**Project Development Phase**

**Test Cases Performed**

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| Date | 12 November 2022 |
| Team ID | **PNT2022TMID37600** |
| Project | Customer Care Registry |
| Sprint | Sprint 4 |

**Test Cases Performed:**

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| **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 get an 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 get an alert saying  “Customer does not exist” | As expected | Pass |

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| 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 get an alert saying  "Invalid code!" | As expected | Pass |
| 65. | Customer entering valid 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 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 entering the invalid  passwords in the  change password page | 1. 2.  3. 4. 5.  6.  7. | 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 get an alert saying  “Passwords do not match!” | As expected | Pass |
| 67. | Customer entering the new passwords in the change password page | 1. 2.  3. 4. 5.  6.  7. | 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 = 12345678 | Customer’s password gets  updated. Then the customer is  redirected to the login page to login | As expected | Pass |
| 68. | Agent 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 = agent1gmail.com  Role = “Agent” | Agent should get an alert saying “Invalid  email!” | As expected | Pass |
| 69. | Agent 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 = agent44@gmail.com  Role = “Agent” | Agent should get an alert saying “Agent does not exist” | As expected | Pass |
| 70. | Agent 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 = agent1@gmail.com  Role = “Agent” | Agent should receive an 8-digit code in the email and redirected  to the code entering page | As expected | Pass |

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| 71. | Agent 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 = agent1@gmail.com  Role = “Agent”  Code = “bhuudbsgygdy2” | Agent should get an alert saying "Invalid  code!" | As expected | Pass |
| 72. | Agent entering valid 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 the valid code received in the email Click “Submit” button | 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 | 1. 2.  3. 4. 5.  6.  7. | 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 = 87654321 | Agent should get an alert saying  “Passwords do not match!” | As expected | Pass |

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| 74. | Agent entering the new passwords in the change password page | 1. 2.  3. 4. 5.  6.  7. | 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 |

**# Along with these test cases, test cases performed during the Sprint 1, 2, 3 are also performed.**