

USER ACCEPTANCE TESTING

1.INTRODUCTION

PROJECT OVERVIEW :

This Online Complaint Management system is developed using Django for backend with HTML , CSS , JavaScript and elements of bootstrap for frontend presentations .It facilitates students to add complaints regarding various aspects of college and campus and these complaints are resolved and their statuses updated by the Supervisors and the Admin.

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PURPOSE OF UAT (User Acceptance Testing) :

User Acceptance Testing is to ensure that the system meets both user's functional requirements and user experience expectations and at the same time being easy and intuitive to use.

2. UAT Objectives

To Verify the system's functionality, usability, and overall user experience.
Ensure compatibility across different browsers and devices.

3. ACCEPTANCE CRITERIA :

1. User Registration and Authentication:

- Users can securely register and log in using their email.

2. Complaint Submission:

- Users can submit complaints on various topics with details and attachments.

3. View Complaints:

- Users can view their submitted complaints.

4. Admin Verification:

- Admin verifies and approves submitted complaints.

5. Departmental Assignment:

- Admin assigns verified complaints to departmental supervisors.

6. Supervisor Resolution:

- Supervisors view and update complaint status.

7. Status Tracking:

- Users track real-time status with notifications on changes.

8. Secure Access:

- Secure login with role-based access.

9. Data Integrity:

- Ensures data consistency and reliability.

10. Secure Information Storage:

- Complaint and user data stored securely.

11. User-Friendly Interface:

- Intuitive interface for users, admin, and supervisors.

4. TEST SCOPE :

- User Registration and management
- User Login
- User Profile Features
- Complaint addition and management
- Responsive Design and cross-browser compatibility

5. Testing:

Format:

Test_Case ID:

Test_Case Description:

Test_Steps:

Preconditions:

Expected Result:

Actual Result:

Status(Pass/Fail):

Testing done on “Google Chrome Version 119.0.6045.160 (Official Build) (arm64)” running locally on August 22, 2023”

Test_Case ID: TC_Rn_001

Test_Case Description:

Enter a completely numeric password

Test_Steps:

https://scribeshow.com/shared/How_to_Register_and_Sign_Up_for_an_Account_ZfTwWrijHTNWb3a07vMmj5w

