**Bug Report - Shein.com**

**Date:** 10-Nov-2024

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| **Platform** | **Browsers** |
| --- | --- |
| Windows 10, Android 10 | Chrome, Firefox |

| **Who Detected** | **How Detected** | **Status** |
| --- | --- | --- |
| QA (Abhishek Kolapkar) | Manual Testing | Open |

| **Module** | **Bug ID** | **Issue** | **Reproducing Steps** | **Expected Outcome** | **Priority** | **Severity** | **Screenshot** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Register** | BUG\_001 | No alert messages are displayed when any mandatory field information not provided | 1. Go to the signup page 2. Don’t fill up the mandatory fields 3. Click "Sign up" | Alert messages should be displayed while trying to register without mandatory info. | Medium | Minor | [Bug-SS](https://prnt.sc/rOxBaSlUol83) |
| BUG\_002 | Users cannot register using their Facebook account | 1. Go to the register page 2. Click sign up using Facebook 3. Provide all the mandatory info | Users should be able to register through Facebook | Medium | Minor | [Bug-SS](https://prnt.sc/S73qLcaPDBSm) |
| BUG\_003 | An account cannot be verified by email | 1. Go to the register page 2. Fill in all necessary information and register 3. Go to your email inbox and click on the confirmation email | Account should be verified by the email that is sent to the user | Medium | Major | [Bug\_SS](https://prnt.sc/zOlmuIN0blia) |
| BUG\_004 | The keyboard tab functionality is not working during the process | 1. Go to the register page 2. Use the tab button to navigate from one field to another | The user should be able to use the tab to go from one field to another | Low | Minor | [Bug\_SS](https://prnt.sc/AHQsSpLGyG5M) |
| **Login** | BUG\_005 | Log in page not showing proper warning messages | 1. Go to the login page 2. Input no credentials 3. Click on the login | Log in page should display proper warning messages | Medium | Minor | [Bug\_SS](https://prnt.sc/50g74kSiW4Zf) |
| BUG\_006 | If the location is changed user cannot log into their account, instead they are taken to the signup page | 1. Go to the login page 2. Change the location 3. Input valid credentials and log in | The user should be able to sign in even after changing location | Medium | Minor | [Bug\_SS](https://prnt.sc/dr7_gs6bJzs4) |
| **Forgot Password** | BUG\_007 | Placeholder text is not displayed in the e-mail address field of the forgot password page | 1. Click on the 'Forgotten Password' link from the Login page 2. Check Placeholder text for the 'E-Mail' Address field | Proper Placeholder text should be displayed inside the 'E-Mail Address' fields of the 'Forgotten Password' page | Medium | Minor | [Bug\_SS](https://prnt.sc/JsAga9cNlZul) |
| BUG\_008 | No breadcrumb is shown on the forgot password page | 1. Click on the 'Forgotten Password' link from the Login page 2. Check the working of Breadcrumb | Proper breadcrumbs should be displayed | Low | Minor | [Bug\_SS](https://prnt.sc/sss_gcQC7VXV) |
| BUG\_009 | The password visibility of the password and confirm password fields is not present | 1. Click on the reset password link available in the email 2. Enter any text into the 'Password' and 'Confirm' fields on the 'Reset your Password' page | User should be able to toggle password visibility for security purposes | Medium | Minor | [Bug\_SS](https://prnt.sc/quQDq1VzJlN6) |
| **Logout** | BUG\_010 | The user not getting logged out from all devices after logging out | 1. Click on the 'My Account' drop-menu in Chrome Browser 2. Select the 'Logout' option 3. Perform any operation that requires the user to log in, like going to the My Account page | The user should be logged out of all devices | Medium | Minor | [Bug\_SS](https://prnt.sc/B3ClNUiVXAQR) |
| **Search** | BUG\_011 | When searching for a non-existing product, instead of showing no products, irrelevant products are shown. | 1. Enter non-existing product name into the 'Search' text box field 2. Click on the button to have the search icon | The message "No products" should be displayed | Medium | Minor | [Bug\_SS](https://prnt.sc/gOEHQxluFy_E) |
| BUG\_012 | Searching without writing anything inside the search box shows random results. | 1. Don't enter anything into the 'Search' text box field 2. Click on the button to have the search icon | 'There is no product that matches the search criteria' should be displayed on the Search Results page | Medium | Minor | [Bug\_SS](https://prnt.sc/Hy1VbPjIJ3vq) |
| BUG\_013 | The keyboard tab functionality isn’t working properly on the search items page. | 1. Press the Tab and Enter keys to perform the Search operation and select several options on the Search page | The user should be able to use the tab to go from one field to another | Medium | Minor |  |
| **Address Book** | BUG\_014 | The default address gets deleted directly without any warning to create a new default address if the user tries to delete it. | 1. Click on the 'Address Book' option. 2. Click on the 'Delete' button of the default address displayed on the 'Address Book Entries' page | The default address should not be allowed to be deleted until a new default address is created | Medium | Minor | [Bug\_SS](https://prnt.sc/qlPPIMmzhq14) |
| **Product Details** | BUG\_015 | No options for the user to like, tweet or share their favourite products on social media platforms | 1. Go to any product details page 2. Check if the sharing to social media option is available | User should be able to like and share their favourite products on social media platforms | Medium | Minor | [Bug\_SS](https://prnt.sc/Z71VfQeKNJyk) |
| **Wishlist** | BUG\_016 | Users cannot put products on a wishlist directly from the search results page.e | 1. Enter any existing Product name into the Search text box field 2. Click on the button having the search icon 3. Click on the 'Add to Wish List' option of a product that is displayed on the 'Search Results' page | Users should be able to put products on a wishlist directly from the search results page | Medium | Minor | [Bug\_SS](https://prnt.sc/xBi-fCeAtM7b) |
| **Contact Us** | BUG\_017 | User is not able to change their reactions to the answers once they have already provided a reaction. | 1. Go to the customer care page 2. In the FAQ section click to view more 3. On the support page click on the like or dislike button | User should be able to change their reactions to the answers even after they have already provided a reaction | Medium | Minor | [Bug\_SS](https://prnt.sc/TmQPO5gqB3Dj) |
| BUG\_018 | When hovering over the example questions, the same question pops up once again | 1. Go to the customer care page 2. Click on the customer service button. 3. Click on any of the questions 4. Check the UI of the page | The questions should give appropriate answers using proper styling and UI | Medium | Minor | [Bug\_SS](https://prnt.sc/Ip6LG31utgzm) |
| **Global** | BUG\_019 | Users cannot return to the US version of the website once they have navigated to the international version. | 1. Go to the global icon on the home page 2. Click the US site link | The user should be able to return to the US version of the website | Medium | Minor | [Bug\_SS](https://prnt.sc/3z6Swb8JHrQw) |