**Bug Report**

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| Category | Label | Value |
| Bug ID | Link  Reporter  Submit Date | Not secure  Fezile Sompa, Keaorata Motsumi  23/05/2025 |
|  |  |  |
| Bug overview | URL  Screenshot | <https://dynamicdna.bsite.net/> |
| Environment | Browser  Operating system version | Chrome  Windows 7 |
| Bug details | Expected results  Actual results | When you click link it should take you to create account without error  It gives This site reported unsafe  In order to navigate the link, you must click Advance to bypass the error of Not Secure. |
| Description | Priority: Medium | When attempting to access the application's login page via the provided URL, the browser displays a prominent "Your connection is not private" or "Not Secure" warning. Users are forced to manually click "Advanced" and then "Proceed to [Website URL] (unsafe)" to bypass the warning and reach the login page. This behavior poses a significant security risk and degrades the user experience. |

**Test Checklist for Creating Account**

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| Domain | Description | Expected results | Results |  |
| Account | Create an account | You can log in and see the main Dashboard | **Pass** |  |
|  | Login using email | You should be able to sign up with valid email address | **Pass** |  |
|  | Set password | Set password for account | **Pass** |  |
|  | Confirm password | Confirm password | **Pass** |  |
|  | Sing in | Sign in your account | **Pass** |  |
|  | Dashboard for Tickets | You should be able to see Dashboard after login, and when create tickets it must take you to Ticketing system | **Pass** |  |
|  | Logout | When log out it must take you to login page. | **Pass** |  |

**Steps to Reproduce:**

1. Navigate to [Link provided].
2. Click "Sign Up."
3. Enter testuser@example.com in email field.
4. Enter P@ssw0rd123! in password field.
5. Confirm P@ssw0rd123! in confirm password field.
6. Click "Register."

**Scenario: Creating Tickets on the Dashboard**

**Test Case Title:** Ticket Creation - Valid Data

**Steps:**

1. Log in to the dashboard.
2. Navigate to "Create Ticket" or "New Ticket."
3. Fill in mandatory fields (e.g., Title, Description, Priority).
4. Select appropriate category/type (if applicable).
5. Attach a file (if applicable).
6. Click "Submit" or "Create Ticket."
7. Verify the ticket appears in the "My Tickets" or "All Tickets" list.
8. Open the newly created ticket to verify details.

**Bug Report Description**

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| Test Case | Expected Results | Actual Results | Description | Outcomes |
| Creating Ticket  Choose File (Optional) | The Choose a file field should be truly optional, allowing users to create a ticket without uploading a file. | If no file is attached the system prevents ticket creation, even though the field is marked as optional. | On the ticket creation page, there is a “Choose a file” field marked as optional, However, if the user does not attach a file, the system does not allow proceeding with tickets creation. | Fail |
| Profile | The profile page should load and display user information correctly when accessed | When accessing the profile, the page does not display or update any information. | Log in to the application, Navigate to the profile section  Try to view or edit the profile, observe that profile does not display or update as expected | Fail |
| Settings | User should be able to modify and save settings menu without any issues. | When users attempt to change or navigate settings, the changes are not applied | When settings are clicked there is a bug found, Users are unable to save or update certain configuration options. | Fail |
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