

Test summary
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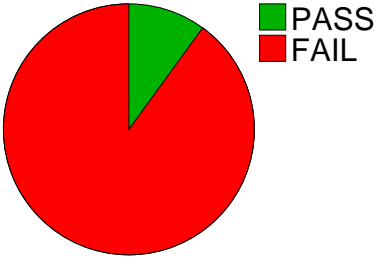
TC_1012381_UserNameAvailabilityForNewUser[3]_09-27-2017_06.50.13
------------------------------------------------------------------



**H&R BLOCK®**




Executed by: U19627
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Overall Status:	FAIL
Total Validations:	10
Pass:	1
Fail:	9
Statistics Graph:	 <p>A pie chart illustrating the test results. The chart is divided into two segments: a small green segment representing 1 'PASS' and a large red segment representing 9 'FAIL'. A legend to the right of the chart shows a green square for 'PASS' and a red square for 'FAIL'.</p>

Browser:	CHROME
Date and Time:	Wed Sep 27 18:52:28 IST 2017
Duration:	2 mins and 11 secs

## Browser navigation

Browser navigation to url: <https://myaccountqa.hrblock.net/mytax/>



**UST Global®**

### Acceptable Use Policy (AUP) Agreement

Please read the Policy Terms below and click "I Accept" to proceed.

You are accessing internet through the UST corporate proxy services. All web transactions will be logged and monitored.

**UST Corporate Internet Access Policy**

Employees may not spend work time engaging in personal use of the Internet, or otherwise allow personal use of the Internet to interfere with their own or any fellow employee's job performance, with the exception of participation in social media activities as outlined in the UST Global social media policy. Employees may not use the Internet or the UST Global network for personal use that in any way decreases productivity.

When using the Internet, employees should avoid:

- Using the company network for commercial purposes that are not work related or use it in any way that may offend other employees or otherwise violate company policy, the UST Global code of conduct, or the law.
- Excessive or inappropriate personal use of the network will result in disciplinary action, up to, and including, termination of employment.
- Using Internet access to send or receive business communications, or visit Web sites containing offensive content.
- Offensive content includes, but is not limited to, pornography, sexual comments or images, racial slurs, hate propaganda, or any content that could reasonably offend someone on the basis of their age, sex, race, sexual orientation, religious or political beliefs, national origin, or disability.
- Using the Internet to defraud, harass or defame others, to infringe copyrights or other intellectual property rights, to violate any company policy, or to violate any applicable law, ordinance or regulation.

You may also read our organization's Web use policy available @ [Corporate Internet Usage Policy](#)

By clicking on "I Accept" button, you agree to adhere all the policies.

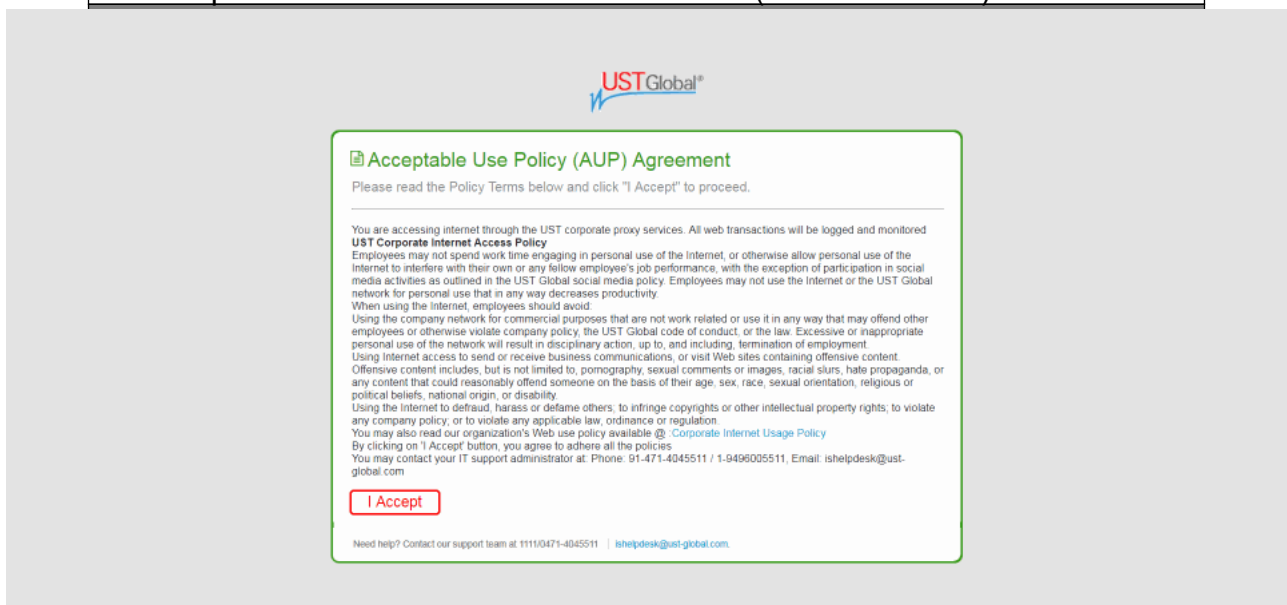
You may contact your IT support administrator at: Phone: 91-471-4045511 / 1-9496005511, Email: [ishelpdesk@ust-global.com](mailto:ishelpdesk@ust-global.com)