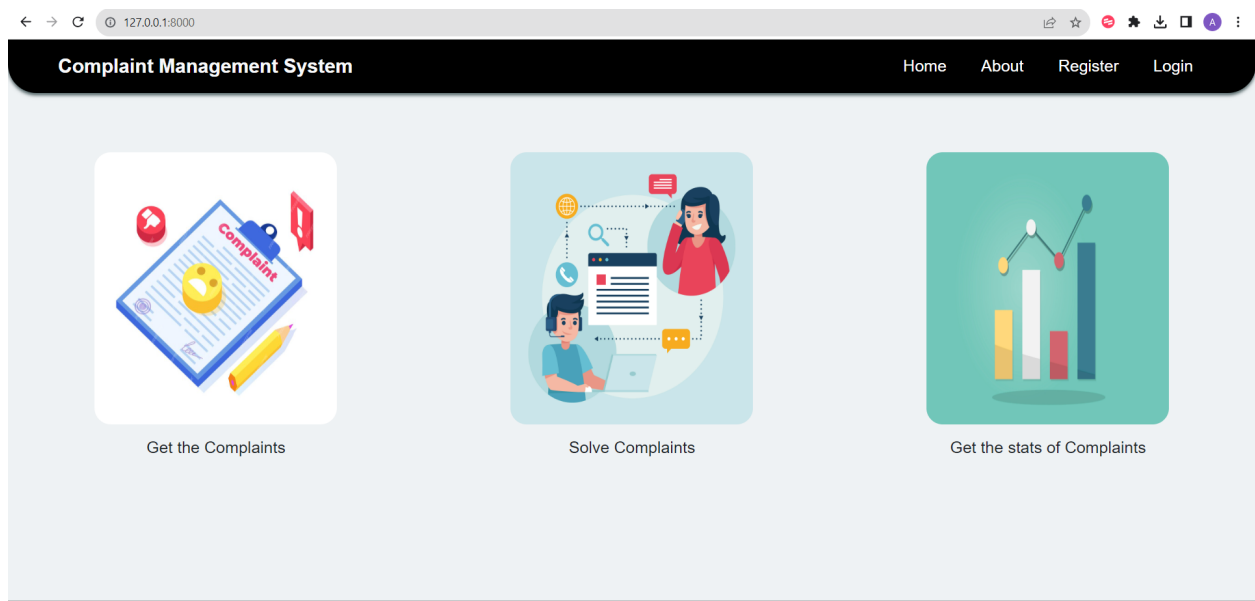
Preconditions: "Valid URL

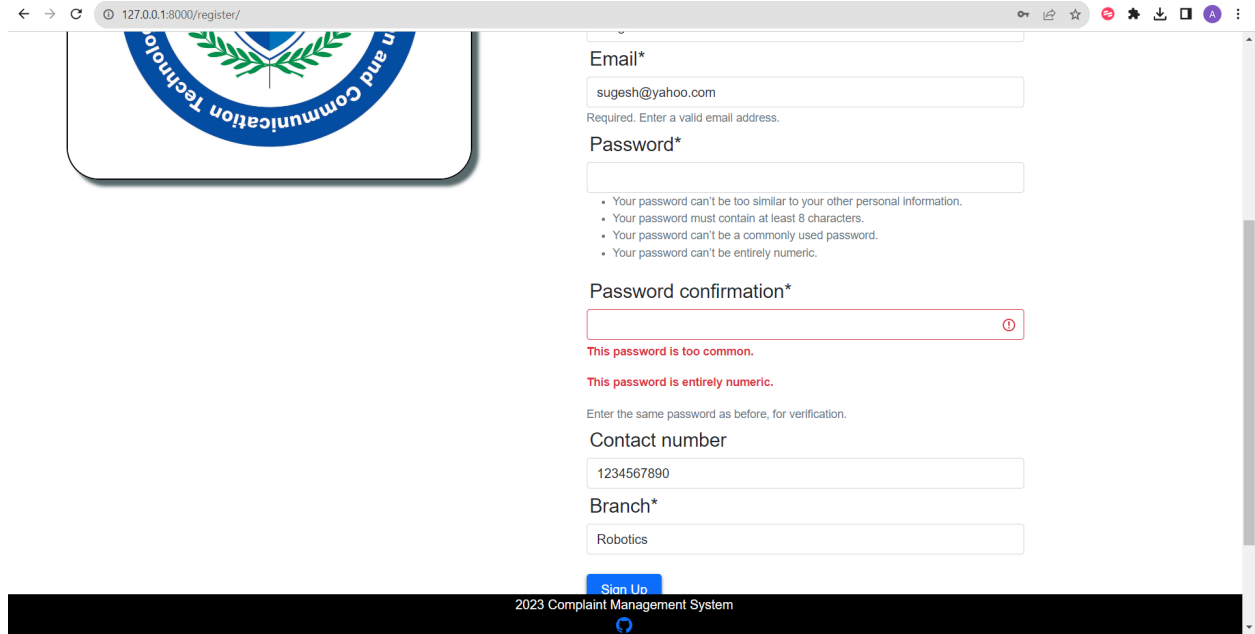
Test Data"

Expected Result: User should not be able to sign up


Actual Result: Message prompting user to fill in the Password again which is not too common and entirely numeric

Status(Pass/Fail): Pass





← → ↻ 127.0.0.1:8000/register/



Email*

sugesh@yahoo.com

Required. Enter a valid email address.

Password*

Your password can't be too similar to your other personal information.
Your password must contain at least 8 characters.
Your password can't be a commonly used password.
Your password can't be entirely numeric.

Password confirmation*

This password is too common.
This password is entirely numeric.

Enter the same password as before, for verification.

Contact number

1234567890

Branch*

Robotics

[Sign Up](#)

2023 Complaint Management System

Test_Case ID: TC_Rn_002

Test_Case Description: Enter a password that is smaller than 8 characters

Test_Steps:

https://scribehov.com/shared/Registering_a_new_user_account_on_a_website_Jj-IF5hRRoKnC7vT8599wQ

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User should not be able to sign up

Actual Result: User is unable to register

Status(Pass/Fail): Pass

Required. Enter a valid email address.

Password*

- Your password can't be too similar to your other personal information.
- Your password must contain at least 8 characters.
- Your password can't be a commonly used password.
- Your password can't be entirely numeric.

Password confirmation*

This password is too short. It must contain at least 8 characters.

Enter the same password as before, for verification.

Contact number

5678901234

Branch*

ICT

Sign Up

Already Have An Account? [Sign In](#)

2023 Complaint Management System

Test_Case ID: TC_Rn_003

Test_Case Description: Enter a password that is completely alphabetic

Test_Steps: https://scribehov.com/shared/How_to_Register_on_a_Website_in_16_Steps_i0HorrDk-QXKixF7COJf-UA

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User should be able to sign up

Actual Result: The user is redirected to the login page after a message-"Registration successful" is shown very briefly at the bottom of the page

Status(Pass/Fail):Pass

Test_Case ID: TC_Rn_004

Test_Case Description: Enter a password that is similar to the username and trying to register

Test_Steps:

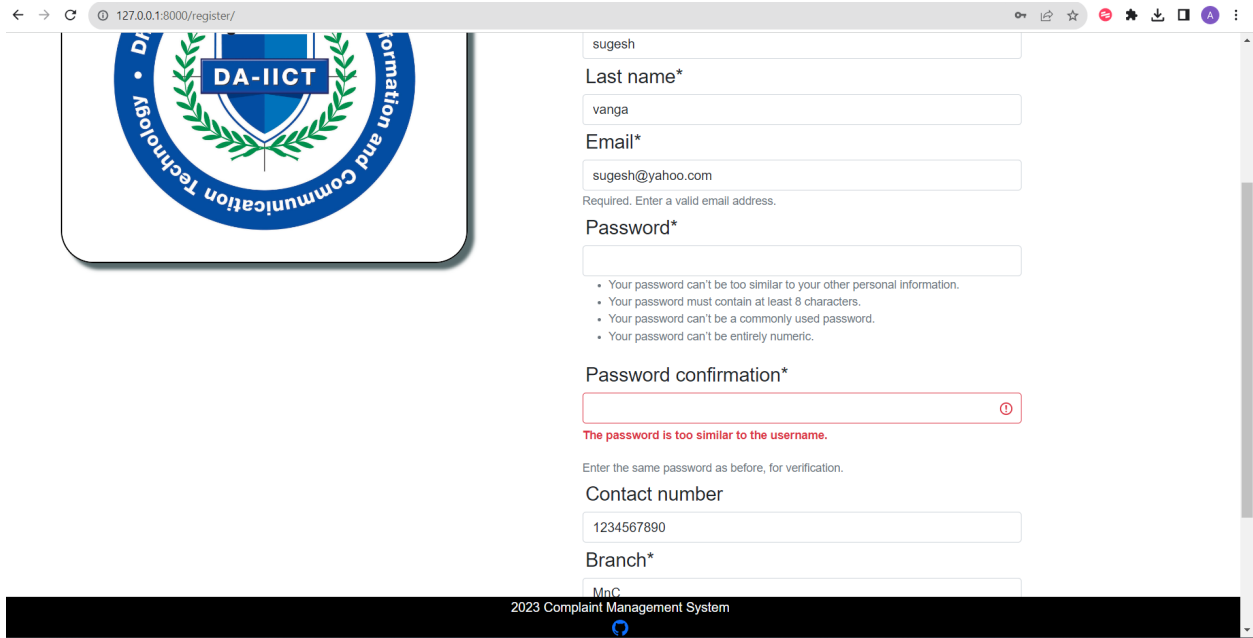
https://scribehov.com/shared/Try_to_register_with_a_password_that_is_similar_to_username_w4YGeNNorRHOScUNUCnVFXQ

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User should be prompted with an error message

Actual Result: User is unable to register and is prompted with a error message

Status(Pass/Fail):Pass



127.0.0.1:8000/register/

DA-IICT

First name*

suges

Last name*

vanga

Email*

suges@yahoo.com

Required. Enter a valid email address.

