

Quality control and testing

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Customer acceptance testing

Writing a ticket in GitLab

Well written tickets save time and ensure that work is completed without frustration or delay. There are two elements to reporting a bug and raising a ticket in GitLab – the ticket title and the description.

Titles

Titles must be formatted as follows:

Browser | **Device & OS** | **Block or template name** | **A brief description of the issue**

Here's an example of a good title:

Safari | iPhone iOS15 | Checkout | Unable to process American Express cards and complete checkout
 #402 · opened 3 minutes ago by Luke Trimmings To Do

Descriptions

With descriptions, it's important to provide a clear description of what is wrong and, where relevant, how to reproduce it. This won't usually be necessary with visual bugs where there is an obvious fault, but some functional bugs will require it.

Here's an example of a good description:

Open Opened 11 minutes ago by  Luke Trimmings Close issue New issue

Safari | iPhone iOS15 | Checkout | Unable to process American Express cards and complete checkout 

When I go through the checkout process, I input my card details but am unable to checkout using an AMEX card. All that happens is I click the 'place order' button and nothing happens.



AL Lintels



You must also include a screenshot showing the issue on staging **AND** how it is supposed to look in the designs with a link to the URL on staging. It can be helpful if you circle on the screenshot where the problem is so it is obvious for the developer who is working on the ticket.

Labels

Add 'to do' as the label to your ticket. Do not add other labels unless instructed to do so.


Acceptance / Rejection

Before the website is ready to enter the quality control process, it must be reviewed by a Development lead. They will be looking at each modular block and marking it **pass** or **fail** on the block checklist board based on two basic criteria:

1. Does it look like the design across desktop, mobile and tablet?
2. Do breakpoints work correctly?
3. Does the functionality work as described in the block checklist (e.g. filters work on a blog, a calculator block gives an accurate result, animations play as described)

This is essentially a game of 'spot the difference' to check the work is ready for further scrutiny. Any blocks that fail this process will go back to the developer for rework.

Developers must ensure that the "Staged?" checkbox is ticked on the block checklist to indicate that a block has been set up on staging ready for Acceptance / Rejection.

end	Staged?	 Acceptance	
ne	✓	Fail	
ne	✓	Fail	
ne	✓	Fail	
ne	✓	Fail	

If a block fails acceptance / rejection, the developer should work on the block again to ensure that any issues that prevent it from passing are fixed. When they have completed this, they should set it's status in the "Acceptance" column to "To Review".

QA: Round 1

Do not begin this step until functionality has passed acceptance. This will be indicated on the block checklist.

The objective at this stage of testing is to identify and log the most obvious and egregious errors. During this round you should raise approximately 75-80% of the total number of issues in a project.

This round of testing should be conducted on Safari for macOS and iOS first. These browsers typically produce the majority of cross browser bugs and therefore will reveal the vast majority of all cross browser issues.

For stage one to be completed, follow the process below and ensure that you can check off everything in the [completion checklist](#).

