Project Development Phase

Test Cases Performed

Date	18 November 2022
Team ID	PNT2022TMID14874
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
1.	Customer forgot the password and trying to update the password with invalid email	1. 2. 3. 4.		Email =pavisaha21@gmail.com Role = "Customer"	Customer should get an alert saying "Invalid email!"	As expected	Pass
2.	Customer forgot the password and trying to update the password with invalid email	1. 2. 3. 4.	Click "Forgot Password?" option in the Login form Enter the email	Email =pavisaha21@gmail.com Role = "Customer"	Customer should get an alert saying "Customer does not exist"	As expected	Pass

3.	Customer forgot the	1.	Go to the site	Email=pavisaha21@gmail.com	Customer should	As expected	Pass
	password and	2.	Click "Forgot	Role = "Customer"	receive an 8-digit		
	trying to update the		Password?"option		code in the email and		
	password with valid		in the Login form		redirected to the		
	email	3.	Enter the email		code entering page		
		4.	Click "Get Code"				
			button				
4.	Customer entering	1.	Go to the site	Email=pavisaha21@gmail.com	Customer should get	As expected	Pass
	invalid code to	2.	Click "Forgot	Role = "Customer"	an alert saying		
	change the		Password?"option	Code = "bhuudbsgygdy2"	"Invalid code!"		
	password		in the Login form				
		3.	Enter the email				
		4.	Click "Get Code"				
			button				
		5.	Enter invalid code				
		6.	Click "Submit"				
			button				
5.	Customer entering	1.	Go to the site	Email=pavisaha21@gmail.com	Customer should be	As expected	Pass
	valid code to	2.	Click "Forgot	Role = "Customer"	redirected to the		
	change the		Password?"option	Code = "87436601"	passwords entering		
	password		in the Login form		page		
		3.	Enter the email				
		4.	Click "Get Code"				
			button				
		5.	Enter the valid				
			code received				
			in the email				
		6.	Click "Submit"				

		button				
6.	Customer entering the invalid passwords in the change password page	 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=pavisaha21@gmail.com Role = "Customer" Code = "87436601" Password = 12345678 Confirm Password = 87654321	Customer should get an alert saying "Passwords do not match!"	As expected	Pass

7.	Customer entering	1.	Go to the site	Email=pavisaha21@gmail.com	Customer's	As expected	Pass
	the new passwords	2.	Click "Forgot	Role = "Customer"	password gets		
	in the change		Password?"option in	Code = "87436601"	updated. Then the		
	password page		the Login form	Password = 12345678 Confirm	customer is		
		3.	Enter the email	password = 12345678	redirected to the		
		4.	Click "Get Code" button		login page to login		
		5.	Enter the valid				
			code received in				
			the email				
		6.	Click "Submit" button				
		7.	Enter the passwords				
			·				
8.	Agent forgot the	1.	Go to the site	Email=agent1@gmail.com	Agent should get an	As expected	Pass
	password and	2.	Click "Forgot	Role = "Agent"	alert saying "Invalid		
	trying to update the		Password?"option in		email!"		
	password with		the Login form				
	invalid email	3.	Enter the email				
		4.	Click "Get Code" button				

9.	Agent forgot the password and trying to update the password with invalid email	1. 2.		Email = agent44@gmail.com Role = "Agent"	Agent should get an alert saying "Agent does not exist"	As expected	Pass
		4.	Click "Get Code" button				
10.	Agent forgot the password and trying to update the password with valid email	1. 2. 3. 4.		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

11.	Agent entering	1. Go to the site	Agent entering 1.	Email = agent1@gmail.com	Agent should get an	As expected	Pass
	invalid code to change the password	 Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter invalid code Click "Submit" button 	invalid code to change the password 3.	Role = "Agent" Code = "bhuudbsgygdy2"	alert saying "Invalid code!"	, to exposite	. 400
12.	Agent entering valid code to change the password	 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 	valid code to change the password 4. 5.	Email = agent1@gmail.com Role = "Agent" Code = "87436601"	Agent should be redirected to the passwords entering page	As expected	Pass
13.	Agent entering the invalid passwords in the change password page	 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 	nvalid passwords in the change password page 3. 4. 5.	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

		7. Enter the passwords				
14.	Agent entering the new passwords in the change password page	 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