Password*

Your password can't be too similar to your other personal information.
Your password must contain at least 8 characters.
Your password can't be a commonly used password.
Your password can't be entirely numeric.

Password confirmation*

The password is too similar to the username.

Enter the same password as before, for verification.

Contact number

1234567890

Branch*

MinC

2023 Complaint Management System

Test_Case ID: TC_Rn_005

Test_Case Description: Enter a password that is similar to the firstname and trying to register

Test_Steps:

https://scribehov.com/shared/Try_to_register_with_a_password_that_is_similar_to_firstname_w4YGeNNORHOsCUNUCnVFXQ

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User should be prompted with an error message

Actual Result: User is unable to register and is prompted with a error message

Status(Pass/Fail):Pass

Test_Case ID: TC_Rn_006

Test_Case Description: Enter a password that is similar to the lastname and trying to register

Test_Steps:

https://scribehov.com/shared/Try_to_register_with_a_password_that_is_similar_to_lastname_w4YGeNNORHOsCUNUCnVFXQ

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User should be prompted with an error message

Actual Result: User is unable to register and is prompted with a error message

Status(Pass/Fail): Pass

Test_Case ID: TC_Rn_007

Test_Case Description: Create a new user having all details same as another user who is already registered

Test_Steps:

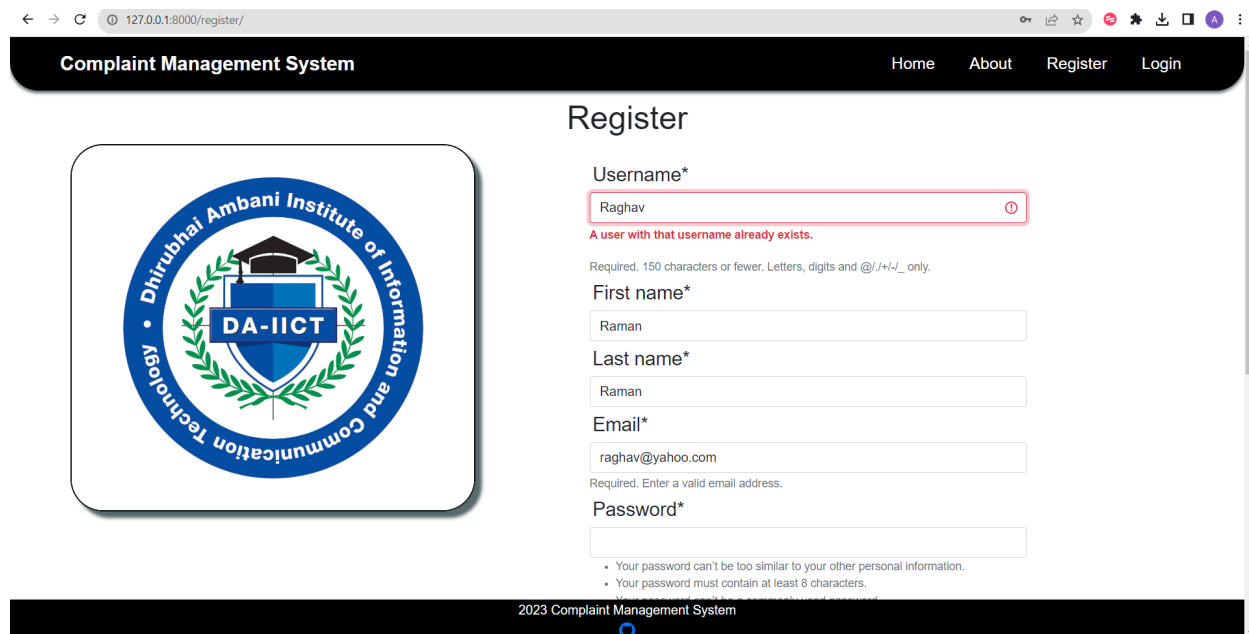
https://scribeshow.com/shared/Register_with_same_username_and_email_as_another_user_YXV33JXWT-OkO6hPPwf2hQ

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User shouldnot be able to signup

Actual Result: User is unable to signup and 2 error messages show up

Status(Pass/Fail): Pass



The screenshot shows a web browser window with the address bar displaying '127.0.0.1:8000/register/'. The page title is 'Complaint Management System'. The navigation bar includes links for 'Home', 'About', 'Register', and 'Login'. The main heading is 'Register'. On the left, there is a logo for 'Dhirubhai Ambani Institute of Information and Communication Technology' (DA-IICT). The registration form on the right contains the following fields and messages:

- Username***: Input field with 'Raghav'. Below it, a red error message states: 'A user with that username already exists.'
- First name***: Input field with 'Raman'.
- Last name***: Input field with 'Raman'.
- Email***: Input field with 'raghav@yahoo.com'. Below it, a red error message states: 'Required. Enter a valid email address.'
- Password***: Input field. Below it, two red error messages are listed:
 - Your password can't be too similar to your other personal information.
 - Your password must contain at least 8 characters.

The footer of the page displays '2023 Complaint Management System'.

