

B. [WB-10] Forgot password

Created: 12/Mar/24 2:27 PM - Updated: 16/Apr/24 4:02 PM

Status: QA
Project: WiseBooking: QA Initiative for booking.com
Component/s: None
Fix Version/s: None

Type: Story
Reporter: George-Marian Lupu
Resolution: Unresolved
Labels: None
Original Estimate: Not Specified
Remaining Estimate: Not Specified
Time Spent: Not Specified

Priority: High
Assignee: Unassigned
Votes: 0

Agile**Sprint:** BW Sprint 2**Description**

As a user of the [Booking.com](#) platform, I aim for a seamless password reset process to swiftly regain access to my account in case I forget my password or require an update.

Updating or resetting password through the "Forgot password" function will follow these steps:

Refer to the attachments for further reference

- 1 - Click the "Sign in" button located on the website homepage.
- 2 - Enter a valid email address in the designated "Email address" field, then proceed by clicking the "Continue with email" button.
- 3 - Select the "Forgotten your password?" option to initiate the password reset process.
- 4 - After selecting the 'Forgotten your password?' option, the user is redirected to a page prompting them to provide a valid email address in the field labeled 'Your email address.' Subsequently, the user must click on the 'Send reset link' button to proceed with the password reset process.
- 5 - After submission, an email containing a reset password link will be sent to the provided email address. Meanwhile, on the website page, the user will encounter a message saying "Check your inbox!"
- 6 - As part of the received email, the user will click on the "Reset password" button.
- 7 - The user is then redirected to a page where they can assign a new password and submit it.
- 8 - Upon entering a new valid password and clicking on the "Set new password" button, the user will:
 - Be redirected to the [Booking.com](#) homepage.
 - Receive an email titled "Account updated." (check the screenshot below)
 - The email will contain a link. Upon clicking this link, the user will repeat steps 7 and 8.

