

User Stories and Acceptance Tests for Passenger Functionality

As a passenger I should be able to search for aggregate ratings of any service so I know the rating history of the service

Test 1: Search rating for a service

Criteria:

- Passenger is at the rating search page
- Passenger has specified the route

Action:

- Passenger submits the search

Result:

- The service/route is specified as a subheading
- Different indicator scores are shown (such as cleanliness, crowding etc)

As a passenger I should be able to view the news feed so I can see incident alerts and content from researchers/operators

Test 1: View News Feed:

Criteria:

- Passenger is on home page

Action:

- Passenger expands each news feed item

Result:

- News feed items shown in whole
- If there is a survey passenger has option to respond

As a passenger I should be able to alert/report an incident so the operators are aware of it.

Test 1: Alert submission:

Criteria:

- Passenger is logged in.
- Passenger has a good standing profile.
- Passenger is at submit alert screen.
- Passenger has filled in all mandatory fields.
- Correct questions are displayed

Action:

- Passenger submits an incident alert.

Result:

- Confirmation message that the incident alert is received.
- Operators receive notification for the incident report.

As a passenger I should be able to rate my trip so I can provide feedback to the operators suggesting improvements.

Test 1: Rating Trip:

Criteria:

- Passenger is logged in.
- Passenger is at rate trip screen.
- Passenger has filled in all mandatory fields
- Correct questions are displayed.

Action:

- Passenger submits the rating.

Result:

- Confirmation message of successful rating.
- Rating is part of the database.
- Rating is reflected in all relevant information.

As a passenger I want to be able to register an account with RateIT so I can access feedback tools.

Test 1: Initial Interaction:

Criteria:

- Passenger does not currently have RateIT account.

Action:

- Passenger loads the RateIT homepage.

Result:

- Passenger login page should appear with registration link.

Test 2: Login page to Registration page

Criteria:

- Passenger is currently at login page.

Action:

- Passenger opens registration link.

Result:

- Passenger registration page should appear.

Test 3: Duplicate Credentials:

Criteria:

- Passenger is currently on the registration page.

Action:

- Passenger enters duplicate username with other RateIT passengers.

Result:

- An invalid registration error occurs with the following message:
"You have already registered RateIT. Please login using your RateIT account."

Test 4: Invalid Credentials:

Criteria:

- Passenger is currently on the registration page.

Action:

- Passenger enters different passwords on the "Password" and "Confirm Password" field.

Result:

- An invalid registration error occurs with the following message:
"You have entered different password to confirm your password."

Test 5: Valid Credentials:

Criteria:

- Passenger is currently on the registration page.

Action:

- Passenger enters unique username and correct password to confirm.

Result:

- RateIT homepage is loaded.

As a passenger I want to be able to securely log into the system so I can access content.

Test 1: Initial Interaction

Criteria:

- Passenger is not currently logged into RateIT system.

Action:

- Passenger loads homepage to view the ratings.

Result:

- Passenger login page should appear with a login prompt.

Test 2: Invalid Credentials

Criteria:

- Passenger is currently at login page.

Action:

- Passenger enters invalid username or password.

Result:

- An invalid login error occurs with the following message:
“Invalid username or password. Please try again or contact your administrator.”

Test 3: Valid Credentials

Criteria:

- Passenger is currently at login page..

Action:

- Passenger enters valid username and password.

Result:

- RateIT homepage is loaded.