

[ODT-5] Password recovery email is not received by an existing user within 10 minutes after submitting a valid registered email address.

Created: 25/лист./25 Updated: 25/лист./25

Status:	To Do
Project:	OpenCart Demo Testing
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Bug	Priority:	High
Reporter:	EmilZeinalov	Assignee:	EmilZeinalov
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	<ul style="list-style-type: none"> Website: https://opencart.abstracta.us/index.php?route=common/home Device: Laptop HP ProBook 450 Browser: Chrome 142.0.7444.163 OS: Windows 11 Pro 24H2 		

Attachments: image-20251125-053931.png image-20251125-053446.png

Description

Preconditions

The email store@gmail.com is already registered in the system.
User is on the homepage.

Steps to Reproduce

1. Click "My Account" => "Login".
2. Click "Forgotten Password".
3. Enter the email address store@gmail.com.
4. Click "Continue"

Expected Result

A password recovery email with a reset link is delivered to store@gmail.com within 10 minutes.

Actual Result

No password recovery email is received at store@gmail.com.

Attachments

opencart.abstracta.us/index.php?route=account/login

The screenshot shows the OpenCart login page. At the top right, there is a dropdown menu with 'Register' and 'Login' options. The 'Login' option is highlighted with a green circle and a number '2'. Below the menu, there is a search bar and a breadcrumb navigation path: Home > Account > Login.

New Customer

Register

By creating an account you will be able to shop faster, be up to date on an order's status, and keep track of the orders you have previously made.

Returning Customer

I am a returning customer

E-Mail Address

>Password

Forgot Password

Login

opencart.abstracta.us/index.php?route=account/forgotten

The screenshot shows the OpenCart password reset page. At the top right, there is a dropdown menu with 'Register' and 'Login' options. The 'Forgot Password' link in the menu is highlighted with a green circle and a number '3'. Below the menu, there is a search bar and a breadcrumb navigation path: Home > Account > Forgotten Password.

Account

Enter the e-mail address associated with your account. Click submit to have a password reset link e-mailed to you.

Your E-Mail Address

* E-Mail Address **4** sotre@gmail.com

Back

5 Continue

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