Software User Manual

Project Title: **Testing of the Second-Hand Goods Platform**

Track: **Software Testing**

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1. Introduction

By Testing the Second-Hand Goods Platform, the primary goal of this platform is to ensure a smooth and secure environment for second-hand goods transactions. The platform was tested to validate that users can easily register, list items, communicate securely, and trust the feedback system. Comprehensive testing was conducted to ensure that all functionalities meet the user requirements and provide seamless experience.

2. System Requirements

These requirements were validated through manual testing documented in Google Sheets, as well as automated testing conducted using Selenium within IntelliJ.

- **Operating System**: Windows 11
- **Processor**: Intel core i7.
- **Memory**: 8 GB RAM
- **Storage**: 500 MB of available space
- **Additional Requirements**: A stable internet connection for transactions and timely updates

3. Installation Guide

The installation process was thoroughly validated to ensure smooth setup for users. Follow these steps to install the software:

1. **Download the Installer**: Obtain the installer from the official website.
2. **Run the Installer**: Double-click the installer file to begin the installation process.
3. **Follow On-Screen Instructions**: Adhere to the prompts to complete the installation.
4. **Launch the Platform**: Once installed, open the application by double-clicking the icon on your desktop.

The installation process was tested on multiple devices to ensure compatibility and smooth execution.

4. Getting Started

Once installation is complete, the setup process has been tested to ensure ease of use for new users:

1. **Sign Up or Log In**: Open the software and sign up for a new account or log in using your existing credentials. Both processes were tested to ensure a seamless user experience.
2. **Initial Configuration**: Set up preferences such as language, notification settings, and other basic configurations.
3. **Explore Features**: Once logged in, users can access key features like creating listings, browsing products, and managing profiles—all thoroughly tested to ensure functionality.

5. Features Overview

Key features that were thoroughly tested to ensure functionality:

- **User Registration and Login**: Verified secure and reliable user account creation and login.
- **Listing Creation**: Tested for ease of creating and managing item listings with all necessary information.
- **Search and Filter Functionality**: Ensured search accuracy across different categories, locations, and price ranges.
- **Secure Messaging**: Tested the privacy and reliability of communication between buyers and sellers.
- **Rating and Feedback System**: Confirmed that users can provide and view feedback to build trust.
- **User Profiles**: Checked that users can manage their details and listings smoothly.
- **Wishlist**: Tested functionality for users to save items for later viewing.
- **Notifications**: Validated that notifications are timely and accurate regarding updates and messages.

6. User Interface Guide

The interface was evaluated to ensure ease of use and clarity for all users. Below is an overview of key elements:

- **Main Menu**:
  - Provides access to core sections such as **Home**, **Login**, **Messages**, **Profile**, and **Settings**.
  - Each menu item was tested to ensure functionality and smooth navigation between sections.
- **Sidebar**:
  - Quickly navigate between different product categories or saved Wishlists.
  - Tested to ensure seamless switching and visibility across devices.
- **Toolbar**:
  - Contains buttons for actions like **Profile, Searching for Products**, and **Sending Messages**.

- o All toolbar actions were verified to ensure they function as intended, and buttons are accessible on different screen sizes.
- **User Profile Icon**:
  - o Located at the top-right corner, allowing users to access their profile settings and manage their account.
  - o Tested to ensure accessibility and ease of updating user information.

7. How to Perform Tasks

This section provides detailed instructions for performing common tasks within the software.

Task 1: Posting a Product for Sale

1. **Login**: Sign in to your account or create a new one if you don't have one.
2. **Navigate to "Post Product"**: From the main menu, select the "Post Product" option.
3. **Enter Details**: Fill in the details for your product, including the title, description, price, and category.
4. **Upload Photos**: Attach clear images of the product by selecting "Upload Photos."
5. **Post the Product**: Click "Post Product" to make the product available to buyers. Tested to ensure product listings appear accurately.

Task 2: Searching and Filtering Items

1. **Go to the Search Bar**: From the home page or product listings page, access the search bar.
2. **Enter Keywords**: Type keywords related to the item you're looking for (e.g., electronics, furniture).
3. **Filter Results**: Apply filters based on category, location, price range, or condition.
4. **View Results**: Browse through the filtered results. The search and filter functions were tested to ensure accuracy and speed.

