Software Engineering - (IT314)
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User-Acceptance Testing

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(1) User Acceptance Test Cases (Citizen Registration)

Test Case ID: UAT-01 Scenario: Verify Successful Registration with Valid OTP Pre-condition: User is on Registration Page. Steps:

1. Enter valid First Name (John) and Last Name (Doe).
2. Enter a unique Username (new_user_01).
3. Enter valid Email (john@test.com) and 10-digit Phone (9876543210).
4. Enter valid Password (Pass@123) and match it in Confirm Password.
5. Click Submit.
6. System prompts for OTP.
7. Enter the valid OTP received on mobile/email and Click Verify. Result: System verifies OTP, creates the account, and displays "Registration Successful". Status: [Pass]

Test Case ID: UAT-02 Scenario: Verify Registration Fails with Invalid OTP Pre-condition: User has filled the form correctly and clicked Submit. Steps:

1. System prompts for OTP.
2. Enter an incorrect OTP (e.g., 000000).
3. Click Verify. Result: System displays error: "Invalid OTP. Please try again." and does not create the account. Status: [Pass]

Test Case ID: UAT-03 Scenario: Verify Mandatory Field Validation Pre-condition: User is on Registration Page. Steps:

1. Leave all fields blank.
2. Click Submit. Result: System displays error messages for all mandatory fields (e.g., "Cannot be empty").Status: [Pass]

Test Case ID: UAT-04 Scenario: Verify Username Uniqueness Pre-condition: Account "existing_user" already exists in the database. Steps:

1. Enter "existing_user" in the Username field.
2. Fill all other fields with valid data.
3. Click Submit. Expected Result: System displays error: "Username already exists" or "Must be unique". Status: [Pass]

Test Case ID: UAT-05 Scenario: Verify Email Format Validation Pre-condition: User is on Registration Page. Steps:

1. Enter an email address without the '@' symbol (e.g., "https://www.google.com/search?q=johndoe.com").
2. Click Submit. Result: System displays error: "Invalid email format" or "Must contain '@'". Status: [Pass]

Test Case ID: UAT-06 Scenario: Verify Phone Number Length (Low Boundary) Pre-condition: User is on Registration Page. Steps:

1. Enter a 9-digit phone number (e.g., "987654321").
2. Click Submit.Result: System displays error: "Phone number must be exactly 10 digits". Status: [Pass]

Test Case ID: UAT-07 Scenario: Verify Phone Number Length (High Boundary) Pre-condition: User is on Registration Page. Steps:

1. Enter an 11-digit phone number (e.g., "98765432101").
2. Click Submit. Result: System displays error: "Phone number must be exactly 10 digits". Status: [Pass]

Test Case ID: UAT-08 Scenario: Verify Password Minimum Length Pre-condition: User is on Registration Page. Steps:

1. Enter a password with only 5 characters (e.g., "12345").
2. Click Submit. Result: System displays error: "Password must be at least 6 characters". Status: [Pass]

Test Case ID: UAT-09 Scenario: Verify Password Confirmation Mismatch Pre-condition: User is on Registration Page.Steps:

1. Enter "Pass@123" in the Password field.
2. Enter "Pass@999" (different text) in the Confirm Password field.
3. Click Submit.Result: System displays error: "Passwords do not match". Status: [Pass]

Test Case ID: UAT-10 Scenario: Verify Maximum Name Length (Boundary Check) Pre-condition: User is on Registration Page. Steps:

1. Enter a First Name containing exactly 255 characters.
2. Fill other fields with valid data and Click Submit.
3. Enter Valid OTP.Result: System accepts the name (does not crash or truncate) and completes registration. Status: [Pass]

Test Case ID: UAT-11 Scenario: Verify Non-Numeric Phone Input Pre-condition: User is on Registration Page. Steps:

1. Enter alphabetic characters in the Phone field (e.g., "12345ABCDE").
2. Click Submit. Expected Result: System prevents typing letters OR displays error: "Phone must contain only digits". Status: [Pass]

