

## Bug 37

**Summary:** Name of the user can be 81 characters long and it has to be displayed to the user?  
**Product:** ResumeSmarts **Reporter:** SRI TEJA ALAVALA <teja.alavala@gmail.com>  
**Component:** contact us **Assignee:** Marie Taylor Harper <marie.taylor.harper@me.com>  
**Status:** RESOLVED FIXED  
**Severity:** minor **CC:** maypumphreymaryann@fhda.edu  
**Priority:** ---  
**Version:** unspecified  
**Hardware:** PC  
**OS:** Windows  
**Time tracking:**

Orig.	Est.	Actual	Hours	Hours	Worked	Hours	Left	%Complete	Gain
0.0	0.0	0.0	0.0	0.0	0	0.0			

  
**Attachments:** NAME box error message

[SRI TEJA ALAVALA](#) 2016-04-09 02:07:55 PDT

[Description](#)

Created [attachment 20](#) [[details](#)]  
NAME box error message

- 1) Go to <https://resumesmarts.com/>
- 2) Go to WHAT WE DO section of the page. Underneath it, go to CONTACT US.
- 3) A pop up window appears for entering the user's information.
- 4) Fill every box with required information except in the NAME box. Try to SUBMIT the user information leaving the NAME box empty.

In the bottom of the page, you should see a message in Red, saying that the user can enter as many as 81 characters for their NAME.

I feel like, 81 characters is a bit too long for just a name for contact information. Having it displayed to the user may not be a good idea, then they might just start typing random characters, that are too big to pronounce. when you try to reach out to them, it can get very confusing.

Please use the attached screenshot as reference for better understanding of the issue.

EXPECTED RESULT:

A meaningful message to be displayed, when user leaves the NAME box empty.

ACTUAL RESULT:

A message asking the user to enter a name of up to 81 characters including alphabets, spaces, hyphens and apostrophes.

[Mary Ann May-Pumphrey](#) 2016-04-12 10:35:55 PDT

[Comment 1](#)

Marie: I don't concur with Sri's concerns about 81 characters being too many. Here's what I think the issues are:

--The app is trying to make one error message...

Your name may include 81 alphabet, space, apostrophe and hyphen characters.

do double duty! It gets displayed for names that include other characters such as numbers, which is great. But displaying it for an empty Name field is pretty disconcerting. I think a separate/different message is needed for the latter case.

--The wording should probably be revised to "Your name may include up to 81...."

--81 *is* a very odd number of characters to specify! In fact, the actual number accepted is 82, which is even but still odd. ;-)

--I don't think the error message above even needs to specify a number, as the user is prevented from entering more chars than can be sent.

SUMMARY OF MY VIEW:

--Two error messages are needed - one for illegal characters in the Name field and another for a blank Name field.

--The number of characters allowed should not be mentioned in the current error message.

**[Marie Taylor Harper](#)** 2016-04-12 22:13:29 PDT

[Comment 2](#)

Hi Sri,

Jeff is currently working on enabling this functionality for visitors. Please try this again at the end of the week since it is "In Development".

I'll post an update as soon as he indicates it is done.

Thank you,  
marie

**[Marie Taylor Harper](#)** 2016-04-12 22:38:00 PDT

[Comment 3](#)

Hi Mary Ann,

I believe we may be dealing with some "strange" debug messages but lets let Jeff finish off the module and see whether this goes away in the next few days.

TY,  
marie

**[SRI TEJA ALAVALA](#)** 2016-04-13 05:43:56 PDT

[Comment 4](#)

Hi Marie, I'll lookout for an update from you regarding the fix and test it again. Thank you for your prompt response.

**[Marie Taylor Harper](#)** 2016-05-11 23:27:43 PDT

[Comment 5](#)

Hi Sri,

We have provided a fix for this issue. Can you please test again and confirm whether the fix has resolved the issue you reported?

Thank you,

marie

**[SRI TEJA ALAVALA](#) 2016-05-25 18:35:48 PDT**

**[Comment 6](#)**

I've tested the bug again and I believe the fix helped a lot. But, it accepts the name like this ' ---'' as well. Is that what we are okay with too?