

## **Profile Management:**

**As a resident,**

**I want** to create and manage my personal profile through my contact information, property details, and preferences.

**So that** I can easily access community services, receive important updates, and categorize my living experience.

## **Success Criteria:**

1. Residents can easily view and update their personal profile, including their contact information and property details.
2. Any changes to the profile (e.g., contact info or property details) should show immediately in the system and be accessible by community managers or service providers who need it.
3. The resident's profile should integrate with other system features (e.g., booking amenities, service requests, payments) so that their preferences and details are shown in their profile.
4. The system provides residents to add optional information, such as emergency contacts.

## **Failure Criteria:**

1. If residents are unable to create and update their profiles due to system or technical errors.
2. If profile details are not properly connected to other system features, like service requests or booking amenities, residents may face issues when trying to use those services.
3. Resident changes the profile information, but it doesn't immediately update their profile due to technical or network errors or it takes a long time to update.
4. If residents log in to the system after a few months and try to manage their profile in a different time zone, then the system will notify them with the proper reason.

**As a manager or secretary**

**I need** the ability to manage my personal profile and oversee resident profiles, including contact information and property details.

**So that** I can ensure all resident data is up-to-date, facilitate smooth communication, track the service progress and help with the efficient management of community services.

**Success Criteria:**

1. The secretary/manager can easily view and update their personal profile, including their contact information and property details.
2. The secretary/manager can easily oversee the updating of the resident profiles.
3. The secretary/manager can track the progress of the service and all other related activities.
4. The secretary/manager can communicate with the resident through their profiles using the message or notification features of the system.

**Failure Criteria:**

1. If the secretary/manager cannot properly log in to the system.
2. If residents do not properly update their profile information or incomplete their profile, then the system notifies both residents and secretary/managers with clear reasons.
3. When residents change their profile information, it doesn't update in real-time; systems must notify them.

**As a security manager**

**I want to** manage my profile, including my contact information and security services offered.

**So that** I can provide timely security services to residents, ensuring their safety.

**Success Criteria:**

1. The security manager can easily update and manage his profile, including his contact information and security services offered.
2. The profile of the security manager integrates with the security system features, and then he can easily monitor and track the visitors of the system.

**Failure Criteria:**

1. If security manager trying to log in to the system after a few months and trying to manage their profile in a different time zone, then the system will notify them with the proper reason.
2. If security manager does not properly update their profile information or incomplete their profile, then the system notifies both security manager and secretary/managers with clear reasons.