**I Accept**

Need help? Contact our support team at 1111/0471-4045511 | [ishelpdesk@ust-global.com](mailto:ishelpdesk@ust-global.com)

## Click button (submit element)

Next step is to click on the webelement button (submit element)



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**I Accept**

Need help? Contact our support team at 1111/0471-4045511 | [ishelpdesk@ust-global.com](mailto:ishelpdesk@ust-global.com)

## Create account link is displayed

 En Español

### Sign In

Username

Password

☐ Remember Me  
[Learn More](#)

[Sign In](#)


[I forgot my username or password.](#)


### Create a MyBlock Account

Sign up for MyBlock to file your taxes. You also get free access to tax advice and year-round planning tools.

- Prepare your taxes online
- Schedule an appointment in a local H&R Block office
- Access your current and prior year returns
- Safely upload your receipts and tax documents

[Create Account](#)






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## Click Create Account (web element)

Next step is to click on the webelement Create Account (web element)

 En Español

### Sign In

Username

Password

☐ Remember Me  
[Learn More](#)

[Sign In](#)


[I forgot my username or password.](#)


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- Access your current and prior year returns
- Safely upload your receipts and tax documents

[Create Account](#)





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Unexpected error detected. An error was detected by the custom event listener  
unknown error: keys should be a string  
(Session info: chrome=61.0.3163.100)  
(Driver info: chromedriver=2.30.477700  
(0057494ad8732195794a7b32078424f92a5fce41),platform=Windows NT  
6.1.7601 SP1 x86\_64) (WARNING: The server did not provide any stacktrace  
information)  
Command duration or timeout: 63 milliseconds  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '10.32.45.32', os.name: 'Windows 7',  
os.arch: 'amd64', os.version: '6.1', java.version: '1.8.0\_25'  
Driver info: org.openqa.selenium.chrome.ChromeDriver  
Capabilities [{applicationCacheEnabled=false, rotatable=false,  
mobileEmulationEnabled=false, networkConnectionEnabled=false,  
chrome={chromedriverVersion=2.30.477700  
(0057494ad8732195794a7b32078424f92a5fce41),  
userDataDir=C:\Users\u19627\AppData\Local\Temp\scoped\_dir10636\_30125  
}, takesHeapSnapshot=true, pageLoadStrategy=normal,  
databaseEnabled=false, handlesAlerts=true, hasTouchScreen=false,  
version=61.0.3163.100, platform=XP, browserConnectionEnabled=false,  
nativeEvents=true, acceptSslCerts=true, locationContextEnabled=true,  
webStorageEnabled=true, browserName=chrome, takesScreenshot=true,  
javascriptEnabled=true, cssSelectorsEnabled=true,  
unexpectedAlertBehaviour=}]  
Session ID: 396130e88f0d681568084538eb601284

**H&R BLOCK**En Español

### Create Your Account

E-mail


Username


Password

Confirm Password

**Next**

[I already have an account.](#)


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Certified Privacy

 **Horton**  
powered by Symantec

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Click question\_1 (web element)

Next step is to click on the webelement question\_1 (web element)

En Español

Create Your Account

E-mail



Username

Password

Confirm Password

Next

I already have an account.



