

## Test summary

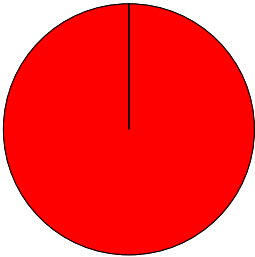
TC\_1012383\_UserNameAvailabilityForDigitalUser[4]\_09-28-2017\_02.11.16



**H&R BLOCK®**



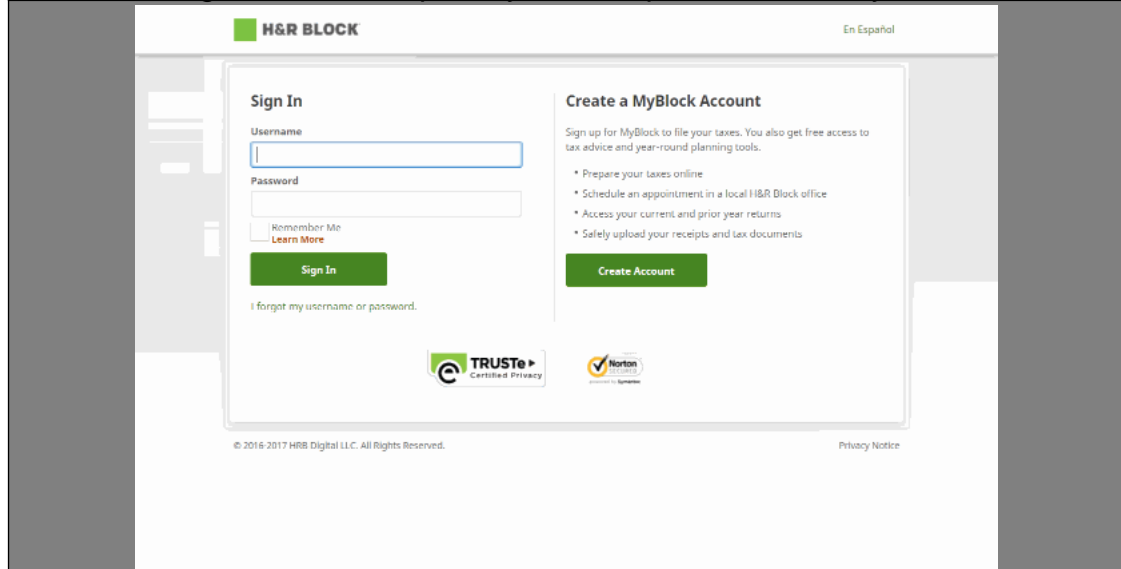
Executed by: U19627

Overall Status:	FAIL
Total Validations:	3
Pass:	0
Fail:	3
Statistics Graph:	 <p>A pie chart representing the test results. The chart is entirely red, indicating 100% failure. 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:	Thu Sep 28 14:19:16 IST 2017
Duration:	7 mins and 57 secs

