***USER AUTHENTICATION***

**RESIDENT RESET PASSWORD**

**BSSV-216: Resident input correct old password and valid new password.**

A screenshot of a computer

Description automatically generated

(View Result)

A screenshot of a computer

Description automatically generated

(Summary Report)

**BSSV-217: Resident input correct old password and invalid new password.**

**BSSV-218: Resident input incorrect old password and valid new password.**

**BSSV-219: Resident input incorrect old password and invalid new password.**

A screenshot of a computer

Description automatically generated

(View Result)

A screenshot of a computer

Description automatically generated

(Summary Report)

***ONLINE REQUEST***

**CREATE REQUEST**

**BSSV-220: Resident input valid and complete request form and upload valid necessary requirement.**

**BSSV-221: Resident input invalid and incomplete request form and upload valid necessary requirement.**

**BSSV-222: Resident input valid and complete request form and do not upload necessary requirement.**

**BSSV-223: Resident input valid and complete request form and upload necessary requirement. Checked I have read, understood, and accepted the Privacy Policy and Terms & Conditions.**

**BSSV-224: Resident input valid and complete request form and do not upload necessary requirement. Unchecked I have read, understood, and accepted the Privacy Policy and Terms & Conditions.**

**TRACK REQUEST**

**BSSV-225: Resident checks his/her pending submitted request.**

**BSSV-226: Resident checks his/her paid submitted request.**

**BSSV-227: Resident checks his/her processing submitted request**

**BSSV-228: Resident checks his/her denied submitted request.**

**CREATE CONCERN**

**BSSV-229: Resident created a concern with incomplete information and agreed on the Privacy Policy and TOC.**

**BSSV-230: Resident created a concern, providing complete information and disagreed on the Privacy Policy.**

**BSSV-231: Resident created a concern, providing complete information and agreed on the Privacy Policy and TOC.**

**TRACK CONCERN**

**BSSV-232: Resident views the status of the concern.**

**BSSV-233: Resident views the concern.**

**BSSV-234: Resident filters the table, either descending or ascending.**

**PAYMENT OPTION**

**BSSV-180: Resident inputed incorrect card number and incorrect PIN code.**