



Mobile App Testing Report

Aug 21, 2023

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Mobile App Details

Mobile App Details

- App Name: Crave
- Version: Beta
- Date of Last Update: Aug 1, 2023
- Developer: Leong Yee Joe

Welcoming Page

Sign Up!

- Missing:
1.1 Google, Facebook, and Apple logos

A desktop-style sign-up form with the title "Sign Up!". It features four input fields: "Username", "Password", "Phone Number" (with a dropdown menu showing a Malaysian flag and "+60"), and "Email". Below the fields is a teal "REGISTER" button. Underneath is a section titled "Sign up with:" containing three social media icons (Google, Facebook, and Apple) and the text "ALREADY A MEMBER?". At the bottom right is a language selector "ENGLISH" with an upward arrow.

UI/UX Design

A mobile-style sign-up form with the title "Sign Up!". It features four input fields: "Username", "Password", "Phone Number" (with a dropdown menu showing a Malaysian flag and "+60"), and "Email". Below the fields is a teal "REGISTER" button. Underneath is a section titled "Sign up with:" containing the text "ALREADY A MEMBER?". At the bottom right is a language selector "ENGLISH" with an upward arrow. A mobile home indicator bar is visible at the very bottom.

Mobile App

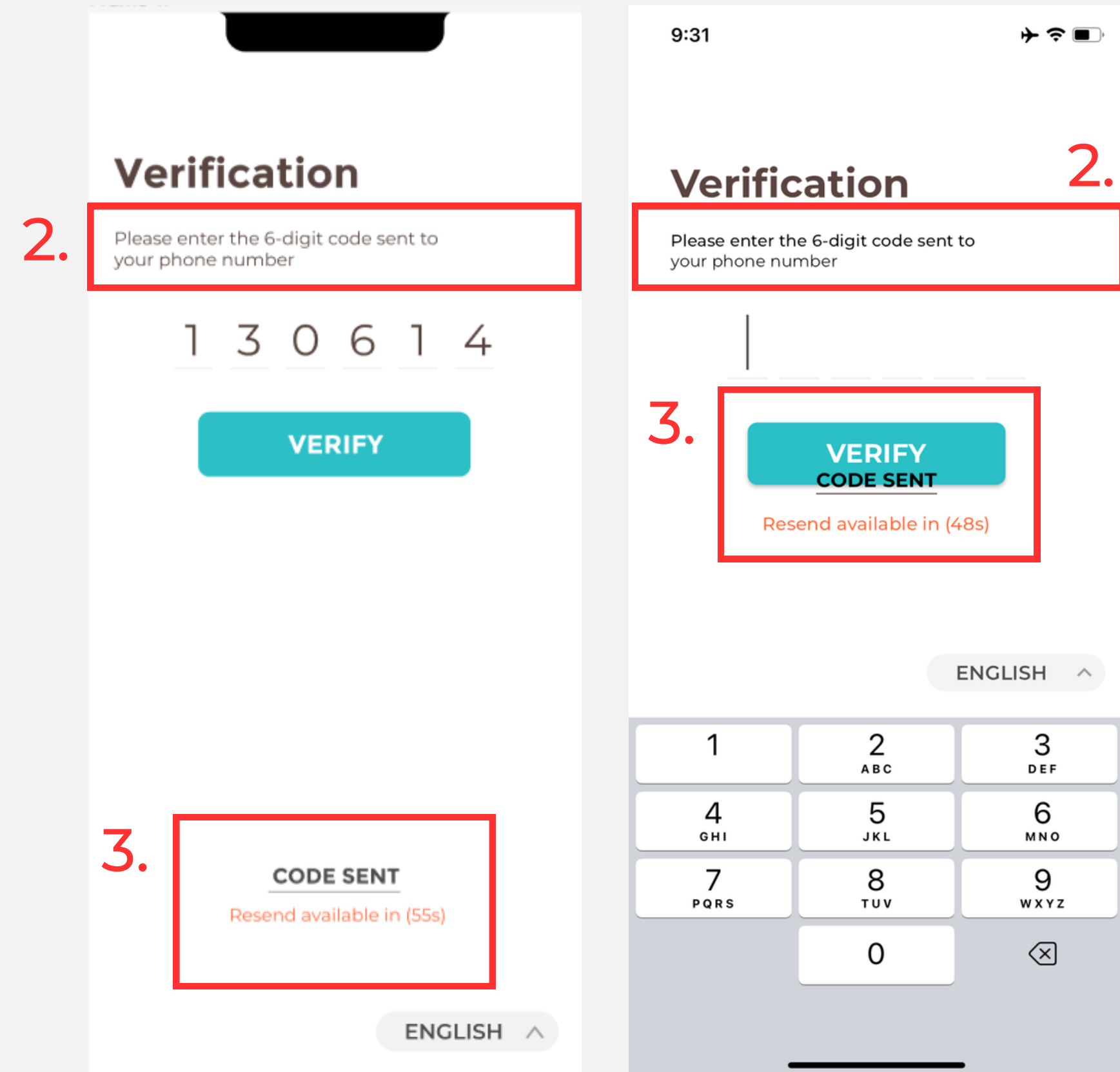
Verification

- Adjustments:

1.2 "Please enter the 6-digit code sent to your phone number" shouldn't be bold

- Bug:

1.3 The "Code Sent" shall stay at the bottom. When we test the app, it intersect with the "Verify" button

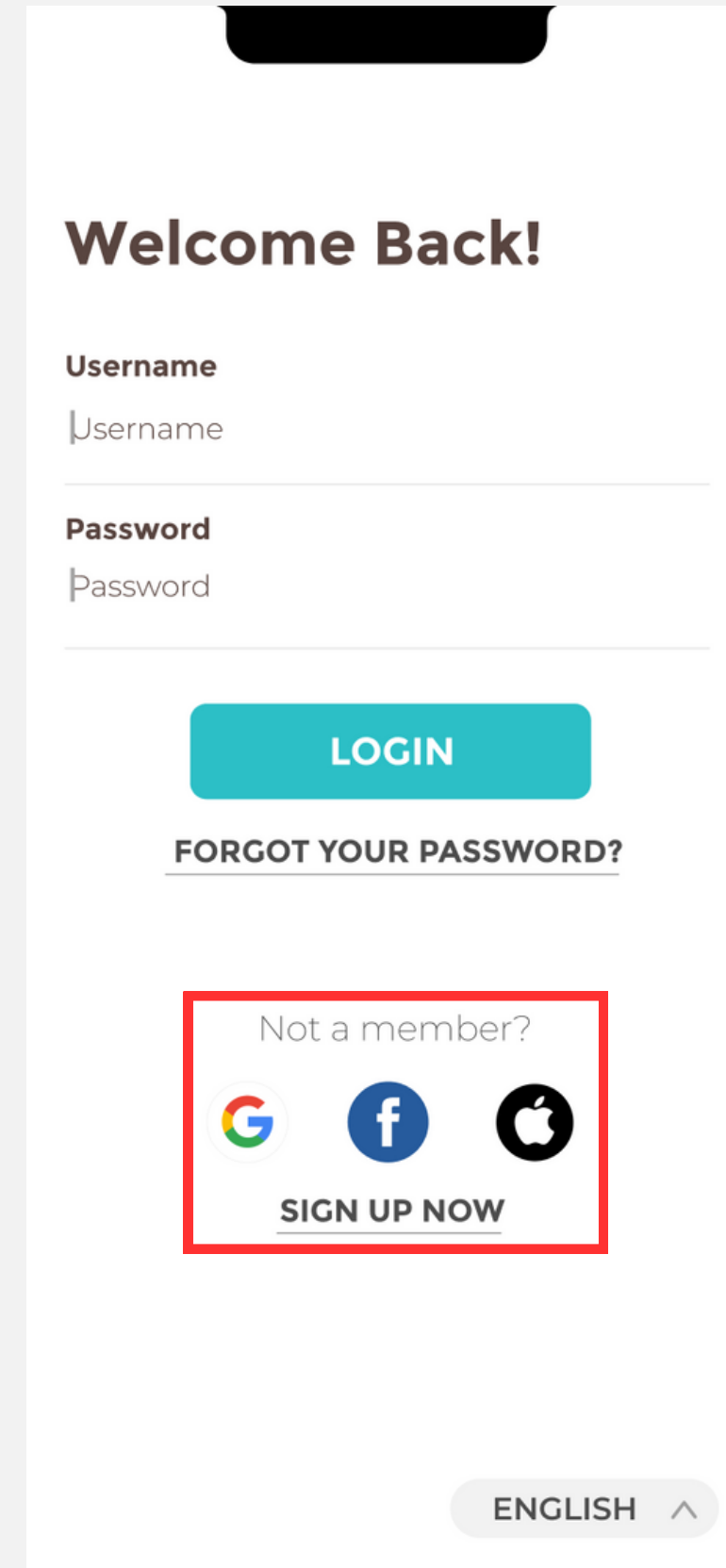


UI/UX Design

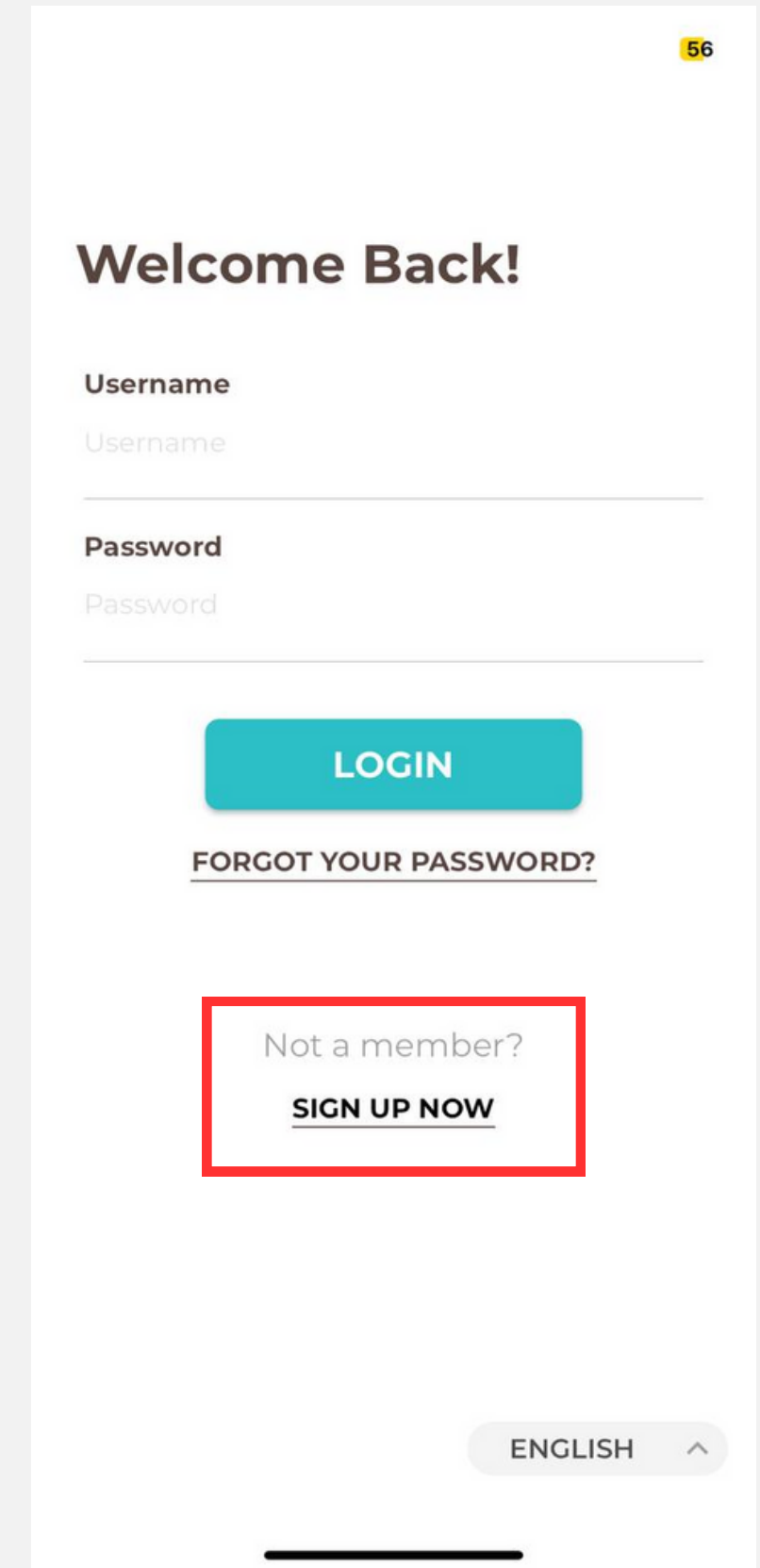
Mobile App

Login

- Missing:
1.4 Google, Facebook, and Apple logos



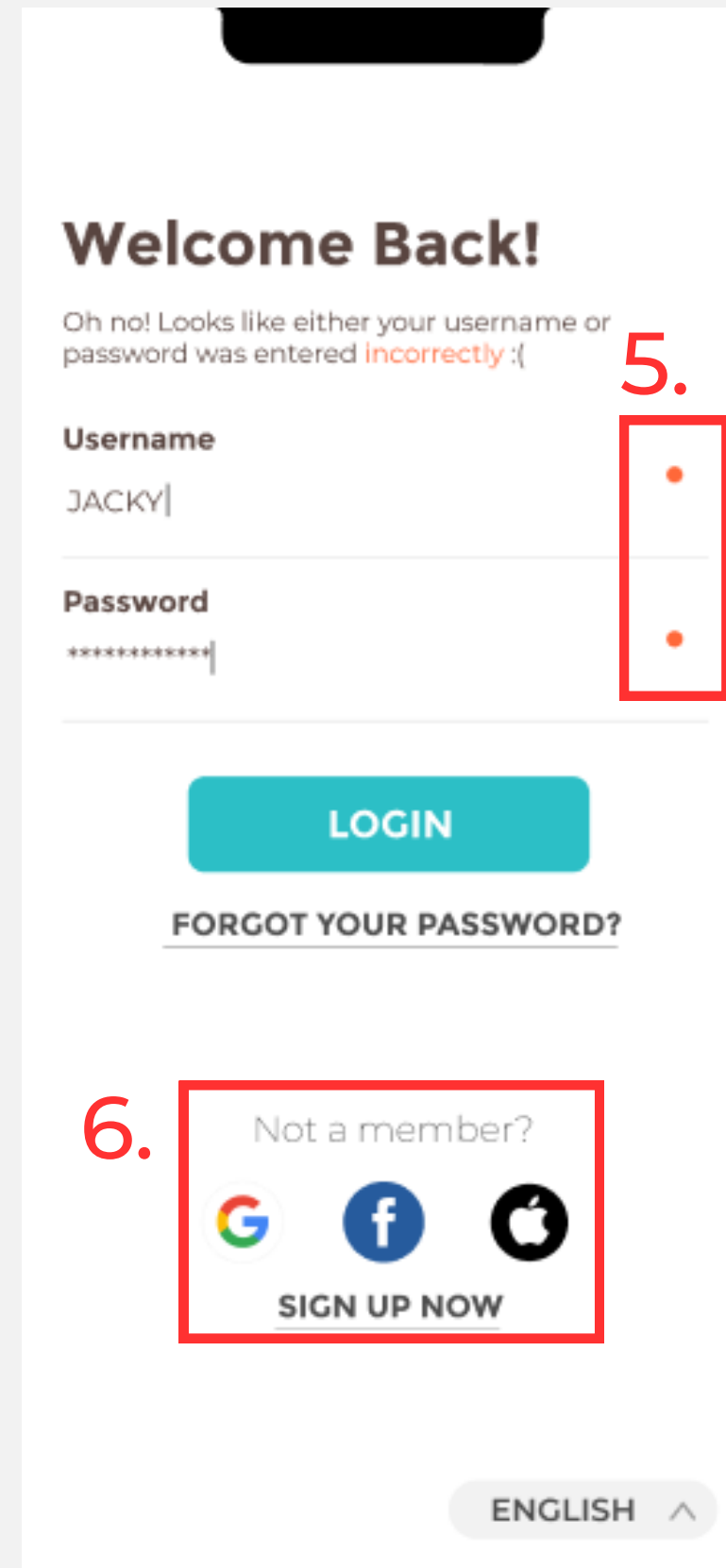
UI/UX Design



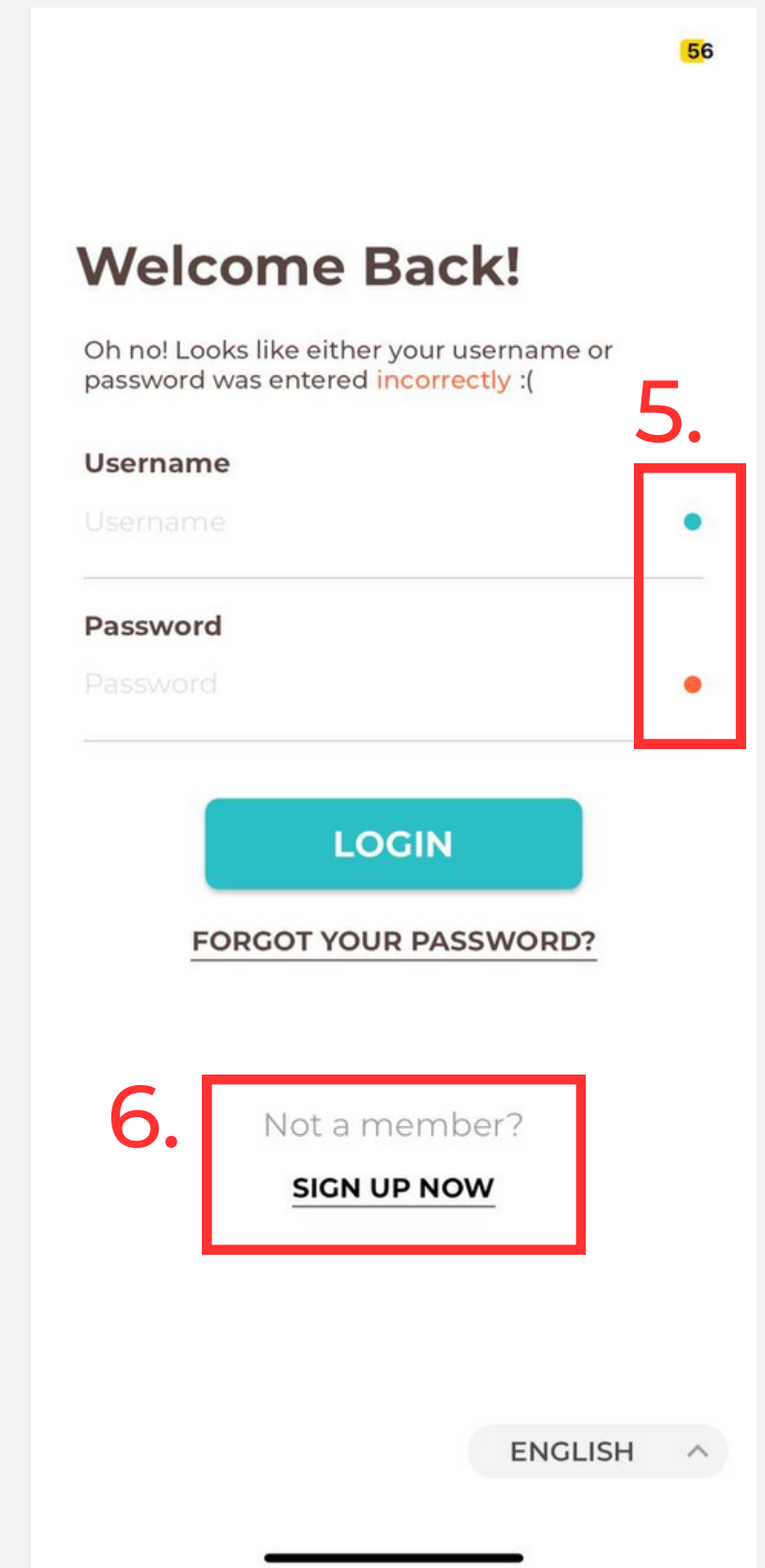
Mobile App

Login Error Handling

- Missing:
 - 1.5 Error handling orange dot
 - 1.6 Google, Facebook, and Apple logos



UI/UX Design



Mobile App

Other Error Handling

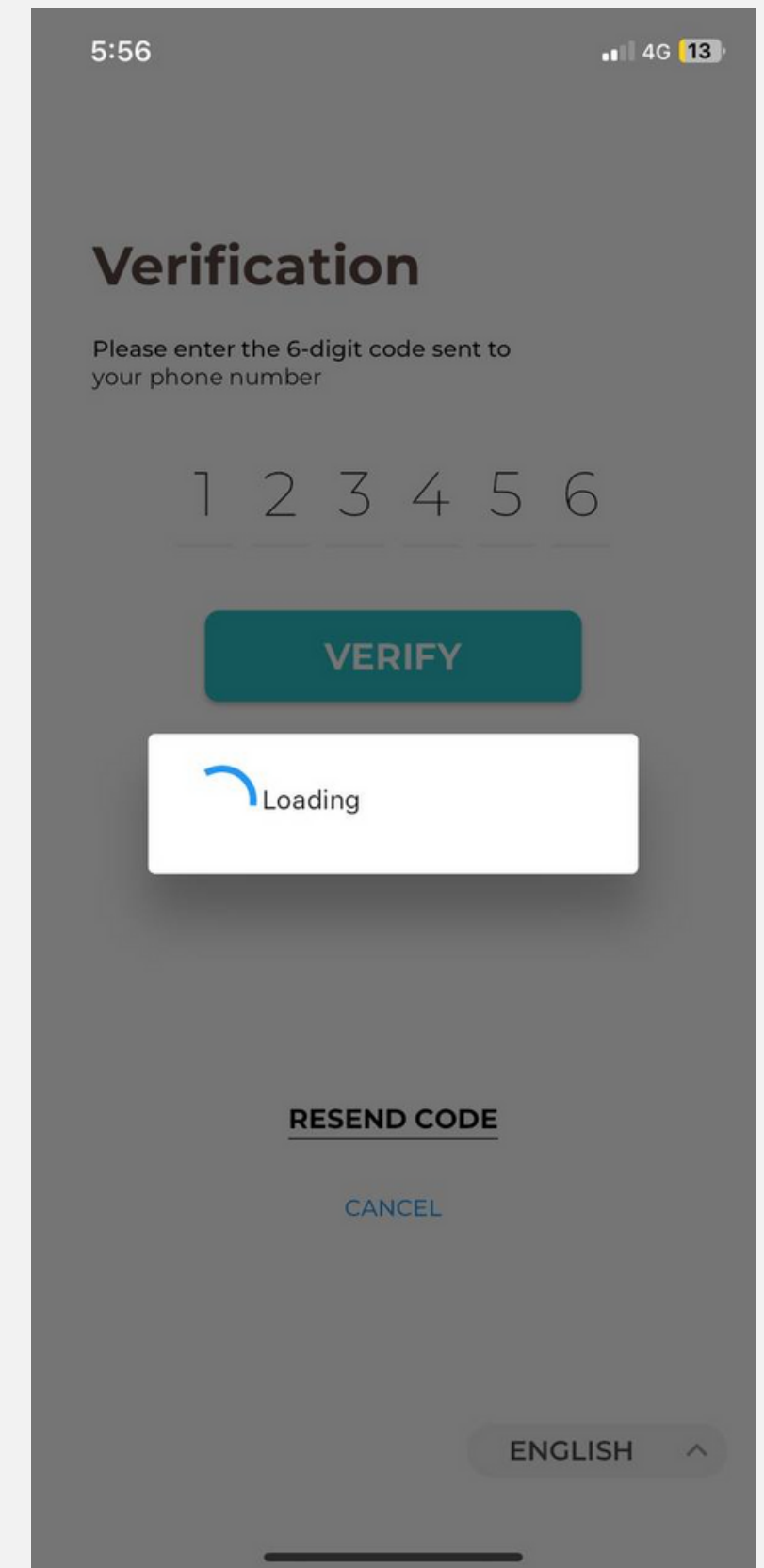
There are other issues that we found in the Welcoming Page, but we couldn't provide with the proof due to unable to go back to the previous page, as follows:

- 1.7 There is no minimum requirements for the password. We tried to use 123 as the password, and it works
- 1.8 Fake email and fake phone number also works
- 1.9 When the tester opened the app, his music shouldn't stop, and the animation shouldn't play sound

Registration Problem

- Bug:

1.10 It takes so long to register the user. But, when the tester restart the app and use the unsuccessful registration username and password to login, the app allows.

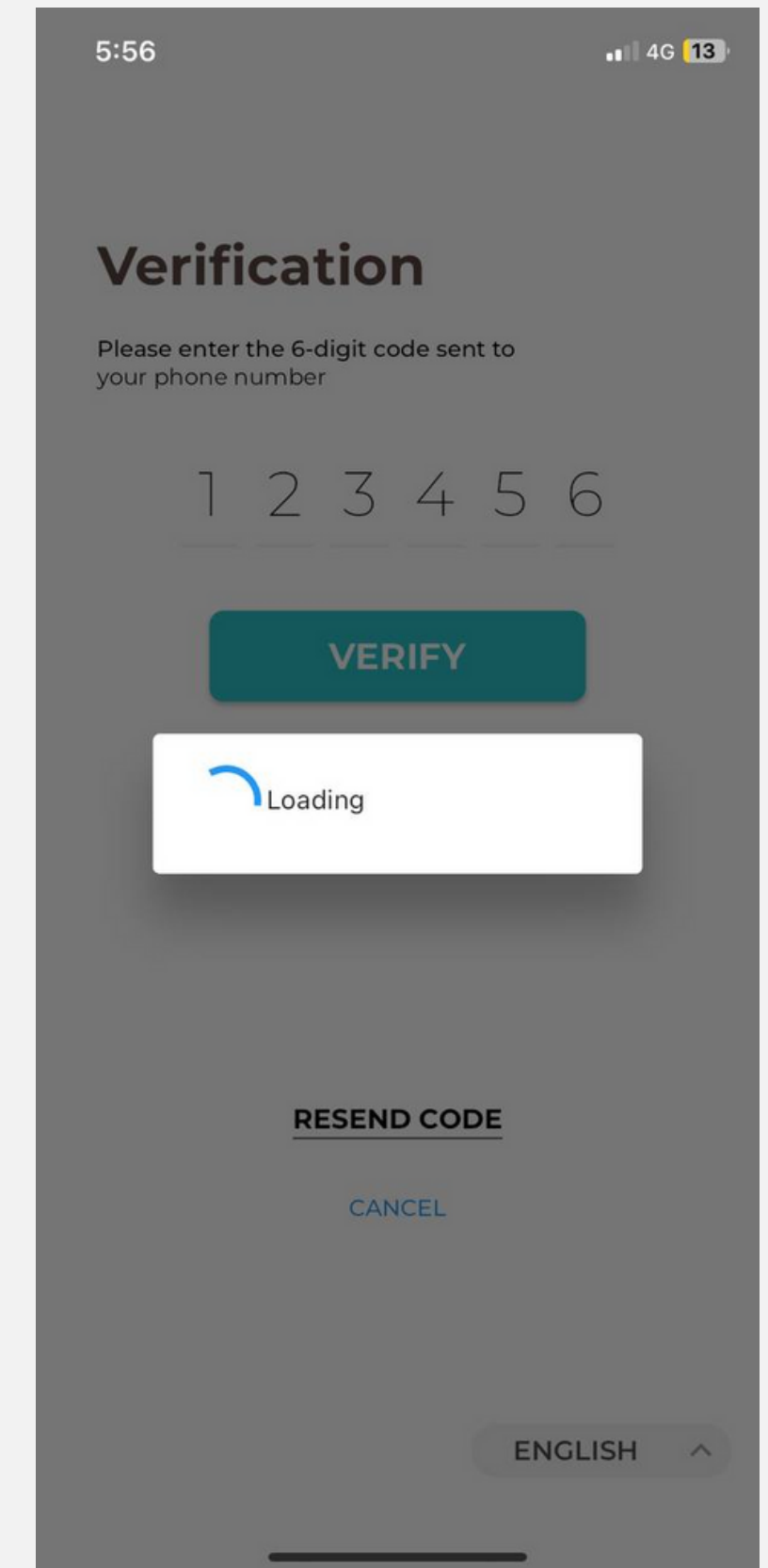


Mobile App

User Creation

Skip User Creation

- Bug:
2.1 Because the tester can login without properly register the account, the app skips the user creation page



Mobile App

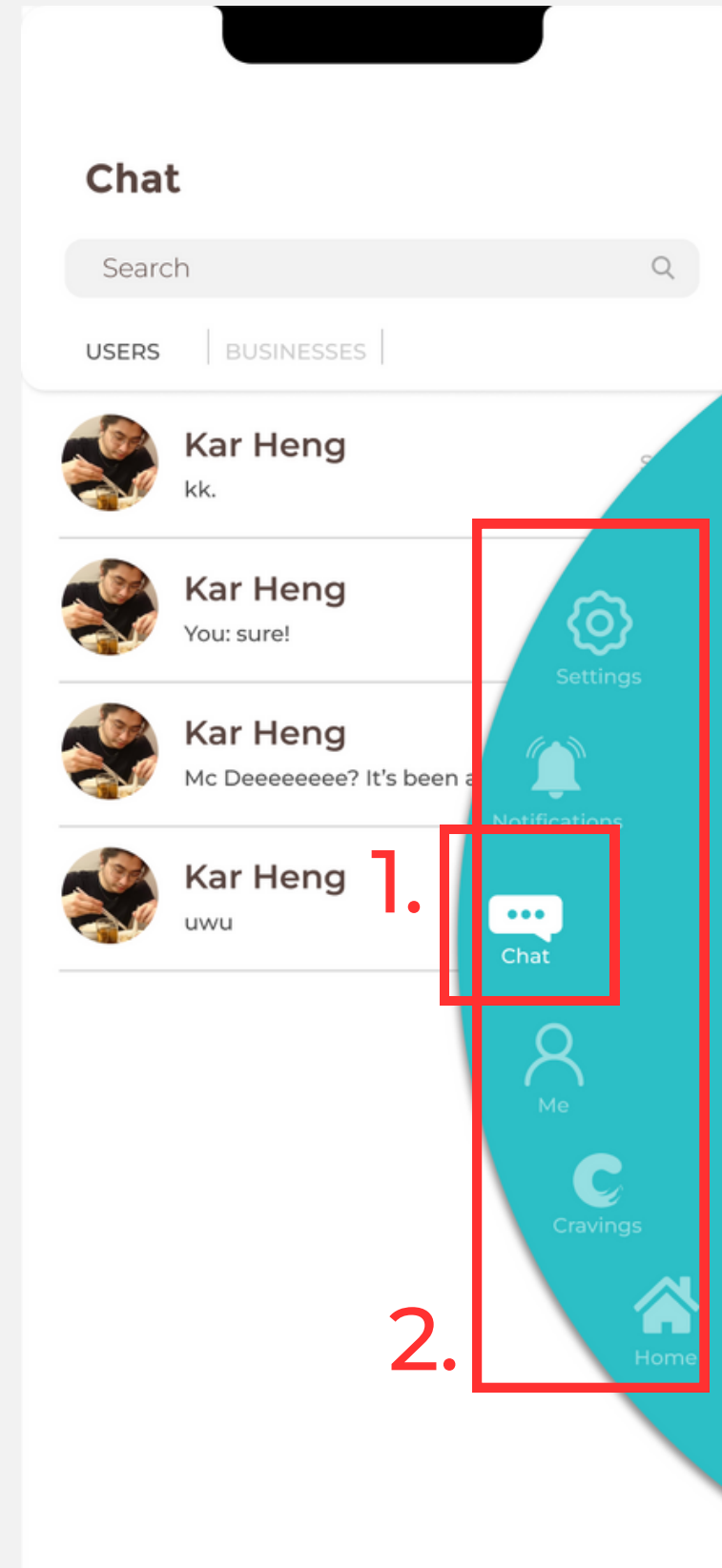
Navigation Wheel

Icon

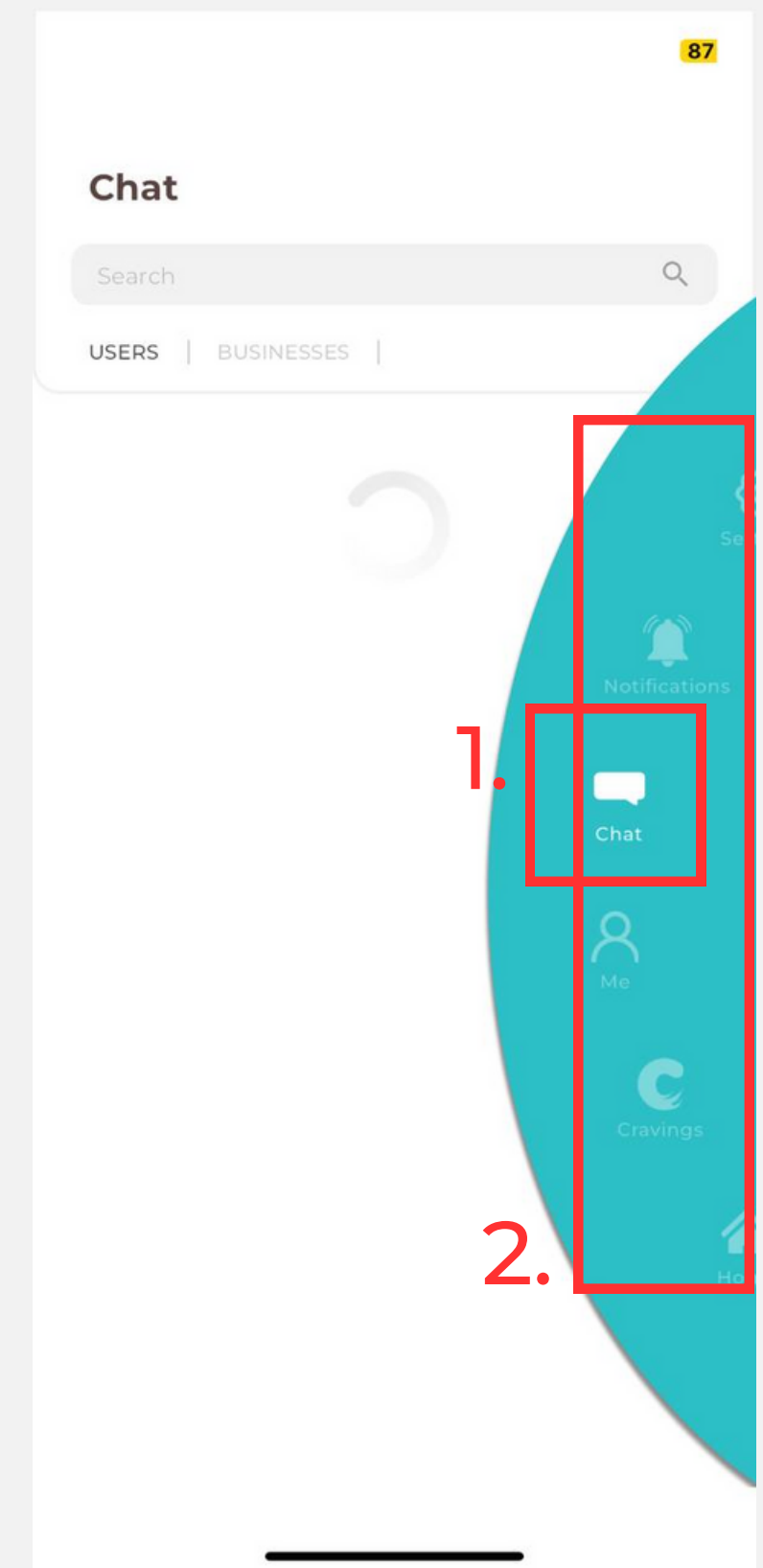
- Adjustments:

3.1 The Chat icon is supposed to have three dots in the icon

3.2 All the navigation wheel icon is slightly smaller compared to the Figma design



UI/UX Design



Mobile App

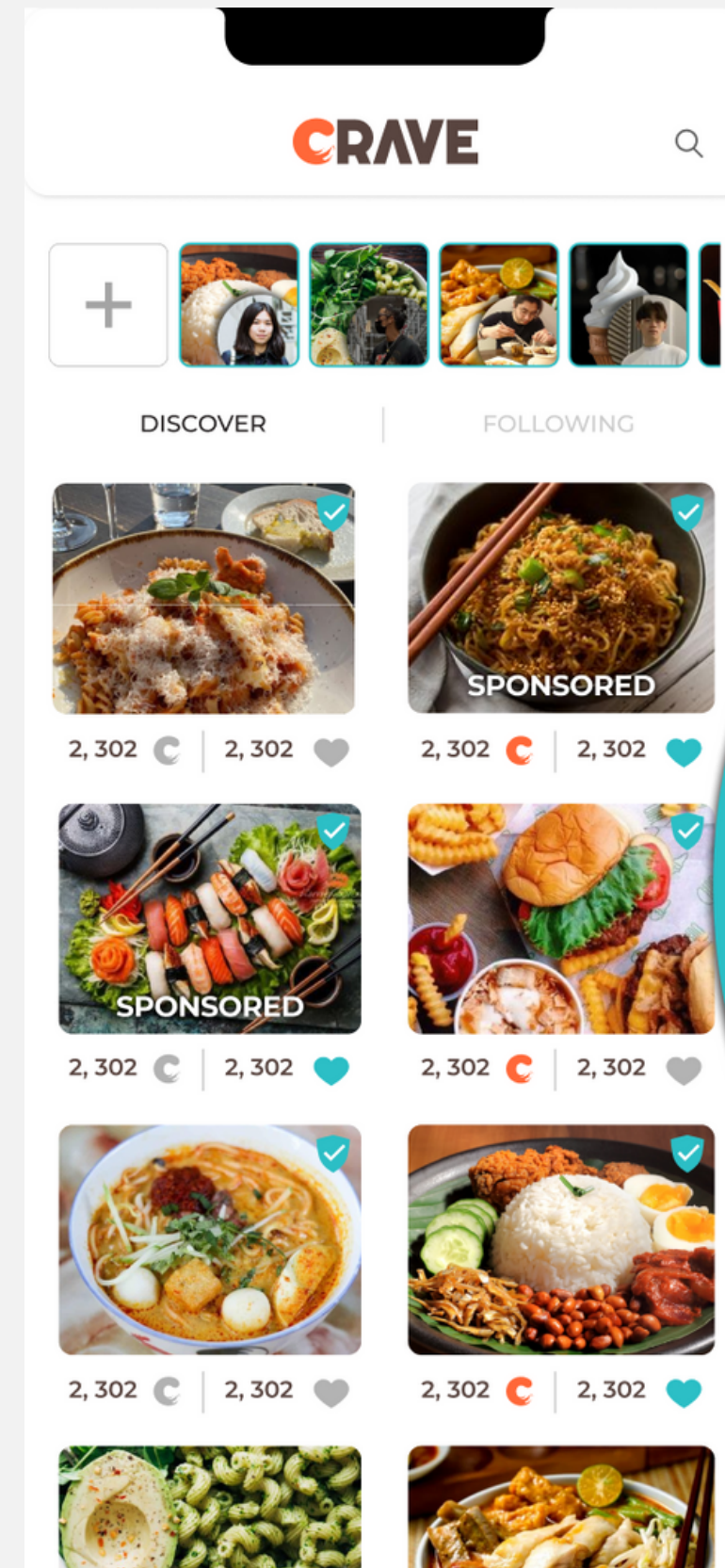
Homepage

Homepage

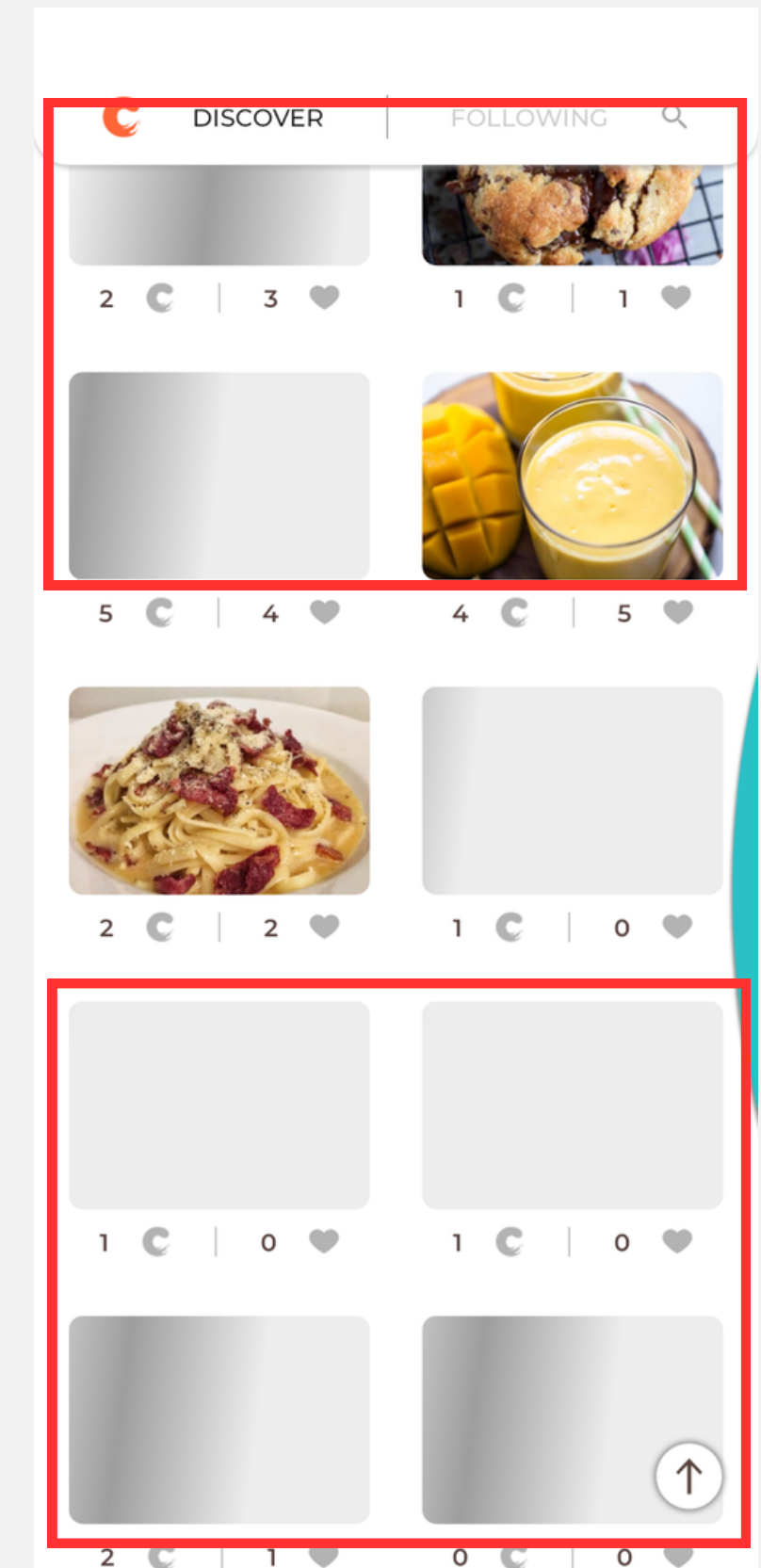
- Bug:

4.1 The Loading screen is not synchronized and it takes so much time to load

4.2 Some pictures don't have a loading animation even though other pictures on the same screen do.



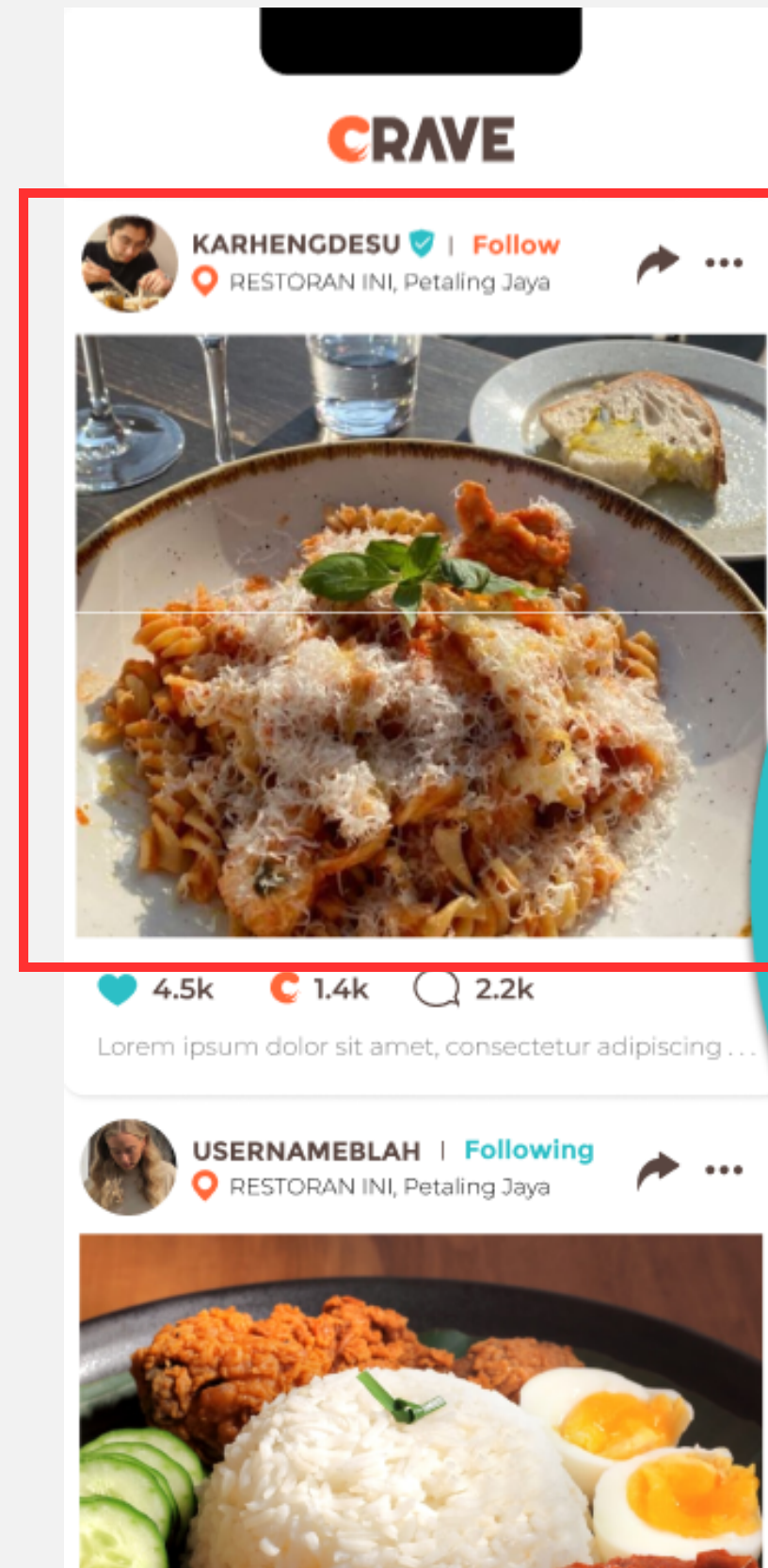
UI/UX Design



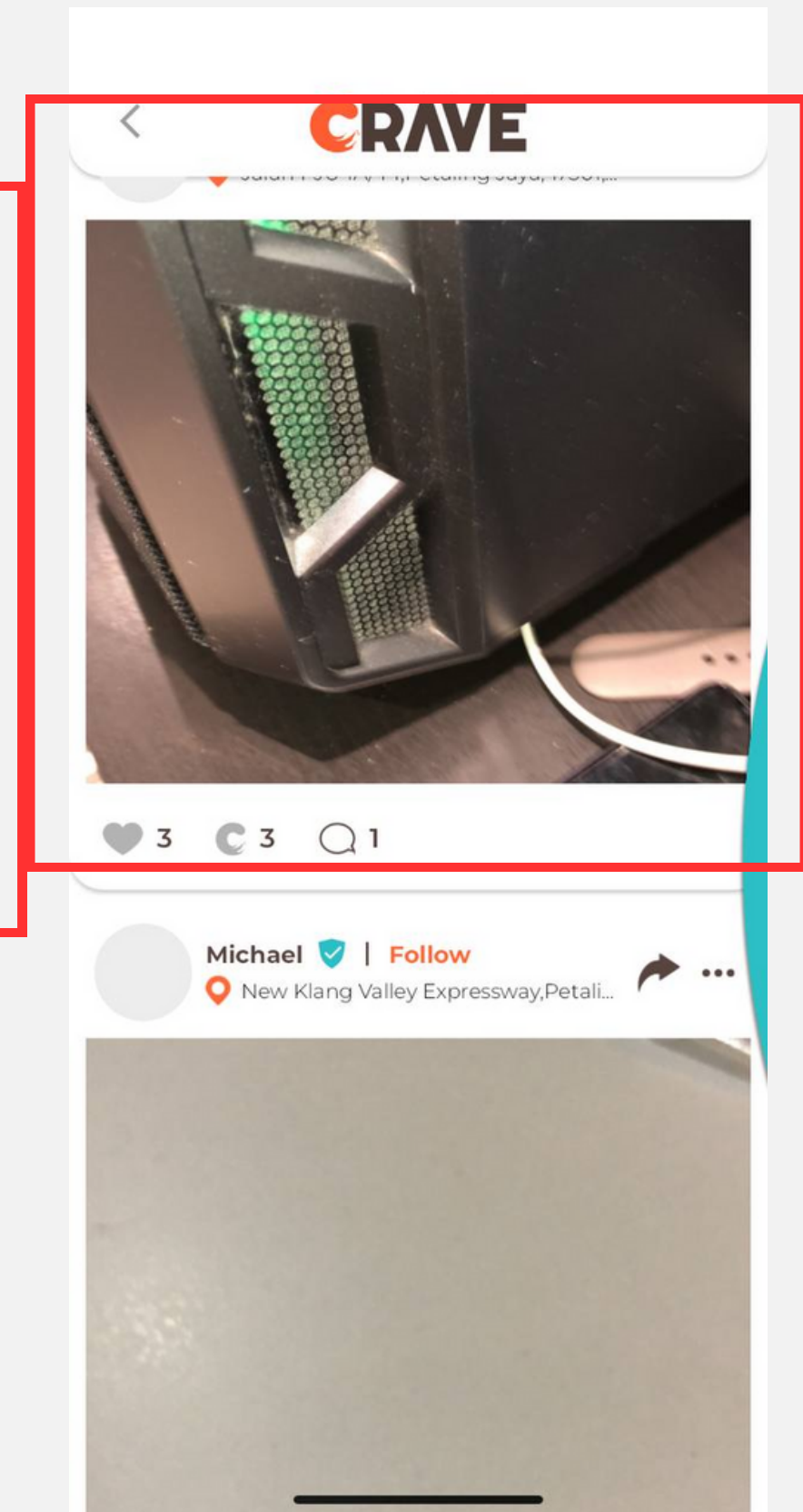
Mobile App

Homepage

- Bug:
4.3 When the tester clicked the post, it redirected to other post or the gridding is a bit down



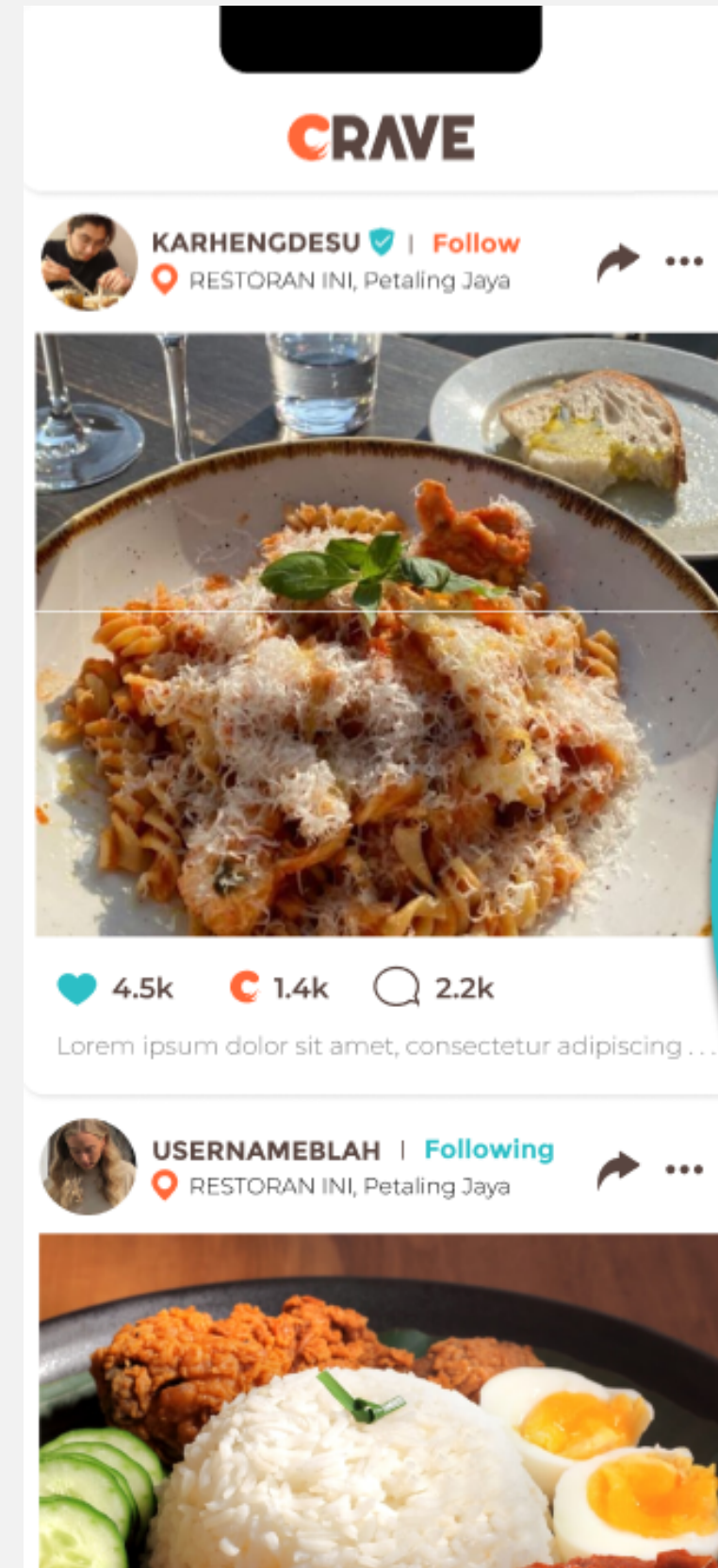
UI/UX Design



Mobile App

Homepage

- Bug:
4.4 It takes so much time to load the feed page
- Missing:
4.5 There isn't any loading animation in the page



UI/UX Design

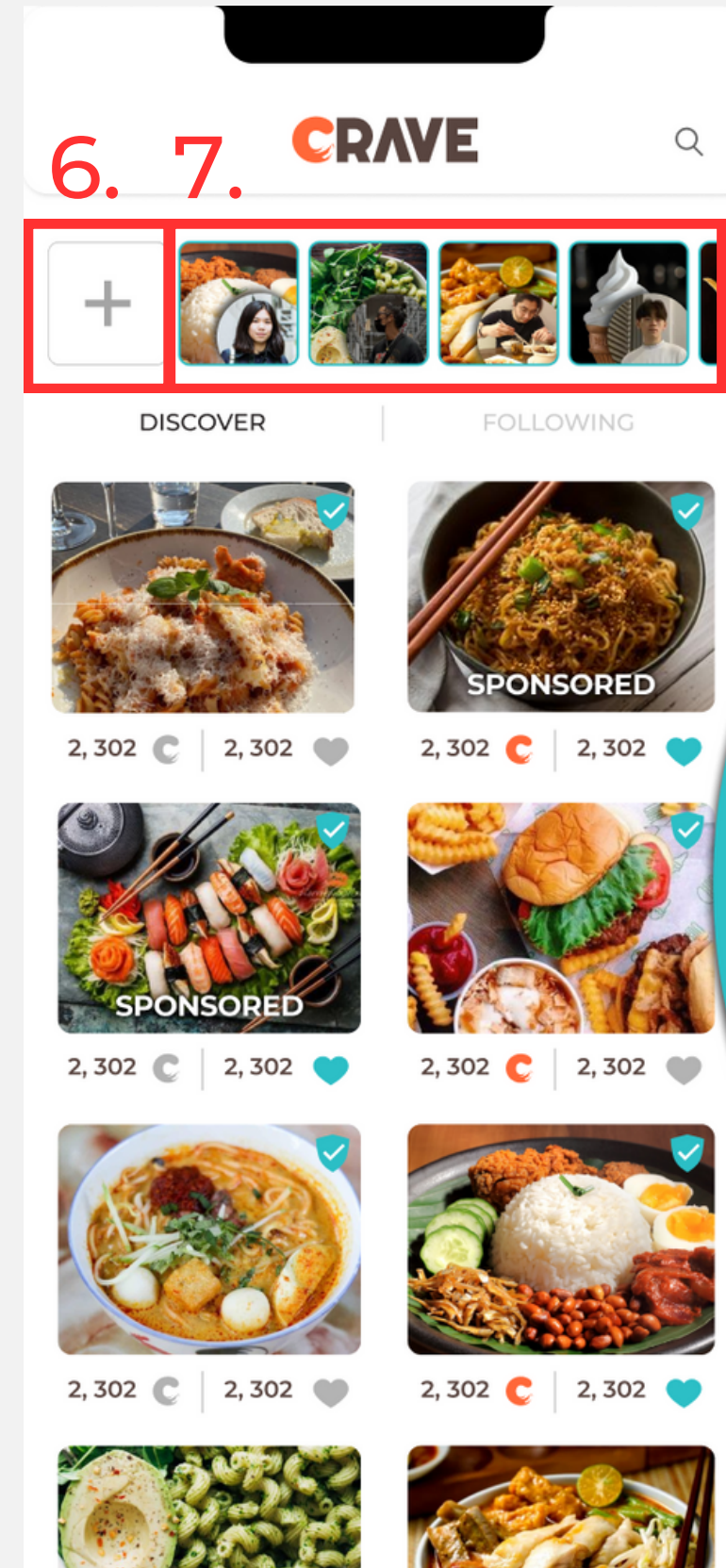


5.

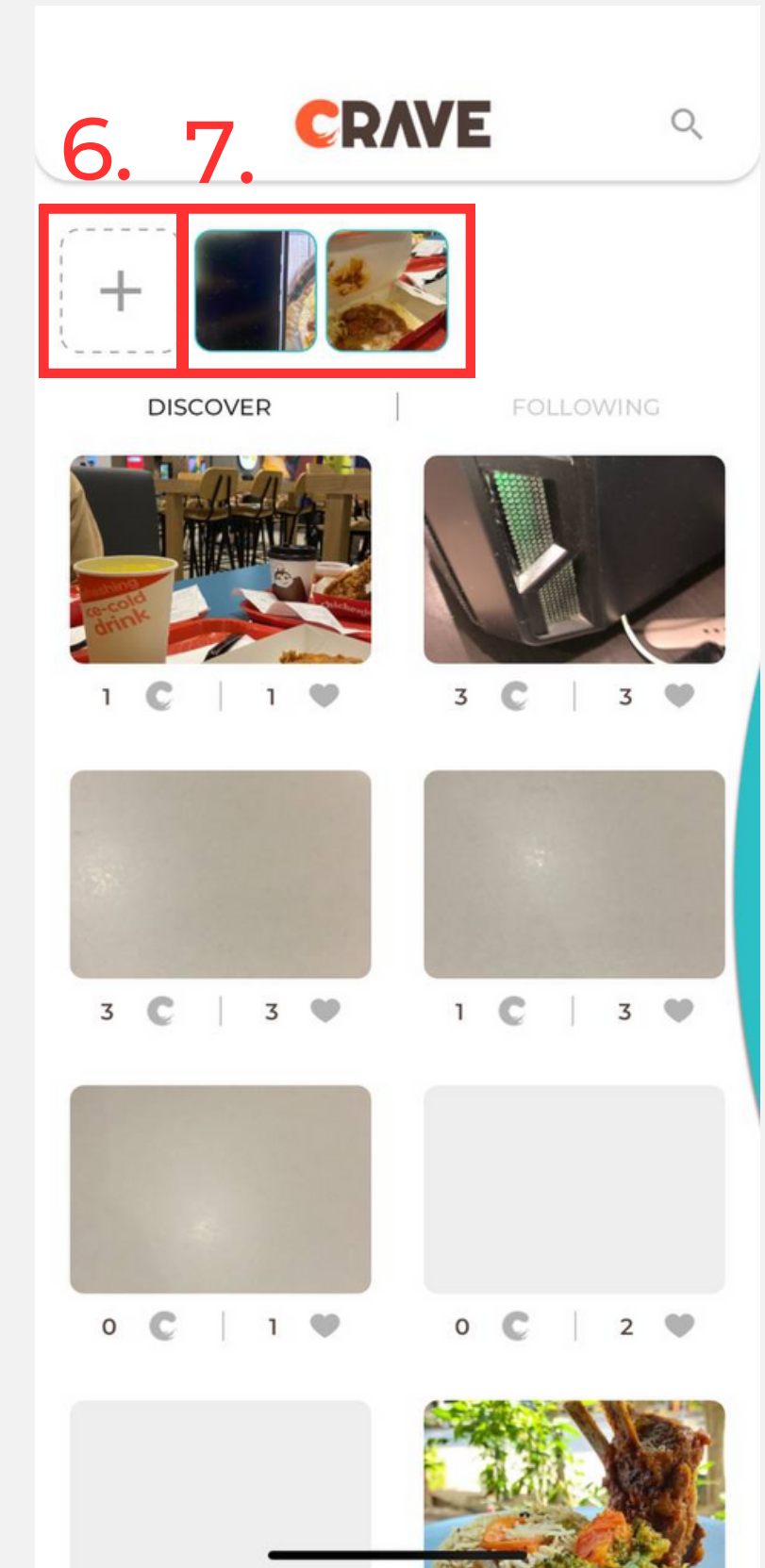
Mobile App

Homepage

- Adjustments:
4.6 The border of '+' icon is different
- Missing:
4.7 Profile picture of the user who shares that story



UI/UX Design

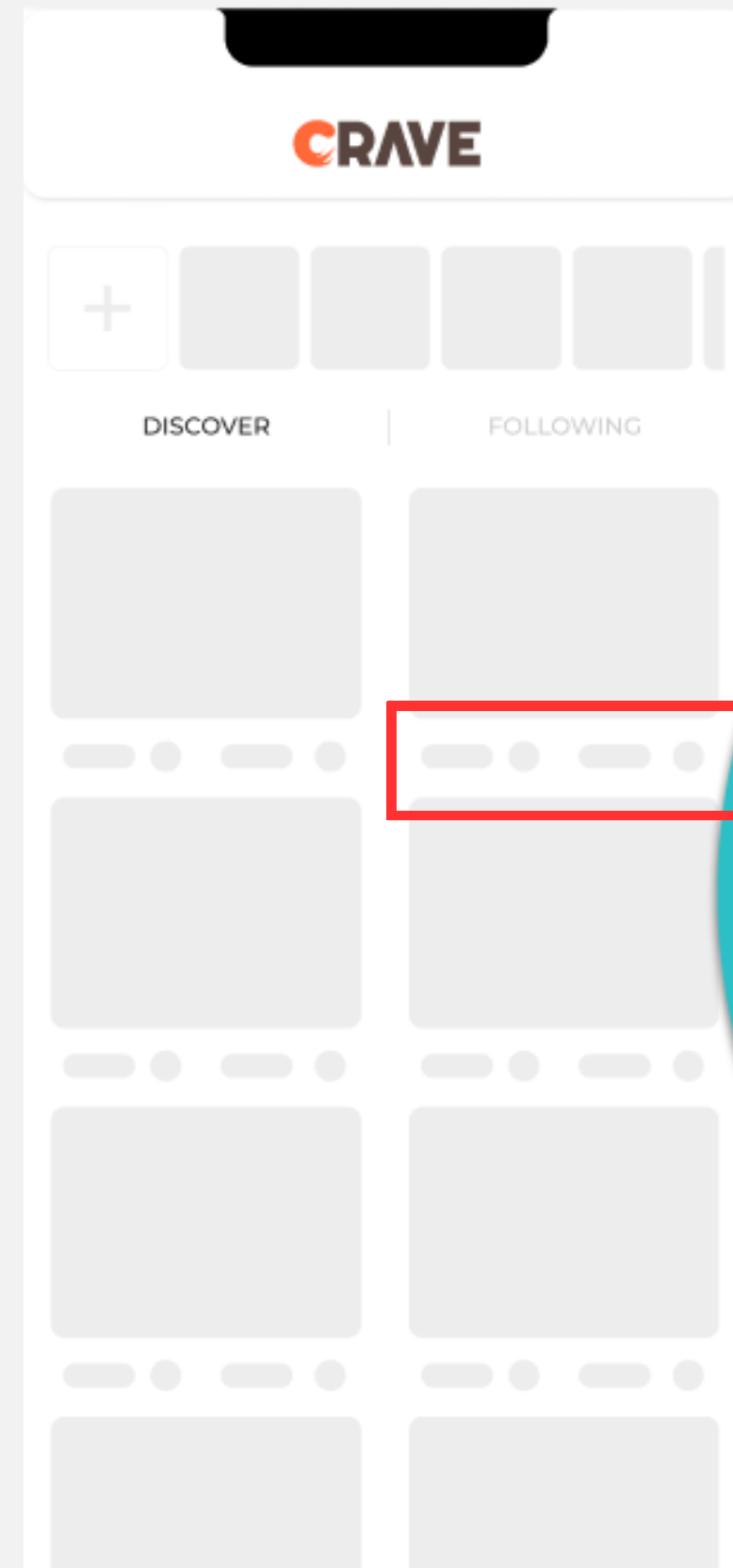


Mobile App

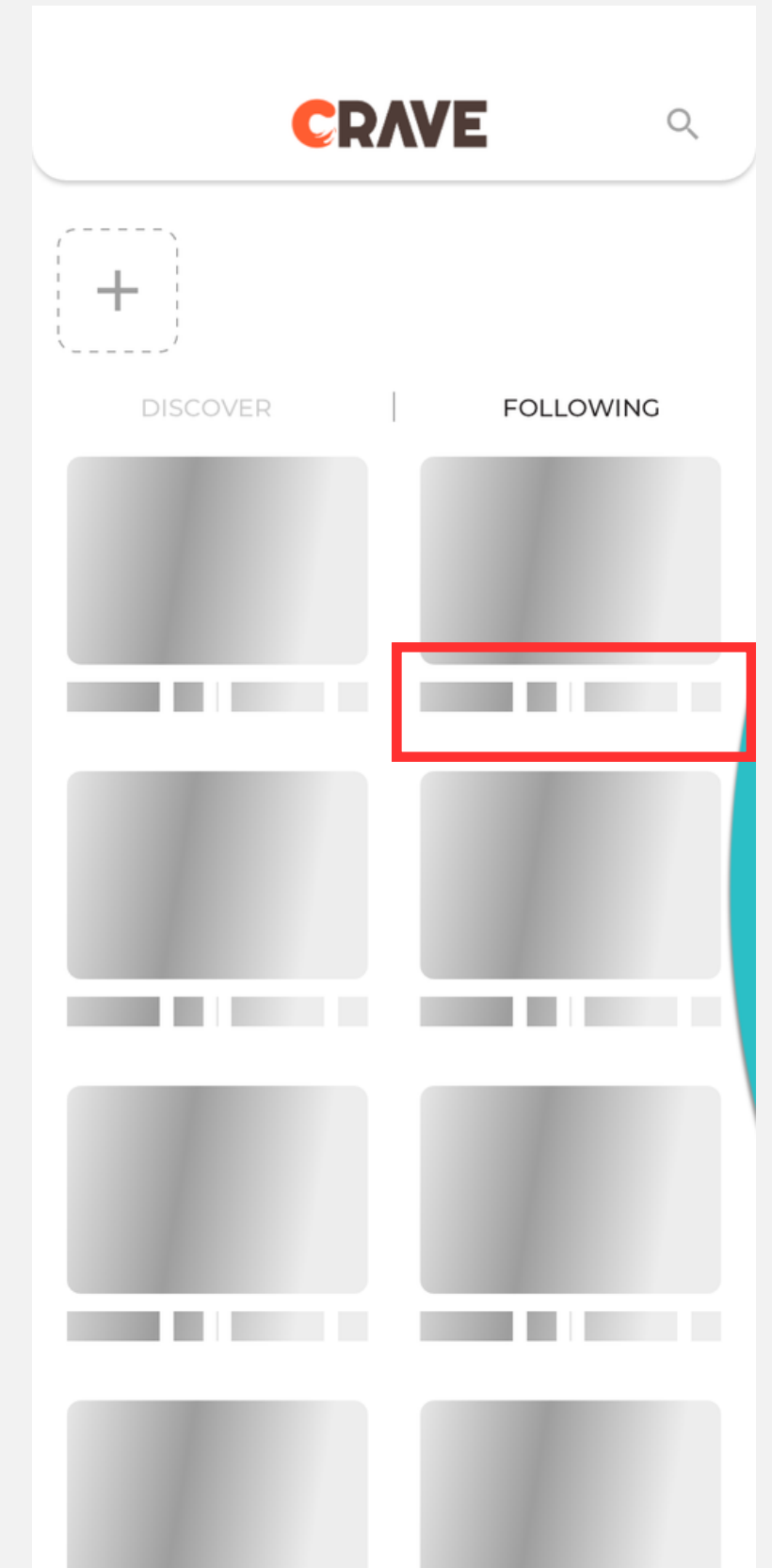
Homepage Loading

- Adjustments:

4.8 The design of the loading page which is the square corners should be curved instead of sharp



UI/UX Design

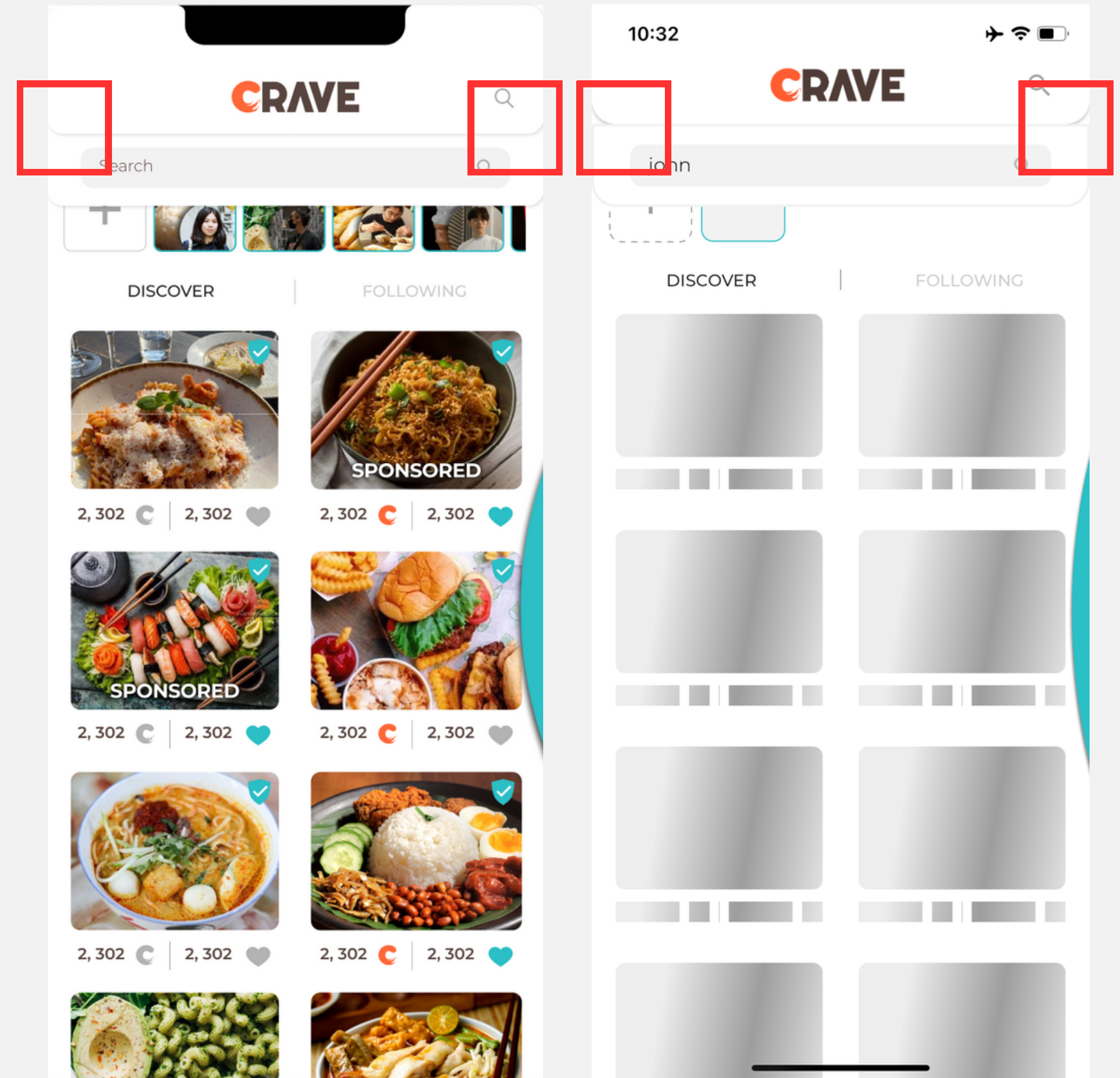


Mobile App

Search Bar

- Adjustments:

4.9 There is a gap between the search bar and the header in the Beta version



UI/UX Design

Mobile App

Add to Crave's List

- Adjustments:

4.10 The pop up background is too dark compared to the Figma design

4.11 There isn't "New List" written in the bar in the mobile app

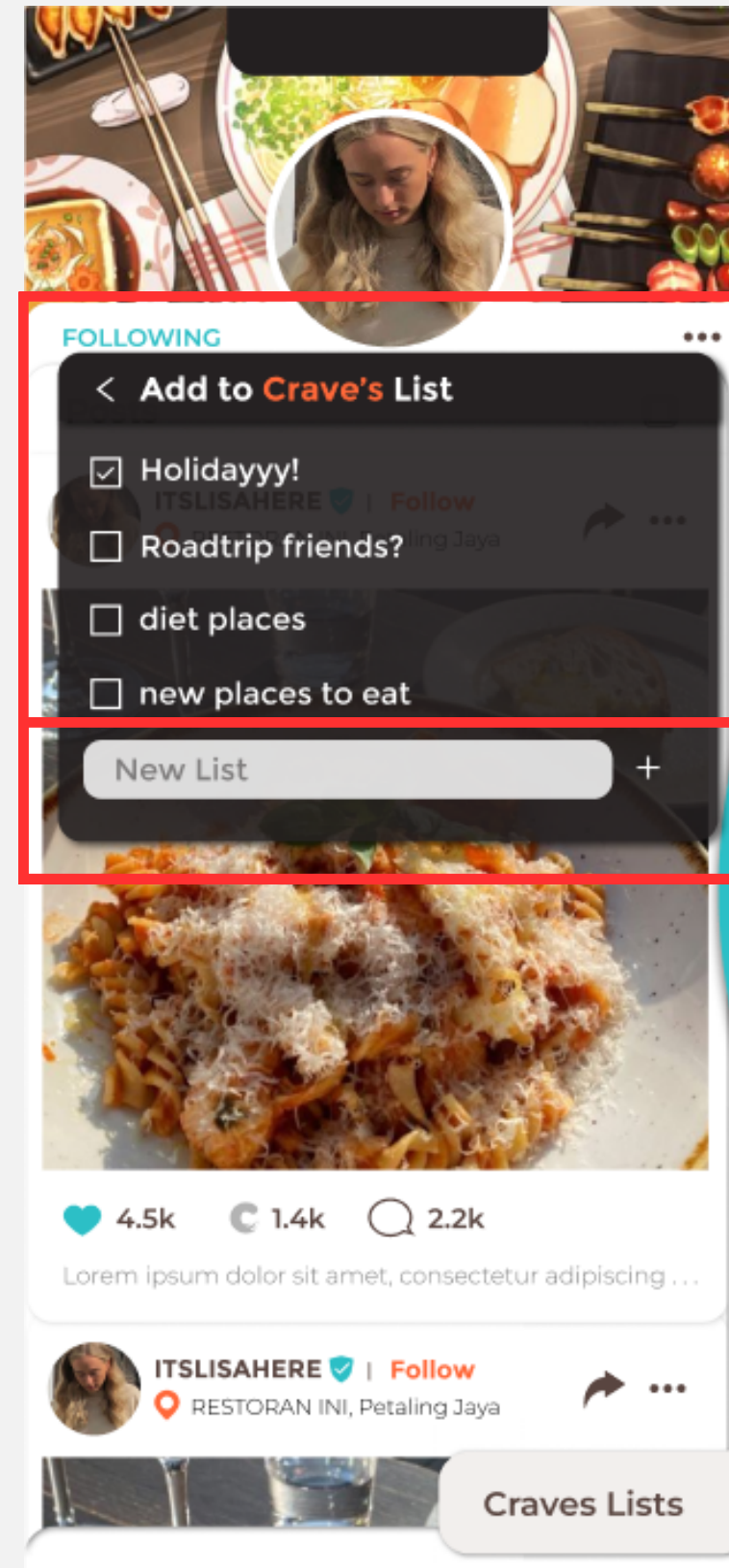
4.12 The bar position needs to be adjusted to the left side as pictured in the Figma design

10.

11.

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12.



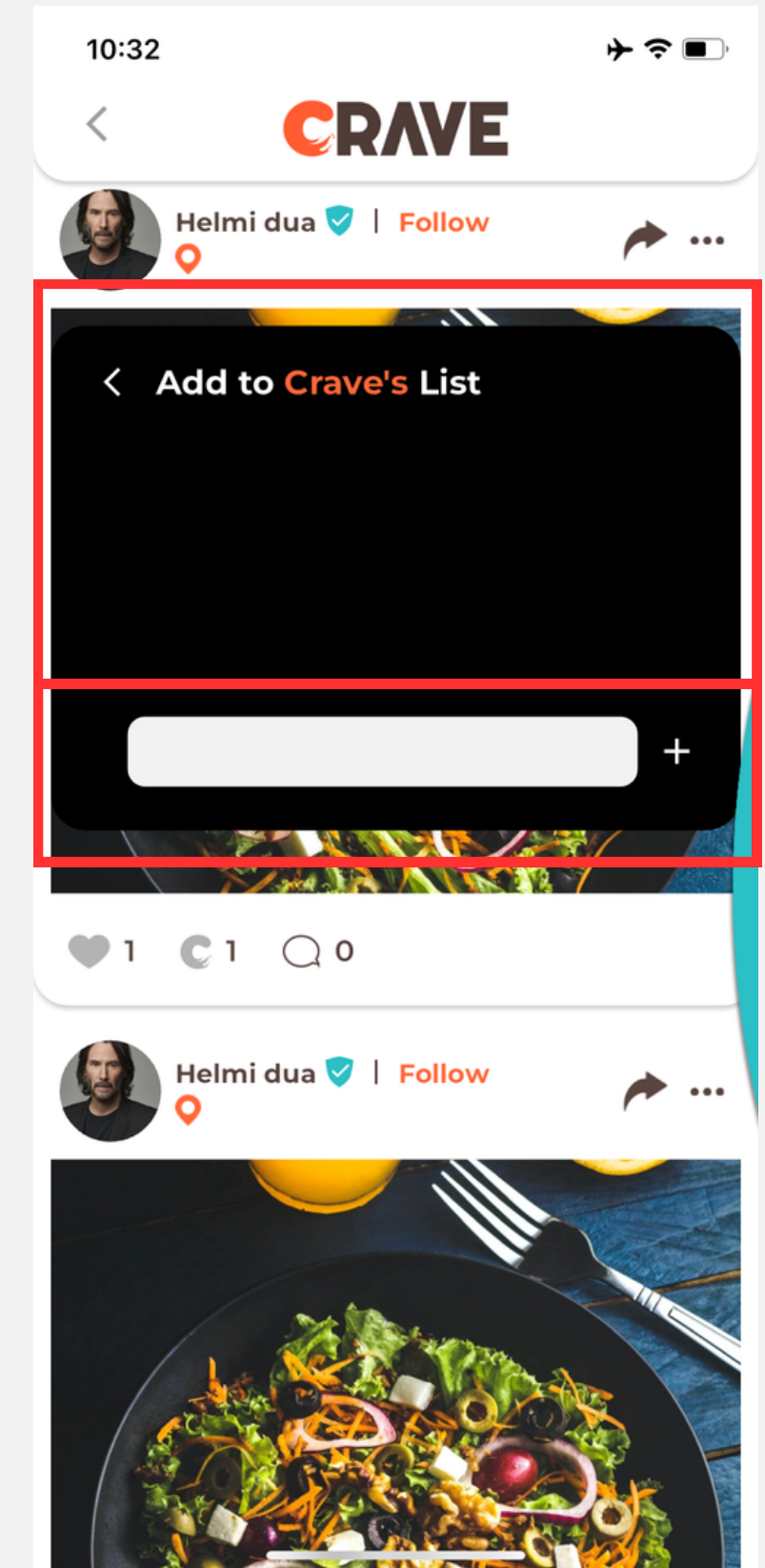
UI/UX Design

10.