## Browser navigation

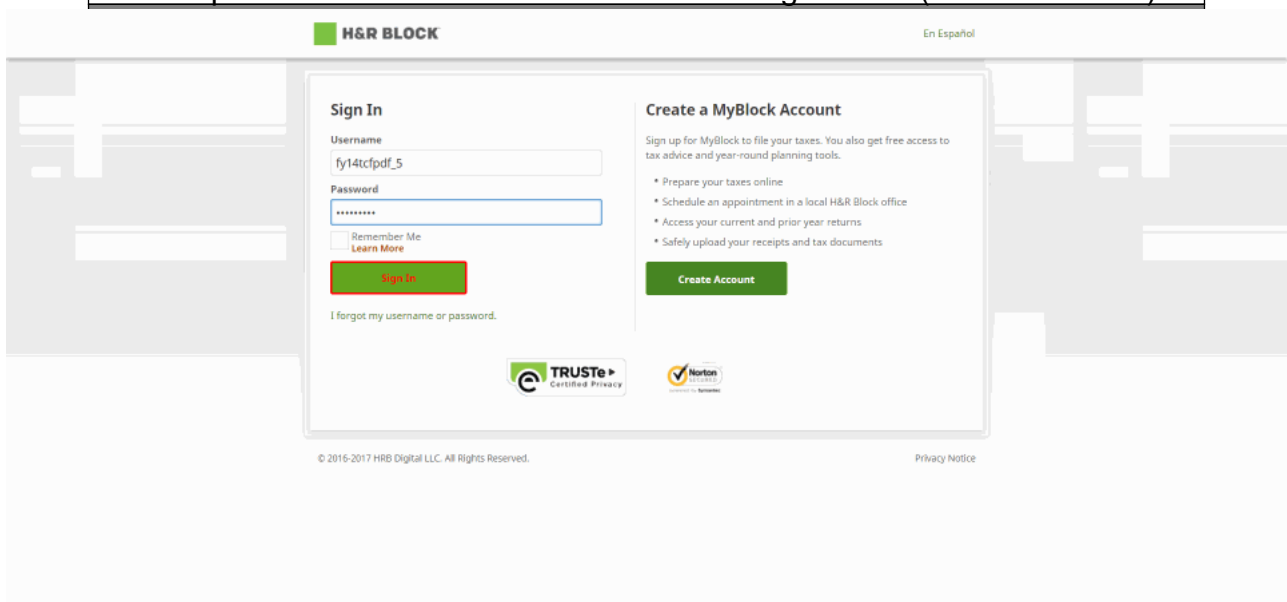
Browser navigation to url: <https://myaccountqa.hrblock.net/mytax/>



The screenshot shows the H&R Block login page. At the top, there is a green header with the H&R Block logo on the left and "En Español" on the right. The main content area is divided into two columns. The left column is titled "Sign In" and contains a "Username" field, a "Password" field, a "Remember Me" checkbox, a "Learn More" link, a green "Sign In" button, and a link "I forgot my username or password." The right column is titled "Create a MyBlock Account" and contains a sign-up description, a list of benefits (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), and a green "Create Account" button. At the bottom, there are logos for TRUSTe and Norton, and a copyright notice "© 2016-2017 HRB Digital LLC. All Rights Reserved." and a "Privacy Notice" link.

Click defaultSignInUser (submit element)

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



This screenshot is identical to the one above, but with a red rectangular highlight around the "Sign In" button in the "Sign In" section. The rest of the page content, including the "Create a MyBlock Account" section and the footer, remains the same.

Click I don't have access to this email address. (web element)

Next step is to click on the webelement I don't have access to this email address. (web element)

**H&R BLOCK**

**Welcome back!**

We take your account security seriously. So, before continuing, we need to send you a security code to help us confirm your identity.

We'll send your security code to:

**E-mail**

\*\*\*\*\*@hrblock.com

[I don't have access to this email address.](#)

**Back** **Next**

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Click defaultsecurityqn-next (submit element)

Next step is to click on the webelement defaultsecurityqn-next (submit element)

**H&R BLOCK**

**Answer a security question.**

Since we don't recognize this computer or device as one you've used before, please answer the following security question to confirm your identity.

What is the middle name of your youngest child?

child

I don't remember my answer.

☒ Remember this computer or device. [Learn More](#)

**Back** **Next**

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Unexpected error detected. An error was detected by the custom event listener  
timeout  
(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: 300.21 seconds  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '100.76.218.121', 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\_dir9076\_28950}, 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: 9b8c345845d9a1516c33118ae5699004

Unexpected error detected. An error was detected by the custom event listener  
no such window: target window already closed  
from unknown error: web view not found  
(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: 66 milliseconds  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '100.76.218.121', 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\_dir9076\_28950}, 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: 9b8c345845d9a1516c33118ae5699004

Unexpected error detected. An error was detected by the custom event listener  
no such window: target window already closed  
from unknown error: web view not found  
(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: 14 milliseconds  
Build info: version: 'unknown', revision: 'unknown', time: 'unknown'  
System info: host: 'B200LMAA', ip: '100.76.218.121', 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\_dir9076\_28950},  
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: 9b8c345845d9a1516c33118ae5699004  
\*\*\* Element info: {Using=xpath, value=//\*[@id='userNameTN']}