

## Web Site Testing Checklist

### 1. Client Side Testing

#### 1.1. Usability

##### 1.1.1. General

- ☒ Can the typical user run the system without aggravation?
- ☒ Is it easy to learn and use?
- ☒ Is the website searchable?
- ☒ Are the instructions on how to use the site clear to the user?
- ☒ If you follow each instruction does the expected result occur?
- ☒ Is all terminology understandable for all of the site's intended users?
- ☒ Can you get to your desired location with 4 or less clicks from the Home Page?
- ☐ Is contact information for the site owner readily visible and available (name, telephone number, email address, mailing address, fax number)? - **Checklist bug 1**
- ☒ If a user wishes to bookmark a page, is the page name easily understandable?
- ☒ If a user wishes to add a page to his Favorites list, is the page name easily understandable?
- ☒ Does your site's Web address appear in the History list if the user allows for historical page recording?
- ☒ Is data that is requested of the user essential to the process for which it is requested? For example do you need a user's date of birth in order to process his book order or are you simply asking for too much user information?

##### 1.1.2. Design

###### 1.1.2.1. GENERAL

- ☒ Is page layout consistent from page to page?
- ☒ Is each page organized in an intuitive manner?
- ☒ Is the page background (color) distraction free?

###### 1.1.2.2. GRAPHICS

- ☒ Are graphics used consistently?
- ☒ Are graphics optimized for quick downloads?
- ☒ Are all graphics properly aligned?
- ☒ Do all the images add value to each page, or do they simply waste bandwidth?
- ☒ Are graphics being used the most efficient use of file size?
- ☒ Does text wrap properly around pictures/graphics?
- ☒ Are images displayed at their defined location? Are they correctly sized?

### 1.1.2.3. OTHER

#### 1.1.2.3.1. Text

- ☒ Is all text properly aligned?
- ☒ Do pages print legibly without cutting off text?
- ☒ Are all referenced web sites or email addresses hyperlinked?

#### 1.1.2.3.2. Font - - **Checklist bug 2**

- ☐ Are fonts too small to read (remember not everyone may have the same vision...)?
- ☐ Are fonts too large?
- ☐ Does your solution require special fonts?

#### 1.1.2.3.3. Tables

- ☒ Are all of the parts of a table present? Correctly laid out? Can you confirm that selected texts are in the right place?
- ☒ Does the user constantly have to scroll to the right to see items in a table?
- ☒ Do tables print out properly?
- ☒ Are certain rows excessively high because of one entry?

#### 1.1.2.3.4. Forms

- ☒ Are all of the parts of a form present? Correctly laid out? Can you confirm that selected texts are in the right place?

### 1.1.3. Links

- ☒ Is there a link to home on every single page?
- ☒ Are all internal links performing correctly (Does a link bring you to the page it said it would?)?
- ☒ Are all external links performing correctly?
- ☒ Do all links achieve target as defined (new window, same window, specific location on a page)?
- ☒ Are hyperlink colors standard?
- ☒ Does each hyperlink work on each page?
- ☒ Does the page you are linking to exist? Are there any broken links?

### 1.1.4. Navigation

- ☒ Is a navigational bar present on every screen?
- ☒ Is the navigation bar consistently located?
- ☒ Can a user navigate using text only (Tab button, text input)?
- ☒ Can a user navigate without the use of a mouse?
- ☐ Can your site be used by the visually impaired? Red/Green Color-Blind, less than 20/20 vision, etc. **Checklist bug 2**
- ☒ Does tabbing work consistently, in a uniform manner?

## 1.2. GUI

### 1.2.1. Fields

- ☒ Can text be entered in numeric fields?
- ☒ Can wildcards be used in searches?
- ☒ Can spaces and blank values be entered in fields?
- ☒ Are long strings accepted?
- ☒ Do fields allow for the maximum amount of text to be entered?
- ☒ Are the initial values of checkboxes and radio buttons correct?
- ☒ Are you restricted to only selecting one radio button in a group at one time?
- ☒ Do check boxes trigger the desired event?
- ☒ Is intelligent error handling built into your data verification? IE. If Date of Birth is a required field MM/DD/YYYY, it is unlikely that the person entering the data was born in 1857.

