# Project Development Phase

## Test Cases Performed

| Team ID | **PNT2022TMID04893** |
|---------|----------------------|
| 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. 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 = aarthiravi2002@psnacet.edu.in<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button | Email = aarthiravi2002@psnacet.edu.in<br>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. 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 = aarthiravi2002@psnacet.edu.in<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button<br>5. Enter invalid code<br>6. Click "Submit" button | Email = aarthiravi2002@psnacet.edu.in<br>Role = "Customer"<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button<br>5. Enter the valid code received in the email<br>6. Click "Submit" button | Email = aarthiravi2002@psnacet.edu.in<br>Role = "Customer"<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button<br>5. Enter the valid code received in the email<br>6. Click "Submit" button<br>7. Enter the passwords | Email = aarthiravi2002@psnacet.edu.in<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 |

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| 67. | Customer entering the new passwords in the change password page | 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<br>5. Enter the valid code received in the email<br>6. Click "Submit" button<br>7. Enter the passwords | Email = aarthiravi2002@psnacet.edu.in<br>Role = "Customer"<br>Code = "87436601"<br>Password = 12345678<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button | Email = agent1gmail.com<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button | Email = agent44@gmail.com<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button | 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 |

| 71. | Agent entering invalid code to change the password | 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<br>5. Enter invalid code<br>6. Click "Submit" button | Email = agent1@gmail.com<br>Role = "Agent"<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button<br>5. Enter the valid code received in the email<br>6. Click "Submit" button | Email = agent1@gmail.com<br>Role = "Agent"<br>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<br>2. Click "Forgot Password?" option in the Login form<br>3. Enter the email<br>4. Click "Get Code" button<br>5. Enter the valid code received in the email<br>6. Click "Submit" button<br>7. Enter the passwords | 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 |

| 74. | Agent entering the new passwords in the change password page | 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<br>5. Enter the valid code received in the email<br>6. Click "Submit" button<br>7. Enter the passwords | 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 |
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**# Along with these test cases, test cases performed during the Sprint 1, 2, 3 are also performed.**