



Mobile App Testing Report

Aug 07, 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. Google, Facebook, and Apple logos

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:

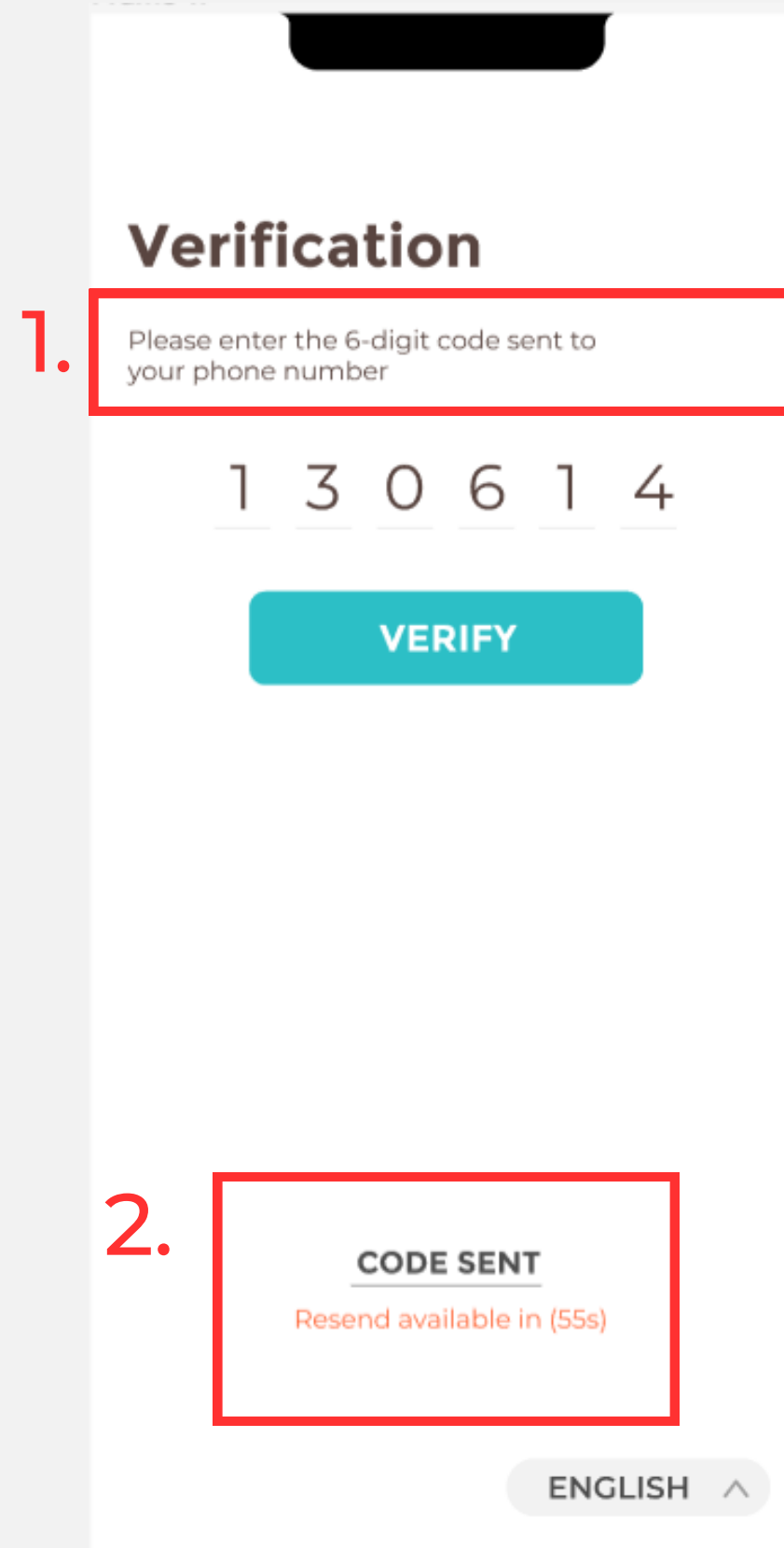
ALREADY A MEMBER?

ENGLISH ^

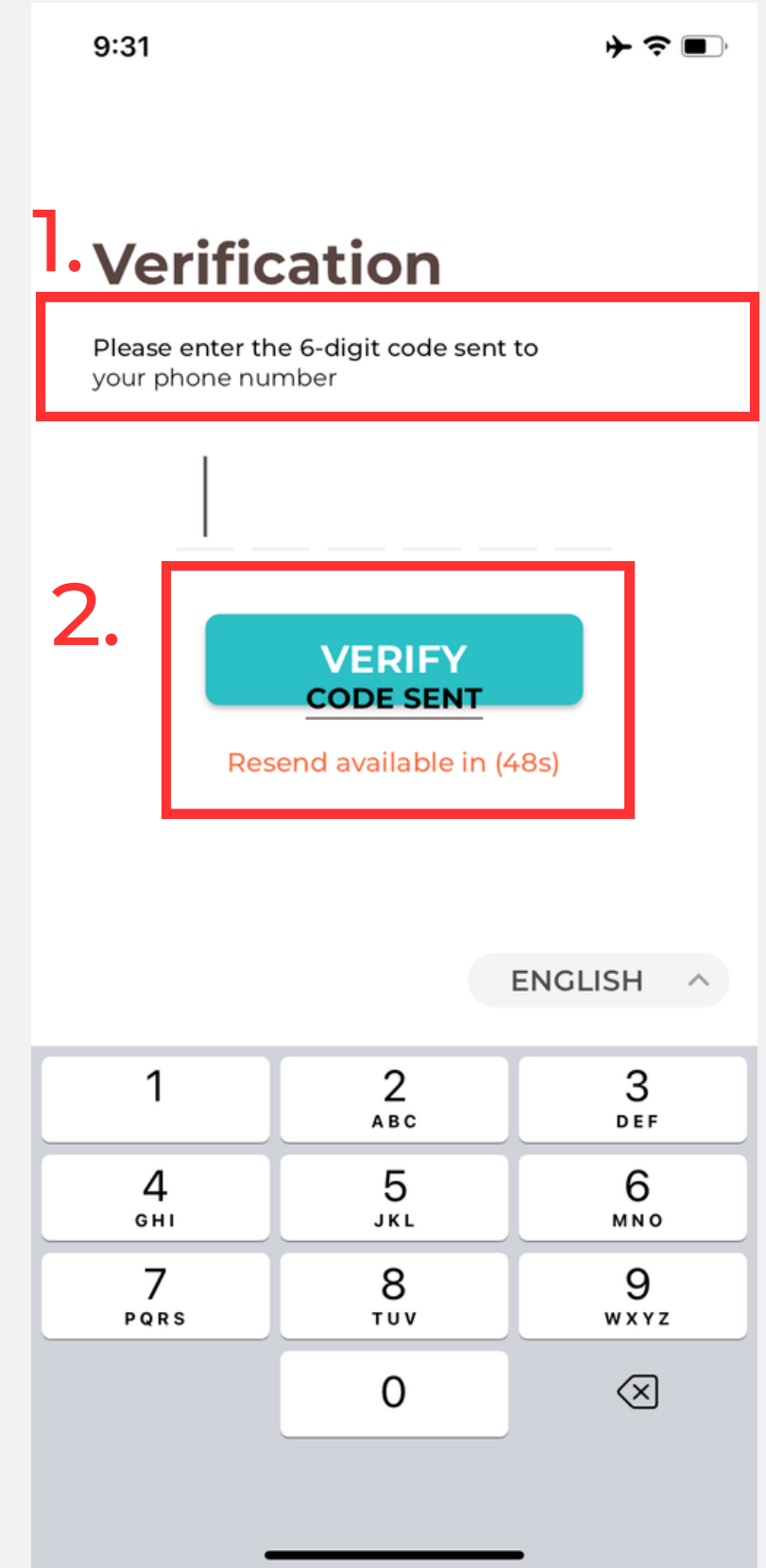
Mobile App

Verification

- Adjustments:
 1. "Please enter the 6-digit code sent to your phone number" shouldn't be bold
- Bug:
 2. The "Code Sent" shall stay at the bottom. When we test the app, it intersect with the "Verify" button



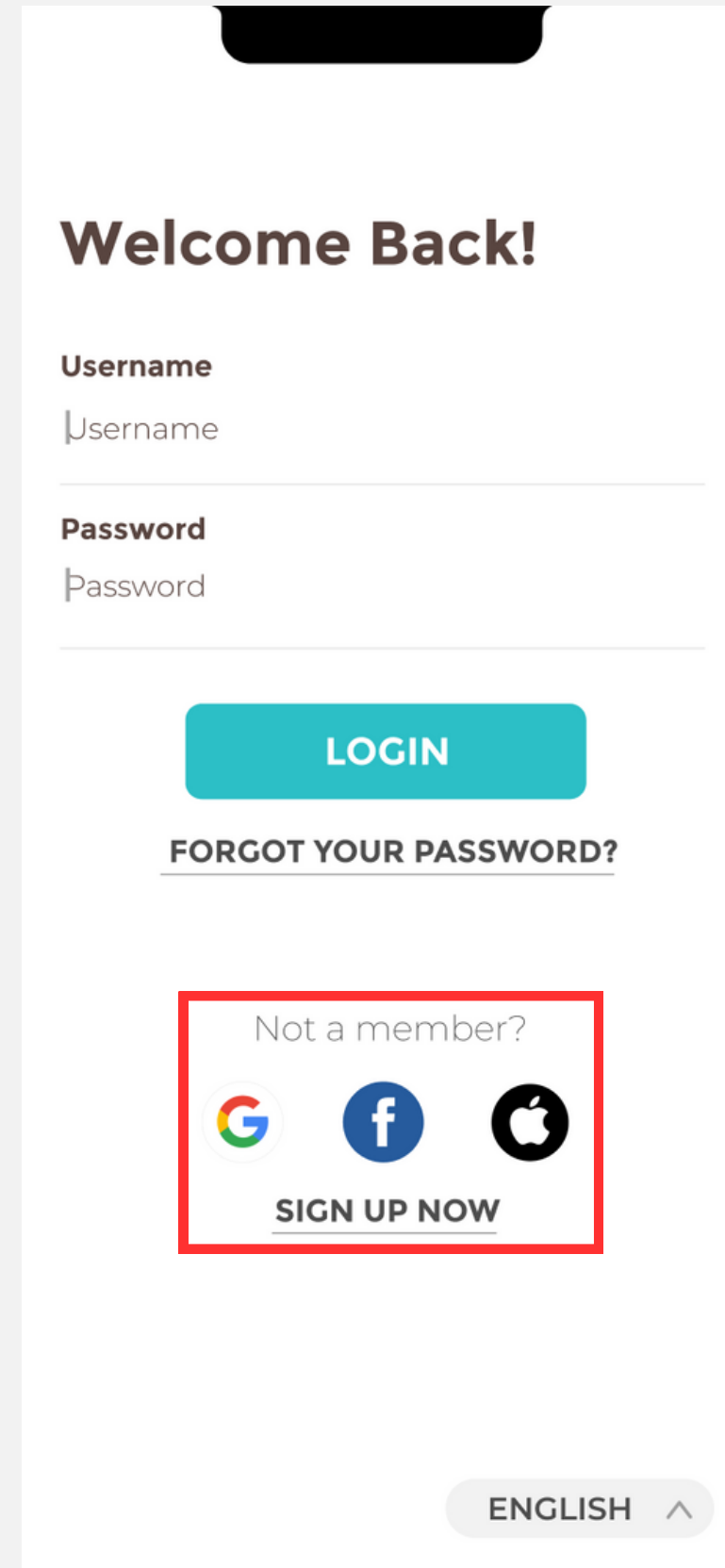
UI/UX Design



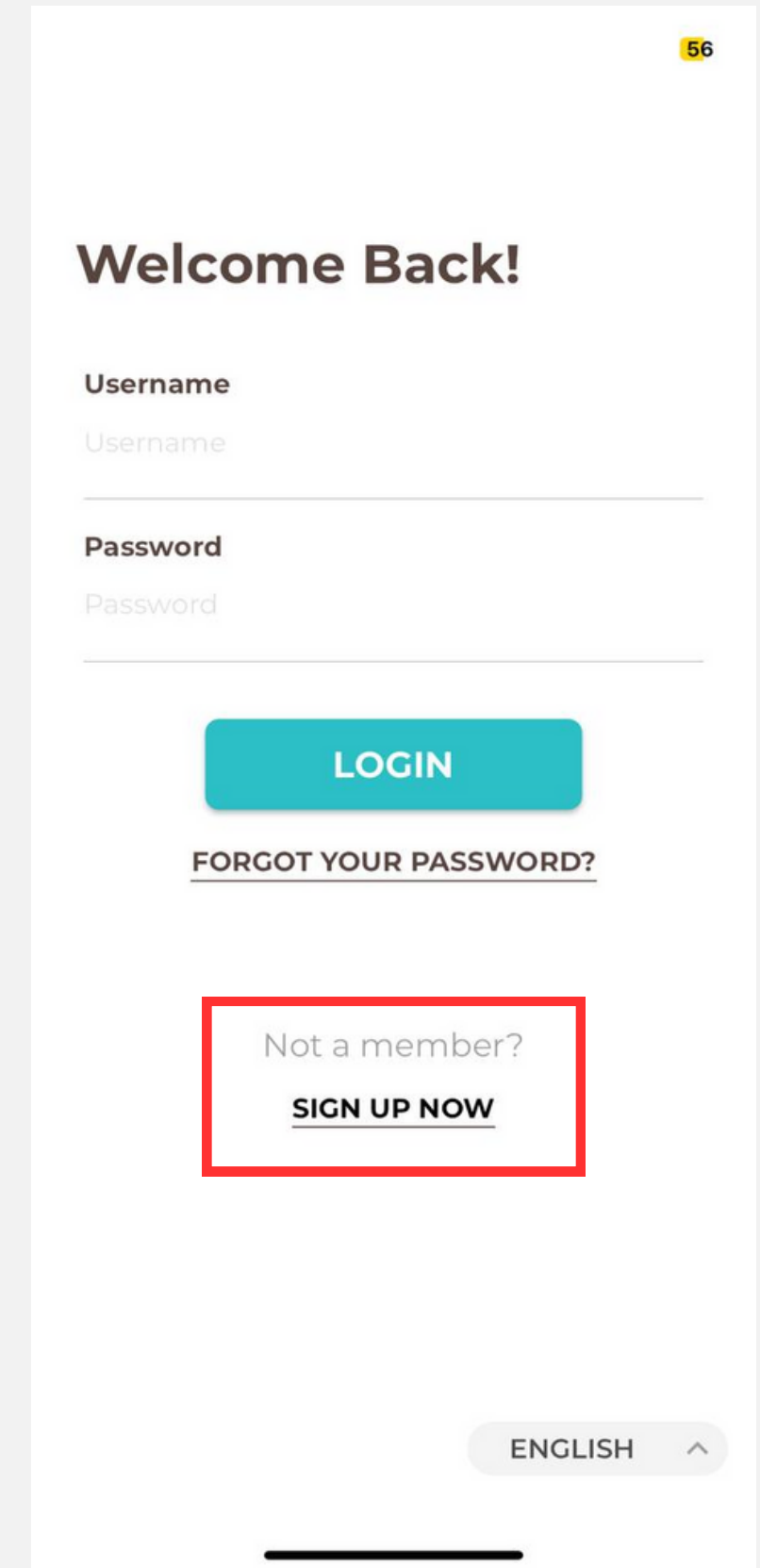
Mobile App

Login

- Missing:
1. Google, Facebook, and Apple logos



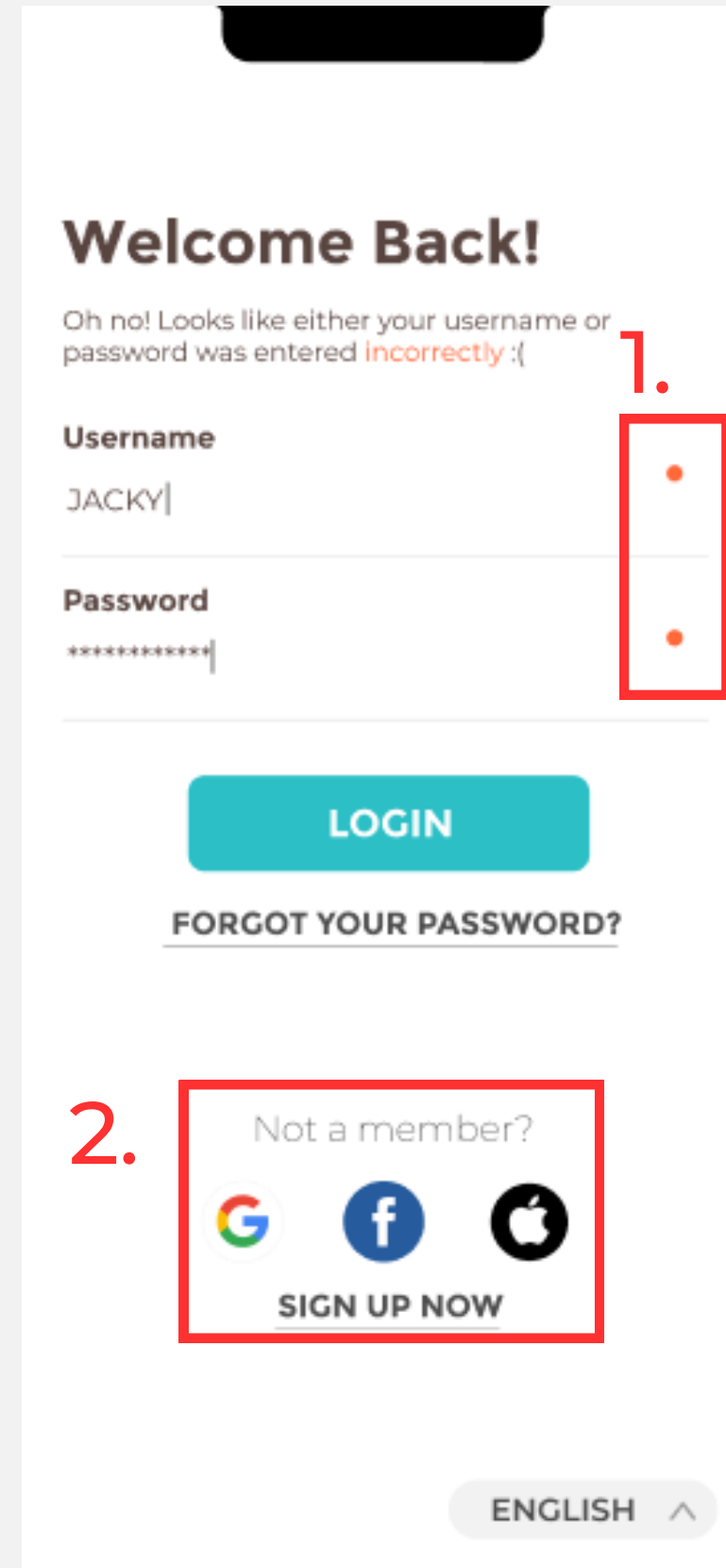
UI/UX Design



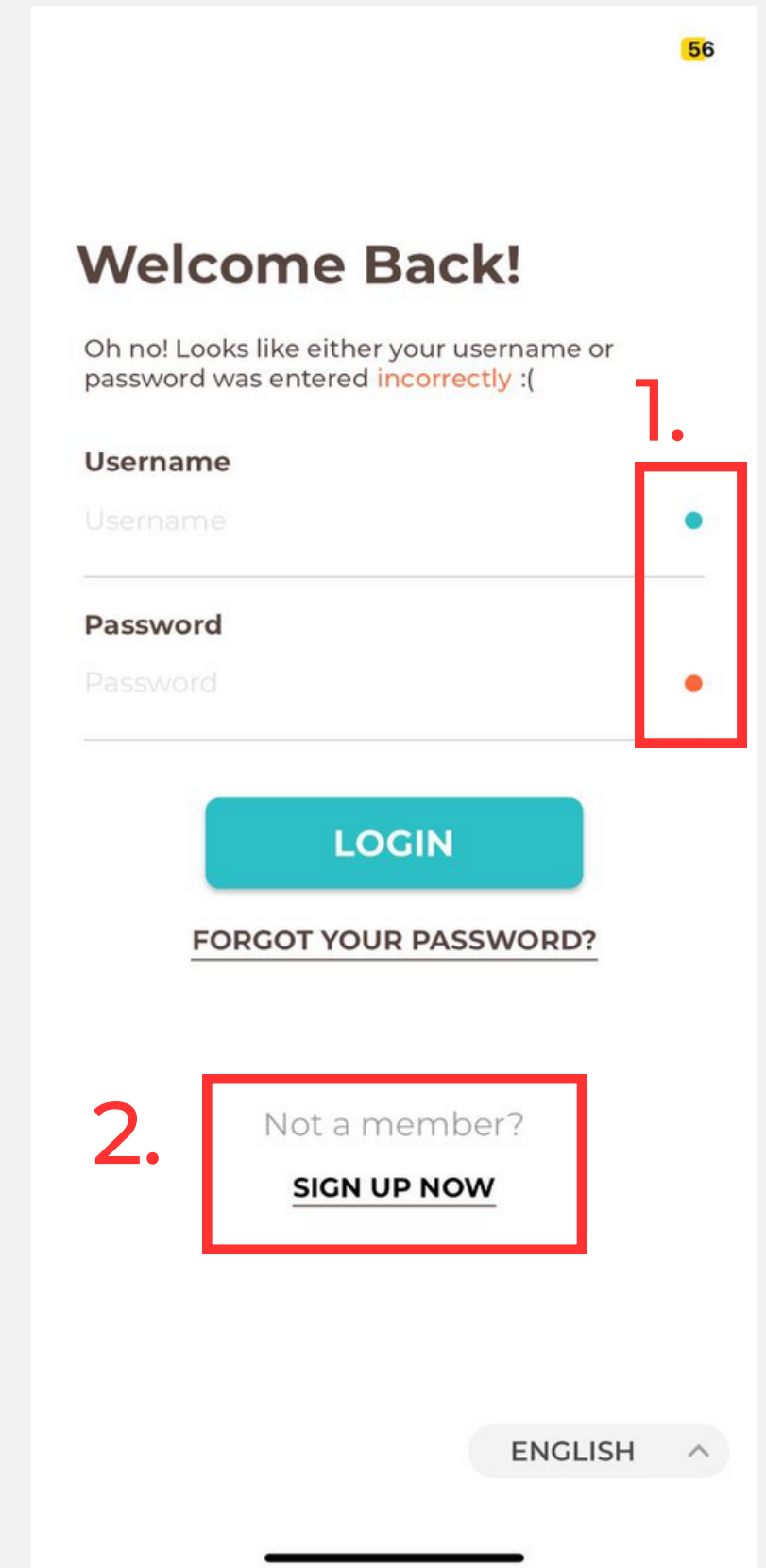
Mobile App

Login Error Handling

- Missing:
 1. Error handling orange dot
 2. Google, Facebook, and Apple logos



UI/UX Design



Mobile App

Other Error Handling

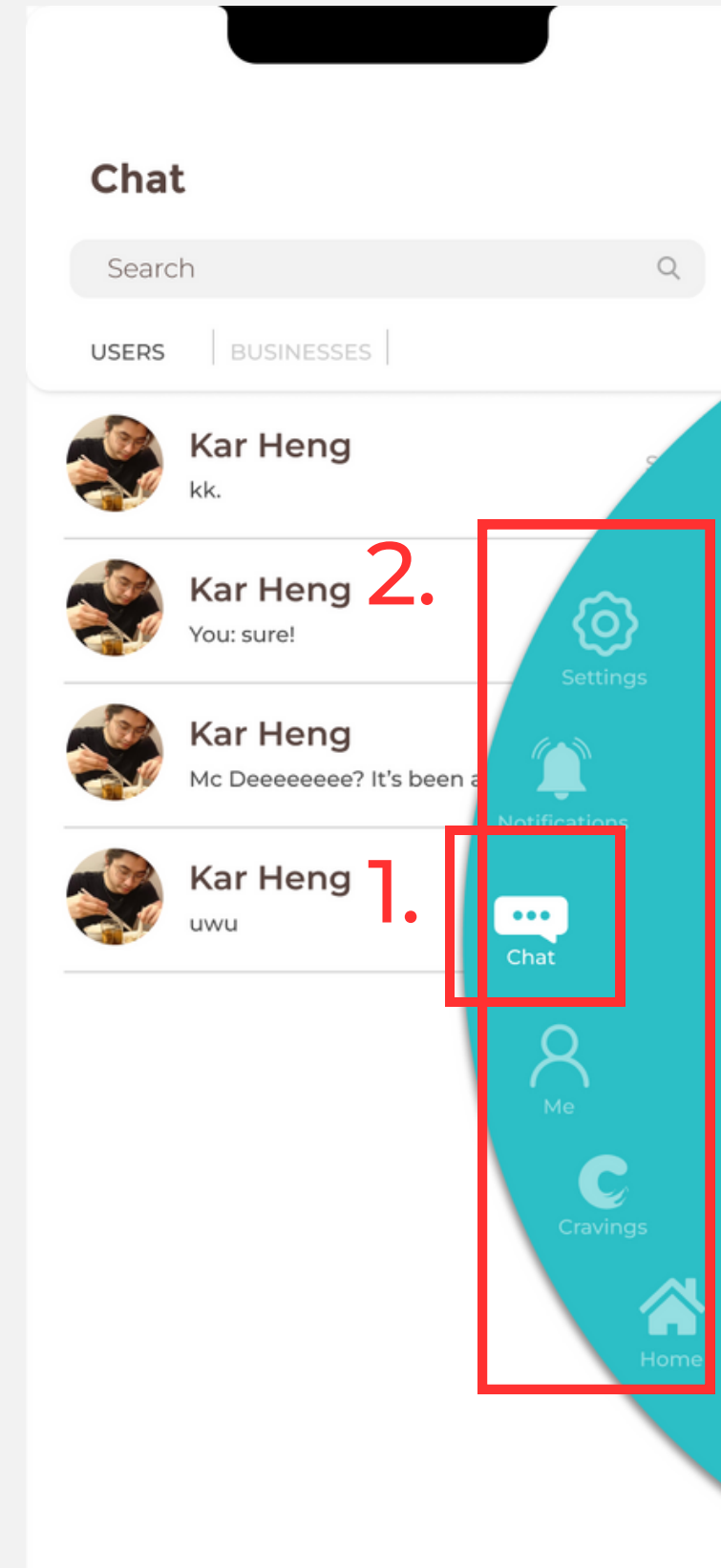
There are other issues that we found in the Welcoming Page, but we couldn't provide with the proof due to unable to go back to the previous page, as follows:

- 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
- When the tester opened the app, his music shouldn't stop, and the animation shouldn't play sound

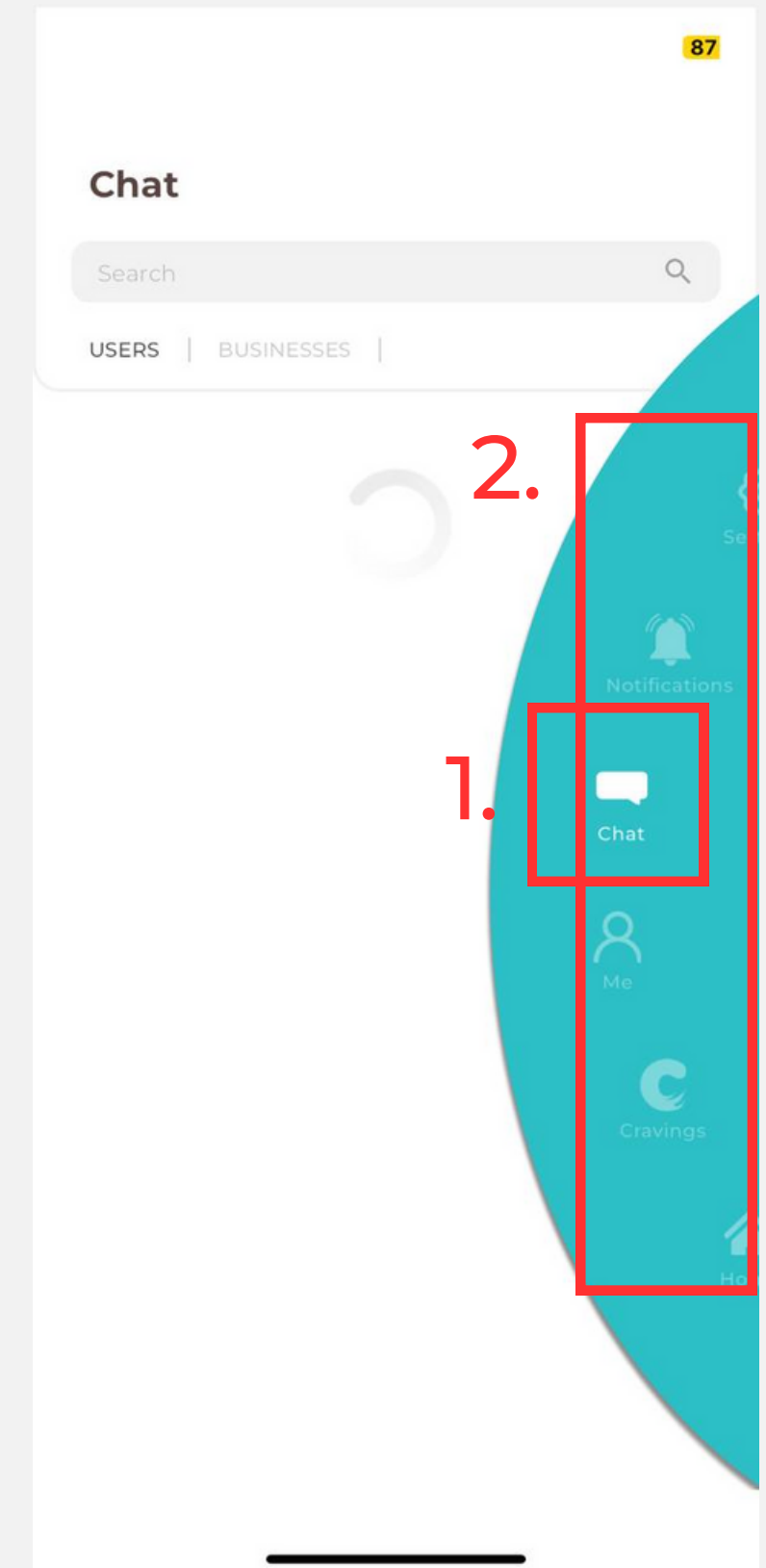
Navigation Wheel

Icon

- Adjustments:
 1. The Chat icon is supposed to have three dots in the icon
 2. All the navigation wheel icon is slightly smaller compared to the Figma design



UI/UX Design

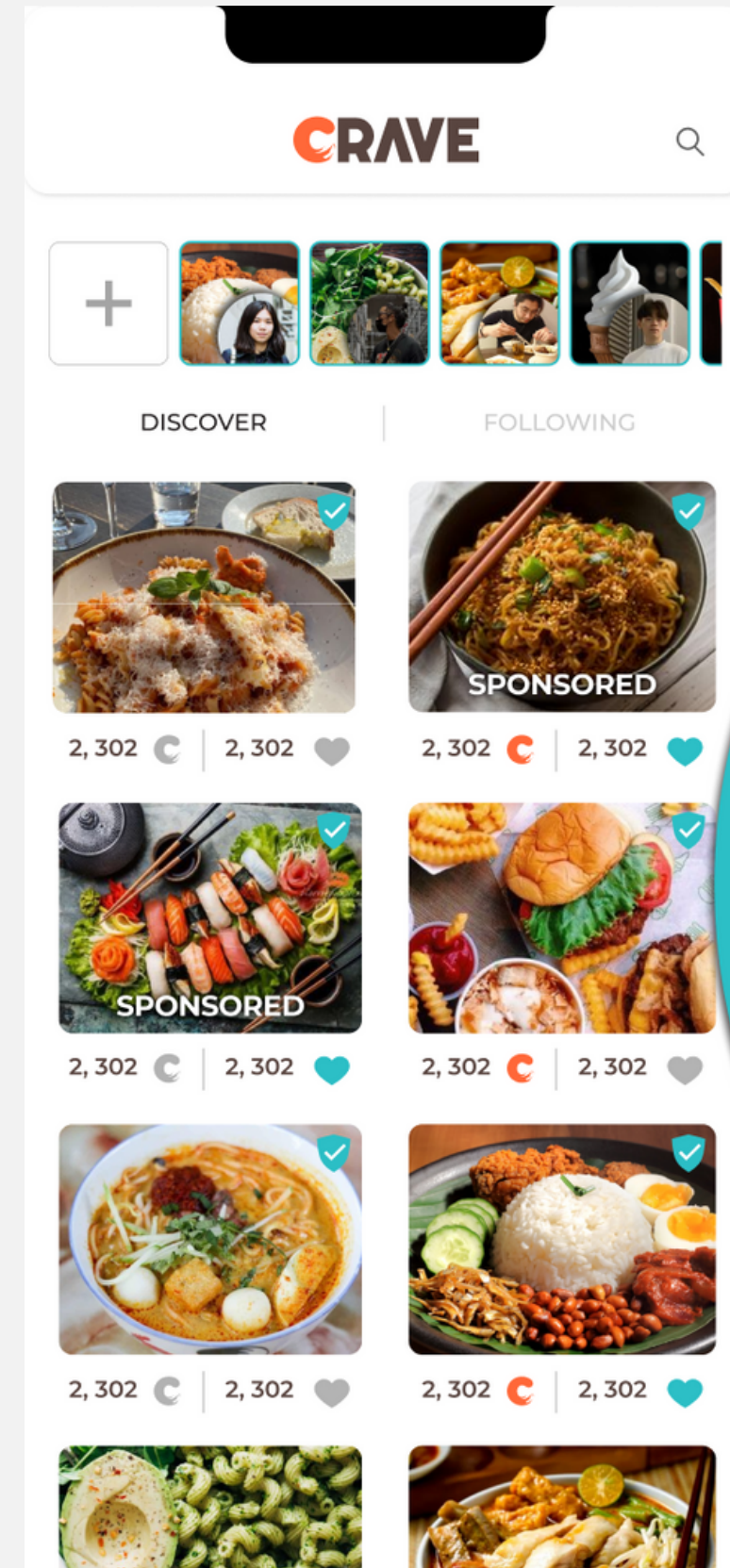


Mobile App

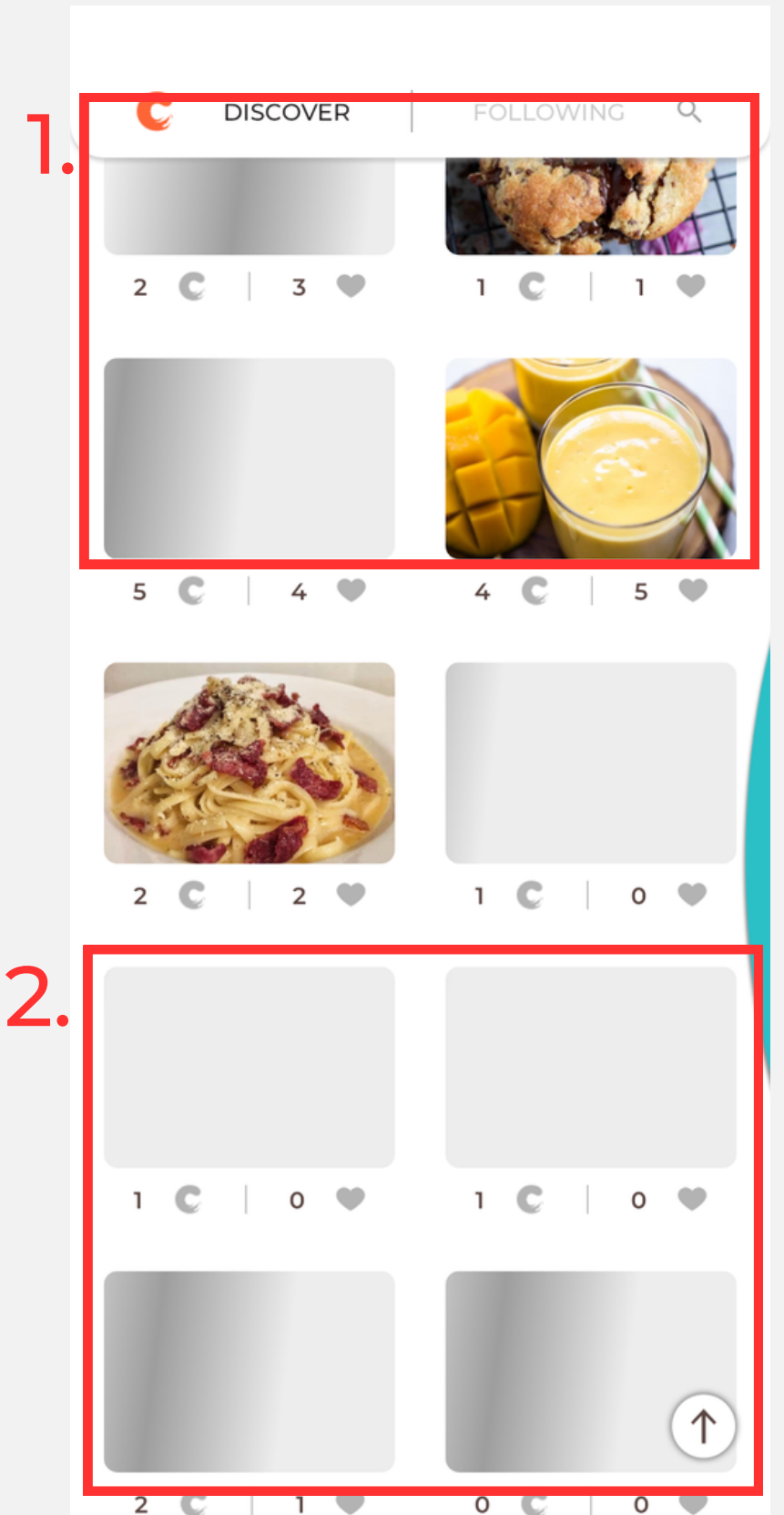
Homepage

Homepage

- Bug:
 1. The Loading screen is not synchronized and it takes so much time to load
 2. Some pictures don't have a loading animation even though other pictures on the same screen do.