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12.



Mobile App

Comments

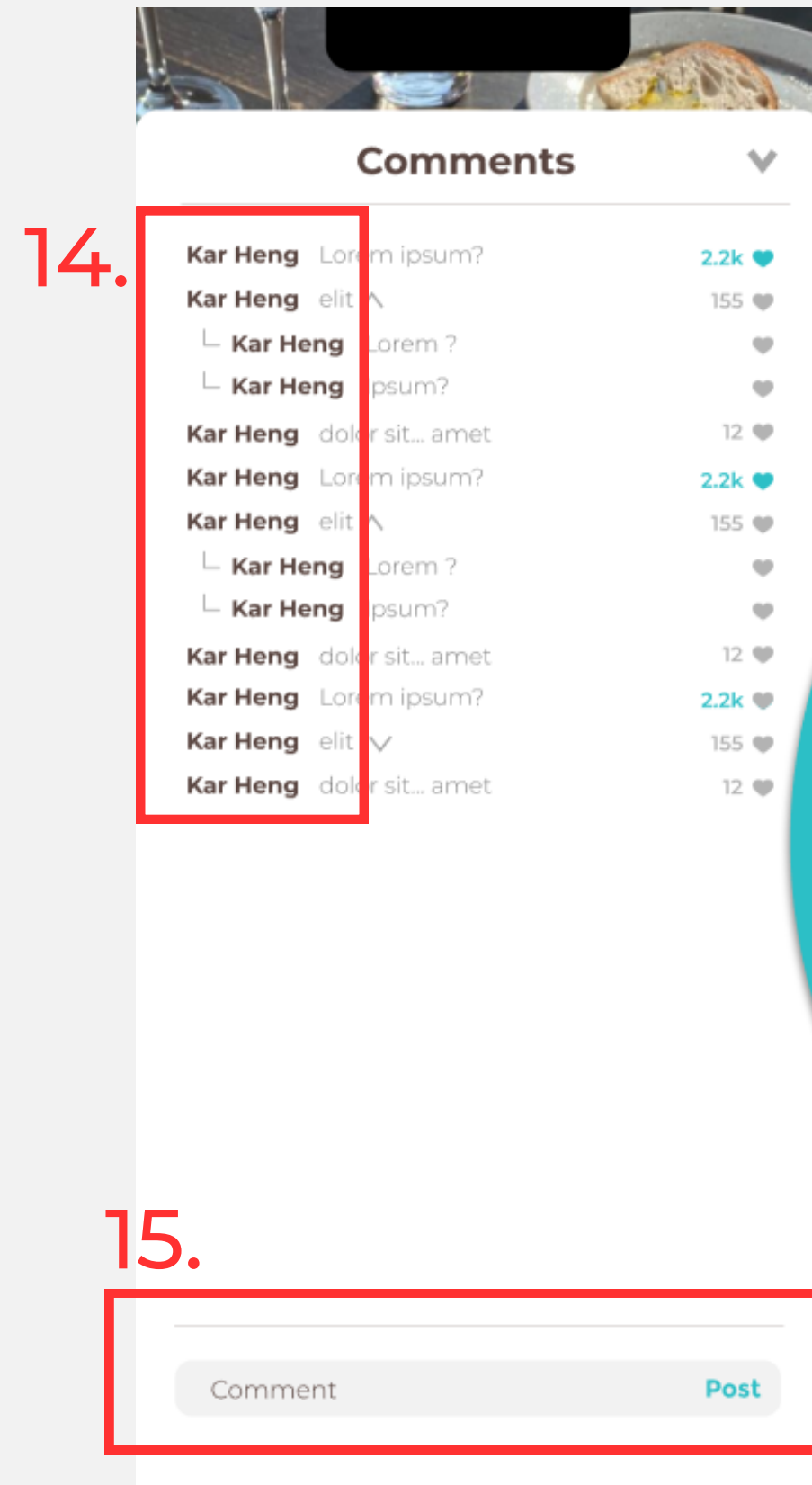
- New UI:

4.13 The comment section should follow the new UI (pop up comments)

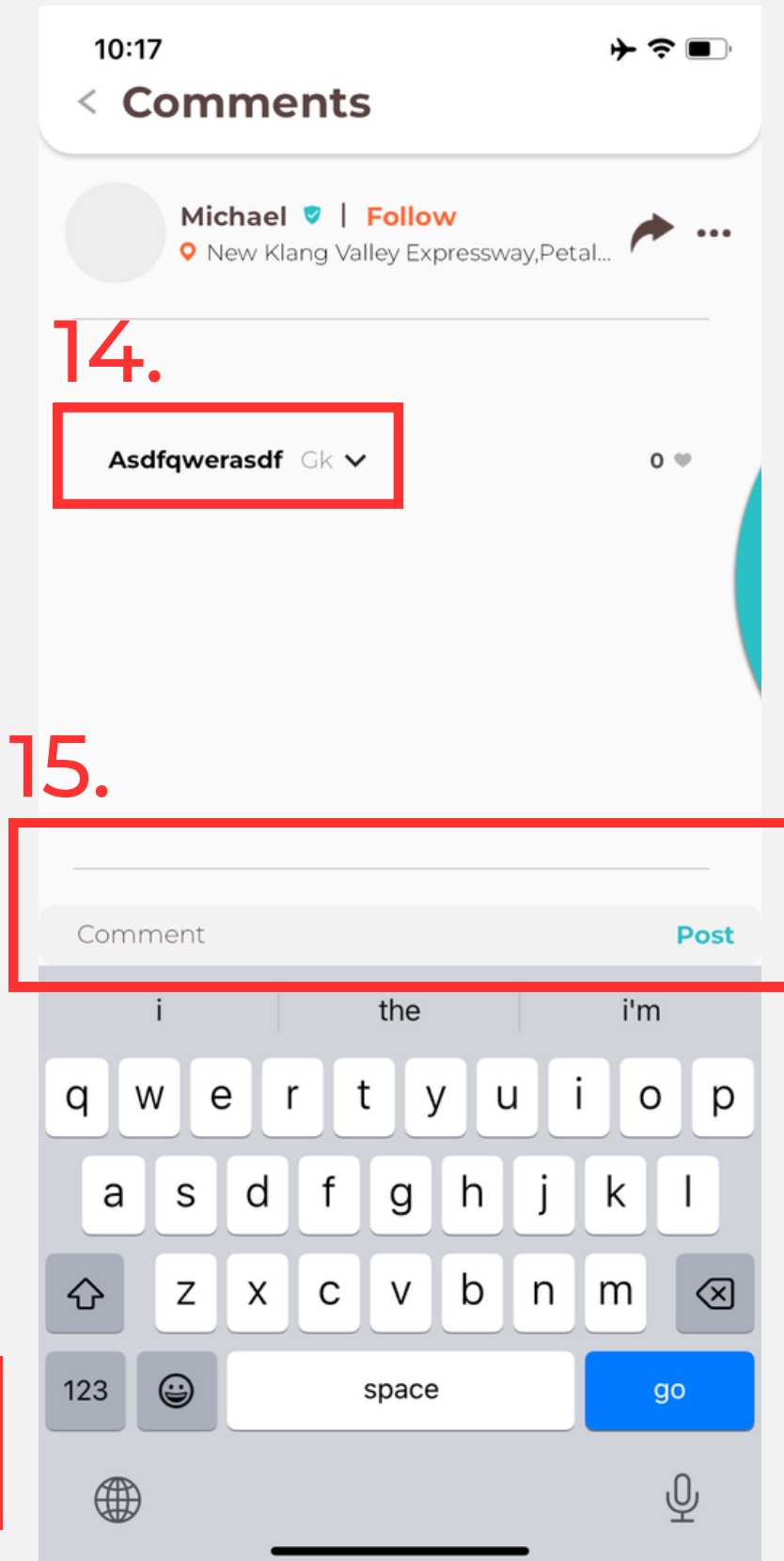
4.14 Note that this should display the account's **username** instead of name

- Adjustments:

4.15 The comment bar seems to be smaller compared to the Figma design



UI/UX Design



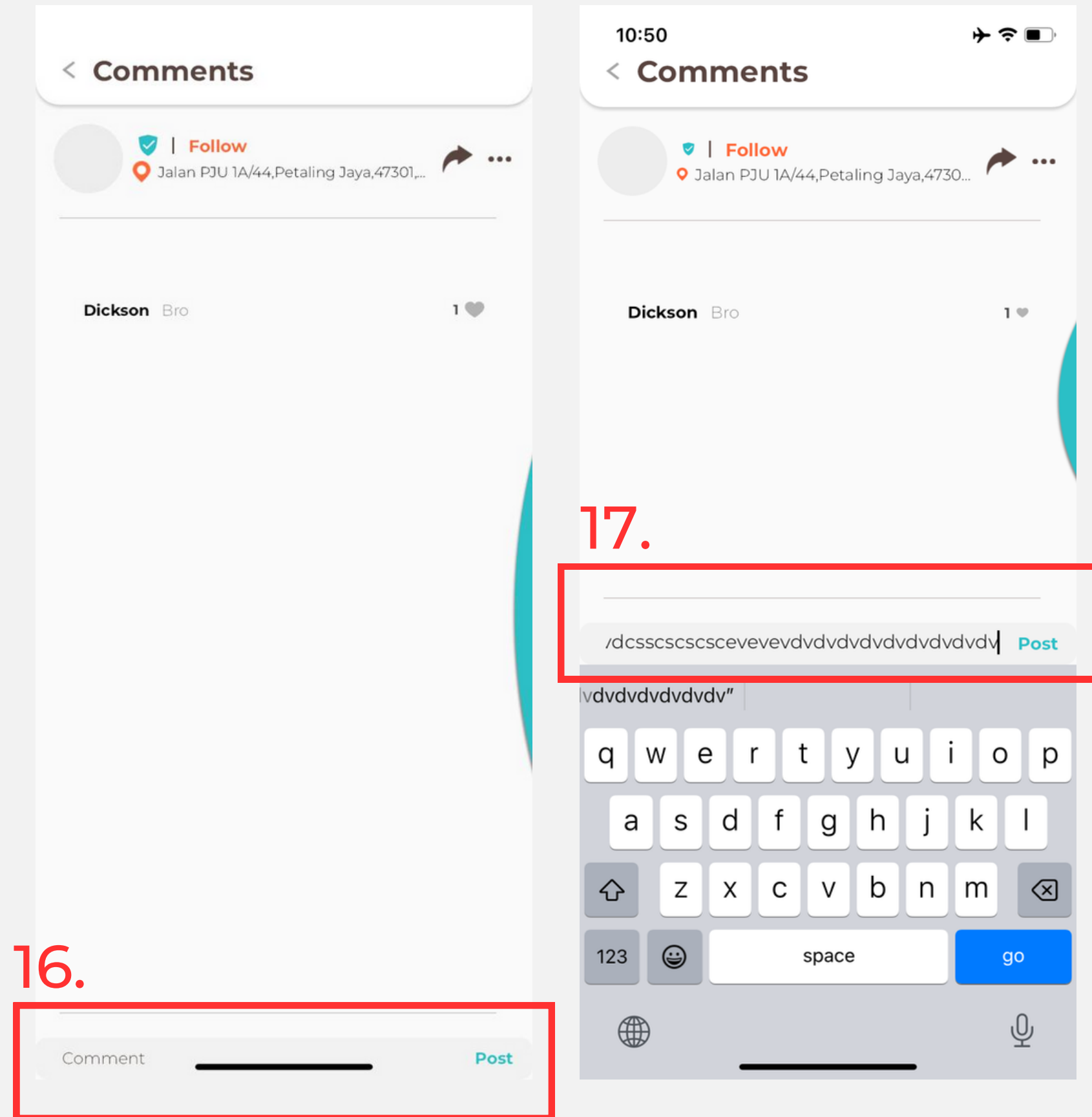
Mobile App

Comments

- Bug:

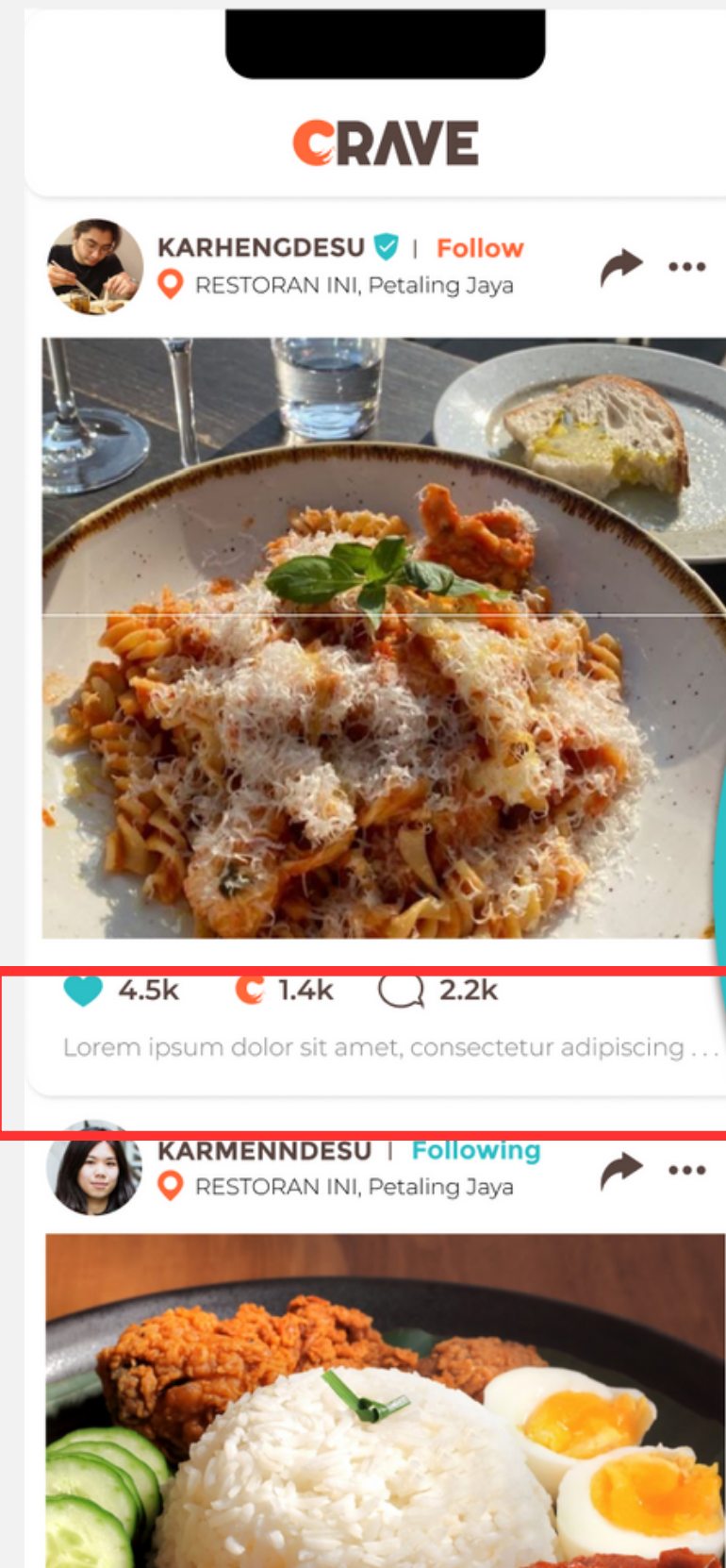
4.16 When the keyboard is closed, the comment bar is even smaller and stuck at the bottom

4.17 The text in the comment bar is not wrapping, it overflows to the side

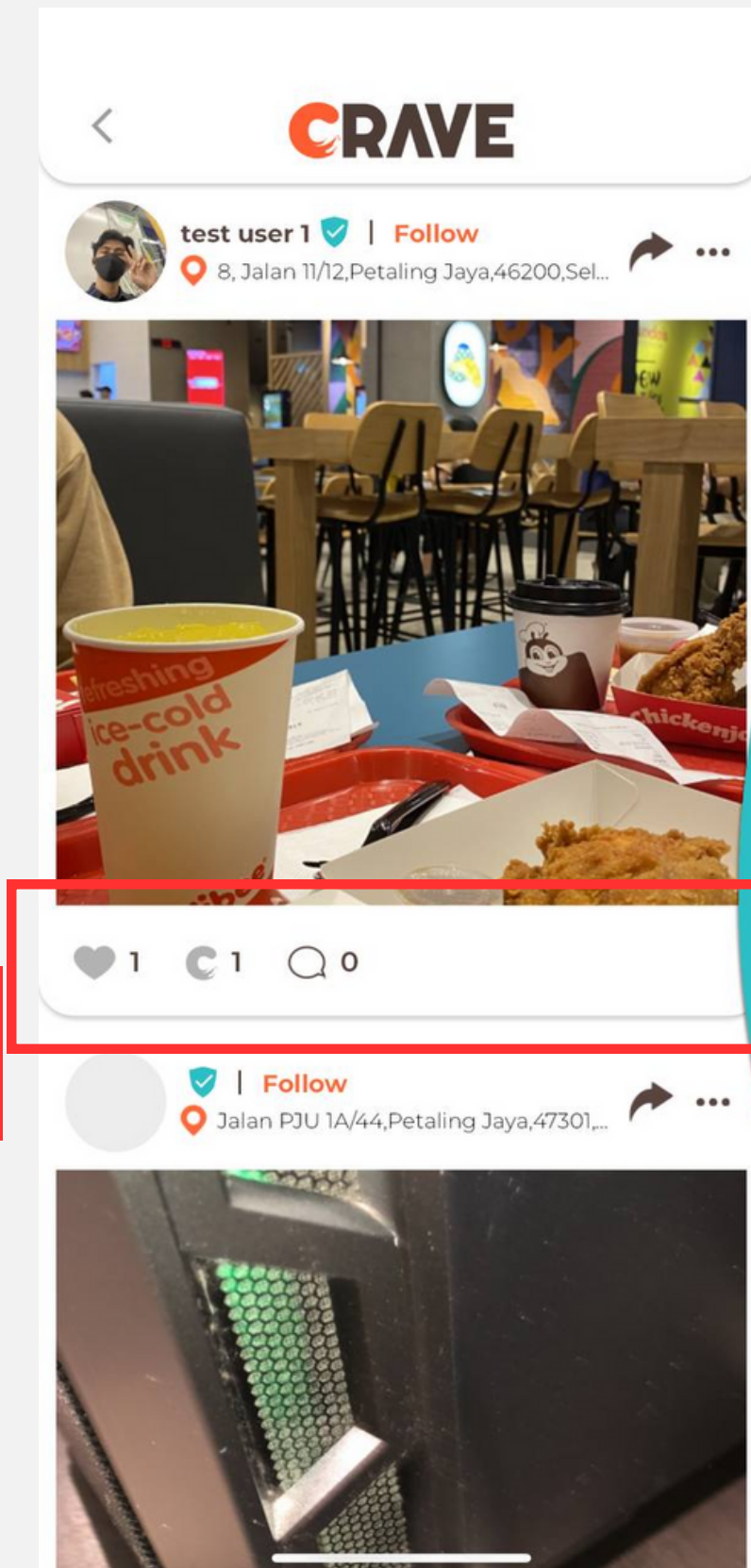


Posts

- Missing:
4.18 There is no caption in the post



UI/UX Design



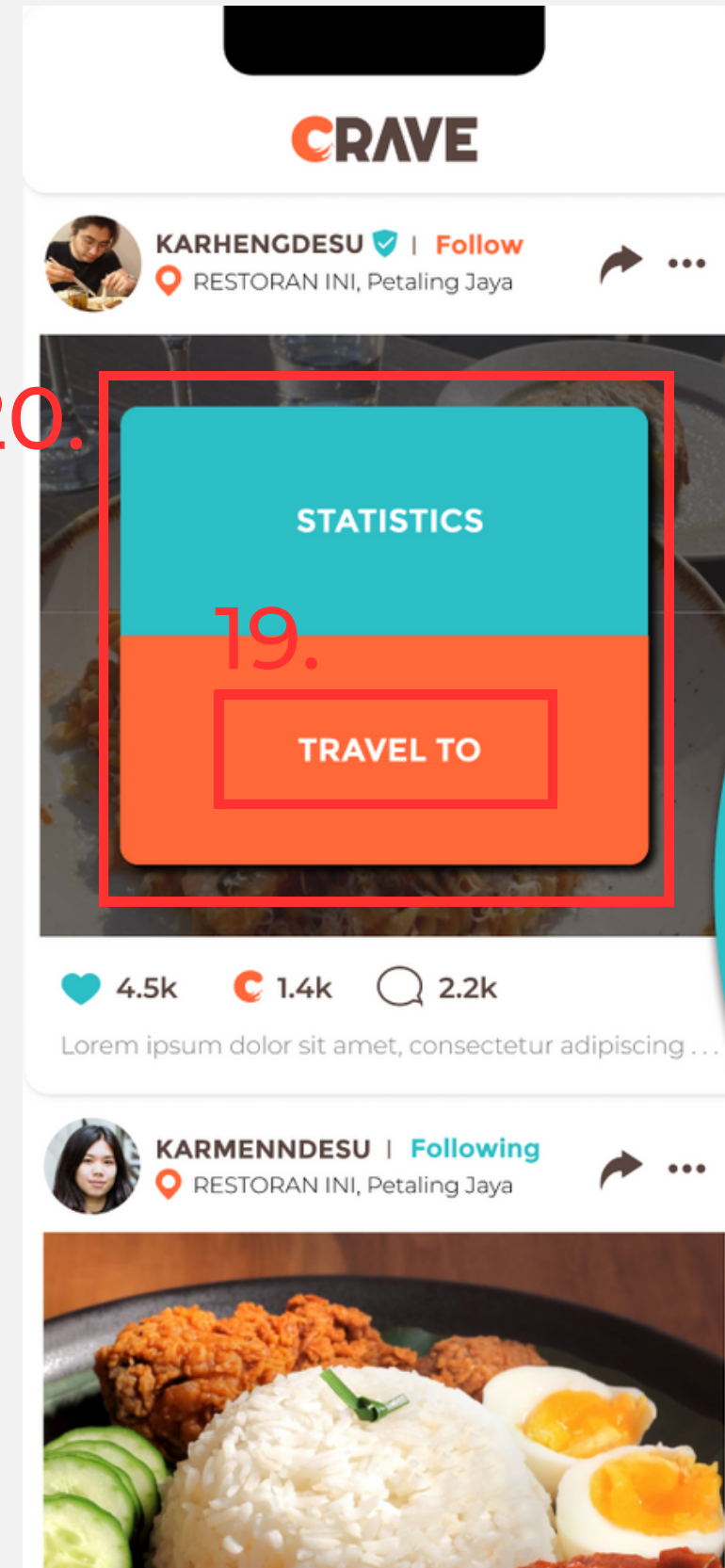
Mobile App

Statistics

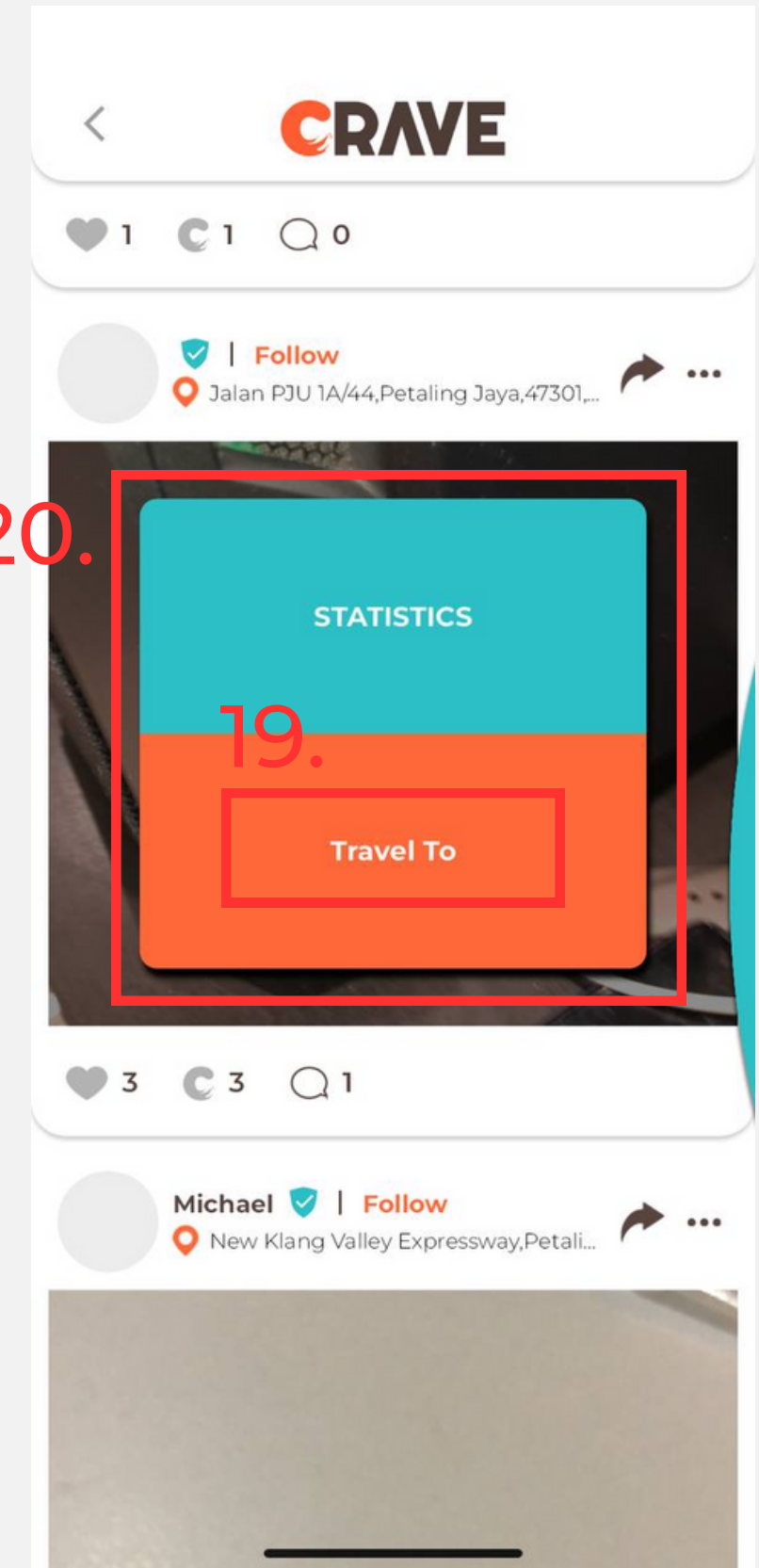
- Adjustments:

4.19 The font of "Travel To" should be all in uppercase letters

4.20 Colour of the background is a bit off, it should be Crave Orange #FF6839 and Crave Blue #2CBFC6



UI/UX Design

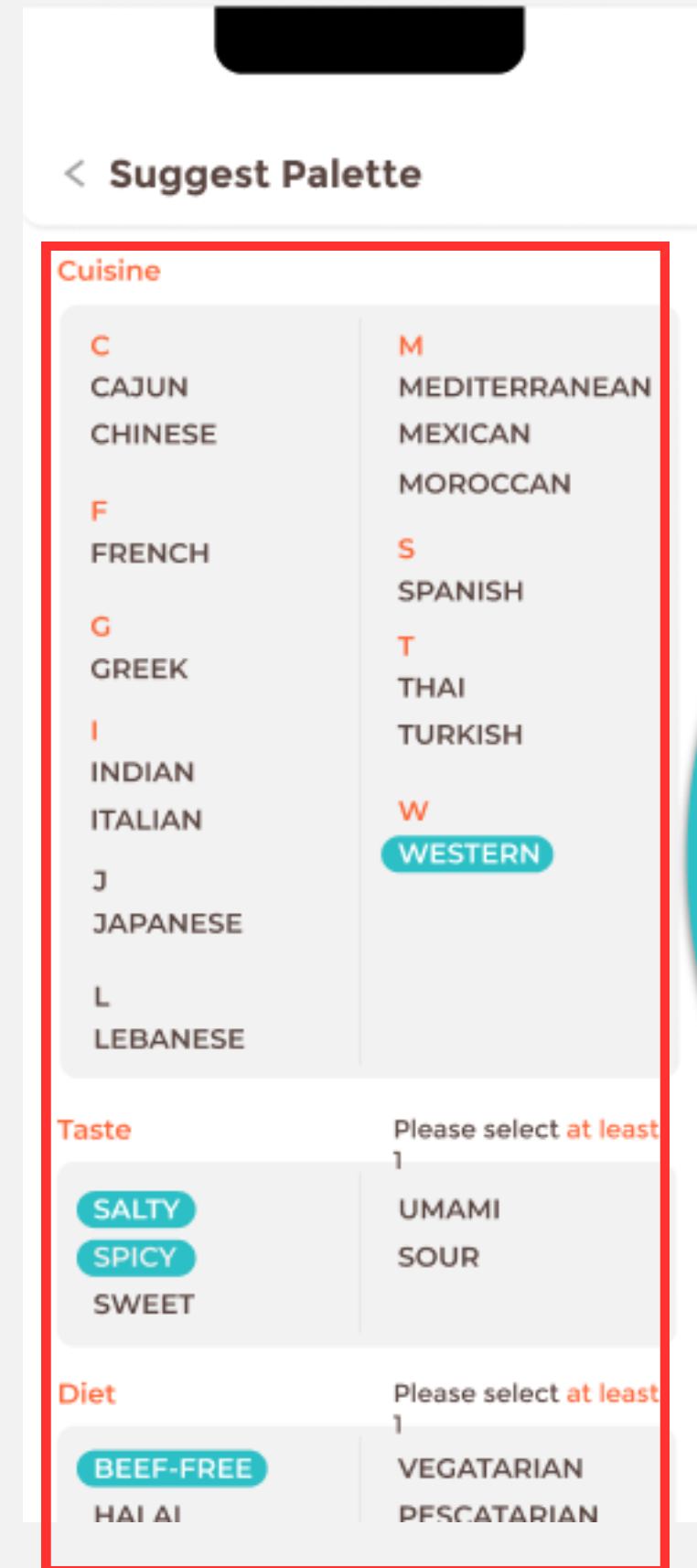


Mobile App

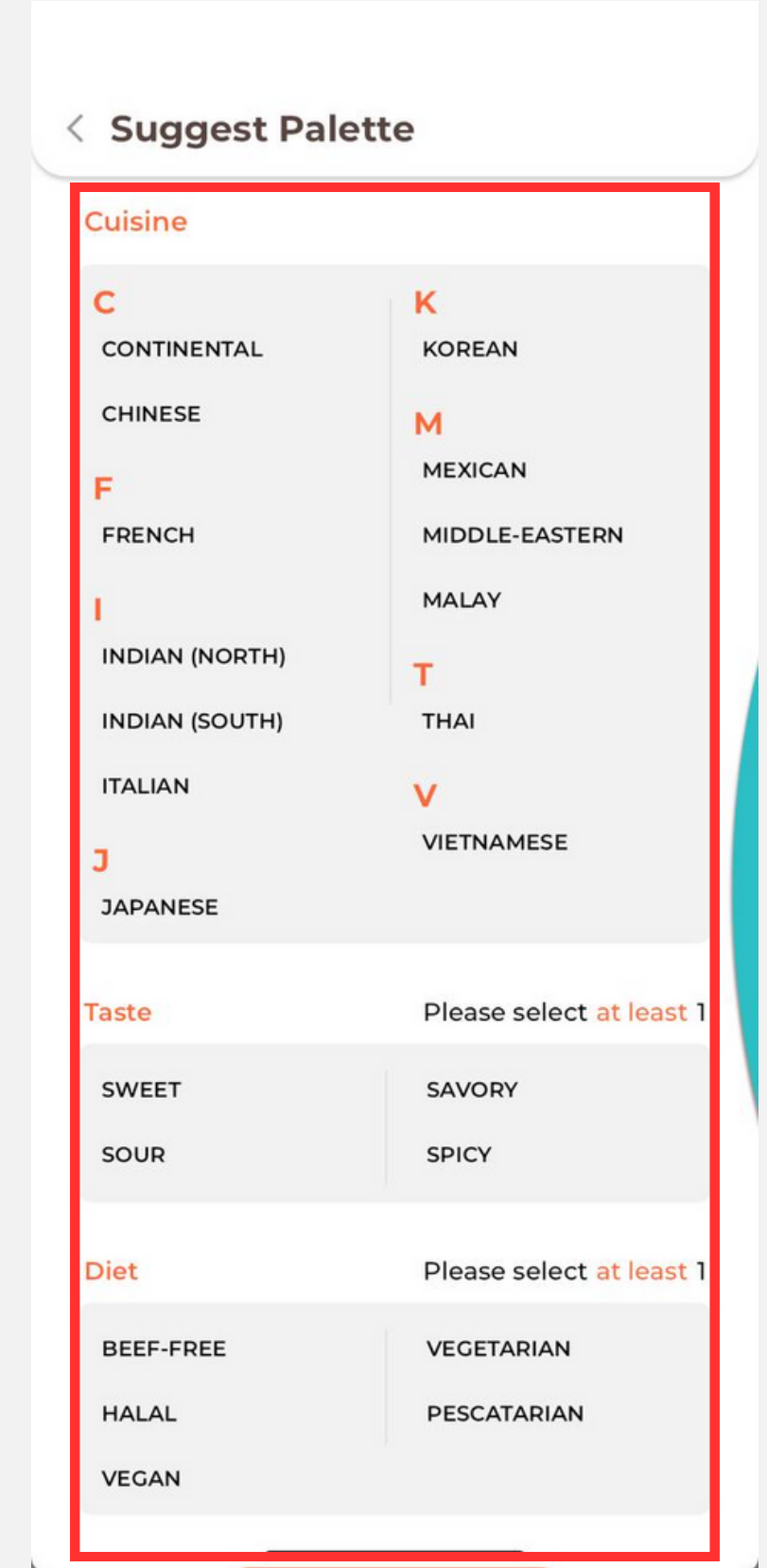
Suggest Palette

- Adjustments:

4.21 The font size should be bigger



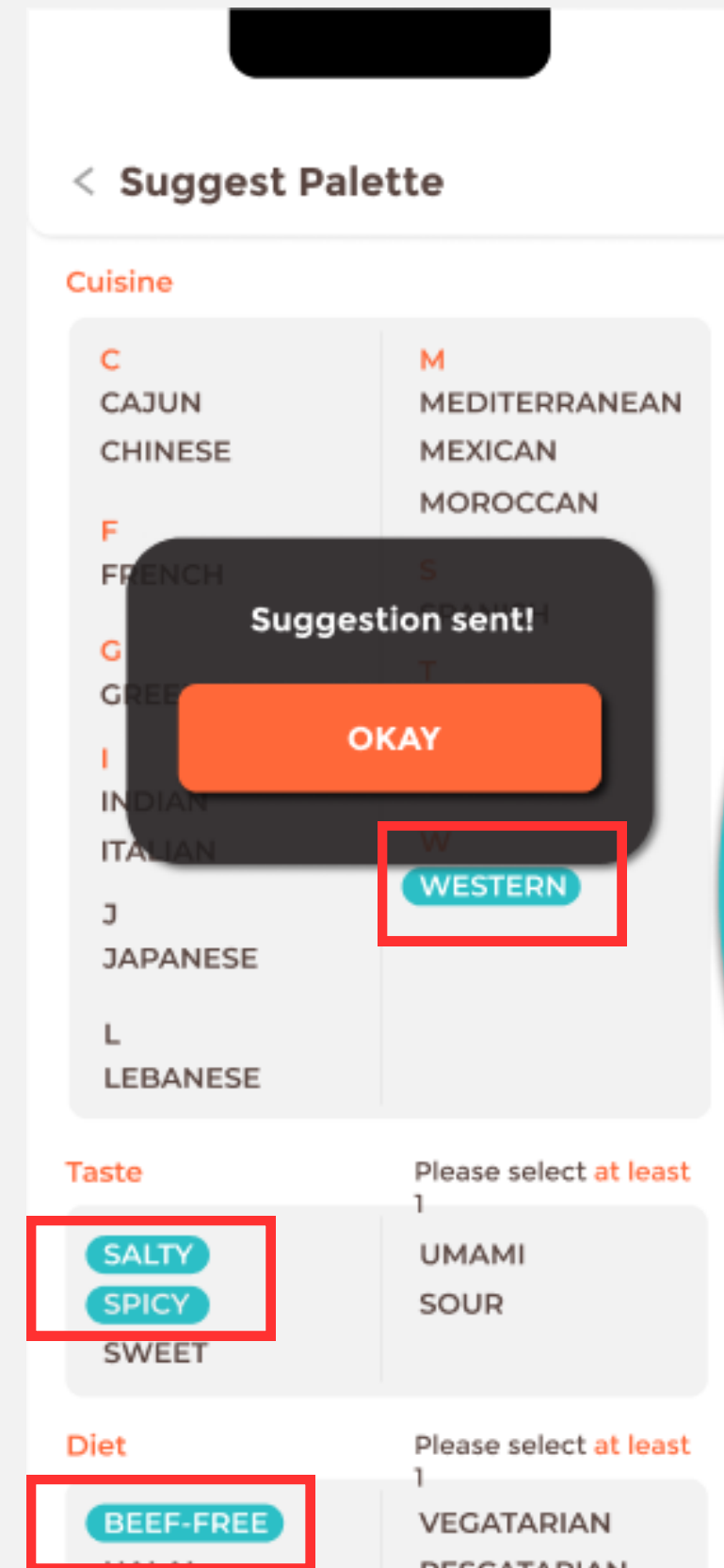
UI/UX Design



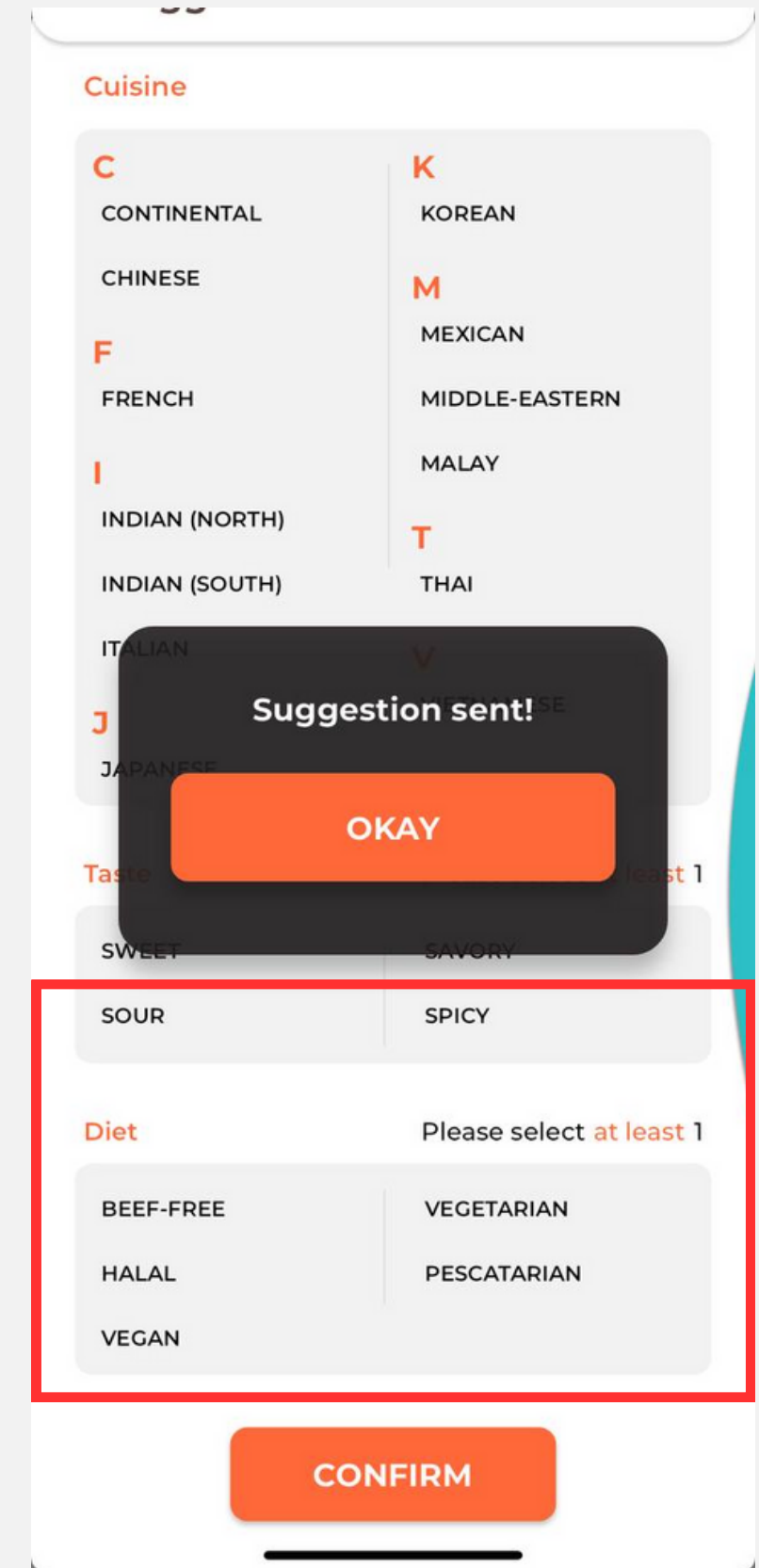
Mobile App

Suggest Palette Error Handling

- Bug: 4.22 Tester still can suggest even selected nothing



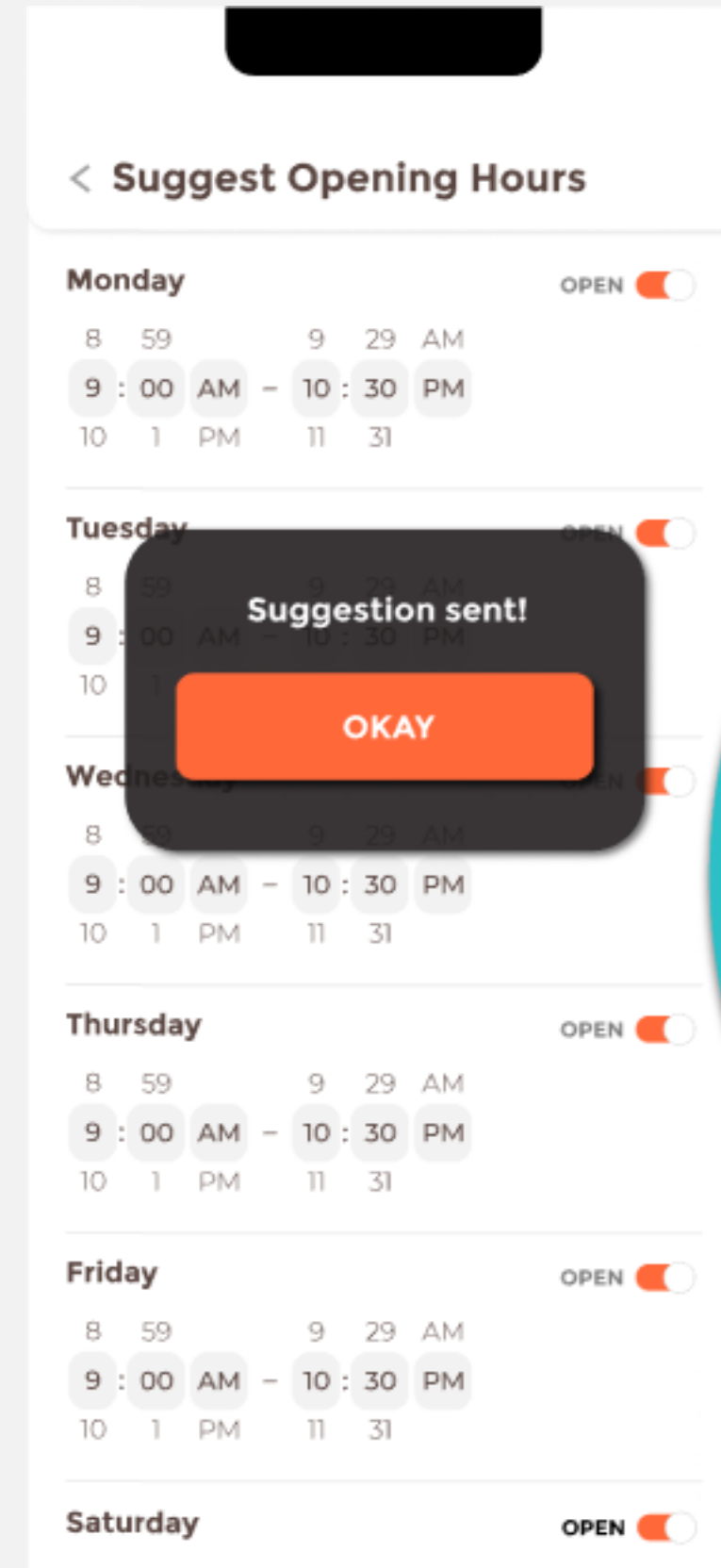
UI/UX Design



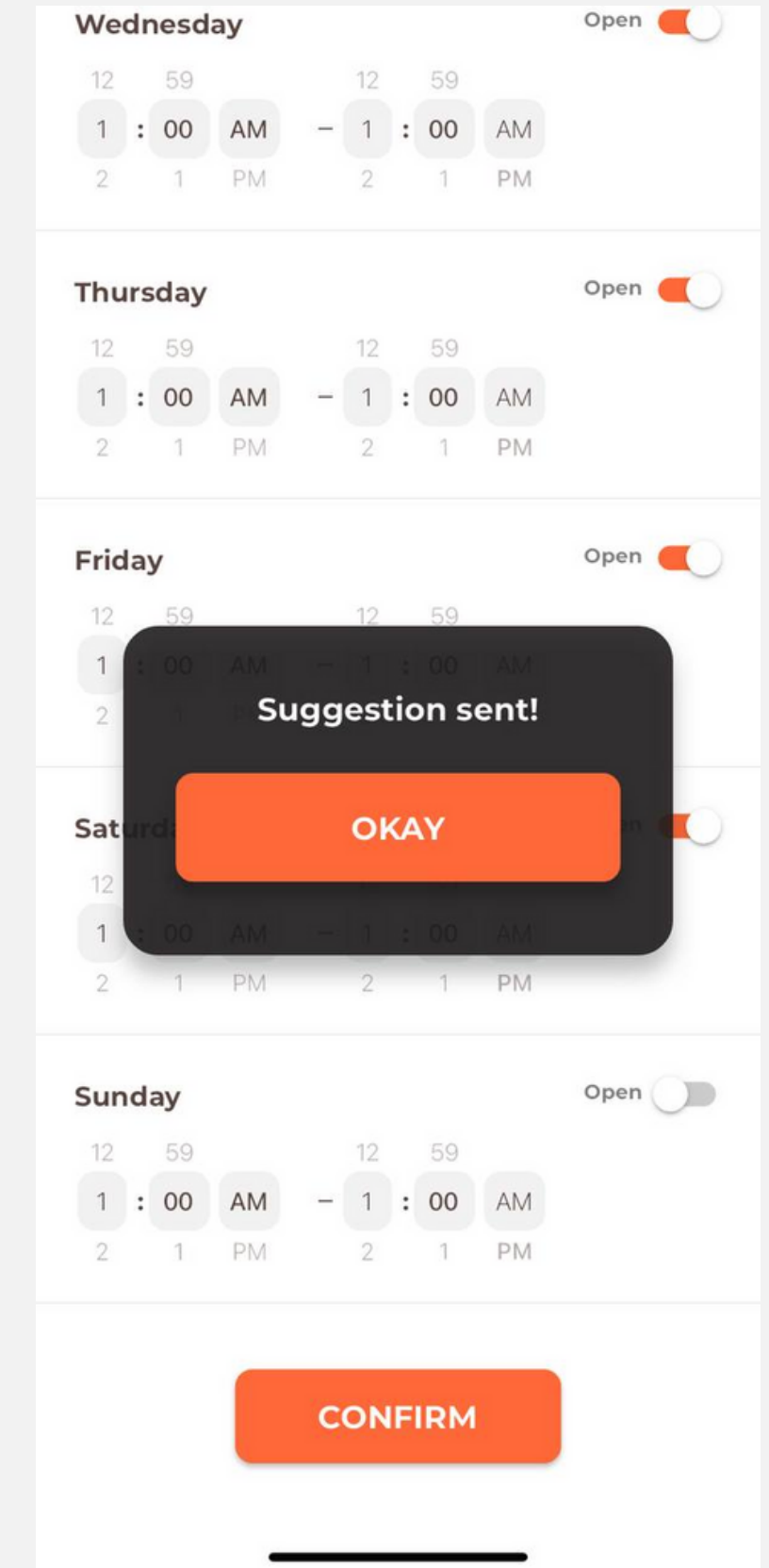
Mobile App

Suggest Opening Hours Error Handling

- Bug: 4.23 Tester still can suggest even selected nothing



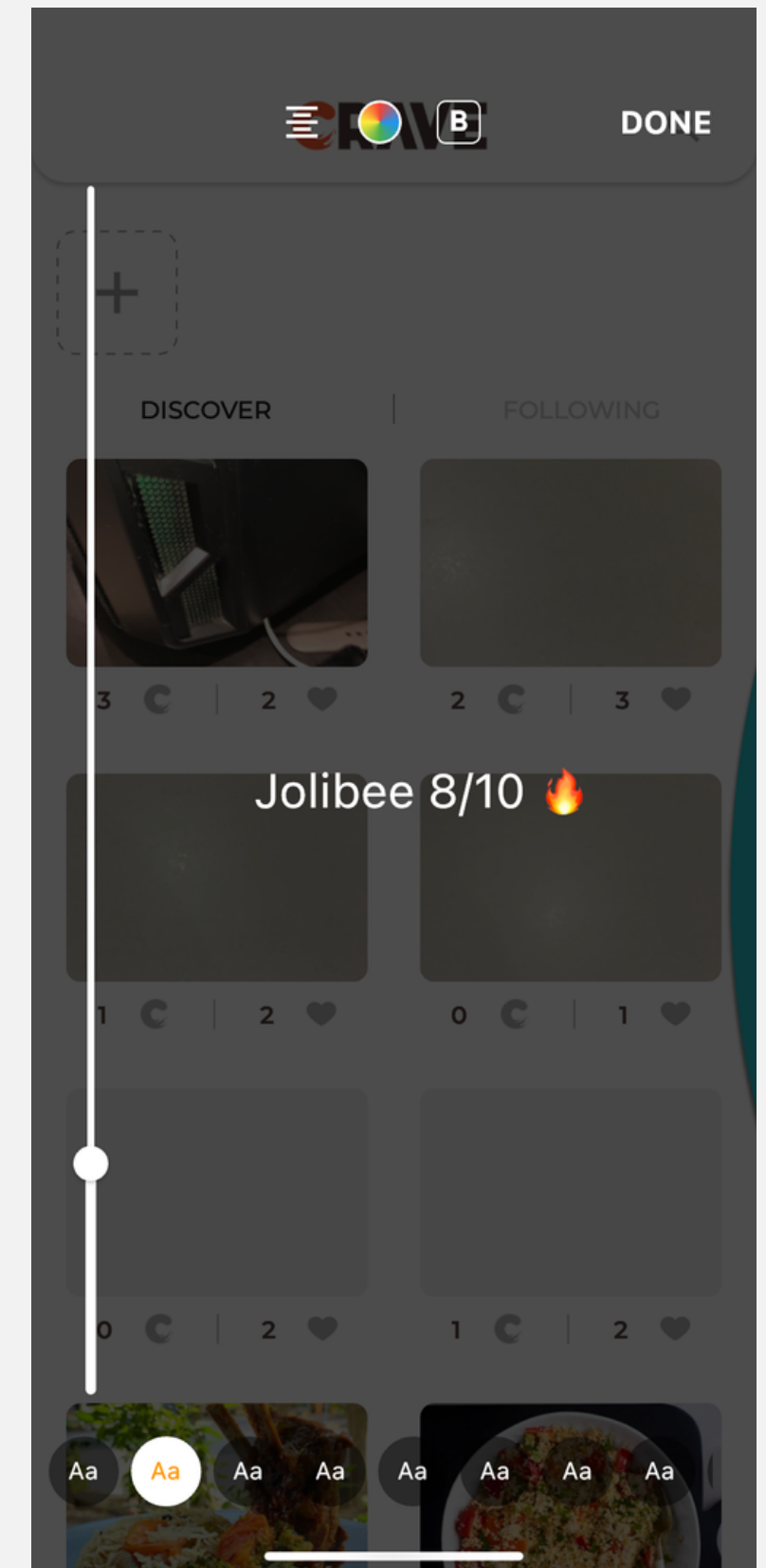
UI/UX Design



Mobile App

Other Error

- Bug:
4.24 This happened when we tried to upload a stories in Homepage



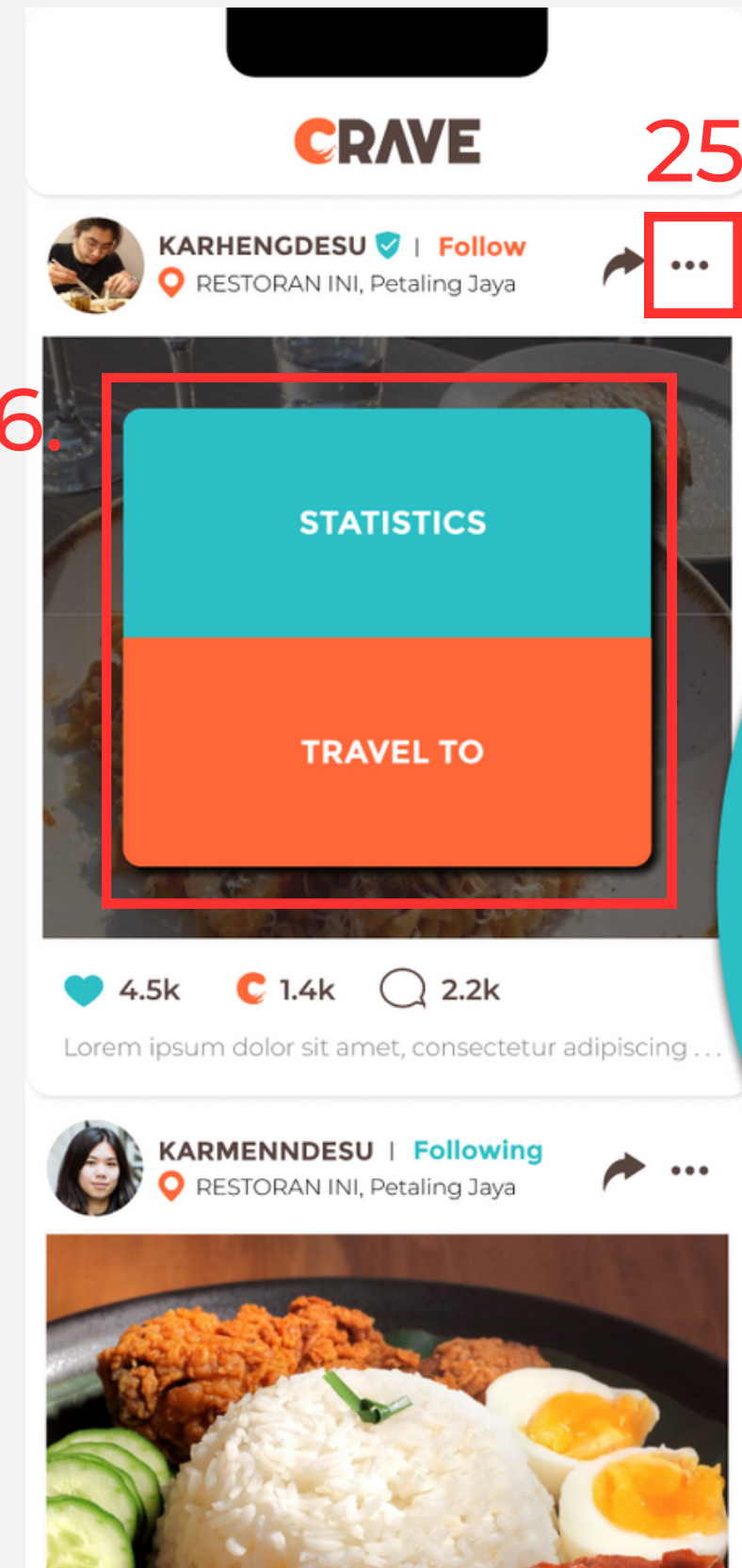
Mobile App

Statistics

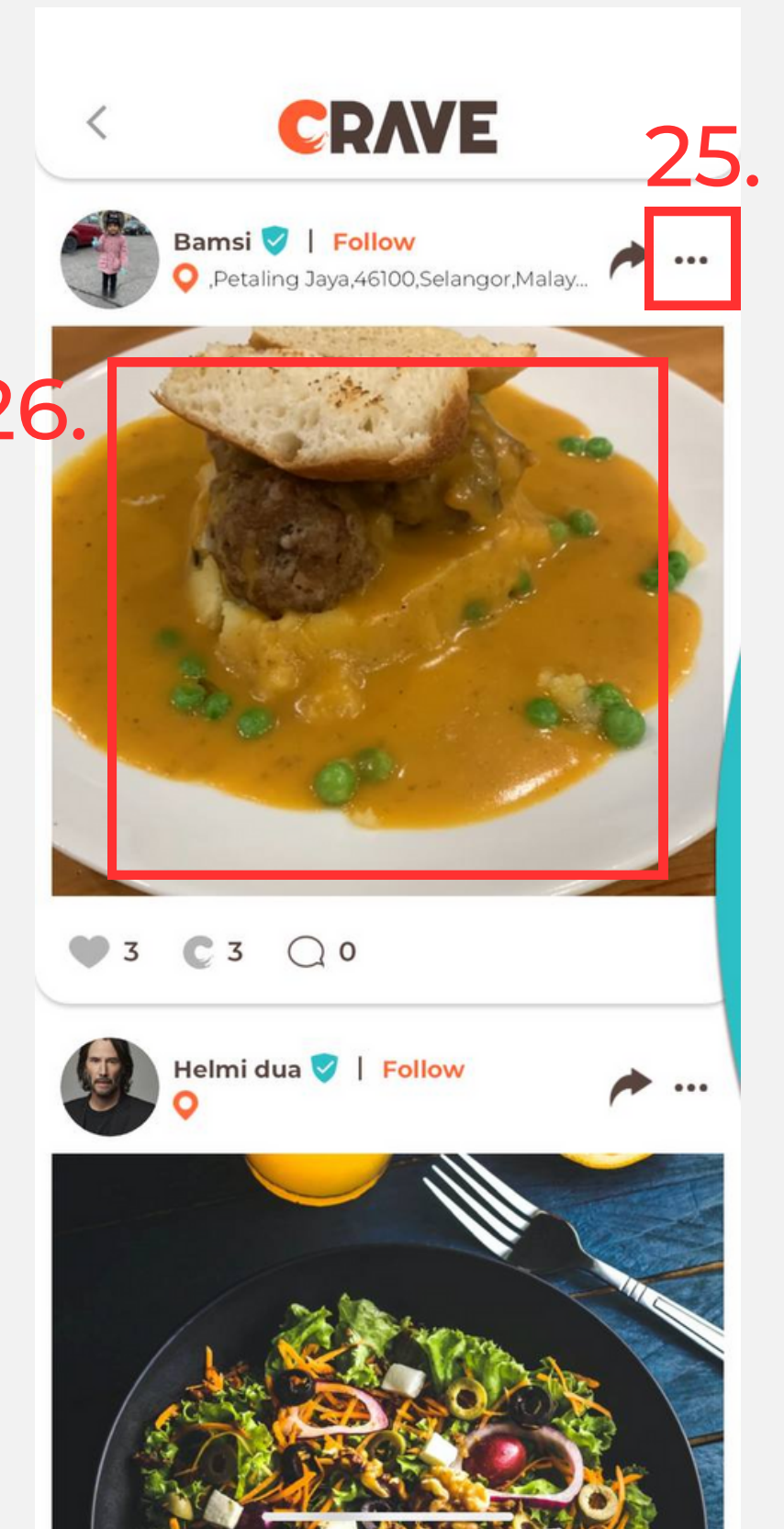
- Bug:

4.25 The three dot button is not responsive/low sensitivity

4.26 The Statistics and Travel To did not pop-up when the tester **hold** the post picture



UI/UX Design

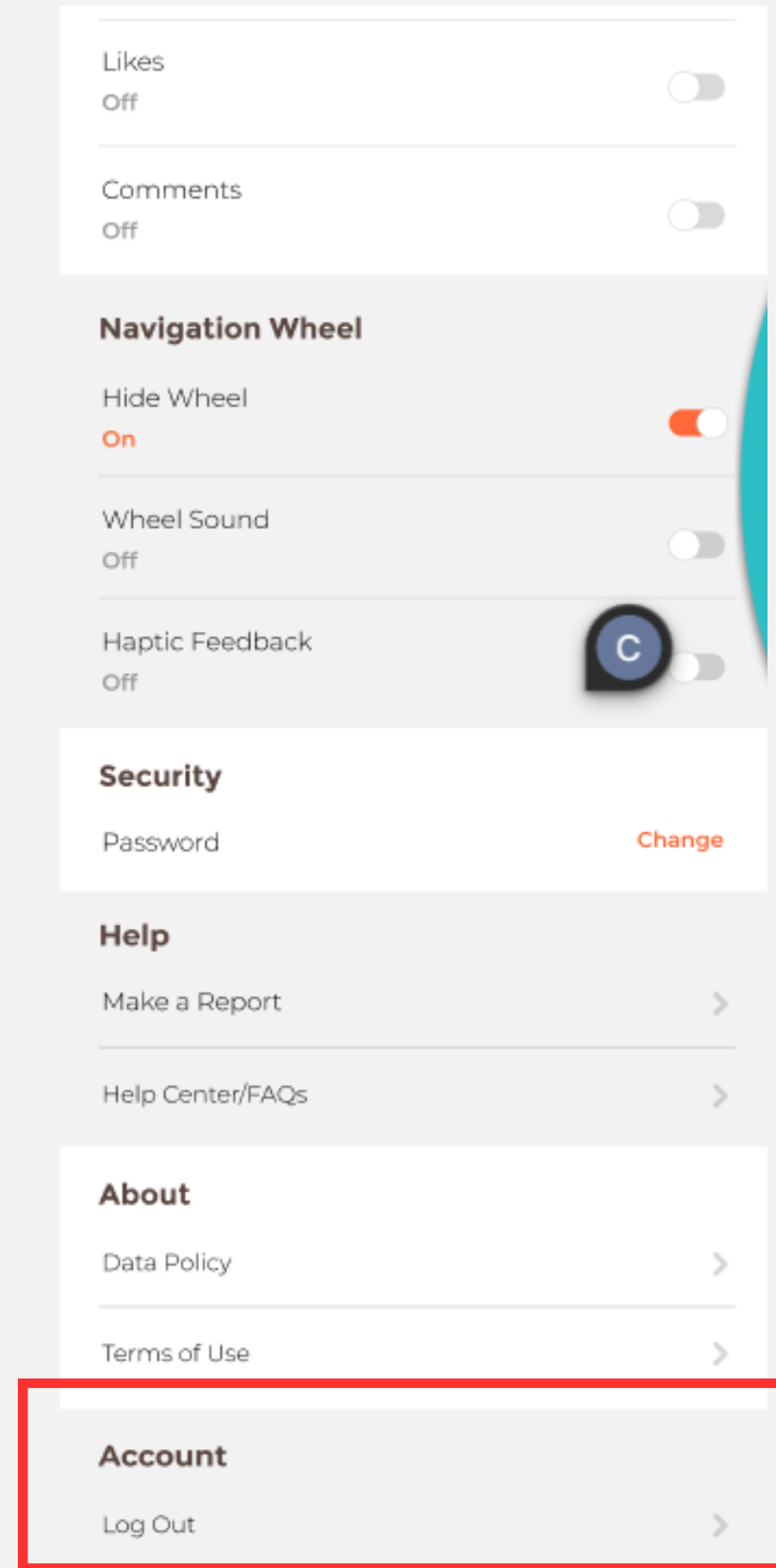


Mobile App

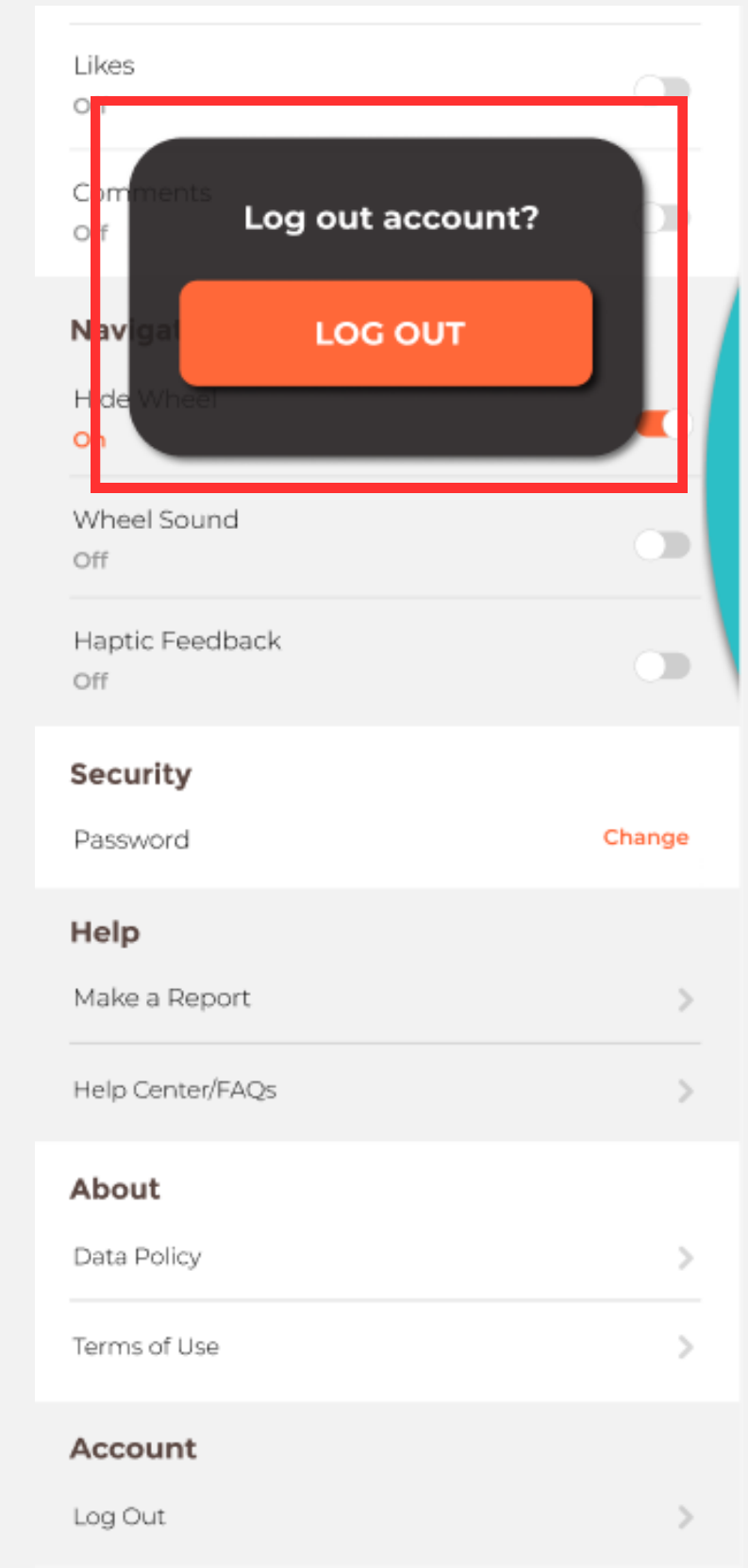
Settings

Log Out Button

- New UI:
5.1 Should follow the new UI which has a log out button and confirm log out pop-up



UI/UX Design



Mobile App

Contact Us

- Bug:

5.2 The system should not be able to submit empty report

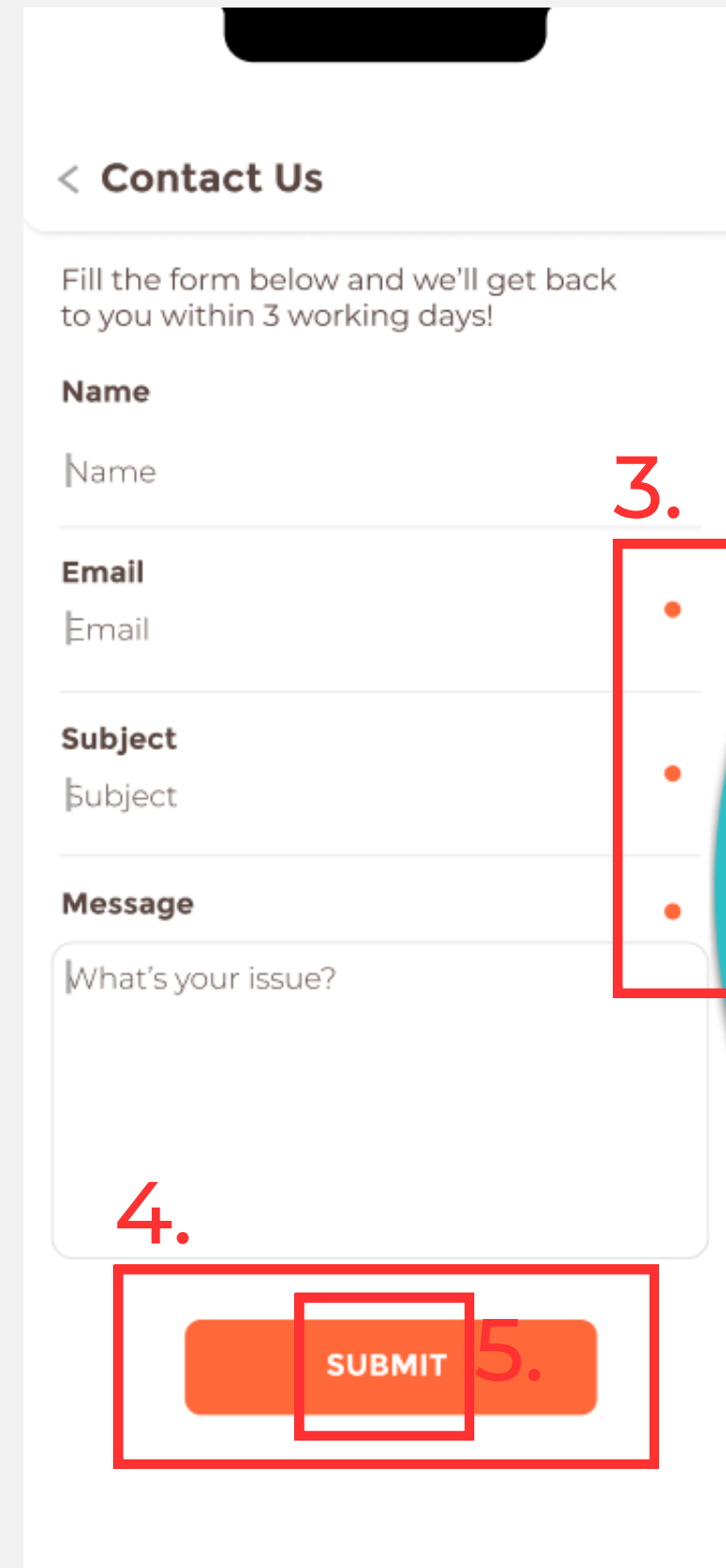
- Missing:

5.3 Error handling orange dot

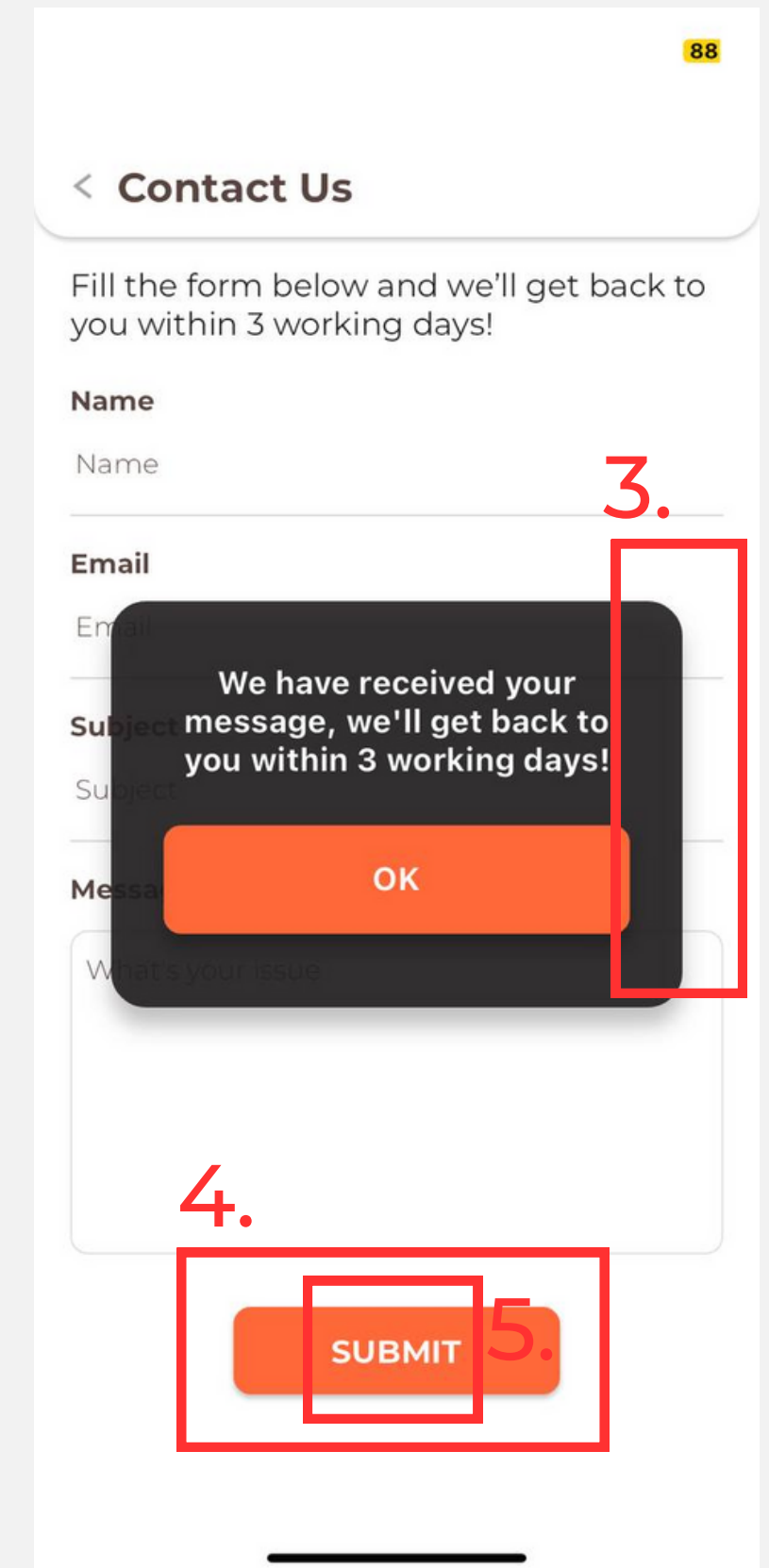
- Adjustments:

5.4 Submit button should be a little longer

5.5 Submit font size should be slightly smaller



UI/UX Design



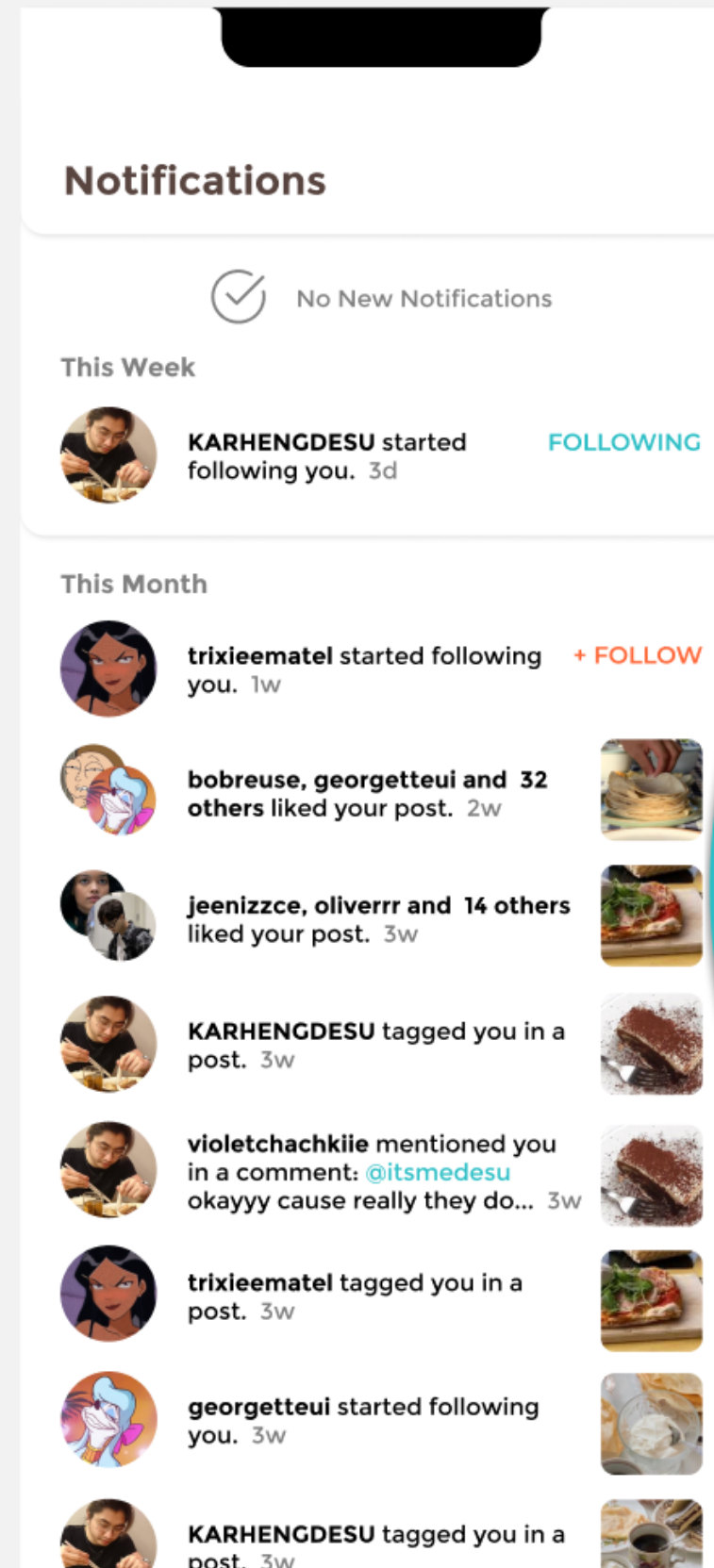
Mobile App

Notifications

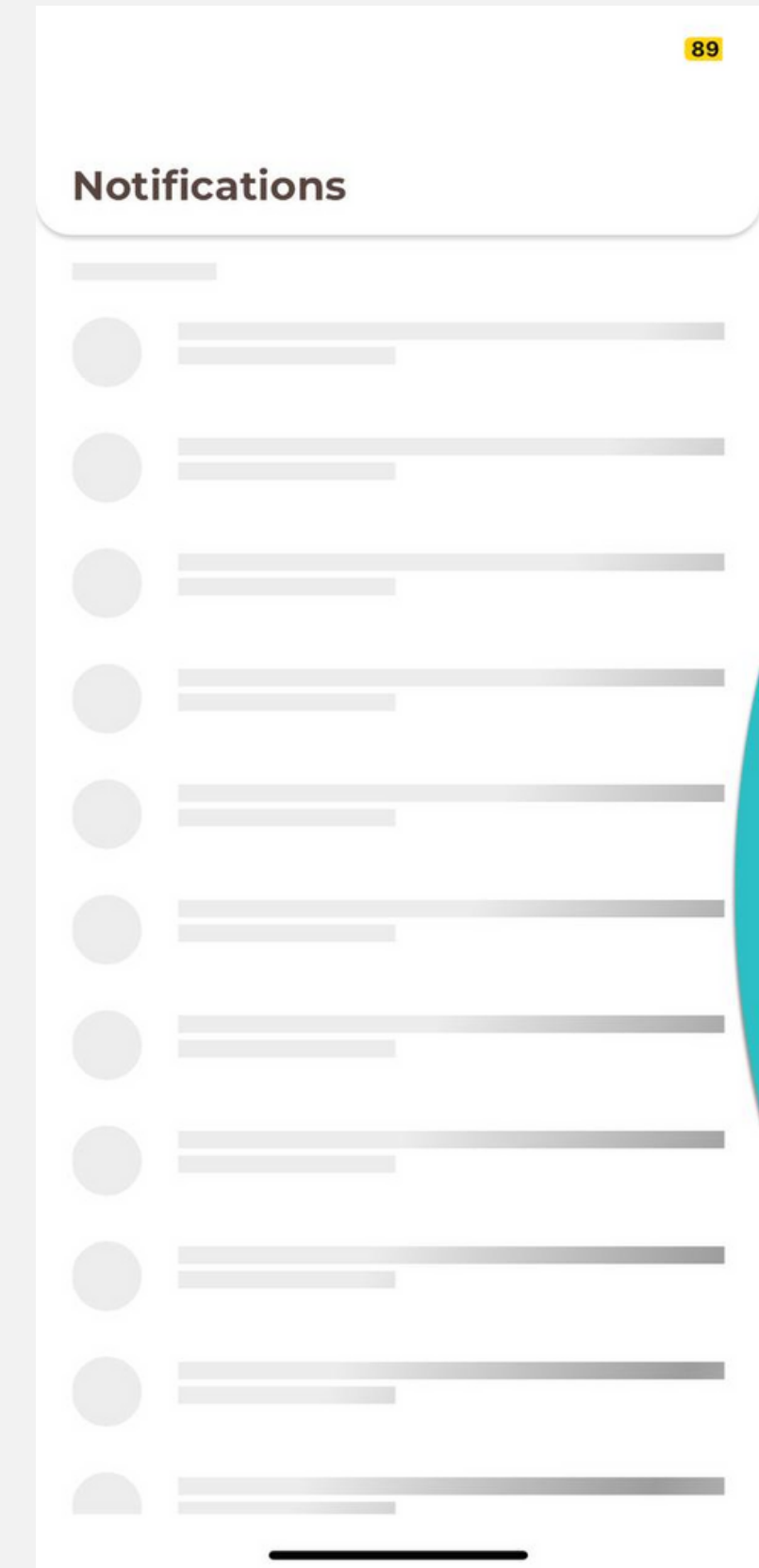
Notifications

- Bug:

6.1 The notifications takes so much time to load



UI/UX Design

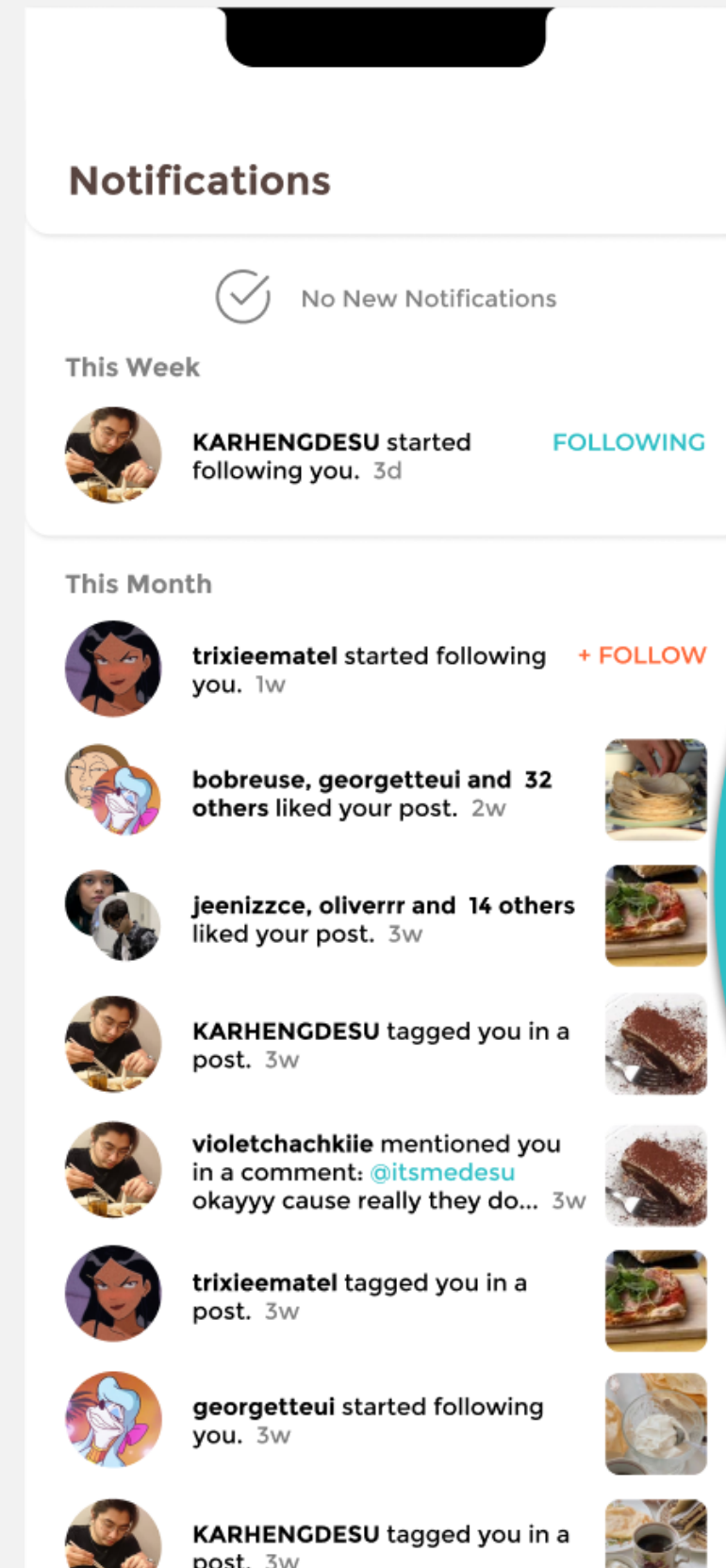


Mobile App

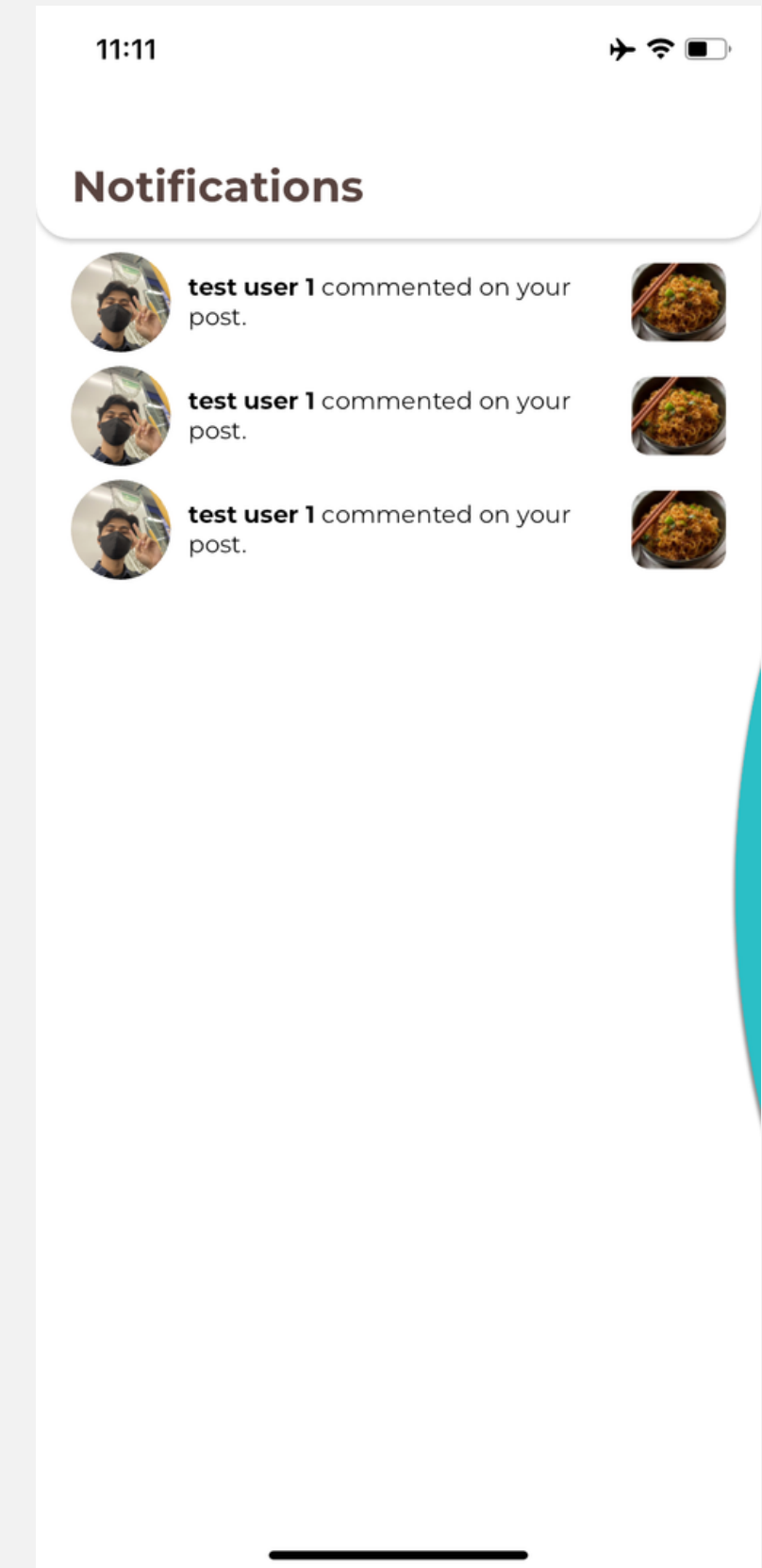
Notifications

- Bug:

6.2 The app incorrectly shows that the tester, test user 1, commented on their own post, when in fact, they only commented on other users' posts.



UI/UX Design



Mobile App

Cravings

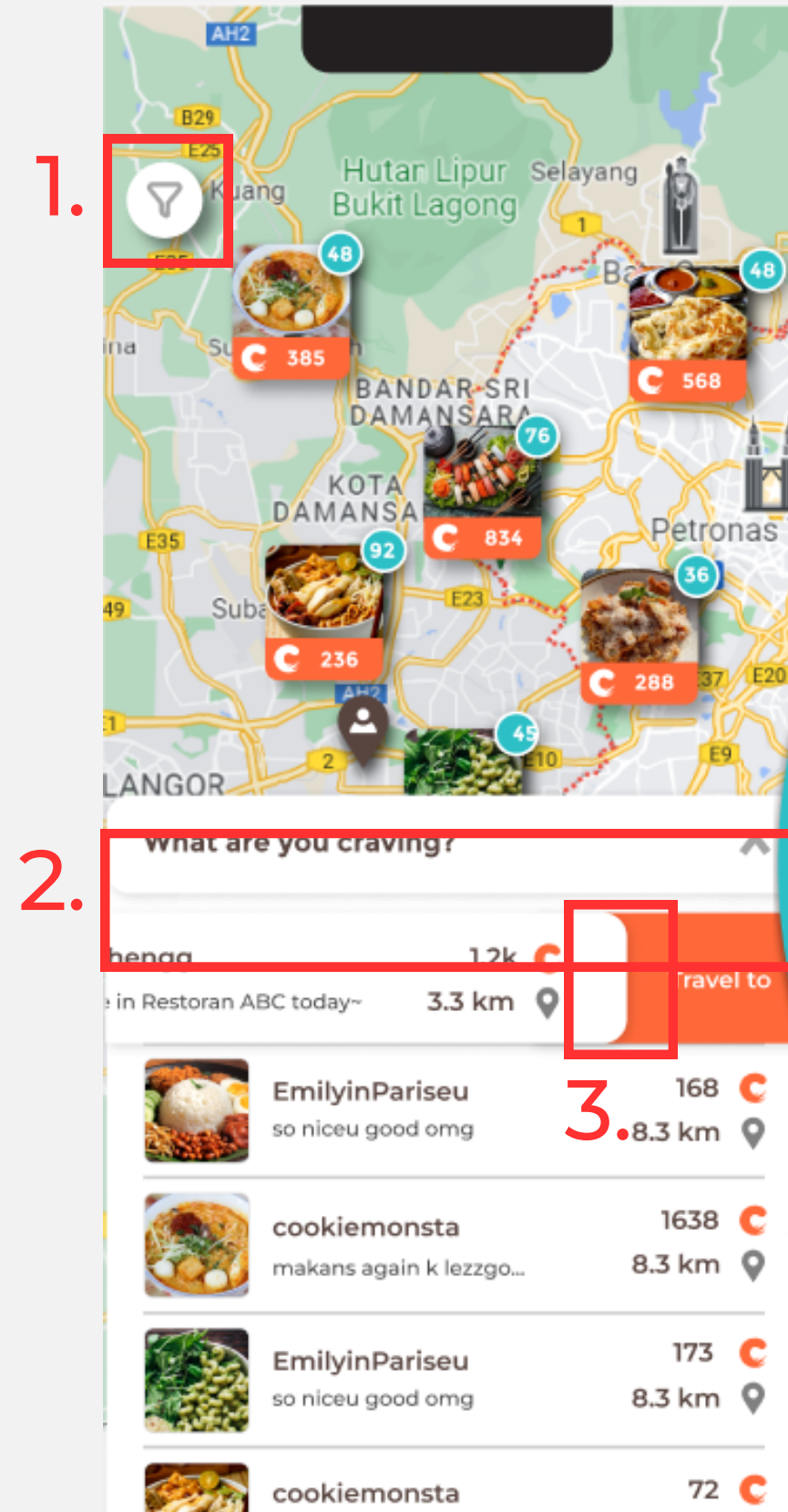
What are you craving?

- Adjustments:

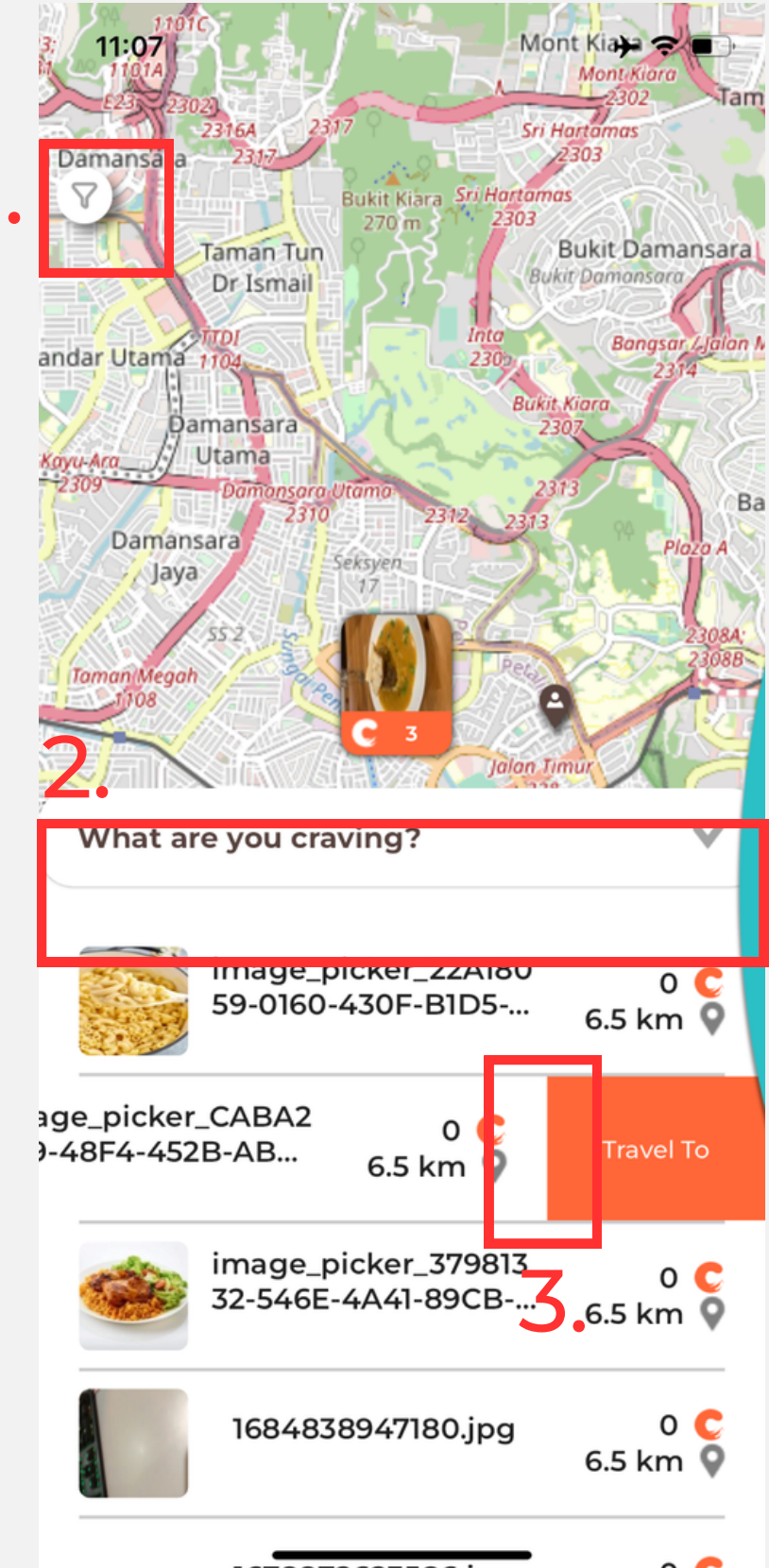
7.1 The filter arrow should be slightly bigger

7.2 There are no shadow and has a big white gap

7.3 The white bar supposed to have a shadow and a curved corners



UI/UX Design

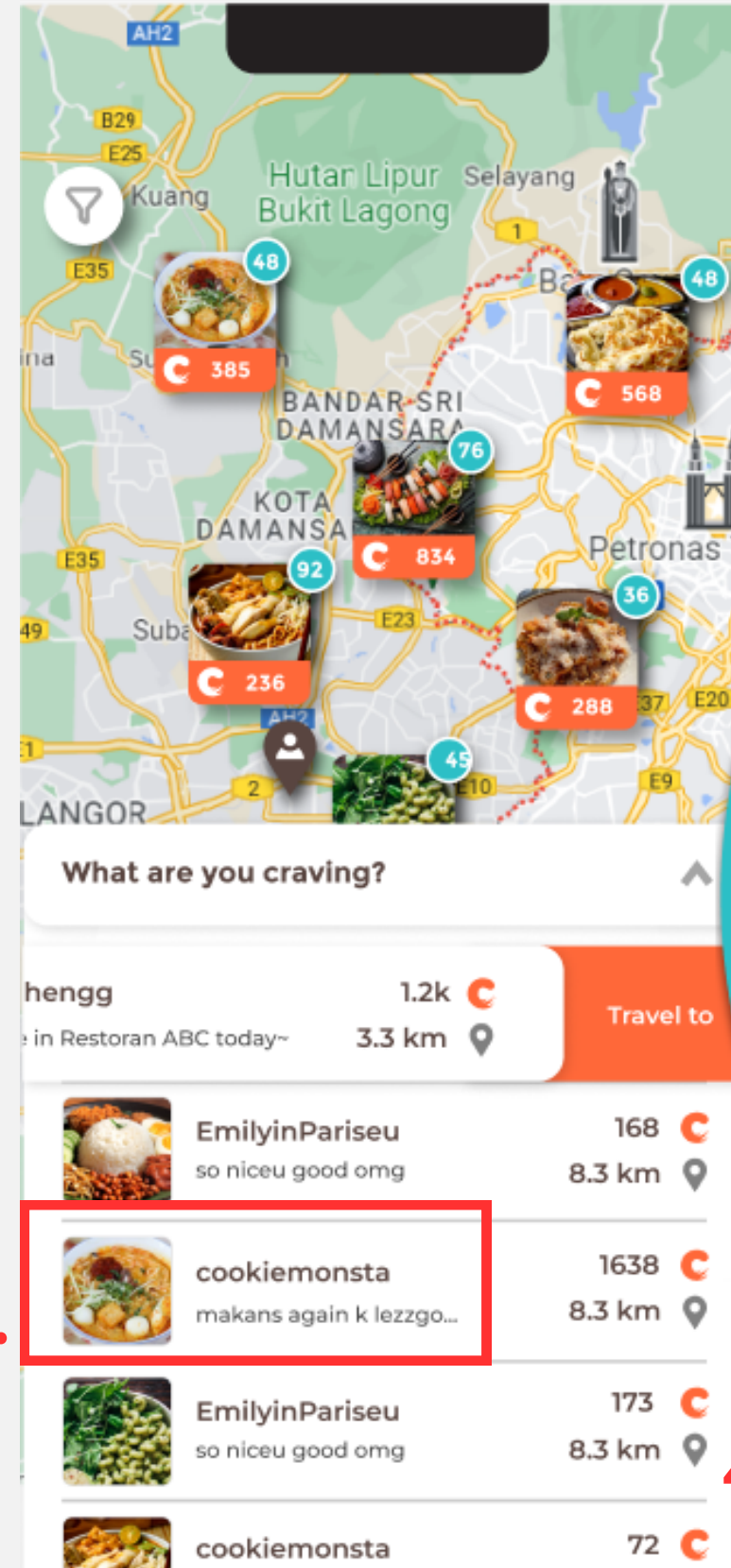


Mobile App

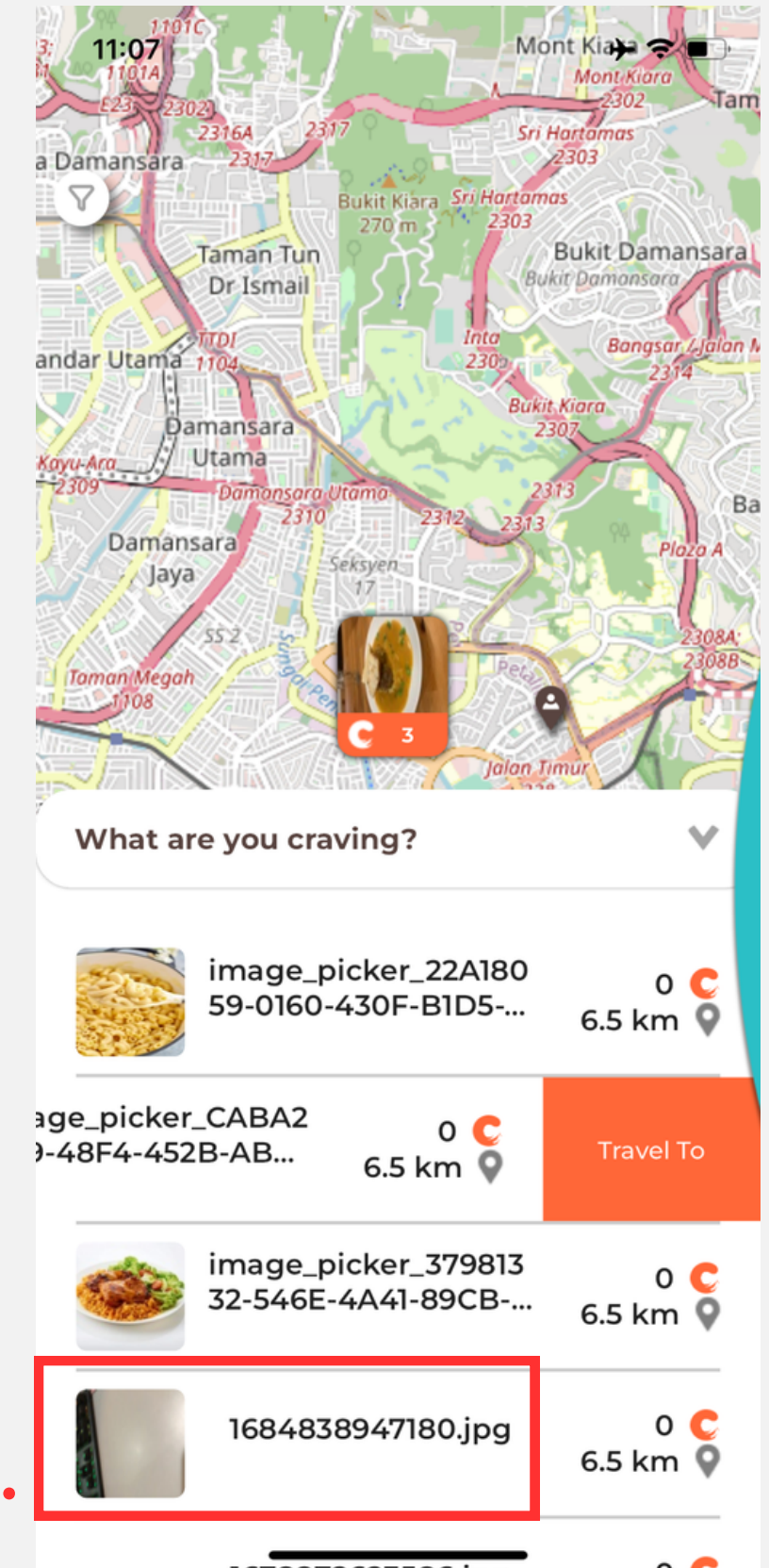
What are you craving?

- Bug:

7.4 The system did not display **username** and caption but display the name format of the image instead



UI/UX Design



Mobile App

Maps

- Bug:

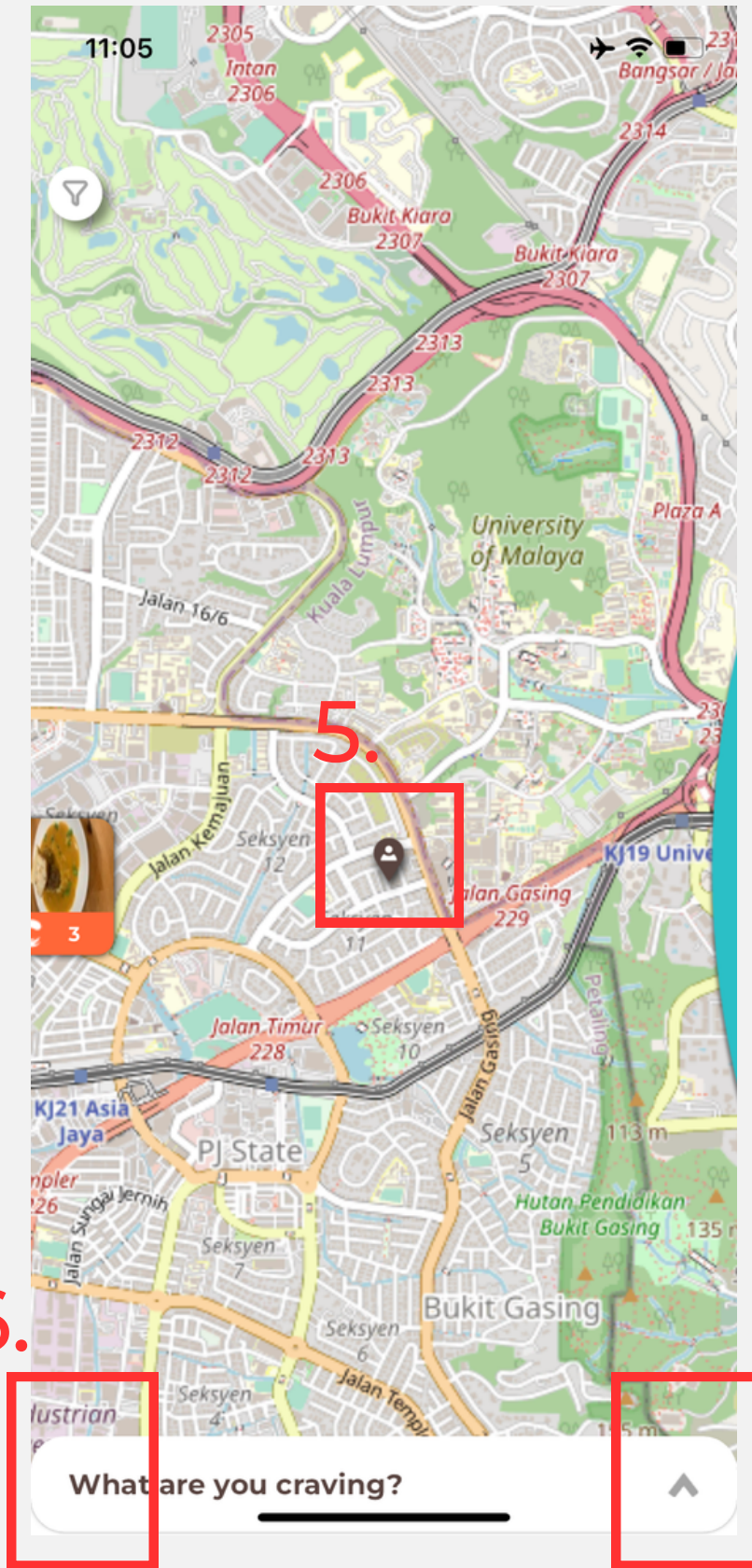
7.5 The icon that indicates where the user is is too small to recognize. Maybe, it's better to make the icon a bit bigger, stays visible in the user screen, and does not disappear when the user zoom out the maps

- Adjustments:

7.6 There is a gap between the bottom screen and the lower carvings bar.



UI/UX Design



Mobile App

6.

6.

6.

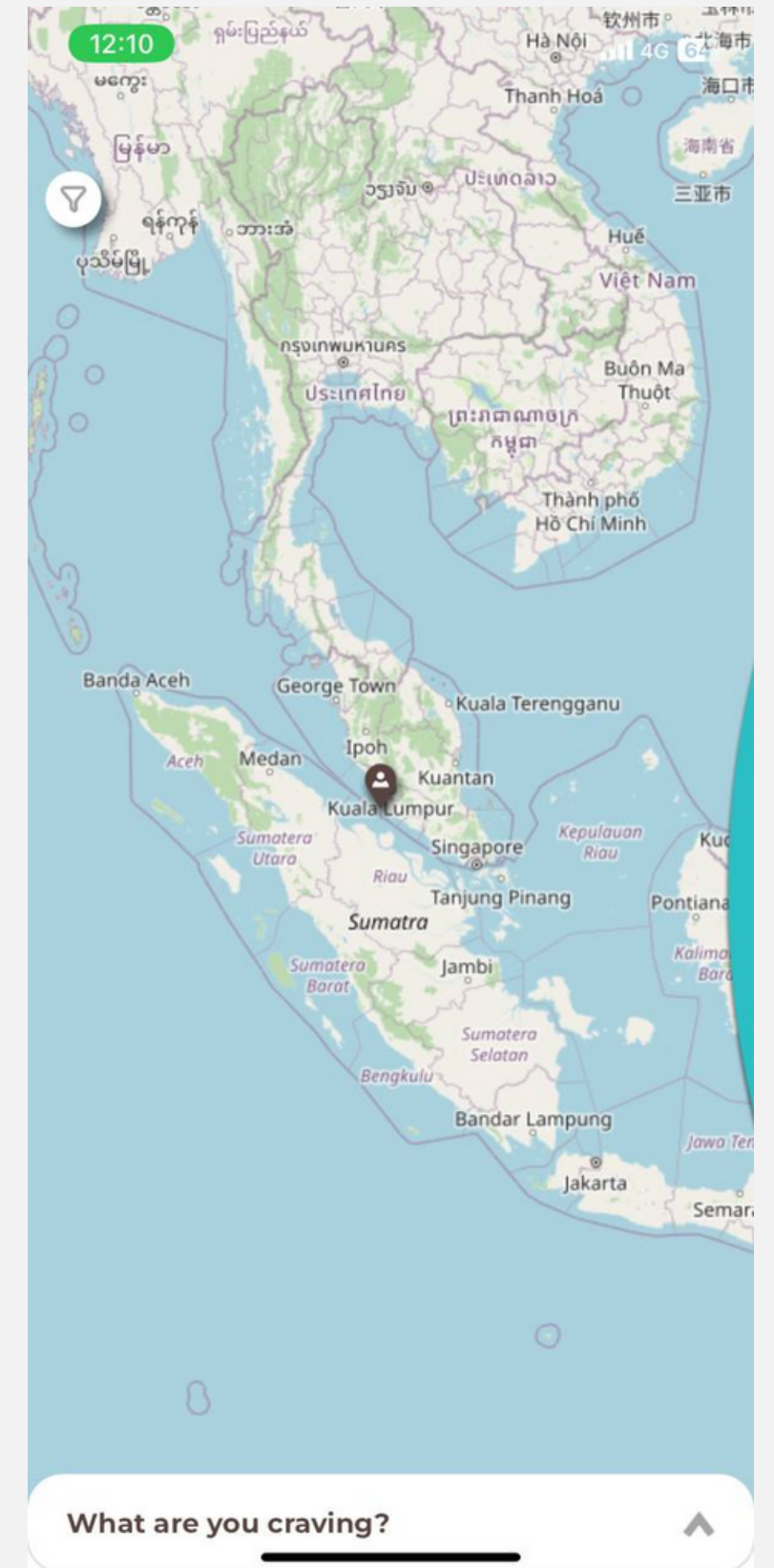
5.

Maps

- Adjustments:
7.7 The maps should be start off within 500m radius
- Bug:
7.8 When the tester zoomed in or out on the map, there was no limit, causing the map to show a white screen and get stuck. They couldn't zoom out back to the normal view.



UI/UX Design



Mobile App

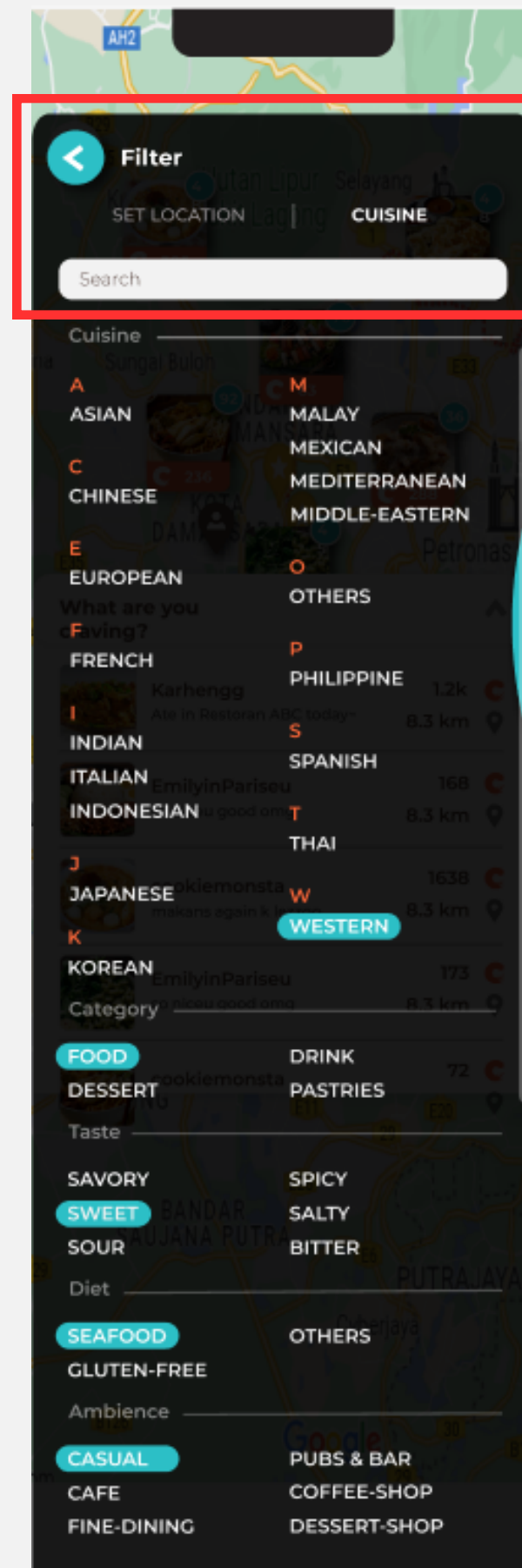
Filter

- New UI:

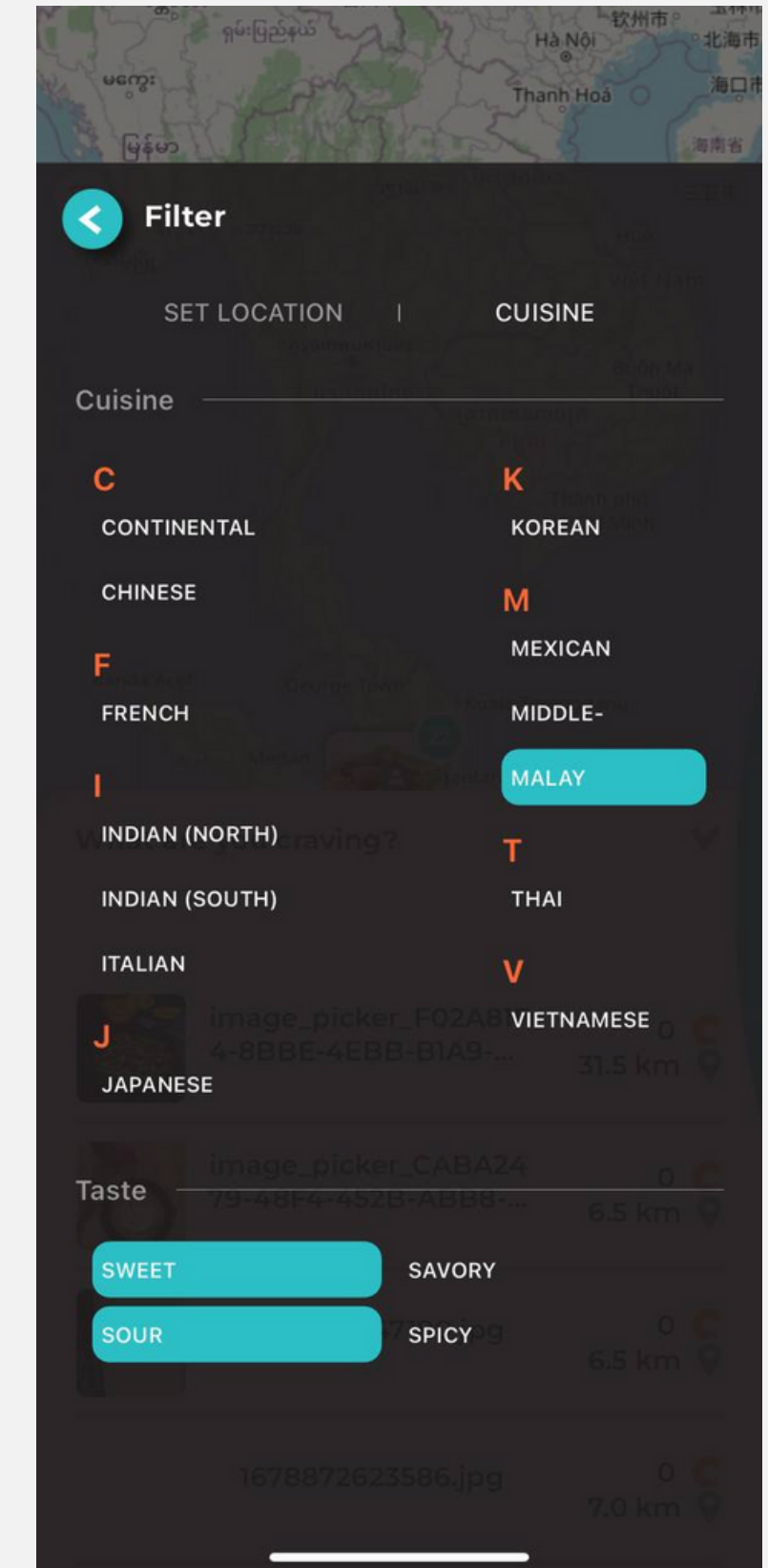
7.9 Should follow the new UI where the cuisine category is based on the data entry, and followed by category, taste, diet and ambience filter.

7.10 The filter is scrollable except for the highlighted part

10.