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Unexpected error detected. An error was detected by the custom event listener  
element not visible: Element is not currently visible and may not be manipulated  
(Session info: chrome=61.0.3163.100)  
(Driver info: chromedriver=2.30.477700  
(0057494ad8732195794a7b32078424f92a5fce41),platform=Windows NT  
6.1.7601 SP1 x86\_64) (WARNING: The server did not provide any stacktrace  
information)  
Command duration or timeout: 39 milliseconds  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '10.32.45.32', os.name: 'Windows 7',  
os.arch: 'amd64', os.version: '6.1', java.version: '1.8.0\_25'  
Driver info: org.openqa.selenium.chrome.ChromeDriver  
Capabilities [{applicationCacheEnabled=false, rotatable=false,  
mobileEmulationEnabled=false, networkConnectionEnabled=false,  
chrome={chromedriverVersion=2.30.477700  
(0057494ad8732195794a7b32078424f92a5fce41),  
userDataDir=C:\Users\u19627\AppData\Local\Temp\scoped\_dir10636\_30125  
}, takesHeapSnapshot=true, pageLoadStrategy=normal,  
databaseEnabled=false, handlesAlerts=true, hasTouchScreen=false,  
version=61.0.3163.100, platform=XP, browserConnectionEnabled=false,  
nativeEvents=true, acceptSslCerts=true, locationContextEnabled=true,  
webStorageEnabled=true, browserName=chrome, takesScreenshot=true,  
javascriptEnabled=true, cssSelectorsEnabled=true,  
unexpectedAlertBehaviour=}]  
Session ID: 396130e88f0d681568084538eb601284

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### Create Your Account

E-mail



Username

Password

Confirm Password

**Next**


[I already have an account.](#)



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Click question\_13 (web element)

Next step is to click on the webelement question\_13 (web element)

En Español

Create Your Account

E-mail



Username

Password

Confirm Password

Next

I already have an account.



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Unexpected error detected. An error was detected by the custom event listener  
element not visible: Element is not currently visible and may not be manipulated  
(Session info: chrome=61.0.3163.100)  
(Driver info: chromedriver=2.30.477700  
(0057494ad8732195794a7b32078424f92a5fce41),platform=Windows NT  
6.1.7601 SP1 x86\_64) (WARNING: The server did not provide any stacktrace  
information)  
Command duration or timeout: 40 milliseconds  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '10.32.45.32', os.name: 'Windows 7',  
os.arch: 'amd64', os.version: '6.1', java.version: '1.8.0\_25'  
Driver info: org.openqa.selenium.chrome.ChromeDriver  
Capabilities [{applicationCacheEnabled=false, rotatable=false,  
mobileEmulationEnabled=false, networkConnectionEnabled=false,  
chrome={chromedriverVersion=2.30.477700  
(0057494ad8732195794a7b32078424f92a5fce41),  
userDataDir=C:\Users\u19627\AppData\Local\Temp\scoped\_dir10636\_30125  
}, takesHeapSnapshot=true, pageLoadStrategy=normal,  
databaseEnabled=false, handlesAlerts=true, hasTouchScreen=false,  
version=61.0.3163.100, platform=XP, browserConnectionEnabled=false,  
nativeEvents=true, acceptSslCerts=true, locationContextEnabled=true,  
webStorageEnabled=true, browserName=chrome, takesScreenshot=true,  
javascriptEnabled=true, cssSelectorsEnabled=true,  
unexpectedAlertBehaviour=}]  
Session ID: 396130e88f0d681568084538eb601284

**H&R BLOCK**En Español

### Create Your Account

E-mail



Username

Password

Confirm Password

**Next**

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Click question\_25 (web element)

Next step is to click on the webelement question\_25 (web element)

En Español

Create Your Account

E-mail



Username

Password

Confirm Password

Next

I already have an account.