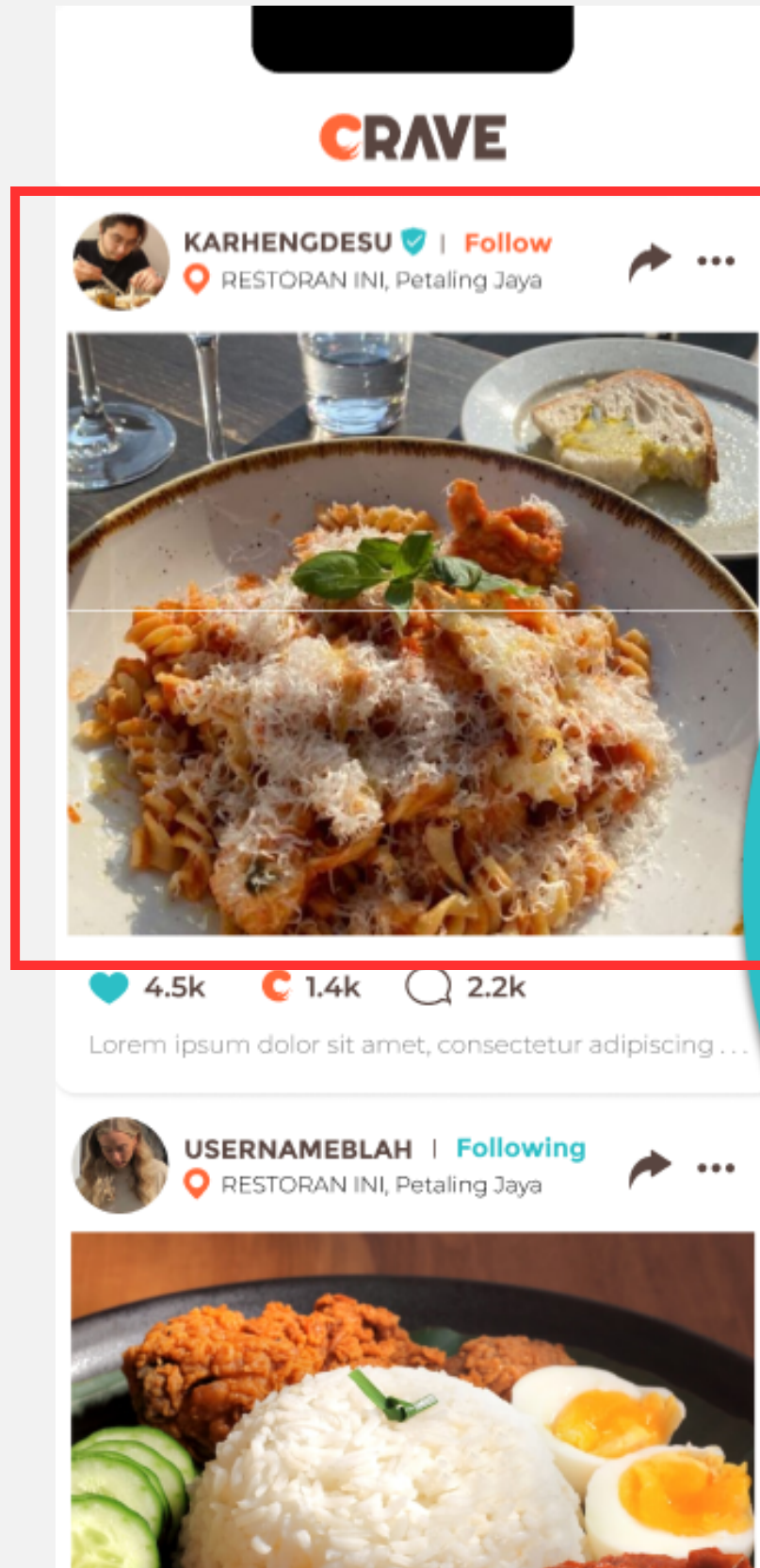
UI/UX Design



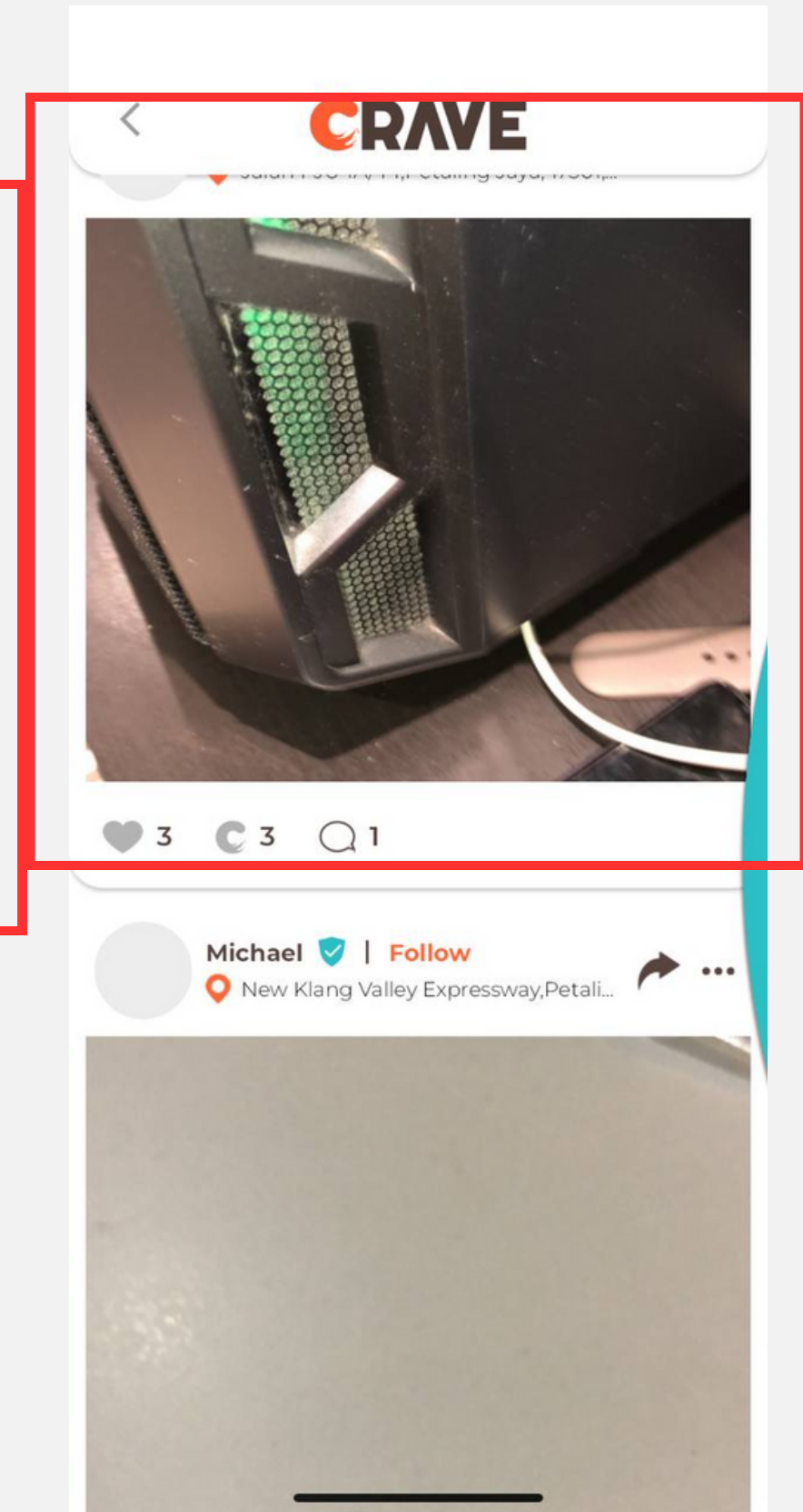
Mobile App

Homepage

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



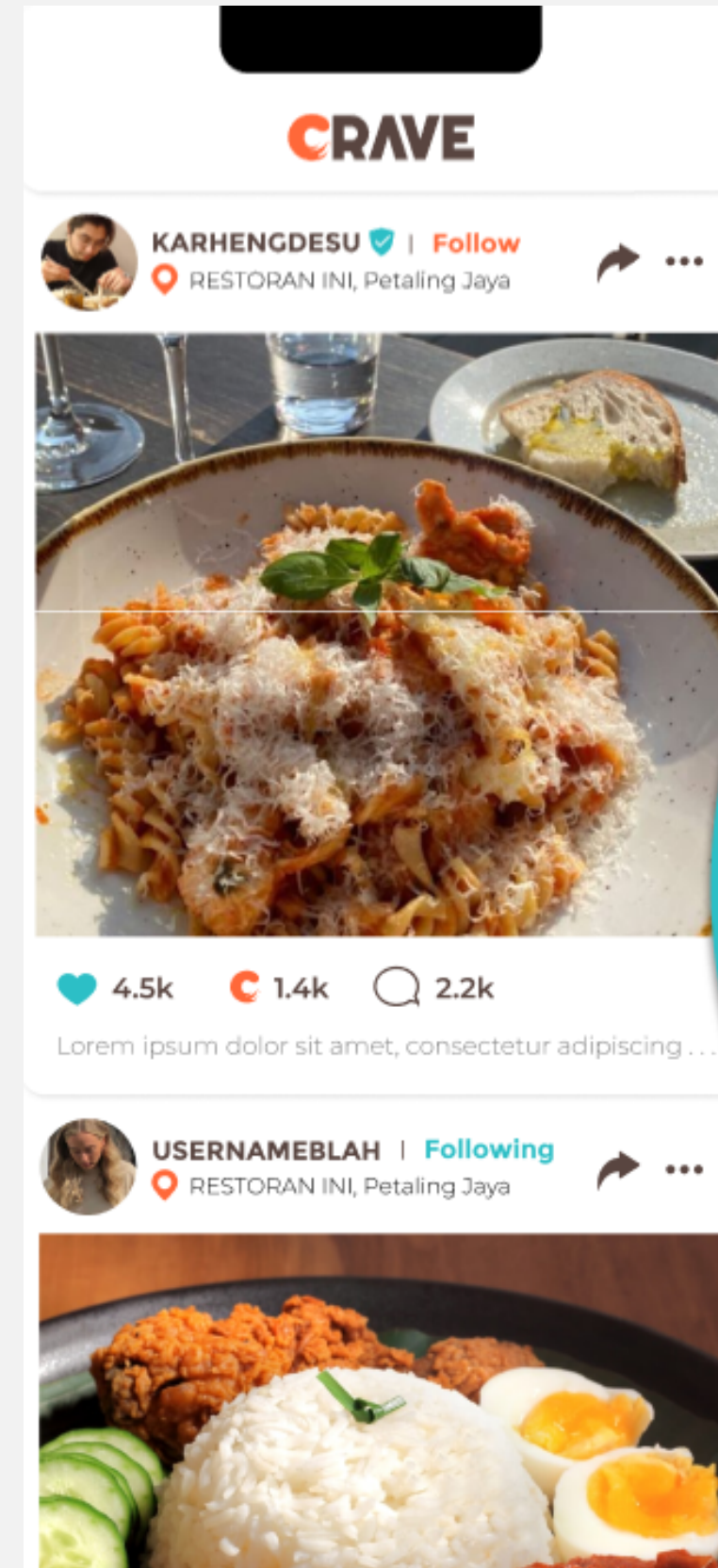
UI/UX Design



Mobile App

Homepage

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



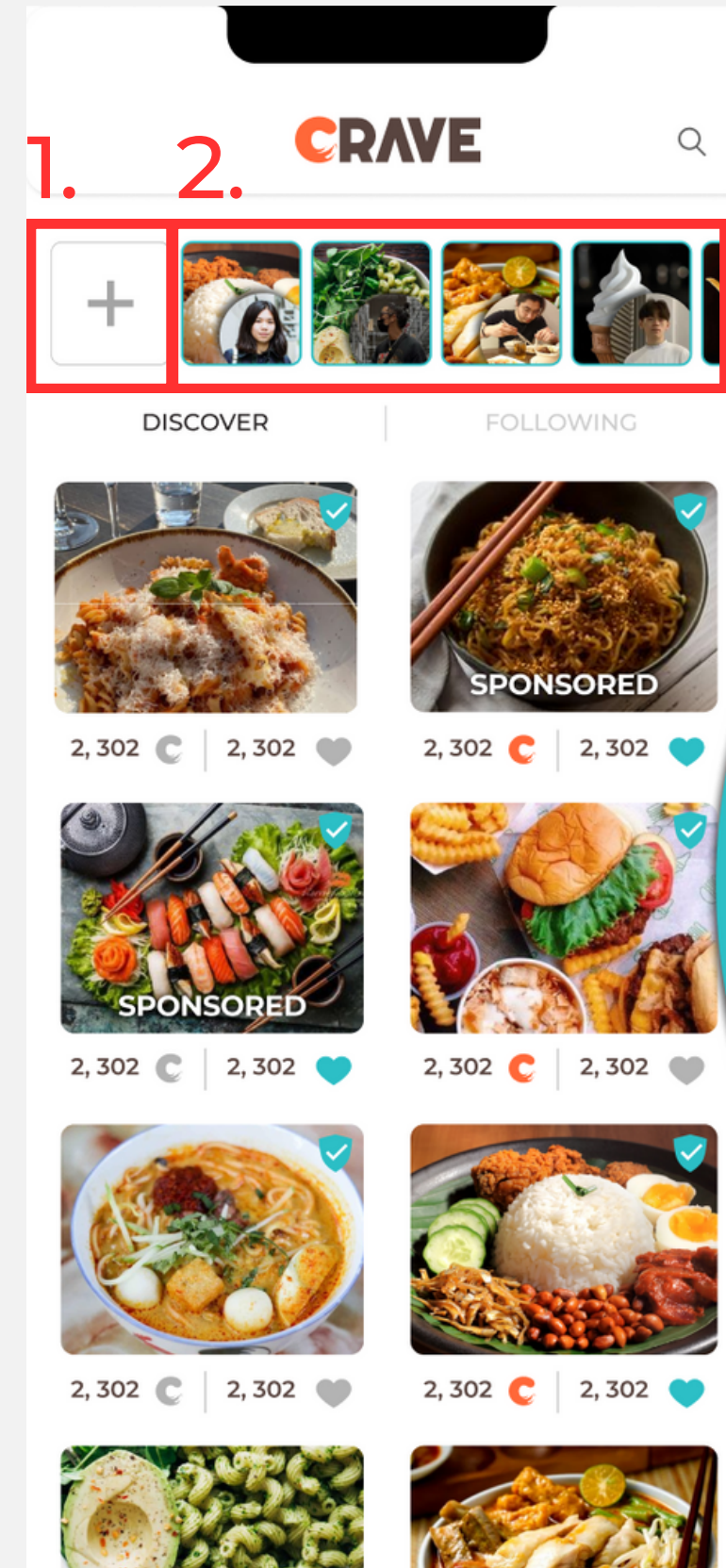
UI/UX Design



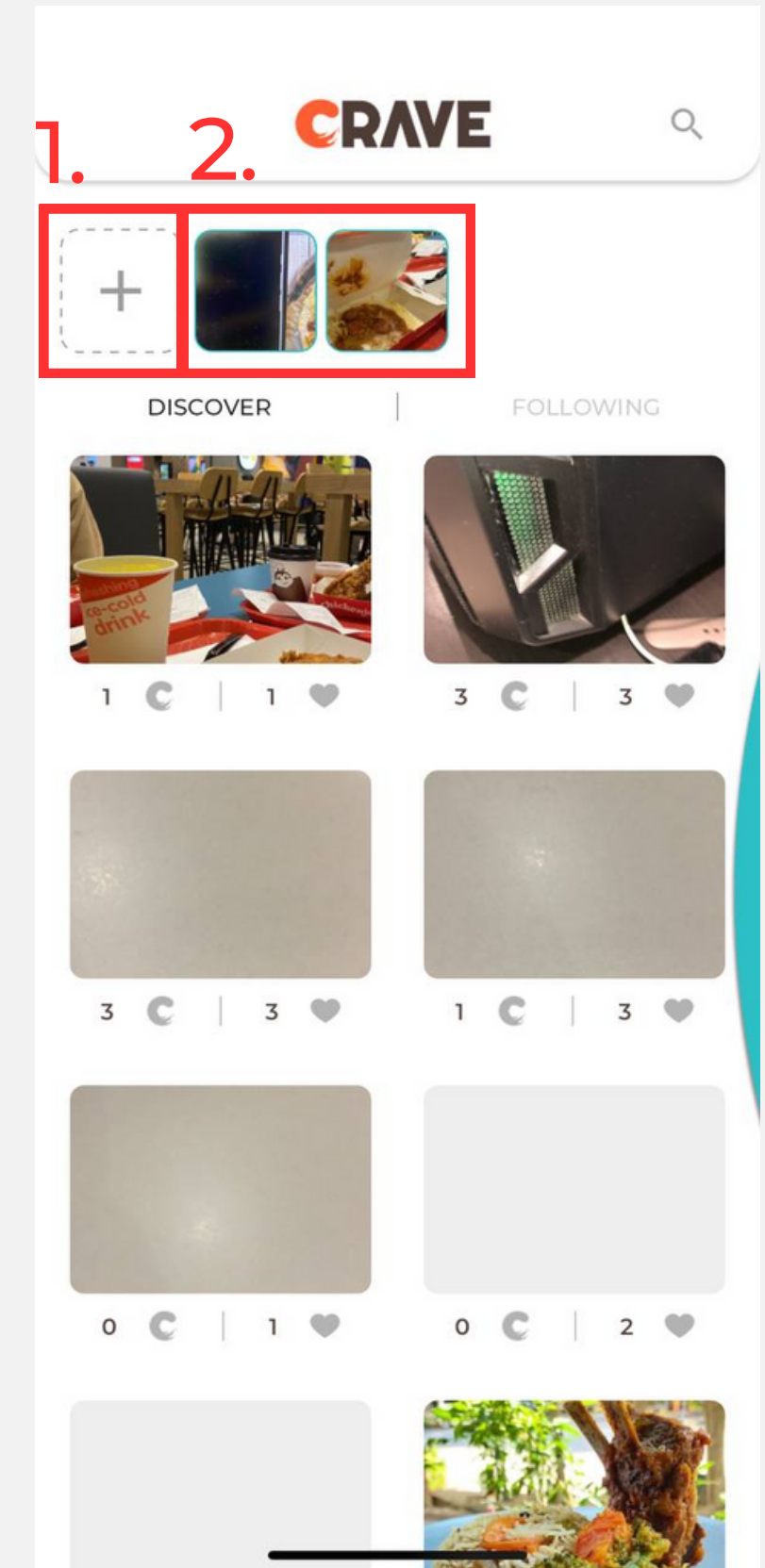
Mobile App

Homepage

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



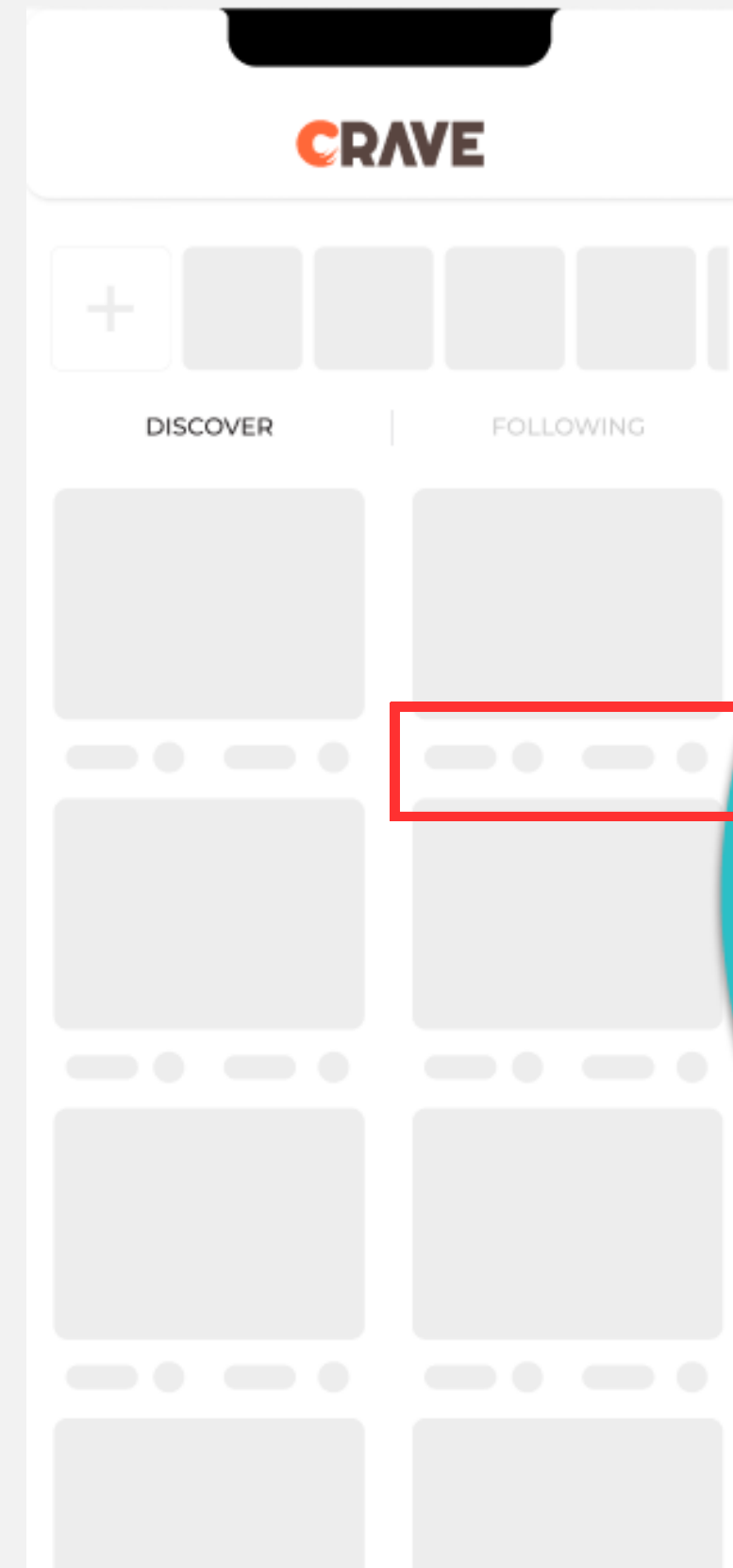
UI/UX Design



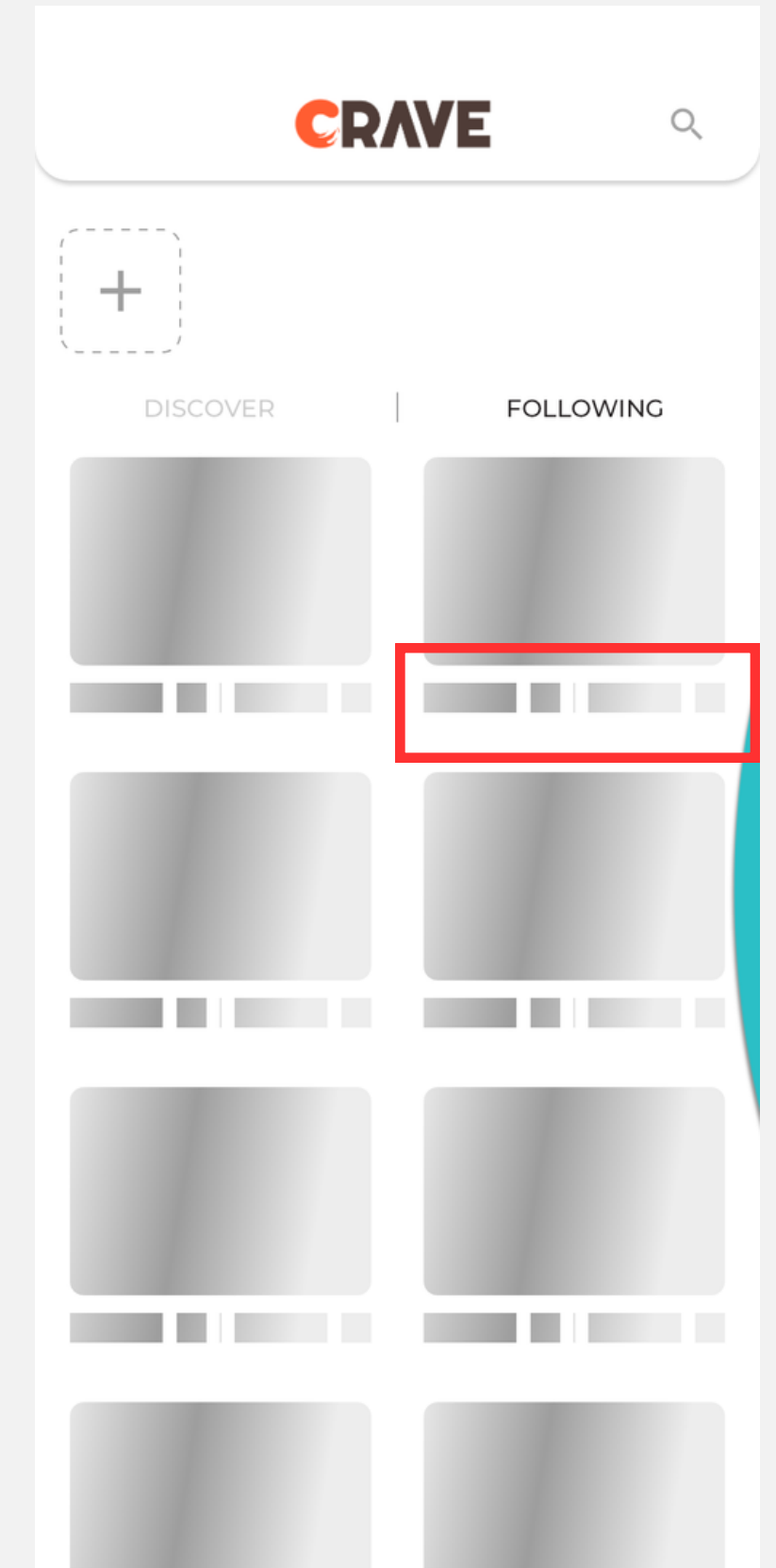
Mobile App

Homepage Loading

- Adjustments:
 1. The design of the loading page which is the square corners should be curved instead of sharped



UI/UX Design

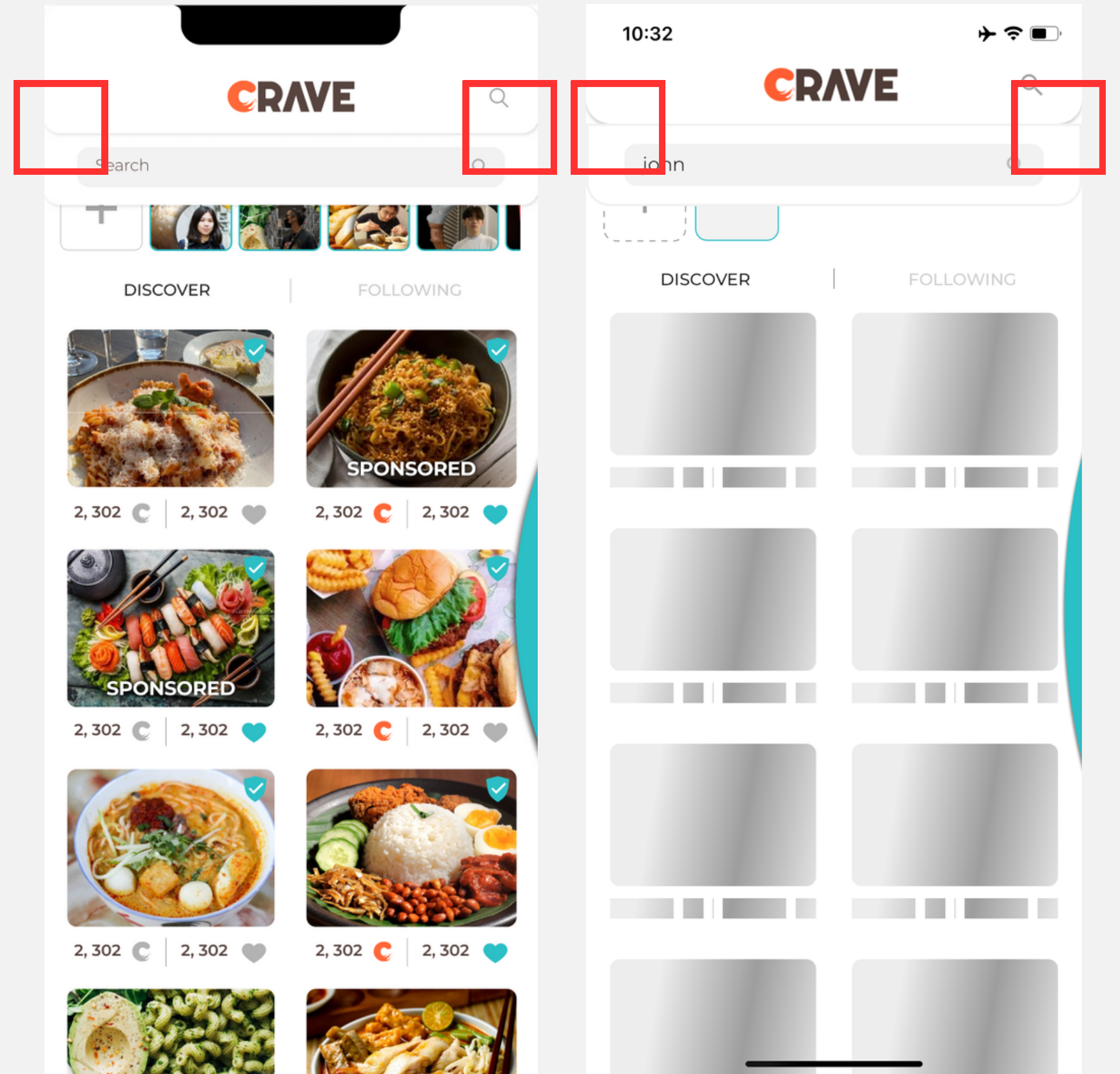


Mobile App

Search Bar

- Adjustments:

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



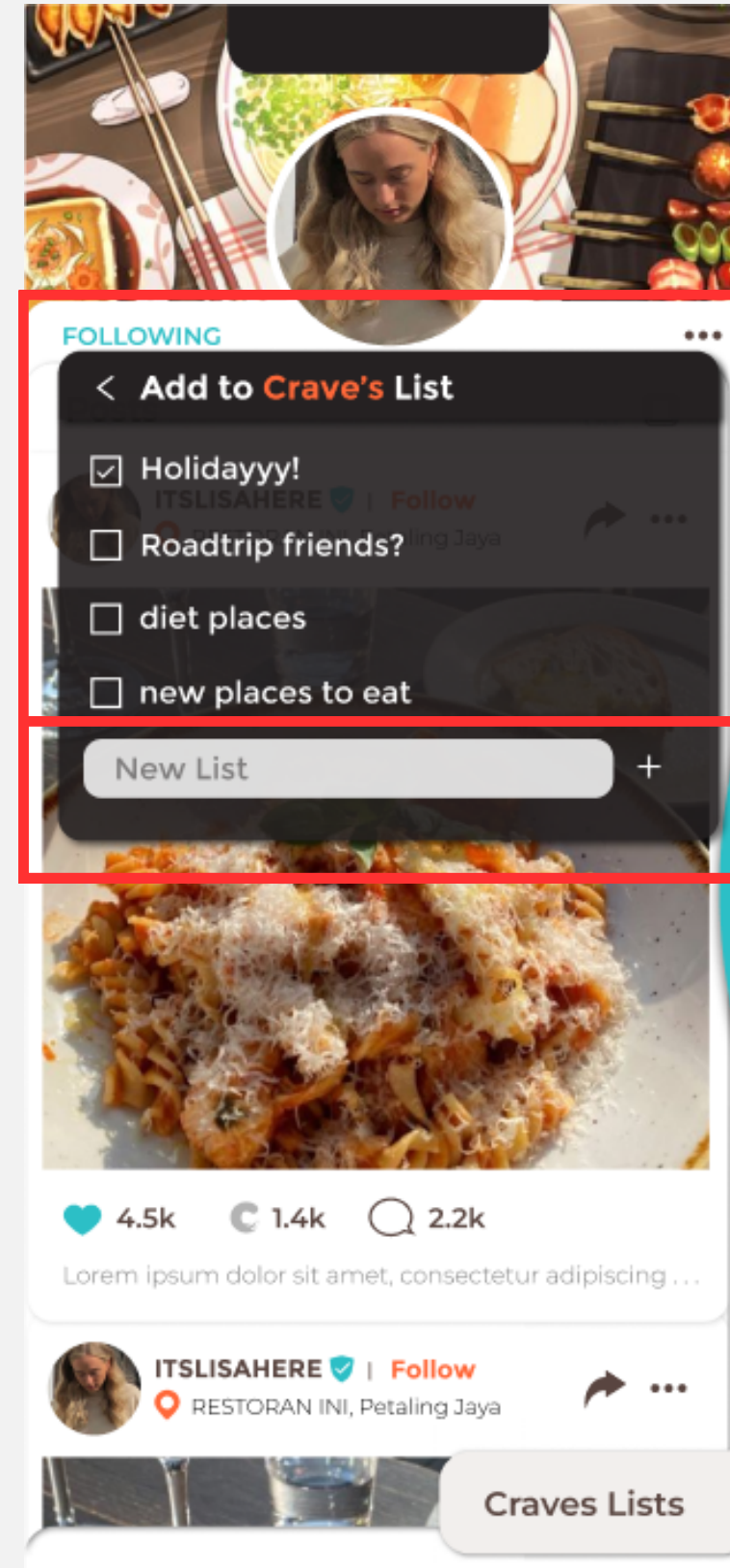
UI/UX Design

Mobile App

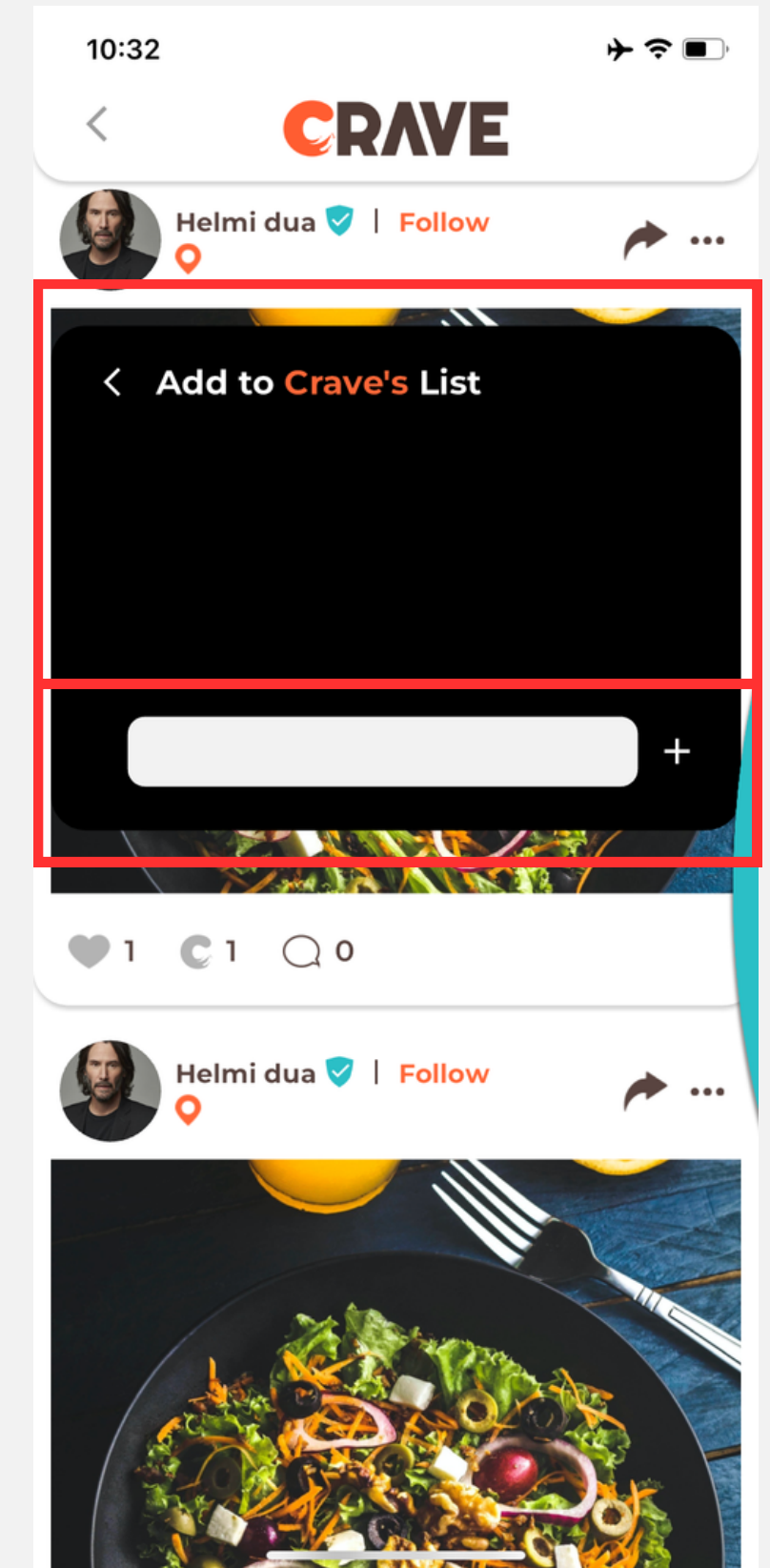
Add to Crave's List

Adjustments:

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



UI/UX Design

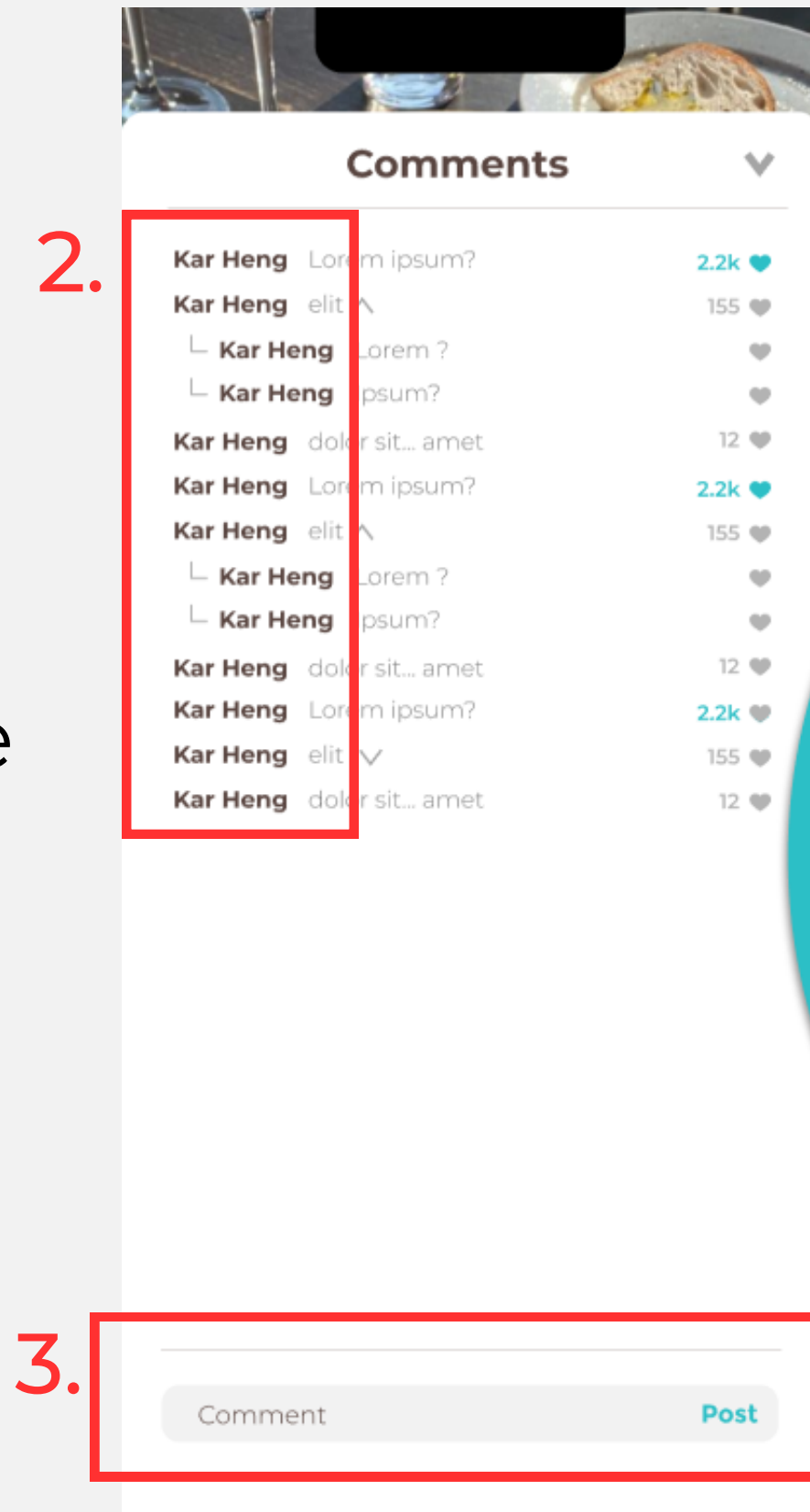


Mobile App

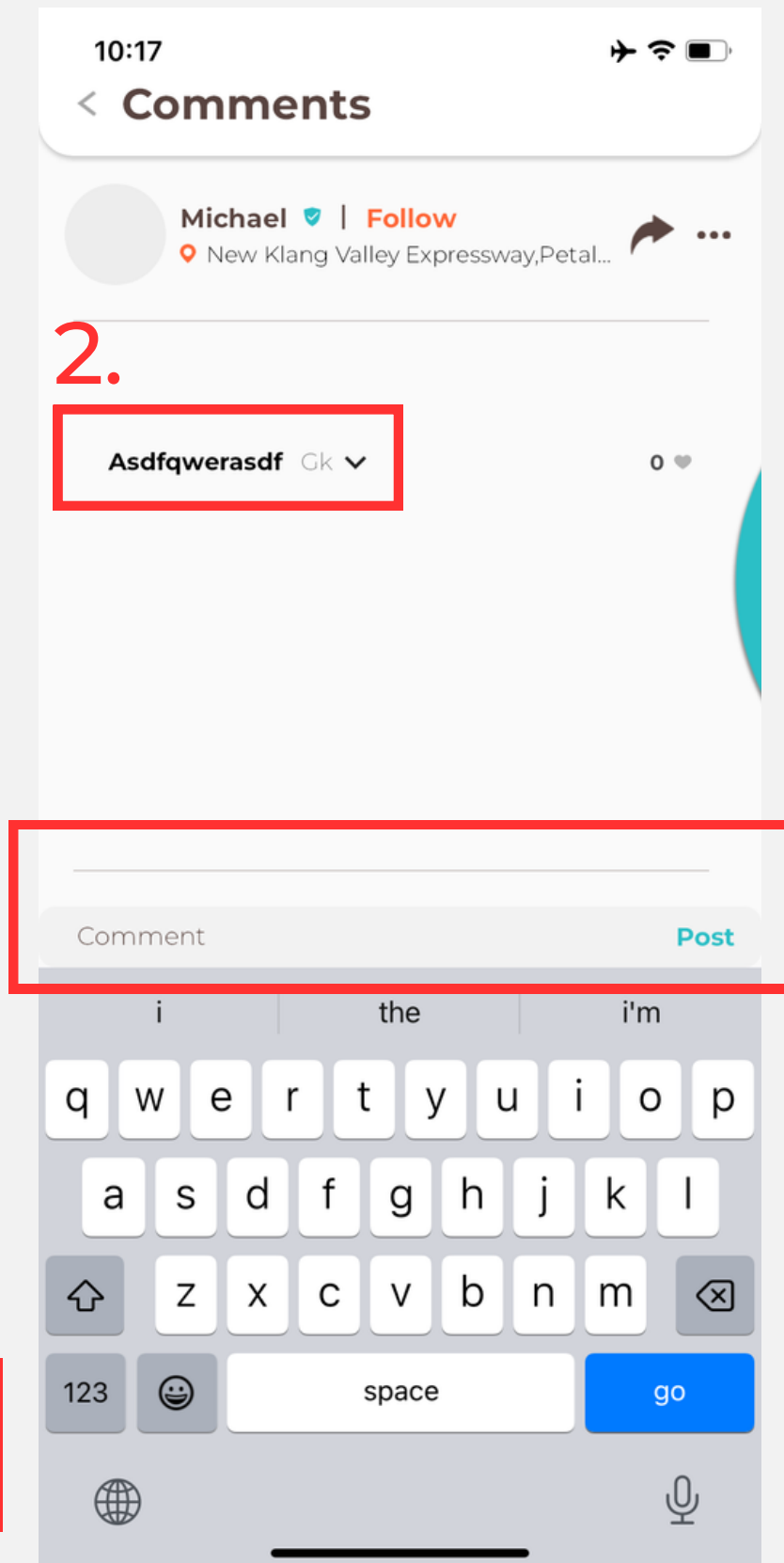
Comments

- New UI:

1. The comment section should follow the new UI (pop up comments)
 2. Note that this should display the account's **username** instead of name
- Adjustments:
3. The comment bar seems to be smaller compared to the Figma design



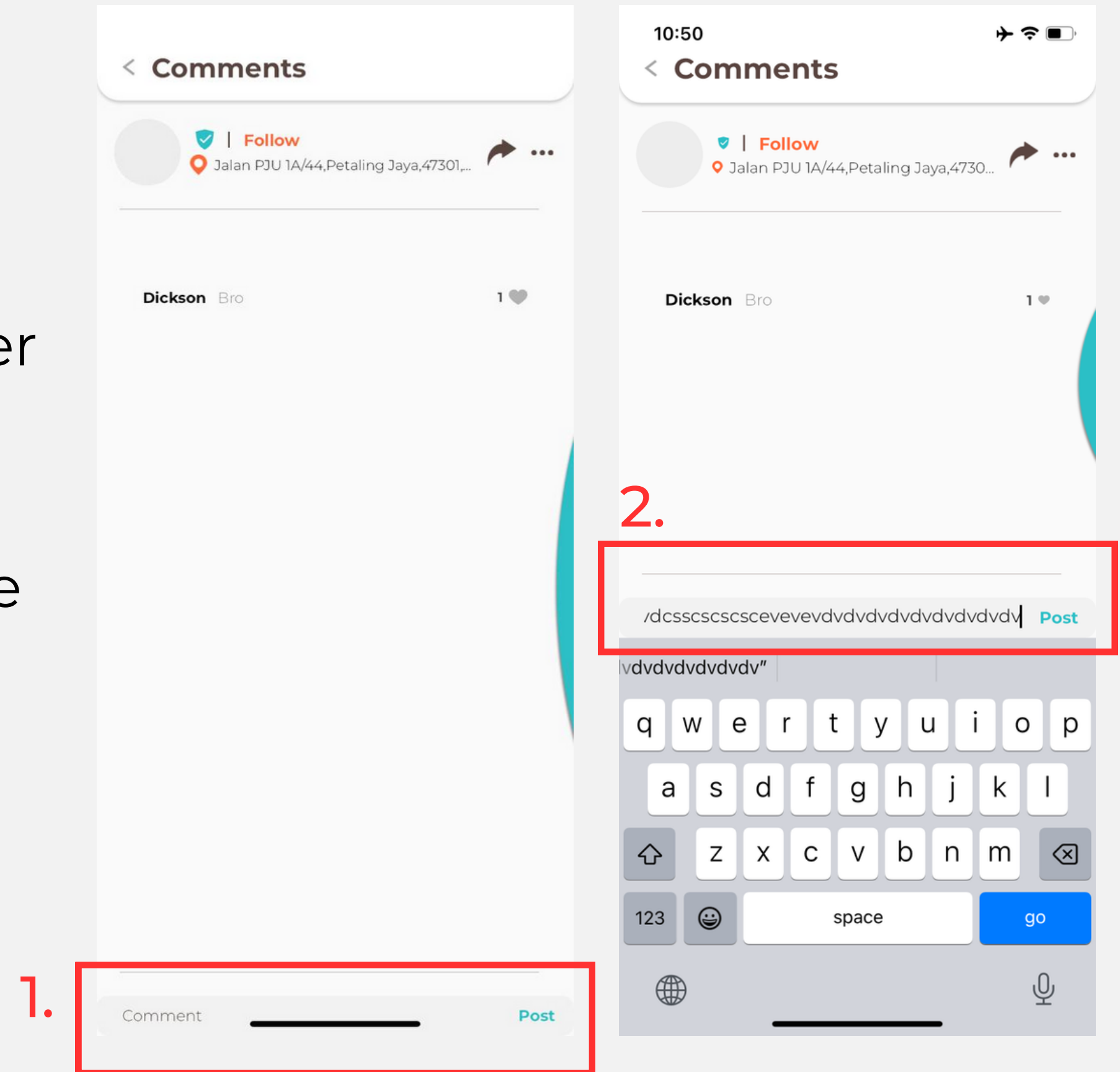
UI/UX Design



Mobile App

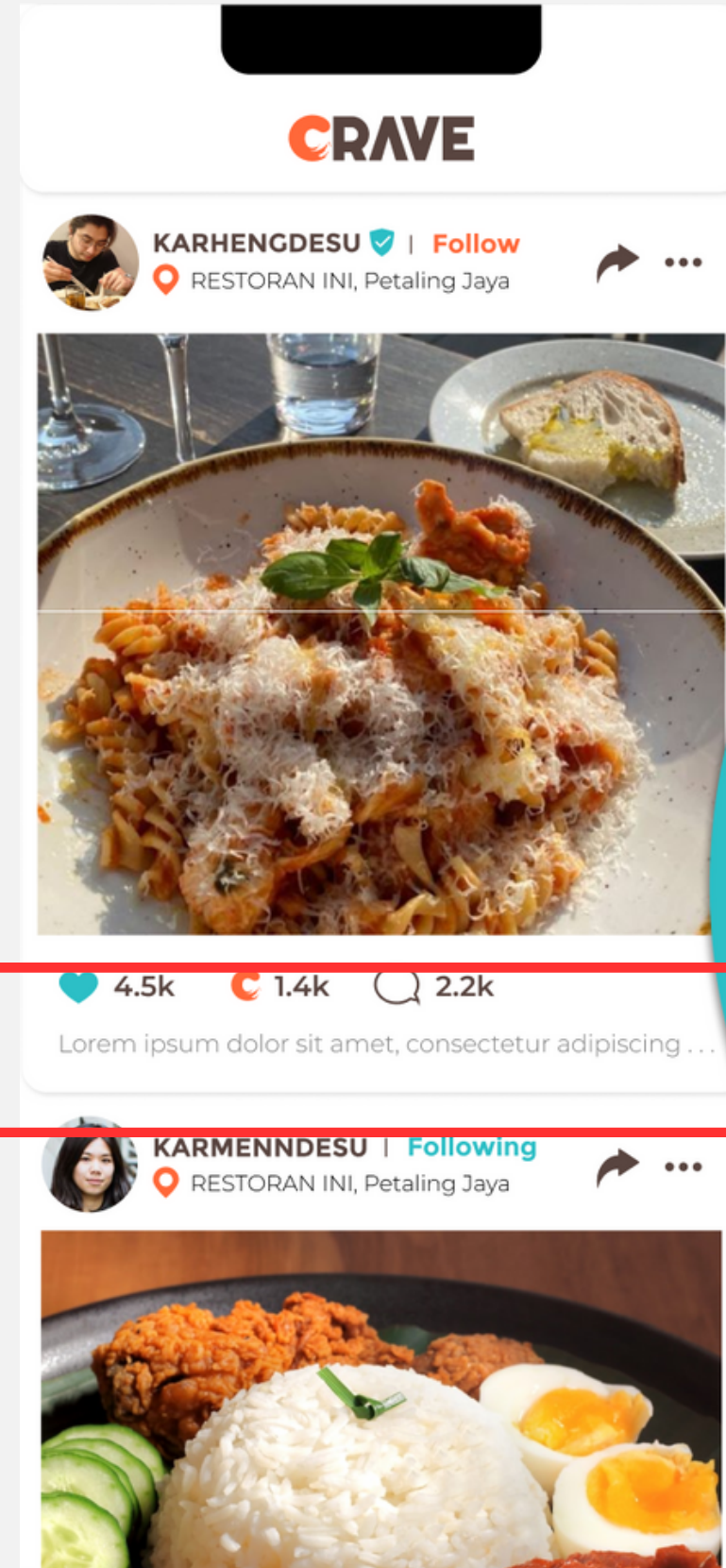
Comments

- Bug:
 1. When the keyboard is closed, the comment bar is even smaller and stuck at the bottom
 2. The text in the comment bar is not wrapping, it overflows to the side

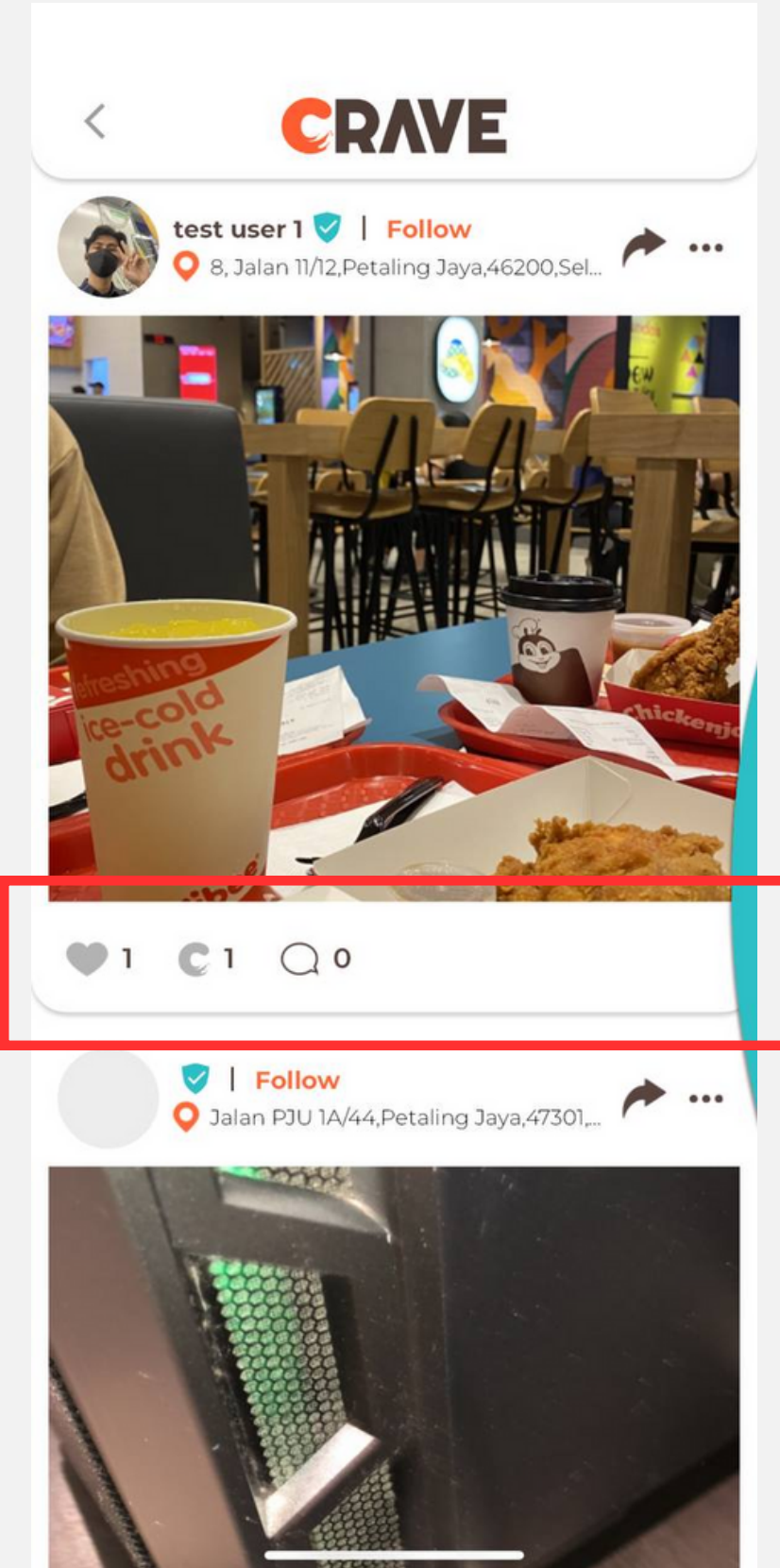


Posts

- Missing:
 1. There is no caption in the post



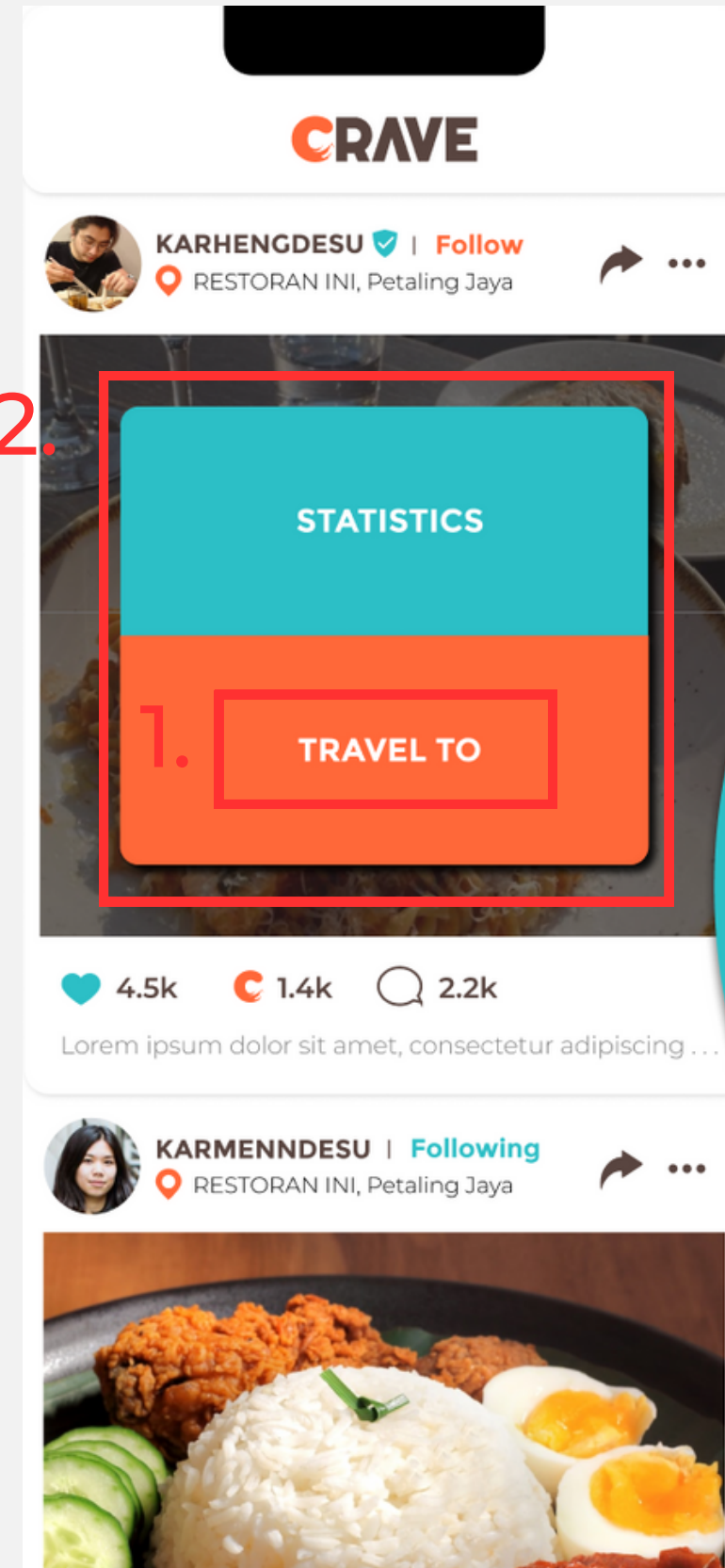
UI/UX Design



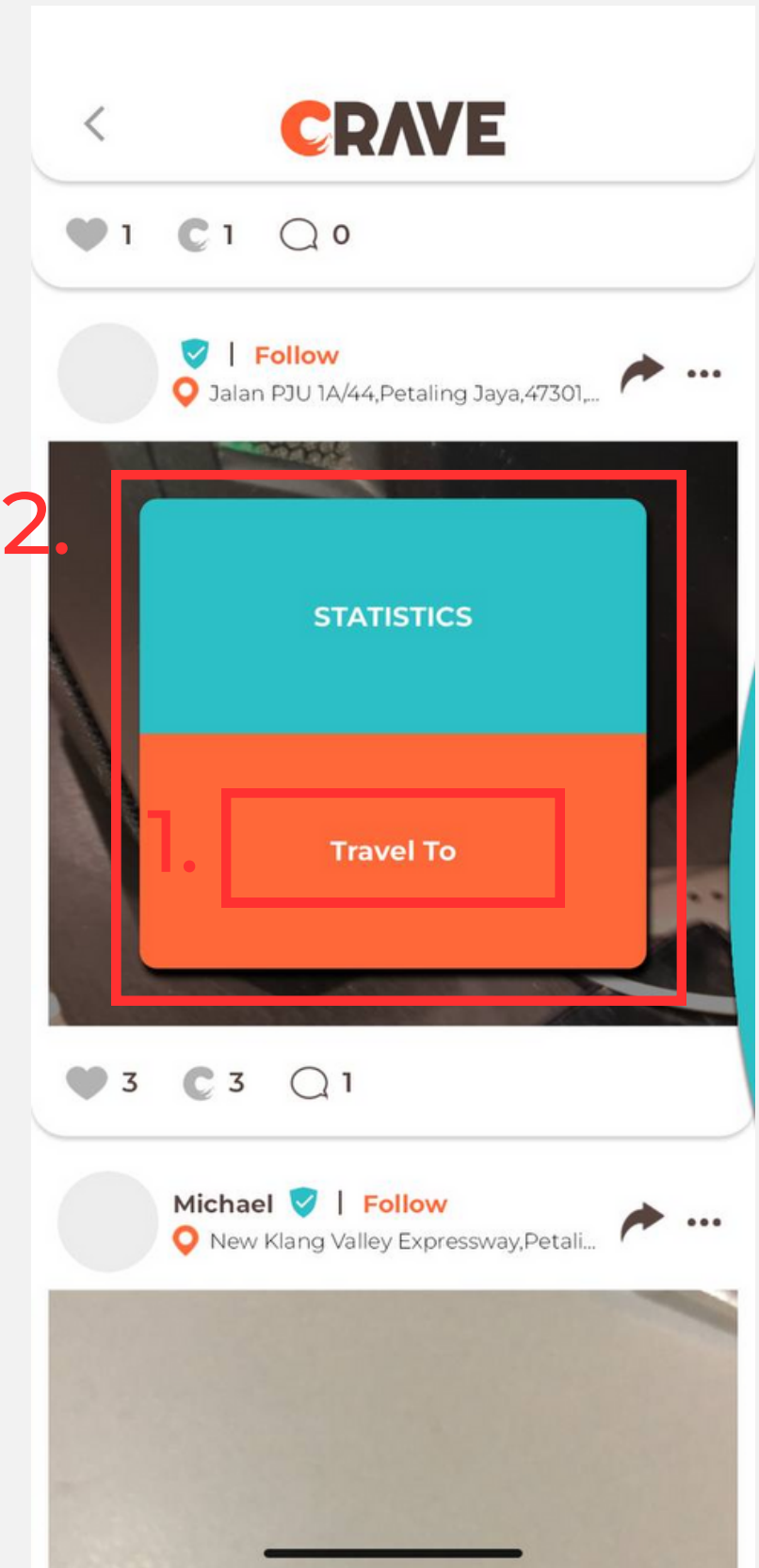
Mobile App

Statistics

- Adjustments:
 1. The font of "Travel To" should be all in uppercase letters
 2. 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:

1. The font size should be bigger

< Suggest Palette

Cuisine

C CAJUN CHINESE	M MEDITERRANEAN MEXICAN MOROCCAN
F FRENCH	S SPANISH
G GREEK	T THAI TURKISH
I INDIAN ITALIAN	W WESTERN
J JAPANESE	
L LEBANESE	

Taste Please select at least 1

SALTY	UMAMI
SPICY	SOUR
SWEET	

Diet Please select at least 1

BEEF-FREE	VEGATARIAN
HALAL	PESCATARIAN
VEGAN	

UI/UX Design

< Suggest Palette

Cuisine

C CONTINENTAL CHINESE	K KOREAN
F FRENCH	M MEXICAN MIDDLE-EASTERN MALAY
I INDIAN (NORTH) INDIAN (SOUTH)	T THAI
ITALIAN	V VIETNAMESE
J JAPANESE	

