



Mobile App Testing Report

Aug 01, 2023

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Mobile App Details

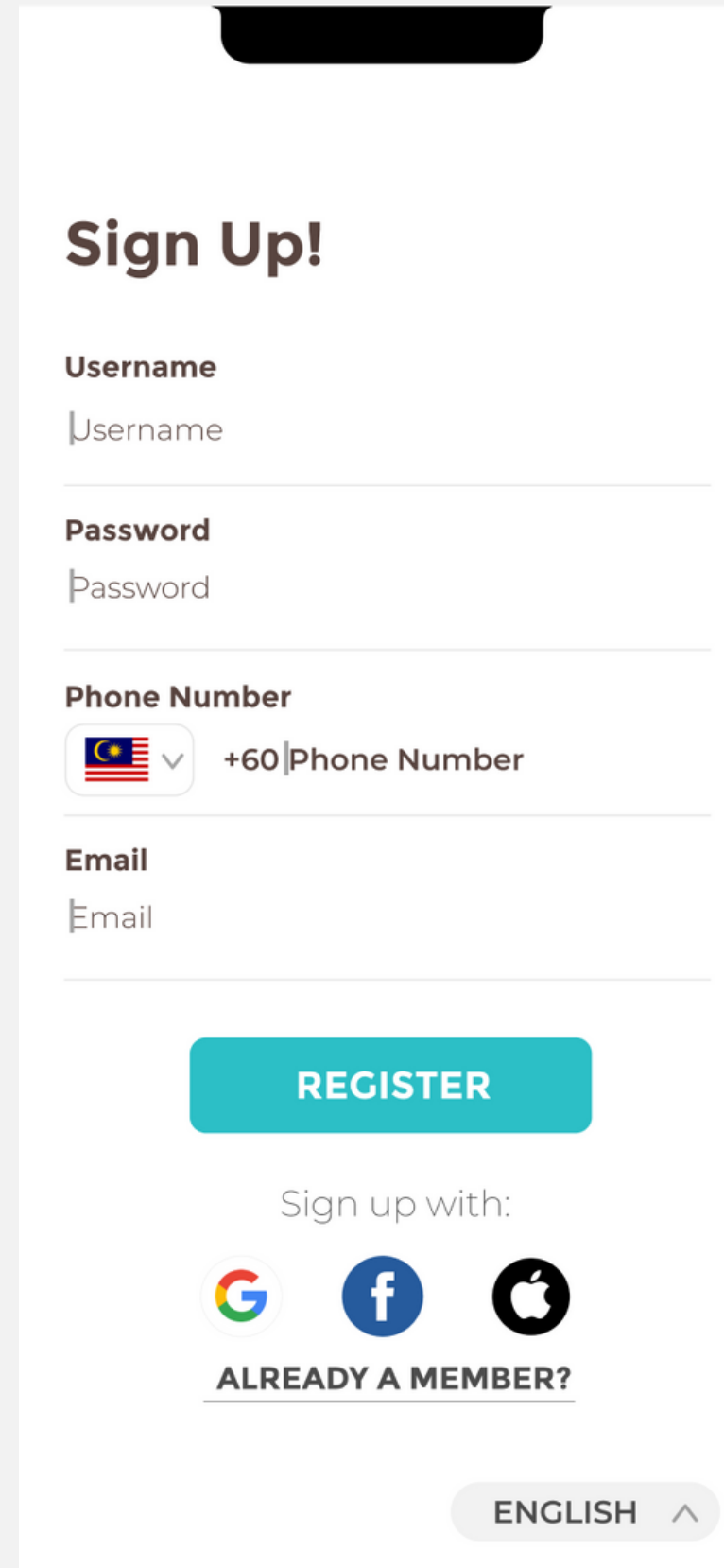
Mobile App Details

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

Welcoming Page

Sign Up!

- The system should be able to display Google, Facebook, and Apple logos for user option to sign up



Sign Up!

Username
Username




Password
Password

Phone Number
+60 Phone Number

Email
Email

REGISTER

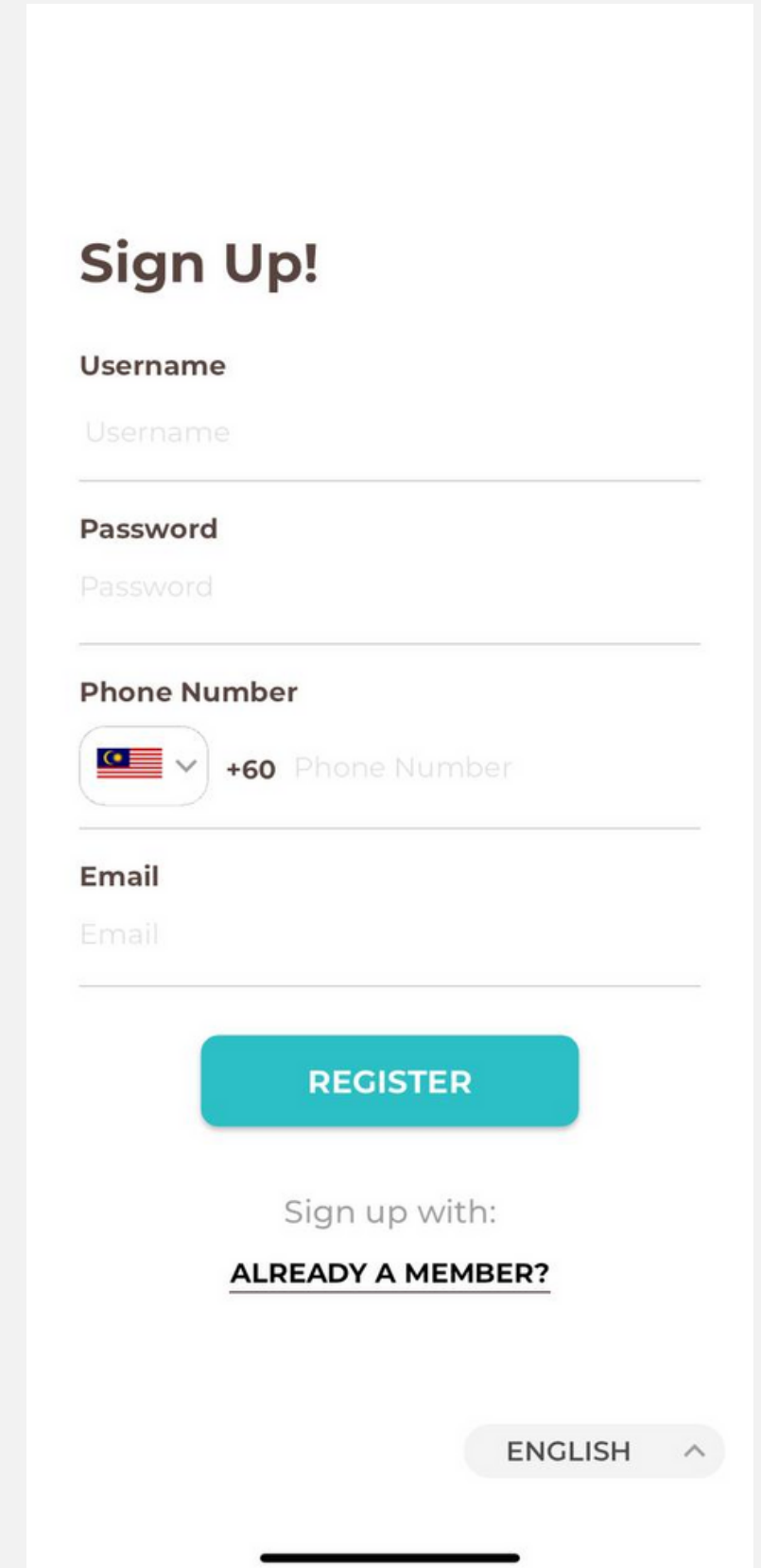
Sign up with:

ALREADY A MEMBER?

ENGLISH ^

UI/UX Design



Sign Up!

Username
Username

Password
Password

Phone Number
+60 Phone Number

Email
Email

REGISTER

Sign up with:

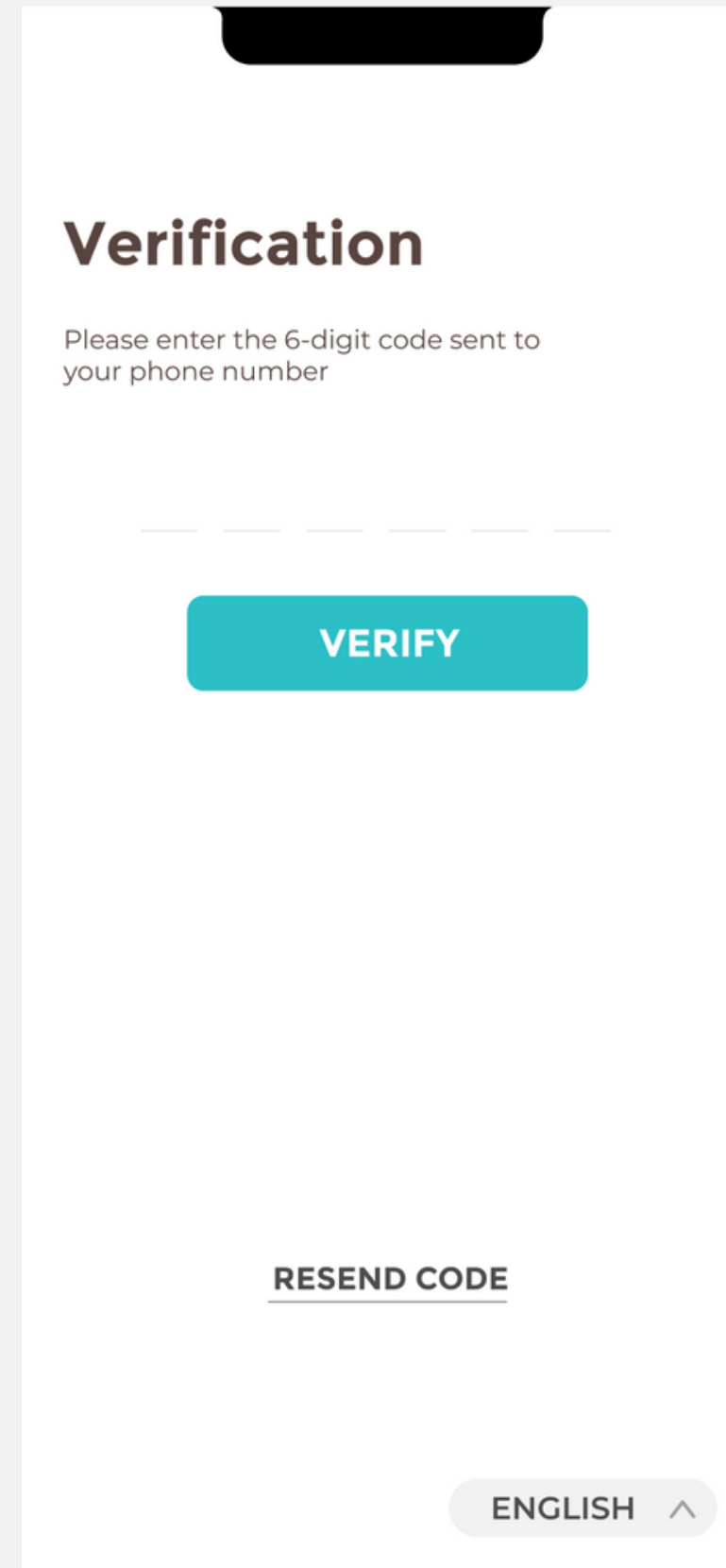
ALREADY A MEMBER?

ENGLISH ^

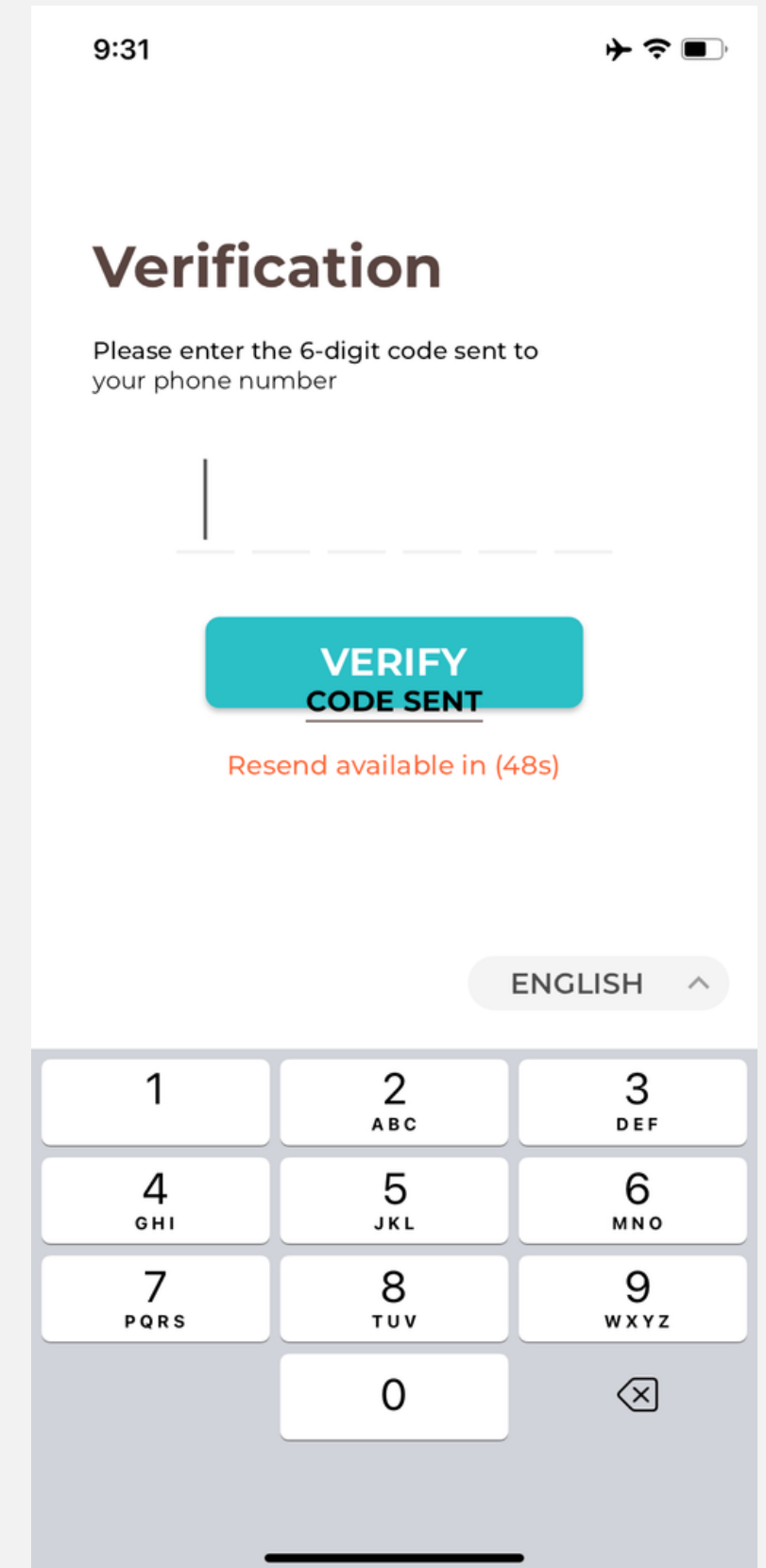
Mobile App

Verification

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



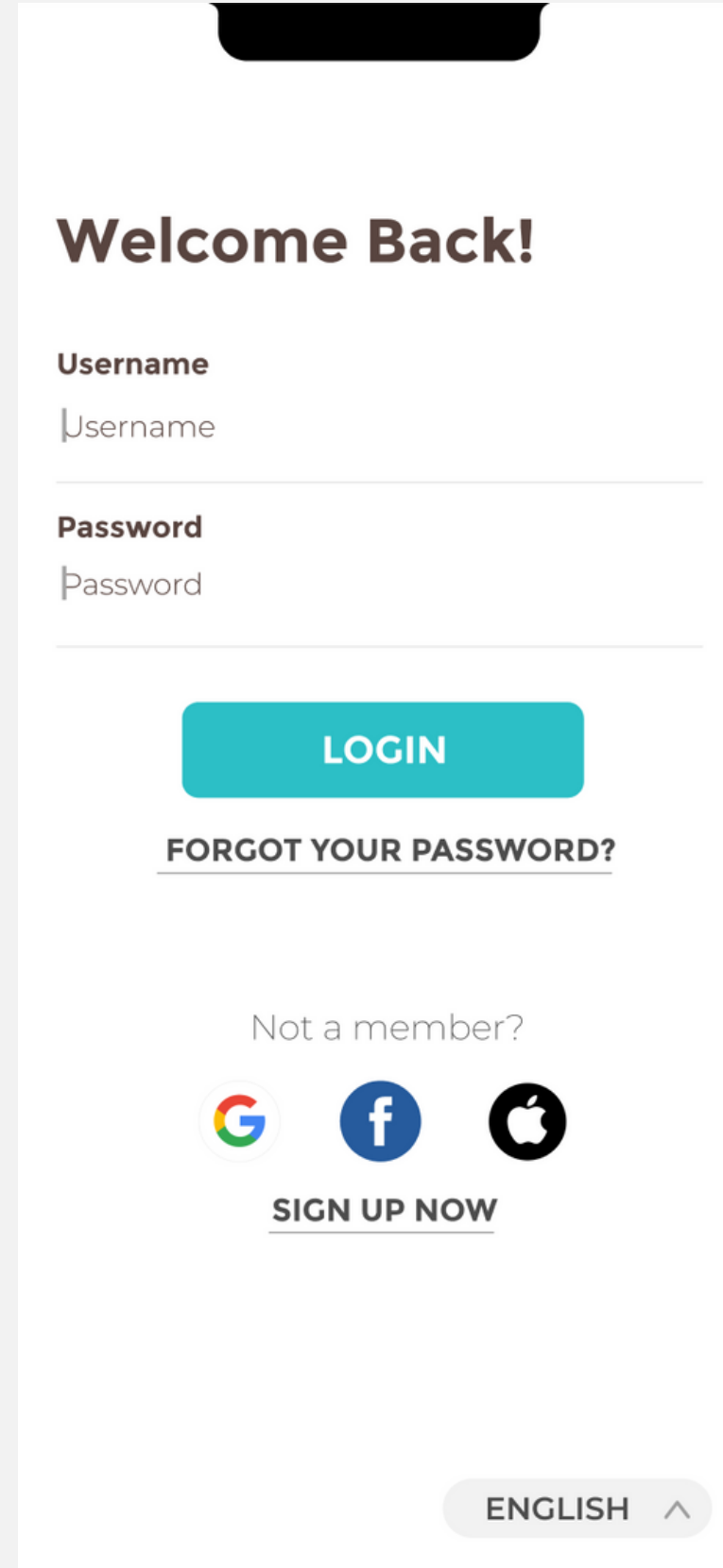
UI/UX Design



Mobile App

Login

- The system should be able to display Google, Facebook, and Apple logos for user option to sign up



56

Welcome Back!




Username
Username

Password
Password

LOGIN

[FORGOT YOUR PASSWORD?](#)

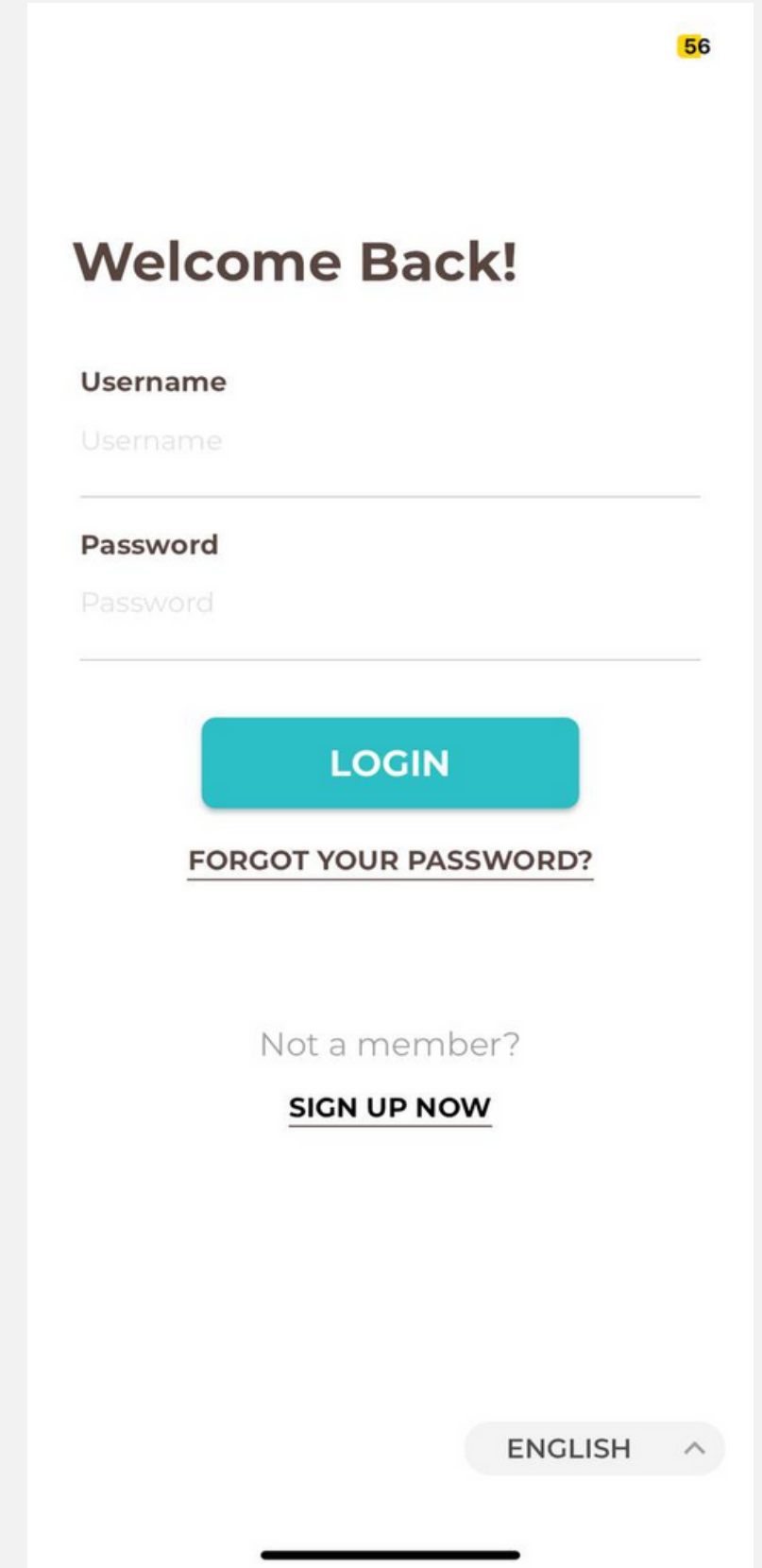
Not a member?

[SIGN UP NOW](#)

ENGLISH ^

UI/UX Design



Welcome Back!

Username
Username

Password
Password

LOGIN

[FORGOT YOUR PASSWORD?](#)

Not a member?

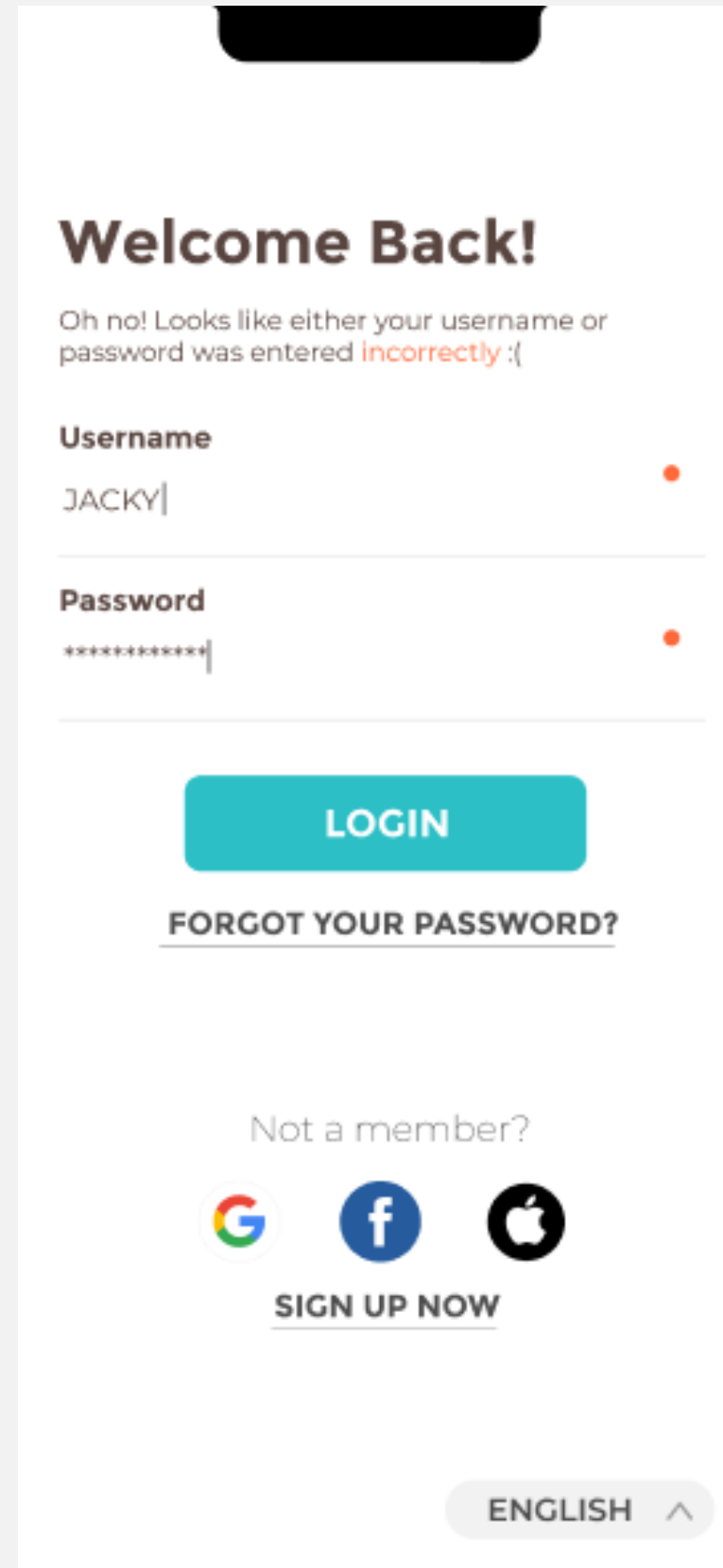
[SIGN UP NOW](#)

ENGLISH ^

Mobile App

Login Error Handling

- The system should be able to display "required" in orange dots to indicate that user should fill the space
- The system should be able to display Google, Facebook, and Apple logos for user option to sign up



56

Welcome Back!

Oh no! Looks like either your username or password was entered **incorrectly** :(




Username
JACKY|

Password
*****|

LOGIN

[FORGOT YOUR PASSWORD?](#)

Not a member?

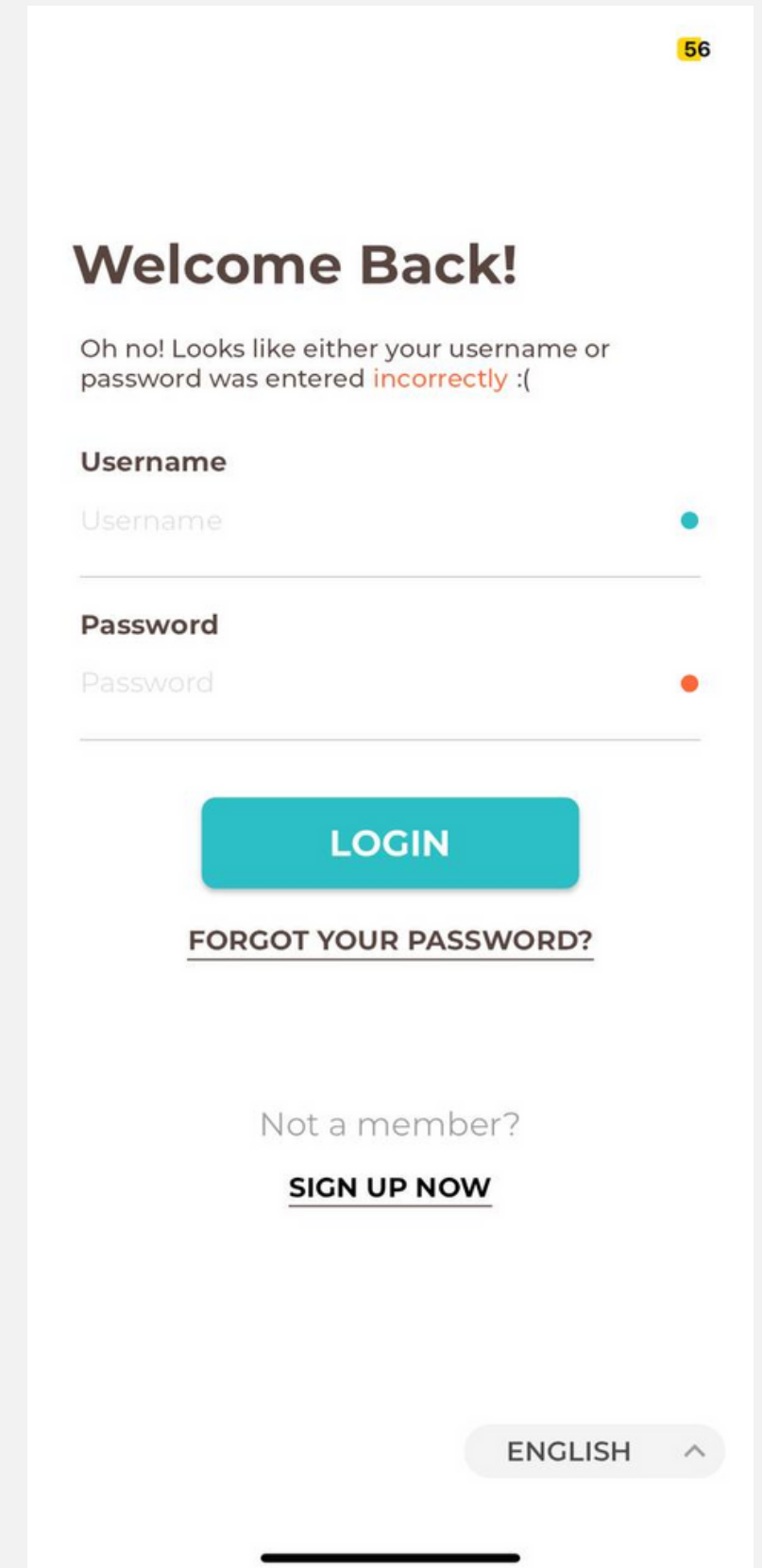
  

[SIGN UP NOW](#)

ENGLISH ^

This screenshot shows a desktop-style login form. The title is "Welcome Back!". Below it is an error message: "Oh no! Looks like either your username or password was entered **incorrectly** :(". The form has two input fields: "Username" with the value "JACKY|" and "Password" with masked characters "*****|". Both fields have a red dot on the right side, indicating a required field. Below the form is a teal "LOGIN" button, a link for "FORGOT YOUR PASSWORD?", and a "Not a member?" section with social media icons for Google, Facebook, and Apple, and a "SIGN UP NOW" link. At the bottom right, there is a language selector showing "ENGLISH" with an upward arrow.

UI/UX Design



Welcome Back!

Oh no! Looks like either your username or password was entered **incorrectly** :(

Username
Username

Password
Password

LOGIN

[FORGOT YOUR PASSWORD?](#)

Not a member?

[SIGN UP NOW](#)

ENGLISH ^

This screenshot shows a mobile-style login form. The title is "Welcome Back!". Below it is an error message: "Oh no! Looks like either your username or password was entered **incorrectly** :(". The form has two input fields: "Username" with the placeholder "Username" and "Password" with the placeholder "Password". Both fields have a red dot on the right side, indicating a required field. Below the form is a teal "LOGIN" button, a link for "FORGOT YOUR PASSWORD?", and a "Not a member?" section with a "SIGN UP NOW" link. At the bottom right, there is a language selector showing "ENGLISH" with an upward arrow. A black home indicator bar is visible at the very bottom.

