TEST SET

[Account deletion feature] Test Set

Project Name: **WiseBooking: QA Initiative for booking.com**

Issue: **WB-88**

Prepared By: **George-Marian Lupu**

Document Date: 9/7/2024

TABLE OF CONTENTS

1. Introduction

1.1. Document Overview

This Test Report provides a summary of a test set. This document has been generated automatically from the test management platform.

1.2. Test Set Description

2. Tests

2.1. Test WB-89

2.1.1. Test Summary

'Account settings' main page is accessed

2.1.2. Test Description

2.1.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.1.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.1.5. Test Procedure

This Manual Test has 1 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings is requested	https://account.booking.com/mysettings	Response status code is 200 OK

2.2. Test WB-90

2.2.1. Test Summary

'Security' section from the main page of 'Account settings' is selected

2.2.2. Test Description

2.2.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.2.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.2.5. Test Procedure

This Manual Test has 2 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings is requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is selected	-	1. The text within the section should become blue-highlighted 2. 'Manage account security' should be underlined in blue

2.3. Test WB-91

2.3.1. Test Summary

'Security' section is accessed

2.3.2. Test Description

2.3.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.3.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.3.5. Test Procedure

This Manual Test has 2 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings is requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email*

			Notifications, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active

2.4. Test WB-92

2.4.1. Test Summary

'Delete account' button is selected

2.4.2. Test Description

2.4.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.4.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.4.5. Test Procedure

This Manual Test has 3 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings is requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.*
3	'Delete account' button is selected	-	The button should become highlighted in blue with a square shape

2.5. Test WB-94

2.5.1. Test Summary

'Delete account' button is clicked

2.5.2. Test Description

2.5.3. Pre-Condition(s)

None

2.5.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.5.5. Test Procedure

This Manual Test has 3 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettingsis requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active
3	'Delete account' button is clicked	-	1. 'Delete account' row should expand, providing 3 different options: *- I get too many emails from Booking.com* *- I want to use a different email address for my account* *- I want to remove all my data*

2.6.   Test WB-96

2.6.1. Test Summary

Radio button for the option "I get too many emails from Booking.com" is clicked

2.6.2. Test Description

2.6.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.6.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.6.5. Test Procedure

This Manual Test has 4 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active

| 3 | 'Delete account' button is clicked | - | 1. 'Delete account' row should expand, providing 3 different options:

- I get too many emails from Booking.com

- I want to use a different email address for my account

- I want to remove all my data |
| 4 | First radio button is clicked | - | 1. The radio button should be filled in blue
2. In the bottom-right corner, there should be an "Unsubscribe" button available |

2.7. Test WB-97

2.7.1. Test Summary

Radio button for the option "I want to use a different email address for my account" is clicked

2.7.2. Test Description

2.7.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.7.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.7.5. Test Procedure

This Manual Test has 4 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK

2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications,* and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active
3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data
4	The second radio button is clicked	-	1. The radio button should be filled in blue 2. In the bottom-right corner, there should be an "Edit email address" button available

2.8. Test WB-98

2.8.1. Test Summary

Radio button for the option "I want to remove all my data" is clicked

2.8.2. Test Description

2.8.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.8.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.8.5. Test Procedure

This Manual Test has 4 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active
3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data
4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right

			corner, there should be a "Delete account" button available

2.9. Test WB-99

2.9.1. Test Summary

'Data subject rights' link is accessed

2.9.2. Test Description

2.9.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.9.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.9.5. Test Procedure

This Manual Test has 4 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active

| 3 | 'Delete account' button is clicked | - | "Delete Account" row should expand to display three different options, each accompanied by its respective radio button:

- I get too many emails from Booking.com

- I want to use a different email address for my account

- I want to remove all my data |
| 4 | Data subject rights link is clicked | - | The user should be redirected to the 'Privacy Statement' main page |

2.10. Test WB-100

2.10.1. Test Summary

Text box is resizable

2.10.2. Test Description

2.10.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.10.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.10.5. Test Procedure

This Manual Test has 5 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK

2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications,* and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active
3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data
4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right corner, there should be a "Delete account" button available
5	The bottom-left corner of the text box is dragged in different directions	-	The text box should resize.

2.11. Test WB-101

2.11.1. Test Summary

'Cancel' button from 'Delete account' row is clicked

2.11.2. Test Description

2.11.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.11.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.11.5. Test Procedure

This Manual Test has 6 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active

3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data
4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right corner, there should be a "Delete account" button available
5	'Cancel' button is clicked	-	1. A window pop-up message should appear displaying the following text: *Your changes won't be saved.* 2. The window should provide 2 buttons → 'OK' and 'Cancel'
6	'OK' button is clicked	-	1. "Delete account" row should resize to its initial state without displaying the previous three options 2. The user should remain on the 'Security' main page

2.12. Test WB-102

2.12.1. Test Summary

Security page is changed while the 'I want to remove all my data' option is still active

2.12.2. Test Description

2.12.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.12.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.12.5. Test Procedure

This Manual Test has 6 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active

3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data
4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right corner, there should be a "Delete account" button available
5	Browser's homepage button is clicked	-	1. The Booking.com page should prompt a window pop-up displaying the following text: *"This page is asking you to confirm that you want to leave — information you've entered may not be saved."* 2. There are provided 2 buttons: 'Leave page' and 'Stay on page'
6	'Leave page' button is clicked	-	The user should be redirected to their browser homepage

