battery percentages are not clearly visible](#)
- [STR-12] [After clicking on the red banner, the system returns you to the main screen](#)
- [STR-13] [Most of the options in the personal area do not work](#)
- [STR-14] [When scrolling up the screen, the top part of the personal area starts shaking](#)
- [STR-15] [The maximum length of the ID number on the login page is longer than it should be.](#)
- [STR-16] [Spelling error in the company name in Hebrew on the ID number entry page](#)
- [STR-17] [The phone and emergency services area takes a long time to load](#)
- [STR-18] [The tab of " Google על התוצאות מבוססות על Google" at the bottom of the page of important centers around you is not clear](#)
- [STR-19] [After changing the language to English, the content of the personal area remains in Hebrew and does not change to English.](#)
- [STR-20] [There is no accessibility button at all the app screens](#)
- [STR-21] [The number of languages offered in the application is small compared to a country like Israel](#)
- [STR-22] [The screen cannot be rotated when using the app on a smartphone](#)
- [STR-23] [The app installation time on an old device is too long](#)
- [STR-24] [The application does not function at all during flight mode/no signal mode](#)

[STR-25] [The size of the application is too large in relation to the amount of data there is.](#)

[STR-26] [Some of the images are cut off in the lower part of the useful information in the application.](#)

[STR-27] [The images shown in the areas of "מידע שימושי" page are not of good resolution and therefore the images are blurry](#)

[STR-28] [The link of "לרכישת פוליסה" does not work on the "מידע שימושי" page](#)

[STR-29] [By clicking on the link for the personal area on the "פעולות בשירות עצמי" page, the application requests re-login to the account even though it has already been done.](#)

[STR-30] [By clicking on the link for the personal area on the "נגנב הטלפון הנייד" page, the application requests re-login to the account even though it has already been done.](#)

Bugs report

[STR-1] There is no option to activate the passport card in the main menu. Created: 24/Nov/23 Updated: 24/Nov/23	
Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	High
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS, Android. Devices: iPhone 13 Pro max, Galaxy a10 Version: 2.51		

Attachments:	 1.jpg
Severity:	S2 - Critical

Description

Steps to Reproduce:

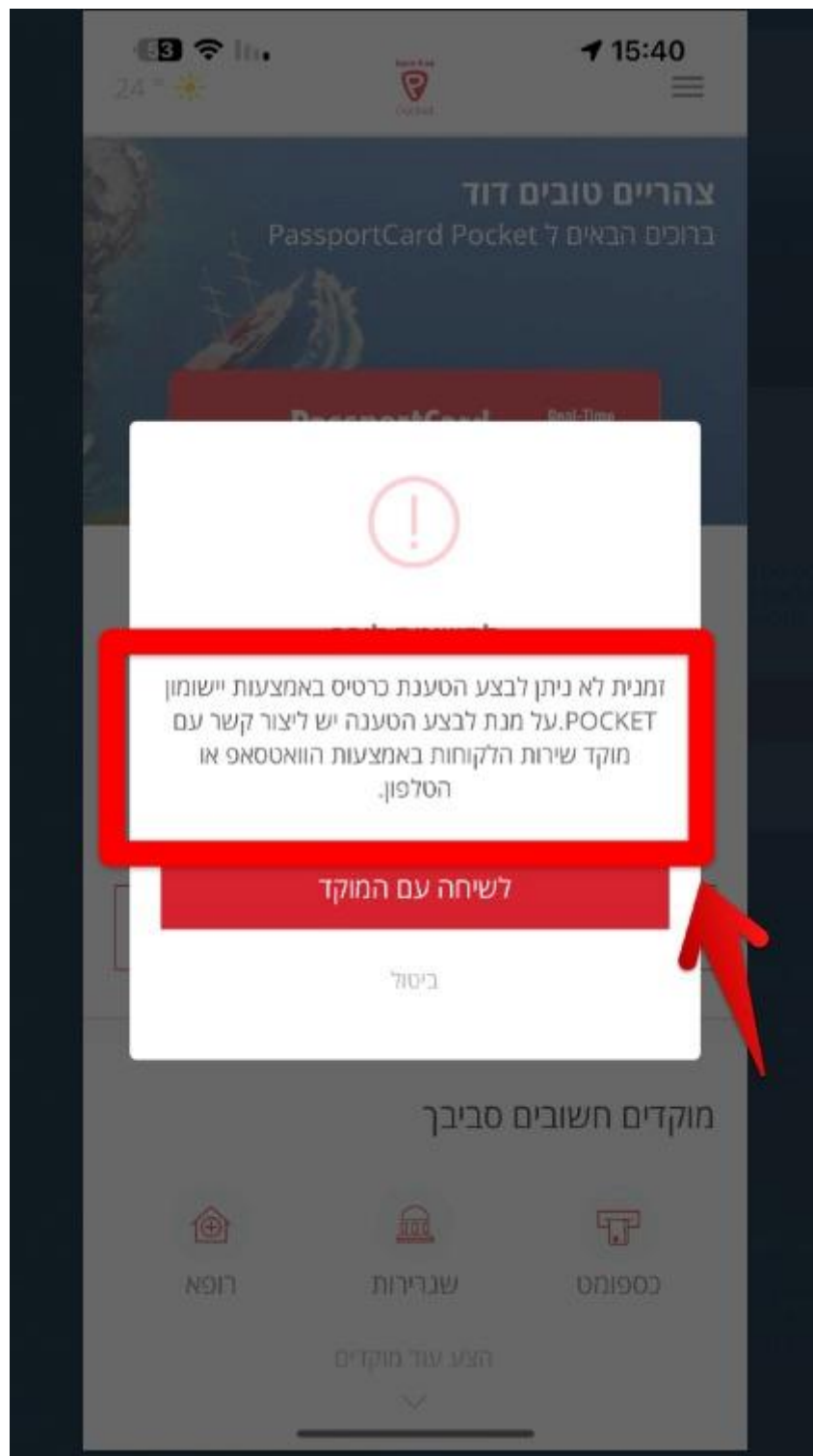
1. Open the app and sign in your account.
2. Open the app and sign in your account.
3. Follow the instructions, attach necessary documents and activate your PassportCard card

Expected Result:

The card has been activated successfully.

Actual Result:

I could not continue to the next step because of the error in the previous step



[STR-2] [There is no option to purchase travel insurance abroad in the page of "לרכישת ביטוח"](#)

Created: 28/Nov/23 Updated: 28/Nov/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	High
Reporter:	Yarin Petel	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10 Devices: iPhone 13 pro max & iPhone 13 pro, Galaxy a10		

Attachments:	 2.jpg
Severity:	S2 - Critical
Version:	iOS - 2.51 Android - 2.6.4

Description

Steps to Reproduce:

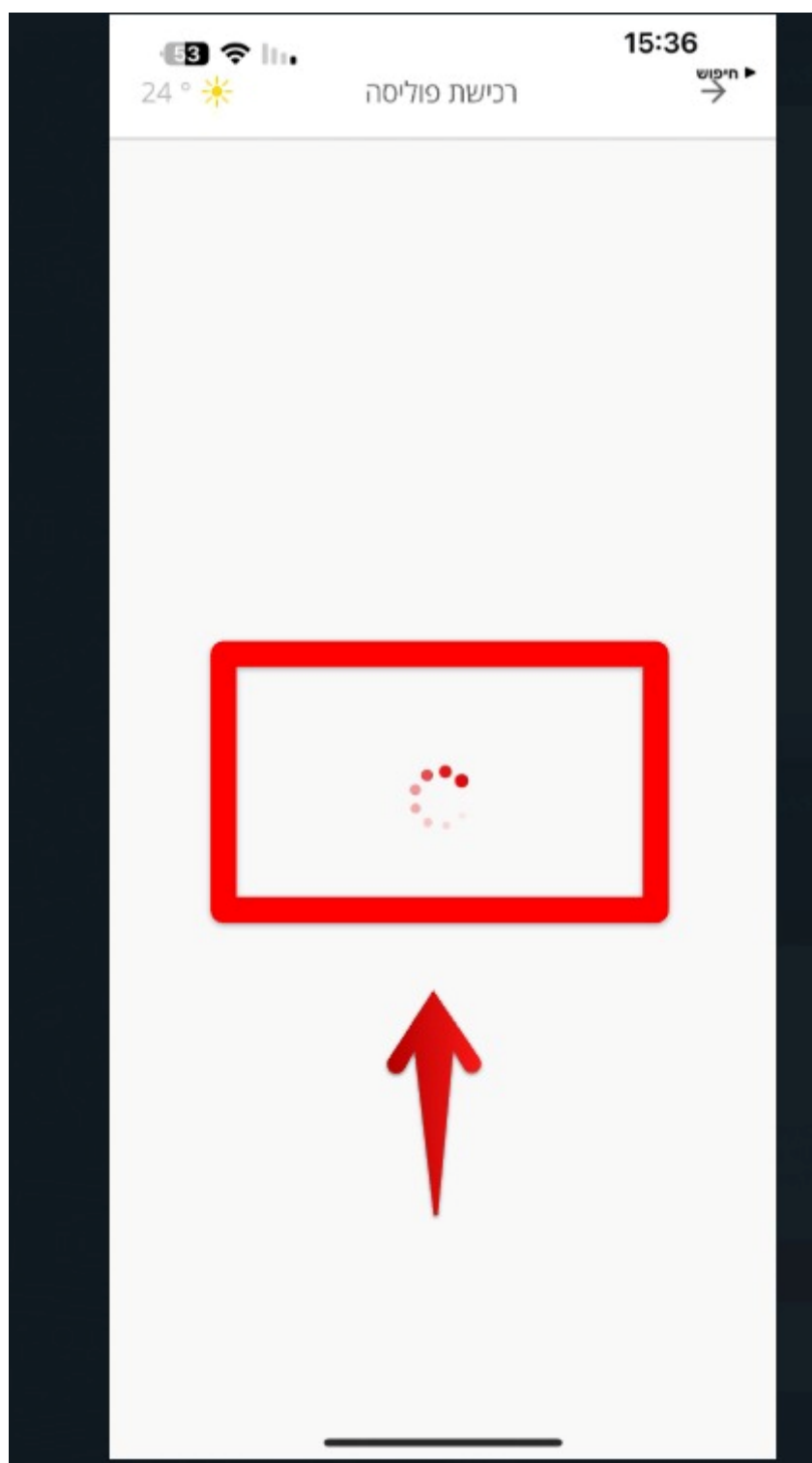
1. Open the app and sign in your account.
2. Press on the 3 lines in the right-upper side.
3. "לרכישת ביטוח" Press on
4. Fill in your travel dates, destination, coverages and apply to purchase a policy.

Expected Result:

You have successfully purchased travel insurance abroad.

Actual Result:

The page is not available, or the response time seems to be too long and as a result I was unable to purchase insurance.



[STR-3] The scrolling direction on the app explanation page is reversed and inconvenient	
Created: 28/Nov/23 Updated: 28/Nov/23	
Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10 Devices: iPhone 13 pro max & iPhone 13 pro, Galaxy a10		

Attachments:	 3.png
Severity:	S4 - Minor
Version:	iOS - 2.51 Android - 2.6.4

Description

Steps to Reproduce 1:

1. Download the app "Pocket פספורטכארד" from app store or google play.
2. Open the app.
3. Pay attention to the scrolling direction from page to page.

Or

Steps to Reproduce 2:

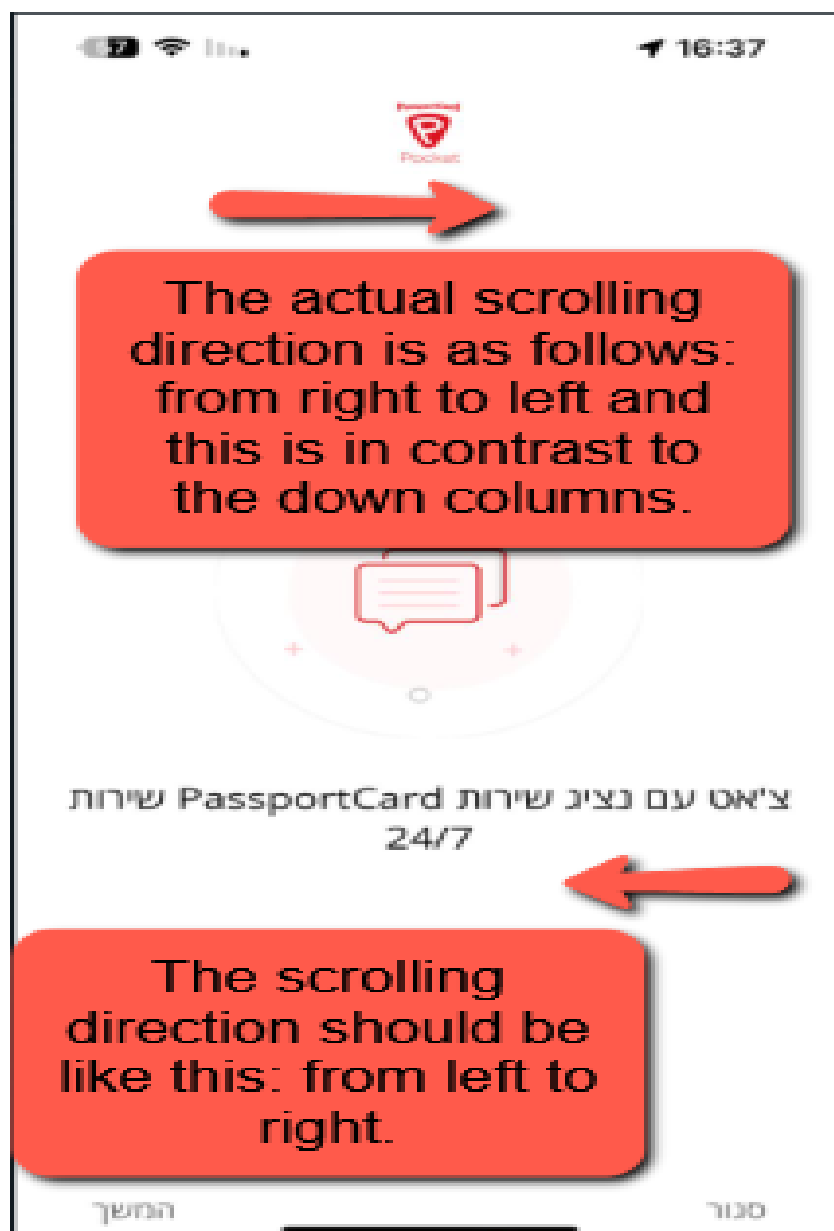
1. Open the app and sign in your account.
2. Press on the 3 lines in the right-upper side.
3. Press on "עזרה"
4. Pay attention to the scrolling direction from page to page.