Mobile App

Other Error Handling

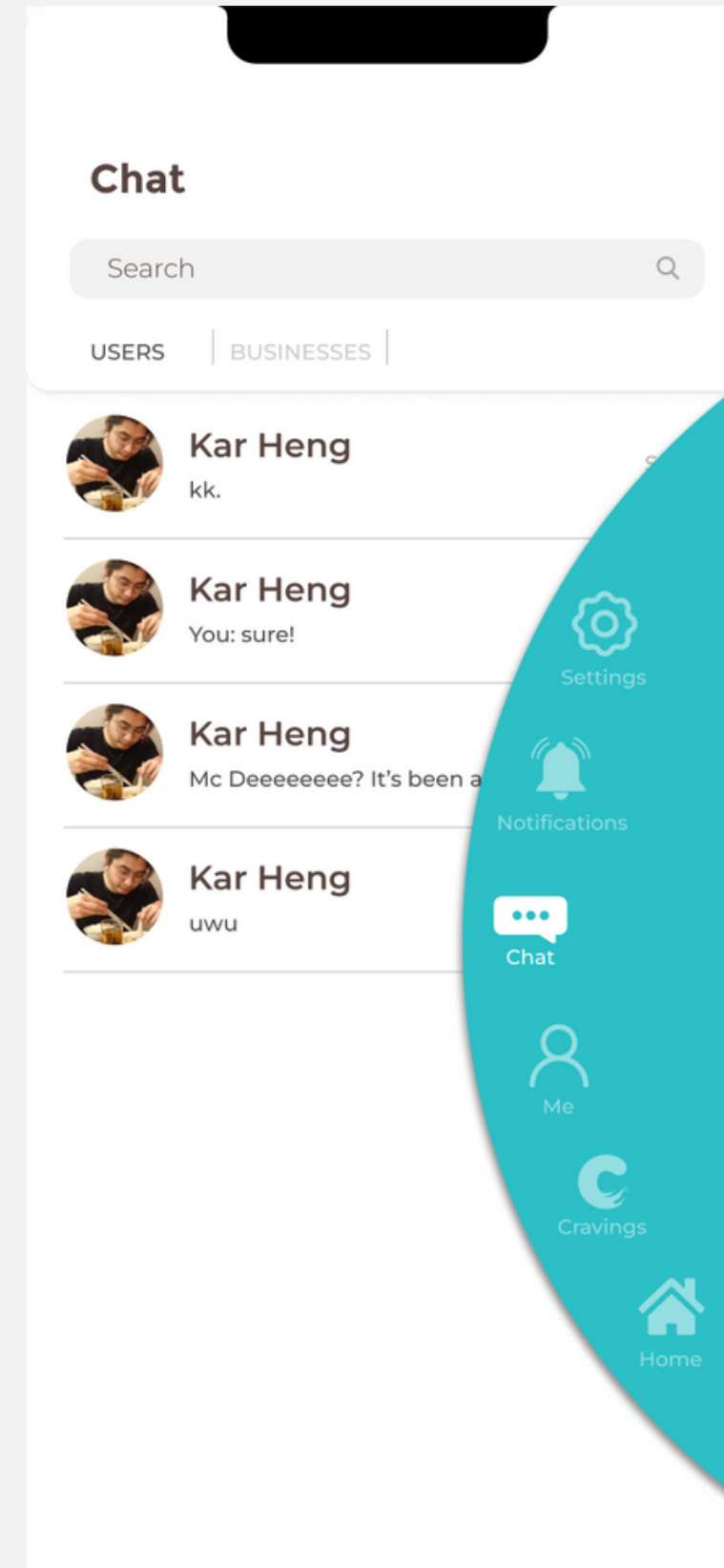
There are other issues that we found in the Welcoming Page, but we couldn't provide with the proof due to unable to go back to the previous page, as follows:

- There is no minimum requirements for the password. We tried to use 123 as the password, and it works
- Fake email and fake phone number also works

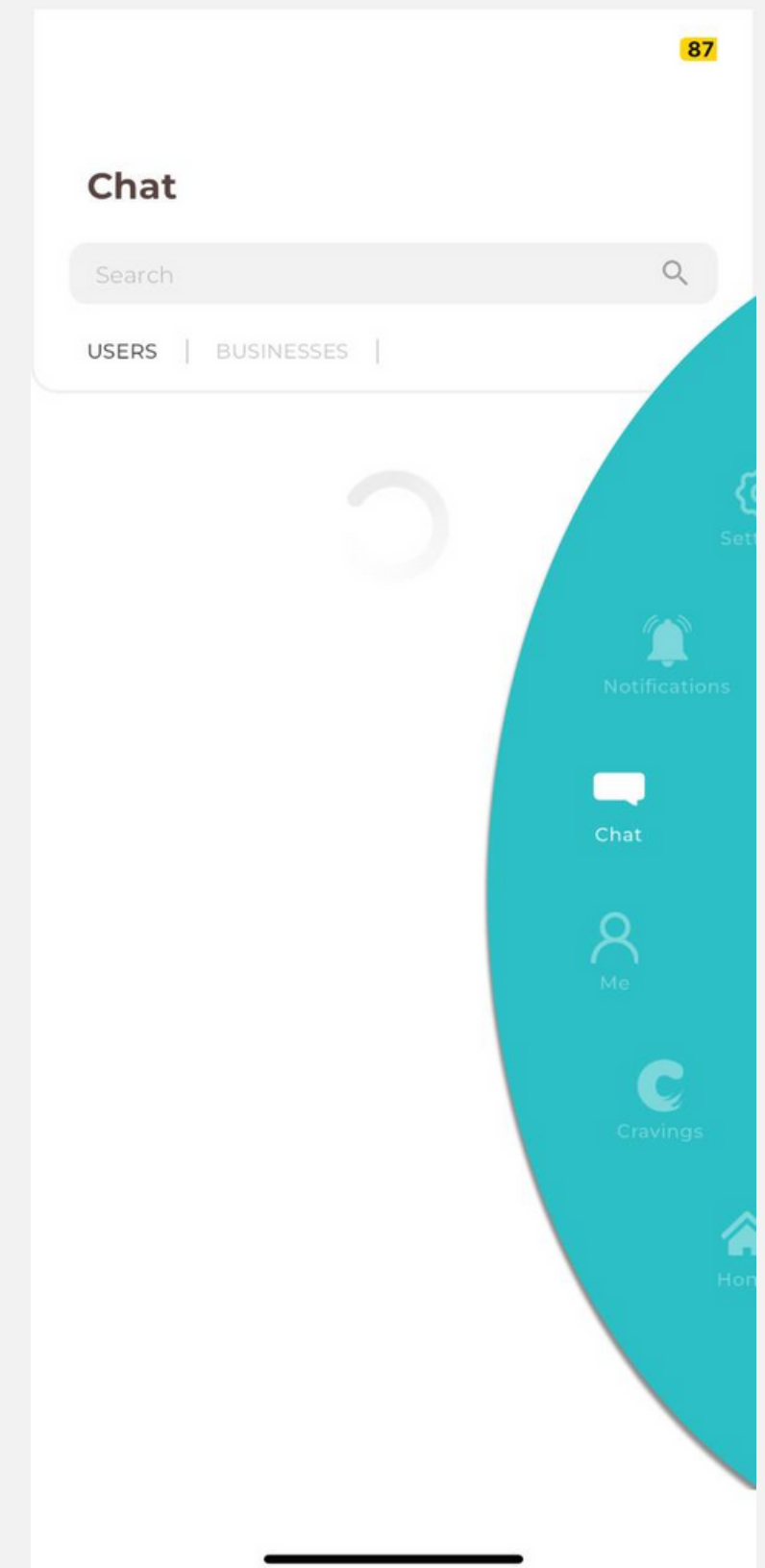
Navigation Wheel

Icon

- The Chat icon is different. It supposed to have three dots in the Chat icon
- The icon is slightly smaller compared to the Figma



UI/UX Design

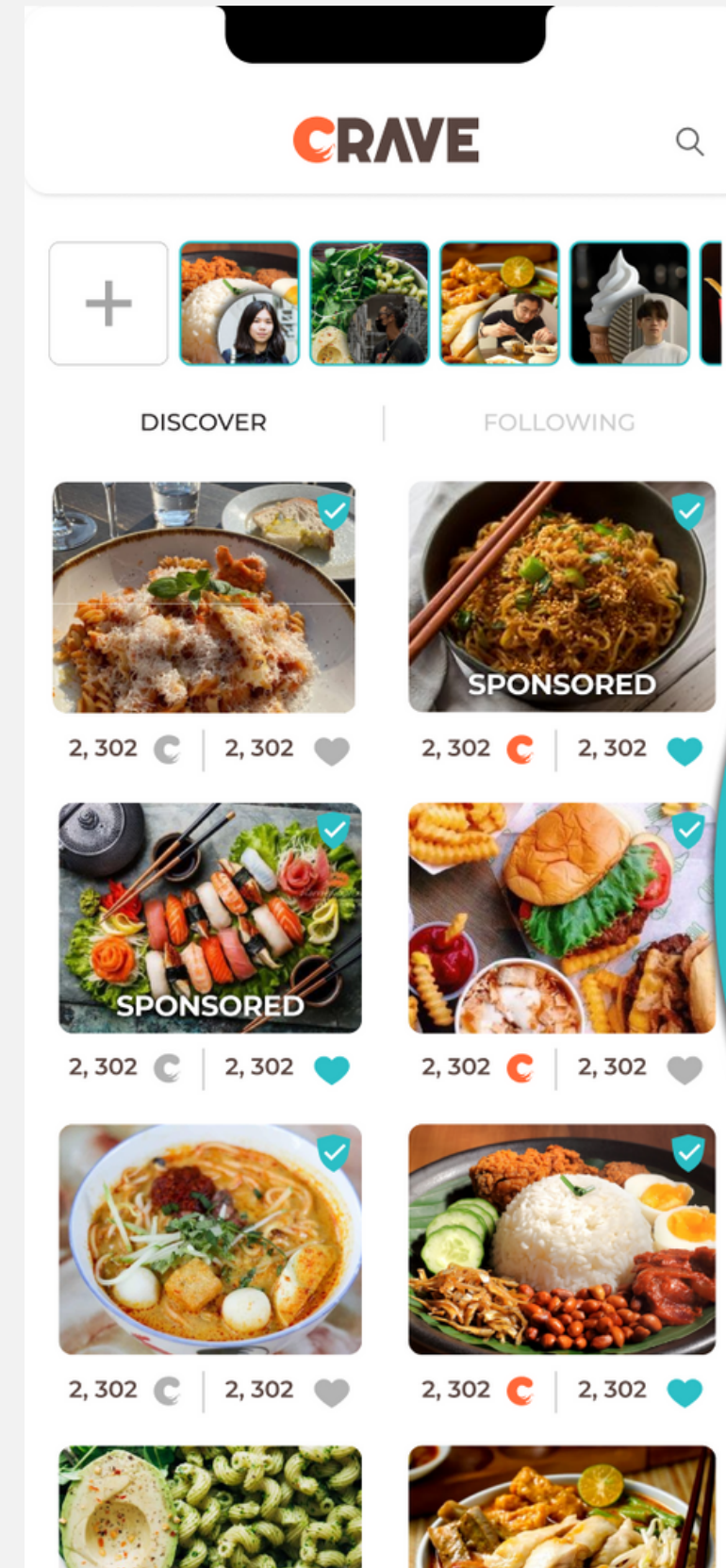


Mobile App

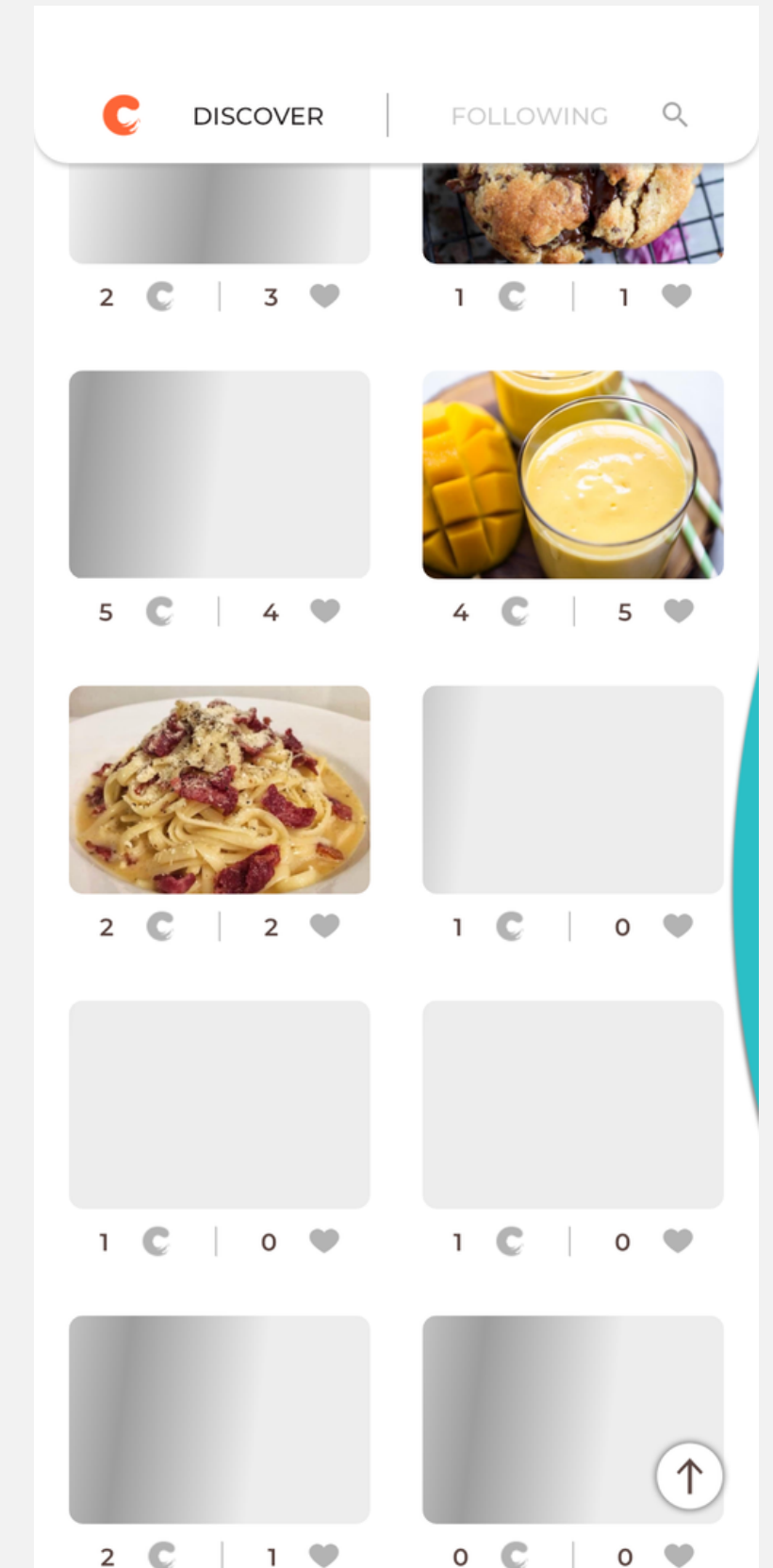
Homepage

Homepage

- The Loading screen is not synchronized and it takes so much time to load
- Also, sometimes the picture loading animation is not there, although in the same screen, there are a few pictures that have loading animation



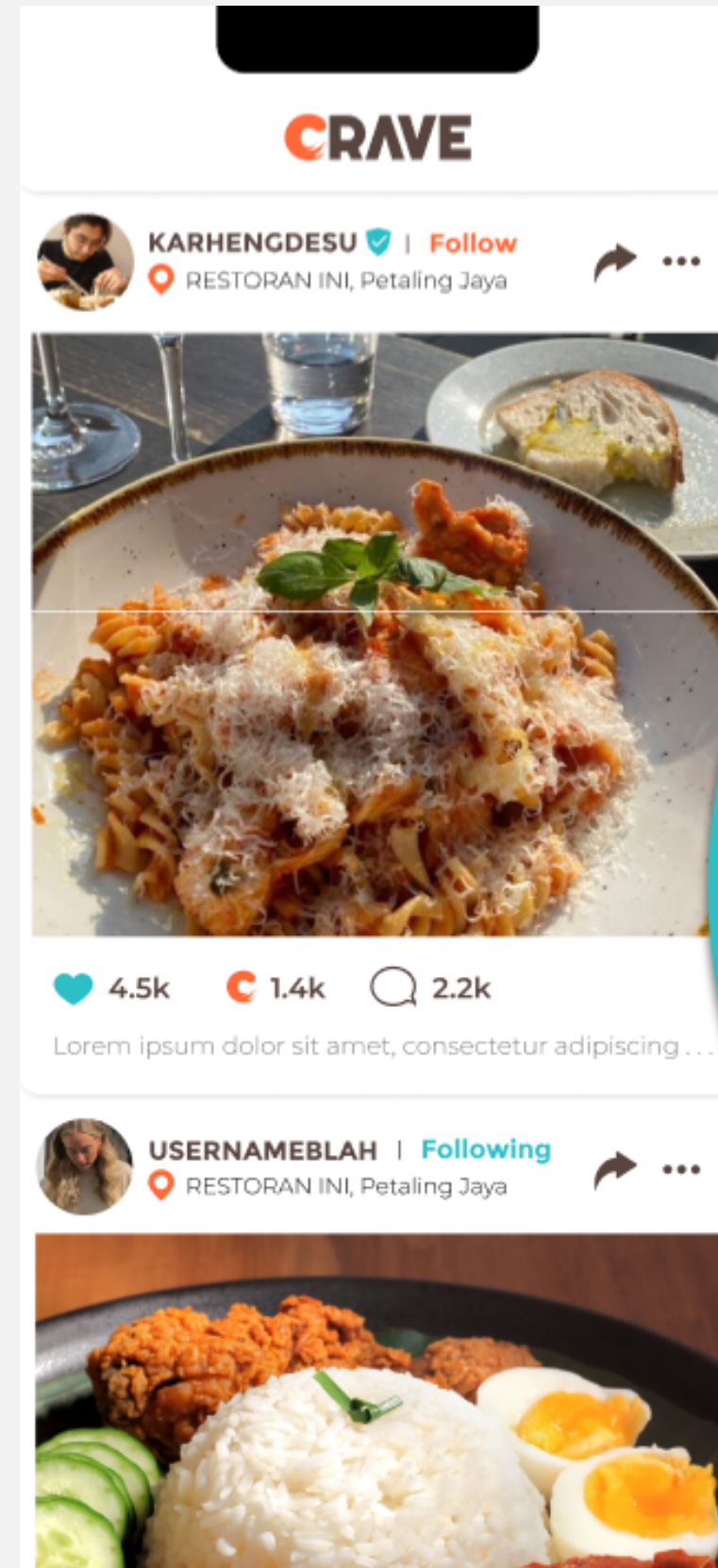
UI/UX Design



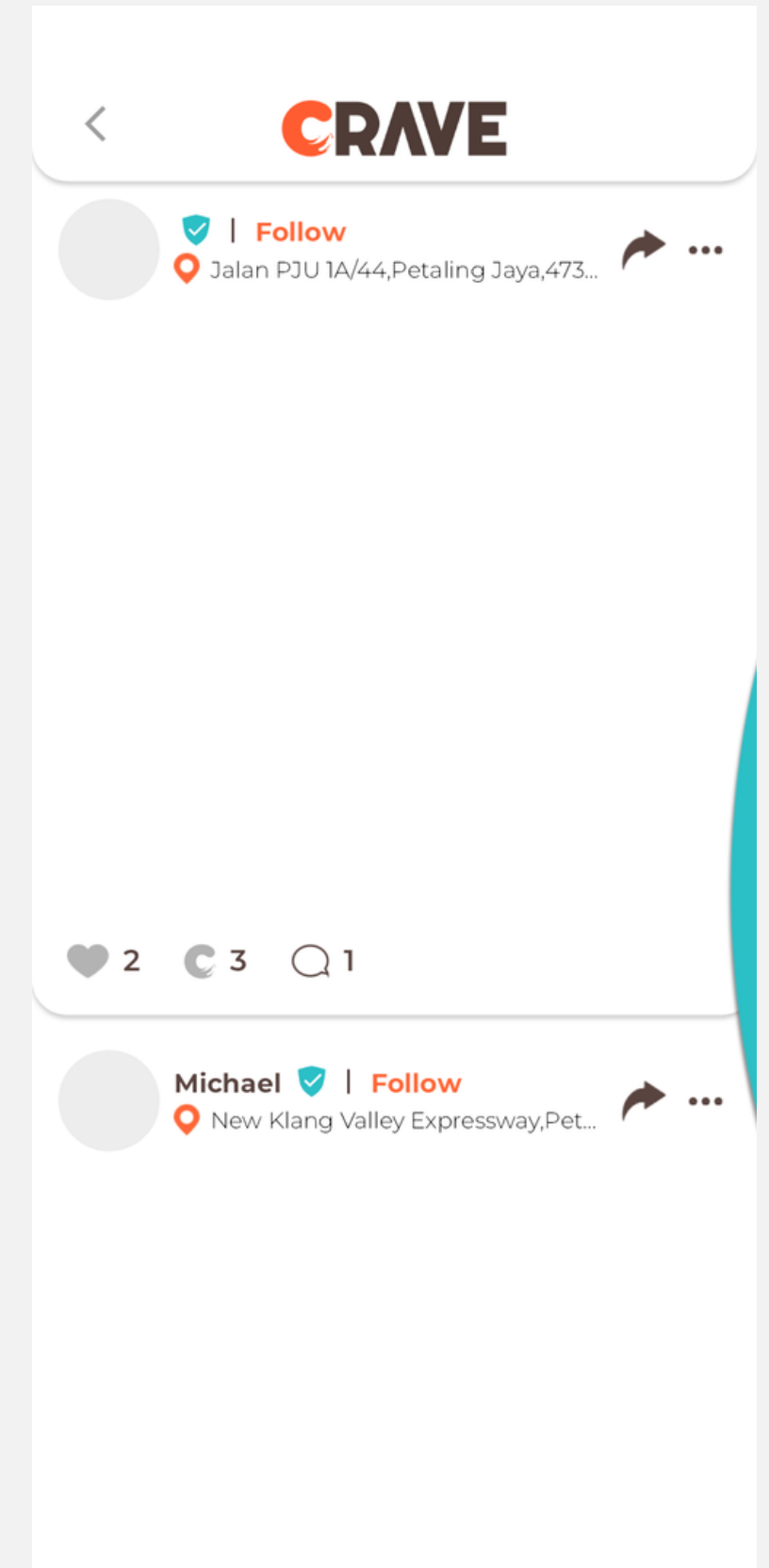
Mobile App

Homepage

- It takes so much time to load the feed page
- There isn't any loading animation



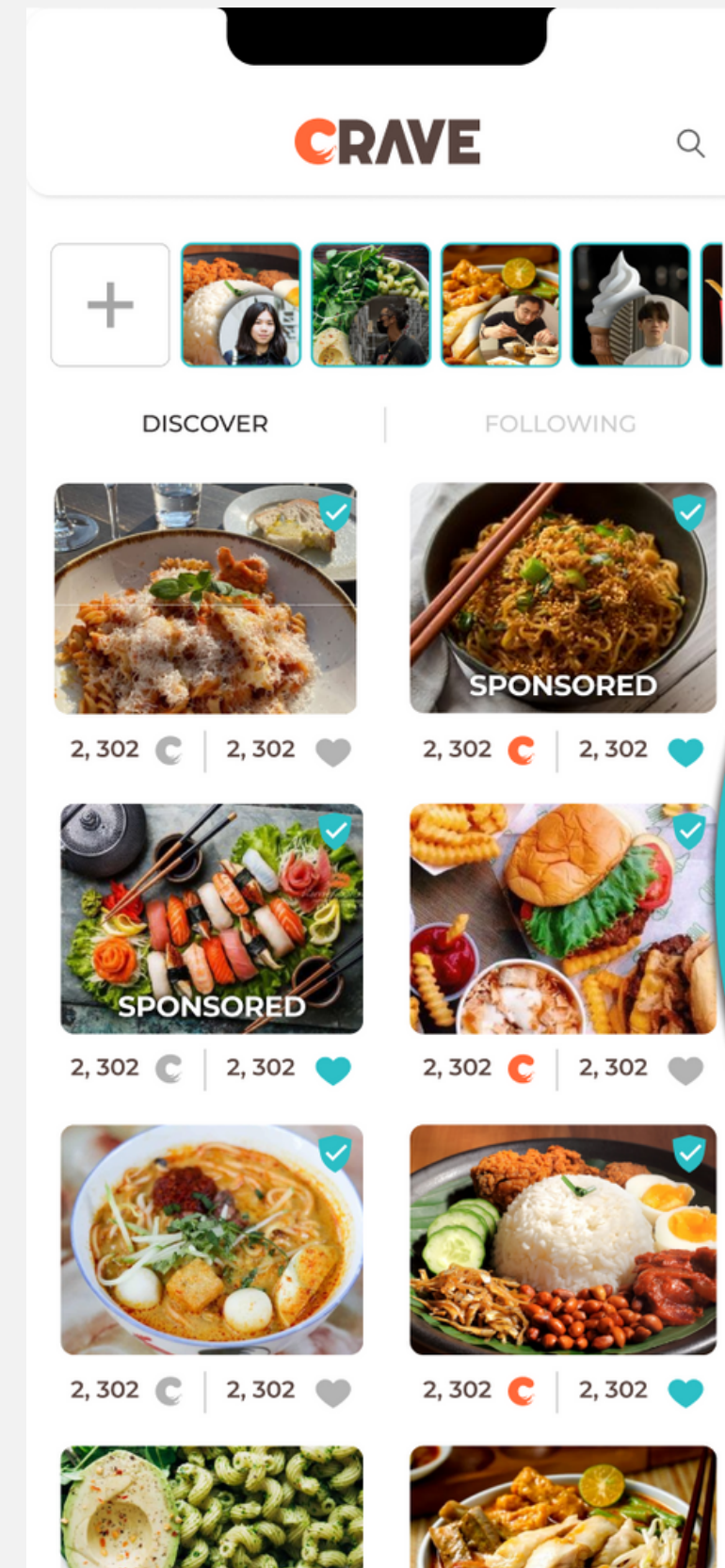
UI/UX Design



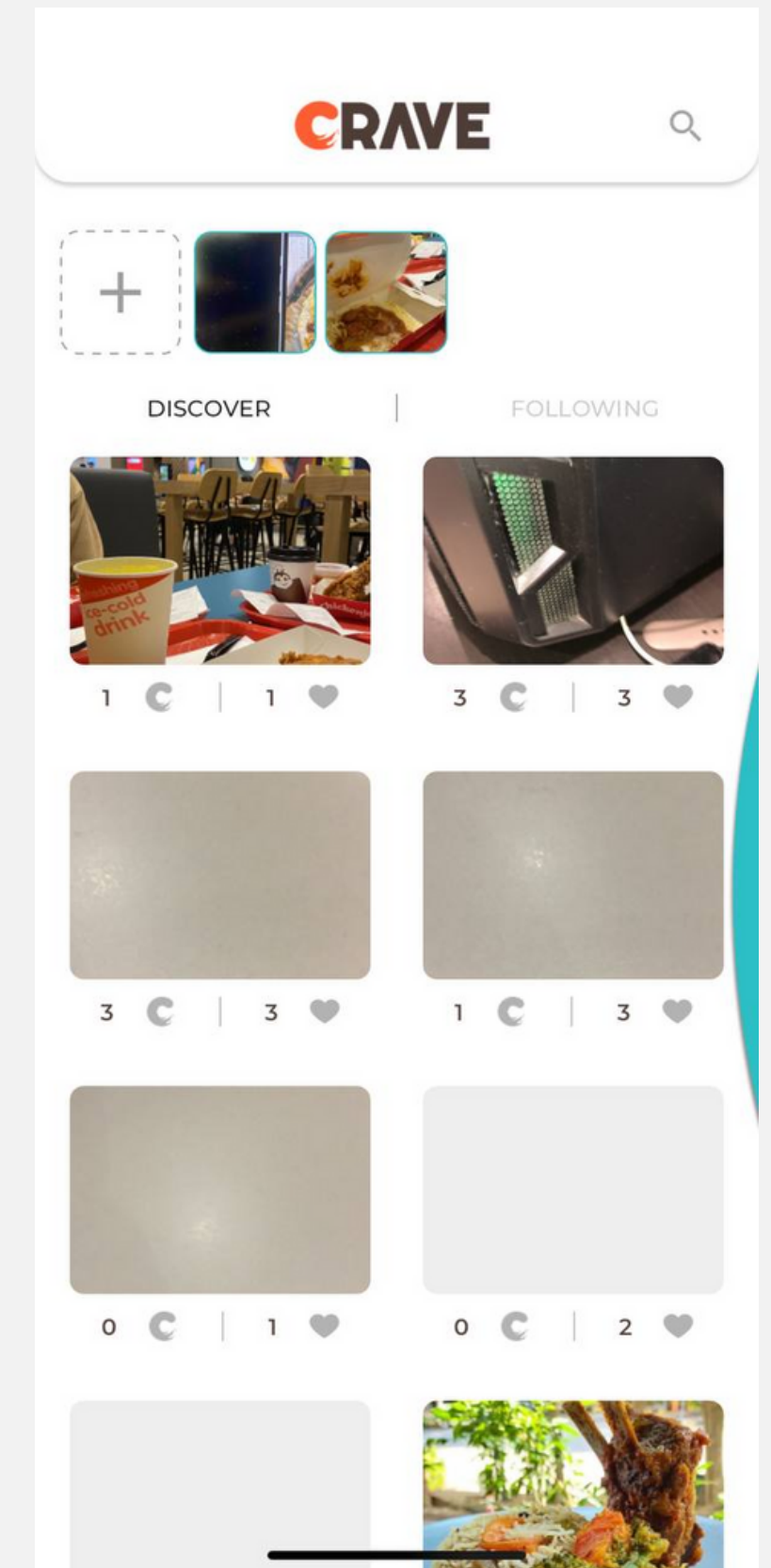
Mobile App

Homepage

- The icon of the stories is different
- The system should be able to display a profile picture of the user who shares that story
- The border of '+' icon is different



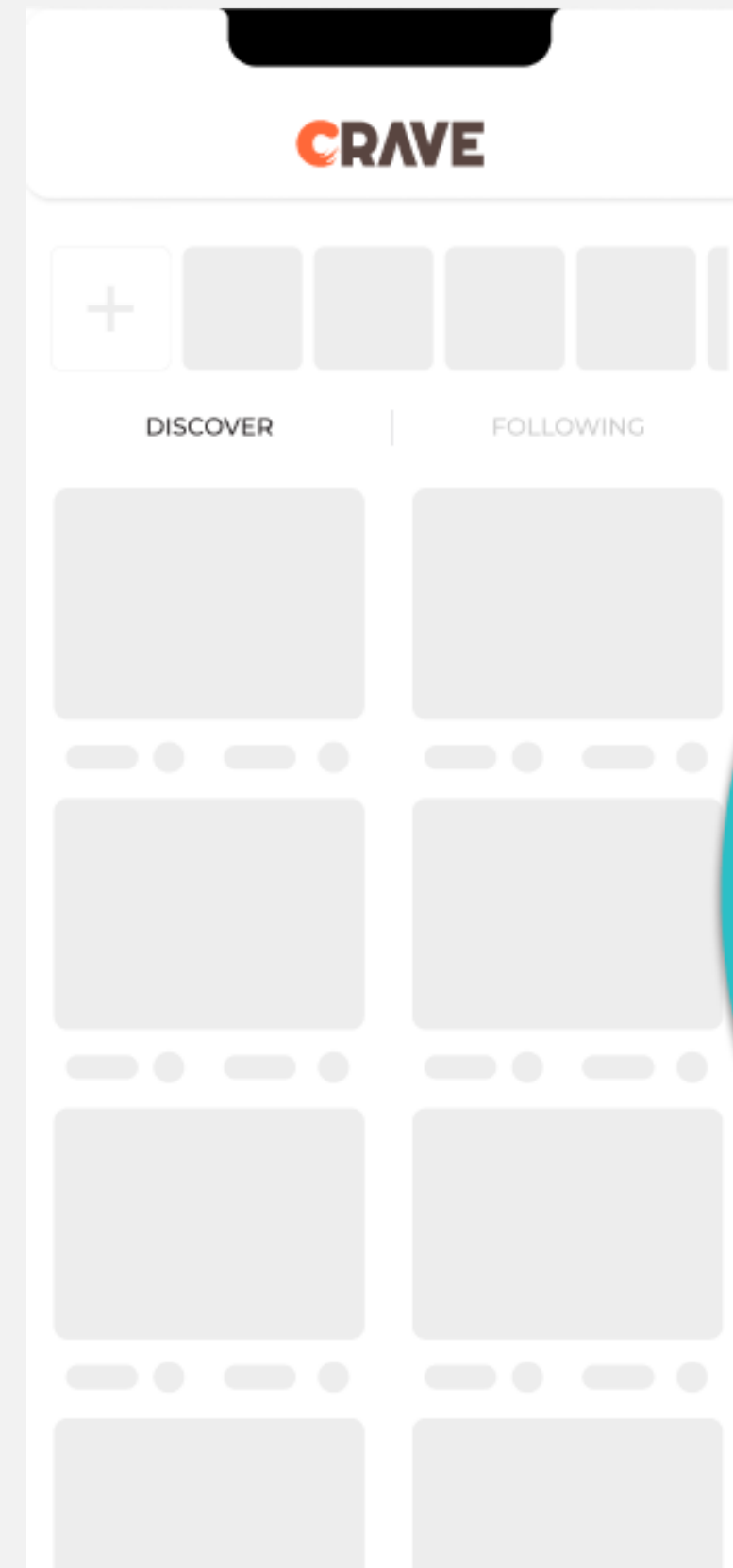
UI/UX Design



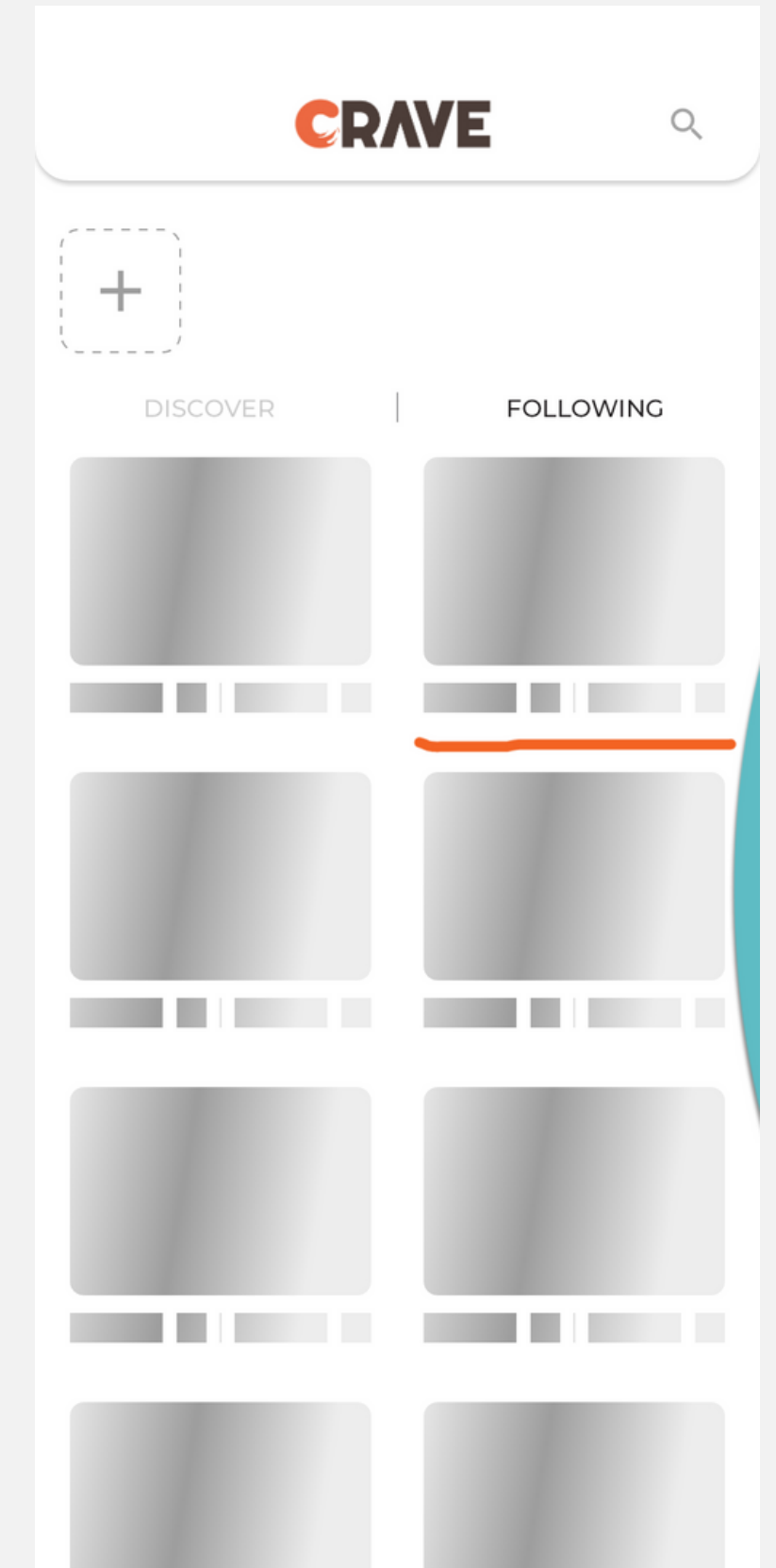
Mobile App

Homepage Loading

- The design of the loading page is a bit different. The square corners should be curved instead of sharp



