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| **Website** **Testing Checklist** | | | |
| **Tested By** | Dmytro Zubenko | **Date** | 10.11.2022 |
| **Application Name** | DjangoHelpdesk (https://django-helpdesk-demo.herokuapp.com) | | |
| **Procedure** | | **Pass/Fail/Skip** | **Comments** |
| **Homepage functionality** | | | |
| ***Submit a Ticket*** | | | |
| Check the “Queue” dropdown menu selection | | **Pass** |  |
| Enter a valid amount of symbols in the “Summary of the problem” field | | **Pass** |  |
| Enter a valid amount of symbols in the “Description of your issue” field | | **Pass** |  |
| Check the “Priority” dropdown menu | | **Pass** |  |
| Choose a date in the past in the “Due on” field | | **Fail** | [Bug report](https://fokist.atlassian.net/browse/DJAN-1?atlOrigin=eyJpIjoiY2M1NzViNjk3Y2UwNGFjYmJkNDVkNzY4YzEyOWNhOGUiLCJwIjoiaiJ9) | Bug Reports\DjangoHelpdesk\[#DJAN-1] |
| Choose a date in present in the “Due on” field | | **Pass** |  |
| Choose a date in the future in the “Due on” field | | **Pass** |  |
| Try to enter the invalid date (in letters, special characters) | | **Pass** |  |
| Try to attach the file to the issue | | **Pass** |  |
| Try not to attach the file to the issue | | **Pass** |  |
| Try to attach the file with an invalid format to the issue | | **Pass** |  |
| Enter a valid email in the “Your E-mail” field | | **Pass** |  |
| Enter an invalid email in the “Your E-mail” field | | **Pass** |  |
| Enter no email in the “Your E-mail” field | | **Pass** |  |
| Click enter instead of the “Submit Ticket” button | | **Pass** |  |
| Enter no data into fields and thy to “Submit Ticket” | | **Pass** |  |
| ***View a Ticket functionality*** | | | |
| Enter the valid data into fields and view the selected ticket | | **Pass** |  |
| Try to view the ticket with an invalid number and a valid email | | **Pass** |  |
| Try to view the ticket with a valid number and an invalid email | | **Pass** |  |
| Try to view the ticket with no data entered into the fields | | **Pass** |  |
| **Knowledgebase page functionality** | | | |
| Articles on the page are displayed | | **Skip** |  |
| Article have hyperlinks | | **Skip** |  |
| Articles have title | | **Skip** |  |
| Articles have description | | **Skip** |  |
| The page has page navigation under the articles | | **Skip** |  |
| Categories are displayed on the page | | **Skip** |  |
| Articles are sorted according to categories | | **Skip** |  |
| Categories can be selected | | **Skip** |  |
| Only one category can be selected at a time | | **Skip** |  |
| **Header and footer of the page** | | | |
| Breadcrumbs are displayed on the page | | **Pass** |  |
| Powered by author is displayed in the footer | | **Pass** |  |
| The burger button minimizes and maximizes the right-side menu | | **Pass** |  |
| The “Log In” button is displayed in the header of the page | | **Pass** |  |
| **New Ticket page functionality** | |  |  |
| Check the “Queue” dropdown menu selection | | **Pass** |  |
| Enter a valid amount of symbols in the “Summary of the problem” field | | **Pass** |  |
| Enter a valid amount of symbols in the “Description of your issue” field | | **Pass** |  |
| Check the “Priority” dropdown menu | | **Pass** |  |
| Choose a date in the past in the “Due on” field | | **Fail** | [Bug report](https://fokist.atlassian.net/browse/DJAN-1?atlOrigin=eyJpIjoiY2M1NzViNjk3Y2UwNGFjYmJkNDVkNzY4YzEyOWNhOGUiLCJwIjoiaiJ9) | Bug Reports\DjangoHelpdesk\[#DJAN-1] |
| Choose a date in present in the “Due on” field | | **Pass** |  |
| Choose a date in the future in the “Due on” field | | **Pass** |  |
| Try to enter the invalid date (in letters, special characters) | | **Pass** |  |
| Try to attach the file to the issue | | **Pass** |  |
| Try not to attach the file to the issue | | **Pass** |  |
| Try to attach the file with an invalid format to the issue | | **Pass** |  |
| Enter a valid email in the “Your E-mail” field | | **Pass** |  |
| Enter an invalid email in the “Your E-mail” field | | **Pass** |  |
| Enter no email in the “Your E-mail” field | | **Pass** |  |
| Click enter instead of the “Submit Ticket” button | | **Pass** |  |
| Enter no data into fields and thy to “Submit Ticket” | | **Pass** |  |
| **Login page functionality** | |  |  |
| See: Helpers\DjangoHelpdesk\Login Pairwise.xlsx | |  |  |