UI/UX Design



Mobile App

Filter

- Missing:

7.11 Search bar

7.12 Scroll bar

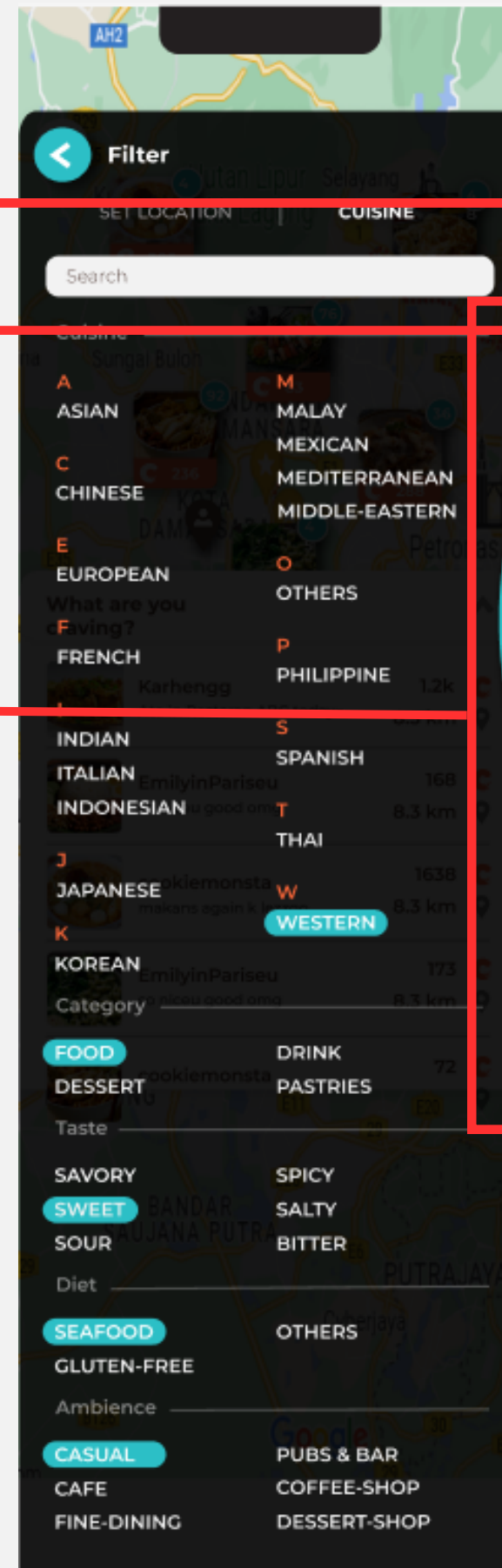
7.13 Navigation wheel

11.

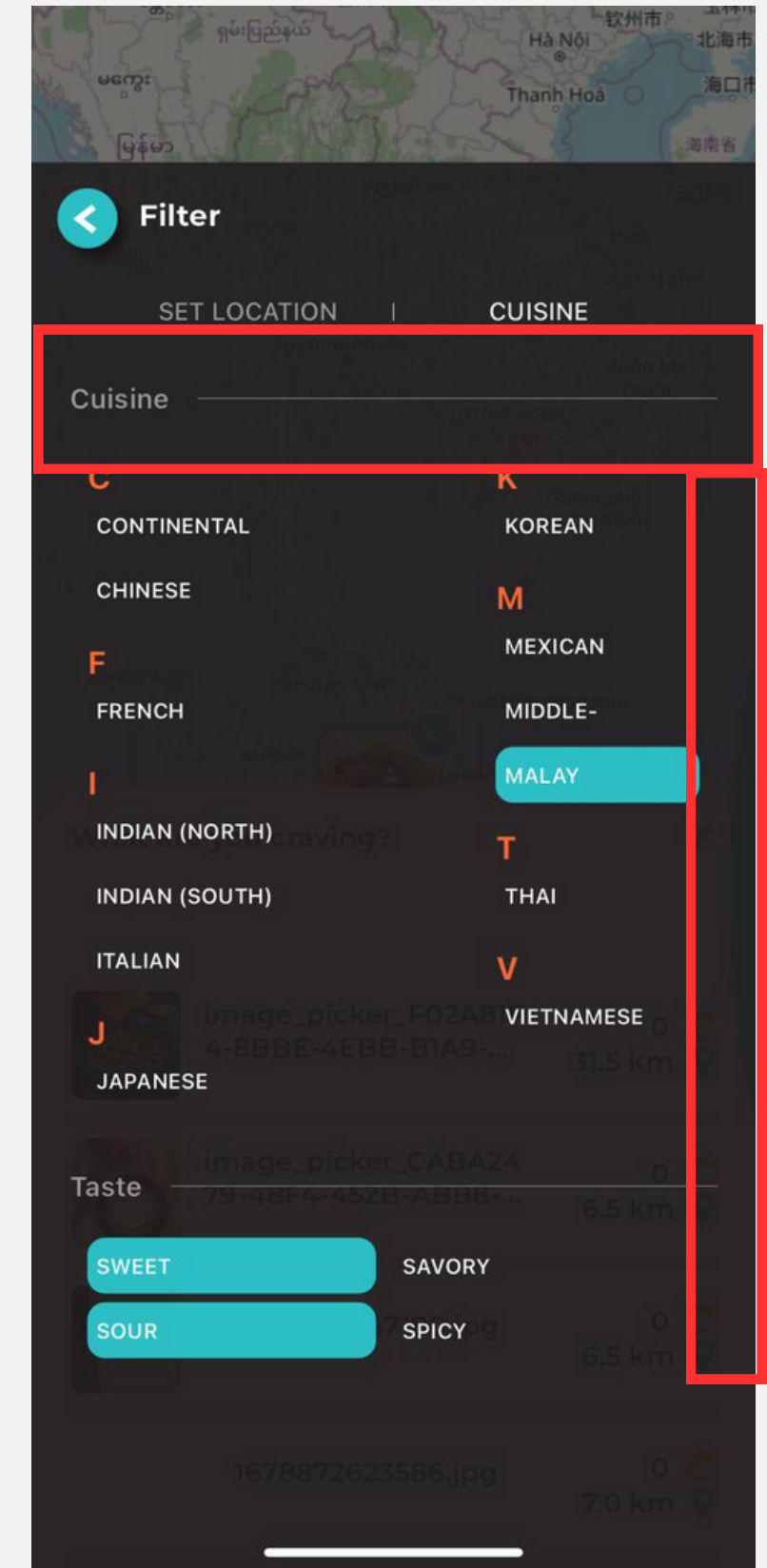
12.

&

13.



UI/UX Design



11.

12.

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13.

Mobile App

Filter

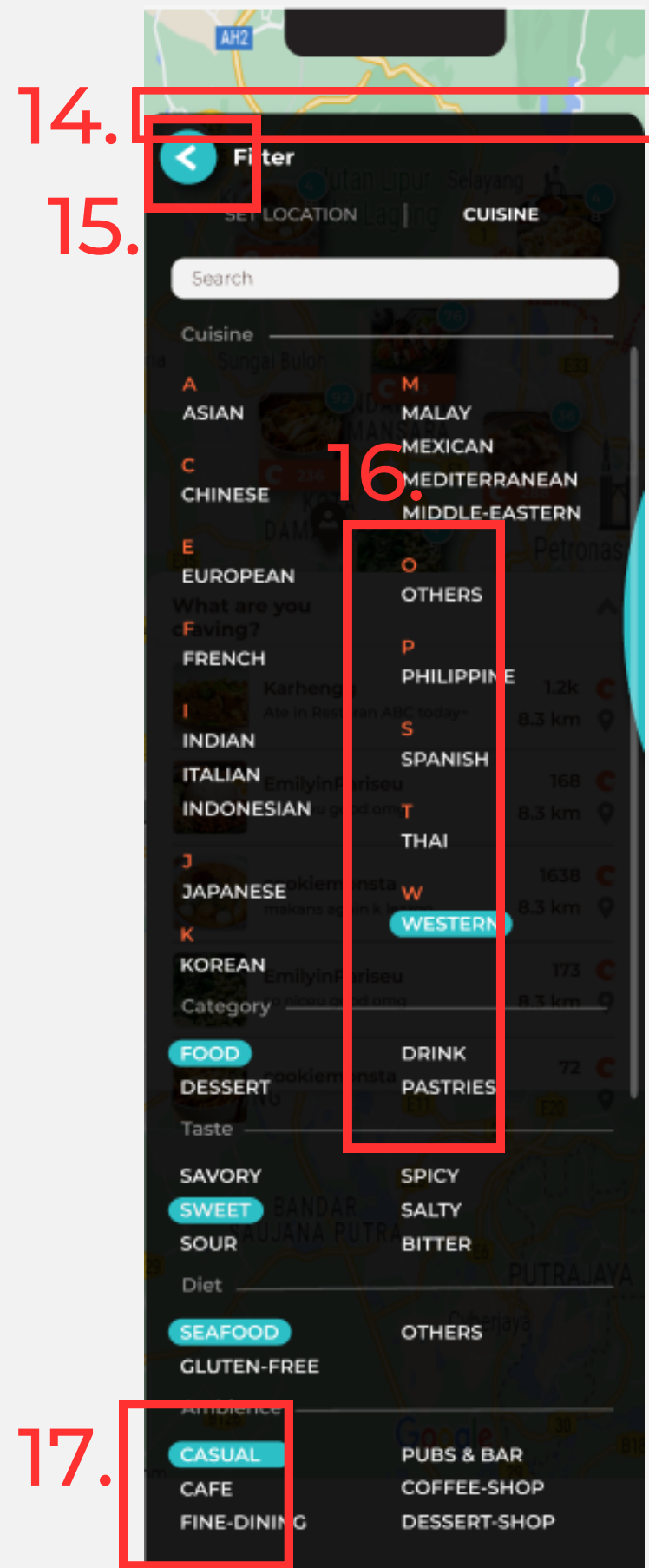
- Adjustments:

7.14 The edge of the pop up should be more rounded

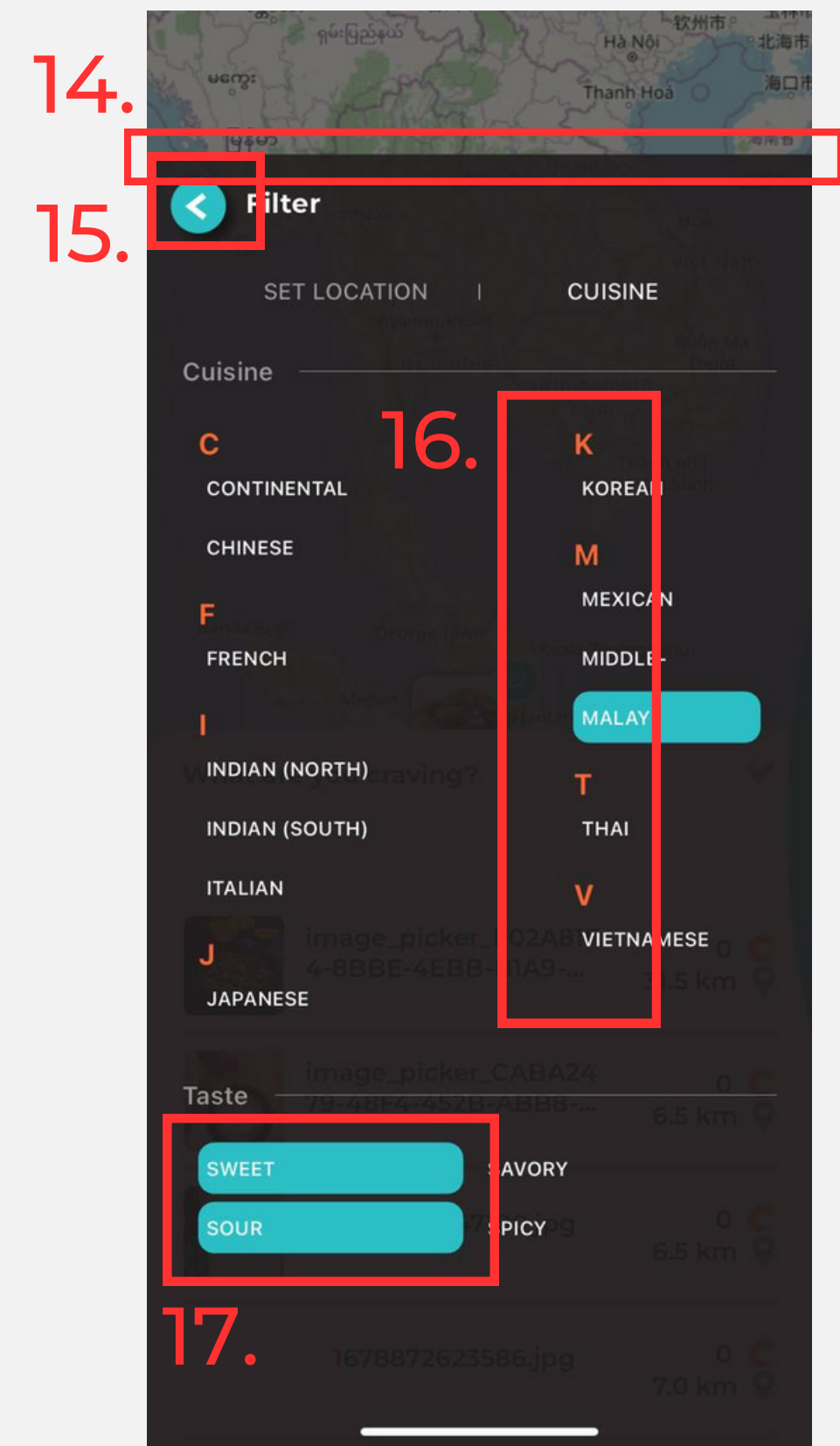
7.15 The back icon should be slightly bigger

7.16 The alignment of the contents is a bit off and not straight

7.17 The size of selection bar should be more rounded and shorter



UI/UX Design



Mobile App

Tags

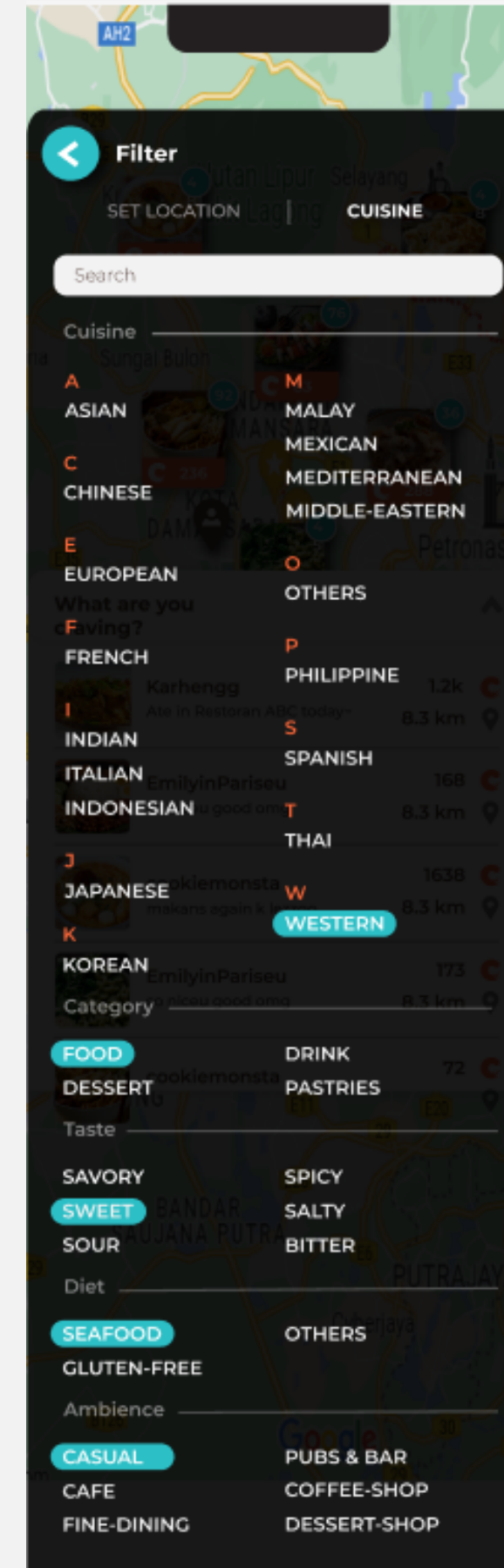
7.18 The tags supposed to be standardized to the

1. In the filter section
2. In the camera section

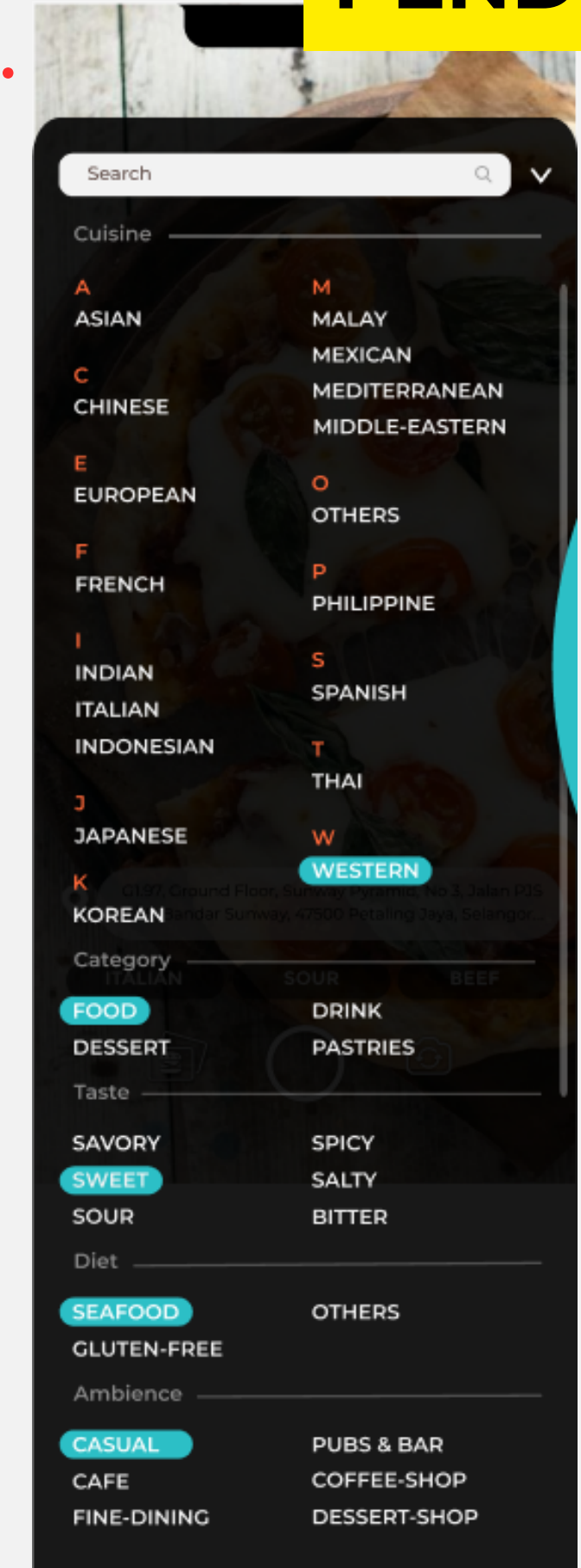
in terms of

- Contents inside it
- Transparency / Opacity
- Have a search bar
- Have a scroll bar

1.



2.



PENDING

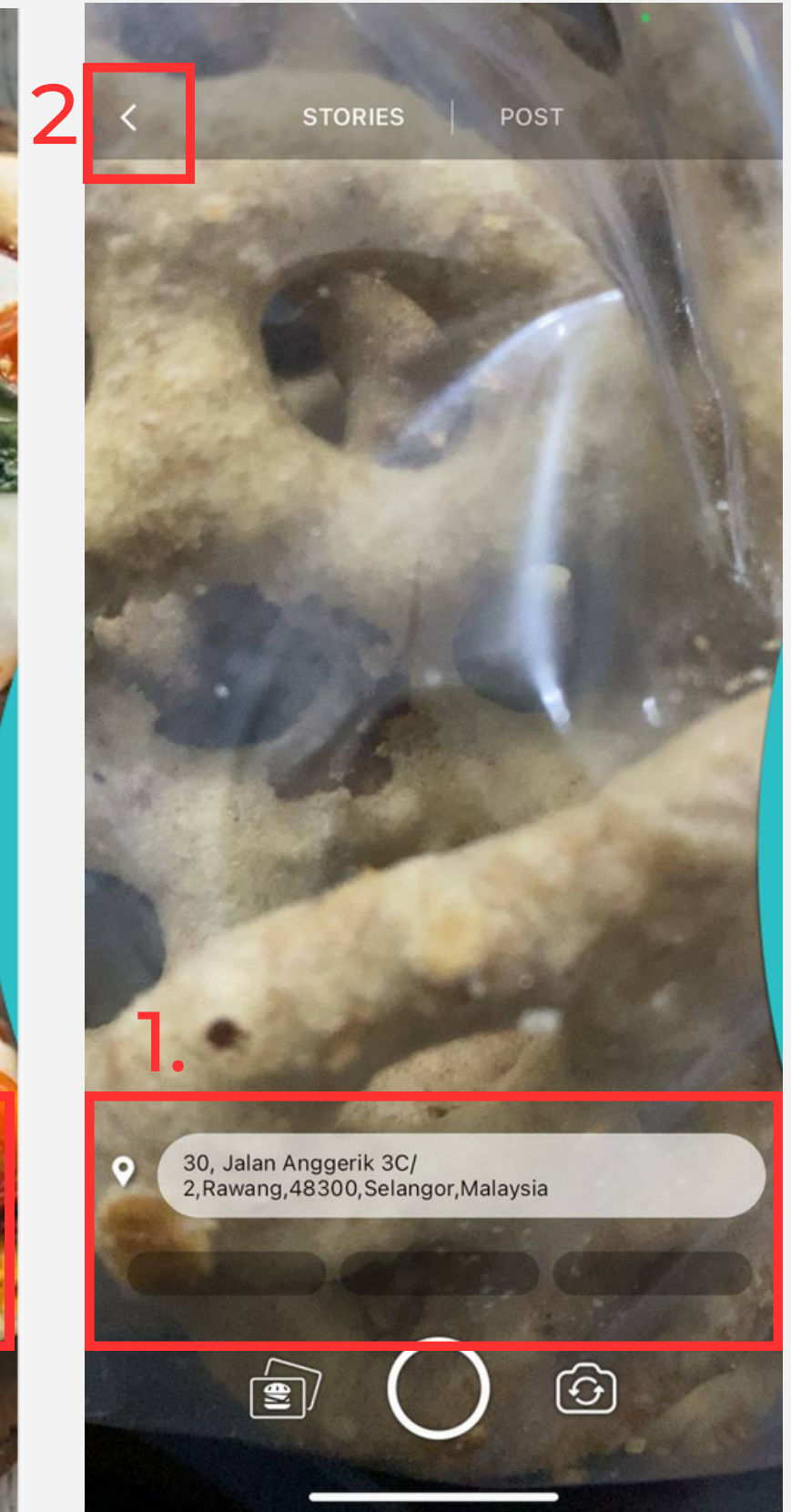
Camera

Camera

- New UI:
8.1 Should follow the new UI which is to remove map and cuisine category
- Bug:
8.2 The back button is not working



UI/UX Design



Mobile App

Photo Edit

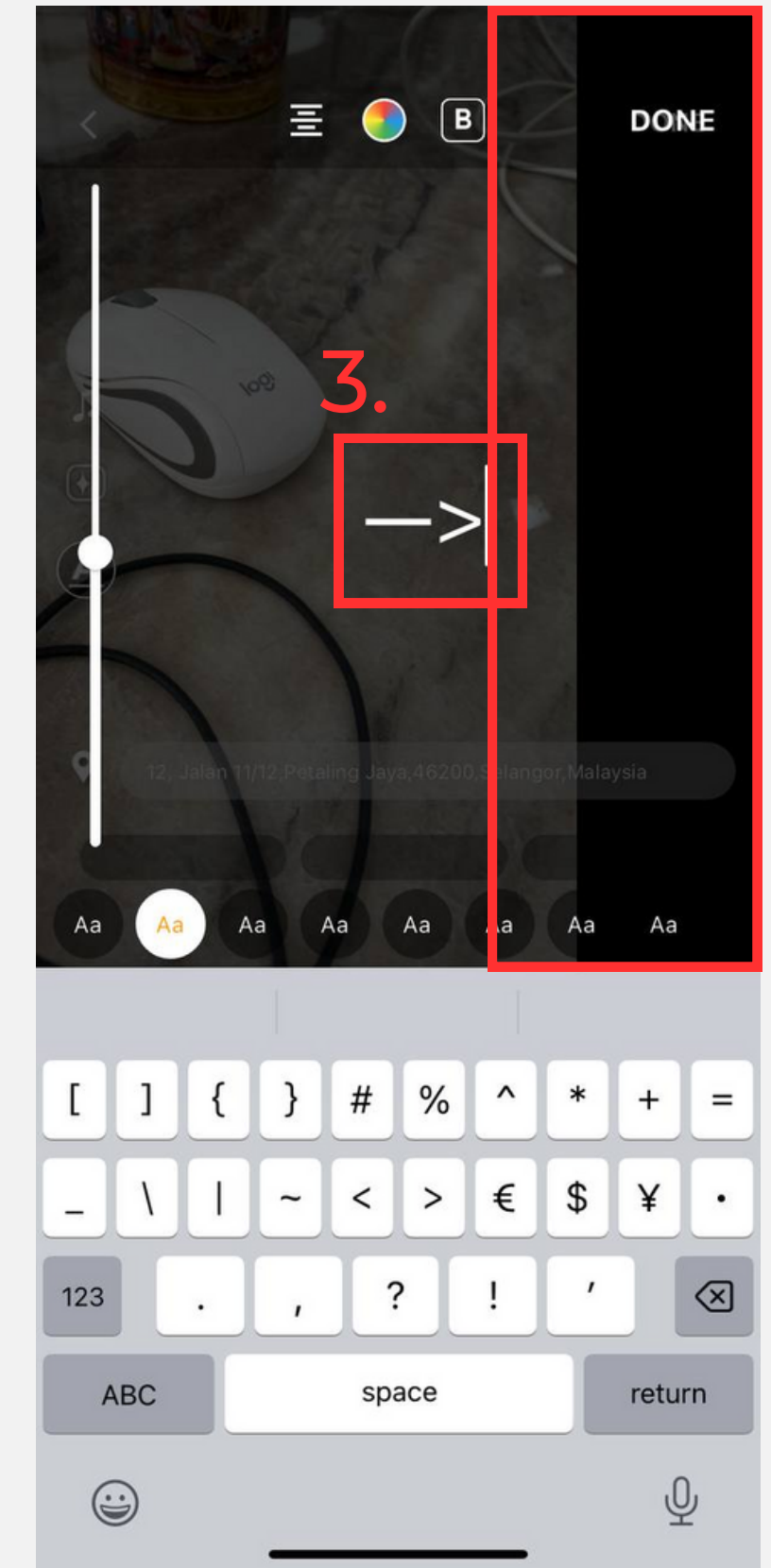
- Bug:

8.3 The typed word on the picture taken is not movable and editable

8.4 The are movements of the picture taken (to the left) while putting caption



UI/UX Design



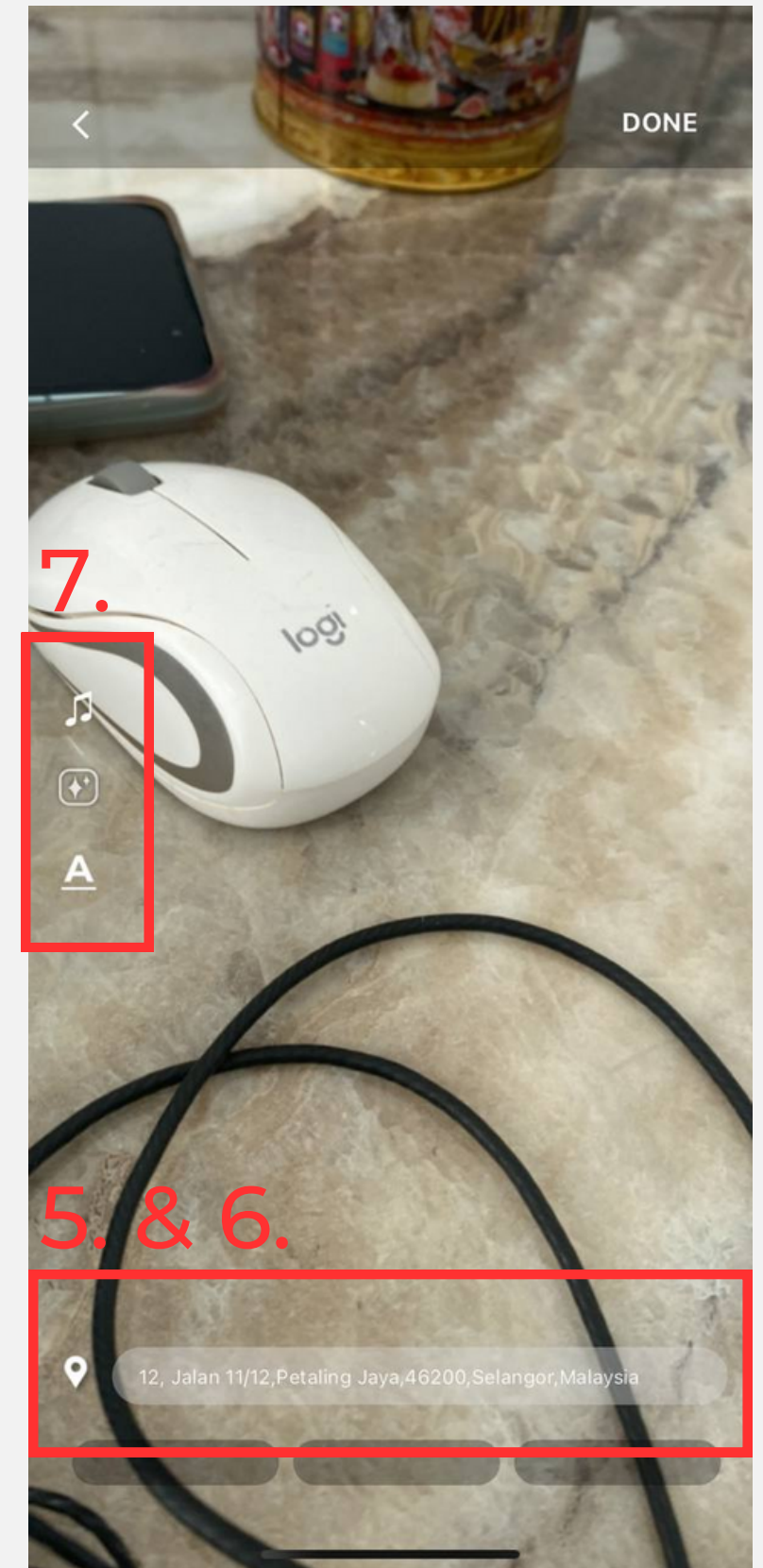
Mobile App

Photo Edit

- Adjustments:
 - 8.5 The location background should be white and the font should be black
 - 8.6 The size of the location bar should be bigger
- Remove:
 - 8.7 Music and filter option



UI/UX Design



Mobile App

Category

- New UI:

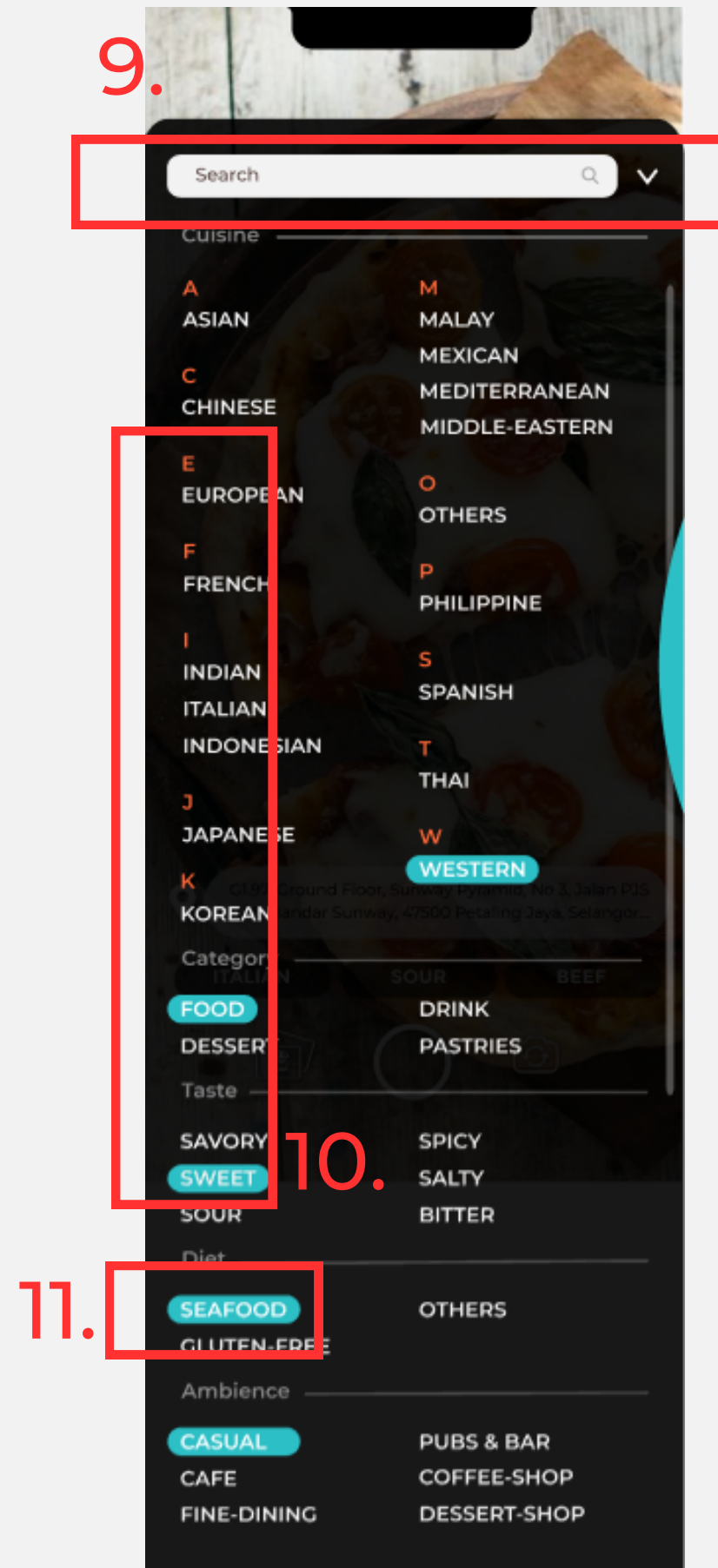
8.8 Should follow the new UI

- Adjustments:

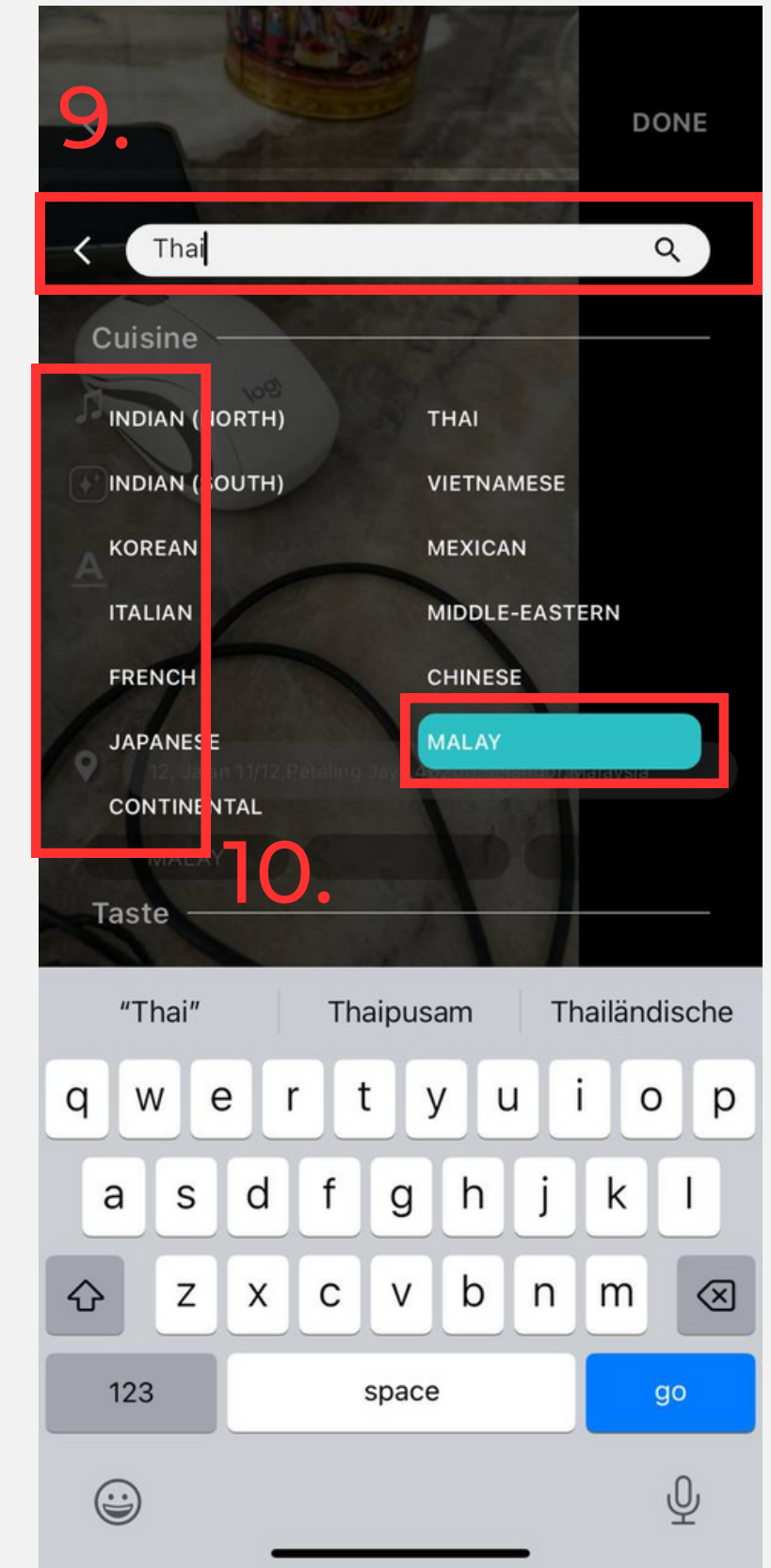
8.9 The edge of the search bar needs to be less rounded

8.10 The organization design of the cuisine categories is not alphabetical

8.11 The edge of the selection-blue bar needs to be more rounded and shorter



UI/UX Design



Mobile App

Category

- New UI:

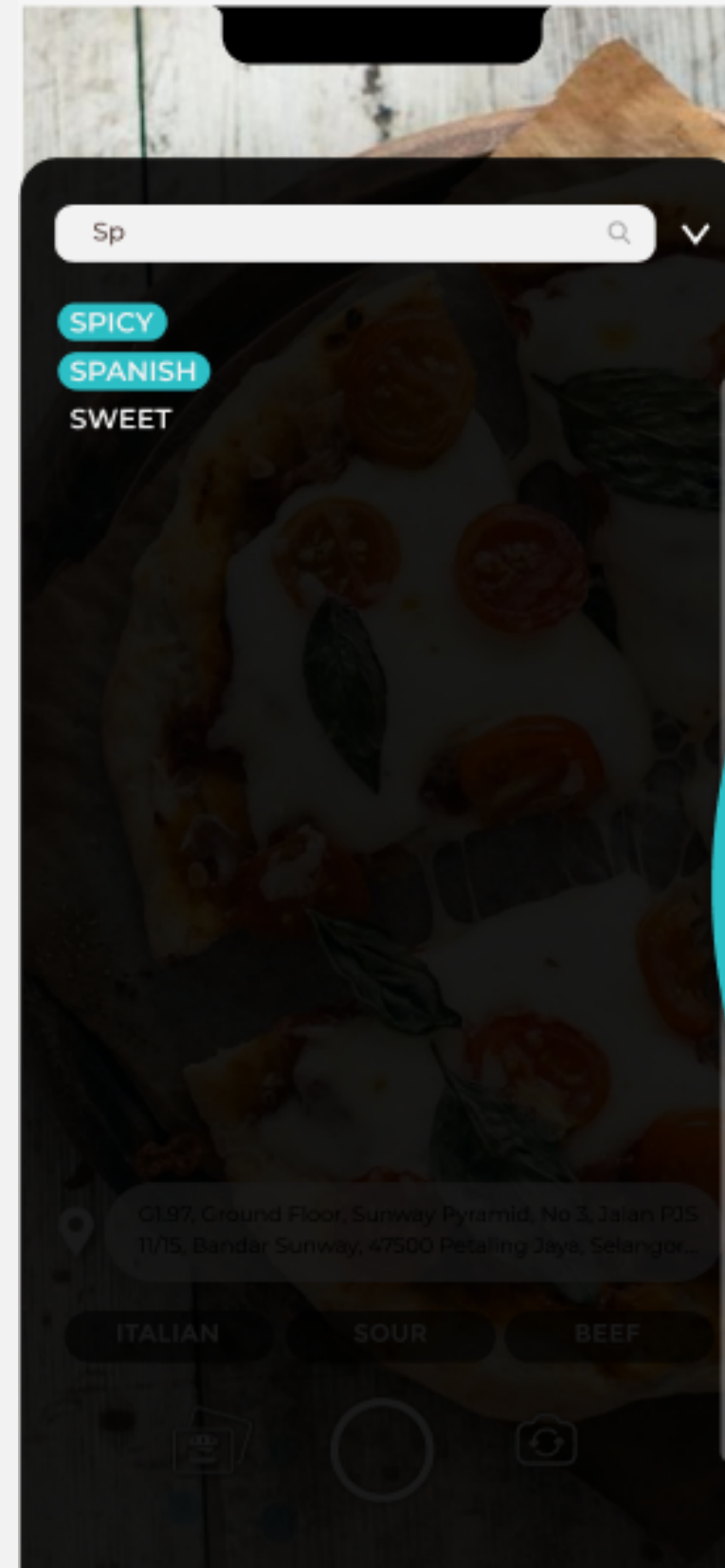
8.12 Should follow the new UI

- Bug:

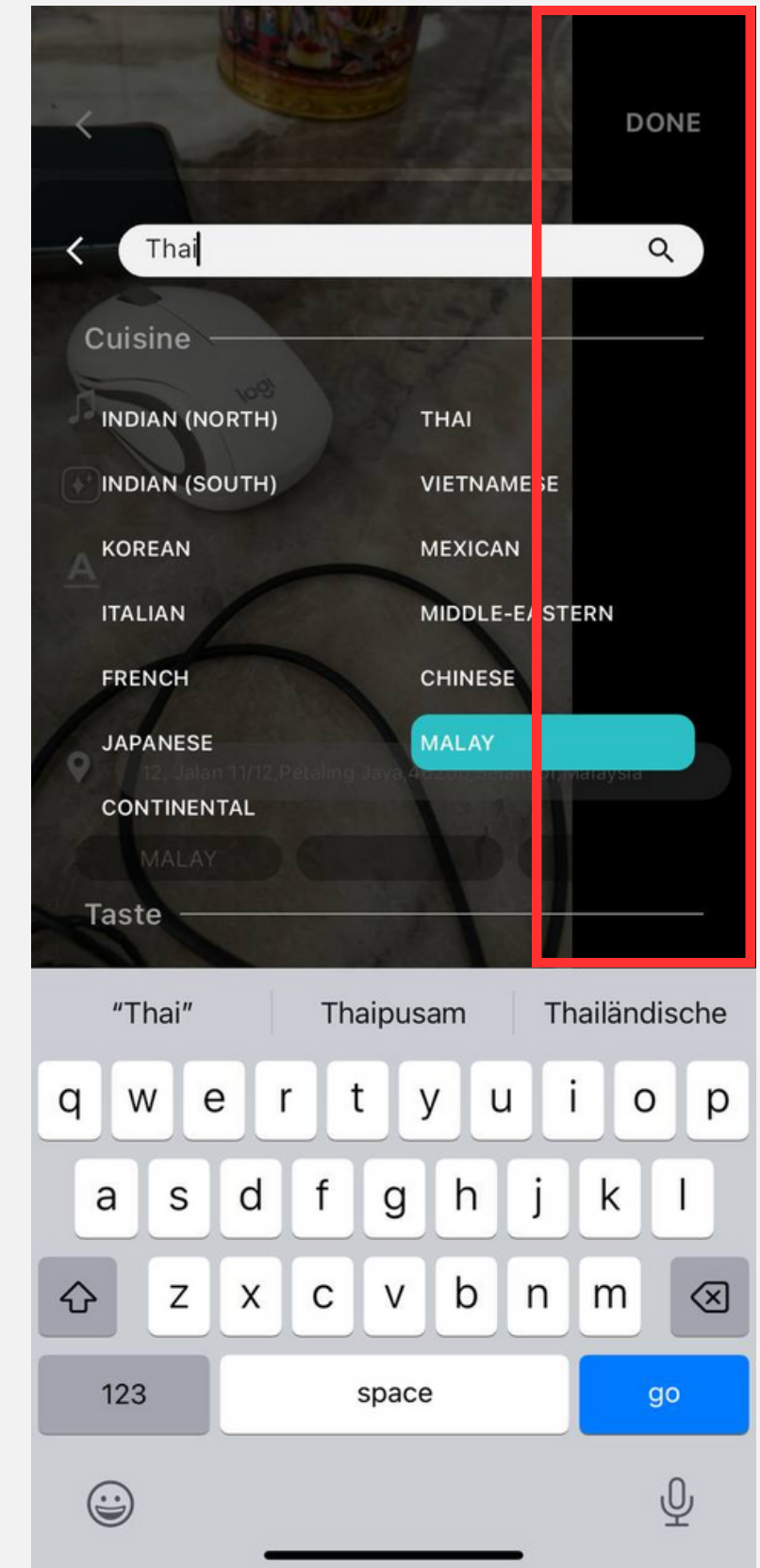
8.13 The search tool is not working

8.14 The search history is not automatically removed

8.15 The photo at the background moved (to the left) when the keyboard appear on the screen



UI/UX Design



Mobile App

Address

- New UI:

8.16 Should follow the new UI

- Adjustments:

8.17 The pop-up edge should be more rounded

8.18 The search bar edge need to be more rounded

8.19 The font size should be slightly smaller

17.