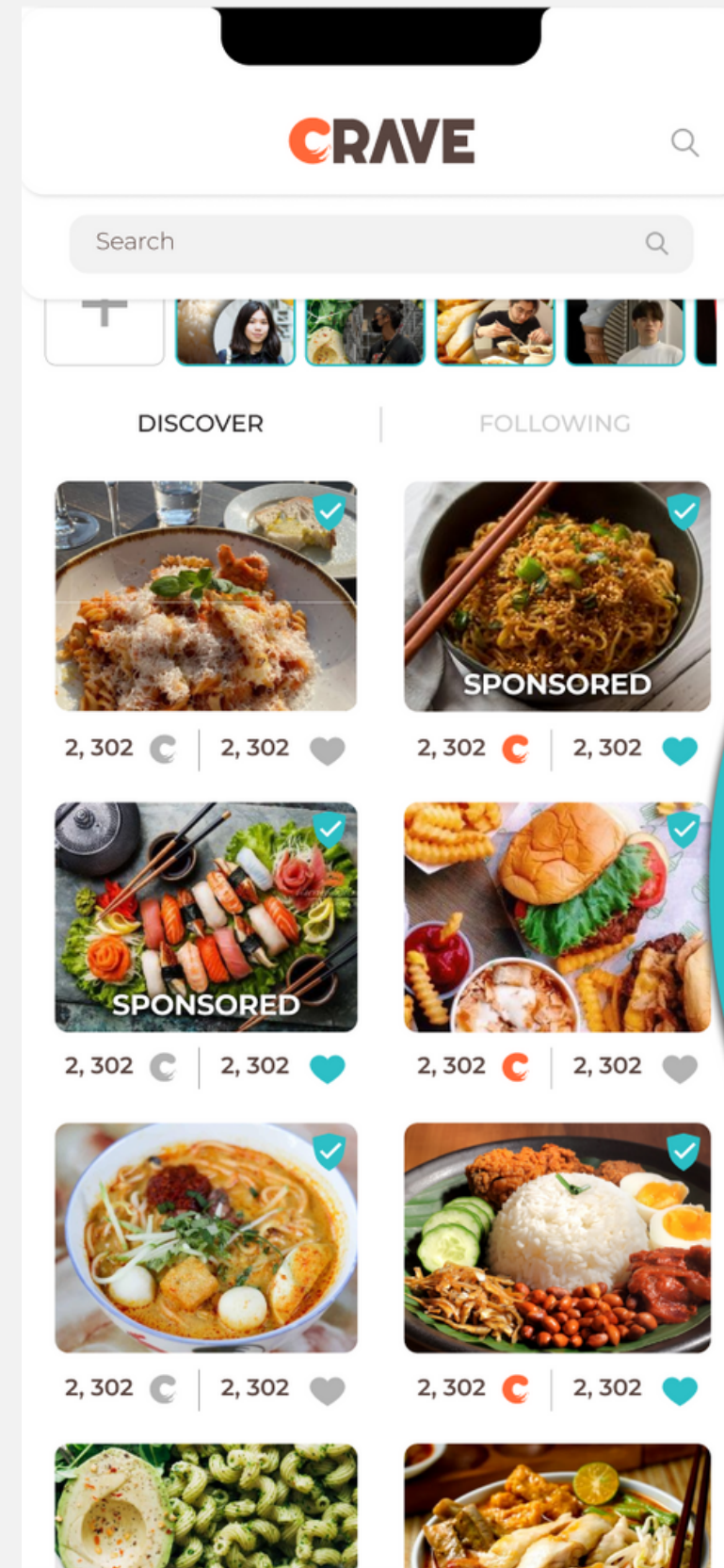
UI/UX Design



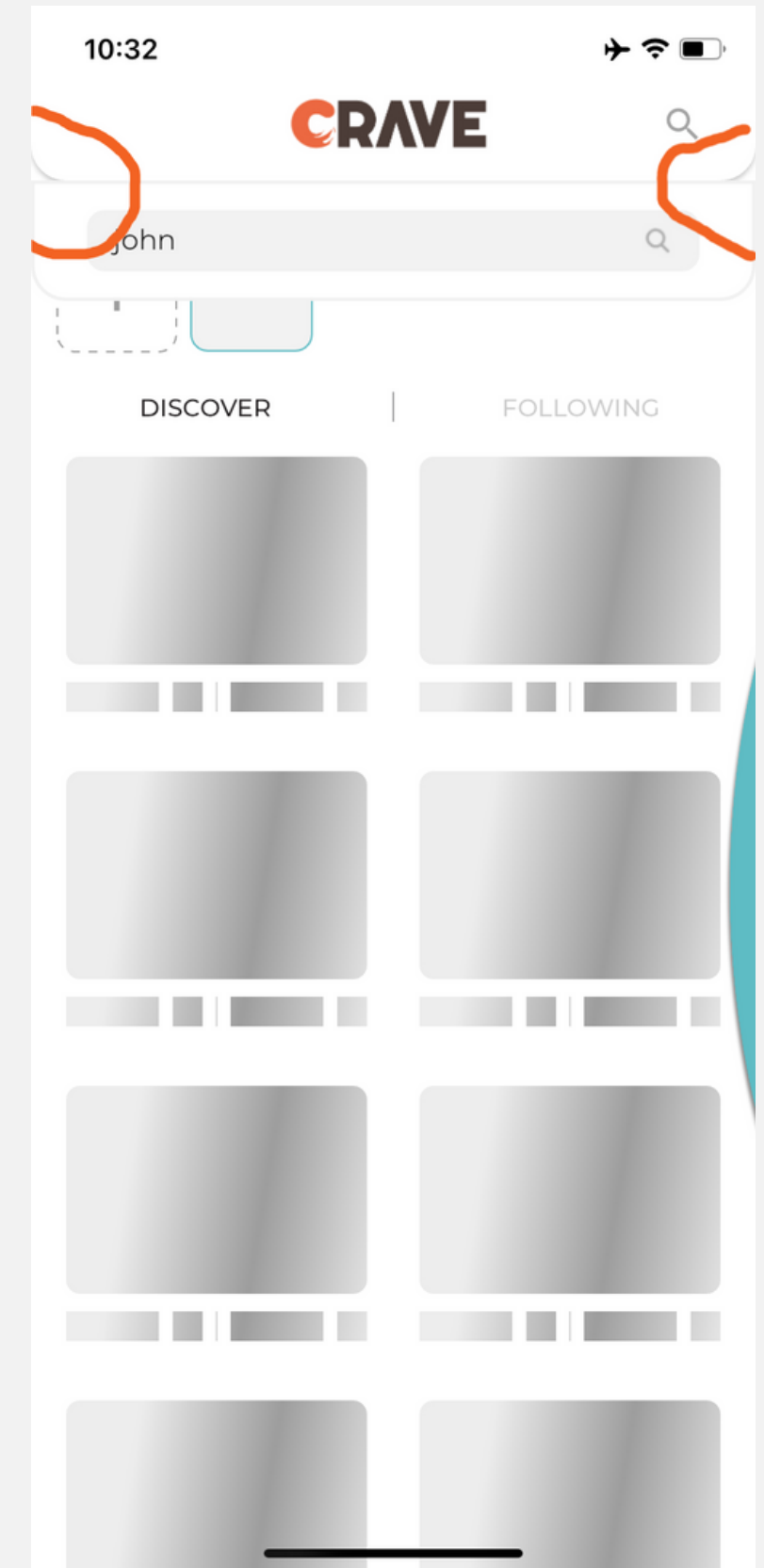
Mobile App

Search Bar

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



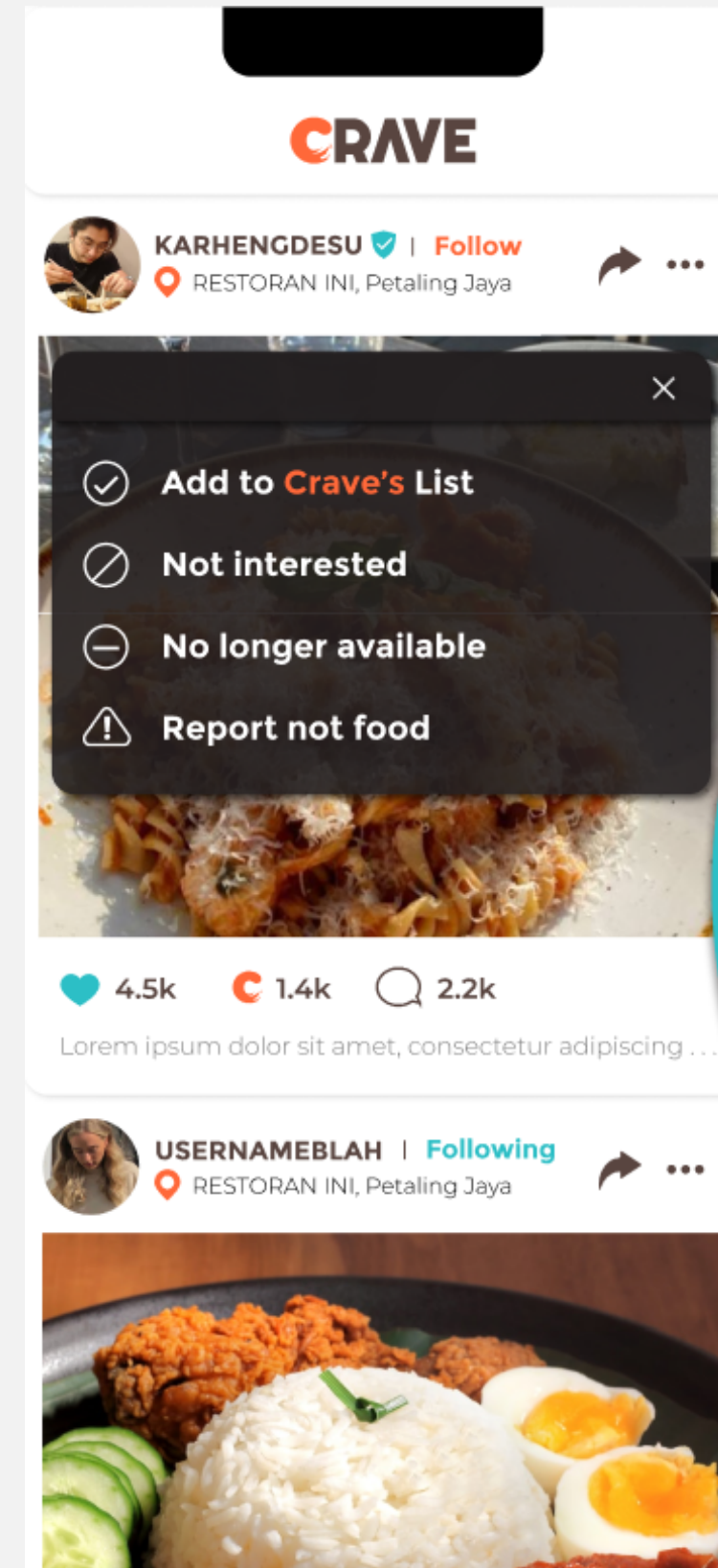
UI/UX Design



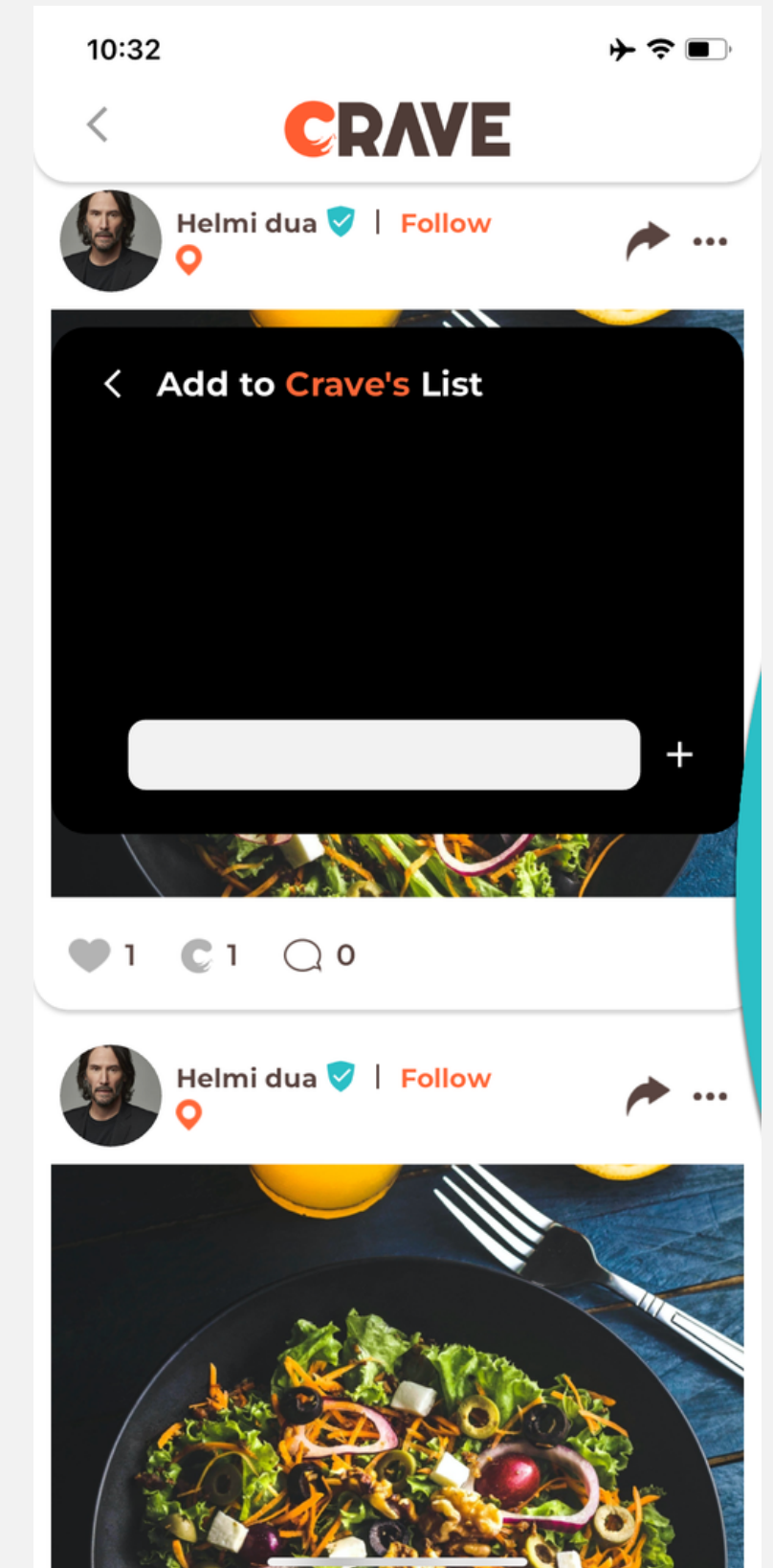
Mobile App

Add to Crave's List

- The pop up background is too dark in comparison to the Figma design 2
- There isn't "New List" written in the bar in the Beta version 3. The bar position needs to be adjusted to the left side as pictured in the Figma design



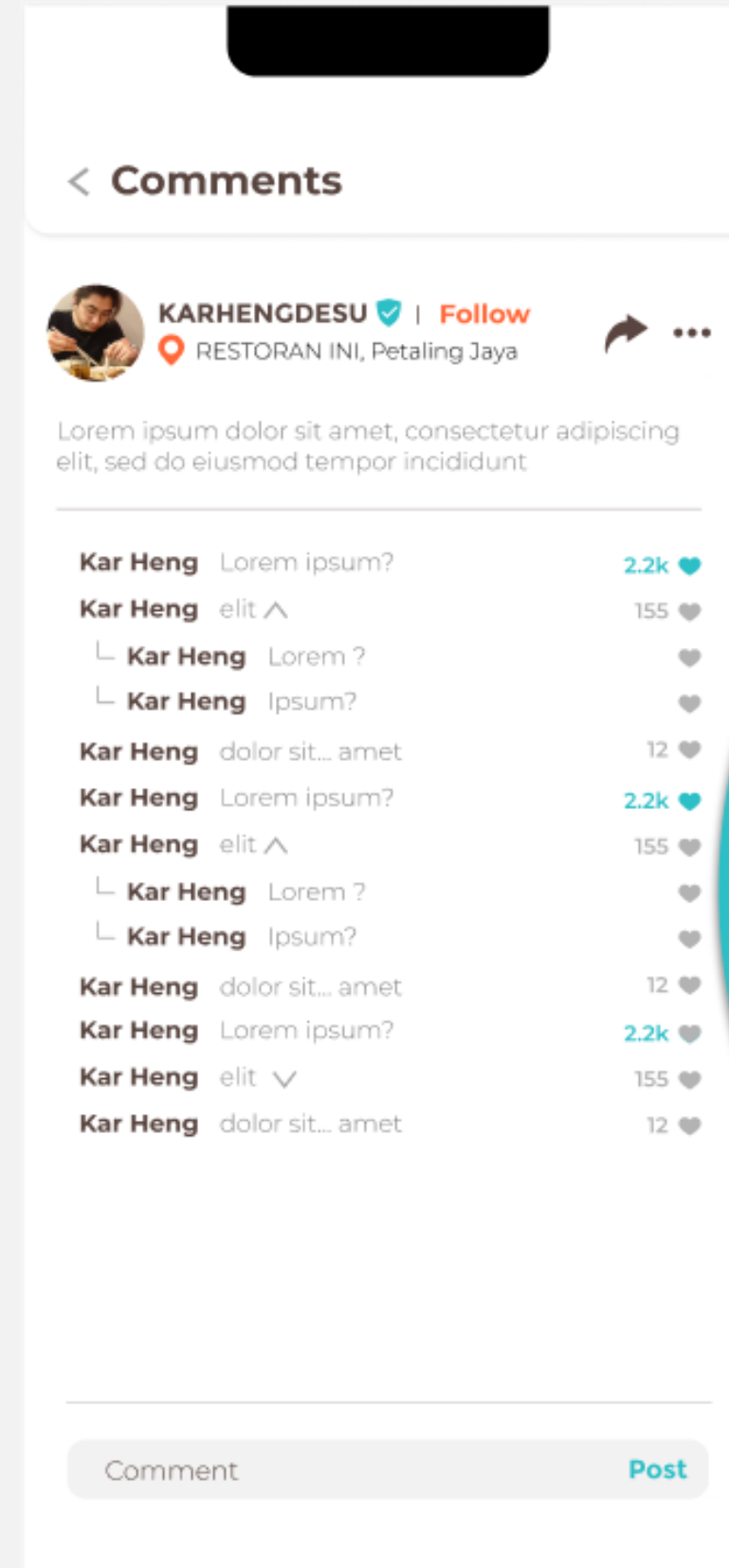
UI/UX Design



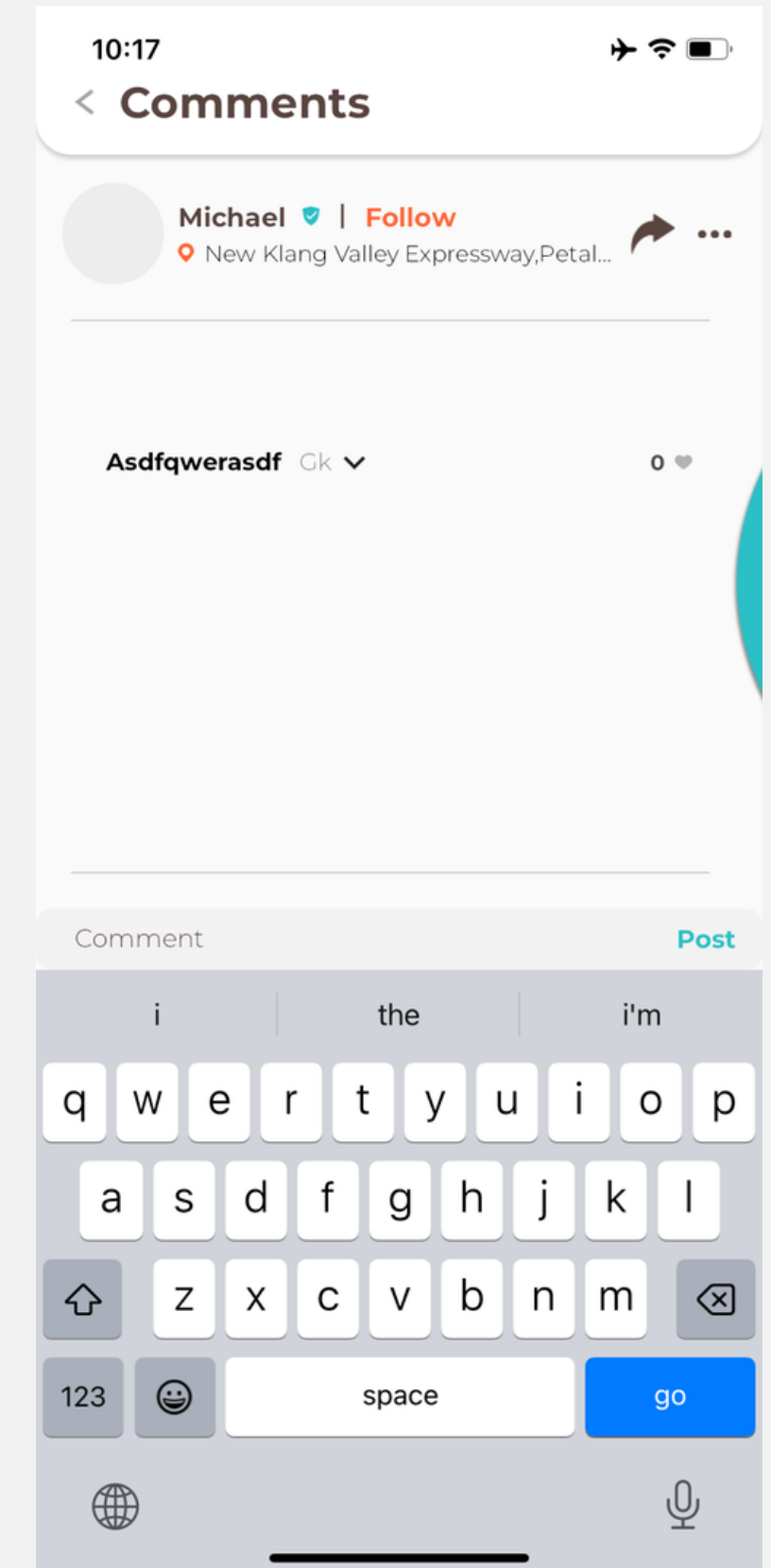
Mobile App

Comments

- In the comment section, the comment bar seems to be smaller in the Beta version than in the Figma design



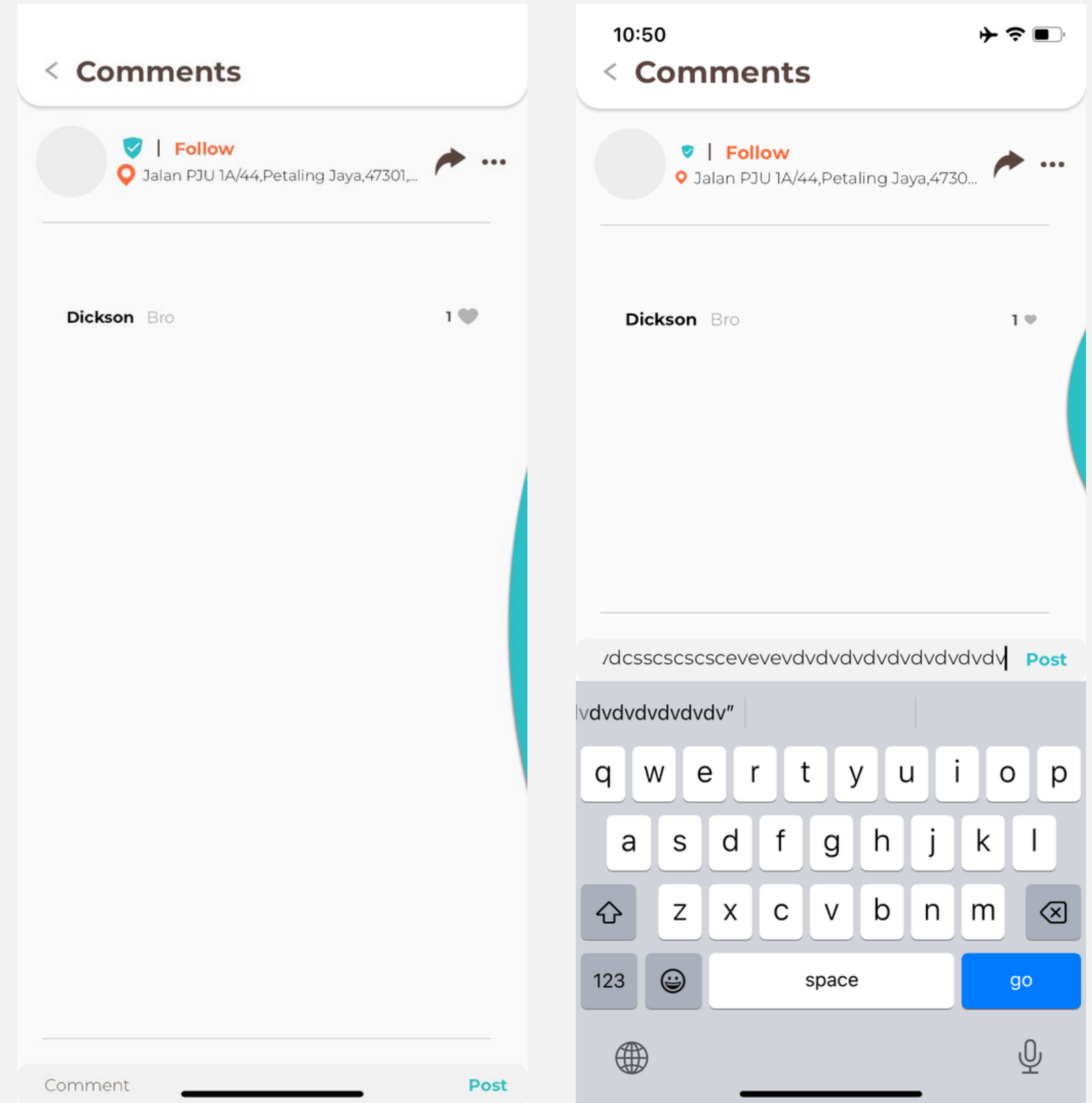
UI/UX Design



Mobile App

Comments

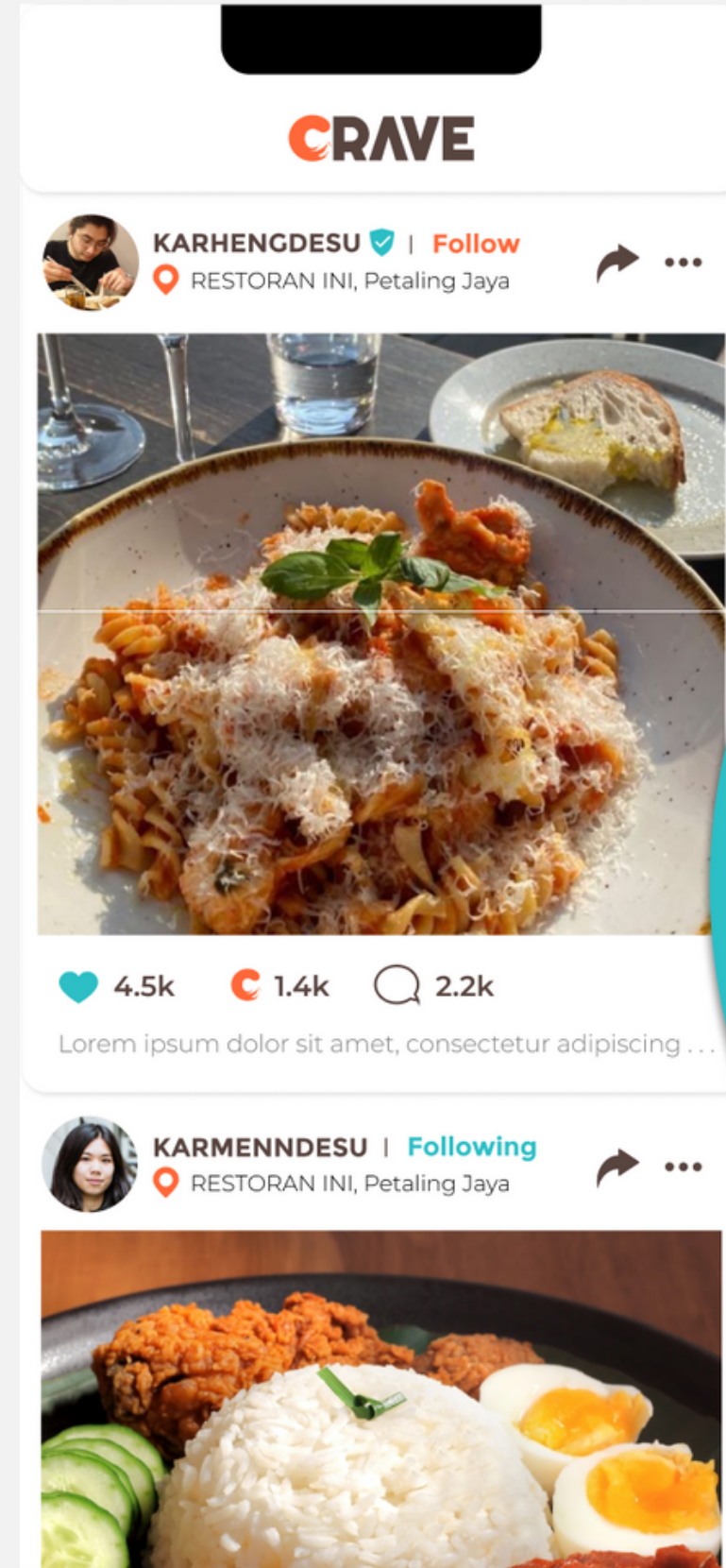
- Additionally, when the keyboard is closed, the comment bar is even smaller and stuck at the bottom
- Also, the text in the comment bar is not wrapping, it overflows to the side