Taste Please select at least 1

SWEET	SAVORY
SOUR	SPICY

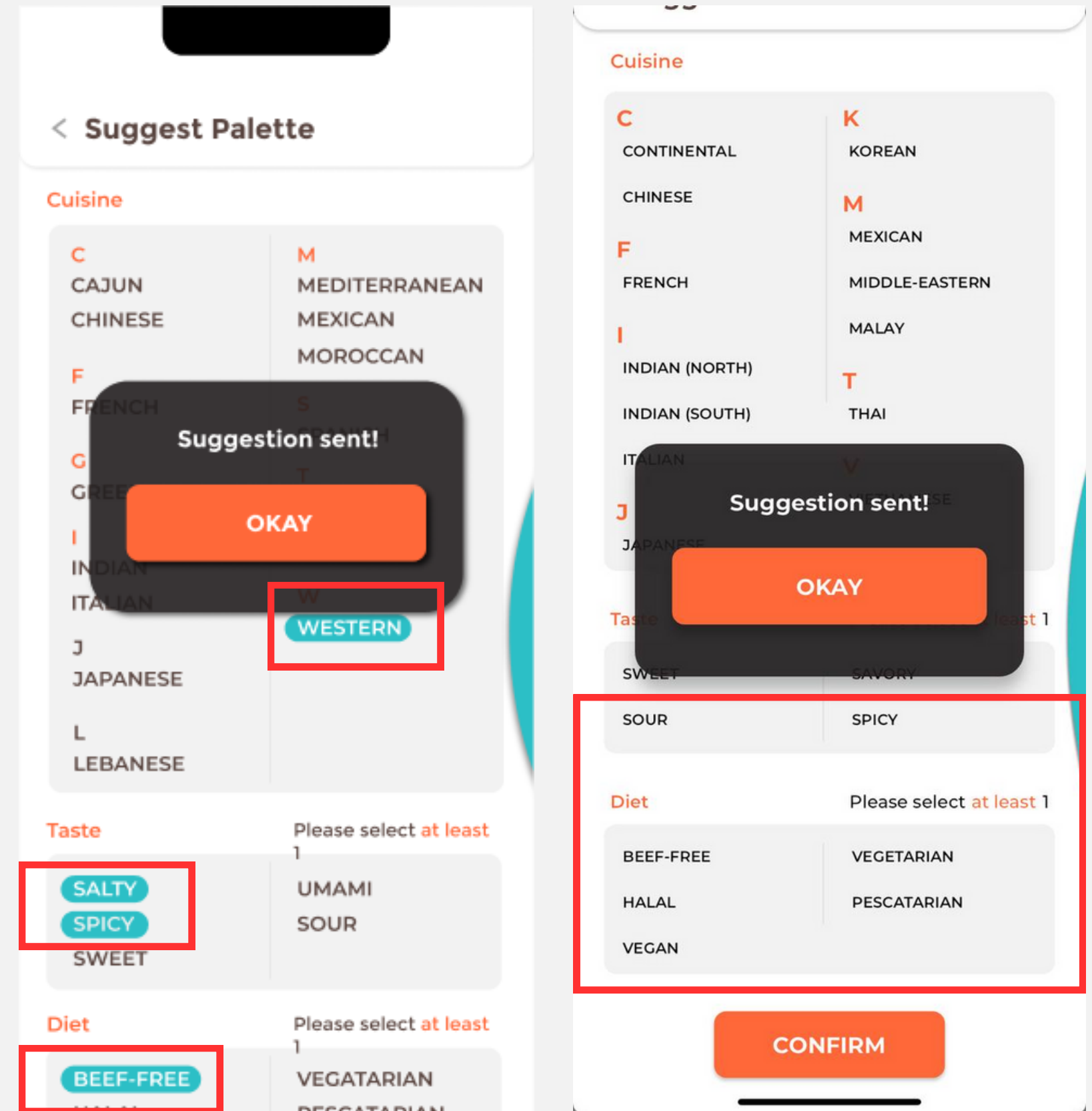
Diet Please select at least 1

BEEF-FREE	VEGATARIAN
HALAL	PESCATARIAN
VEGAN	

Mobile App

Suggest Palette Error Handling

- Bug:
 1. Tester still can suggest even selected nothing

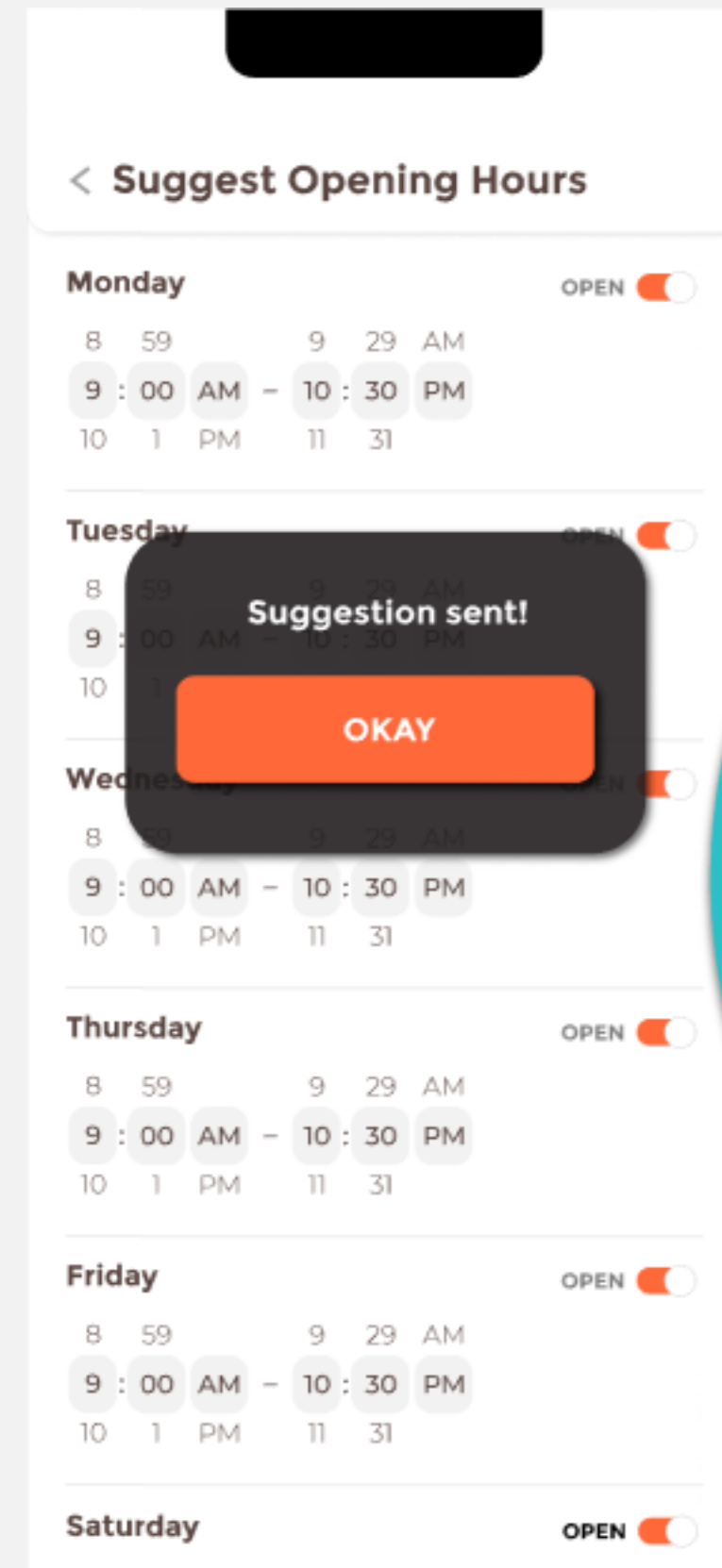


UI/UX Design

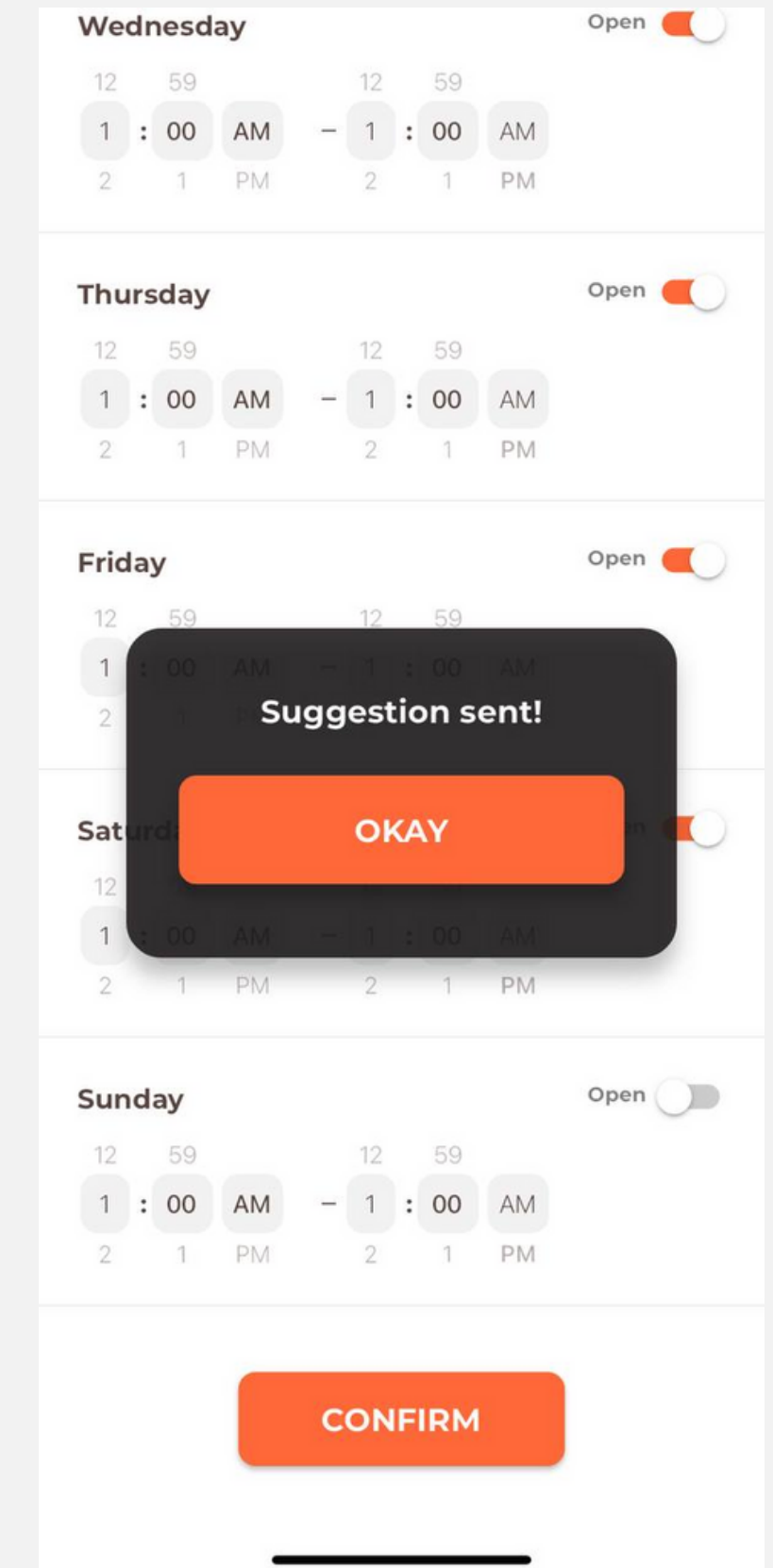
Mobile App

Suggest Opening Hours Error Handling

- Bug:
 1. Tester still can suggest even selected nothing



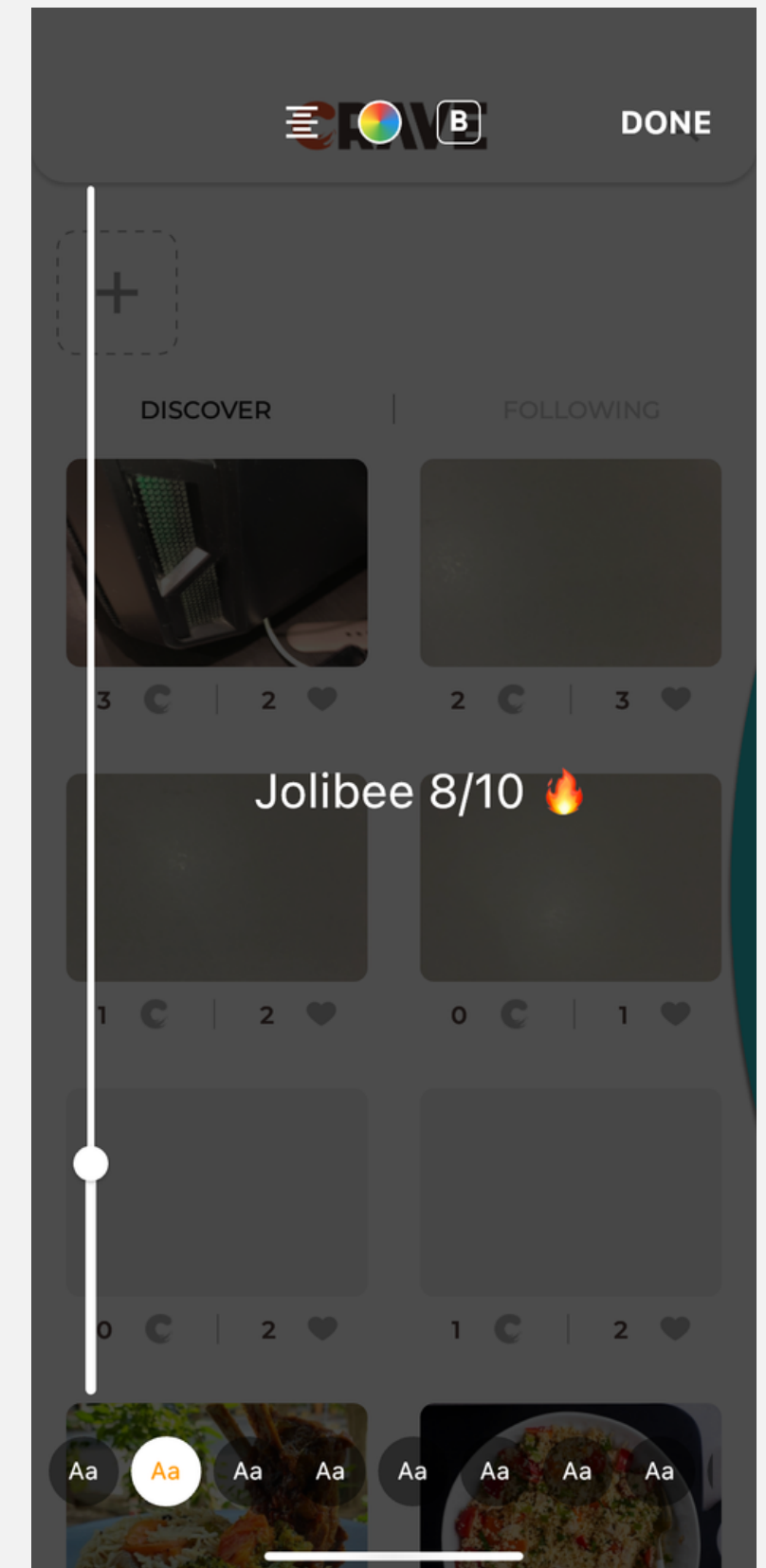
UI/UX Design



Mobile App

Other Error

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

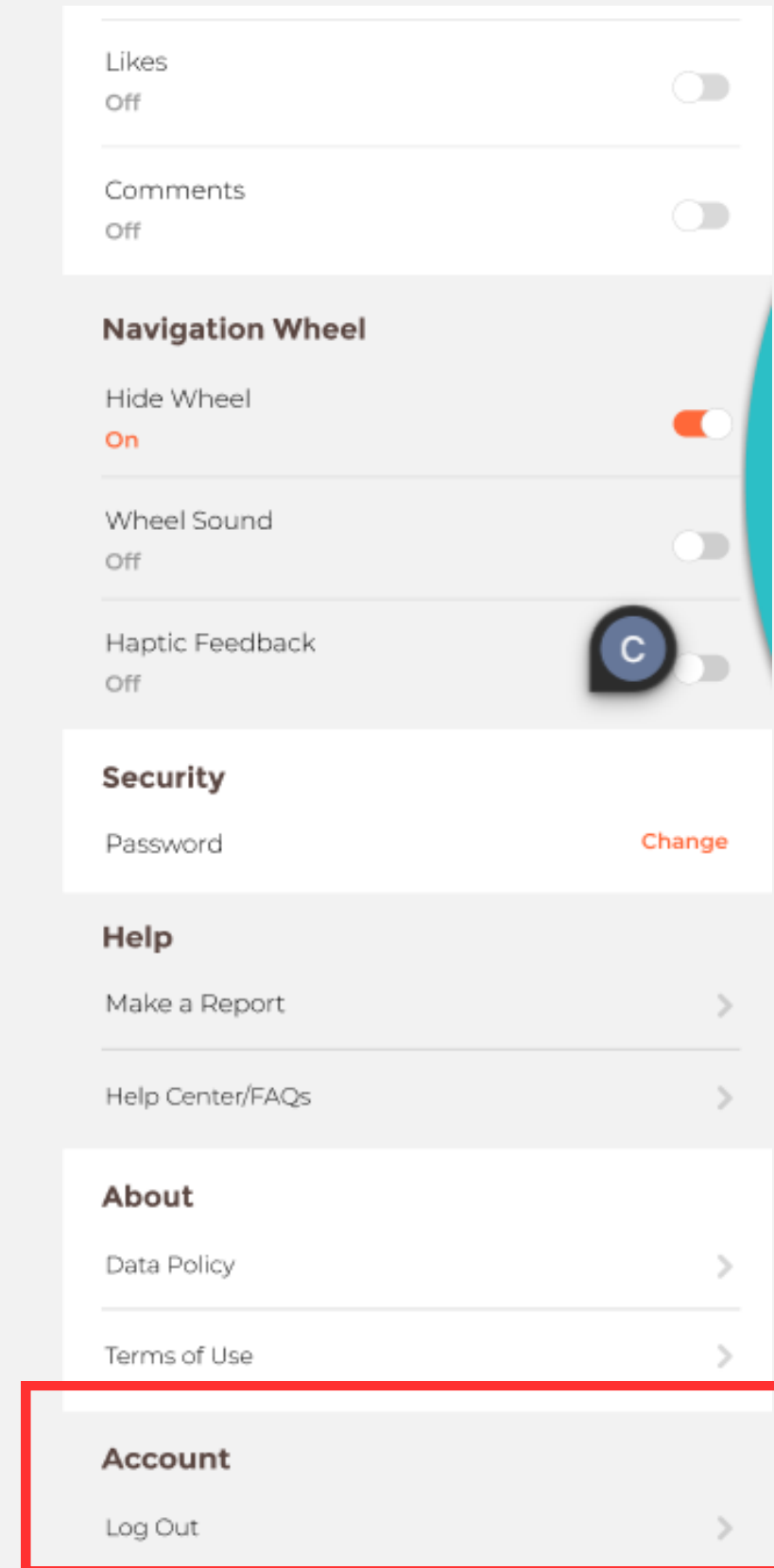


Mobile App

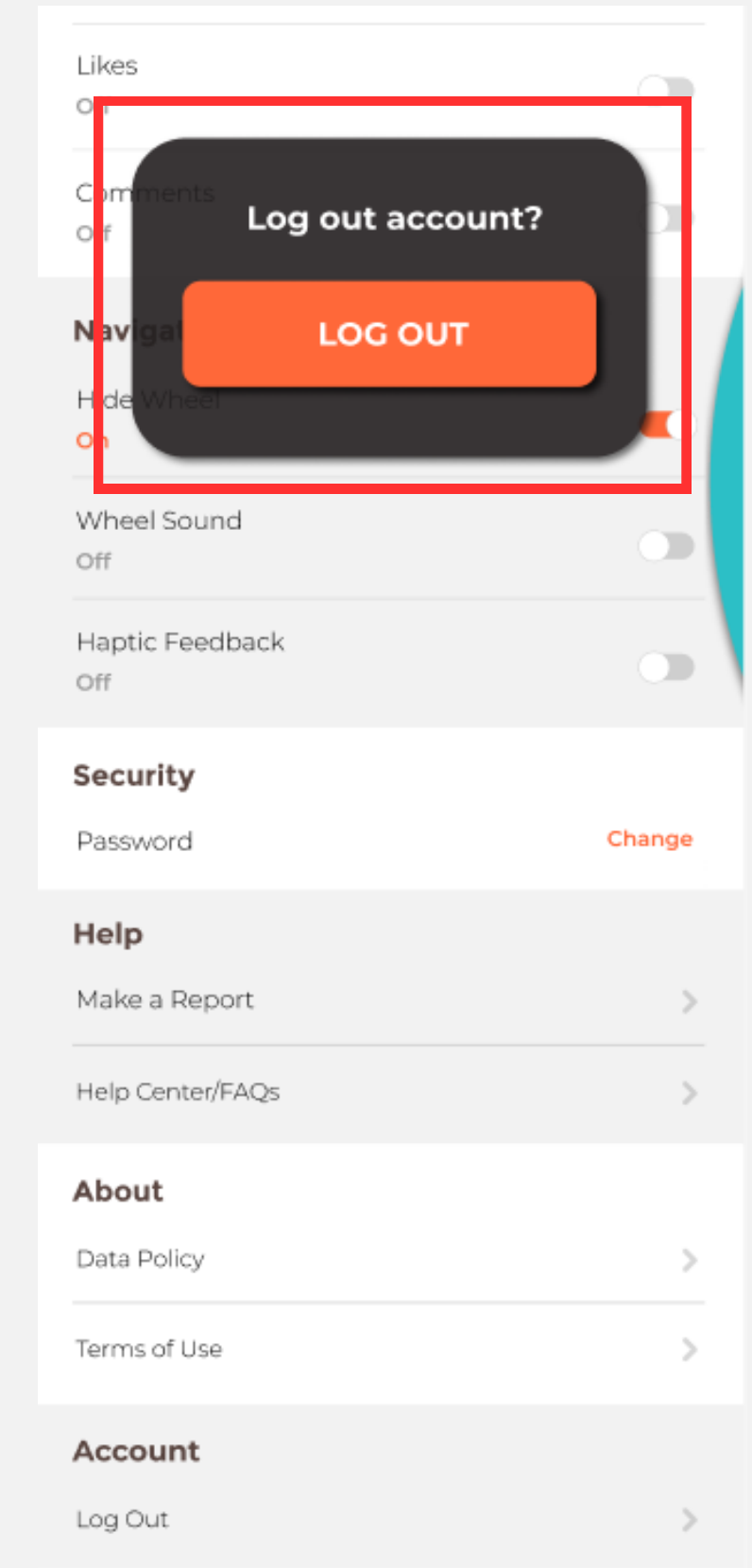
Settings

Log Out Button

- New UI:
 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:
 1. The system should not be able to submit empty report
- Missing:
 2. Error handling orange dot
- Adjustments:
 3. Submit button should be a little longer
 4. 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

Annotations: A red box labeled '2.' highlights three orange dots in the right margin of the form fields. A red box labeled '3.' highlights the 'SUBMIT' button. A red box labeled '4.' highlights the 'SUBMIT' text.

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?

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

OK

SUBMIT

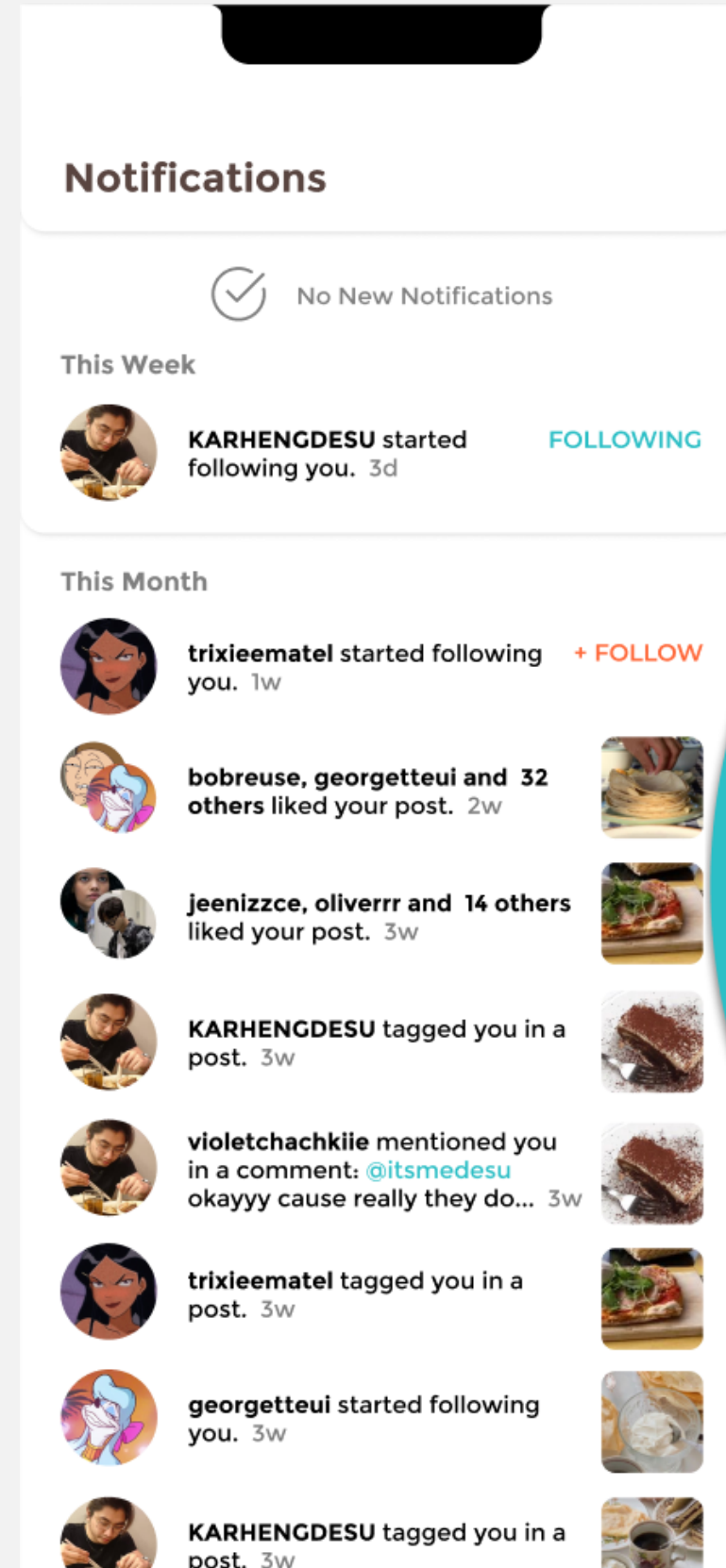
Annotations: A red box labeled '2.' highlights the error message overlay. A red box labeled '3.' highlights the 'SUBMIT' button. A red box labeled '4.' highlights the 'SUBMIT' text.

