

Darshan University

A Project Report on

**“Auction Management System”**

Under the subject

**Software Engineering (2301CS405)**

B. Tech, Semester – IV

Computer Science & Engineering Department

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|  | **Computer Science & Engineering Department**  **Darshan University** |

**DECLARATION**

We hereby declare that the SRS, submitted along with the **Software Engineering** **(2301CS405)** for entitled **“Auction Management System”** submitted in partial fulfilment for the Semester-5 of **Bachelor Technology (B. Tech)** in **Computer Science and Engineering (CSE)** Departmentto Darshan University, Rajkot, is a record of the work carried out at **Darshan University, Rajkot** under the supervision of R. B. Gondaliya and that no part of any of report has been directly copied from any students’ reports, without providing due reference.

Dhruv R. Pithwa

Student’s Signature

Date: \_\_\_\_\_\_\_\_\_\_

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|  | **Computer Science & Engineering Department**  **Darshan University** |

**CERTIFICATE**

This is to certify that the SRS on **“Auction Management System” has** been satisfactorily prepared by **Dhruv R. Pithwa** (**24010101675**) under my guidance in the fulfillment of the course **Software Engineering (2301CS405)** work during the academic year 2024-2025.

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| Internal Guide  Prof. R. B. Gondaliya  Darshan University |  | Dean-DIET  Dr. Gopi Sanghani  Darshan University |

**Acknowledgement**

I wish to express my sincere gratitude to my project guide Prof. R. B. Gondaliyaand all the faculty members for helping me through my project by giving me the necessary suggestions and advices along with their valuable co- ordination in completing this work.

I also thank my parents, friends and all the members of the family for their precious support and encouragement which they had provided in completion of my work. In addition to that, I would also like to mention the Darshan University personals who gave me the permission to use and experience the valuable resources required for the project from the University premises.

Thus, in conclusion to the above said, I once again thank the faculties and members of **Darshan University** for their valuable support in completion of the project.

Thanking You

**Dhruv R. Pithwa**

**ABSTRACT**

This Software Requirements Specification outlines the development of an internet-based Auction Management System designed to streamline online auctions. The system supports multiple user roles—Bidders, Sellers, Guests, Auction Managers, Customer Support, and Drivers—offering functionalities such as auction creation, bidding, real-time updates, dispute resolution, and delivery tracking. Key features include secure account management with two-factor authentication, wallet integration, and intuitive auction browsing with filters. The system ensures usability, accuracy, 24/7 availability, and maintainability, catering to an efficient and transparent online auction marketplace.

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# Introduction

## Product perspective

This project aims to develop an internet-based auction management system that replaces traditional manual auction processes with a digital platform. The system enables users to participate in auctions remotely, manage their accounts, and track transactions and deliveries seamlessly. It is a multi-user application designed to support various roles, including Buyers (Bidders), Sellers, Guests, Auction Managers, Customer Support, and Drivers. The system handles core auction-related functions such as auction creation, bidding, approval, dispute resolution, and delivery tracking. It is intended to cater to the needs of an online auction marketplace, ensuring efficiency, transparency, and user satisfaction.

## Product features

### User Roles

### The system supports six distinct user types, each with specific functionalities:

* **Bidder:** Buyers who participate in auctions by placing bids.
* **Member:** who will be accessing the library.
* **Guest:** who will request for membership.
* **Auction Manager:** Administrators who oversee auction operations.
* **Customer Support:** Staff who assist users with issues.
* **Driver:** Personnel responsible for delivering auctioned items.

### Features for bidder

* Browse ongoing auctions with filters (e.g., category, price, rating).
* View auction listings, including item photos, names, descriptions, and current bid prices.
* Place bids higher than the current bid amount.
* Increase bid amounts on active auctions.
* Retrieve (cancel) a bid within 30 seconds of placing it.
* Receive real-time notifications about auction updates and outcomes.
* Bid on multiple auctions simultaneously.
* Manage a wallet for deposits, withdrawals, and transaction history.
* Track delivery status of won items.