(2) User Acceptance Test Cases (Government Authority and Field Worker Registration)

Test Case ID: UAT-01 Scenario: Verify Successful Registration (Existing Department)
Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Fill First Name, Last Name, Username, Email, and Phone with valid data.
2. Enter Password: Type a valid password (e.g., "Pass@1234") in the Password field.
3. Re-enter Password: Type the *exact same* password in the Confirm Password field.
4. Click the Department Dropdown and select an existing department (e.g., "Health").
5. Observation Step: Verify that the "Other Department Name" text box is disabled (greyed out).
6. Click Submit.
7. Enter OTP and Verify.Result: System accepts the form, ignores the empty 'Other' field, and completes registration. Status: [Pass]

Test Case ID: UAT-02 Scenario: Verify Successful Registration (New "Other" Department)
Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Fill all personal details with valid data.
2. Enter Password: Type a valid password (e.g., "Pass@1234").
3. Re-enter Password: Type the same password to confirm.
4. Click the Department Dropdown and select "Other".
5. Observation Step: Verify that the "Other Department Name" text box becomes enabled.

6. Enter a new Department Name (e.g., "Logistics") in the text box.
7. Click Submit. Result: System accepts the new department name and completes registration. Status: [Pass]

Test Case ID: UAT-03 Scenario: Verify Password and Confirm Password Mismatch
Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Fill all personal details correctly.
2. Enter Password: Type "Pass@1234" in the Password field.
3. Re-enter Password: Type "Pass@9999" (different text) in the Confirm Password field.
4. Select a valid Department.
5. Click Submit. Result: System displays error: "Passwords do not match" (or "Must match 'Password' field"). Status: [Pass]

Test Case ID: UAT-04 Scenario: Verify "Other" Text Field is Mandatory Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Fill all personal details.
2. Enter and Re-enter valid passwords.
3. Select "Other" from the Department Dropdown.
4. Leave the "Other Department Name" text box Empty.
5. Click Submit. Result: System displays error: "Please specify the Department name" (Required IF Department = "Other"). Status: [Pass]

Test Case ID: UAT-05 Scenario: Verify Password Minimum Length (6 Characters) Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Fill all personal details.
2. Enter Password: Type a password with only 5 characters (e.g., "Pa@12").
3. Re-enter Password: Type the same 5-character password.
4. Select a valid Department.
5. Click Submit. Result: System displays error: "Password must be at least 8 characters". Status: [Pass]

Test Case ID: UAT-06 Scenario: Verify Phone Number Exact Length Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Enter a 11-digit phone number (e.g., 98765432101).
2. Fill remaining fields correctly.
3. Click Submit.Result: System displays error: "Phone number must be exactly 10 digits". Status: [Pass]

Test Case ID: UAT-07 Scenario: Verify Validation When All Fields Are Empty Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Leave all text fields (First Name, Last Name, Username, Email, Phone, Password, Confirm Password) blank.
2. Do not select any Department (leave as default "Select" if applicable).
3. Click Submit. Expected Result: System displays error messages for all mandatory fields (e.g., "This field is required" or "Cannot be empty") simultaneously. Status: [Pass]

Test Case ID: UAT-08 Scenario: Verify First Name is Mandatory Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Leave First Name blank.
2. Fill all other fields (Last Name, Username, Email, Phone, Passwords, Department) with valid data.
3. Click Submit.Result: System prevents submission and displays error for First Name: "First Name cannot be empty". Status: [Pass]

Test Case ID: UAT-09 Scenario: Verify Last Name is Mandatory Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Leave Last Name blank.
2. Fill all other fields with valid data.
3. Click Submit.Result: System prevents submission and displays error for Last Name: "Last Name cannot be empty". Status: [Pass]

Test Case ID: UAT-10 Scenario: Verify Username is Mandatory Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Leave Username blank.
2. Fill all other fields with valid data.
3. Click Submit. Result: System displays error for Username: "Username cannot be empty". Status: [Pass]

