## Virtual Queue System - Use Cases.

*Use Case ID:* **VQ01 – User Login**

*Actors:* VenueRegistered User or Single Venue Admin.

*Pre-conditions:*

1. Web page has been activated
2. Participants must have a web username and password.

*Description:*

1. Use case begins when the user accesses the login option.
2. The user will be prompted with a data entry template for username and password.
3. The user provides a previously registered user name and password.
4. User shall continue request by accessing the Login.
5. If the credentials are valid, the system will log the user into the corresponding page.
6. Use case ends when access is granted to respective user.

*Relevant requirements:* A user will only be allowed into the system if he/she has a valid username and password.

*Post-conditions:*

1. Access is granted.

*Alternative Courses of Action:*

1. In step 2 of Description section there is an option that allows the user to reset the password if he/she forgot. (see use Case **VQ03 – Reset Password**)

*Exceptions:*

1. The login option on the Website is not active.
2. The option to reset password is not active.
3. The database is not active.

*Related Use Cases:* None.

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ02 – User Logout**

*Actors:* VenueRegistered User or Single Venue Admin.

*Pre-conditions:*

1. Web page has been activated.
2. User must have been previously logged in.

*Description:*

1. Use case begins when the user accesses the logout option.
2. The system logs the user out.
3. Use case ends when the system logs user out and displays the home screen.

*Relevant requirements:* A user will only be logged out if he/she has previously logged in.

*Post-conditions:*

1. User gets successfully logged out of the system.

*Alternative Courses of Action:*

1. The user closes the webpage.

*Exceptions:*

1. The logout option on the webpage is not active.

*Related Use Cases:* None.

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ03 – Reset Password**

*Actors:* VenueRegistered User or Single Venue Admin.

*Pre-conditions:*

1. User must have previously registered into the system.
2. User must be logged out of the system.

*Description:*

1. Use case begins when the user accesses the option to reset password on the login screen.
2. The system will prompt the user with a data entry template.
3. The user should enter username, which will be their registered email, choose their security question, and write their security answer, new password and password confirmation.
4. The user shall complete the form and submit the changes.
5. If the username is on record, the system will update the password notify the user if the request was submitted successfully. (See Use case **VQ04 – Confirm Identity**).
6. Use case ends when the request is stored in the system.

*Relevant requirements:* A user will only be allowed to reset password if he/she has previously registered.

*Post-conditions:*

1. The password gets successfully changed in the database.

*Alternative Courses of Action:*

1. In step 3 of Description section the username could not be found.
2. In step 3 of Description section the user has the option to cancel the request.
3. In step 3 of Description section the answer to the security question does not match the records.
4. In step 4 of Description section the user has the option to cancel the request.

*Extensions:*

1**. VQ04 – Confirm Identity**

*Exceptions****:***

1. The option to reset the password is inactive.
2. The user table in the database is inactive.

*Related Use Cases:* **VQ04 – Confirm Identity.**

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ04 – Confirm Identity**

*Actors:* VenueRegistered User or Single Venue Admin.

*Pre-conditions:*

1. Web Page has been activated.
2. User already has an active access account.
3. User accesses the login option.
4. User accesses the forget password option.

*Description:*

1. Use case begins when the user is prompted with a template for data entry.
2. The user shall enter his username, which is the email.
3. Use case ends when user is taken to VQ03 – Reset Password.

*Relevant requirements:* none.

*Post-conditions:* The user is taken back to VQ03 – Reset Password.

*Alternative Courses of Action:*

1. In step 1 of the Description section the user can cancel the request.
2. In step 3 of the Description section the ID and/or email are not found.

*Exceptions****:***

1. The system is unavailable.

*Related Use Cases:* VQ03 Reset Password.

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

*Use Case ID:* **VQ05 - Register New User**

*Actors:* Venue Unregistered User

*Pre-conditions:*

1. Web page has been activated

*Description:*

1. Use case begins when guest user accesses the register option on the Website.

2. The system shall provide the guest user or new administrator with a template for data entry.

3. The guest user should enter the following data: first Name, last name, password, security question, security answer, phone number (for confirmation).

4. The guest user should send the request by accessing the submit option.

5. The system shall then notify the guest user if the request was submitted successfully.

6. When the request is received the system shall update the record for that new user.

7. Use case ends when the record is updated.

*Relevant requirements:*

1. A guest user will only be able to register if they do not have a profile created from before.
2. Registered users (including administrators) will be rejected.

*Post-conditions:*

1. The record for that user has been created.

*Alternative Courses of Action:*

1. In step 4 o the f Description section the user has the option to cancel the request.
2. In step 5 o the f Description section, if any of the required fields are left blank the system shall notify the user of the missing fields.