### Features for Seller

* Create auction listings with titles, descriptions, and item details.
* Upload photos of items for auction.
* Set initial bid prices for items.
* Define auction duration using a start and end timestamp.
* Publish auctions for bidders to participate.
* Manage a wallet for tracking earnings and transactions.

### Shared Features for Members (Bidders and Sellers)

* Sign up with email or phone, verified via email/SMS.
* Log in with validated credentials; reset passwords via email/SMS.
* Enable two-factor authentication (2FA) for enhanced security.
* Set up profiles with name, profile picture, interests, and role (buyer/seller).

### Features for Guest

* Browse ongoing and past auctions without logging in.
* Search auctions using filters (e.g., category, price, rating).
* Receive prompts to sign up for full access (bidding or selling).

### Features for Auction Manager

* Review and approve seller auction submissions.
* Monitor auctions and pause or stop them if necessary.
* Access a dashboard with auction activity and trends.
* Manage user accounts (e.g., warn or block buyers/sellers).
* Resolve disputes between buyers and sellers.

### Features for Customer Support

* Respond to user help requests and troubleshoot issues.
* Provide real-time assistance via live chat.
* Track and resolve support tickets.
* Maintain a FAQ section with common solutions.

### Features for Driver

* View delivery details (e.g., item, destination).
* Access optimized delivery routes.
* Update delivery status (e.g., picked up, in transit, delivered).
* Contact buyers or sellers directly if needed.

## Functional Requirement

### Bidder

* **Place Bid:** Submit a bid amount exceeding the current highest bid.
* **Increase Bid:** Adjust an existing bid to a higher amount.
* **Retrieve Bid:** Cancel a bid within 30 seconds of placement.
* **Auction Updates:** Receive real-time notifications about bid status and auction results.
* **Multi-Bidding:** Place bids on multiple auctions concurrently.
* **Delivery Tracking:** Monitor the status of item deliveries post-auction.

### Seller

* **Set Auction Details:** Input auction title, description, and item specifics.
* **Upload Item Photo:** Add an image to the auction listing.
* **Set Item Price:** Define the starting bid amount.
* **Set Time:** Specify auction duration with start and end timestamps.
* **Publish Auction:** Launch the auction for bidding.

### Member (Bidder and Seller Shared Functions)

* **Account Creation:** Register using email or phone, confirmed via email/SMS.
* **Login:** Authenticate with credentials, reset password via email/SMS.
* **Two-Factor Authentication:** Activate 2FA for secure access.
* **Profile Setup:** Configure profile with name, photo, interests, and role.
* **Wallet Management:** Link a bank account, create a wallet, deposit/withdraw funds, and view transaction history.
* **Auction Browsing:** Explore auctions with filters (category, price, rating).
* **Auction Listing:** View detailed auction information (photo, name, description, bid price).

### Guest

* **Browse Auctions:** View ongoing and past auctions without authentication.
* **Search & Filter:** Search auctions by category, price, or rating.
* **Sign Up Prompt:** Display registration prompts to encourage account creation.

### Auction Manager

* **Approve Auctions:** Validate and approve seller-submitted auctions.
* **Monitor Auctions:** Pause or terminate auctions if issues arise.
* **Track Data:** Access auction statistics and trends via a dashboard.
* **Manage Users:** Issue warnings or block users for policy violations.
* **Handle Disputes:** Mediate and resolve conflicts between bidders and sellers.

### Customer Support

* **Help Requests:** Address user inquiries and technical issues.
* **Chat Support:** Provide live chat assistance.
* **Track Issues:** Manage support tickets through resolution.
* **FAQs:** Develop and update a knowledge base of common questions.

### Driver

* **Delivery Details:** Retrieve details of items and delivery locations.
* **Routes Made Easy:** Access optimized delivery routes.
* **Update Status:** Log delivery progress (picked up, in transit, delivered).
* **Contact Info:** Obtain contact details for buyers/sellers.

## Non-Functional Requirement

### Usability:

* The user interface must be intuitive and user-friendly, requiring no specialized training.
* Support for multiple languages can be implemented based on user demographics.