### 1.2.2. Buttons

- ☒ Does the Back button work as intended? It should not open a new browser window, redirect you to another site, prevent caching such that the Back navigation requires a fresh trip to the server; all hypertext navigation should be sub-second and this goes double for backtracking
- ☐ Does content remain if you need to go back to a previous page, or if you move forward to another new page? - [Checklist bug 3](#)

### 1.2.3. Other

- ☒ Can users use copy/paste functionality?

## 1.3. Compatibility

### 1.3.1. Resolution

- ☒ Does the site look good on 1024x768, 600x800 etc.?

### 1.3.2. Browsers

- ☒ Have all supported browsers been tested?
- ☒ Do images display correctly with browsers under test?
- ☒ Have you verified that fonts are usable on any of the browsers?
- ☒ Have you printed your site's content from various browsers?
- ☐ Have you tested graphic images across browsers? – [Several GUI bugs found](#)

## 2. Server Side Testing

### 2.1. Connectivity

- ☐ Is information archived and easily retrievable?
- ☐ Does the home page load quickly?

### 2.2. Data Verification

- ☐ Is the accuracy of stored data sustained?
- ☐ Has data been verified at the workstation?
- ☐ Has data been verified at the server?
- ☐ Have you ensured that what the user is entering on the workstation is yielding the right information on the server?

### 2.3. Security

#### 2.3.1. General

- ☒ Can the accuracy and trustworthiness of the system easily be confirmed?
- ☒ Are you prevented from entering the same information multiple times (order forms, free samples, etc.)?
- ☒ Is a unique identifier assigned to each user entering form data?
- ☒ Does the application include time-outs due to inactivity?

#### 2.3.2. User Login

- ☒ Does the site prompt for user name and password?
- ☒ Are concurrent log-ons permitted?
- ☒ Does your server lock out an individual who has tried to access your site multiple times with invalid login/password information?

#### 2.3.3. Cookies

- ☐ Does the solution require cookies?
- ☐ Does the solution work even if users disable cookies?
- ☐ Has information stored in cookies been verified?
- ☐ Is cookie information being incremented properly?
- ☐ Have you prevented cookies from being editable by the user?
- ☐ Have you checked to see what happens if a user deletes cookies while in site?
- ☐ Have you checked to see what happens if a user deletes cookies after visiting a site?

#### 2.3.4. Secured Pages

- ☐ Is bookmarking disabled on secure pages?
- ☒ Does the key/lock display on status bar for insecure/secure pages?
- ☒ Is Right Click, View, Source disabled?
- ☐ Do your users know when they are entering or leaving secure portions of your site? - **Checklist bug 4**

### 2.4. Performance

- ☐ Can the system work effectively for one user, ten users or a thousand?
- ☒ Does the system operate in the same way across different computer and network configurations, platforms and environments, with different mixes of other applications?
- ☐ Have you defined standards for response time (i.e. all screens should paint within 10 seconds)?
- ☒ Does the system meet its goals for response time, throughput, and availability?

### 2.5. Load/Concurrent Usage

- ☐ Is the system able to handle extreme or stressful loads?

## 2.6. Volume

- ☐ Can the site sustain short periods of usage at high volume? – **Bug** [HZ-9](#)
- ☐ Can the site sustain large transactions without crashing?

## 2.7. Stability

- ☐ Is the system able to continue operating correctly over time without failure?
- ☐ Can the site sustain long periods of continuous usage by 1 user?
- ☐ Can the site sustain long periods of usage by multiple users?

### 2.7.1. Recovery

- ☐ If the system does crash, are the re-start and recovery mechanisms efficient and reliable?
- ☒ If you leave the site in the middle of a task does it cancel?
- ☒ If you lose your Internet connection does the transaction cancel?
- ☐ Does your solution handle interruptions in file transfer?
- ☒ Does your solution handle browser crashes?
- ☐ Does your solution handle network failures between Web site and application servers?
- ☐ Does your solution handle the database server becoming inaccessible?