Expected Result:

The scrolling direction is correct according to the records below.

Actual Result:

The scrolling direction is the opposite of what is described in the records below.



[STR-4] The company's icon on the app's main screen is too small and unclear Created: 29/Nov/23 Updated: 29/Nov/23			
Status:	To Do		
Project:	STR-PassportCard		
Components:	None		
Affects versions:	None		
Fix versions:	None		
Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10 Devices: iPhone 13 pro max & iPhone 13 pro, Galaxy a10		
Attachments:	 David 4.png		
Severity:	S5 - Low		
Version:	iOS - 2.51 Android - 2.6.4		

Description

Steps to Reproduce:

1. Open the app and sign in your account.
2. Pay attention to the logo of the company in the upper center of the main screen

Expected Result:

The logo should be clear and on the right size.

Actual Result:

The logo of the company is too small and unclear.



[STR-5] [During dark mode, the battery percentage and time are cut off and not clear](#) Created: 29/Nov/23 Updated: 29/Nov/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1. Devices: iPhone 13 pro max & iPhone 13 pro.		

Attachments:	 David 5.png
Severity:	S4 - Minor
Version:	iOS 16.1

Description

Steps to Reproduce:

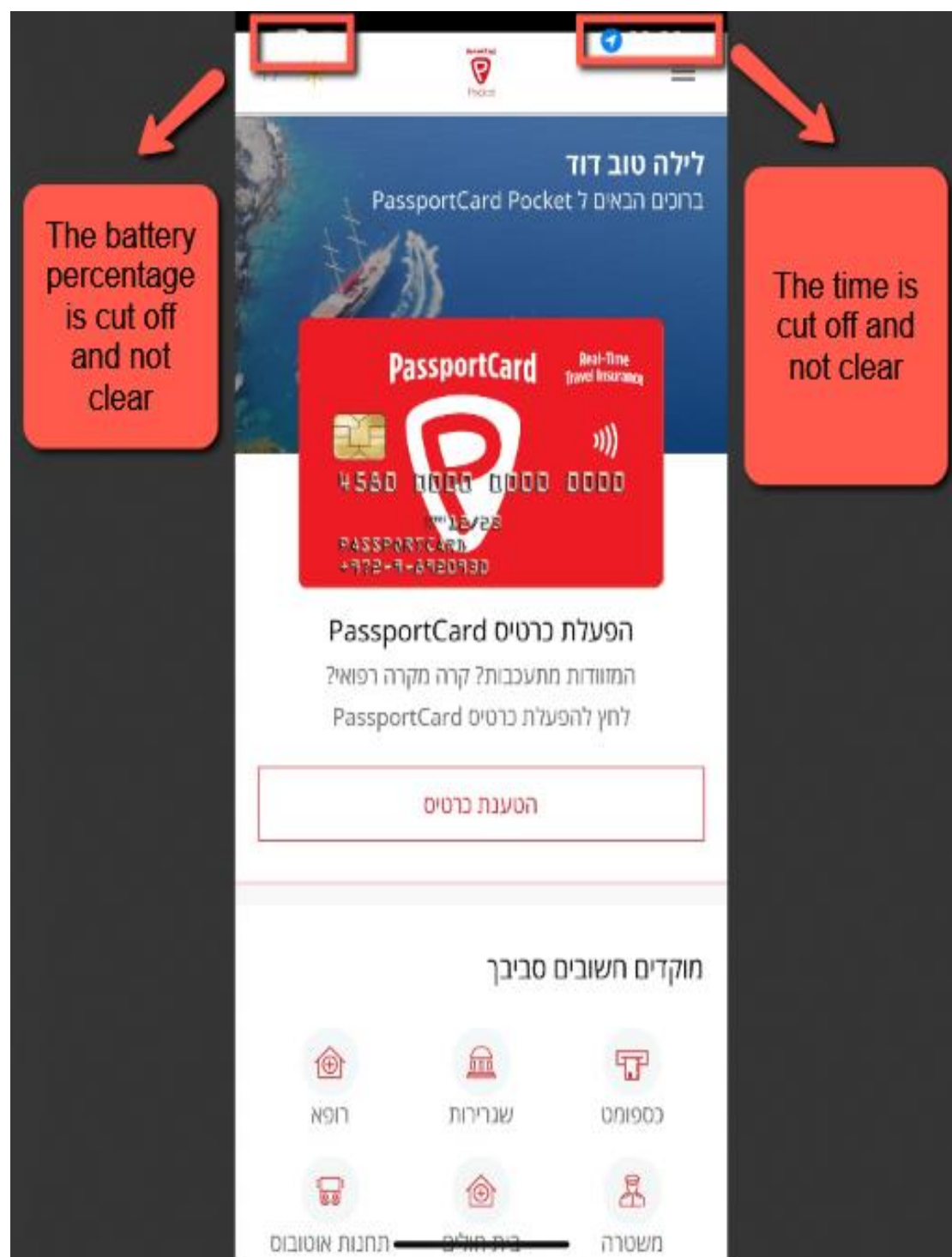
1. Go to your phone's settings and set "dark mode."
2. Open the app and sign in your account.
3. Pay attention to the battery percentage and time on the upper part of the main screen.

Expected Result:

The battery percentage and time are clear looks well despite the dark situation that was set.

Actual Result:

The battery percentage and the time at the top of the screen are cut off and not clearly visible.



[STR-6] [Some of the images are cut off in the lower part of the main screen in the application](#)
Created: 29/Nov/23 Updated: 29/Nov/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10 Devices: iPhone 13 pro max & iPhone 13 pro, Galaxy A10		

Attachments:	 David 6.png
Severity:	S5 - Low
Version:	iOS 2.51 Android 2.6.4

Description

Steps to Reproduce:

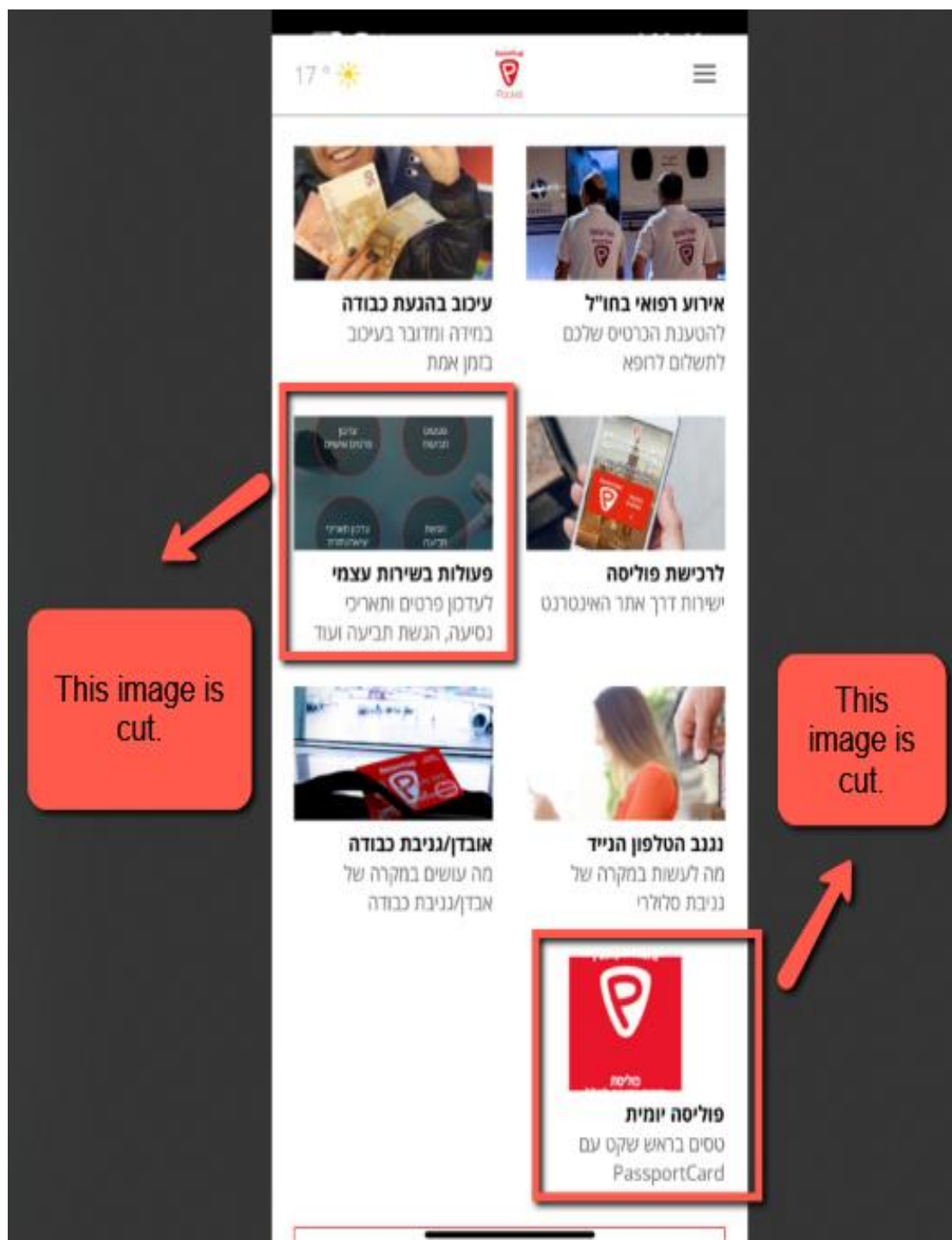
1. Open the app and sign in your account.
2. Scroll down.
3. Pay attention to the images on the lower part.

Expected Result:

Each image is correct in relation to the size and it's clear.

Actual Result:

Some of the images are cut off in the lower part of the main screen in the application.



[STR-7] [The call service through the login screen is not active](#) Created: 02/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	High
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPhone 13 pro max		

Attachments:	 1.1..png
Severity:	S2 - Critical
Version:	iOS 17.1.2

Description

Steps to Reproduce:

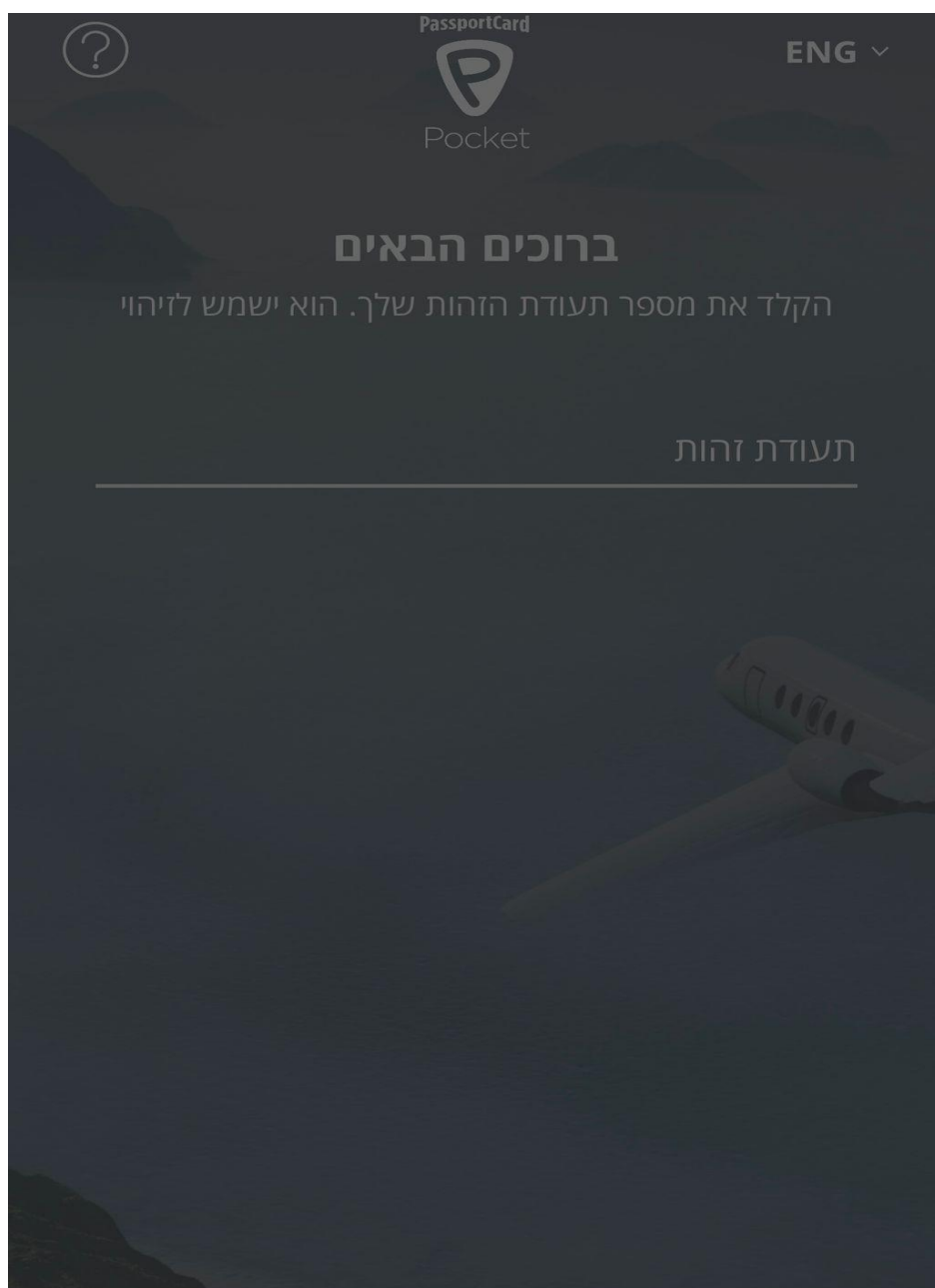
1. Open the app.
2. Click on the question mark that appears on the top left.
3. Click on- "חיוג רגיל"

Expected Result:

It will be possible to call customer service through the button.

Actual Result:

The call service is not active and you receive an error message.



צור איתנו קשר בדרכים הבאות



חיוג רגיל לא קיים שירות שיחות בטלפון נציג

[STR-8] [The terms of use are not loaded through the login screen](#) Created: 02/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPhone 13 pro max		

Attachments:	 David 7.png
Severity:	S4 - Minor
Version:	iOS 17.1.2

Description

Steps to Reproduce:

1. Open the app.
2. Enter the ID number.
3. Click on - "תנאי השימוש"

Expected Result:

The terms of use will be opened, and the appropriate details will be displayed.

Actual Result:

Nothing opens, and the screen turns white.



After clicking on "terms
of use"
that is the result- nothing
happens.



[STR-9] [The terms of use are not loaded through the main screen](#) Created: 03/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPhone 13 pro max		

Attachments:	 4.1png.png
Severity:	S3 - Major
Version:	iOS 17.1.2

Description

Steps to Reproduce:

1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "תנאי השימוש"

Expected Result:

The terms of use will be opened, and the appropriate details will be displayed.

Actual Result:

Nothing opens, and the screen turns white.

ברוכים

ראשי

לרכישת פוליסה

מוקדים חשובים סביבך

מידע שימושי


טלפונים ושירותים לשעת חירום

איזור אישי

הגדרות

מוקד

צור איתנו קשר



תנאי שימוש ופרטיות

ישראל סוכנות לביטוח כללי (2014) בע"מ PassportCard

[STR-10] [The call service through the main screen is not active](#) Created: 03/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	High
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPhone 13 pro max		

Attachments:	 5.1png.png
Severity:	S2 - Critical
Version:	iOS 17.1.2

Description

Steps to Reproduce:

1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "צור איתנו קשר"

Expected Result:

It will be possible to call customer service through the button.

Actual Result:

The call service is not active and you receive an error message.

ראשי

לרכישת פוליסה

מוקדים חשובים סביבך

מידע שימושי

טלפונים ושירותים לשעת חירום

איזור אישי

הגדרות



מוקד

צור איתנו קשר



תנאי שימוש ופרטיות

ישראל סוכנות לביטוח כללי (2014) בע"מ PassportCard

[STR-11] [The visibility in the login screen is not good and as a result the time and battery percentages are not clearly visible](#) Created: 03/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 17.1.2		
	Device: iPhone 13 Pro Max		

Attachments:	 2.1.png
Severity:	S5 - Low
Version:	for iOS: 2.51

Description

Steps to Reproduce:

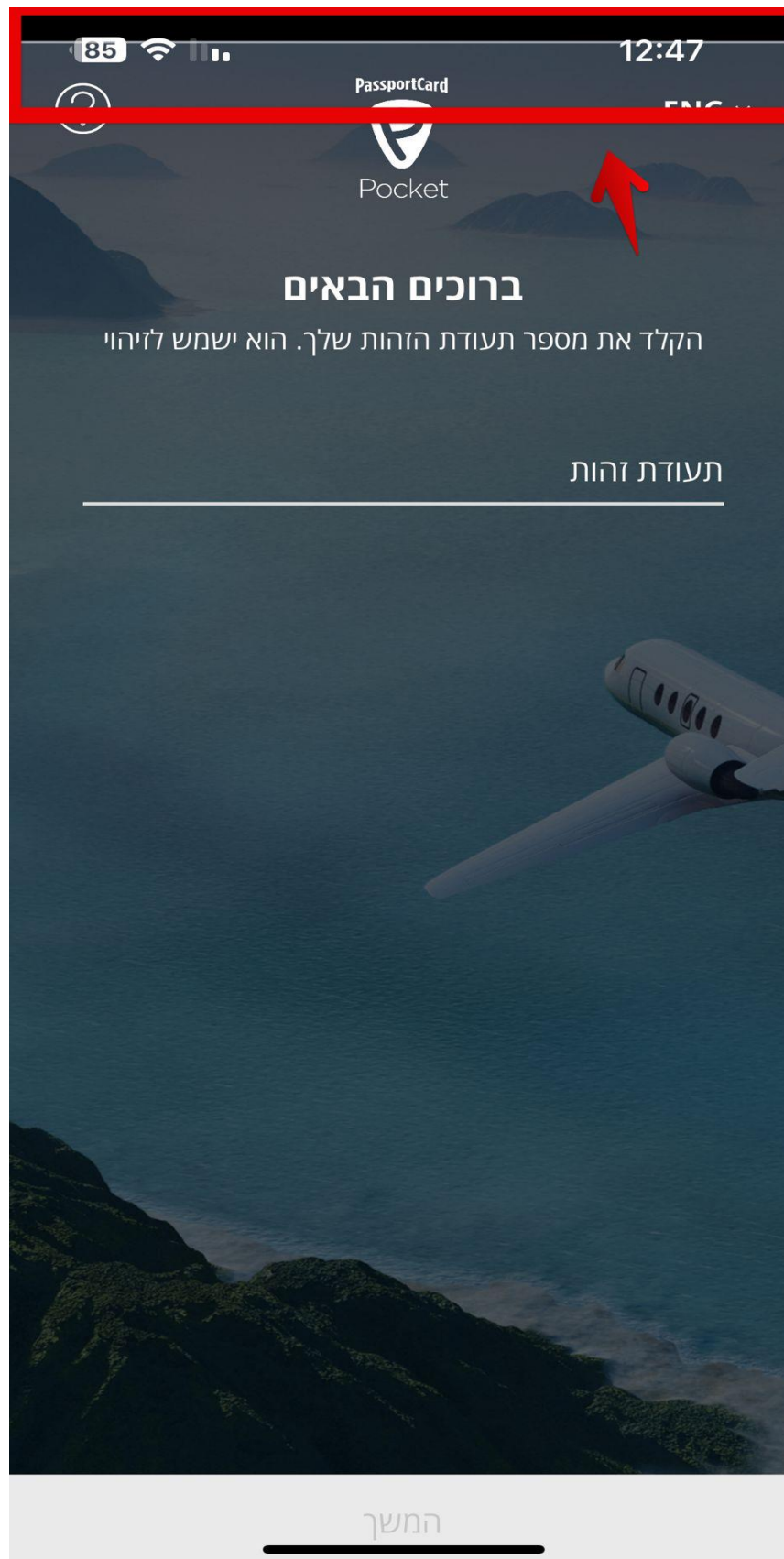
1. Open the app.
2. Pay attention to the battery percentage and time on the upper part of the main screen.


Expected Result:

The visibility is well and as a result the battery percentage and time are clear and looks well.

Actual Result:

The visibility is not good and as a result the battery percentage and time are not clear and looks well



[STR-12] After clicking on the red banner, the system returns you to the main screen Created: 03/Dec/23 Updated: 03/Dec/23			
Status:	To Do		
Project:	STR-PassportCard		
Components:	None		
Affects versions:	None		
Fix versions:	None		
Type:	Bug	Priority:	Medium
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPhone 13 pro max		
Attachments:	 6.1png.png		
Severity:	S4 - Minor		
Version:	iOS 17.1.2		

Description

Steps to Reproduce:

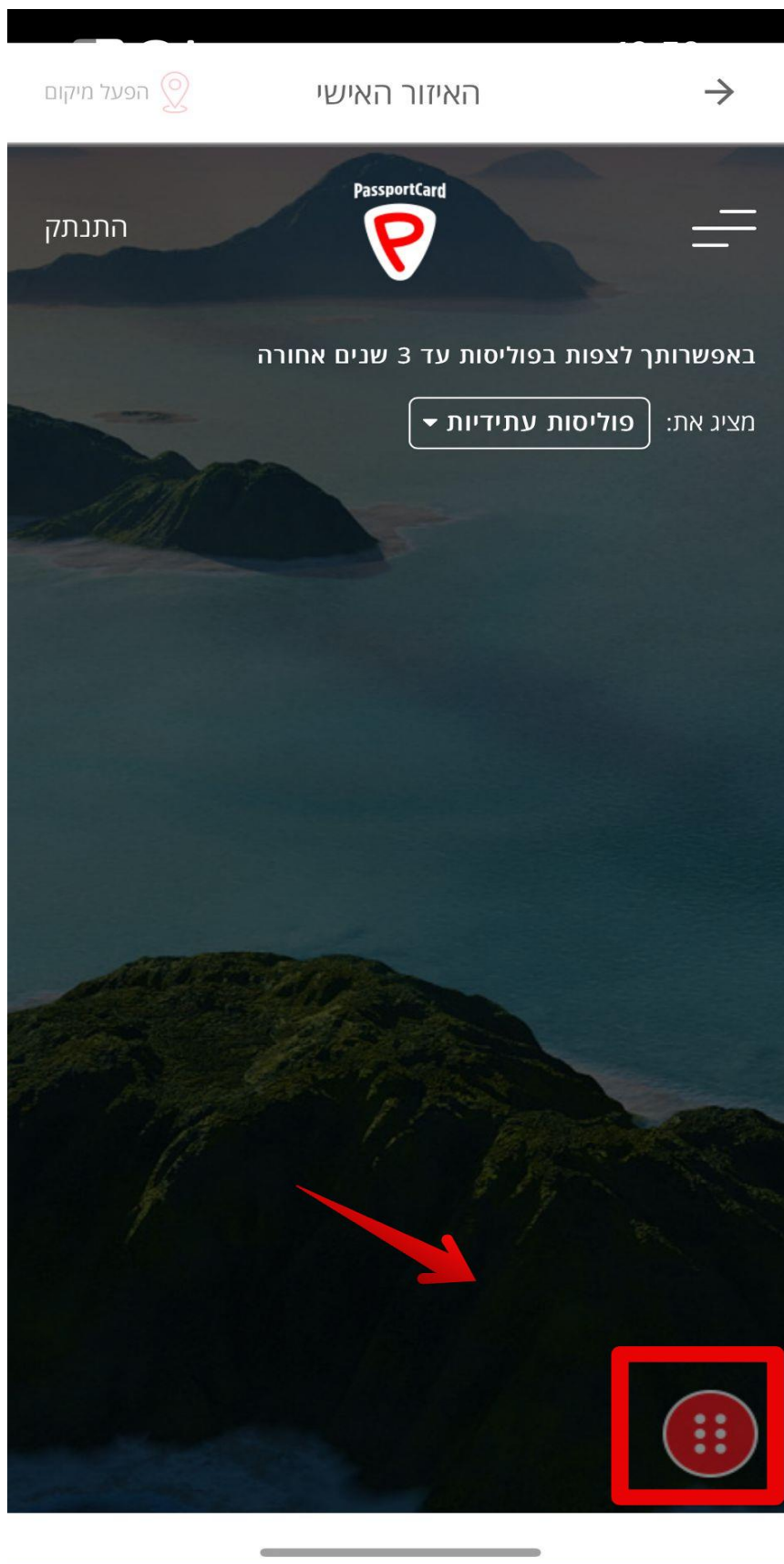
1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "האיזור האישי"

Expected Result:

There will be an explanation of what this banner is used for and it will do what it is supposed to do.

