**Use Case Descriptions**

* **Name** - Hotel Website
* **Brief Description** - User wants to login or register an account to make hotel reservations and for the payment.
* **Actor** - User (Customer, Customer representative, Database)
* **Pre Conditions** - So users will be able to login or register an account on the website. User will be asked to enter his/her details and then the account will be created after all the required information has been entered. If the user has already registered then the user has to enter email address and password in the required fields.
* **Basic flow** - Firstly the user has to have internet access to browse the website. And then the user has to follow the steps that have been asked by the system. User has to enter information to login or to register if the user is new to the system. The system checks the information and if the information is entered correctly then it will take the user into the account or if the information is incorrect then the system will show an error message. Error messages have to be displayed and have contact information of the website for any kind of error that they are facing regarding other factors. If all the information is correct then the user can search up hotels or locations and the system will also provide information regarding the next step or if they want to go backwards and change things.
* **Alternate flow** - Users may face alternate flows when the system is not directly in support of the goals of the user. Maybe during entering wrong information while checkout or not giving enough time to load new pages which can lead the system to freeze. User will
* **Exception flow** - If the wrong information has been entered into the system a few times while login in to the system then the system will ask security questions to make sure that the right user is entering the information and then if the security answers has been entered correctly then an email will be sent to reset password.
* **Post Conditions** -  If the user has entered correct information, the user will be into his/her account or with the wrong information the user has to enter again. If the user has entered wrong information a few times then the system has asked the user to answer security questions. User has not faced any problems if all the information is correct.