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QA Test Report
Version 1.0

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Abstract

This report presents the results of manual functional testing conducted on FreeLancer HQ+, a freelancing platform similar to Upwork. The objective of the testing was to evaluate the core user flows—including registration, login, profile management, job posting, and messaging on both desktop and mobile browsers. Test scenarios were derived from typical end-user expectations, as no formal requirements were provided. The testing identified both strengths and weaknesses, while most primary features performed as expected, several defects were observed. In addition to reporting these issues, the document provides recommendations for usability and feature enhancements, such as identity verification and improved payment options.

Contents

1 | Terminology and References

1.1 Definitions and Abbreviations

This section gives the definitions of all terms, acronyms, and abbreviations. [1]

1.1.1 Definitions

Bug / Defect	A flaw in the system where the actual result deviates from the expected result.
Cross-browser Testing	Testing a website across multiple browsers (e.g., Chrome, Firefox, Safari) to ensure consistent behavior.
Exploratory Testing	An unscripted testing approach where the tester actively explores the system to discover defects.
Freelancer HQ+	The website made by the client which tries to mimic the behavior of upwork with a few extra added behaviors..
Functional Testing	Testing to ensure each feature of the system operates in accordance with requirements.
Non-functional Testing	Testing aspects such as performance, usability, and compatibility that are not tied to specific functions.
Performance Testing	A type of non-functional testing conducted to determine how a system performs under expected or peak load conditions, focusing on speed, responsiveness, stability, and resource usage.
Priority	The urgency of fixing a defect, determined by business or project needs.
Responsive Design	A web design approach that ensures content adapts to various devices and screen sizes.
Severity	A measure of the impact a defect has on the system's functionality.
Test Case	A set of steps, inputs, and expected results used to verify a specific feature or functionality of the system.
test coverage	A measure of how much of the system has been tested.
Test Scenario	A high-level description of what to test, usually representing a user journey or feature.
User Acceptance Testing	Testing performed by end-users or clients to ensure the system meets requirements before release.

1.1.2 Abbreviations

API	Application Programming Interface.
ID	Identifier.
iOS	Apple's Mobile Operating System.
OS	Operating System.
PC	Personal Computer.

QA	Quality Assurance.
QC	Quality Control.
TC	Test Case.
TR	Test Report.
UAT	User Acceptance Testing.
UI	User Interface.
UX	User Experience.

1.2   List of references

[1]   Angular Team. *Angular*. Accessed 2025-06-30. URL: https://angular.io.

[2]   Kabeer Jamal. *Test Cases and Defects Tracking Sheet*. Accessed 2025-08-29. URL: https://docs.google.com/spreadsheets/d/1LDptUuEUEi6cIISpkPu3BXWBYx9-BGGcPxaAJAoKW1s/edit?usp=sharing.

2 | Executive Summary

2.1 Purpose of Testing

The purpose of this testing engagement was to evaluate the quality, functionality, and usability of the website Freelancer HQ+, a freelancing platform similar to Upwork.

2.2 Scope

The scope included manual, Exploratory Testing of the site's core features. Desktop testing (Chrome/Windows) was completed; however, comprehensive mobile browser (Safari/iOS) testing is pending and recommended for a future cycle. Key features tested included:

- User registration and login
- Job posting and providing reviews
- Messaging
- Search functionality
- Time tracker
- Profile Management

Advanced testing such as performance, security, and automation was out of scope for this phase.

2.3 Key Findings

2.3.1 Overall Stability

The test cycle resulted in a **78.7% pass rate**, with 70 test cases passing and 19 failing. Core workflows are generally functional.

2.3.2 Critical Defects

Four (4) high-severity defects were identified, posing significant risks to user experience and data integrity. These include:

- **DEF-001:** Timer does not track elapsed time accurately when switching browser tabs, leading to incorrect work logs.
- **DEF-002:** No navigation route to home page from Sign Up or Login page, affecting usability and navigation.
- **DEF-003:** Misleading status is displayed when accepting service requests in offline mode, providing false confirmation to users.

- **DEF-004:** System allows only spaces in First Name and Last Name fields during sign-up, indicating broken input validation.

2.3.3   Areas for Improvement

Several medium-severity (7) and low-severity (3) defects were logged. Key concerns include:

- **Input Validation Issues** (DEF-005, DEF-009) – System allows excessively long text or special characters in form fields, causing UI distortion and improper data handling.

- **UI Layout Breaks with Long Text** (DEF-006, DEF-007, DEF-008) – Inconsistent handling of long messages, task descriptions, and reviews leads to horizontal scrolling and poor readability.

- **Lack of Visual Feedback in Messaging System** (DEF-010, DEF-012, DEF-013) – No clear status indicators for offline message delivery, pending requests, or review submissions, causing confusion.

- **Incomplete User Experience** (DEF-011, DEF-014) – Customers cannot view full details of sent service requests or freelancer portfolios, reducing transparency and trust.

2.4   Conclusion and Recommendations

While **Freelancer HQ+** demonstrates a solid foundation, the identified defects must be addressed to ensure a reliable and user-friendly product. The following actions are strongly recommended:

- Resolve all high-severity defects immediately, as they pose significant risks to core functionality and data integrity.

- Address medium- and low-severity defects to improve overall usability and user experience.

- Implement the suggested enhancements from this report to further optimize performance, transparency, and user satisfaction.

This release is not yet ready for production deployment until critical issues are resolved. A follow-up testing cycle is advised to verify fixes and perform additional testing in performance and security.

3 | Test Approach/Methodology

Purpose of Testing

The primary objective of testing is to evaluate the quality, usability, and stability of *Freelancer HQ+* before wider release, ensuring critical user flows operate correctly.

Testing Type

Manual Exploratory Testing was performed without automation. Since no formal requirement documentation was available, tests were derived from inferred requirements and common user expectations.

Testing Scope

In Scope: Functional and usability testing of key user flows and features, including:

- **User Registration & Login** – account creation, login and logout
- **Profile Management** – editing personal information and updating skills
- **Messaging / Chat** – sending and receiving messages between freelancers and clients.
- **Job Management** – posting jobs, accepting or rejecting offers, and ensuring job status updates and records are accurately stored in the freelancer's gig history.
- **Reviews & Ratings** – submitting feedback and ensuring correct score calculation and display of ratings of a freelancer.
- **Search Feature** – searching freelancers and validating search accuracy and filters.
- **Time Tracker** – tracking logged work hours and verifying proper display in job records.
- **Mobile Responsiveness** – validating layout, navigation, and usability across devices and screen orientations.

Out of Scope: Application Programming Interface (API) testing, backend database validation, formal load/Performance Testing, and detailed security penetration testing.

