

Summary

Item	Description
Use Case ID:	6
Use Case Name:	Respond to a message privately through your account
Description:	How to reply to a CHHS caseworker's message privately.
Actors:	Resource Parent, System
Triggers:	
Pre-Conditions:	1. Resource Parent is logged in, see use case log in to profile
Post-Conditions:	Main Flow: 1) System sends a response message privately Alt Flow 1. System does not send a response message
References	

Main Flow

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	Resource Parent navigates to a mailbox area	1.1 System redirects the Resource Parent to their messaging web page which displays the Resource Parent's messaging inbox 1.2 System displays unopened messages in bold
2	Resource Parent selects the message preview area of an unopened message	System redirects the Resource Parent to a web page displaying the unopened message selected
3	Resource Parent navigates to a reply area	System displays a prompt for a response to be made
4	Resource Parent enters their response to a CHHS case worker's message	4.1 If the Resource Parent sends their response, the System continues to step 5 4.2 Otherwise, the System does not continue to the next step.
5	Resource Parent navigates to a send message area	System sends the Resource Parent's response to a CHHS case worker privately
6	This completes the use case	
Alt Flow 1	From Step 4	
A1	If the Resource Parent navigates to the cancel message area	System does not send their response to the designated CHHS caseworker
A2	This completes the Alt Flow	