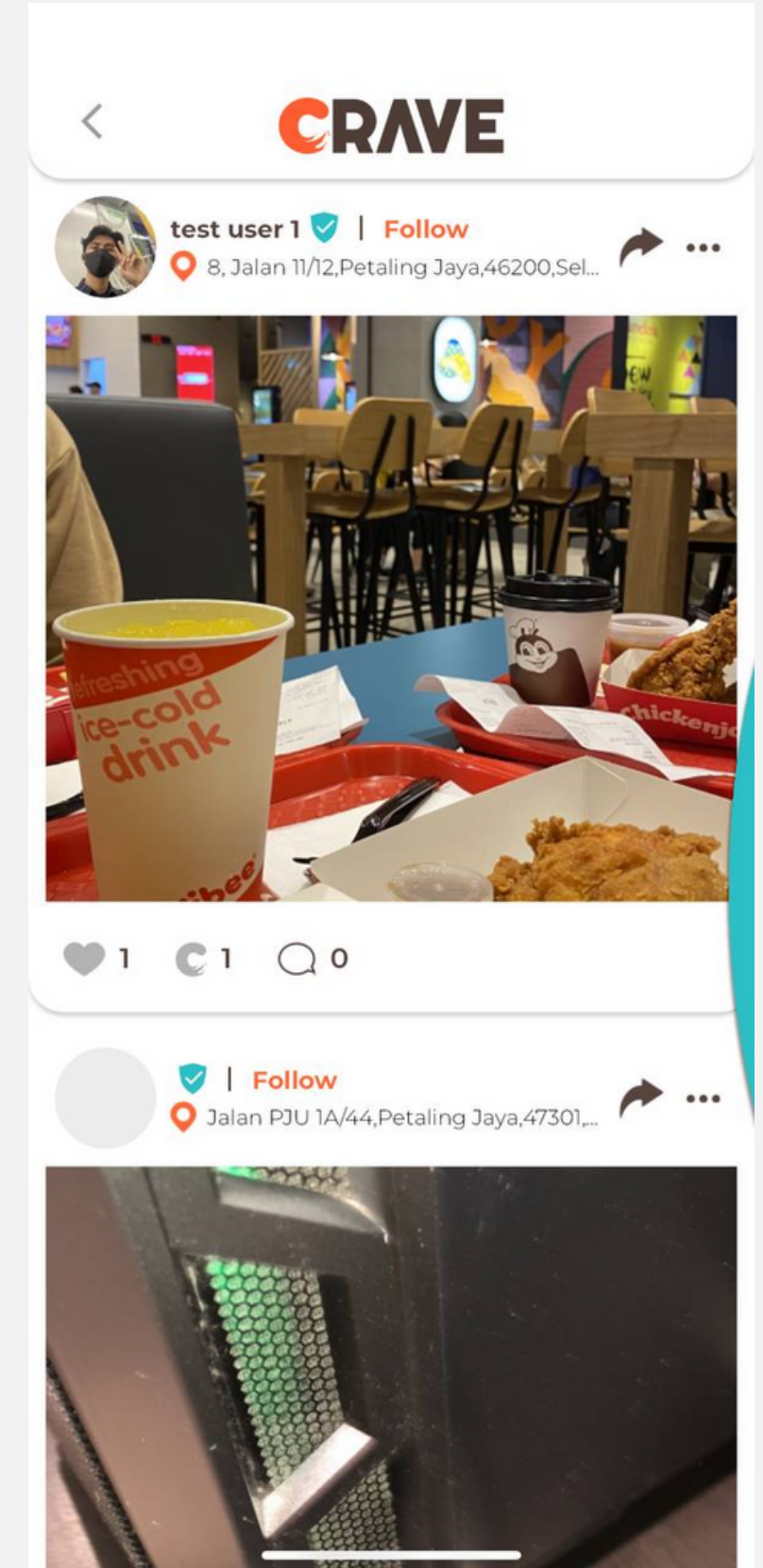
Mobile App

Posts

- There is no caption in the post



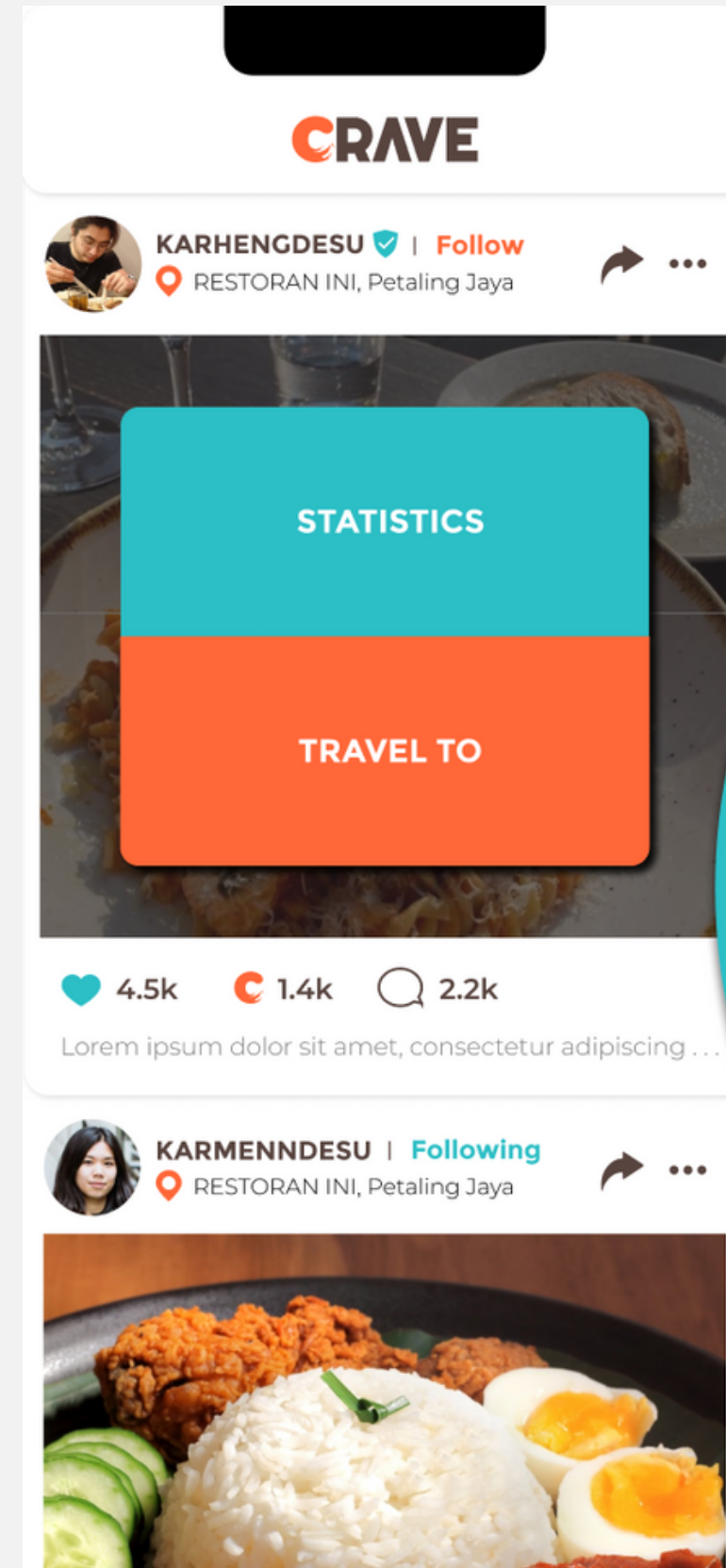
UI/UX Design



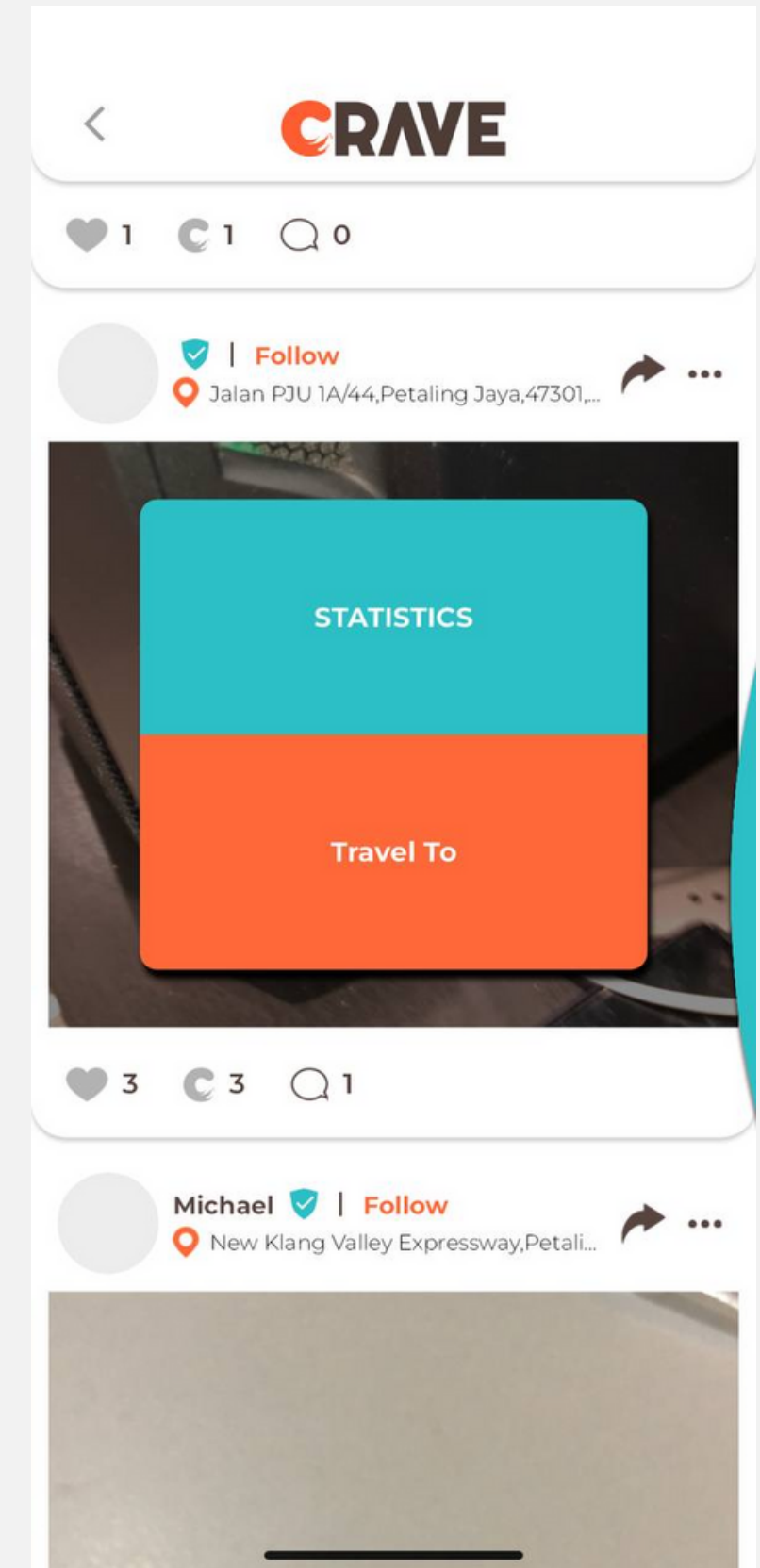
Mobile App

Statistics

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



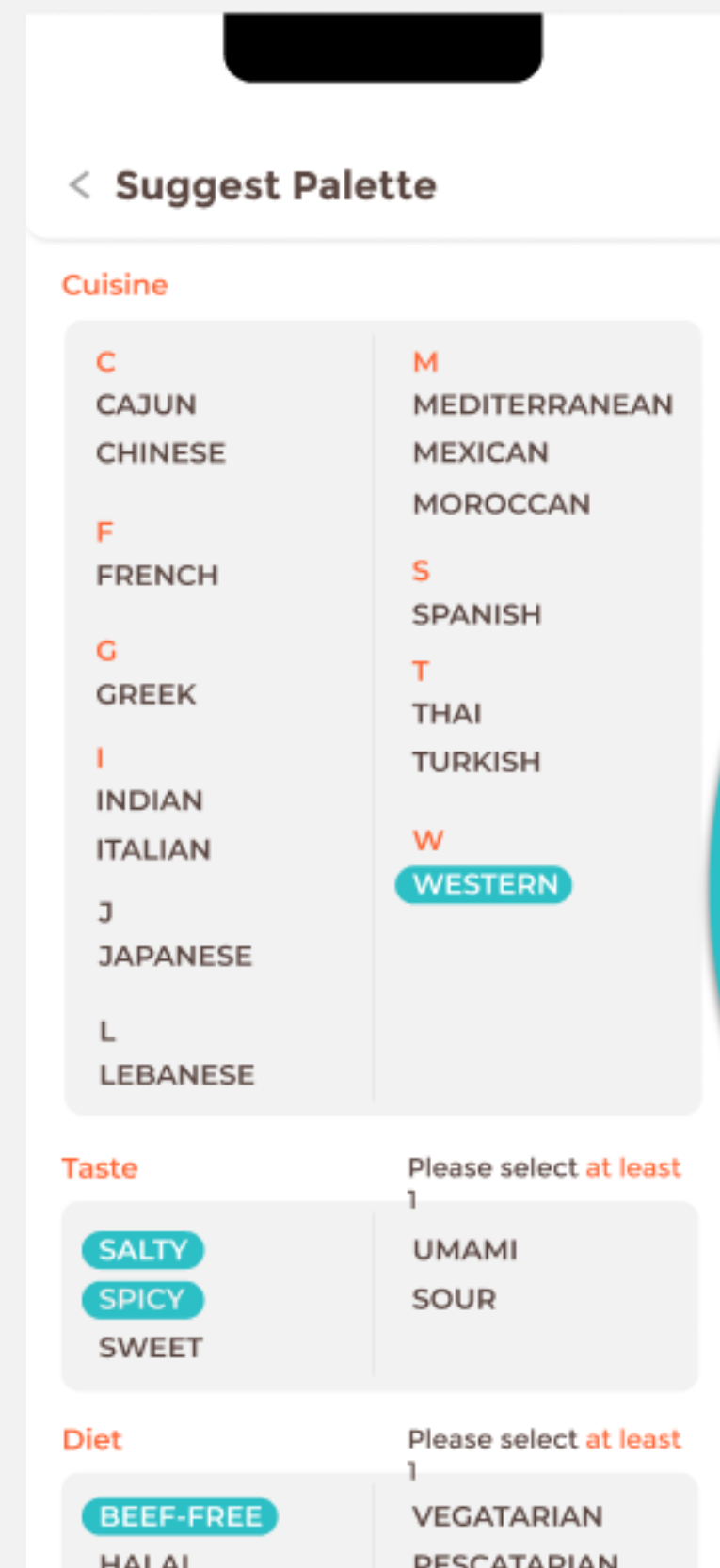
UI/UX Design



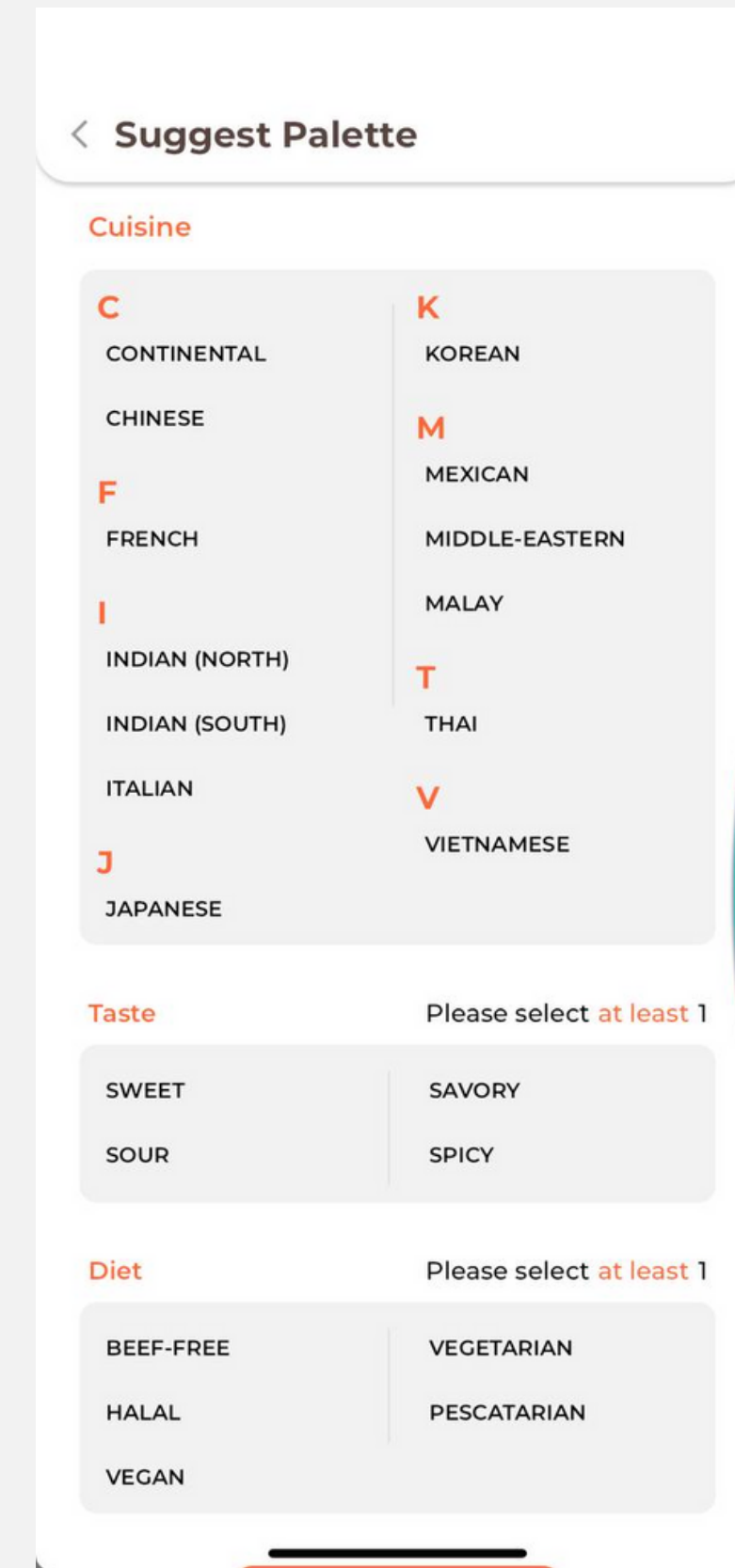
Mobile App

Suggest Palette

- The font size should be bigger



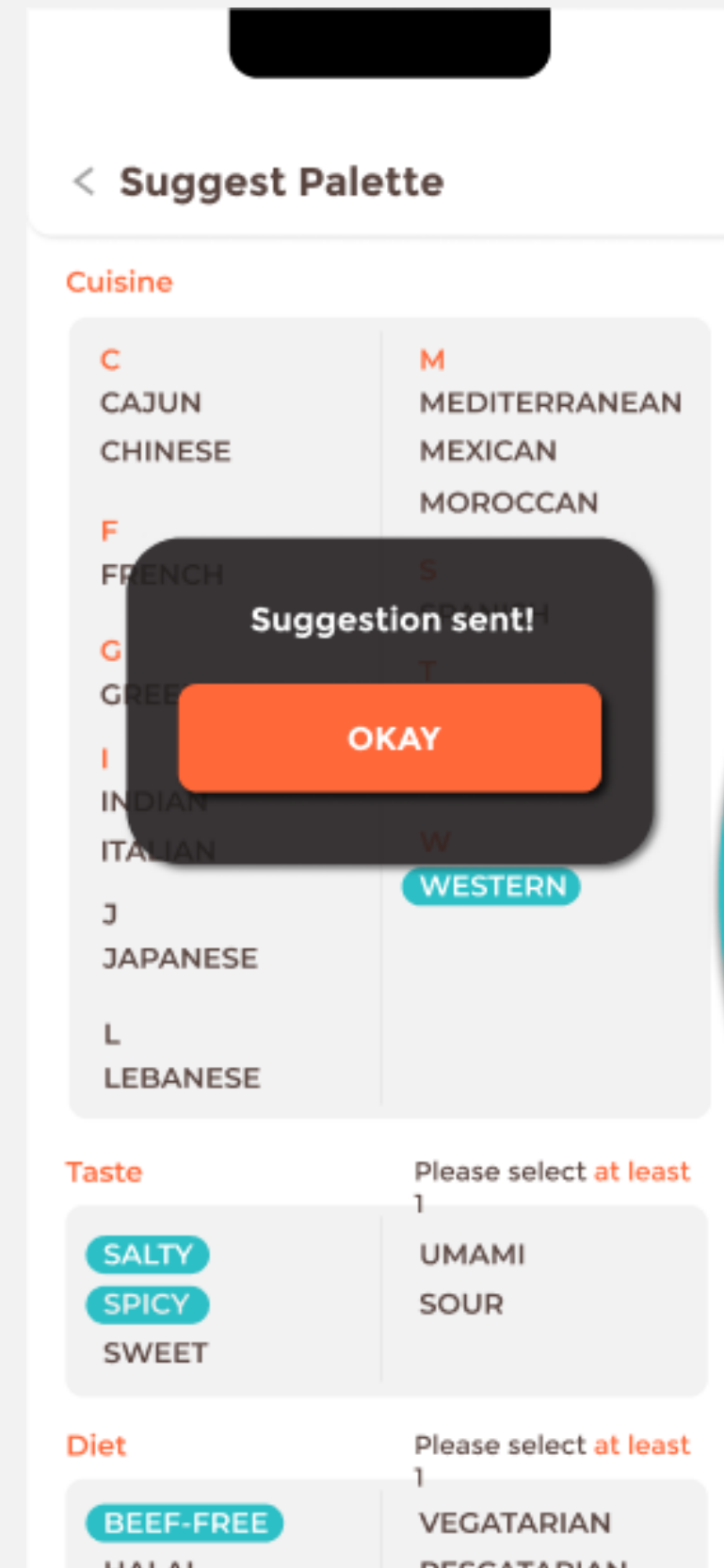
UI/UX Design



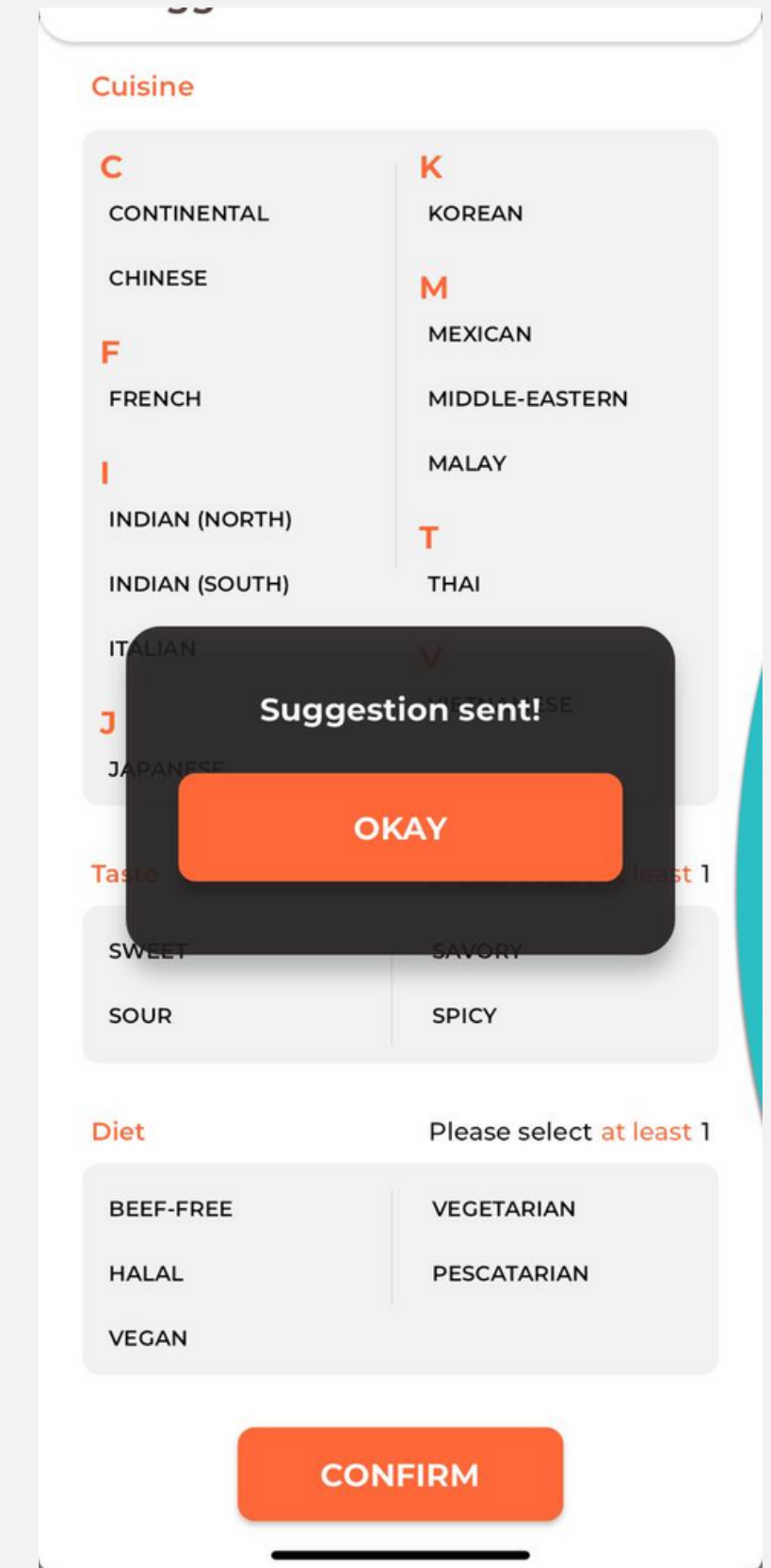
Mobile App

Suggest Palette Error Handling

- Tester still can suggest even selected nothing



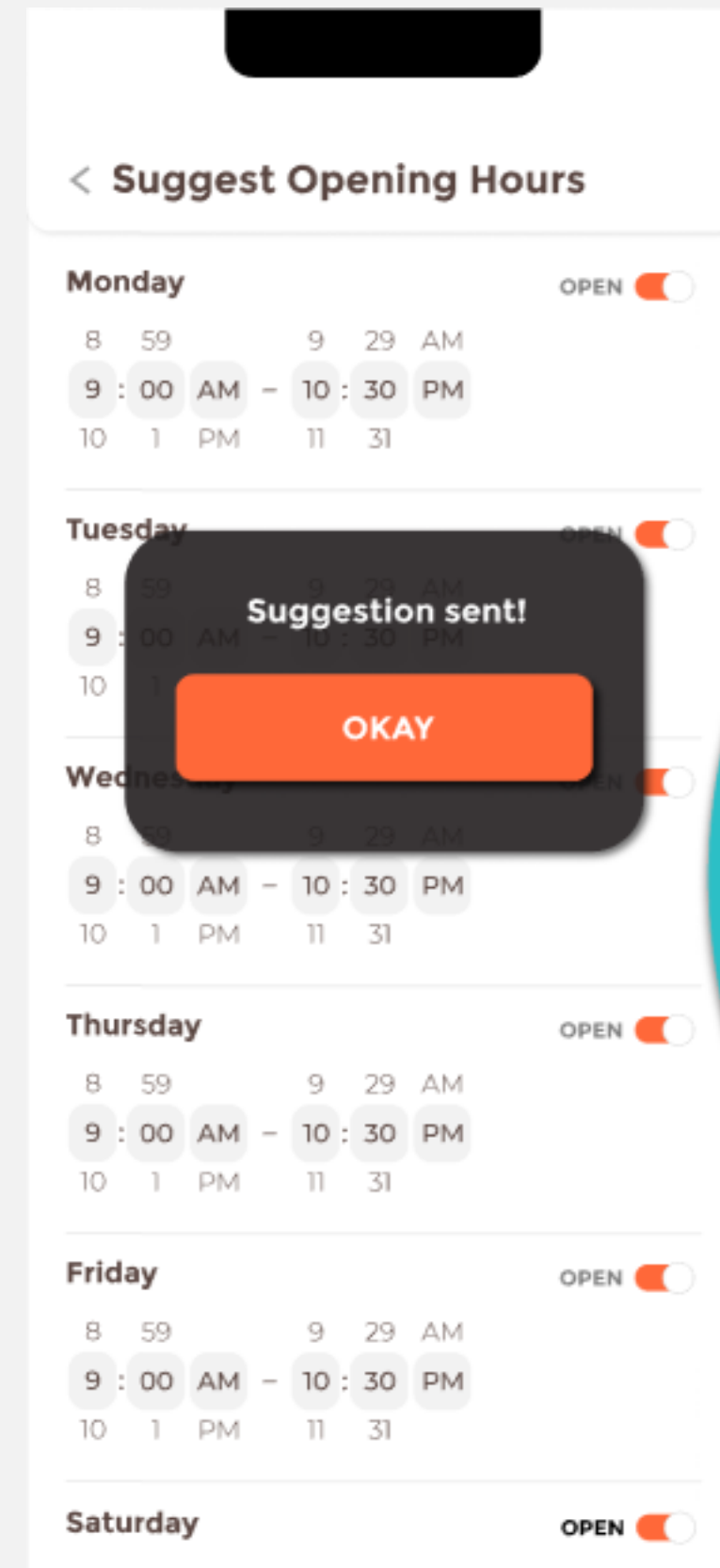
UI/UX Design



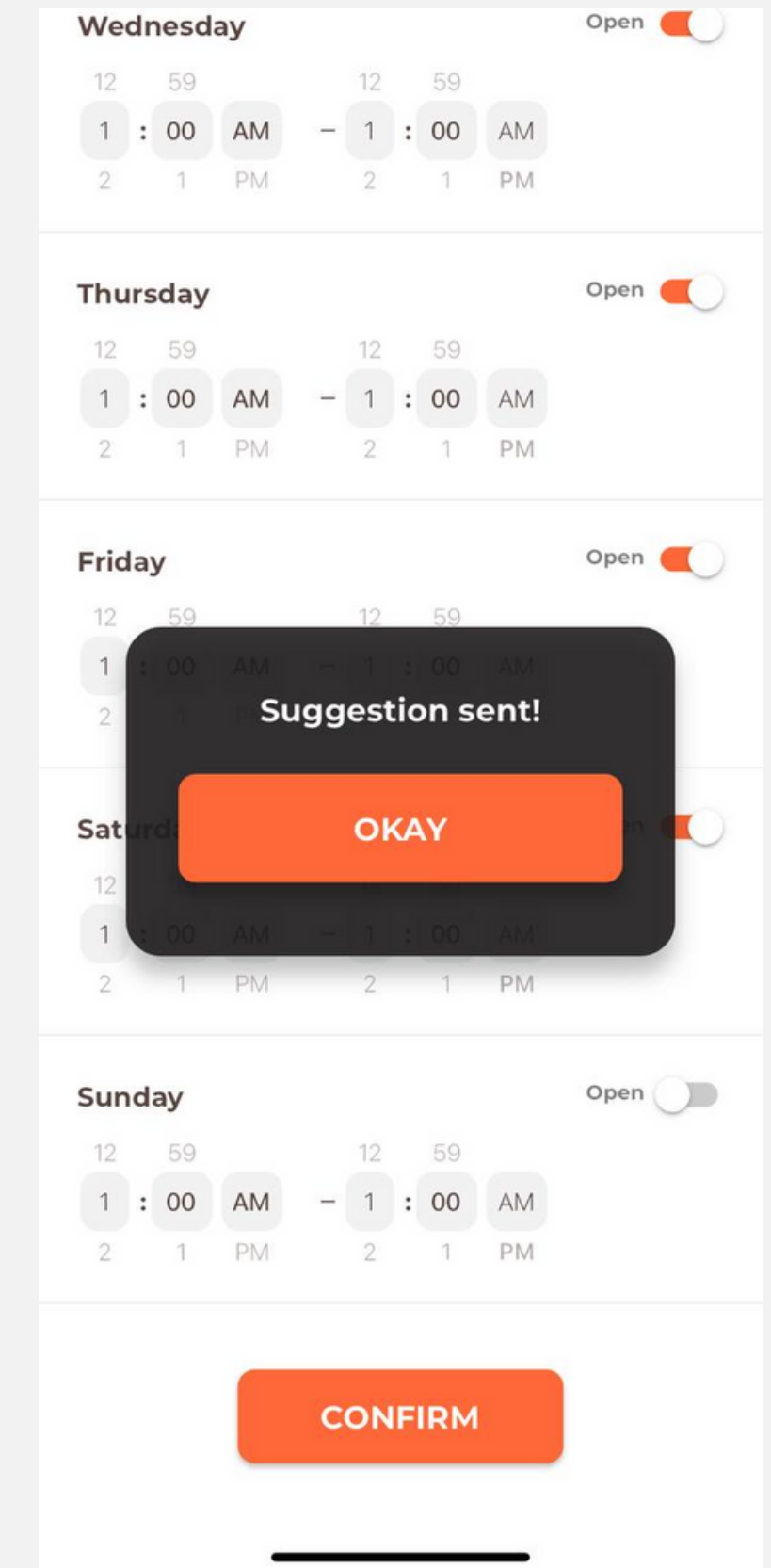
Mobile App

Suggest Opening Hours Error Handling

- Tester still can suggest even selected nothing



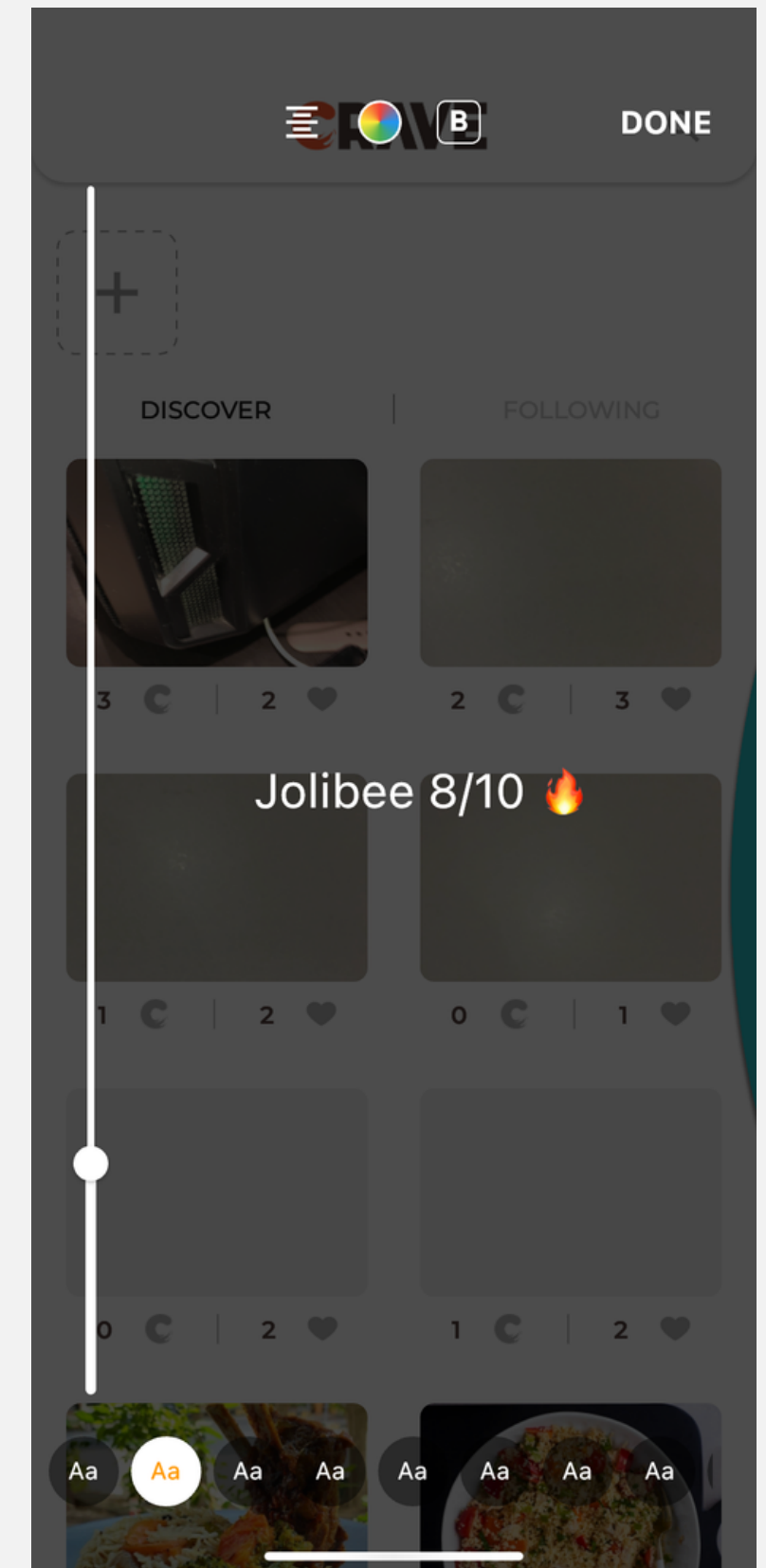
UI/UX Design



Mobile App

Other Error

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



Mobile App

Settings

Contact Us

- The system should not be able to submit empty report
- Must include: Error handling orange dot
- Submit button should be a little longer
- Submit font size should be slightly smaller

< Contact Us

Fill the form below and we'll get back to you within 3 working days!

Name
Name

Email
Email

Subject
Subject

Message
What's your issue?

SUBMIT

This mockup shows a contact form with four input fields: Name, Email, Subject, and Message. Each field has a red dot to its right, indicating an error. The submit button is a rounded orange rectangle with the word 'SUBMIT' in white capital letters.

UI/UX Design

< Contact Us

Fill the form below and we'll get back to you within 3 working days!

Name
Name

Email
Email

Subject
Subject

Message
What's your issue?

SUBMIT

We have received your message, we'll get back to you within 3 working days!