Mobile App

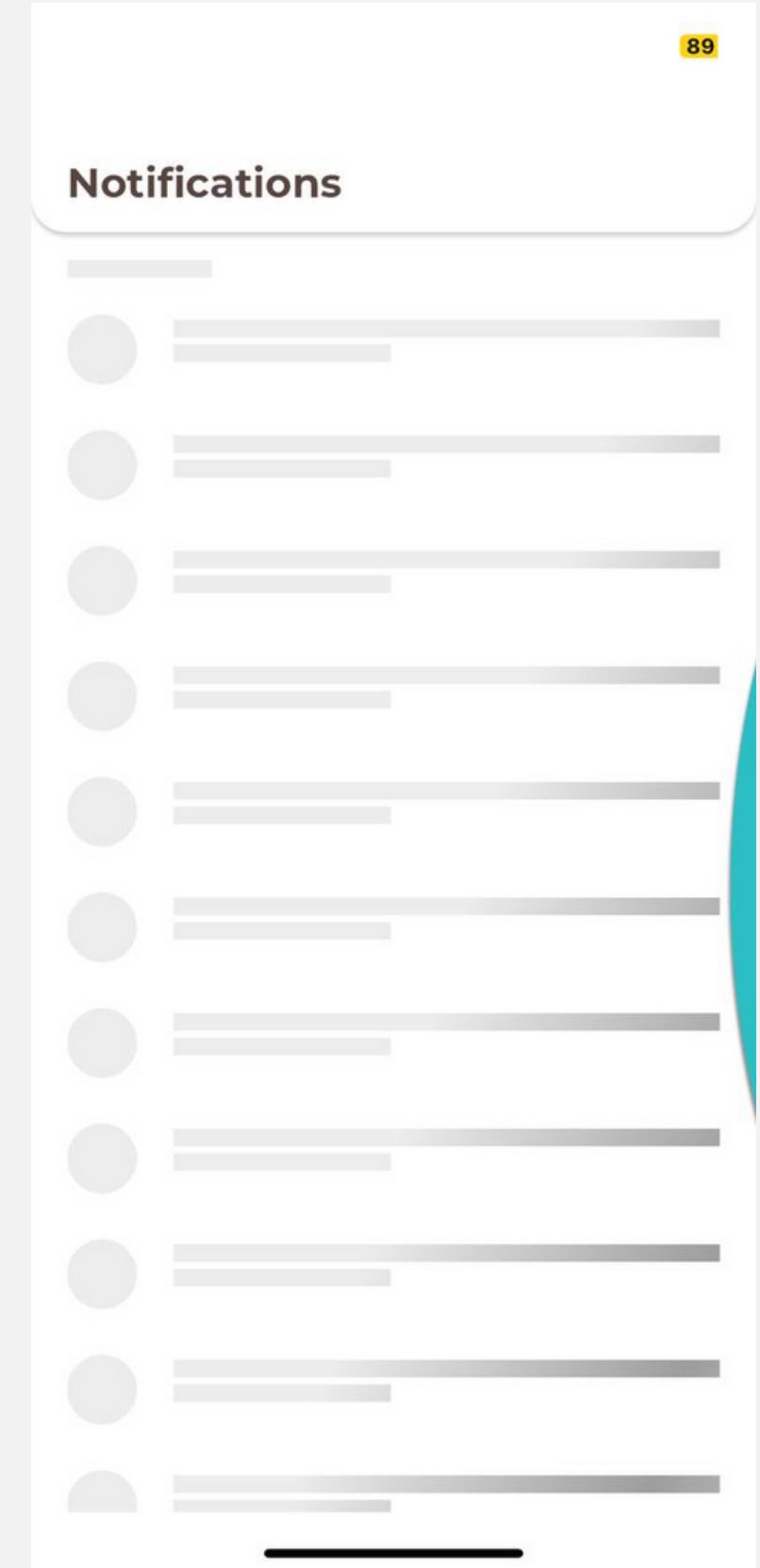
Notifications

Notifications

- Bug:
 1. The notifications takes so much time to load



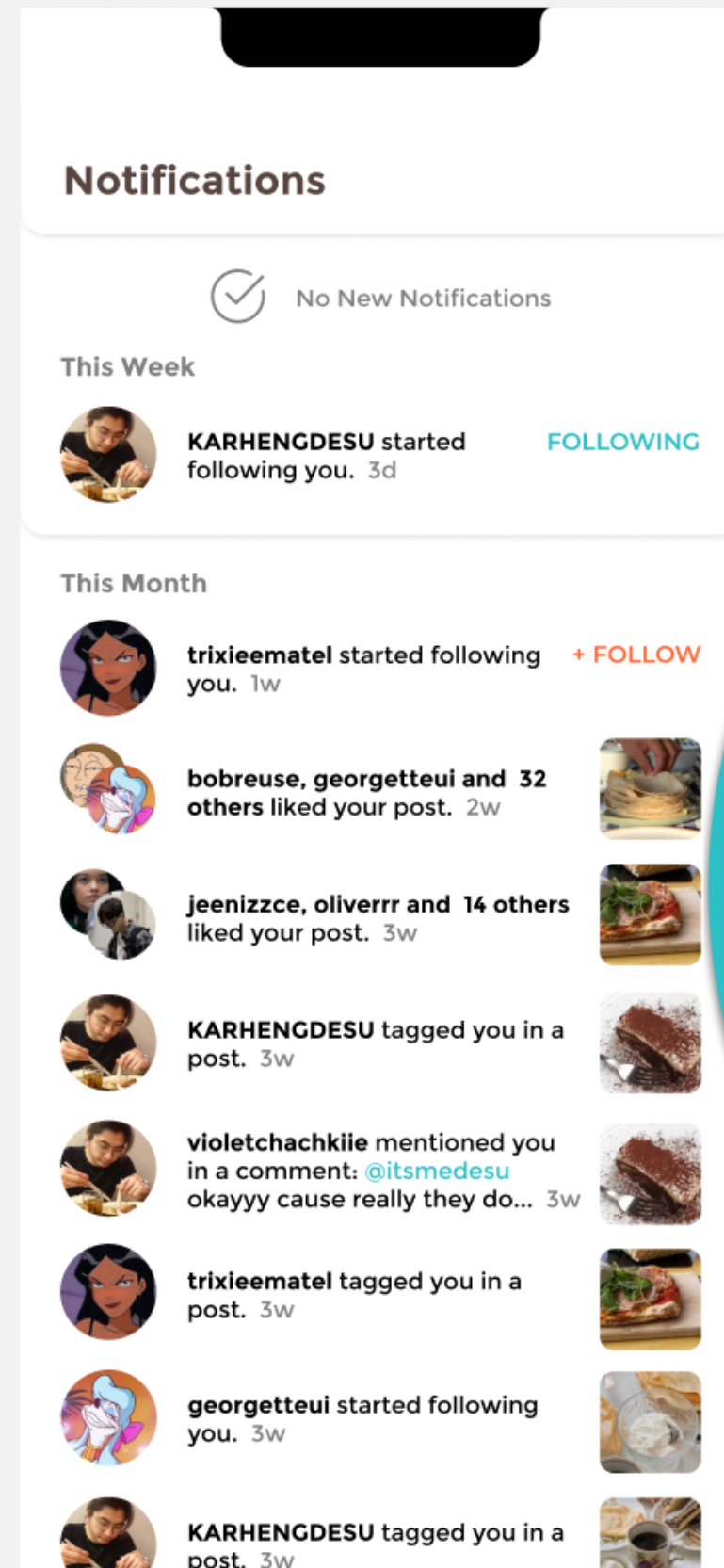
UI/UX Design



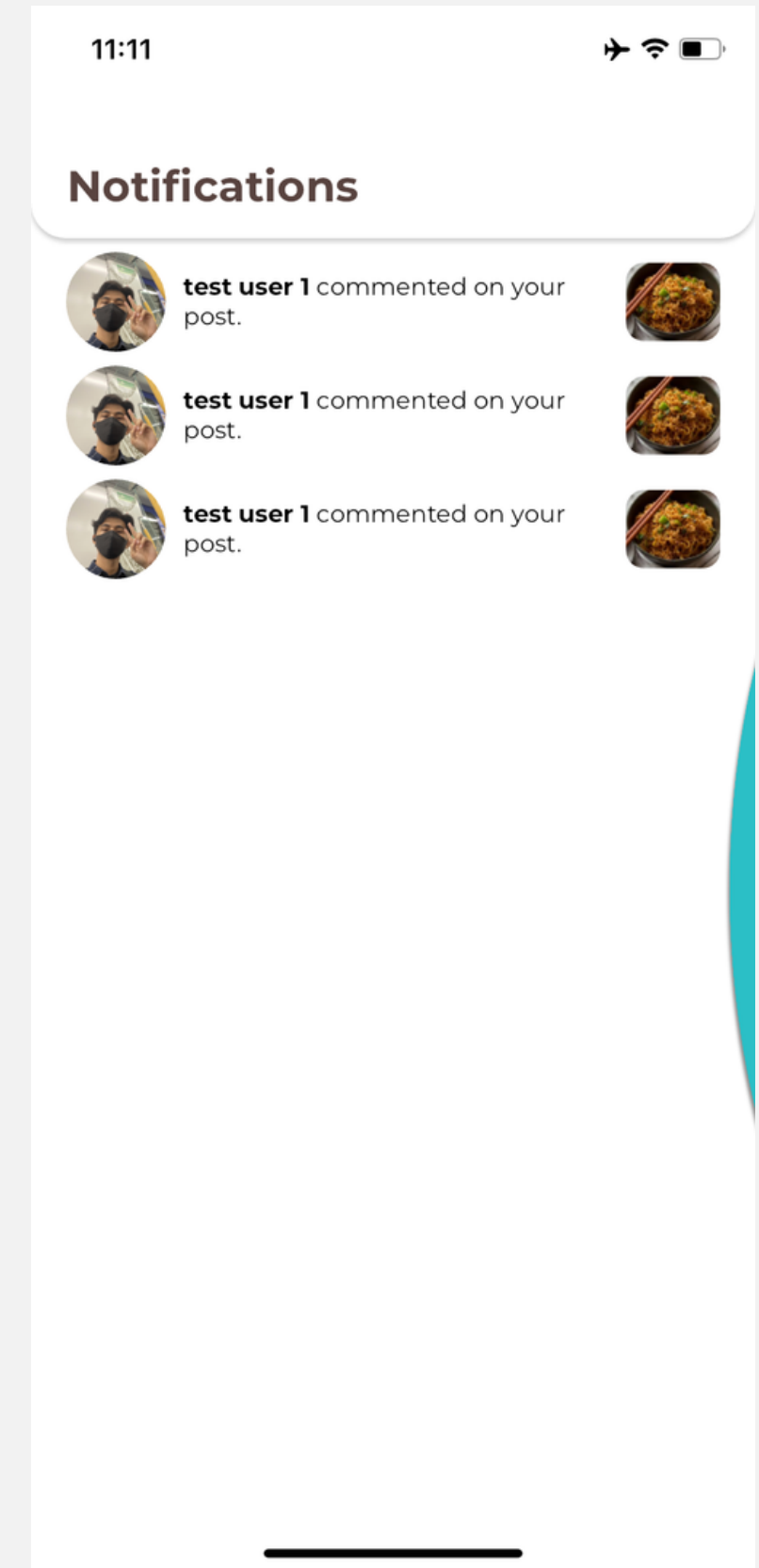
Mobile App

Notifications

- Bug:
 1. 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

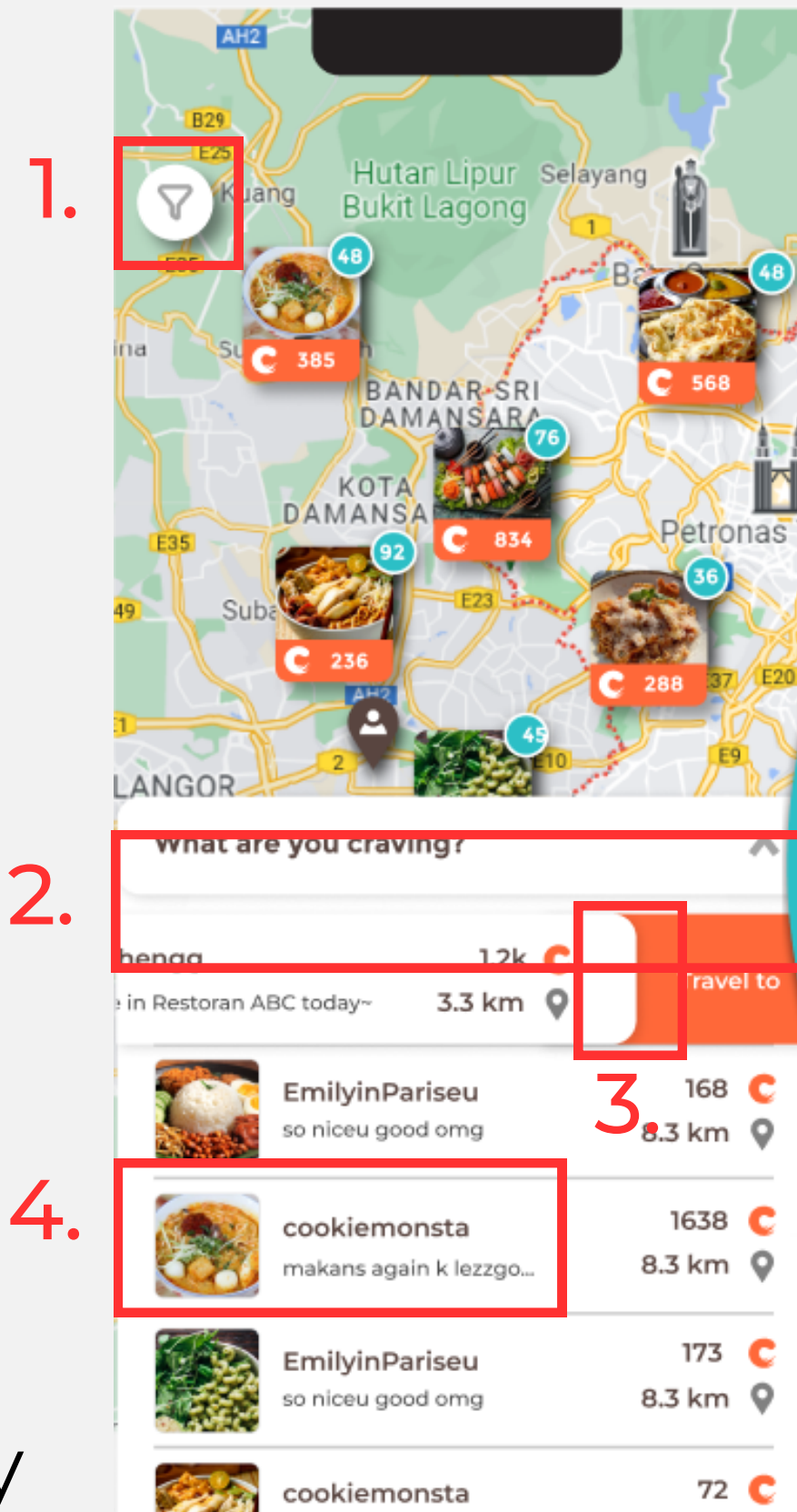
What are you craving?

- Adjustments:

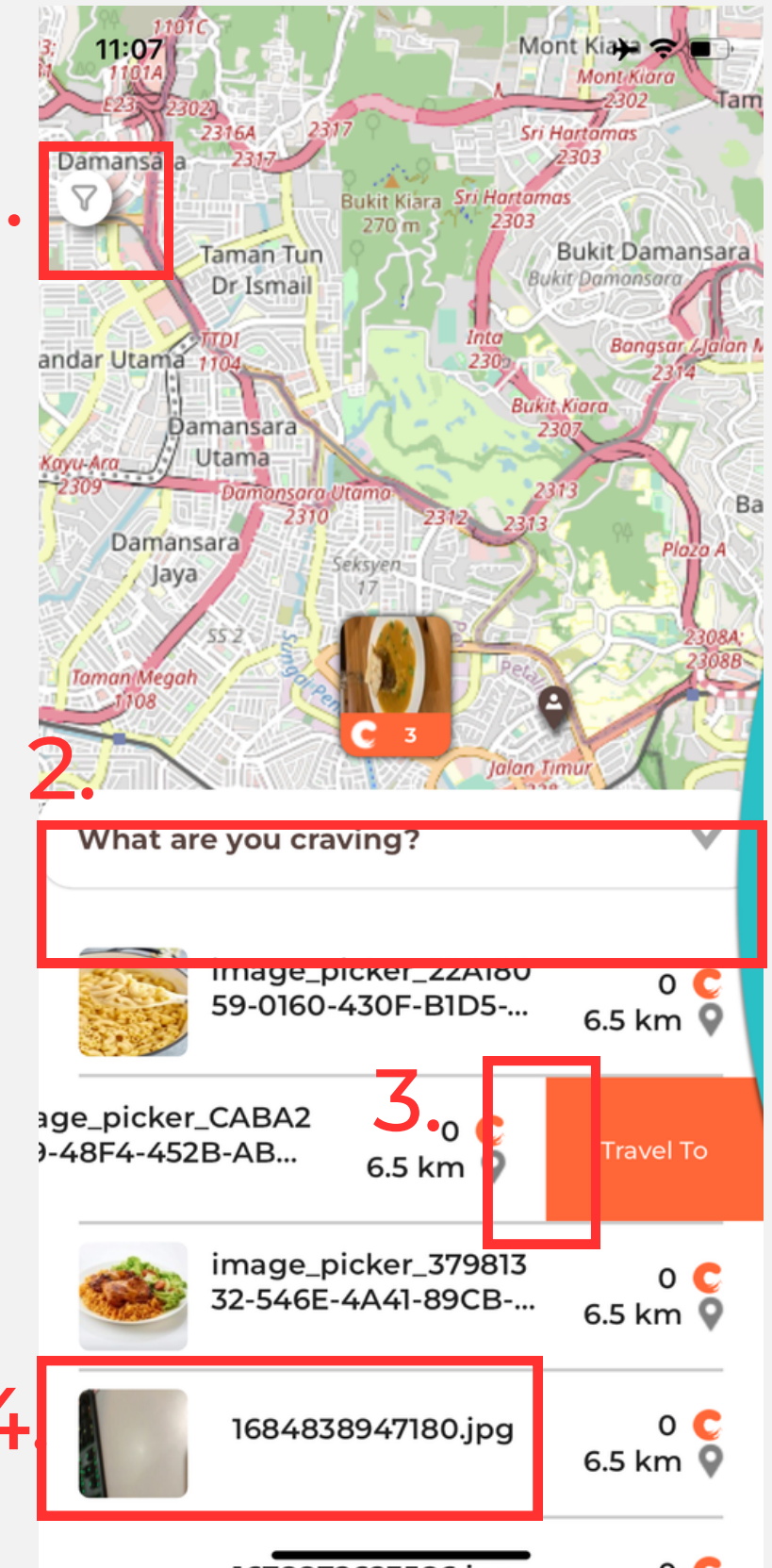
1. The filter arrow should be slightly bigger
2. There are no shadow and bigger white gaps
3. The white bar supposed to have a shadow and a curved corners

- Bug:

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



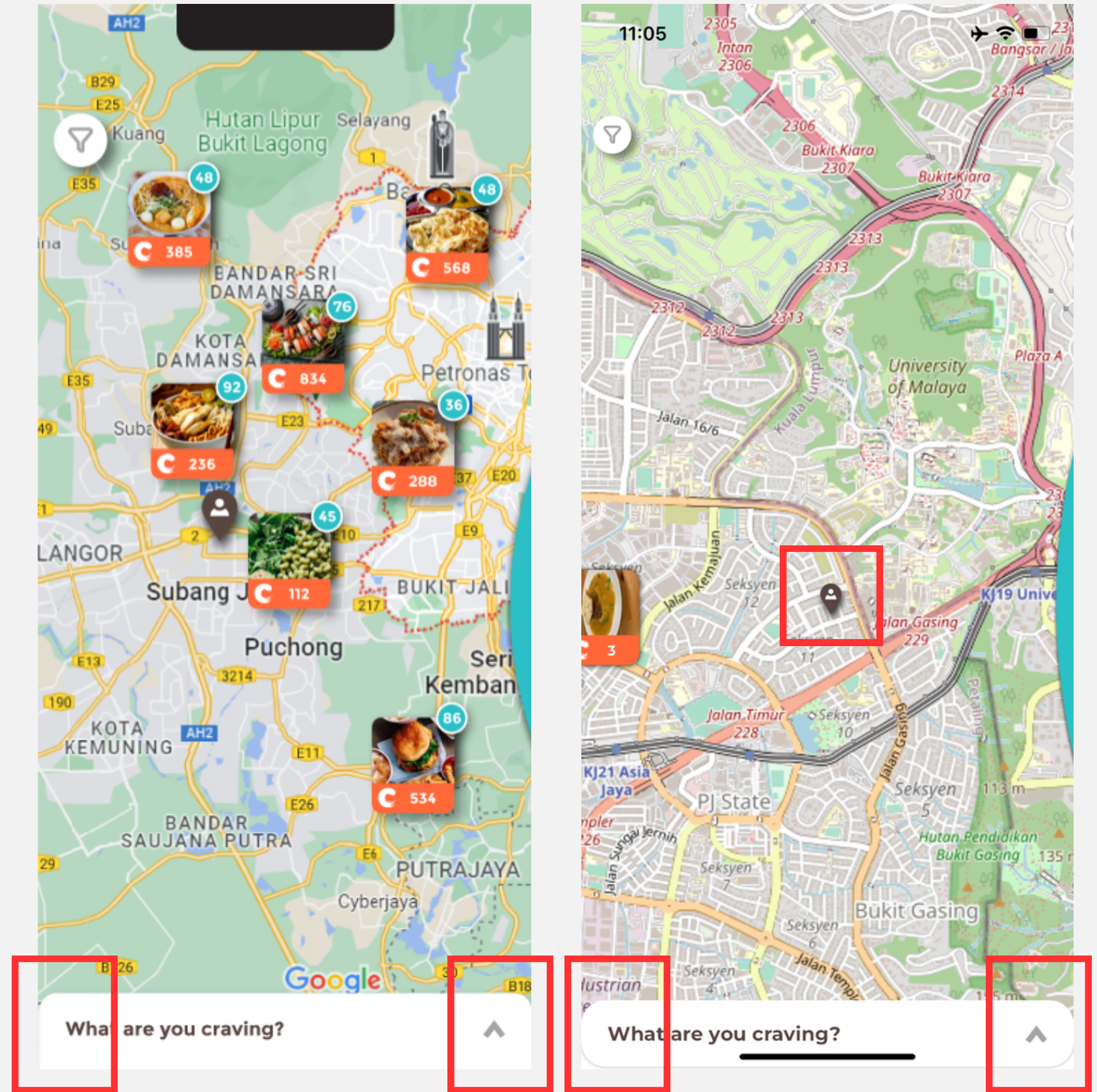
UI/UX Design



Mobile App

Maps

- Bug:
 1. 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:
 2. There is a gap between the bottom screen and the lower carvings bar.



UI/UX Design

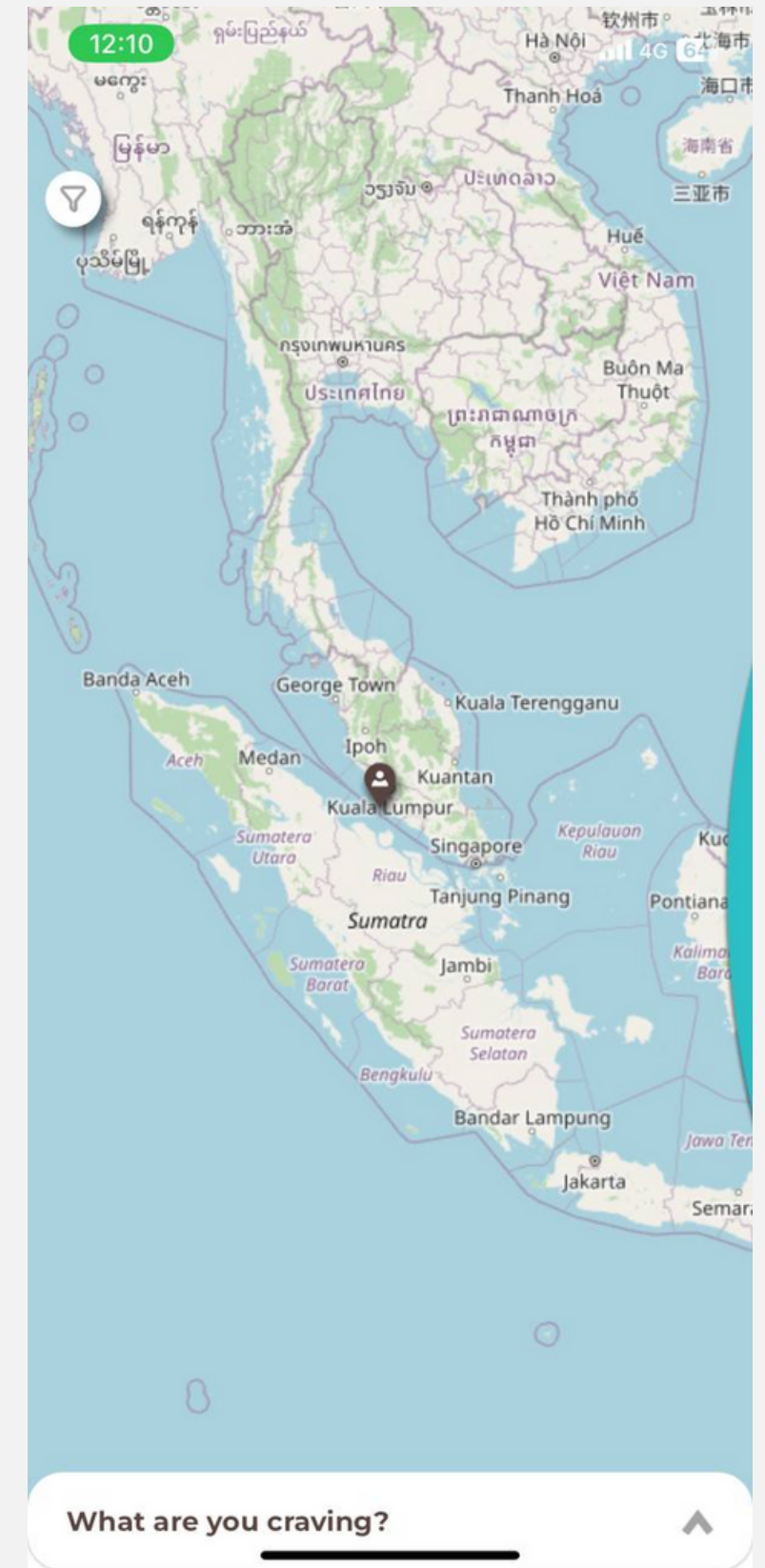
Mobile App

Maps

- Adjustments:
 1. The maps should be start off within 500m radius
- Bug:
 2. 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

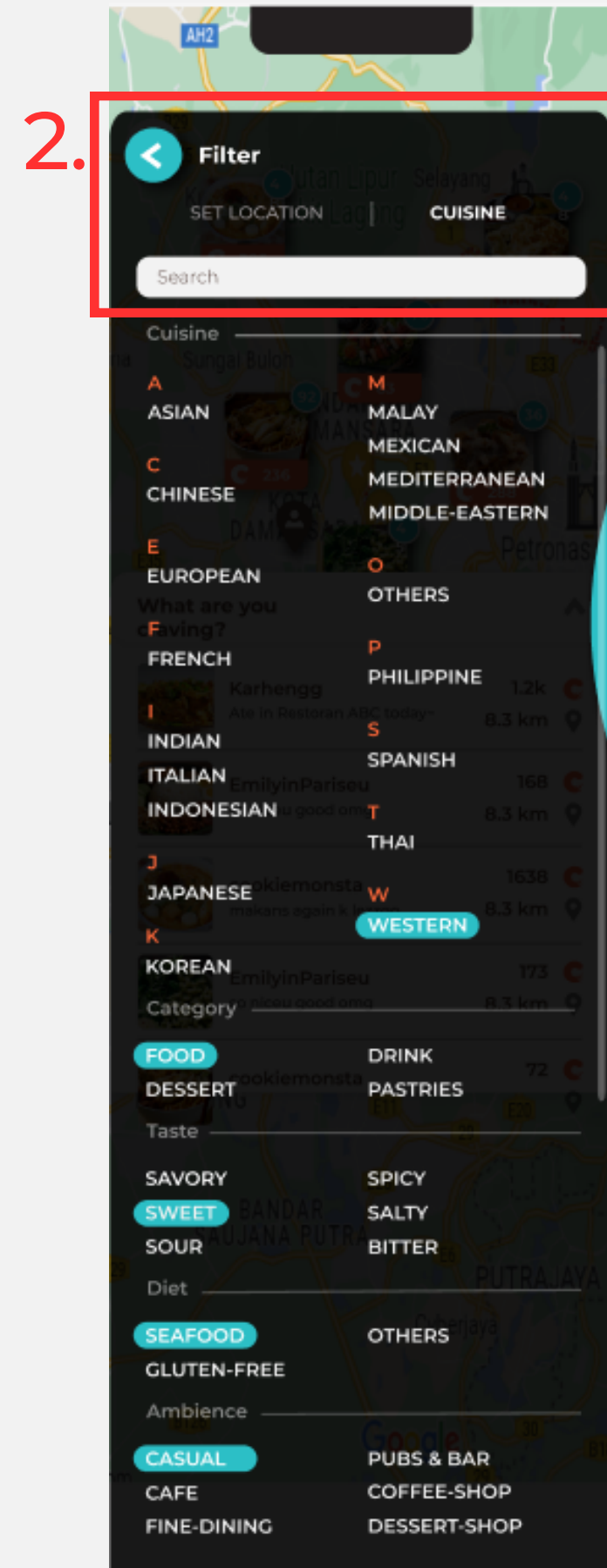


Mobile App

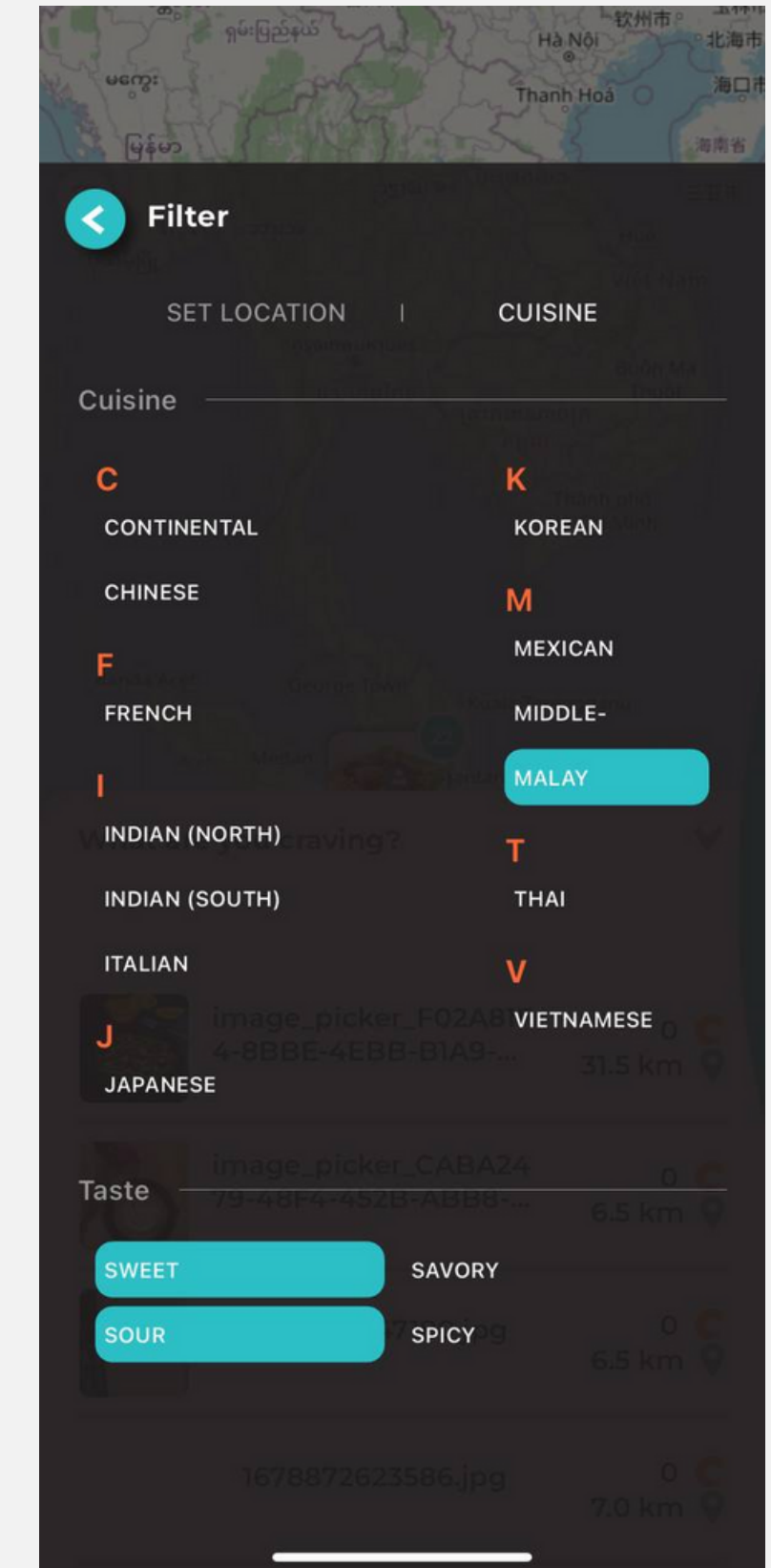
Filter

- New UI:

1. Should follow the new UI where the cuisine category is based on the data entry, and followed by category, taste, diet and ambience filter.
2. The filter is scrollable except for the highlighted part



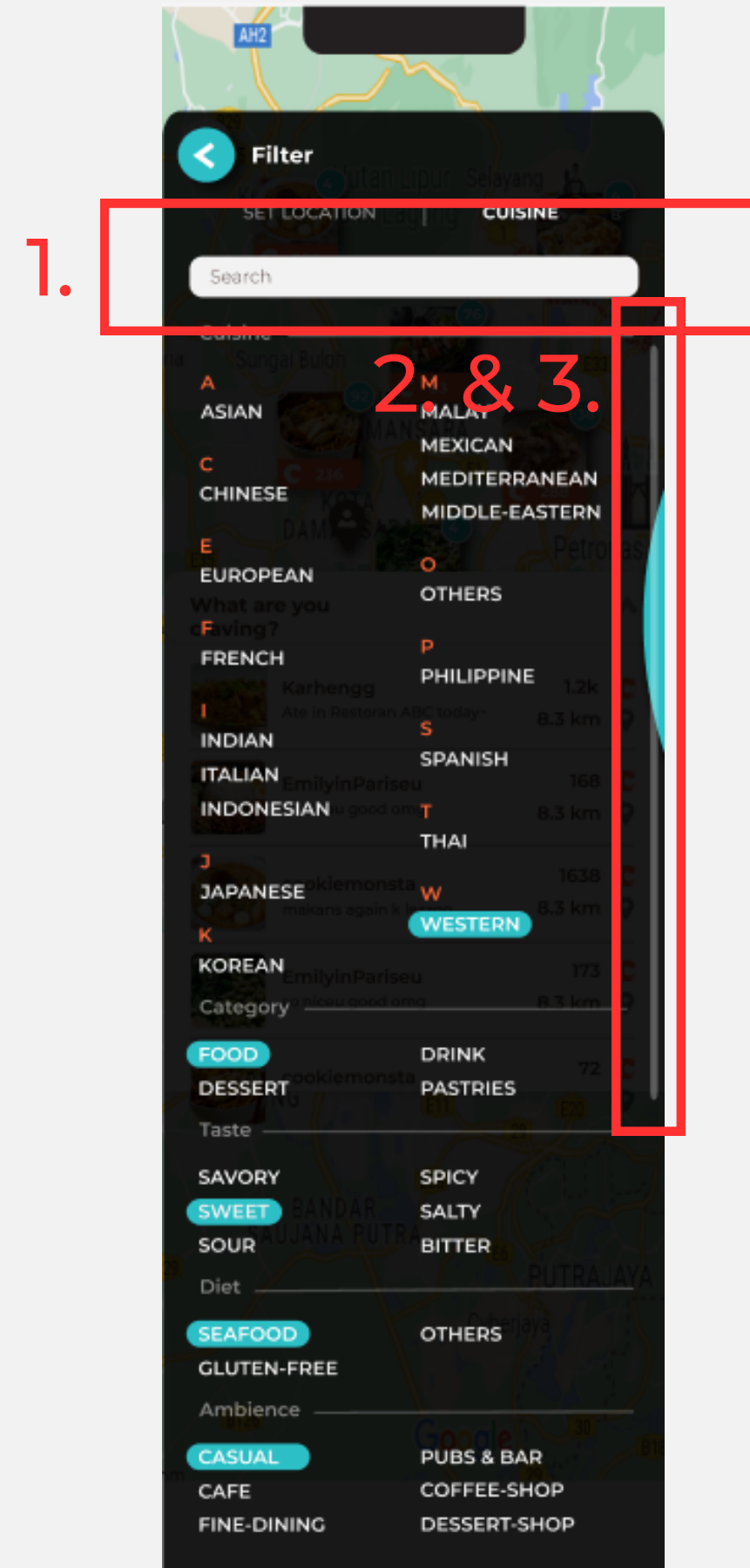
UI/UX Design



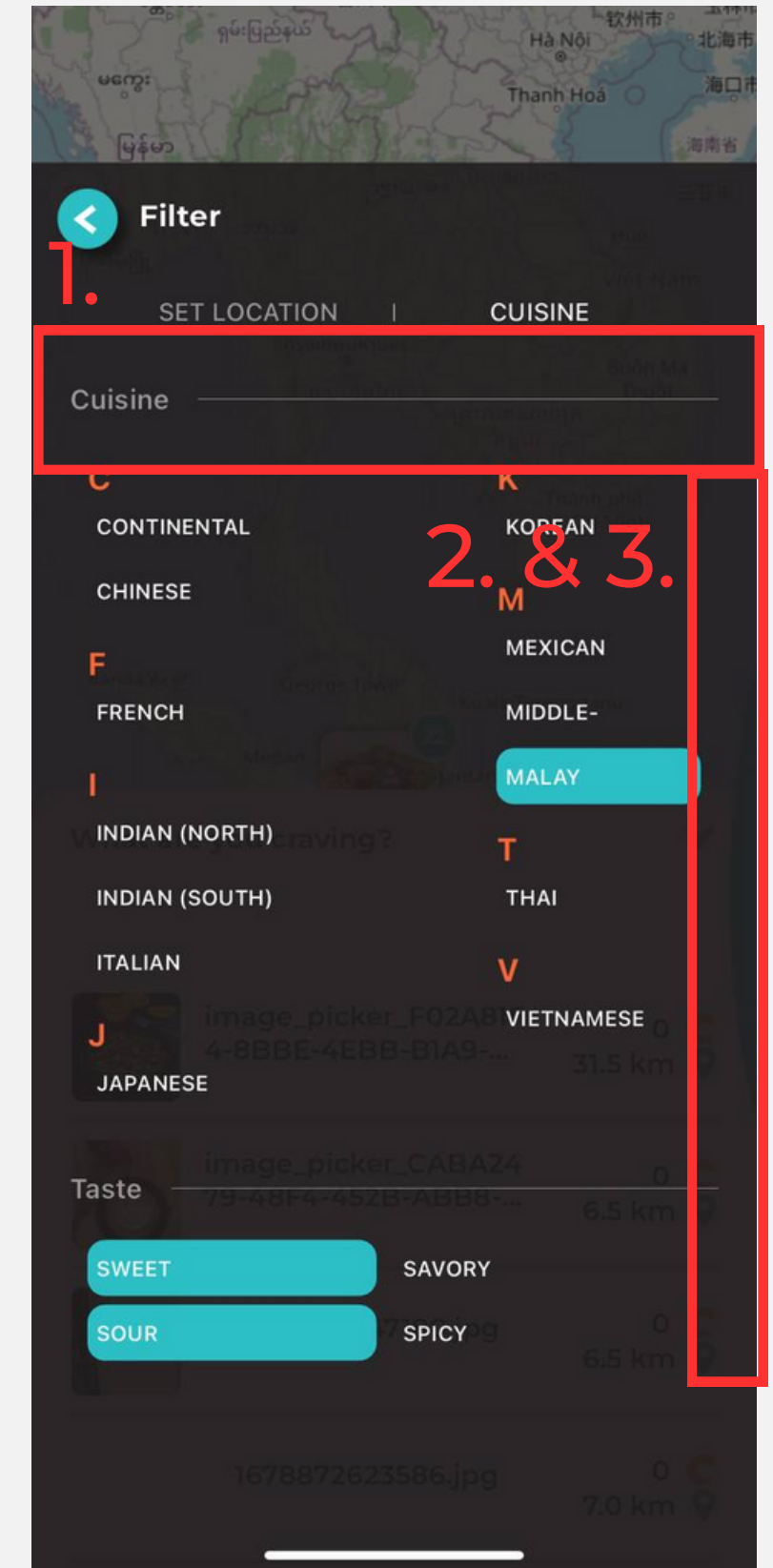
Mobile App

Filter

- Missing:
 1. Search bar
 2. Scroll bar
 3. Navigation wheel



UI/UX Design

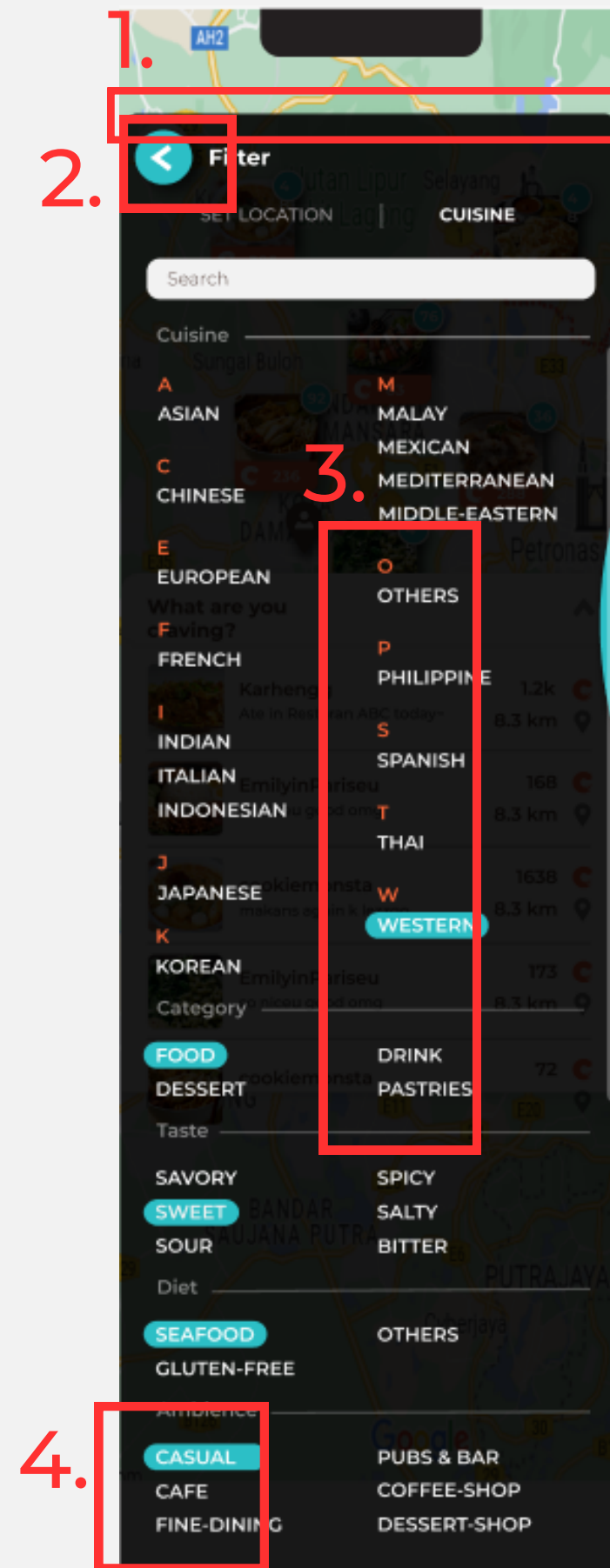


Mobile App

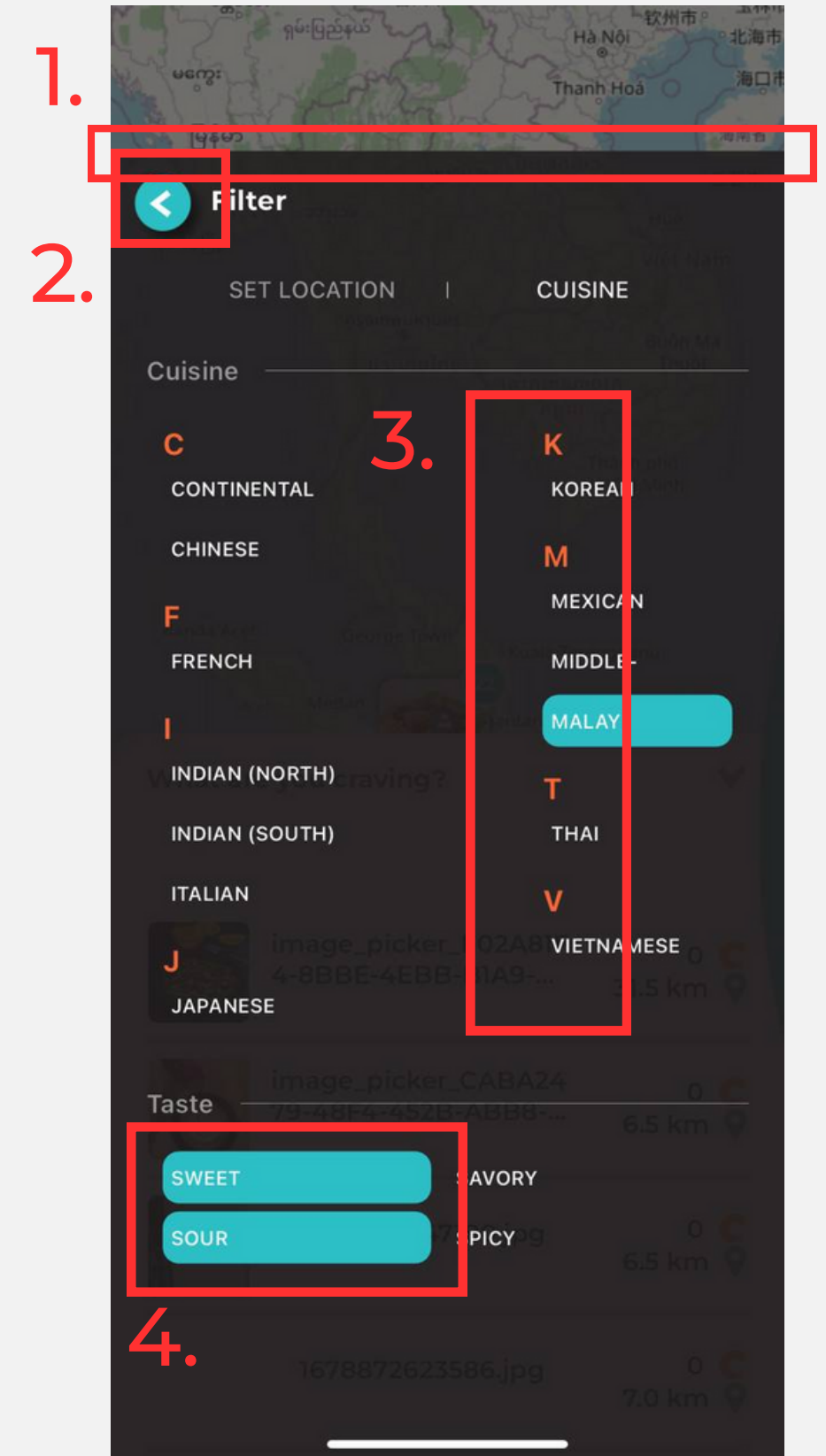
Filter

- Adjustments:

1. The edge of the pop up should be more rounded
2. The back icon should be slightly bigger
3. The alignment of the contents is a bit off and not straight
4. The size of selection bar should be more rounded and shorter
5. The transparency of the filter section



UI/UX Design



Mobile App

Tags

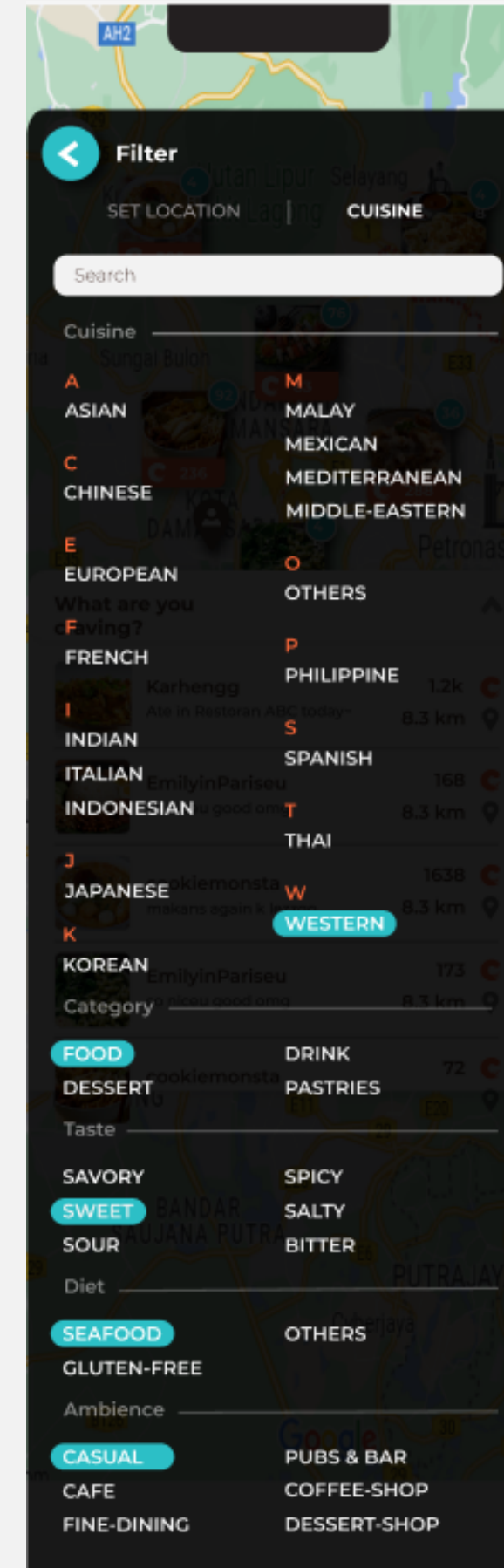
The tags supposed to be standardized to the

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

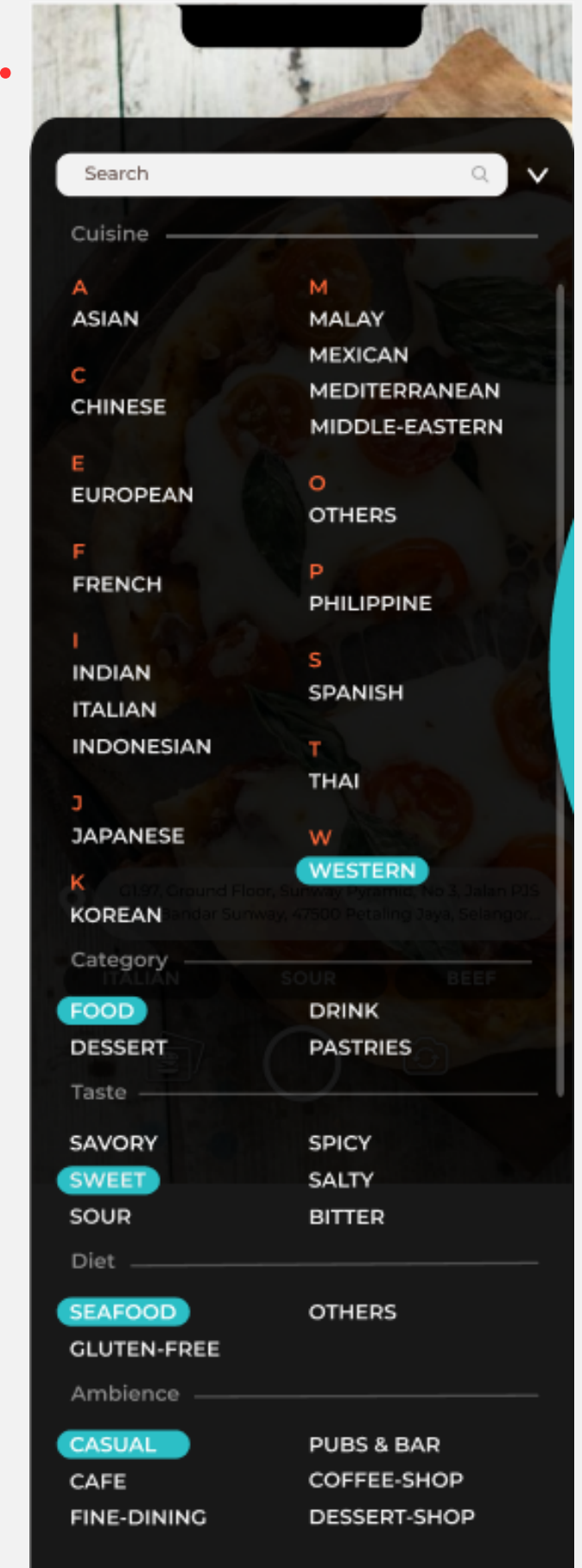
in terms of

1. Contents inside it
2. Transparency / Opacity
3. Have a search bar
4. Have a scroll bar

1.



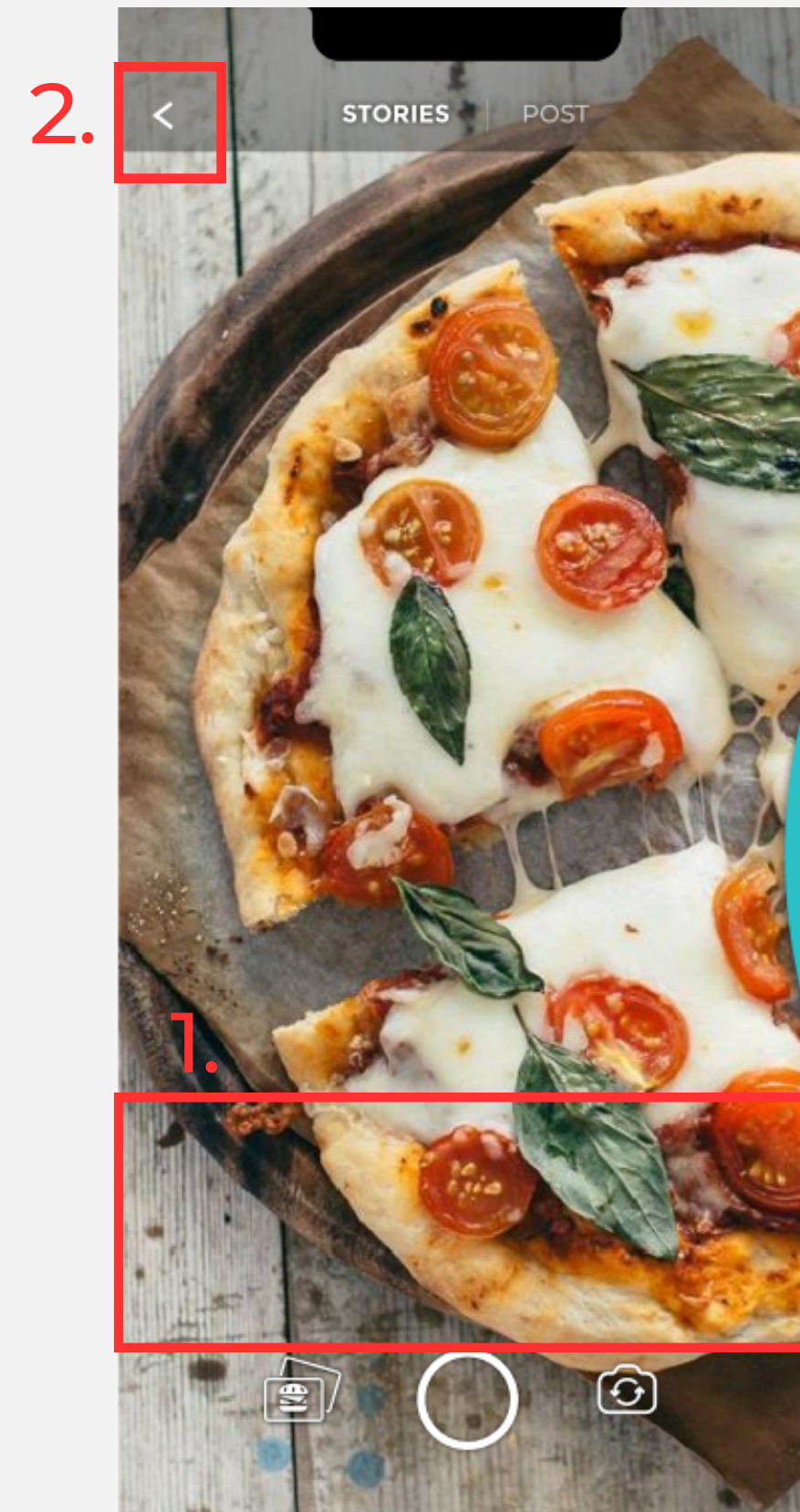
2.



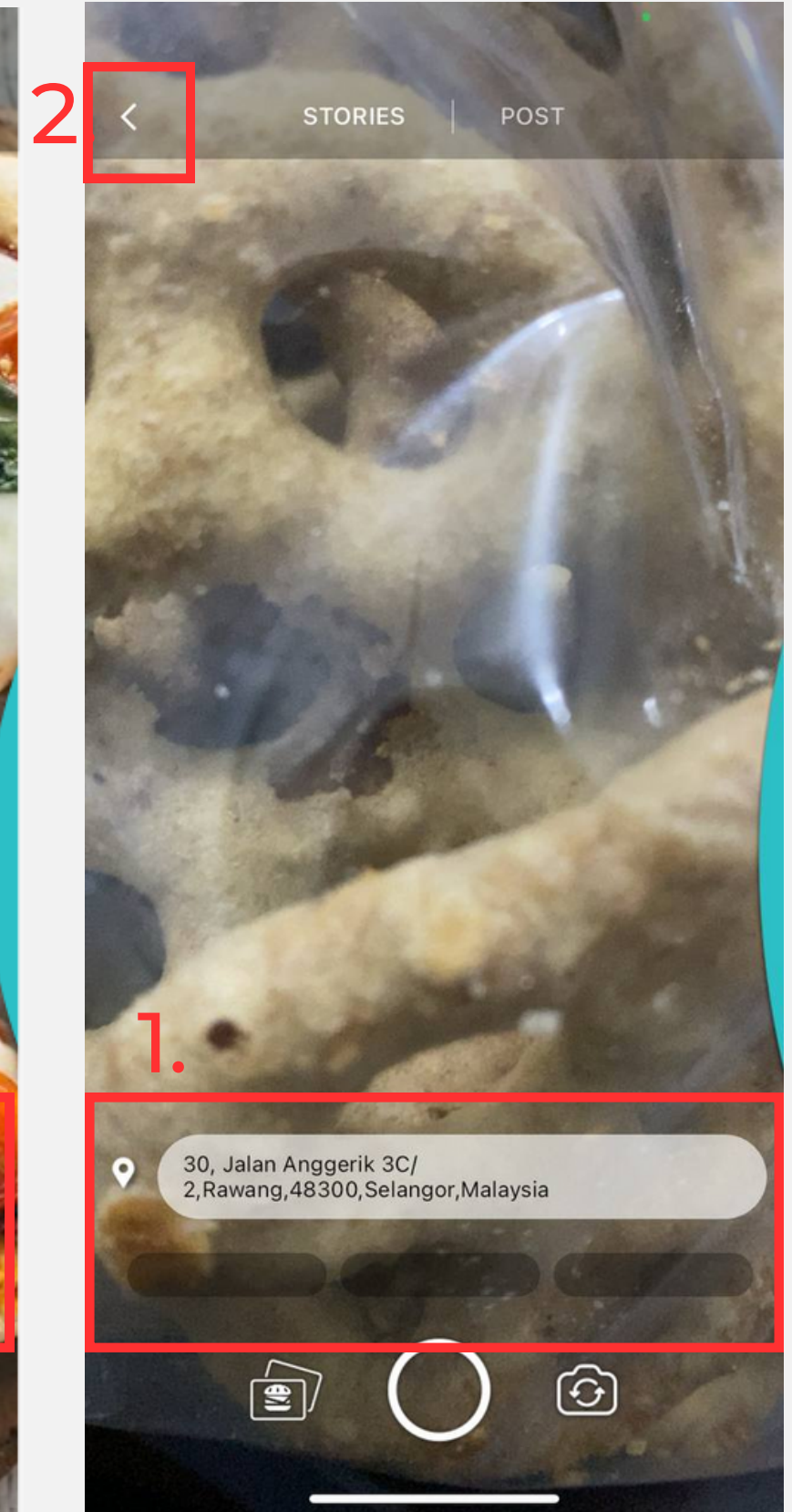
Camera

Camera

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



UI/UX Design



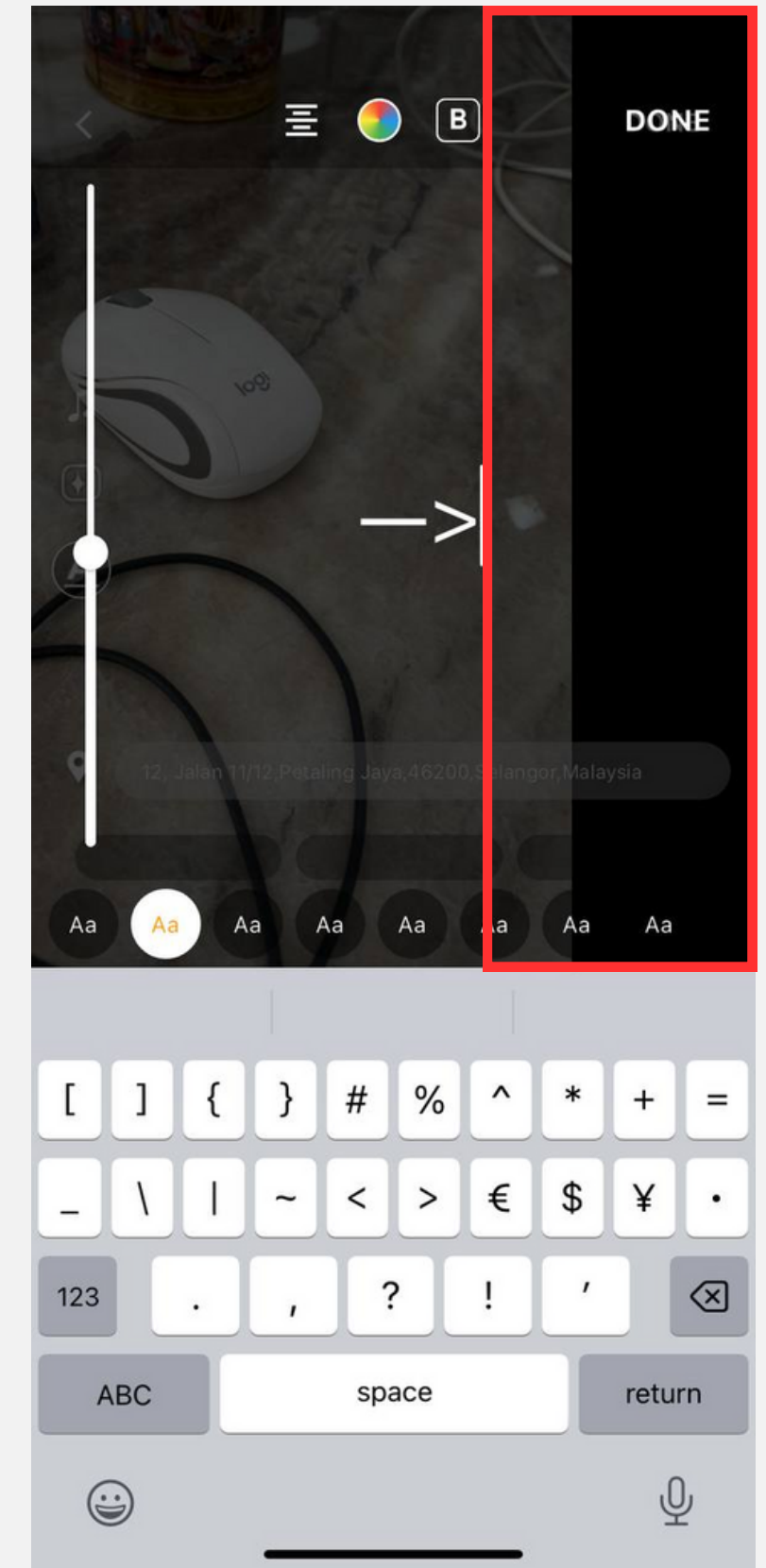
Mobile App

Photo Edit

- Bug:
 1. The typed word on the picture taken is not movable and editable
 2. There are movements of the picture taken (to the left) while putting caption



UI/UX Design



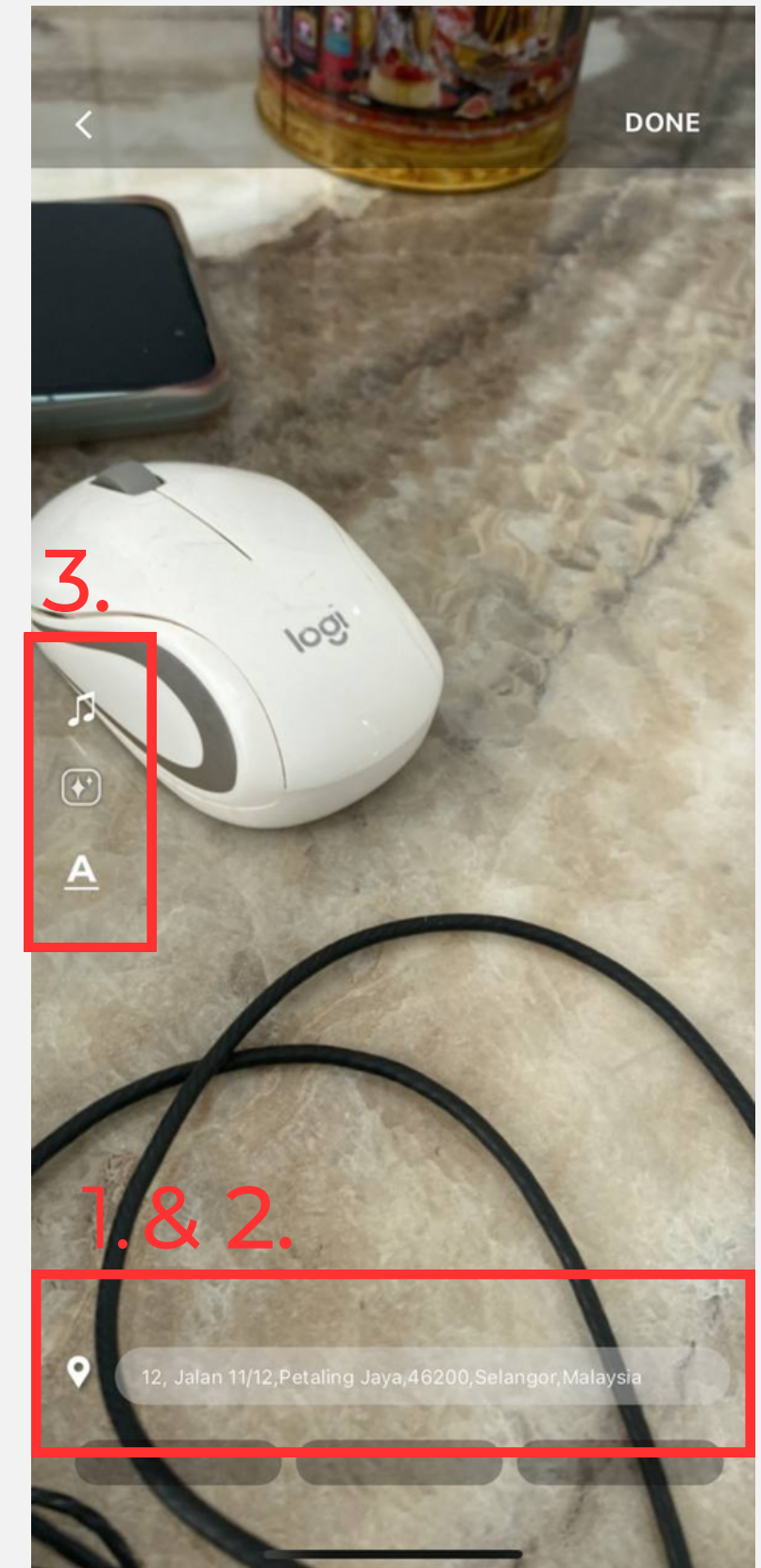
Mobile App

Photo Edit

- Adjustments:
 1. The location background should be white and the font should be black
 2. The size of the location bar should be bigger
- Remove:
 3. Music and filter option



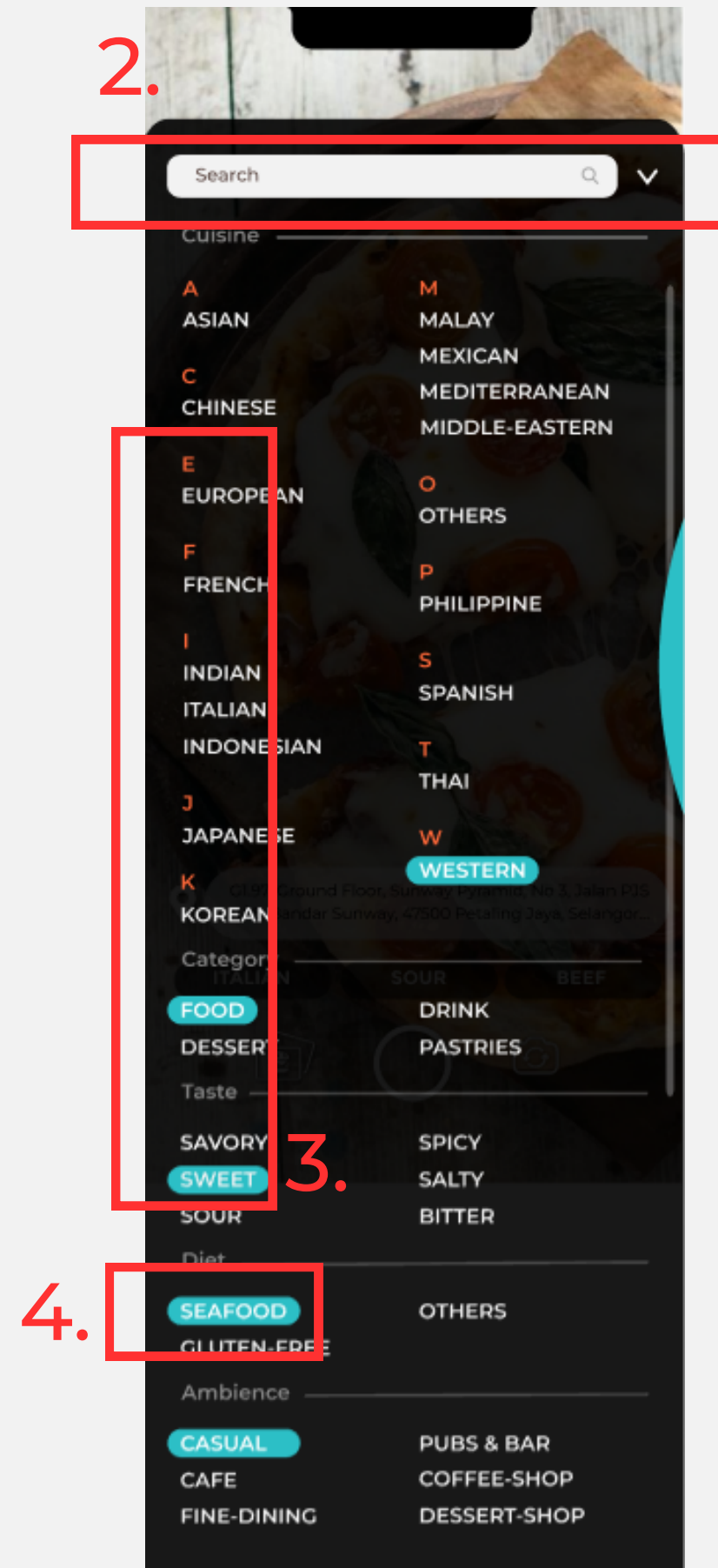
UI/UX Design



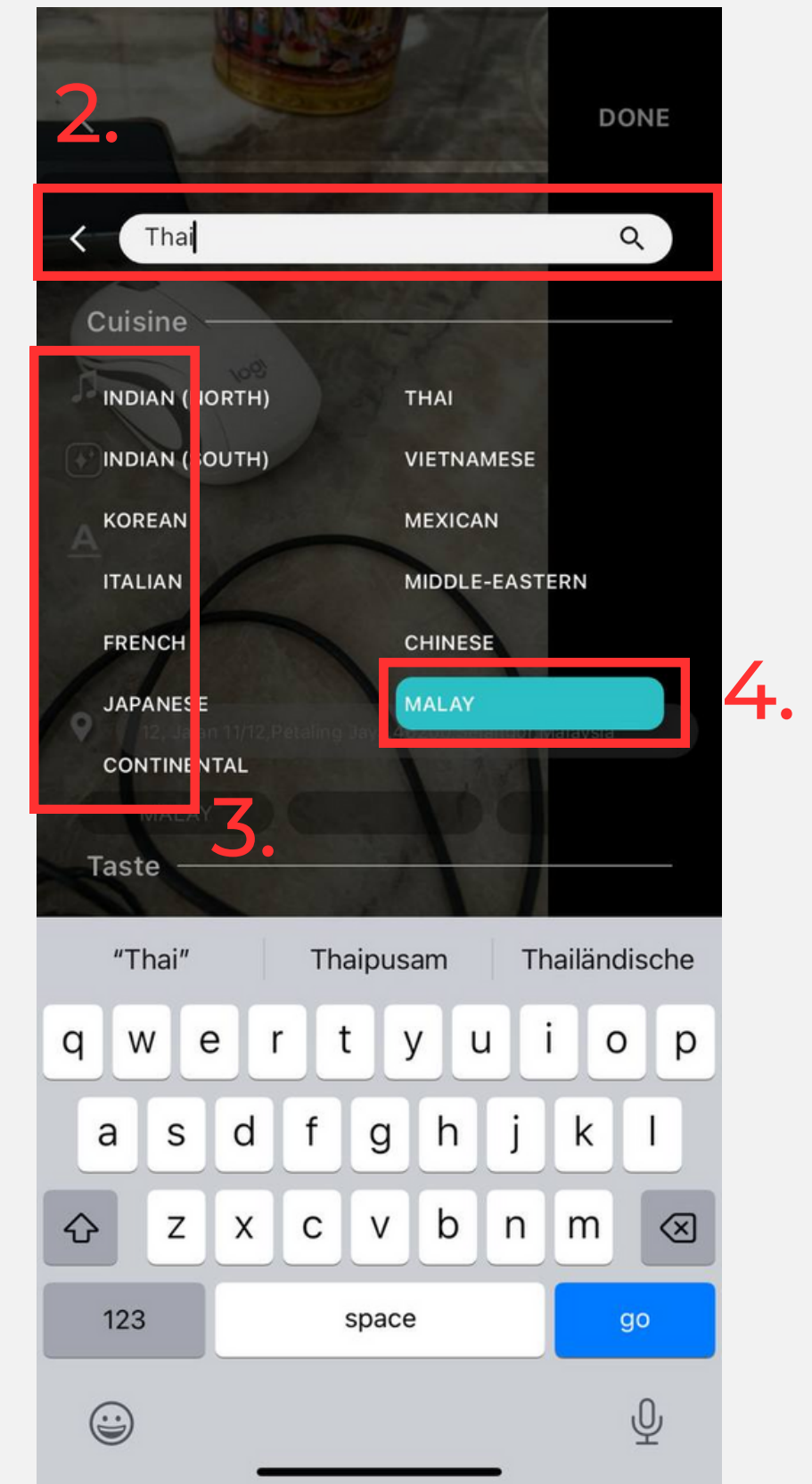
Mobile App

Category

- New UI:
 1. Should follow the new UI
- Adjustments:
 2. The edge of the search bar needs to be less rounded
 3. The organization design of the cuisine categories is not alphabetical
 4. The edge of the selection-blue bar needs to be more rounded and shorter
 5. The transparency of the tags section



