

# AI Test Results from testers.ai



The Wells Fargo app, specifically its HOME page, presents a mixed bag of quality concerns. On one hand, it suffers from accessibility issues like low contrast text and a visually hidden 'Skip navigation' link. On the other hand the bigger issue are functionality such as Missing Login Form on Mobile devices, and security concerns such as 'Content Security Policy Violation Blocking Images' need immediate attention. These factors, combined with usability problems like the inconsistent labeling of the 'Sign On' button and menu button obscuring main actions, significantly detract from the overall quality of the app.

### Best Aspects

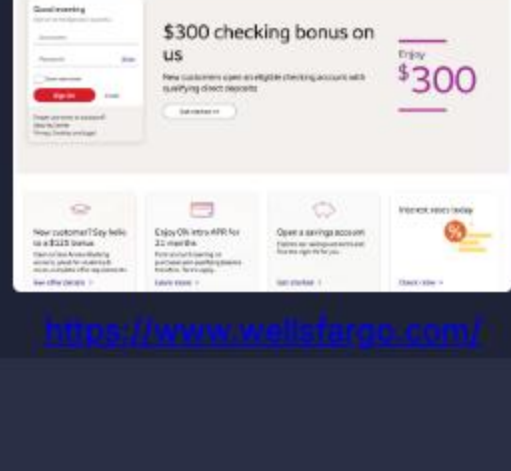
The report focuses primarily on negative aspects, there are no 'best' aspects identified in the data provided. More analysis would be needed for that.

### Areas for Improvement

The security vulnerability ('Content Security Policy Violation Blocking Images') and the missing login form on mobile are the worst aspects of the app's HOME page.

## Quality Summary

### HOME



<https://www.wellsfargo.com/>

### Detailed Analysis

Assessing the quality of the Wells Fargo app's HOME page reveals several critical areas requiring improvement. The existence of accessibility bugs, such as low contrast text and improper implementation of skip navigation links, indicates a lack of attention to inclusive design practices. These accessibility issues not only affect users with disabilities but also impact overall usability. Further compounding the problem are functional errors. The 'Missing Login Form on Mobile' bug suggests that the app fails to deliver core banking functions, which may cause customers to switch to alternative banking options. Furthermore, The presence of a 'Content Security Policy Violation Blocking Images' bug underscores a critical security vulnerability. Such issues not only risk user data but also erode trust in the platform's ability to provide a secure banking environment. In addition the usability of the Home page has issues that distract and inhibit users form performing common tasks.

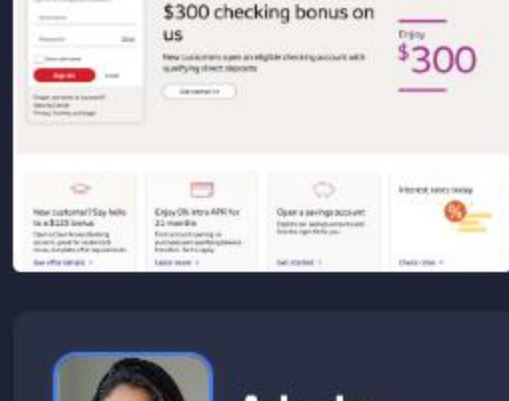
### Key Suggestions

- Conduct a thorough security audit to identify and fix all vulnerabilities.
- Implement comprehensive accessibility testing to ensure compliance with WCAG guidelines.
- Prioritize usability testing to refine the user interface and improve overall user experience.
- Focus on making login functions successful as a core functionality of the app
- Ensure login forms are always functioning and always present on all mobile devices

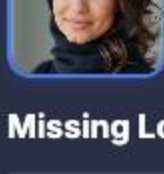
### Priority Improvements

1. Implement proper Content Security Policy to prevent image blocking and address the security vulnerability.
2. Ensure the login form is consistently present and functional on all mobile devices.
3. Correct the contrast of text in 'Security Center' and other important links to meet accessibility standards.
4. Standardize the labeling of the 'Sign On' button for consistent usability.
5. Redesign the menu to avoid obscuring primary calls to action, improving the user's ability to find key features.

## Issues Found by AI Testers



### HOME



**Adeela**

Mobile Responsive Tester

#### Missing Login Form on Mobile

Priority: 7/10 Confidence: 9/10

general functionality

#### Why is this a bug?

The login form (Username, Password, Sign On) present on the desktop version is completely missing from the mobile version. This prevents users from logging into their accounts on mobile, which is a core functionality.