Test Design Approach

In the absence of formal requirement documentation, Test Scenarios and cases were designed based on:

- Common website flows such as user registration, login, job posting, messaging, and searching.
- User expectations for standard web application behavior.
- Established usability heuristics and industry norms:
  - Authentication processes should display clear error messages

– Job assignment workflows should confirm successful assignment and update gig history when freelancers accept or reject work.

– Mobile layouts should be responsive, with proper alignment and accessibility.

Testing Levels

The website was first analyzed to identify its core features, including user registration, login, profile management, job posting, job assignment, messaging, search functionality, review/ratings, time tracker, and mobile responsiveness.

For each feature, multiple Test Scenarios were designed to cover both typical user actions and edge cases. These scenarios were then expanded into detailed test cases in a Google Sheet, including:

- Test ID and Scenario Description

- Pre-conditions (if any)

- Steps to Execute

- Expected vs. Actual Results

- Pass/Fail Status and Notes

Entry Criteria

- Application is accessible in a stable test environment.

- Test accounts and required roles are available.

- Core navigation is functional enough to execute test flows.

- Testing is performed exclusively on a laptop; mobile and tablet testing are not yet covered.

Exit Criteria

- All planned scenarios have been explored at least once.

- High-severity defects are logged with sufficient detail.

- Test results are summarized for key flows.

Defect Reporting Process

- Defects are logged with a unique identifier, severity, description, and steps to reproduce.

- Screenshots or visual evidence are attached where applicable.

- Defects are traced to relevant test scenarios where possible; exploratory defects are logged separately.

4 | Test Environment

4.1 Test Environment

The following environment was used for manual testing of the Freelancer HQ+ website:

4.1.1 Devices & Operating Systems

- **Laptop:** Microsoft Windows 11 Home (Operating System (OS)), Version 10.0.22631 Build 22631, 11th Gen Intel(R) Core(TM) i7-1165G7 @ 2.80GHz, 4 Cores, 8 Logical Processors.

- **Mobile:** iPhone 11 Pro Max running Apple's Mobile Operating System (iOS) 16.3.

4.1.2 Browsers & Versions

- Google Chrome Version 139.0.7258.128 (Windows)

- Safari (bundled with iOS 16.3)

4.1.3 Network Conditions

Testing was conducted using a stable Wi-Fi connection only.

4.1.4 Test Data & Accounts

- Freelancer Account: `testingFreelancer@testingFreelancer.com` / Password: `testingFreelancer`

- Customer Account: `testingCustomer3@testingCustomer.com` / Password: `testingCustomer`

4.1.5 Build / URL & Configuration

Testing was conducted on the live deployed version of the website provided by the client.

4.1.6 Constraints & Assumptions

- Only manual testing was performed; no automation, API, or advanced security testing.

- Payment flows were not in scope as they were not implemented.

- Test coverage focused on Functional Testing features, basic usability, and Responsive Design.

5 | Test Scenarios and Test Cases

5.1 Test Scenarios & Coverage (Summary)

To access the test cases in detail, view the test tracking sheet[2].

5.1.1 Feature Areas

The following table summarizes the test coverage across all major features, including the number of test cases by priority:

Feature Area	Total Test Cases	High Priority	Medium Priority	Low Priority
Sign Up	38	28	8	2
Login	12	7	5	0
Time Tracker	7	4	2	1
Search	16	8	4	4
Settings	3	1	1	1
Chat, Service Request and Review Workflow	13	6	5	2
Total	89	54	25	10

Table 5.1: Feature Area Coverage by Test Case Priority

5.1.2 Coverage Summary

The table below provides an overview of test results across all priorities, showing the number of passed, failed, and blocked test cases:

Priority	Total	Passed	Failed	Blocked
High	54	45	9	0
Medium	25	19	6	0
Low	10	6	4	0
Overall	89	70	19	0

Table 5.2: Test Results by Priority

5.1.3 Observations

- High-priority features show a strong pass rate (45/54), but 9 critical issues remain.
- Medium-priority features have moderate stability (18/25 passed).
- Low-priority features require attention on 4 failing cases.
- No test cases were blocked during this cycle.

5.1.4   Per-Feature Pass/Fail Summary by Priority

The following table summarizes the number of passed and failed test cases for each feature, broken down by priority. This provides a quick view of which areas have critical failures that need attention.

Feature Area	High Priority (P/F)	Medium Priority (P/F)	Low Priority (P/F)
Sign Up	22 / 6	6 / 3	0 / 1
Login	7 / 0	4 / 1	0 / 0
Time Tracker	3 / 1	1 / 1	1 / 0
Search	8 / 0	3 / 1	1 / 3
Settings	1 / 0	1 / 0	1 / 0
Chat, Service Request and Review Workflow	4 / 2	2 / 3	2 / 0

Table 5.3: Per-Feature Test Case Results by Priority

5.1.4.1   Observations

- Sign Up has the highest number of high-priority failures (6), followed by Chat / Service Request / Review Workflow (2). These areas should be prioritized for fixes.

- Most medium-priority failures are in Chat / Service Request / Review Workflow (3) and Sign Up (2).

- Low-priority failures are minimal, but Search shows 3 low-priority failures that may need minor fixes.

- Settings feature is fully stable with all test cases passing.

5.1.5   Mobile testing, perfomance testing and security testing(To Be Done)

6 | Defect report

6.1 Introduction

This chapter presents the identified defects discovered during manual testing of the web platform. The primary goal of this testing phase was to assess the application's usability, functionality, and visual consistency across different modules such as Sign-Up, Login, Messaging, Service Requests, and Reviews. Manual testing was selected due to the project's early stage of development, where written requirements were minimal and exploratory testing was essential.

Each defect was documented with clear titles, descriptions, environment details, and step-by-step reproduction instructions. Screenshots were captured to provide visual evidence and are referenced throughout the report for clarity. The defects were further categorized by severity(High, Medium, or Low) based on their potential impact on user experience, system reliability, and business functionality.

The following sections provide detailed records of individual defects followed by a summary highlighting overall defect distribution and severity levels, offering valuable insights into areas requiring immediate attention and improvement.

6.2 Defect Reporting Format

Each defect is reported using the following structure:

- **Defect ID** – Unique identifier (e.g., DEF-001)
- **Title** – Short description of the issue
- **Description** – Detailed explanation of the defect
- **Environment** – Device/OS/App version where defect was found
- **Steps to Reproduce** – Step-by-step process to replicate the issue
- **Expected Result** – What should have happened
- **Actual Result** – What actually happened
- **Severity** – High / Medium / Low
- **Status** – Open / Fixed / Retest Pending / Closed
- **Screenshots or References** – Links or attachments (if any)

6.3 Defects Identified

6.3.1 Mobile Testing Defects

(List all mobile-specific defects)

6.3.2 Laptop Testing Defects

Defect ID: DEF-001

Defect ID: 001

Title: Timer does not track elapsed time accurately when user switches to another browser tab.

