

2.0 User Requirements

2.1 Guest Users

- Verify that Guest users will be able to access the application without registration.
- Verify that the search functionality works correctly when flights, hotels and tours are used.
- Verify that the search functionality works correctly when the search query is empty.
- Test the search functionality by entering a valid search term and verifying that the correct results are displayed.
- Test the search functionality by entering an invalid search term and verifying that no results are displayed.
- Check that the search functionality works as expected when no results are found.
- Check that the search functionality works as expected when there are multiple results.
- Verify that users will have the ability to access flight, hotel and tour options as well as visa information without requiring an account.
- Verify that guest users will also be able to make inquiries.

2.2 Registered Users (B2C)

2.2.1 Sign-Up Process

First Name:

- Check if the first name is mandatory.
- Check if the first name field uses only alphabets.
- Test if the field shows error message for numbers and special characters entry.
- Check if the field shows an error message when left blank.

Last Name:

- Check if the last name is mandatory.
- Check if the last name field uses only alphabets.
- Test if the field shows error message for numbers and special characters entry.
- Check if the field shows an error message when left blank.

Phone number:

- Check for valid/invalid phone numbers.
- Test the field with leading/trailing spaces and for its maximum length.
- See if the phone number is duplicate/already existing in the database.
- Test if the email address shows an error message when left blank.
- Check if the last name field allows numbers only.
- See if the phone number field shows an error message for alphabets and special characters entry.

- Verify country flags are shown with the Mobile Number field or not.
- Verify with Flags country code is shown or not with the Mobile Number field.

Email address:

- Check for valid email address format.
- Check for invalid email address format.
- Test if the email address shows an error message when left blank.
- Check if the field is case sensitive.
- Test the field with leading/trailing spaces and for its maximum length.
- See if the email address is duplicate/already existing in the database.
- Verify if the correct email address is saved in the database or not by clicking on the Save or Next button.

Password:

- Check that user is able to enter the password in the text box
- Check that when the user types the password it gets encrypted or not.
- Check the password field by entering the space.
- Check the data type for the password field (Whether it accepts alphabet, numeric, and special char depends on customer requirement)
- Check the alert message when have not entered the password as per requirement.
- Check that if there is any progress bar (weak, medium, strong)
- Check that the user is able to paste in the password field.
- Check the max char limit for the char fields.
- Check the functionality of the view icon (if the password is filed, verify that clicking on the view icon password getting displayed)
- Check the asterisk symbol for the password field if it is a mandatory field.
- Check the alert message When a user leaves the password field blank.

Confirm Password:

- Verify the password and confirm the password by entering the same value.
- Verify that when the user enters a confirmed password it does not match the password.
- Check that when the user enters the password it does not match to confirm the password.
- Check that when the user enters only the password and leaves the confirm password field blank.
- Check that the alert message shows or not when the user enters confirms a password that does not match to password.
- Check that the alert message shows or not when the user leaves the confirm password blank.

2.2.2 Google Sign-Up

- Verify that the First Name field is present.
- Verify that the Last Name field is present.
- Verify that the Username field is present.

- Verify that the Password field is present.
- Verify that the Confirm Password field is present.
- Verify that all the fields are clickable.
- Verify that all the fields are editable.
- Verify that the “Sign In Instead” link is present.
- Verify that the Next button is present on the page.
- Verify that tab functionality is working properly or not.
- Verify that Enter/Tab key works as a substitute for the Submit button
- Verify that input fields accept Alphabets, Numbers or special symbols.
- Verify the maximum and minimum length accepted for each field.
- Verify that all the fields such as Username, First Name, Last Name, Password and other fields have a valid placeholder
- Verify that when the user enters all fields except one field and click on the next button, an error message should be displayed.
- Verify that if the user enters a different password and confirms passwords, an error message should be displayed.
- Verify that the error message should be displayed if the user selects an already taken username/email.
- Verify that the password entered by the user should be masked.
- Verify that when the user clicks on the eye button password should be unmasked.
- Verify that when the user fills all details and clicks on the next button, Verifying your phone number page is displayed.

2.2.3 Sign-In Process

- Verify that the User is able to Login with Valid Credentials.
- Verify that the User is not able to Login with an invalid Email and invalid Password.
- Verify that the User is not able to Login with a Valid Email and invalid Password.
- Verify that the User is not able to log in with an invalid Email and Valid Password.
- Verify that the User is not able to log in with a blank Email or Password.
- Verify that the User is not able to Login with inactive credentials.
- Verify that the login credentials, mainly email & password, are stored in a database in an encrypted format.
- Verify that clicking on the browser back button after successful login should not take the User to log out mode.
- Verify that the validation message is displayed in the case when the User leaves Email or Password as blank.
- Verify that the “Remember Me” checkbox is unselected by default (depends on business logic, it may be selected or unselected).
- Verify that the timeout of the login session (Session Timeout).
- Verify that the logout link is redirected to the login/home page.
- Verify that User is redirected to the appropriate page after successful login.
- Verify that the User is redirected to the Forgot password page when clicking on the Forgot Password link.
- Verify that the User is redirected to the Create an account page when clicking on the Signup / Create an account link.

