Software Requirements Specification

(SRS)

for Appointgenix

Version 2.0

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organization

9/3/2025

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1. Revisions History

|  |  |  |
| --- | --- | --- |
| Date | Version number | Reason of Change |
| 9/3/2025 | 2.0 |  |
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1. Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Signature | Date |
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1. Introduction

## Purpose

The purpose of this document is to define the requirements and the specifications of the Business needs from stakeholders. It will describe the product functions and requirements.

## Intended Audience

This document is created to be a reference for business owner, developer team, designers, and all sides will work on this project in the future.

## Project Overview

Healthcare mobile application for booking appointment and order medicine.

## Project Scope

Mobile application for end user support on IOS and Android using flutter works on mobile, tablet and I pad. Website Dashboard for admin and doctor using. Integration with SMS provider and google maps. App language is English.

### Scope Functionality

* + - User can create an account
    - User can modify account information
    - User can view his account
    - User can filter by categories
    - User can filter by city
    - User can give permission for app to get his current location
    - User can view doctors list
    - User can sort doctors by (rate - distance)
    - User can view doctor details
      * Doctor Name
      * Profile picture
      * Description
      * Specialty
      * Appointment fees
      * Rate
    - User can book appointment
    - User can select (date , time) of appointment
    - User can confirm appointment
    - User can receive SMS contains clinic details
    - User can view all his appointments
    - User can view medicines list
    - User can view medicine description
    - User can filter medicine categories
    - User can sort medicine by ( low price to high )
    - User can choose quantity of medicine
    - User can order medicine
    - User can pay offline
    - Doctor can create an account
    - Doctor can modify information
    - Doctor can view his account
    - Doctor can be notified with activating his account
    - Doctor can create available appointments
    - Doctor can receive appointments
    - Doctor can view payment history
    - Admin can manage another admins accounts
    - Admin can manage roles and permissions
    - Admin can manage users
    - Admin can manage doctors
    - Admin can view appointments
    - Admin can manage payment history

### Out of scope functionality

* + - Request for a nurse

## User Classes

Three types of actors:

Mobile application: end user (end user who would have access mobile services.)

Clinic dashboard: doctor (user who inherits some controls from administrator to perform certain activities.)

Admin dashboard: administrator (user has manage and control over the complete system.)

## Design and Implementation Constraints

Mobile application support on IOS and Android using flutter (Dart) works on mobile, tablet and I pad. Website Dashboard for admin and

Doctor using (HTML, CSS, Java script). Integration with SMS provider and google maps.

For the backend: PHP (Laravel), database (SQL).

## Stakeholders

|  |  |  |
| --- | --- | --- |
| Name | Role | Contacts |
|  |  |  |
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# Functional Requirements

* User can create an account
* User can modify account information
* User can view his account
* User can filter by categories
* User can filter by city
* User can give permission for app to get his current location
* User can view doctors list
* User can sort doctors by (rate - distance)
* User can view doctor details
  + Doctor Name
  + Profile picture
  + Description
  + Specialty
  + Appointment fees
  + Rate
* User can book appointment
* User can select (date , time) of appointment
* User can confirm appointment
* User can receive SMS contains clinic details
* User can view all his appointments
* User can view medicines list
* User can view medicine description
* User can filter medicine categories
* User can sort medicine by ( low price to high )
* User can choose quantity of medicine
* User can order medicine
* User can pay offline
* Doctor can create an account
* Doctor can modify information
* Doctor can view his account
* Doctor can be notified with activating his account
* Doctor can create available appointments
* Doctor can receive appointments
* Admin can manage another admins accounts
* Admin can manage roles and permissions
* Admin can manage users
* Admin can manage doctors
* Admin can view appointments
* Admin can manage payment history

# Use case

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-1 | | | |
| **Use Case Name** | User login | | | |
| **Description** | User can login to his account on the system | | | |
| **Primary Actors** | End user | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open App | | | |
| **Main Flow** | 1. User enter his email 2. User enter his password 3. Click (Login) | | | |
| **Components** | Name | Type | Constrains | Validations |
| Password | Text Input | * Encrypted (user can show it) * Min.Length = 8 char * Accept letters, numbers and special characters | * Mandatory * Alert message :” please enter password correctly” |
| Email | Text Input | * accept numbers, letters ,and special characters * min length = 10 char | * mandatory * Alert   message :"pleas enter email correctly" |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Login | Button |  |  |
| Social media | Icons |  |  |
| **Post Condition** | App redirect user to location page | | | |
| **Alternative 1**  **<User have no account>** | App shows alert message :  “There is no account with entered data, please enter valid data and try again”  Go to step one (choose sign up ) | | | |
| **Alternative 2**  **<User enter wrong data>** | App shows a warning message that username or password entered was wrong and asked for entering information again | | | |
| **Alternative 3**  **<User use social media account to login>** | App route to social media account to get verification about the user identity and login him to his account | | | |
| **Attachments** |  | | | |

