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CS423 - Software Testing
HW#04:
GUI & USABILITY TESTING

HCMC – Nov, 2025

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1. Introduction

This report applies GUI testing techniques to analyzes Payment features from the Practice Software Testing application (Sprint 5 - with bugs version: <https://with-bugs.practicesoftwaretesting.com>). The analysis focuses on three different tasks: Checklist of payment GUI, User survey and feedback and BrowserStack

2. Task 1: Checklist of payment GUI

2.1 User Interface

2.1.1 Link

- I systematically clicked and inspected all links and buttons on the checkout page.
- I checked that each link navigated to the expected page or triggered the intended action.
- I verified that external links were active and noted how they opened (same tab or new tab).
I looked for any pages that were unreachable or led to dead-ends.
- I ensured that referenced websites and email addresses were properly hyperlinked.

2.1.2 Color

- I observed the overall background color to see if it is dark or light and whether it affects readability.
- I checked that different sections have distinct and consistent background colors.
- I verified that normal text color is uniform across the page.
- I confirmed that emphasized text (bold, italic) and hyperlinks stand out from normal text.
- I tested hyperlink color changes on hover and after being visited.
- I inspected input fields and buttons to ensure text and background colors are consistent, and disabled fields are visually distinguishable.

2.1.3 Content

- I inspected the font type and size across different page elements (buttons, inputs, text, headings, links) to check for consistency.
- I verified that headings are visually distinct from normal content and emphasize hierarchy.
- I checked alignment of all text and headings to ensure proper layout.
- I reviewed the overall page structure and section arrangement for clarity and readability.
- I examined the display of product lists, input fields, and buttons to confirm uniformity and logical grouping.
- I inspected error messages and tooltips for correctness, visibility, and consistency in presentation.
- I noted any missing elements such as company information, privacy policy, or search bar visibility.

2.1.4 Image

- I checked that all images and icons are properly aligned.
- I inspected whether images are optimized for size and quick loading.
- I ensured that buttons have consistent size, shape, and font.
- I verified that banners display correctly and consistently.
- I checked that text is positioned correctly relative to images.
- I observed page usability when images are broken or missing.

2.1.5 Form

- I checked that required and optional fields are indicated.
- I verified that guidance or constraints are provided for complex input fields.
- I confirmed that default values appear when the page loads or reloads.
- I inspected tables and forms to ensure content is displayed correctly and aligned properly.
- I checked that radio buttons allow only one selection per group.
- I verified that checkboxes can be selected individually or in multiples where available.
- I checked that combo boxes or list boxes have options in a logical order.

2.2 Usability

- I checked whether the website clearly communicates its intended audience.
- I verified that the interface is recognizable and elements are grouped logically.
- I observed whether common users can operate the system without confusion or frustration.
I inspected terminology, buttons, and lists for clarity, completeness, and proper ordering.
- I checked for support features, tab navigation, and progress indicators during long tasks.

2.3 Compatibility

- I checked whether the website layout and text display correctly at different screen resolutions.
- I verified that colors and fonts are consistent and readable across devices.
- I ensured that images and elements maintain proper alignment and sizing on various resolutions.
- I considered printer compatibility, including text and image alignment, colors, and scaling for paper size.
- I noted whether tables and page content print clearly without cutting off information.