Description: When a user starts the timer and switches to another browser tab, the timer does not record the actual elapsed time correctly. After returning to the timer tab, the displayed duration is less than the real time spent, and the Time Log reflects this incorrect value.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Login as a Freelancer
2. Navigate to the **Time Tracker** tab
3. Enter text into the Time Entry field (placeholder: "What are you working on?").
4. Click on the **Start** timer button.
5. Immediately switch to another browser tab.
6. Wait for some time (15–20 seconds).
7. Switch back to the timer tab and observe the displayed duration.
8. Click the red **Stop** timer button.
9. Scroll down to the Time Log.
10. Locate the most recent entry.

Expected Result: The timer should continue running accurately in the background and reflect the exact elapsed time when the user returns to the tab. The Time Log entry should show the correct tracked duration.

Actual Result: The timer runs in the background but records less time than the actual elapsed duration (e.g., after 40 seconds, only 32–33 seconds are shown). The Time Log reflects this inaccurate duration.

Severity: High

Status: Open

Screenshots/References: Refer to Appendix figure 9.9

Defect ID: DEF-002

Defect ID: 002

Title: No navigation route to home page from Sign Up or Login page

Description: When the user is on the Sign Up or Login page, there is no option or link provided to return to the home (default) page. This prevents users from easily navigating back without using the browser's back button or manually entering the URL.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Open the application in a browser.

2. Navigate to the **Sign Up** page or **Login** page.

3. Look for any link, button, or logo to navigate back to the home page.

Expected Result: A visible link, logo, or button should be available to navigate back to the home (default) page.

Actual Result: No navigation route is available from the Sign Up or Login page to the home page.

Severity: High

Status: Open

Screenshot: Refer to Appendix figure 9.10

Defect ID: DEF-003

Defect ID: 003

Title: Misleading status shown when accepting a Service Request in offline mode

Description: When the freelancer attempts to accept a service request while offline, the system immediately displays "Request Accepted" instead of indicating that confirmation is pending until an internet connection is restored. This creates misleading feedback since the request is not actually stored until server confirmation occurs.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Login as a Customer.

2. Navigate to **Find a Freelancer**.

3. Click on the **Message Freelancer** button to open the chat tab with the selected freelancer.

4. Send a valid service request including description and price.

5. On the Freelancer side, open the same chat to view the incoming service request.

6. Turn off the internet connection (simulate offline mode).

7. Click the **Accept** button for the service request while still offline.

8. Reconnect the device to the internet.

Expected Result:

- When offline, system should display a status indicator such as "Pending, Waiting for Connection" instead of immediate acceptance.

- "Request Accepted" should only appear after server confirmation once internet connection is restored.

- Toast notification "Service request accepted successfully" should appear after confirmation.

- Request should then be added to the freelancer's **My Gigs** tab.

- No misleading status should be displayed at any point.

Actual Result:

- Clicking **Accept** offline immediately shows "Request Accepted", but the request is not stored.

- No toast notification appears until connection is restored.

- Once online, the request is processed, toast appears, and it is added to **My Gigs**, but initial feedback misleads the user.

Severity: High

Status: Open

Screenshot: Refer to Appendix figure 9.11

Defect ID: DEF-004

Defect ID: 004

Title: System allows only spaces in First Name and Last Name fields during sign-up.

Description: During the sign-up process, the system incorrectly accepts inputs that contain only spaces in the First Name or Last Name fields. Validation should prevent such input and display an error message, but sign-up is still allowed.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Navigate to the Sign-Up page and set toggle to **I am a freelancer**.

2. Enter only spaces (more than one) in the First Name field and valid data in all other fields.

3. Click **Sign Up**.

4. Repeat the same steps for the Last Name field.

Expected Result: System should display an error message such as "First Name cannot be empty or contain only spaces." Sign-up should not be successful.

Actual Result: System accepts only spaces as valid input, allowing successful sign-up.

Severity: High

Status: Open

Defect ID: DEF-005

Defect ID: 005

Title: UI Layout Breaks When Entering Very Long Text in Sign-Up Fields

Description:

Entering text exceeding 100 characters in any sign-up text field (e.g., First Name, Last Name) causes the UI layout to overflow and break. The issue appears across multiple pages wherever this data is displayed, resulting in overlapping elements and horizontal scrolling.

Environment: Laptop Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Navigate to the Sign-Up page and set toggle to "I am a freelancer."
2. Enter in first name text field (or any other text field) with more than 100 characters.
3. Fill in the remaining fields with valid data.
4. Click Sign Up to create the account.
5. Now logout and then log in as a customer and go to the **Find a Freelancer** tab.
6. Observe that the long name causes UI misalignment, overlapping text, and horizontal scrolling.
7. Repeat in other sections (e.g., Messages) where the name is displayed – the defect persists.

Expected Result: UI should either limit characters or wrap text gracefully.

Actual Result: Form layout breaks, overlapping fields.

Severity: Medium

Status: Open

Screenshot: See Appendix, Figure 9.1.

Defect ID: DEF-006

Defect ID: 006

Title: UI distortion and horizontal scrolling when very large text is entered in "What are you working on?" field in Time Tracker

Description: When a freelancer enters a very large amount of text (100+ characters) in the "What are you working on?" field and saves it to the Time Log, the UI layout breaks, causing misalignment of elements and horizontal scrolling in sections where the text is displayed.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Log in as a freelancer.

2. Navigate to the **Time Tracker** tab.

3. Enter a very large text (100+ characters) in the "What are you working on?" field.

4. Start and stop the timer normally.

5. Open the Time Log to view the saved entry.

6. Observe that the UI layout is misaligned, and horizontal scrolling appears.

Expected Result: UI should remain properly aligned and responsive, with no horizontal scrolling, regardless of text length.

Actual Result: UI becomes distorted, and horizontal scrolling is required to view the full content, leading to poor display of elements.

Severity: Medium

Status: Open

Screenshot: See Appendix, Figure 9.2

Defect ID:DEF-007

Defect ID: 007

Title: Long messages in chat do not wrap correctly, causing horizontal scrolling.

Description: When a user sends a very long message via the Messages tab, the text does not wrap within the chat container. This results in horizontal scrolling, breaking UI consistency and reducing readability.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Log in as a Customer.

2. Navigate to a **Find a Freelancer** tab.

3. Click on any **Message "Freelancer"**. It will open the Messages tab

4. Enter an excessively long message without line breaks.

5. Send the message and observe the chat interface.

Expected Result: Message should automatically wrap to fit within the visible chat area without requiring horizontal scrolling.

Actual Result: Message extends beyond the chat container, causing horizontal scrolling.

Severity: Medium

Status: Open

Screenshots/References: Refer to Appendix Figure 9.3.

Defect ID:DEF-008

Defect ID: 008

Title: UI layout in Reviews tab causes horizontal scrolling when excessively long text is entered in the review.