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| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-2 | | | |
| **Use Case Name** | Sign up | | | |
| **Description** | user can create account that can book appointment | | | |
| **Primary Actors** | End user | | | |
| **Secondary Actors** | SMS provider | | | |
| **Pre- Conditions** | 1. Open App | | | |
| **Main Flow** | 1. Click on sign up 2. Enter phone number 3. Enter name 4. Enter email 5. Enter password 6. Click on sign up 7. User receive SMS message for activation 8. Enter OTP 9. Click on next | | | |
| **Components** | Name | Type | Constrains | Validations |

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| --- | --- | --- | --- | --- |
|  | Phone number | Text Input | * Accept numbers only * length = 11 char * Must start with (01) | * Mandatory * Alert message :” please enter [field name] correctly” |
| Password | Text Input | * Encrypted (user can show it) * Min.Length = 8 char * Accept letters, numbers and special characters | * Mandatory * Alert message :” please enter password correctly” |
| Email | Text Input | * accept numbers, letters ,and special characters * min length = 10 char | * mandatory * Alert   message :"pleas enter email correctly" |
| name | Text input | - accept numbers , letters , and special characters | Mandatory  pleas enter your name |
| OTP | Text input | Accept only numbers Length = 4 | Mandatory  Please enter number |
| Resend | button |  |  |
| Sign up | Button |  |  |
|  | Social media | Icons |  |  |
| **Post Condition** | App redirect user to location page | | | |
| **Attachments** |  | | | |

|  |  |
| --- | --- |
| **Use Case ID** | UC-3 |
| **Use Case Name** | Location |
| **Description** | User can give permission for app to get his current location |
| **Primary Actors** | End user |
| **Secondary Actors** | Google maps |
| **Pre- Conditions** | 1. Open App 2. Sign up |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Main Flow** | 1. choose current location 2. Give permission for app to get current location click (allow) 3. click( locate me ) | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search bar | Text input | - Accept only letters |  |
| Locate me | Button |  |  |
|  | cities | List |  |  |
| **Post Condition** | App redirect user to homepage | | | |
| **Alternative**  **<User dose not give permission to get location>** | App shows alert message : “Pleas choose location ” | | | |
| **Attachments** |  | | | |

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| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-4 | | | |
| **Use Case Name** | Search for doctor | | | |
| **Description** | User can view doctors list User can filter by categories  User can sort doctors by (rate - distance) User can filter by city | | | |
| **Primary Actors** | End user | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open App 2. Login | | | |
| **Main Flow** | 1. Click (doctor) 2. Choose doctor category 3. Filter by (top rates - distance ) | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search bar | Text Input | - Accept letters only |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | App bar | button |  |  |
| Doctor and pharmacy | Button |  |  |
| Upcoming appointment | Button |  |  |
| doctors categories | List |  | Mandatory  Please choose category |
|  | Filter icon | Checked list |  |  |
|  | book | Button |  |  |
|  | Distance | Slider |  |  |
|  | Rate | Radio button |  |  |
|  | Fees | Radio button |  |  |
|  | Availability | Radio button |  |  |
| **Post Condition** | App shows doctor list with filter restriction | | | |
| **Alternative 1**  **<User dose not choose filter >** | App will shows user all doctor without restriction | | | |
| **Attachments** |  | | | |

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| **Use Case ID** | UC-5 |
| **Use Case Name** | Appointment reservation |

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| **Description** | User can view doctor details Doctor Name  Profile picture Description Specialty Appointment fees Rate  User can book appointment  User can select (date , time) of appointment User can confirm appointment  User can receive SMS contains clinic details | | | |
| **Primary Actors** | End user | | | |
| **Secondary Actors** | SMS provider | | | |
| **Pre- Conditions** | 1. Open App 2. Login 3. Click (book appointment with doctor) 4. Choose doctor category 5. Filter by (top rates - distance ) | | | |
| **Main Flow** | 1. Choose doctor 2. View doctor details 3. Select available (date - Time) 4. Select personal information 5. Click on confirm button 6. Receive SMS contain details | | | |
| **Components** | Name | Type | Constrains | Validations |
| Give feedback | button | Must be after attendees |  |
| Confirm | button |  |  |
| Select date | Picker |  | mandatory  "Must be in available date" |
| Select time | Scroll bar |  | mandatory  "Must be in available time" |
| Select patient | Radio buttons |  | Mandatory  "Please select patient " |
| Patient details | Text inputs |  | Mandatory "Please complete information " |
| **Post Condition** | App shows successfully alert and receive SMS message | | | |

