| Name: | | Email: |
|---|---|---|
| Date: | Start Time: | End Time: |

## Application Description:

Project R&I is an IS480 Project aimed at replacing the SMU tBank legacy Retail Internet Banking with an all new Retail Internet Banking application.

For teaching purposes, a gamification module will also be integrated into the Retail Internet Banking application to facilitate in-class lab exercises for financial technology-related courses. It will be used to gauge the students understanding of real-world banking operations and its applications in finance.

## User Testing (UT) Objectives:

Through this UT, we want to gather feedback regarding the user interface and ensure correct error handling (if any) of the developed features. Based on the results of this UT, we will improve the application.

## Instructions:

There will be a list of tasks to be completed during this UT. The tasks are provided on the following page.

After completing each task, kindly indicate the completion based on the expected result with either a Pass or a Fail, as well as a description of the bugs that you have encountered (*if any*). This information will help us improve the application.

Access this link: http://18.191.204.246/SMUtBank_RIB2/

| S/N | Function | Test Case | Expected Result | Status (Pass/Fail) | Bugs Found (if any) |
|---|---|---|---|---|---|
| 1 | Login | Login using the credentials given below.<br><br>Username: **demoAcct4**<br>Password: **123344**<br>Group Id: **any** | A message pops-up displaying 'Invalid Username and Password. Please re-enter.' | | |
| 2 | Login | Login using the credentials given below.<br><br>Username: **demoAcct OR demoAcct2**<br>Password: **123456**<br>Group Id: *any* | User is directed to the OTP page | | |
| 3 | Login – OTP | Enter an invalid OTP.<br>OTP: **123456** | A message pops up displaying 'Invalid OTP. Please re-enter.' | | |
| 4 | Login – OTP | Login using the OTP that was sent to the mobile phone accordingly. | User is directed to the Home page | | |
| 5 | View Accounts | Filter the date of transaction history of any accounts to the year **1999** | Transaction history table display 'No Data' | | |
| 6 | Funds Transfer | Add a new payee XYZ with CASA account number 999,999 | A message pops up displaying 'Account number is invalid' | | |
| 7 | Funds Transfer – Add New Payee | Add a new payee with the information below:<br><br>Payee Name: **ABC**<br>CASA Account: **0000005023**<br>OTP: *send to the phone | A message pops up displaying 'Beneficiary Added' | | |

| 8 | Funds Transfer – Transfer funds | Perform an 'Other Accounts' transfer to payee **ABC** with an amount of $999,999,999 | A message pops up displaying 'Transfer Failed' | | |
| 9 | Funds Transfer – Transfer funds | Perform a future transfer to payee **ABC** with amount of **$5** | A message pops up displaying '<br><br>Standing instructions added' | | |
| 10 | Funds Transfer – Edit Standing Instructions | Edit the standing instruction with an amount of $5 | A message pops up displaying 'cannot update record in standing instruction table' | | |
| 11 | Loan – Apply for Loan | Apply for a loan with a decimal place for the loan term. *E.g. 3.5* | User is unable to calculate the loan and a validation error appears below the loan term field stating 'Loan term must be an integer' | | |
| 12 | Loan – Apply for Loan | Apply for a loan accordingly | User is directed to the View Accounts page | | |

## Feedback

| What are your thoughts about the UI? | |
|---|---|
| On the scale of 1-5, how would you rate our application? *(1 being difficult to use and 5 being the easiest to use)* | |
| Any other comments that you would like to share to help us improve the user experience? | |

Your comments will be taken into consideration as we continue to improve our app.

Thank you for attending our UT session today! We hope to see you again! 😊