

Context:

You are testing a login page with "Email" and "Password" fields. The "Forgot Password" link is broken.

Your tasks:

- Design at least five (5) test scenarios for the login functionality.
1. **Confirm** that the system allows a user to authenticate with valid credentials and redirects the user to the correct authorized landing page.
  2. **Ensure** that the system denies access and presents an appropriate error message when invalid credentials are used.
  3. **Ensure** that the user account is automatically locked after multiple consecutive failed login attempts in accordance with security policies.
  4. **Confirm** that the email and password input fields function correctly, including validation rules, input constraints, and error handling.
  5. **Ensure** that the **Forgot Password** link properly directs the user to the password recovery workflow .

- Write a bug report for the broken "Forgot Password" link.

**Bug Title:** “Forgot Password” link is not working on the Login page

**Description:**

The “Forgot Password” link on the Login page is broken and does not redirect the user to the password recovery workflow. This prevents users who have forgotten their passwords from resetting them and accessing their accounts.

**Steps to Reproduce:**

1. Open the application and navigate to the **Login** page.
2. Verify that the **Email** and **Password** fields are displayed.
3. Locate the “**Forgot Password**” link below the login fields.
4. Click on the “**Forgot Password**” link.
5. Observe the system behavior after the click.

**Expected Result:**

The system should redirect the user to the password recovery page where they can initiate the password reset process by entering their registered email address.

**Actual Result:**

Clicking the “Forgot Password” link does not redirect the user to the password recovery page. The link either does nothing or results in a broken page.

- Perform an impact analysis if this issue were found in production.

## 1. User Impact

Users who forget their passwords will be **completely blocked from accessing their accounts**. This creates frustration, loss of trust, and a poor overall user experience, especially for returning or non-technical users.

## 2. Business Impact

An inability to recover passwords can lead to **user drop-off, reduced engagement, and potential revenue loss**, particularly for applications that rely on frequent user logins such as e-commerce or financial platforms.

## 3. Support & Operational Impact

Customer support teams will experience a **high increase in password reset tickets and calls**, increasing operational costs and response times. This diverts resources away from other critical issues.

## 4. Security & Compliance Risk

Users may attempt unsafe workarounds (e.g., reusing passwords or sharing credentials), which can **compromise account security** and violate security or compliance standards.