OK

88

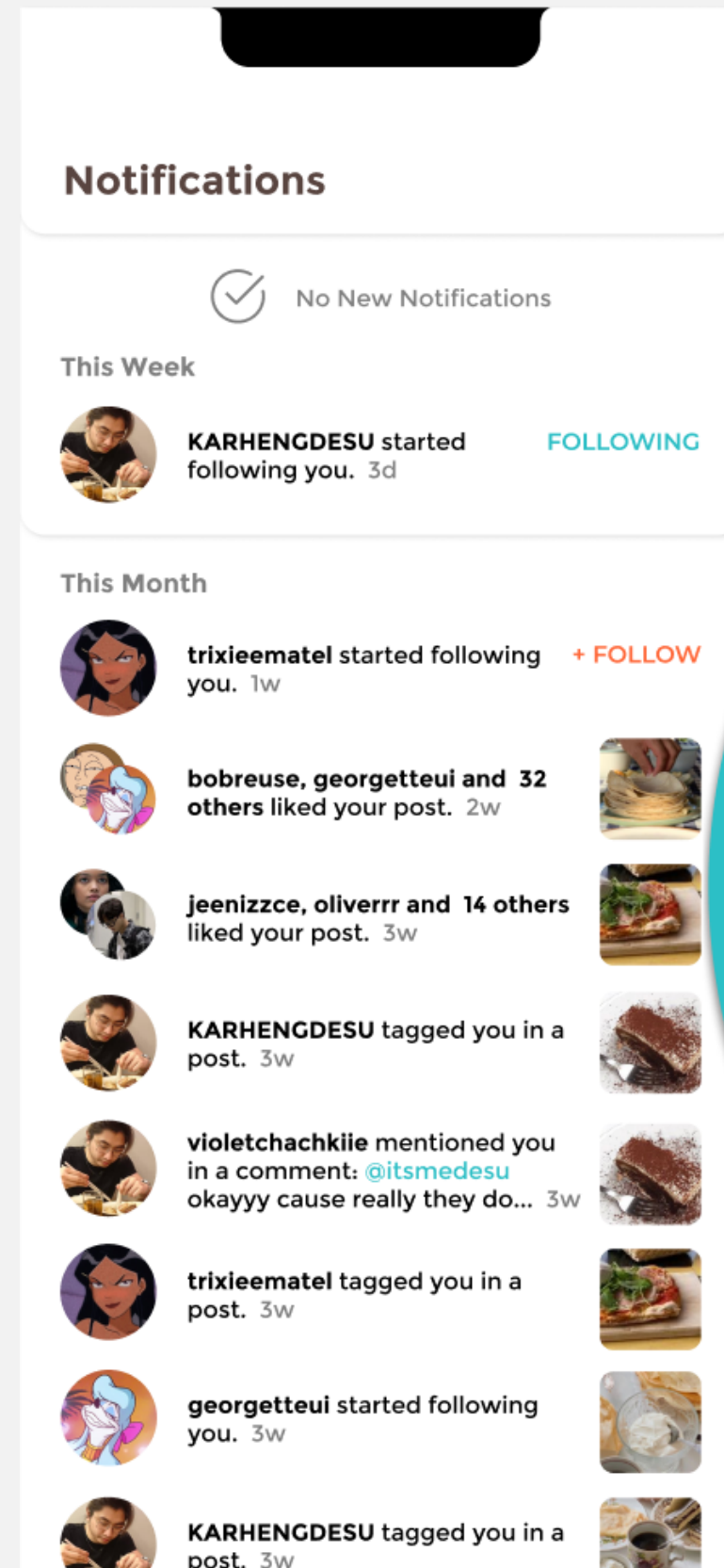
This mockup shows the same contact form as the UI/UX Design version, but with a dark grey modal overlay in the center. The modal contains the text 'We have received your message, we'll get back to you within 3 working days!' and an orange 'OK' button. A yellow badge with the number '88' is in the top right corner. The submit button is also present at the bottom.

Mobile App

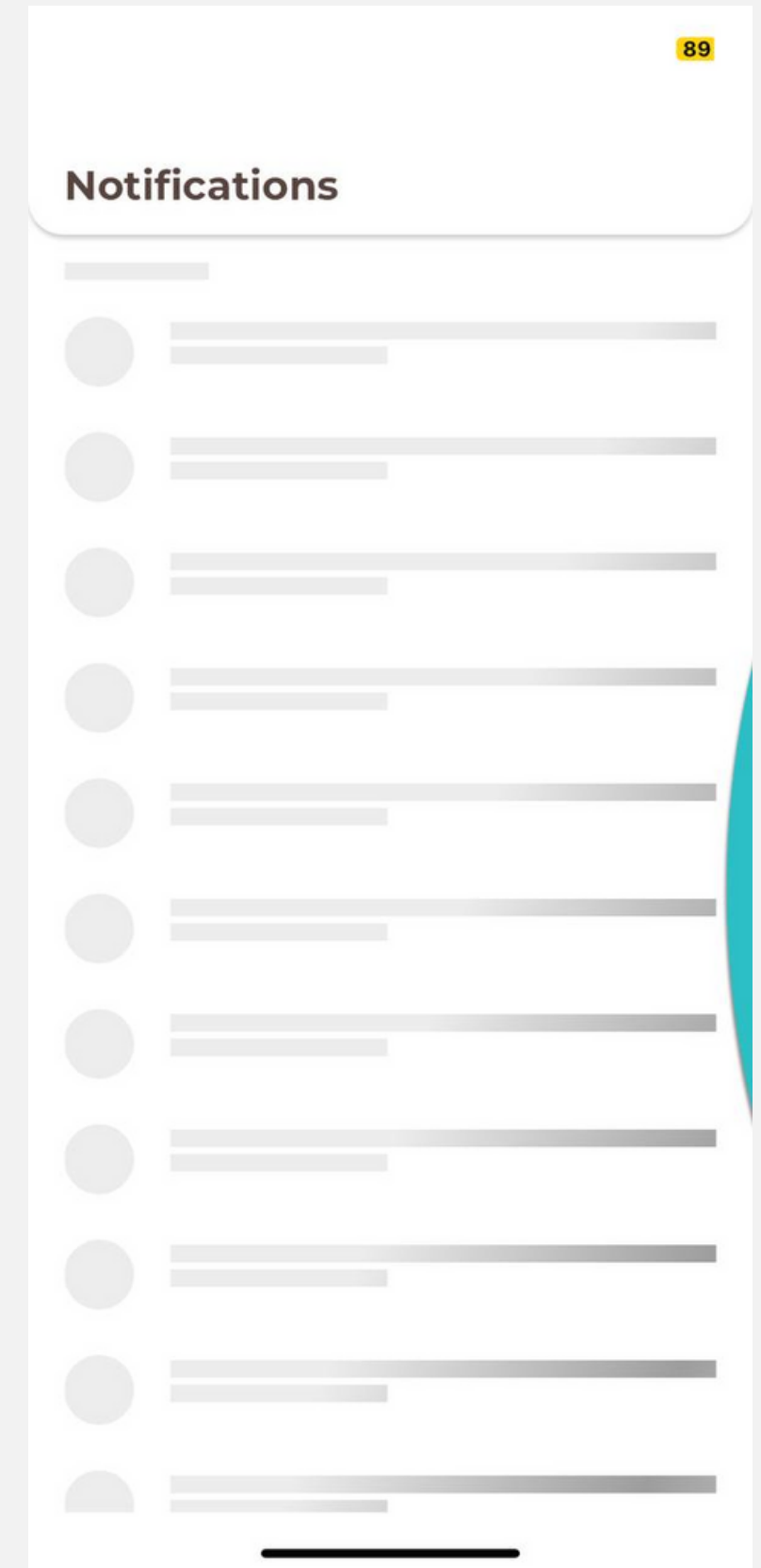
Notifications

Notifications

- The notifications takes so much time to load



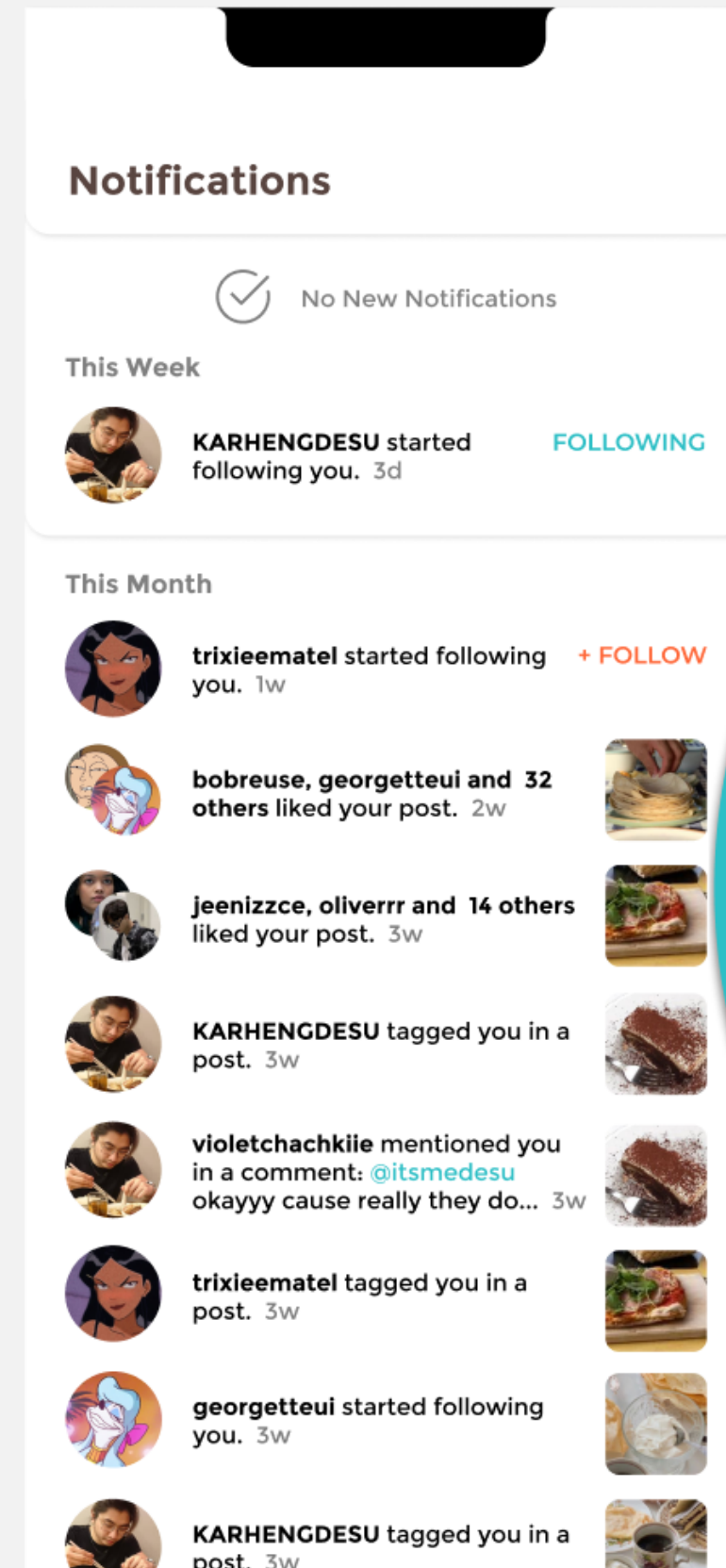
UI/UX Design



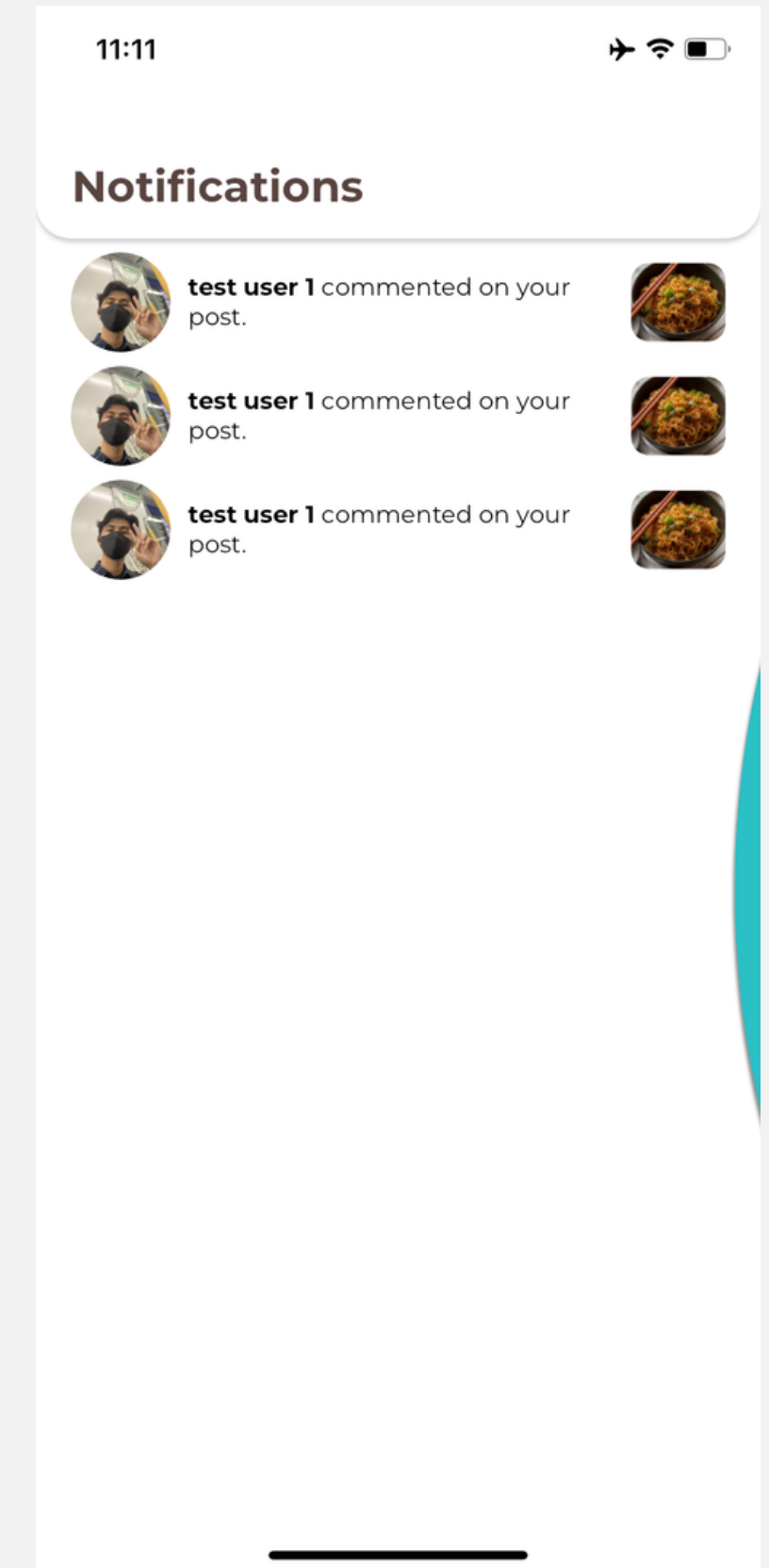
Mobile App

Notifications

- It appears that the app shows incorrect information. In the screenshot, test user 1 is the tester's account and he has never commented on his own post.
- Though, he commented on a few other posts. We assume, it mistakenly tells the tester that he commented on his own post instead of other users' posts



UI/UX Design

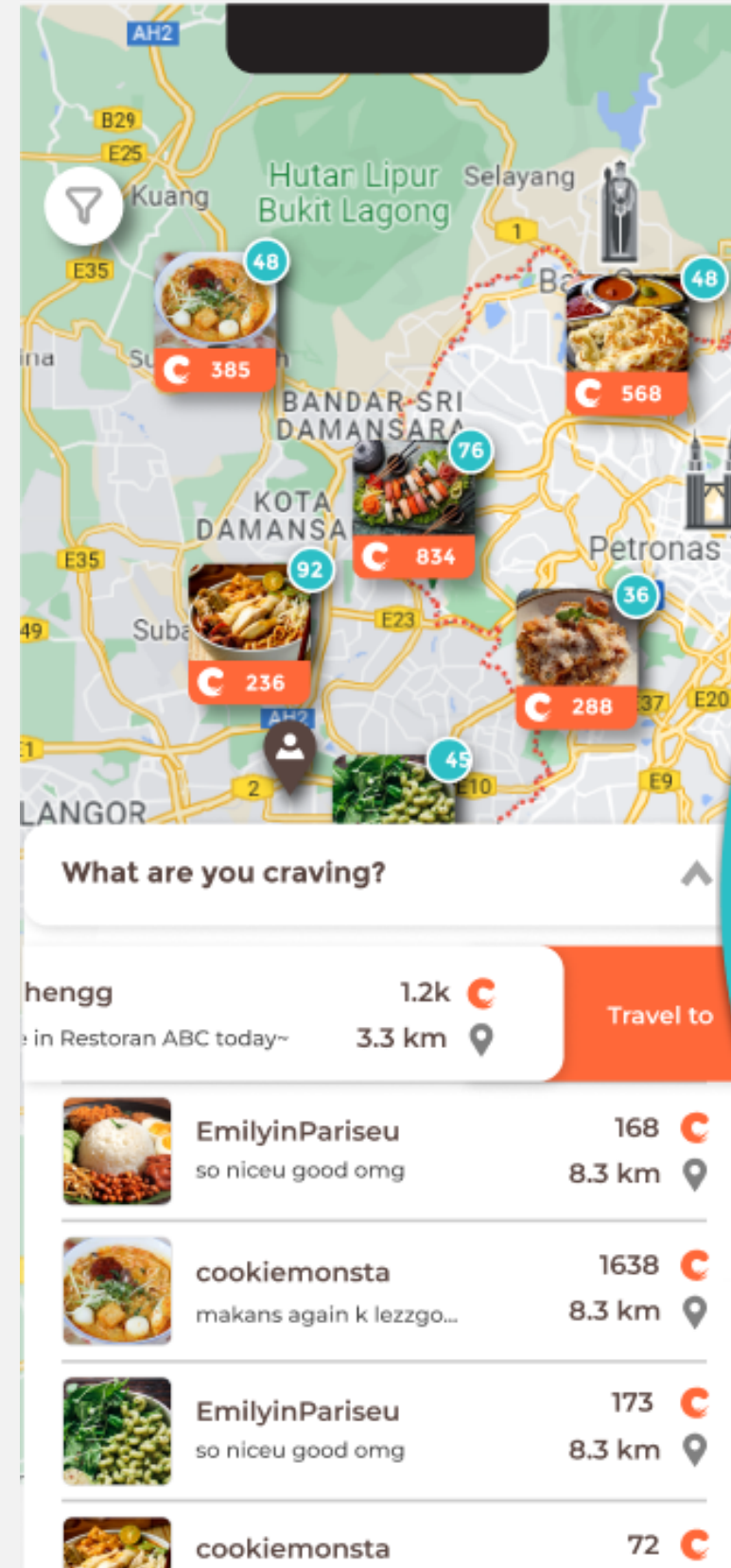


Mobile App

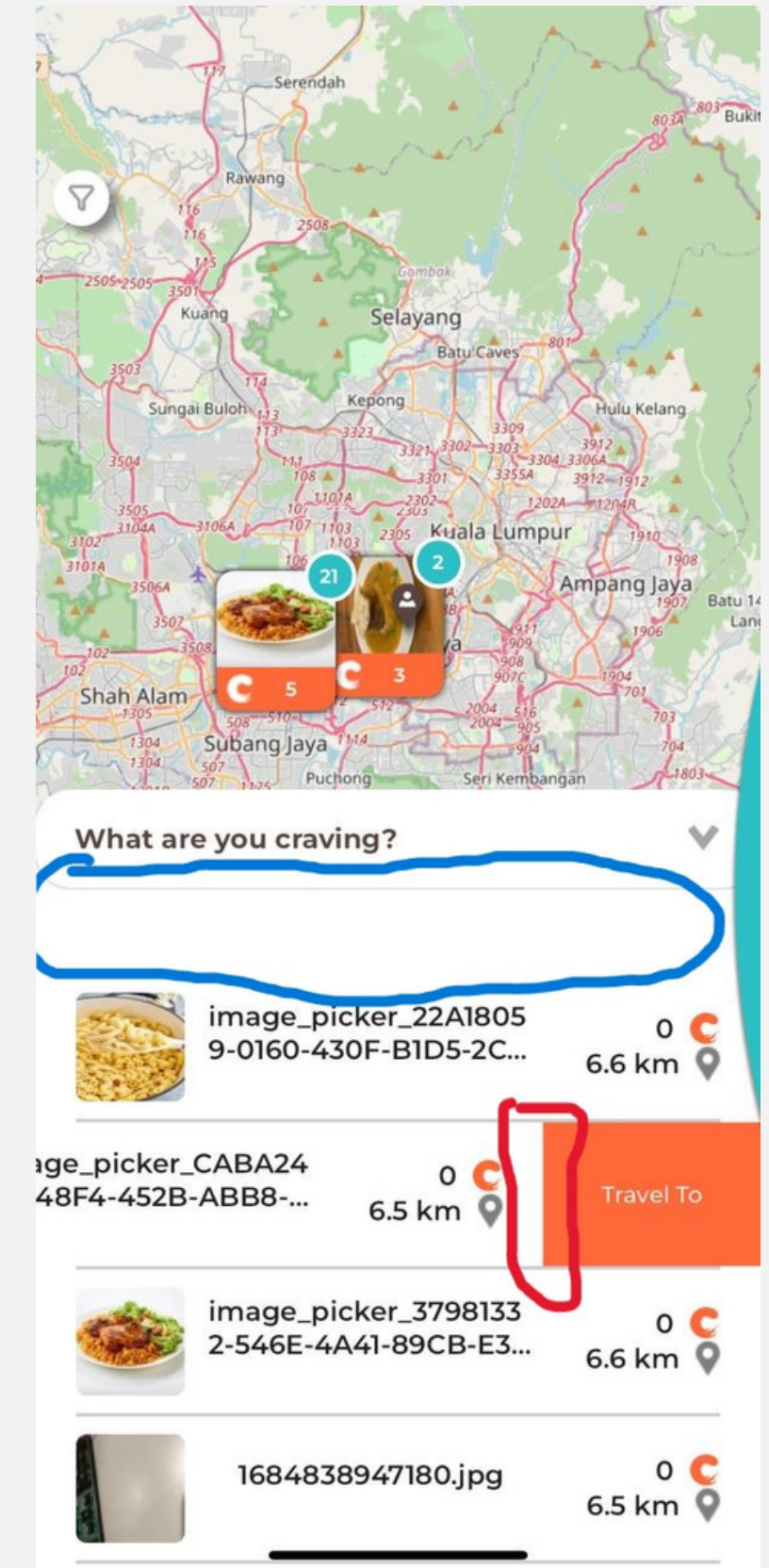
Cravings

What are you craving?

- Blue highlight: There are white gaps before the food pictures
- The system did not display username and caption but instead display the name format of the image
- The filter arrow should be slightly bigger
- Red highlight: The white bar supposed to have a shadow and a curved corners



UI/UX Design



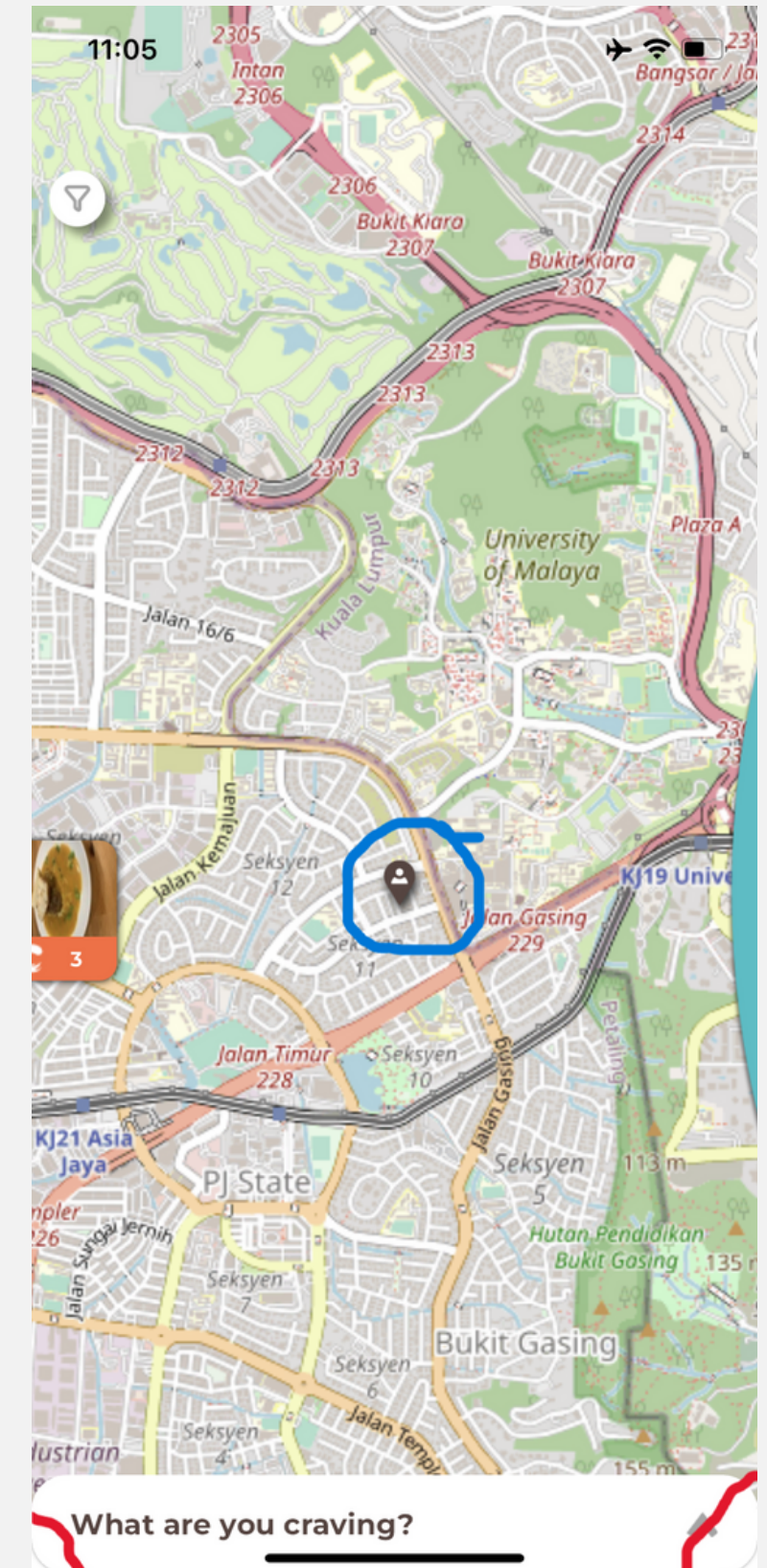
Mobile App

What are you craving?

- Blue highlight: 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
- Red highlight: There is a gap between the bottom screen and the lower carvings bar.



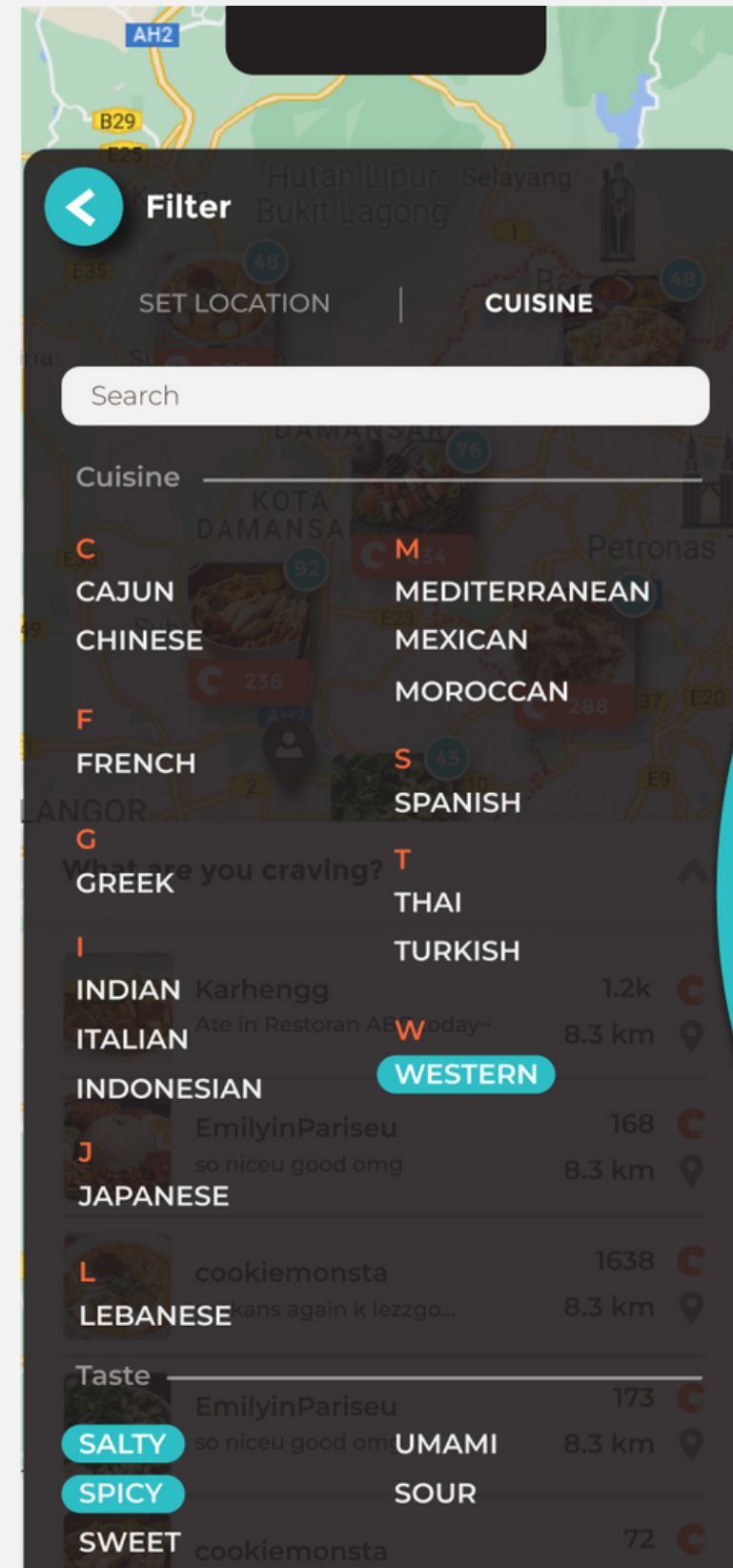
UI/UX Design



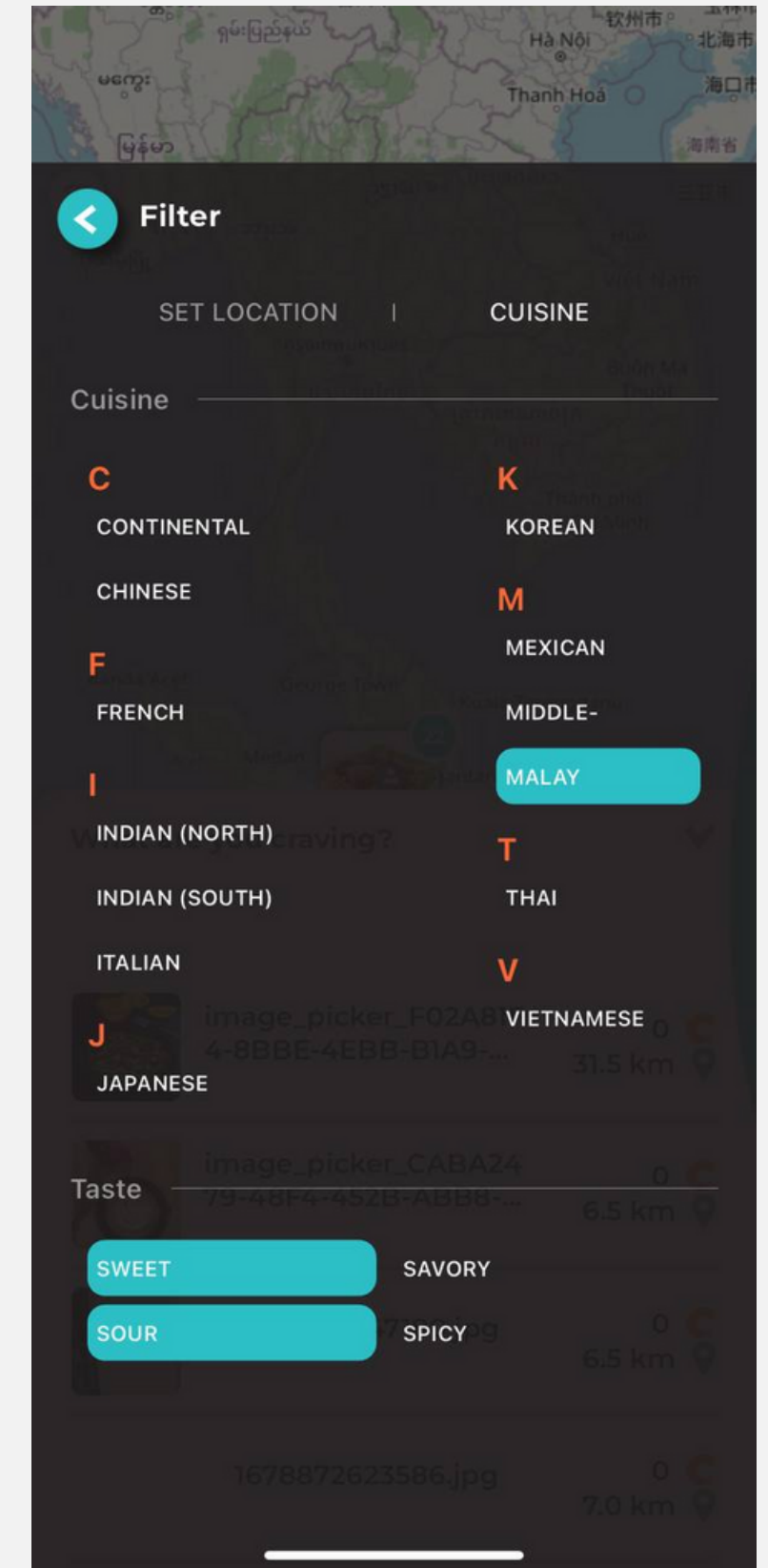
Mobile App

Filter

- The system should be able to display search bar on cuisine category
- The size of selection bar should be more rounded and shorter
- The back icon should be slightly bigger
- The size of the font is a bit smaller in the Beta version
- The alignment of the contents is a bit off. The contents from up until down supposedly aligned



