Test Cases Performed:

Project Development Phase Test Cases Performed

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| Date | 12 November 2022 |
| Team ID | **PNT2022TMID17200** |
| Project | Customer Care Registry |
| Sprint | Sprint 4 |

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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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button | Email = [suryathayagmail.com](mailto:suryathaya@gmail.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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button | Email = [suryathaya@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button | Email = [suryathaya10@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button 5. Enter invalid code 6. Click “Submit” button | Email = [suryathaya10@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button 5. Enter the valid code received in the email 6. Click “Submit” button | Email = [suryathaya10@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button 5. Enter the valid code received in the email 6. Click “Submit” button 7. Enter the passwords | Email = [suryathaya10@gmail.com](mailto: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 |

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| 67. | Customer entering the new passwords in the change password page | 1. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button 5. Enter the valid code received in the email 6. Click “Submit” button 7. Enter the passwords | Email = [suryathaya10@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button | Email = [agent1gmail.com](mailto:suryathaya@gmail.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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button | Email = [agent44@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button | Email = [agent1@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button 5. Enter invalid code 6. Click “Submit” button | Email = [agent1@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button 5. Enter the valid code received in the email 6. Click “Submit” button | Email = [agent1@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button 5. Enter the valid code received in the email 6. Click “Submit” button 7. Enter the passwords | Email = [agent1@gmail.com](mailto: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. Go to the site 2. Click “Forgot Password?” option in the Login form 3. Enter the email 4. Click “Get Code” button 5. Enter the valid code received in the email 6. Click “Submit” button 7. Enter the passwords | Email = [agent1@gmail.com](mailto: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.