**MyStore Bug Ticket Tables**

1. Contact Us

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| **Field** | **Description** |
| Bug ID | B001 |
| Bug Title | Nothing shows the required fields. |
| Bug Description | Subject Heading, email and message are required but there is nothing that shows that they are required, the user must figure them out from error messages which will confuse the user. |
| Steps to Reproduce | 1. Load the Contact us page. 2. Scroll down to the form and check to see the required fields un-identified. |
| Excepted Result | A star should be displayed beside the three required fields to identify them. |
| Actual Result | Nothing is displayed. |
| Severity | Medium |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots |  |

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| **Field** | **Description** |
| Bug ID | B002 |
| Bug Title | Right validation sign for email does not show right away. |
| Bug Description | Right validation sign for email does not show right away after choosing a valid email from the suggested list, you have to edit it so the validation sign is shown. |
| Steps to Reproduce | 1. Select a valid email address from the suggested emails entered before. 2. Click outside the email text field. 3. Notice that the validation right sign does not show. 4. Try editing the field and the right validation sign will show. |
| Excepted Result | Validation right sign should be shown right after choosing a correct email. |
| Actual Result | It is not shown until an edit is done in the field. |
| Severity | Medium |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Right Sign after choosing suggested mail.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDkZqoL66Xehi8i_?e=Sdviaj) |

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| **Field** | **Description** |
| Bug ID | B003 |
| Bug Title | Wrong validation sign for email is shown even if the mail is written correctly. |
| Bug Description | Wrong validation sign for email is shown if a correct mail is written but with a space after it, although if we press send with all the other required fields it will be sent so the issue is with the validation sign. |
| Steps to Reproduce | 1. Enter a correct email address in the email field. 2. Add a space character after the email address. 3. Observe that the wrong validation sign appears, indicating an invalid email. 4. Enter the required information in the other two fields (e.g., subject heading and message). 5. Click the "Send" button to submit the message. 6. Notice that the message is successfully sent, despite the wrong validation sign indicating an invalid email. |
| Excepted Result | Wrong validation sign should not be shown if email is written correctly even with spaces. |
| Actual Result | Wrong validation sign is shown if email is written correctly even with spaces. |
| Severity | Medium |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Wrong validation sign after adding space.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDviVoJxV5ujzA4j?e=FBmNeP) |

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| **Field** | **Description** |
| Bug ID | B004 |
| Bug Title | Error message is not user friendly |
| Bug Description | Whenever a missing input or any error message is displayed, “There is 1 error” is shown and numbering before the message which not user friendly and can confuse the user |
| Steps to Reproduce | 1. Press the send button without entering any data |
| Excepted Result | The error message should be displayed without “There is 1 error” and the numbering. |
| Actual Result | There is 1 error 1. Invalid email address. |
| Severity | Medium |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos |  |

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| **Field** | **Description** |
| Bug ID | B005 |
| Bug Title | Error occurred while sending the message |
| Bug Description | Sometimes even with entering all the correct required fields and pressing send, an issue occurs, and message is not sent, but it does not always occur. |
| Steps to Reproduce | 1. Enter all three required fields (subject heading, email and message) 2. Press send button. |
| Excepted Result | Message should be sent successfully |
| Actual Result | There is 1 error 1. An error occurred while sending message. |
| Severity | High |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Error occured while sending message.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDoA8cr4hurnEReW?e=Xe0KZa) |

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| **Field** | **Description** |
| Bug ID | B006 |
| Bug Title | Message is sent even if spaces only are written in the message field. |
| Bug Description | Message is sent successfully when entering spaces only in the message field even though a message with text should be added. |
| Steps to Reproduce | 1. Choose a subject heading from the available options. 2. Enter a valid email address in the email field. 3. Enter multiple spaces (without any other content) in the message field. 4. Click the "Send" button to submit the message. 5. Notice that the message is successfully sent, despite the message field containing only spaces. |
| Excepted Result | Error message saying that message field cannot be blank. |
| Actual Result | Your message has been successfully sent to our team. |
| Severity | High |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots | [Message sent with spaces only.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDfo827A1VpkstYv?e=cah4ql) |

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| **Field** | **Description** |
| Bug ID | B007 |
| Bug Title | Maximum number of message characters should be displayed. |
| Bug Description | There should be a maximum number of characters written that the user cannot exceed to avoid overloading. |
| Steps to Reproduce | 1. Write any number of letters in the message fields and no indication of the maximum number if characters will be shown |
| Excepted Result | A letter counter should be shown when writing a message until the maximum number of characters is reached. |
| Actual Result | Any number of characters can be entered and sent. |
| Severity | High |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Any number of characters sent.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDgVCGak9h87iik_?e=S4VPk3) |