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Unexpected error detected. An error was detected by the custom event listener  
element not visible: Element is not currently visible and may not be manipulated  
(Session info: chrome=61.0.3163.100)  
(Driver info: chromedriver=2.30.477700  
(0057494ad8732195794a7b32078424f92a5fce41),platform=Windows NT  
6.1.7601 SP1 x86\_64) (WARNING: The server did not provide any stacktrace  
information)  
Command duration or timeout: 36 milliseconds  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '10.32.45.32', os.name: 'Windows 7',  
os.arch: 'amd64', os.version: '6.1', java.version: '1.8.0\_25'  
Driver info: org.openqa.selenium.chrome.ChromeDriver  
Capabilities [{applicationCacheEnabled=false, rotatable=false,  
mobileEmulationEnabled=false, networkConnectionEnabled=false,  
chrome={chromedriverVersion=2.30.477700  
(0057494ad8732195794a7b32078424f92a5fce41),  
userDataDir=C:\Users\u19627\AppData\Local\Temp\scoped\_dir10636\_30125  
}, takesHeapSnapshot=true, pageLoadStrategy=normal,  
databaseEnabled=false, handlesAlerts=true, hasTouchScreen=false,  
version=61.0.3163.100, platform=XP, browserConnectionEnabled=false,  
nativeEvents=true, acceptSslCerts=true, locationContextEnabled=true,  
webStorageEnabled=true, browserName=chrome, takesScreenshot=true,  
javascriptEnabled=true, cssSelectorsEnabled=true,  
unexpectedAlertBehaviour=}]  
Session ID: 396130e88f0d681568084538eb601284

**H&R BLOCK**En Español

### Create Your Account

E-mail



Username

Password

Confirm Password

**Next**

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## Element click failed

Element click failed (likely to be SPAN element click issue)  
Expected condition failed: waiting for element to be clickable: [[ChromeDriver: chrome on XP (396130e88f0d681568084538eb601284)] -> xpath: //span[@id='rememberbox']] (tried for 20 second(s) with 1000 MILLISECONDS interval)  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '10.32.45.32', os.name: 'Windows 7', os.arch: 'amd64', os.version: '6.1', java.version: '1.8.0\_25'  
Driver info: org.openqa.selenium.support.events.EventFiringWebDriver

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**Create Your Account**

E-mail

Username

Password

Confirm Password

**Next**

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## Validation failed

An implicit test validation failed

## Element click failed

Element click failed (likely to be SPAN element click issue)  
Expected condition failed: waiting for element to be clickable: [[ChromeDriver: chrome on XP (396130e88f0d681568084538eb601284)] -> xpath: //span[@id='termsbox']] (tried for 20 second(s) with 1000 MILLISECONDS interval)  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '10.32.45.32', os.name: 'Windows 7', os.arch: 'amd64', os.version: '6.1', java.version: '1.8.0\_25'  
Driver info: org.openqa.selenium.support.events.EventFiringWebDriver

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**Create Your Account**

E-mail

Username

Password

Confirm Password

**Next**

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## Validation failed

An implicit test validation failed

## Element click failed

Element click failed for some unknown reason

Expected condition failed: waiting for element to be clickable: [[ChromeDriver: chrome on XP (396130e88f0d681568084538eb601284)] -> id: submitButton] (tried for 20 second(s) with 1000 MILLISECONDS interval)

Build info: version: 'unknown', revision: 'unknown', time: 'unknown'

System info: host: 'B200LMAA', ip: '10.32.45.32', os.name: 'Windows 7', os.arch: 'amd64', os.version: '6.1', java.version: '1.8.0\_25'

Driver info: org.openqa.selenium.support.events.EventFiringWebDriver

**H&R BLOCK** En Español

**Create Your Account**

E-mail

Username

Password

Confirm Password

**Next**

[I already have an account.](#)

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## Validation failed

An implicit test validation failed

## New user Account is not Created

## User Name is not displayed

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**Create Your Account**

E-mail

Username

Password

Confirm Password

**Next**

[I already have an account.](#)

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