18.

19.

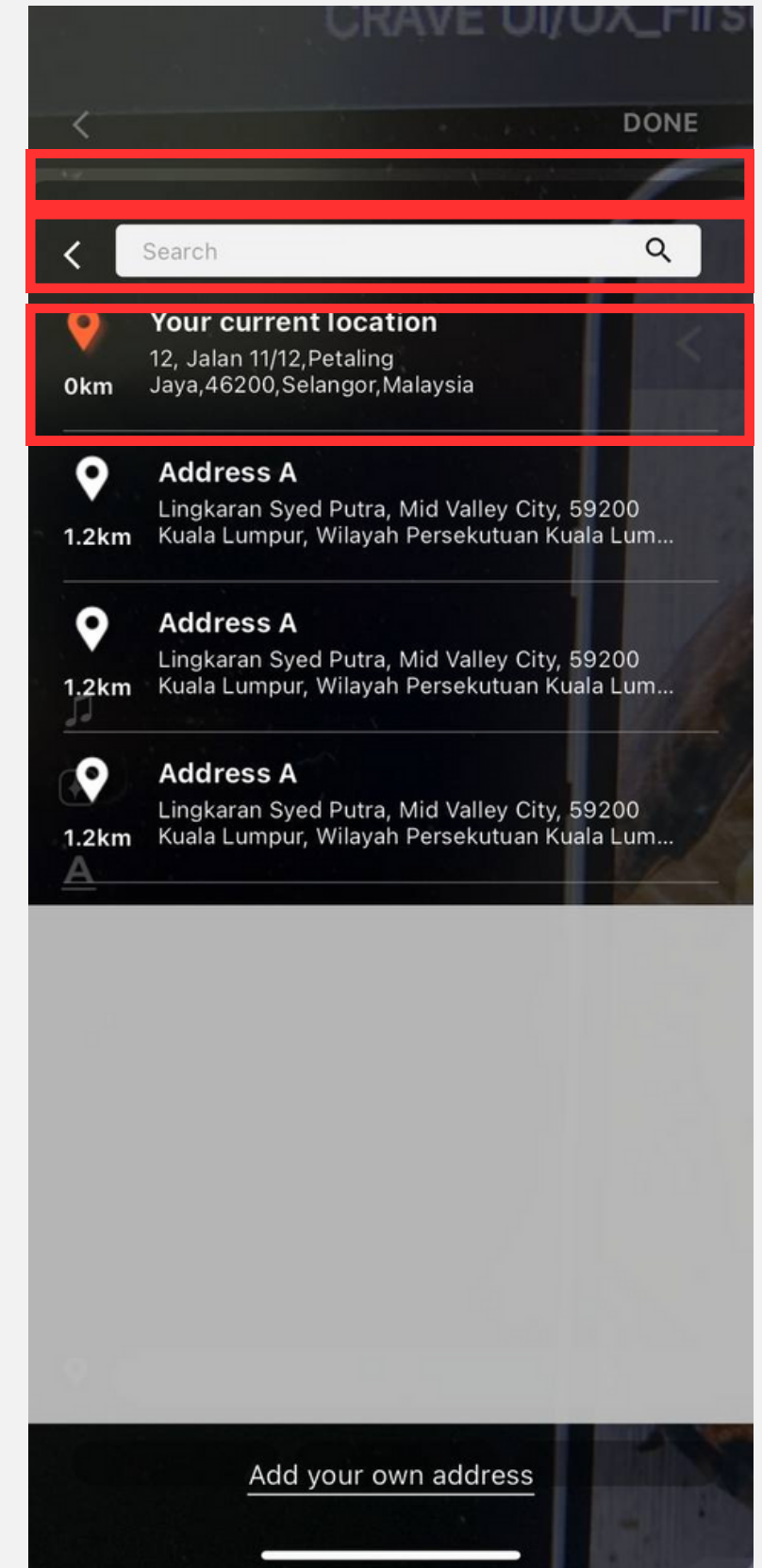


UI/UX Design

17.

18.

19.



Mobile App

Address

- Bug:

8.20 There is a big grey bar under the address options

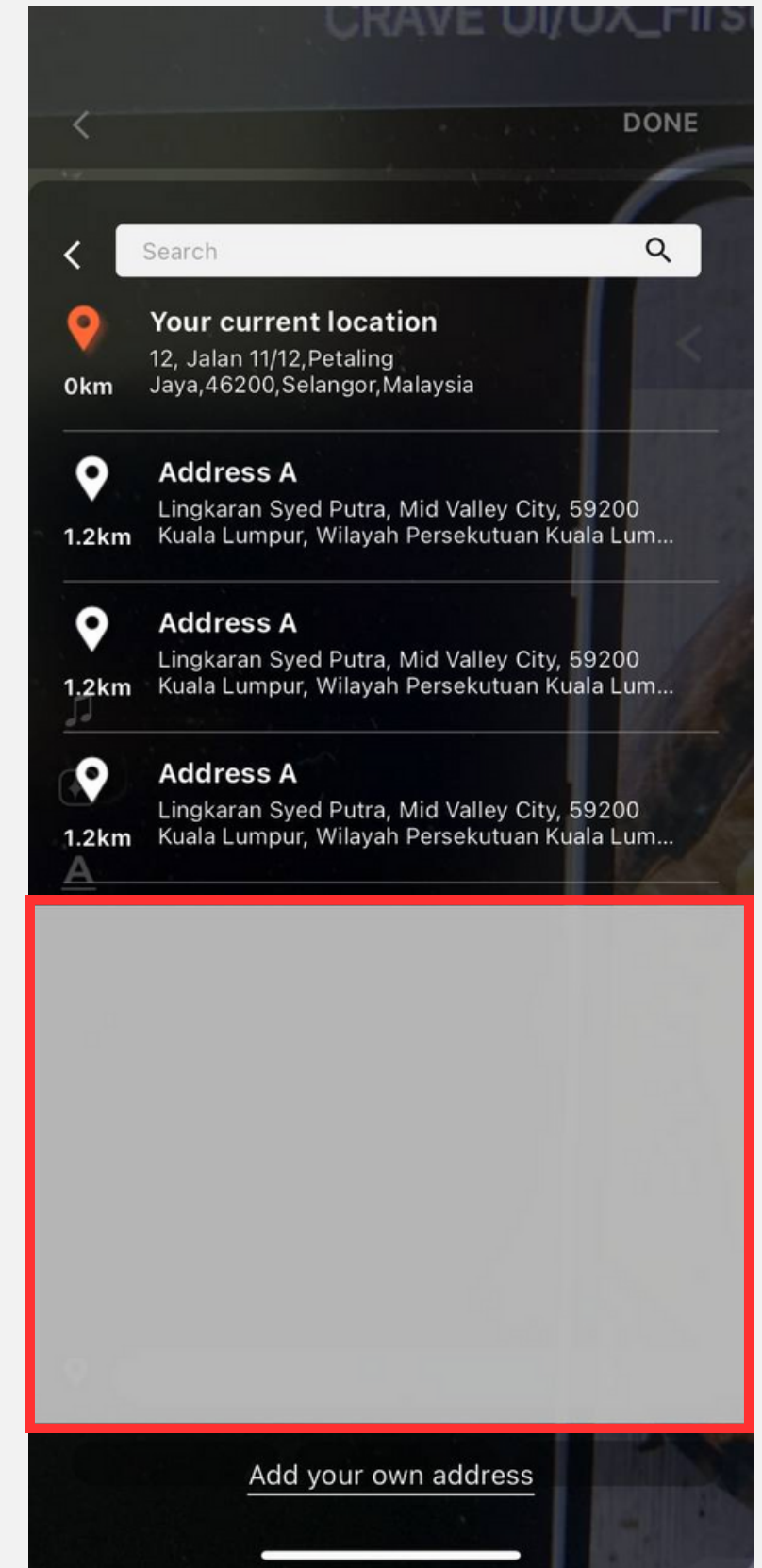
8.21 The address options could not be selected

20.



UI/UX Design

20.



Mobile App

Add New Address

- New UI:

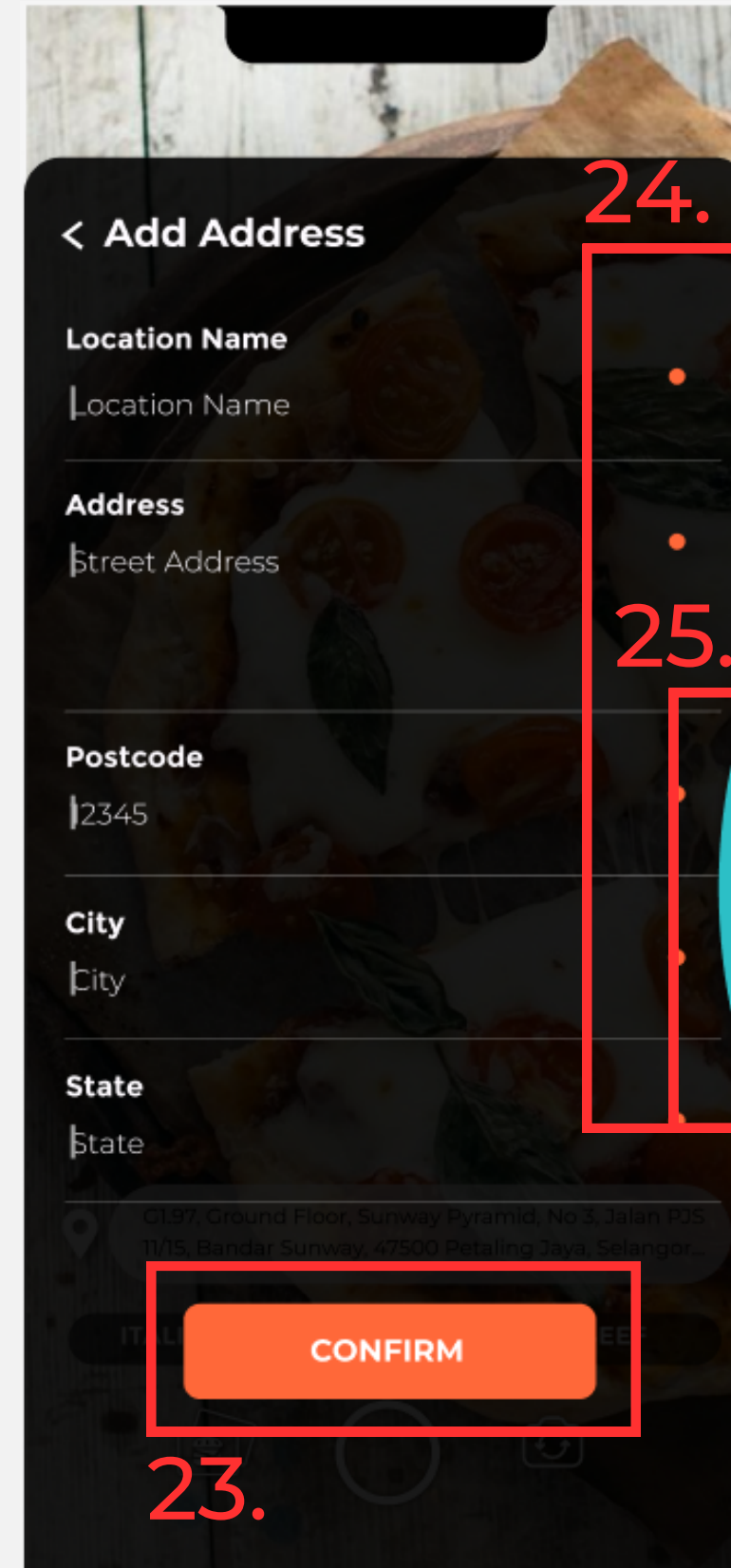
8.22 Should follow the new UI which is should be a pop-up and added confirm button

- Missing:

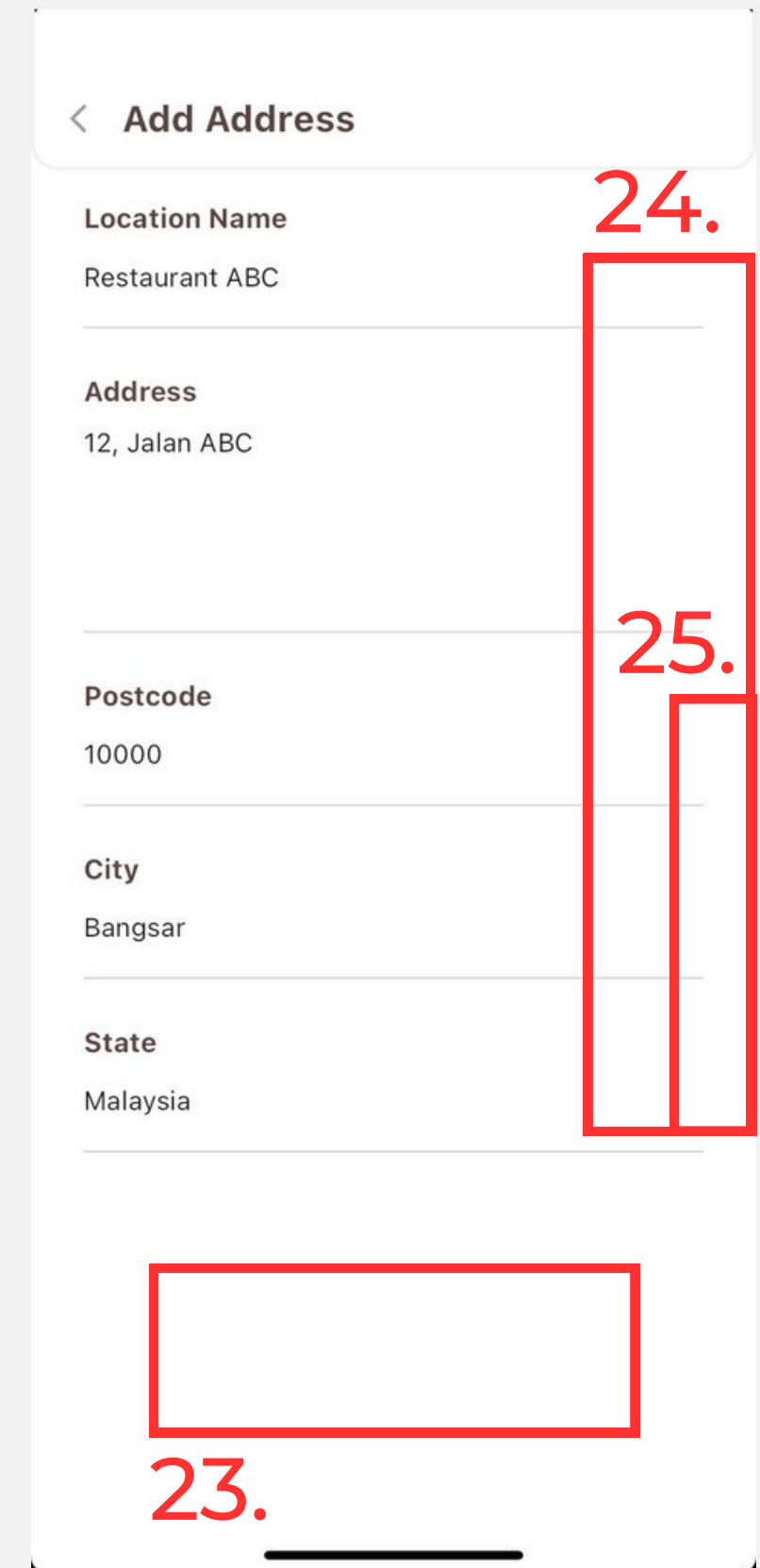
8.23 Confirm button

8.24 Error handling orange dot

8.25 Navigation wheel



UI/UX Design



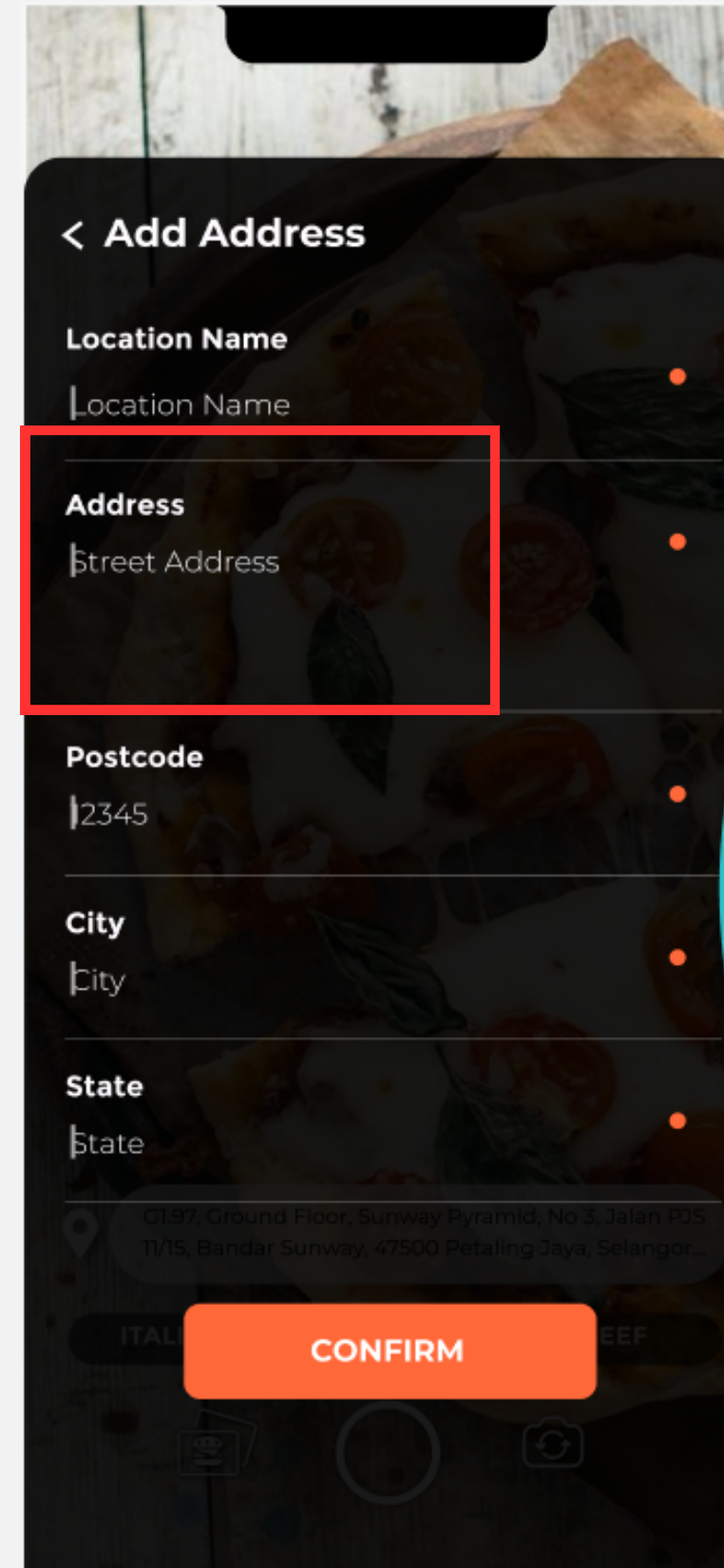
Mobile App

Add New Address

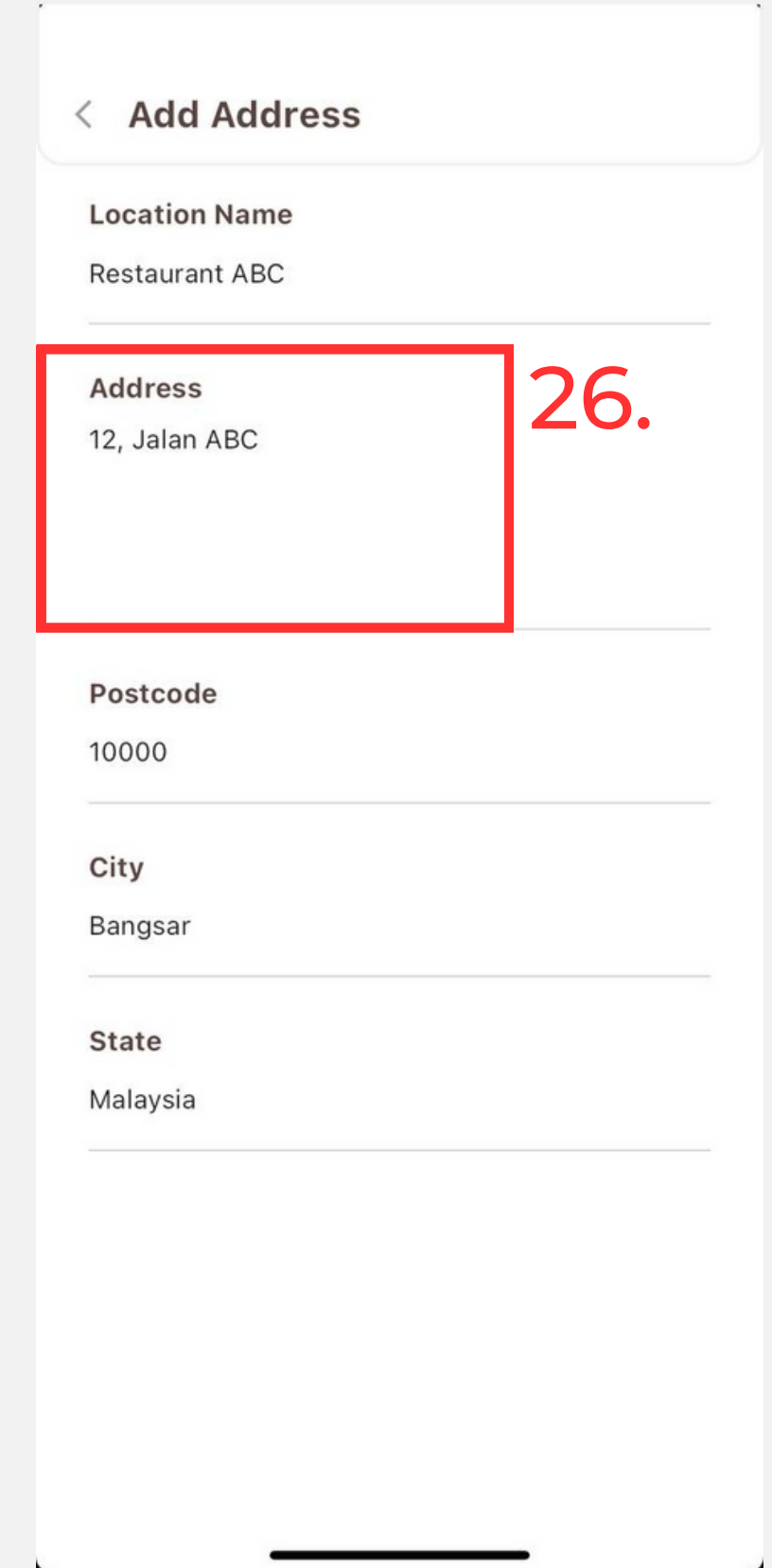
- Adjustments:

8.26 The space in the 'Address' short answer has too much gap and is not flexible following the answer's length

26.



UI/UX Design



Mobile App

Camera Flow

- New UI and flow:

8.27 The camera flow has few changes, refer [Figma Changes Log](#).
(slides 23-31)

Chat

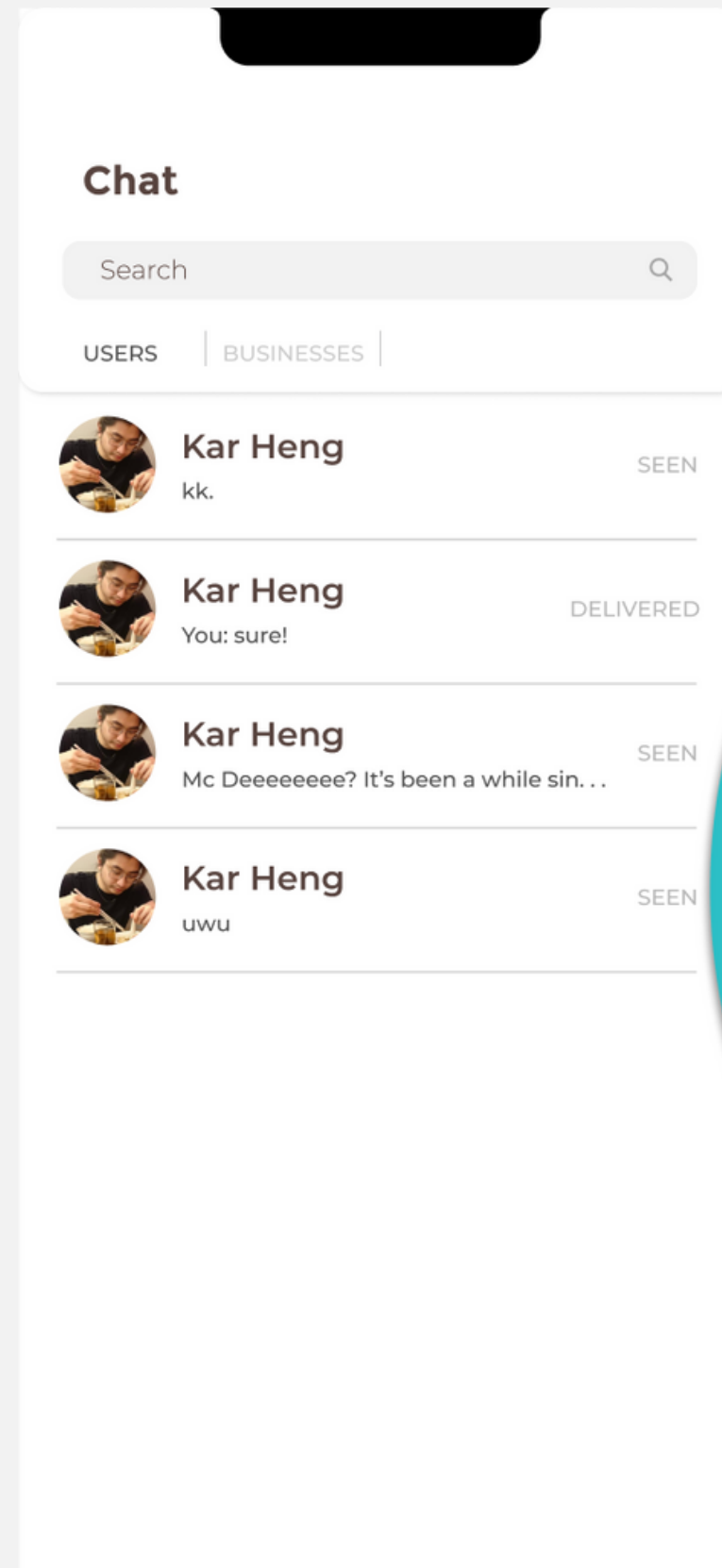
Chat

- Bug:

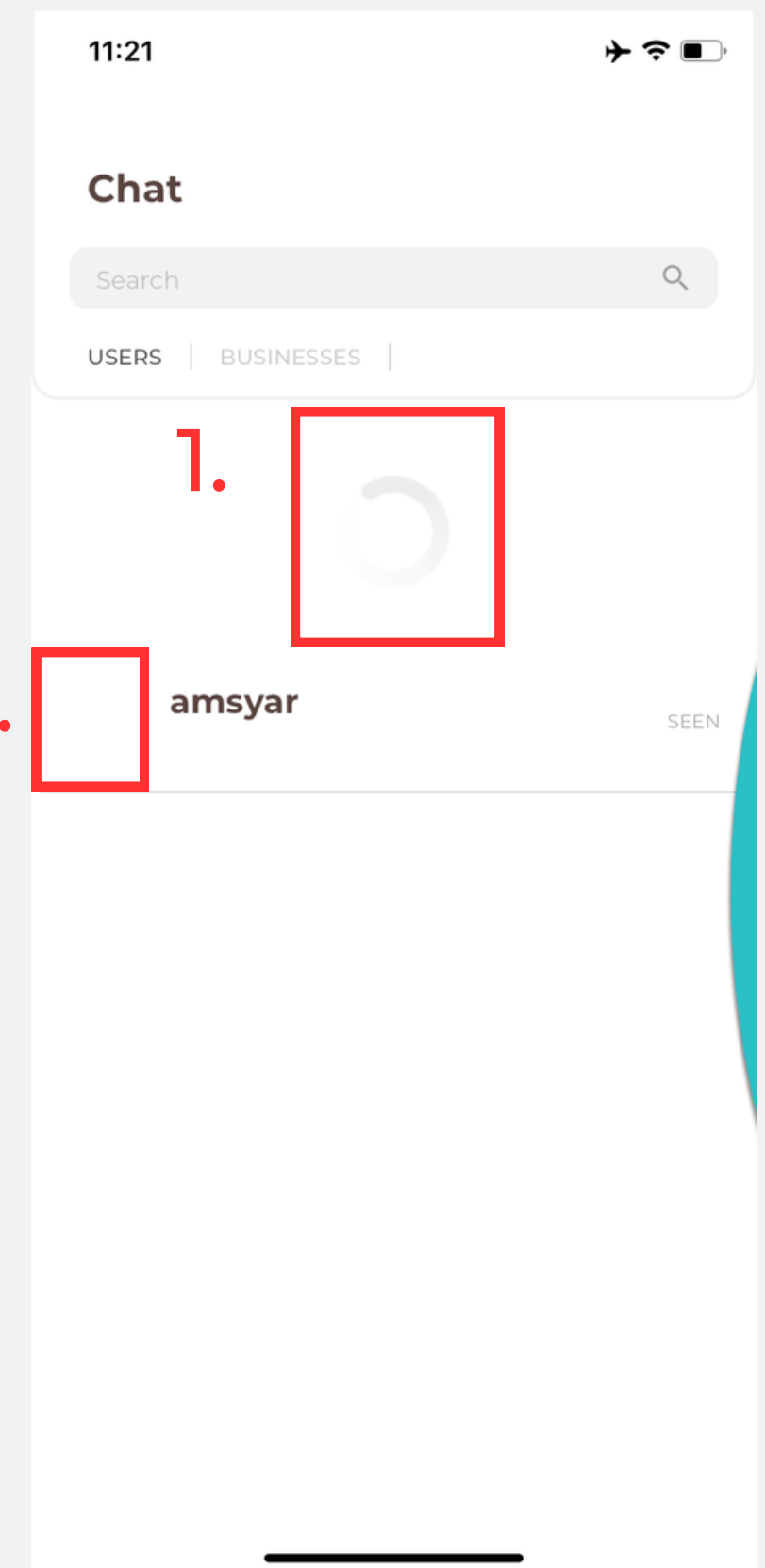
9.1 The loading animation supposedly disappear when the chat pop up/loaded

- Suggestion:

9.2 The profile picture is not showing. If there isn't profile picture, maybe we can replace it with a standard or default profile picture?



