Project Development Phase

Test Cases Performed

Date	12 November 2022
Team ID	PNT2022TMID45009
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	1.	Go to the site	Email=	Customer should get	As expected	Pass
	password and	2.	Click "Forgot	itsurya2002@gmail.com	an alert saying		
	trying to update the		Password?"option in the	Role = "Customer"	"Invalid email!"		
	password with		Login form				
	invalid email	3.	Enter the email				
		4.	Click "Get Code" button				
62.	Customer forgot the	1.	Go to the site	Email = itsurya2002@gmail.com	Customer should get	As expected	Pass
	password and	2.	Click "Forgot	Role = "Customer"	an alert saying		
	trying to update the		Password?"option in the		"Customer does not		
	password with		Login form		exist"		
	invalid email	3.	Enter the email				
		4.	Click "Get Code" button				

63.	Customer forgot the	1.	Go to the site	Email =	Customer should	As expected	Pass
	password and	2.	Click "Forgot	itsurya2002@gmail.com	receive an 8-digit	•	
	trying to update the		Password?"option in the	Role = "Customer"	code in the email and		
	password with		Login form		redirected to the		
	validemail	3.	Enter the email		code entering page		
		4.	Click "Get Code" button		7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7		
64.	Customer entering	1.	Go to the site	Email =	Customer should get	As expected	Pass
	invalid code to	2.	Click "Forgot	itsurya2002@gmail.com	an alert saying		
	change the		Password?"option in the	Role = "Customer"	"Invalid code!"		
	password		Login form	Code = "bhuudbsgygdy2"			
	1	3.	Enter the email				
		4.	Click "Get Code" button				
		5.	Enter invalid code				
		6.	Click "Submit" button				
65.	Customer entering	1.	Go to the site	Email =	Customer should be	As expected	Pass
	valid code to	2.	Click "Forgot	itsurya2002@gmail.com	redirected to the		
	change the		Password?"option in the	Role = "Customer"	passwords entering		
	password		Login form	Code = "87436601"	page		
		3.	Enter the email				
		4.	Click "Get Code" button				
		5.	Enter the valid code				
			received in the email				
		6.	Click "Submit" button				
66.	Customer entering	1.	Go to the site	Email =	Customer should get	As expected	Pass
	the invalid	2.	0	itsurya2002@gmail.com	an alert saying		
	passwords in the		Password?"option in the	Role = "Customer"	"Passwords do not		
	change password		Login form	Code = "87436601"	match!"		
	page	3.	Enter the email	Password = 12345678			
		4.	Click "Get Code" button	Confirm password = 87654321			
		5.	Enter the valid code				
			received in the email				
		6.	Click "Submit" button				
		7.	Enter the passwords				

67.	Customer entering	1.	Go to the site	Email =	Customer's	As expected	Pass
	the new passwords	2.	Click "Forgot	itsurya2002@gmail.com	password gets		
	in the change		Password?"option in the	Role = "Customer"	updated. Then the		
	password page		Login form	Code = "87436601"	customer is		
		3.	Enter the email	Password = 12345678	redirected to the		
		4.	Click "Get Code" button	Confirm password = 12345678	login page to		
		5.	Enter the valid code		login		
			received in the email				
		6.	Click "Submit" button				
		7.	Enter the passwords				
68.	Agent forgot the	1.		Email =	Agent should get an	As expected	Pass
	password and	2.	Click "Forgot	agent1gmail.com	alert saying "Invalid		
	trying to update the		Password?"option in the	Role = "Agent"	email!"		
	password with		Login form				
	invalid email	3.	Enter the email				
		4.	Click "Get Code" button				
69.	Agent forgot the	1.	Go to the site	Email = agent44@gmail.com	Agent should get an	As expected	Pass
	password and	2.	\mathcal{C}	Role = "Agent"	alert saying "Agent		
	trying to update the		Password?"option in the		does not exist"		
	password with		Login form				
	invalid email	3.	Enter the 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.	\mathcal{C}	Role = "Agent"	an 8-digit code in the		
	trying to update the		Password?"option in the		email and redirected		
	password with		Login form		to the code entering		
	validemail	3.	Enter the email		page		
		4.	Click "Get Code" button				

71.	Agent entering	1.	Go to the site	Email =	Agent should get an	As expected	Pass
	invalid code to	2.	Click "Forgot	agent1@gmail.com	alert saying "Invalid		
	change the		Password?"option in the	Role = "Agent"	code!"		
	password		Login form	Code = "bhuudbsgygdy2"			
		3.	Enter the email				
		4.	Click "Get Code" button				
		5.	Enter invalid code				
		6.	Click "Submit" button				
72.	Agent entering	1.	Go to the site	Email =	Agent should be	As expected	Pass
	valid code to	2.	Click "Forgot	agent1@gmail.comRole =	redirected to the		
	change the		Password?"option in the	"Agent"	passwords entering		
	password		Login form	Code = "87436601"	page		
		3.	Enter the email				
		4.	Click "Get Code" button				
		5.	Enter the valid code				
			received in the email				
		6.	Click "Submit" button				
73.	Agent entering the	1.	Go to the site	Email =	Agent should get an	As expected	Pass
	invalid passwords	2.	Click "Forgot	agent1@gmail.comRole =	alert saying		
	in the change		Password?"option in the	"Agent"	"Passwords do not		
	password page		Login form	Code = "87436601"	match!"		
		3.	Enter the email	Password = 12345678			
		4.	Click "Get Code" button	Confirm password = 87654321			
		5.	Enter the valid code	_			
			received in the email				
		6.	Click "Submit" button				
		7.	Enter the passwords				

Ī	74.	Agent entering the	1.	Go to the site	Email =	Agent's password	As expected	Pass
		new passwords in	2.	Click "Forgot	agent1@gmail.comRole =	gets updated. Then		
		the change		Password?"option in the	"Agent"	the customer is		
		password page		Login form	Code = "87436601"	redirected to the		
			3.	Enter the email	Password = 12345678	login page to login		
			4.	Click "Get Code" button	Confirm password = 12345678			
			5.	Enter the valid code				
				received in the email				
			6.	Click "Submit" button				
			7.	Enter the passwords				