

## B. [WB-12] Reset password

Created: 14/Mar/24 10:15 AM - Updated: 16/Apr/24 4:18 PM - Resolved: 16/Apr/24 4:18 PM

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

<b>Type:</b>	Story	<b>Priority:</b>	High
<b>Reporter:</b>	George-Marian Lupu	<b>Assignee:</b>	Unassigned
<b>Resolution:</b>	Done	<b>Votes:</b>	0
<b>Labels:</b>	None		
<b>Original Estimate:</b>	Not Specified		
<b>Remaining Estimate:</b>	Not Specified		
<b>Time Spent:</b>	Not Specified		
<b>Agile Sprint:</b>	BW Sprint 2		

### Description

As a user, I want to reset my password easily in case I forget it or need to update it for security reasons. This functionality should be accessible through the Security tab in my profile, providing a straightforward process where I can request a secure link or code to reset my password. Once received, I should be guided through creating a new password that meets the platform's security requirements.

Clear instructions and guidance throughout the reset process are essential to ensure a seamless experience and minimize any potential confusion.

To reset the account's password, users must follow these steps:

#### Refer to the attachments for further reference

- 1 - Click on the "Your account" tab located at the top section of the Booking.com homepage.
- 2 - A window will display several options, among them "Manage account," which users must select.
- 3 - Navigate to the 'Security' section within the 'Account settings' page.
- 4 - Within the 'Security' tab, locate the 'Password' section. Click on the linked button labeled 'Reset' associated with the 'Password' section.
- 5 - After clicking the 'Reset' button, the 'Password' section will expand, revealing a new button labeled 'Send email'. Users should then select this 'Send email' button.
- 6 - After clicking the 'Send email' button, users should expect to see the following message appear within the 'Password' section: 'We've sent a password reset email to {ACCOUNT'S EMAIL}'

{ACCOUNT'S EMAIL}

7 - The user will receive an email from Booking.com containing a link to reset their password. Within the email, there will be a button labeled 'Reset password'. Upon selecting this button, the user will be redirected to a page where they can assign a new password.

8 - On the password assignment page, users will find:

- Two fields labeled 'Password' and 'Confirm Password', accompanied by a 'View' button to display the entered password.
- Additionally, there will be a 'Set new password' button to confirm and validate the entered passwords.
- Informative text detailing password limitations, advising to use a minimum of 10 characters, including uppercase letters, lowercase letters, and numbers.

9 - After successfully assigning a new password, the user will be automatically signed-in and redirected to the website's homepage.

**10 - After successfully assigning a new password, the user will receive an email from Booking.com confirming that the account has been updated. The email will include a link allowing the user to change their password again if the account update was not recognized by them.**

(Upon accessing the link provided in the email, the user will repeat the process, going through steps 8-9-10)

## Attachments

The screenshot shows the Booking.com homepage. At the top right, there is a red box highlighting the "Your account" button, which says "Genius Level 1". An arrow points upwards towards this button. Below the header, there are several navigation links: Stays, Flights, Flight + Hotel, Car rentals, Attractions, and Airport taxis. The main banner features the text "A dream stay for a bucket list trip" and "Make it a trip to remember in a holiday home". A blue button labeled "Discover holiday rentals" is visible. Below the banner, search fields show "Vișeu de Jos" as the destination, "Thu 28 Mar — Sun 31 Mar" as the dates, and "2 adults · 0 children · 1 room" as the guest information. A "Search" button is to the right. At the bottom left, there is a checkbox for "I'm looking for flights".

[STEP 1] Clicking on account tab from homepage.png (2.26 MB)

The screenshot shows an email from Booking.com. The subject line is "Account updated!" and it includes a message preview "Mesaje primite x". The email body starts with "Hello, there has been an update to your account". It informs the user that their Booking.com password has been changed and provides a reset link: <https://account.booking.com/applink/web?data=ZBdEZXkd6gx>. At the bottom, there is a copyright notice: "Copyright © 1996–2024 Booking.com. All rights reserved. This e-mail was sent by Booking.com, Oosterdokskade 163, 1011 DL Amsterdam, Netherlands". There are also links for "Privacy and Cookies" and "Customer service".

