**TEXTUAL DESCRIPTIONS:**

**TECHNICAL ADMINISTRATORS:**

* ***LOG IN***

Main success scenario (MSS)

1. The technical administrator types in the specific area the e-mail address
2. The technical administrator types in the specific area the password

Alternative scenario

* 1. the technical administrator has typed the wrong e-mail address the system shows an error message and then he can insert again the e-mail address
  2. the technical administrator has typed the wrong password, the system shows an error message and he can insert again the password
     1. if the technical administrator doesn’t remember the password can press the bottom “forgot password” and the system will send an email to create a new one

* ***MANAGEMENT OF THE PROFILE***

Main success scenario (MSS) → we suppose that the technical administrator has already done the login, so this is a scenario that has to happen compulsory after the login

1. The technical administrator adds a photo
2. The technical administrator adds an e-mail
3. The technical administrator adds an address
4. The technical administrator adds his/her birth date

Alternative scenario

1. If the technical administrator inserts a non-acceptable address, email or a too big photo the system shows an error message and asks the technical administrators to do it again

* ***MANAGEMENT OF THE USERS***

1. The technical administrator opens the section named “list of users” in order to visualize the list of all the users
2. The technical administrator opens the section named “add user profile” in order to add a new user in the system
3. The system generates a random password
4. The technical administrator communicates the password to the new user (patient, specialized practitioner, technical administrator)
5. The technical administrator opens the section named “modify user’s personal data” in order to modify only sensible data.
6. The technical administrator opens the section named “delete user profile” in order to delete the profile of an existing user
7. The “list of users” in the database is updated
8. The system saves the data of the deleted user for 30 days in another database called “recently deleted” before removing them forever

Alternative scenario

2.1 If the technical administrator inserts a non-acceptable user name in the “adds user profile” section, the system shows an error message and asks the technical administrator to do it again

6.1 If the technical administrator types a non-existing username the system shows an error message

8.1 If the technical administrator wrongly deletes a user he/she can recover the user’s profile

* ***VISUALIZE SET OF STATISTICS***

Main success scenario (MSS) → we suppose that the technical administrator has already done the login, so this is a scenario that has to happen compulsory after the LOG IN

1. The technical administrator opens the section named “statistics” where he/she can see the average of the logins per day, the time in which most of users are connected and the average session duration of all the users
2. The technical administrator types the name of a user in order to visualize statistics related to him/her, such as logins per day, access time, session duration

Alternative scenario

2.1 the technical administrator types a username that doesn’t exist and the system shows an error and it allows the technical administrator to reinsert it

* ***MAKE RISK EVALUATION MODELS***

Main success scenario (MSS) → we suppose that the technical administrator has already done the login, so this is a scenario that has to happen compulsory after the LOG IN

1. The technical administrator opens the section named “risk evaluation model” where he/she can create a new model or update an already existing one.
2. The technical administrator can modify the ranges or the thresholds of the different parameters.
3. The doctor gives the parameters to the technical administrator for the creation of the model.

* ***CREATE A CUSTOMER SATISFACTION SURVEY***

Main success scenario (MSS)

1. The technical administrator opens the section “customer satisfaction survey”.
2. The technical administrator creates or modifies a survey and decides which type of questions the patient has to response, and how to make the score.
3. The technical administrator sees the patients’ responses.