Test Case ID: UAT-11 Scenario: Verify Email is Mandatory Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Leave Email blank.
2. Fill all other fields with valid data.
3. Click Submit. Result: System displays error for Email: "Email cannot be empty". Status: [Pass]

Test Case ID: UAT-12 Scenario: Verify Phone Number is Mandatory Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Leave Phone Number blank.
2. Fill all other fields with valid data.
3. Click Submit. Result: System displays error for Phone: "Phone Number cannot be empty". Status: [Pass]

Test Case ID: UAT-13 Scenario: Verify Password is Mandatory Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Leave Password field blank.
2. Enter valid data in Confirm Password (e.g., "Pass@1234") and all other fields.
3. Click Submit. Result: System displays error for Password: "Password cannot be empty". Status: [Pass]

Test Case ID: UAT-14 Scenario: Verify Confirm Password is Mandatory Pre-condition: User is on the Field Worker Registration Page/Government Authority Registration Page. Steps:

1. Enter valid data in Password field.
2. Leave Confirm Password field blank.
3. Fill all other fields with valid data.
4. Click Submit. Result: System displays error for Confirm Password: "Confirm Password cannot be empty". Status: [Pass]

(3) Login Page

Test Case ID: UAT-Login-01 Scenario: Verify Successful Login (Happy Path) Pre-condition: User "registered_user" exists in the database with password "CorrectPass". Steps:

1. Navigate to the Login Page.
2. Enter the valid Name (e.g., "registered_user").
3. Enter the valid Password (e.g., "CorrectPass").
4. Click Login.Result: System authenticates the user, displays a success message, and redirects to the Home/Dashboard page. Status: [Pass]

Test Case ID: UAT-Login-02 Scenario: Verify Login Fails with Incorrect Password Pre-condition: User "registered_user" exists. Steps:

1. Enter the valid Name ("registered_user").
2. Enter an Incorrect Password (e.g., "WrongPass").
3. Click Login. Result: System denies access and displays error: "Invalid password" or "Authentication Failed". Status: [Pass]

Test Case ID: UAT-Login-03 Scenario: Verify Login Fails for Unregistered User Pre-condition: User "unknown_user" does NOT exist in the database. Steps:

1. Enter an unregistered Name (e.g., "unknown_user").
2. Enter any Password.
3. Click Login.Result: System denies access and displays error: "User not found" or "Invalid credentials".Status: [Pass]

Test Case ID: UAT-Login-04 Scenario: Verify Name Field is Mandatory Pre-condition: User is on the Login Page.Steps:

1. Leave the Name field Empty.
2. Enter a valid Password.
3. Click Login. Result: System prevents login and displays error: "Name cannot be empty". Status: [Pass]

Test Case ID: UAT-Login-05 Scenario: Verify Password Field is Mandatory Pre-condition: User is on the Login Page.Steps:

1. Enter a valid Name.
2. Leave the Password field Empty.
3. Click Login.Result: System prevents login and displays error: "Password cannot be empty". Status: [Passl]

Test Case ID: UAT-Login-06 Scenario: Verify Validation When Both Fields Are Empty Pre-condition: User is on the Login Page. Steps:

1. Leave Name field empty.
2. Leave Password field empty.
3. Click Login. Result: System displays error messages for both fields indicating they cannot be empty.Status: [Pass]

Test Case ID: UAT-Login-07 Scenario: Verify Password Field Masking Pre-condition: User is on the Login Page.Steps:

1. Click inside the Password field.
2. Type any characters (e.g., "Password123"). Result: The characters should be masked and not readable as plain text. Status: [Pass]

(4) Reset Password

Test Case ID: UAT-Reset-01 Scenario: Verify Step 1: Valid Registered Email Pre-condition: User "valid@test.com" exists in the database. Steps:

1. Navigate to the Reset Password Page.
2. Enter a valid Email ("valid@test.com").
3. Click "Get OTP" (or "Next"). Result: System verifies the email exists, sends an OTP, and displays the "Enter OTP" and "New Password" fields. Status: [Pass]