3. Task 2: User survey and feedback

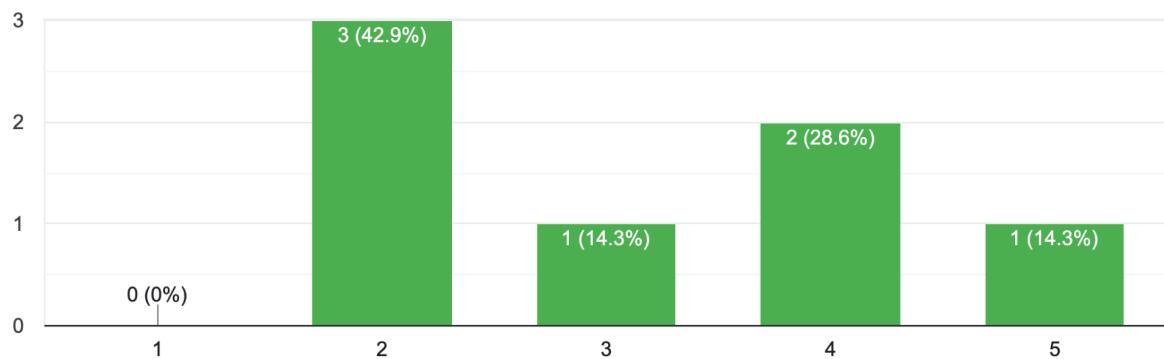
Who has responded?

Email

ldphu22@apcs.fitus.edu.vn
ndphuc22@apcs.fitus.edu.vn
pmquang22@apcs.fitus.edu.vn
lqvan22@apcs.fitus.edu.vn
ntquy22@apcs.fitus.edu.vn
mdkhoa22@apcs.fitus.edu.vn
nbtgiang22@apcs.fitus.edu.vn

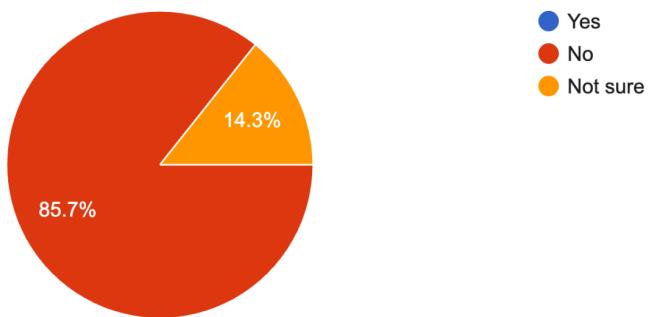
1. How clear and understandable were the labels and placeholder texts in the Billing Address section?

7 responses



2. Did you encounter any confusion when identifying which Billing Address fields were required?

7 responses



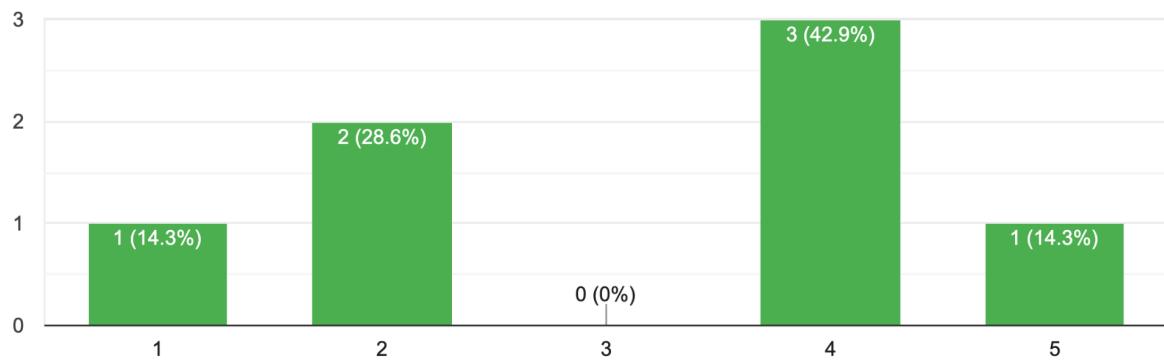
3. Were you able to recognize immediately that the blank button under the Billing Address section was clickable?