Actual Result:

When you press the red button, the system freezes for a few seconds and returns you to the main screen without being able to press anything.



[STR-13] [Most of the options in the personal area do not work](#) Created: 03/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	High
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPhone 13 pro max		

Attachments:	 7.1png.png
Severity:	S2 - Critical
Version:	iOS 17.1.2

Description

Steps to Reproduce:

1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "האיזור האישי"

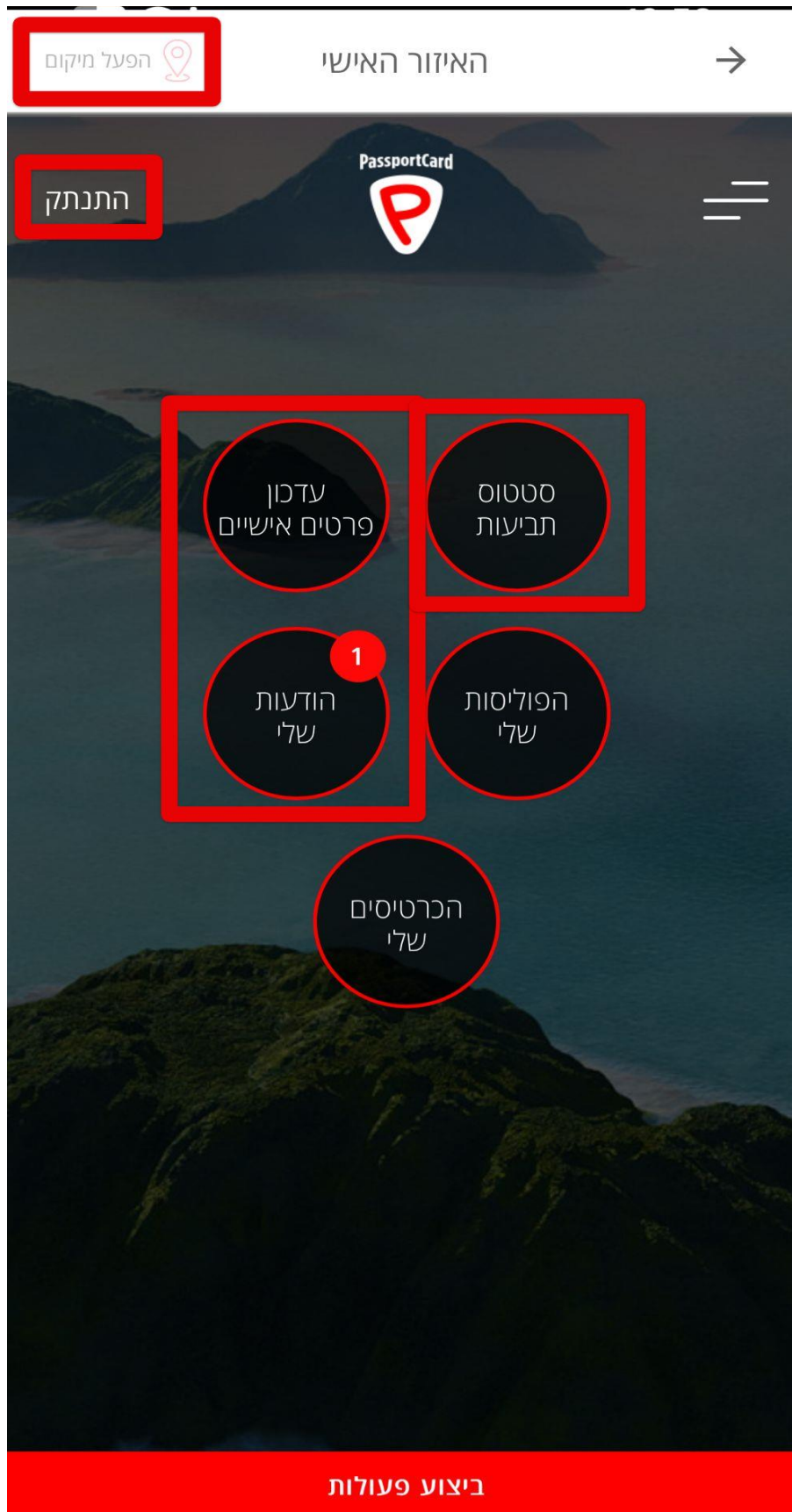
Expected Result:

All options will be available and will work properly.

Actual Result:

The following options do not work at all and cannot be used through the personal area -

1. "סטטוס תביעות"
2. "עדכון פרטים אישיים"
3. "הודעות שלי"
4. "התנתק"
5. "הפעל מיקום"



[STR-14] [When scrolling up the screen, the top part of the personal area starts shaking](#) Created: 03/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Lowest
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPhone 13 pro max		

Attachments:	 8.1png.png
Severity:	S5 - Low
Version:	iOS 17.1.2

Description

Steps to Reproduce:

1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "האיזור האישי"

Expected Result:

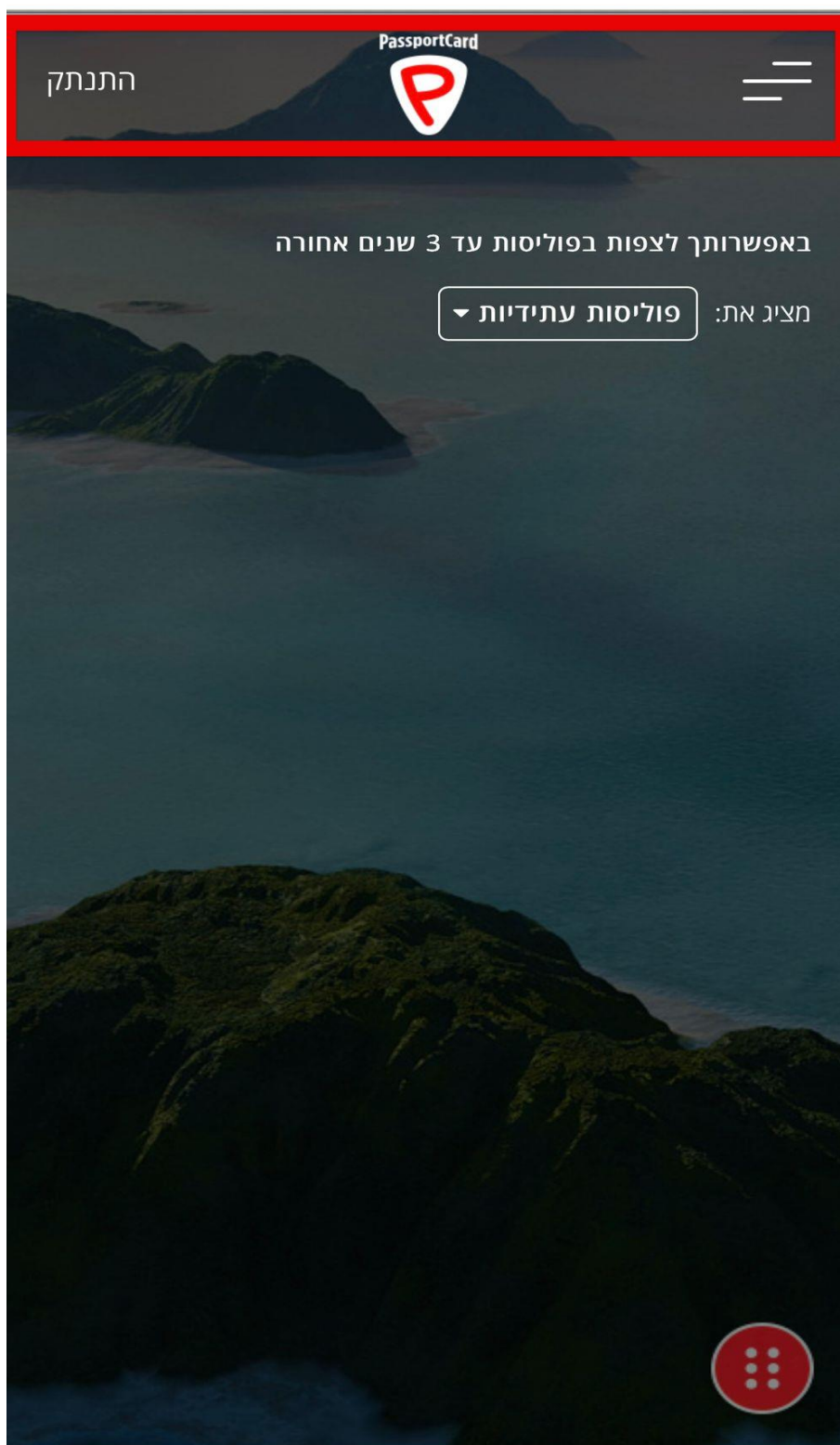
No part of the screen will shake.

Actual Result:

When scrolling up the whole upper part shakes for a few seconds.

הפעל מיקום

האיזור האישי



[STR-15] [The maximum length of the ID number on the login page is longer than it should be.](#)
Created: 03/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10		
	Devices: iPhone 13 pro max & iPhone 13 pro, Galaxy A10		

Attachments:	 David 8.png
Severity:	S5 - Low
Version:	iOS 2.51 Android 2.6.4

Description

Steps to Reproduce:

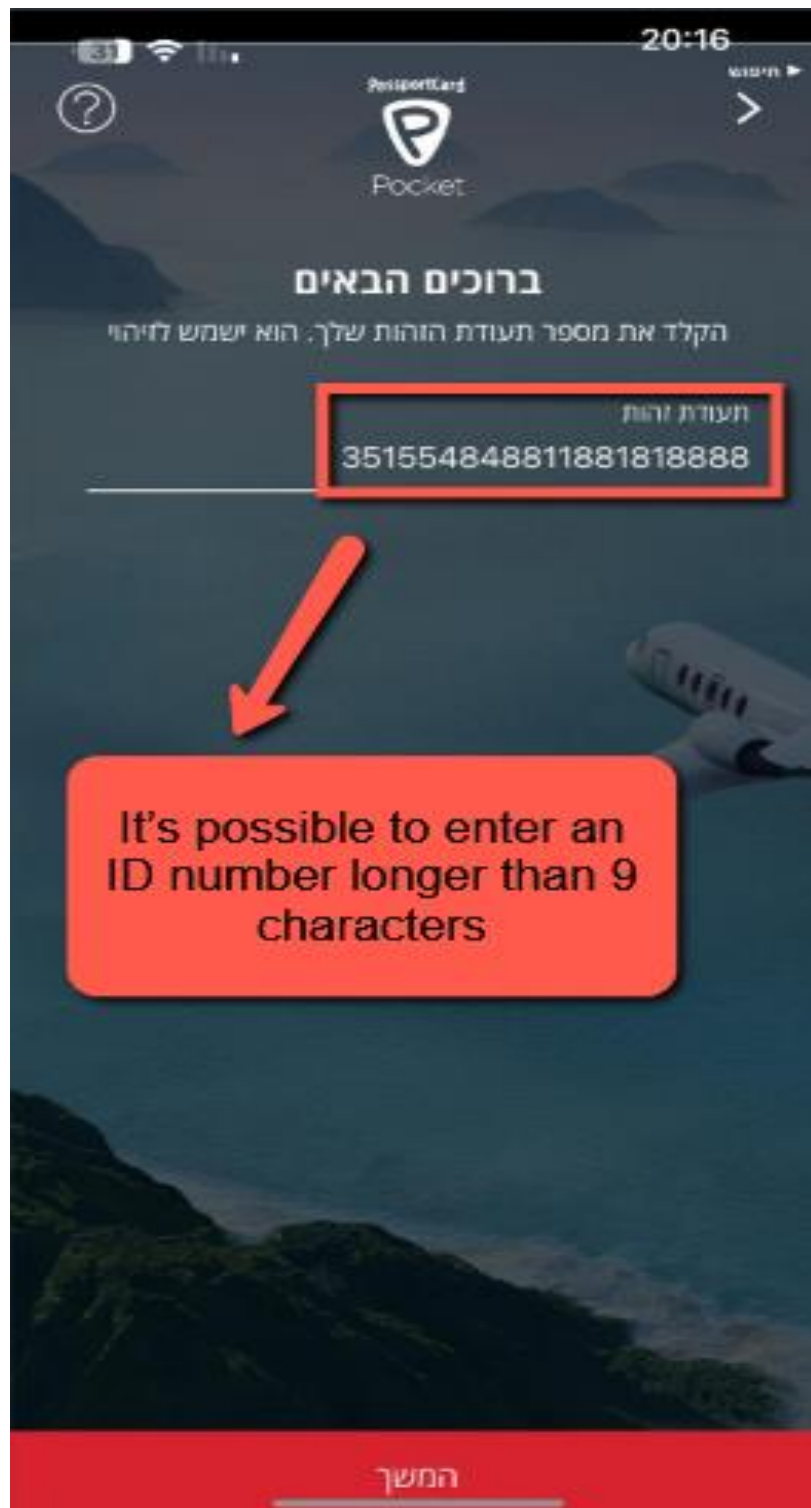
1. Open the app.
2. Enter ID number that consist of more than 9 characters.

