[SSHD-46] Mobile app doesn't provide option for password retrieval
Created: 04/Jan/17 4:23 PM - Updated: 03/Sep/19 2:47 PM

Status:	Waiting for customer
Project:	Solar Storefront

Type:	IT Help	**Priority:**	Highest
Reporter:	Casey Ford	**Assignee:**	Dalia Lens
Resolution:	Unresolved		
Labels:	Android		

Ticket Details

Customer Request Type:	Technical Support

ScriptRunner Fields

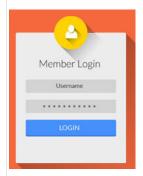|	
Related Development Issue:	DCP-29 Missing password renewal on sign-in interface DCP-47 Missing <div> in CSS prevents UI elements from appearing
Related Issue in Partner's Jira:	SIA-218
Affected Items in Product Database:	SolarStore Android App

Description

On the **Login screen of the Android app**, there is no option provided for users who forgot their passwords.
See the Login option on the screenshot, but no other options are provided:

Observations

Only users on Android reported this, no iOS user experienced anything similar.
Also, user on app version 4.0.0 or below don't have this glitch, so we should look at the latest Android release and find what causes this.

To recreate the issue, use the following internal test user accounts (name/passwords):

- casey/casey123
- spendittest/spendit123
- norman/norman123