

## BUG:

### Summary

Contact Page > User able to successfully submit the "Contact Us" form without entering any data in "Message Field" and no error message is displayed

### Priority - Major

### Environment:

Production: <https://www.perfectward.com/>

### Browsers:

**Mac OS:** Chrome V93, Firefox V92, Safari

**Windows:** Chrome V92, Firefox V92, Microsoft Edge

### Devices:

**iOS:** iPhone X V13.2, iPhone 12 V14.3.2, iPhone 12 Pro V15

**Android:** Chrome V92, Firefox V92, Microsoft Edge

### Description

No Error message is displayed to the user even if the "Message Field" is empty and "Contact Us" form is submitted.

### Steps to Reproduce:

1. Launch the Perfect Ward site (<https://www.perfectward.com/>) in the browser
2. Check the site load and go to "Navigation bar" on the top
3. Click on "Contact" Tab
4. Check the Contact form appears
5. Enter the details in the form - First name, Last name, Email, Telephone, Role, Sector, Organisation, How did you hear About Us
6. Don't enter any data in "Message" section
7. Select the box "I confirm that I have read and understood the Perfect Ward privacy policy and agree to its terms"
8. Click on "Submit" button
9. Check there is no "Error message appeared" for "Message" section

### Actual Results:

No error message is appearing when the “Message field” is blank and submitted the form in Contact page

### Expected Results:

Error message should appear if the “Message field” is not empty and user submits the form in Contact page. The message should **“The field is required”** as per the requirements.

### Screenshot attached for reference

The screenshot shows the contact page of PerfectWard. The header includes the company logo and navigation links: IPC, Features, Our Solution, Resources, and Contact. A 'Book a Demo' button is also present. The main content area contains contact details: 'info@perfectward.com', 'Call 020 7420 9378', and support hours 'Monday to Friday 9:00 - 17:30\*'. A 'MESSAGE' section has a text input field and a 'Submit' button. A checkbox for the privacy policy is checked. A footer bar promotes downloading a company brochure.

PerfectWard

IPC Features Our Solution Resources Contact Book a Demo

For all other enquiries please contact us via email, telephone or send us a question by completing the form to the right:

info@perfectward.com

Call 020 7420 9378

Support is available Monday to Friday 9:00 - 17:30\*

\*excluding bank holidays.

MESSAGE

Your message

☐ By clicking Submit, I confirm that I have read and understood the Perfect Ward privacy policy and agree to its terms

Submit

COOKIES For more information download our company brochure

Screenshot showing no error message and where need to be present.