Expected Result:

The maximum length of the ID number should be 9 characters because the application is intended for Israeli citizens only.

Actual Result:

It's possible to enter an ID number longer than 9 characters.



[STR-16] [Spelling error in the company name in Hebrew on the ID number entry page](#) Created: 03/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10		
	Devices: iPhone 13 pro max & iPhone 13 pro, Galaxy A10		

Attachments:	 David 9.png
Severity:	S5 - Low
Version:	iOS 2.51 Android 2.6.4

Description

Steps to Reproduce:

1. Open the app
2. Enter your ID number and press on the red box to continue.
3. Pay attention to the name of the company in Hebrew.

Expected Result:

The company name in Hebrew should be “פספורטכארד”.

Actual Result:

The company name that appears in Hebrew is “פספורטקארד”.

20:16 חיפוש

זיהוי באמצעות SMS

באפשרותך להתחבר בעזרת קוד SMS או באמצעות כרטיס הפספורטקארד שברשותכם

מספר טלפון

☐ אני מאשר/ת את תנאי השימוש

המשך

PASSPORTCARD זיהוי באמצעות כרטיס

The company name in Hebrew should be "פספורטקארד" and not "פספורטקארד"

[STR-17] The phone and emergency services area takes a long time to load Created: 03/Dec/23 Updated: 03/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Highest
Reporter:	Liam	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPhone 13 pro max		

Attachments:	 9.1.png.png
Severity:	S2 - Critical
Version:	iOS 17.1.2

Description

Steps to Reproduce:

1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "טלפונים ושירותים לשעת חירום"

Expected Result:

It will take a very short time for the page to load and the appropriate results will be displayed immediately.

Actual Result:

The page does not load for several minutes. These minutes can be critical in an emergency.


ברוכים

ראשי

לרכישת פוליסה

מוקדים חשובים סביבך

מידע שימושי




טלפונים ושירותים לשעת חירום

איזור אישי

הגדרות

מוקד

צור איתנו קשר



תנאי שימוש ופרטיות

ישראל סוכנות לביטוח כללי (2014) בע"מ PassportCard

[STR-18] [The tab of " Google על התוצאות מבוססות על Google " at the bottom of the page of important centers around you is not clear](#) Created: 04/Dec/23 Updated: 04/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1 Devices: iPhone 13 pro max		

Attachments:	 David 10.png
Severity:	S5 - Low
Version:	iOS 2.51

Description

Steps to Reproduce:

1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "מקדים חשבים סביבך"
5. Pay attention to the tab of " Google על התוצאות מבוססות על Google " in the lower-center of the page

Expected Result:

The tab is clear and everything is well.

Actual Result:

The tab "Google על התוצאות מבוססות על Google" is unclear and even cut off due to the black bar that is displayed

019503

בית ששן

CHRW+WFX

JJ65+2WX, North Shuna

ميدان الكلية الأمريكية

CMGG+WF5, Kufr 'Awan

CP55+7WC, Unnamed Rd., judayta

מרט מסחר קפלן עפולה עילית



[STR-19] [After changing the language to English, the content of the personal area remains in Hebrew and does not change to English.](#) Created: 04/Dec/23 Updated: 04/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Medium
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10 Devices: iPhone 13 pro max, galaxy a10		

Attachments:	 David 11.png
Severity:	S3 - Major
Version:	iOS 2.51 Android 2.6.4

Description

Steps to Reproduce:

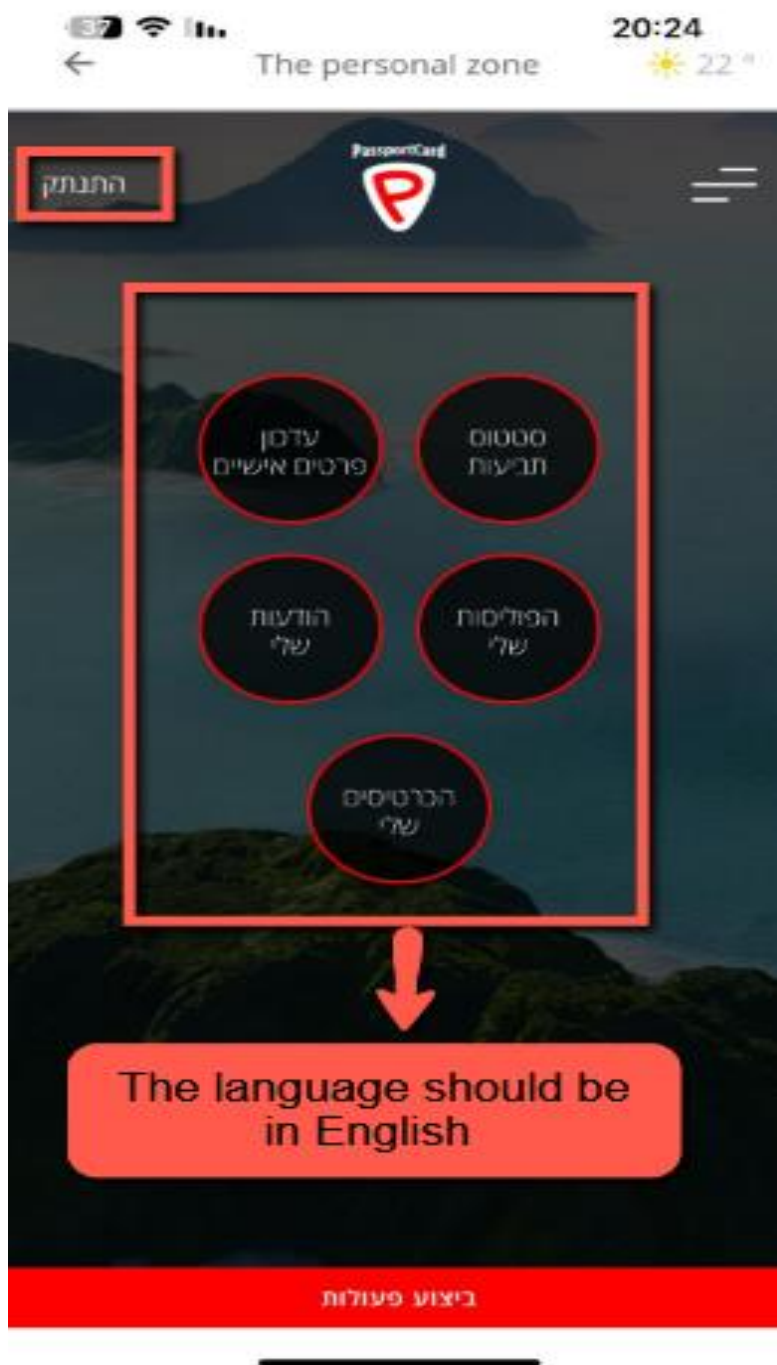
1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "הגדרות"
5. Click on - "שפה"
6. Choose "English"
7. Return to the main screen.
8. Click on the 3 bars on the top right.
9. Click on "האיזור האישי"
10. Pay attention to the language displayed and has it changed to English?

Expected Result:

The language has changed, and all the content displayed in the personal area is in English

Actual Result:

The language has not changed, and all the content displayed in the personal area is in Hebrew despite the change to English.



[STR-20] [There is no accessibility button at all the app screens](#) Created: 04/Dec/23 Updated: 04/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Highest
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1		
	Devices: iPhone 13 pro max		

Attachments:	 David 12.png
Severity:	S1 - Show Stopper
Version:	iOS 2.51

Description

Steps to Reproduce:

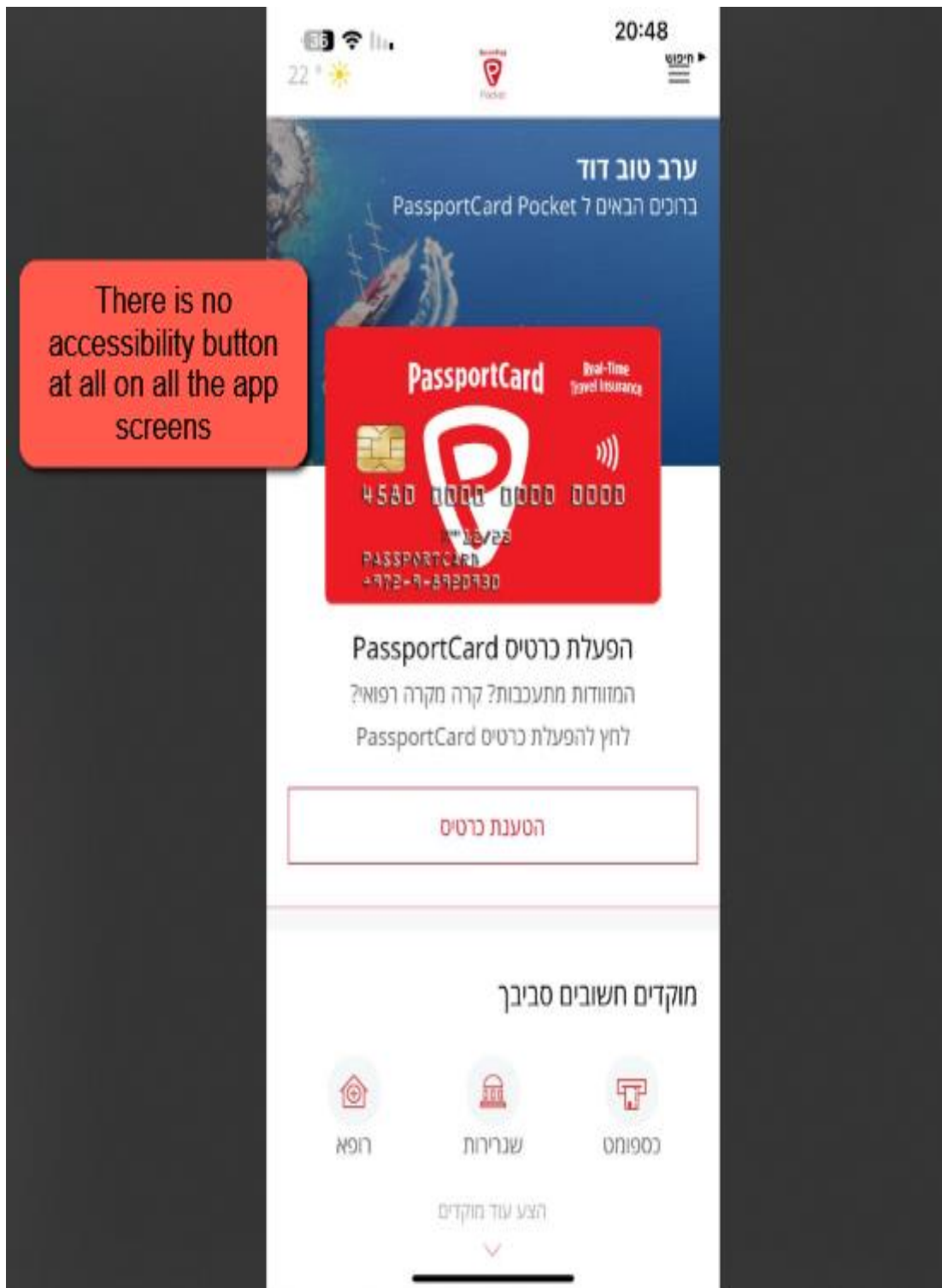
1. Open the app.
2. Log in to your account.
3. Look about the accessibility button in the app and check if it's works.

Expected Result:

There is an accessibility button in the app.

Actual Result:

There is no accessibility button at all on all the app screens.