### Accuracy:

* Auction data (e.g., bid amounts, transaction records) and delivery statuses must be accurate, consistent, and reliable.
* Real-time updates must reflect the correct auction state without delays.

### Availability:

* The system should be available 24/7 to support online auctions across time zones.
* Downtime recovery should occur within 30 minutes or less.
* Responses to user actions (e.g., bid placement, page loading) must occur within two seconds.

### Maintainability:

* The software must be easily maintainable, allowing for quick updates or feature additions.
* It should be portable, adaptable to various devices (e.g., web, mobile) and platforms with minimal reconfiguration.

# Design and Implementation Constraints

## Use case diagram

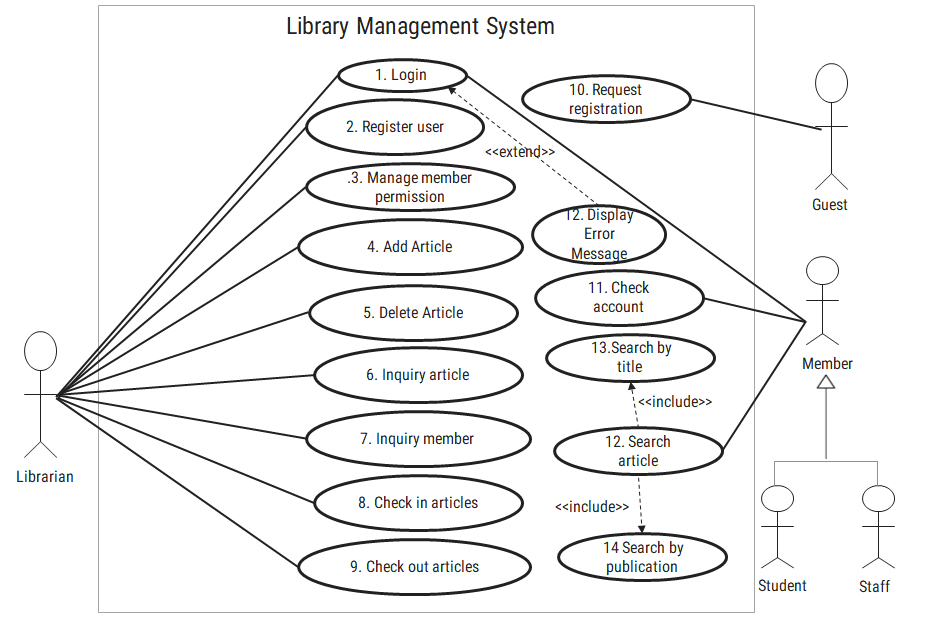


Figure Use case diagram‑1 Use case diagram for management system

## Activity diagram and Swimlane diagram

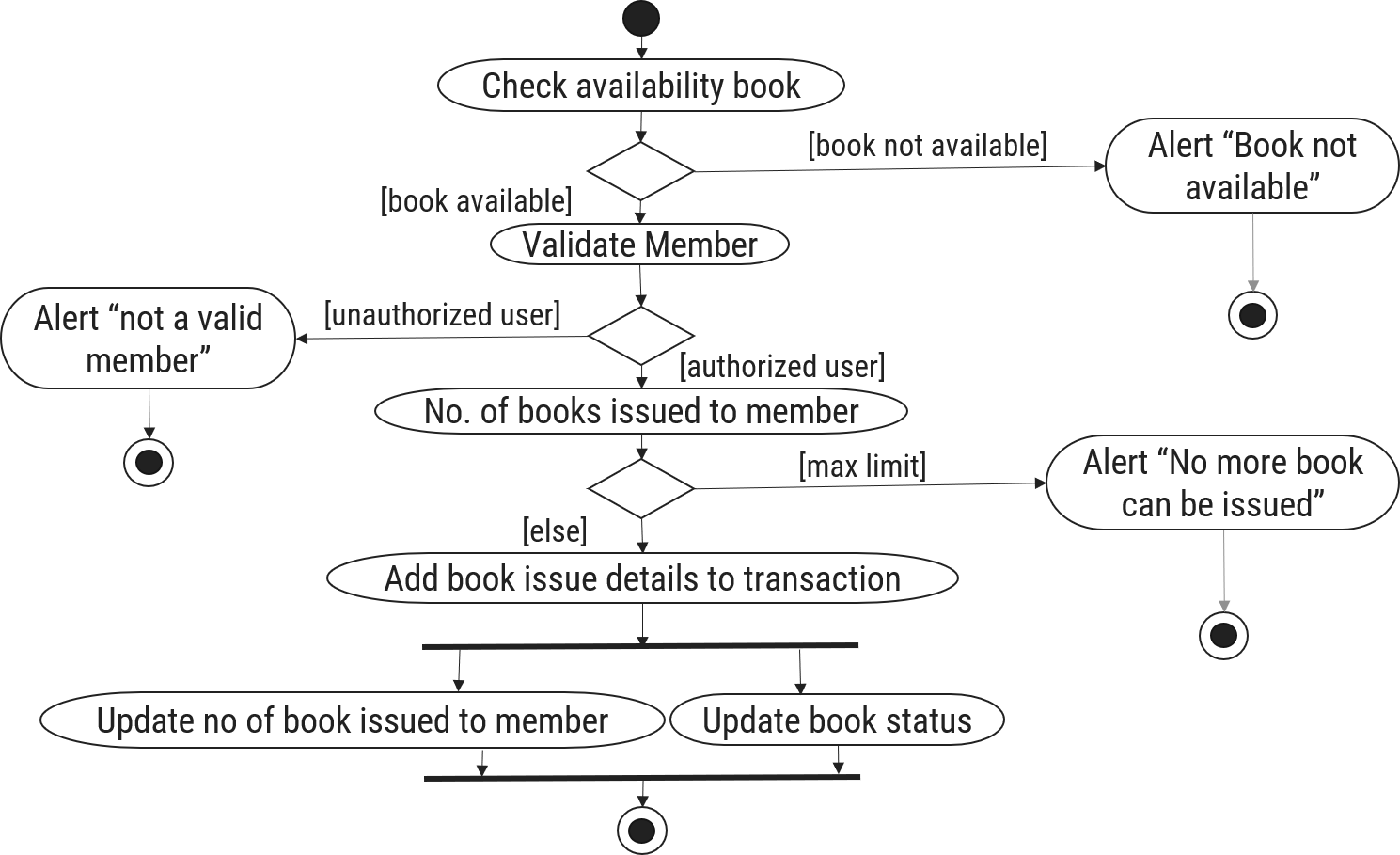


Figure Activity diagram and Swimlane diagram‑2 Activity diagram for Book Issue

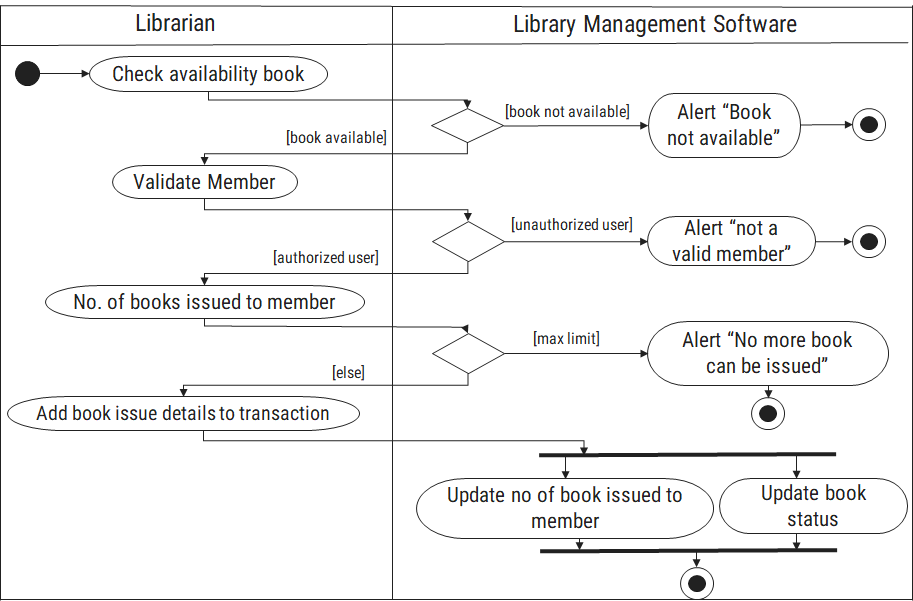


Figure Activity diagram and Swimlane diagram‑3 Swimlane diagram for Book Issue

## Sequence diagram



Figure Sequence diagram‑4 Sequence diagram for Book Issue

## State diagram



Figure State diagram‑5 State diagram of Book



Figure State diagram‑6 State diagram for Librarian

## Class diagram



Figure Class diagram‑7 Class diagram for Library management system

## Data flow diagram

### Context diagram (level-0)



Figure Data flow diagram‑8 Context diagram for Library management system

### DFD Level-1



Figure Data flow diagram‑9 DFD level-1 for Library management system

### DFD Level-2



Figure Data flow diagram‑10 DFD level-2 for Issue book

# External interface requirement (Screens)

## Screen-1: Registration Form



Figure Screen-1: Registration Form‑11 Screen-1: Registration Form

