

# Test case – contact us documentation

**Note:**

mandatory fields:

- Message
- subject heading
- email

optional fields:

- order reference
- attach a file

<b>Project Name</b>	My Store – Contact us Page
<b>Description</b>	In the contact us page, required tests for the form submission
<b>Test Objective</b>	testing the possible combinations whether it leads to valid or invalid submission,

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<b>Test Case Version</b>	V1
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Test case ID	Description	Precondition	steps	Expected output	Actual output	Pass/fail	Additional notes
TC001	Verify that the form can be submitted successfully with only mandatory fields filled	The Contact Us page is accessible.	1- Navigate to the Contact Us page. 2- Set the message text box with "This is a valid message." 3- Set the email field with "test@example.com".	The success message "Your message has been successfully	success message "Your message has been successfully sent	Pass	

	with "customer service" option is selected.		4- Select "Customer service" as the subject heading. 5- Click the send button.	sent to our team." should be displayed.	to our team." Is displayed.		
TC002	Verify that the form can be submitted successfully with only mandatory fields filled with "Webmaster" option is selected	The Contact Us page is accessible.	1- Navigate to the Contact Us page. 2- Set the message text box with "This is a valid message." 3- Set the email field with "test@example.com". 4- Select "Web master" as the subject heading. Click the send button.	The success message "Your message has been successfully sent to our team." should be displayed.	success message "Your message has been successfully sent to our team." Is displayed.	Pass	
TC003	Valid Submission with Different Attachments Verify that the form can be submitted successfully with various valid file attachments.	The Contact Us page is accessible	1- Navigate to the Contact Us page. 2- Set the message text box with "This is a valid message." 3- Set the email field with "test@example.com". 4- Select "Customer service" as the subject heading. 5- Attach a .png file (e.g., image.png). 6- Click the send button. 7- Repeat steps 1-6 with other file types: .txt, .pdf, .docx, .zip.	The success message "Your message has been successfully sent to our team." should be displayed for each valid attachment.	success message "Your message has been successfully sent to our team." is displayed for each valid attachment.	Pass	It's tested with two different sizes .doc both within the allowed size one large other is small
TC004	Changing Attached File Before Submission Verify that the user can change the attached file before submitting the form and the form can still be submitted successfully.	The Contact Us page is accessible.	1- Navigate to the Contact Us page. 2- Set the message text box with "This is a valid message." 3- Set the email field with "test@example.com". 4- Select "Customer service" as the subject heading. 5- Attach a .png file (image.png). 6- Change the attached file to a .txt file (testFile.txt). 7- Click the send button.	The success message "Your message has been successfully sent to our team." should be displayed for each valid attachment.	success message "Your message has been successfully sent to our team." is displayed for each valid attachment	Pass	

TC005	Invalid File Format Submission Verify that the form cannot be submitted with an invalid file format.	The Contact Us page is accessible	<ol style="list-style-type: none"> <li>1- Navigate to the Contact Us page.</li> <li>2- Set the message text box with "This is a valid message."</li> <li>3- Set the email field with "test@example.com".</li> <li>4- Select "Customer service" as the subject heading.</li> <li>5- Attach an invalid file format .js</li> <li>6- Click the send button.</li> <li>7- Repeat steps 1-6 with other file types: very large file approx. 10MB</li> </ol>	An error message indicating the file extension is invalid should be displayed.	An error message indicating the file extension is invalid is displayed.	Pass	
TC006	Valid submission with an empty file attached	The Contact Us page is accessible	<ol style="list-style-type: none"> <li>1- Navigate to the Contact Us page.</li> <li>2- Set the message text box with "This is a valid message."</li> <li>3- Set the email field with "test@example.com".</li> <li>4- Select "Customer service" as the subject heading.</li> <li>5- Attach an empty file</li> <li>6- Click the send button.</li> </ol>	The success message "Your message has been successfully sent to our team." should be displayed for each valid attachment.	success message "Your message has been successfully sent to our team." is displayed for each valid attachment	Pass	Since it's an optional field it should be a success
TC007	: Invalid Submission - Invalid Email Verify that the form cannot be submitted with an invalid email address.	The Contact Us page is accessible.	<ol style="list-style-type: none"> <li>1- Navigate to the Contact Us page.</li> <li>2- Set the message text box with "Invalid email test."</li> <li>3- Set the email field with "invalidemail".</li> <li>4- Select "Webmaster" as the subject heading.</li> <li>5- Click the send button.</li> </ol>	An error message indicating the email is invalid should be displayed.	An error message indicating the email is invalid is displayed.	Pass	
TC008	Invalid Submission - No Subject Heading Verify that the form cannot be submitted	The Contact Us page is accessible	<ol style="list-style-type: none"> <li>1- Navigate to the Contact Us page.</li> <li>2- Set the message text box with "No subject test."</li> </ol>	An error message indicating that the subject	An error message indicating that the subject heading is	Pass	

	without selecting a subject heading.		3- Set the email field with "valid@mail.com". 4- Do not select a subject heading. 5- Click the send button.	heading is required should be displayed.	required is displayed.		
TC009	Invalid Submission - No Message Verify that the form cannot be submitted without a message.	The Contact Us page is accessible	1- Navigate to the Contact Us page. 2- Set the email field with "valid@mail.com". 3- Select "Webmaster" as the subject heading. 4- Leave the message text box empty. 5- Click the send button.	An error message indicating that the message cannot be blank should be displayed.	An error message indicating that the message cannot be blank is displayed.	Pass	
TC010	valid Submission (order reference is letters with numbers)	The Contact Us page is accessible	1- Navigate to the Contact Us page. 2- Set the email field with "test@example.com". 3- Select "customer service " as the subject heading. 4- Set the message text box with "order reference." 5- Click the send button.	The success message "Your message has been successfully sent to our team." should be displayed	The success message "Your message has been successfully sent to our team." Is displayed	Pass	
TC011	Invalid Submission - Order Reference All Letters Verify that the form cannot be submitted with an order reference that contains only letters.	The Contact Us page is accessible	1- Navigate to the Contact Us page. 2- Set the message text box with "order reference." 3- Set the email field with "valid@mail.com". 4- Select "Webmaster" as the subject heading. 5- Set the order reference with "ebheyfdhghm". 6- Click the send button.	An error message indicating the order reference is invalid should be displayed.	The success message "Your message has been successfully sent to our team." Is displayed	Fail	
TC012	Invalid Submission - Message Contains All Numbers : Verify that the form cannot be submitted	The Contact Us page is accessible	1- Navigate to the Contact Us page. 2- Set the message text box with "1234567890". 3- Set the email field with "test@example.com".	An error message indicating the message is invalid should be displayed.	The success message "Your message has been successfully sent to our team." Is displayed	Fail	

	with a message that contains only numbers.		4- Select "Customer service" as the subject heading. 5- Click the send button.				
TC013	Invalid Submission - Message Contains Only One Letter Verify that the form cannot be submitted with a message that contains only one letter.	The Contact Us page is accessible	1- Navigate to the Contact Us page. 2- Set the message text box with "a". 3- Set the email field with "test@example.com". 4- Select "Customer service" as the subject heading. 5- Click the send button.	An error message indicating the message is invalid should be displayed.	The success message "Your message has been successfully sent to our team." Is displayed	Fail	