Description: When a freelancer is reviewed with an excessively long comment, the Reviews tab fails to handle text wrapping properly. The UI extends beyond screen width, leading to horizontal scrolling and a poor user experience.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. **Customer Side:**

    (a) Log in as a Customer.

    (b) Navigate to the **Find a Freelancer** tab.

    (c) Click on **Message "Freelancer"** to open the Messages tab.

    (d) Click the briefcase icon to initiate a work request.

    (e) Enter valid text and payment details.

    (f) Click **Send** to submit the request.

2. **Freelancer Side:**

    (a) Log in as the Freelancer.

    (b) Navigate to Messages tab

    (c) Accept the work request.

    (d) Navigate to **My Gig**.

    (e) Click **Finish** to complete the task.

3. **Customer Side (Post-Completion):**

    (a) Return to the chat interface.

    (b) Observe that a review option is now available.

    (c) Provide a star rating and enter an excessively long review text.

    (d) Click **Submit**.

4. **Freelancer Side (Review Tab):**

    (a) Log in as the Freelancer again.

    (b) Navigate to the **Review** tab.

    (c) Observe the UI behavior when displaying the long review text.

Expected Result: Message should automatically wrap to fit within the **Reviews** page without requiring horizontal scrolling.

Actual Result: Message extends beyond the **Reviews** page, causing horizontal scrolling.

Severity: Medium

Status: Open

Screenshots/References: Refer to Appendix Figure 9.4.

Defect ID: DEF-009

Defect ID: 009

Title: System allows numbers or special characters in First Name and Surname fields during sign-up.

Description: During the sign-up process, the system incorrectly accepts numbers or special characters in the First Name and Surname fields. Validation should prevent such input and display an appropriate error message, but instead, the system allows registration to proceed.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Navigate to the Sign-Up page and set toggle to **I am a freelancer**.

2. Enter invalid data (e.g., "1234#$") in First Name field and valid data in all other fields.

3. Click **Sign Up**.

4. Repeat the same steps for the Surname field.

Expected Result: System should display an error message indicating that numbers and special characters are not allowed in First Name or Surname fields. Sign-up should not be successful.

Actual Result: System accepts numbers and special characters, allowing successful sign-up.

Severity: Medium

Status: Open

Defect ID: DEF-010

Defect ID: 010

Title: No visual indicator for pending or failed message delivery in offline mode.

Description: When sending a message in offline mode, the system does not provide any visual indicator (e.g., "Sending...", error icon, or retry option) to distinguish between messages that are sent successfully and those pending/failing due to no internet connection.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Login as a customer

2. Navigate to the **Find a Freelancer** tab

3. Click on **Message "Freelancer"** to open the Messages tab

4. Disable internet connection (simulate offline mode).

5. Type a message (e.g., "Test message") in the chat box and click **Send**.

6. Observe whether any indicator is shown for pending/failed message delivery.

7. Re-enable internet connection.

8. Login as a Freelancer and Check if the message is delivered or remains pending.

Expected Result:

System should display a distinct status (e.g., "Sending…", error icon, or retry option) for pending/failed messages.

Once internet is restored, system should confirm delivery or show failure notification.

Actual Result:

System does not display a distinct status. No visual difference between sent messages and those pending/failed.

Once internet is restored, the receiver can see the message, but sender had no status confirmation while offline.

Severity: Medium

Status: Open

Screenshots/References: Refer to Appendix Figure 9.5.

Defect ID: DEF-011

Defect ID: 011

Title: Customer cannot view full details of sent service requests.

Description: When a customer sends a service request, they cannot view the complete details of the request (e.g., description, price) in their interface. Instead, they only see a status label such as *Request Pending*, *Request Accepted*, or *Request Declined*. Full details are only visible in the freelancer's Messages tab.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Login as a customer

2. Navigate to the **Find a Freelancer** tab

3. Click on **Message "Freelancer"** to open the Messages tab

4. Create and send a service request with description and price.

5. Observe that only the status (e.g., Pending, Accepted, Declined) is shown.

6. Verify that full request details are not visible on the customer side.

Expected Result: Customer should be able to view the full service request details (description, price, and other relevant information) in addition to the status.

Actual Result: Customer only sees status labels. Full request details are only available in the freelancer's Messages tab.

Severity: Low

Status: Open

Screenshots/References: Refer to Appendix Figure 9.7.

Defect ID: DEF-012

Defect ID: 012

Title: Message text remains in chat box when sending in offline mode.

Description: When attempting to send a message while offline, the message text remains in the chat input box instead of being cleared. Under normal circumstances (with internet connection), the text box is cleared after sending a message.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Login as a customer.

2. Navigate to the **Find a Freelancer** tab.

3. Click on **Message "Freelancer"** to open the Messages tab.

4. Disable internet connection (simulate offline mode).

5. Type a message (e.g., "Test message") in the chat box and click **Send**.

6. Observe that the text remains in the chat input box and is not cleared.

7. Re-enable internet connection and attempt to send again.

Expected Result:

The chat input box should clear immediately after pressing **Send**, regardless of network connectivity, and the system should indicate pending/failed delivery status.

Actual Result:

The chat input box does not clear in offline mode, causing confusion whether the message has been sent or not.

Severity: Low

Status: Open

Screenshots/References: Refer to Appendix Figure 9.6.

Defect ID: DEF-013

Defect ID: 013

Title: Review submission status not updated in freelancer chat interface after customer submits review.

Description: After a task is marked as finished by the freelancer and the customer submits a review, the freelancer's interface continues to display the message *Review Request Sent*. It does not update to indicate that the review has been successfully submitted. Review details are only visible in the **Reviews** tab, but no confirmation is provided within the main workflow interface.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Login as a customer and a freelancer on separate sessions.
2. Customer creates and sends a service request.
3. Freelancer accepts the service request.
4. Freelancer navigates to **My Gigs** tab and clicks **Mark as Finished**.
5. Freelacner navigates to **Messages** tab and sees "Request Sent" written.
6. Customer receives a review request and submits a rating with review text.
7. Freelancer checks the chat interface after the review has been submitted.
8. Observe the status message.
9. Navigate to the **Reviews** tab to confirm if the review is stored successfully.

Expected Result: Freelancer interface should update status from *Review Request Sent* to *Review Submitted* once the customer has completed the review. Review details or at least confirmation of submission should be visible in the freelancer's main interface.

Actual Result: Freelancer interface continues to display *Review Request Sent*, even after review submission. No confirmation of submission is shown in the main chat interface, although review appears correctly in the **Reviews** tab.

Severity: Low

Status: Open

Screenshots/References: Refer to Appendix figure 9.8.

Defect ID: DEF-014

Defect ID: 014

Title: Customer unable to view freelancer's portfolio

Description: When a freelancer adds a portfolio URL during sign-up or later via settings, customers are unable to view it on the freelancer's profile. This defeats the purpose of having a portfolio field and reduces the value of the profile information.