**Purpose:** This form will allow the target end-users to register in the system. To register , the following information will be encoded in the system.

Table Screen-1: Registration Form‑1 Screen element of Registration form

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr.** | **Screen Element** | **Input Type** | **O/M** | **1/N** | **Description** |
| **1** | Username | Textbox | M | 1 | Username field should be editable and accept the Username. |
| **2** | Email | Textbox | M | 1 | Email field should be editable and accept the email with proper format. |
| **3** | Password | Password | M | 1 | Password field should be editable and accept the password and display as star or dot. |
| **4** | Retype password | Password | M | 1 | Retype Password field should be editable and accept the password and display as star or dot. |
| **5** | I agree to the terms | Checkbox | M | 1 | Checkbox for accepting terms and condition. |
| **6** | I already have a membership | Link | ------ | ------ | Link for navigate to login page for registered user. |
| **7** | Register | Button | ------ | ------ | Register is a button for store the entered data into database. |

## Screen-2: Login Form



Figure Screen-2: Login Form‑12 Screen-2: Login Form

**Purpose:** This form will be used by the system’s users to access records and features of the system. The users will input the correct combination of their username and password to be able to login to the system.

Table Screen-2: Login Form‑2 Screen element of Login form

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr.** | **Screen Element** | **Input Type** | **O/M** | **1/N** | **Description** |
| **1** | Username | Textbox | M | 1 | Username field should be editable and accept the Username. |
| **2** | Password | Password | M | 1 | Password field should be editable and accept the password and display as star or dot. |
| **3** | Remember Me | Checkbox | M | 1 | Saving login credentials through remember me checkbox |