UI/UX Design



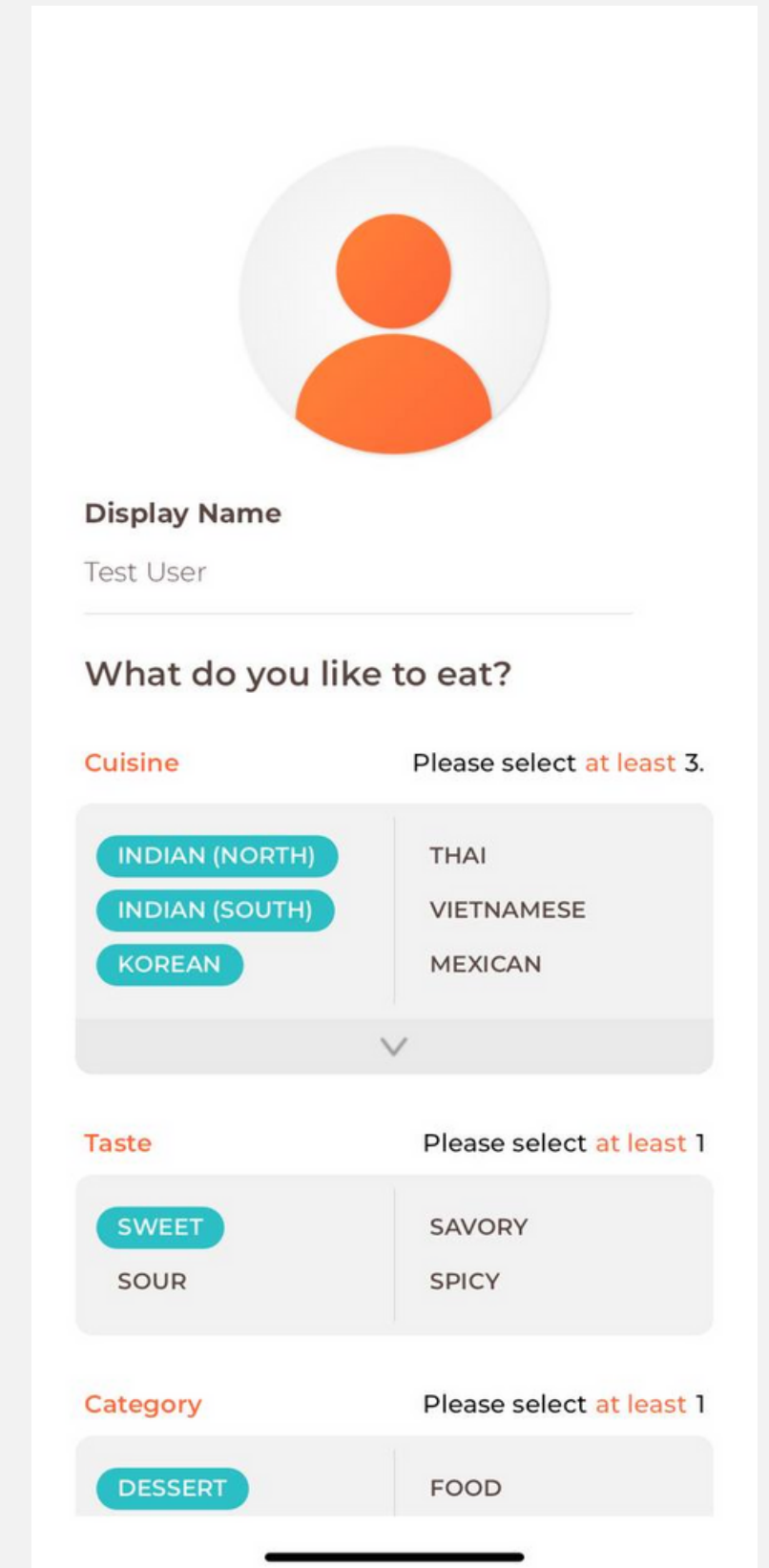
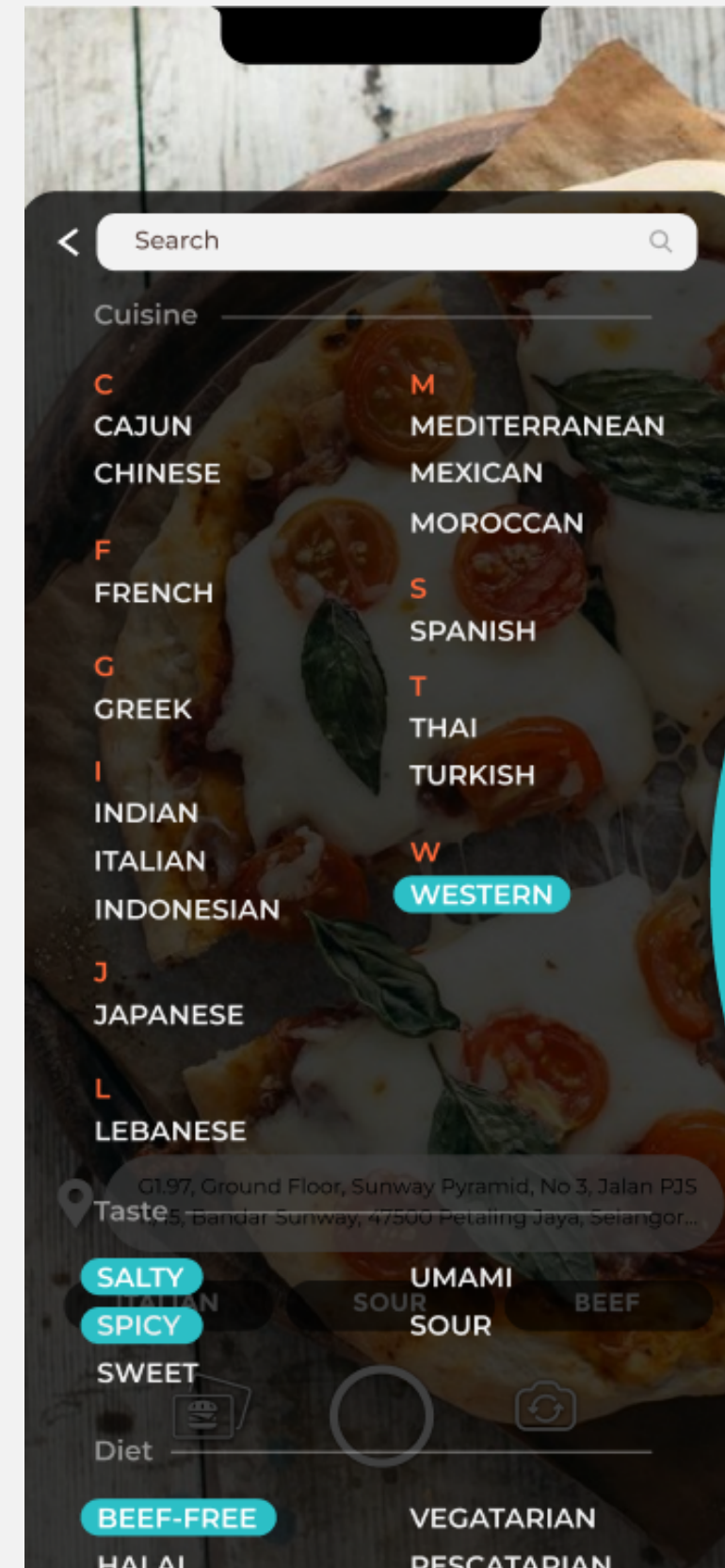
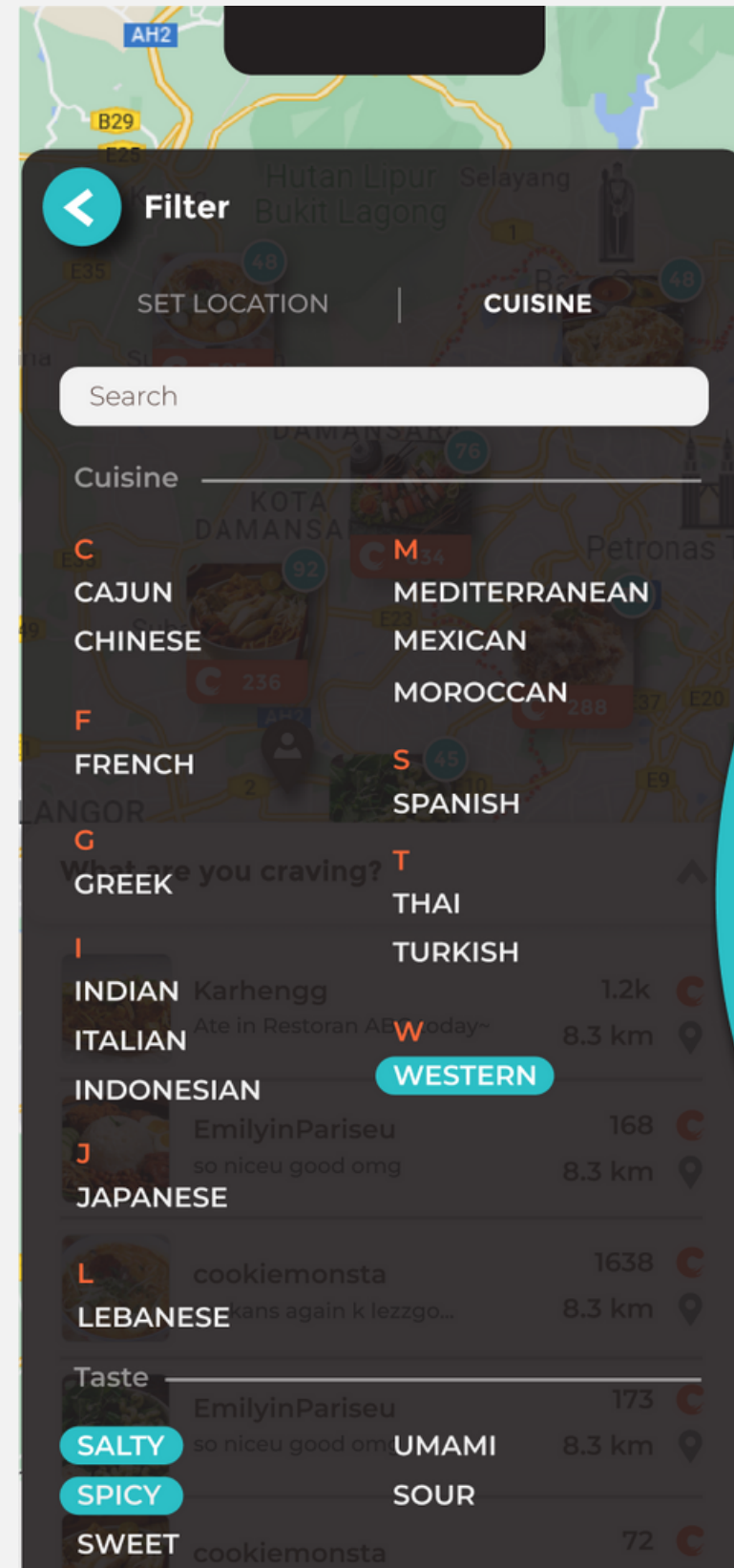
Mobile App

Tags

The tags/contents of the filter supposed to be standardized to the

1. In the camera section

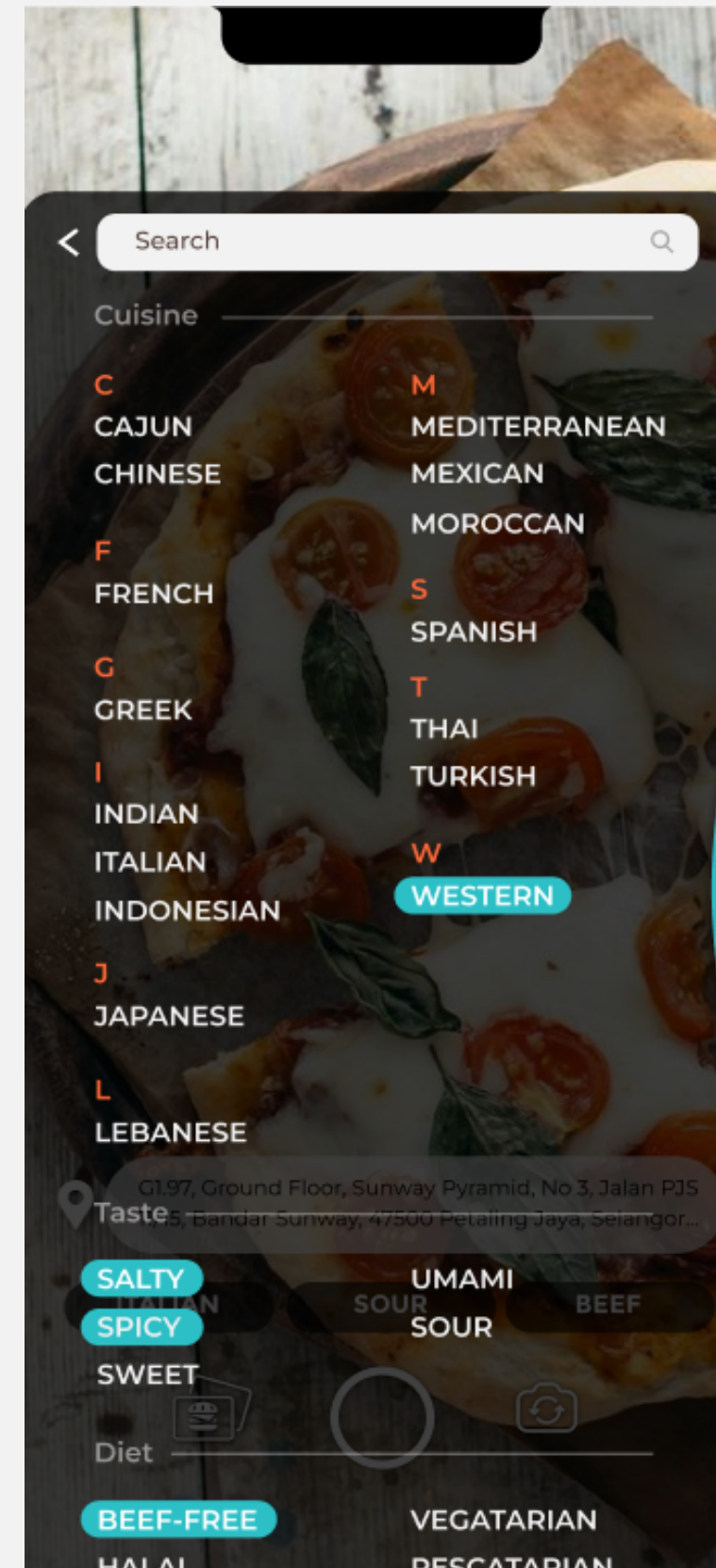
2. In the user creation section, same goes to the search bar



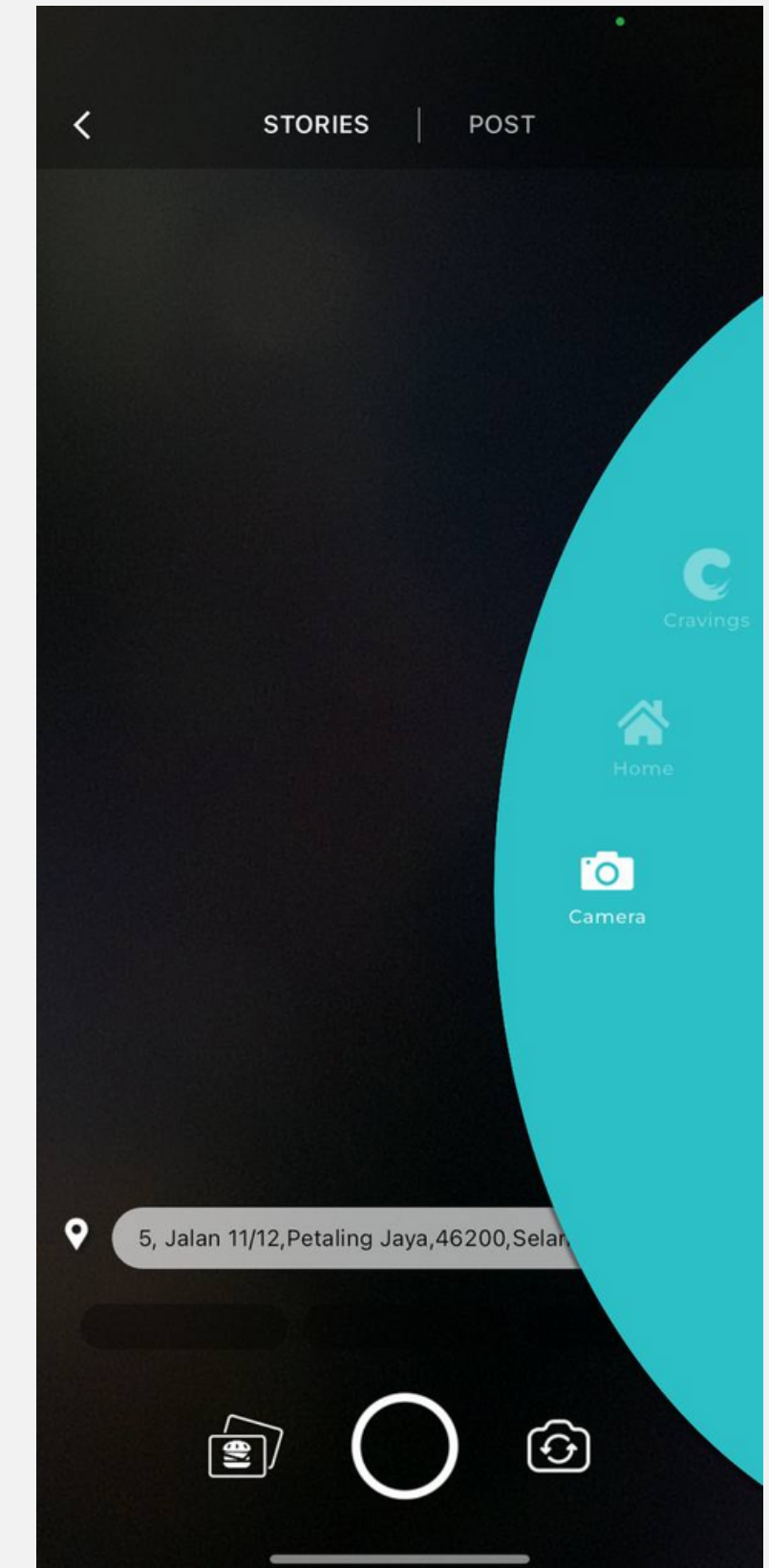
Camera

Camera

- The system should be able to display cuisine category, taste and diet first before user can proceed to take pictures

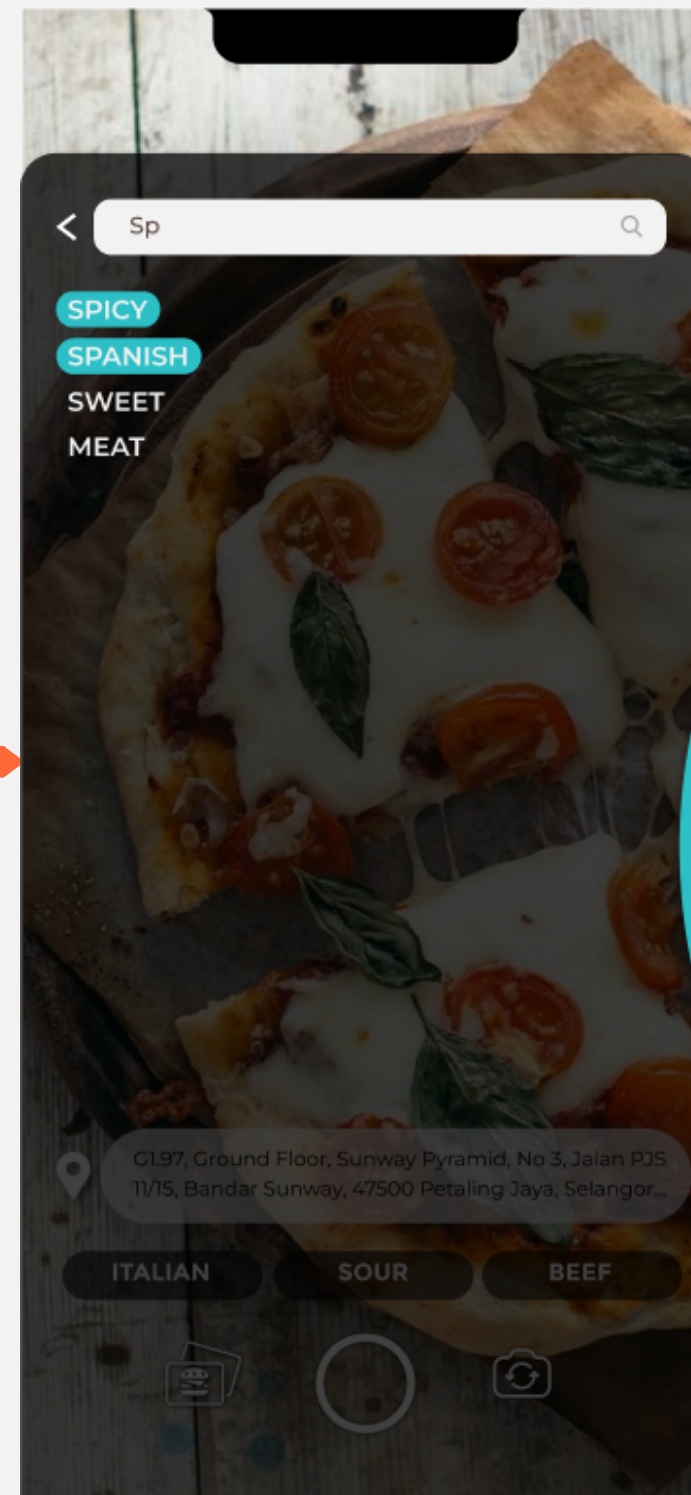
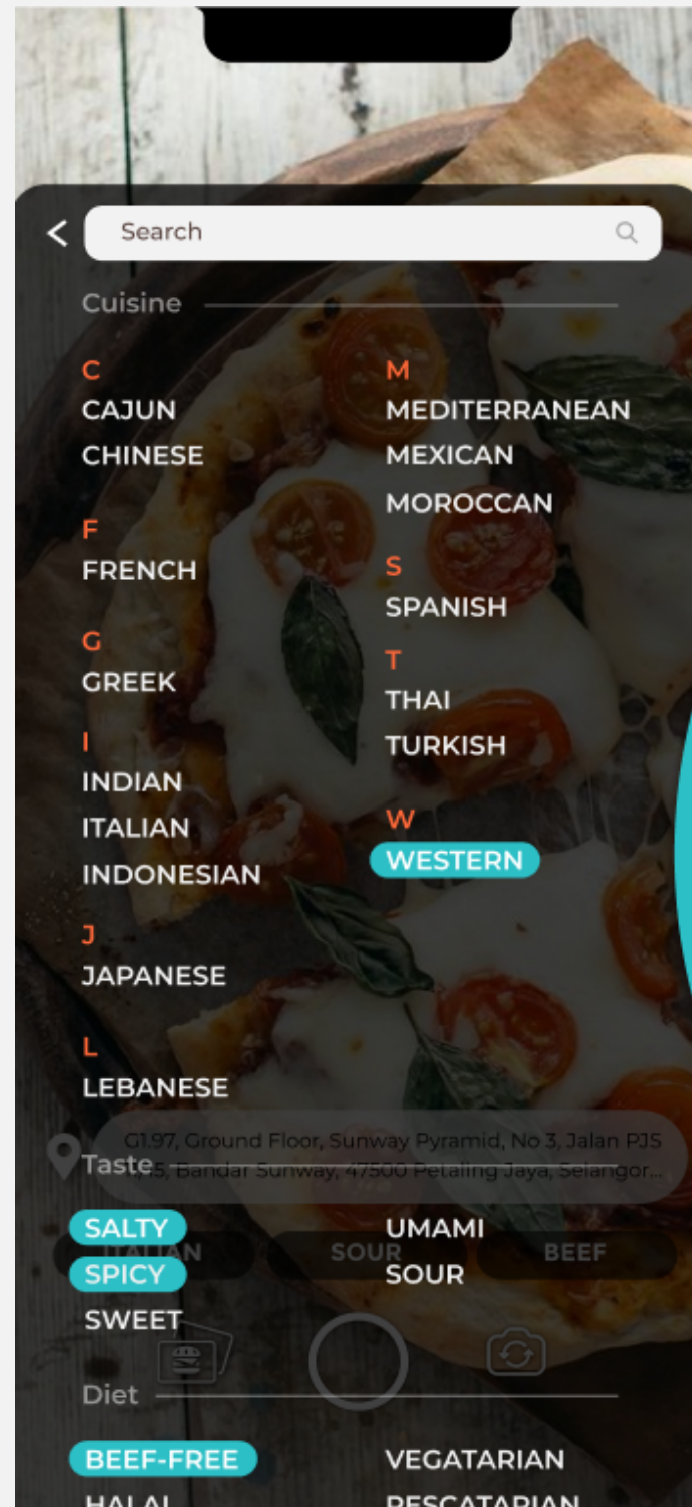


UI/UX Design



Mobile App

Must Include: Choose food category

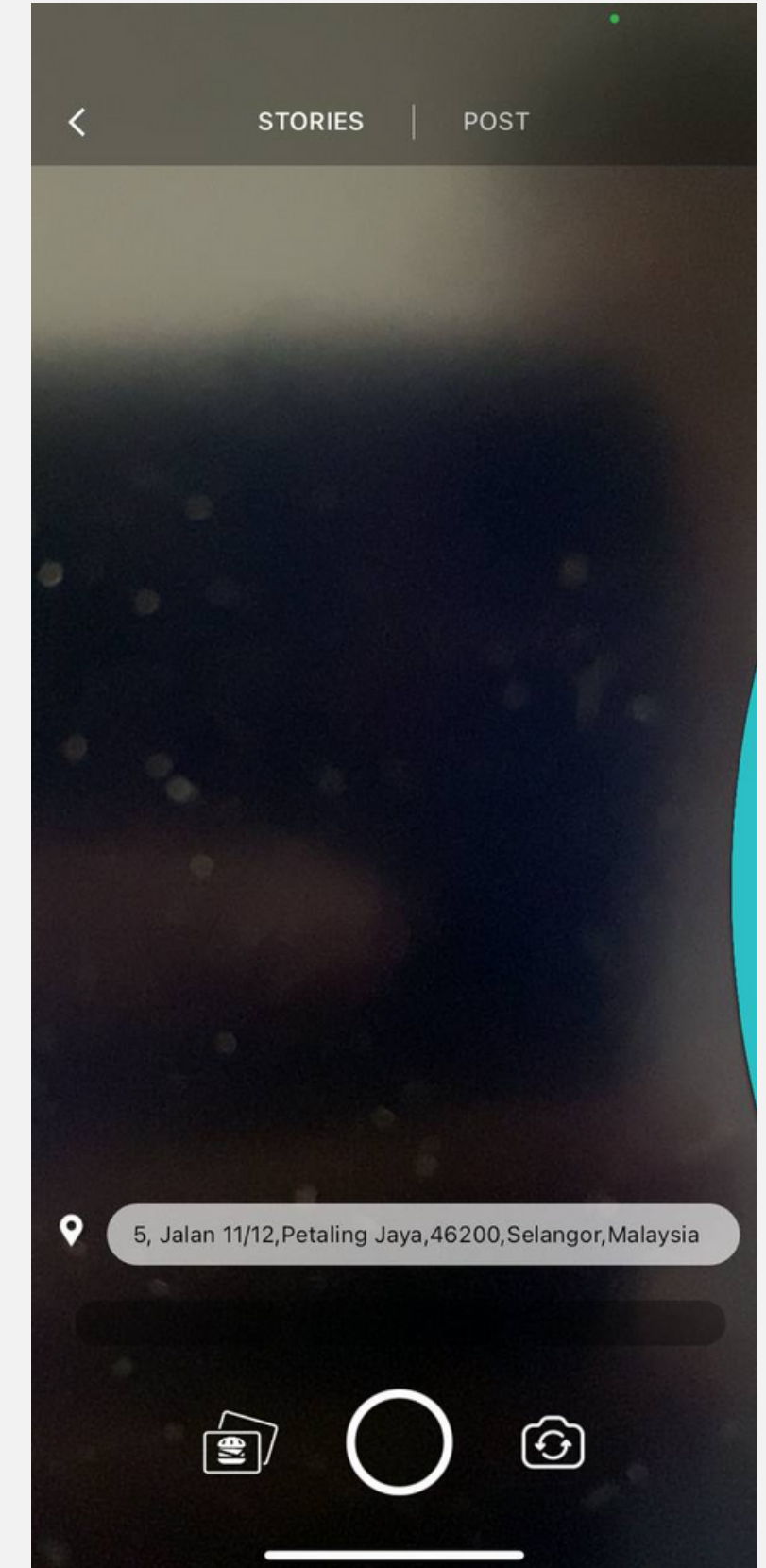


Camera

- The back button is not working
- The system should be able to display cuisine category that users have chose



UI/UX Design



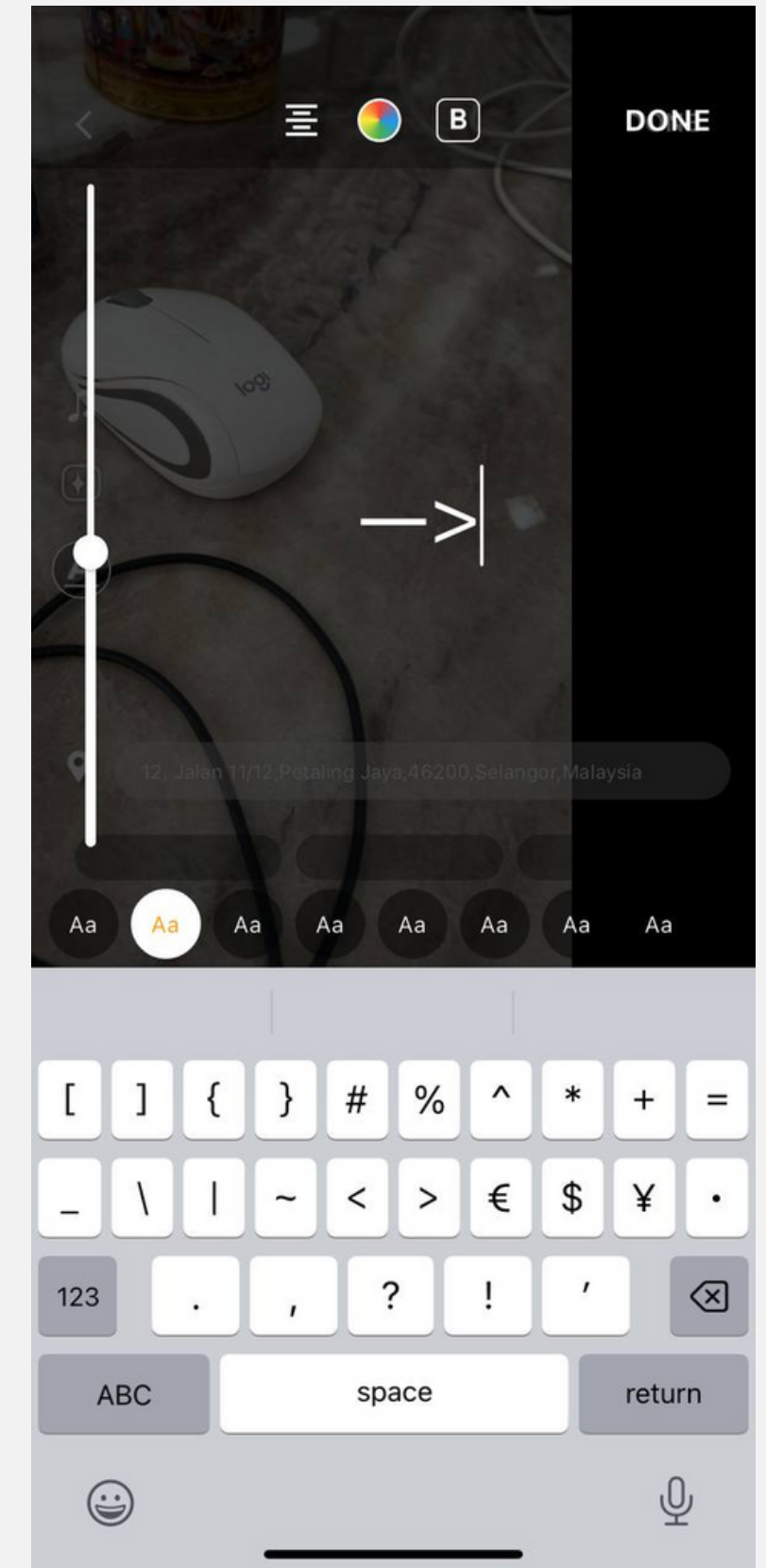
Mobile App

Photo Edit

- The typed word on the picture taken is not movable and editable
- The are movements of the picture taken (to the left) while putting caption