7 responses

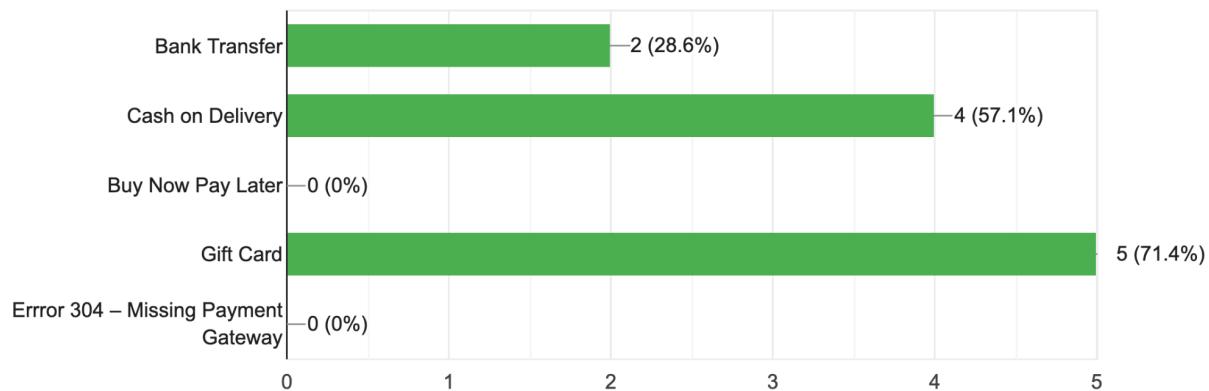


4. How easy was it to understand and choose a payment method from the dropdown list?

7 responses

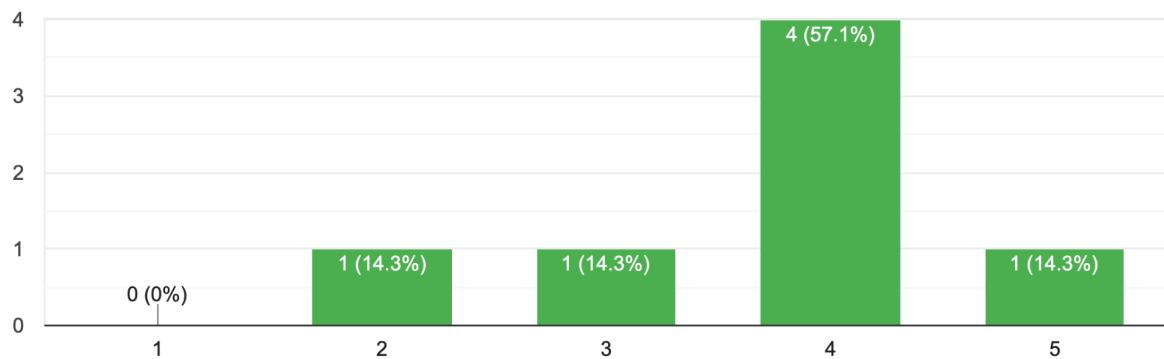
**5. Did any item in the payment method list appear misleading or unclear to you?**

7 responses



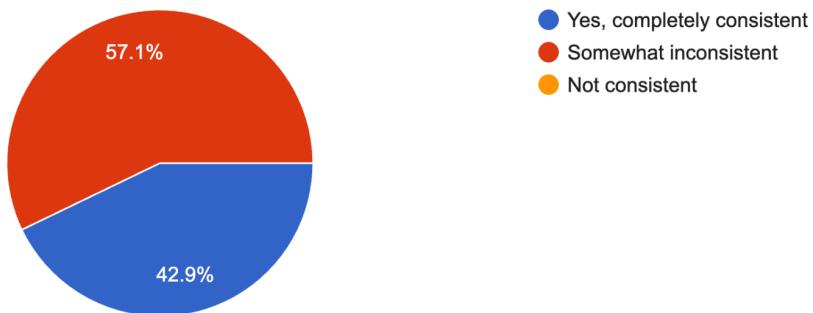
6. How easy was it to understand and choose a payment method from the dropdown list?