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| **Alternative 1**  **<User want to cancel >** | User click on back button |
| **Attachments** |  |

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| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-6 | | | |
| **Use Case Name** | View all appointments | | | |
| **Description** | User can view all his appointments | | | |
| **Primary Actors** | End user | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open App 2. Login | | | |
| **Main Flow** | 1. Click on account button from app bar 2. Click on appointments | | | |
| **Components** | Name | Type | Constrains | Validations |
| Account | button |  |  |
| appointment s | button |  |  |
| Profile icon |  |  |  |
| Other list Buttons | Button |  |  |
| **Post Condition** | App shows all his appointments | | | |
| **Attachments** |  | | | |

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| --- | --- |
| **Use Case ID** | UC-7 |
| **Use Case Name** | View medicine |
| **Description** | User can view medicines list  User can view medicine description User can filter medicine categories  User can sort medicine by ( low price to high ) |

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| --- | --- | --- | --- | --- |
| **Primary Actors** | End user | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open App 2. Login | | | |
| **Main Flow** | 1. Click PHARMACY 2. Choose medicine category 3. Filter by (low to high) 4. Choose medicine 5. View medicine details | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search bar | Text input |  |  |
| Cart icon |  |  |  |
| categories | Button |  |  |
| Filter | Drop list |  |  |
| add | Button |  |  |
| medicine | Button |  |  |
| **Post Condition** | App shows selected medicine details with filter restrictions | | | |
| **Attachments** |  | | | |

|  |  |
| --- | --- |
| **Use Case ID** | UC-8 |
| **Use Case Name** | Order medicine |
| **Description** | User can choose quantity of medicine User can order medicine  User can pay offline |
| **Primary Actors** | End user |
| **Secondary Actors** |  |

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| --- | --- | --- | --- | --- |
| **Pre- Conditions** | 1. Open App 2. Login 3. Click (pharmacy) 4. Choose medicine category 5. Filter by (low to high ) 6. View medicine details | | | |
| **Main Flow** | 1. Choose quantity of medicine 2. Click on (add to cart) 3. Click on cart icon 4. Click next 5. Choose delivery location 6. Choose delivery time 7. Choose payment cash | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search | Text input |  |  |
| Image |  |  |  |
| Icons |  |  |  |
| Add button | text |  |  |
| next | Button |  |  |
|  | address | Location |  |  |
|  | Delivery time | Button |  |  |
|  | submit | Button |  |  |
| **Post Condition** | App submitting medicine order | | | |
| **Attachments** |  | | | |
|  |  | | | |
| **Use Case ID** | UC-9 | | | |
| **Use Case Name** | View and modify account | | | |
| **Description** | User can view his account User can modify his account | | | |
| **Primary Actors** | End user | | | |
| **Secondary Actors** |  | | | |

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| **Pre- Conditions** | 1. Open App 2. Login | | | |
| **Main Flow** | 1. Click (account page) 2. Click button edit info 3. Enter new information 4. Click on save | | | |
| **Components** | Name | Type | Constrains | Validations |
| Account page | button |  |  |
| Edit | Button |  |  |
| phone | Text input | * Accept numbers only * length = 11 char * Must start with (01) |  |
| Name | Text input | accept numbers , letters , and special characters |  |
| Email | Text input | accept numbers, letters ,and special characters  - min length = 10 char |  |
| Password | Text input | * Encrypted (user can show it) * Min.Length = 8 char * Accept letters, numbers and special characters |  |
|  | Save | Button |  |  |
| **Post Condition** | App display updated information | | | |
| **Attachments** |  | | | |
|  |  | | | |
| **Use Case ID** | UC-10 | | | |
| **Use Case Name** | doctor login | | | |
| **Description** | Doctor can login to his account on the system | | | |
| **Primary Actors** | Doctor | | | |
| **Secondary Actors** |  | | | |