Steps to completion

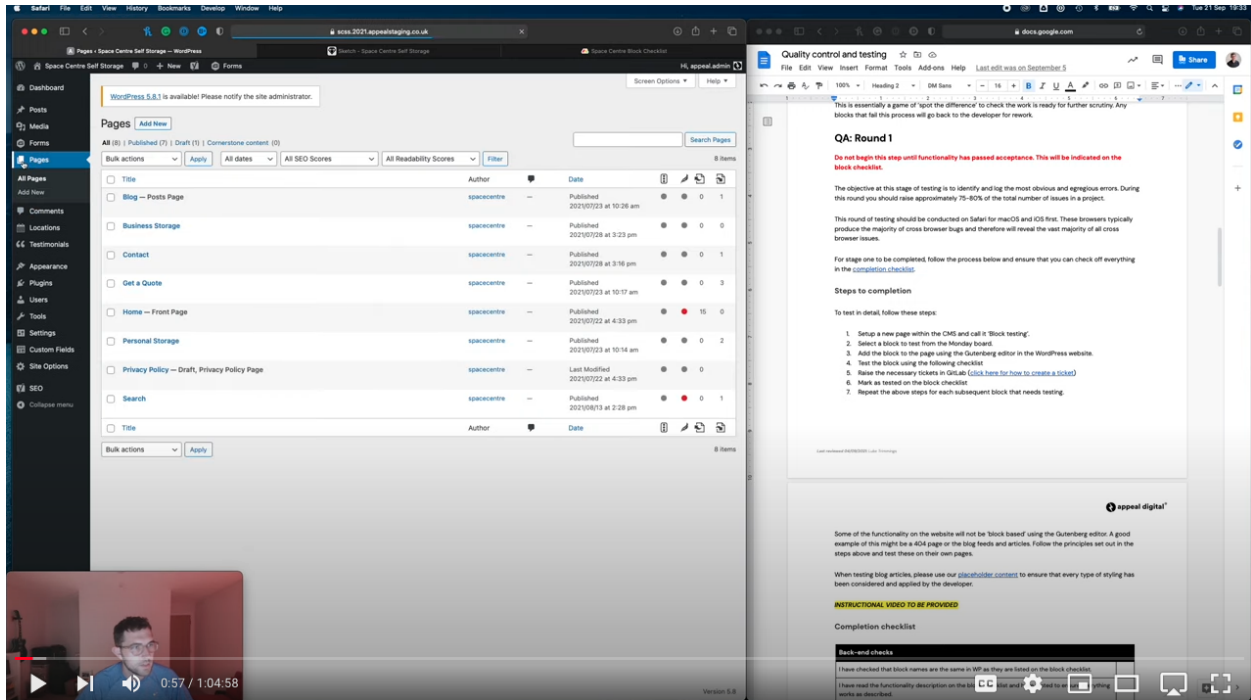
To test in detail, follow these steps:

1. Setup a new page within the CMS and call it 'Block testing'.
2. Select a block to test from the Monday board.
3. Add the block to the page using the Gutenberg editor in the WordPress website.
4. Test the block using the following checklist
5. Raise the necessary tickets in GitLab ([click here for how to create a ticket](#))
6. Mark as tested on the block checklist
7. Repeat the above steps for each subsequent block that needs testing.

Some of the functionality on the website will not be 'block based' using the Gutenberg editor. A good example of this might be a 404 page or the blog feeds and articles. Follow the principles set out in the steps above and test these on their own pages.

When testing blog articles, please use our [placeholder content](#) to ensure that every type of styling has been considered and applied by the developer.

Tutorial video



Completion checklist

Back-end checks	
I have checked that block names are the same in WP as they are listed on the block checklist.	
I have read the functionality description on the block checklist and have tested to ensure everything works as described.	
I have tested editing text and images on each block and template to ensure custom fields work.	
Front-end checks	
I have checked the staging website against the designs to ensure that each block and template look correct on mobile and desktop viewpoints.	
When I resize the browser window, the website page resizes and responds in a way that is clear, makes sense and looks like the design.	
I have tested fonts, buttons, lists and forms to make sure that they match the designs.	
I have added different lengths of text to each of the blocks and templates to make sure that they continue to function with longer and shorter text segments.	

I have raised any concerns or questions with the account manager for the project.	
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NOTE: If you are new to this testing process, please review our detailed list of common issues and areas to check [here](#).

QA: Round 1 (ecommerce)

The [Ecommerce Testing Spreadsheet](#) is designed as a template for you to use with each payment method and device class, using the success criteria and tests listed below. To ensure all tests pass and none are missed out. Please make a copy and do not use the original template.

Boxes in light red are yet to be filled out, enter a Y or N in these boxes to signify a pass or fail accordingly. If you make a mistake just delete the text in the box and it should return to being light red. Orange boxes signify not applicable, so you don't have to worry about these because they don't apply or are unnecessary.