[STEP 10] User receives an email with the account update .png (210 kB)

The screenshot shows the Booking.com homepage. At the top right, there is a user account section with a profile picture, the text "Your account Genius Level 1", and a "Manage account" button. A red arrow points to this "Manage account" button. Below the account section, there is a dropdown menu with several options: "Bookings & Trips", "Genius loyalty programme", "Rewards & Wallet", "Reviews", "Saved", and "Sign out". The main content area features a large banner with the text "A dream stay for a bucket list trip" and "Make it a trip to remember in a holiday home". Below the banner are search fields for destination ("Vișeu de Jos"), dates ("Thu 28 Mar — Sun 31 Mar"), and guest information ("2 adults · 0 children · 1 room"). A blue "Search" button is located to the right of the guest info field.

[STEP 2] Clicking on 'Manage account' option.png (2.00 MB)

The screenshot shows the "Account settings" page. At the top right, there is a user account section with a profile picture, the text "Your account Genius Level 1", and a "Manage account" button. A red arrow points to the "Manage account security" link under the "Security" section. The page is divided into several sections: "Personal details", "Preferences", "Security" (which is highlighted with a red box and a red arrow), "Payment details", "Privacy", "Email notifications", and "Other travellers". Each section contains descriptive text and a "Manage" link.

[STEP 3] Simply navigate to the 'Security' section and click anywhere within it..png (286 kB)

**Booking.com**

RON  ? Your account Genius Level 1

**Security**

Change your security settings, set up secure authentication or delete your account.

<b>Password</b>	Reset your password regularly to keep your account secure	<b>Reset</b>
<b>Two-factor authentication</b>	Increase the security of your account by setting up two-factor authentication.	<b>Set up</b>
<b>Active sessions</b>	Selecting 'Sign out' will sign you out from all devices except this one. The process can take up to 10 minutes.	<b>Sign out</b>
<b>Delete account</b>	Permanently delete your Booking.com account	<b>Delete account</b>

[STEP 4] Click on the 'Reset' button from the 'Password' row.png (236 kB)

**Booking.com**

RON  ? Your account Genius Level 1

**Security**

Change your security settings, set up secure authentication or delete your account.

<b>Password</b>	To change your password, we need to send a reset link to your email address	<b>Cancel</b>
<b>Two-factor authentication</b>	Increase the security of your account by setting up two-factor authentication.	<b>Set up</b>
<b>Active sessions</b>	Selecting 'Sign out' will sign you out from all devices except this one. The process can take up to 10 minutes.	<b>Sign out</b>
<b>Delete account</b>	Permanently delete your Booking.com account	<b>Delete account</b>

[STEP 5] Once the row extends, click 'Send email' button.png (239 kB)

TRIAL VERSION

The screenshot shows the Booking.com security settings page. On the left, there's a sidebar with links: Personal details, Preferences, Security (which is selected and highlighted in blue), Payment details, Privacy, Email notifications, and Other travellers. The main content area has a heading 'Security' and a sub-instruction: 'Change your security settings, set up secure authentication or delete your account.' Below this, there are four sections: 'Password' (with a note: 'We've sent a password reset email to gm74310@gmail.com.'), 'Two-factor authentication' (with a link 'Set up'), 'Active sessions' (with a link 'Sign out'), and 'Delete account' (with a link 'Delete account'). A red arrow points from the top of the page towards the password reset message.

[STEP 6] Confirmation message.png (234 kB)

The screenshot shows an email from Booking.com. The subject is 'Request to reset your password'. The email body starts with 'No worries – it happens! Simply click on the button below to choose a new one. It's as easy as that.' Below this is a large blue button with the text 'Reset password' in white. A red arrow points to this button. At the bottom of the email, there's a copyright notice: 'Copyright © 1996–2024 Booking.com. All rights reserved. This e-mail was sent by Booking.com, Oosterdokskade 163, 1011 DL Amsterdam, Netherlands' and links for 'Privacy and Cookies | Customer service'.

[STEP 7] Access email validation link.png (178 kB)



**Create a new password**

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

1

2 → Set new password

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

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[STEP 8] Submit valid password assignment .png (140 kB)

Booking.com

RON Your account Genius Level 1

Stays Flights Flight + Hotel Car rentals Attractions Airport taxis

A dream stay for a bucket list trip  
Make it a trip to remember in a holiday home

Discover holiday rentals

Vișeu de Jos  Thu 28 Mar — Sun 31 Mar  2 adults · 0 children · 1 room

I'm looking for flights

Your recent searches

Vișeu de Jos 28 Mar–31 Mar, 2 people Oradea 27 Mar–30 Mar, 2 people

[STEP 9] User is logged and redirected to homepage.png (3.23 MB)

## Links

### Relates

relates to [WB-146](#)

[Reset password] Test Set

Done

relates to [WB-188](#)

[Reset password] Test Execution

Done