

User Acceptance Testing Overview

The purpose of UAT is to look at your new website's functionality and design. We need ensure that the site matches the specifications you signed off on during the **wireframe** and **graphic design** phases.

What constitutes an issue? What am I looking for?

1. **Design issues**

An aspect of the site that displays differently than what was [signed off on in the wireframe and final graphic design](#) (ex. link colors not matching with what was in the design comps, buttons overlap in mobile view, table cells overlap in mobile view, interior page widget colors, line breaks in the middle of words, etc.)

2. **Functional issues**

An aspect of the site that is broken (ex. The weather widget doesn't pull the correct temperature or displays the wrong date, links are not clickable, etc.)

3. **Mobile issues**

Please test for mobile issues on a mobile device or tablet—you can replicate some issues in a browser, but not all of them.

Do I have to check every single page on the website?

Definitely not! Bugs found on one page will be found throughout the site. UAT is an audit of the website design and functionality, so it's more important to look at a variety of pages for all possible bugs, rather than a large number of the same type of pages.

What are **not** issues?

- **Homepage links**

These will need to be set up when you get access to the CMS after training. Our team set up the functionality, now your team will need to tell them where to go.

- **Content-related items**

Such as button titles, top navigation links (top of the page), footer phone numbers or address, interior page content, etc. are not a part of UAT—these fall under the purview of your team when you start updating content.

- **Zooming in or out**

Anything found while zooming in or out on the page are not issues. There is an infinite number of combinations for inconsistencies that can be found in different resolutions and they are not always compatible with the intended viewing resolution of 100%.

- **Hover while in mobile/responsive view**

The responsive view is for phone/tablet users, and hover is not possible with touch screens. For that reason we don't code a hover action and is out of the scope of UAT.

Do I need to be logged in?

No. In fact, you **must be logged out** for front-end bugs, otherwise the website will display differently than intended. In order to mimic your users' experience, access the site in incognito mode in Chrome, private browsing in Firefox, or InPrivate mode in Internet Explorer.

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HOW TO DO UAT

- **Homepage:** Compare homepage side by side with the comps to make sure they match in appearance. Check if the fonts match the comps, as well as the colors, main navigation hover activity, link color and hover action, etc.
- **Interior pages:** Same as the homepage. You also want to look at the widget formatting (like news widget, directory widgets, etc.), the formatting of the tables, hover state of the side navigation menu and tables, do the tools work (i.e. print view, increasing font size, sharing, bookmarking, etc.)
- **Mobile view:** Access the mobile site (both homepage and interior pages) by shrinking your window at various break points (tablet, large phone, smaller phone, etc.)—does anything look out of place, or not function properly? Is there too much spacing between homepage widgets? On interior pages is there too much spacing between the content area and the footer?
- **Functionality:** Does the site behave how it is supposed to/as per your expectations? This part will be less in depth since you won't have access to the back-end of the CMS until after training—but any bugs found after that point will be addressed if they are critical functional issues.