| **4** | I forgot my password | Link | ------ | ------ | Link for navigate to Forgot password page for allows users to recover password. |
| **5** | Register a new membership | Link | ------ | ------ | Link for navigate to membership registration. |
| **6** | Sign in | Button | ------ | ------ | Login button navigates to another page even if valid login credentials. |

## Screen-3: Add borrower book



Figure Screen-3: Add borrower book‑13 Screen-3: Add borrower book

**Purpose:** This module will allow the system administrator to add, edit, update or delete borrowers of book. The admin can add borrower information and manage it.

Table Screen-3: Add borrower book‑3 Screen element of Add borrower book

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr.** | **Screen Element** | **Input Type** | **O/M** | **1/N** | **Description** |
| **1** | Borrower ID | Textbox | M | 1 | Borrower ID field should be editable and fill autogenerated Borrower ID. |
| **2** | Student ID | Textbox | M | 1 | Student ID field should be editable and accept Student barcode id. |
| **3** | First Name | Textbox | M | 1 | First Name field should be editable and accept only string as a borrower first name. |
| **4** | Middle Name | Textbox | O | 1 | Middle Name field should be editable and accept only string as a borrower middle name. |
| **5** | Last Name | Textbox | M | 1 | Last Name field should be editable and accept only string as a borrower last name. |
| **6** | Contact | Textbox | M | 1 | Contact field should be editable and accept only 10-digit mobile number. |
| **7** | Grade Id | Textbox | O | 1 | Auto fetch detail from the database if proper student id is entered. |
| **8** | Submit | Button | ----- | ----- | Submit is a button for store the entered data into database. |
| **9** | Cancel | Button | ----- | ----- | Cancel is a button for close add borrower dialog. |