Test_Case ID: TC_Rn_008

Test_Case Description: create a new user having almost all details same as another user who is already registered except a change in username and email. The email entered is a valid email

Test_Steps:

https://scribeshow.com/shared/Sign_up_for_an_account_on_the_registration_page_F4QRV9c3TYehrBQhoZryRw

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User should be able to signup

Actual Result: User Registration is successful

Status(Pass/Fail): Pass

Test_Case ID: TC_Rn_09

Test_Case Description: Create a new user having new username but having an email same as an already registered user

Test_Steps:

https://scribehow.com/shared/Sign_up_for_an_account_on_the_registration_page_F4QRV9c3TYehrBQhoZryRw

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User shouldn't able to signup with this email

Actual Result: User is not able to register

Status(Pass/Fail): Pass

Test_Case ID: TC_Rn_010

Test_Case Description: Create a new user having a wrong phone number (only 9 digits) and try to register

Test_Steps:

https://scribehow.com/shared/Try_to_register_with_9_digit_phoneno_UhDMXuD9Txm2w68AHu3xQw

Preconditions: User should be on the Registration Page and have stable working Internet Connection

Expected Result: User should not be able to register

Actual Result: User is not able to register

Status(Pass/Fail): Pass

127.0.0.1:8000/register/

Password*

- Your password can't be too similar to your other personal information.
- Your password must contain at least 8 characters.
- Your password can't be a commonly used password.
- Your password can't be entirely numeric.

Password confirmation*

Enter the same password as before, for verification.

Contact number

567890123

Phone number must be entered in the format: Up to 10 digits allowed.

Branch*

ICT

Sign Up

Already Have An Account? [Sign In](#)

2023 Complaint Management System

Test_Case ID: TC_Lgn_001

Test_Case Description: Entering correct Username and correct Password

Test_Steps:

https://scribeshow.com/shared/Login_with_correct_username_and_password_uSrMSD4QSMOoq_qTPIBOq

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: User is able to login successfully

Actual Result: Successful Login

Status(Pass/Fail): Pass

127.0.0.1:8000/signin/

Complaint Management System

Home About Register Login

Log In

Username*

Raghav

Password*

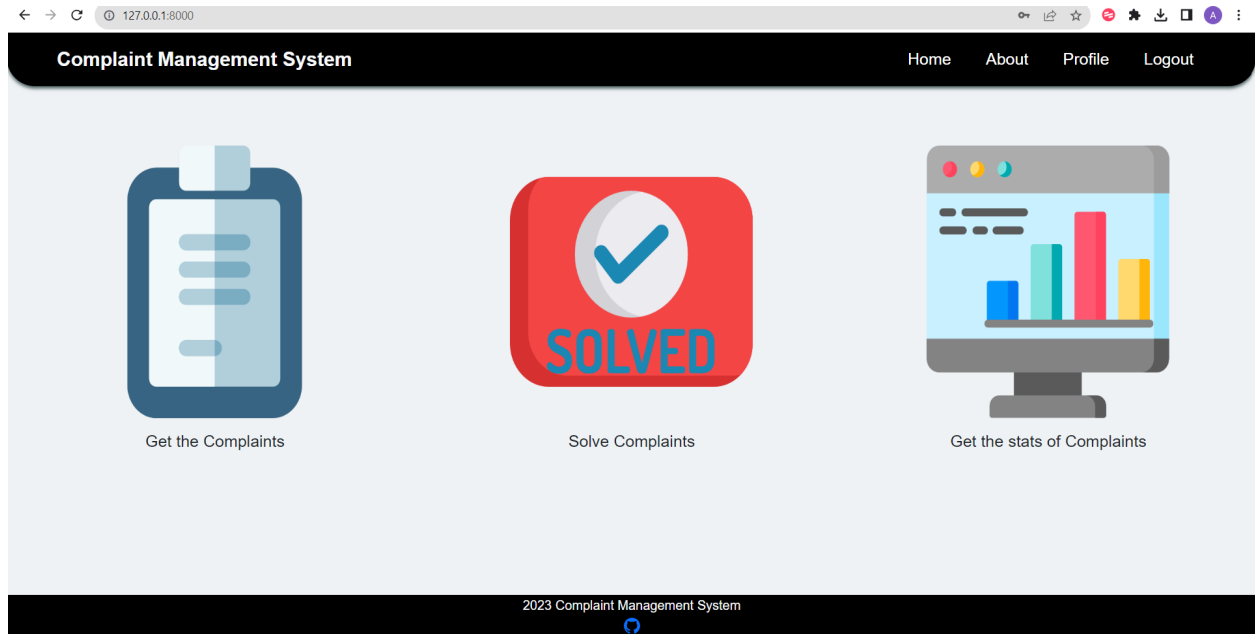
Login

Google sign-in Login with Google

Login with GitHub

Need An Account? [Sign Up](#)

[Forgot Password?](#)



Test_Case ID: TC_Lgn_002

Test_Case Description: Entering correct Username and incorrect Password

Test_Steps:

https://scribehov.com/shared/Login_with_incorrect_password_and_correct_username_BwrHK1nYSBSIz1yNIHYLNQ

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: User should not be able to login

Actual Result: Login unsuccessful

Status(Pass/Fail): Pass

Test_Case ID: TC_Lgn_003

Test_Case Description: Entering correct Username(such a user exists) and correct Password associated with the user but with a space in the middle

Test_Steps:

https://scribehov.com/shared/Sign_in_to_account_with_space_between_password_vGTGJzVoTsSn89P3EMVcvQ

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: User should not be able to login

Actual Result: Login unsuccessful

Status(Pass/Fail): Pass

Complaint Management System

Home About Register Login

Log In

Please enter a correct username and password. Note that both fields may be case-sensitive.

Username*

Raghav

Password*

Login

Google sign-in Login with Google

Login with GitHub

Need An Account? Sign Up

2023 Complaint Management System

Test_Case ID: TC_Lgn_004

Test_Case Description: Entering correct Username(such a user exists)but with a space in the front and the correct Password associated with that user

Test_Steps:

https://scribehov.com/shared/Logging_in_with_space_in_front_of_username_and_password_aTyUbw3uTAS_5DF_4vitLw

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: User should not be able to login

Actual Result: Login successful

Status(Pass/Fail): Fail

Test_Case ID: TC_Lgn_005

Test_Case Description: Entering the correct username but in small letters(changing the case) along with the correct password associated with that user

Test_Steps:https://scribehov.com/shared/Signing_in_to_Localhost_with_Username_and_Password_wDjkljBqRQCLVgeFxy93LQ

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: User should not be able to login

Actual Result: Login unsuccessful

Status(Pass/Fail): Pass

Complaint Management System

[Home](#)[About](#)[Register](#)[Login](#)

Log In

• Please enter a correct username and password. Note that both fields may be case-sensitive.

