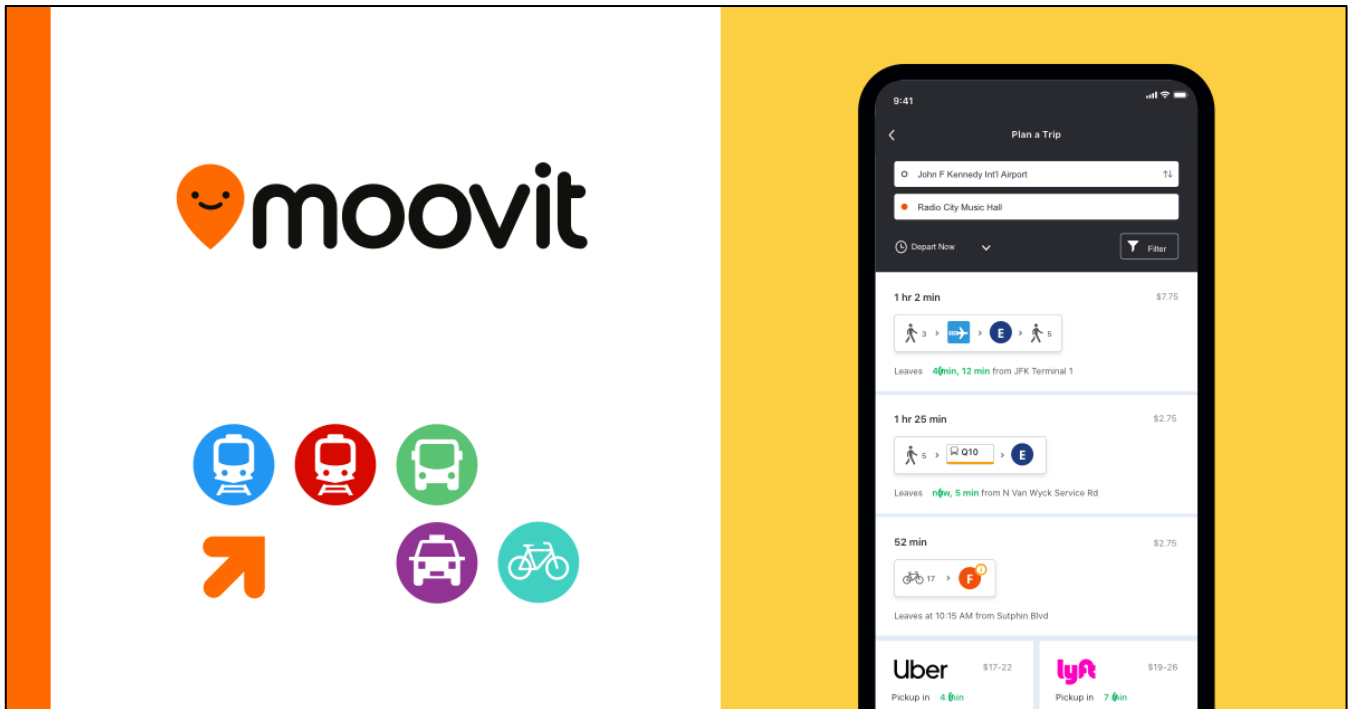


STR Project Moovit



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Purpose

This document presents the various processes performed as part of the Testing of "Moovit" mobile application. These processes were needed in order to check for any critical bugs, assess the usability and user experience of the application, its suitability as a prime source of information about public transportation and purchase tickets, as well as the rest of the application options.

The tests focused on the performance of the main functions of the application and the navigation through the sections of "Directions", "Stations", "Lines", "Tickets" and "My Account" in English interface.

All the tests were entered into TestRail and all the bugs were reported using Jira.

Application Overview

Moovit is a mobility as a service provider and journey planner app. Moovit uses both crowdsourced and official public transit data to provide route planning to users as well as transit data APIs to transit companies, cities, and transit agencies.

Because Moovit integrates crowdsourced data, it can provide transit information for areas where no data is officially available.

Testing Scope

Directions	Stations	Lines	Tickets	My Account
Change Metro area	Nearby	Alerts	Bus ride	My Details
Search	Favorites	Favorites	Light Rail ride	Payment
My Frequent Destination	Search	All	Israel Railways ride	My Profile
My Paid Rides	Map	Bus	Carmelit/Rachbalit ride	
Favorites		Light Rail		
Taxi & Ride Hailing		Israel Railways		
		Carmelit/Rachbalit		
		Shuttle		

Test types committed:**Functional Testing:**

Positive - Testing the application's most common features. Making sure that every page leads to the relevant information, that a user can see the transportation line and purchase tickets and that field can be filled with correct information.

Negative – Filling incorrect details including lines number, editing my payment method with invalid CVV, date of birth and more, adding multiple characters to fields.

GUI Testing:

Make sure there are not spelling mistakes, no language interface bugs and that all fonts in right size and comfortable to read.

Usability Testing (UX):

The tests verified that the user interface is convenient and the user can reach each menu while making a reasonable number of clicks.

Compatibility Testing:

The application was tested through two mobiles with two operating systems, both iOS and Android and defects between the two were checked.

Accessibility Testing:

Examining the functionality of the Accessibility option on the application, due to the accessibility requirements.

Sanity Testing:

Conducting quick tests to verify that most common functionalities work.

Internationalism testing:

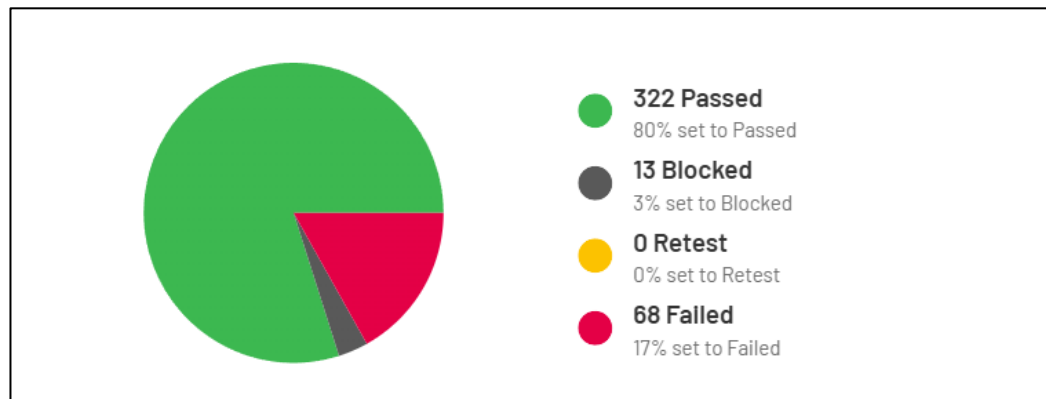
Testing the language suitable website in two languages.

Out of Scope:

Security Testing, Performance Testing and Survival & Recovery Testing.

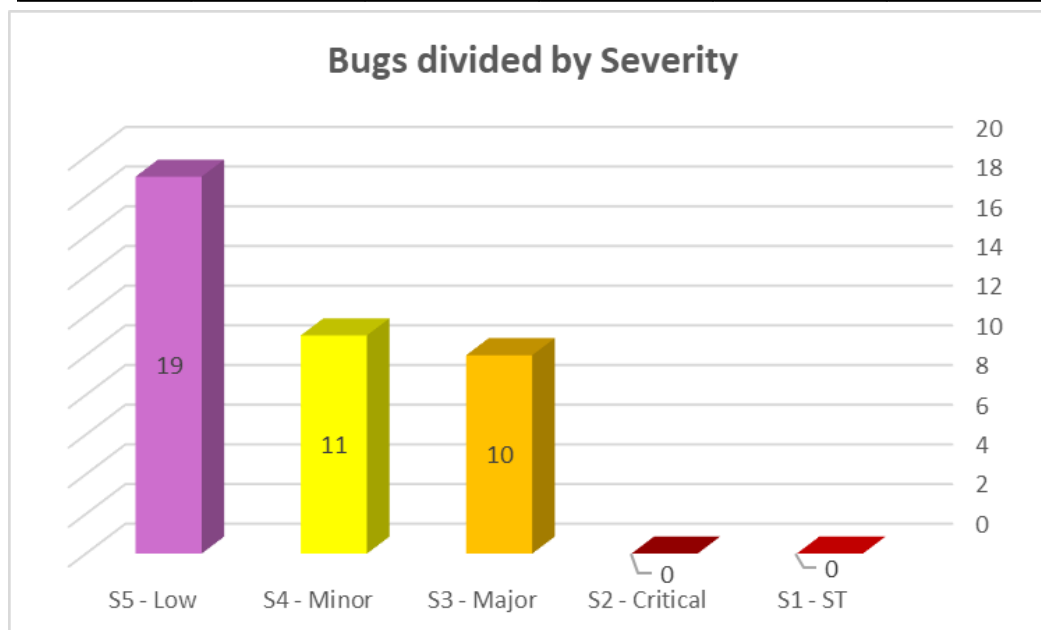
Metrics

- a) Over 400 tests were performed covering areas of the application and 68 from the tests were failed.



- b) The total amount of Bugs is 40, They are classified to five levels. No critical bugs were found.

S5 - Low	S4 - Minor	S3 - Major	S2 - Critical	S1 - ST	Total
19	11	10	0	0	40



Test Environment & Tools

Application Name	Moovit
Application Version	5.160.0
Phone Type and Operating System	iPhone 11 (iOS 18.1.1) Galaxy S9 (Android 10)

Recommendations

1. **Input validation:** To improve user experience and system performance, it is recommended to introduce input validation and character limitation to the “Report” function. This will ensure that the Reports are used as intended and prevent unnecessary data entry. In the current state, thousands of characters can be entered into those fields.
2. **Support basic mobile application features:** While the app is well-developed and provides a comfortable and intuitive user experience it is recommended that the app support basic application features such as horizontal use, zoom-in and zoom-out options for more accessible applications, clicking the “back” button goes back to the first page (Directions).
3. **More filtering options:** To provide the user with more options and ease of use there should be more reliable search and filtering options such as an option to search by station ID and an option to Choose the more economic route.

Exit Criteria

There will be no bugs with Show Stopper severity levels.

There will be no more than two bugs with Critical severity levels.

