

Device: iPhone 15

Operating System: IOS 17.3.1

Browser: Safari

1. Failure to navigate to selected page on the first tap

Description:

When trying to navigate to the selected page, the website does not respond to the first tap. Users have to tap several times before the transition takes place.

Steps to Reproduce:

1. Open the website on your mobile device [Київська Міська Лікарня Ветеринарної Медицини \(kyivcity.gov.ua\)](https://kyivcity.gov.ua).
2. Try to navigate to a specific page or section of the website by tapping the corresponding button.
3. Note that the desired page or section does not load after the first tap.

Actual result:

The website does not respond to the first tap, requiring users to tap multiple times before the selected page is loaded.

Expected result:

When you tap on a link or button to go to a specific page, the website should respond quickly and load the selected page at the first tap.

2. Poor scrolling performance of website category menu

Description:

The site's category menu has poor scrolling behavior. There are difficulties in smooth navigation between menu items due to unstable scrolling behavior.

Steps to Reproduce:

1. Go to the website [Київська Міська Лікарня Ветеринарної Медицини \(kyivcity.gov.ua\)](https://kyivcity.gov.ua).
2. Find the website's category menu in the upper right corner and tap on it.
3. Try scrolling through the category menu by swiping or dragging the menu items up or down.

4. Notice the intermittent movement when you try to move between menu items.

Actual result:

The scrolling efficiency of the website category menu on mobile devices is poor, characterized by intermittent scrolling.

Expected result:

Scrolling through the website categories should be smooth and responsive, without interruptions.

3. Text overflow issue on the “General Information” page

Description:

The text content displayed on the “General Information” page extends beyond the frame.

Steps to Reproduce:

1. Open the “General Information” page by clicking on “Veterinary Care Service” - “More”.
2. Try to view the text content on the page.
3. Please note that the text extends beyond the visible frame, making it difficult to read.

Actual result:

The text content on the “General Information” page extends beyond the visible frame, resulting in text overflow and reading difficulties.

Expected result:

When accessing the “General Information” page, text content should be displayed within a frame so that all text is readable and easily accessible.



Emulator: BrowserStack
Device: iPhone 15 Plus
Operating System: IOS 17
Browser: Chrome

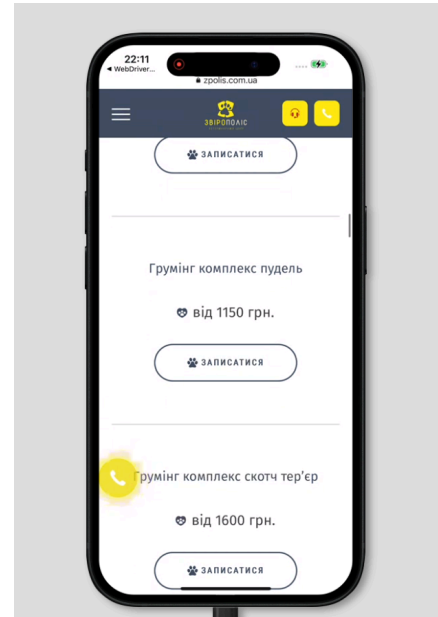
1. Missing backup arrow during page scrolling

Description:

The backup arrow, which is usually displayed when scrolling a page on mobile devices to help you navigate to the top of the page, is not displayed, and you cannot easily return to the top of the page.

Steps to Reproduce:

1. Open the website on the “Services” page [Послуги та ціни - Ветеринарний центр ”Звірополіс” \(zpolis.com.ua\)](https://zpolis.com.ua).
2. Start scrolling down the page to explore the content.
3. Notice that the back arrow, which normally appears when scrolling so that users can quickly return to the top of the page, is not displayed.



Actual result:

The backup arrow, designed to facilitate quick navigation to the top of the page during scrolling on mobile devices, is not displaying.

Expected result:

A backup arrow should appear when scrolling on a mobile device, providing a convenient way to return to the top of the page.

2. Image is cropped on the “Scheduled Examination” page

Description:

On the “Scheduled Examination” page of the website, the image displayed appears to be cropped, resulting in a portion of the image being cut off.

Steps to Reproduce:

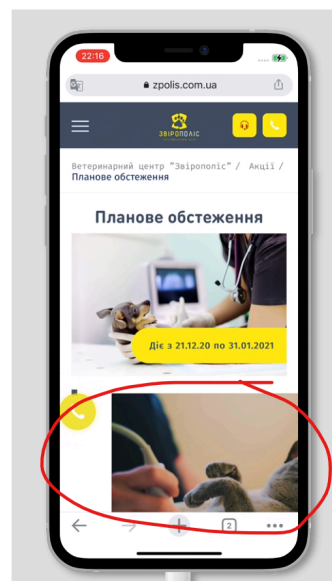
1. Open the “Scheduled Examination” page and scroll through it [Планове обстеження - Ветеринарний центр ”Звірополіс” \(zpolis.com.ua\)](https://zpolis.com.ua).
2. Observe the cropped image.

Actual result:

The image on the “Scheduled Examination” page looks cropped, with part of the image cut off from the view.

Expected result:

The image displayed on the “Scheduled Examination” page should be fully visible, without cropping content.



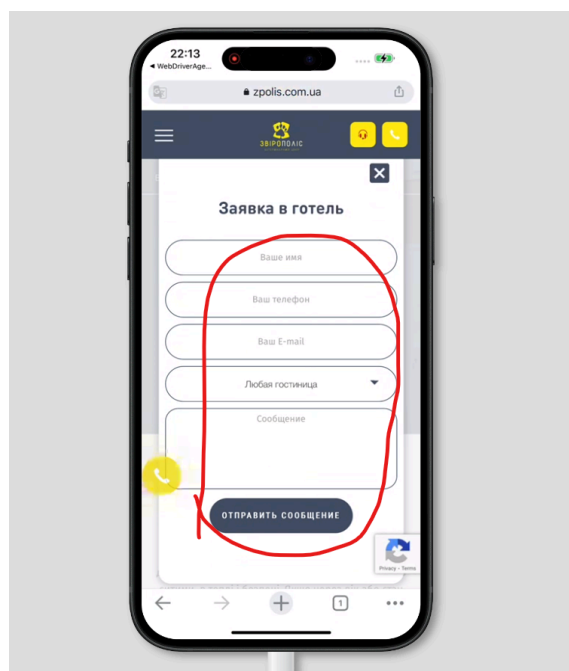
3. Automatic language change during “Hotel Request” process

Description:

When creating a “Hotel Request” on the website, the language settings are automatically changed without user intervention, which can lead to errors during the hotel booking process.

Steps to Reproduce:

1. Navigate to the “Hotel Request” process [Готель - Ветеринарний центр ”Звірополіс” \(zpolis.com.ua\)](https://zpolis.com.ua).
2. Observe that the language in the registration forms is automatically changed.
3. Observe that the text on the confirmation button is automatically changed.



Actual result:

When filling out a “Hotel Request” on a website, the language settings change automatically without user intervention.

Expected result:

During the “Hotel Request” process, the language settings should remain consistent and match the user's language preference throughout the booking process.