# Database design

## List of Tables

* User
* Bidder
* Transaction
* Auction
* Bid

Table List of Tables‑4 Table: User

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column** | **Data Type** | **Null** | **Keys & Constrains** | **Default Value & Description** |
| **UserID** | int | NN | PK (Auto Increment) |  |
| **UserName** | varchar(100) | NN |  |  |
| **Email** | varchar(100) | NN | Unique |  |
| **Phone** | varchar(20) | NN | Unique |  |
| **Address** | varchar(200) | NN |  |  |
| **Role** | varchar(50) | NN | Check(‘User’,’Bidder’,  Seller) |  |
| **Password** | varchar(100) | NN |  |  |

Table List of Tables‑5 Table: Bidder

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column** | **Data Type** | **Null** | **Keys & Constrains** | **Default Value & Description** |
| **BidderID** | int | NN | PK (Auto Increment) |  |
| **UserID** | int | NN | FK | Reference of Users Table |
| **WalletBalance** | double | NN | Check(WalletBalance ≥ 0) |  |

Table List of Tables‑6 Table: Transaction

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column** | **Data Type** | **Null** | **Keys & Constrains** | **Default Value & Description** |
| **TransactionID** | int | NN | PK (Auto Increment) |  |
| **BidderID** | int | AN | FK | Reference of Seller Table |
| **AuctionID** | int | NN | FK | Reference of Auction Table |
| **Amount** | double | NN | Check(Amount ≥ 0) |  |
| **TransactionDate** | timestamp | NN |  |  |
| **PaymentMethod** | varchar(50) | NN | Check(‘Cod’,’Net-banking’,’UPI’,’Card’,’Cheque’) |  |

Table List of Tables‑7 Table: Auction

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column** | **Data Type** | **Null** | **Keys & Constrains** | **Default Value & Description** |
| **AuctionID** | int | NN | PK (Auto Increment) |  |
| **SellerID** | int | NN | FK | Reference of Seller Table |
| **Title** | varchar(100) | NN |  |  |
| **Description** | varchar(800) | NN |  |  |
| **StartBid** | double | NN | Check(StartBid ≥ 0) |  |
| **CurrentBid** | double | NN | Check(CurrentBid ≥ 0) |  |
| **HighestBidderId** | int | AN | FK | Reference of Bidder Table |
| **StartTime** | Timestamp | NN |  |  |
| **EndTime** | Timestamp | NN |  |  |
| **Status** | varchar(50) | NN | Check(‘Active’,’Inactive’,’Ended’) |  |

Table List of Tables‑8 Table: Bid

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column** | **Data Type** | **Null** | **Keys & Constrains** | **Default Value & Description** |
| **BidID** | int | NN | PK (Auto Increment) |  |
| **AuctionID** | int | NN | FK | Reference of Auction Table |
| **BidderId** | int | NN | FK | Reference of Bidder Table |
| **BidAmount** | double | NN | Check(StartBid ≥ 0) |  |
| **BidTime** | Timestamp | NN |  |  |
| **Status** | varchar(50) | NN | Check(‘Placed’,’Highest’,’Retried’) |  |

# Stories and Scenario

## Story-1: Add New Book in Library Catalogue

|  |  |  |
| --- | --- | --- |
| *Story #* ***S1*** | **:** | **As a** Librarian,  **I want to** add a new book in library catalogue  **So that** everyone can easily find and borrow it. |
| **Priority** | **:** | High |
| **Estimate** | **:** | XL |
| **Reason** | **:** | The addition of a new book to the library catalogue is crucial for ensuring that the library's collection is up-to-date and accessible to everyone. |