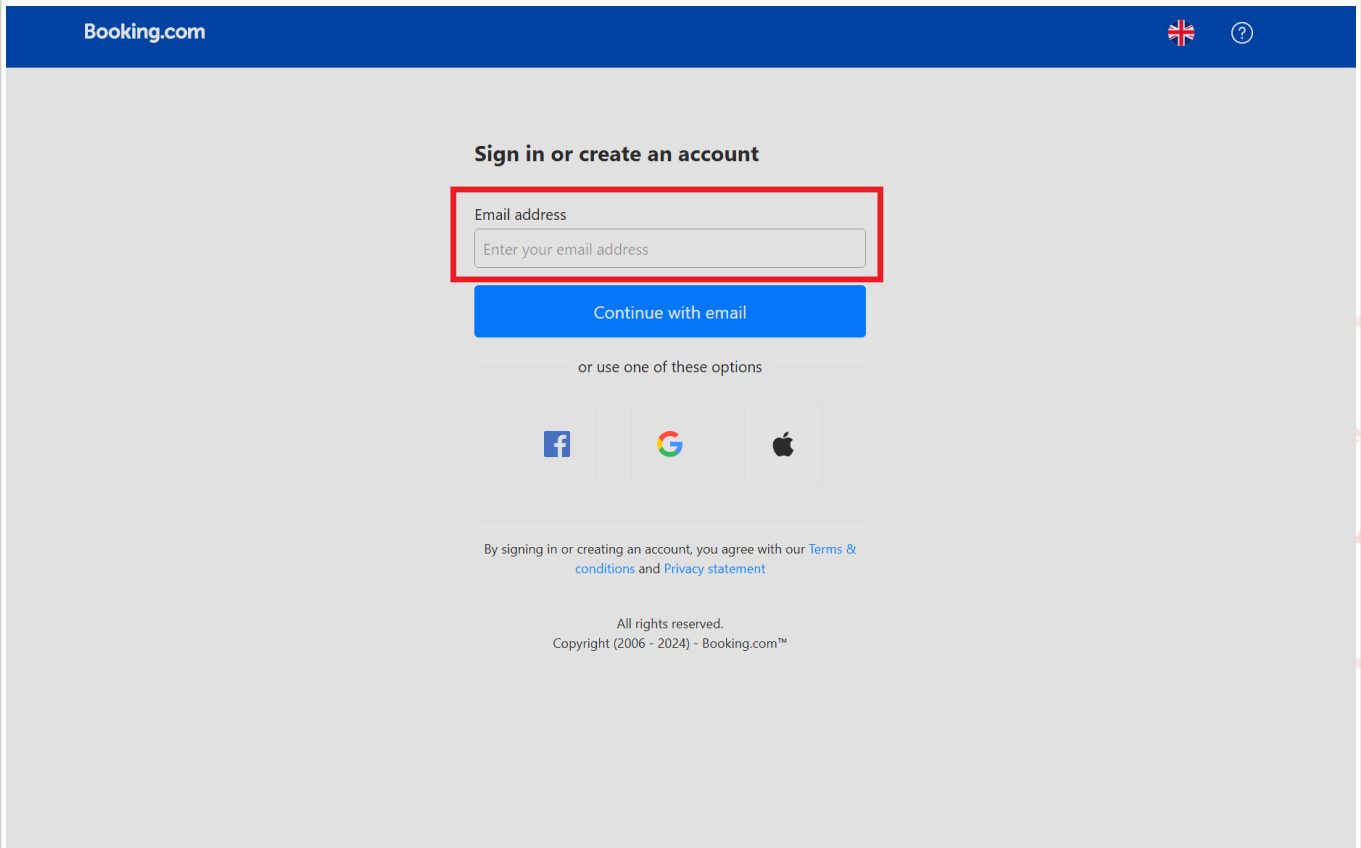
Attachments

The screenshot shows the Booking.com homepage. At the top, the 'Sign in' button is circled in red. Below the navigation bar, there is a large banner with the text 'A dream stay for a bucket list trip' and a button 'Discover holiday rentals'. Below the banner is a search bar with the following details: 'Oradea', 'Wed 27 Mar — Sat 30 Mar', '2 adults · 0 children · 1 room', and a 'Search' button. Below the search bar, there are two checkboxes: 'I'm looking for an entire home or apartment' and 'I'm looking for flights'. Below this, there is a section 'Your recent searches' with a card for 'Oradea' (27 Mar–30 Mar, 2 people). Below that is a section 'Offers' with the text 'Promotions, deals and special offers for you'. There are two promotional cards: 'Fly away to your dream holiday' with a 'Search for flights' button, and 'New year, new adventures' with a 'Find Early 2024 Deals' button.

[STEP 1] Clicking on Sign In button from homepage.png (1.70 MB)

made with Better PDF Exporter for Jira
TRIAL VERSION

made
TRL



[STEP 2] Providing valid email address & submitting.png (57 kB)



Booking.com

Enter your password

Please enter your Booking.com password for **gm74310@gmail.com**.

Password

Enter your password

Sign in

or

Sign in with a verification link

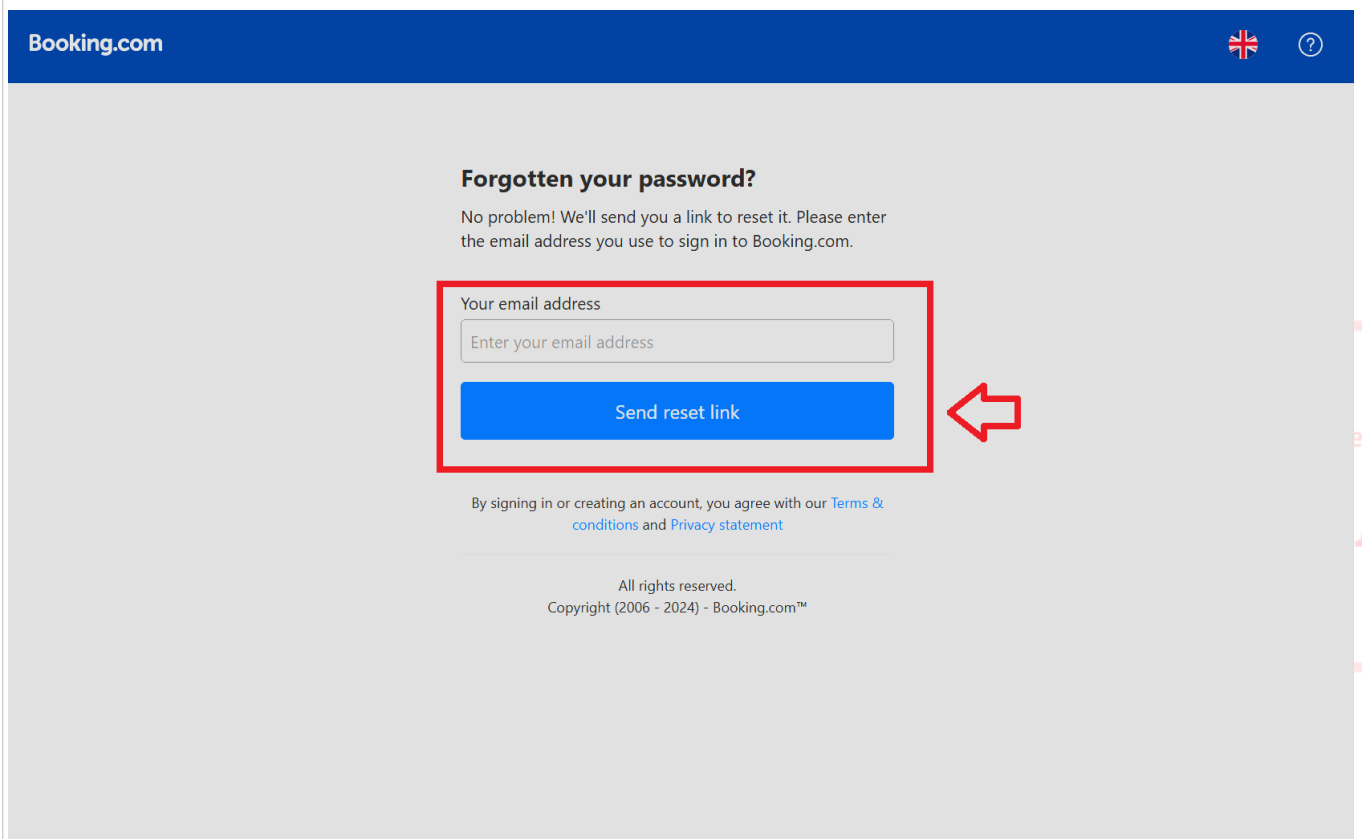
Forgotten your password?

By signing in or creating an account, you agree with our [Terms & conditions](#) and [Privacy statement](#)

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[STEP 3] Clicking on - Forgotten your password.png (70 kB)





Booking.com

Forgotten your password?

No problem! We'll send you a link to reset it. Please enter the email address you use to sign in to Booking.com.

Your email address

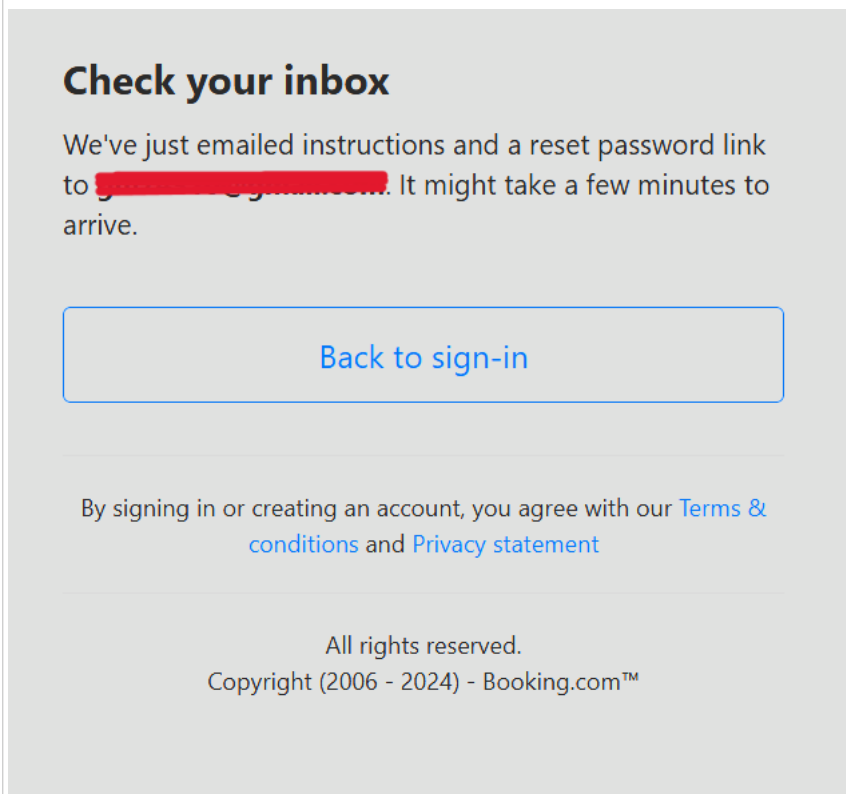
Enter your email address

Send reset link

By signing in or creating an account, you agree with our [Terms & conditions](#) and [Privacy statement](#)

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[STEP 4] Providing valid email address & clicking on Send reset link button.png (64 kB)



Check your inbox

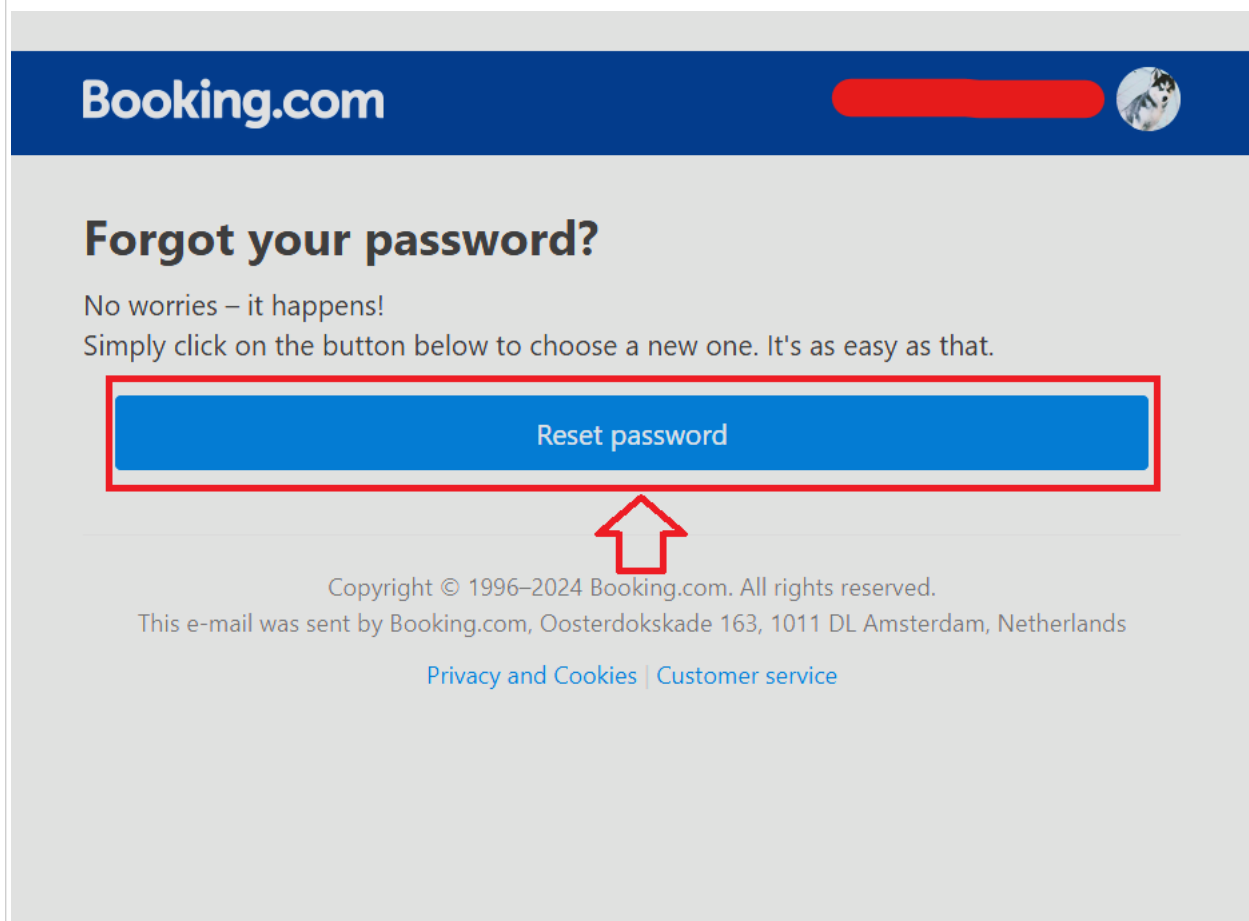
We've just emailed instructions and a reset password link to [redacted]@booking.com. It might take a few minutes to arrive.

Back to sign-in

By signing in or creating an account, you agree with our [Terms & conditions](#) and [Privacy statement](#)

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[STEP 5] Email is issued.png (40 kB)



[STEP 6] As part of the received email, Reset password is clicked.png (58 kB)



Booking.com

Create a new password

Use a minimum of 10 characters, including uppercase letters, lowercase letters and numbers.