- Verify that the User should be able to login with the new password after changing the password.
- Verify that the user should not be able to login with the old password after changing the password.
- Verify that spaces should not be allowed before any password characters are attempted.
- Verify whether the user is still logged in after a series of actions such as sign-in, close the browser, and reopen the application.
- Verify the ways to retrieve the password if the user forgets the password.
- Verify that clicking on the browser back button after successful logout should not take the User to a logged-in mode.
- Verify that there is a limit on the total number of unsuccessful login attempts (No. of invalid attempts should be based on business logic.)
- Verify the password can be copy-pasted. System shouldn't allow users to copy and paste passwords.
- Verify that the "Remember password" checkbox is unselected by default (depends on business logic, it may be selected or unselected).
- Verify whether the login form is revealing any security information by viewing the page source.
- Verify if SQL Injection attacks work on the login page. The application should not be vulnerable to SQL injection attacks.
- Verify whether Cross-site scripting (XSS) vulnerability works on a login page. XSS vulnerability may be used by hackers to bypass access controls.

3.0 User Dashboard

3.1 Update Profile

1) Profile Picture, File Format, File Size

- Check Upload Image button is clickable or not.
- Check whether the entire button with button text is clickable or not.
- Check if the warning message is displaying or not with the click of the upload button without selecting any image.
- Check if there is any restriction on image file size to upload.
- Check during uploading whether any progress bar is displayed or not.
- Check after the upload if the user can see the image or not.
- Check whether uploading by drag and drop image functionality is working or not.
- Check whether the image is uploading if the user clicks the cancel button while uploading the file.
- Check if proper upload guidelines are mentioned for the pic upload ex: size, resolution, naming what is inappropriate etc.

- Check the allowed image file extensions like .jpg, .jpeg, .bmp, .gif, .png, .svg, and .ico for uploading images.
- Check if the user is getting any warning messages on uploading non-image files like extension .doc, .docx, .xls, .xlsx, .pdf, .rar, .zip, etc.
- Check on the click upload button if the file selection dialogue shows only supported files listed.
- Check whether tools like crop, edit etc. options display after uploading the image.
- Check by uploading images of specific width and height if the specified image is accepted or otherwise rejected.
- Check the image quality after upload. The quality of the image should not be changed after uploading the image.
- Check whether file size restrictions (Minimum Size, Maximum Size) are working.
- Check whether the image size is shown or not with the uploaded image.
- If the User selects YES, delete, then the Picture should be deleted and replaced with a blank/default Profile Picture icon.
- If the User selects NO, don't delete, then the Picture should remain as it is.
- If no Profile Picture is there, tapping Delete should show an error.

2) First Name

- Check if the first name is mandatory.
- Check if the first name field uses only alphabets.
- Test if the field shows error message for numbers and special characters entry.
- Check if the field shows an error message when left blank.

3) Last Name

- Check if the last name is mandatory.
- Check if the last name field uses only alphabets.
- Test if the field shows error message for numbers and special characters entry.
- Check if the field shows an error message when left blank.

4) Phone number

- Check for valid/invalid phone numbers.
- Test the field with leading/trailing spaces and for its maximum length.
- See if the phone number is duplicate/already existing in the database.
- Test if the email address shows an error message when left blank.
- Check if the last name field allows numbers only.
- See if the phone number field shows an error message for alphabets and special characters entry.
- Verify country flags are shown with the Mobile Number field or not.

- Verify with Flags country code is shown or not with the Mobile Number field.

5) Email address

- Check for valid email address format.
- Check for invalid email address format.
- Test if the email address shows an error message when left blank.
- Check if the field is case sensitive.
- Test the field with leading/trailing spaces and for its maximum length.
- See if the email address is duplicate/already existing in the database.
- Verify if the correct email address is saved in the database or not by clicking on the Save or Next button.

6) Address

- Verify that when the user clicks on the address field the text cursor should be displayed in the address field.
- Verify that the user should be able to enter alphabetic characters in the address field or not.
- Verify that the user should be able to enter numeric characters in the address field or not.
- Verify that the user should be able to enter special characters in the address field or not.
- Verify the maximum length of the address field.
- Verify the minimum length of the address field.
- Verify that the user should get a validation error message if a user left a blank field.
- Verify that the validation message should be displayed properly below the address field.

