

**[MAG-15] [Deactivate account button] Unable to Deactivate Account on Shein**

Created: 13/Mar/24 12:57 PM - Updated: 05/Apr/24 3:08 PM

Status: In Progress
Project: Mihăilă_Alexandra_Georgiana_ST1
Parent: [MAG-1](#) Shein Account management (Epic)
Component/s: None
Affects Version/s: Shein Release v1.0
Fix Version/s: Shein Release v1.0

Type:	Bug	Priority:	Low
Reporter:	IT Factory	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Original Estimate:	Not Specified		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		

*Agile***Sprint:** MAG Sprint 1**Environment**

Windows 11 Pro , Google Chrome

Description

Preconditions:

- 1.Log in to the Shein website or mobile application using valid credentials.
- 2.Valid credentials : Valid email address: example@example.com
Valid password: Password123!

Steps to reproduce :

- 1.Log in to the Shein website or mobile application using valid credentials.
- 2.Navigate to my profile section , on the left part of the page click on "Manage my account:
- 3.Scroll down and search for "Delete Account"

Expected Result :

Users should be able to find a clearly labeled option/ button that allows them to deactivate their Shein account.
The option/button to deactivate the account appears near delete account option.

Actual Result :

There is no apparent functionality or option provided, to deactivate the account.

Attachments

MANAGE MY ACCOUNT

Email

xa*****@yahoo.com  Verified

[CHANGE](#)

Phone Number

After entering and verifying the phone number, you can log in directly with your phone number

[ADD](#)

Change Password

[CHANGE](#)

Delete Account

NOTE: Account will NOT BE RECOVERABLE once deleted.

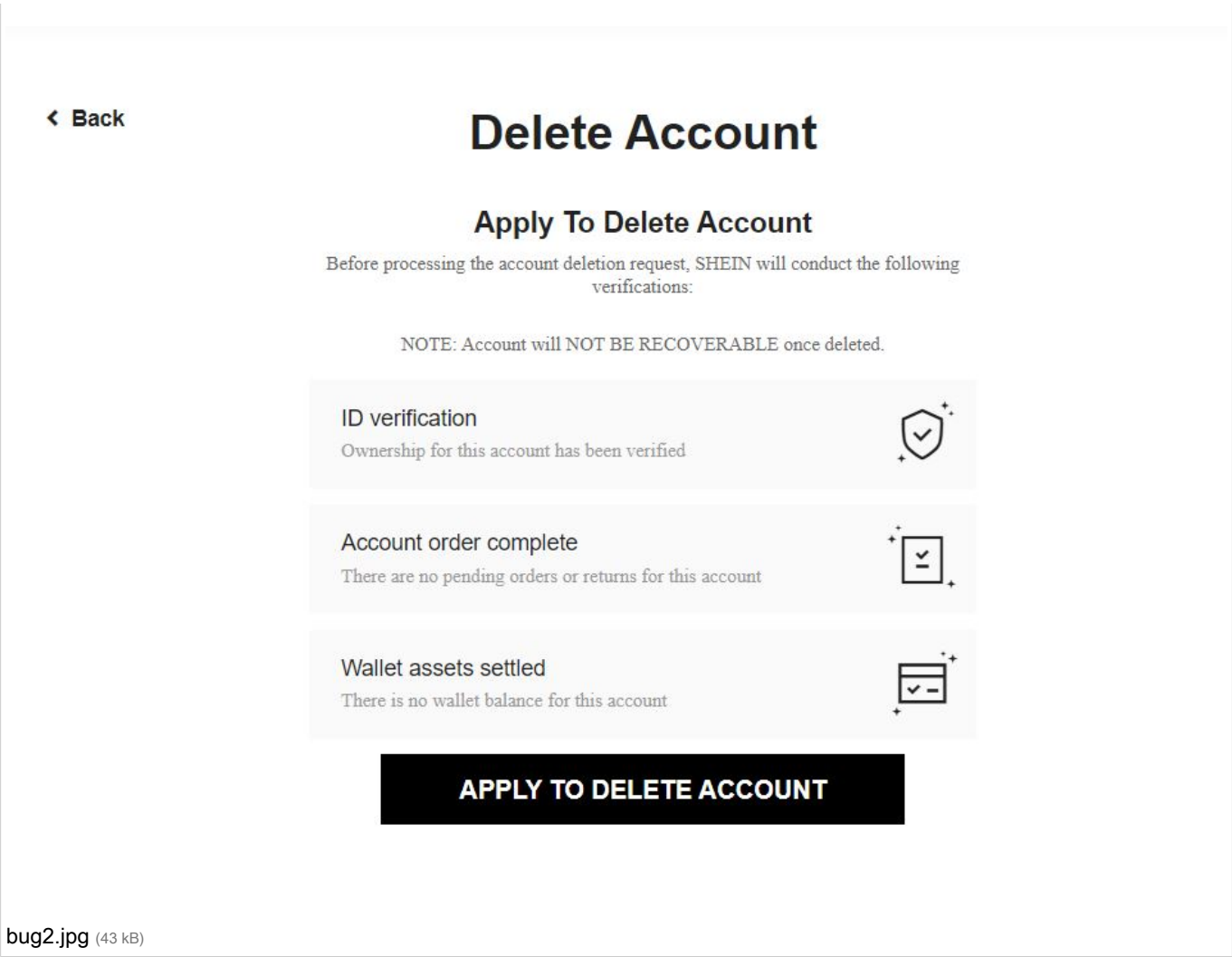


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bug1.jpg (68 kB)



Links			
Relates			
relates to	MAG-13	Verify if user can deactivate or delete the account.	Done
relates to	MAG-2	As an user i want to register to can create an account	In Progress
Web Link			
Affects test execution of	MAG-13	https://itfclasses.atlassian.net/plugins/servlet/ac/com.thed.zephyr.je/general-search-test-executions?project.id=10416&issue.id=16428&execution.id=9a11378d-e986-48b7-bf4b-02db9a089bb2	