sexualhealth.nyc
Manual QA Testing Guide
December 2025

1. Overview

This document covers manual QA testing procedures for sexualhealth.nyc. The most effective testing comes from **embodying real user personas** — people with specific needs, constraints, and contexts.

Desktop	Mobile
Chrome/Firefox/Safari	iOS Safari, Android Chrome
Width ≥ 768px	Width < 768px
Detail panel (right side)	Bottom sheet (swipeable)

2. Persona-Based Testing

Testing Philosophy: Don't just click through features mechanically. Inhabit each persona below. What are they feeling? What do they need to find quickly? What might confuse or frustrate them?

2.1. Persona 1: Maria — Urgent STI Concern

Context: 28-year-old woman, noticed symptoms this morning. Anxious, wants to get tested TODAY. Has Medicaid. Takes the subway from Crown Heights.

Mindset: Worried, wants answers fast. Doesn't want to call ahead or make appointments. Needs to know: "Can I walk in right now?"

#	Test as Maria	Pass
P1.1	Filter for STI testing — results appear quickly	？
P1.2	Filter for "Open now" — see which clinics she can visit immediately	？
P1.3	Filter Brooklyn / Crown Heights area — relevant results	？
P1.4	Filter Medicaid — confirms coverage	？
P1.5	Check clinic hours — clearly shows walk-in vs appointment	？
P1.6	Tap phone number — calls directly from mobile	？
P1.7	Get directions — opens maps app with transit directions	？

2.2. Persona 2: Alex — Starting PrEP

Context: 24-year-old gay man, just moved to NYC. Heard about PrEP, wants to start but doesn't know where to go. No primary care doctor yet. Has insurance through work but unsure if it covers PrEP.

Mindset: Curious but slightly nervous. Wants somewhere LGBTQ-friendly. Prefers informed consent (no hoops to jump through).

#	Test as Alex	Pass
P2.1	Filter for PrEP — sees all PrEP providers	?
P2.2	Notices LGBTQ-focused clinics (Callen-Lorde, etc.)	?
P2.3	Can identify informed consent providers	?
P2.4	Virtual/telehealth options appear (Folx, Plume)	?
P2.5	Clinic details show what to expect (labs, timeline)	?
P2.6	Can filter by subway line near his new apartment	?

2.3. Persona 3: Jamie — Needs Abortion Care

Context: 32-year-old woman, 8 weeks pregnant, decided to terminate. Has limited time off work. Wants to understand medication vs procedural options. Uninsured but heard about financial assistance.

Mindset: Has made her decision, now needs logistics. Time-sensitive. Wants clear, non-judgmental information.

#	Test as Jamie	Pass
P3.1	Filter for Abortion — sees providers	?
P3.2	Gestational weeks filter (8 weeks) — shows eligible clinics	?
P3.3	Can distinguish medication vs procedural abortion limits	?
P3.4	Sees "sliding scale" or financial assistance options	?
P3.5	Virtual options appear (Hey Jane, Abortion on Demand)	?
P3.6	Phone numbers work to schedule quickly	?

2.4. Persona 4: Sam — Trans Healthcare

Context: 19-year-old trans man, wants to start testosterone. Lives with unsupportive family in Staten Island. Looking for informed consent HRT — doesn't want to wait months for letters.

Mindset: Hopeful but wary. Has been turned away before. Needs to know he'll be treated with respect. May need to travel to Manhattan for the right care.

#	Test as Sam	Pass
P4.1	Filter Gender-Affirming Care — sees providers	☐
P4.2	Filter for Hormones — narrows results	☐
P4.3	Filter for Informed Consent — finds the right clinics	☐
P4.4	Can see which clinics serve patients under 21	☐
P4.5	Virtual options (Plume, Folx) appear as alternatives	☐
P4.6	Transit filters help plan trip from Staten Island	☐
P4.7	Clinic details feel welcoming (LGBTQ-focused badges)	☐

2.5. Persona 5: Grandma Chen — Helping Grandson

Context: 68-year-old Chinese grandmother. Grandson mentioned he needs "health services" but is too embarrassed to look himself. She wants to help but isn't tech-savvy. Prefers Chinese language.

Mindset: Loving, wants to help. Unfamiliar with these topics. Needs simple, clear interface. Language barrier.

#	Test as Grandma Chen	Pass
P5.1	Find language switcher (globe icon in footer)	☐
P5.2	Switch to Chinese — all text updates	☐
P5.3	Interface still makes sense in Chinese	☐
P5.4	Can find Charles B. Wang Community Health Center	☐
P5.5	Search works with clinic name	☐
P5.6	Phone number clearly visible to write down for grandson	☐

2.6. Persona 6: David — Screen Reader User

Context: 35-year-old blind man using VoiceOver on iPhone. Needs to find HIV testing. Relies entirely on audio feedback and proper semantic HTML.

Mindset: Experienced with accessibility issues. Expects frustration but hopes this site is different.

#	Test as David (with screen reader)	Pass
P6.1	Page announces meaningful title on load	☐
P6.2	"Skip to main content" link works	☐
P6.3	Filter buttons are properly labeled	☐

P6.4	Clinic count announced when filters change	[?]
P6.5	Can navigate to clinic details via list view	[?]
P6.6	Phone numbers and links are clearly announced	[?]
P6.7	Modal dialogs trap focus correctly	[?]