7 responses



7. Were the text field colors and input styling consistent enough for you to understand where to type?

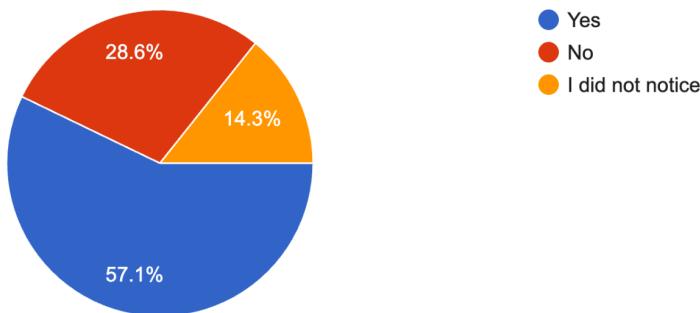
7 responses



- Yes, completely consistent
- Somewhat inconsistent
- Not consistent

8. Did you notice any visual elements (e.g., broken images, inconsistent colors) that reduced your trust in the checkout page?

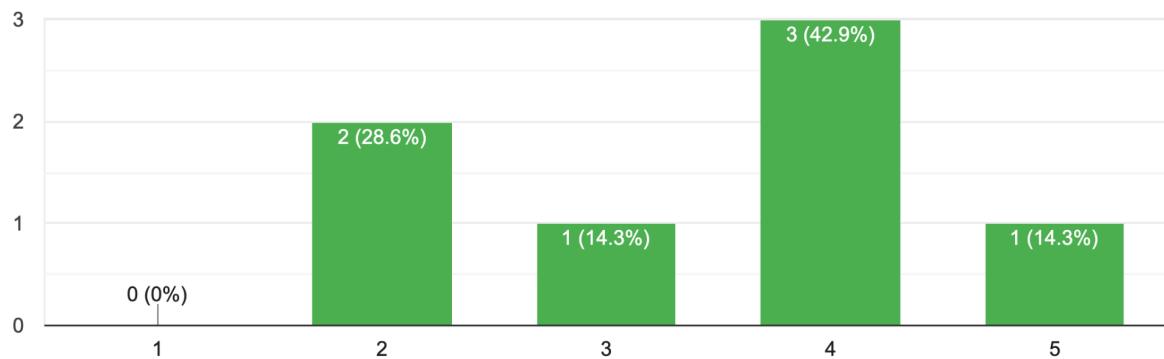
7 responses



- Yes
- No
- I did not notice

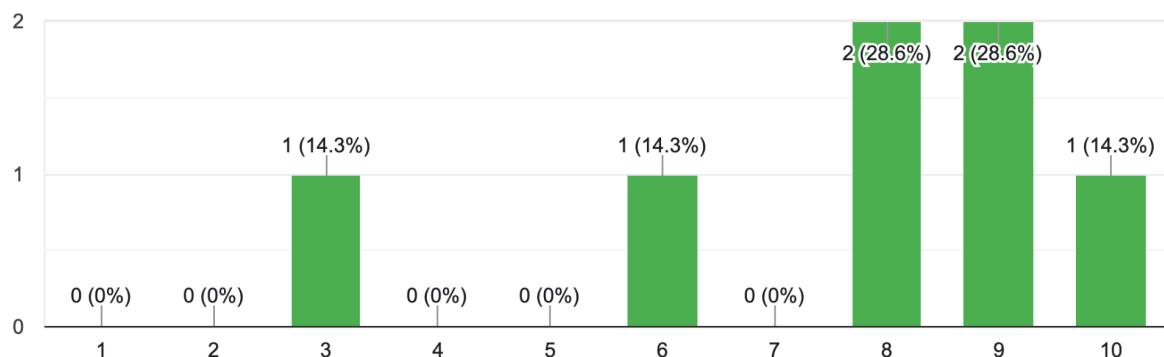
9. How satisfied were you with the overall visual clarity and readability of the Checkout page?