### Scenario# S1.1

|  |  |  |
| --- | --- | --- |
| *Scenario#* ***S1.1*** | **:** | Adding a New Book with Valid Information |
| **Prerequisite** | **:** | Librarian is logged in to the Library management system. |
| **Acceptance Criteria** | **:** | **Given:**  The Librarian is navigated to the library catalog management page. Valid book information, including title, author, ISBN, and other relevant details is added.  **When:**  The librarian selects the "Add New Book" option  And The librarian enters valid book details  The librarian clicks the "Save" button to add the book to the catalog.  **Then t**he system successfully adds the book to the catalog and the librarian receives a confirmation message with the book's identification number. |

### Scenario# S1.2

|  |  |  |
| --- | --- | --- |
| *Scenario#* ***S1.2*** | **:** | Adding a New Book with Invalid Information. |
| **Prerequisite** | **:** | The librarian is logged into the library management system. |
| **Acceptance Criteria** | **:** | **Given:** The librarian is on the library catalogue management page  **When:** The librarian selects the "Add New Book" option and the librarian enters an incomplete or incorrect book details and librarian clicks the "Save" button to add the book to the catalogue.  **Then t**he system displays error messages for the incorrect or missing information and the book is not added to the catalogue. |

### Scenario# S1.3

|  |  |  |
| --- | --- | --- |
| *Scenario#* ***S1.3*** | **:** | Attempting to Add a Duplicate Book |
| **Prerequisite** | **:** | The librarian is logged into the library management system and the librarian is on the library catalogue management page |
| **Acceptance Criteria** | **:** | **Given**: The book information, including title, author, ISBN, and other relevant details, is available and the book with the same ISBN is already in the catalogue.  **When**: User Clicks on “Add book” button. Enter a number of copies with the same book detail mentioned in the field.  **Then**: Generate unique book id, barcode and spine label for various book of same title. |

## Story-2: Search Book

|  |  |  |
| --- | --- | --- |
| *Story #* ***S2*** | : | **As a** Librarian or member,  **I want to** search for books by title, author, or keyword,  **So that** I can quickly find books that match my interests. |
| **Priority** | **:** | High |
| **Estimate** | **:** | M |
| **Reason** | **:** | Implementing a search functionality is essential for enhancing the user experience, as it allows librarian and member to efficiently discover and access the library's resources. |

## Story-3: Manage due date for borrowed book

|  |  |  |
| --- | --- | --- |
| *Story #* ***S3*** | **:** | **As** Librarian,  **I want** to manage due dates for borrowed books  **So that** I can ensure that books are returned on time and avoid overdue fines. |
| **Priority** | **:** | High |
| **Estimate** | **:** | M |
| **Reason** | **:** | Proper due date management is crucial for maintaining the library's collection and ensuring that books are available for all members. |

## Story-4: Renew book

|  |  |  |
| --- | --- | --- |
| *Story #* ***S3*** | **:** | **As** Librarian,  **I want** to renew a book that I have borrowed  **So that** I can extend my borrowing period if needed. |
| **Priority** | **:** | Medium |
| **Estimate** | **:** | M |
| **Reason** | **:** | Book renewal functionality is a convenience feature for librarian, allowing them to keep a book for an extended period if no one else has requested it. |

## Story-5: Generate a report on book usage and availability

|  |  |  |
| --- | --- | --- |
| *Story #* ***S3*** | **:** | **As** Librarian,  **I want** to generate reports on library usage and book availability  **So that** I can make informed decisions about library’s books. |
| **Priority** | **:** | Medium |
| **Estimate** | **:** | L |
| **Reason** | **:** | Reporting functionality helps librarians track the usage of library resources and make data-driven decisions to improve services and collections. |

# Test cases

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name:** | **EMI Calculator** | **Test Designed by:** | **P. U. Jadeja** |
| **Module Name:** | **Login** | **Test Designed date:** | 01-10-2023 |
| **Release Version:** | **1.0** | **Test Executed by:** | **R. B. Gondaliya** |
|  |  | **Test Execution date:** | 15-01-2023 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Pre-condition**: **Web application should be accessible** | | | | |
| **Test Case ID** | **Test Title** | **Test Type** | **Description** | **Test Case ID** |
| **TC\_001** | Login to web application with valid credential | Functional | Login to Library management system web application through valid credential | TC\_001 |
| **TC\_002** | Login to web application with invalid credential | Functional | Login to Library management system web application through invalid credential | TC\_002 |
| **TC\_003** | Varify login page elements | GUI | varify that all elements are availabe on login page | TC\_003 |