Username*

raghav

Password*

Login

Test_Case ID: TC_Lgn_006

Test_Case Description: Entering the correct username but in capital letters(changing the case) along with the correct password associated with that user

Test_Steps:https://scribehov.com/shared/Correct_Username_but_in_uppercase__wDikljBqRQCLVgeFxy93LQ

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: User should not be able to login

Actual Result: Login unsuccessful

Status(Pass/Fail):Pass

127.0.0.1:8000/signin/

Complaint Management System

[Home](#)[About](#)[Register](#)[Login](#)

Log In

• Please enter a correct username and password. Note that both fields may be case-sensitive.

Username*

Raghav

Password*

Login

Google sign-in

Login with Google

Login with GitHub

Need An Account?

Sign Up

2023 Complaint Management System

Test_Case ID: TC_Fgpw_001

Test_Case Description: Try the Forgot Password functionality by clicking at that button at the bottom of the page

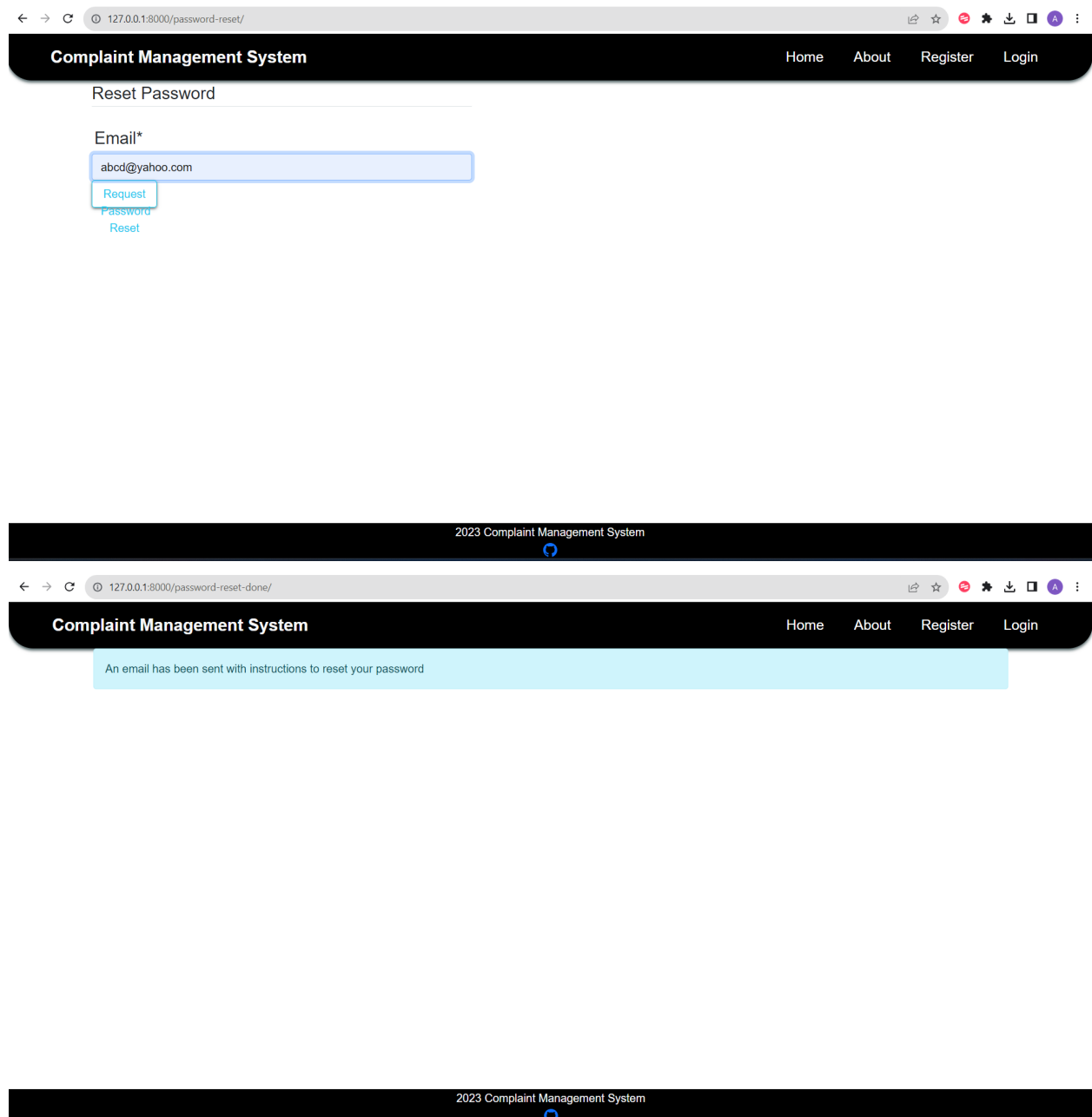
Test_Steps: https://scribehov.com/shared/Resetting_Password_VHwKsoDvRTqq8PILS5aeLg

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: User should be redirected to the password reset page

Actual Result: User is redirected to the password reset page

Status(Pass/Fail):Pass



Test_Case ID: TC_Fgpw_002

Test_Case Description: Using a email which is valid but not associated to any registered account

Test_Steps:

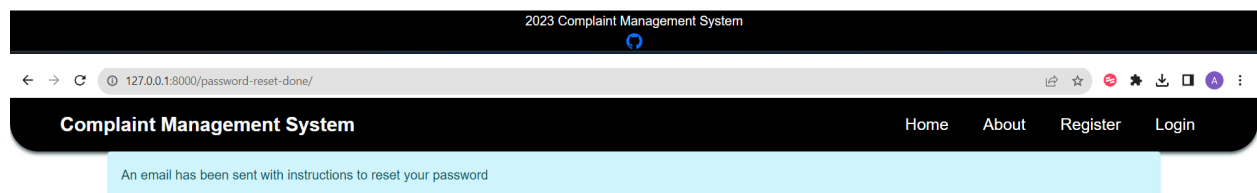
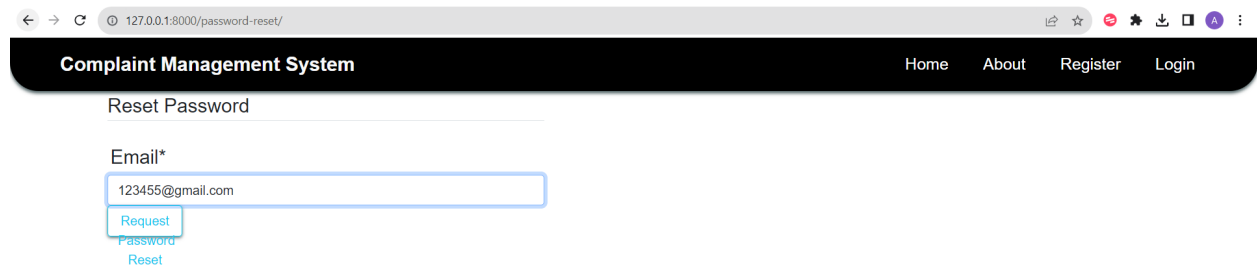
https://scribehow.com/shared/Resetting_Password_through_an_unregistered_Email_RsKx9-Z2RKGot3vbNdSGHA

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: User should be prompted to re-enter the email

Actual Result: Password reset link is successful

Status(Pass/Fail):Fail



Test_Case ID: TC_Fgpw_003

Test_Case Description: Using a valid email that is associated to a registered account

Test_Steps: https://scribehov.com/shared/Resetting_Password_through_correct_email_RsKx9-Z2RKGot3vbNdSGHA

Preconditions: User is on the login page with a stable and working internet connection

Expected Result: Password Reset Link should be sent to the registered email

Actual Result: Password reset link is successful

Status(Pass/Fail): Pass

Test_Case ID: TC_Rspw_001

Test_Case Description: Fill an incorrect old password and an accurate new password and password confirmation

Test_Steps:

https://scribehov.com/shared/Change_Password_using_wrong_old_password_qVDXDyyiSnGmwM3CAN5JrA

Preconditions: The User has logged in to their account profile section

Expected Result: Password reset should not be possible

Actual Result: Error message. User is not able to reset password

Status(Pass/Fail): Pass

The screenshot displays the 'Complaint Management System' interface. The top navigation bar includes links for Home, About, Profile, and Logout. The left sidebar shows the user's name 'Welcome : Raman' and a list of menu items: Profile, Password Reset, Add Complaints, UnSolved Complaints, and Solved Complaints. The main content area is titled 'Password Reset' and features a yellow error message box stating 'Please correct the error below.' Below this, there are three input fields: 'Old password*', 'New password*', and 'New password confirmation*'. The 'Old password*' field is highlighted with a red border and a red 'x' icon, with a red error message below it: 'Your old password was entered incorrectly. Please enter it again.' The 'New password*' field has a list of password requirements below it: 'Your password can't be too similar to your other personal information.', 'Your password must contain at least 8 characters.', 'Your password can't be a commonly used password.', and 'Your password can't be entirely numeric.'

Test_Case ID: TC_Rspw_002

Test_Case Description: Fill in the correct old password and a new password and confirmation same as the old password

Test_Steps:

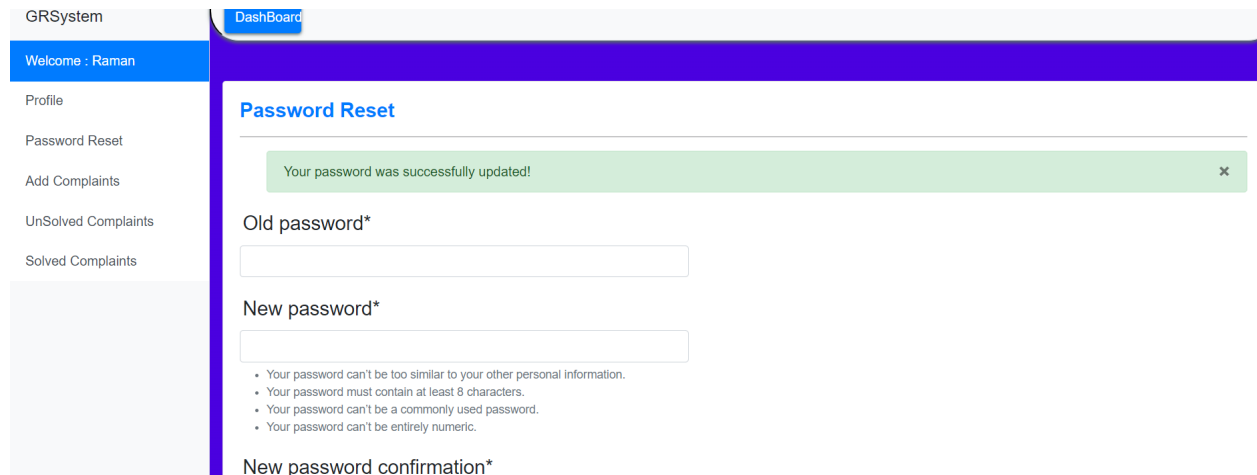
https://scribehow.com/shared/Reset_Password_on_Profile_Page_XG7VNmeoT5iwfEkiwJYrkA

Preconditions: The User has logged in to their account profile section

Expected Result: Password reset should be done

Actual Result: User is able to reset password

Status(Pass/Fail): Pass



The screenshot shows a web application interface for password reset. On the left is a sidebar with a 'GRSystem' header and a 'DashBoard' button. Below these are links for 'Welcome : Raman', 'Profile', 'Password Reset', 'Add Complaints', 'UnSolved Complaints', and 'Solved Complaints'. The main content area is titled 'Password Reset' and features a green success message: 'Your password was successfully updated!'. Below this are three input fields: 'Old password*', 'New password*', and 'New password confirmation*'. The 'New password*' field has a list of password requirements: 'Your password can't be too similar to your other personal information.', 'Your password must contain at least 8 characters.', 'Your password can't be a commonly used password.', and 'Your password can't be entirely numeric.'