Environment: Laptop – Microsoft Windows 11, Google Chrome Version 139.0.7258.128

Steps to Reproduce:

1. Sign up as a freelancer and add a valid portfolio URL, or add it later via profile settings.

2. Log in as a customer.

3. Navigate to **Find a Freelancer**.

4. Search for a freelancer with a known portfolio URL.

5. Observe that the portfolio URL is not visible on the freelancer's profile.

Expected Result: Portfolio URL should be visible to customers on the freelancer's profile page, allowing them to review the freelancer's past work.

Actual Result: Portfolio URL is not displayed to customers, leaving the profile incomplete and reducing trust and credibility.

Severity: Low

Status: Open

Screenshot: Refer to Appendix figure 9.12

6.4   Summary of Defects

Severity Level	Number of Defects
High	4
Medium	7
Low	3

Table 6.1: Defect Count by Severity

A total of 14 defects were identified during manual testing. Among these, 4 were categorized as High severity due to their potential to mislead users, disrupt workflows, or compromise data integrity (e.g., incorrect status updates, broken UI layouts, and lack of confirmation indicators). Medium severity defects (6 cases) primarily involved UI inconsistencies, improper input validation, or missing visual feedback that could lead to confusion but did not directly affect core functionality. Low severity defects (4 cases) were largely related to minor usability issues, such as message text remains in chat box when sending in offline mode.

The defect summary table (Table 6.1) provides an overview of defects by severity, highlighting critical areas for development teams to prioritize in the next release cycle to ensure a more stable and user-friendly product.

Linking Defects to Test Scenarios

The table below maps each reported defect to the test case(s) that revealed it. This linkage helps trace defects back to specific test scenarios and demonstrates coverage of important workflows.

- **DEF-001** → Time Tracker — Test Case 2

- **DEF-003** → Chat Workflow — Test Case 5

- **DEF-004** → Invalid Sign-Up — Test Cases 14, 15

- **DEF-005** → Invalid Sign-Up / Long Text — Test Cases 24, 25

- **DEF-006** → Time Tracker — Test Case 5

- **DEF-007** → Chat Workflow — Test Case 10

- **DEF-008** → Chat Workflow — Test Case 7

- **DEF-009** → Invalid Sign-Up — Test Cases 12, 13

- **DEF-010** → Chat Workflow — Test Case 2

- **DEF-011** → Chat Workflow — Test Cases 3, 4

Notes on test outcomes and exploratory findings

- Test Cases 3 and 4 in the Chat Workflow were executed and marked as **Passed** during scripted testing. However, the related issue (**DEF-011**) was still logged because the defect is a low-severity inconsistency.It did not block the core flow but should be fixed to improve clarity for users.

- Not all defects were discovered through pre-written test cases. Several issues were identified through **exploratory testing** while navigating features.

7 | Suggestions and recommendations

This chapter provides recommendations for improving the system, focusing on usability, performance, and user experience. The suggestions are organized into sections based on functionality.

7.1 User Interface Enhancements

- **Character Limit on Text Fields:** Implement maximum character limits for all text fields to prevent UI breakage and maintain layout integrity.

7.2 Authentication System

7.2.1 Sign-Up Process

- Fields such as *Professional Title*, *Primary Skill*, *Location*, and *Languages* should be implemented as dropdown menus since their options are predefined and limited.

- Rename *Primary Skill* to *Skill* and allow freelancers to select multiple skills.

- The *Accept Terms and Conditions* checkbox should include a hyperlink to the full terms and conditions.

- Error messages should be user-friendly instead of using default Firebase responses. For example, replace `"auth/email-already-in-use"` with `"This email is already registered. Please use a different email address."`

- Implement domain validation to detect mistakes in email format (e.g., `tarek@gamil.com`) and prompt the user accordingly.

- Add features such as email verification via OTP, confirm password, and show/hide password toggle.

- The *Last Name* field should be optional to accommodate users who do not have one.

- Include mandatory *Date of Birth* and *Gender* fields for better user profiling and personalized services.

7.2.2 Login Process

- Include options for *Reset/Forgot Password* and a show/hide password toggle.

- Replace default Firebase error messages (e.g., `"Firebase: Error (auth/invalid-credentials)"`) with more user-friendly alternatives, such as `"Login credentials are incorrect. Please try again."`

7.3   Search Functionality

- Require users to enter at least three characters before running a search. If fewer are entered, display a prompt asking for a longer input to avoid irrelevant results

- Correct spelling and formatting of filter names (e.g., change 'web-development' to 'Web Development') to make them look more professional and easier to read.

- Introduce additional filtering options, such as the ability to set a maximum hourly rate for freelancers.

7.4   Chat System

- Allow users to attach files (e.g., images, documents) within the chat.

- Make links sent in messages clickable for quick access.

- Add proper spacing between message bubbles for better readability.

- Enable line breaks while typing to improve message formatting.

- Ensure text wraps automatically when a long message is sent to prevent horizontal scrolling.

- Include a search feature within conversations to help users quickly find past messages (e.g., to locate important details or agreements).

- When customer sends a work request, pricing options could have multiple currencies instead of only U.S. dollars, making the platform more user-friendly for international users.

7.5   Dark/Light theme

- The option to switch between dark and light themes should be available on all pages, not just the intro page.

7.6   Cookies and Privacy

- Currently, user sessions remain active for an extended period, even after several days of inactivity. It is recommended to set a reasonable cookie/session expiration time (e.g., 24–48 hours) to enhance security and protect user accounts in case devices are left unattended.

7.7   Time Tracker

- Organize time slots within separate folders for each project, following a hierarchical tree structure instead of using a single flat entry.

- Provide options to edit time logs (e.g., delete or manually add time slots).

- Include an optional feature to share the time log with clients, displaying progress and the amount of work completed.

7.8   Navigation

- When user logs out, user should be sent to home page not login page.

7.9   Notifications

- When a message is sent, the user should receive a notification.

- This notification should be displayed as a red icon on the corresponding tab in the sidebar.

- **Example:** See the image below for reference.

Figure 7.1: Red notification icon on sidebar tab

7.10   Additional Features

- Introduce a **Find Work** feature where customers can post job opportunities and freelancers can submit proposals.

- Integrate a **payment gateway** to facilitate secure transactions between customers and freelancers.

- Allow customers to view **individual reviews** of freelancers to improve transparency and trust.

- Implement **identity verification** for both customers and freelancers, along with support for necessary documentation such as tax forms.

- Provide an option for users to **delete their account**.

- Currently, when accessing **Settings** as a customer, the message displayed is: "These settings are only available for freelancers." Instead, the settings page for customers should also include profile management options, similar to what is available for freelancers.