[STR-21] [The number of languages offered in the application is small compared to a country like Israel](#) Created: 04/Dec/23 Updated: 04/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10 Devices: iPhone 13 pro max, Galaxy A10		

Attachments:	 David 13.png
Severity:	S4 - Minor
Version:	iOS 2.51 Android 2.6.4

Description

Steps to Reproduce:

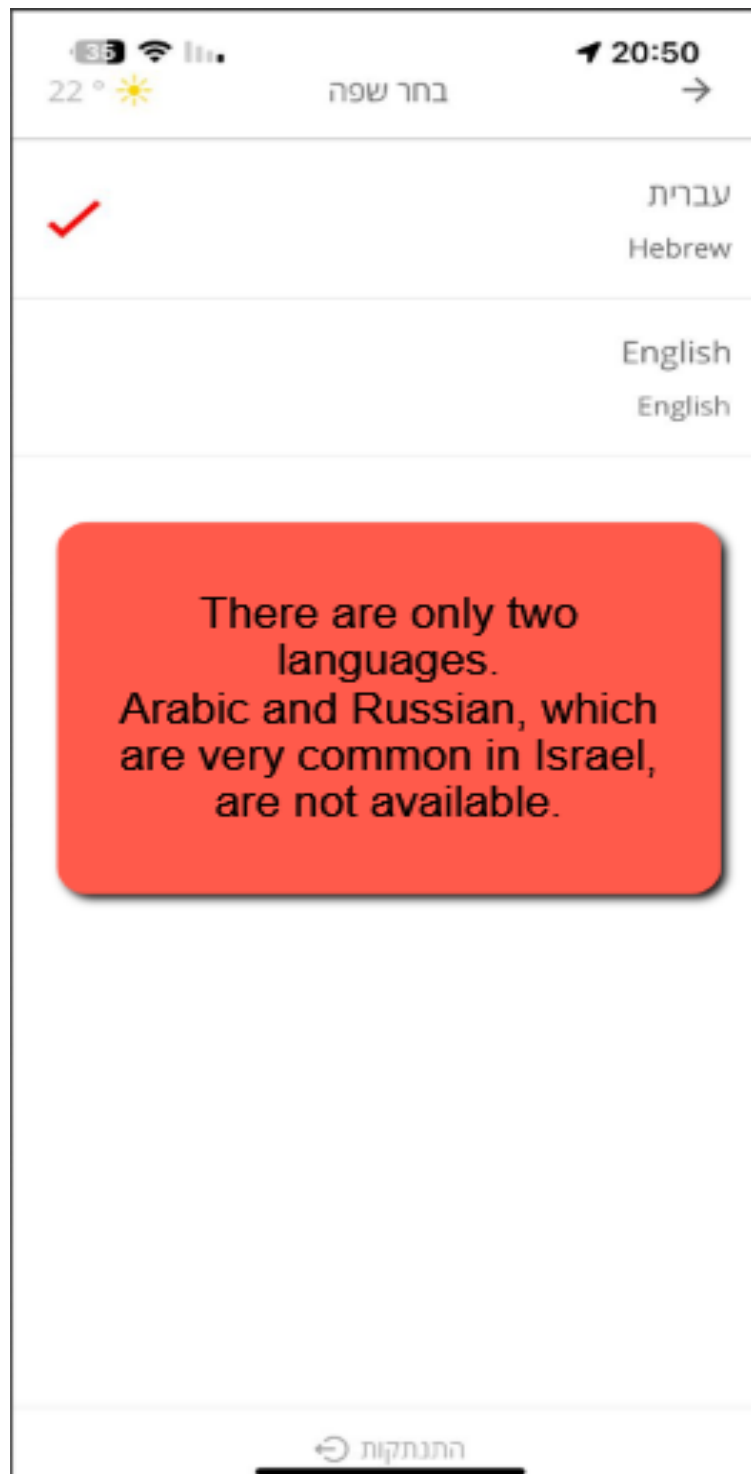
1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "הגדרות"
5. Click on - "שפה"
6. Pay attention to the number of available languages.

Expected Result:

Arabic and Russian are very common and spoken in Israel and should be available.

Actual Result:

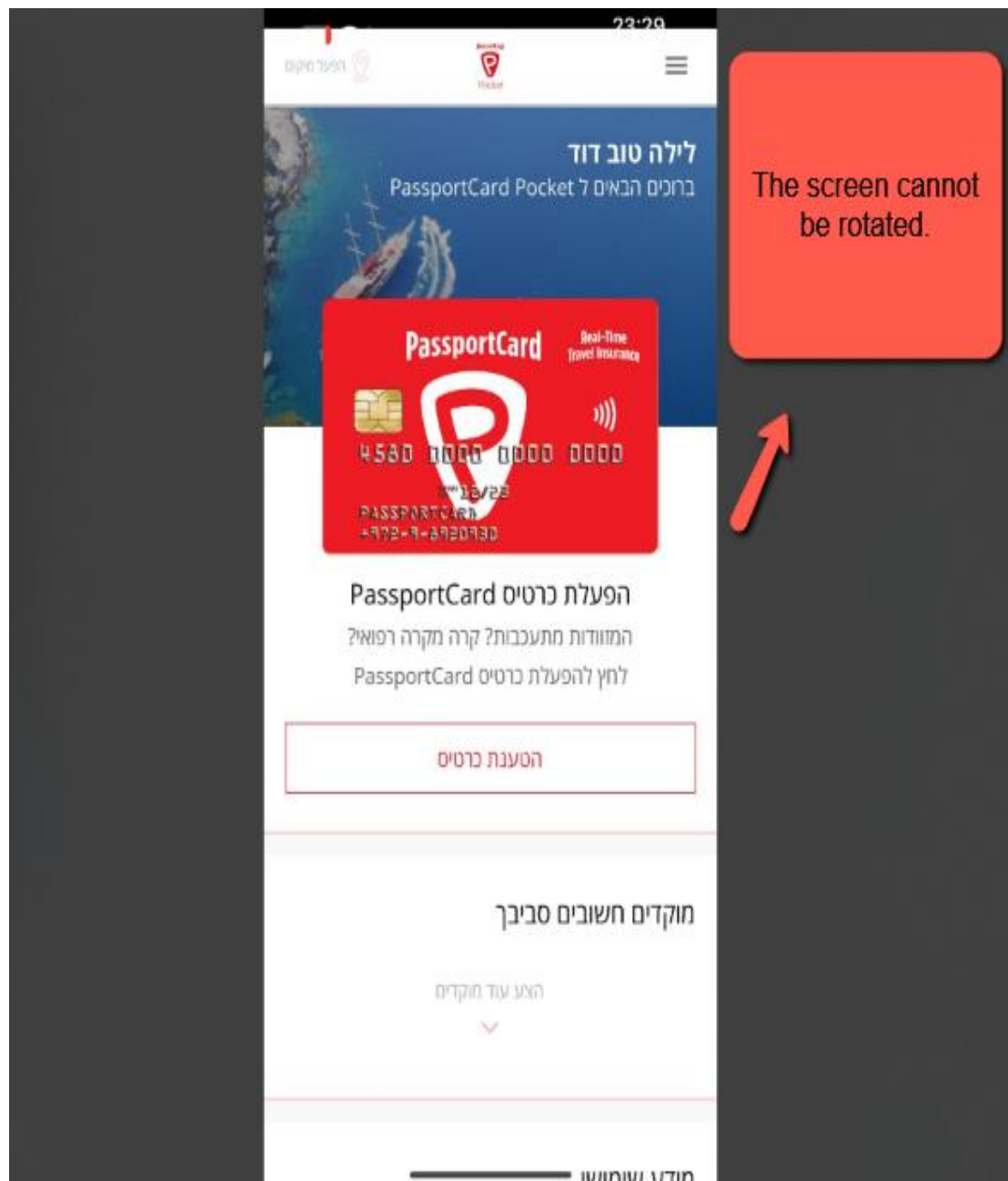
There are only two languages available: Hebrew and English.
Arabic and Russian are very common and spoken in Israel and are not available.



[STR-22] The screen cannot be rotated when using the app on a smartphone Created: 04/Dec/23 Updated: 04/Dec/23			
Status:	To Do		
Project:	STR-PassportCard		
Components:	None		
Affects versions:	None		
Fix versions:	None		
Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1, Android 10 Devices: iPhone 13 pro max, Galaxy A10		
Severity:	S5 - Low		
Version:	iOS 2.51 Android 2.6.4		

Description

<p>Steps to Reproduce:</p> <ol style="list-style-type: none"> 1. Open the app at your phone device. 2. Log in to your account. 3. Try to rotate the screen and check if it is possible? <p>Expected Result:</p> <p>The screen can be rotated.</p> <p>Actual Result:</p> <p>The screen cannot be rotated.</p>
--



[STR-23] [The app installation time on an old device is too long](#) Created: 04/Dec/23 Updated: 05/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Medium
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: Android 10		
	Devices: Galaxy S8		

Attachments:	 David 14.png
Severity:	S4 - Minor
Version:	Android 2.6.4

Description

Steps to Reproduce:

1. Download the app via old device.
2. Pay attention to the installation time.

Expected Result:

The app will install quickly within seconds.

Actual Result:

The app was installed slowly in 5-10 minutes.

This
process
takes 5-10
minutes.
it's too long.



[STR-24] [The application does not function at all during flight mode/no signal mode](#) Created: 05/Dec/23 Updated: 05/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Medium
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1 , Android10 Devices: Galaxy A10, iPhone 13 Pro max.		

Attachments:	 David 15.png
Severity:	S3 - Major
Version:	iOS 2.51 Android 2.6.4

Description

Steps to Reproduce:

1. Turn on flight mode on your device or access a location without signal.
2. Open the app at your phone device.
3. Check the app's ability to function during flight mode/no reception mode.

Expected Result:

Even though the phone is in flight mode or in a place without reception, Important areas of the application that can help in an emergency should work, for example: telephones and emergency services.

Actual Result:

I got the message: "No Internet Connection."

It is not possible to use the application without a signal.

Error message:
It is not possible to use the
application without a signal.

לא קיים חיבור אינטרנט

נסה שוב

[STR-25] The size of the application is too large in relation to the amount of data there is.			
Created: 05/Dec/23 Updated: 05/Dec/23			
Status:	To Do		
Project:	STR-PassportCard		
Components:	None		
Affects versions:	None		
Fix versions:	None		
Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1		
	Devices: iPhone 13 Pro max.		
Severity:	S4 - Minor		
Version:	iOS 2.51		

Description

Steps to Reproduce:

1. Download the app to your device via App Store or Google Play
2. Go to the settings on your device.
3. Go to the storage settings on your device.
4. Check the storage size of the app.

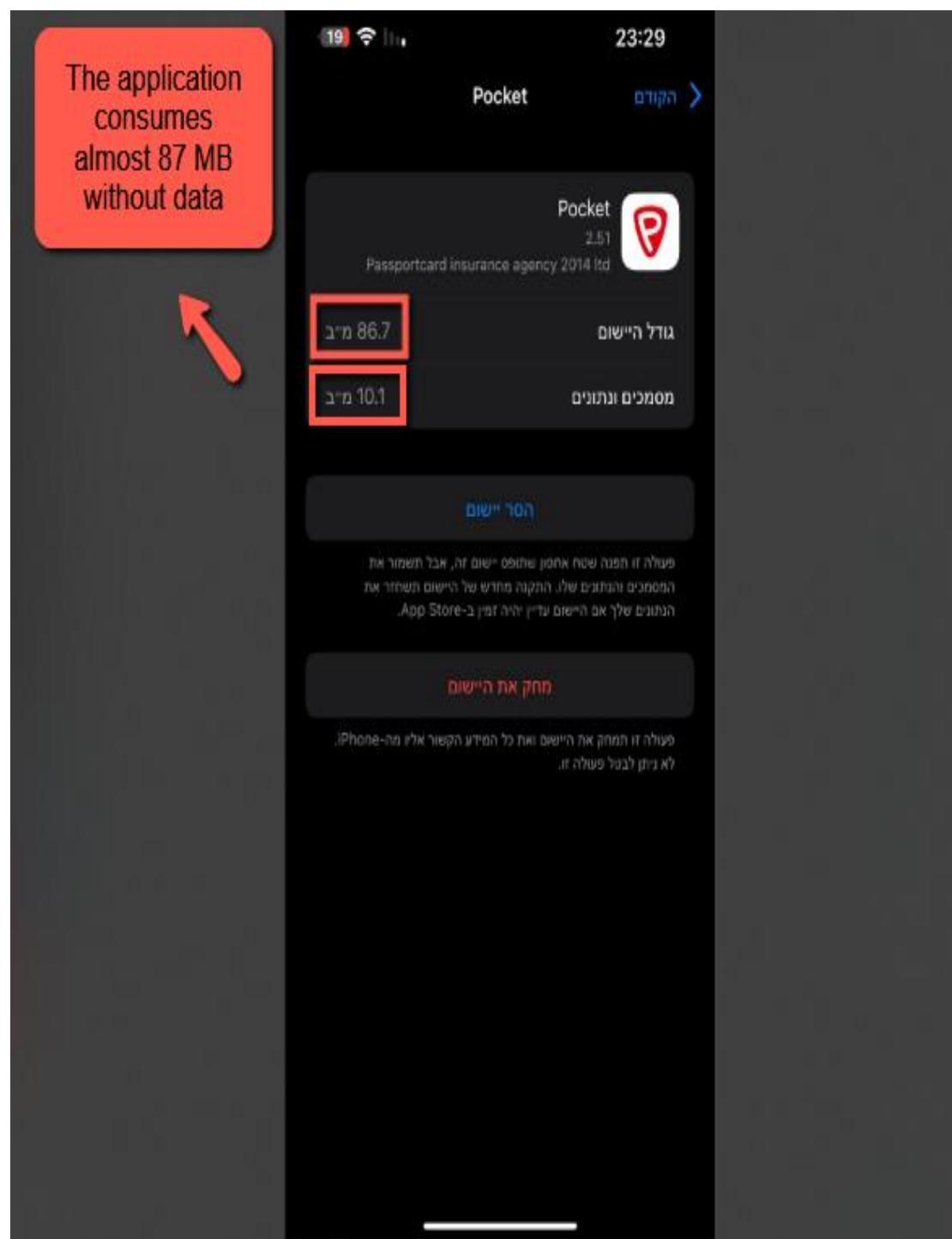
Expected Result:

The application does not require too much storage space relative to its data.