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| **Field** | **Description** |
| Bug ID | B008 |
| Bug Title | “Invalid email address” error message when there is no email entered |
| Bug Description | When choosing a Subject Heading and leaving the mail address blank and pressing the send button, an error message saying, “Invalid email address” is shown instead of writing “Please enter an email address” and they could confuse the user. |
| Steps to Reproduce | 1. Choose a subject heading from the available options. 2. Do not enter any content in the email address field, leaving it blank. 3. Proceed to the send button or submit button on the form. 4. Click the send button to submit the form. |
| Excepted Result | Error message saying, “Please enter an email address”. |
| Actual Result | An error message saying, “Invalid email address” is shown. |
| Severity | Medium |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Invalid email address instead of Please enter email address.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDLAhgXmjhd2yq5a?e=OGufkb) |

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| **Field** | **Description** |
| Bug ID | B009 |
| Bug Title | “Invalid email address” error message shown when Subject Heading and email are left blank |
| Bug Description | When writing a message only and leaving the Subject Heading and email blank then pressing the send button, “Invalid email address” error message is shown, even though Subject Heading is also required and it is before the email in the form, so the error message should be “Please select a subject from the list provided” so we don’t confuse the user. |
| Steps to Reproduce | 1. Leave the subject heading field blank. 2. Leave the email address field blank. 3. Enter a message in the message field. 4. Ensure that the message field contains some text. 5. Press the send button or submit button on the form. |
| Excepted Result | Error message saying, “Please select a subject from the list provided”. |
| Actual Result | An error message saying, “Invalid email address” is shown. |
| Severity | Medium |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Invalid email message error when subject heading is empty too.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDU856oTSRVtVvYE?e=YnBhY5) |

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| **Field** | **Description** |
| Bug ID | B010 |
| Bug Title | Right validation sign for email is shown even if the mail is deleted. |
| Bug Description | When writing a correct email and then deleting it from the field the right validation sign is shown even when the field is blank. |
| Steps to Reproduce | 1. Enter a valid email address. 2. Ensure that the entered email address is valid and correctly formatted. 3. Delete the entire email address from the field. 4. Observe the validation mechanism associated with the email field. 5. Notice that as soon as the email address is deleted completely, the right validation email sign is still shown. |
| Excepted Result | Validation sign should be removed. |
| Actual Result | Right Validation sign remains visible. |
| Severity | Medium |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Right Sign after choosing suggested mail.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDkZqoL66Xehi8i_?e=pF6oeM) |

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| **Field** | **Description** |
| Bug ID | B011 |
| Bug Title | Maximum Supported File Size is not shown |
| Bug Description | When adding a file greater than 0.5GB and pressing send the page keeps trying to upload and send the message and then it becomes broken, no error message appears telling the user about the maximum file size and stopping the file from being loaded to avoid the page from being broken. |
| Steps to Reproduce | 1. Fill in all the required fields in the form with valid information, including the subject heading, email address, and message. 2. From file upload, select a file from your computer that has a capacity greater than 0.5GB. 3. Press the send button to submit the form. |
| Excepted Result | File should not be loaded and a message saying, “The maximum allowed file size is 0.5GB”. |
| Actual Result | The file name is loaded to the file’s text field and no messages with the maximum size are shown and page becomes broken when trying to send. |
| Severity | High |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Large file.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDPXCiWO4n4MtwFy?e=Mt6cVt) |

1. Search Dress

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| **Field** | **Description** |
| Bug ID | B001 |
| Bug Title | Non dress elements are displayed |
| Bug Description | At homepage in the search bar when searching for a dress the results contain non dress elements |
| Steps to Reproduce | 1. Navigate to the homepage. 2. Locate the search bar on the homepage. 3. Type the keyword "dress" into the search bar. 4. Press the Enter key on your keyboard or click the search button/icon to initiate the search. 5. Wait for the search results to load. |
| Excepted Result | All results should be dresses. |
| Actual Result | Some none dress results are shown. |
| Severity | Medium |
| Assigned To |  |
| Reported By | Marina Elias |
| Date | 22/06/2023 |
| Screenshots or Videos | [Search for a dress.mp4](https://1drv.ms/v/s!AiJZVMbSz15XkDSCkkrVitfVt-s9?e=RHW7Xg) |