Task 3: Messaging a Seller

1. **Find a Product**: Locate the product you're interested in from the listings.
2. **Click "Message Seller"**: On the product page, click the "Message Seller" button.
3. **Write a Message**: Compose your message to inquire about the item.
4. **Send Message**: Click "Send" to communicate securely with the seller. Tested to ensure messages are delivered promptly.

Task 4: Managing Your Profile

1. **Access Your Profile**: Click on your user icon in the top-right corner.

2. **Edit Profile**: Select "Edit Profile" to update your personal information, such as name, email, or contact details.
3. **Save Changes**: After making updates, click "Save Changes" to apply them. Profile management functions were tested to ensure smooth user interaction.

Task 5: Adding an Item to Wishlist

1. **Browse Products**: Find an item you're interested in.
2. **Click "Add to Wishlist"**: On the product page, click the heart icon to save the item to your Wishlist.
3. **View Wishlist**: Access your saved items by navigating them to the "Wishlist" section in your profile. The Wishlist functionality was tested for accuracy and ease of use.

8. Troubleshooting

This section provides solutions for common issues or errors users might encounter on the platform.

1- **Issue**: Home page is empty with no data before logging in.

  o **Solution**: Ensure you are logged into your account. Refresh the page or clear your browser cache. If the issue persists, log out and log back in.

  o **Expected Result**: The "Home" page should load successfully, displaying all content and navigation options.

2- **Issue**: Verification email not sent after successful registration.

  o **Solution**: Check your spam or junk folder for the verification email. If not received, verify that the correct email was provided during registration, and request a new verification email.

  o **Expected Result**: A verification email should be sent to the registered email address, allowing account verification.

3- **Issue**: Valid login while the account is locked.

  o **Solution**: Contact customer support to unlock your account. Ensure that your account is not under suspension or review.

  o **Expected Result**: The user should not be able to log in while the account is locked.

4- **Issue**: No button for "Add to Cart."

- o **Solution**: Ensure that the item you are viewing is available for purchase. If the "Add to Cart" button is missing, try refreshing the page or accessing the platform from another browser.

- o **Expected Result**: The "Add to Cart" button should be available, and the item can be successfully added to the cart.

5- **Issue**: Inconsistent date format on the platform.

- o **Solution**: Check the platform settings to ensure the correct date format is set. If inconsistent across pages, refresh the page or clear your cache.

- o **Expected Result**: The date of purchase should be displayed in a consistent format across the platform.

6- Issue: Unable to remove items from the Favorite List.

- o **Solution**: Ensure you are logged in and try clicking the "Remove from Wishlist" button again. Refresh the page or log out and log back in if the issue persists.

- o **Expected Result**: The item should be successfully removed from the Wishlist, and the count should be updated accordingly.

7- Issue: Website doesn't work on mobile devices.

- o **Solution**: Check for compatibility issues with the mobile browser. Clear the browser cache or try accessing the site from a different mobile browser.

- o **Expected Result**: The website should launch correctly, with no overlapping or hidden content.

9. FAQ

This section includes frequently asked questions regarding common issues:

- **Q**: What issue are users encountering when the home page is empty before login?
  A: The home page is intended to display user-specific content. If it's empty, users may need to refresh the page or ensure they are logged in correctly.

- **Q**: Have users reported any issues with verification emails not being sent after registration?
  A: Yes, some users have reported that they do not receive verification emails.

This may require checking the email server settings and confirming that emails are being dispatched correctly.

- **Q**: What feedback have we received regarding users logging in with locked accounts?
  A: Users have reported being able to log in even when their accounts are locked. This indicates a potential bug in the account status checks that need to be addressed.

- **Q**: Are there any known issues with the "Add to Cart" button not displaying for certain items?
  A: Yes, some users have mentioned that the "Add to Cart" button is missing for specific listings. This could indicate an issue with how item availability is being processed.

- **Q**: What inconsistencies have been found in date formats across the platform?
  A: There have been reports of mixed date formats (e.g., DD/MM/YYYY and MM/DD/YYYY) appearing in different areas of the platform, which may require standardization.

- **Q**: How often do users encounter problems when removing items from their favorites list?
  A: Users have experienced difficulty removing items, with some stating that the item remains in their favorites even after clicking "Remove." This needs further investigation to determine the cause.

10. Contact Support

For any further assistance, contact our support team:

📩 **Email:**

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- habibayahyaaa@gmail.com
- sarahamed010@gmail.com
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