

# Bug Report & Test Execution Evidence

**Product:** EchoGPT  
**Reporter:** Samiul Islam  
**Environment:** Chrome 117, Windows 10, Stable internet

**Module:** Email Sign-Up  
**Date:** August 25, 2025  
**Build:** Public web (echogpt.live)

## 1. Bug Report

Bug ID	BUG-001
Title	OTP not received during email sign-up flow
Severity	Critical
Priority	High
Status	New
Component	Authentication
Detected In	Production (Public Site)
Reported By	Samiul Islam
Date Reported	August 25, 2025

### Preconditions

- User has access to a valid and reachable email address (e.g., `user123@gmail.com`).
- Browser session is fresh (no prior login).
- Stable internet connection.

### Steps to Reproduce

1. Navigate to the EchoGPT homepage and click **Sign In**.
2. Choose **Sign in with email** (sign-up path).
3. Enter a valid email address.
4. Click the **Send OTP** button.
5. Check the email inbox and spam/junk folders.

### Expected Result

A One-Time Password (OTP) email is delivered to the provided address within  $\leq 1$  minute, enabling the user to proceed with sign-up.

### Actual Result

No OTP message is received in the inbox or spam folders. The user cannot proceed with the sign-up flow.

### Impact

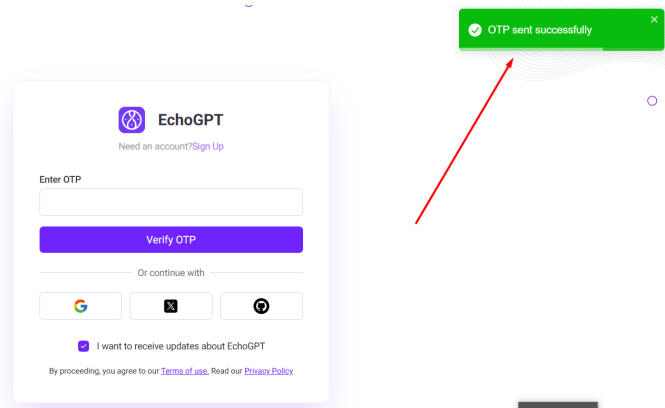
- **User Impact:** New users are blocked from account creation via email.
- **Business Impact:** Reduced conversion rate for email sign-ups; potential loss of new users.
- **Risk:** High risk to core onboarding funnel.

## Reproducibility

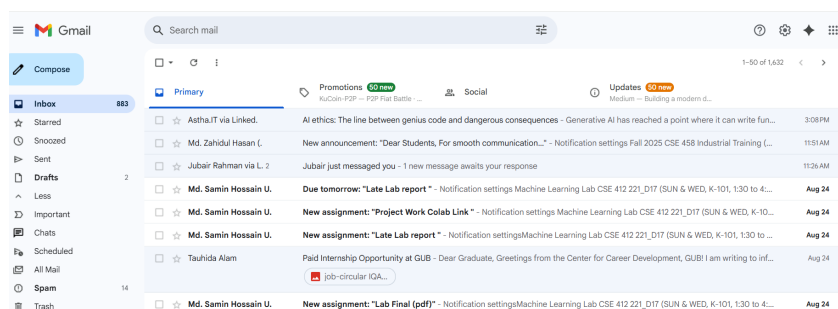
Observed consistently ( $\geq 3/3$  attempts) on the reported environment.

## Attachments

- Screenshot 1: UI state after clicking “Send OTP”



- Screenshot 2: Mailbox view (no OTP received)



## Notes / Triage Hints

- Verify email service configuration (provider limits, API keys, domain/DNS—SPF/DKIM).
- Check backend logs for OTP generation and delivery outcomes.
- Confirm rate-limiting or anti-abuse rules are not blocking legitimate attempts.

## 2. Linked Test Case Execution

Test Case: TC\_SIGNUP\_OTP\_001

Title	Verify OTP is received during email sign-up
Preconditions	Valid email account accessible; clean browser session.
Priority	High
Type	Functional (Positive)

### Test Steps and Results

1. Open EchoGPT sign-in/sign-up page. **Result:** Pass
2. Enter a valid email and click **Send OTP**. **Result:** Pass (UI accepts action)
3. Check email inbox/spam for OTP within 1 minute. **Result:** Fail

**Expected:** OTP email arrives and contains a valid code.

**Actual:** No OTP received; cannot proceed.

**Outcome:** **Fail** (*Defect linked:* BUG-001)

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