

Project Development Phase

Test Cases Performed

Date	12 November 2022
Team ID	PNT2022MID28156
Project	Customer Care Registry
Sprint	Sprint 4

Test Cases Performed:

Test Case ID	Test Case Description	Test Steps	Test Data	Expected Results	Actual Results	Pass / Fail
1.	Customer forgot the password and trying to update the password with invalid email	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button	Email =pavisaha21@gmail.com Role = "Customer"	Customer should get an alert saying "Invalid email!"	As expected	Pass
2.	Customer forgot the password and trying to update the password with invalid email	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button	Email =pavisaha21@gmail.com Role = "Customer"	Customer should get an alert saying "Customer does not exist"	As expected	Pass

3.	Customer forgot the password and trying to update the password with valid email	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 	Email=pavisaha21@gmail.com Role = "Customer"	Customer should receive an 8-digit code in the email and redirected to the code entering page	As expected	Pass
4.	Customer entering invalid code to change the password	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter invalid code 6. Click "Submit" button 	Email=pavisaha21@gmail.com Role = "Customer" Code = "bhuudbsgygdy2"	Customer should get an alert saying "Invalid code!"	As expected	Pass
5.	Customer entering valid code to change the password	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" 	Email=pavisaha21@gmail.com Role = "Customer" Code = "87436601"	Customer should be redirected to the passwords entering page	As expected	Pass

		button				
6.	Customer entering the invalid passwords in the change password page	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 7. Enter the passwords 	Email=pavisaha21@gmail.com Role = "Customer" Code = "87436601" Password = 12345678 Confirm Password = 87654321	Customer should get an alert saying "Passwords do not match!"	As expected	Pass

7.	Customer entering the new passwords in the change password page	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 7. Enter the passwords 	Email=pavisaha21@gmail.com Role = "Customer" Code = "87436601" Password = 12345678 Confirm password = 12345678	Customer's password gets updated. Then the customer is redirected to the login page to login	As expected	Pass
8.	Agent forgot the password and trying to update the password with invalid email	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 	Email=agent1@gmail.com Role = "Agent"	Agent should get an alert saying "Invalid email!"	As expected	Pass

9.	Agent forgot the password and trying to update the password with invalid email	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 	Email = agent44@gmail.com Role = "Agent"	Agent should get an alert saying "Agent does not exist"	As expected	Pass
10.	Agent forgot the password and trying to update the password with valid email	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 	Email = agent1@gmail.com Role = "Agent"	Agent should receive an 8-digit code in the email and redirected to the code entering page	As expected	Pass

11.	Agent entering invalid code to change the password	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter invalid code 6. Click "Submit" button 	Email = agent1@gmail.com Role = "Agent" Code = "bhuudbsgygdy2"	Agent should get an alert saying "Invalid code!"	As expected	Pass
12.	Agent entering valid code to change the password	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 	Email = agent1@gmail.com Role = "Agent" Code = "87436601"	Agent should be redirected to the passwords entering page	As expected	Pass
13.	Agent entering the invalid passwords in the change password page	<ol style="list-style-type: none"> 1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 	Email = agent1@gmail.com Role = "Agent" Code = "87436601" Password = 12345678 Confirm password = 87654321	Agent should get an alert saying "Passwords do not match!"	As expected	Pass

		7. Enter the passwords				
14.	Agent entering the new passwords in the change password page	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 7. Enter the passwords	Email = agent1@gmail.com Role = "Agent" Code = "87436601" Password = 12345678 Confirm password = 12345678	Agent's password gets updated. Then the customer is redirected to the login page to login	As expected	Pass