There will be fewer than 10 Major severity-level bugs.

Conclusion

Following in-depth testing of the vast majority of the application sections, we have reached these conclusions. The main functionalities of the application include planning a route to a destination, lines, station information, and ticket preaches, all work well enough for the average user.

Although the main problems of input validation, more attention to accessibility modes lack standard mobile application features, and even more bugs were found, they do not critically affect the main purposes and actions the application was designed to perform. As the Exit criteria were met and satisfied as mentioned, this application is suggested to "**Go Live**" by the Testing team. Appropriate User/Business acceptance testing should be performed before "Go Live".

Test Cases List

Over 400 Test Cases written and inserted into TestRail

Sort: Section		Filter: Assigned To: Any	+ Add Results		Assign To	Columns
<input type="checkbox"/> T189	Add "Report" - Report wrong data - "The line is not active" - Insert valid description ("The didn't get to the station")		Passed	✓		>
<input type="checkbox"/> T190	Add "Report" - Report wrong data - "The line is not active" - Insert special charctars to description ("#\$%&%")		Failed	✗		>
<input type="checkbox"/> T191	Add "Report" - Report wrong data - "The line is not active" - Insert valid email ("helloworld@gmail.com")		Passed	✓		>
<input type="checkbox"/> T192	Add "Report" - Report wrong data - "The line is not active" - Insert invalid email with two @ ("hello@world@gmail.com")		Passed	✓		>
<input type="checkbox"/> T193	Add "Report" - Report wrong data - "The line is not active" - Insert invalid email with Hebrew charctars ("דל'ול@gmail.com")		Passed	✓		>
<input type="checkbox"/> T194	Add "Report" - Report wrong data - "The route for this line is incorrect or has changed" - Insert invalid email with two @ ("hello@world@gmail.com")		Passed	✓		>
<input type="checkbox"/> T195	Add "Report" - Report wrong data - "The route for this line is incorrect or has changed" - Insert invalid email with Hebrew charctars ("דל'ול@gmail.com")		Passed	✓		>
<input type="checkbox"/> T196	Add "Report" - Report wrong data - "The route for this line is incorrect or has changed" - Insert valid email ("helloworld@gmail.com")		Passed	✓		>
<input type="checkbox"/> T197	Add "Report" - Report wrong data - "The route for this line is incorrect or has changed" - Insert description with special charctars only ("[]@#%")		Failed	✗		>
<input type="checkbox"/> T198	Add "Report" - Report wrong data - "The route for this line is incorrect or has changed" - Insert description with noraml charctars only ("Hello")		Passed	✓		>
<input type="checkbox"/> T182	Add bus Station ("line 24 - Ussishkin/Hanoter") to Favorites		Passed	✓		>
<input type="checkbox"/> T199	Add "Report" - Report wrong data - "The route for this line is incorrect or has changed" - Insert email with 3110 charctars		Failed	✗		>
<input type="checkbox"/> T201	Add "Report" - Report wrong data - "The route for this line is incorrect or has changed" - Insert description with 250 charctars		Passed	✓		>
<input type="checkbox"/> T200	Add "Report" - Report wrong data - "The route for this line is incorrect or has changed" - Insert description with 251 charctars		Passed	✓		>
<input type="checkbox"/> T202	Add "Report" - Report service status - "Line didn't stop" - Insert 3100 digits		Failed	✗		>
<input type="checkbox"/> T203	Add "Report" - Report service status - "Cleanliness" - Insert 3100 digits		Failed	✗		>
<input type="checkbox"/> T204	Add "Report" - Report service status - "Driver's Rating" - 1 star		Passed	✓		>
<input type="checkbox"/> T205	Add "Report" - Report service status - "Driver's Rating" - 5 star		Passed	✓		>
<input type="checkbox"/> T206	Add "Report" - Report service status - "Driver's Rating" - 5 star + comment with special charctars		Failed	✗		>
<input type="checkbox"/> T207	Add "Report" - Report service status - "Driver's Rating" - 5 star + regular comment ("Best driver")		Passed	✓		>
<input type="checkbox"/> T208	Add "Report" - Report service status - "Temperature" - Hot		Passed	✓		>
<input type="checkbox"/> T209	Add "Report" - Report service status - "Temperature" - Freezing		Passed	✓		>
<input type="checkbox"/> T210	Add "Report" - Report service status - "Temperature" - Freezing + comment ("Good")		Passed	✓		>

Bugs List

<u>BUG ID</u>	<u>Summary</u>
[MOOV-1]	Possible to add report without letters, with special characters only.
[MOOV-2]	Possible to add report "Driver Rating" without letters, with special characters only.
[MOOV-3]	No character limit in "Cleanliness" reports - divides one report into several reports.
[MOOV-4]	No character limit in "Line didn't stop!" reports - divides one report into several reports.
[MOOV-5]	No characters limit to email when reporting "Route line incorrect" status.
[MOOV-6]	Possible to insert only special characters to report "The route incorrect".
[MOOV-7]	Possible to insert only special characters to report "The line is not active".
[MOOV-8]	Possible to insert only special characters to "Feedback" description.
[MOOV-9]	Possible to insert only special characters to "Feedback" subject.
[MOOV-10]	Possible to Insert invalid credit cardholder name ("&&᠑") at payment method.
[MOOV-11]	Copy-Paste characters which are not digits into CVV field in payment method.
[MOOV-12]	Alerts status shown in Hebrew in English version.
[MOOV-13]	Finding Lines when searching special characters.
[MOOV-14]	Not focusing on Israel Railways Station after clicking it.
[MOOV-15]	Can't live track the Carmelit.
[MOOV-16]	Shuttles lines in shown only in Hebrew.
[MOOV-17]	No characters limits on "My account" First name field.
[MOOV-18]	No characters limits on "My account" Last name field.
[MOOV-19]	Credit card holder name that doesn't match to the real customer name.
[MOOV-20]	Rail Station name is in the wrong language.
[MOOV-21]	The lower toolbar should be the same for all metro areas.
[MOOV-22]	Unable to use the app in horizontal mode.
[MOOV-23]	Unable to zoom in when using the app.
[MOOV-24]	Change the metro area language.
[MOOV-25]	Rate the app on Galaxy store.
[MOOV-26]	Wrong name for "X" app.
[MOOV-27]	Unable to watch videos in Moovit+ Help Center.
[MOOV-28]	Can't search in Moovit+ Help Center.
[MOOV-29]	Able to remove parking option from the map.
[MOOV-30]	Search bus station by station ID.
[MOOV-31]	Get a default location when searching for non-existing destinations.
[MOOV-32]	Clicking the "back" button when in stations.
[MOOV-33]	Notifying driver at the stop Accessibility.
[MOOV-34]	When on Accessible route mode it shows accessible transportation options only.
[MOOV-35]	No warning about dangerous areas.
[MOOV-36]	Unable to see ride prices in every country.
[MOOV-37]	Filter by destination station in bus station.
[MOOV-38]	Filter by wheelchair accessibility in bus station.
[MOOV-39]	There is an option to sort routes by route price.
[MOOV-40]	There is an option to change the currency of the metro area.

Bugs Report

[MOOV-1] Possible to add report without letters, with special characters only.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

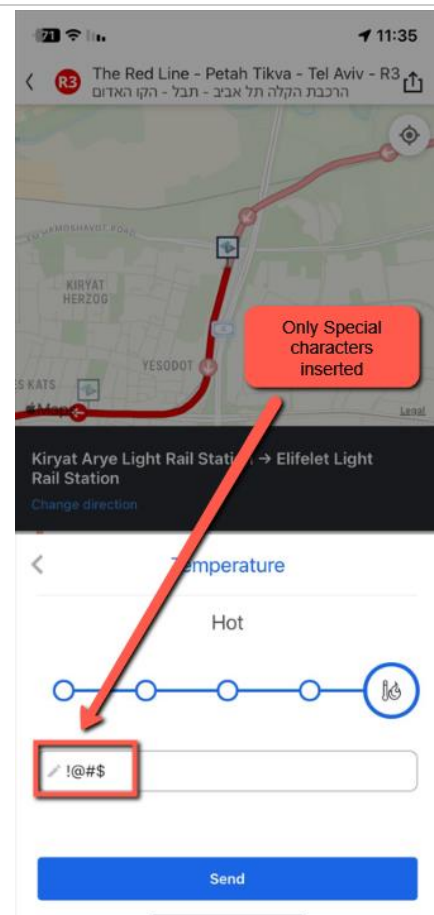
1. Enter to Moovit
2. Click "Lines" button
3. Click "Light Rail"
4. Click "R3" line
5. Click the "Report" icon
6. Click "Report Service Status"
7. Choose "Temperature"
8. Click "Hot" + Add the characters " !@# \$"
9. Click "Send"

Actual Result:

The Report Sent

Expected Result:

Ban the report due to the fact no English letters written



[MOOV-2] Possible to add report "Driver Rating" without letters, with special characters only.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Lowest
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		
Description			

Steps to Reproduce:

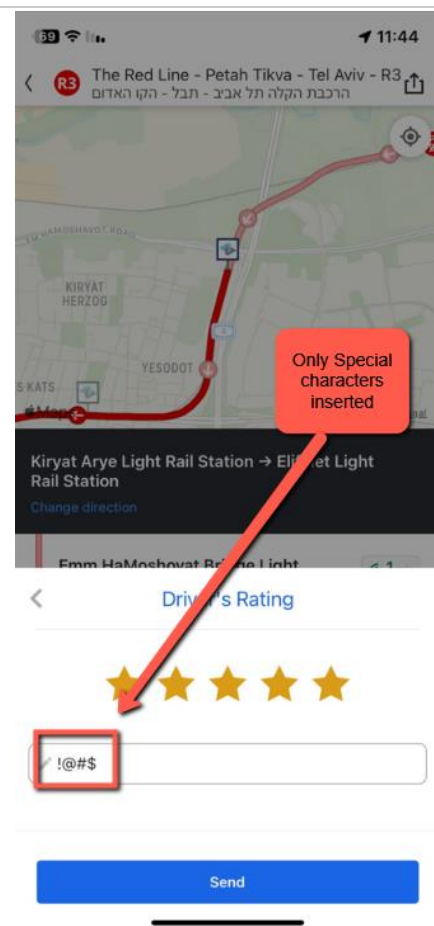
1. Enter to Moovit
2. Click "Lines" button
3. Click "Light Rail"
4. Click "R3" line
5. Click the "Report" icon
6. Click "Report Service Status"
7. Choose "Driver's Rating"
8. Click "5 Stars" + Add the characters " !@# \$"
9. Click "Send"

Actual Result:

The Report Sent.

