

Comprehensive Testing and Security Enhancements (T2-16)

↳ [T2-22] QR code placed in the incorrect location on the site Created: 27/Feb/24 Updated: 27/Feb/24

Status:	To Do
Project:	Test 2.0
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Comprehensive Testing and Security Enhancements

Type:	Bug	Priority:	Medium
Reporter:	Paula Siembora	Assignee:	Paula Siembora
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	iPad mini, iPadOS, Chrome Version 122.0.6261.69 (Official Build) (x86_64)		

Attachments:			
Issue links:	Test tests	T2-10 [Exploratory] Explore online banking ...	To Do
Sprint:	T2 Sprint 1		

Description

The QR code is placed in the incorrect location on the registration subpage. It overlaps the video positioned below.

Steps for reproduction:

1. Visit <https://www.hsbc.co.uk/>
2. Click on **Menu** on the top left corner
3. Click on **Register**

Actual result:

The QR code seems to be moved below so it overlaps the video.

Anticipated result:

The QR code should be placed above the video and beside the 'Download the app' options.

Screenshot:

You can now use our [Photo ID and selfie tool](#) to securely verify your identity and complete digital registration on the HSBC UK Mobile Banking app. You just need to upload a photo of your ID plus a selfie and we'll use these to confirm your identity.

HSBC UK > Register

Mobile Banking app

The quickest and easiest way to register for our digital banking is by downloading our app. Just select 'No' when asked if you're already registered for HSBC UK Digital Banking.

Scan the QR code to download

I Download the app

Missing QR code here

I How to register for mobile and online banking

Comprehensive Testing and Security Enhancements (T2-16)

↳ [T2-21] On-Screen reader does not read aloud the Menu Created: 27/Feb/24 Updated: 27/Feb/24

Status:	To Do
Project:	Test 2.0
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Comprehensive Testing and Security Enhancements

Type:	Bug	Priority:	Medium
Reporter:	Paula Siembora	Assignee:	Paula Siembora
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	Opera 107 on macOS Sonoma 14.3.1 (23D60)		

Attachments:	
Sprint:	T2 Sprint 1

Description

When hovering over the menu on the upper-left corner of the Accessibility subpage, the on-screen reader (VoiceOver) does not recognise the options and does not read aloud their titles.

Steps for reproduction:

1. Visit <https://www.hsbc.co.uk/>
2. Scroll down the main page and click on **Accessibility** (located in the footer)
3. Using Tab key choose any option from the upper-left corner **Personal | Business | Corporate**

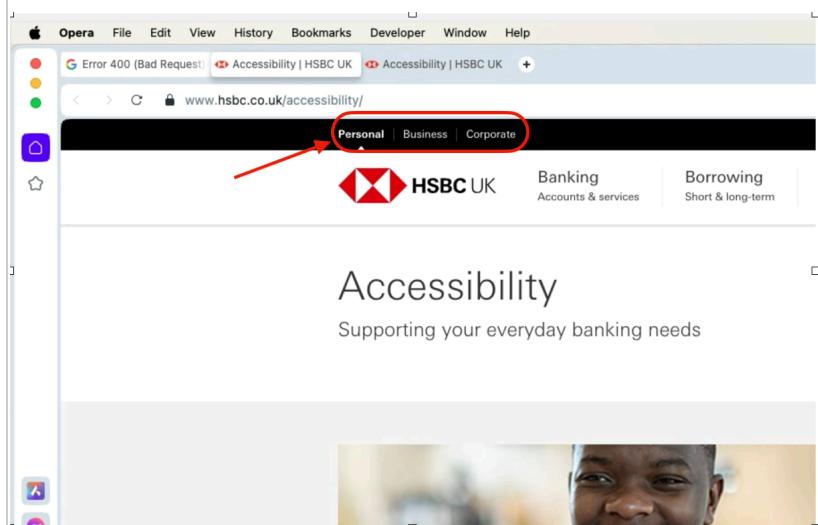
Actual result:

The on-screen reader (VoiceOver) does not recognise the options and does not read aloud their titles.

Anticipated result:

The on-screen reader (VoiceOver) should read aloud each option from the menu.

