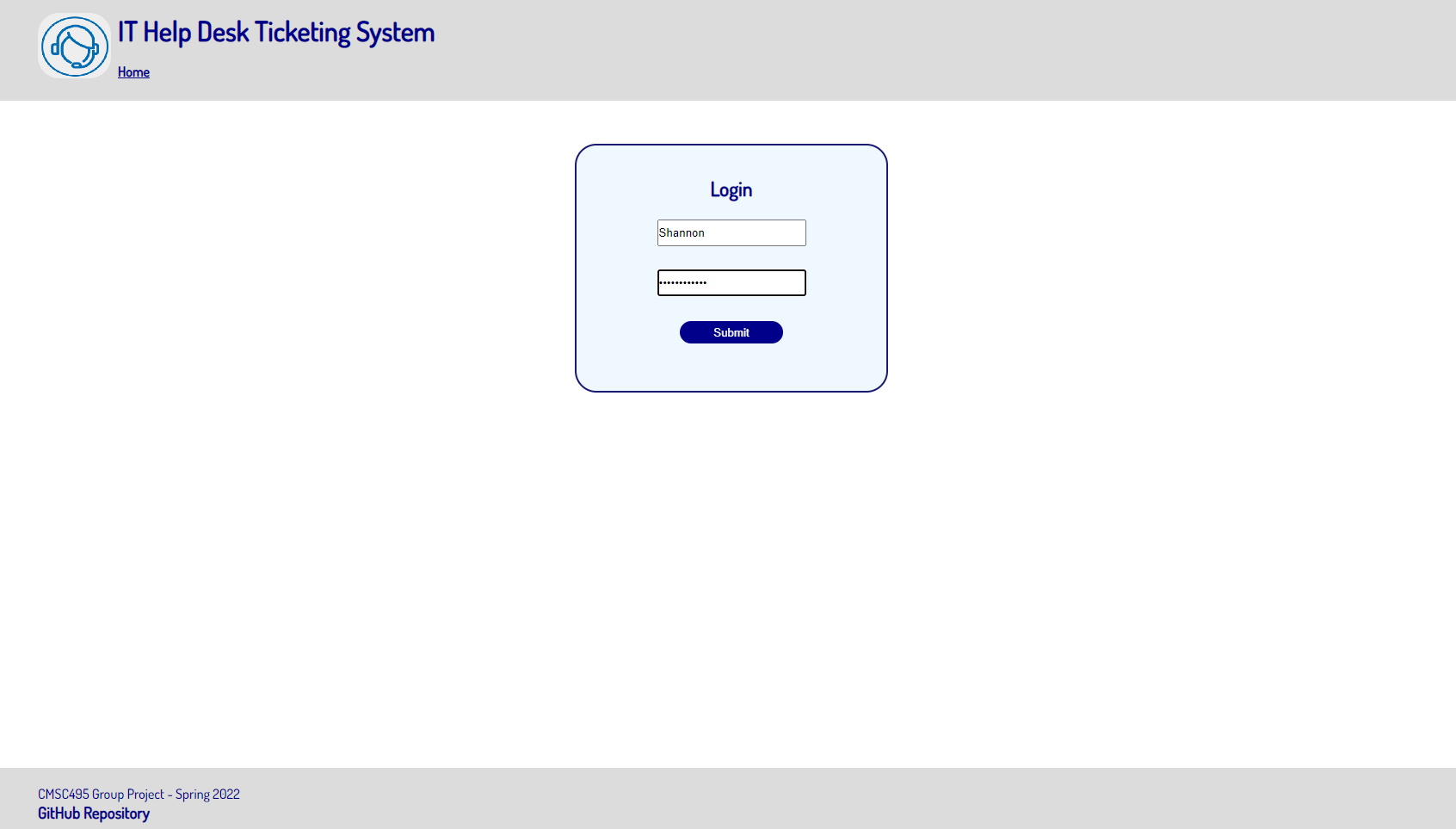
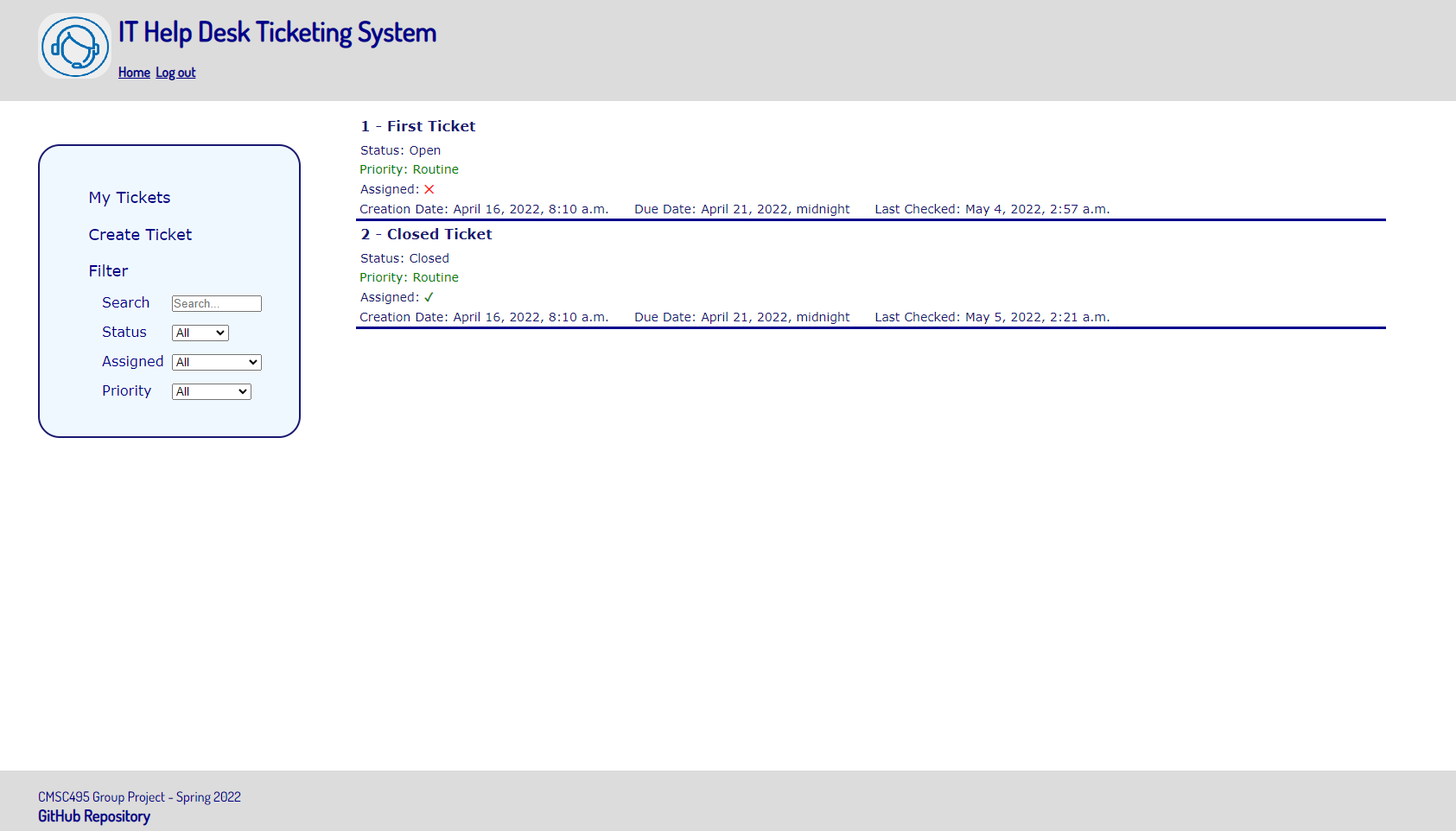
Test Case Screenshots

