

BA-AUTH-001 – No email after repeated failed logins (4th attempt)

Area: Login / Lockout messaging

Severity: Medium | **Priority:** Medium | **Reproducibility:** Always

Preconditions: Valid Executive Club account exists.

Steps to Reproduce:

1. Navigate to <https://www.britishairways.com>
2. Click 'Log in' in the top-right corner.
3. Enter a valid Executive Club Membership Number (123456789) to the 'Email/Username/Membership number' field
4. Enter an invalid password (Test@12345) into the 'Password' field 4 times in a row with the same incorrect password
5. Complete the CAPTCHA 'I am a human' by ticking the box
6. Click the 'Continue' button"

Expected Result: The system displays a red-colored message: 'We have detected suspicious login activity and further attempts will be temporarily blocked. Please try again later.'

Email received after repeated failed login attempts.

Actual Result: The system displays a red-colored message: 'We have detected suspicious login activity and further attempts will be temporarily blocked. Please try again later'

No email received after repeated failed login attempts."**Impact:** Mixed/unclear guidance; inconsistent messaging undermines trust and may increase support contacts.

BA-AUTH-002 – No email after repeated failed logins (5th attempt)

Area: Login / Lockout messaging

Severity: Medium | **Priority:** Medium | **Reproducibility:** Always

Preconditions: Valid Executive Club account exists.

Steps to Reproduce:

1. Navigate to <https://www.britishairways.com>
2. Click 'Log in' in the top-right corner.
3. Enter a valid Executive Club Membership Number (123456789) to the 'Email/Username/Membership number' field
4. Enter an invalid password (Test@12345) into the 'Password' field 5 times in a row with the same incorrect password
5. Complete the CAPTCHA 'I am a human' by ticking the box

6. Click the 'Continue' button

Expected Result: The system displays a red-colored message: 'We have detected suspicious login activity and further attempts will be temporarily blocked. Please try again later.'

Email received after repeated failed login attempts.

Actual Result: Same message as 4th attempt, no email received. The system displays a red-colored message: 'We have detected suspicious login activity and further attempts will be temporarily blocked. Please try again later'

No email received after repeated failed login attempts.

Impact: Same as BA-AUTH-001; unclear guidance to the user.

BA-AUTH-003 – CAPTCHA shown when both fields are empty

Area: Login form validation

Severity: Medium | **Priority:** Medium | **Reproducibility:** Always

Preconditions: User is on the login page.

Steps to Reproduce:

1. Navigate to <https://www.britishairways.com>
2. Click 'Log in' in the top-right corner.
3. Keep empty the 'Email/Username/Membership number' field
4. Keep empty the 'Password' field
5. Do not complete the CAPTCHA 'I am a human' by ticking the box
6. Click the 'Continue' button

Expected Result: Field-level validation appears before CAPTCHA.

The system displays a validation message indicating that the login fields are required.

Example:

"Please enter your membership number, email address, or username."

"Password is required."

The user should not be prompted with a CAPTCHA unless some input is provided.

Actual Result: CAPTCHA message displayed instead of required-field validation.

The system displays a CAPTCHA message:

"Verify you are a human"

even though both input fields are empty.
No proper input validation message is shown.

Impact: Confusing UX; unnecessary CAPTCHA triggers.

BA-AUTH-004 – Password reset email: logo does not render

Area: Password reset email (branding)

Severity: Low | **Priority:** Low | **Reproducibility:** Always

Preconditions: A valid password recovery request was submitted; reset email received.

Steps to Reproduce:

1. Open the password reset email
2. Check whether the British Airways logo is displayed correctly at the top

Expected Result: British Airways logo renders correctly.

The British Airways logo is fully rendered (not broken or missing).

The logo is positioned in the top section of the email.

Actual Result: Logo fails to load.

The British Airways logo did not load (broken image).

Impact: Reduced brand trust; email looks unprofessional.

BA-AUTH-005 – Password reset email: 'Reset Password' button text unreadable

Area: Password reset email (CTA)

Severity: Medium | **Priority:** Medium | **Reproducibility:** Always

Preconditions: Password reset email received.

Steps to Reproduce:

1. Open the password reset email
2. Locate the Reset Password button
3. Observe its text color, background color, contrast, and alignment

Expected Result: Button text is clearly visible with sufficient contrast.

The Reset Password button has sufficient color contrast between background and text.

The text is clearly readable and centered inside the button.

The button is styled consistently with BA branding.

Actual Result: Button text blends with background colour, making it unreadable.

The button background and text color were nearly identical.

Text was not visible.

Impact: Users may miss the CTA; accessibility non-compliance.