Bug Report Template

|  |  |
| --- | --- |
| ID number | B01 |
| Name | Homepage - Unable to access “Explore the world” page via URL. |
| Reporter | Shreyas Vani |
| Submit Date | 27/05/2025 |
| Summary | When the user selects the “Explore The world” URL in the footer of the homepage, the error message as “Unauthorized user” is displayed. |
| URL | www.makemytrip.com |
| Screenshot | www.sample.com/screenshotBug01 |
| Platform | Windows Dell PC |
| Operating System | Windows 11 Pro, 64-bit operating system |
| Browser | Google Chrome (Version 136.0.7103.114) |
| Severity | Low |
| Assigned to | Development Team |
| Priority | High |

# Description

When the user accesses the home page of MakeMyTrip, scrolls down to the footer and access the “Explore the World” URL in the quick links section, the error message with the following error message is displayed.

: - Unauthorized user

# Steps to reproduce.

* Clear the cache, cookies, and history from the browser to avoid possible invalid UI behavior.
* Access The URL for the homepage: - www.makemytrip.com
* Wait for the Homepage to load completely.
* Scroll down to the footer of the homepage.

> Select the “Explore the world” URL from the quick links in footer.

# Expected result.

The user should be redirected to the “Explore the world” page.

# Actual result

The error with message as “Unauthorized user” is displayed.

**Notes**

Seems like the “Explore the World” link is pointing to a page that needs user login, an incorrect restricted page or the page that does not exist yet Or the incorrect firewall setting may have caused the issue restricting the access. Irrespective of reason it noticed that the error is not handled by a proper error page. This can be considered as a requirement to develop a warning error page if the issue occurs ahead intermittently by any other cause. Hence proper error handling is necessary.