UI/UX Design



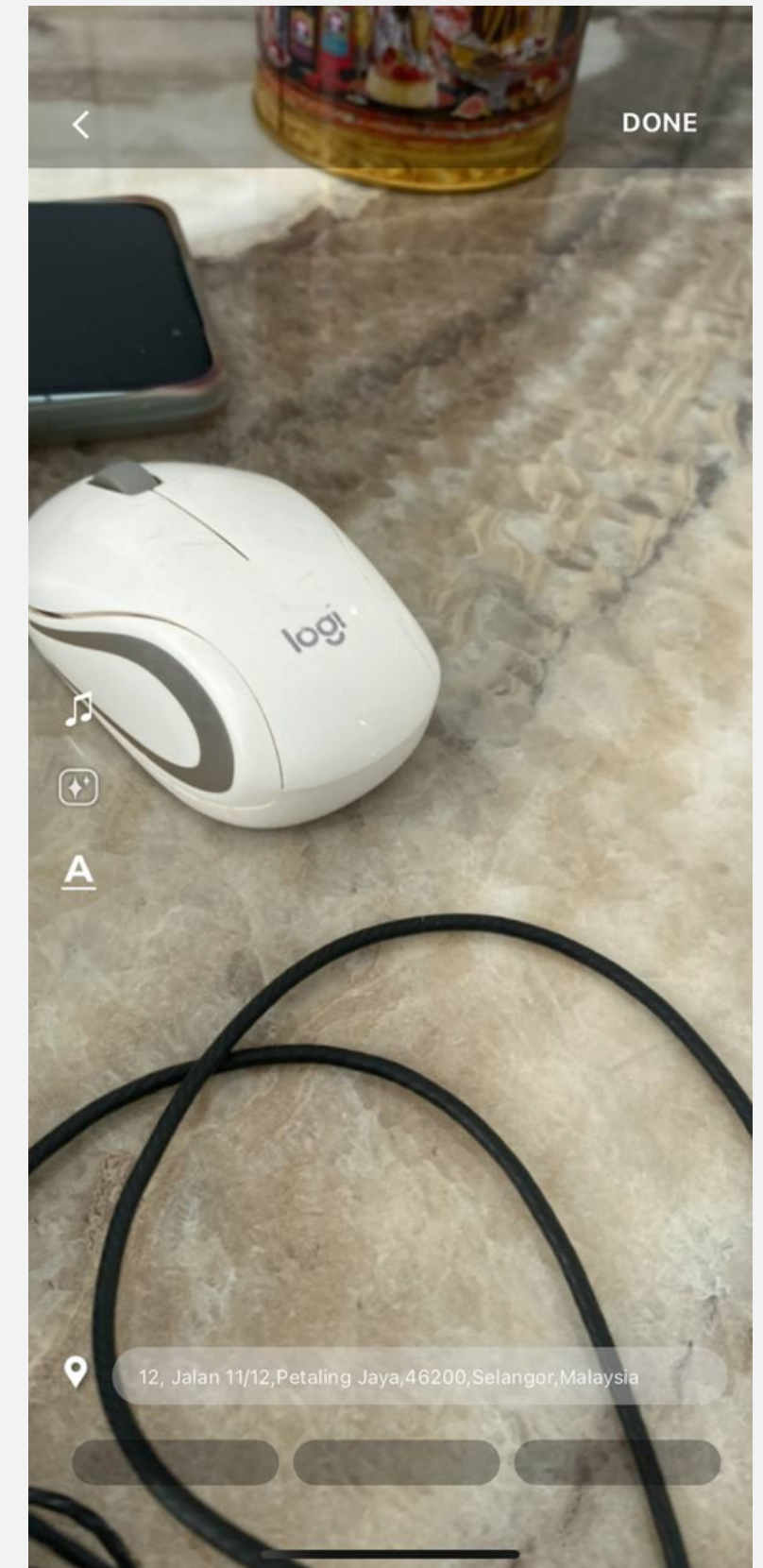
Mobile App

Photo Edit

- The system should be able to display cuisine category
- The location background should be white and the font should be black
- The size of the location bar should be bigger
- May want to remove:
 - music option
 - filter option



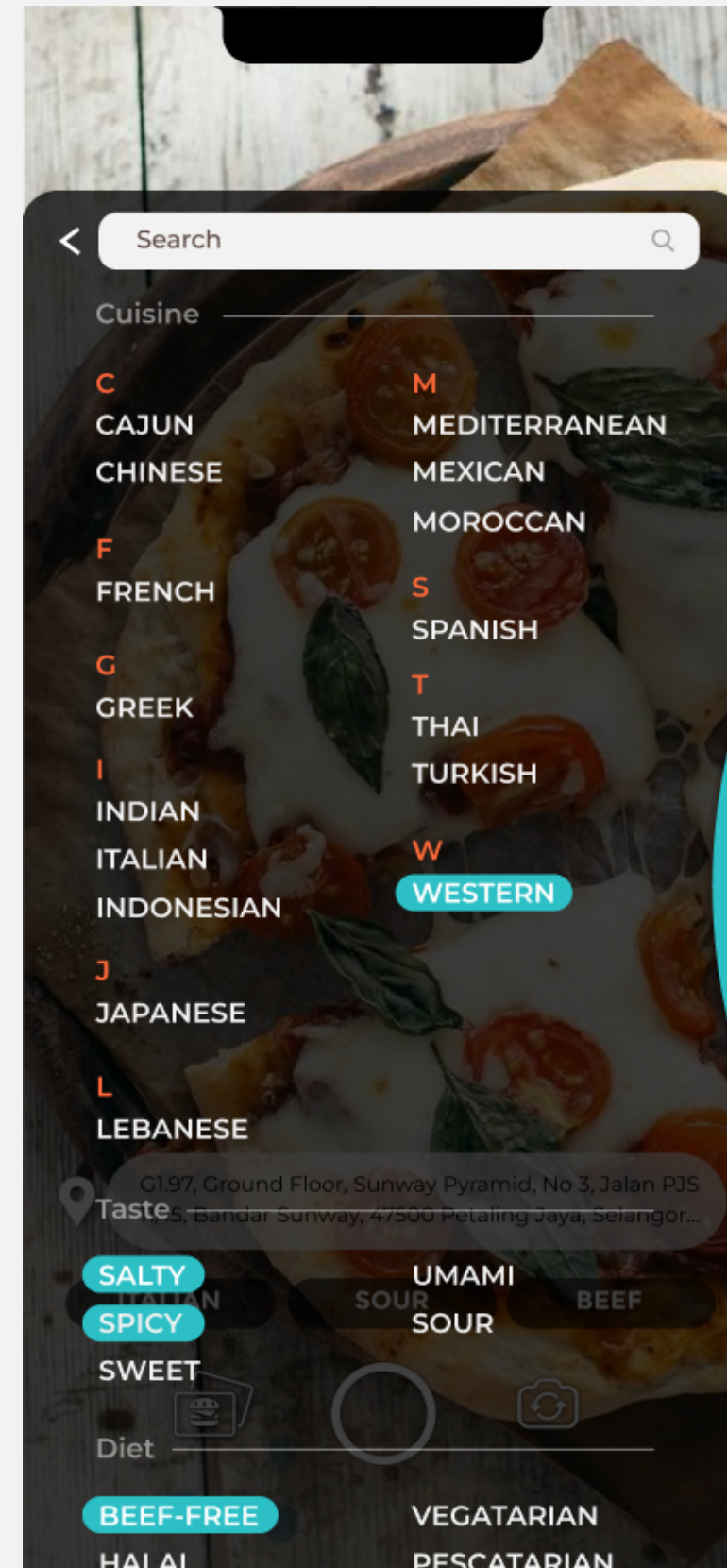
UI/UX Design



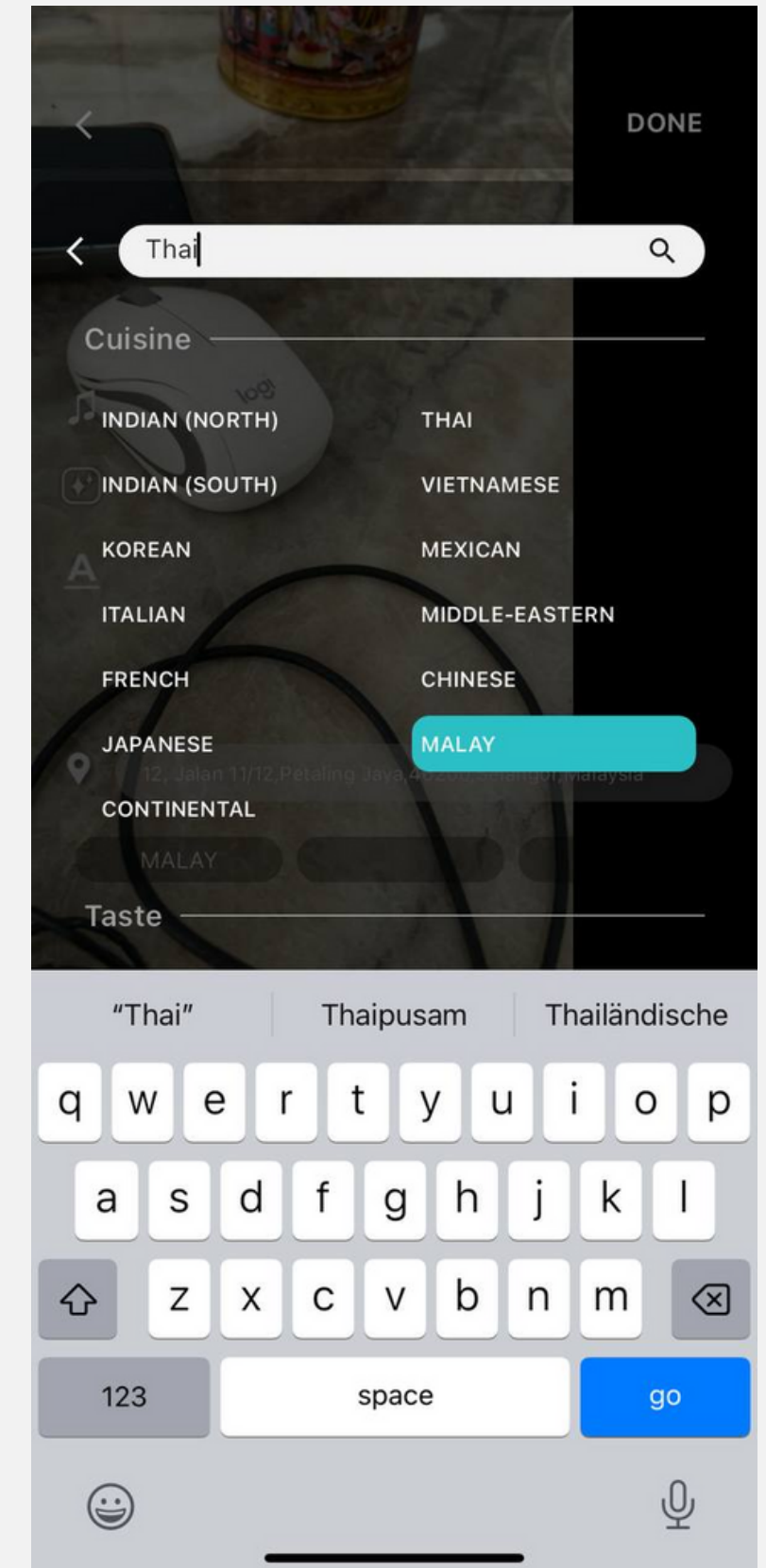
Mobile App

Category

- The organization design of the cuisine categories is not alphabetical
- The font size is a bit small
- The edge of the selection-blue bar needs to be more rounded
- The search tool is not working
- The edge of the search bar needs to be less rounded
- The search history is not automatically removed
- The photo at the background moved when the keyboard appear on the screen



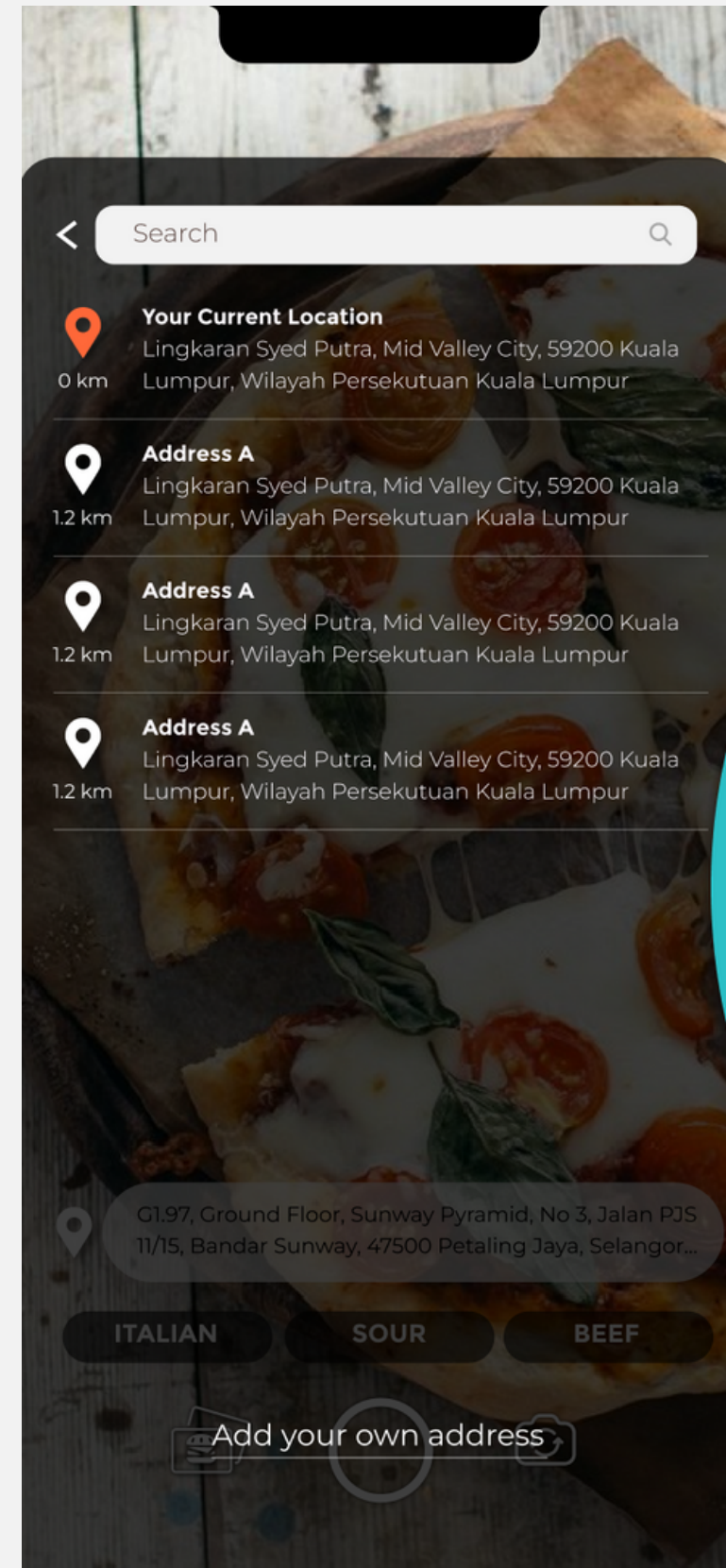
UI/UX Design



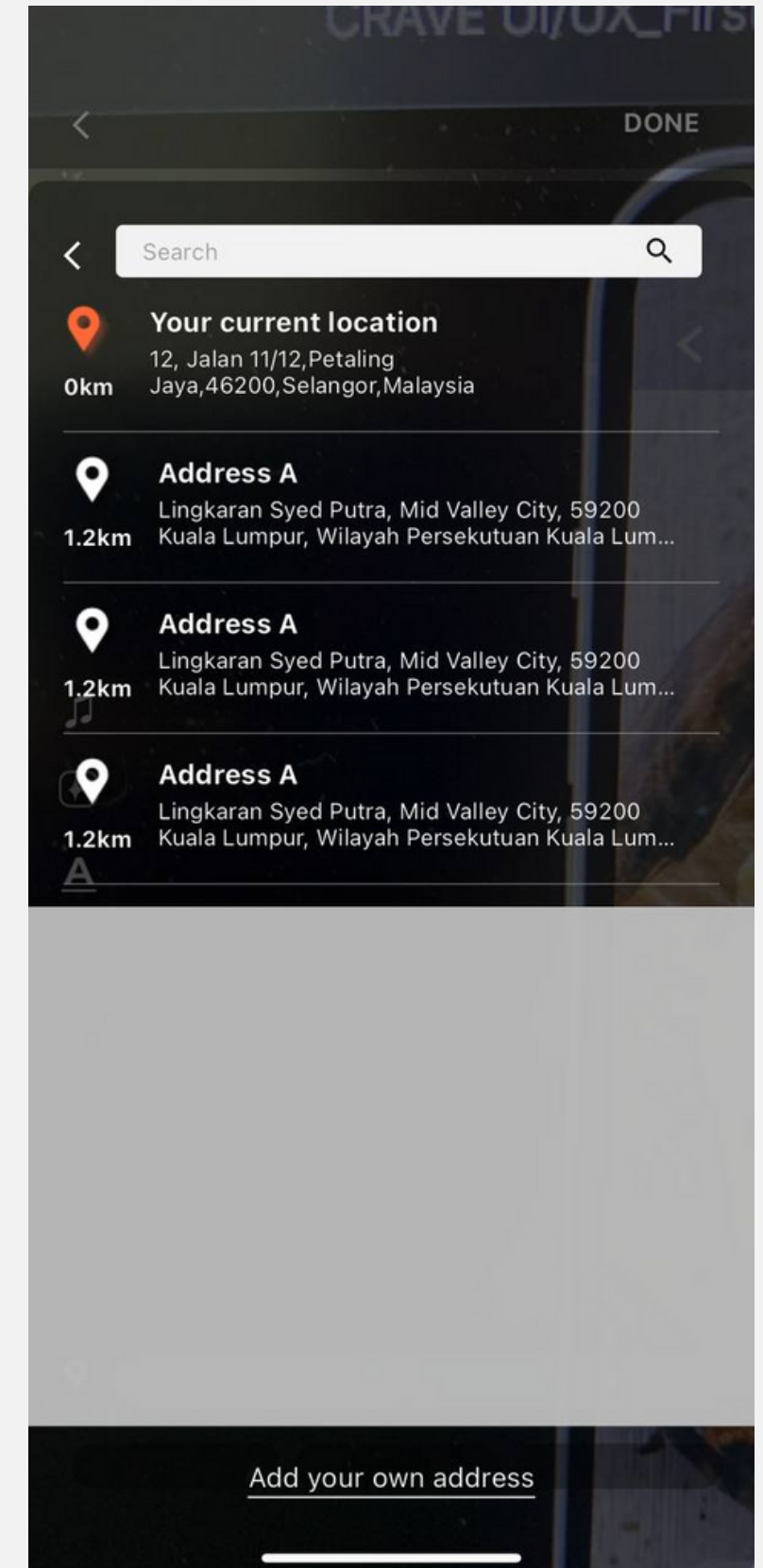
Mobile App

Address

- The font size is slightly bigger
- There is a big grey bar under the address options
- The address options could not be selected



UI/UX Design



Mobile App

Add New Address

- A new address could not be added or submitted
- The space in the 'Address' short answer has too much gap and is not flexible following the answer's length
- Missing:
 1. Required symbol -- orange dot
 2. Navigation wheel

< Add Address

Location Name
Location Name

Address
Lingkaran Syed Putra, Mid Valley City,
59200 Kuala Lumpur, Wilayah Persekutuan
Kuala Lumpur

Postcode
12345

City
City

State
State

UI/UX Design

< Add Address

Location Name
Restaurant ABC

Address
12, Jalan ABC

Postcode
10000

City
Bangsar

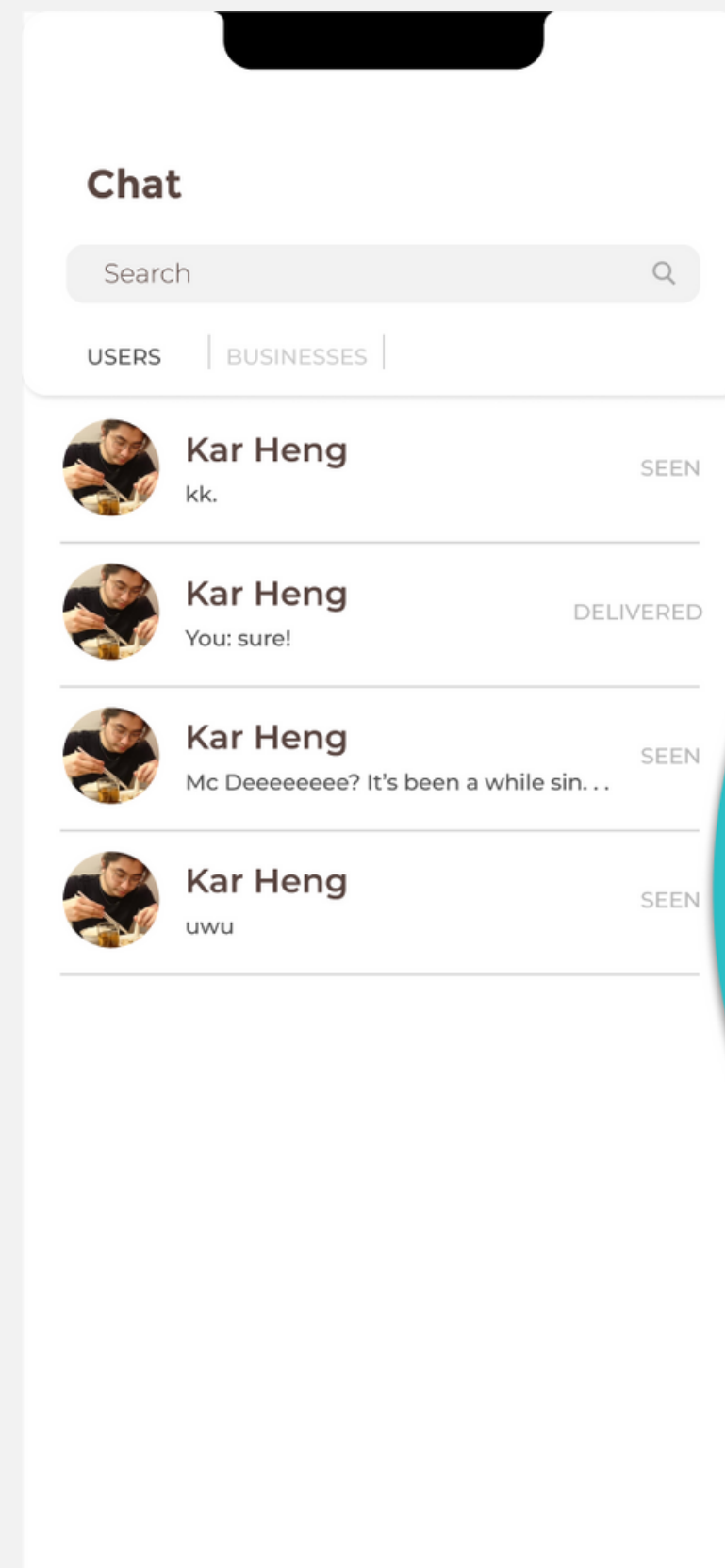
State
Malaysia

Mobile App

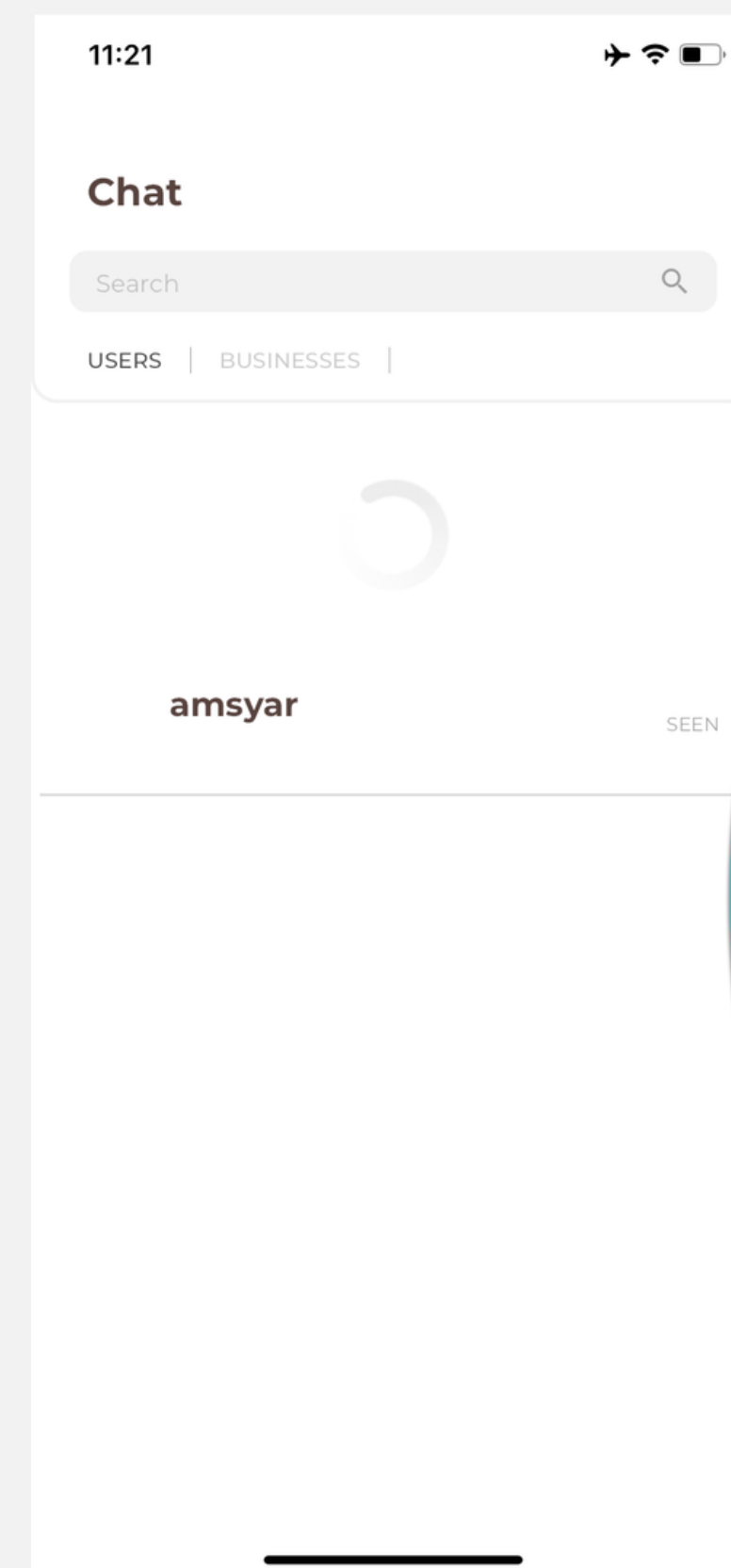
Chat

Chat

- The loading animation supposedly disappear when the chat pop up/loaded
- The profile picture is not showing. If there isn't profile picture, maybe we can replace it with a standard or default profile picture?



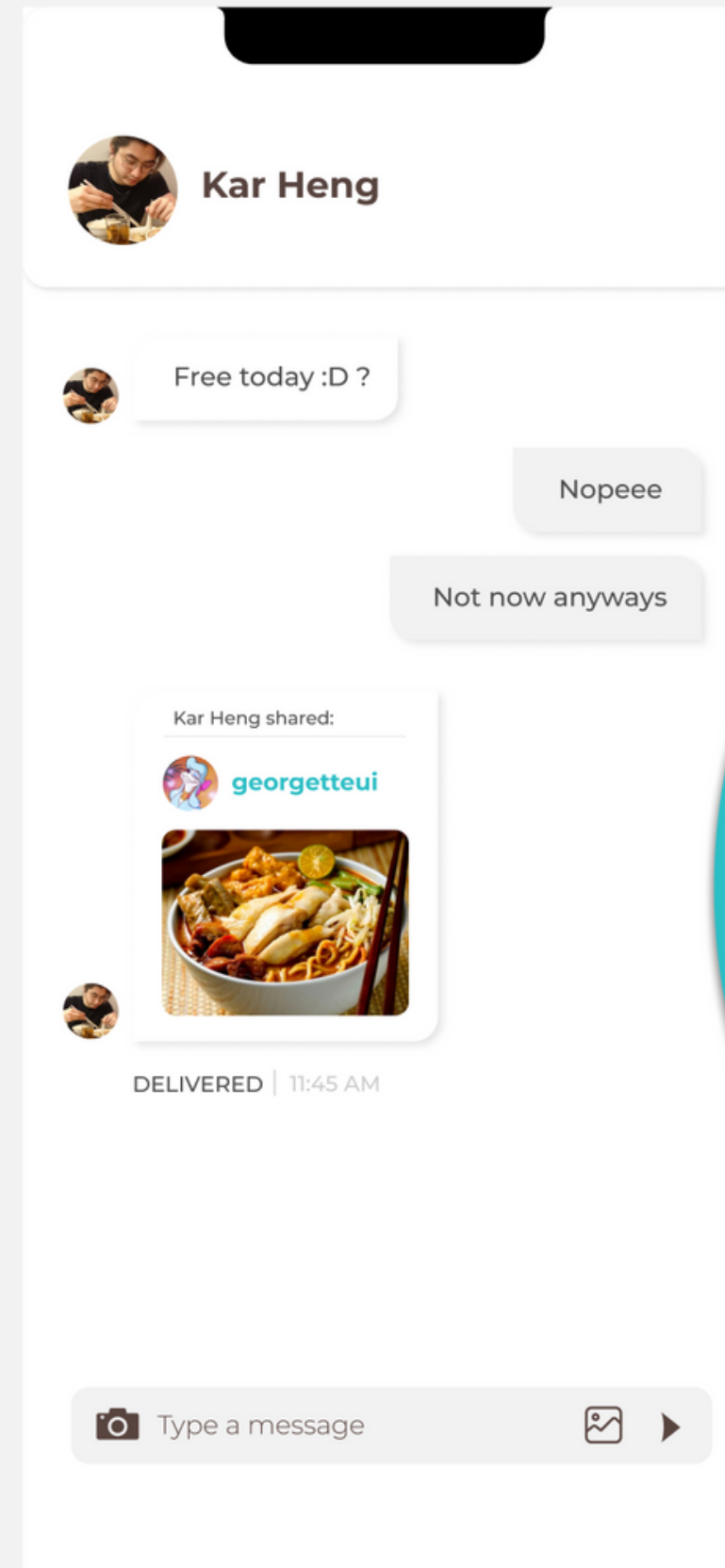
UI/UX Design



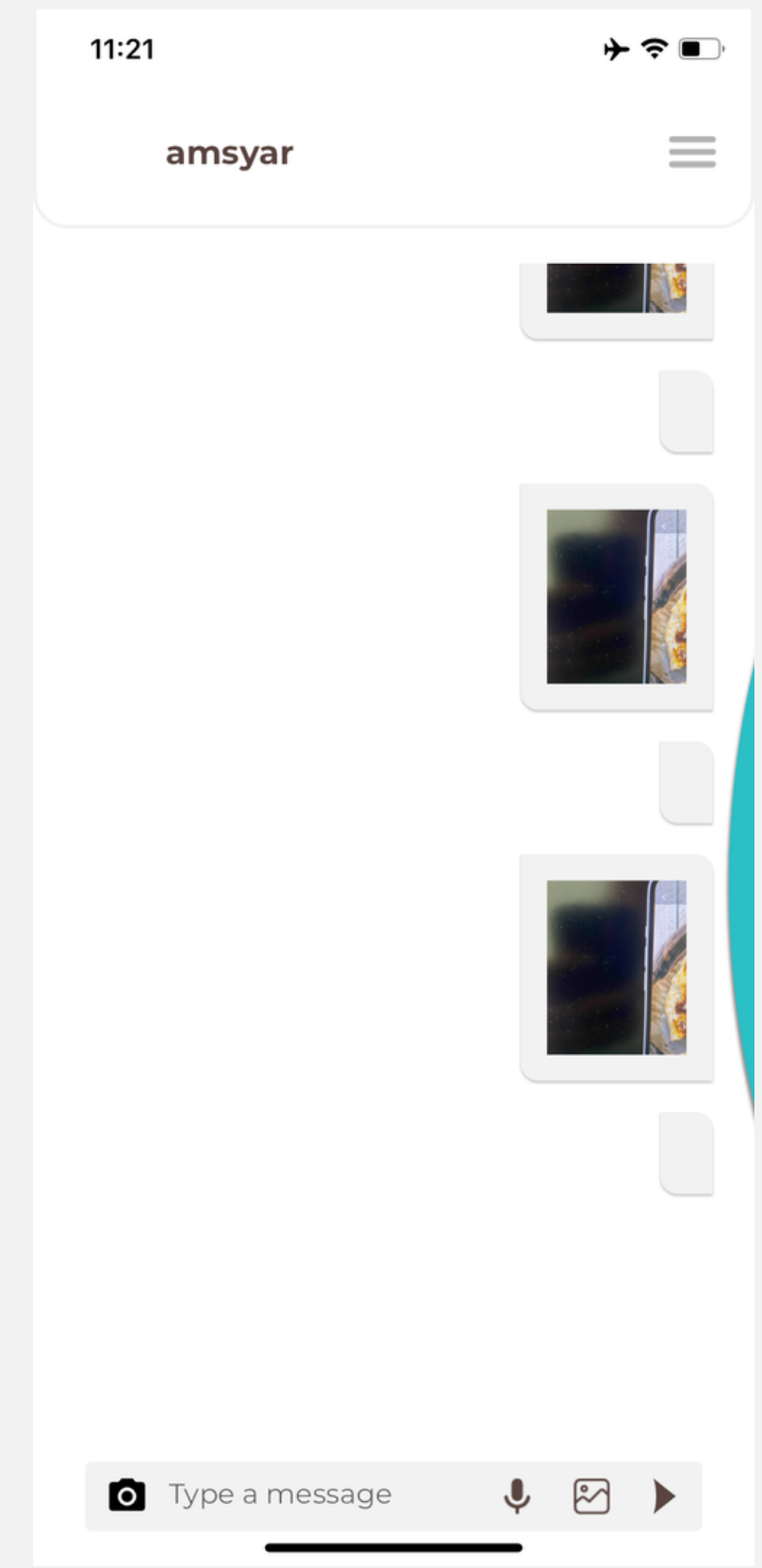
Mobile App

Chat

- When the tester tried to send a comment, the tester clicked the send button several times, and it appears that the app allows the user to send a blank comment/chat