*Exceptions:*

1. The register option on the webpage is not active.
2. After the user enters the required information the system the user gets rejected.

*Use Cases:* None.

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ06 – Select Ride**

*Actors:* VenueRegistered User or Single Venue Admin.

*Pre-condition:*

1.      Web page has been activated.

2.      Registered User has an active account within the system.

*Description:*

1.      Use case begins when user accesses the option to select a ride.

2.      The system shall display a list of the rides available for the user.

3.      The user shall select the ride/event they want.

4.      User shall accept the selection.

5.      Use case ends when the system prompts the user with another form to finalize adding their ride (See Use case **VQ07 – Add Ride**).

*Post-conditions:*

1. The system shall update the changes made on the database.

*Alternative Courses of Action:*

1. In step 3 of the Description section the user has the option to cancel the request.
2. In Step 4 of Description section the system notifies that the request could not be completed.

*Exceptions:*

1. The option to select ride/event is not active.
2. The system could not continue after submitting the selection.

*Related Uses case:* **VQ07 – Add Ride**

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ07 – Add Ride**

*Actors:* VenueRegistered Visitor, Single Venue Admin.

*Pre-condition:*

1.      Web page has been activated.

2.      Venue Registered User has an active account within the system.

*Description:*

1. Use case begins when user is presented with a template to add a ride.
2. User shall choose the time of notification from the list.
3. User shall continue by adding the ride requested.
4. The system shall notify the user time of waiting and if ride was successfully added.
5. Use case ends when customer accepts the notification displayed and user is taken to his/her activity page.

*Post-conditions:*

1. The system shall update the changes made on the database.
2. The number of rides for the customer is increased by one in the database.
3. A unique id is created on the on the queue ride table for that customer.

*Alternative Courses of Action:*

1. In step 2 of the Description section the user has the option to cancel the ride.
2. In Step 3 of Description section the system prompt the user to enter more data if a required field is left blank.
3. In Step 5 of Description section the system notifies that the request could not be completed.

*Exceptions:*

1.      The option to add ride is not active.

2.      The option to accept the notification is not active.

3.      The system could not submit the request.

*Related Uses case:* **VQ06 – Select Ride**

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ08 - Edit User's Profile**

*Actors:* Single Venue Admin.

*Pre-conditions:*

1. User has an existing profile.
2. Web page has been activated.
3. User (administrator) has successfully logged onto the system.

*Description:*

1. Use case begins when *Admin search the user to be edited.*
2. Admin accesses the User Profile page and select edit option.
3. Admin is prompted with a data entry template with already loaded user info.
4. Admin can change any field they want (making sure all fields have an entry).
5. User shall accept “Update”.
6. The system shall notify the user if the request was submitted successfully.
7. Admin is taken back to the profile page.
8. Use case ends when the system saves the updated information.

*Relevant requirements:* None.

*Post-conditions:*

1. User's profile is updated in the database.

*Alternative Courses of Action:*

1. In Step 4 of Description section the user has the option to cancel the request.
2. In Step 4 of Description section the system prompt the user to enter more data if a required field is left blank.
3. In Step 5 of Description section the system notifies that the request could not be completed.

*Exceptions:*

1. The update user profile link is not active.
2. The update button is not active.

*Related Use Cases:* None

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ09 - Disable User's Account**

*Actors:* Single Venue Admin.

*Pre-conditions:*

1. User (administrator) has an existing profile.

2. Web page has been activated.

3. User has successfully logged onto the system.

4. User is on his profile page.

*Description:*

1. Use case begins when *Admin search the user to be disabled.*
2. Admin accesses the User Profile page.
3. *Admin* shall access the “Disable” option.
4. The system shall ask the *Admin* if they are sure they want to proceed.
5. The *Admin* shall confirm by accepting the “Yes” option.
6. The system shall notify the *Admin* if the request was submitted successfully.
7. *Admin* is taken back to the Main page.
8. Use case ends when the system saves the updated information.

*Relevant requirements:* none.

*Post-conditions:*

1. Record for user is updated in the database.

*Alternative Courses of Action:*

1. In step 3 of Description section the *Admin* has the option to cancel the request.

*Exceptions:*

1. The system is unavailable.
2. The “Update Profile” option is unavailable.
3. The “Disable” option is unavailable.

*Related Use Cases:* **VQ01 - User Login**

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ10 - Enable User's Account**

*Actors:* Single Venue Admin.

