**Manual Exploratory Testing Report Template**

**Test Information**

* **Browser/OS**: Chrome Windows 10, iOS 18.3.2
* **Devices**: PC and Iphone 13
* **App Tested**: Incode Demo
* **App version**: 1.33
* **Tester**: Djordje Mihailovic

**Application Functionality Overview**

* Login Page  
    
  A fairly simple and functional login page, with the basic credentials input and password reset, I’m not really sure why the password field is disabled for a brief moment after switching from email input field.
* Landing page / Dashboard

Dashboard page looks clean and understandable, User experience is great with a clear instructions about the nav bar elements to the left.

* Sessions Page  
    
  The User is presented with Sessions in the table with all the relevant information in the fields. The User can choose to Open a session by clicking on its row, which will lead him to Single Session Page. There is also an Action menu for manipulating with Sessions.
* Single Session Page  
    
  After clicking on the Session the User will land on the Single Session Page. There he more information about the Session including pictures of the scanned Document, its OCR’d contents, more information about Face Recognition, Government Validation etc.

The User can has an Action menu for exporting and deleting a Session and he can choose to “Add face to Database” which will create an Identity for the Session and add it to Identities Page.

* Identities Page  
    
  Here User can see the Identities which contain the information about the Users from the Documents scanned and previously present in the Session Page. The Table contains a basic information about the Identity ( Name, IdentityID, National Number, Birthdate etc. )
* Single Identity Page  
    
  Upon clicking on the Identity in the Identities Page, User is taken to the Single Identity Page. More information is available about the Identity including picture, documents, authentications etc.
* Authentications Page  
    
  I’m not really sure about the way this was designed, couldn’t find a Use case with the information that is available at the current moment.
* Analytics Page

My account is not authorized to view this.

* Flows Page

Contains the Flow templates that are designed to tailor specific ways that a User can go through his Session. Flow seem to be tied to the User Sessions and they give information about what is expected from the Session: what happens if a Session fails / passes, does it require Age assurance, what Modules should be present in the Session ( like ID Capture, Face Capture, Face Capture etc. )  
  
The User can also create a Flow with the parameters that he wants or import a Flow; and manipulate further with it on this Page.

* Workflows Page  
    
  I’m not really sure about the way this was designed, couldn’t find a Use case with the information that is available at the current moment.
* Compliance Page  
    
  It seems to track the Actions of the Users on the App about ( Sessions, Identities, Flows, Logins etc, ).
* Custom Watchlists Page  
    
  The User can add Identity to Watchlists and view it here.
* Users Page  
    
  I tried to add a User here but I got an 400 response on my post request
* Status Page  
    
  The User can see the Incident History here
* Configuration Page  
    
  This Page seems to have purpose of configuring the App ( what a surprise! )

**Suggestions for Improvement**

I will provide a simple list of the things that from a New Users perspective that could be improved for his overall experience

1. Flow -> Create a new Flow form – Could use an indicator of what fields need to be filled in order to proceed
2. Analytics Page – I’m not authorized to view this Page, but maybe the error could take a bit less to display ( 5 seconds ) or the NavItem should be disabled if the User doesn’t have the permission to view it.
3. Sessions Page – I couldn’t find a Use case for Review Session button; maybe there is a way to select a single Session on this page that I missed?
4. Sessions Page – Export to CSV actions takes way too long; it takes several minutes to start downloading a file size of 15kbs.. Maybe it could use an indicator for the User that his file is being prepared?
5. Status Page – Could use a back button to the Dashboard
6. Tables overall – Could use a scaller to make the columns smaller / bigger

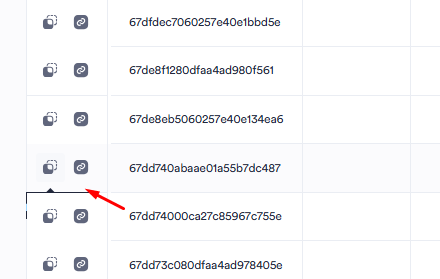
**Unexpected Behaviors or Bugs**

**Bug 1**

* **Description**: Perpetual Loading screen when Scanning Document with a Phone horizontally ( Drivers License )
* **Steps to Reproduce**:
  1. Navigate to IncodeOmni with a Phone
  2. Enter the Scan Document process
  3. Attempt to scan a Drivers License document horizontally
* **Expected Behavior**: The User should be promoted that horizontal scanning of the Document is not supported
* **Actual Behavior**: The User is presented with a perpetual loading loop on his phone
* **Severity**: High
* **Device**: Iphone 13, iOS 18.3.2

**Bug 2**

* **Description**: Sessions – Copy Session ID Hover window is overlapped by Other Sessions
* **Steps to Reproduce**:
  1. Login and go to Sessions Page
  2. Hover over the “Copy Session ID” icon on any Session row, other than last
* **Expected Behavior**: Small window that appears when hovering over “Copy Session ID” should be clear and visible
* **Actual Behavior**: The window is overlapped by other Sessions on the Table



* **Severity**: Low

**Summary**

Overall, the App looks complex but fairly user-friendly on the first glance. From a new Users perspective and an exploratory standpoint, I provided a few bugs and suggestions that could improve his experience, but other than that my impressions were positive about the App.