Expected Result:

Ban the report due to the fact no English letters written.



[MOOV-3] No character limit in "Cleanliness" reports - divides one report into several reports.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

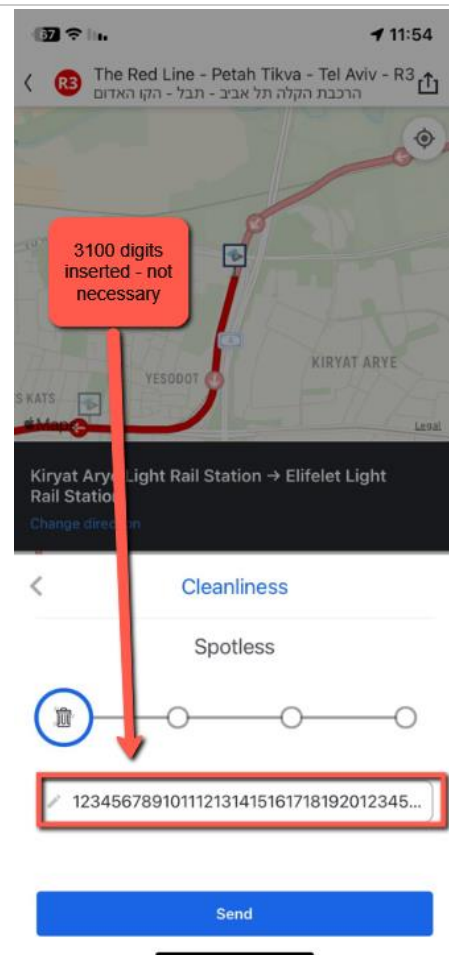
1. Enter to Moovit
2. Click "Lines" button
3. Click "Light Rail"
4. Click "R3" line
5. Click the "Report" icon
6. Click "Report Service Status"
7. Choose "Cleanliness"
8. Click "Spotless" + Add 3100 characters (digits)
9. Click "Send"

Actual Result:

The Report Sent.

Expected Result:

Ban the report due to the length.



[MOOV-4] No character limit in "Line didn't stop!" reports - divides one report into several reports.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Lowest
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S4 - Minor		

Description

Steps to Reproduce:

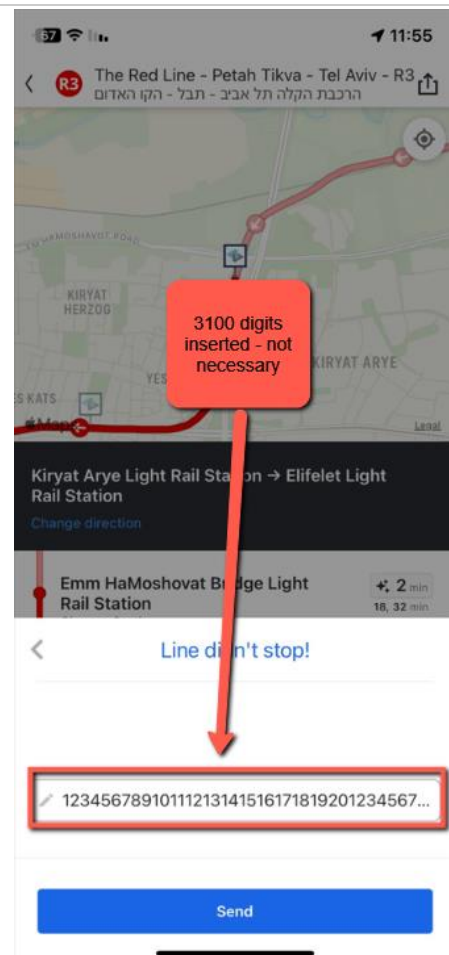
1. Enter to Moovit
2. Click "Lines" button
3. Click "Light Rail"
4. Click "R3" line
5. Click the "Report" icon
6. Click "Report Service Status"
7. Choose "Line didn't stop!"
8. Add 3100 characters (digits)
9. Click "Send"

Actual Result:

The Report Sent.

Expected Result:

Ban the report due to the length.



[MOOV-5] No characters limit to email when reporting "Route line incorrect" status.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S4 - Minor		

Description

Steps to Reproduce:

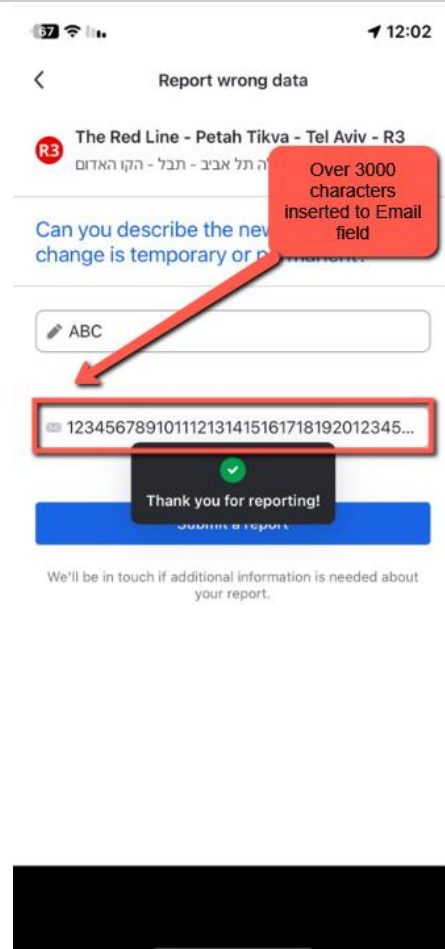
1. Enter to Moovit
2. Click "Lines" button
3. Click "Light Rail"
4. Click "R3" line
5. Click the "Report" icon
6. Click "Report wrong date"
7. Choose "The route for this line is incorrect or has changed"
8. Insert "ABC" to "Provide more details"
9. Insert 3100 characters (digits) and then add "@gmail.com"
10. Click "Submit a report"

Actual Result:

The Report Sent

Expected Result:

Ban the report due to email address length



[MOOV-6] Possible to insert only special characters to report "The route incorrect".

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		
Description			

Steps to Reproduce:

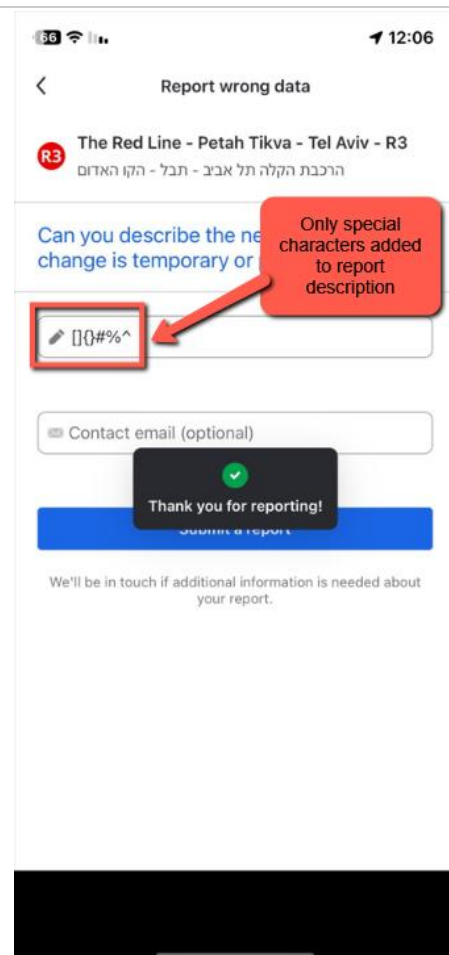
1. Enter to Moovit
2. Click "Lines" button
3. Click "Light Rail"
4. Click "R3" line
5. Click the "Report" icon
6. Click "Report wrong date"
7. Choose "The route for this line is incorrect or has changed"
8. Insert "[] { } # % ^" to "Provide more details"
9. Click "Submit a report"

Actual Result:

The Report Sent

Expected Result:

Ban the report because only special characters used



[MOOV-7] Possible to insert only special characters to report "The line is not active".

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		
Description			

Steps to Reproduce:

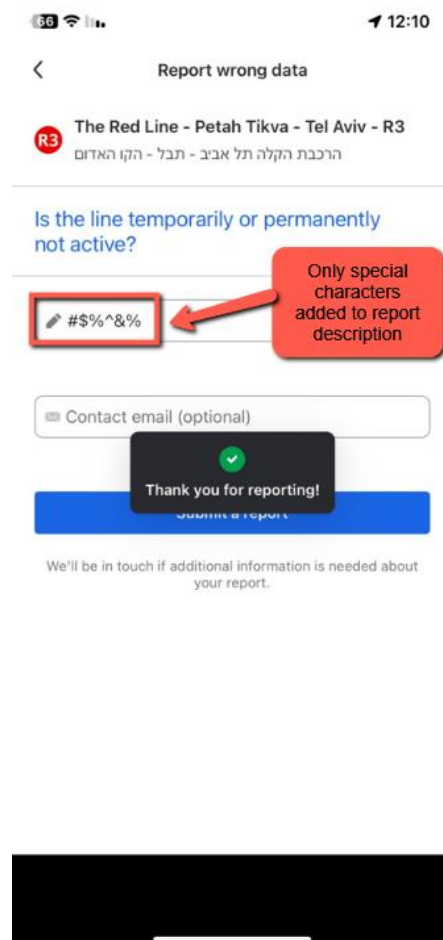
1. Enter to Moovit
2. Click **"Lines"** button
3. Click **"Light Rail"**
4. Click **"R3"** line
5. Click the **"Report"** icon
6. Click **"Report wrong date"**
7. Choose **"The line is not active"**
8. Insert **"#\$%^&%"** to **"Provide more details"**
9. Click **"Submit a report"**

Actual Result:

The Report Sent

Expected Result:

Ban the report for using only special characters



[MOOV-8] Possible to insert only special characters to "Feedback" description.