#### Suggested Fix

Investigate why the login form is not present on mobile and implement responsive design to properly display it, potentially within a modal triggered by the "Sign On" button, or inline if there is room.

#### Why Fix This?

Users cannot access their accounts on mobile if the login form is missing, severely impacting usability.

#### Route To

Frontend Engineer

#### Relevant Network Call

Check for network calls related to user authentication that might be failing or being suppressed on mobile.



**Alejandro**

Accessibility Tester

#### Skip navigation link is visually hidden but still focusable

Priority: 7/10 Confidence: 8/10

WCAG Keyboard Navigation Skip Navigation Links

#### Why is this a bug?

The 'Skip to main content' link is intended to be hidden until it receives focus, allowing keyboard users to bypass the navigation. Currently, the link is visually hidden using CSS classes, but it's still focusable using the keyboard even when it shouldn't be, which can be confusing for keyboard users before the main content area is reached. This violates the principle of providing a clear and efficient navigation path for keyboard users.

#### Suggested Fix

Ensure that the skip navigation link is not only visually hidden but also functionally hidden from the tab order until focused. This can be achieved by setting 'tabindex="-1"' on the link and dynamically changing it to 'tabindex="0"' on focus.

#### Why Fix This?

Fixing this issue will improve the keyboard navigation experience, allowing users to quickly access the main content without having to tab through the entire header. This enhances accessibility for users with motor impairments.