7) City, Country, State/Region/Province, Postal/Zip Code

- Verify that by default the 'Select' option should be selected on the City, Country, State/Region/Province dropdown field.
- Verify that the City, Country, State/Region/Province dropdown field is clickable or not.
- Verify that all City, Country, State/Region/Province are properly displayed on the dropdown list or not.
- Verify that the country flag is displayed or not in the drop down list.
- Verify that the user is able to scroll up and down to select a City, Country, State/Region/Province in the nationality drop down list.
- Verify that search functionality is available in the City, Country, State/Region/Province dropdown list or not.
- Verify that the user is able to select any City, Country, State/Region/Province or not.

- Verify that if the user leaves a blank City, Country, State/Region/Province field then validation error message should be displayed.
- Verify that the postcode field should be clickable.
- Verify that when the user clicks on the postcode field the text cursor should be displayed in the postal code area.
- Verify that the user should be able to enter text in the post code field.
- Verify that the user is able to enter only the numeric field in the post code field or not.
- Verify that the user should be able to enter only alphanumeric characters in the post code field.
- Verify the maximum length for the post code field.
- Verify the minimum length for the post code field.
- Verify boundary values for the post code field.
- Verify that entered values should be properly visible or not.
- Verify that the user is able to paste copied postcode in the postal code field or not.

3.2 Change Password

- Verify that Password, New Password and Confirm Password fields are clickable or not.
- Verify that validation error messages should be displayed properly or not.
- Verify that password strength for New Password and Confirm Password field.
- Verify that the alert message should be displayed when the user enters an invalid Current Password.
- Verify that Password, New Password and Confirm Password field with the maximum length.
- Verify that Password, New Password and Confirm Password field with the minimum length.
- Verify that strength helper text should be displayed when the user enters the password into New Password and Current Password field. such as “Easy”, “Weak”, “Strong”.
- Verify that New Password and Confirm Password fields are case sensitive or not.
- Verify that the Change Password button should be working properly.
- Verify that the user should have received a confirmation message to change the password.
- Verify that only numeric characters should not be allowed in the Password and Confirm Password field.
- Verify that only special characters should not be allowed in the Password and Confirm Password field.
- Verify that numeric special characters should not be allowed in the Password and Confirm Password field.
- Verify that mismatched passwords should not be allowed in the Password and Confirm Password field.
- Verify that change password functionality with blank New Password and Current Password field.

3.3 Bookings

1) Hotel bookings -

- Check-in:
 - Check by entering a valid “From” date in the date picker field.
 - Check by entering an invalid “From” date in the date picker field – Eg, from date, is greater than to date.
 - Check by entering a valid “Time” in the time picker field.
 - Check by entering an invalid “Time” in the time picker field.
- Check-out:
 - Check by entering a valid “From” date in the date picker field.
 - Check by entering an invalid “From” date in the date picker field – Eg, from date, is greater than to date.
 - Check by entering a valid “Time” in the time picker field.
 - Check by entering an invalid “Time” in the time picker field.
- Property Details:
 - Verify that the Hotel Name, Address, Property Contact & Total Amount.
 - Verify that tab functionality is working properly or not.
 - Verify that all the fields such as Hotel Name, Address, Property Contact, Total Amount and other fields have a valid placeholder.
- View Booking Confirmation:
 - Check if the user receives booking confirmation from the site.
 - Check the received confirmation mail is displayed in the Inbox of the user email account.
 - Check the Booking Confirmation mail contains the login credentials when an anonymous user Book Hotel from the site (if this is enabled on the site).
 - Check if the user can log in with the credentials shared in the confirmation email.
 - Check the purchased product is displayed after login into that site.
 - Check the filled details during the purchase are displaying, like Email address, Billing address, Billing phone, Shipping address, Shipping phone, etc., are showing correctly.
 - Check if the payment method is displayed in the email.
 - Check if the order summary, like the order number, Order date, Shipping method, product subtotal, Shipping cost, and Total amount, is displayed in the confirmation email.
 - Check the purchased product name and its quantity are displayed correctly.
 - Check the contents of the mail have the proper spacing and alignment.
- Download & Print Invoice:

3.6 Notifications

- Verify the notification is clickable & it's open up the notification.
- Verify the sound & vibration.
- Verify the notification should get removed from the notification bar once the notification is opened.
- Test that the content of notifications is accurate and up-to-date.
- Confirm that notifications are delivered promptly and reliably.
- Test notification delivery by sending notifications to various users or devices.
- Test the notification history feature to ensure users can view past notifications.
- Test the ability for users to provide feedback on notifications (e.g. mark as read, dismiss).
- Test the performance of the notification system under load, with a large number of concurrent notifications.
- Test notifications on various devices and platforms (e.g. web, mobile, desktop).
- Verify that notifications display correctly and consistently.
- Verify that all booking flights, hotels or tours, users will instantly receive short notifications confirming their reservations through SMS and within the system.
- Verify that email Notifications will provide users with essential booking details, including dates, times, destinations and booking references.
- Verify that the users may receive notification alerts when there are updates or changes in the status of their visa processing requests.