Screenshots:



Other attachments:

Chrome > DevTools > Lighthouse report

Elements Console Sources Network Performance Memory Lighthouse >> 1 ⚙️ X

+ 14:29:07 - www.hsbc.co.uk 🌐

https://www.hsbc.co.uk/accessibility/ ⚙️

There were issues affecting this run of Lighthouse:

- There may be stored data affecting loading performance in this location: IndexedDB. Audit this page in an incognito window to prevent those resources from affecting your scores.

85

Accessibility

These checks highlight opportunities to [improve the accessibility of your web app](#). Automatic detection can only detect a subset of issues and does not guarantee the accessibility of your web app, so [manual testing](#) is also encouraged.

ARIA

▲ [aria-*] attributes do not match their roles ^

Each ARIA role supports a specific subset of aria-* attributes. Mismatching these invalidates the aria-* attributes. [Learn how to match ARIA attributes to their roles](#).

Failing Elements

Role	Description
Personal	
Business	

Console Issues What's new X

Elements Console Sources Network Performance Memory Lighthouse > 1 ⚙ X

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⚠ https://www.hsbc.co.uk/accessibility/

Failing Elements



Corporate

Elements with an ARIA [role] that require children to contain a specific [role] are missing some or all of those required children.

Some ARIA parent roles must contain specific child roles to perform their intended accessibility functions. [Learn more about roles and required children elements.](#)

Failing Elements



Did you know? Check out some of the services we've got to help you bank your wa...
<div class="m-xsm-12" role="list">



Did you know?
<h2 class="A-TYP53L-RW-DEV text-container text ">



Website accessibility
<h2 class="A-TYP53L-RW-DEV text-container text ">
div.title > div.title-wrapper > div.title-main >
h2.A-TYP53L-RW-DEV



Branch quiet hour
<h2 class="A-TYP53L-RW-DEV text-container text ">

Values assigned to role="" are not valid ARIA roles.

ARIA roles enable assistive technologies to know the role of each element on the web page. If the role values are misspelled, not existing ARIA role values, or abstract roles, then the purpose of the element will not be communicated to

figure > picture#chp_main_image_2 >
img#chp_main_image_3

Network Performance Memory Lighthouse > 1 ⚙️

+ 14:29:07 - www.hsbc.co.uk ▾ 🔍

https://www.hsbc.co.uk/accessibility/

⚠️ Values assigned to `role=""` are not valid ARIA roles.

ARIA roles enable assistive technologies to know the role of each element on the web page. If the `role` values are misspelled, not existing ARIA role values, or abstract roles, then the purpose of the element will not be communicated to users of assistive technologies. [Learn more about ARIA roles](#).

Failing Elements

Image	Code Snippet
	<pre>div#chp_introduction_image_1 > figure.smart-image-figure > picture#chp_introduction_image_2 > img#chp_introduction_image_3 </pre>
	<pre>div#chp_introduction_image_4 > figure.smart-image-figure > picture#chp_introduction_image_5 > img#chp_introduction_image_6 </pre>
	<pre>div#chp_introduction_image_7 > figure.smart-image-figure > picture#chp_introduction_image_8 > img#chp_introduction_image_9 </pre>
	<pre>div#chp_introduction_image_10 > figure.smart-image-figure > picture#chp_introduction_image_11 > img#chp_introduction_image_12 </pre>
	<pre>div#chp_main_image_1 > figure.smart-image-figure > picture#chp_main_image_2 > img#chp_main_image_3 </pre>
	<pre>div#chp_main_image_4 > figure.smart-image-figure > picture#chp_main_image_5 > img#chp_main_image_6 </pre>
	<pre>div#chp_main_image_7 > figure.smart-image-figure > picture#chp_main_image_8 ></pre>

Screenshot of the Lighthouse audit results for the accessibility subpage of the HSBC website.

The audit highlights several issues related to image accessibility, specifically regarding alt text and smart-image figures.