#### Route To

Front-end engineer

## AI Generated Functional Test Results

### Start Page: HOME

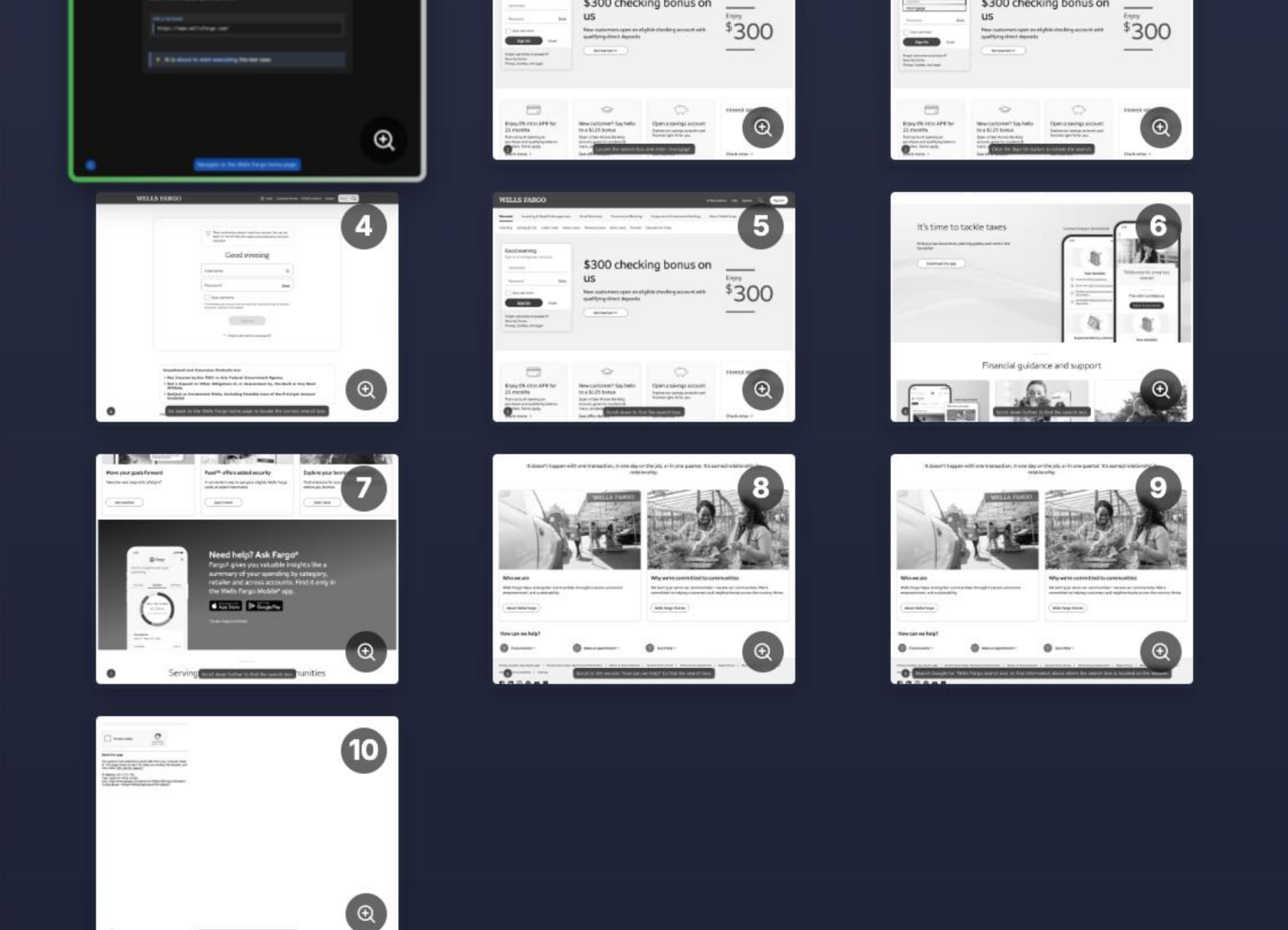


**Aiden**

Demo\_Tests

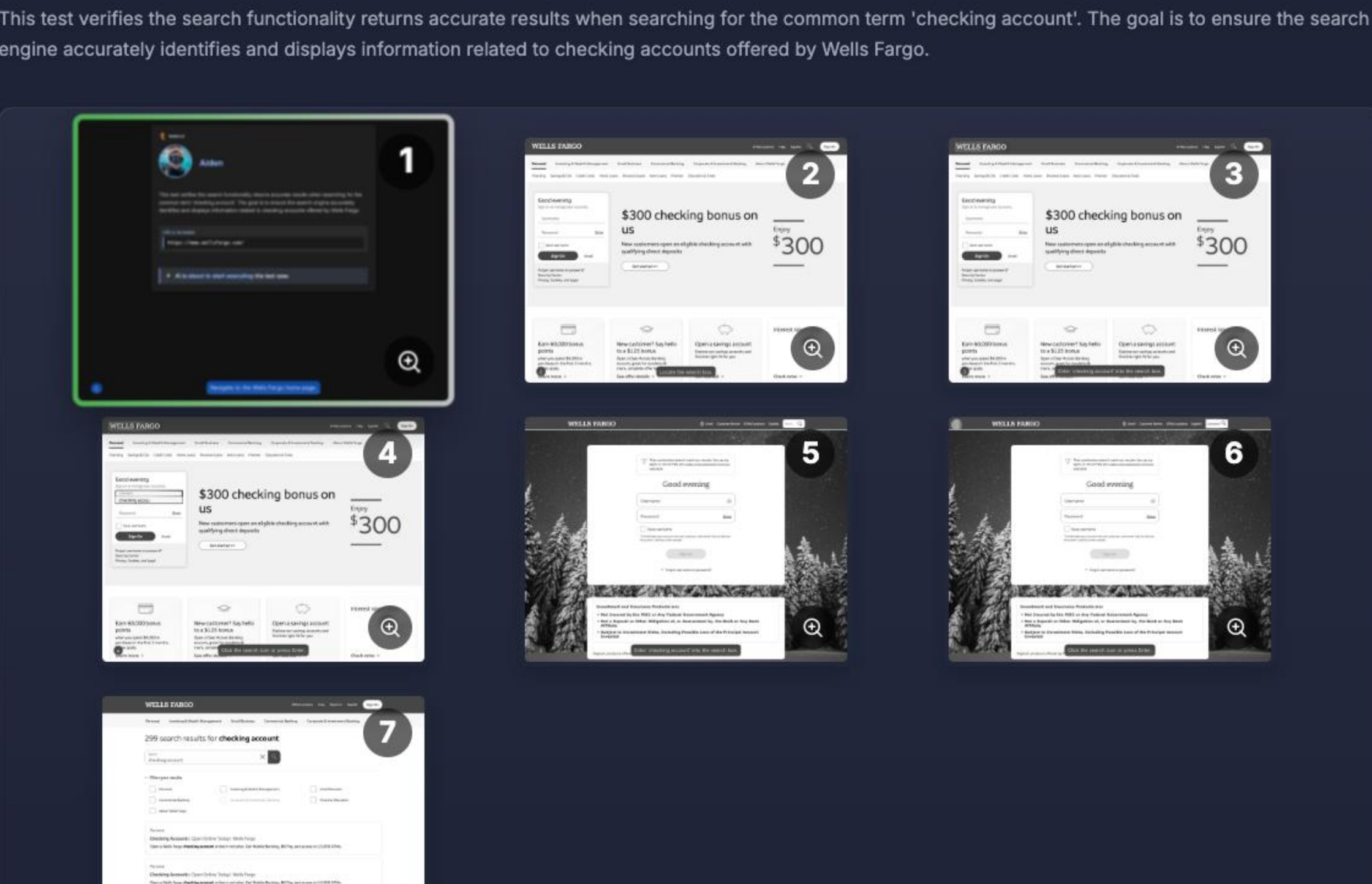
#### Search for a string, then delete it

