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| Use Case # | **6** | |
| Use Case Name | **Forgot Password** | |
| Scenario | User forgot their password | |
| Triggering Event | User can’t login to their account. | |
| Brief Description | User requests system for their password and provides the system with their information to be validated. | |
| Actors | User | |
| Related Use Cases | Create Account | |
| Stakeholders | Client | |
| Pre-conditions | User must have an account created already. | |
| Post-conditions | User’s password is updated in the database with the new password | |
| Flow of Events | **Actor** | **System** |
| 1.1- User tries to login but is unsuccessful due to password being incorrect.  1.2 – User clicks forgot password  1.4. – User enters new password  1.6 – User validates their information  1.8 – User confirms the new password | 1.4 – System gets the request for forgot password  1.5 – System receives the new password and prompts the user to validate some information  1.7 – System validates the information the user just entered, with the information when the user created the account.  1.9 – System confirms the new password and stores it in the database |
| Exception  Conditions | 1. User does not provide the correct information to be validated | 2. System fails and notifies that an error has occurred. |

Use Case Description