- Enhance the **dashboard experience** for both customers and freelancers by including useful widgets or quick-access features. Examples include:

  - **Freelancer Dashboard:**
    * Upcoming deadlines for active projects
    * Earnings overview with recent transactions
    * Proposal status tracker (sent, under review, accepted, rejected)

- * Quick access to submitted work or drafts
- * Recent client feedback and ratings
  - **Customer Dashboard:**
    - * Active projects overview with progress indicators
    - * Pending proposals from freelancers
    - * Upcoming payment reminders or invoices
    - * Recent messages and notifications
    - * Quick access to post a new job or request revisions

Currently, the dashboard has minimal content.

8 | Conclusion

This manual functional testing effort for Freelancer HQ+ successfully evaluated the platform's core user flows, including registration, login, profile management, job posting, and messaging. The testing was conducted through an exploratory approach due to the absence of formal requirements, focusing on real-world user expectations and industry standards.

The assessment revealed that the application's primary functionalities are operational and the foundational architecture is sound. However, the testing identified 14 defects of varying severity. The most critical issues (4 High severity) pertain to inaccurate time tracking, misleading offline status updates, and a lack of essential navigation, which have a direct impact on core functions of this website. Furthermore, a significant number of Medium severity defects (7) highlight inconsistencies in input validation, UI responsiveness, and user feedback mechanisms.

Some recommendations aim to address these existing gaps, while others focus on enhancing the overall user experience. Fixing the bugs and implementing the recommendations will help transform Freelancer HQ+ from a functional prototype into a robust, secure, and competitive platform that can inspire user confidence.

In summary, while Freelancer HQ+ demonstrates strong potential, fixing the identified defects and implementing the proposed recommendations is essential before a wider release. Prioritizing the resolution of high-severity issues will ensure core reliability, while subsequent work on medium and low-severity items and new features will significantly elevate the overall user experience, usability, and market readiness of the platform.

9 | Appendix

9.1 Defect Screenshots
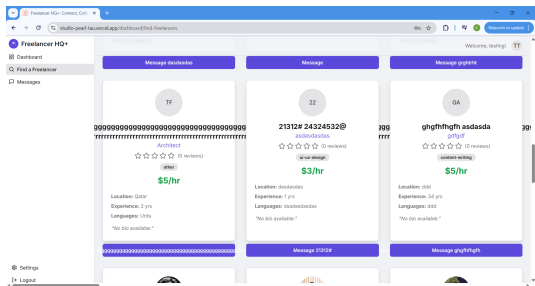
(a) UI layout breaks due to long name input (Part 1).
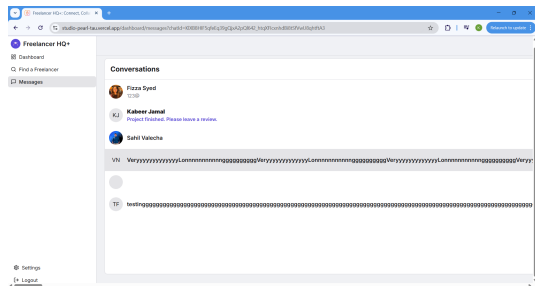
(b) Additional example of layout break (Part 2).

Figure 9.1: UI layout issues caused by excessively long name input during Sign-Up.
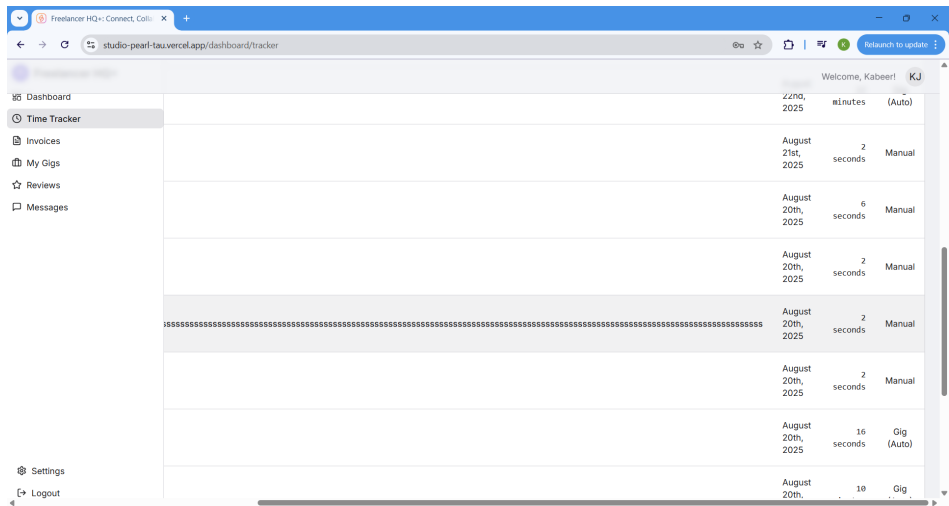
Figure 9.2: Long input leads to horizontal scrolling in Time Tracker tab.
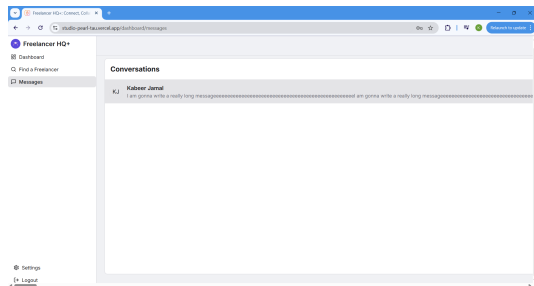
(a) Horizontal scrolling caused by long message (Part 1).
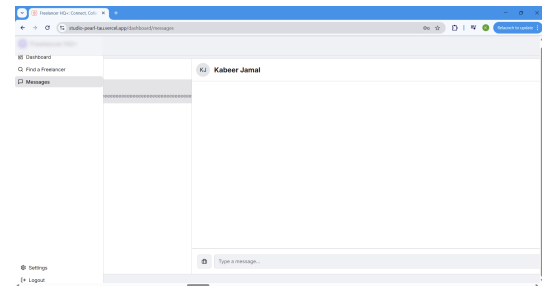
(b) Another instance of horizontal scrolling issue (Part 2).

Figure 9.3: UI issue where long messages cause horizontal scrolling in the chat interface.
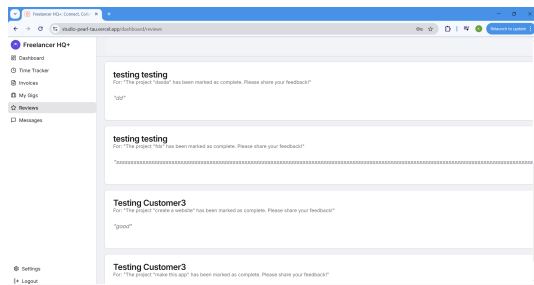
(a) Horizontal scrolling issue in Reviews page (example 1).
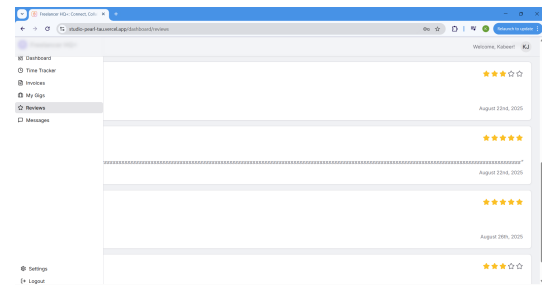
(b) Horizontal scrolling issue in Reviews page (example 2).

Figure 9.4: UI issue where long text in Reviews page causes horizontal scrolling.
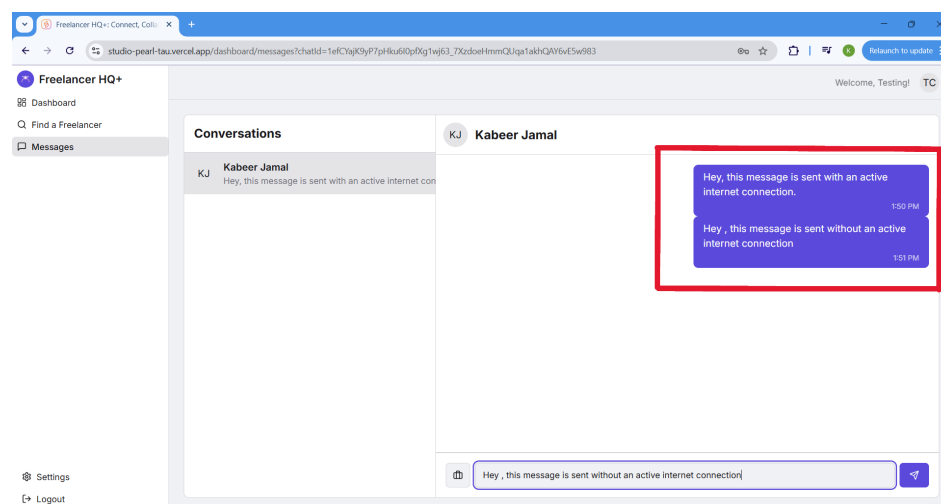
Figure 9.5: Two messages are shown: one successfully sent and one pending. However, there is no visual distinction between them, making it impossible to identify the pending message.
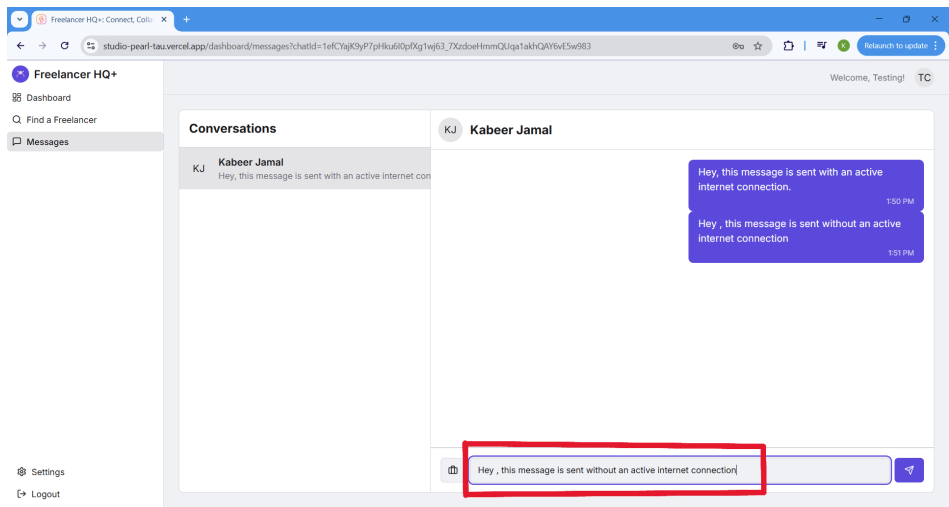
Figure 9.6: Message appears in chat but remains in the input box when sent without an internet connection.
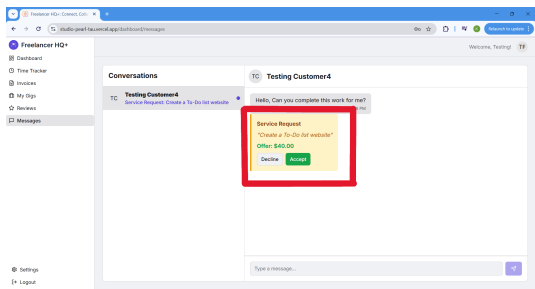
(a) Freelancer view: complete service request details are visible, including description and price.
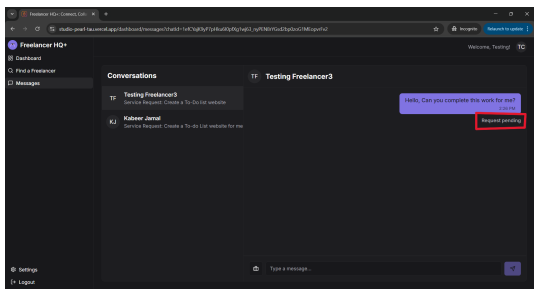
(b) Customer view: only the request status (e.g., *Request Pending*) is displayed; full details are missing.

Figure 9.7: Mismatch in service request details: Freelancer sees full information while Customer only sees status.
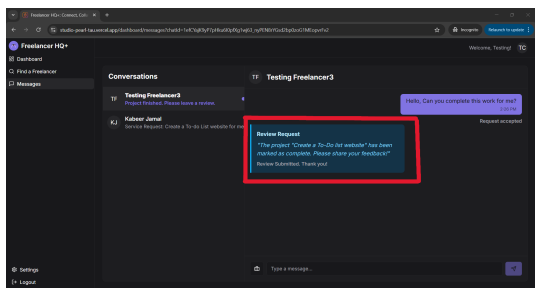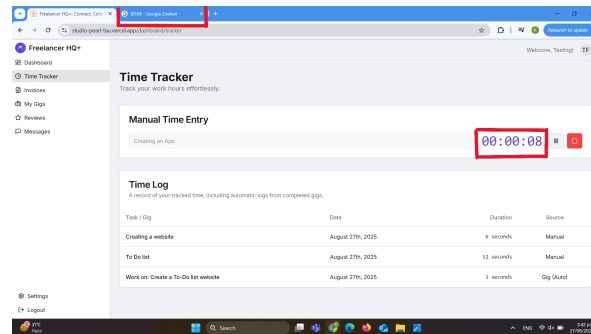

(a) Customer interface showing updated status confirming that the review has been successfully submitted.
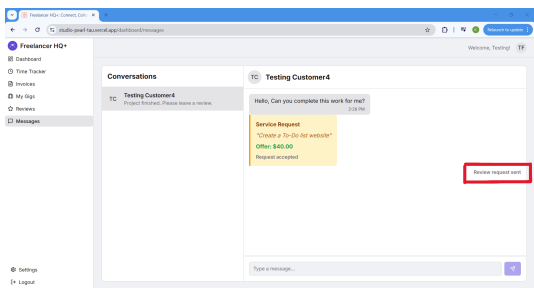
(b) Freelancer interface still showing "Review Request Sent" instead of updating to indicate review submission.