This test verifies the behavior of the search functionality after a search string is entered and then deleted. It's important to ensure the system responds appropriately, resetting the search field or displaying a default view.



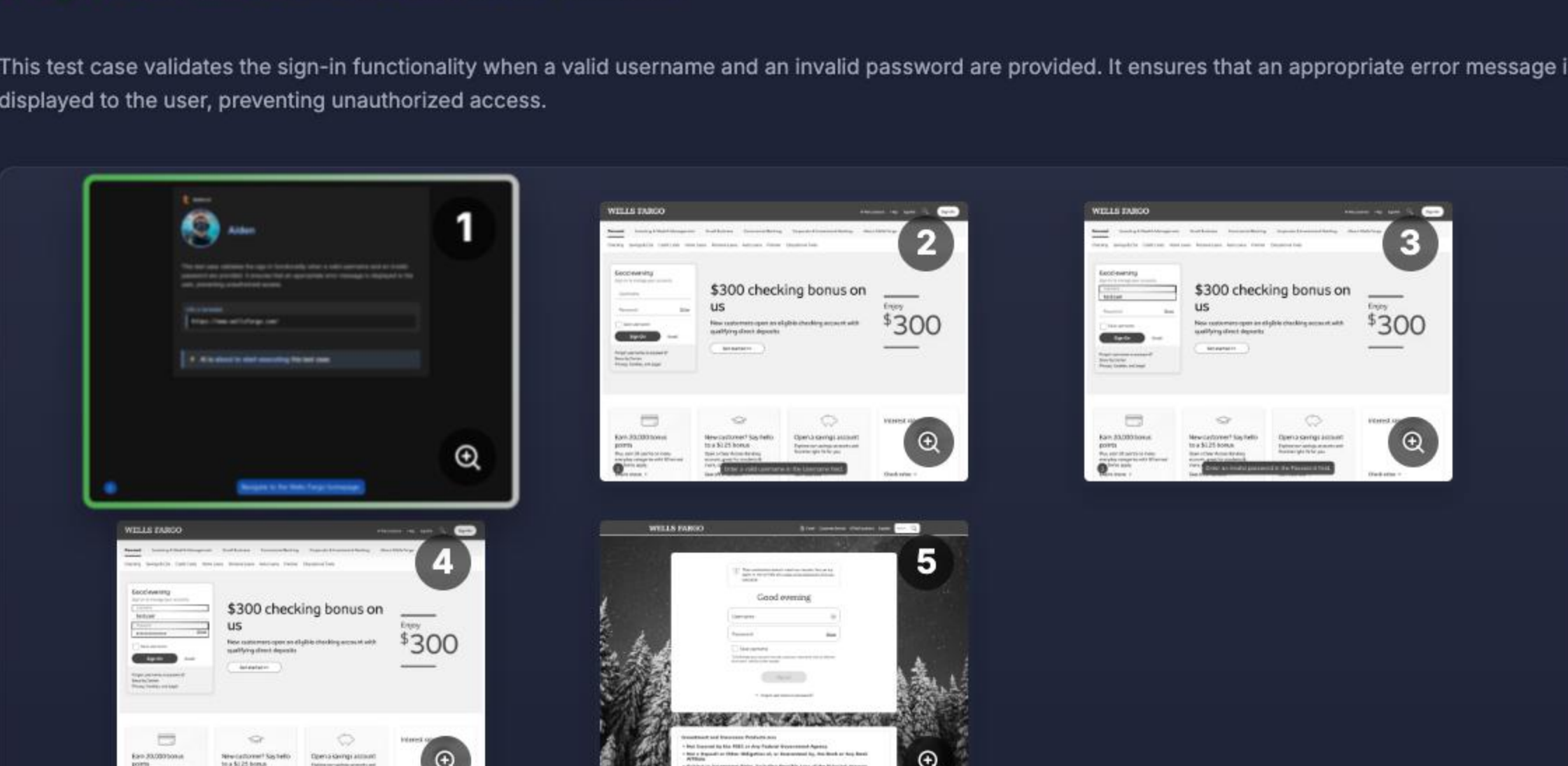
#### Search for 'checking account'