Password

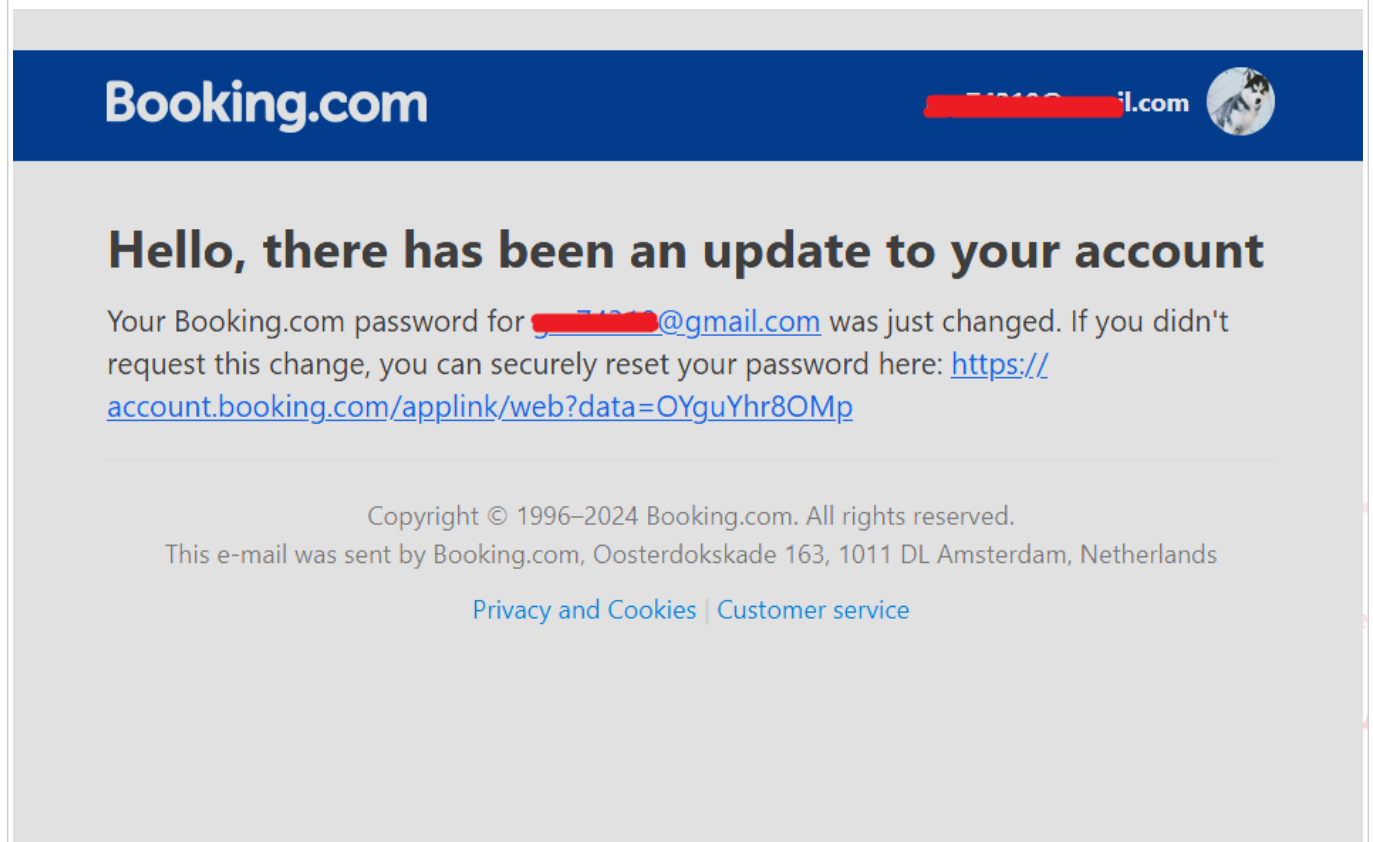
Confirm password

Set new password

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[STEP 7] Assigning new password.png (61 kB)



[STEP 8] Account updated email.png (75 kB)

Links			
Relates			
relates to	WB-192	Text input field stops accepting additional text once 5 numbers have been entered	To Do
relates to	WB-27	[Forgot password feature] Test Set	QA
relates to	WB-181	[Forgot password] Test Execution	QA