2.13. Test WB-103

2.13.1. Test Summary

Text box is filled with various characters

2.13.2. Test Description

2.13.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.13.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.13.5. Test Procedure

This Manual Test has 5 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/ mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active
3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account

			- I want to remove all my data
4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right corner, there should be a "Delete account" button available
5	Text box is filled with various characters	Sun is beautiful. 12345 !@#$%	Text is displayed properly in the text box

2.14. Test WB-104

2.14.1. Test Summary

User proceedes to delete the account

2.14.2. Test Description

2.14.3. Pre-Condition(s)

Key	WB-95
Summary	The user is currently logged in
Definition	

2.14.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.14.5. Test Procedure

This Manual Test has 5 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK

2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active
3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data
4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right corner, there should be a "Delete account" button available
5	'Delete account' button is clicked	-	1. 'Delete account' row displays the following

			confirmation text: *We've received your request. Please check your inbox for {PROVIDED EMAIL ADDRESS} to finish deleting your account.*
			2. An email titled 'Request to remove account' is received to the account's email address

2.15. Test WB-105

2.15.1. Test Summary

'Delete account' email's button is clicked

2.15.2. Test Description

2.15.3. Pre-Condition(s)

None

2.15.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.15.5. Test Procedure

This Manual Test has 6 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications,* and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active

3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data
4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right corner, there should be a "Delete account" button available
5	'Delete account' button is clicked	-	1. 'Delete account' row displays the following confirmation text: *We've received your request. Please check your inbox for {PROVIDED EMAIL ADDRESS} to finish deleting your account.* 2. An email titled 'Request to remove account' is received to the account's email address
6	'Delete account' email's button is clicked	-	1. The user is redirected to the Booking.com website, which displays a confirmation message for the account deletion as following: *Your account has been removed* 2. The user is logged out

2.16. Test WB-106

2.16.1. Test Summary

'Delete account' email's button is clicked for the second time

2.16.2. Test Description

2.16.3. Pre-Condition(s)

Key	WB-107
Summary	The user has already processed the account deletion workflow
Definition	

2.16.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.16.5. Test Procedure

This Manual Test has 7 Steps

Step	Action	Data	Expected Result
1	Endpoint https://account.booking.com/mysettings requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active

3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data
4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right corner, there should be a "Delete account" button available
5	'Delete account' button is clicked	-	1. 'Delete account' row displays the following confirmation text: *We've received your request. Please check your inbox for {PROVIDED EMAIL ADDRESS} to finish deleting your account.* 2. An email titled 'Request to remove account' is received to the account's email address
6	'Delete account' email's button is clicked	-	1. The user is redirected to the Booking.com website, which displays a confirmation message for the account deletion as following: *Your account has been removed* 2. The user is logged out
7	'Delete account' previous email's button is clicked again (for the second time)	-	The user is redirected to the Booking.com website, which displays the following message: Are you sure you want to delete your account? Please sign in one last time to remove your account.

2.17. Test WB-108

2.17.1. Test Summary

User signs-in with a deleted account

2.17.2. Test Description

2.17.3. Pre-Condition(s)

Key	WB-109
Summary	User booking.com account was recently deleted
Definition	

2.17.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.17.5. Test Procedure

This Manual Test has 3 Steps

Step	Action	Data	Expected Result
1	User accesses https://www.booking.com	-	The website should open up properly
2	'Sign-in' button is clicked	-	'Sign in or create an account' page is prompted
3	The user inputs their recently deleted account's email address into the designated "Email address" field and proceeds by clicking the "Continue with email" button	*Recently deleted email address*	1. The user should be redirected to the next step, wherein they are prompted to set a new password for the provided email address 2. User cannot log in into the deleted account

2.18. Test WB-110

2.18.1. Test Summary

'Customer service' email's link is accessed

2.18.2. Test Description

2.18.3. Pre-Condition(s)

None

2.18.4. Requirement(s) linked with this test

Is not associated to Requirements.

2.18.5. Test Procedure

This Manual Test has 6 Steps

St ep	Action	Data	Expected Result
1	Endpoint https://account.booking.com/ mysettings is requested	https://account.booking.com/mysettings	Response status code is 200 OK
2	'Security' section is clicked	-	1. The security page should open correctly, providing all the functions such as: *Password, Two-factor authentication, Active sessions, Delete account.* 2. The security page should include a left-side column featuring shortcuts to various main settings of the account, including *Personal Details, Preferences, Security, Payment Details, Privacy, Email Notifications*, and *Other Travelers* 3. The left-side column should highlight the "Security" shortcut when the security page is active
3	'Delete account' button is clicked	-	"Delete Account" row should expand to display three different options, each accompanied by its respective radio button: - I get too many emails from Booking.com - I want to use a different email address for my account - I want to remove all my data

4	The third radio button is clicked	-	1. The radio button should be filled in blue 2. The option will provide below a text box 3. In the bottom-right corner, there should be a "Delete account" button available
5	'Delete account' button is clicked	-	1. 'Delete account' row displays the following confirmation text: *We've received your request. Please check your inbox for {PROVIDED EMAIL ADDRESS} to finish deleting your account.* 2. An email titled 'Request to remove account' is received to the account's email address
6	'Customer service' email's link is clicked	-	The user is redirected to the Help Center main page

3. Appendix A: Approval

The undersigned acknowledge they have reviewed the **Test Set** and agree with the approach it presents. Changes to this **Test Set** will be coordinated with and approved by the undersigned or their designated representatives.

Signature: *Date:*

Print Name:

Title:

Role: