Bug Report Document – OpenCart Website

Reported By: Sneha Singh  
Reported On: 26 June 2025

# Bug ID: REG-BUG-001

Title: Confirmation email not sent after successful account creation

Module: User Registration  
Severity: Medium  
Priority: High  
Environment: Chrome v123, Windows 10, OpenCart Demo Website

Description:  
When a user successfully registers a new account, the system should send a confirmation or welcome email to the registered email address. However, no email is received, even though the account is created successfully and the user is redirected to the dashboard.

Steps to Reproduce:  
 1. Click on My Account Dropmenu.

2. Select Register option.

3. Fill all required fields with valid details.

4. Check the Privacy Policy box and subscribe Newsletter.

5. Click on the “Continue” button to create the account.

6. Check the inbox of the registered email account.

Expected Result:  
User should receive a confirmation/welcome email shortly after registration is successful.

Actual Result:  
No email is received even after waiting for a few minutes. The inbox and spam folders were both checked.

Impact:  
- User may be unsure whether the account was created successfully.  
- Can lead to trust and usability issues, especially if email verification is expected.

Suggested Fix:  
Ensure email functionality is correctly configured and triggered after account creation. Include proper error logging if the email fails to send.