7 responses



10. If you had to complete a real payment here, how likely would you be to proceed using this interface?

7 responses



4. Task 3: BrowserStack

1. Open the BrowserStack: <https://www.browserstack.com/>
2. Login or Sign up
3. Select live option
4. Choose a platform to test (Ex: Android, IOS, MacOS)

5. Select the Device (Ex: S23 Ultra (Android))
6. Enter url and test for the payment page.

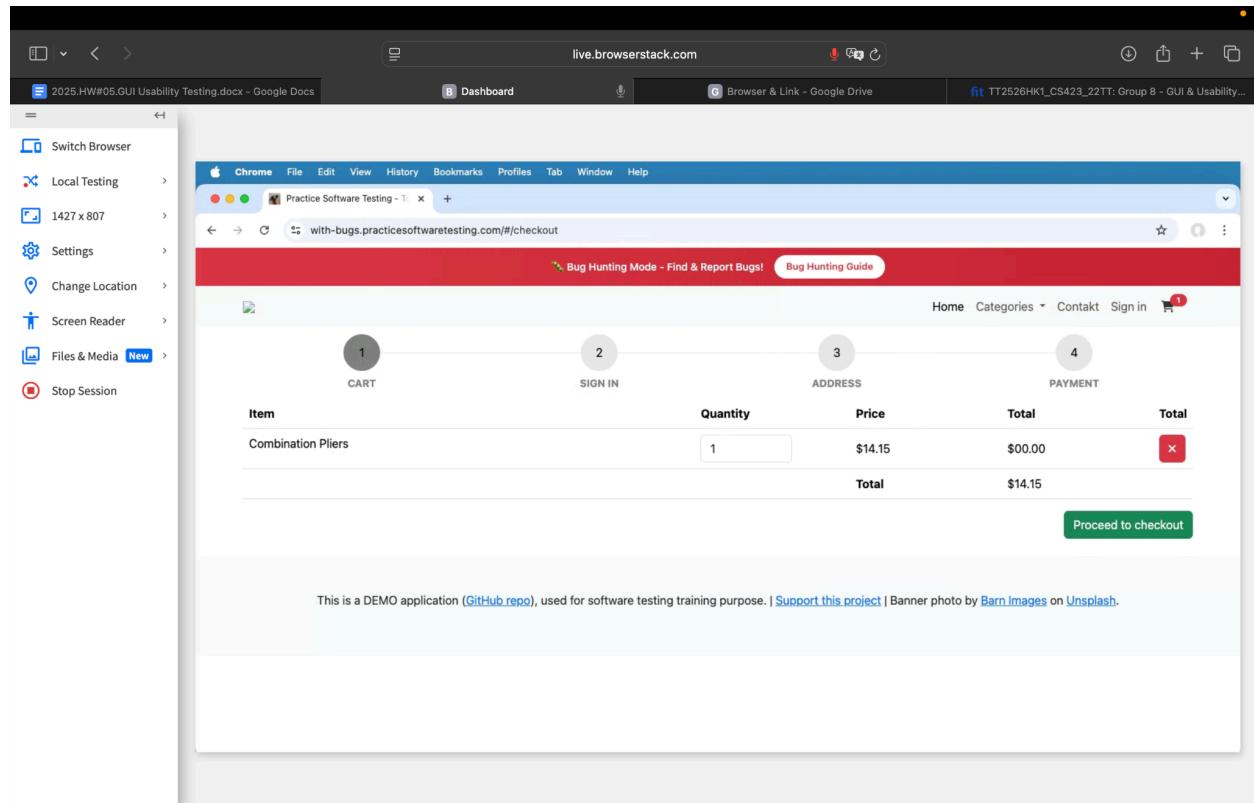


