

Software Testing Report: Distress.ng (Development)

Project: Distress.ng - Buyer/Seller Marketplace Platform

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Deliverable Status: Complete (within 24 hours of agreement)

Scope: Detailed functional, UX, responsiveness, and performance testing across 5-8 primary pages.

1. Executive Summary

This detailed testing session covered the core functionality, authentication workflows, and cross-platform performance of the Distress.ng platform.

Overall Status: The platform is functionally stable, with login and core navigation (AC-01, AC-02, AC-03-H1) working reliably.

Key Findings: The major areas requiring immediate attention are **Security/Data Integrity** and **User Experience**. Critical gaps were identified in user session management, password security, and the essential buyer-seller communication channel, which currently relies on external apps, posing a security and tracking risk. Mobile performance must also be optimized to improve load times.

2. Critical Bugs and Functional Gaps

This section details issues that stop a user from completing a key action or represent a security weakness.

ID	Severity	Area / Feature	Description of Issue / Bug	Steps to Reproduce
BUG-01	High	Buyer/Seller Interaction	Missing In-App Messaging: Communication relies solely on external contact (phone/WhatsApp). This prevents secure,	1. Log in as a Buyer. 2. Attempt to contact a Seller. 3. System directs to external app, skipping message logging.

			traceable, and logged communication within the platform.	
BUG-02	Medium	Header Navigation	The "Help" button in the main header menu redirects the user back to the Homepage instead of navigating to a dedicated Support/FAQ page.	1. Click "Help" in the header menu. 2. Observe redirection to the root homepage path.
BUG-03	Medium	Session Management	Security Risk: The user session persists (does not log out) for a few seconds after the browser tab is closed on Chrome.	1. Log in successfully. 2. Close the browser tab. 3. Re-open the URL shortly after. 4. User is still logged in.
BUG-04	Medium	Registration/Security	Weak Password Acceptance: The registration form accepts passwords that are too short or weak (e.g., below 6 characters) without providing any	1. Navigate to /register. 2. Input a password like '12345'. 3. Registration succeeds without a security warning.

			clear password strength warning.	
BUG-05	Medium	Listing Approval Flow	When a seller submits a new listing, there is no notification (email or dashboard alert) confirming if the listing was approved or rejected by the admin.	1. Upload a new item. 2. Must manually check the dashboard later for status update.

3. Usability and User Experience (UX) Issues

This section focuses on friction points, consistency, and clarity that impact user satisfaction.

ID	Priority	Area / Feature	UX Issue Description & Impact
UX-01	Medium	Search Functionality	When searching for a non-existing item, the platform only displays a red 'X' icon. It should display a clear, user-friendly message such as "No results found."
UX-02	Medium	Listing Creation	The item upload page is missing essential features like a "Save as Draft" or "Preview" function before final

			submission. This forces the seller to complete the entire form in one session.
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4. Responsiveness and Performance Analysis

ID	Device/Viewport	Test Result	Description of Issue	Notes
RESP-01	PC & Mobile	PASS	Cross-Browser Compatibility: Platform loads correctly on Chrome, Firefox, Edge, and Brave. All elements display correctly.	Verified stable layout and functionality.
PERF-01	Mobile	FAIL (Low Performance)	Slow Mobile Load Time: Mobile performance score is low (54). The page loads noticeably slower on mobile devices, impacting the user experience.	Desktop performance is marginally better (69). This requires asset optimization.
RESP-02	Mobile	PASS	All UI elements (logo, menus, buttons) are visible and	Core layout seems robust on mobile.

			responsive across screen sizes. No visual truncation or element overlapping was detected.	
RESP-03	PC & Mobile	PASS	Email Notification Testing: Successfully received the verification email when registering as a seller before posting a listing.	Email functionality is working.

5. Suggestions for Improvement

These are actionable recommendations prioritized by business impact:

- 1. Integrate In-App Communication (High Priority):** Implement a simple in-app messaging feature (**BUG-01**). This secures communication, logs interactions for dispute resolution, and keeps buyers and sellers on the platform, improving user retention and traceability.
- 2. Enhance Security and Session Control (Medium Priority):**
 - Password Policy:** Enforce a minimum password length (e.g., 8 characters) and implement complexity requirements (**BUG-04**).
 - Session Timeout:** Implement an immediate session termination or a 30-second timeout after a tab or browser is closed (**BUG-03**) to prevent unauthorized access.
- 3. Optimize Mobile Performance (Medium Priority):** Investigate the cause of the low mobile performance score (**PERF-01**). This is often solved by:
 - Compressing large images.
 - Implementing lazy loading for images below the fold.
 - Minifying or reducing blocking JavaScript resources.
- 4. Improve User Experience Flow (Low Priority)**
 - Provide clear "No results found" messages (**UX-01**).
 - Correct the "Help" link redirection (**BUG-02**).
 - Add "Forgot Password" feature when logging in

This is the Excel sheet i used to document my findings for a more detailed report