Figure 9.8: Inconsistent review status display between Customer and Freelancer interfaces after submission.

(a) Timer at start (Both google timer and Freelancer HQ+ timer are accurate).
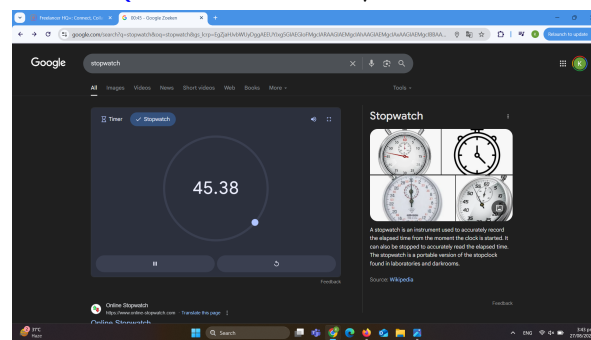
(b) Shifting to another tab for around 30 seconds.
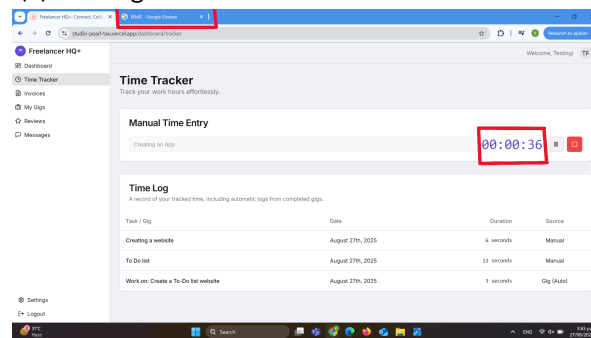
(c) Time log entry with incorrect duration.

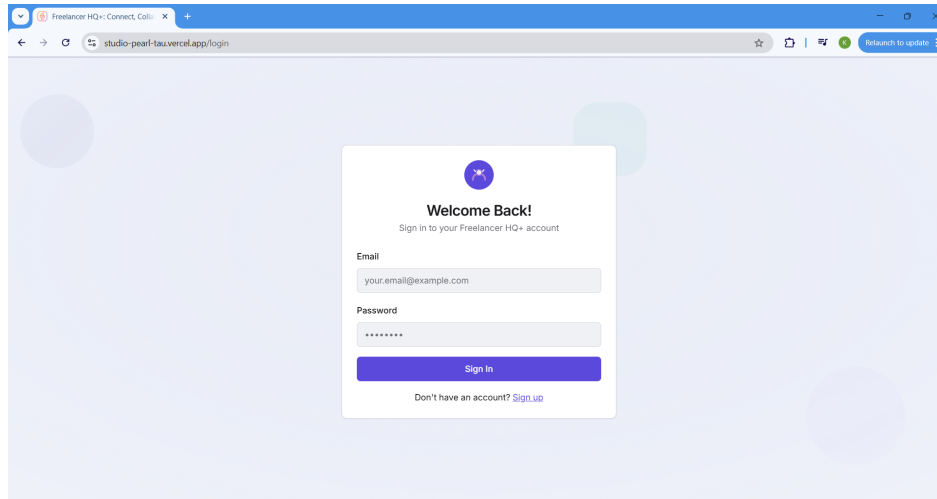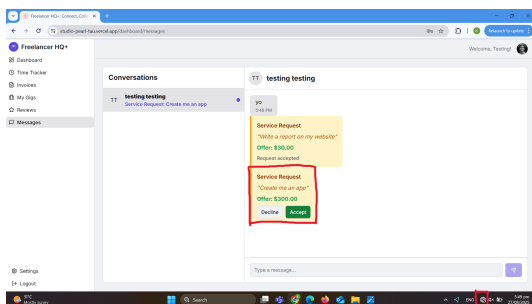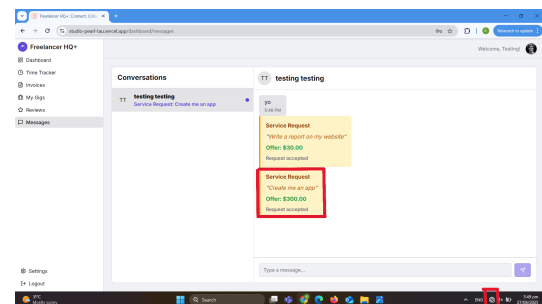Figure 9.9: Discrepancy in timer tracking when switching tabs.

Figure 9.10: Login page does not provide a link or button to navigate back to the home (default) page. Similar is the case for the Sign up page.

(a) Freelancer attempts to accept a service request while offline (note network status at bottom right).

(b) System incorrectly displays "Request Accepted" despite no internet connection, giving false feedback.

Figure 9.11: Misleading status when accepting a service request in offline mode, system shows success before server confirmation.
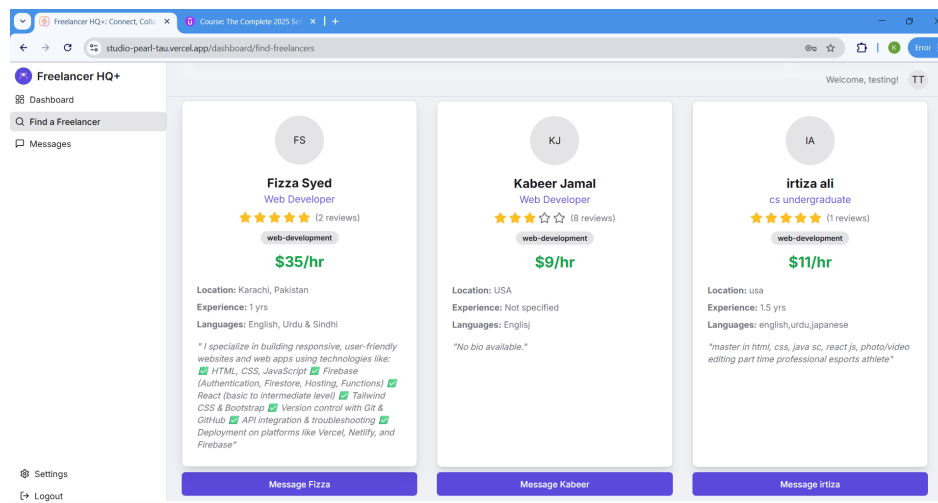
Figure 9.12: For each freelancer, there is no portfolio URL visible.