Actual Result:

The application consumes about 87 MB without data.

In my opinion, this is too high because there are not too many functions.



[STR-26] [Some of the images are cut off in the lower part of the useful information in the application.](#) Created: 06/Dec/23 Updated: 06/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1 Devices: iPhone 13 Pro max.		

Attachments:	 David 16.png
Severity:	S5 - Low
Version:	iOS 2.51

Description

Steps to Reproduce:

1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "מידע שימושי"
5. Pay attention to the visibility in the page of "מידע שימושי."

Expected Result:

Everything looks clear and good.

Actual Result:




Some of the images are cut off in the lower part of the useful information in the application.



[STR-27] [The images shown in the areas of "מידע שימושי" page are not of good resolution and therefore the images are blurry](#) Created: 06/Dec/23 Updated: 06/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1		
	Devices: iPhone 13 Pro max.		

Attachments:	 David 17.png  David 18.png  David 19.png
Severity:	S5 - Low
Version:	iOS 2.51

Description

Steps to Reproduce:

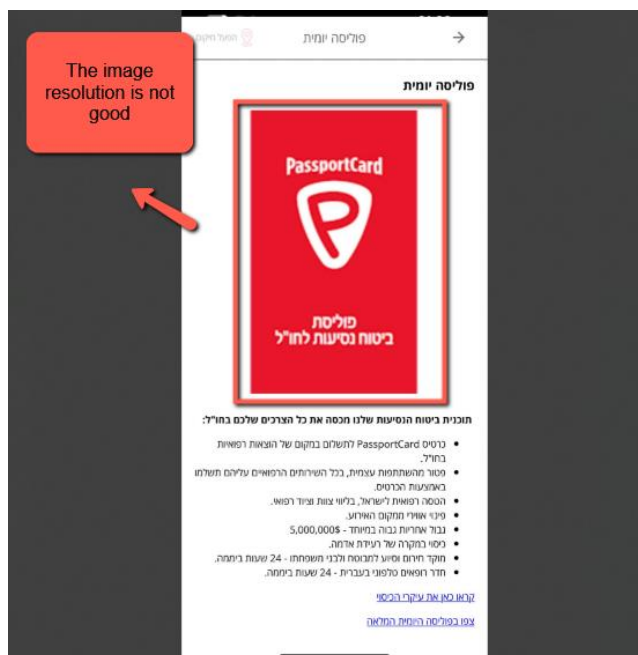
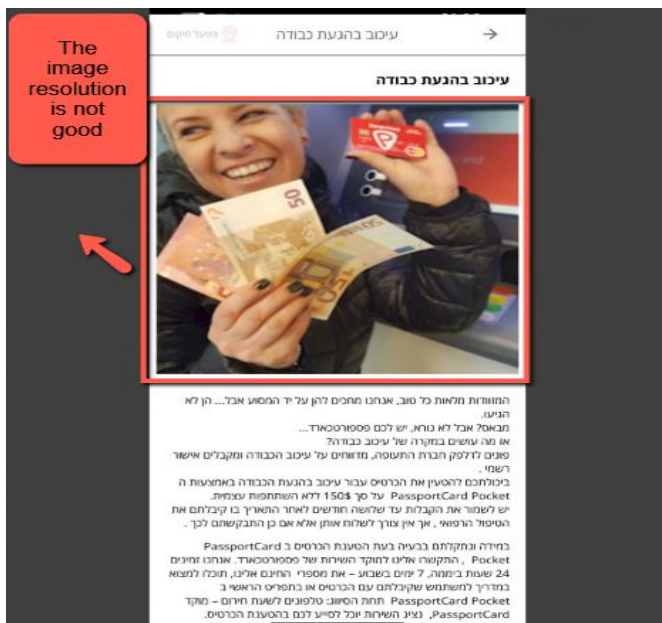
1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "מידע שימושי"
5. Press any option you want.
6. Check the quality of the resolutions in each of the relevant page.


Expected Result:

All the images displayed in each of the options on the page of useful information are in good resolution.

Actual Result:

The images shown are not of good resolution and therefore the images are blurry.



[STR-28] The link of "לרכישת פוליסה" does not work on the "מידע שימושי" page Created: 06/Dec/23 Updated: 06/Dec/23			
Status:	To Do		
Project:	STR-PassportCard		
Components:	None		
Affects versions:	None		
Fix versions:	None		
Type:	Bug	Priority:	High
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1 Devices: iPhone 13 Pro max.		
Attachments:	 David 20.png		
Severity:	S2 - Critical		
Version:	iOS 2.51		

Description

Steps to Reproduce:

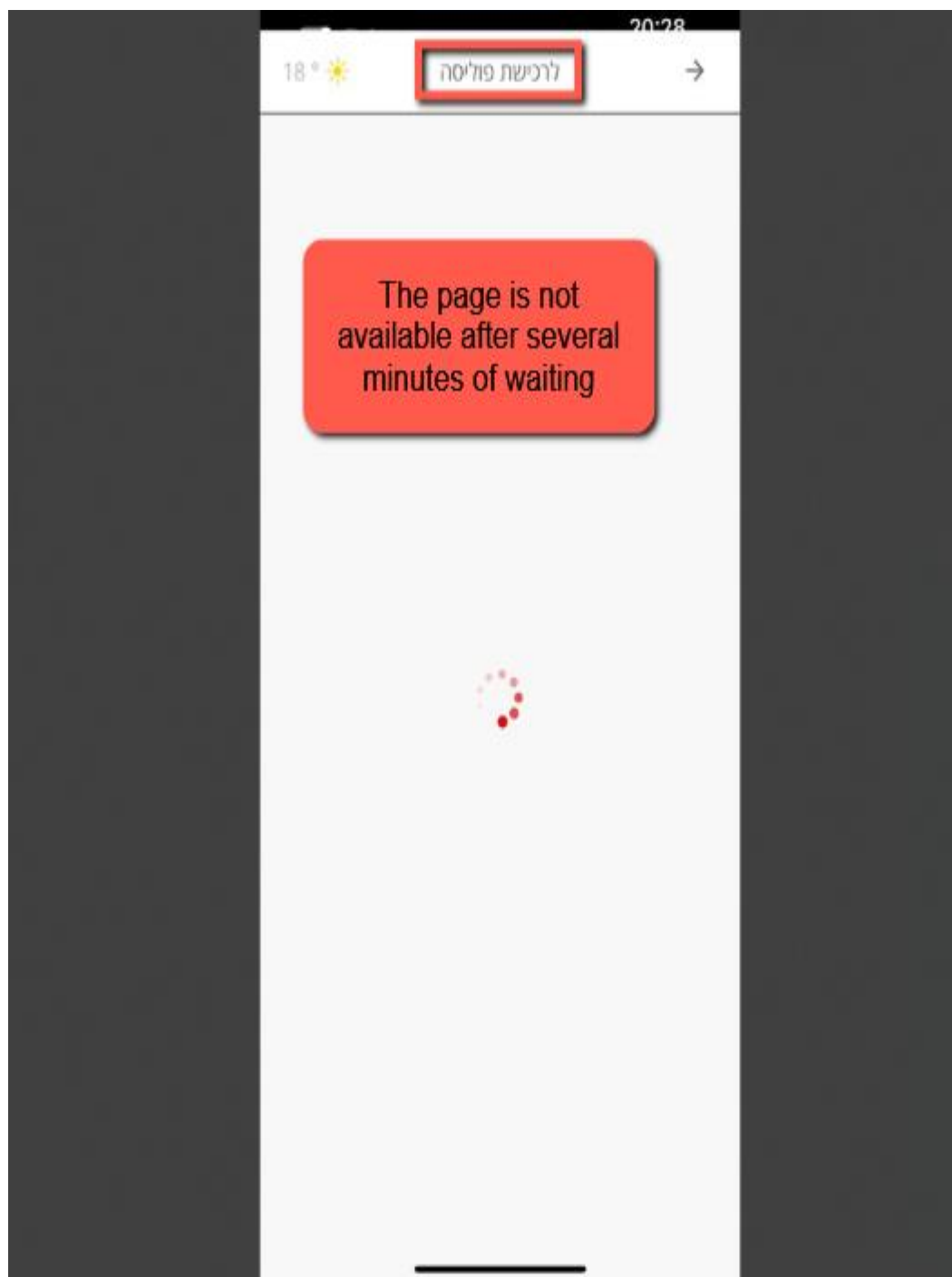
1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "מידע שימושי"
5. "לרכישת ביטוח" Press on
6. Press on the link of "באתר האינטרנט שלנו"

Expected Result:

I will reach the policy purchase page and I will be able to purchase a policy.

Actual Result:

The page is not available after several minutes of waiting.



[STR-29] [By clicking on the link for the personal area on the "פעולות בשירות עצמי" page, the application requests re-login to the account even though it has already been done.](#) Created:

06/Dec/23 Updated: 06/Dec/23

Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1		
	Devices: iPhone 13 Pro max.		

Attachments:	 David 21.png
Severity:	S4 - Minor
Version:	iOS 2.51

Description

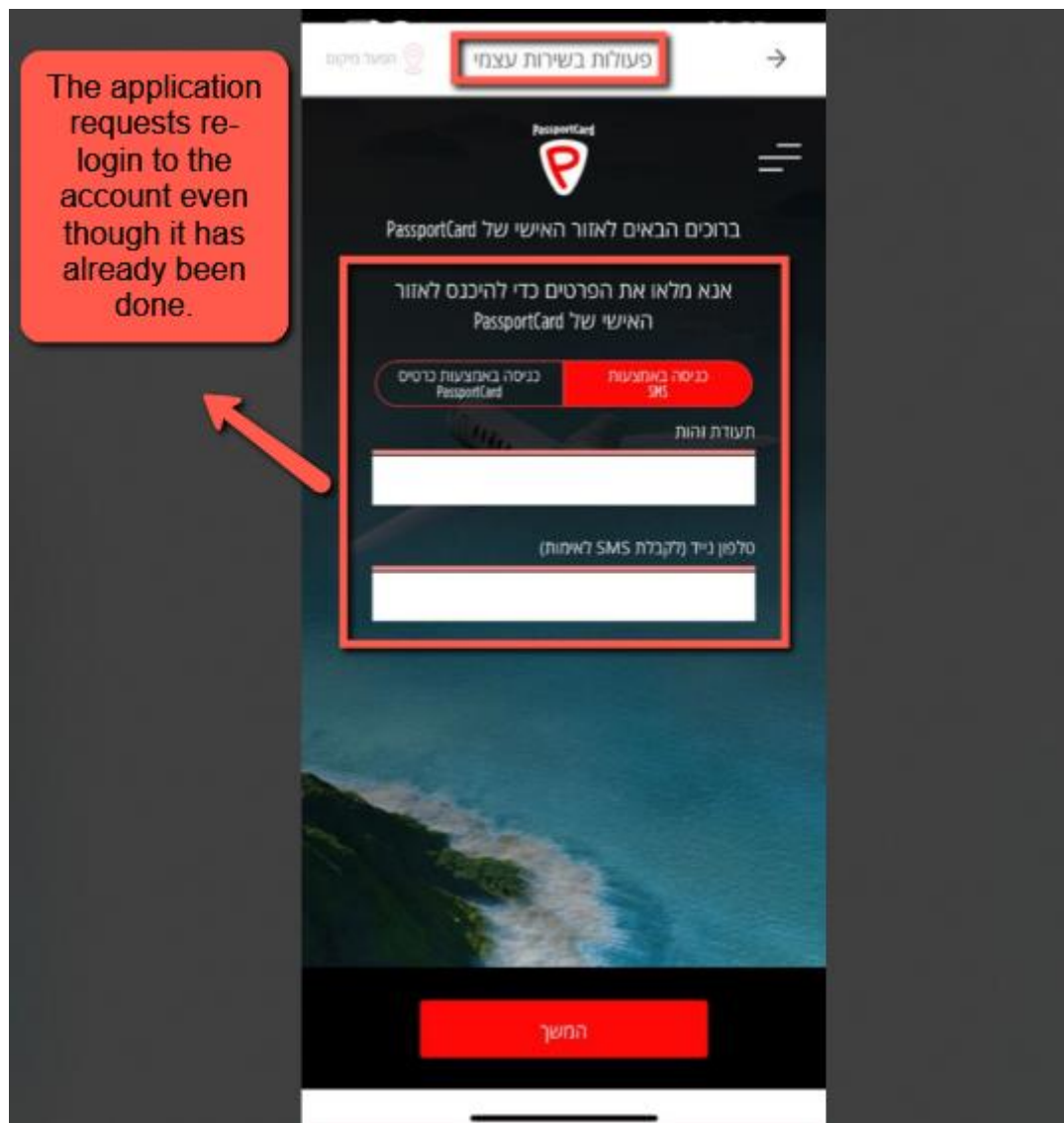
1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "מידע שימושי"
5. Press on "פעולות בשירות עצמי"
6. Press on the link of "באתר האינטרנט שלנו"

Expected Result:

You'll go to "האזור האישי" page.

Actual Result:

I went to the page, but I have to log in again even though I'm already logged in.



