Test Document

# Forget Password Journey

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Scope : CBSE English, NCERT Hindi, WBBSE Esekha

1. Verify that on login page the user can click on Forget Password link and it redirects to the FORGOT YOUR PASSWORD page.
2. Verify that Email ID/Mobile number textbox, Send button and Click here to login fields are available to the user.
3. Verify that if the user clicks on Click here to login, they are redirected back to the login page.
4. Verify that if the user clicks on Send button without entering any details on the Email ID/Mobile number textbox, then a warning popup is displayed – “Please enter verified phone number or email-ID”.
5. Verify that if the user enters non verified phone number or email id on the text box and clicks on Send button, an error popup is displayed – “Mobile number is not recognised. Please enter your registered number.” / “Email Id is incorrect. Please try again with your registered email id.”
6. Verify that if the user enters verified email ID and clicks on Send button, an email is sent to that address.
7. Verify that the user can see Reset Password – information and I didn’t receive the email and Click here to login on the application.
8. Verify that on clicking I didn’t receive the email another email is sent to the earlier entered email ID.
9. Verify that Click here to login takes the user back to the login page.
10. Verify that the user receives an Email with link Reset Password which redirects the user to the Reset page.
11. Verify that on the Reset page, New Password, Confirm Password fields and Submit and Login button is available.
12. Verify that if the user clicks on Submit and Login without entering any details on the fields or if they enter incorrect details on the field - a warning popup is shown “Please enter new password and confirm password.”
13. Verify that if the user enters new password and confirm password differently and clicks on Submit and Login button, a warning popup is displayed “New password and Confirm password should be same.”
14. Verify that if the user enters new password and confirm password properly and clicks on Submit and Login button, they are redirected to the confirmation page – “Reset Password – Your password has been updated”. And the user is redirected to the landing page of the application.

**Refer test cases #1 to #5 and continued below for reset password using mobile number :**

1. Verify that if the user enters a verified phone number and clicks on Send button, an OTP is shared on that number through SMS.
2. Verify that the user gets redirected to Reset password page on application.
3. Verify that the earlier entered phone number is displayed on top with Enter OTP, New Password, Confirm password fields and Submit and Login button and Click here to login URL.
4. Verify that if the user clicks on Click here to Login, they are redirected to the Login page.
5. Verify that if the user clicks on Resend OTP, another OTP is shared to the same phone number through SMS.
6. Verify that if the user clicks on Submit and Login button without entering any details on the fields a warning popup is displayed “Please enter new password, OTP and confirm password.”
7. Verify that if the user enters incorrect OTP and new/confirm password and clicks on Submit and Login button, a warning popup is displayed “Enter valid OTP”.
8. Verify that if the user enters incorrect OTP and leaves other fields empty and clicks on Submit button, warning popup is displayed “Enter valid OTP”.
9. Verify that if the user enters correct OTP and leaves other fields empty and clicks on Submit button, warning popup is displayed “Please enter new password and confirm password”.
10. Verify that if the user enters correct OTP and incorrect new/confirm password and clicks on Submit button, warning popup is displayed “New password and Confirm password should be same.”
11. Verify that if the user enters correct OTP and correct New password and Confirm password and clicks on the Submit button, the user is redirected to confirmation page “Reset password successful” and after a moment the user is redirected to the landing page.