[ECM-1] Unclear message displayed when saving CV with lost internet connection
Created: 28/Aug/25 Updated: 28/Aug/25

Status:	To Do
Project:	Europass CV management

Type:	Improvement	Priority:	Medium
Reporter:	Melissa S	Assignee:	Melissa S
Resolution:	Unresolved	Votes:	0

Attachments:	☐ error.when.no.internet.png

Description

When attempting to save a CV when the internet connection is lost, the system displays an unclear message that does not inform the user that the save operation failed due to network issues.

Steps to reproduce:
1. Log in to the system
2. Navigate to "Create CV" page
3. Select "Create new CV" or use a template
4. Go through "Edit" and "Select template" sections by clicking "Next" button until you reach the "Save" section
5. Enter a valid name (max 99 characters)
6. Disable internet connection (turn off Wi-fi or unplug network)
7. Click "Save to my Europass Library" button

Expected result:
A message appears clearly indicating that saving has failed due to lost internet connection and suggests the user to reconnect.

Actual result:
The message that appears when attempting to save the CV is "*An error occurred while downloading the CV. Please try again.*" which is unclear and does not instruct the user to reconnect.
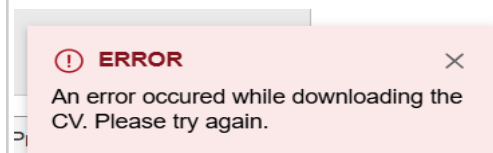
Recommendation:
Provide a clearer message at the moment of save when the network is lost, instructing the user

to reconnect before trying again.
Environment:
OS: Win 10 Pro
Browser: Google Chrome version 139.0.7258.128 (Official Build) (64-bit)

[ECM-2] CV name is not changed when replacing an existing CV Created: 28/Aug/25 Updated: 28/Aug/25

Status:	To Do
Project:	Europass CV management

Type:	Bug	Priority:	High
Reporter:	Melissa S	Assignee:	Melissa S
Resolution:	Unresolved	Votes:	0
Environment:	**OS**: Win 10 Pro **Browser**: Google Chrome version 139.0.7258.128 (Official Build) (64-bit)		

Attachments:	☐ cv.name.png	☐ cv.remains.name.png	☐ cv.changed.name.png

Description

When the user edits a CV and changes its name, the updated name is not reflected in the Europass Library after saving. The old name remains visible.

Precondition:
At least one CV must already be saved in the Europass library

Steps to reproduce:
Scenario 1 - Creating CV from an existing CV
1. Log in to the system
2. Navigate to My profile - More actions - Create your CV
3. Select "Start from Europass CV"
4. Click the "My library" button (a book icon) and select an existing CV
5. Go through "Edit" and "Select template" sections by clicking "Next" button until you reach the "Save" section
6. Change the name of the CV with a valid name (max 99 characters)
7. Click "Save to my Europass Library" button
8. Choose the "Replace existing CV" option and click "Save"
9. Click the "Finish" button and verify the CV's name in My Library page

Expected result:
The CV should be saved in the Europass library with the updated name.

Actual result:
The CV is saved with the old name. The updated name does not appear in the Library.

Scenario 2 - Editing the name via "Edit" functionality
1. On "My Library" page click the options menu (three dots) for an existing CV
2. Click the "Edit" button
3. Go though "Edit" and "Select template" sections by clicking "Next" button until you reach the "Save" section
4. In the "Name" field enter a valid name (max 99 characters)
5. Click "Save to my Europass Library"
6. Choose "Replace existing CV" option and click "Save"
7. Click the "Finish" button and verify the CV name in My Library page

Expected result:
The CV should be saved in the Europass library with the updated name.
Actual result:
The CV is saved with the old name. The updated name does not appear in the Library.

Save and share

Choose a name for your

Name *

changed name

Save your CV

☐ Download | ☐ Save in My Europass Library

CV preview

Store in My Library ✕

Do you want to replace the existing CV or create a new version?