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| **Pre- Conditions** | 1. Open App | | | |
| **Main Flow** | 1. User enter his email 2. User enter his password 3. Click (Login) | | | |
| **Components** | Name | Type | Constrains | Validations |
| Password | Text Input | * Encrypted (user can show it) * Min.Length = 8 char * Accept letters, numbers and special characters | * Mandatory * Alert message :” please enter password correctly” |
| Email | Text Input | * accept numbers, letters ,and special characters * min length = 10 char | * mandatory * Alert   message :"pleas enter email correctly" |
| Login | Button |  |  |
| Social media | Icons |  |  |
| **Post Condition** | App redirect doctor to schedule page | | | |
| **Alternative 1**  **<doctor have no account>** | App shows alert message :  “There is no account with entered data, please enter valid data and try again”  Go to step one (choose sign up ) | | | |
| **Alternative 2**  **<doctor enter wrong data>** | App shows a warning message that username or password entered was wrong and asked for entering information again | | | |
| **Attachments** |  | | | |

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| --- | --- |
| **Use Case ID** | UC-11 |
| **Use Case Name** | Register |
| **Description** | Doctor can create account that can receive appointment Doctor can be notified with activating his account |
| **Primary Actors** | doctor |
| **Secondary Actors** | SMS provider |

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| --- | --- | --- | --- | --- |
| **Pre- Conditions** | 1. Open App | | | |
| **Main Flow** | 1. Click on sign up 2. Enter phone number 3. Enter first name 4. Enter last name 5. Enter email 6. Enter password 7. Enter specialty 8. Click on next 9. User receive SMS message for activation 10. Enter OTP 11. Click on sign up | | | |
| **Components** | Name | Type | Constrains | Validations |
| Phone number | Text Input | * Accept numbers only * length = 11 char * Must start with (01) | * Mandatory * Alert message :” please enter [field name] correctly” |
| Password | Text Input | * Encrypted (user can show it) * Min.Length = 8 char * Accept letters, numbers and special characters | * Mandatory * Alert message :” please enter password correctly” |
| Email | Text Input | * accept numbers, letters ,and special characters * min length = 10 char | * mandatory * Alert   message :"pleas enter email correctly" |
| First name | Text input | - accept only letters | Mandatory  pleas enter your name |
| Last name | Text Input | Accept only letters | Mandatory  pleas enter your name |
| specialty | list |  | mandatory  please choose specialty |
| OTP | Text input | Accept only numbers Length = 4 | Mandatory  Please enter number |
| Resend | button |  |  |
| Sign up | Button |  |  |
| **Post Condition** | App redirect doctor schedule page | | | |
| **Attachments** |  | | | |

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| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-12 | | | |
| **Use Case Name** | Create available time | | | |
| **Description** | Doctor can create available time | | | |
| **Primary Actors** | doctor | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open App 2. Login | | | |
| **Main Flow** | 1. Click on schedule button 2. Click on add available time 3. Select time and date 4. Click on add button | | | |
| **Components** | Name | Type | Constrains | Validations |
| App bar | button |  |  |
| Schedule | Button |  |  |
| Add available time | button |  |  |
| Date | Drop list |  |  |
| Time | drop list |  |  |
| **Post Condition** | App display doctor’s new schedule | | | |
| **Attachments** |  | | | |

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| --- | --- |
| **Use Case ID** | UC-13 |
| **Use Case Name** | Receive appointments |
| **Description** | Doctor can receive appointment |
| **Primary Actors** | doctor |

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| --- | --- | --- | --- | --- |
| **Secondary Actors** | End user | | | |
| **Pre- Conditions** | 1. Open App 2. Login | | | |
| **Main Flow** | 1. Click on schedule button | | | |
| **Components** | Name | Type | Constrains | Validations |
| Schedule | Data grid |  |  |
| **Post Condition** | App display appointments in schedule | | | |
| **Attachments** |  | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-14 | | | |
| **Use Case Name** | Admin | | | |
| **Description** | Admin can login | | | |
| **Primary Actors** | Admin | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open dashboard website | | | |
| **Main Flow** | 1. enter email 2. enter password 3. Click (Login) | | | |
| **Components** | Name | Type | Constrains | Validations |
| Password | Text Input | * Encrypted (user can show it) * Min.Length = 8 char * Accept letters, numbers and special characters | * Mandatory * Alert message :” please enter password correctly” |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Email | Text Input | * accept numbers, letters ,and special characters * min length = 10 char | * mandatory * Alert   message :"pleas enter email correctly" |
| Login | Button |  |  |
| **Post Condition** | Website display dashboard | | | |
| **Attachments** |  | | | |