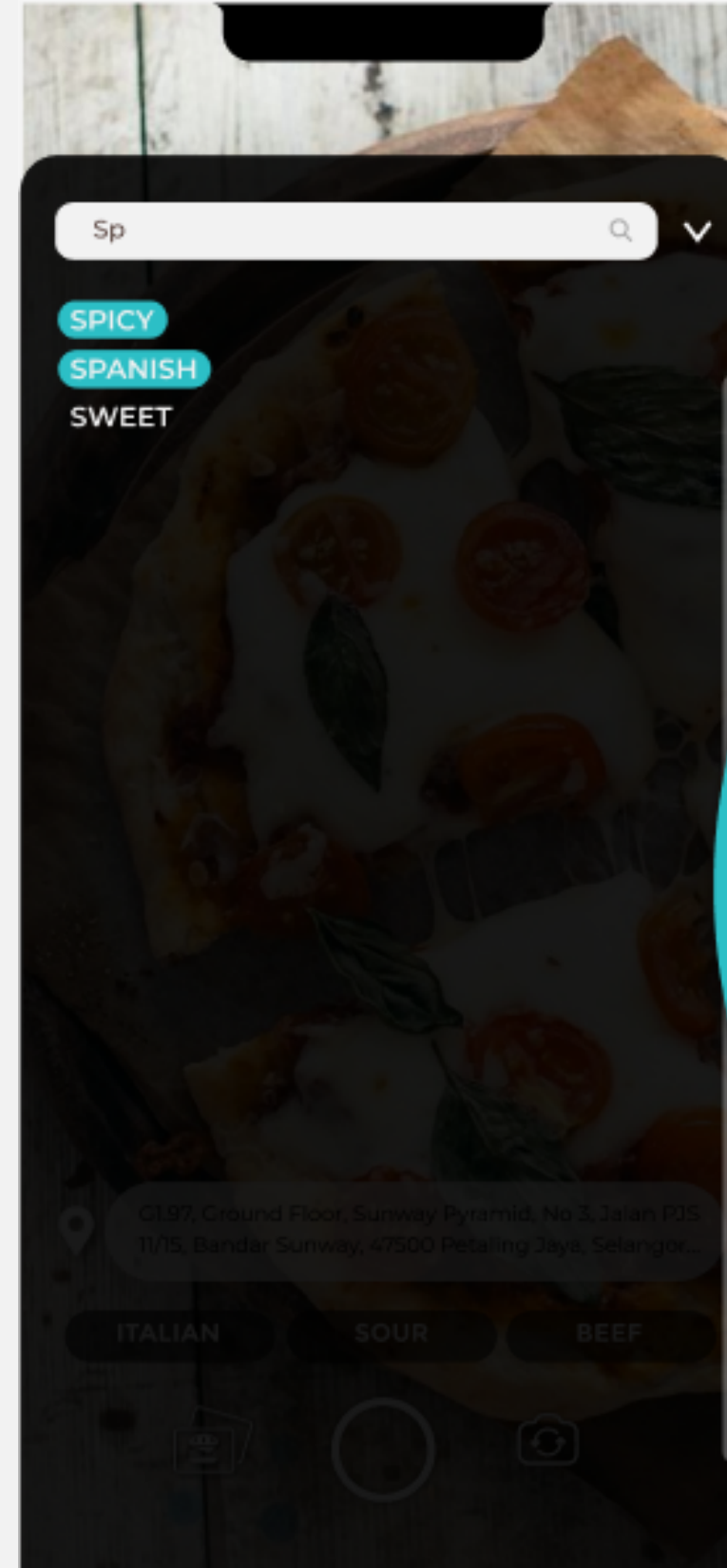
UI/UX Design



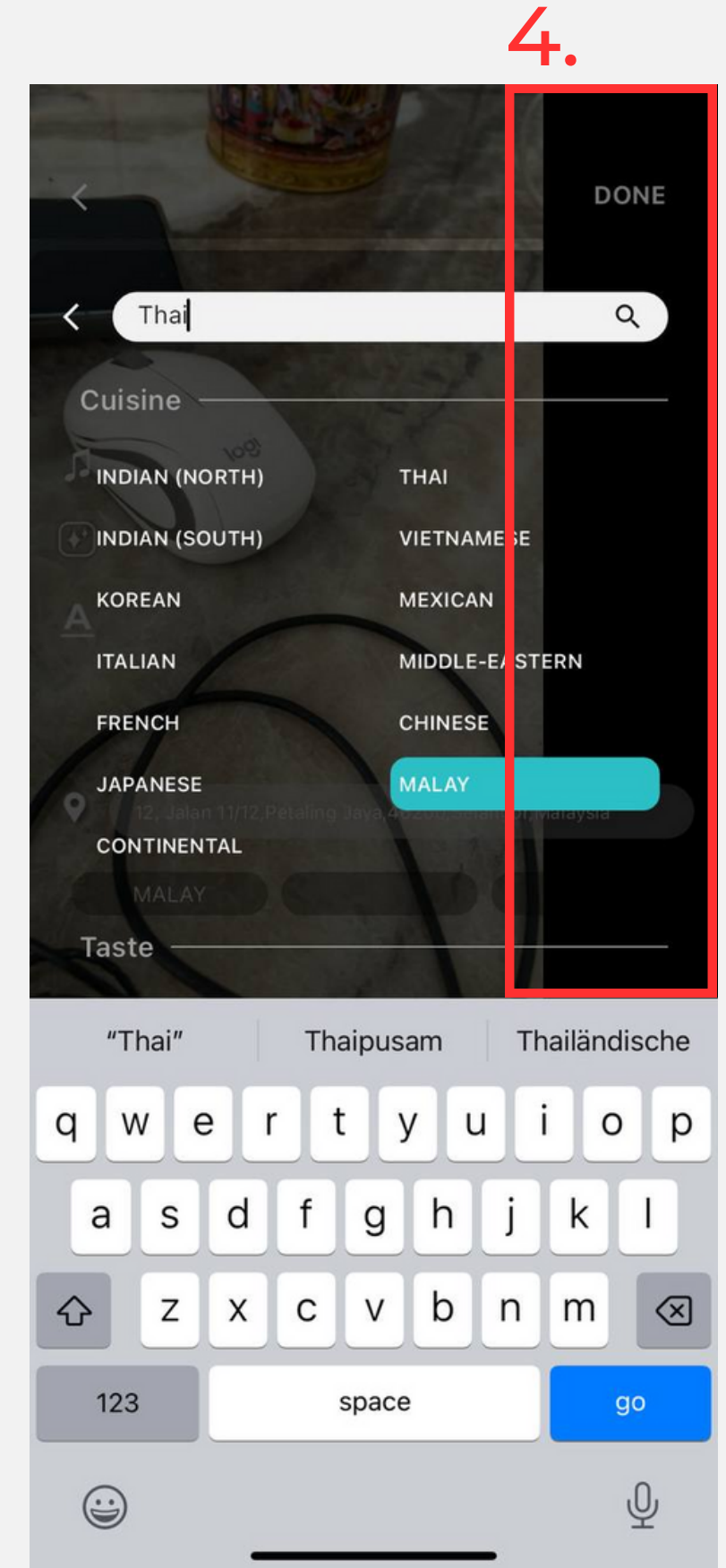
Mobile App

Category

- New UI:
 1. Should follow the new UI
- Bug:
 2. The search tool is not working
 3. The search history is not automatically removed
 4. The photo at the background moved (to the left) when the keyboard appear on the screen



UI/UX Design



Mobile App

Address

- New UI:

1. Should follow the new UI

- Adjustments:

2. The pop-up edge should be more rounded

3. The search bar edge need to be more rounded

4. The font size should be slightly smaller

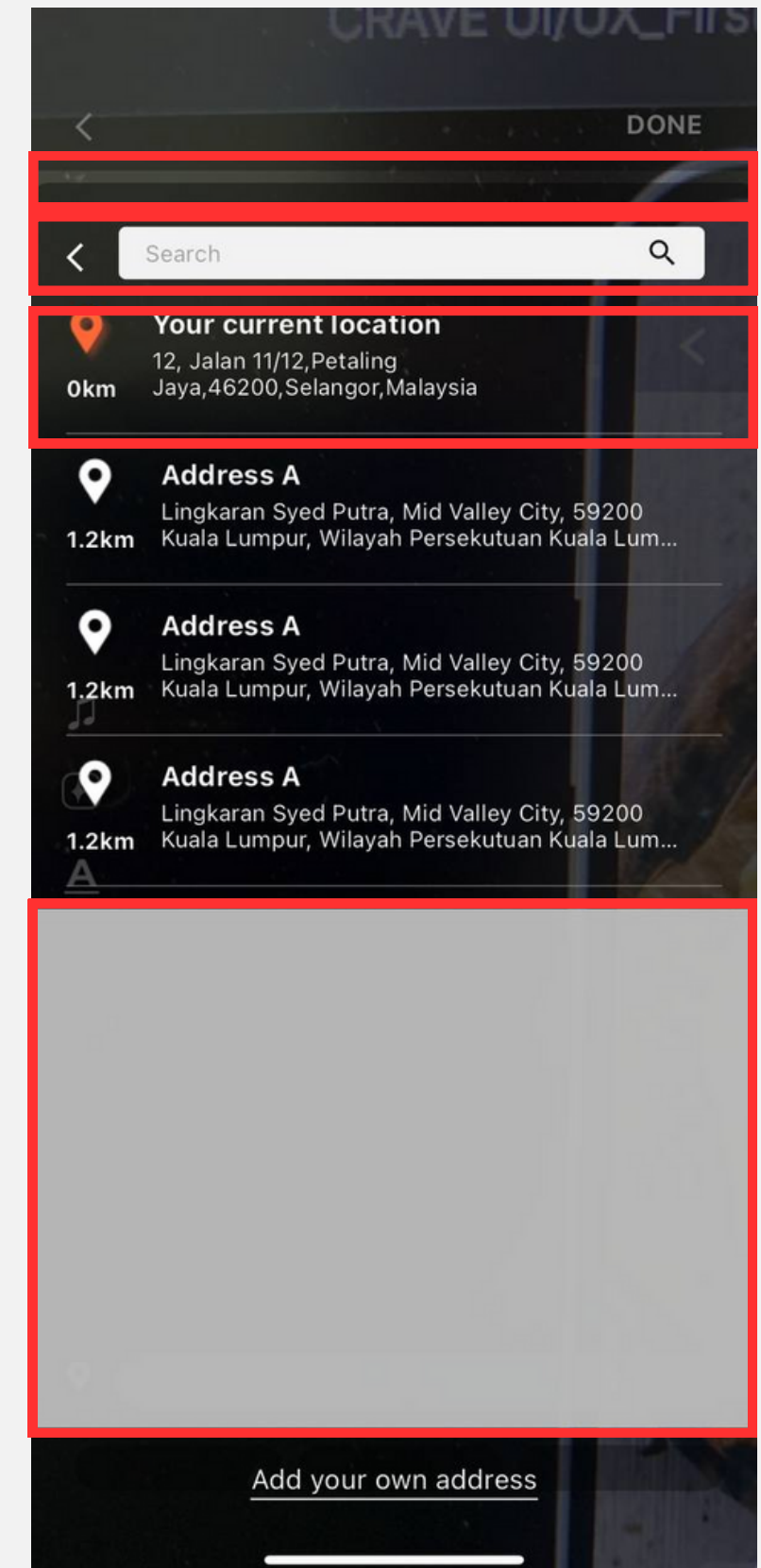
- Bug:

5. There is a big grey bar under the address options

6. The address options could not be selected



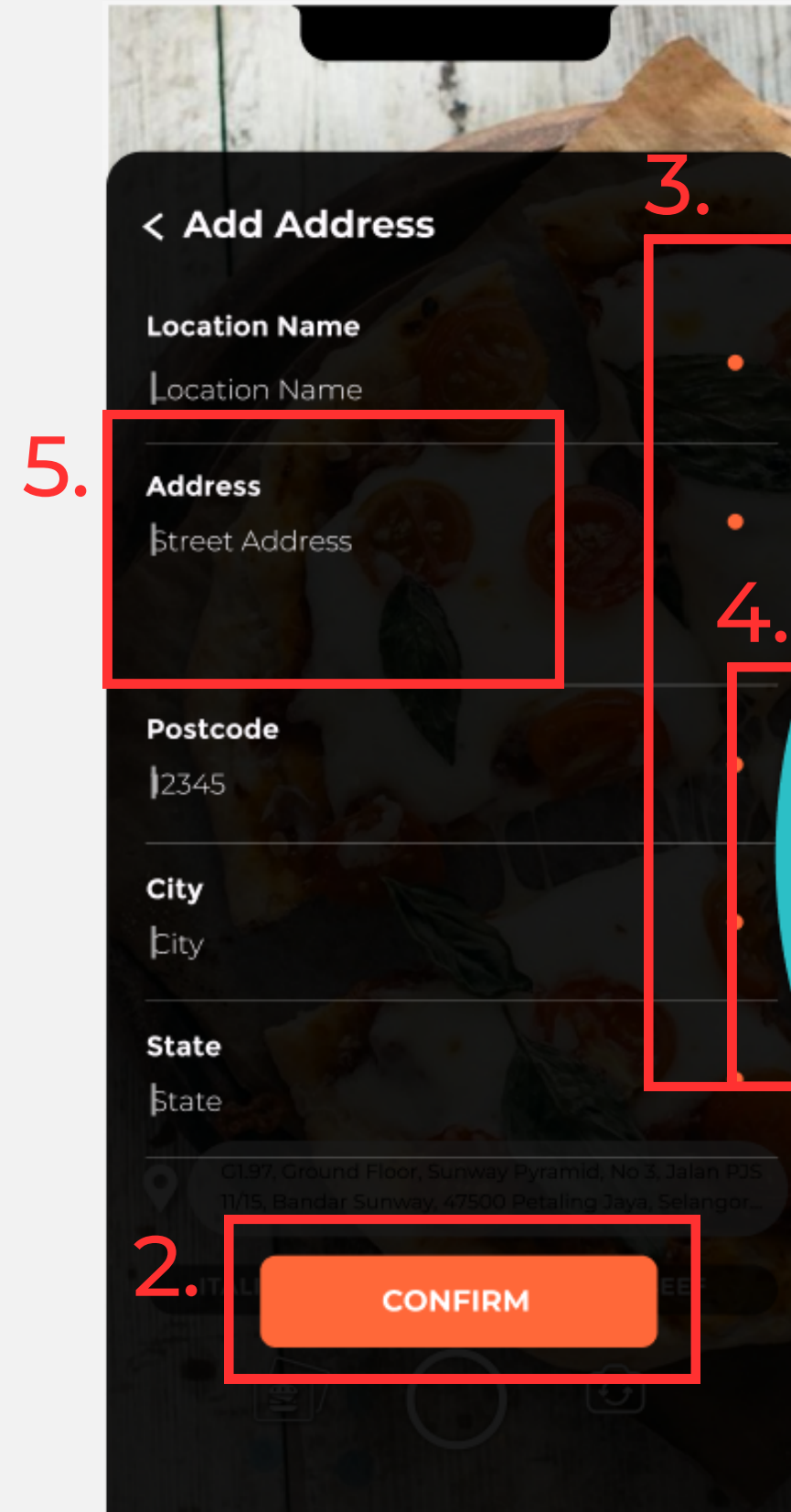
UI/UX Design



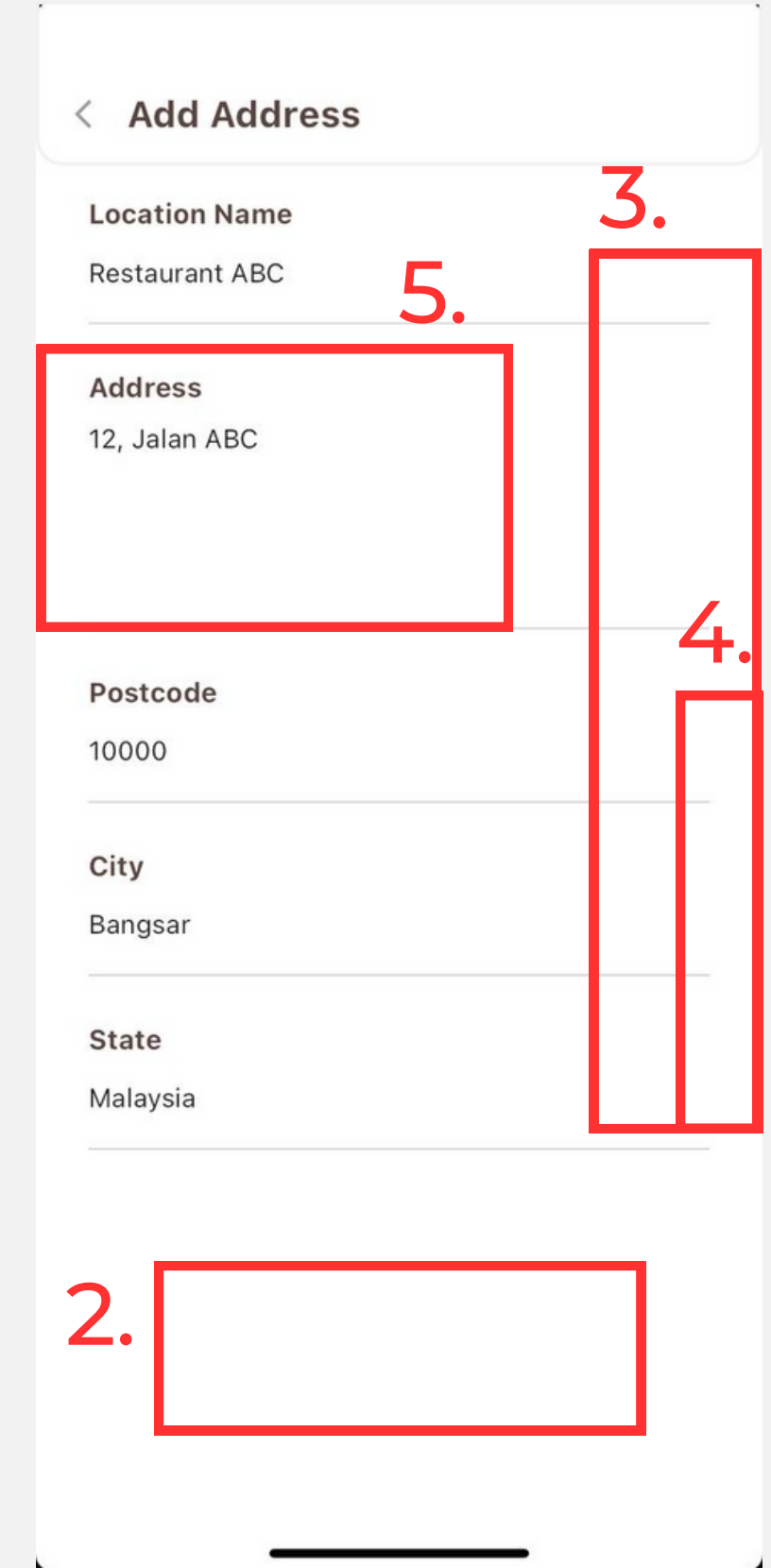
Mobile App

Add New Address

- New UI:
 1. Should follow the new UI which is should be a pop-up and added confirm button
- Missing:
 2. Confirm button
 3. Error handling orange dot
 4. Navigation wheel
- Adjustments:
 5. The space in the 'Address' short answer has too much gap and is not flexible following the answer's length



UI/UX Design



Mobile App

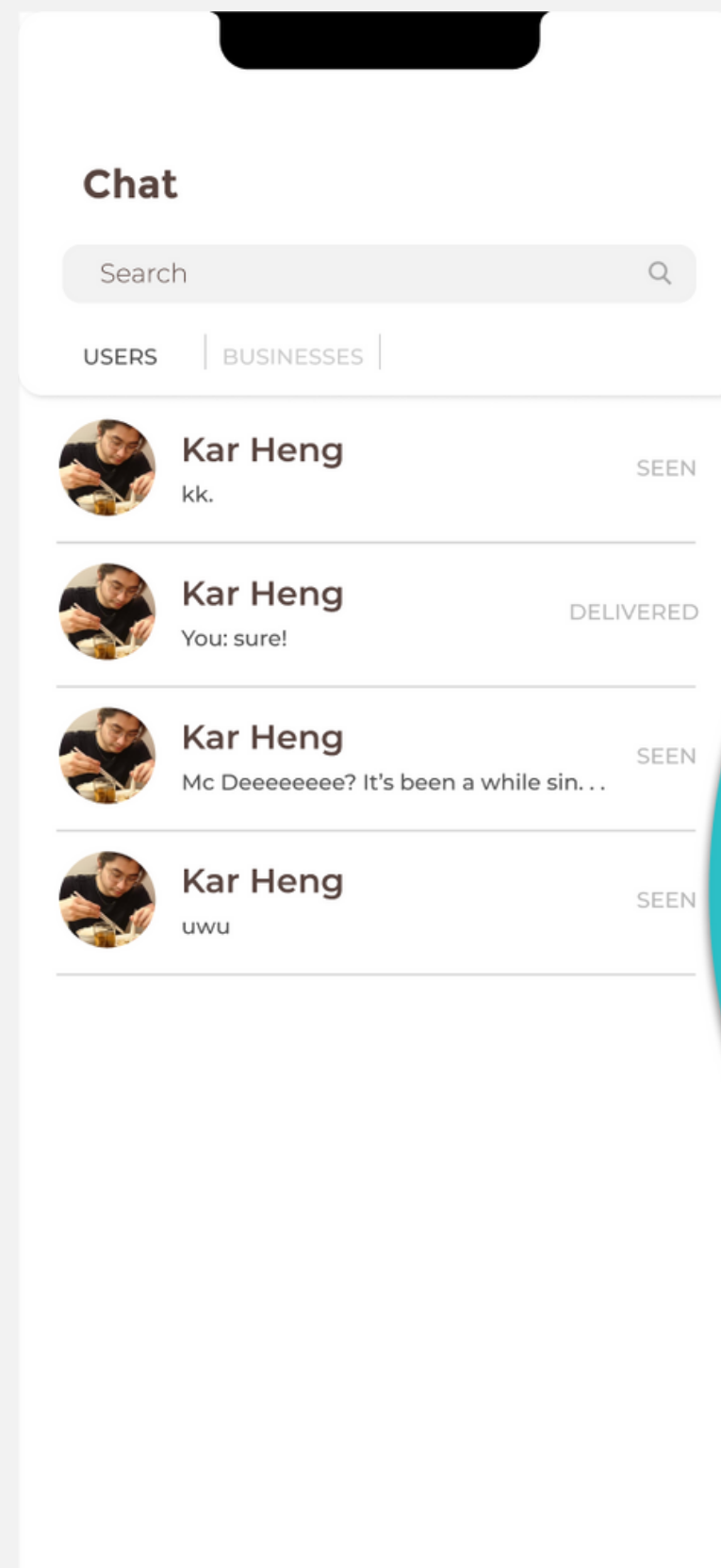
Camera Flow

- New UI and flow:
 1. The camera flow has few changes, refer [Figma Changes Log](#). (slides 23-31)

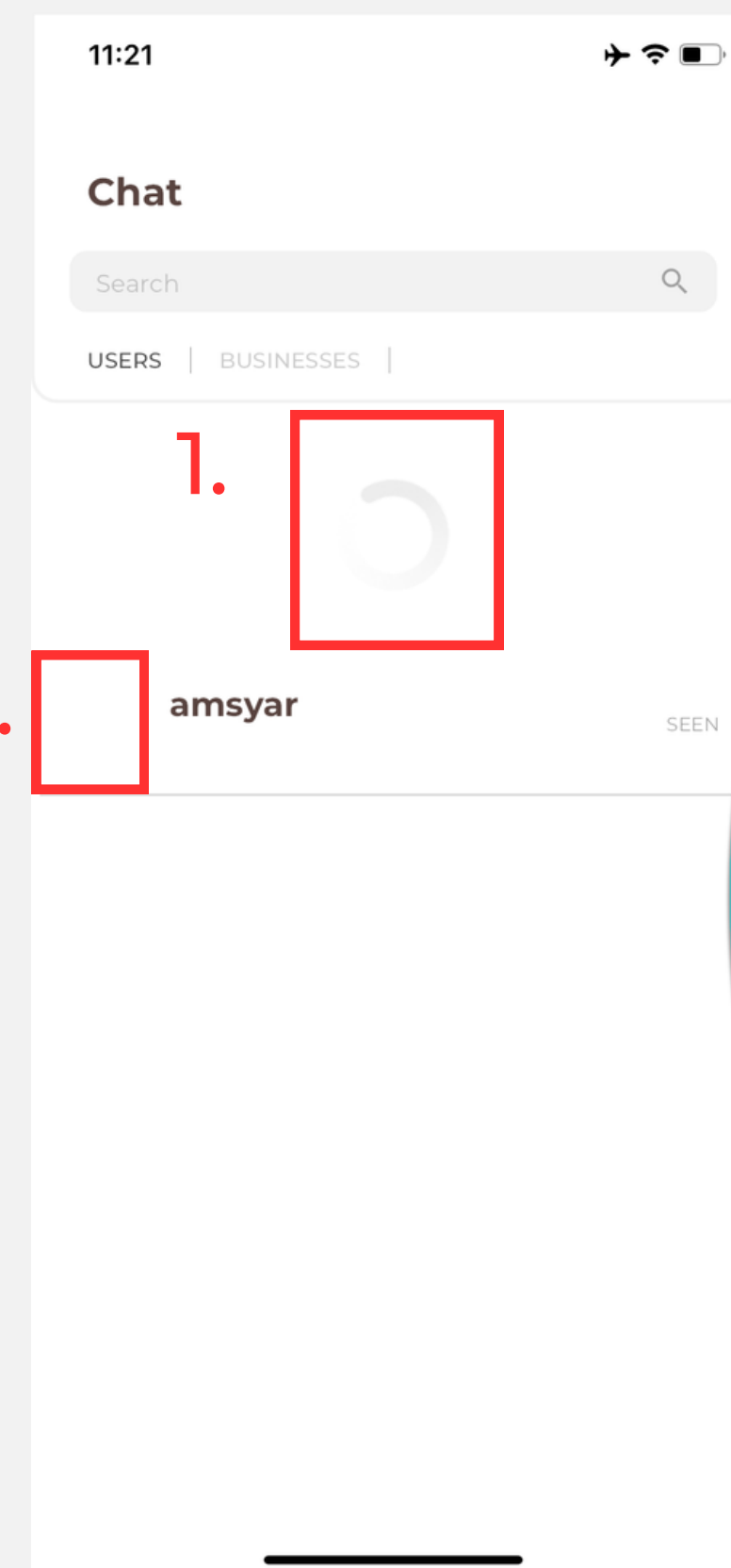
Chat

Chat

- Bug:
 1. The loading animation supposedly disappear when the chat pop up/loaded
- Suggestion:
 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?



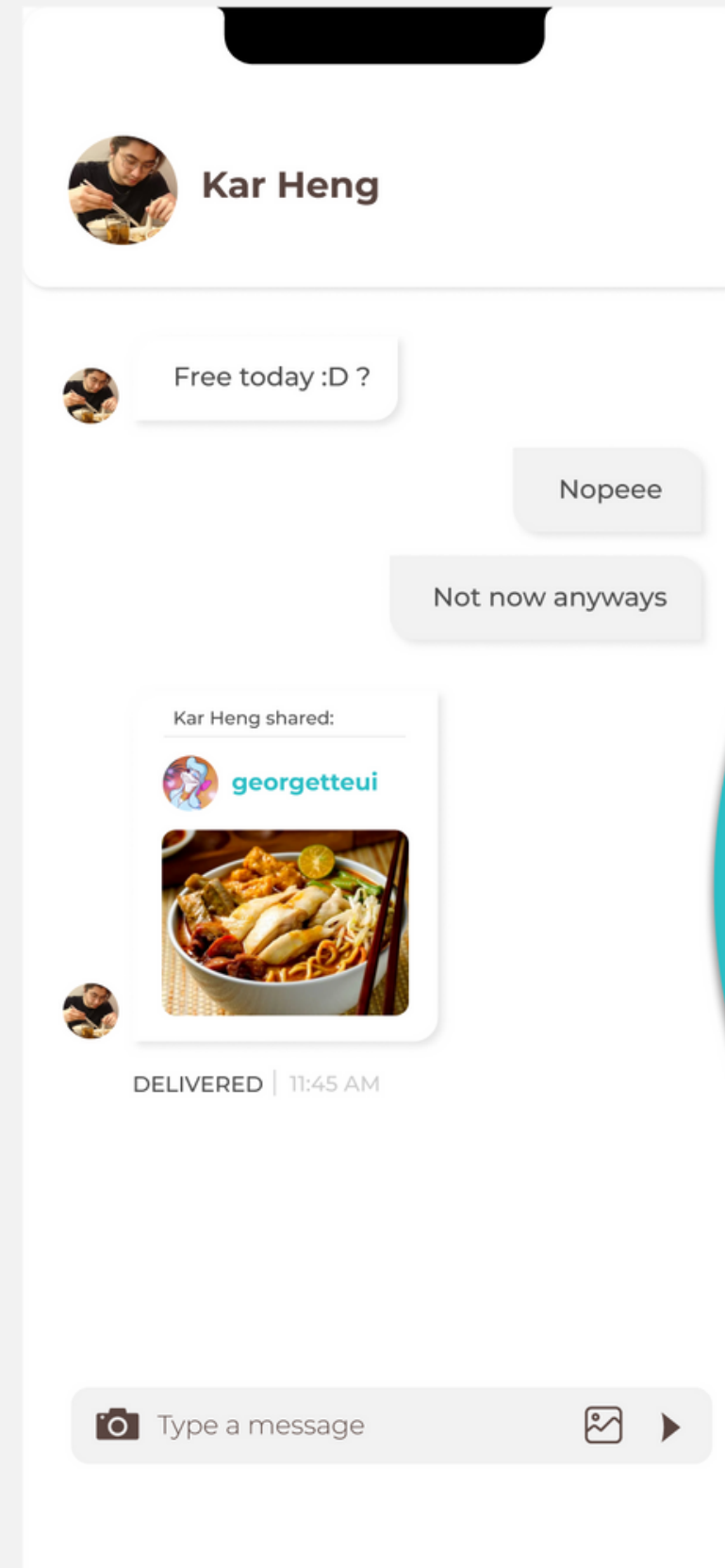
UI/UX Design



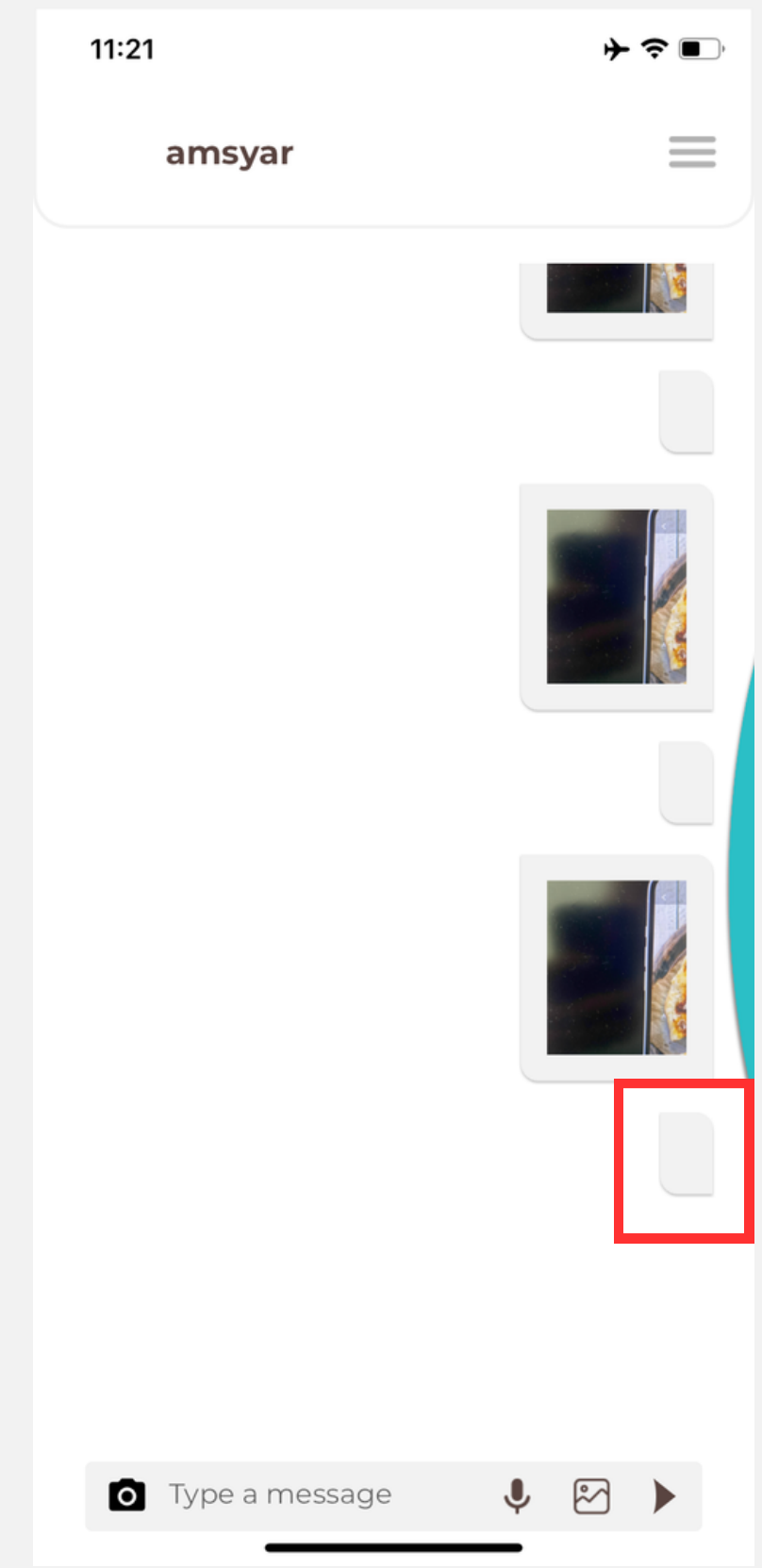
Mobile App

Chat

- Bug:
 1. Tester can send blank comments/chats by clicking the send button multiple times