Status:	To Do		
Project:	Moovit		
Components:	My Account		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		
Description			

Steps to Reproduce:

1. Enter to Moovit
2. Click **"Tickets"** button
3. Click the **profile icon** on the top right corner
4. Click **"Payment for public transit"**
5. Click **"Feedback"**
6. Click **"Feedback Type"** and choose **"Payments and disputes"** and then **"Validation error"**
7. Insert **"Avi Avi"** to Your **name**
8. Insert **"Test@Test.com"** to **email**
9. Insert **"ABC"** to subject
10. Insert **only special characters** to **"Description"** ("**€€%#{[**")
11. Click **"Send Feedback"**

Actual Result:

The Feedback Sent

Expected Result:

Ban the report for using special characters

12:20

Feedback

Feedback Type
Validation error Choose

Your name
Avi Avi

Your email address
test@test.com

Subject
ABC

Optional
Description
€€%#{[

Please specify whether the number of passengers or the drop-off station were wrong

Add image
+

Send Feedback

[MOOV-9] Possible to insert only special characters to "Feedback" subject.

Status:	To Do		
Project:	Moovit		
Components:	My Account		
Type:	Bug	Priority:	Lowest
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

1. Enter to Moovit
2. Click **"Tickets"** button
3. Click the **profile icon** on the top right corner
4. Click **"Payment for public transit"**
5. Click **"Feedback"**
6. Click **"Feedback Type"** and choose **"Payments and disputes"** and then **"Validation error"**
7. Insert **"Avi Avi"** to Your **name**
8. Insert **"Test@Test.com"** to **email**
9. Insert **only special characters** **"€€%#{["** to **Subject**
10. Insert **"ABCDE"** to **Description**
11. Click **"Send Feedback"**

Actual Result:

The Feedback Sent

Expected Result:

Ban the report for using special characters

The screenshot shows the Moovit app's feedback form. At the top, there's a status bar with signal, Wi-Fi, and battery icons, and the time 12:23. Below the status bar is a back arrow and the text "Feedback Type Validation error". The form fields are: "Your name" with the value "Avi Avi", "Your email address" with the value "test@test.com", "Subject" with the value "€€%#{[" (highlighted by a red box), "Optional" (empty), "Description" with the value "ABCDE", and "Add image" with a plus icon. A red callout box with an arrow points to the "Subject" field, containing the text: "Possible to send feedback while insterting special characters only". At the bottom, there's a blue button labeled "Send Feedback".

[MOOV-10] Possible to Insert invalid credit cardholder name ("&&®") at payment method.

Status:	To Do		
Project:	Moovit		
Components:	My Account		
Type:	Bug	Priority:	Medium
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S3 - Major		
Description			

Steps to Reproduce:

1. Enter to Moovit
2. Click **"Tickets"** button
3. Click the **profile icon** on the top right corner
4. Click **"Payment for public transit"**
5. Click **"Pay with pango"**
6. Insert **valid Credit card number**
7. Insert **valid CVV**
8. Enter **valid credit card expiry date**
9. Enter **valid ID Number**
10. Insert **"&&®"** to **Cardholder Name**

Actual Result:

The form sent

Expected Result:

Ban the report for using invalid Cardholder Name (used only special characters)

The screenshot shows the 'Change payment method' screen in the Moovit app. The screen displays fields for Card Number, Expiry Date, CVV, ID Number, and Cardholder Name. A red box highlights the Cardholder Name field, which contains the text '&&®'. A red arrow points from a text box above the field to the Cardholder Name field. The text box contains the text 'Cardholder Name filled with special characters'.

[MOOV-11] Copy-Paste characters which are not digits into CVV field in payment method.

Status:	To Do		
Project:	Moovit		
Components:	My Account		
Type:	Bug	Priority:	Medium
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S3 - Major		
Description			

Steps to Reproduce:

1. Go to notes, write "⌘&⌘" and copy it
2. Enter to Moovit
3. Click "Tickets" button
4. Click the **profile icon** on the top right corner
5. Click "Payment for public transit"
6. Click "Pay with pango"
7. Insert **valid Credit card number**
8. **Paste "⌘&⌘"** to CVV field
9. Enter **valid credit card expiary date**
10. Enter **valid ID Number**
11. Insert **valid name** to **Cardholder Name**

Actual Result:

The form sent

Expected Result:

Ban the option for using special characters at CVV

The screenshot shows the 'Change payment method' screen in the Moovit app. The title is 'Change payment method' with a subtitle 'This will be your new card for Pango, used also for paying for public transit rides.' Below this, it says 'Card details are secure'. The form has five input fields: 'Card Number' (with a blue highlight), 'Expiry Date' (MM/YY), 'CVV' (containing '⌘&⌘'), 'ID Number', and 'Cardholder Name'. A red box highlights the CVV field, and a red arrow points to it from a red callout box that says 'Possible to insert special characters to CVV using copy-paste'. The 'Continue' button is at the bottom.

[MOOV-12] Alerts status shown in Hebrew in English version.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S4 - Minor		

Description

Steps to Reproduce:

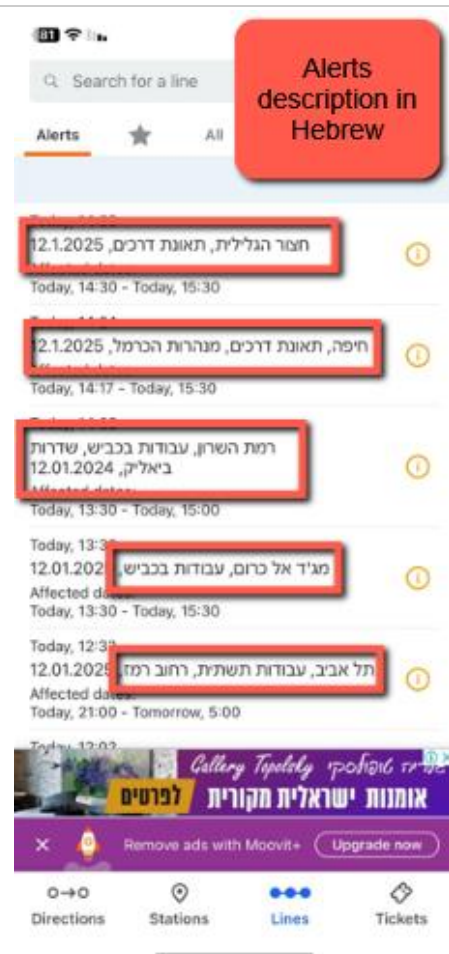
1. Enter to Moovit
2. Click “Lines” button
3. Go to “Alerts”

Actual Result:

Alerts are in Hebrew

Expected Result:

Alerts will be in English



[MOOV-13] Finding Lines when searching special characters.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Lowest
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

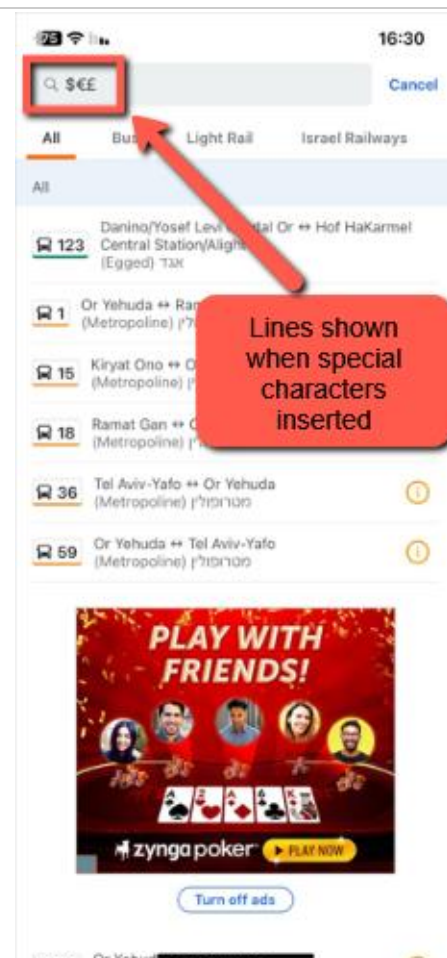
1. Enter to Moovit
2. Click “Lines” button
3. Search “\$€£”

Actual Result:

Multiple lines is shown

Expected Result:

No lines will be shown



[MOOV-14] Not focusing on Israel Railways Station after clicking it.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Lowest
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

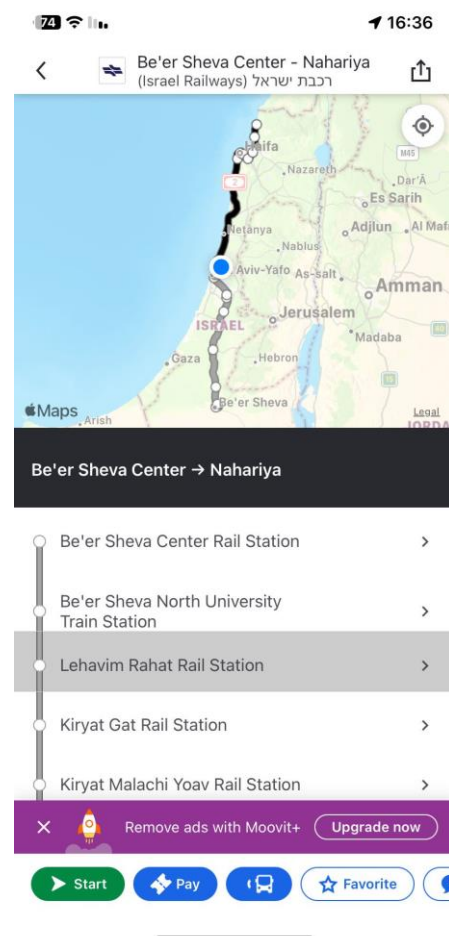
1. Enter to Moovit
2. Click “**Lines**” button
3. Go to “**Israel Railways**”
4. Choose “**Be’er Sheva Center - Nahariya**”
5. Click “**Lehavin Rahat Rail Station**”

Actual Result:

The app redirects the user to a new window with the closest train lines according to time

Expected Result:

The chosen station will be focused



[MOOV-15] Can't live track the Carmelit.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Medium
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1		
	Device: iPhone 11		
	App Version: 5.160.0		
Severity:	S3 - Major		

Description

Steps to Reproduce:

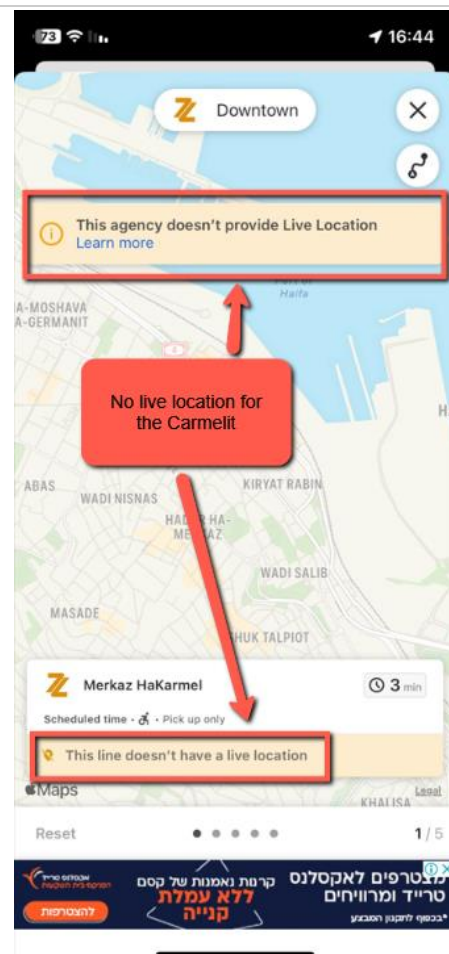
1. Enter to Moovit
2. Click "Lines" button
3. Go to "Carmelit/Rachbalit"
4. Choose "Downtown - Merkaz HaKarmel"
5. Click "Live Location"

Actual Result:

The app shows the message "This agency doesn't provide Live Location"

Expected Result:

The Carmelit live location will be shown



[MOOV-16] Shuttles lines in shown only in Hebrew.

Status:	To Do		
Project:	Moovit		
Components:	Lines		
Type:	Bug	Priority:	Medium
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S4 - Minor		

Description

Steps to Reproduce:

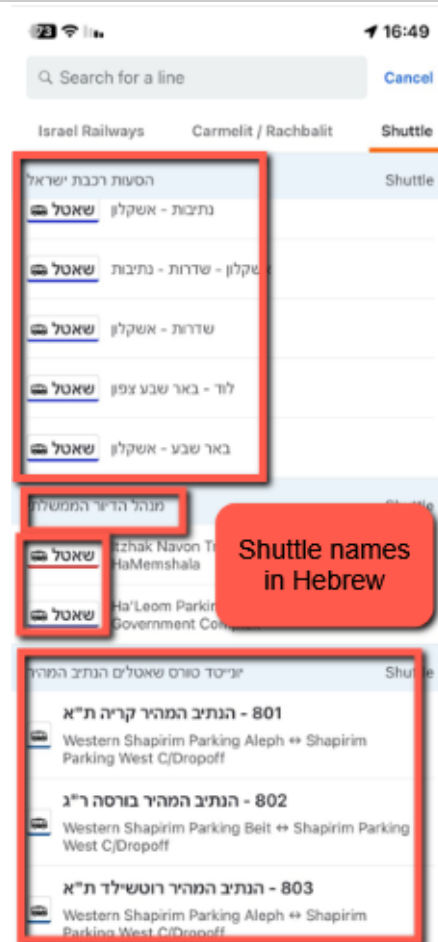
1. Enter to Moovit
2. Click “Lines” button
3. Go to “Shuttle”
4. Scroll down and read alerts

Actual Result:

Most of the shuttle lines names are in Hebrew

Expected Result:

The names of the shuttle lines will correspond to the language selection (English)



[MOOV-17] No characters limits on "My account" First name field.

Status:	To Do		
Project:	Moovit		
Components:	My Account		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S5 - Low		

Description**Steps to Reproduce:**

1. Enter Moovit
2. Click **"Tickets"**
3. Click **account icon**
4. click **"Show details"**
5. Click **"Edit"**
6. Insert **20,000 characters** to **"First name"** field
7. Insert **"ABC"** to **Last name** field
8. Fill **email address** **test@test.com**
9. Click **"Continue"**

Actual Result:

The form updated

Expected Result:

An error message saying there are too many characters in First name field

17:39

< Edit Personal Details

First name
123456789101112131415161718192012345678...

Last name
ABC

Email address
test@test.com

Street

City

Country

Zip Code

Continue

No characters limits for "First name" field

[MOOV-18] No characters limits on "My account" Last name field.

Status:	To Do		
Project:	Moovit		
Components:	My Account		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S4 - Minor		

Description**Steps to Reproduce:**

1. Enter Moovit
2. Click "Tickets"
3. Click **account icon**
4. click "Show details"
5. Click "Edit"
6. Insert "ABC" to **First name** field
7. Insert **20,000 characters** to **Last name** field
8. Fill **email address** test@test.com
9. Click "Continue"

Actual Result:

The form updated

Expected Result:

An error message saying there are too many characters in Last name field

The screenshot shows the 'Edit Personal Details' screen in the Moovit app. The 'Last name' field is highlighted with a red box and contains a long string of 20,000 characters. A red arrow points to the field with a red box containing the text 'No characters limit to "Last name" field'.

[MOOV-19] Credit card holder name that doesn't match to the real customer name.

Status:	To Do		
Project:	Moovit		
Components:	My Account		
Type:	Bug	Priority:	Medium
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S3 - Major		
Description			

Steps to Reproduce:

1. Enter to Moovit
2. Click "Tickets" button
3. Click the **profile icon** on the top right corner
4. Click "Payment for public transit"
5. Click "Pay with pango"
6. Insert **valid Credit card number**
7. Insert **valid CVV**
8. Enter **valid credit card expiary date**
9. Enter **valide ID Number**
10. Insert **1000 digits** to **Cardholder Name**

Actual Result:

The "Continue" button is available and the form is updated after click it

Expected Result:

Not having the opportunity to send the form for using too many characters (digits) at Cardholder Name + After updating to get an error saying the card holder name is not match the expected card holder name

[MOOV-20] **Rail Station name is in the wrong language** Created: 16/Jan/25 Updated: 19/Jan/25

Status:	To Do		
Project:	Moovit		
Components:	Stations		
Type:	Bug	Priority:	Low
Reporter:	Nadav Sagie	Assignee:	Unassigned
Environment:	Operating System: iOS 18.1.1 Device: iPhone 11 App Version: 5.160.0		
Severity:	S4 - Minor		

Description

Steps to Reproduce:

1. Enter to Moovit
2. Click “Tickets” button
3. Under “Pay for rides” click “Israel Railways ride”
4. Buy a ticket, enter the station and drive to another station
5. Get down and Click “End ride”
6. The station name will appear

Actual Result:

The Station name is written in Hebrew “רכבת עכו”

Expected Result:

The station name will be match to the interface language



[MOOV-21] **The lower toolbar should be the same for all metro areas.**

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	High
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S3 - Major		
Description			

Steps to Reproduce:

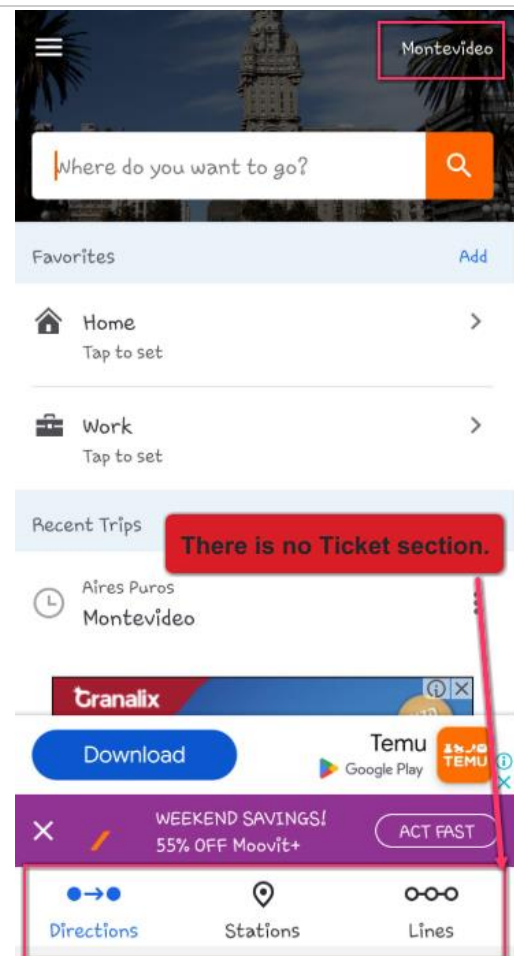
1. Enter to Moovit
2. “Israel” in the top right corner.
3. Search and click on “Montevideo” under “Uruguay “ metro area.
4. Check that the lower tool has Directions, Stations, Lines, and Ticket options.

Actual Result:

There is no “Ticket” option in the Montevideo metro area.

Expected Result:

There should be an option to purchase tickets in all metro areas.



