**Guidelines:**

The basis and main guideline before starting any project do remember **communication** is the basis and most important part in this organization, if your communication skills are strong enough you can make progress otherwise you are going to face a lot of tough time here even after reviewing the document. Ask questions to your project lead or to anyone who has been working in BBL for months. Do not feel shy about asking questions, even if you are getting embarrassed.

**Start!!! Create a new chrome for every project.**

At the very start of the work, create a separate chrome entity for the project at which you are going to work. [**How?**](https://www.loom.com/share/6b288fd259f74fc5a0e0e0d36c76b268)With this, the search, email logins, cache and other cookies of a project will be separated and limited to that chrome entity only. **Remember!** You will perform this every time, when a new project will be assigned to you. **Reason!** Behind this is because, every project needs testing on chrome, which is more reliable and preferable.

**How to make a video:**

The basis step in issue reporting or discussing the issue to make a video for that issue, without video you have no evidence that issue was there which cases huge embarrassment while reporting bug, there are many screen recorder app available for desktop and mobile devices, we here commonly use “Loom” for screen recording as it gives option to upload videos on cloud and make a simple link which is easy to access from anywhere any time for anyone.

**Steps to make a video:**

1. Download Loom. (Jing or ZD are also fine -> All are 3rd party video making tools)
2. Install with a generic username (Try to use danish related name, or Arslan->If you are working on Sir Arslan’s project)

**How to make a video?** [Click here!](https://drive.google.com/open?id=1VVSRHhmxbpkvbPvdI7ooRtBZHE6BgQMl)

ZD (Offline) [**Download**](https://drive.google.com/file/d/1iZexNa5AxNFR9Rr-LDUpFs-9oWOBhr1n/view?usp=sharing) **(Turn off your Windows defender first)**

Loom (Online) [**Download**](https://www.loom.com/desktop) **(Use Email: 246)**

**How to explain an issue in a video:**

1. Open Loom (video making tool).
2. Do not enable video camera and voice recorder
3. Start the video.
4. Try to explain the issue in proper steps from start to end.
5. The critical or major part of the issue should be explained more clearly and slowly.
6. Use hover the mouse on the major part.
7. When video is completed, upload the video upon clicking the upload button.
8. After uploading a link will be copied to your clipboard and ready to be pasted
9. Open the link, which can be viewed in your browser.

**How to explain an issue in video?** [Click here!](https://drive.google.com/file/d/1pgkVcWX3F4svpE8ik4AlpwUvas5QAE7-/view?usp=sharing)

**How to take a snapshot**

Sometimes the issues can be explained with a single screenshot mostly these issues are the one which pertain to the UI. Again there are many ways to take a snapshot/screenshot of screen where the issue persist, **LightShot, JING** and **Window snipping tool** provide the option to take snapshot/screenshot, try to mention the specific part where the issue in there in screenshot so that by just watching a screenshot the end user(In this case developer) don't have to find the specific part where was the issue.

**How to explain an issue in a snapshot (JING):**

1. Open Jing.
2. Set the portion of screen of which you want to capture snapshot/screenshot.
3. Capture the picture and click on “Copy”. (Picture will be copied to your clipboard)..
4. This picture can be pasted anywhere in the document.
5. You can also upload a screenshot like in video and paste the link generated anywhere you want.

**Note:** Use the following jing tools to explain the screenshot. *(Alternatively, use paint tools)*



**How to explain an issue in screenshot?** [Click here!](https://drive.google.com/open?id=12nyra3s2dpELJhRi1KXPbfI1VWo2jVlq)

Jing - TechSmith Capture = [**Download**](https://www.techsmith.com/download/jing/)

Jing - TechSmith Capture = [**Download**](https://app.prntscr.com/en/download.html)

***Cautions (When making a video/screenshot):***

1. Most Important point to be noted before starting screen recording do note that your MIC is off no background voice should be there in video
2. No bookmarks are on your browser, which are not related to the project you are doing.
3. You should not login into gmail using your personal accounts.
4. No tab should be opened unrelated to the project you are doing. (Close All unrelated tabs)

**How to make a bug report?**

When you are asked to test an application, it means you have to find bugs/issues in the app and note down in a sheet (Probably a google sheet). This google sheet is called a bug report. In this report, all the issues should be noted down in this sheet., that you find. A bug report must contains the following:

* **Page title:** Explains the title of the project and the name of reporter (Danish, Arslan).
* **Table of Contents**
* **Introduction:** Explains the overview of the project.
* **Document Revision History:** Which contains report version number, reporter and description.
* **Summary:** Explain the environments and procedures which you have used in testing.
* **Issues:** Every issue must include: Priority, Summary, Steps to reproduce, a screenshot (in case of UI issue), Expected result, Observed result and a video.

**How to make a google sheet in BBL? [**[**Sample**](https://docs.google.com/document/d/1PJ1JxHpww3qeKvD6fASO-u051OAnL0pGhGveFB5u0l8/edit?usp=sharing)**]**

**What steps to do if you find an issue?**

If you have faced an issue, the most important steps should be:

* you should confirm that the issue is reproducible and really an issue. Sometimes due to internet or device problems, it seems that it is an issue but after some time you noticed that it was not the application issue rather the issue was at your side, so before reporting you should be sure that issue is really an issue and reproducible.
* Once you are confirmed about it do make a video or snapshot.
* Now start writing a summary for that issue.
* Then write the steps to reproduce how a user can reproduce the issue.
* if it is required you can mention expected results and actual results, after that do attach video or screenshot.

**How to make an issue in the google sheet? [**[**Sample**](https://docs.google.com/document/d/1q7mHBkoxVqST1YbpK_Vt6PxdRTI4wYoWh7ca6D2Ry1M/edit)**]**

**How to log a ticket in Jira**

As you know you are working as Danish or Arslan, that means you are using their JIRA account for that particular project that you are working on. So, a single mistake in logging an issue on JIRA can result in a huge penalty. A JIRA ticket/issue contains many fields but most important fields that you must have to enter are:

* Project (Ask your lead about it first).
* Issue Type (Bug->Issue, Task->Improvement)
* Origin (Vary from project to project)
* Customer Info (If issue is related to a specific account)
* Summary
* Component (The module of the app, in which the bug occurred. Do not add new components, already created. (Use existing only).
* Environment (QA or DEV or PROD).
* Linked Issues (Enter this field too, if you found the issue during testing of any existing ticket).
* Priority
* Sprint (Vary from project to project)
* Story Points (Vary from project to project)
* Reporter (Danish or Arslan)
* Description (contains all explanation of the issues and steps)
* Acceptance Criteria (Vary from project to project)
* Attachments (Screenshots, files)

So, When you are asked to log an issue/ticket on JIRA(A bug reporting platform) that you find on any application given to you for testing, then you must follow the below steps:

* Write down all of the above steps on a notepad first (in order to minimize mistakes)
* Then copy each part one by one and paste in the ticket you are creating.

**What steps to do when Danish ask to make a document for verification of tickets:**

While making verification sheets do make a habit to add test cases if required and in title of every ticket, ticket reference/number should be mentioned then the summary of ticket, also mention in the title of ticket that ticket is passed or not, with each test case if required do mention which test case is fail.

After the test case part do show the screenshot/video in which issue is verified and it is working fine

In case the issue persists and the ticket is failing make a verification video in which issue is shown properly also make a summary of issue.

**Best Practices and what to do and what not to do**

* First of all you have to be very careful that the browser you are using does not have your personal account login.
* Secondly, never ever access any drive which asks you to get permission.
* Third part you should never mention the projects on linkedInn, FB, insta bio etc you are working for BlackBoxLabz only not for these project owners.
* The credential sheet shared with you is the confidential info for which you have to take good care.
* Alway make sure that before sharing sheet in Workchat the permissions are enabled Video: <https://www.screencast.com/t/iSS2UvsQB2O9>

# **Practice QA**

This [**website**](https://www.saucedemo.com/) can be used for demo testing and learning QA. To learn How to log a bug and write test cases. [**Website 2**](https://www.mailinator.com/)

**How to make Test Cases [**[**Sample**](https://docs.google.com/document/d/1H8_9sLnZfDp8avZ_V187-mZ5lF2ZAbAe2hM5FPuaUDU/edit)**]**

1. **Precondition (Optional)**
2. **Action**
3. **Data/input**
4. **Expected result.**

**Example:**

Verify/Check, **at the Feed/Home page on Facebook, upon clicking the ‘Profile’ icon** at **the top action bar, the user is navigated to the user profile screen.**

# Tasks

Website :

1. Test any of the above mentioned sites, and create a Bug report.

1. Write down module test cases of any of the above sites.