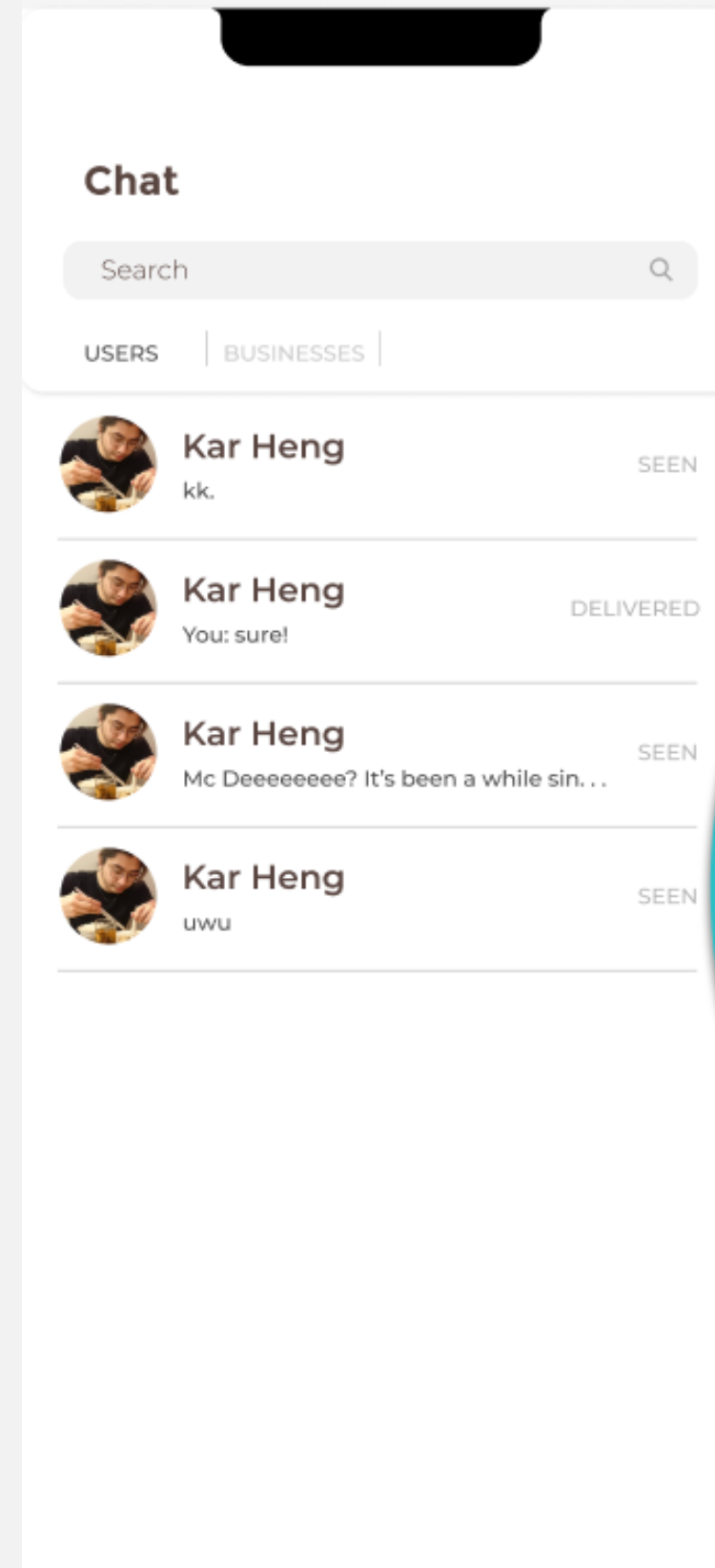
UI/UX Design



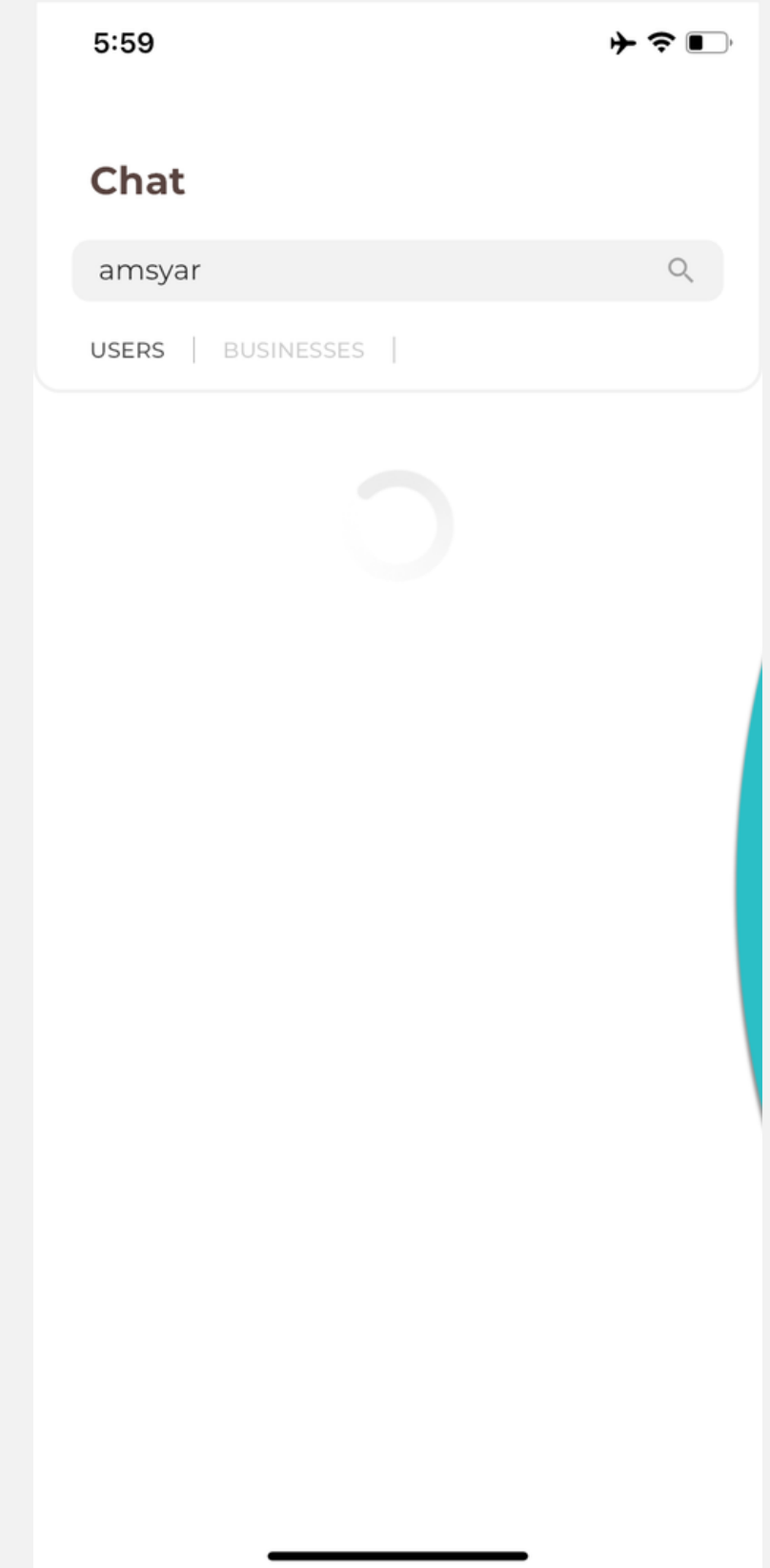
Mobile App

Chat Search Bar

- Bug:
 1. The search bar is not functioning



UI/UX Design

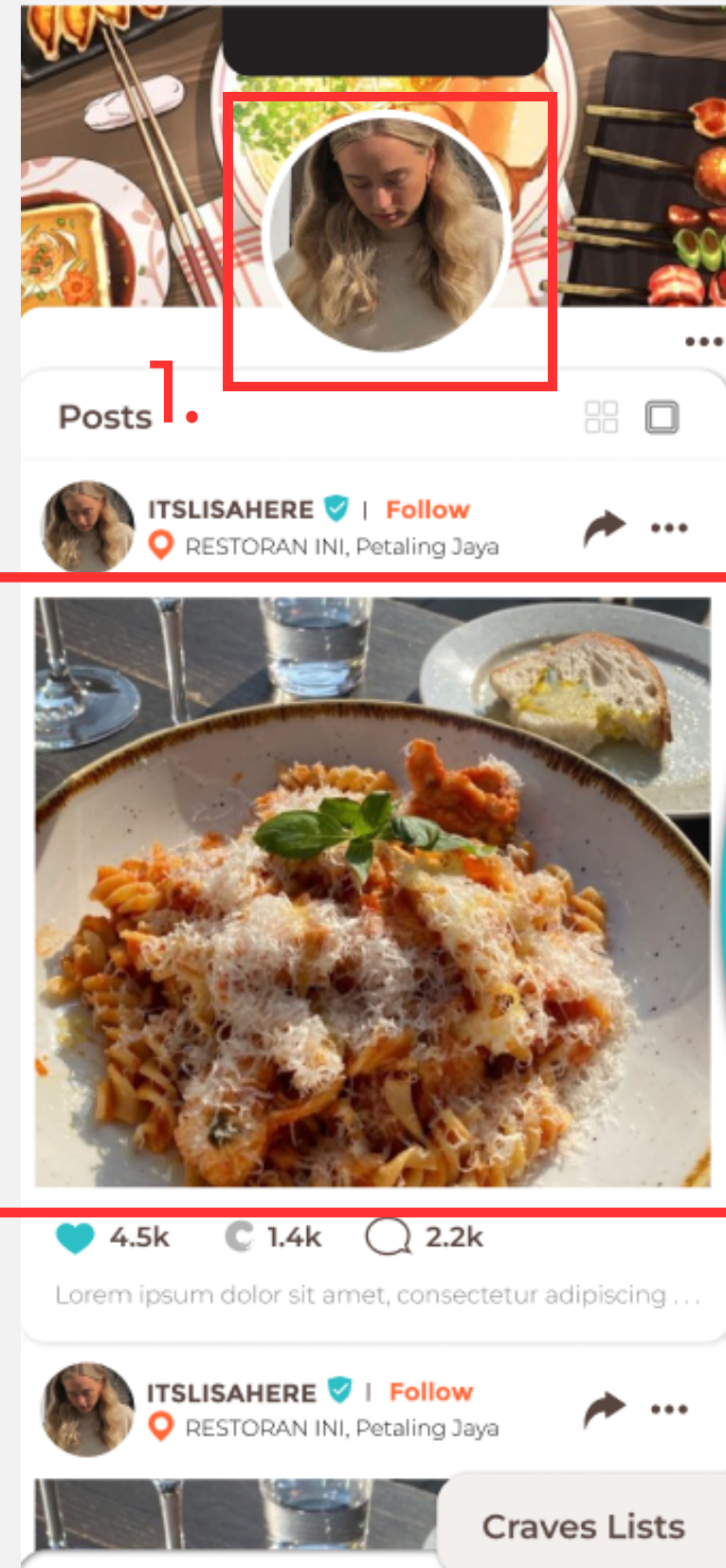


Mobile App

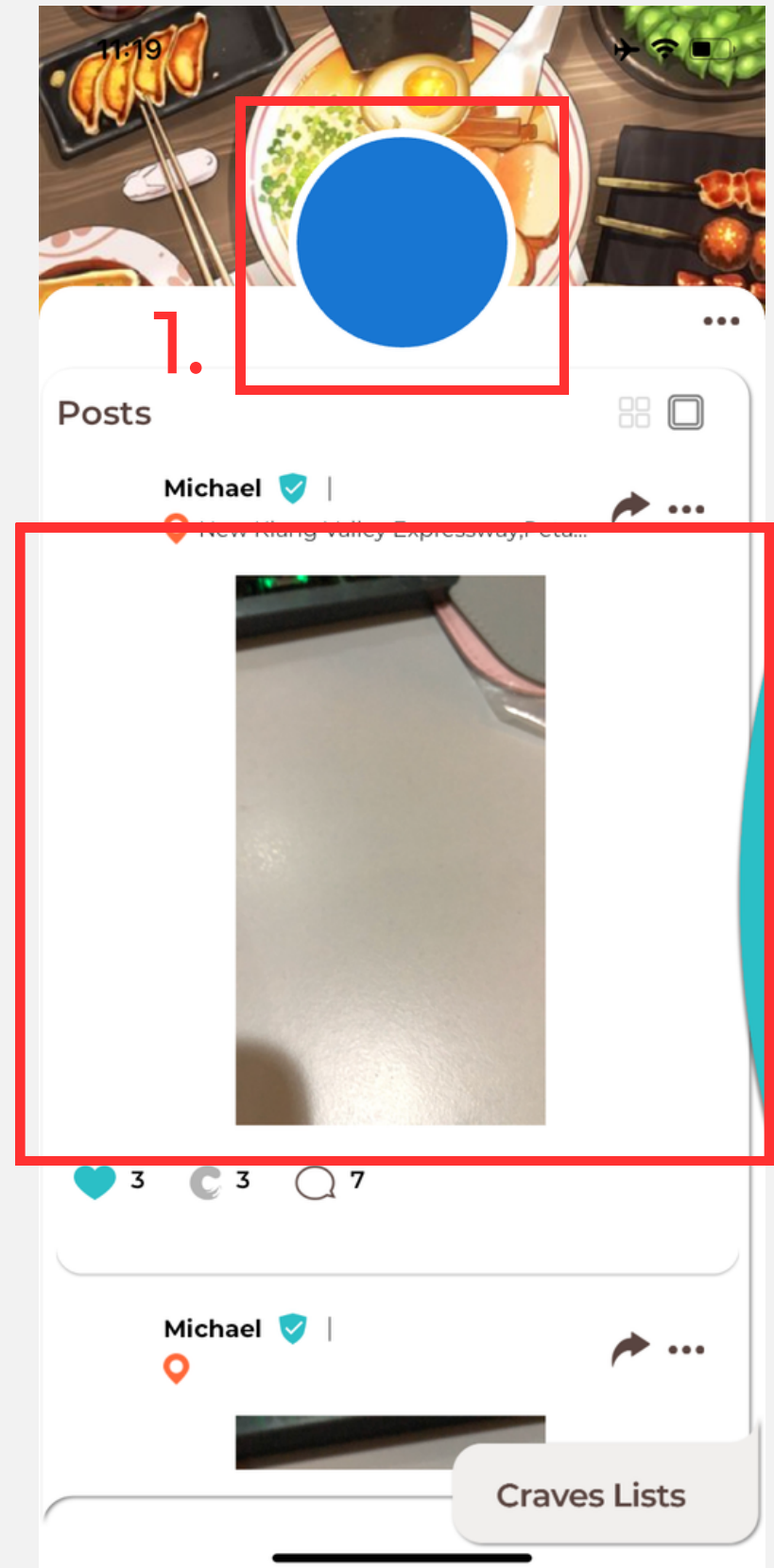
Me

Me

- Bug:
 1. The profile picture disappears when the user opens posts section in Me page
 2. The size of the picture changes to its original size when the user opens posts section in Me page



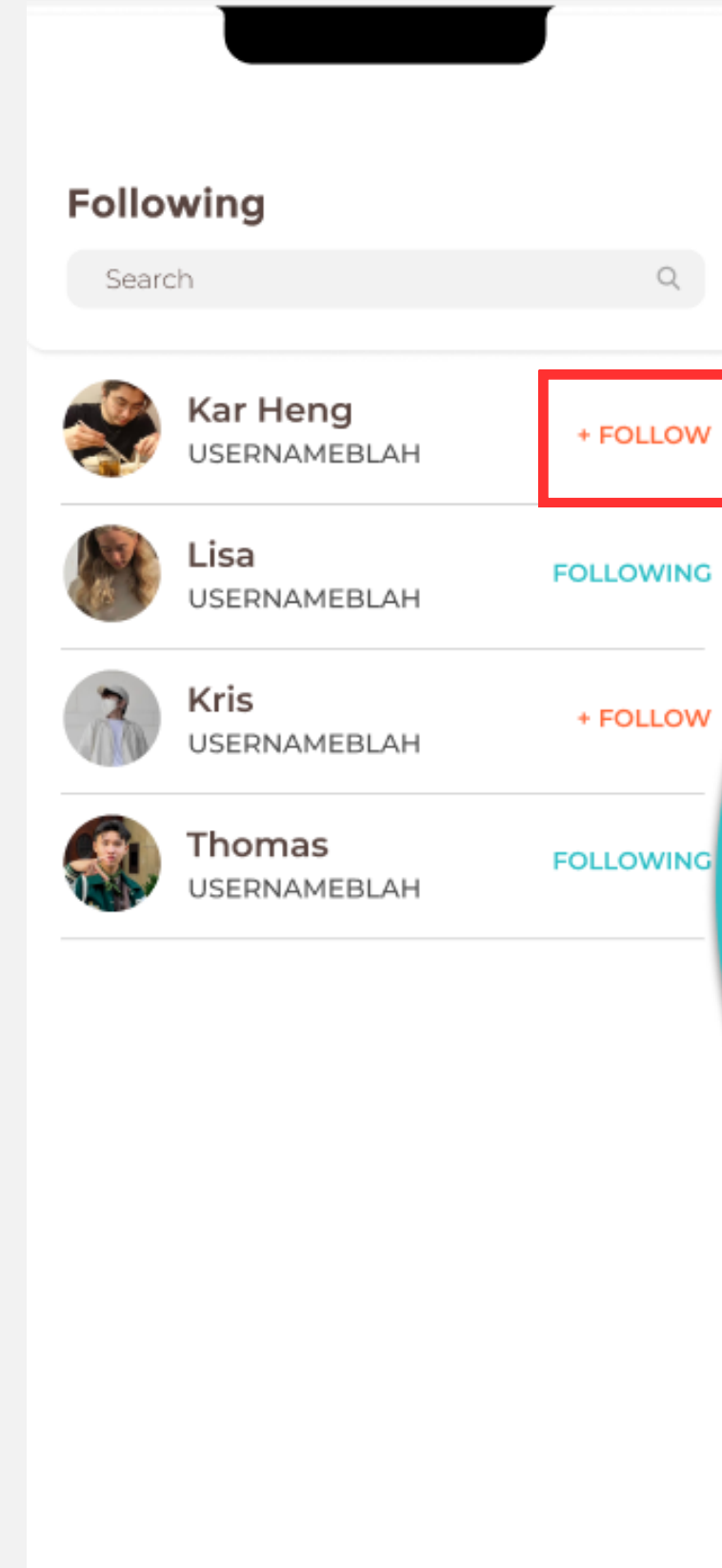
UI/UX Design



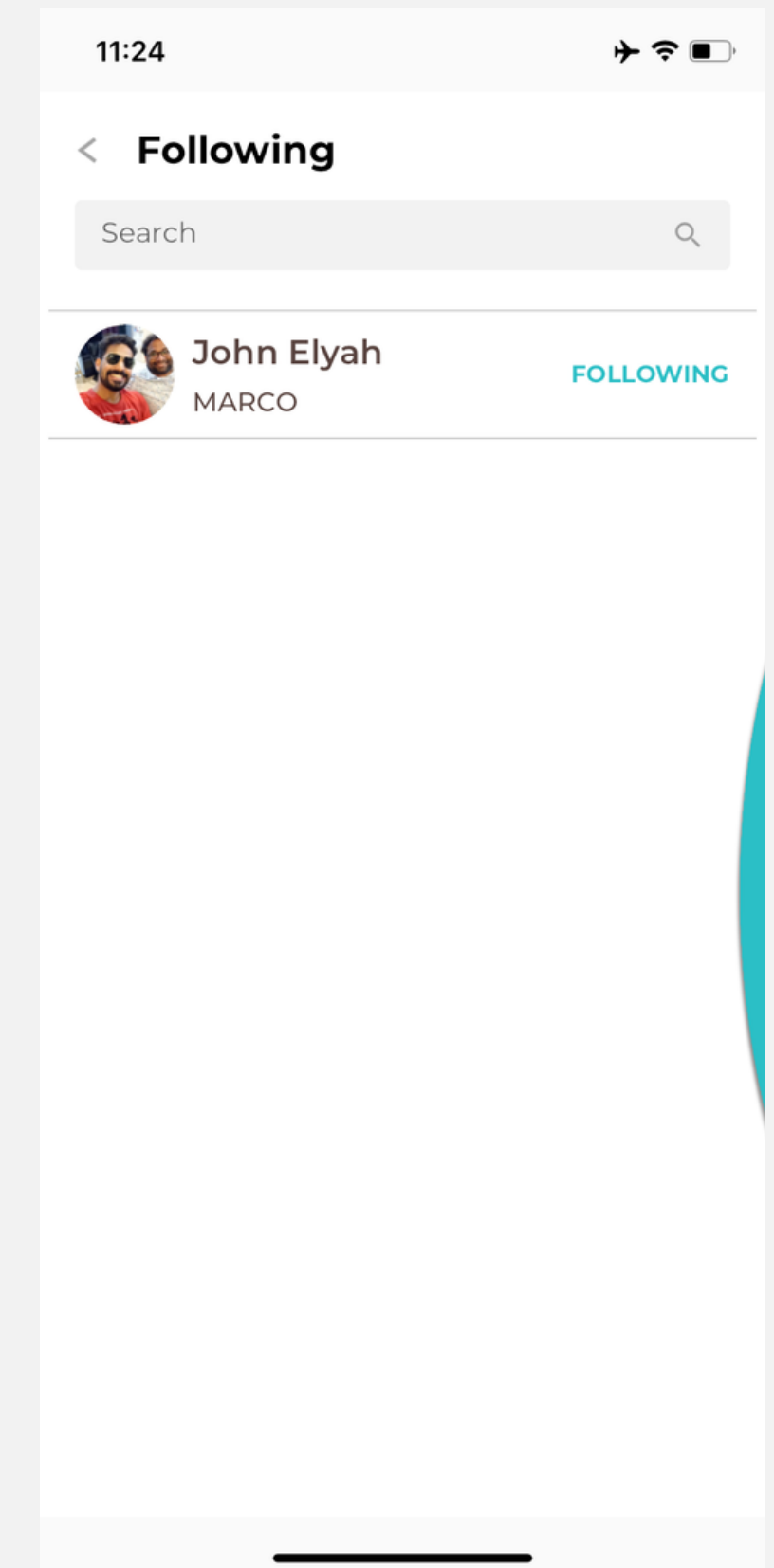
Mobile App

Following

- Missing:
 1. 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



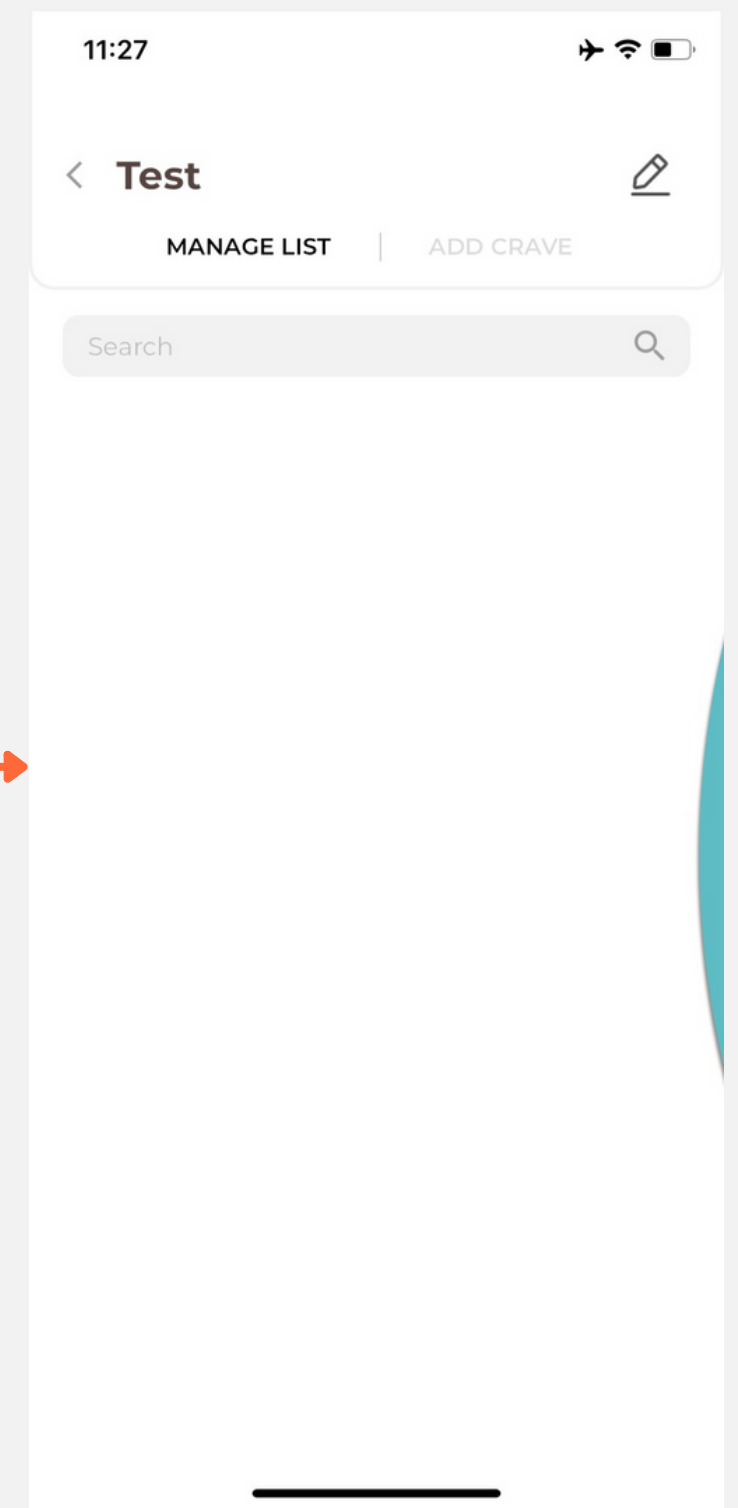
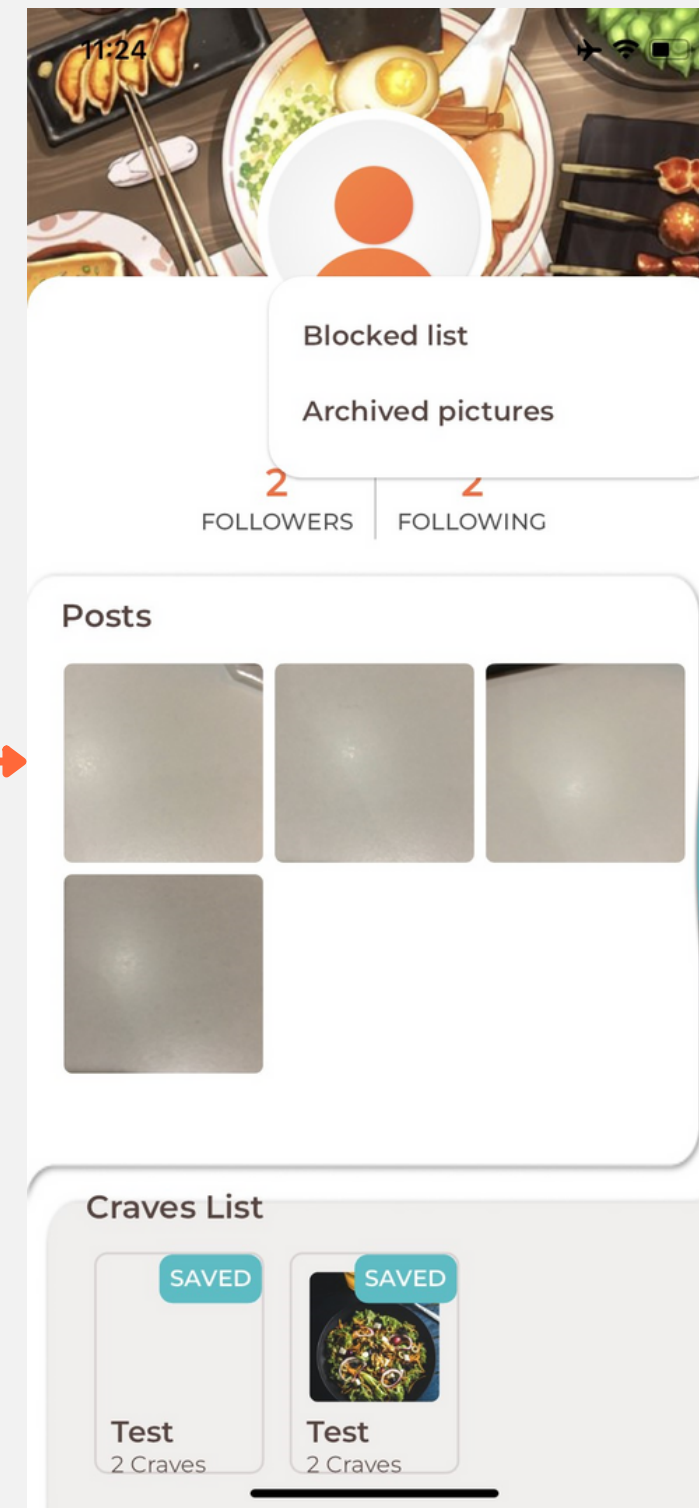
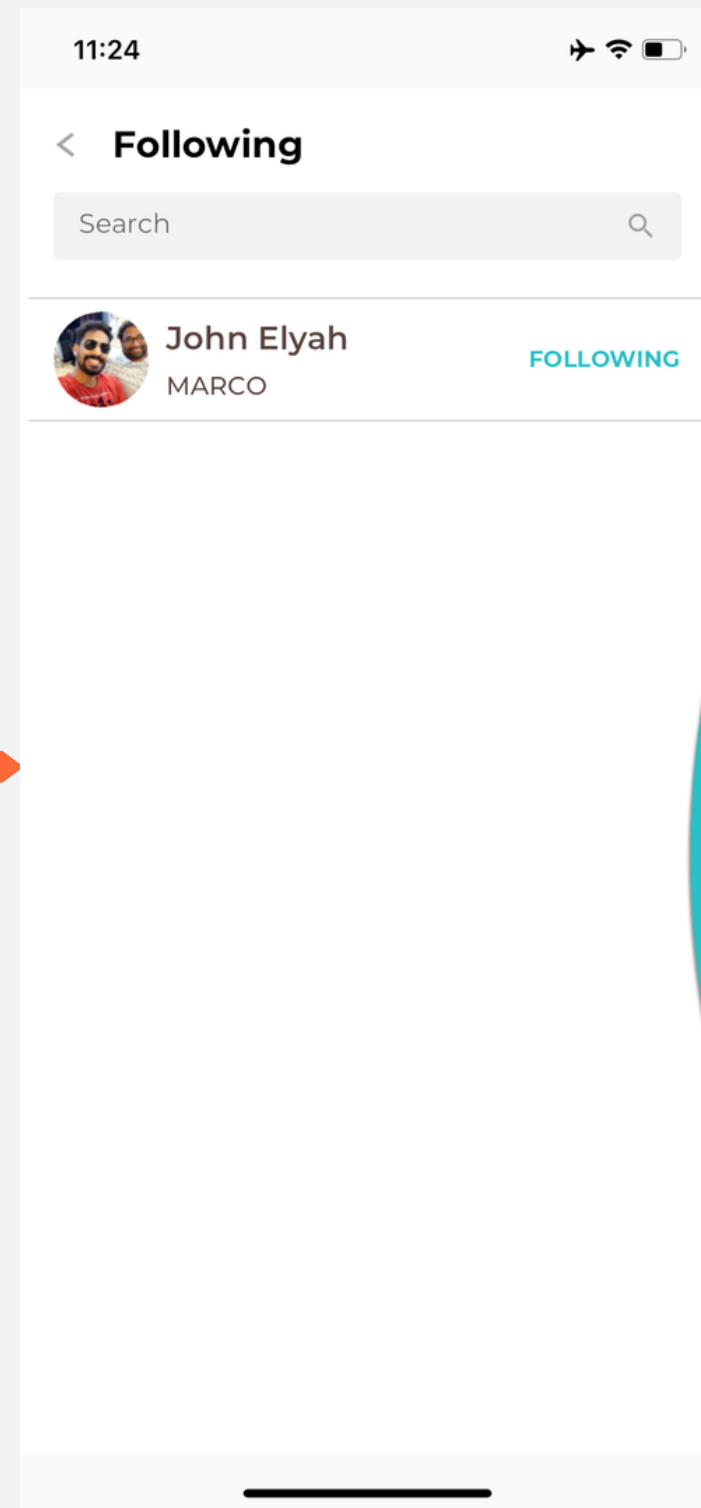
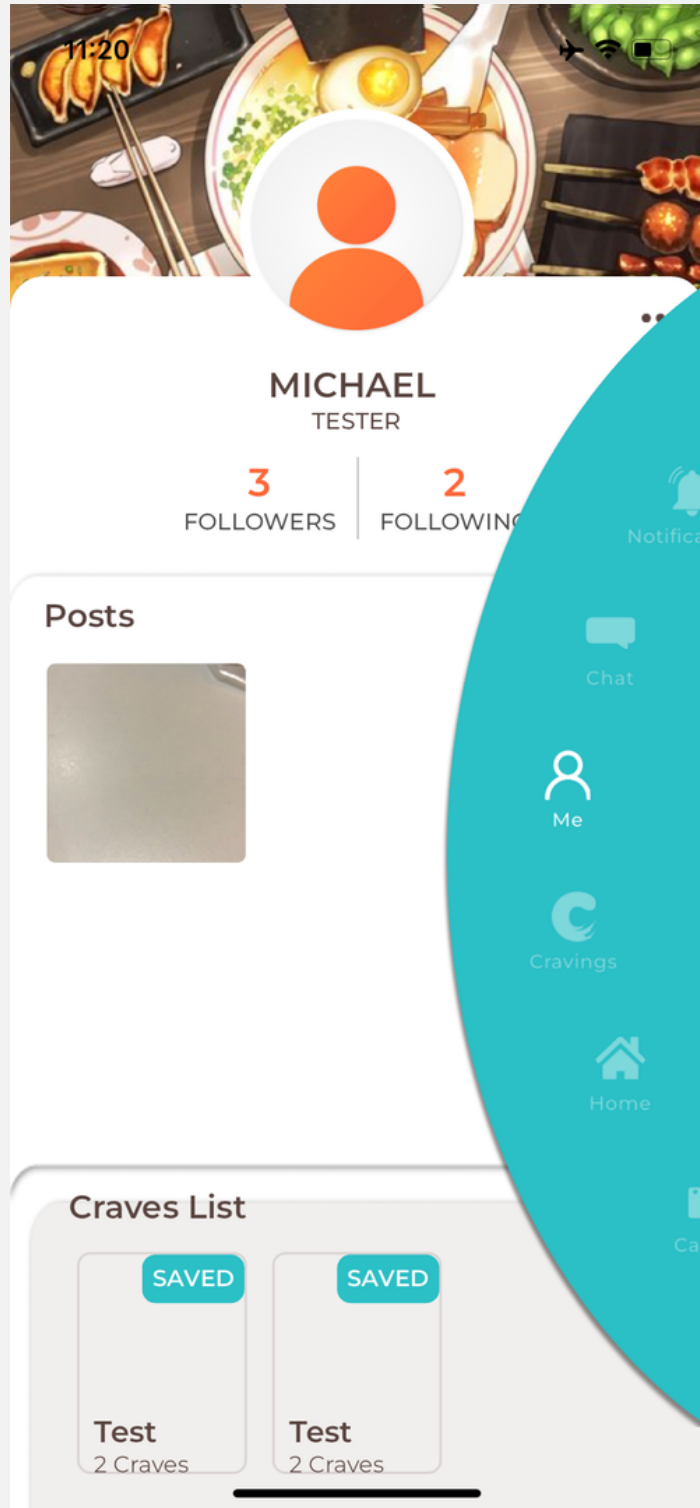
Mobile App

**Others View User
Profile**

Others View User Profile

- 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.
- 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!