

## 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. Go to the site<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button | Email =pavisaha21@gmail.com<br>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. Go to the site<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button | Email =pavisaha21@gmail.com<br>Role = "Customer" | Customer should get an alert saying "Customer does not exist" | As expected    | Pass        |

|    |   |   |   |   |             |      |
|----|---|---|---|---|-------------|------|
| 3. | Customer forgot the password and trying to update the password with valid email | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> </ol>   | Email=pavisaha21@gmail.com<br>Role = "Customer"                           | Customer should receive an 8-digit code in the email and redirected to the code entering page | As expected | Pass |
| 4. | Customer entering invalid code to change the password                           | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> <li>5. Enter invalid code</li> <li>6. Click "Submit" button</li> </ol>                  | Email=pavisaha21@gmail.com<br>Role = "Customer"<br>Code = "bhuudbsgygdy2" | Customer should get an alert saying "Invalid code!"   | As expected | Pass |
| 5. | Customer entering valid code to change the password                             | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> <li>5. Enter the valid code received in the email</li> <li>6. Click "Submit"</li> </ol> | Email=pavisaha21@gmail.com<br>Role = "Customer"<br>Code = "87436601"      | Customer should be redirected to the passwords entering page                                  | As expected | Pass |

|    |   |  |  |   |             |      |
|----|---|--|--|---|-------------|------|
|    |   | button   |  |   |             |      |
| 6. | Customer entering the invalid passwords in the change password page | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> <li>5. Enter the valid code received in the email</li> <li>6. Click "Submit" button</li> <li>7. Enter the passwords</li> </ol> | Email=pavisaha21@gmail.com<br>Role = "Customer"<br>Code = "87436601"<br>Password = 12345678<br>Confirm Password = 87654321 | Customer should get an alert saying "Passwords do not match!" | As expected | Pass |

|    |  |  |  |  |             |      |
|----|--|--|--|--|-------------|------|
| 7. | Customer entering the new passwords in the change password page                | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> <li>5. Enter the valid code received in the email</li> <li>6. Click "Submit" button</li> <li>7. Enter the passwords</li> </ol> | Email=pavisaha21@gmail.com<br>Role = "Customer"<br>Code = "87436601"<br>Password = 12345678 Confirm<br>password = 12345678 | Customer's password gets updated. Then the customer is redirected to the login page to login | As expected | Pass |
| 8. | Agent forgot the password and trying to update the password with invalid email | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> </ol>  | Email=agent1@gmail.com<br>Role = "Agent"   | Agent should get an alert saying "Invalid email!"  | As expected | Pass |

|     |  |   |   |  |             |      |
|-----|--|---|---|--|-------------|------|
| 9.  | Agent forgot the password and trying to update the password with invalid email | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> </ol> | Email = agent44@gmail.com<br>Role = "Agent" | Agent should get an alert saying "Agent does not exist"                                    | As expected | Pass |
| 10. | Agent forgot the password and trying to update the password with valid email   | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> </ol> | Email = agent1@gmail.com<br>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 invalid code to change the password               | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> <li>5. Enter invalid code</li> <li>6. Click "Submit" button</li> </ol>                         | Email = agent1@gmail.com<br>Role = "Agent"<br>Code = "bhuudbsgygdy2"  | Agent should get an alert saying "Invalid code!"           | As expected | Pass |
| 12. | Agent entering valid code to change the password                 | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> <li>5. Enter the valid code received in the email</li> <li>6. Click "Submit" button</li> </ol> | Email = agent1@gmail.com<br>Role = "Agent"<br>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 | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> <li>5. Enter the valid code received in the email</li> <li>6. Click "Submit" button</li> </ol> | Email = agent1@gmail.com<br>Role = "Agent"<br>Code = "87436601"<br>Password = 12345678<br>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 | <ol style="list-style-type: none"> <li>1. Go to the site</li> <li>2. Click "Forgot Password?" option in the Login form</li> <li>3. Enter the email</li> <li>4. Click "Get Code" button</li> <li>5. Enter the valid code received in the email</li> <li>6. Click "Submit" button</li> <li>7. Enter the passwords</li> </ol> | Email = agent1@gmail.com<br>Role = "Agent"<br>Code = "87436601"<br>Password = 12345678<br>Confirm password = 12345678 | Agent's password gets updated. Then the customer is redirected to the login page to login | As expected | Pass |