- Image 1:** Find an Accessible branch. The image shows two people walking outdoors. The alt text is missing: `div#chp_main_image_10 > figure.smart-image-figure > picture#chp_main_image_11 > img#chp_main_image_12`
- Image 2:** Text relay. The image shows a person using a device. The alt text is missing: `div#chp_main_image_10 > figure.smart-image-figure > picture#chp_main_image_11 > img#chp_main_image_12`
- Image 3:** Get your letters in braille, large print or audio. The image shows a hand writing in braille. The alt text is missing: `div#chp_main_image_13 > figure.smart-image-figure > picture#chp_main_image_14 > img#chp_main_image_15`
- Image 4:** SupportHub. The image shows a logo with the text "SupportHub". The alt text is missing: `div#chp_main_image_19 > figure.smart-image-figure > picture#chp_main_image_20 > img#chp_main_image_21`
- Image 5:** Helping someone manage their money. The image shows two people at a table. The alt text is missing: `div#chp_main_image_22 > figure.smart-image-figure > picture#chp_main_image_23 > img#chp_main_image_24`
- Image 6:** Living with dementia. The image shows a person sitting outside. The alt text is missing: `div#chp_main_image_25 > figure.smart-image-figure > picture#chp_main_image_26 > img#chp_main_image_27`
- Image 7:** Short and long term illness. The image shows a child with a prosthetic leg. The alt text is missing: `div#chp_main_image_28 > figure.smart-image-figure > picture#chp_main_image_29 > img#chp_main_image_30`
- Image 8:** div#chp_main_image_31 > figure.smart-image-figure > picture#chp_main_image_32 >

Comprehensive Testing and Security Enhancements (T2-16)

↳ [T2-18] The heading on Accessibility subpage does not work Created: 25/Feb/24 Updated: 27/Feb/24

Status:	To Do
Project:	Test 2.0
Components:	None
Affects versions:	None
Fix versions:	None
Parent:	Comprehensive Testing and Security Enhancements

Type:	Bug	Priority:	Medium
Reporter:	Paula Siembora	Assignee:	Paula Siembora
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		
Environment:	MacOS Ventura Version 13.6.3 (22G436) Safari Version 16.6 (18615.3.12.11.2)		

Attachments:	AccessibiityBug_T2-18.jpg	Screenshot 2024-02-25 at 22.38.30.png	
Issue links:	Defect		
	created by T2-10	[Exploratory] Explore online banking ...	To Do
	created by T2-17	Ad-hoc test execution for T2-10	To Do
	Test		
	tests T2-10	[Exploratory] Explore online banking ...	To Do
Sprint:	T2 Sprint 1		

Description

There is no response when clicking on the heading '**Deaf, hearing or speech impairment**'. The user is not redirected to the dedicated subpage.

Steps for reproduction:

1. Visit <https://www.hsbc.co.uk/>
2. Scroll down the main page and click on **Accessibility** (located in the footer)
3. Hover over **Deaf, hearing or speech impairment** and click the heading

Actual result:

Nothing happens. The reference does not work and user stays on the page.

Anticipated result:

The user should be redirected to the dedicated subpage

Screenshot:

Xray Exploratory App File Edit Window Help

Accessibility | HSBC UK hsbc.co.uk/accessibility/ Personal | Business | Corporate

HSBC UK Banking Accounts & services Borrowing Short & long-term Saving/Investing Products & guides

Accessibility

Supporting your everyday banking needs



Deaf, hearing or speech impairment >

Get help with your banking if you're deaf, or have a hearing or speech impairment.



Visu
Braille s
banking

Red arrow pointing to the "Deaf, hearing or speech impairment" link.

Console log:

```
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/images/facebook.png 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/images/header.jpg 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/images/twitter.png 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/images/newsletter.png 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/images/youtube-over.png 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/slideshow/beer1.jpg 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/images/banner-bg.jpg 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/slideshow/beer2.jpg 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/images/order-delivery-button.jpg 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/slideshow/beer3.jpg 404 (Not Found)
✖ ▶ GET http://localhost:52768/Apps/BeerTracker/images/pdf.png 404 (Not Found)
```

Generated at Tue Feb 27 21:13:58 UTC 2024 by Paula Siembora using Jira 1001.0.0-SNAPSHOT#100247-sha1:40c9ade52fff35cebea23e5124ce1c588280ec58.