[MOOV-22] Unable to use the app in horizontal mode.			
Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Medium
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10. Device: Galaxy S9. App Version: 5.160.0		
Severity:	S3 - Major		

Description

Steps to Reproduce:

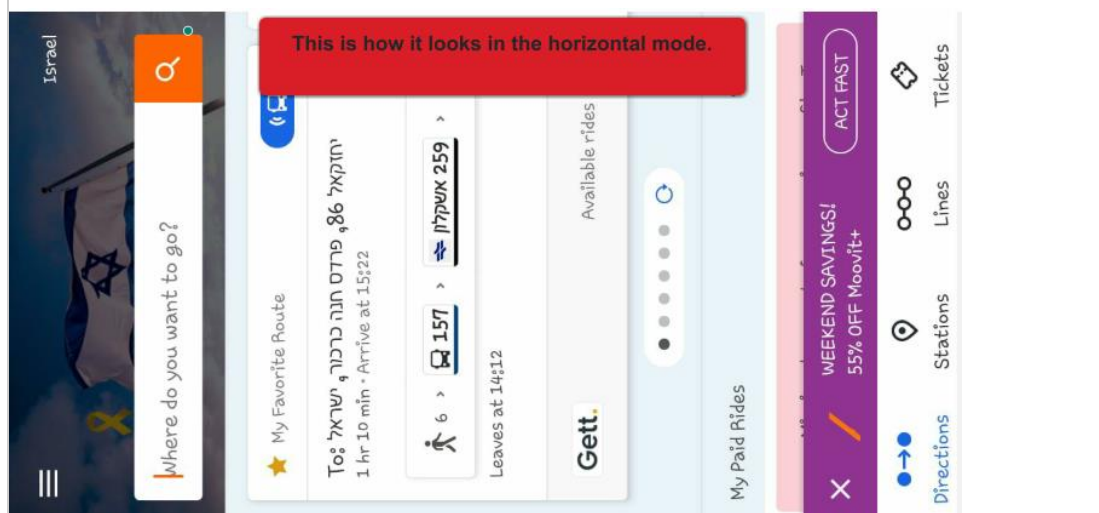
1. Enter Moovit when the phone is in vertical mode.
2. Turn the phone to the horizontal position.
3. Check if you can use the app in this mode.

Actual Result:

There is no option to use the app in a horizontal position, It stays in vertical mode.

Expected Result:

There should be an option to use the app in horizontal mode.



[MOOV-23] Unable to zoom in when using the app.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Medium
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S3 - Major		

Description

Steps to Reproduce:

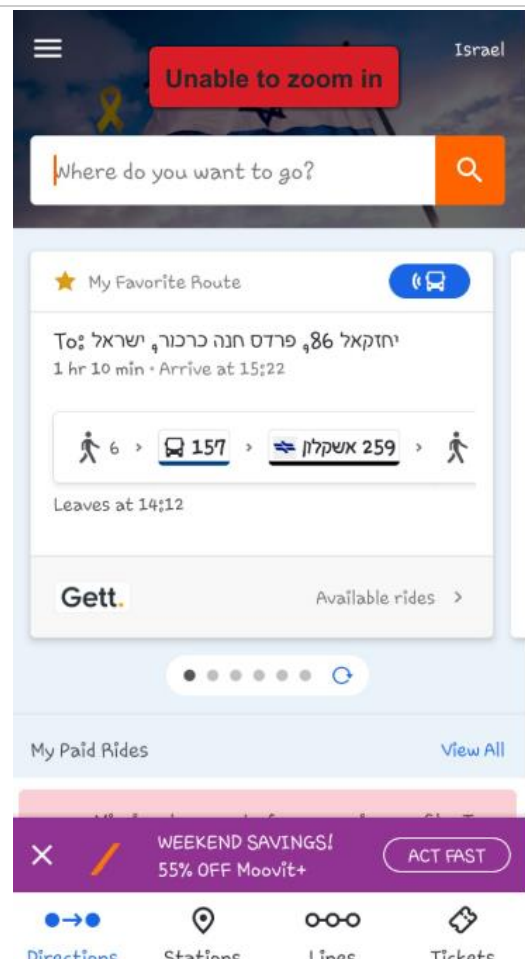
1. Enter Moovit.
2. Scroll down to **Favorites**.
3. Try to zoom in using two fingers or double-tap.

Actual Result:

There is no option to zoom in when using the app.

Expected Result:

There should be an option to zoom in and enlarge the text while utilizing the app.



[MOOV-24] Change the metro area language.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	High
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10. Device: Galaxy S9. App Version: 5.160.0		
Severity:	S3 - Major		

Description

Steps to Reproduce:

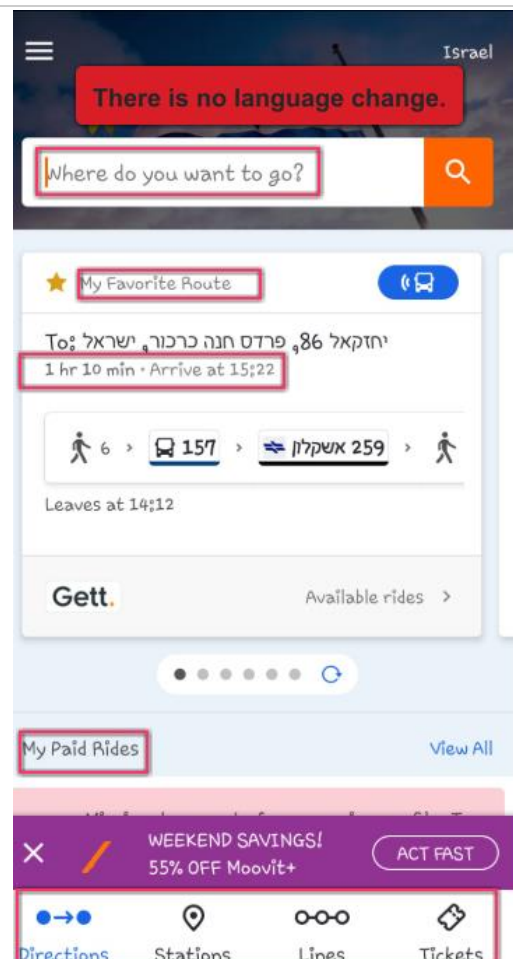
1. Enter Moovit.
2. Click on the three-line side menu.
3. Scroll down and click on "Settings".
4. Click on Metro language.
5. Change the language from English to Arabic.

Actual Result:

There is no change, You can't change the language using this option the only way to change the language is to change the device language.

Expected Result:

Should be able to change the app language regardless of the device language.



[MOOV-25] Rate the app on Galaxy store.			
Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S4 - Minor		
Description			
Steps to Reproduce:			
<div>1. Enter Moovit.</div> <div>2. Click on the three-line side menu.</div> <div>3. Scroll down and click on “Rate Us“.</div> <div>4. Click on the Galaxy store.</div>			
Actual Result:			
<div>When clicking on the “Galaxy Store” option you are transferred to the “Google Play Store” “with a message saying the app exists in the “Google Play Store“.</div>			
Expected Result:			
<div>There shouldn’t be an option to select “Galaxy Store” if you can’t use this option.</div>			

[MOOV-26] Wrong name for "X" app.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S5 - Low		

Description**Steps to Reproduce:**

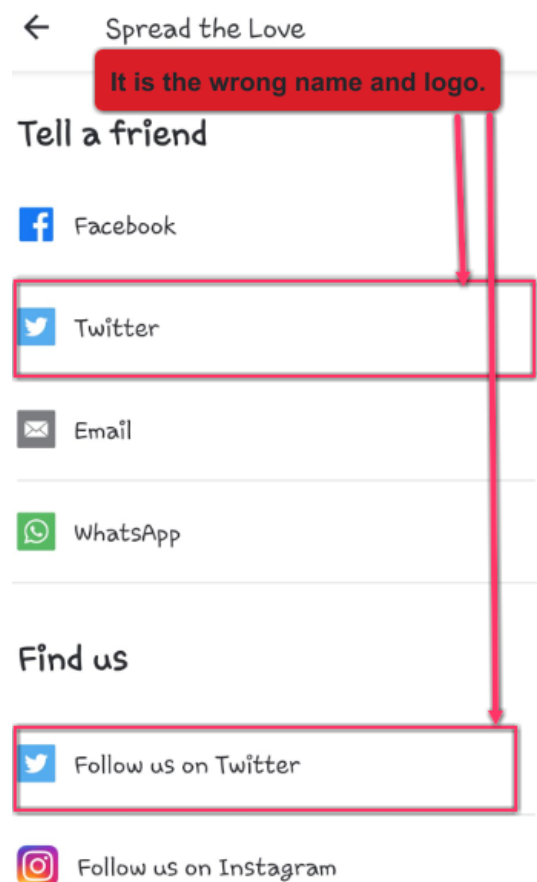
1. Enter Moovit.
2. Click on the three-line side menu.
3. Scroll down and click on **"Spread the Love"**.
4. Under the "Facebook" logo check if it is written "X".
5. Click on the "Twitter" logo.

Actual Result:

The link is written to "Twitter" with the "Twitter" logo but it is directed to "X".

Expected Result:

The logo and the name should be changed to "X".



[MOOV-27] Unable to watch videos in Moovit+ Help Center.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Medium
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S4 - Minor		

Description**Steps to Reproduce:**

1. Enter Moovit.
2. Click on the three-line side menu.
3. Scroll down and click on “**Moovit+ Help Center**”.
4. Scroll down to the “Live Location: See Your Line in Real-Time on a Map “ article.
5. Try to see the video.

Actual Result:

Can't watch the video due to disabled JavaScript and there is no way to enable it.

Expected Result:

Should be able to watch the video.

← Moovit+ Premium Subscription

Live Location: See Your Line in Real-Time on a map

This feature was released as part of version 5.104, on Nov 2022

A key part of planning your trip and traveling with peace of mind is knowing when the bus will reach the station you're waiting at. Will it show up? When will it approach my stop?

An error occurred.

Try watching this video on www.youtube.com, or enable JavaScript if it is disabled in your browser.

Unable to watch to video

[MOOV-28] Can't search in Moovit+ Help Center.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10. Device: Galaxy S9. App Version: 5.160.0		
Severity:	S4 - Minor		

Description**Steps to Reproduce:**

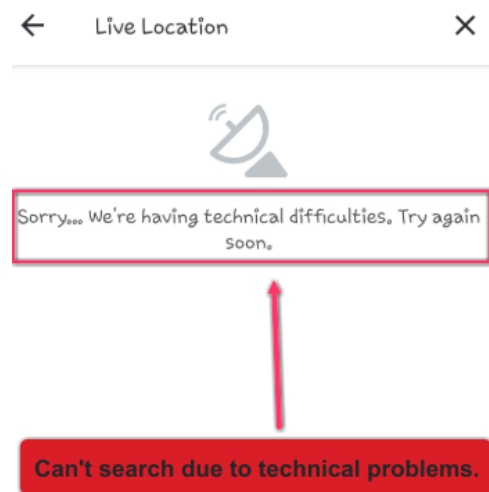
1. Enter Moovit.
2. Click on the three-line side menu.
3. Scroll down and click on “**Moovit+ Help Center**”.
4. Try to search for the “Live Location: See Your Line in Real-Time on a Map” article.

