***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)?
* 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

* 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 the 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.
* 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?

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?

**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?

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?
* 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?