Book Alley

Use-Case Specification: Manage account

Version 2.0

Revision History

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Use-Case Specification: Manage account

# Use-Case Name

## Brief Description

The managed account use case for Book Alley allows users to customize their account to their liking.

# Flow of Events

## Basic Flow

1. The user log into their account
2. The user navigates to the account icon on the top right, hover on it a choose “Profile”
3. The system displays options for managing the account (e.g change profile picture, change password, etc)
4. The user can choose which information to update
5. The user confirm the changes by clicking on “Confirm change”
6. The system updates the changes that the user made

## Alternative Flows

### Wrong current password while changing password

1. The user click on the option to change password
2. The system prompt the user to enter their current password and a new password they want to change to
3. The system detects that the current password is wrong
4. The system displays an error message indicate that the current password that the user has entered is wrong
5. The user re-enter the current password until it is correct

### Invalid details

1. The user click on the option to update their phone number or email
2. The system prompt the user to enter their new email or phone number
3. The system detects that the new details have already been used on a different account
4. The system displays an error message indicate that the details are already in use
5. The user re-enter the details until they’re correct

# Special Requirements

## Multi-language support

* Implement language localization for account management, enabling users to interact with the system in their preferred language. Support should include at least Vietnamese and English, with a user-friendly option to switch between them.

## Accessibility

* Ensure that the "Manage Account" functionality complies with Web Content Accessibility Guidelines (WCAG) standards. Provide keyboard navigation, alt text for images, and other features to enhance usability for individuals with disabilities.

## Data privacy

* Clearly present a detailed privacy policy, outlining how customer information is collected, processed, and stored. Implement a consent mechanism to obtain explicit user approval for data processing activities.

## Security

* Enhance account security during password change by implementing industry-standard measures such as two-factor authentication (2FA) or CAPTCHA. Ensure robust encryption protocols for sensitive information transmission and storage. Regularly update security protocols to address emerging threats.

## Confirm message

* After each successful operation (e.g., profile update, password change), display clear and concise confirmation messages confirming the action. In case of failures, provide specific error messages with guidance on how to resolve the issue. Ensure that messages are accessible and user-friendly.

# Preconditions

## Internet connectivity

* For seamless access to the website, the user's device must maintain a stable and active internet connection.

## User is authenticated

* To utilize the "Manage account" function, the user is required to be successfully logged into their account.

## Input verification

* When updating information, the user is obligated to furnish accurate details, such as the correct current password when altering the password or a valid phone number.

## System availability

* The website must be operational and available for use; any interruptions in service should be minimal to ensure a consistent user experience.

# Postconditions

## Update user information

* The customer's account details are successfully modified, ensuring that the latest information is reflected.

## Updated communication preferences

* Upon modification of communication preferences by the customer, the system accurately applies the changes to ensure adherence to the updated settings.

## Changed password

* If the customer opts to change their password, the system securely establishes the new password, rendering the old password invalid for enhanced security.

# Extension Points

## Third-party integration

* Facilitate seamless integration with third-party identity providers or social media accounts, enabling users to log in and authenticate through diverse external sources.

## Multi-factor authentication (MFA):

* Implement an extensible framework for integrating various MFA methods, including but not limited to SMS verification and authentication apps, to bolster account security.

## Profile customization

* Empower users with the ability to personalize their profiles extensively. This may include features like adding a profile picture, defining theme preferences, or customizing the layout according to individual preferences.

## Advanced account recovery

* Elevate the account recovery process by offering users multiple verified channels or the option to answer security questions, providing a robust and flexible approach to account recovery for enhanced security and user convenience.