This test verifies the search functionality returns accurate results when searching for the common term 'checking account'. The goal is to ensure the search engine accurately identifies and displays information related to checking accounts offered by Wells Fargo.

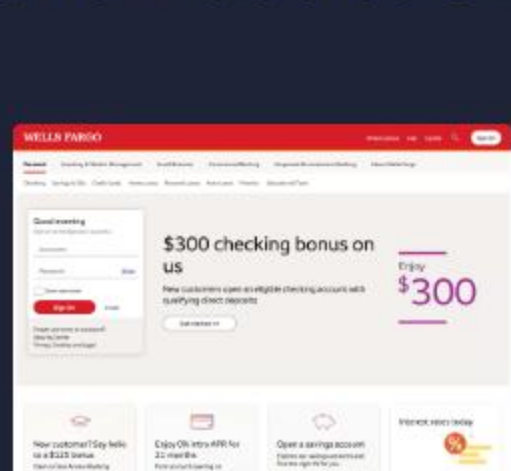


#### Sign-in with valid username and invalid password

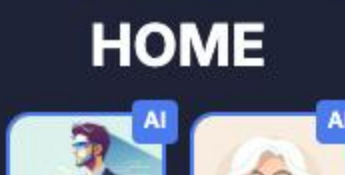
This test case validates the sign-in functionality when a valid username and an invalid password are provided. It ensures that an appropriate error message is displayed to the user, preventing unauthorized access.



## User Persona Feedback Summary

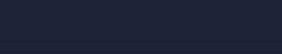


### HOME



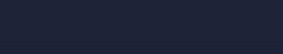
The webpage serves as the primary landing page for Wells Fargo, aiming to attract new customers, provide access to existing customer accounts, and offer various financial products and services.

### Overall Score



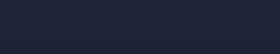
The website is generally well-designed, with a clear focus on attracting new customers through promotions. However, the site could improve its accessibility and personalization based on user needs.

### Visual Design



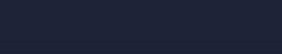
Visually, the site is appealing and trustworthy. The color scheme is consistent with the brand, and the images are relevant.

### Usability



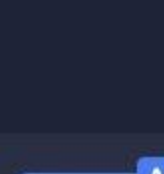
Navigation is generally straightforward, but some users may find it difficult to locate specific information due to the large amount of content. The search function is essential for quick access.

### Content Quality



The content is comprehensive and covers a wide range of financial products and services. Promotions are prominently displayed, which is likely effective for attracting new customers.

### Individual User Persona Feedback



**David Chen, 35**

Persona: David is a software engineer with a stable income and is looking to invest his money wisely. He is tech-savvy and prefers online banking and financial services.

#### Overall Rating



*As a tech professional, I appreciate the clean layout, but I wish there were more tools to help me evaluate investment opportunities. I also care about accessibility.*

#### Actions Performed

- Check interest rates on savings accounts
- Explore investment options

#### Suggestions

- Add more interactive charts and calculators for investment analysis.
- Offer personalized investment recommendations based on risk tolerance and financial goals.
- Improve the site's accessibility features to accommodate users with disabilities.



**Maria Rodriguez, 62**

Persona: Maria is a retired teacher who is looking to manage her savings and learn more about financial planning. She is not very tech-savvy and prefers clear, simple instructions.

#### Overall Rating



*I like that the site is clean, but sometimes I feel overwhelmed by all the choices. I need clear, simple explanations and a better customer service chat bot, the FAQ is not cutting it.*

#### Actions Performed

- Check savings account interest rates
- Find information about financial planning

#### Suggestions

- Add a financial planning tool that is easy to use for users with limited technical skills.
- Provide clear, simple explanations of financial concepts in plain language.
- Improve the site's accessibility features, such as larger font sizes and screen reader compatibility.

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