## **Project Development Phase**

## **Test Cases Performed**

Team ID	PNT2022TMID44358
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	<ol> <li>Go to the site</li> <li>Click "Forgot Password?" option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> </ol>	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	<ol> <li>Go to the site</li> <li>Click "Forgot Password?" option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> </ol>	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	1.	Go to the site	Email =	Customer should get	As expected	Pass
	the invalid	2.	Click "Forgot Password?"	suryathaya10@gmail.com	an alert saying	, , , , , , , , ,	
	passwords in the		option in the Login form	Role = "Customer"	"Passwords do not		
	change password	3.	Enter the email	Code = "87436601"	match!"		
	page	4.	Click "Get Code" button	Password = 12345678			
		5.	Enter the valid code	Confirm password = 87654321			
			received in the email	'			
		6.	Click "Submit" button				
		7.	Enter the passwords				
67.	Customer entering	1.	Go to the site	Email =	Customer's password	As expected	Pass
	the new passwords	2.	Click "Forgot Password?"	suryathaya10@gmail.com	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 login		
		5.	Enter the valid code	Confirm password = 12345678	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
	password and	2.	Click "Forgot Password?"	Role = "Agent"	alert saying "Invalid		
	trying to update the		option in the Login form		email!"		
	password with	3.	Enter the email		Ciriuii:		
	invalid 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.	Click "Forgot Password?"	Role = "Agent"	alert saying "Agent		
	trying to update the		option in the Login form		does not exist"		
	password with	3.	Enter the email				
	invalid email	4.	Click "Get Code" button				

70.	Agent forgot the password and trying to update the password with valid email	<ol> <li>Go to the site</li> <li>Click "Forgot Password?" option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> </ol>	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
71.	Agent entering invalid code to change the password	<ol> <li>Go to the site</li> <li>Click "Forgot Password?" option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> <li>Enter invalid code</li> <li>Click "Submit" button</li> </ol>	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	<ol> <li>Go to the site</li> <li>Click "Forgot Password?" option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> <li>Enter the valid code received in the email</li> <li>Click "Submit" button</li> </ol>	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	<ol> <li>Go to the site</li> <li>Click "Forgot Password?" option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> <li>Enter the valid code received in the email</li> <li>Click "Submit" button</li> <li>Enter the passwords</li> </ol>	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	<ol> <li>Go to the site</li> <li>Click "Forgot Password?" option in the Login form</li> <li>Enter the email</li> <li>Click "Get Code" button</li> <li>Enter the valid code received in the email</li> <li>Click "Submit" button</li> <li>Enter the passwords</li> </ol>	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

<sup>#</sup> Along with these test cases, test cases performed during the Sprint 1, 2, 3 are also performed.