Ecommerce testing success criteria

A successful checkout means;

- A. You are redirected through the payment flow where applicable and it succeeds (eg. PayPal)
- B. You are then (or directly with some payment methods) redirected to the order confirmation screen.
- C. The order confirmation shows your order number, along with the items you have ordered and the price you paid per item.
- D. You receive an "Order Processing" email, which contains the correct billing info, shipping info, line items, shipping and tax costs and total. It comes from the correct email address (for example on Clifton Coffee it's shoporders@cliftoncoffee.co.uk) if it's coming from an Appeal address that is an issue!
- E. When you log into the WP Admin panel you see the order in the back office with the right status (processing), billing info, shipping info, line items, tax costs, shipping costs and total.
- F. When you log into the payment processor (Stripe, PayPal) account, the correct amount has been taken from the user.

OR

N/A - Where you have mistakenly or deliberately entered incorrect information which would result in an unsuccessful checkout, the order does not go through, payment is not taken and you are notified in reasonable detail what is incorrect.

You can test against any number of these rules before the final round of QA for the purpose of creating tickets, however the checkout cannot be considered tested and ready for production before all of these steps are completed for every checkout test.

Tests

Test 1 – I am a customer in the UK

- 1.1 – You should be able to checkout normally, entering your details, leaving optional fields blank.
- 1.2 – You should be able to checkout normally, adding the optional fields
- 1.3 – You should be able to checkout with a weird London postcode. Try (SW1X 7HJ or W1J 7NT, both are valid).
- 1.4 – You should be able to checkout with a different billing address. The shipping address and billing address are labelled correctly in the confirmation email and order panel in the WP Admin.

Test 2 – I am a customer outside of the UK

- 2.x – If the site does not cater to/ship outside of the UK, ensure that the you are unable to process an order using a non-uk address.
- 2.1 – When you select a country with a set definition of counties/states, a dropdown should appear, and you should be able to select a state and checkout successfully with other details filled in (DROPDOWN MUST APPEAR).
Test with; US, Spain, Ireland, Bangladesh, Italy.
- 2.2 – When you select a country which doesn't use Counties/States, the county box and title should disappear.
Test with; Finland, Aland Islands, Czech Republic
- 2.3 – You should be able to checkout with a non-UK billing address and a UK shipping address. The addresses are labelled correctly in the backend.
- 2.4 – You should be able to checkout with a non-UK billing address and a non-UK shipping address.

Test 3 – Negative testing

- 3.1 – When not filling in any fields, the checkout fields and informs you why the checkout cannot proceed in a visually pleasing and human readable manner.
- 3.2 – Go through and attempt to submit the checkout, each time leaving out 1 required field. Each time should fail and give you a correct error message.
- 3.3 – Attempt to checkout with an incorrect email address. It should fail.
- 3.4 – If using an embedded, card based payment method (e.g. Stripe) attempt a payment with a card that requires 3D secure (if available).
- 3.5 – If using an embedded, card based payment method (e.g. Stripe) attempt a payment with a card that will cause an error (if available). Make sure the checkout does not go through and an appropriate error message shows.
- 3.6 – If using a redirecting/portal based payment method (e.g. PayPal), make sure cancelling the payment redirects you back to the right place and the order does not complete.

Test 4 – Accounts

- 4.1 – If applicable, I am able to create an account at checkout. I receive a welcome email.
- 4.2 – I can log into the account and view my previous orders.
- 4.3 – If I'm logged in, and checkout, my shipping address and billing address should be pre-filled.

4.4 – When checking out, I should be able to change my shipping address and billing address and have that be reflected in my order summary and correct in the WordPress admin panel.

4.5 – I am able to reset my password.