Actual Result:

Can't search and a technical issue alert appears.

Expected Result:

Should be able to search for articles.



[MOOV-29] Able to remove parking option from the map.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

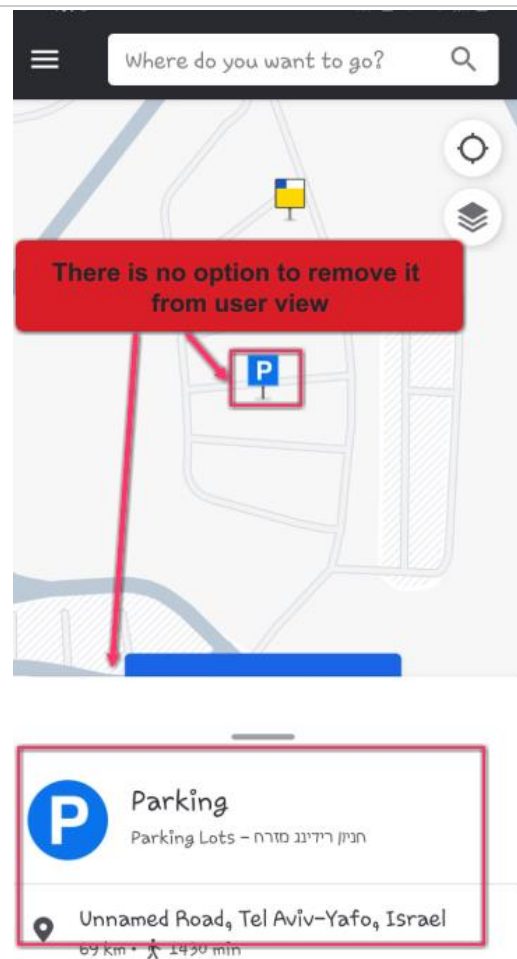
1. Enter Moovit.
2. In the lower tool bar go to "Stations".
3. Scroll the station info down so you can see only the map.
4. Search for "חניון רידינג מערב".
5. Try to remove it.

Actual Result:

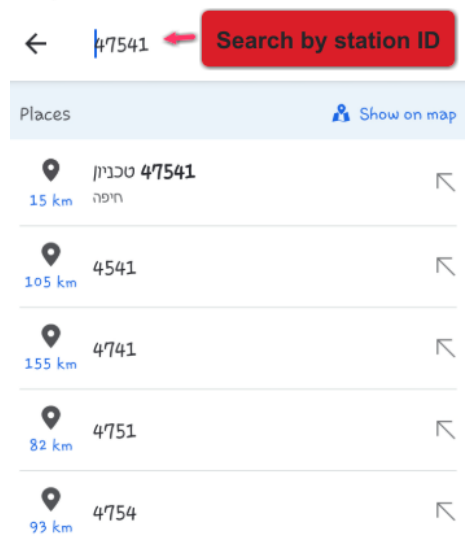
There is no way to remove it from the map view even when car sharing is disabled.

Expected Result:

There should be an option to remove it from the map view because it isn't directly related to public transport.



[MOOV-30] Search bus station by station ID.			
Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	High
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10. Device: Galaxy S9. App Version: 5.160.0		
Severity:	S3 - Major		
Description			
Steps to Reproduce:			
<div><div><div>1. Enter Moovit.</div><div>2. In the lower tool bar go to “Stations“.</div><div>3. Search for “לב המפרץ” station by station ID “47541“.</div></div></div>			
Actual Result:			
<div>Doesn’t find the station, finds locations (not stations) with similar numbers.</div>			
Expected Result:			
<div>There should be an option to search stations by the ID.</div>			



[MOOV-31] Get a default location when searching for non-existing destinations.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10. Device: Galaxy S9. App Version: 5.160.0		
Severity:	S4 - Minor		
Description			

Steps to Reproduce:

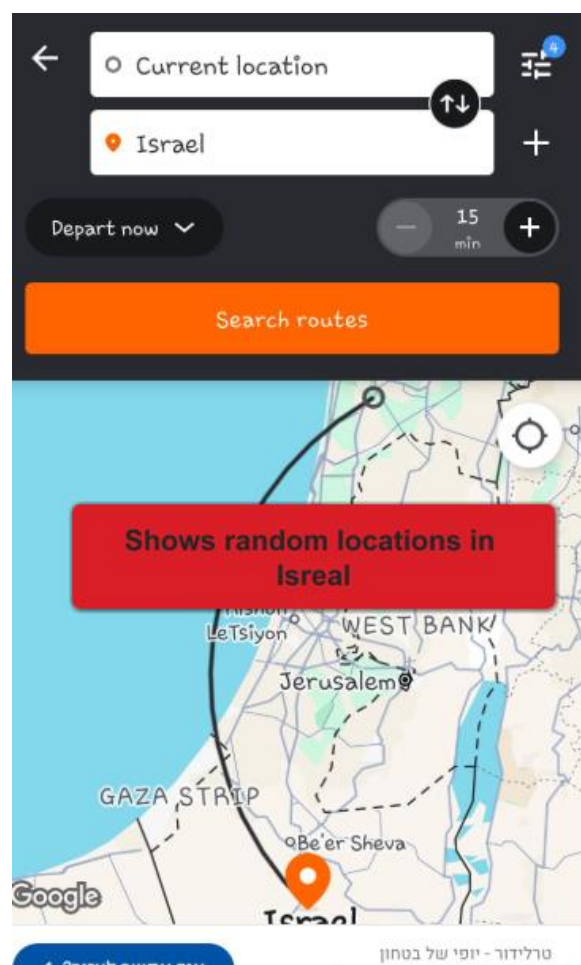
1. Enter Moovit.
2. In the search bar type random letters (QWERTYUIOP).
3. Click on the "Search for QWERTYUIOP".
4. Click on the "Isreal" location.
5. The same bug happens when typing random numbers (1234567890) or special symbols (*())&).

Actual Result:

It shows a default location in the south of Israel.

Expected Result:

If there is no resolute for the typed location there shouldn't be an option to get to a location because that could confuse the user. There should be only an error message indicating the location wasn't found.



[MOOV-32] Clicking the "back" button when in stations.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Medium
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10. Device: Galaxy S9. App Version: 5.160.0		
Severity:	S5 - Low		

Description**Steps to Reproduce:**

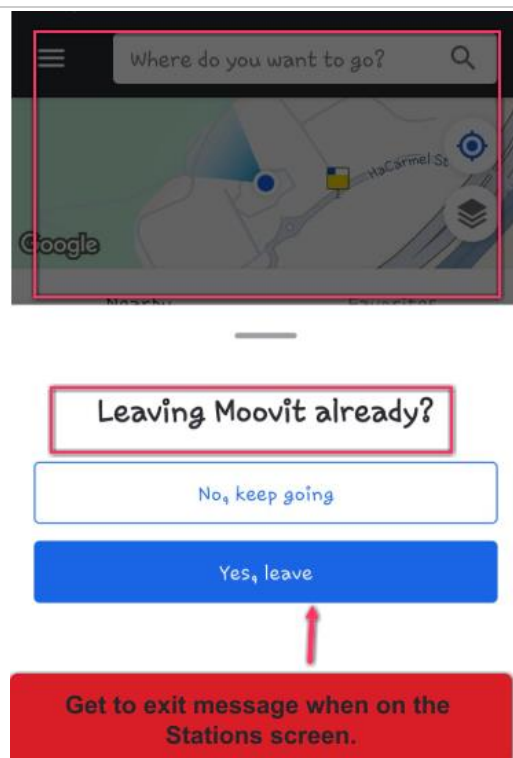
1. Enter Moovit.
2. Click on **"Stations"**.
3. Click on the **"back"** button on your phone.

Actual Result:

Get a pop-up message asking if you want to exit the app.

Expected Result:

When on **"Stations"** or any other section of the toolbar and clicking on the **"back"** button should go back to **"Directions"** as it is the **"home page"** of the app Then when clicking again the **"back"** button should get the exist pop-up message.



[MOOV-33] Notifying driver at the stop Accessibility.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S5 - Low		

Description**Steps to Reproduce:**

1. Enter Moovit.
2. Click on the three-line side menu.
3. Scroll down and click on "Accessibility".
4. Click on "Notifying driver at the stop"

Eligibility code

To contact the driver, please enter the eligibility code you received from The Israel Center for the

Blind

Code

Actual Result:

This option works only for blind Israeli citizens.

Blind tourists doesn't have eligibility code

Expected Result:

Blind tourists should be able to use the "Notifying driver at the stop" as well.

Connect

[MOOV-34] When on Accessible route mode it shows accessible transportation options only.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Medium
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S3 - Major		
Description			

Steps to Reproduce:

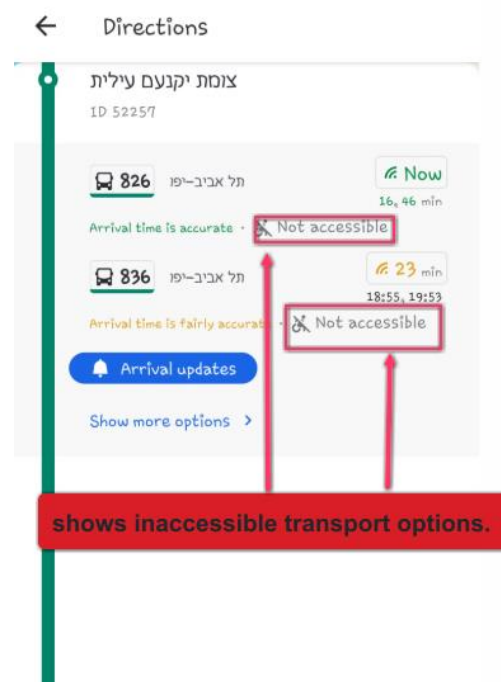
1. Enter Moovit.
2. Click on the three-line side menu.
3. Scroll down and click on "Accessibility".
4. Turn on "Accessible routes".
5. Search for "Tel Aviv".
6. Check if it shows accessible routes only.

Actual Result:

Although the "Accessible routes" option is turned on it shows inaccessible transport options.

