Bugs that I found on "Videoslots.com "

1. **Bug: Not able to navigate to homepage on chrome when a customer tries to create an account and succeeded till the payment page.**
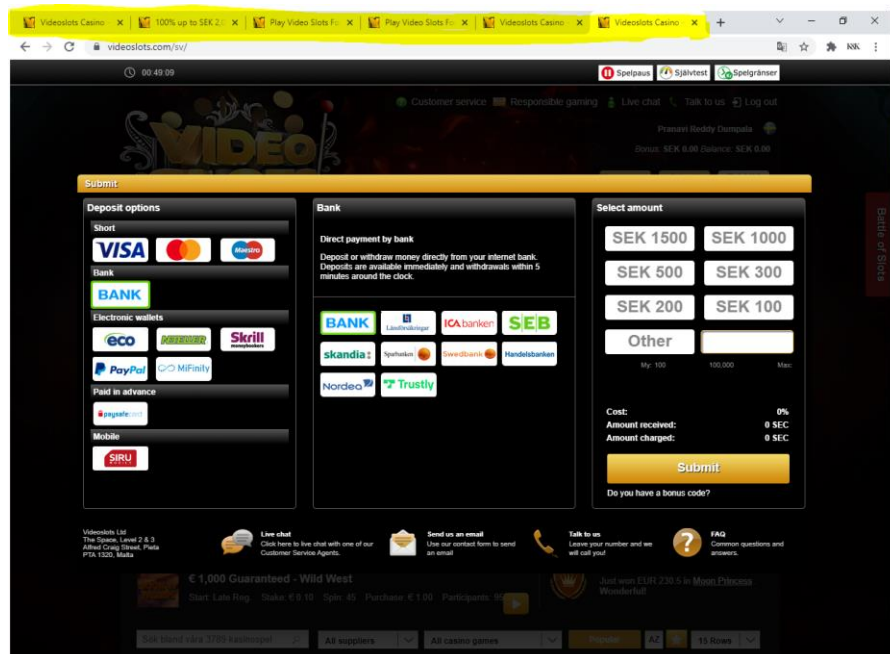
   - Open videoslots.com on Chrome.
   - Click on "Öppna Konto".
   - User was able to fill the required personal details successfully.
   - User entered the Payment page (which is the "Submit tab").
   - User tries to go back to the home page.
   - User was not able to find any home page option on the screen.
     [The above point can be added as a new task, because some customers prefer to check the home page and the check different options on the home page before they decide the amount for doing deposit.]
   - User tried to open another tab on chrome by typing videoslots.com, but the same payment page is opened.
   - User tried number of times on the chrome to open a new home page and couldn't succeed on Chrome.
   - User was able to open the homepage of "Videoslots" when he tried with another web browser Microsoft Edge.
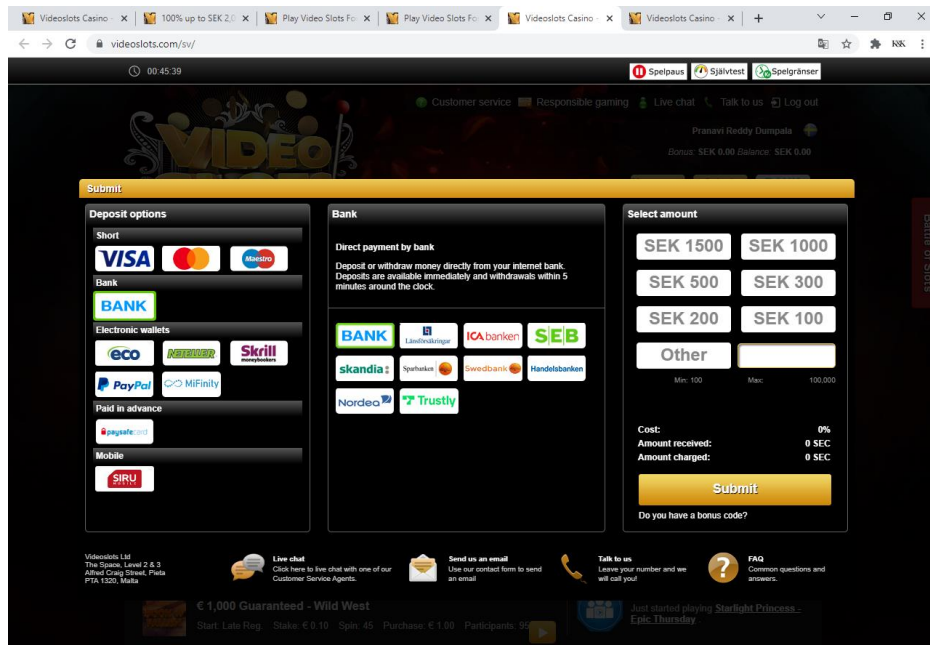
Screenshots:

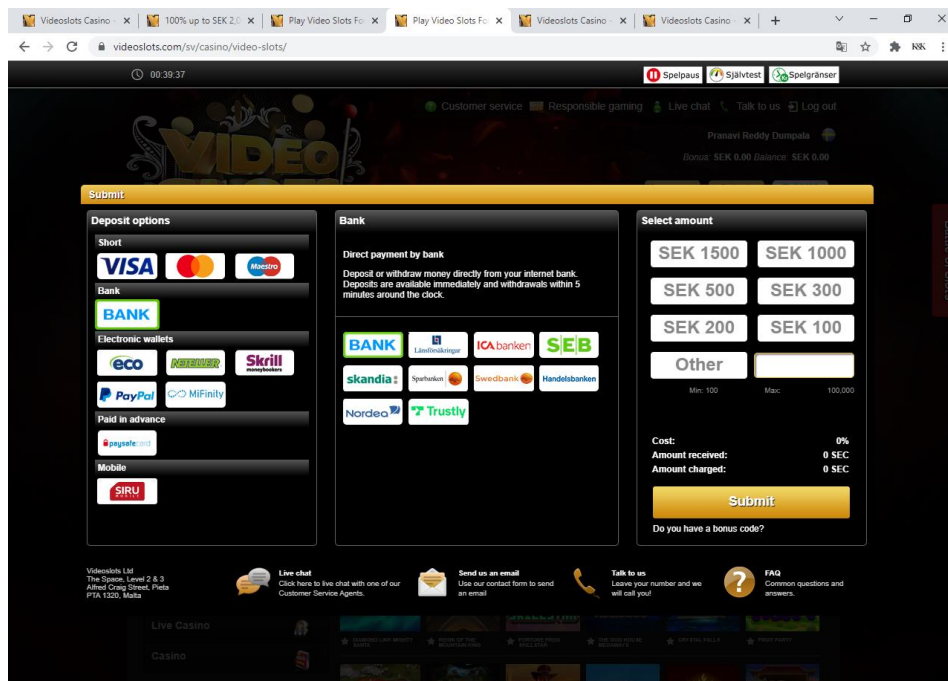First screenshot: The first chrome page that I tried creating an account:

Note: Have a look at the highlighted tabs, those all tabs resulted me on the same payment page when I tried to open a new homepage of "Videoslots.com".
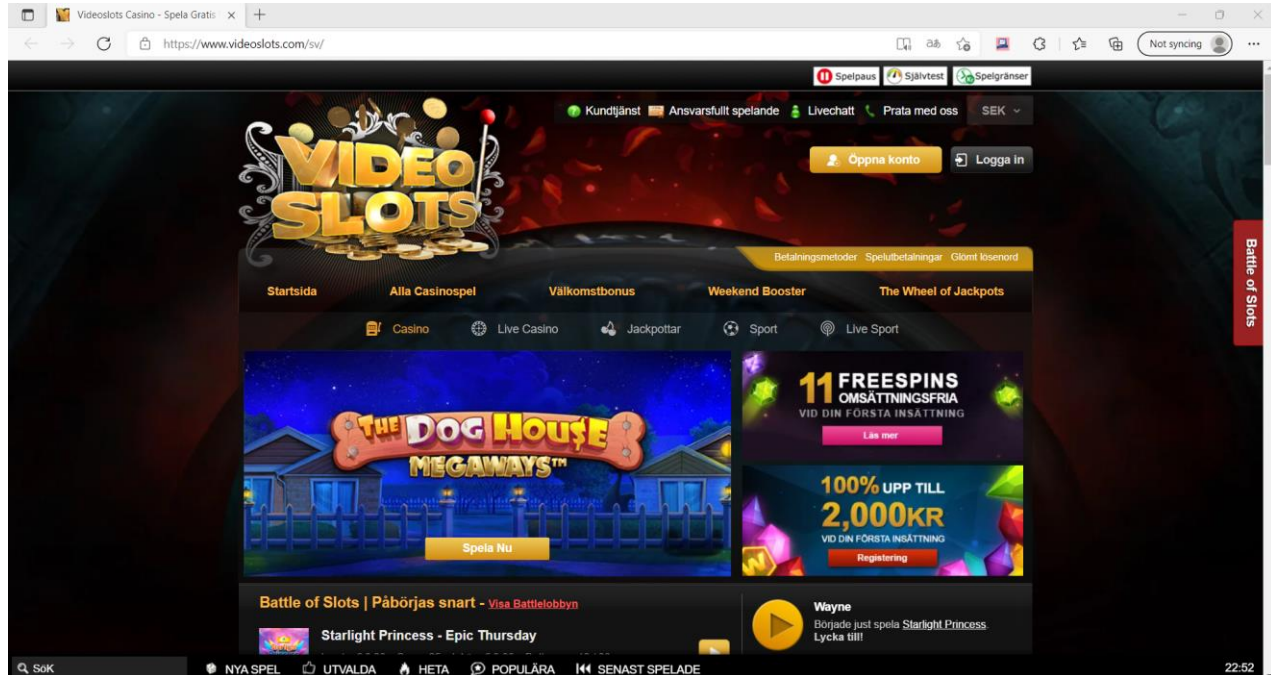
Second Screenshot: Google chrome

Third Screenshot: Google chrome

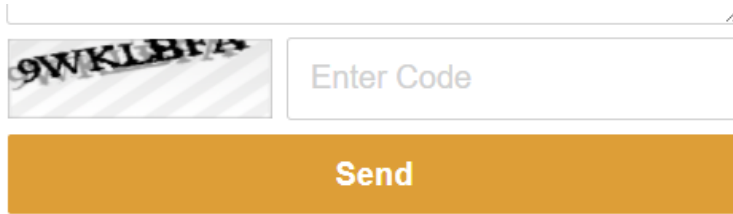Fourth Screenshot: Microsoft Edge web browser: **Able to open the homepage**.

Reason Why I feel that the bug1 is critical:

- When a new user, faces such issues happening when they are trying to start with "Videoslots", without any second thought they will take back their decision to use "Videoslots". And higher chances, that the same customer gives bad feedback to other new users who is looking forward to starting with "Videoslots". We have higher chances to miss the customers when we have such bugs at the very starting point (creating a personal account).
- Some users don't get a thought to try on another browser.
- Some don't like using some other web browsers, except Google.
- So, I feel it is very critical bug.
- And the task that I highlighted in blue color. – It is also important for a user to get an easy access to visit the homepage during the process.
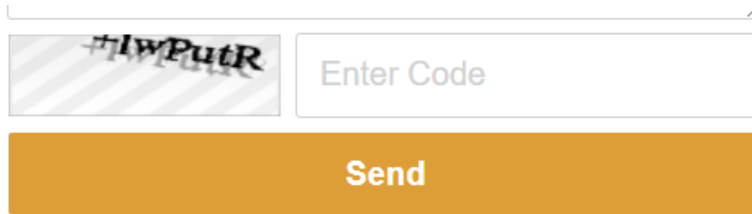
2. Bug: Captcha code is not clear:

- When a user is trying hard to find something on the web page and decides to call customer service, the user must enter the along with the "Captcha code".
- The "Captcha code" is not clear on the webpage and it will be difficult for the user to read and understand the code.
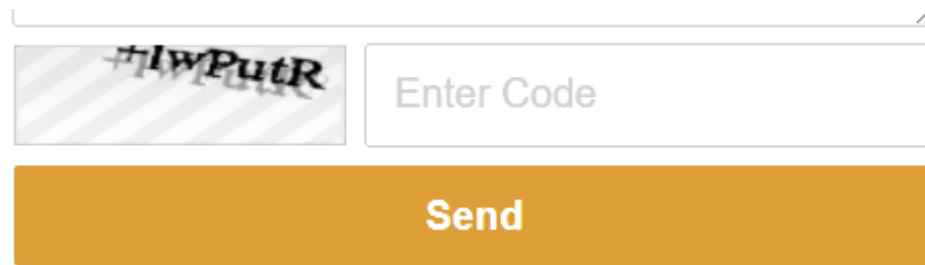
Screenshots:

- We can also find the captcha code when we forget our password.

<u>Reason Why I feel that the bug is critical:</u>

- User (either new or old) may need some help during many important situations like creating account, forgot password, payment problem, or when the user is in between the game etc. And if the user prefers to call a customer service and if he/she finds it difficult to enter the details (I mean the Captcha code). Then chances of getting bad feedback about the bad maintenance of the web page is higher and leads to lose the customers. So, I feel it is critical.

3. **Bug: User must click number of times to close the game on the home screen.**
   - Choose any game on the home page.
   - Click on "Play now" option, a small tab will open.
   - When user tried to close the tab by clicking on the "Cross" symbol, he had to click on the cross almost 7 - 8 times to make the tab close.

   Screenshots:
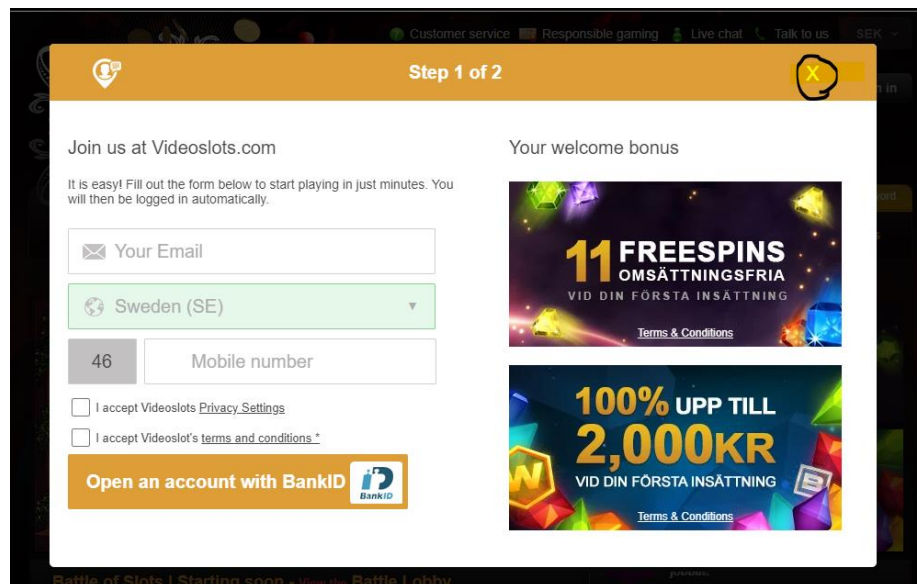
<u>Reason Why I feel that the bug is critical:</u>

- When a user wants to explore different games on the homepage and try to open a game by clicking on "Play now" option and if user decides not to go further with the selected game and tries to come back to the home screen. No one would like to click on the cancel or the cross-button number of times to close the tab. So, I feel it is critical.