Resources

- Stripe Test Cards; <https://stripe.com/docs/testing>
- Worldpay Test Cards; <http://support.worldpay.com/support/kb/bg/testandgolive/tg!5103.html>

QA: Round 2

Do not begin this step until:

- tickets from round 1 have been completed and staged
- client content has been added to the website in full

The objective at this stage is to ensure that the *actual* client content added to the site has not created new issues or bugs. At this stage we also need to test if the website is accessibility friendly and that it is compatible with the browsers set out in the specification.

For round two to be completed, follow the process below and ensure that you can check off everything in the [completion checklist](#).

Steps to completion

To test in detail, follow these steps:

1. Navigate through every page of the website and check for errors and issues with the styling, functionality, content and accessibility of the website.
2. Check that meta descriptions and page titles have been added to Yoast. If they have not, raise this with the Account manager for the project.
3. Make sure that each of the blocks on the block checklist have been tested on multiple pages, against the browsers on the functional specification.
4. Raise the necessary tickets in GitLab ([click here for how to create a ticket](#))
5. Mark as completed on the 'QA r2' column on the block checklist.

For larger websites and ecommerce projects, it may not be feasible to check every single page. In these instances, be sure that you check every multiple examples of templated content – for example,

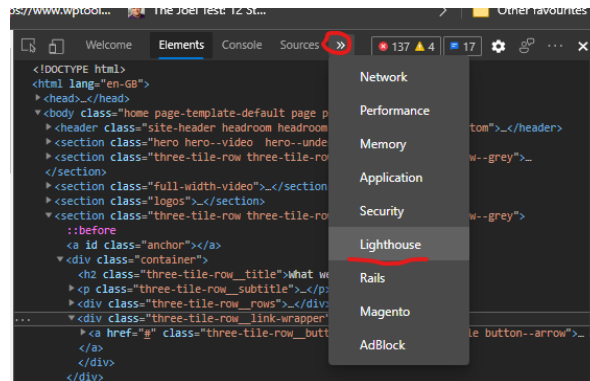
- Check multiple simple products and variable products to ensure no issues have arisen since the content population.
- Check multiple blog articles to ensure they are displaying correctly and that all different types of content are displaying correctly.

INSTRUCTIONAL VIDEO TO BE PROVIDED

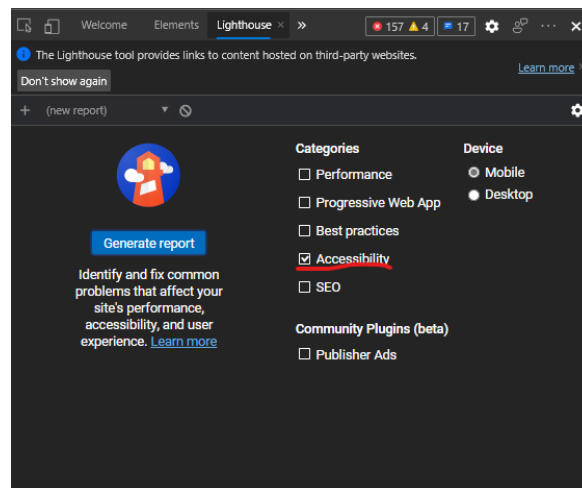
Testing for accessibility

Chrome Lighthouse includes an accessibility check. This won't find every accessibility error, but it will be the test Google uses, so is probably the best one for us to use.