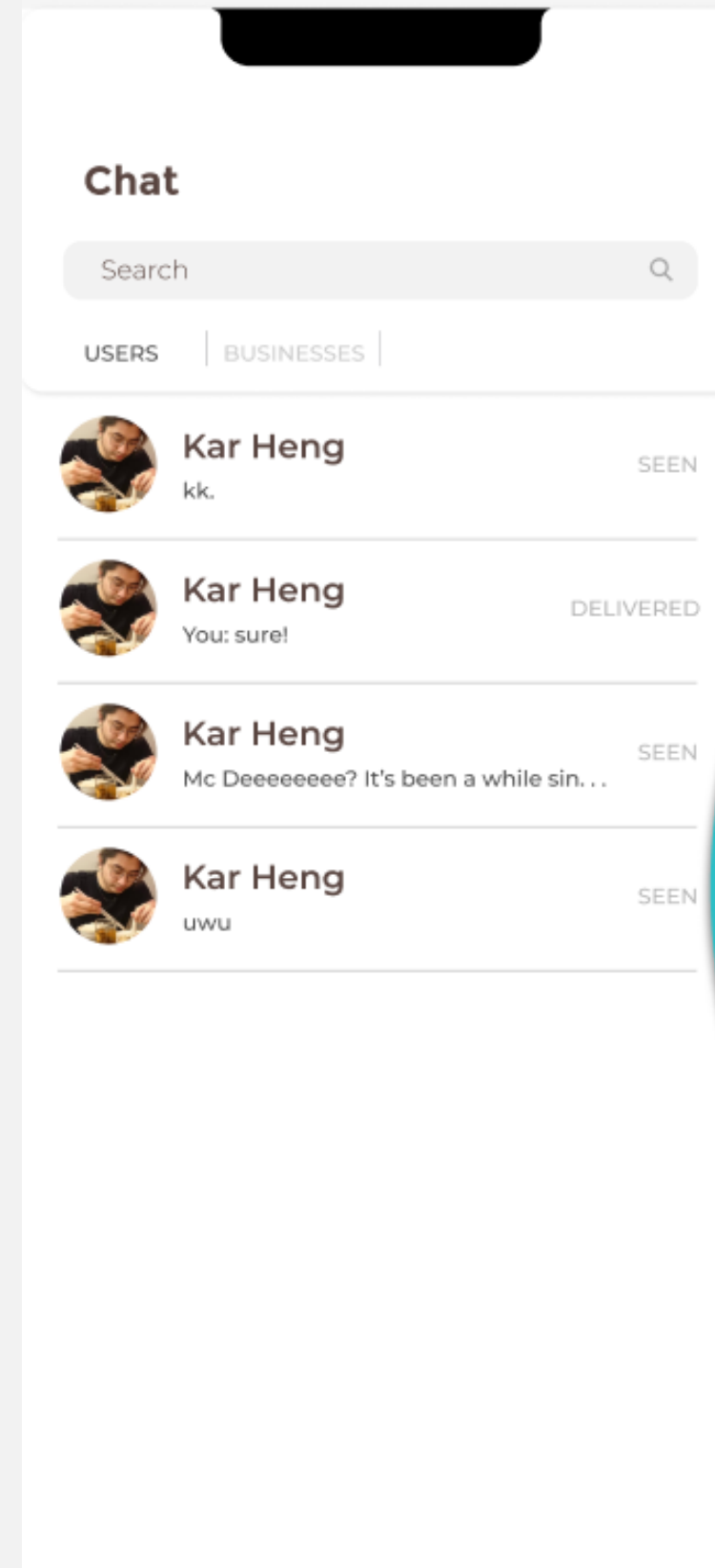
UI/UX Design



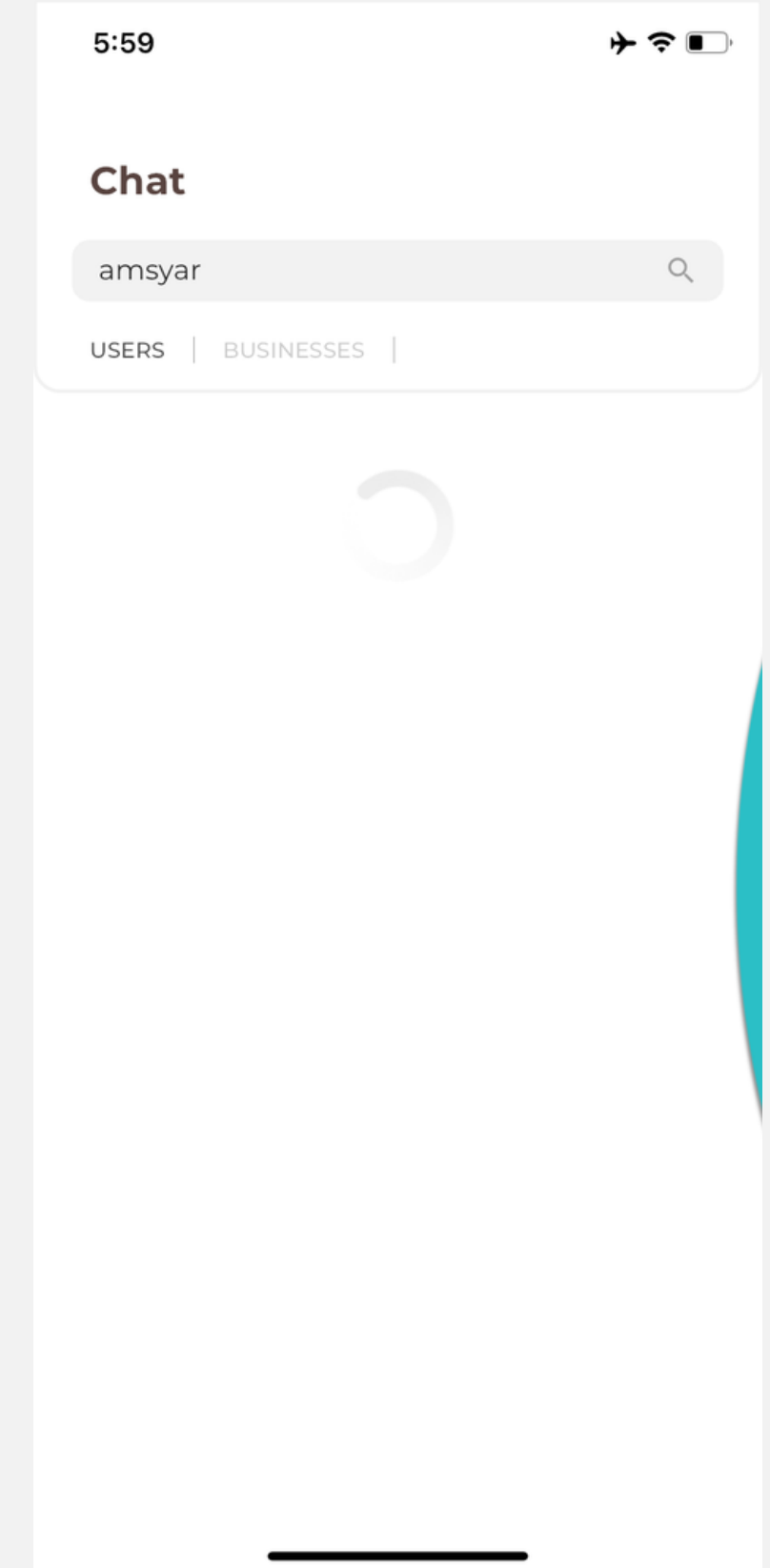
Mobile App

Chat Search Bar

- The search bar is not functioning



UI/UX Design

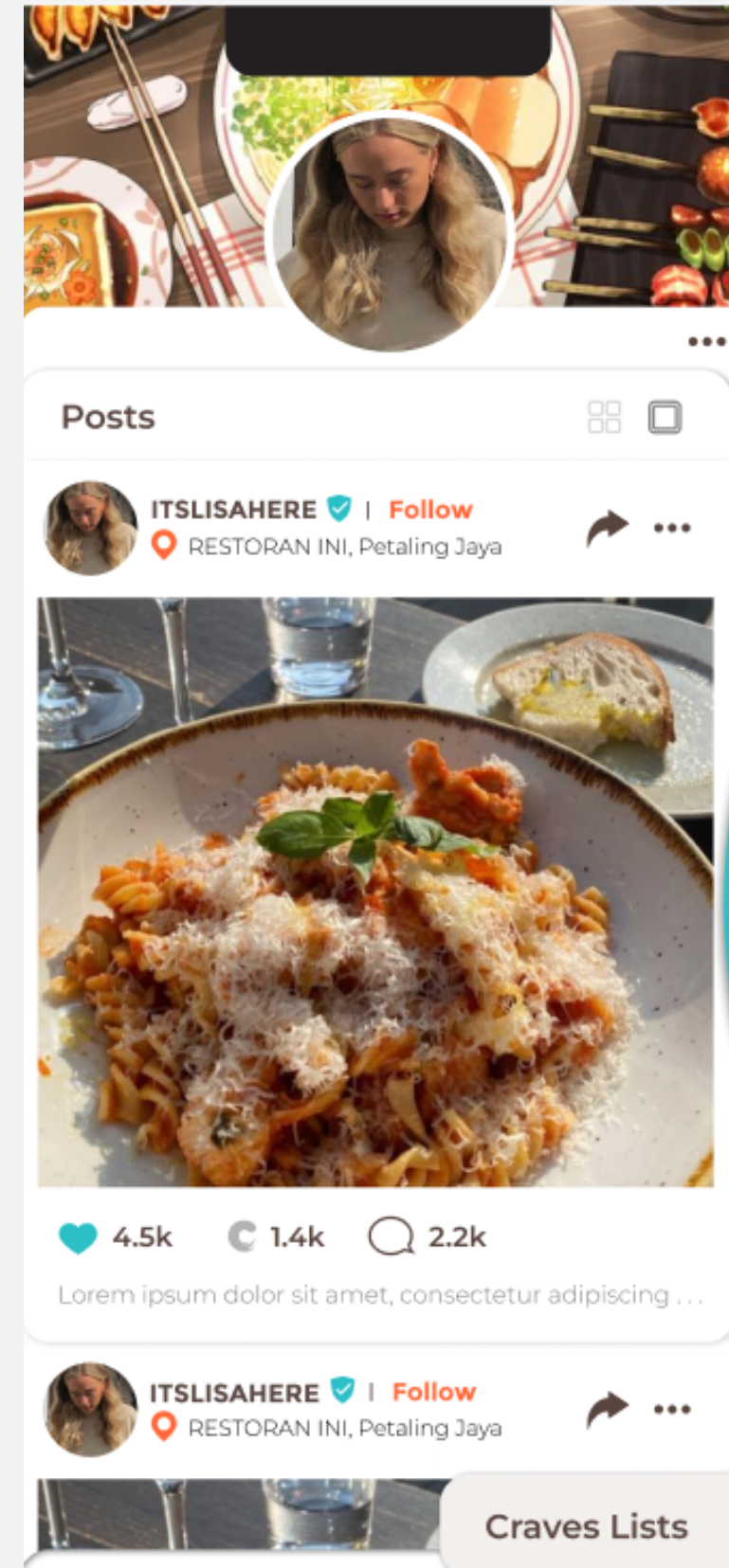


Mobile App

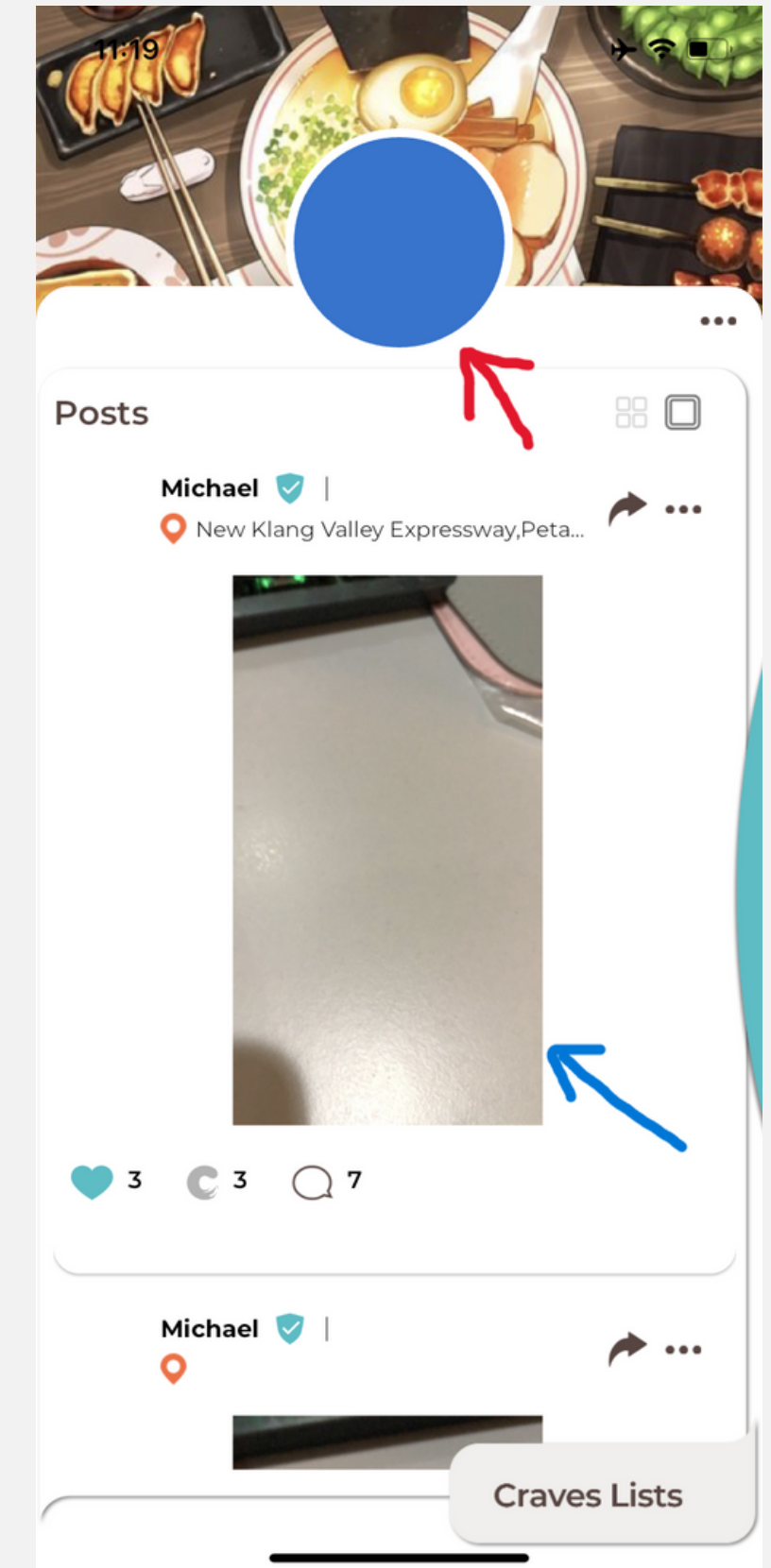
Me

Me

- Red highlight: The profile picture disappears when the user opens posts section in Me page
- Blue highlight: The size of the picture changes to its original size when the user opens posts section in Me page



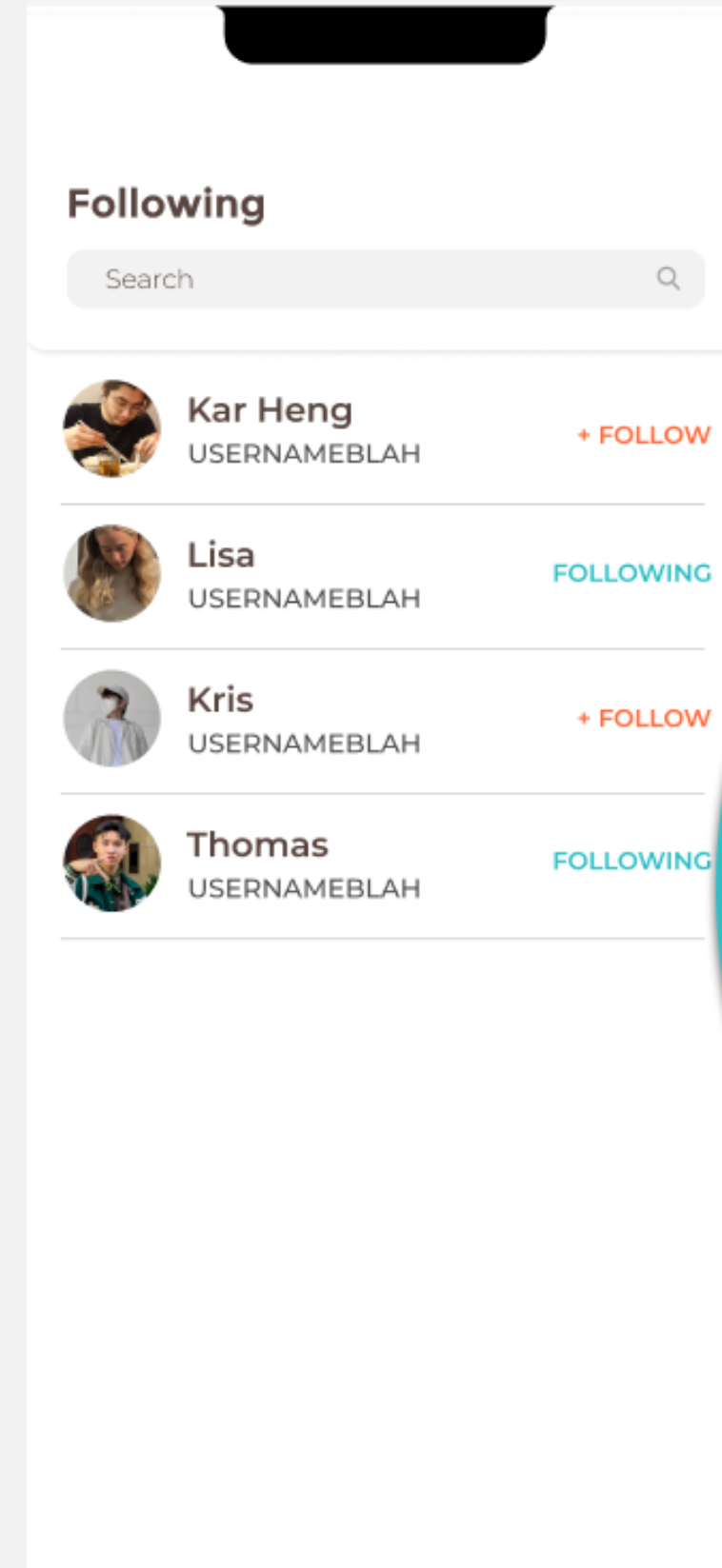
UI/UX Design



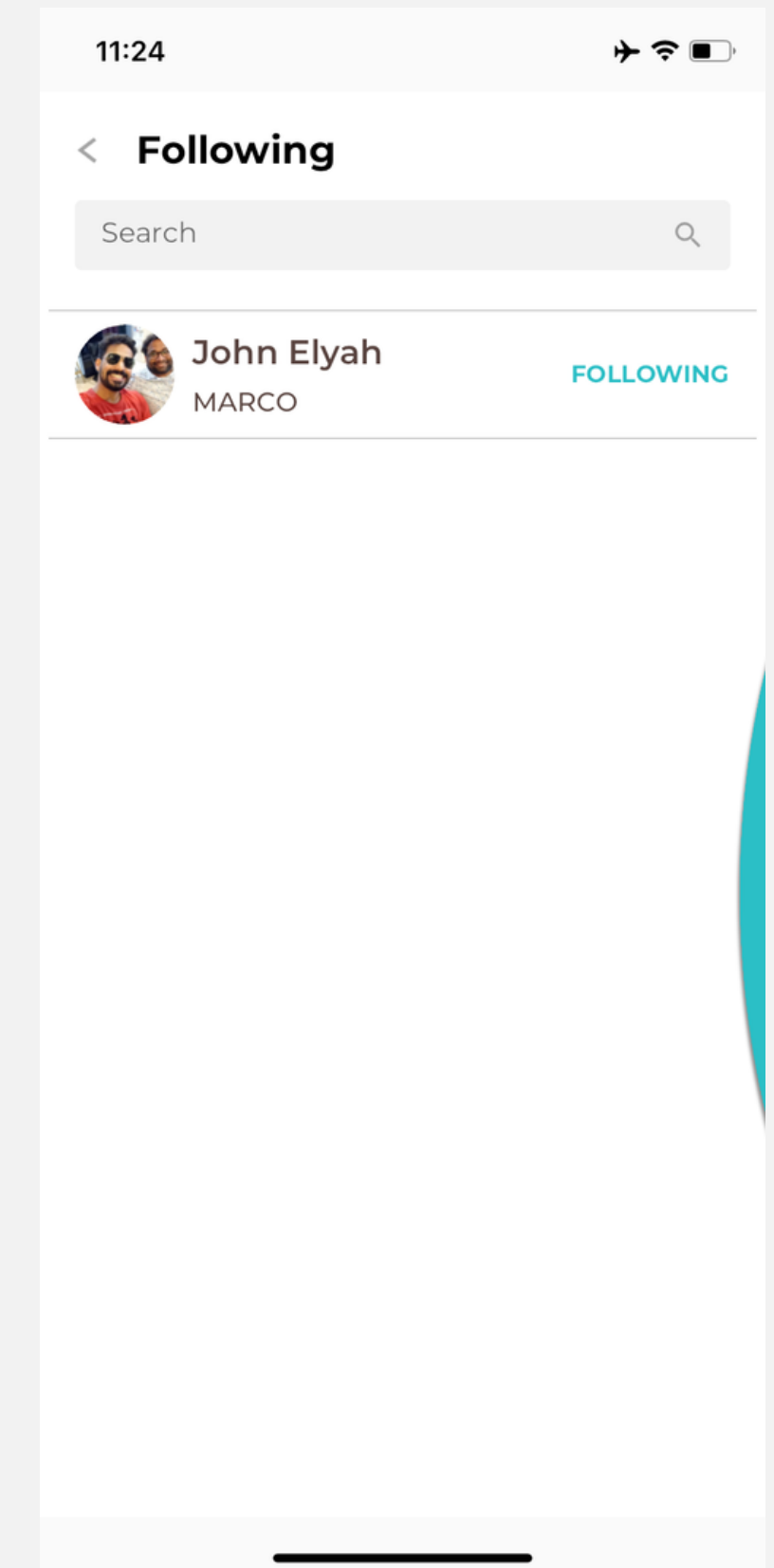
Mobile App

Following

- In the Following page, when the user tried to unfollow his followings, the app does not show the "Follow" button in case of accidental click by the user, instead, the app directly remove them from the following list



UI/UX Design



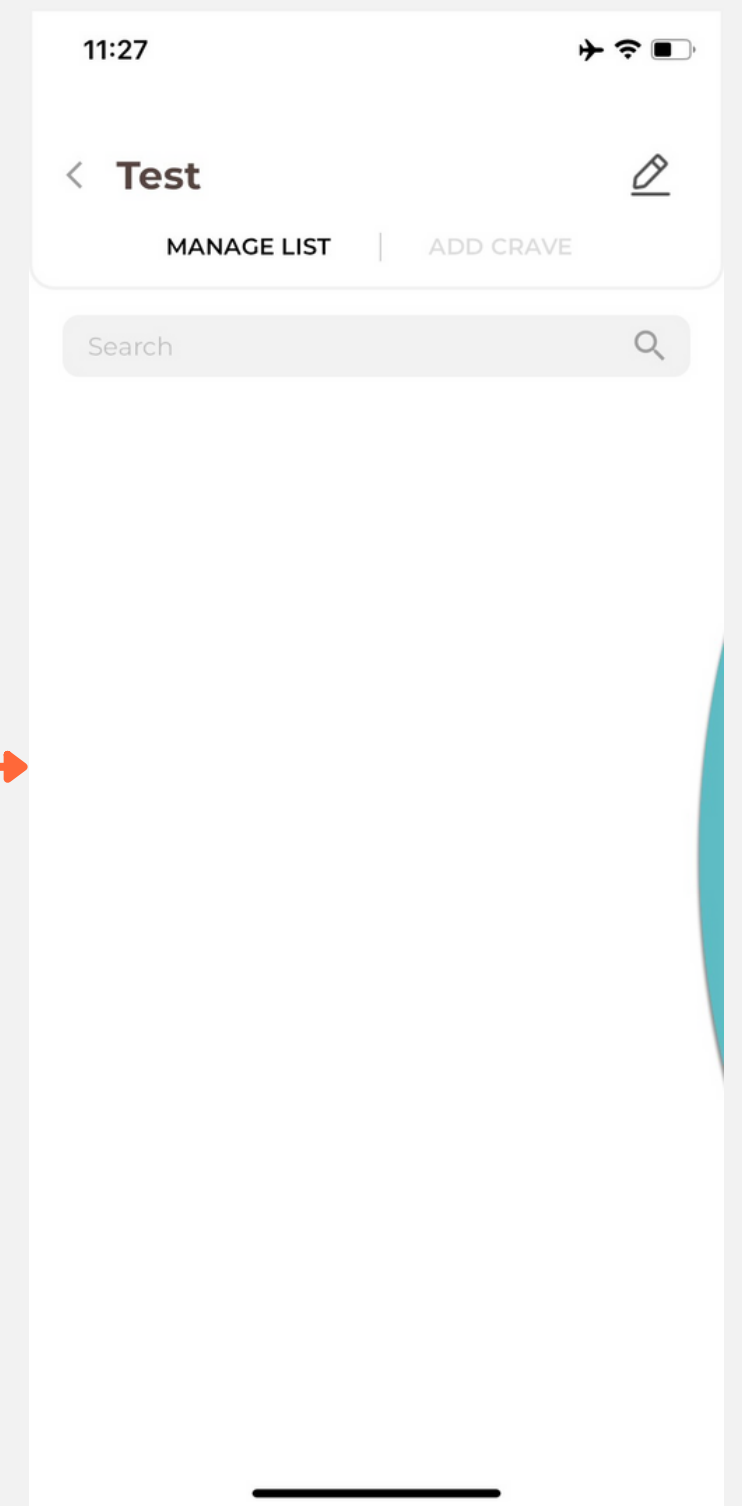
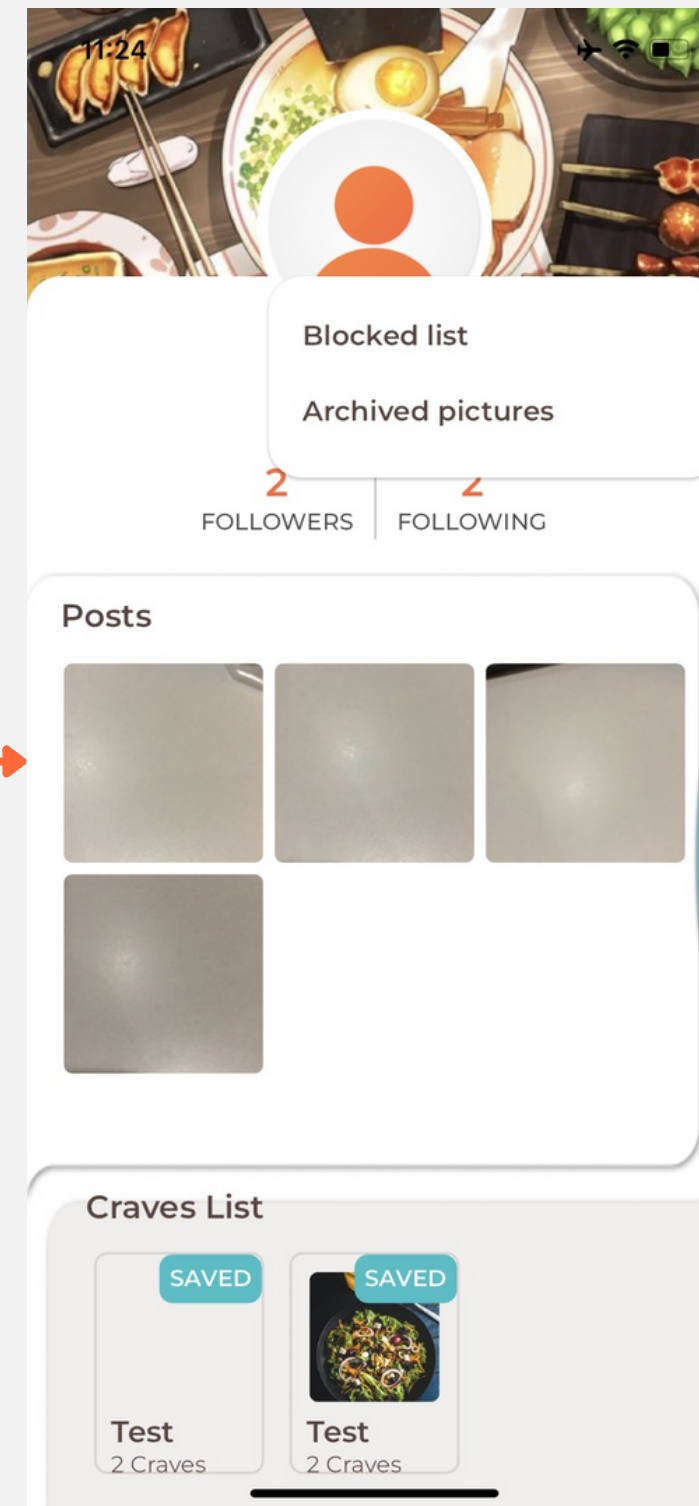
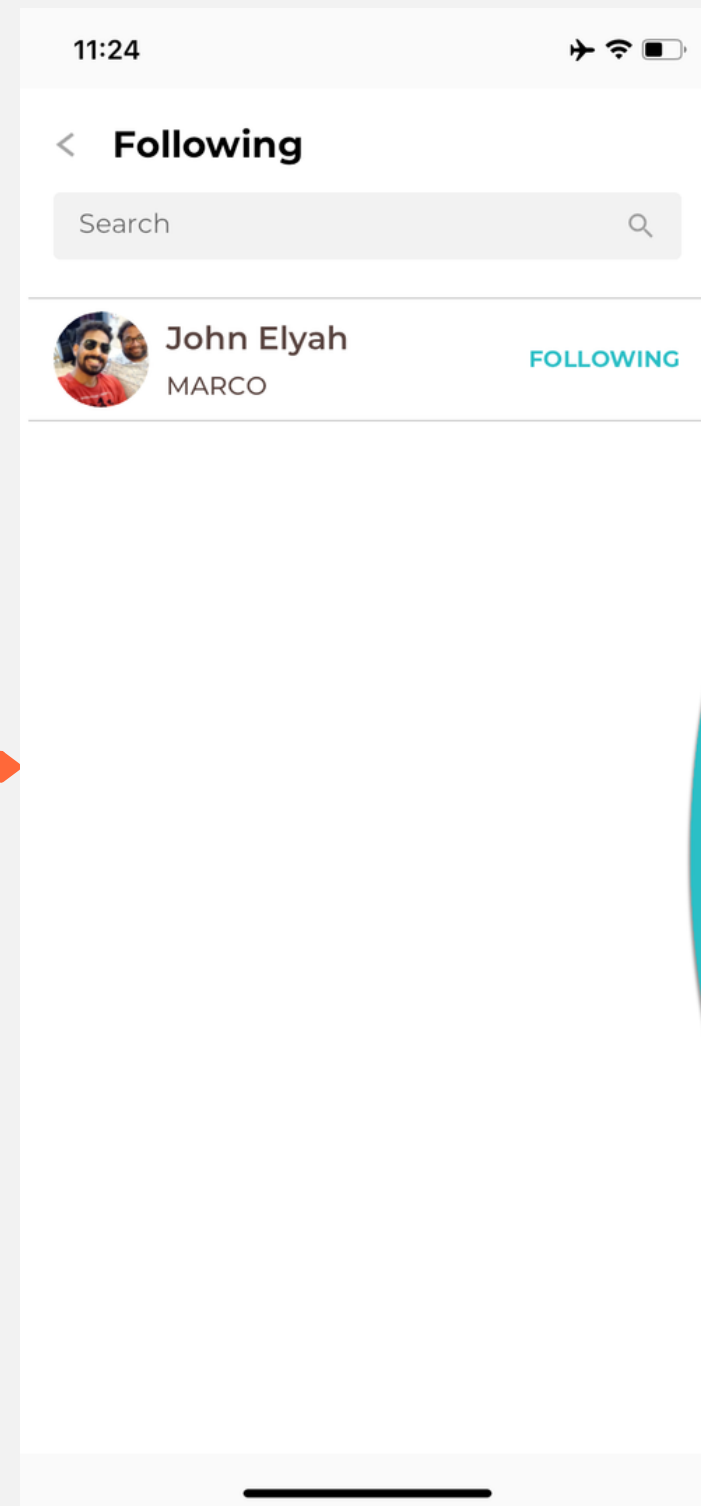
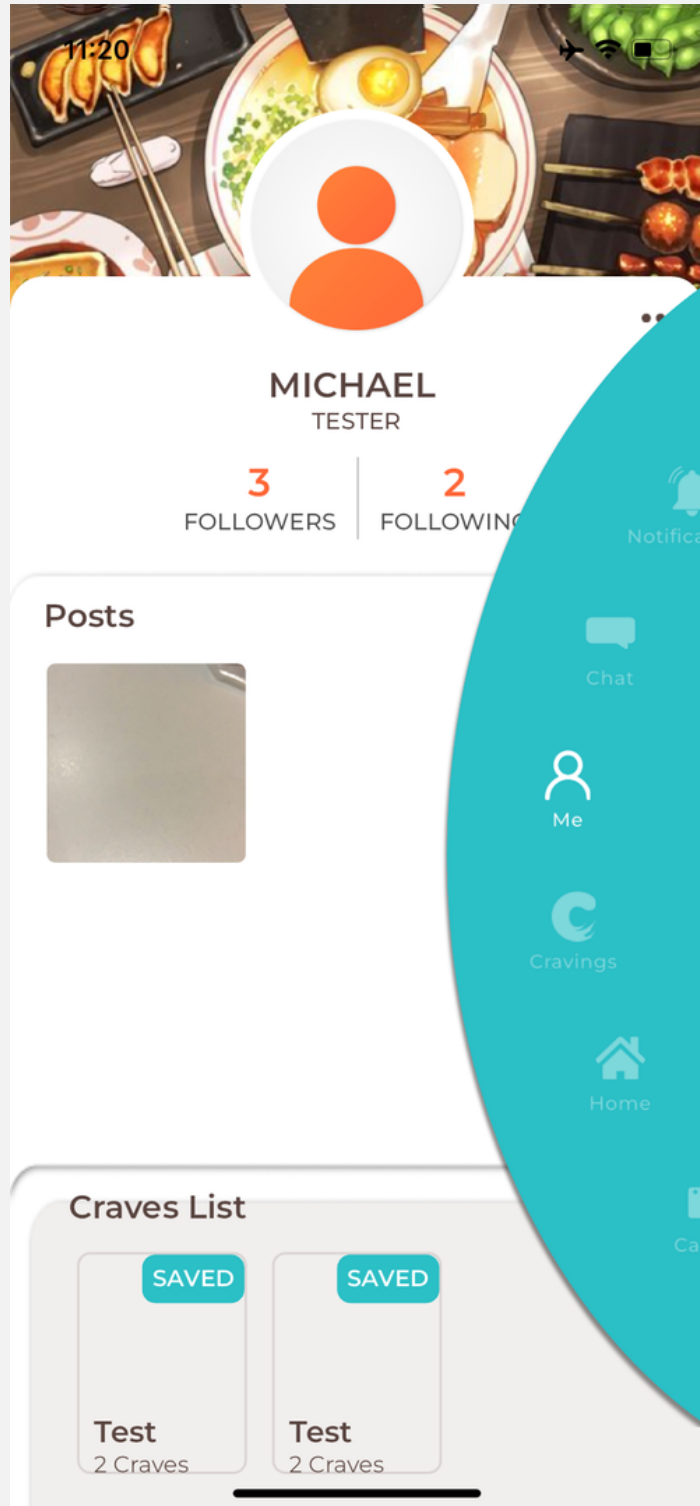
Mobile App

**Others View User
Profile**

Others View User Profile

- When the user view others' profile, the menu supposed to remain in the same page as the user click to visit others' profile. But the app seems to a problem in integrating the user profile. When the tester tried to visit other user's profile, it did not direct the tester to the new page, but when the tester went to Me page, the profile changed from his profile to other user's profile that he tried to visit before
- 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.

Changeable Other's User Profile



Thanks!