## **Project Development Phase**

## **Test Cases Performed**

Date	12 November 2022
Team ID	PNT2022TMID17097
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 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

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.	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	1.	Go to the site	Email =	Customer's	As expected	Pass
	the new passwords	2.	Click "Forgot Password?"	suryathaya10@gmail.com	password gets		
	in the change		option in the Login form	Role = "Customer"	updated. Then the		
	password page	3.	Enter the email	Code = "87436601"	customer is		
		4.	Click "Get Code" button	Password = 12345678	redirected to the		
		5.	Enter the valid code	Confirm 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
00.	password and	2.	Click "Forgot Password?"		alert saying "Invalid	A3 expedied	1 433
	trying to update the	۷.	option in the Login form	Role = "Agent"	, ,		
	password with	3.	Enter the email		email!"		
	invalid email	4.	Click "Get Code" button				
	iiivalid eiiiali	٦.	Click Get Gode Batton				
69.	Agent forgot the	1.	Go to the site	Email = agent44@gmail.com	Agent should get an	As expected	Pass
	password and	2.	Click "Forgot Password?"	Role = "Agent"	alert saying "Agent	-	
	trying to update the		option in the Login form	3.1	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	2.	Click "Forgot Password?"	Role = "Agent"	an 8-digit code in the		
	trying to update the		option in the Login form		email and redirected		
	password with valid	3.	Enter the email		to the code entering		
	email	4.	Click "Get Code" button		page		

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.	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.	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

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.