Figure 4.1: Payment page on MacOS

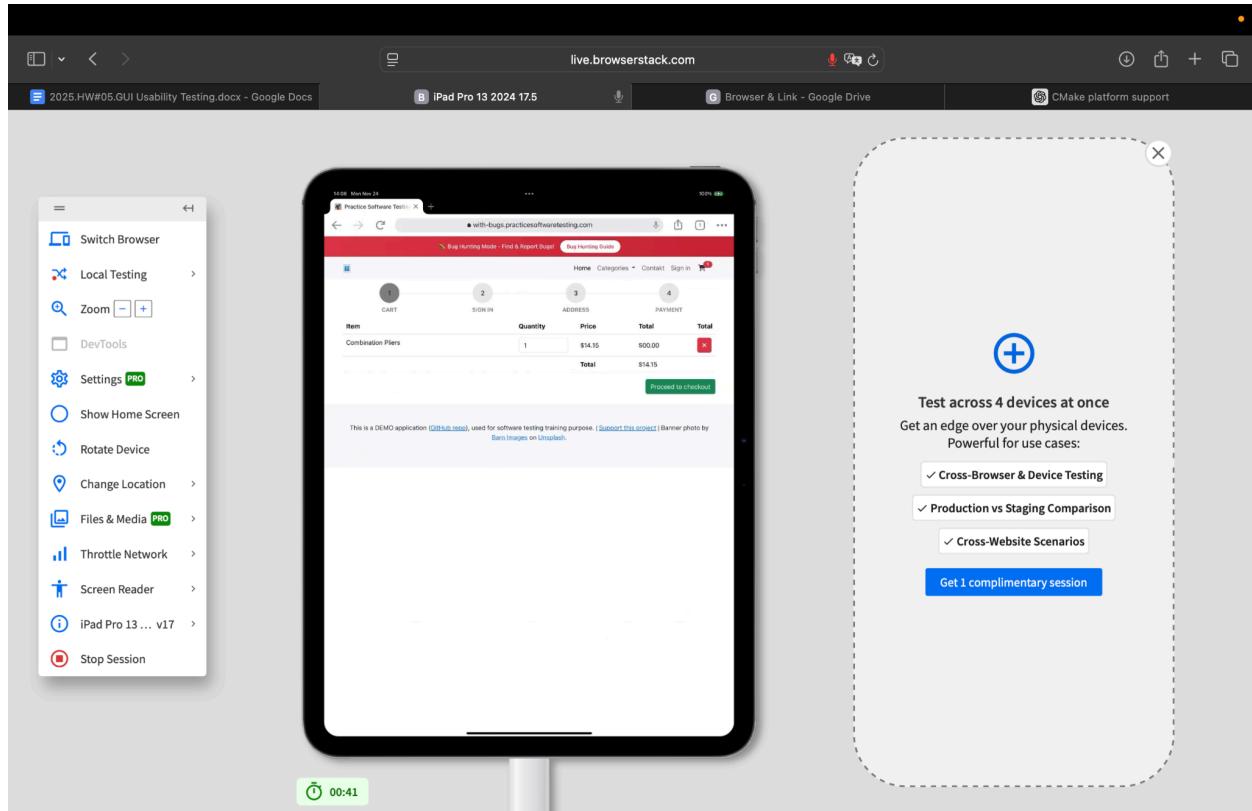


Figure 4.2: Payment page on IOS Ipad

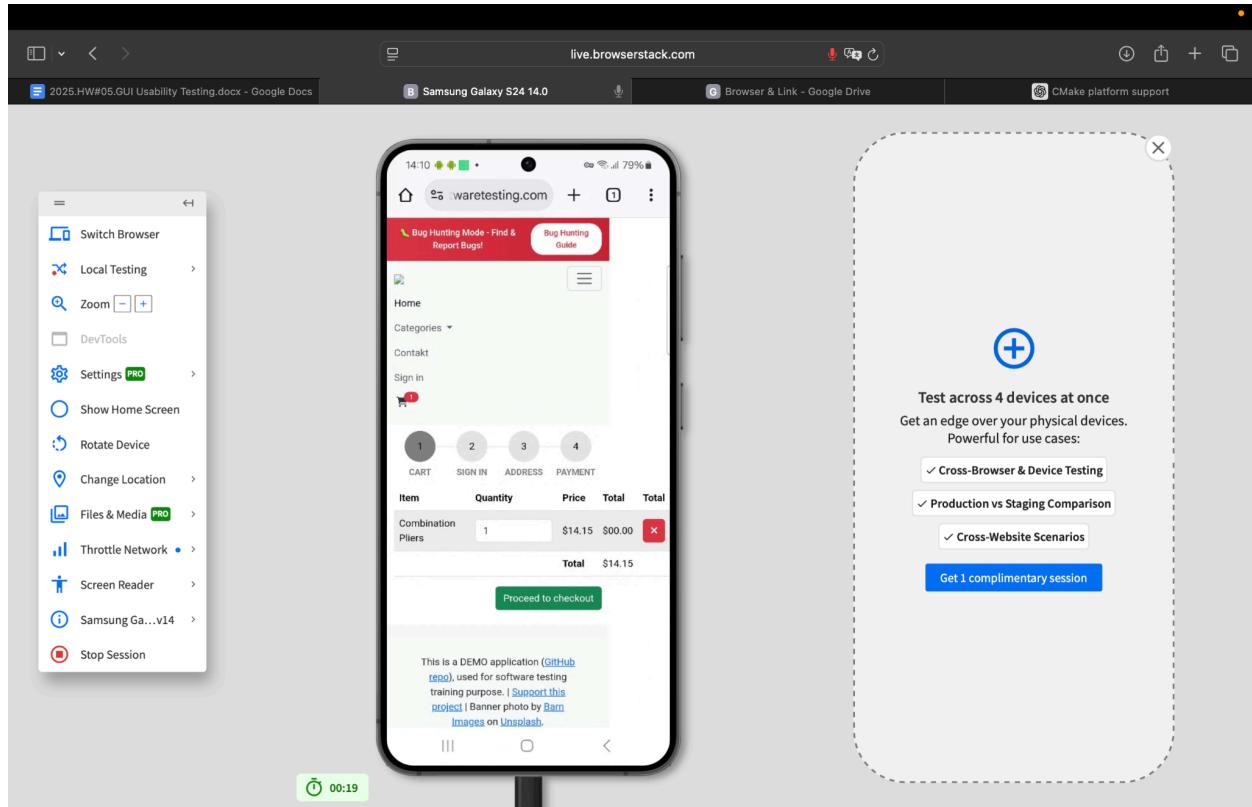
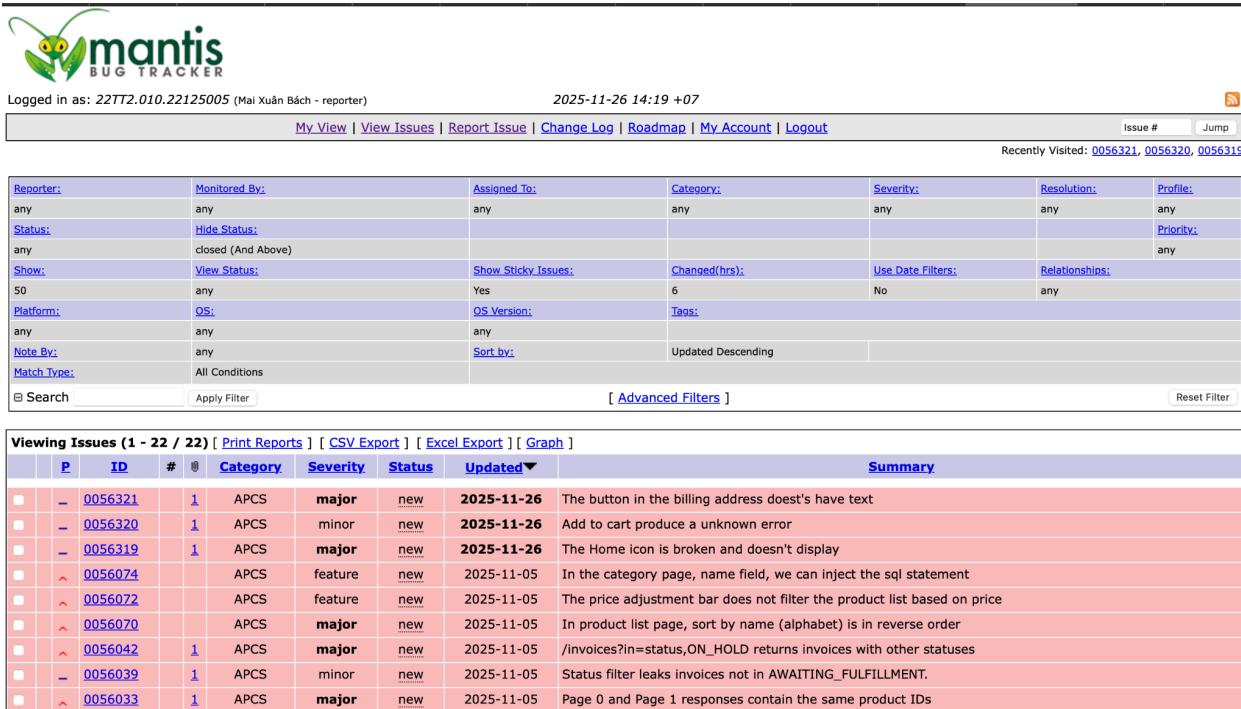