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| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-15 | | | |
| **Use Case Name** | Manage users | | | |
| **Description** | Admin can manage users | | | |
| **Primary Actors** | Admin | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open dashboard 2. Login | | | |
| **Main Flow** | 1. Click on manage users button 2. Click on add user | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search bar | Text input |  |  |
| Filter | drop list |  |  |
| Users | List |  |  |
|  | Add user | Button |  |  |
|  | Delete user | Button |  |  |
|  | Edit user | Button |  |  |
| **Post Condition** | Website display users information | | | |

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| --- | --- |
| **Attachments** |  |

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| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-16 | | | |
| **Use Case Name** | Manage doctors | | | |
| **Description** | Admin can manage doctors | | | |
| **Primary Actors** | Admin | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open dashboard 2. Login | | | |
| **Main Flow** | 1. Click on manage doctors button 2. Click on add doctor | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search bar | Text input |  |  |
| Filter | drop list |  |  |
| Doctors | List |  |  |
|  | Add doctor | Button |  |  |
|  | Delete doctor | Button |  |  |
|  | Edit doctor | Button |  |  |
| **Post Condition** | Website display doctors information | | | |
| **Attachments** |  | | | |

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| --- | --- |
| **Use Case ID** | UC-17 |
| **Use Case Name** | Manage admins |
| **Description** | Admin can manage another admins accounts |

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| --- | --- | --- | --- | --- |
| **Primary Actors** | Admin | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open dashboard 2. Login | | | |
| **Main Flow** | 1. Click on manage admins button 2. Click on add admin | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search bar | Text input |  |  |
| Filter | drop list |  |  |
| Doctors | List |  |  |
|  | Add doctor | Button |  |  |
|  | Delete doctor | Button |  |  |
|  | Edit doctor | Button |  |  |
| **Post Condition** | Website display admins information | | | |
| **Attachments** |  | | | |
|  |  | | | |
| **Use Case ID** | UC-18 | | | |
| **Use Case Name** | Manage ROLES AND PERMISSIONS | | | |
| **Description** | Admin can manage roles and permissions | | | |
| **Primary Actors** | Admin | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open dashboard 2. Login | | | |
| **Main Flow** | 1. Click on manage roles button 2. Click on add new role | | | |
| **Components** | Name | Type | Constrains | Validations |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Search bar | Text input |  |  |
| Role name | Text input |  |  |
| permissions | Checkbox |  |  |
|  | Save | Button |  |  |
| **Post Condition** | Website will add new role | | | |
| **Attachments** |  | | | |
|  |  | | | |
| **Use Case ID** | UC-19 | | | |
| **Use Case Name** | Manage payments | | | |
| **Description** | Admin can manage payment history | | | |
| **Primary Actors** | Admin | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open dashboard 2. Login | | | |
| **Main Flow** | 1. Click on manage payments button 2. Click on add new role | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search bar | Text input |  |  |
| Payments | Data grid |  |  |
|  | Add | Button |  |  |
|  | delete | Button |  |  |
|  | Edit | button |  |  |
| **Post Condition** | Website will display payment history | | | |
| **Attachments** |  | | | |

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| --- | --- | --- | --- | --- |
| **Use Case ID** | UC-20 | | | |
| **Use Case Name** | View appointments | | | |
| **Description** | Admin can view appointments | | | |
| **Primary Actors** | Admin | | | |
| **Secondary Actors** |  | | | |
| **Pre- Conditions** | 1. Open dashboard 2. Login | | | |
| **Main Flow** | 1. Click on manage payments button 2. Click on add new role | | | |
| **Components** | Name | Type | Constrains | Validations |
| Search bar | Text input |  |  |
| appointment | Data grid |  |  |
| **Post Condition** | Website will display appointments | | | |
| **Attachments** |  | | | |

5. Non-Functional Requirements

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| **ID** | **Requirement** |
| NFR-001 | Usurers should be required to login to the application with e-mail and password |
| NFR-002 | The system should permit only authorized members who are on the list of authorized admins to do administrator’s task |
| NFR-003 | The system should display confirmation message to the users within 4 seconds after the user submits information to the system |
| NFR-004 | The error rate of users submitting their payment details at the checkout page mustn’t exceed 10 percent. |
| NFR-005 | The date format must be as follows: date.month.year. |
| NFR-006 | Security |
| NFR-007 | Reliability |
| NFR-008 | Performance |
| NFR-009 | Fast speed |