UI/UX Design

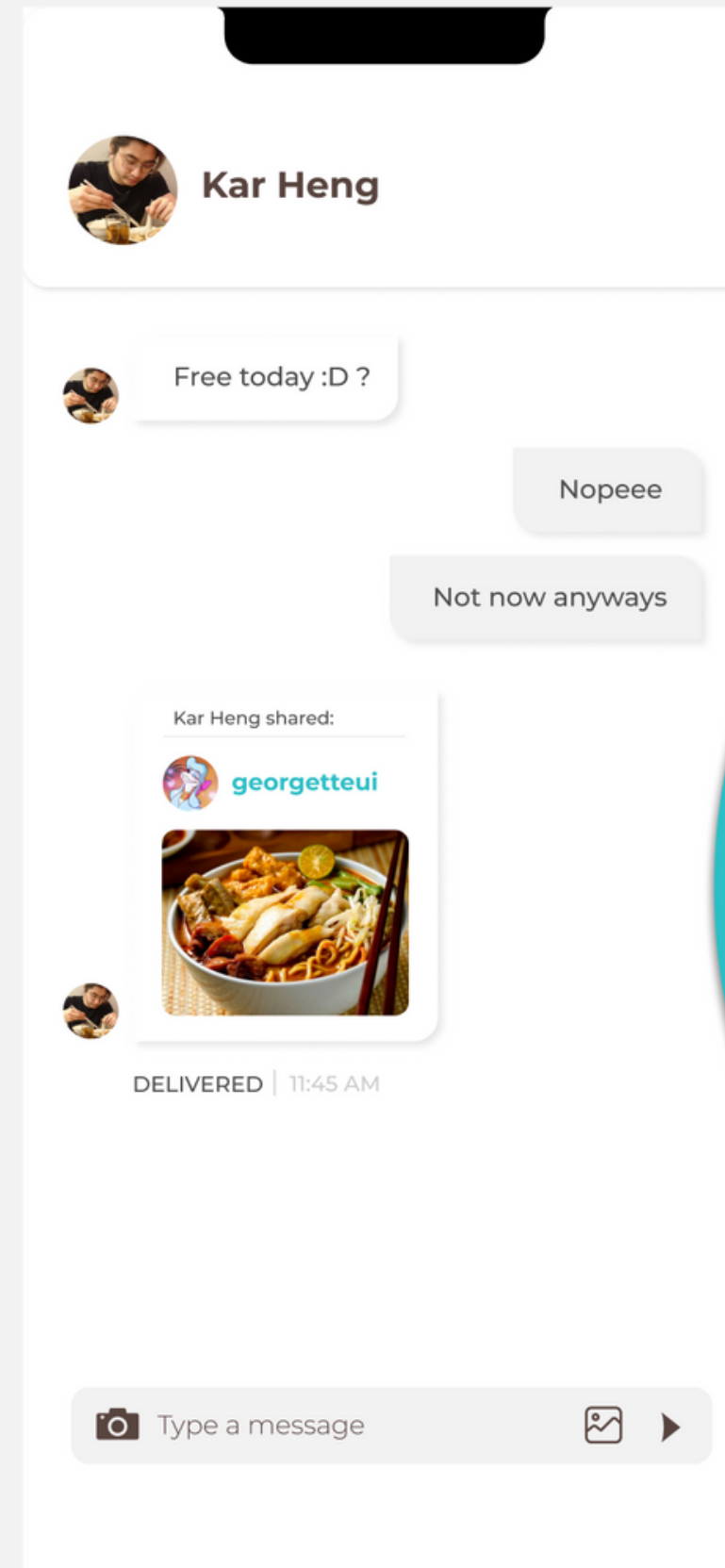


Mobile App

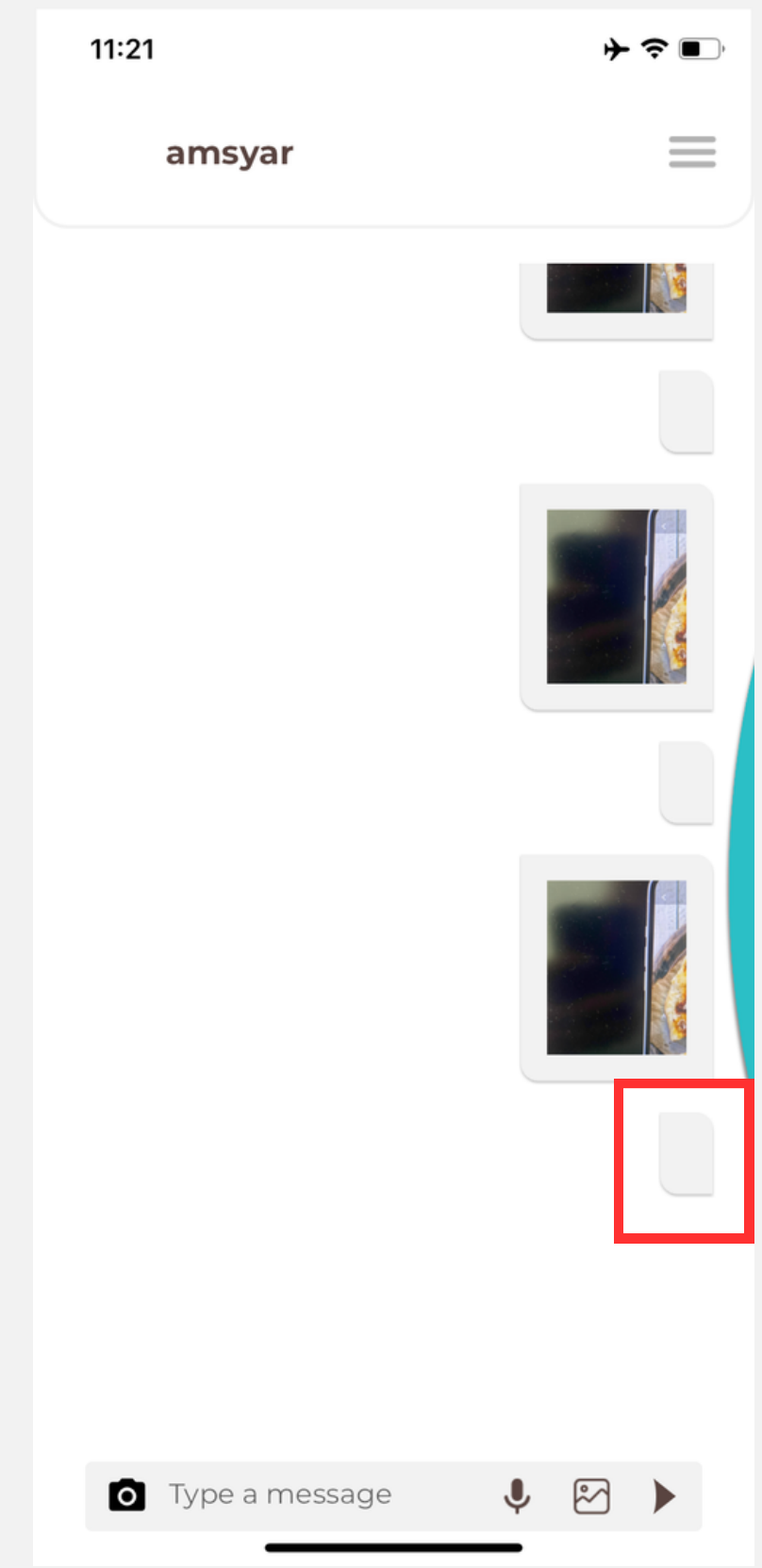
Chat

- Bug:

9.3 Tester can send blank comments/chats by clicking the send button multiple times



UI/UX Design

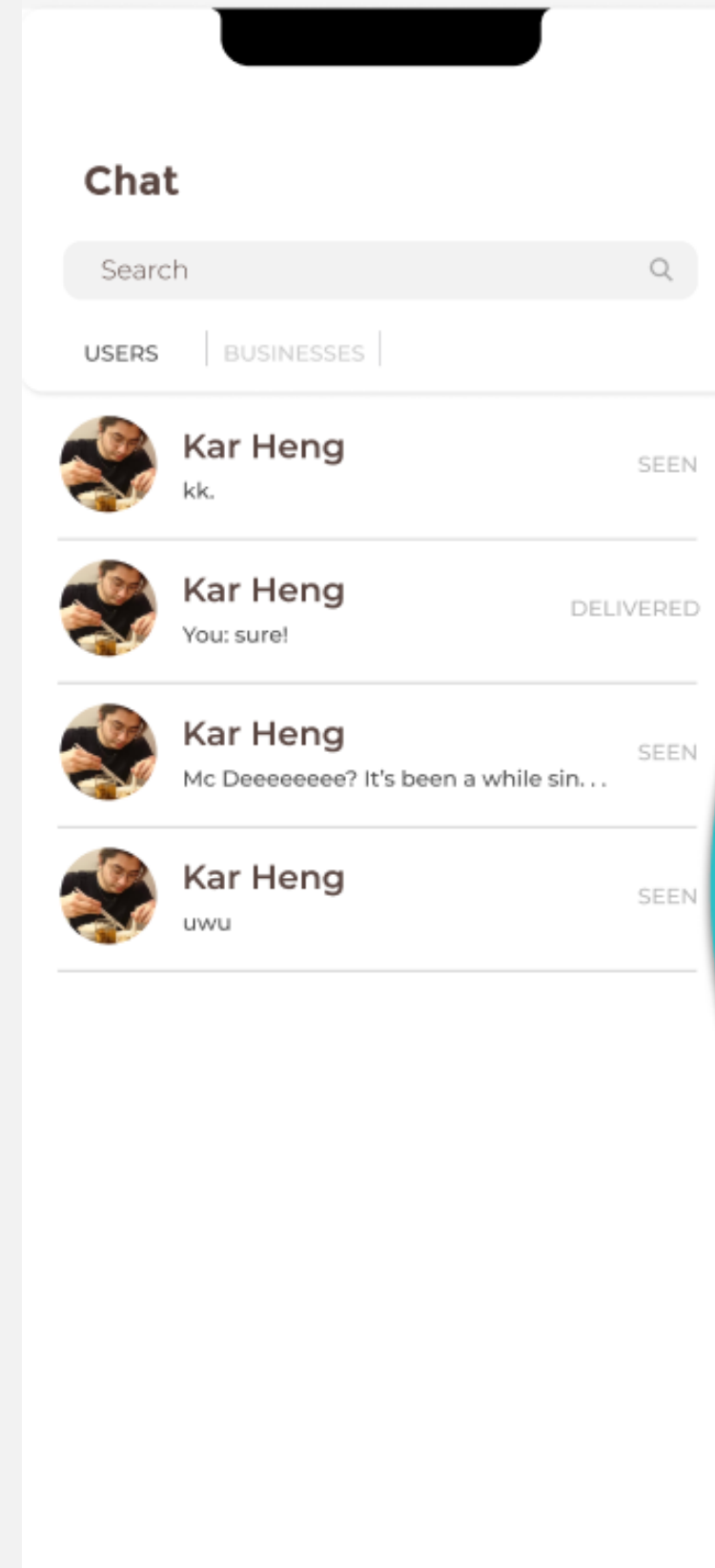


Mobile App

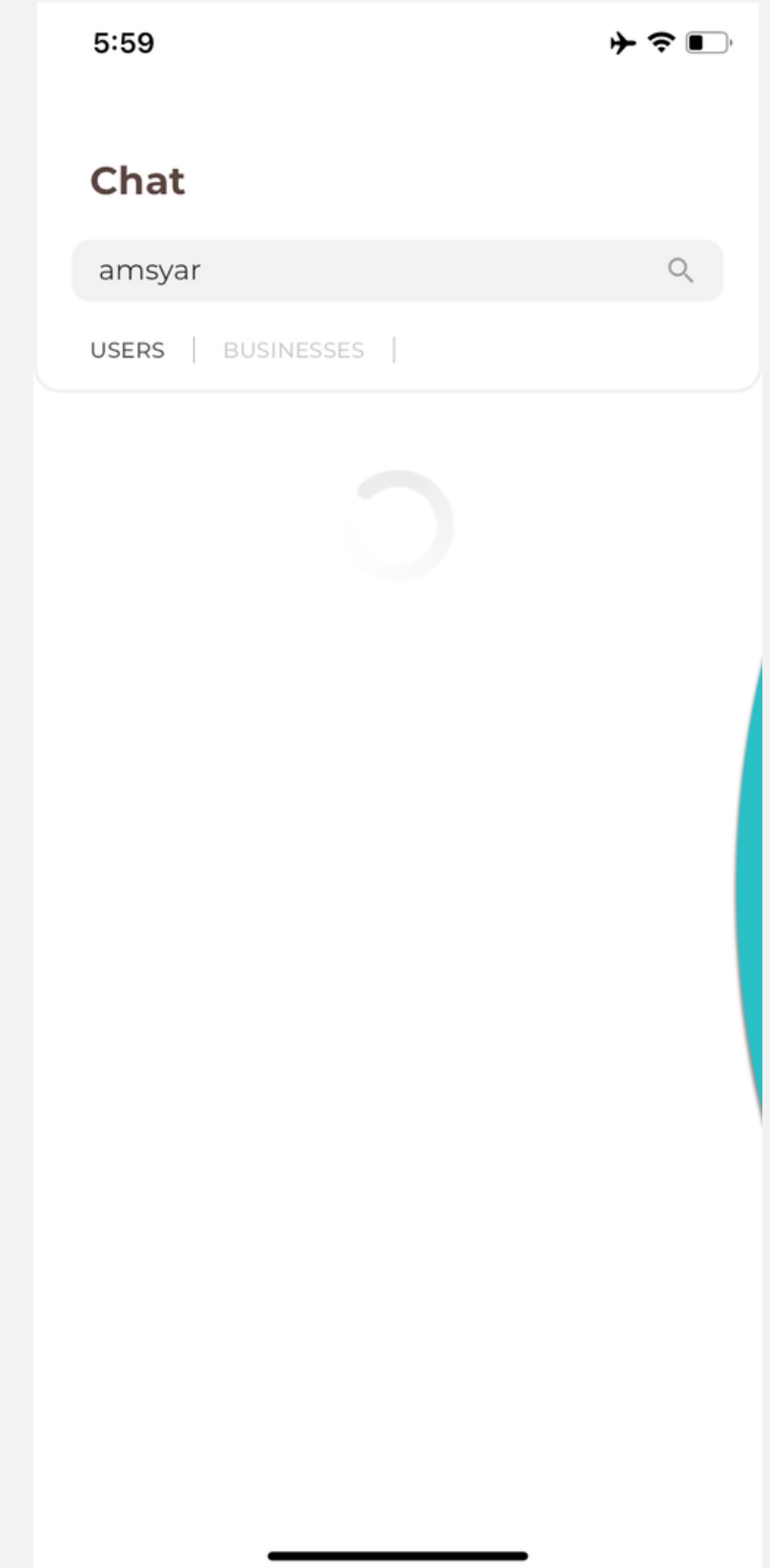
Chat Search Bar

- Bug:

9.4 The search bar is not functioning



UI/UX Design



Mobile App

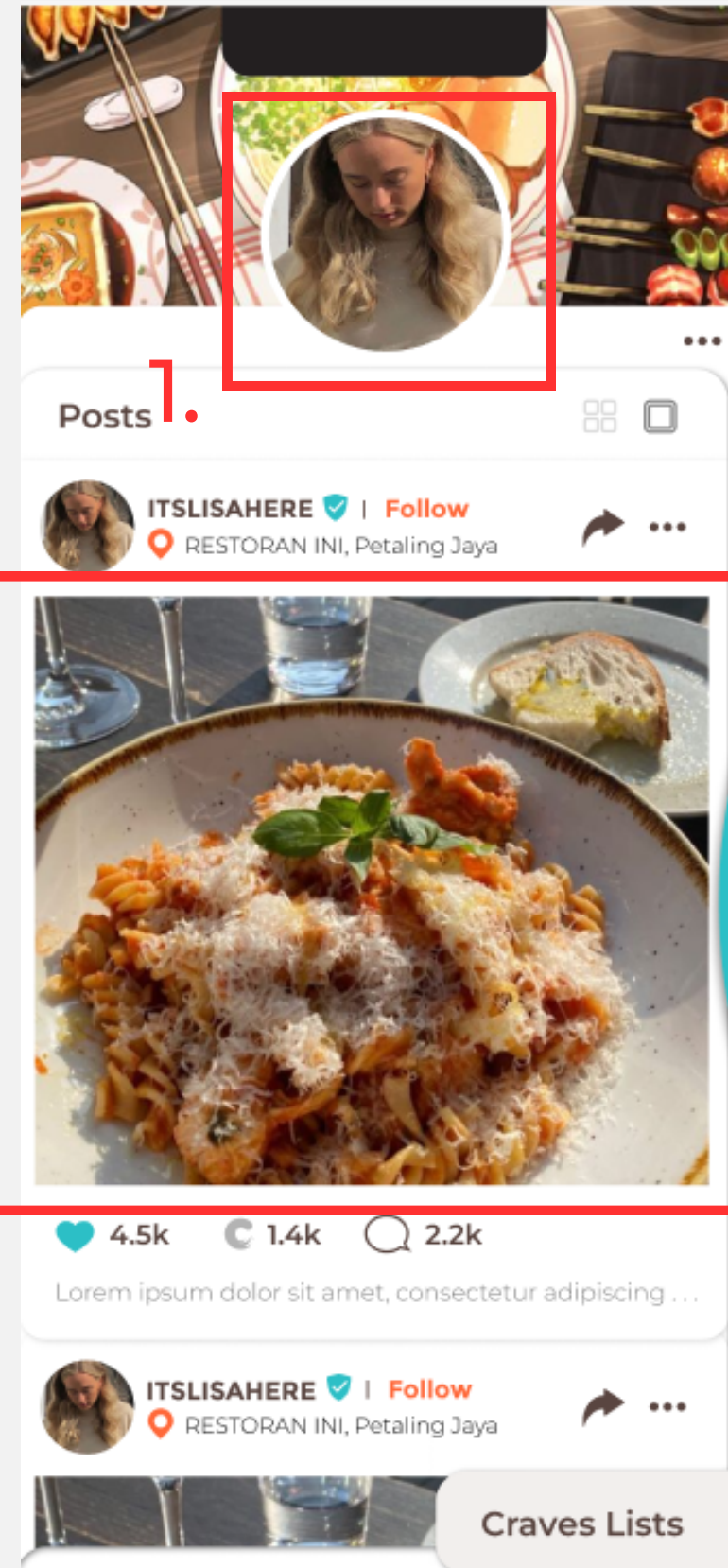
Me

Me

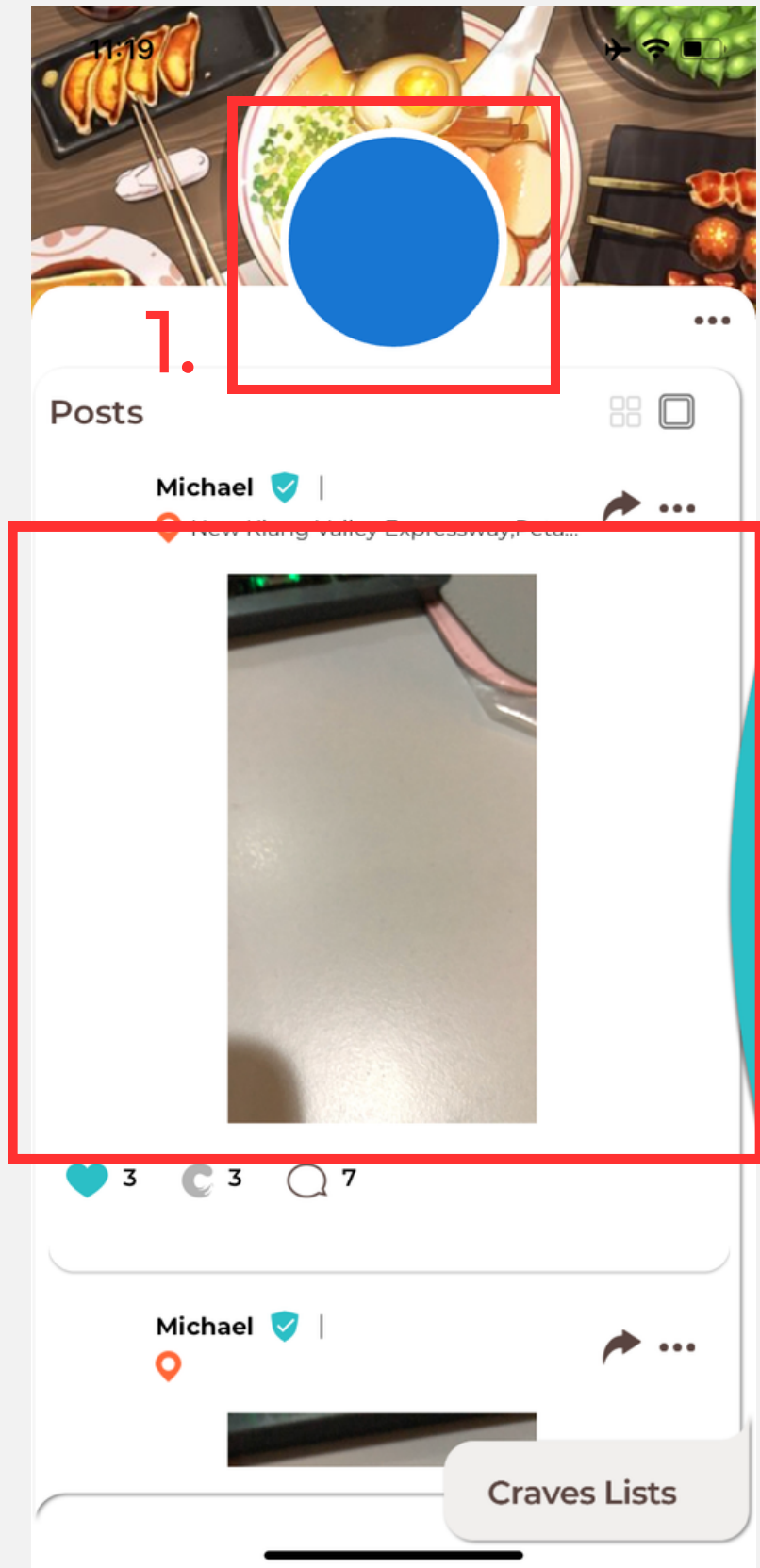
- Bug:

10.1 The profile picture disappears when the user opens posts section in Me page

10.2 The size of the picture changes to its original size when the user opens posts section in Me page



UI/UX Design

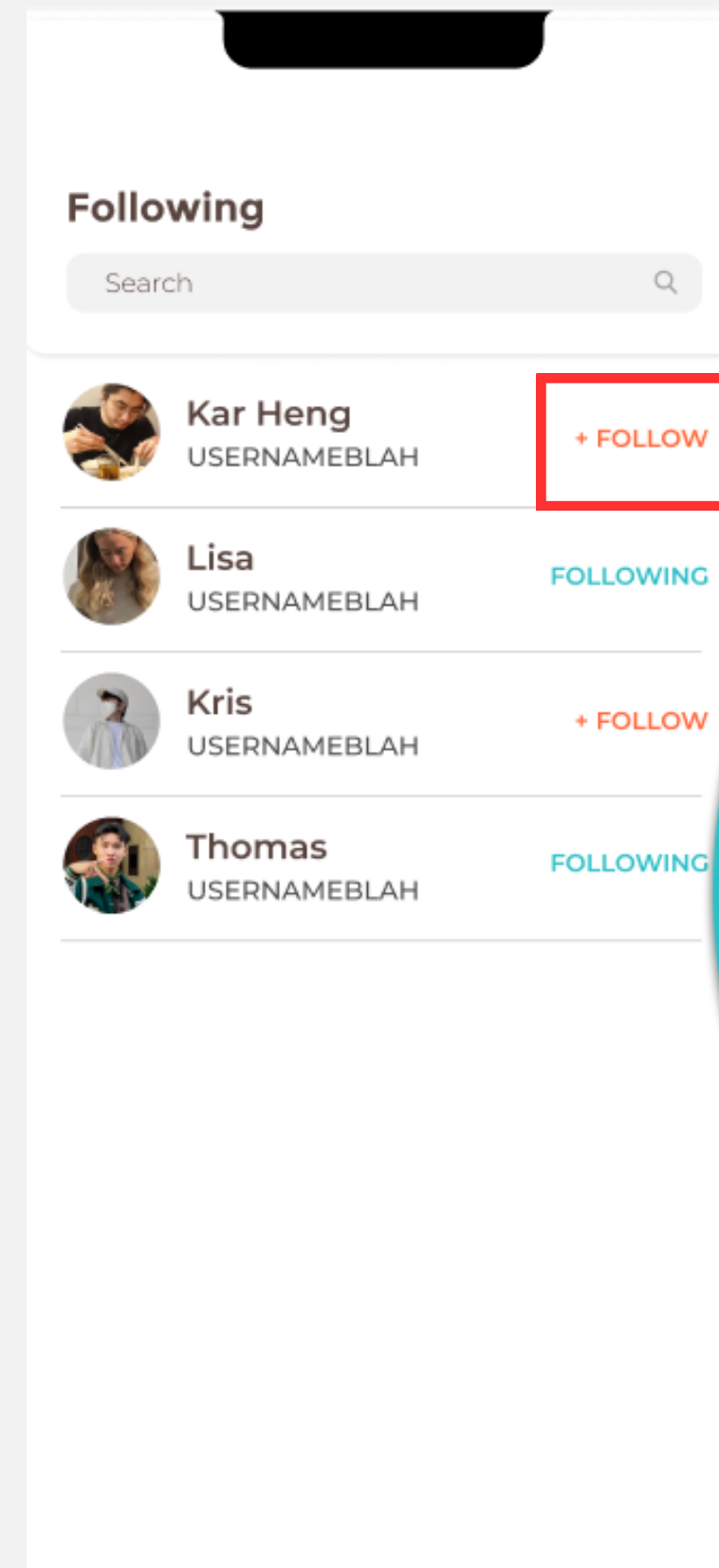


Mobile App

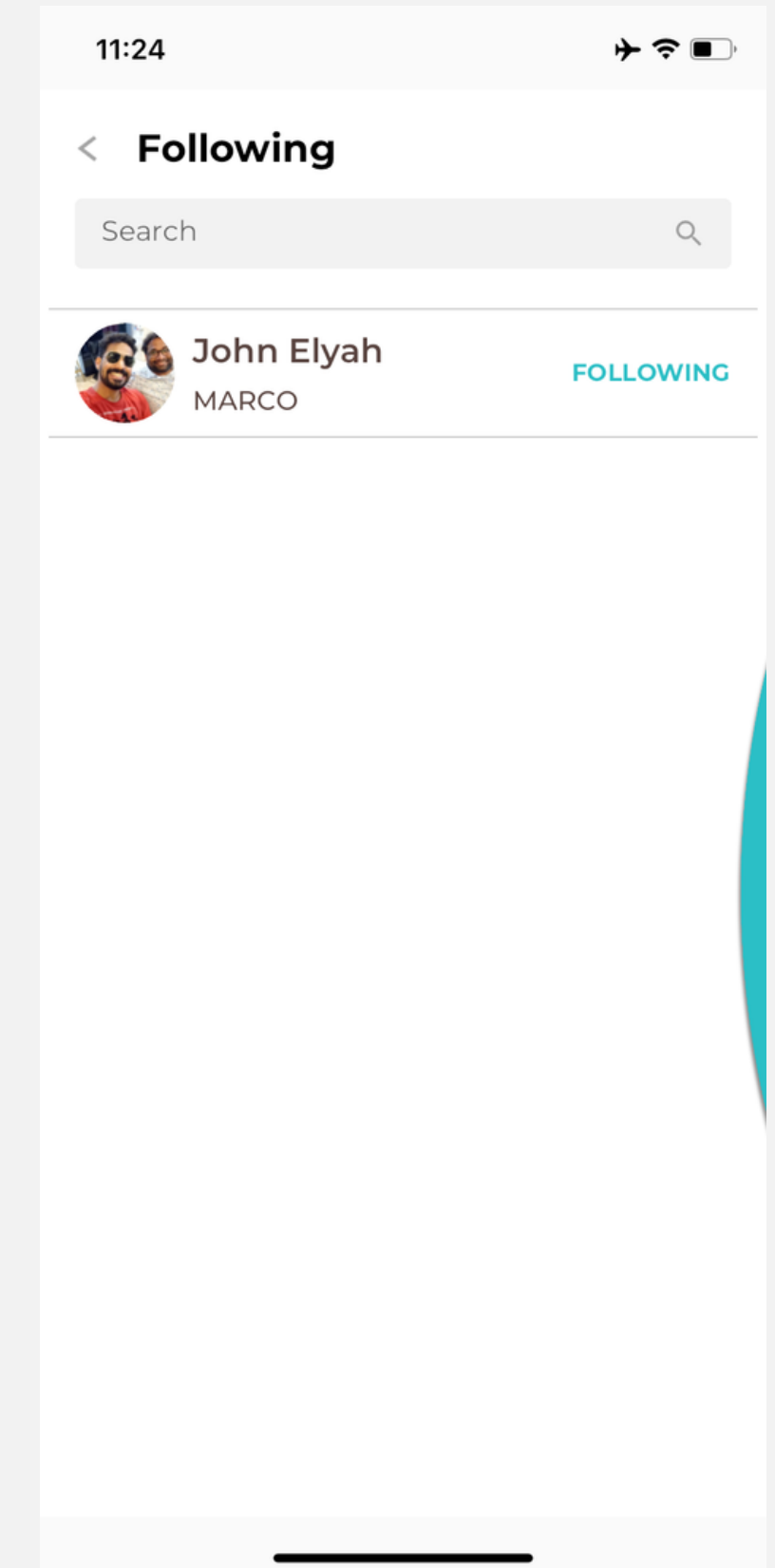
Following

- Adjustments:

10.3 In the Following page, when the user tries to unfollow someone, the app doesn't display a "Follow" button as a safety measure for accidental clicks. Instead, it immediately removes them from the following list.



UI/UX Design



Mobile App

Profile Page

- Bug:

10.4 There shouldn't be Follow button in user own profile page

10.5 The tester can follow his own account and counted as 'following' and 'followers'

10.6 The tester does not have name and profile picture because in the earlier creation of the account, the app skips the user creation page



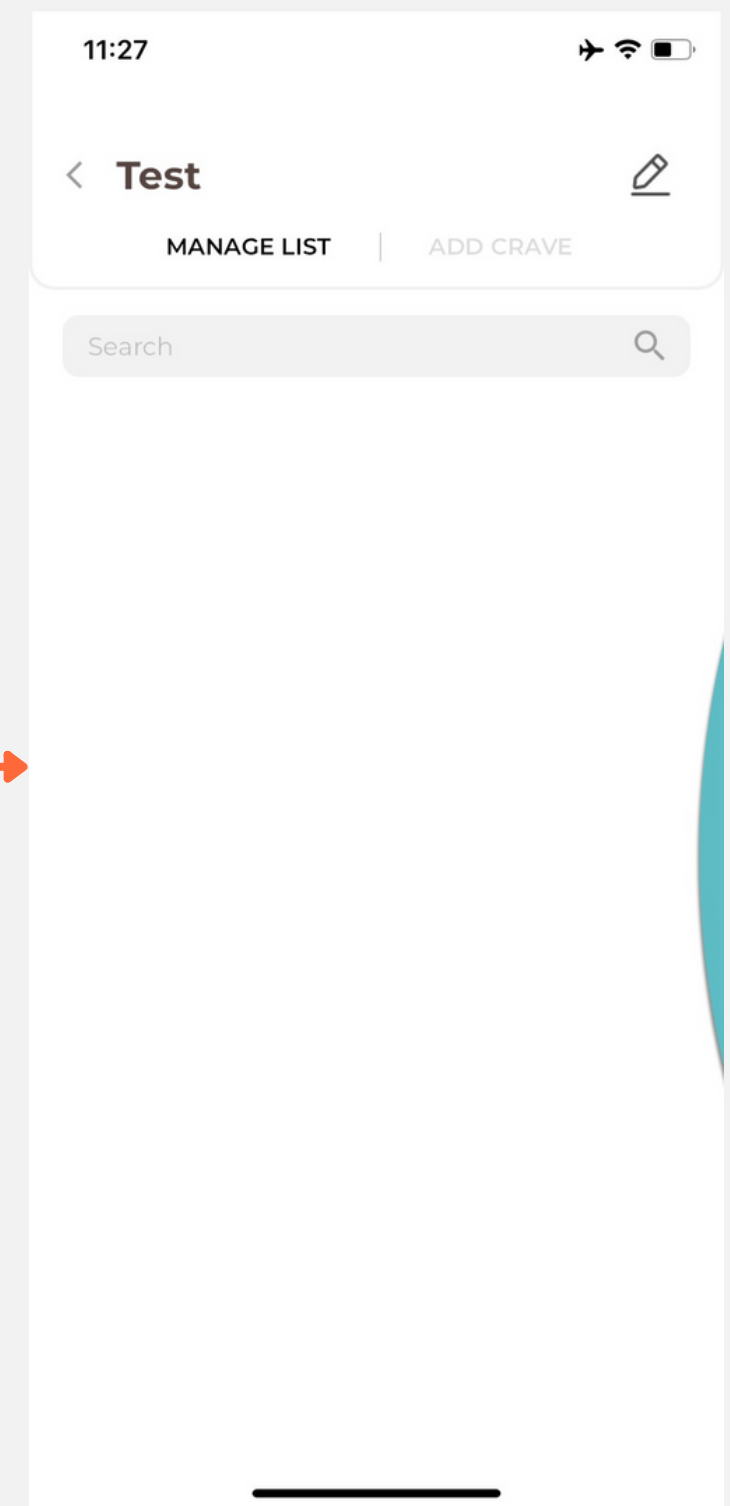
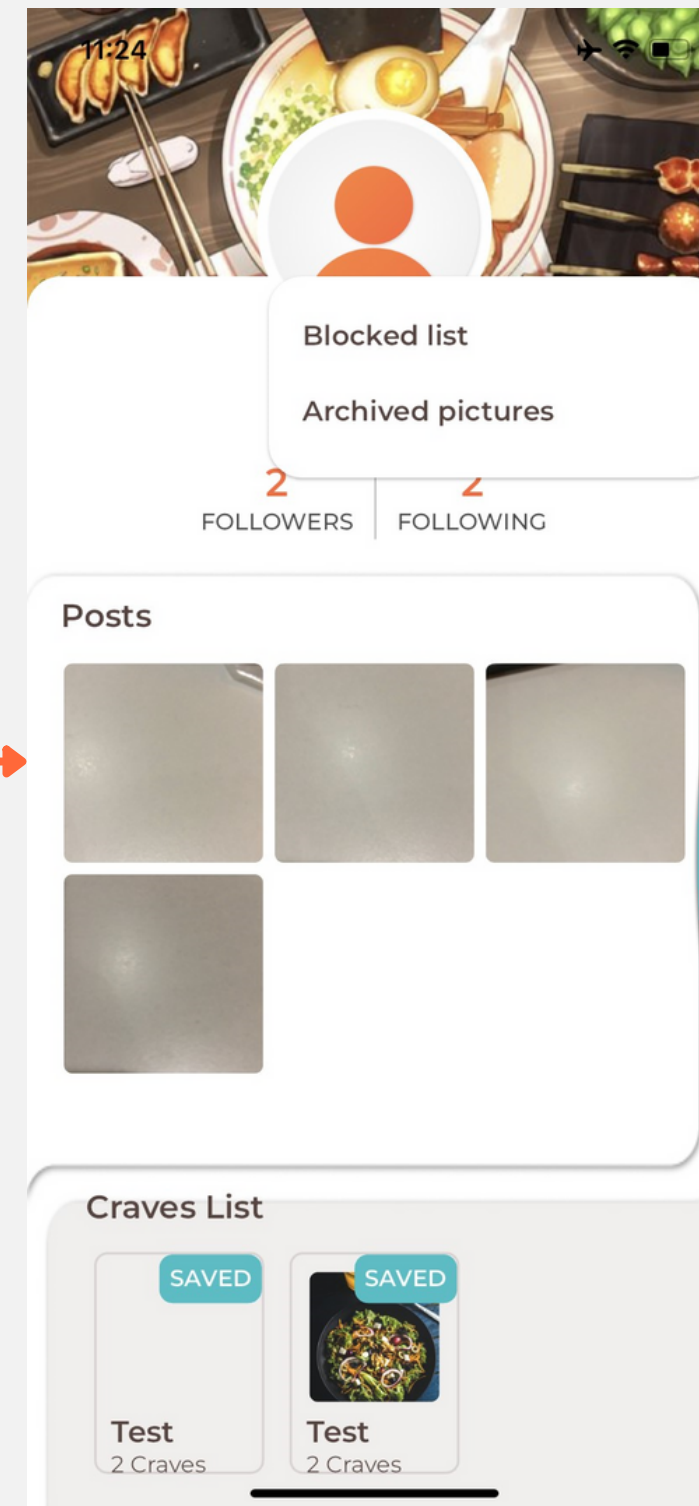
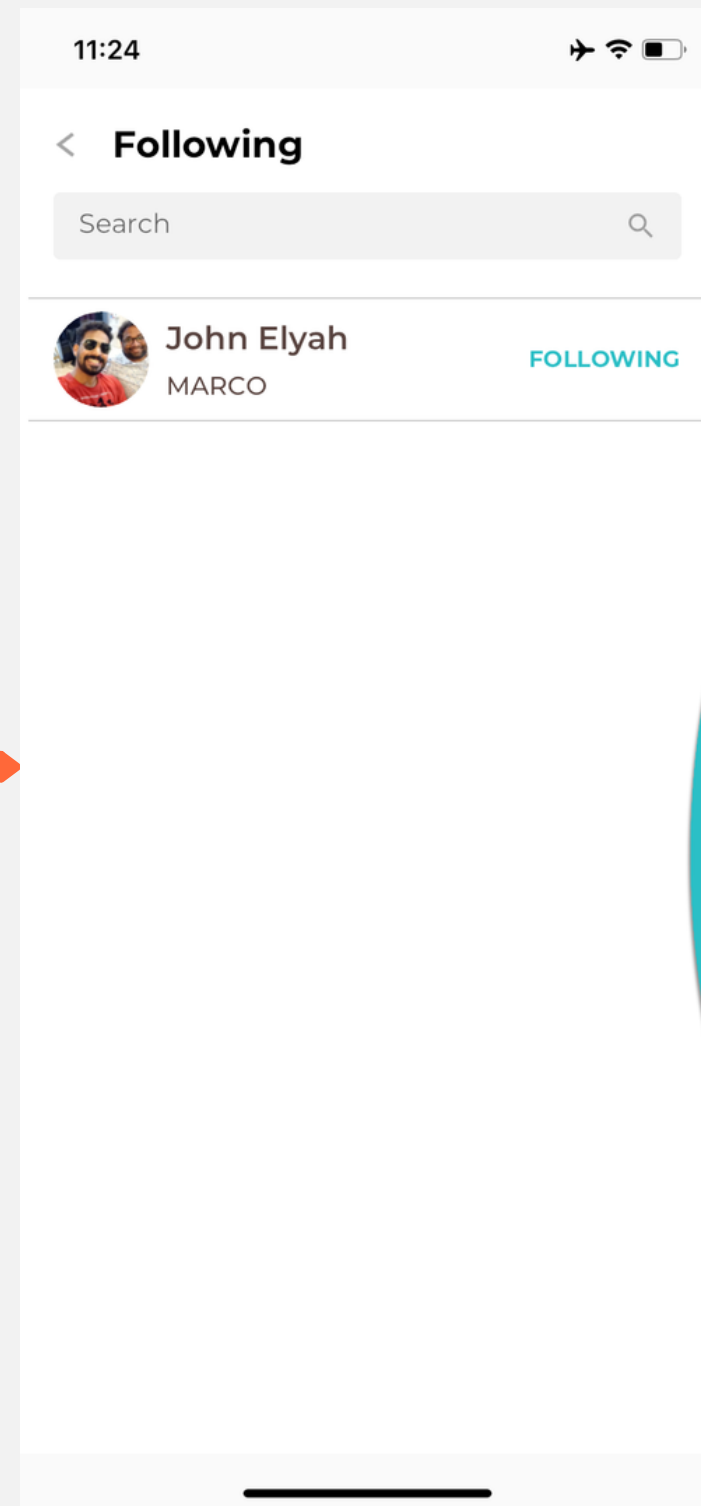
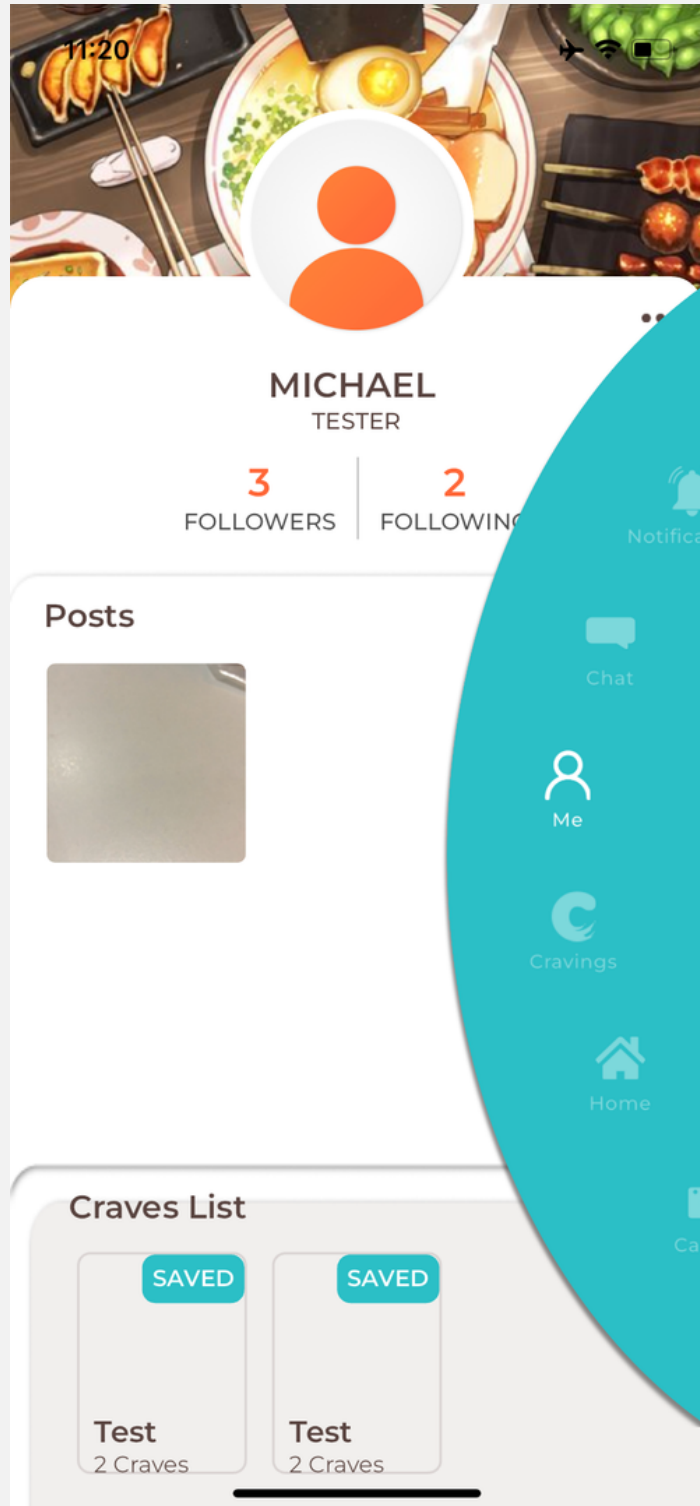
**Others View User
Profile**

Others View User Profile

11.1 When viewing others' profiles, the menu should stay on the same page as the user clicks to visit those profiles. However, the app has an issue with integrating user profiles. When the tester tried to visit another user's profile, it didn't direct them to the new page. Instead, when the tester went back to the "Me" page, the profile had changed from the tester's profile to the other user's profile they tried to visit earlier.

11.2 When the tester is in that page, it allows the tester to apply changes on that user's profile, including unfollowing, edit posts, edit craves list, etc. The proof is on next page:

Changeable Other User's Profile



Thanks!