## **Project Development Phase**

## **Test Cases Performed**

Date	12 November 2022
Team ID	PNT2022TMID30575
Project	Customer Care Registry
Sprint	Sprint 4

## **Test Cases Performed:**

Test Case ID	Test Case Description		Test Steps	Test Data	Expected Results	Actual Results	Pass / Fail
61.	Customer forgot the password and trying to update the password with invalid email	1. 2. 3. 4.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button	Email = suryathayagmail.com Role = "Customer"	Customer should getan alert saying "Invalid email!"	As expected	Pass
62.	Customer forgot the password and trying to update the password with invalid email	1. 2. 3. 4.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button	Email = suryathaya@gmail.com Role = "Customer"	Customer should getan alert saying "Customer does not exist"	As expected	Pass

63.	Customer forgot the password and trying to update the password with valid email	1. 2. 3. 4.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button	Email = suryathaya10@gmail.com Role = "Customer"	Customer should receive an 8-digit code in the email and redirected to the code entering page	As expected	Pass
64.	Customer entering invalid code to change the password	1. 2. 3. 4. 5. 6.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter invalid code Click "Submit" button	Email = suryathaya10@gmail.com Role = "Customer" Code = "bhuudbsgygdy2"	Customer should getan alert saying "Invalid code!"	As expected	Pass
65.	Customer entering valid code to change the password	1. 2. 3. 4. 5.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter the valid code received in the email Click "Submit" button	Email = suryathaya10@gmail.com Role = "Customer" Code = "87436601"	Customer should be redirected to the passwords entering page	As expected	Pass
66.	Customer enteringthe invalid passwords in the change password page	1. 2. 3. 4. 5.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter the valid code received in the email Click "Submit" button Enter the passwords	Email = suryathaya10@gmail.com Role = "Customer" Code = "87436601" Password = 12345678 Confirm password = 87654321	Customer should getan alert saying "Passwords do not match!"	As expected	Pass

67.	Customer entering	1.	Go to the site	Email =	Customer's	As expected	Pass
	the new passwordsin	2.	Click "Forgot Password?"	suryathaya10@gmail.com	password gets		
	the change password		option in the Login form	Role = "Customer"	updated. Then the		
	page	3.	Enter the email	Code = "87436601"	customer is		
		4.	Click "Get Code" button	Password = 12345678 Confirm	redirected to the		
		5.	Enter the valid code	password = 12345678	login page to login		
			received in the email				
		6.	Click "Submit" button				
		7.	Enter the passwords				
68.	Agent forgot the	1.	Go to the site	Email = agent1gmail.com	Agent should get an	As expected	Pass
	password and trying	2.	Click "Forgot Password?"	Role = "Agent"	alert saying "Invalid		
	to update the		option in the Login form		email!"		
	password with	3.	Enter the email				
	invalid email	4.	Click "Get Code" button				
69.	Agent forgot the	1.	Go to the site	Email = agent44@gmail.com	Agent should get an	As expected	Pass
	password and trying	2.	Click "Forgot Password?"	Role = "Agent"	alert saying "Agent		
	to update the		option in the Login form		does not exist"		
	password with	3.	Enter the email				
	invalid email	4.	Click "Get Code" button				
70.	Agent forgot the	1.	Go to the site	Email = agent1@gmail.com	Agent should receive	As expected	Pass
	password and trying	2.	Click "Forgot Password?"	Role = "Agent"	an 8-digit code in the		
	to update the		option in the Login form		email and redirected to		
	password with valid	3.	Enter the email		the code entering page		
	email	4.	Click "Get Code" button				
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71.	Agent entering invalid code tochange the password	<ol> <li>Go to the site</li> <li>Click "Forgot Password?"         option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> <li>Enter invalid code</li> <li>Click "Submit" button</li> </ol>	Email = agent1@gmail.com Role = "Agent" Code = "bhuudbsgygdy2"	Agent should get an alert saying "Invalid code!"	As expected	Pass
72.	Agent enteringvalid code to change the password	<ol> <li>Go to the site</li> <li>Click "Forgot Password?"         option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> <li>Enter the valid code         received in the email</li> <li>Click "Submit" button</li> </ol>	Email = agent1@gmail.com Role = "Agent" Code = "87436601"	Agent should be redirected to the passwords entering page	As expected	Pass
73.	Agent entering the invalid passwords in the change password page	<ol> <li>Go to the site</li> <li>Click "Forgot Password?"         option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> <li>Enter the valid code         received in the email</li> <li>Click "Submit" button</li> <li>Enter the passwords</li> </ol>	Email = agent1@gmail.com Role = "Agent" Code = "87436601" Password = 12345678 Confirm password = 87654321	Agent should get an alert saying "Passwords do not match!"	As expected	Pass

74.	Agent entering the new passwords in the change password page	1. 2. 3. 4. 5.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter the valid code received in the email Click "Submit" button Enter the passwords	Email = agent1@gmail.com Role = "Agent" Code = "87436601" Password = 12345678 Confirm password = 12345678	Agent's password gets updated. Then the customer is redirected to the login page to login	As expected	Pass
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<sup>#</sup> Along with these test cases, test cases performed during the Sprint 1, 2, 3 are also performed.