Test Case ID: UAT-Reset-02 Scenario: Verify Step 1: Unregistered Email Pre-condition: User "unknown@test.com" does NOT exist. Steps:

1. Navigate to the Reset Password Page.
2. Enter an unregistered Email ("unknown@test.com").
3. Click "Get OTP" (or "Next"). Result: System displays error: "Email not registered" and does not show the OTP/Password fields. Status: [Pass]

Test Case ID: UAT-Reset-03 Scenario: Verify Step 1: Invalid Email Format Pre-condition: User is on Reset Password Page. Steps:

1. Enter an Email without '@' (e.g., "user.com").
2. Click "Get OTP". Result: System displays error: "Invalid email format" and remains on Step 1. Status: [Pass]

Test Case ID: UAT-Reset-04 Scenario: Verify Step 2: Successful Password Reset (Happy Path) Pre-condition: User has successfully passed Step 1 (valid email entered). Steps:

1. Receive OTP on email.
2. Enter the valid OTP (e.g., "1234").
3. Enter a valid New Password (e.g., "Pass@123", >=6 chars).
4. Click "Submit" (or "Reset Password"). Result: System validates OTP and Password, updates the account, and shows "Password Reset Successful". Status: [Pass]

Test Case ID: UAT-Reset-05 Scenario: Verify Step 2: Invalid OTP Pre-condition: User has passed Step 1. Steps:

1. Enter an Incorrect OTP (e.g., "0000").
2. Enter a valid New Password.
3. Click "Submit". Result: System displays error: "Invalid OTP" or "OTP Mismatch" and prevents password reset. Status: [Pass]

Test Case ID: UAT-Reset-06 Scenario: Verify Step 2: Short Password (Min Length) Pre-condition: User has passed Step 1. Steps:

1. Enter valid OTP.
2. Enter a New Password with only 5 characters (e.g., "12345").
3. Click "Submit". Result: System displays error: "Password must be at least 6 characters". Status: [Pass]

Test Case ID: UAT-Reset-07 Scenario: Verify Step 2: Empty Fields Pre-condition: User has passed Step 1. Steps:

1. Leave OTP field empty.
2. Leave New Password field empty.

3. Click "Submit". Result: System displays error messages: "OTP cannot be empty" and "New Password cannot be empty". Status: [Pass]

Test Case ID: UAT-Reset-08 Scenario: Verify Step 2: Password Masking Pre-condition: User has passed Step 1. Steps:

1. Click inside the New Password field.
2. **Type any password.** Result: The characters should be masked (e.g., ••••••) and not visible to the user. Status: [Pass]

(5) Profile Page (Change Password)

Test Case ID: UAT-Profile-01 Scenario: Verify Successful Password Change (Happy Path) Pre-condition: User is logged in. Current Password is "OldPass@123". Steps:

1. Navigate to Profile > Change Password.
2. Enter correct Current Password ("OldPass@123").
3. Enter valid New Password (e.g., "NewPass@123").
4. Enter matching Confirm Password ("NewPass@123").
5. Click Update/Save. Result: System updates the password and displays "Password changed successfully".Status: [Pass]

Test Case ID: UAT-Profile-02 Scenario: Verify Validation for Incorrect Current Password Pre-condition: User is logged in. Steps:

1. Enter an Incorrect Current Password (e.g., "WrongPass").
2. Enter valid New Password and Confirm Password.
3. Click Update. Result: System prevents change and displays error: "Incorrect current password" or "Authentication Failed". Status: [Pass]

Test Case ID: UAT-Profile-03 Scenario: Verify Validation for Password Mismatch Pre-condition: User is logged in.Steps:

1. Enter correct Current Password.
2. Enter valid New Password ("Pass@123").
3. Enter a Different Password in Confirm field ("Pass@999").
4. Click Update. Result: System displays error: "Passwords do not match" or "Must match New Password".Status: [Pass]

Test Case ID: UAT-Profile-04 Scenario: Verify Minimum Length Validation Pre-condition: User is logged in. Steps:

1. Enter correct Current Password.
2. Enter a New Password with less than 6 characters (e.g., "12345").
3. Repeat in Confirm Password.
4. Click Update. Result: System displays error: "Password must be at least 6 characters". Status: [Pass]

Test Case ID: UAT-Profile-05 Scenario: Verify Mandatory Field Validation (Empty Fields) Pre-condition: User is logged in. Steps:

1. Leave Current Password empty.
2. Leave New Password empty.
3. Leave Confirm Password empty.
4. Click Update. Result: System displays error messages for all three fields (e.g., "Cannot be empty").Status: [Pass]

Test Case ID: UAT-Profile-06 Scenario: Verify New Password cannot be the same as Old Password (General Best Practice) Pre-condition: User is logged in. Current Password is "Pass@123". Steps:

1. Enter correct Current Password ("Pass@123").
2. Enter the Same Password in New Password field ("Pass@123").
3. Click Update. Result: System should ideally display warning: "New password cannot be the same as current password" Status: [Pass]

Test Case ID: UAT-Profile-07 Scenario: Verify Password Masking (Security) Pre-condition: User is logged in. Steps:

1. Type into Current Password field.
2. Type into New Password field. Expected Result: All characters should be masked (e.g., ••••••) and not visible as plain text. Status: [Pass]

(6) Raise a complaint

Test Case ID: UAT-Complaint-01 Scenario: Verify Raising Complaint with Manual Location Pre-condition: Citizen is logged in. Steps:

1. Enter valid Description (e.g., "Pothole on main road").
2. Manually type the address in the Location field (e.g., "123 Market Street").
3. Select valid Department.
4. Click Submit. Result: System accepts the manual location entry and registers the complaint successfully.Status: [Pass]

Test Case ID: UAT-Complaint-02 Scenario: Verify Raising Complaint using "Current Location" Pre-condition: Citizen is logged in and GPS/Location Services are enabled on the device. Steps:

1. Enter valid Description.
2. Click the "Use Current Location" (or GPS icon) button.
3. Observation Step: Verify the Location field auto-fills with the user's coordinates or address.
4. Select valid Department.
5. Click Submit. Result: System detects location, auto-fills the field, and registers the complaint successfully. Status: [Pass]

Test Case ID: UAT-Complaint-03 Scenario: Verify Location Field is Mandatory Pre-condition: Citizen is on Raise Complaint page. Steps:

1. Enter valid Description.
2. Leave Location field Empty (Do not type manually AND do not click Current Location).
3. Fill Department.
4. Click Submit. Result: System displays error: "Location cannot be empty" or "Please enter or select a location". Status: [Pass]

Test Case ID: UAT-Complaint-04 Scenario: Verify Raising Complaint with Attachments Pre-condition: Citizen is logged in. Steps:

1. Fill Description, Location, and Department.
2. Click "Upload" and select 1 to 4 valid image files.
3. Click Submit. Result: System uploads the images and registers the complaint. Status: [Pass]

Test Case ID: UAT-Complaint-05 Scenario: Verify Description Field is Mandatory Pre-condition: Citizen is on Raise Complaint page. Steps:

1. Leave Description field Empty.

2. Fill Location and Department.
3. Click Submit.Result: System displays error: "Description cannot be empty". Status: [Pass]

Test Case ID: UAT-Complaint-06 Scenario: Verify Department Field is Mandatory Pre-condition: Citizen is on Raise Complaint page. Steps:

1. Enter valid Description and Location.
2. Leave Department field Empty.
3. Click Submit.Result: System displays error: "Department cannot be empty". Status: [Pass]

Test Case ID: UAT-Complaint-07 Scenario: Verify Attachment Maximum Limit Pre-condition: Citizen is on Raise Complaint page. Steps:

1. Fill all mandatory fields.
2. Attempt to upload 5 image files.
3. Click Submit. Result: System displays error: "Max 4 files allowed". Status: [Pass]

Test Case ID: UAT-Complaint-08 Scenario: Verify Invalid Attachment Format Pre-condition: Citizen is on Raise Complaint page. Steps:

1. Fill all mandatory fields.
2. Upload a .pdf or .docx file.
3. Click Submit. Expected Result: System displays error: "Supported formats only ". Status: [Pass]

(7) Assign Complaint

Test Case ID: UAT-Assign-01 Scenario: Verify Successful Assignment (Happy Path)
Pre-condition: Government Authority is logged in and viewing a pending complaint. Steps:

1. Navigate to the "Assign Complaint" section/modal.
2. Click the Worker Selection dropdown/list.
3. Select a valid Worker Name (e.g., "Worker John").
4. Click Assign. Result: System saves the assignment, links the complaint to "Worker John", and displays a "Complaint Assigned Successfully" message. Status: [Pass]

Test Case ID: UAT-Assign-02 Scenario: Verify Mandatory Selection Validation Pre-condition: Government Authority is viewing the Assign Complaint section. Steps:

1. Leave the Worker Selection field Empty (or default "Select Worker").
2. Click Assign/Submit. Result: System prevents assignment and displays error: "Must select a worker" or "Selection cannot be null". Status: [Pass]

Test Case ID: UAT-Assign-03 Scenario: Verify Worker List Population Pre-condition: There are Field Workers registered in the system. Steps:

1. Click the Worker Selection dropdown.
2. Observe the list of options. Result: The list should populate with names of registered/active workers (not empty). Status: [Pass]

(8) Submit Resolution

Test Case ID: UAT-Resolve-01 Scenario: Verify Successful Resolution Submission (Happy Path) Pre-condition:Worker is logged in and viewing an assigned complaint. Steps:

1. Enter valid Resolution Details (e.g., "Replaced the broken fuse").
2. Click Upload/Attach.
3. Select 1 valid image file (Proof of work).
4. Click Submit.Result: System uploads the proof, saves the details, and displays "Resolution Submitted Successfully". Status: [Pass]

Test Case ID: UAT-Resolve-02 Scenario: Verify Resolution with Multiple Proofs (Max Limit) Pre-condition: Worker is viewing the Resolution page. Steps:

1. Enter valid Resolution Details.
2. Select exactly 4 image files (Maximum allowed).
3. Click Submit. Result: System accepts all 4 files and submits the resolution successfully. Status: [Pass]

Test Case ID: UAT-Resolve-03 Scenario: Verify Attachment is Mandatory Pre-condition: Worker is viewing the Resolution page. Steps:

1. Enter valid Resolution Details.
2. Leave the Attachments field Empty (0 files).

3. Click Submit. Result: System displays error: "Proof is required" or "Min 1 file required". Status: [Pass]

Test Case ID: UAT-Resolve-04 Scenario: Verify Details Field is Mandatory Pre-condition: Worker is viewing the Resolution page. Steps:

1. Leave Resolution Details field Empty.
2. Upload 1 valid image file.
3. Click Submit. Result: System displays error: "Details cannot be empty". Status: [Pass]

Test Case ID: UAT-Resolve-05 Scenario: Verify Attachment Count Exceeds Limit Pre-condition: Worker is viewing the Resolution page. Steps:

1. Enter valid Resolution Details.
2. Attempt to upload 5 image files.
3. Click Submit. Result: System displays error: "Max 4 files allowed" or prevents selecting the 5th file.Status: [Pass]

Test Case ID: UAT-Resolve-06 Scenario: Verify Invalid File Format Pre-condition: Worker is viewing the Resolution page. Steps:

1. Enter valid Resolution Details.
2. Upload a document file (e.g., .pdf or .docx) instead of an pillow format.
3. Click Submit. Result: System displays error: "Invalid file format" . Status: [Pass]

Test Case ID: UAT-Resolve-07 Scenario: Verify Complaint Status Update Pre-condition: Complaint status is currently "Assigned". Steps:

1. Successfully submit the resolution with details and proof.
2. Navigate back to the Dashboard or Complaint List.
3. Check the status of that specific complaint. Expected Result: The status should update from "Assigned" to "Resolved" (or "Completed"). Status: [Pass]