Test_Case ID: TC_Acpn_001

Test_Case Description: Fill in all the details and select appropriate type of complain and try to register a complaint

Test_Steps:

https://scribehow.com/shared/How_to_Add_a_Complaint_about_Canteen_Issues_Y4ONnE3ISF6Udag5ljd2kQ

Preconditions: The User has logged in to their account profile section

Expected Result: The complaint should be added

Actual Result: The complaint is registered

Status(Pass/Fail): Pass

Test_Case ID: TC_Acpn_002

Test_Case Description: Leave all the details empty and try to add a complaint

Test_Steps:

https://scribehow.com/shared/Trying_to_register_complaint_without_filling_any_details_N0xQvg3xTVy9BhPUePnrXA

Preconditions: The User has logged in to their account profile section

Expected Result: The complaint should not be added

Actual Result: The complaint is not registered

Status(Pass/Fail): Pass

Password Reset

Add Complaints

Unsolved Complaints

Solved Complaints

Subject*

✖

This field is required.

Type of complaint*

✖

This field is required.

Description*

✖

This field is required.

Submit

2023 Complaint Management System

Test_Case ID: TC_Acpn_003

Test_Case Description: Try to use the unsolved complaints feature

Test_Steps:

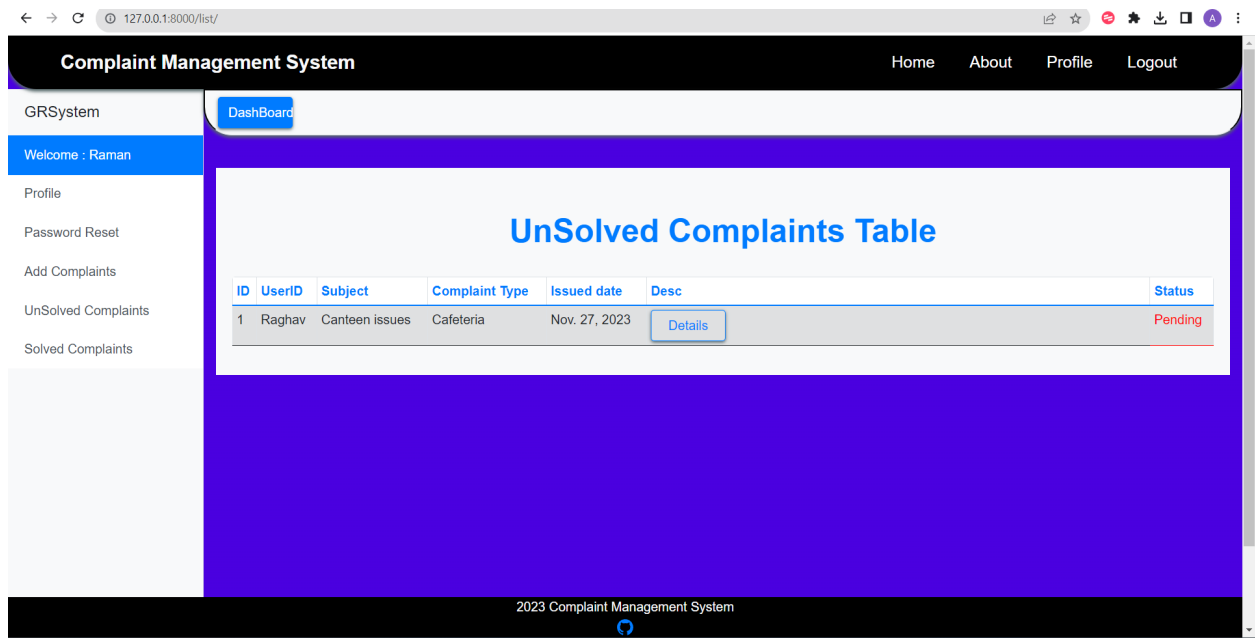
https://scribehow.com/shared/Accessing_and_Viewing_Unsolved_Complaints_on_the_User_Profile_LYsmoNx5TvaFNhfABAJQFA

Preconditions: The User has logged in to their account profile section and have added a complaint before that is unsolved yet

Expected Result: The unsolved complaint and it's details should be visible

Actual Result: The unsolved complaint and it's details are be visible

Status(Pass/Fail): Pass



Test_Case ID: TC_Ad_001

Test_Case Description: Try to login into the admin panel of the site with current admin username and password

Test_Steps:

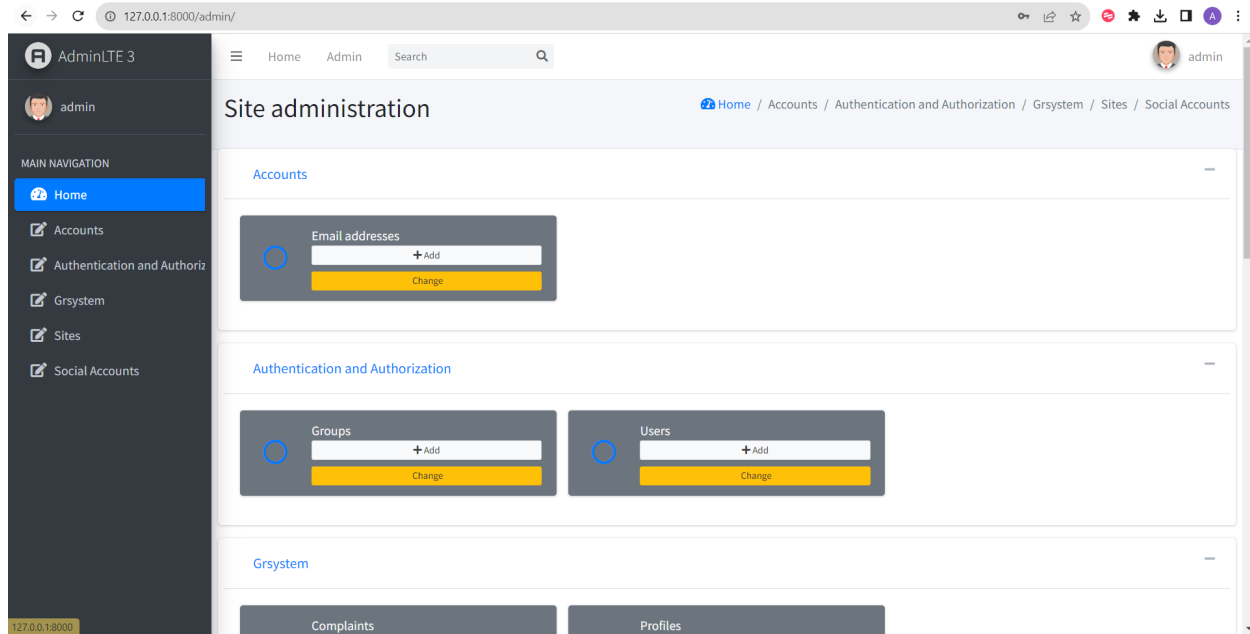
https://scribehov.com/shared/Logging in to the admin panel_mBjyN1GLQdu4nq6asg4_fQ