Expected Result:

When the "Accessible routes" option is turned on it should show accessible public transportation options only and if there are none available it should show a message.



[MOOV-35] No warning about dangerous areas .

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	High
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S4 - Minor		

Description

Steps to Reproduce:

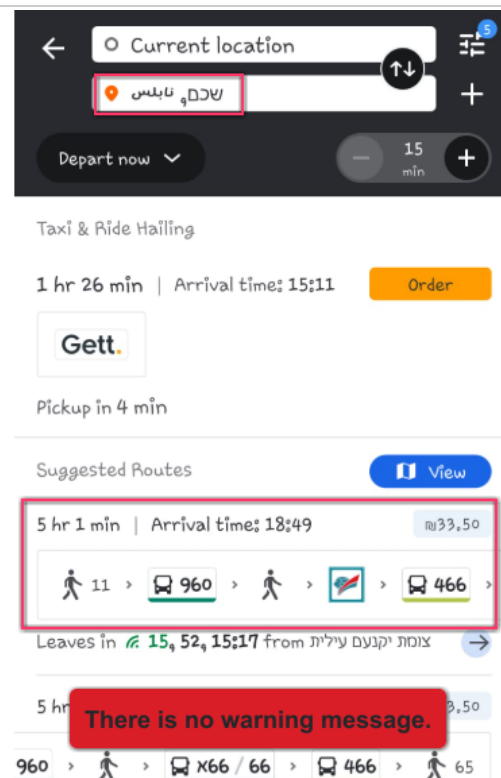
1. Enter Moovit.
2. In “**Direction**” go to search.
3. Search for “שכח”.

Actual Result:

You get directions to get there.

Expected Result:

Nablus (שכח) is in the A areas which Israeli citizens are prohibited from entering. There should be a warning message warning you that you are going into a dangerous and prohibited area.



[MOOV-36] Unable to see ride prices in every country.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Medium
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10. Device: Galaxy S9. App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

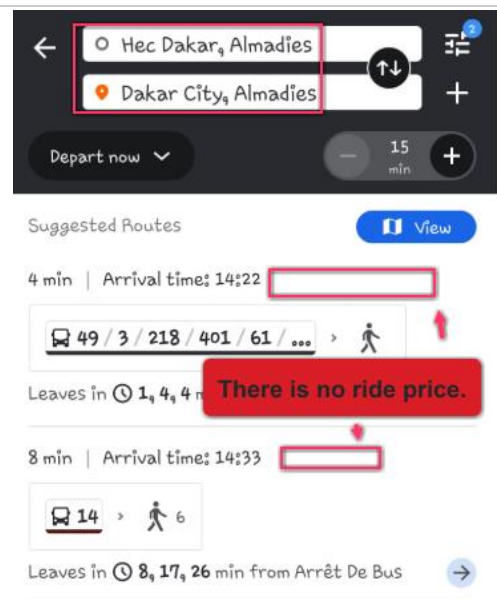
1. Enter to Moovit
2. “Isreal“ in the top right corner.
3. Search and click on “Dakar“ under “Senegal “ metro area.
4. In “**Directions**“ search for a route between “Hec Dakar“ and “Dakar City“.

Actual Result:

Can’t see the route price in this metro area.

Expected Result:

Should be able to see route prices in all metro areas.



[MOOV-37] Filter by destination station in bus station.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Medium
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10. Device: Galaxy S9. App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

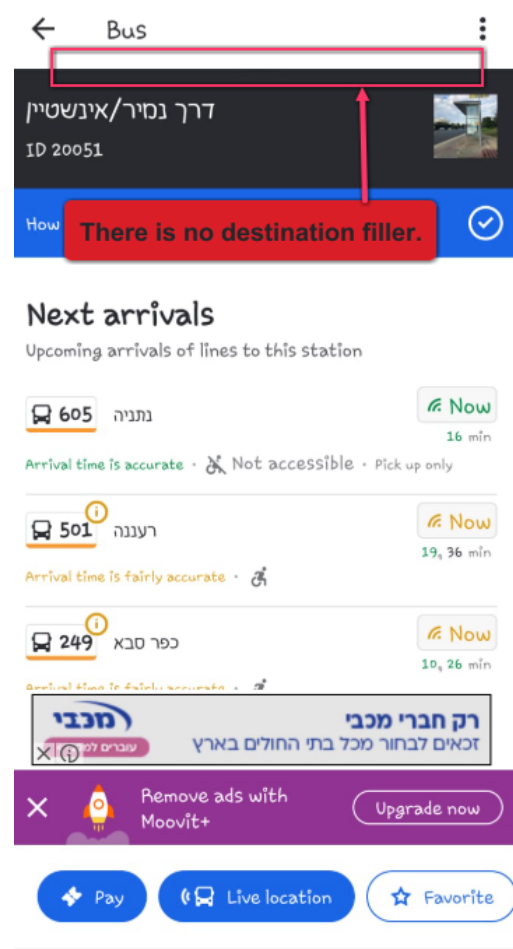
1. Enter Moovit.
2. In the lower tool bar go to “Stations”.
3. Search for “דרך נמיר/אינשטיין” bus station.
4. The same issue happens at the Light Rail station and Carmelit/Rachblit station.

Actual Result:

There is no way to filter by bus destination.

Expected Result:

A bus station should have an option to filter by bus destination, similar to the one in a train station.



[MOOV-38] Filter by wheelchair accessibility in bus station.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

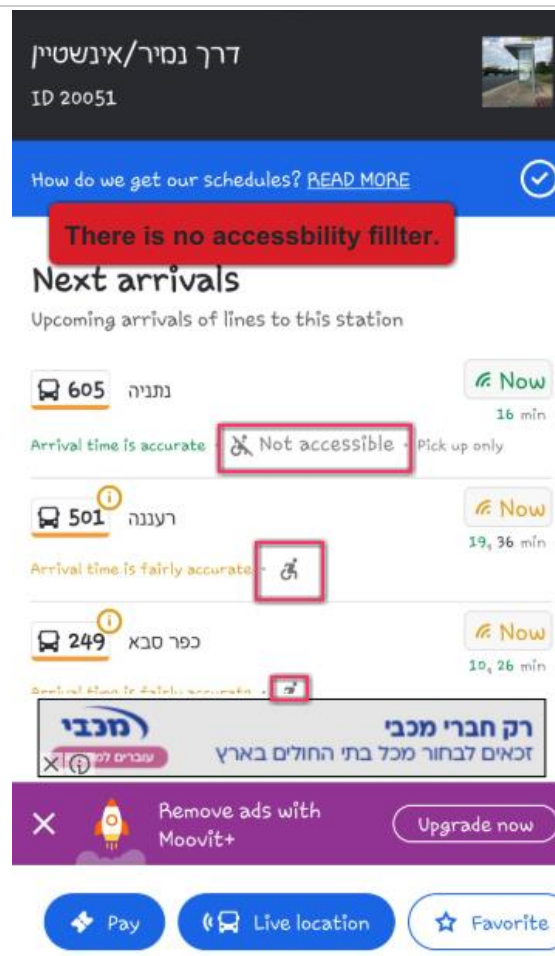
1. Enter Moovit.
2. In the lower tool bar go to "Stations".
3. Search for "דרך נמיר/אינשטיין" bus station.
4. Check if there is filter by wheelchair-accessible lines only.
5. The same issue happens at the Light Rail station and Carmelit/Rachblit station.

Actual Result:

There is no way to filter by wheelchair-accessible lines.

Expected Result:

There should be an option to filter wheelchair-accessible lines so disabled people will have an easier time knowing which lines they can use in this station.



[MOOV-39] There is an option to sort routes by route price.

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S5 - Low		

Description

Steps to Reproduce:

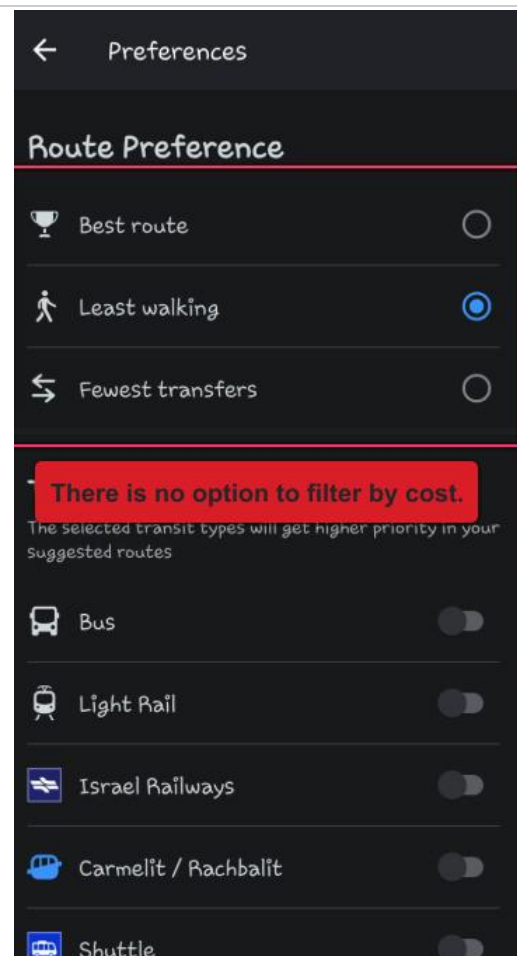
1. Enter Moovit.
2. In “**Directions**“ search for “Tel Aviv“.
3. Click on preferences in the top right corner.
4. Check if there is an option to filter by routes by cost.

Actual Result:

There is no way to filter by route cost.

Expected Result:

There should be an option to filter by route cost in the trip preferences.



[MOOV-40] **There is an option to change the currency of the metro area.**

Status:	To Do		
Project:	Moovit		
Type:	Bug	Priority:	Low
Reporter:	Shon	Assignee:	Unassigned
Environment:	Operating System: Android version 10 Device: Galaxy S9 App Version: 5.160.0		
Severity:	S5 - Low		
Description			

Steps to Reproduce:

1. Enter Moovit.
2. Click on the three-line side menu.
3. Scroll down and click on “Settings”.
4. Check if there is a metro currency option.

Actual Result:

There is no way to change the metro currency.

Expected Result:

Should be able to change the app currency regardless of the metro area or current location.

