

Description: the user will interact with an app for Android-based smartphones. The app is developed by the phone service provider so that the user can access her profile and display related information.

| PROJECT NAME: Application Usability | | | | | | |
|-------------------------------------|---|--|------|------|-------|-----------------|
| Test Script Name: | | App Usability | | | | |
| Scenario/Purpose: | | User running the app just installed, logging in and checking for credits and enabled services | | | | |
| Prerequisites: | | <ul style="list-style-type: none"> Android version supports the latest application version <u>The user previously registered via browser in the service provider website</u> | | | | |
| Name of Tester: | | Andrea the Tester | | | Date: | March 1 2019 |
| | | | | | Time: | 3:00 pm |
| Steps | Description: | Expected Results: | Pass | Fail | N/A | Defect/Comments |
| 1 | Tap the app icon | Display the welcome screen, made of a greeting message and two buttons, one for the login and one for registering/recovering the password | X | | | |
| 2 | Tap the login button in the welcome screen | Display a new screen containing a field to enter the cellphone number, another field to enter the password, a checkbox to memorize the password entered, a link to recover a forgotten password and an access button to submit the user credentials | X | | | |
| 3 | In the login screen, enter a wrong username and a correct or wrong password, then submit them by tapping the button "Enter" | Display an error message stating "Register with <i>your Service Provider (SP)</i> . If you required the portability from another SP, you need to wait for 48 hours to complete the transfer". Below this message, it shows the text <i>Close</i> to close the window | X | | | |

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| | | and go back to the login screen. | | | | |
| 4 | In the login screen, enter a correct username but a wrong password, then submit them by tapping the button "Enter" | Display an error message stating " <i>Password not correct</i> ". Below this message, it shows the text <i>Close</i> to close the window and go back to the login screen. | X | | | |
| 5 | In the login screen, tap the "eye" symbol on the right of the password field | Show/Hide the characters typed in the password field | X | | | |
| 6 | In the login screen, click on the link "Forgot password?" | Display a new screen to reset the password. The new screen includes a brief explanation of the recovery process, one field displaying a secret question (previously set by the user during the web registration), an empty field to enter the user response (previously set by the user during the web registration), and a button at the bottom to send a text with a temporary password | X | | | |
| 7 | In the login screen, enter a correct username and password, then tap the button "Enter" | Display a loading screen spinner before revealing the user profile home page with a summary of relevant information, such as residual credit, thresholds (minutes and Giga Bytes used), and a button to "Add Credit", all within a tab called "My Plan" | X | | | |
| 8 | In the user profile home page, tap the hamburger button | Reveal/Hide a side navigation menu with a | X | | | |

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|----|---|---|---|--|--|--|
| | located in the upper left corner | list of options and sub-menus | | | | |
| 9 | In the user profile home page, tap the notification bell icon located in the upper right corner | Reveal a new screen with a list of notifications (it could be empty) | X | | | If the user waits for too long, accessing this screen reveals an error message stating that “It’s necessary to renew the session: the user will be redirected to the Homepage” |
| 10 | In the notification screen, click the leftward arrow located in the upper left corner | Go back to the user profile home page | X | | | |
| 11 | In the user profile home page, tap the tab “Special offers for you”, close to the tab “My Plan” | Display a limited set of promotions that can be enabled for the user account and a button to “See All” the offers available | X | | | |