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	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button	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	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button	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. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. 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. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter invalid code 6. 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. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. 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 the invalid passwords in the change password page	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 7. Enter the passwords	Email = suryathaya10@gmail.com Role = "Customer" Code = "87436601" Password = 12345678 Confirm password = 87654321	Customer should get an alert saying "Passwords do not match!"	As expected	Pass
67.	Customer entering the new passwords in the change password page	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 7. Enter the passwords	Email = suryathaya10@gmail.com Role = "Customer" Code = "87436601" Password = 12345678 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 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button	Email = agent1gmail.com 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 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button	Email = agent44@gmail.com 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 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button	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	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter invalid code 6. Click "Submit" button	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	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button	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	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 7. Enter the passwords	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	1. Go to the site 2. Click "Forgot Password?" option in the Login form 3. Enter the email 4. Click "Get Code" button 5. Enter the valid code received in the email 6. Click "Submit" button 7. 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

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