Figure 4.3: Payment Page on Android Samsung Galaxy

5. Identified bugs



The screenshot shows the Mantis Bug Tracker interface. At the top, there is a navigation bar with links: My View, View Issues, Report Issue, Change Log, Roadmap, My Account, and Logout. Below the navigation bar, there is a search bar with fields for Reporter, Monitored By, Assigned To, Category, Severity, Resolution, and Profile. There are also filters for Status, Show, Platform, Note By, Match Type, and a date range from 2025-11-26 to 2025-11-19. The main area displays a table titled "Viewing Issues (1 - 22 / 22)". The table has columns for P, ID, #, Category, Severity, Status, Updated, and Summary. The summary column contains descriptions of the bugs found during the payment page assessment.

P	ID	#	Category	Severity	Status	Updated	Summary
–	0056321	1	APCS	major	new	2025-11-26	The button in the billing address does't have text
–	0056320	1	APCS	minor	new	2025-11-26	Add to cart produce a unknown error
–	0056319	1	APCS	major	new	2025-11-26	The Home icon is broken and doesn't display
~	0056074		APCS	feature	new	2025-11-05	In the category page, name field, we can inject the sql statement
~	0056072		APCS	feature	new	2025-11-05	The price adjustment bar does not filter the product list based on price
~	0056070		APCS	major	new	2025-11-05	In product list page, sort by name (alphabet) is in reverse order
~	0056042	1	APCS	major	new	2025-11-05	/invoices?in=status,ON_HOLD returns invoices with other statuses
–	0056039	1	APCS	minor	new	2025-11-05	Status filter leaks invoices not in AWAITING_FULFILLMENT.
–	0056033	1	APCS	major	new	2025-11-05	Page 0 and Page 1 responses contain the same product IDs

Figure 5.1: I have found 3 bugs in payment page and report it on Mantis System

6. Self Assessment

Self-Assessment Report

Criteria	Outcomes (Brief description about what you get/trouble from each requirement)	Grade	Self-Assessed Grade
1	<u>Checklist of one GUI</u>	50	50
	1.1 Checklist (30)	30	30
	1.2 Bugs	20	20

<u>2</u>	<u>User survey and feedback</u>	<u>40</u>	40
	2.1 Questions (10)	10	10
	2.2 Feedback (7)	10	10
	2.3 Report	10	10
	2.4 Bug	10	10
<u>3</u>	<u>BrowserStack</u>	<u>30</u>	30
	<u>Total</u>	<u>120</u>	120