[STR-30] By clicking on the link for the personal area on the "נגנב הטלפון הנייד" page, the application requests re-login to the account even though it has already been done. Created: 06/Dec/23 Updated: 06/Dec/23	
Status:	To Do
Project:	STR-PassportCard
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	Low
Reporter:	David Ventura	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Platforms: iOS 16.1.1 Devices: iPhone 13 Pro max.		

Attachments:	 David 22.png
Severity:	S4 - Minor
Version:	iOS 2.51

Description

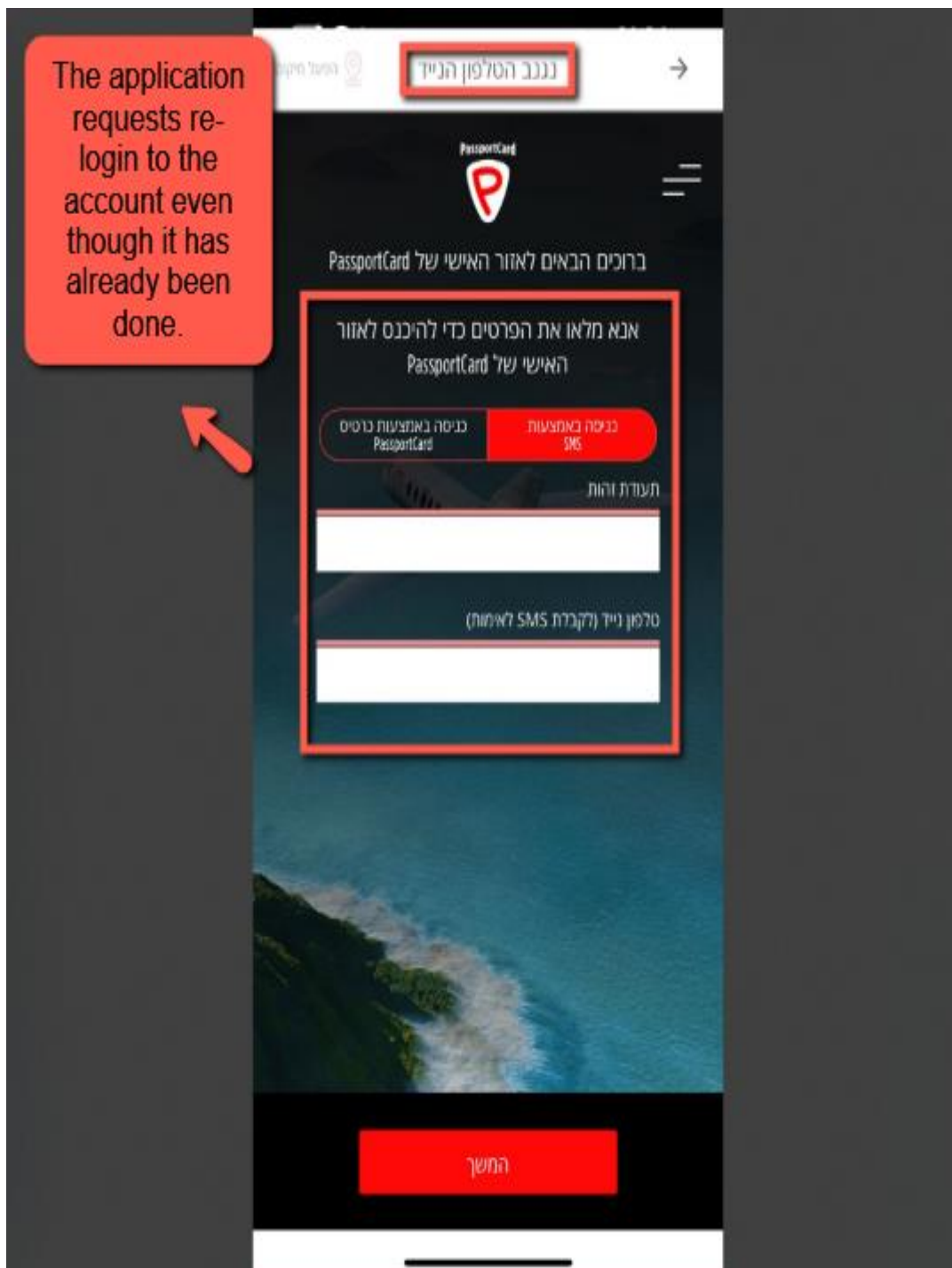
1. Open the app.
2. Log in to your account.
3. Click on the 3 bars on the top right.
4. Click on - "מידע שימושי"
5. Press on "נגנב הטלפון הנייד"
6. Press on the link of "PassportCard שלי"

Expected Result:

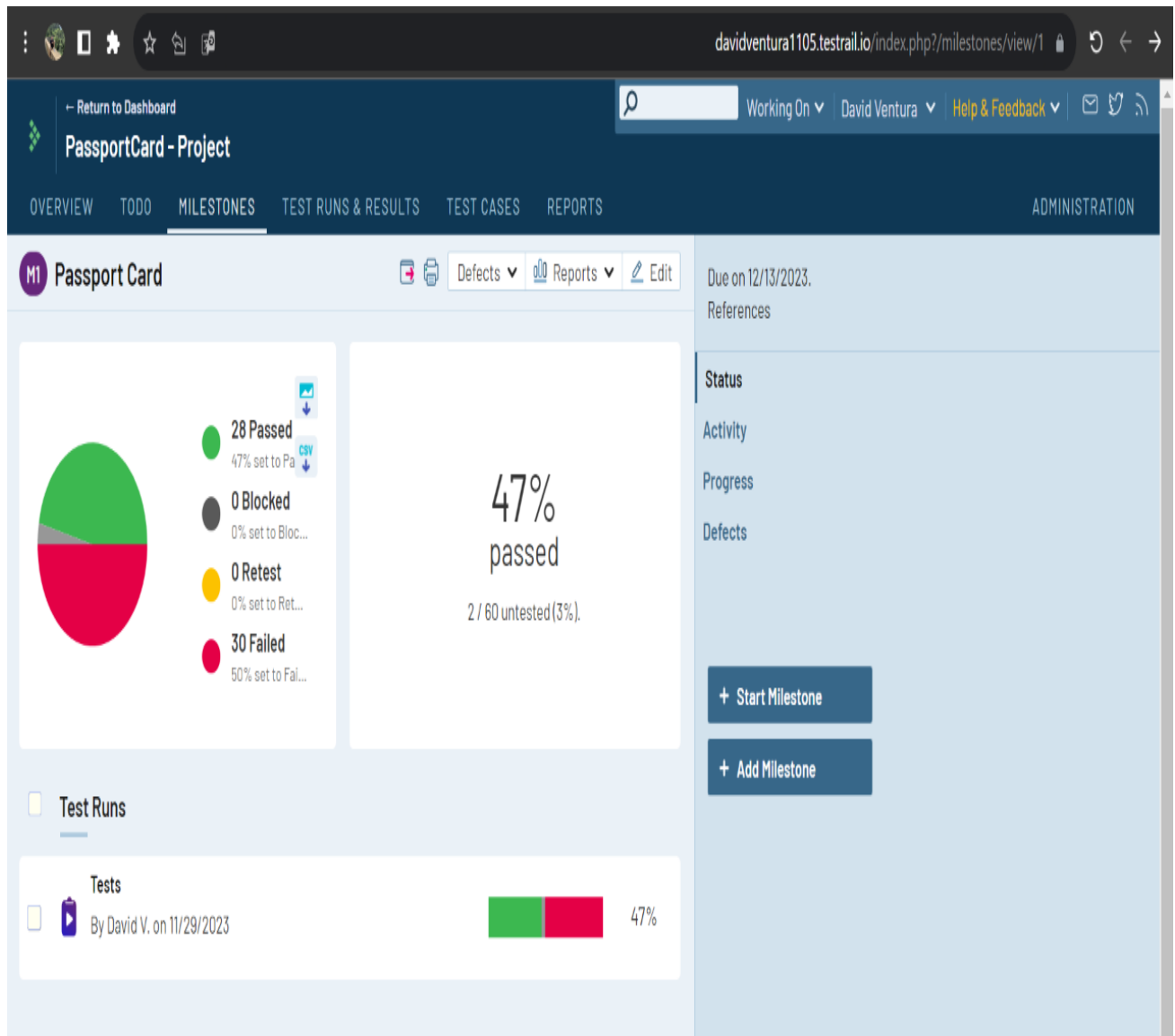
You'll goes to "האזור האישי" page.

Actual Result:

I went to the page, but I have to log in again even though I'm already logged in.



TestRail Report



{ 71 }

T52	Checking app sync with different location	Passed
Personal zone		
Purchase a policy		
Settings		
Tests (2)		
ID	Title	Status
T30	Permission for location services in device settings	Passed
T31	Permission for notification services in device settings	Passed
Terms of use		
Usful information		
● Untested		
Contact us		
Emergency contacts		
Important centers in your area		
Installation		
Login		
Main Screen		
Other		
Personal zone		
Purchase a policy		
Settings		
Terms of use		
Usful information		
Tests (2)		
ID	Title	Status
T64	Check out the link in the useful information area (אובדן/גניבת כבודה)	Untested
T65	Check out the links in the useful information area (פוליסה ימנית)	Untested
● Failed		
Contact us		
Tests (1)		
ID	Title	Status
T24	Checking that you can contact us via the "Contact Us" box	Failed
Emergency contacts		
Tests (1)		
ID	Title	Status
T15	Checking the area of Emergency contacts	Failed
Important centers in your area		
Tests (1)		
ID	Title	Status
T9	Checking the area of "מוקדים חשובים סביבך" by visibility	Failed
Installation		
Tests (1)		
ID	Title	Status
T58	Checking the installation time of the application - old device.	Failed
Login		
Tests (5)		
ID	Title	Status
T18	Checking that the contact button through the main screen works	Failed
T19	Checking that the terms of use button through the main screen works	Failed
T20	Checking the area of login screen by visibility	Failed
T23	Checking the area of login by Spelling mistakes	Failed
T53	Checking the max length of the ID number in the login screen	Failed
Main Screen		
Tests (4)		
ID	Title	Status
T7	E2E Test - Login to the application and activate your passport card	Failed
T10	Checking the main screen by visibility	Failed

T11	Checking the main screen by visibility while "dark mode"	Failed
T12	Checking the visibility in the main screen by images sizes	Failed
Other		
Tests (6)		
ID	Title	Status
T25	Checking the app by acessibility	Failed
T26	Checking the number of languages available in the application	Failed
T33	Checking Is it possible to rotate the screen in the application?	Failed
T43	Checking how the application functions during disconnections such as: a place without signal flight mode.	Failed
T47	Checking the app's storage	Failed
T51	Checking connection from multiple devices to the same user at the same time	Failed
Personal zone		
Tests (3)		
ID	Title	Status
T54	Checking the function and meaning of the red banner in the personal area	Failed
T55	Checking that all actions in the personal area work and lead to the desired screen	Failed
T56	Checking the user experience in the personal area	Failed
Purchase a policy		
Tests (1)		
ID	Title	Status
T6	E2E Test - Login to the application and purchase travel insurance abroad	Failed
Settings		
Tests (1)		
ID	Title	Status
T27	Checking the proper functioning of the application after changing the language	Failed
Terms of use		
Tests (1)		
ID	Title	Status
T21	Checking that the Terms of Use button via the "Terms of Use" button works	Failed
Usful information		
Tests (5)		
ID	Title	Status
T59	Checking the Area of Usful information by visibility	Failed
T60	Checking the quality of the resolution of the images in the area of useful information	Failed
T61	Check out the link in the useful information area (לריכישת פוליסה)	Failed
T62	Check out the link in the useful information area (פעולות כשירות עצמית)	Failed
T63	Check out the link in the useful information area (נגבב הטלפון הנייד)	Failed

Generated with TestRail test management software -- 8.0.2.3138
Report: Property Distribution (Results), by Gurock Software (Version 1)

Recommendations

1. The app could response better, there is an icons that response very slowly.
2. The app could look better visuality. There are some graphics displays that don't look good like cropped images and the app name on the main page written in a very small font.
3. We would add a permanent accessibility button in every location on the app.
4. The quality of location data should be improved in relation to important centers around us. We found some problems regarding the one that registered to us that there were centers hundreds of meters away from us but in the reality, there are closer centers that did not appear.
5. We would fix the broken fields of "Contact us", "Purchase a policy", "Emergency contacts", and "Card top-up" in the main screen. They are important and critical fields and it's simple doesn't work or it's taking too much time for response.
6. We would add additional languages to the application that are very common in Israel such as Arabic and Russian.
7. We would improve the behavior of the application after changing the language.
8. The size of the application is too large in our opinion in relation to the relatively low amount of data it contains.

Conclusion

Due to the number of bugs that we found,

We can say that the application does not function reasonably well and does not optimally perform its uses, which are:

Loading a passport card in real time, purchasing a new policy, emergency numbers, making contact through the application.

Card loading and emergency numbers are critical in real time and if we can't use that then we have no interest in using the app.

Also, there is no accessibility button - something that prevents disabled users from using the application.

As a result , after examining all our conclusions,

We do not recommend releasing the application.