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| **Test Case Title** | Login to web application with valid credential |
| **Test Type** | Functional |
| **Test Priority** | High |
| **Pre-condition** | Web application should be accessible |

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| **Test Step** | **Test Case Description** | **Expected Result** | **Actual Result** | **Status** | **Comment** | **Data** | **BUG ID** |
| 1 | Access Web application URL | The site launched properly | Site launched successfully | Pass |  | <https://accounts.google.com/ServiceLogin> |  |
| 2 | Enter valid Username in username field | Username field should be editable and accept the Username | Username input accepted | Pass |  | Username:  Rbgondaliya@gmail.com |  |
| 3 | Enter valid Password in Password field | Password field should be editable and accept the password and display as star or dot | Password input displayed in dot and accepted | pass |  | Password: rbgondaliya |  |
| 4 | Enter valid captcha code in captch field | Captch field should editable and accept captcha and captcha is case sensitive | Captcha input accepted | Pass | Step required when human action validation perform | get captcha from image which is near by captcha field |  |
| 5 | Click on login button | User should login into site and navigated to dashboard | User navigated to dashboard and username should br display in top of the right side. | pass |  |  |  |

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| **Test Case Title** | Login to web application with invalid credential |
| **Test Type** | Functional |
| **Test Priority** | Medium |
| **Pre-condition** | Web application should be accessible |

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| **Test Step** | **Test Case Description** | **Expected Result** | **Actual Result** | **Status** | **Comment** | **Data** | **Bug ID** |
| 1 | Verify that User is not able to Login with invalid Username and invalid Password | Should be display an error message enter wrong username or password | Display an error of wrong username and password | Pass |  |  |  |
| 2 | Verify that User is not able to Login with Valid Username and invalid Password | Should be display an error message enter wrong password | Display an error of wrong password | Pass |  |  |  |
| 3 | Verify that User is not able to Login with invalid Username and Valid Password | Should be display an error message User not found | Display an error Username not found | Pass |  |  |  |
| 4 | Verify that User is not able to Login with blank Username or Password | Set required field validation message for Username and Password | Display an error of wrong username and password | Fail | Not performa a validation function fix it |  | Bug\_002 |

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| **Test Case Title** | Varify login page elements |
| **Test Type** | GUI |
| **Test Priority** | Medium |
| **Pre-condition** | Web application should be accessible |

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| **Test Step** | **Test Case Description** | **Expected Result** | **Actual Result** | **Status** | **Comment** | **Data** | **Bug ID** |
| 1 | Launch application with the given url | The site launched properly | Site launched successfully | Pass |  | <https://accounts.google.com/ServiceLogin> |  |
| 2 | Verify that the login screen contains elements such as Username, Password, Sign in button, Remember password check box, Forgot password link, and Create an account link. | All listed control displayed properly on the page | Login page loaded successfully | Pass |  |  |  |
| 3 | Verify that cursor is focused on “Username” text box on the page load | Cursor is focused in Username textbox | Cursor focus in Username textbox | Pass |  |  |  |
| 4 | Verify that tab functionality is working properly or not | When tab pressed cursor move in next control | Cursor moving in next control | Pass |  |  |  |
| 5 | Verify that all the fields such as Username, Password has a valid placeholder | All text fields have proper placeholder | All text fields have proper placeholder | Pass |  |  |  |
| 6 | Verify that the labels float upward when the text field is in focus or filled (In case of floating label) | When field is focused or filled, label display on top of the filled | When field is focus or filled, label display on top of the filled | Pass | step required when fields with floating label |  |  |
| 7 | verify that forgot password link working properly | when click on forgot password load forgot passworg page | forgot password link not working | Fail |  |  |  |

# References

* http://www.w3schools.com/html/html\_intro.asp
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