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| **Use case name:** Customer is locked out of account | | | |
| **Area:** Customer Information Management | | | |
| **Actors:** Customer, Final Path Application | | | |
| **Stakeholder:** Customer | | | |
| **Level:** indigo | | | |
| **Description:** After the customer has tried to log in 3 times unsuccessfully, the customer is  locked out and prompted to click forgot password. | | | |
| **Trigger:** Customer forgets password and changes it by clicking forgot password | | | |
| **Trigger Type:**  **External** ❑ **Internal** | | | |
| **Input** | | **Output** | |
| **Name** | **Source** | **Name** | **Destination** |
| Customer email or phone number  Customer Password  Phone number  Temporary password  New Password | Customer  Customer  Customer  Customer  Customer | Prompt to click “forgot password” button  Prompt to type in email to access password forgotten, or to type in phone number to receive email name  Prompt to type temporary password  Prompt to type in a new password | Customer  Customer  Customer  Customer  Customer |
| **Steps Performed**   1. Customer goes to Klaus Brewing website and tries to sign in 2. Customer tries to log in 3 times but fails 3. Customer clicks “forgot password” button 4. Customer does not remember email and chooses the “send email to phone number” option. Customer types in phone number. 5. Customer goes back to the forgot password option and types in email. 6. Customer types in temporary password and successfully logs in. 7. Customer clicks “update password’ button to change password | | **Information for Steps**   1. Email and password needed 2. Customer is prompted to click “forgot password” button 3. Customer is sent to a new window to type email to receive a temporary password, which also has a type in phone number option to receive email name, if forgotten. 4. Customeris sent the name of the email to the phone number associated with account. 5. Customer is sent temporary password to personal email if customer email was correct and exists in Klaus Brewing website records. New window is shown to enter temporary password received. 6. Customer will see an option to update password after logging in 7. New password will be typed twice and then updated to website records if they match | |
| **Preconditions:** Customer has made an account before | | | |
| **Postconditions:** Customer is able to follow the instructions to change password correctly | | | |
| **Assumptions:** Customer has a good browser with no issues | | | |
| **Success Guarantee:** Customer is able to successfully find out email and change password | | | |
| **Minimum Guarantee:** Customer clicks on “forgot password” button | | | |
| **Objectives Met:** Customer forgets email and password but is able to successfully change it | | | |
| **Outstanding Issues:** Will customer know to check junk for temporary password if not  seen in the inbox? | | | |
| **Priority (optional):** low | | | |
| **Risk (optional):**  low | | | |
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