2.7. Persona 7: Night Shift Worker

Context: 40-year-old nurse working 7pm-7am shifts. Needs contraception refill but is always asleep during normal clinic hours. Looking for evening or weekend availability.

Mindset: Frustrated by "9-5 only" healthcare. Needs to find clinics open when she's awake.

#	Test as Night Shift Worker	Pass
P7.1	Filter for Contraception	[?]
P7.2	"Open after 5pm" filter shows evening options	[?]
P7.3	Clinic hours clearly show days/times	[?]
P7.4	Can identify Saturday availability from hours	[?]
P7.5	Virtual/telehealth options offer flexibility	[?]

3. Pre-Test Setup

1. Clear browser cache and localStorage
2. Open DevTools Network tab (disable cache)
3. For mobile: Use real devices OR Chrome DevTools device emulation
4. Note the commit hash shown in About modal (footer) for bug reports

4. Technical Verification Tests

4.1. 1. Initial Load

#	Test	Desktop	Mobile
1.1	Page loads without errors (check console)	[?]	[?]
1.2	Map renders with clinic markers	[?]	[?]
1.3	FilterBar appears at top	[?]	[?]
1.4	Footer is visible at bottom	[?]	[?]
1.5	No horizontal scrolling/overflow	[?]	[?]

4.2. 2. Footer Visibility (Known Issue Area)

Note: Recent changes to ensure footer always shows on mobile. Verify this works after clearing cache.

#	Test	Desktop	Mobile
2.1	Footer visible on map view	?	?
2.2	Footer visible on list view	?	?
2.3	Footer visible when bottom sheet is open (mobile)	—	?
2.4	Footer visible when panel is open (desktop)	?	—
2.5	About modal opens from footer	?	?
2.6	Privacy modal opens from footer	?	?
2.7	Language modal opens from footer	?	?
2.8	Commit hash visible in About modal	?	?

4.3. 3. Cache Busting Verification

#	Test	Desktop	Mobile
3.1	Hard refresh (Cmd+Shift+R) loads new assets	?	?
3.2	Check Network tab: JS files have hash in filename	?	?
3.3	After deploy: new commit hash shows in About modal	?	?

4.4. 4. Map Functionality

#	Test	Desktop	Mobile
4.1	Map pans and zooms	?	?
4.2	Clicking marker opens detail panel/sheet	?	?
4.3	Marker clusters expand on zoom	?	?
4.4	Clicking cluster zooms to show individual markers	?	?
4.5	ESC key closes detail panel	?	?

4.5. 5. Filter System

#	Test	Desktop	Mobile
5.1	Service filters (STI, PrEP, Abortion, etc.) work	?	?
5.2	Borough filter works	?	?
5.3	Insurance filters work	?	?
5.4	Gender-affirming care sub-filters appear	?	?
5.5	Search by clinic name works	?	?
5.6	"Open now" filter works (test during business hours)	?	?
5.7	Gestational weeks slider filters abortion clinics	?	?

5.8	Multiple filters combine correctly (AND logic)	?	?
5.9	Subway line filter works	?	?
5.10	Clear filters resets all	?	?

4.6. 6. Clinic Details

#	Test	Desktop	Mobile
6.1	Clinic name and address display	?	?
6.2	Hours display correctly (or "Appointment only")	?	?
6.3	Phone number is clickable (tel: link)	?	?
6.4	Website link opens in new tab	?	?
6.5	Service badges display correctly	?	?
6.6	Directions button works	?	?
6.7	"Report a correction" form opens	?	?

4.7. 7. List View

#	Test	Desktop	Mobile
7.1	List/Map toggle works	?	?
7.2	Clinic cards display correctly	?	?
7.3	Clicking card expands details	?	?
7.4	"Show on map" button works	?	?
7.5	Filters apply to list view	?	?
7.6	Virtual/telehealth section appears when filtering GAC/abortion	?	?

4.8. 8. Internationalization (i18n)

#	Test	Desktop	Mobile
8.1	Language switcher opens from footer	?	?
8.2	Changing language updates all UI text	?	?
8.3	RTL languages (Arabic, Hebrew) display correctly	?	?
8.4	Language preference persists after refresh	?	?
8.5	No missing translation keys (check console)	?	?

5. Mobile-Specific Tests

#	Test	Pass

M.1	Bottom sheet swipes up/down smoothly	?
M.2	Bottom sheet doesn't overlap footer	?
M.3	Touch targets are ≥44px	?
M.4	No accidental zooming on input focus	?
M.5	Filter chips scroll horizontally	?
M.6	Map gestures (pinch-zoom, pan) work	?

6. Known Issues to Verify Fixed

#	Issue	Fix Applied	Verified
K.1	Footer hidden on mobile	CSS z-index + position	?
K.2	RTL horizontal overflow	Clip-based sr-only CSS	?
K.3	Language modal too wide	Removed fixed width	?

7. Bug Report Template

When filing bugs, include:

```
**Device:** [Desktop Chrome / iPhone 14 Safari / etc.]
**Viewport:** [Desktop / Mobile]
**Commit:** [from About modal]
**Persona:** [Which persona were you testing as?]
**Steps to reproduce:**
1. ...
2. ...
**Expected:** ...
**Actual:** ...
**Screenshot:** [attach]
```

8. Sign-Off

Tester	Date	Result
		? Pass / ? Fail