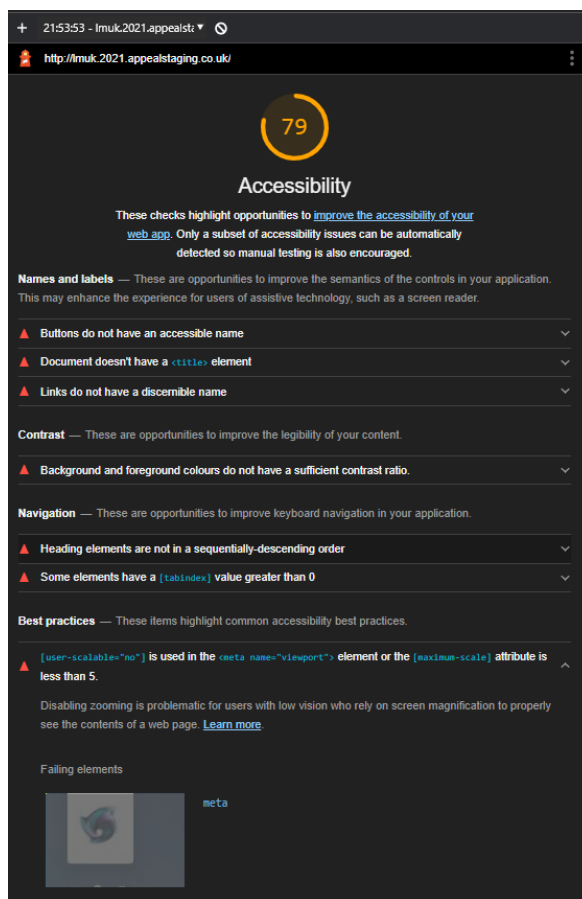
Start by opening the developer tools (Right Click → Inspect) then open up Lighthouse;



All 5 of the tests can highlight important issues, but we'll focus on accessibility for now.



Generate the report for mobile and let's go through the results;



The results need some nuance as to what should be a ticket. For example;

These issues should be raised as tickets:

Document doesn't have a title – The document should definitely have a title, this should be a ticket

Links do not have a discernible name – This should be a relatively easy fix, raise as a ticket

Raise as a ticket, but could have a good reason for not being correct:

Some elements have a `[tabindex]` value greater than 0 – "Fixing" this may actually cause the website to be less accessible, raise it, but it may not be a fixable issue.

Things that probably can't be fixed, or aren't a problem the developer hasn't caused:

Background and foreground colours do not have a sufficient contrast ratio – This is (assuming the site is true to design) a design issue. If it's a real issue, raise it with the designer

Other Tools

There are other tools available; The following is quite useful;

- [Siteimprove Accessibility Checker – Chrome Web Store \(google.com\)](#)
- [Wave Accessibility audit tool](#)

It will mostly find the same stuff as lighthouse, but the interface is slightly nicer and it may help find stuff Lighthouse has missed.

NOTE: Lighthouse only tests what's on the page, so to test every block, you'll need to test multiple pages. If you still have your 'test page' from round one, use this to test and audit the page.

Completion checklist

Back-end checks	
I have checked that meta descriptions and page titles have been added into Yoast for each page and product.	
A favicon has been added and the default site name has been changed.	
The customer's logo has been added to the WP login page	
Front-end checks	
I have tested the website against the different browsers in the functional specification	
I have reviewed all of the website pages, ensuring that the added client content has not caused new bugs or errors.	
There are no placeholder images, no placeholder copy and no broken links on the website. Where there is placeholder content, I've made a list and shared it with the Account Manager.	
I have tested multiple pages against accessibility indicators	
The 404 page is functional and setup correctly	

QA: Round 3

Do not begin this step until all of the tickets from round 2 have been completed and are on the staging site.

The objective at this stage is to ensure that while the development team have been fixing bugs, they have not created new ones! It's also the final touch point internally before we share the website with the client.

Depending on the size of the website, this round of QA should take between 1.5 to 3 hours and is best undertaken by the Account manager. They will be most familiar with the client's requirements, the design and the key objectives so it's key that they familiarise themselves with it before it is sent off for client acceptance.

Completion checklist

Front-end checks	
I have navigated through the website on a mobile and desktop computer and have logged any issues that have arisen.	
I have reviewed the URL structure used on the site to check it makes sense against the client's SEO goals and requirements.	
I have reviewed recent meeting notes and checked that all requests have been fulfilled against the final website.	