

TM905 - Recovery Use Case

User Story:

As a MM user, I want to be able to recover my account if I am unable to log in, so that I do not lose any of my saved information.

Actor:

MM User

Pre-conditions:

1. The user has an existing account.
2. The user has opened the app.

Description:

1. Use case begins when the user is unable to log in to the system using their password, selecting 'Need help logging in?'.
2. The user will be prompted to share the email address used when they created their account.
3. The user will enter their email or phone number.
4. The system will send an email to the user with recovery information.
5. The user will use the recovery information email to recover their account.

Post-conditions:

1. The user updates their password.
2. The user is supplied their original email or phone number.

Alternative Course of Action:

1. If the user does not use the recovery information no changes will occur.
2. If the user enters an email or phone number not stored in the system, an error will appear, suggesting the user tries again.