Preconditions: The User is an existing admin and has a stable working internet connection

Expected Result: Admin should be able to login

Actual Result: Admin is be able to login

Status(Pass/Fail): Pass



Test_Case ID: TC_Ad_002

Test_Case Description: Trying to create a new supervisor using admin privileges

Test_Steps:

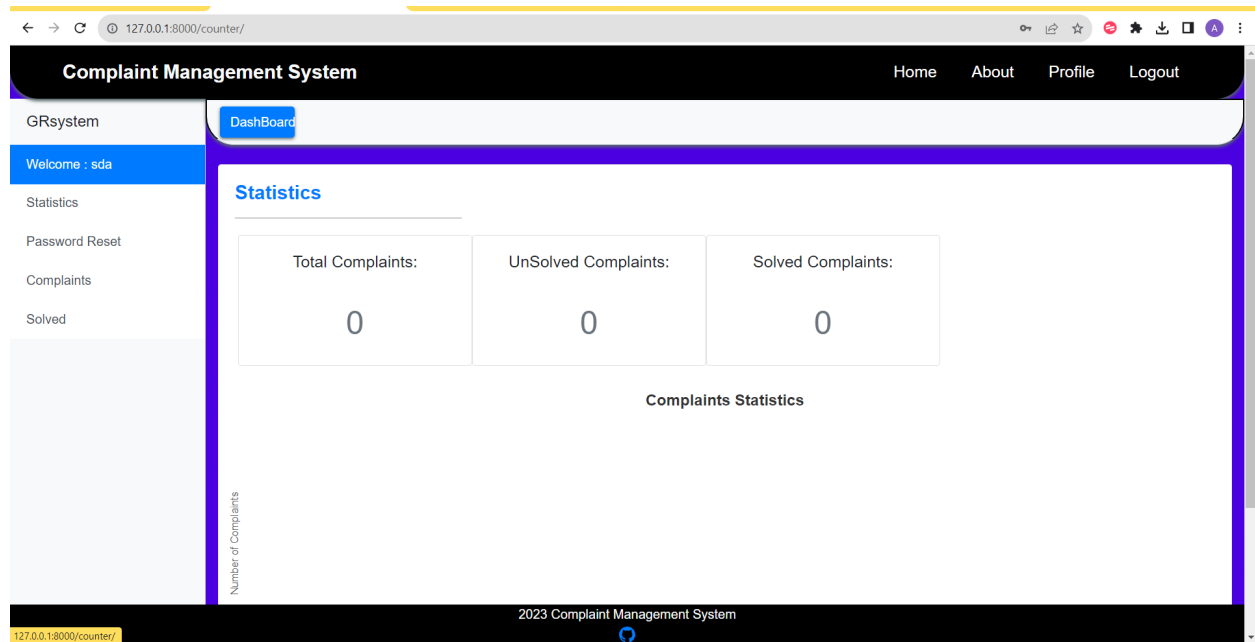
https://scribeshow.com/shared/Giving_a_user_supervisor_privileges_and_logging_in_that_profile_rY0BcEe8RfaNjzLOKd8heg

Preconditions: The User is an existing admin and has a stable working internet connection

Expected Result: Admin should be able to create a new supervisor

Actual Result: Admin is able to create a new supervisor

Status(Pass/Fail): Pass



We can see that logging in with the username: “sda” now opens up the supervisor dashboard directly

6. TEST CASE EXECUTION:

Based on the use of the customer and the priority of the features to the customer , the test cases are executed manually and that too multiple times to ensure robustness of the system.

TEST DATA : Test login data and uploading materials information is completely complying with customer’s use case and generated freshly to check the complaint management system site

7. RISKS AND CONTINGENCIES :

- Secure Login and access features: Keeping the different user logins separate, ensuring that a student cant login into admin or supervisor page
Solution: Strong authentication protocols. Separate Login page for admin hosted on django administration and monthly monitoring for any breaches,
- Performance Bottlenecks:
Solution : Hosting of the site on a reliable and fast server with faster loading times and very smooth performance on any device
- User Adoption: users may find it difficult to adapt to this new online complaint management system affecting their willingness to participate in UAT

Solution : provide users with properly documented training and support resources which are easy

8. EXIT CRITERIA :

When all the test cases are passed , then we can end the User Acceptance testing to meet customer's demand.

To end the UAT the exit criteria are as follows :

- Acceptance of UserStories
- User Documents Revised
- Performance and robustness goals met
- Security Requirements met
- User Training Resources available
- All critical defects resolved
- All the test cases executed properly.

All the above mentioned criteria are met properly and the site is ready for deployment and mass use, the site is reliable and meets user requirements before it goes live , no major bugs found.

-