*Pre-conditions:*

1. User (administrator) has an existing profile.

2. Web page has been activated.

3. *Admin* has successfully logged onto the system.

4. *Admin* is on his profile page.

*Description:*

1. Use case begins when admin search for the user to be enabled
2. *Admin* finds the user and accesses the "Update User Profile" option.
3. *Admin* is prompted with a data entry template.
4. *Admin* shall access the “enable” option.
5. The system shall ask the *Admin* if they are sure they want to proceed.
6. The *Admin* shall confirm by accepting the “Yes” option.
7. The system shall notify the user if the request was submitted successfully.
8. *Admin* is taken back to the Main page.
9. Use case ends when the system saves the updated information.

*Relevant requirements:* none.

*Post-conditions:*

1. Record for user is updated in the database.

*Alternative Courses of Action:*

1. In step 3 of Description section the *Admin* has the option to cancel the request.

*Exceptions:*

1. The system is unavailable.
2. The “Update Profile” option is unavailable.
3. The “Disable” option is unavailable.

*Related Use Cases:* **VQ01 - User Login**

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ11 – Delete a Registered Ride**

*Actors:* VenueRegistered Visitor, Single Venue Admin.

*Pre-condition:*

1. Web page has been activated.
2. The user has successfully logged onto the system.
3. User is on his/her account page.
4. There is a user request to remove an already existing ride from his/her account.

*Description:*

1. Use case begins when user selects the option to remove an already existing ride from his/her list.
2. The system shall allow the user to select the cancel option from the specific ride selected.
3. The system shall prompt the user to confirm the option to remove the ride and shall accept.
4. Use case ends when the system displays the changes made.

*Post-conditions:*

1. The system shall update the transaction on the database.

*Alternative Courses of Action:*

1. In step 3 of the Description section the user has the option to cancel the confirmation form and make no changes to his/her account.

*Exceptions:*

1. The option to remove a ride is not active.
2. The option to confirm the changes made to the user account is not active.
3. The ride is not found on the database.

*Related Uses case:* **VQ07 – Add Ride**

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ12 – View Available Rides**

*Actors:* Venue Unregistered Visitor, Venue Registered Visitor, Single Venue Admin.

*Pre-condition:*

1. Web page has been activated.

*Description:*

1. Use case begins when user accesses the option to see the rides.
2. User shall be presented with a dropdown menu.
3. Use case ends when the system displays a list of the rides available for the user.

*Alternative Courses of Action:*

1. In step 1 of the Description section the user has the option to cancel the request to see available rides.
2. In Step 2 of Description section the system does not displays the list of rides available to users.

*Exceptions:*

1. The option to see the available rides is not active.
2. The system does not display the list of rides available to users.

*Related Uses case:* None

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ13 – View User Activity**

*Actors:* Venue Registered Visitor, Single Venue Admin.

*Pre-condition:*

1. Web page has been activated.
2. The user has successfully logged onto the system.

*Description:*

1. Use case begins when user is taken to his/her account page.
2. The system shall allow the user to see his/her account page.
3. Use case ends when the system displays all info for rides added for that specific user.

*Alternative Courses of Action:*

1. In step 3 of the Description section the user has the option to close the page and not view his/her activity info.

*Exceptions:*

1. User is not taken to his/her account.
2. The system does not display user info.

*Related Uses case:* None

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.

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*Use Case ID:* **VQ14 – Select Notification Time**

*Actors:* Venue Registered User, Venue Administrator

*Pre-condition:*

1. Web page has been activated.
2. The user has successfully logged onto the system.
3. The user has successfully selected the ride preferred.

*Description:*

1. Use case begins when user is presented with a template to add a ride.
2. User shall choose the time of notification from the list presented.
3. User shall complete choosing the rest of the template presented.
4. Use case ends when user accepts the notification displayed and user is taken to his/her activity page.

*Post-conditions:*

1. The system shall update the changes made on the database.

*Alternative Courses of Action:*

1. In step 1 of the Description section the user has the option to close the template.
2. In Step 3 of Description section the system prompt the user to enter more data if a required field is left blank.
3. In Step 4 of Description section the system notifies that the request could not be completed.

*Exceptions:*

1. The option to accept the notification is not active.
2. The system could not submit the request.

*Related Uses case:* **VQ06 – Select Ride**

**Special Requirements:**

* **Usability**: No previous training time. System is simple and easy to follow.
* **Reliability**: The system should perform correctly 99% of the time.
* **Performance**: The system should be sent and saved within 3 seconds.
* **Supportability**: The system should be easy to maintain, make appropriate changes, and be correctly handled by IE, Mozilla, Chrome and Safari.