◉ Replace existing CV
◯ Create a new version

Cancel | Save

✕ Exit

‹ Previous | Finish

My Library ℹ

Use the Europass Library to store and organise your doc

CVs

Melisa Serbezova

▸ **HOBBIES AND INTERESTS**

Hobbies

name ⋮

Saved 28/08/2025 - 11:19 AM

[ECM-3] Improve UX for Name and Description field character limits

Created: 28/Aug/25 Updated: 28/Aug/25

Status:	To Do
Project:	Europass CV management

Type:	Improvement	Priority:	Low
Reporter:	Melissa S	Assignee:	Melissa S
Resolution:	Unresolved	Votes:	0

Attachments:	☐ name.field.edit.png	☐ name.field.limit.png	☐ name.field.png

Description

Users can type beyond the maximum allowed characters (Name field: 99 characters; Description field: 500 characters). Error message only appear after exceeding the limits. The fields are not restricted, there are no live counters, and no indications of the maximum number of characters allowed.

Steps to reproduce:
Name field - reachable from "Create CV" or "Edit":
1. Open the CV editor via one of the following:
    1.1.   Create new CV or Create from existing CV
    1.2.   Edit CV - from the My Library page
2. Go through the "Edit" and "Select template" sections by clicking "Next" until you reach the "Save" section
3. Enter a Name longer that 99 characters
4. Observe that the field allows typing beyond the limit

Name field - reachable from "Edit file information" option
1. On My Library page on an existing CV click the options menu (three dots)
2. Choose "Edit file information" button
3. In the Name field enter more than 99 characters
4. Observe that the field allows typing beyond the limit

Description Field - reachable from "Edit file information" option
1. On My Library page on an existing CV click the options menu (three dots)
2. Choose "Edit file information" button
3. In the Description field enter more than 500 characters
4. Observe that the field allows typing beyond the limit

Expected result:
Users should be clearly informed about the maximum allowed characters in the Name field (99 characters) and Description field (500 characters) by one of the following:
-a live character counter, OR
-restricting typing beyond the maximum limits, OR
-a message indicating the maximum allowed characters.

Actual result:
Users can type beyond the maximum limit. Error message appear only after exceeding the limits. No live counter or indication of maximum characters is shown.

Edit file information   ✕

Title

name

Description

Cancel   Save

Recommendations:
1. One of the following approaches can be used to improve UX:
    1. Implement a live character counter
    2. Restrict typing beyond the max limit
    3. Display the max limit in the field

Environment:
OS: Win 10 Pro
Browser: Google Chrome version 139.0.7258.128 (Official Build) (64-bit)

[ECM-4] Clarify "Save and exit" behavior when exiting CV editor Created: 28/Aug/25 Updated: 28/Aug/25

Status:	To Do
Project:	Europass CV management

Type:	Improvement	Priority:	Medium
Reporter:	Melissa S	Assignee:	Melissa S
Resolution:	Unresolved	Votes:	0

Description

When creating a new CV or editing an existing CV and attempting to exit, a confirmation window appears with three options: "Save and exit", "Cancel", "Exit".
Clicking "Save and exit" downloads the file locally instead of saving it to the Europass Library, which may confuse users.

Steps to reproduce:
1. Open an existing CV in the editor or start creating a new CV
2. Attempt to exit the editor by clicking "Exit" button at the bottom left
3. In the confirmation dialog click "Save and exit"
4. Observe that the CV is downloaded locally rather than saved to the Library

Expected result:
"Save and exit" should match the user's expectations - saving to the Library, or the label should clearly indicate that the CV will be downloaded locally.

Actual result:
"Save and exit" downloads the file locally. The user is redirected to the Dashboard page. The CV is not saved in the Europass Library and does not appear on My Library page.

Environment:
OS: Win 10 Pro
Browser: Google Chrome version 139.0.7258.128 (Official Build) (64-bit)