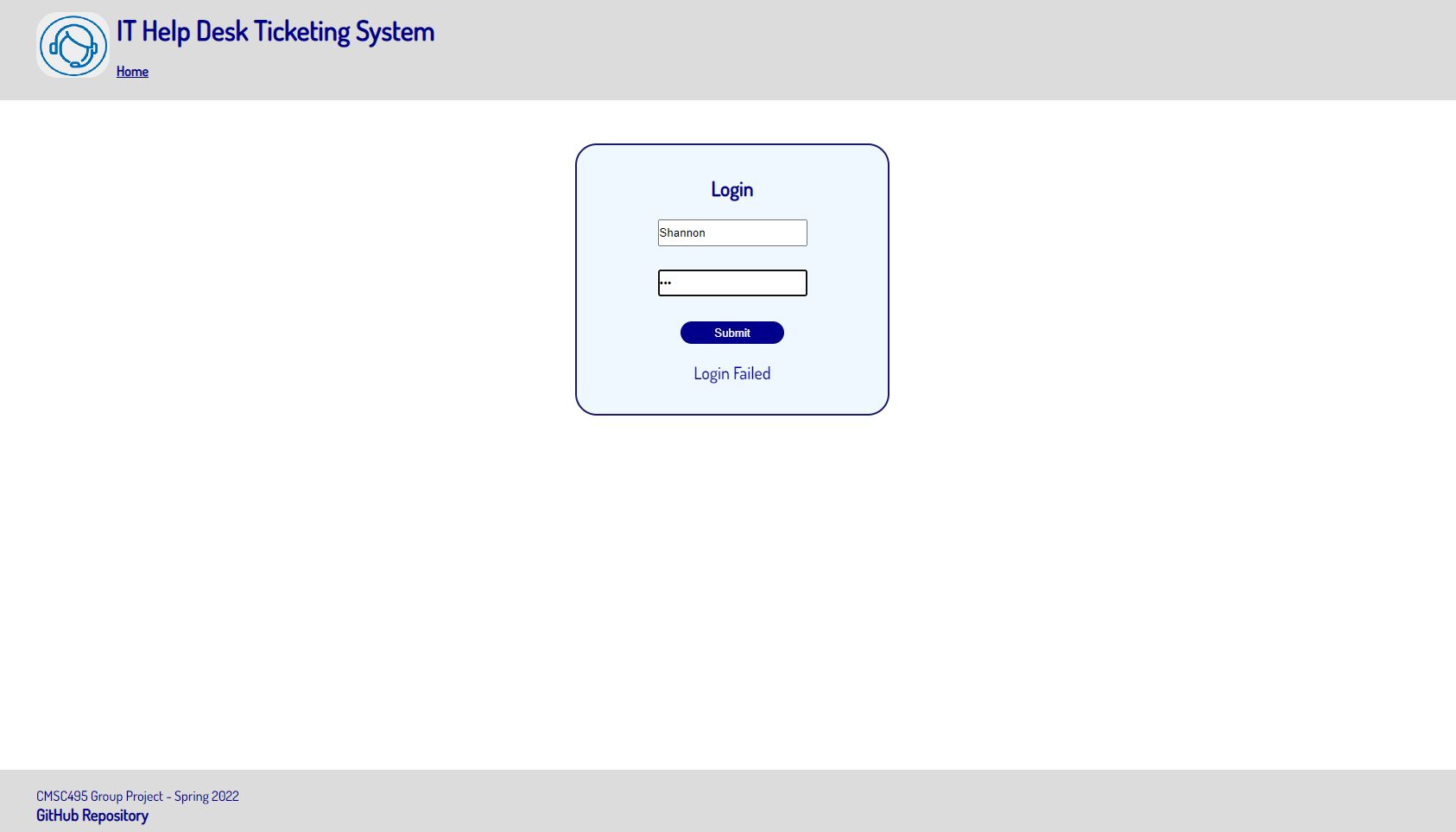
**Karina-**

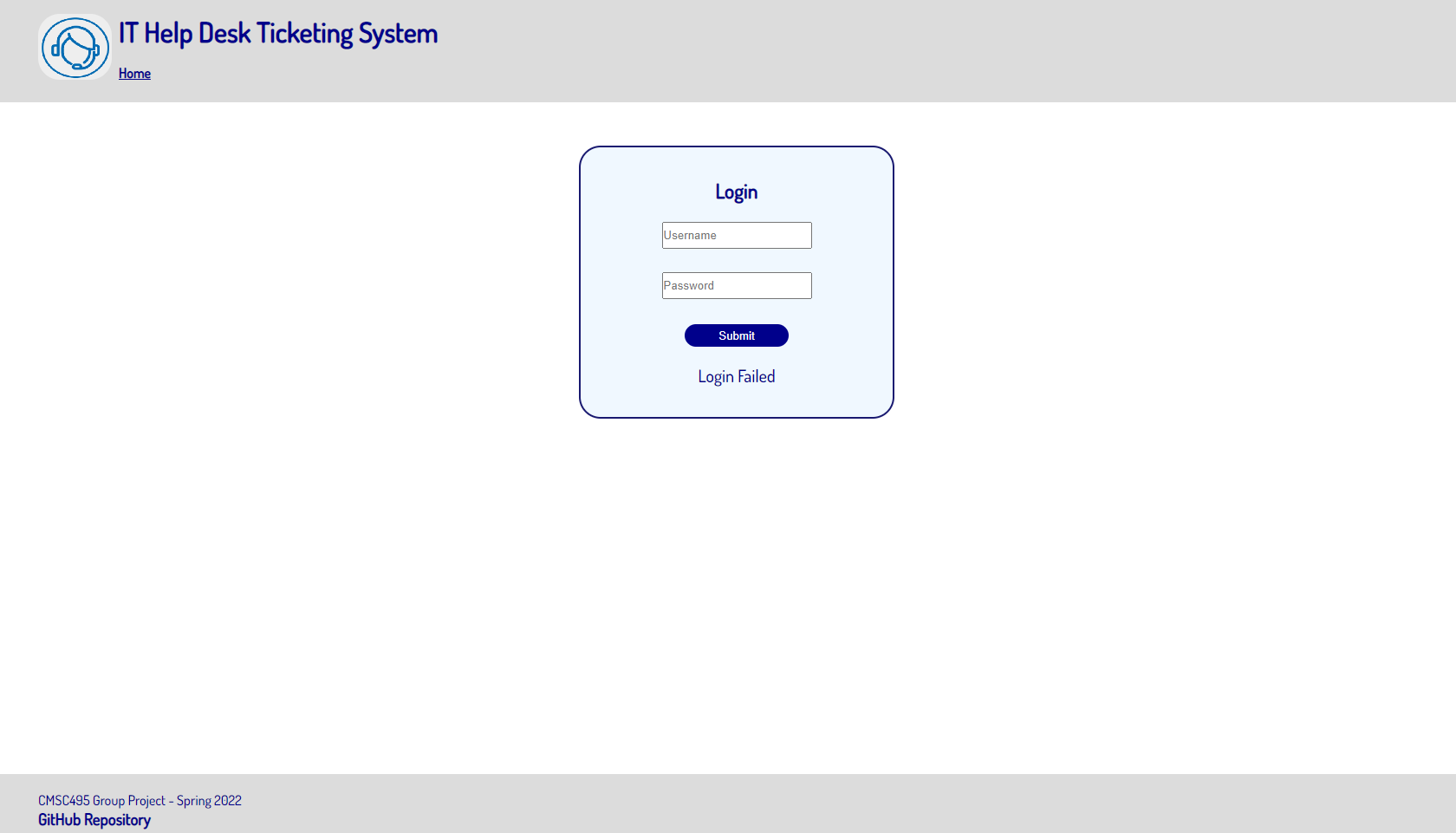
Valid Login By User:



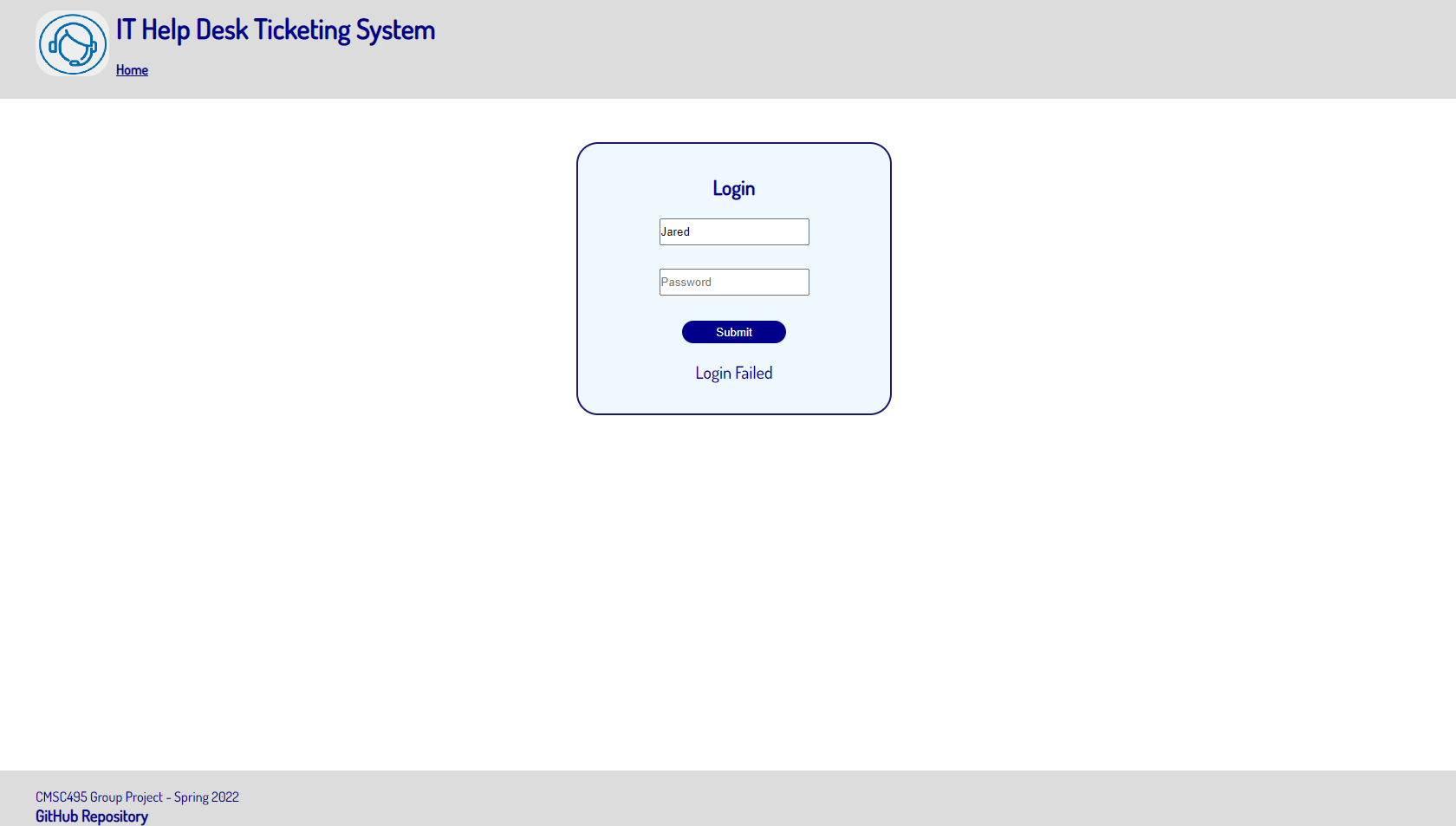


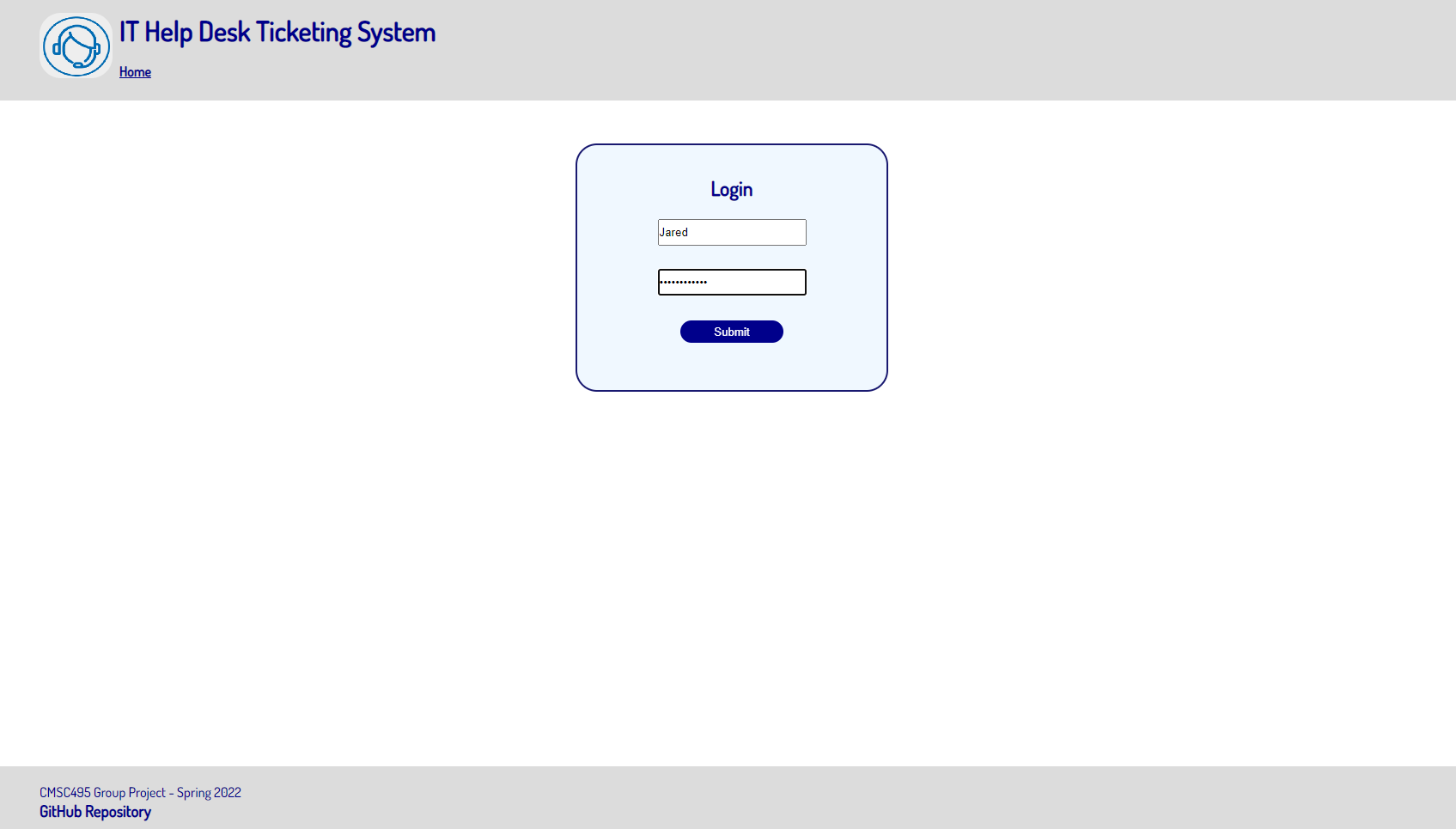
Invalid Login By User:

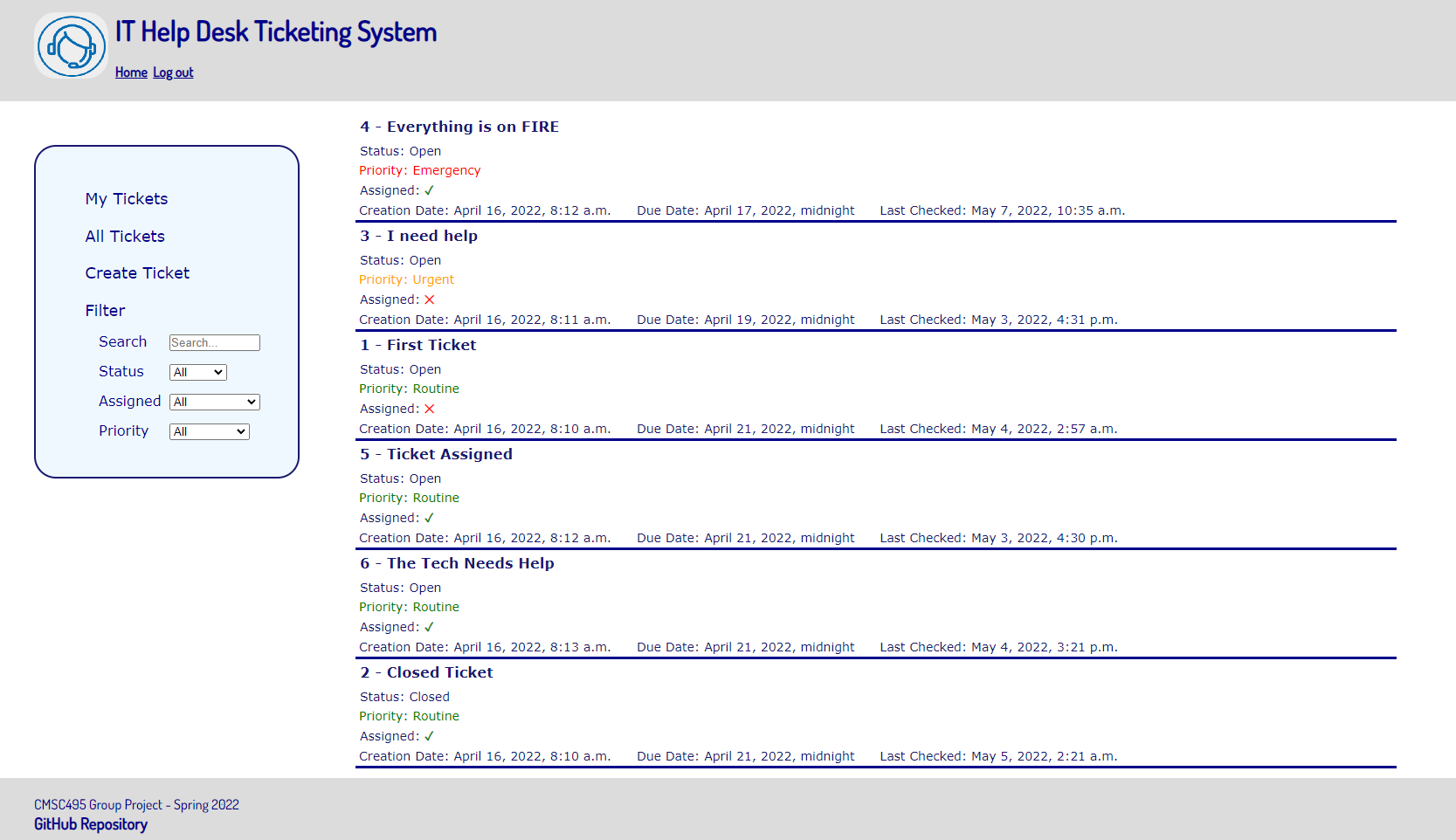




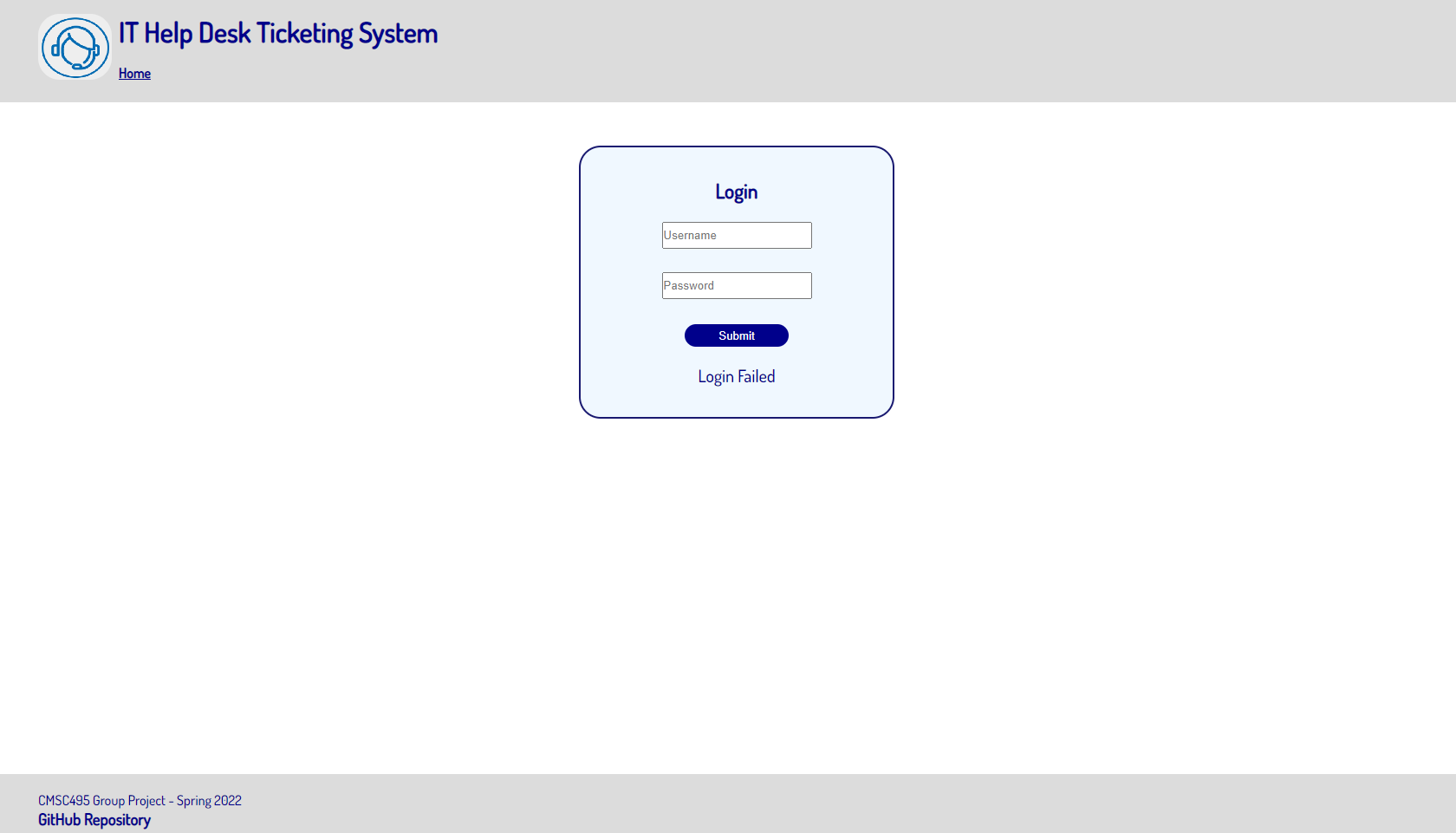
Valid Login By Tech:







Invalid Login By Tech:



**James-**

Creation of Ticket By User:

Graphical user interface, application

Description automatically generated

Graphical user interface, text, application

Description automatically generated

Creation of Ticket By Tech:

Graphical user interface, application

Description automatically generated

Graphical user interface, application

Description automatically generated

Invalid/Missing inputs on ticket creation:

No description

Graphical user interface, application

Description automatically generated

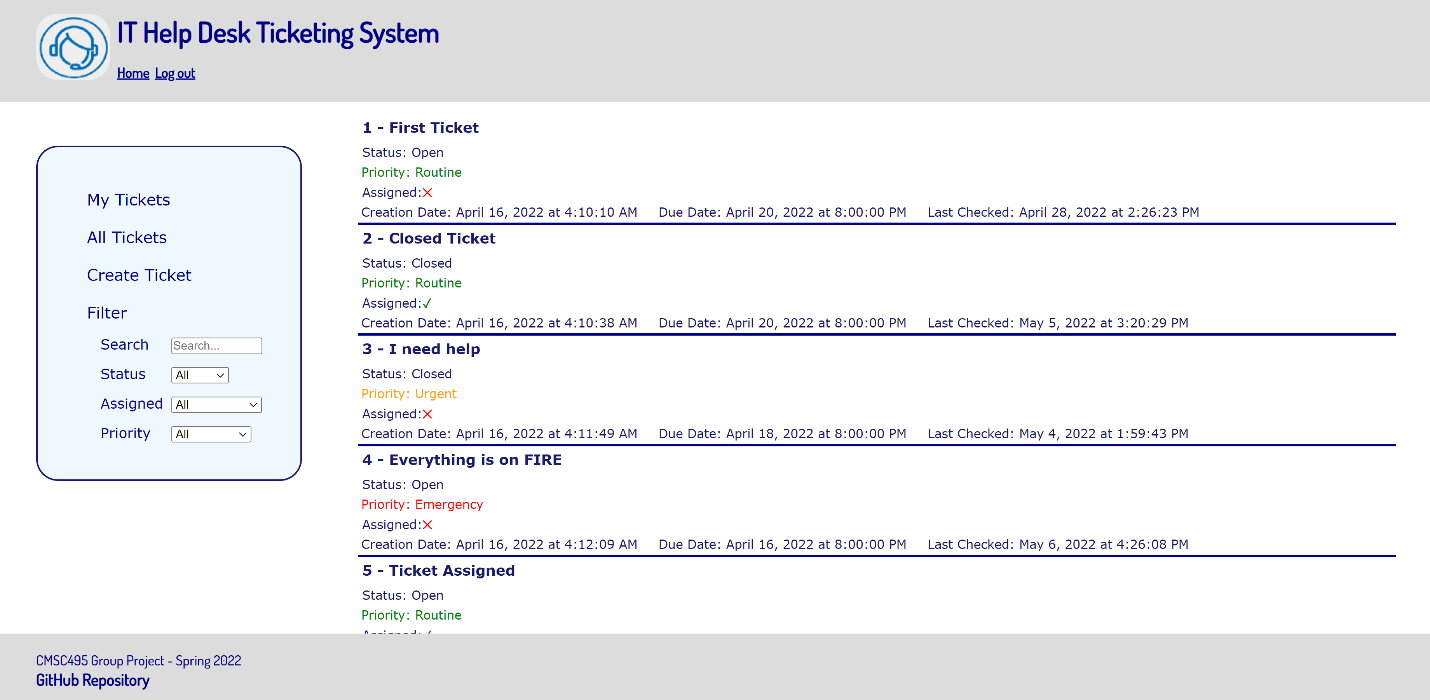
Missing subject:

Graphical user interface, text, application, Teams

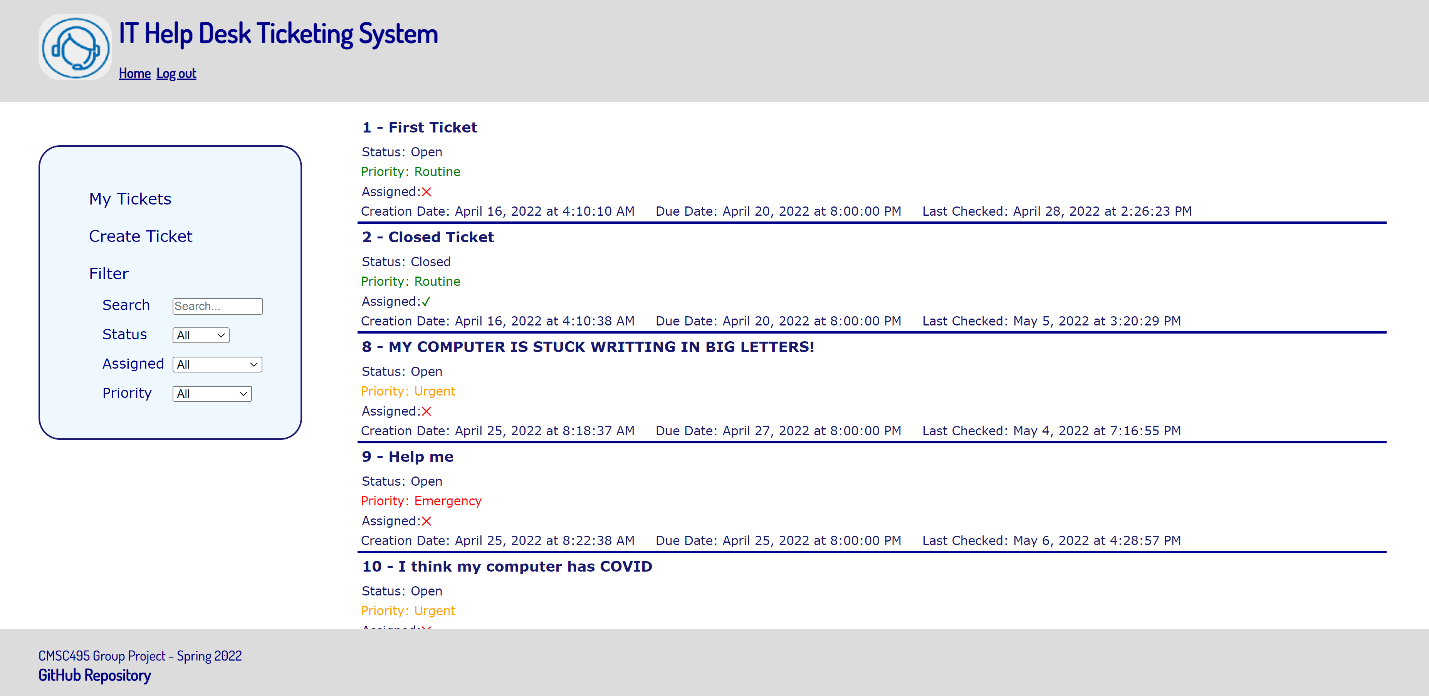
Description automatically generated

**Grant-**

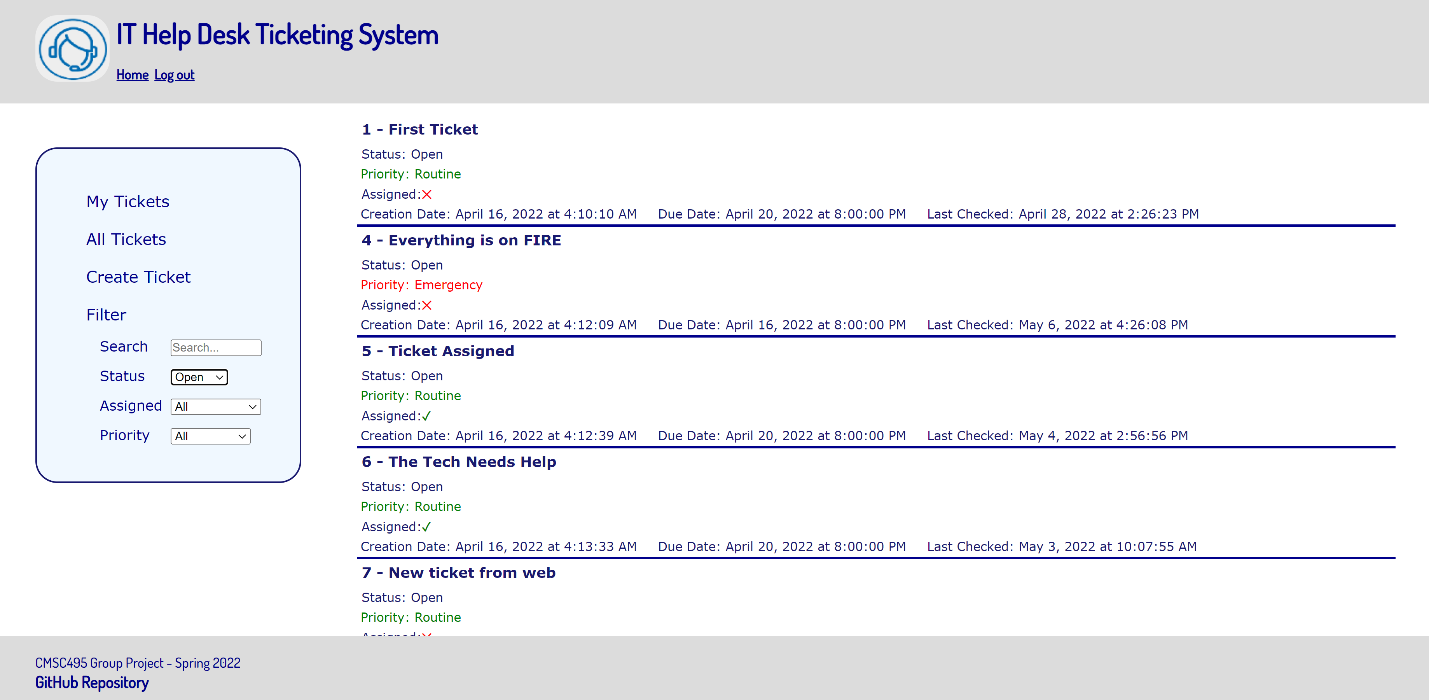
All tickets show for Tech:



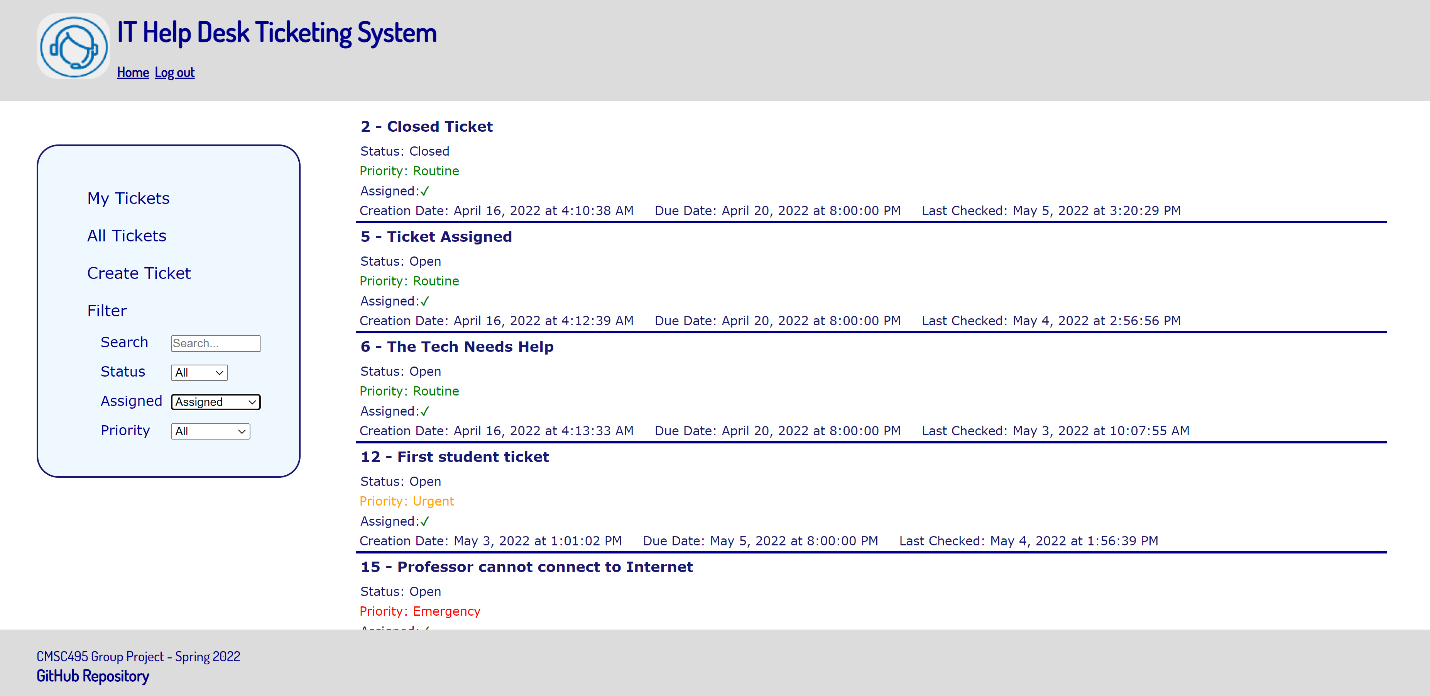
Only user tickets show for User:



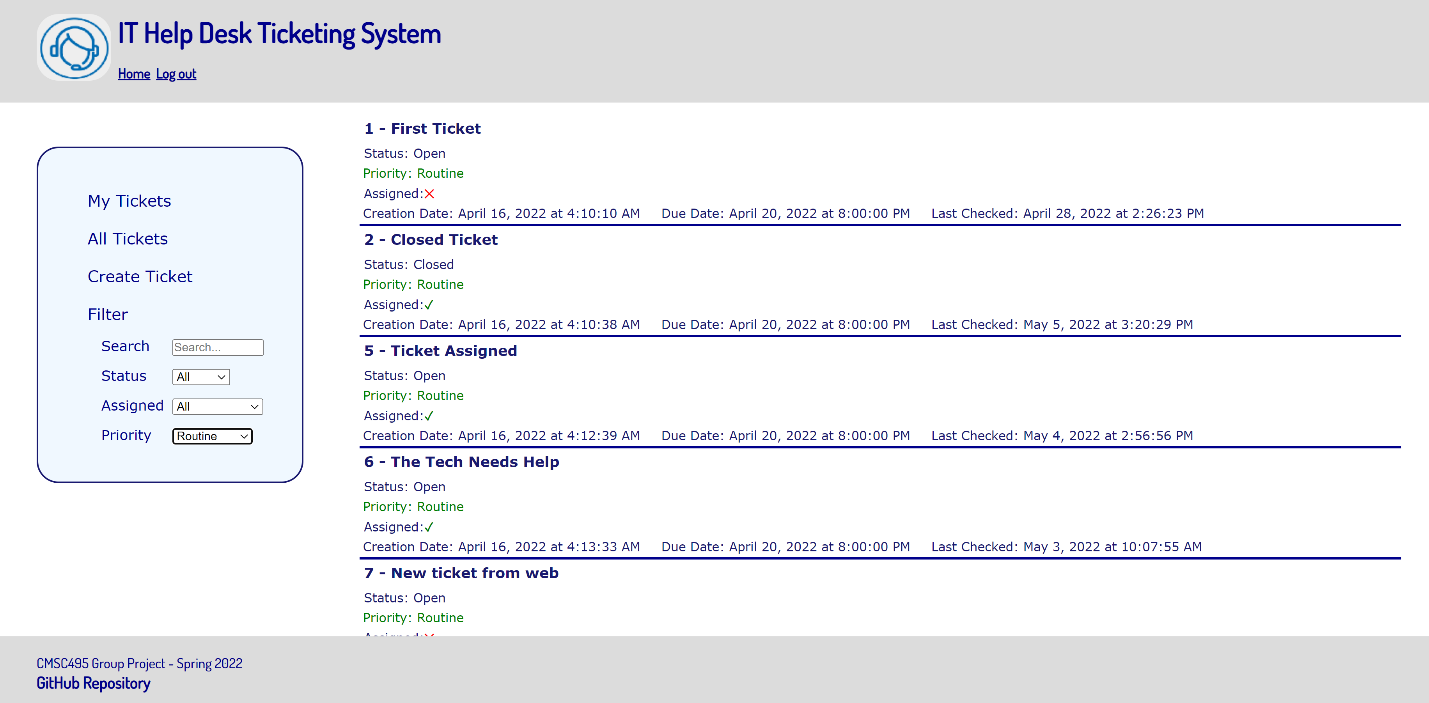
Status filter:



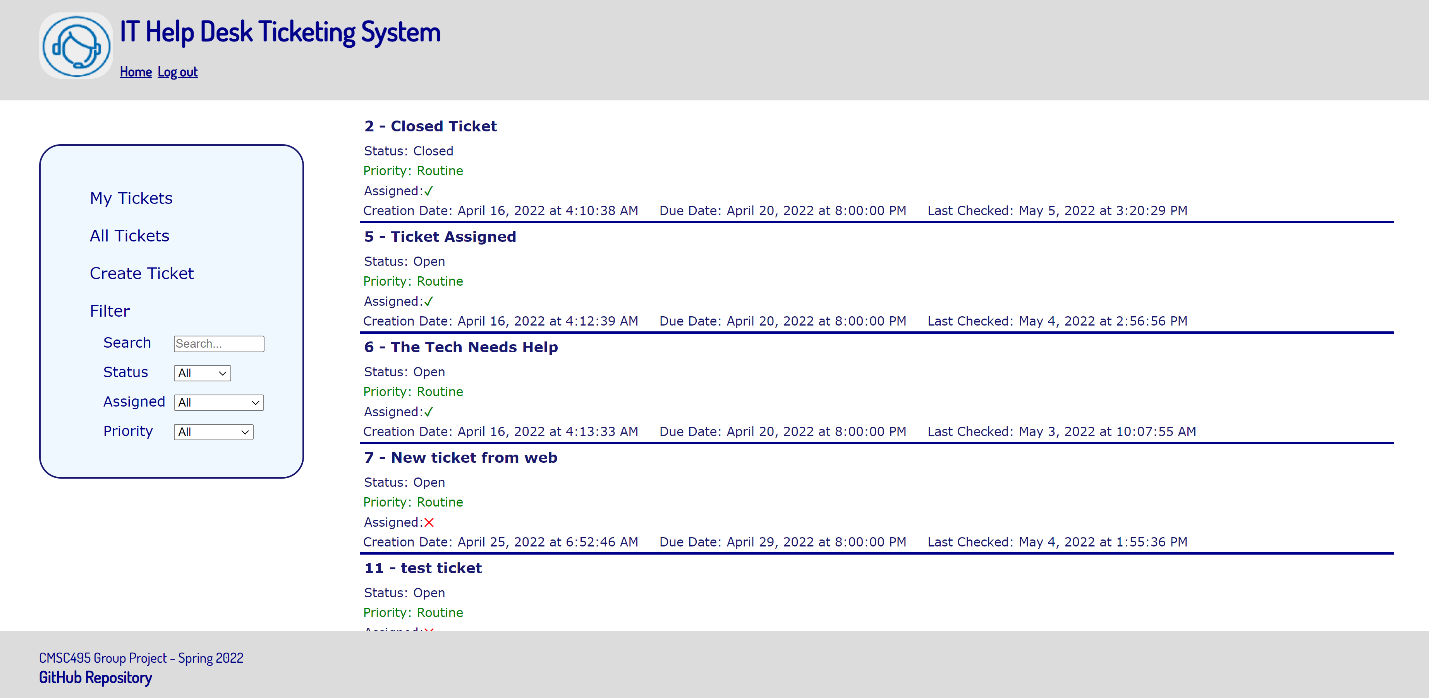
Assigned filter:



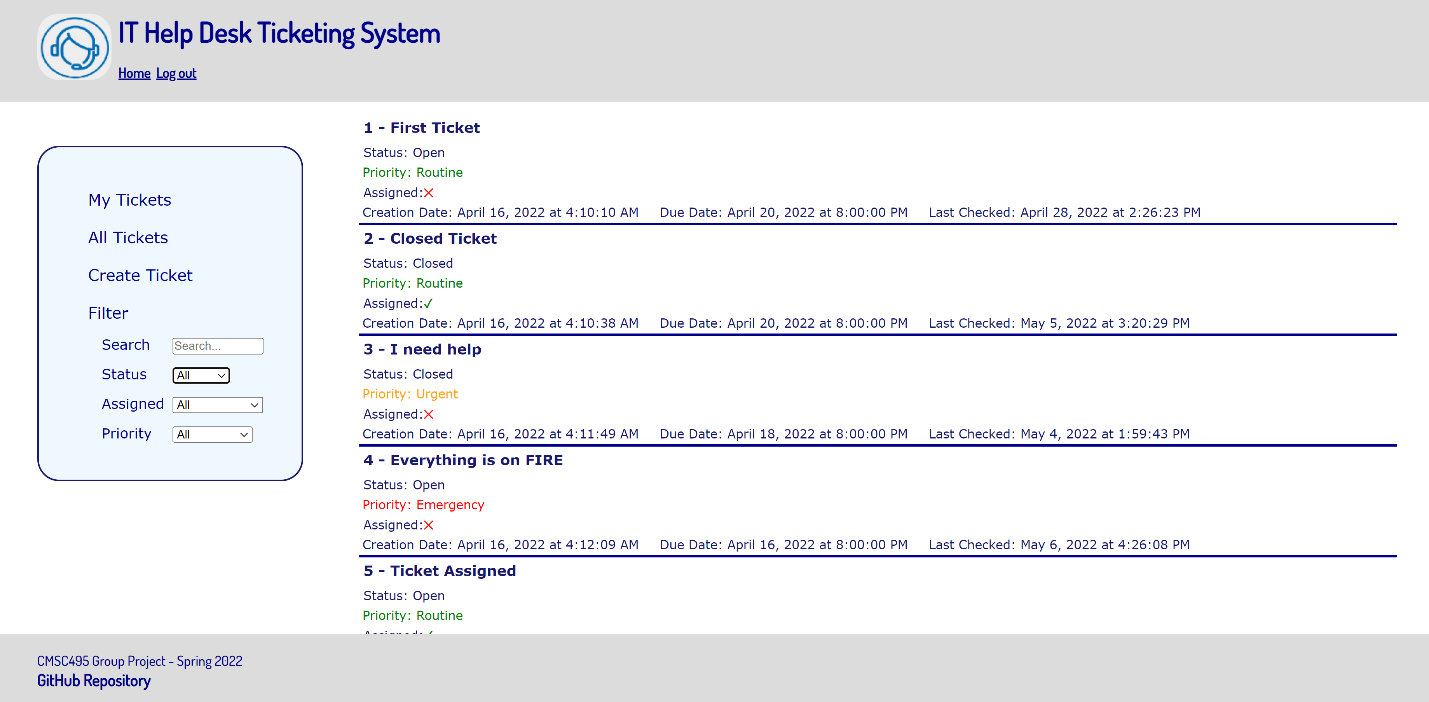
Priority filter:



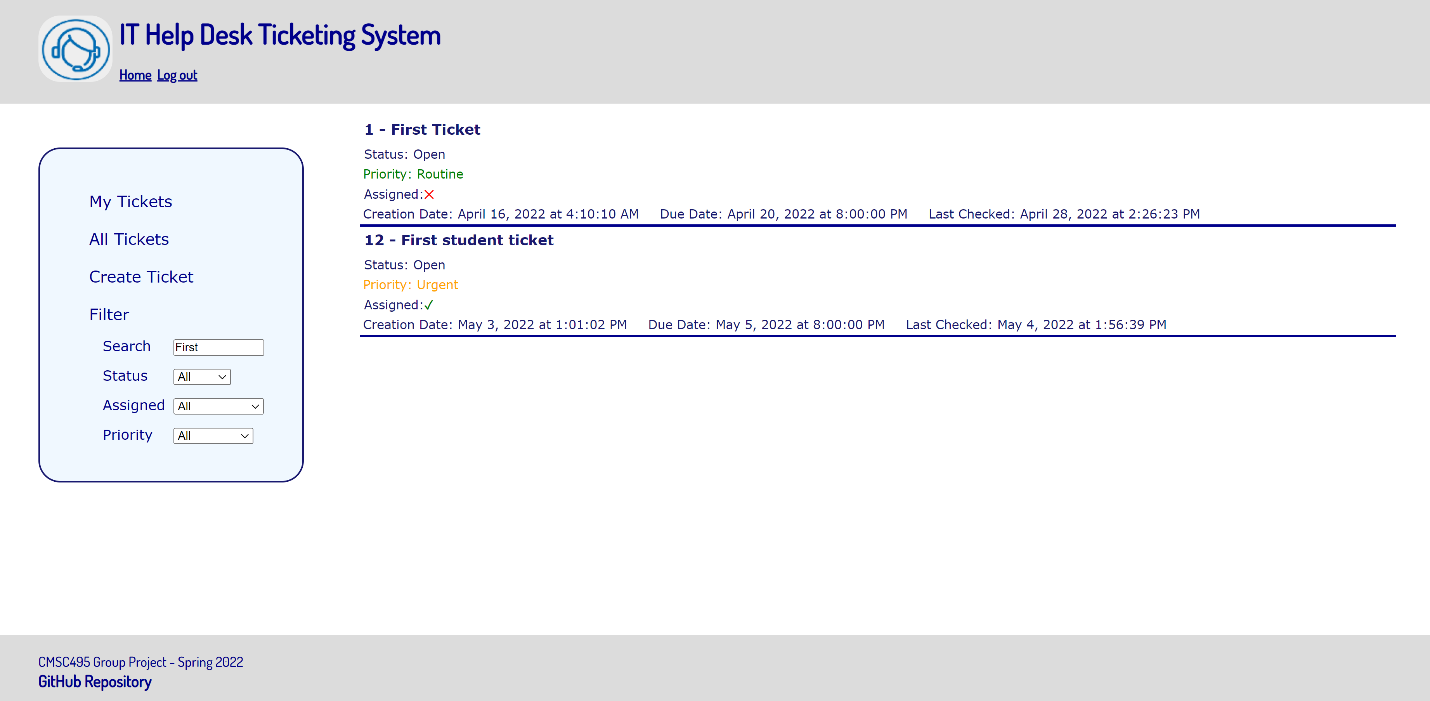
My Tickets functioning:



All tickets functioning:

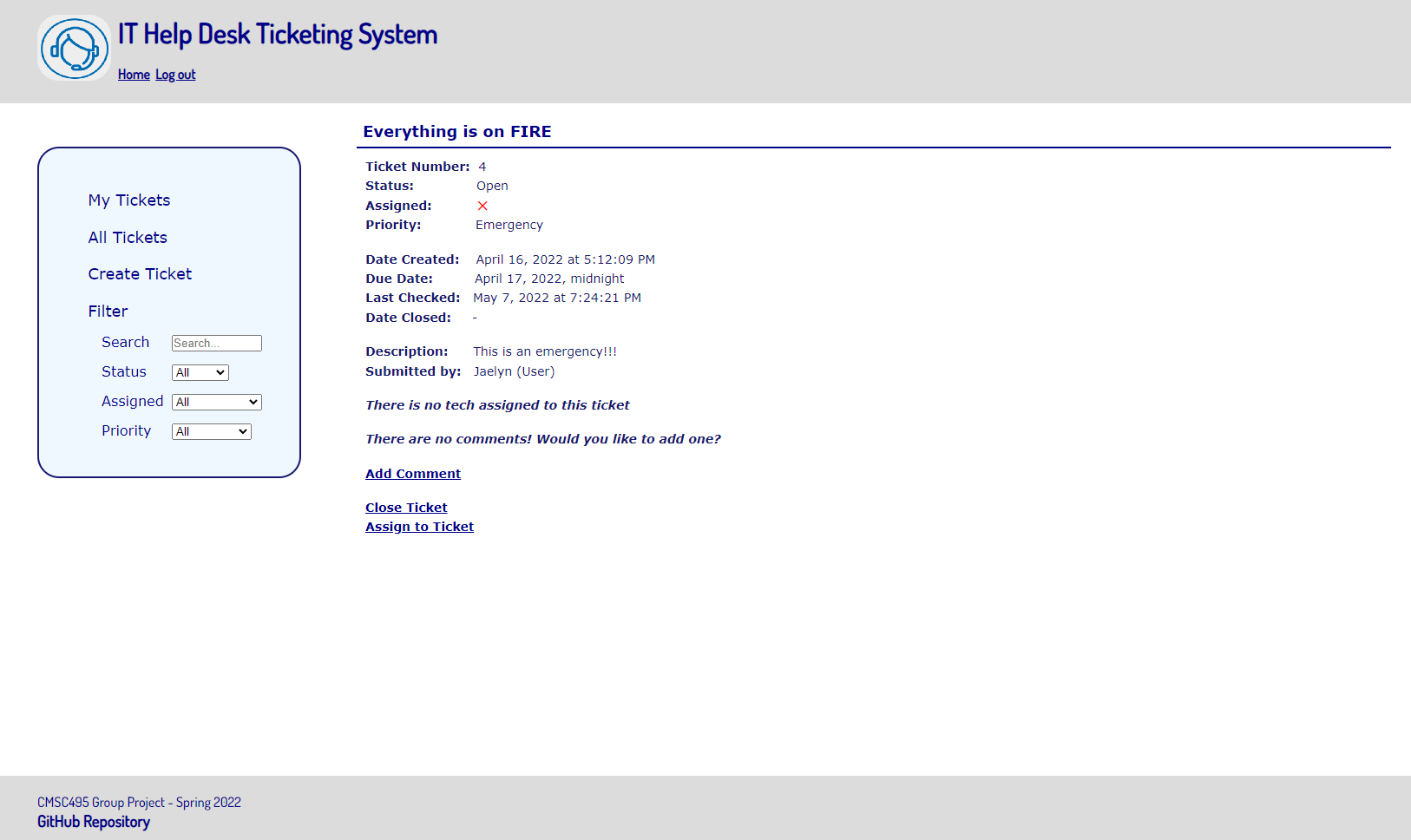


Search functioning:

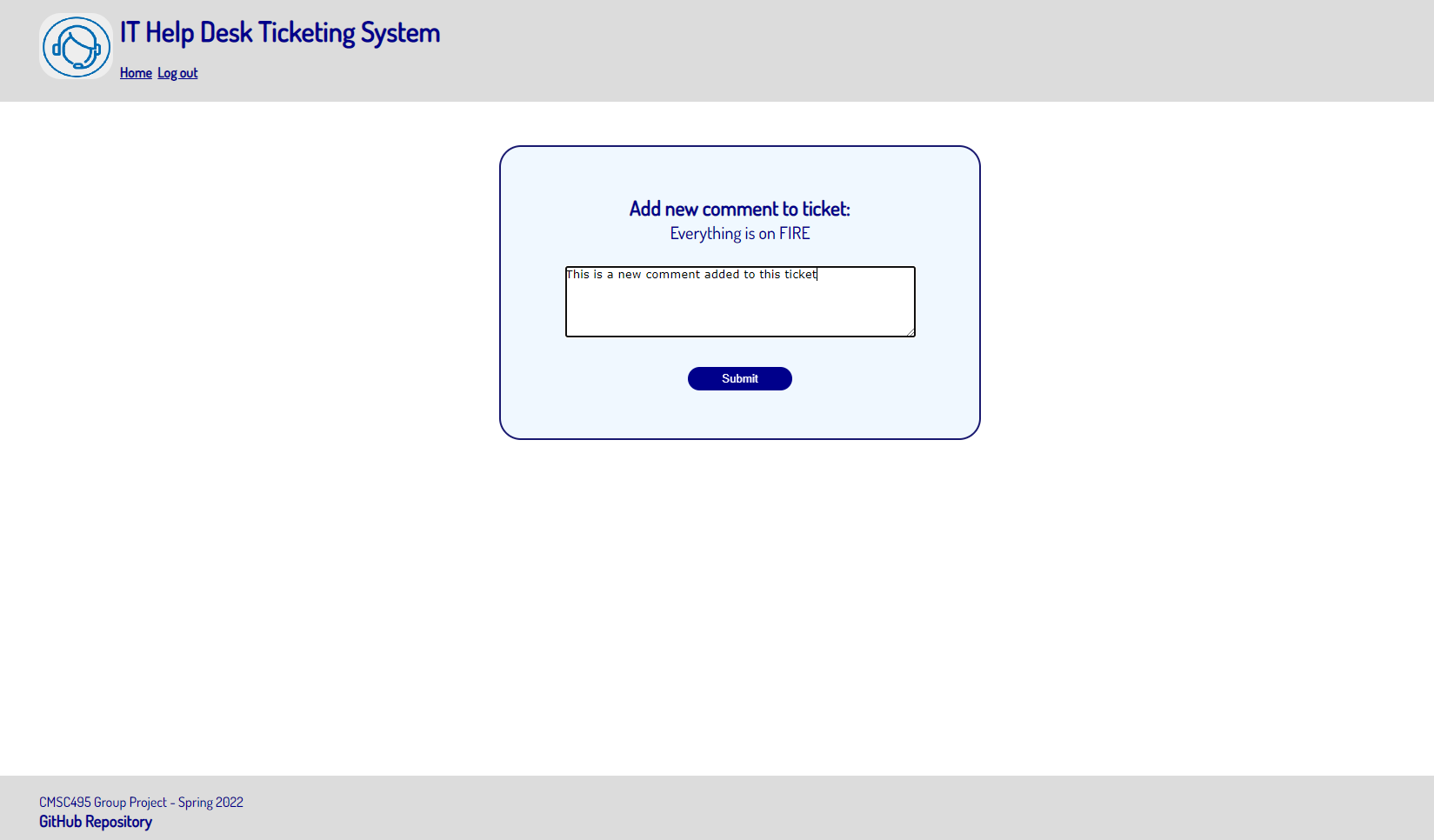


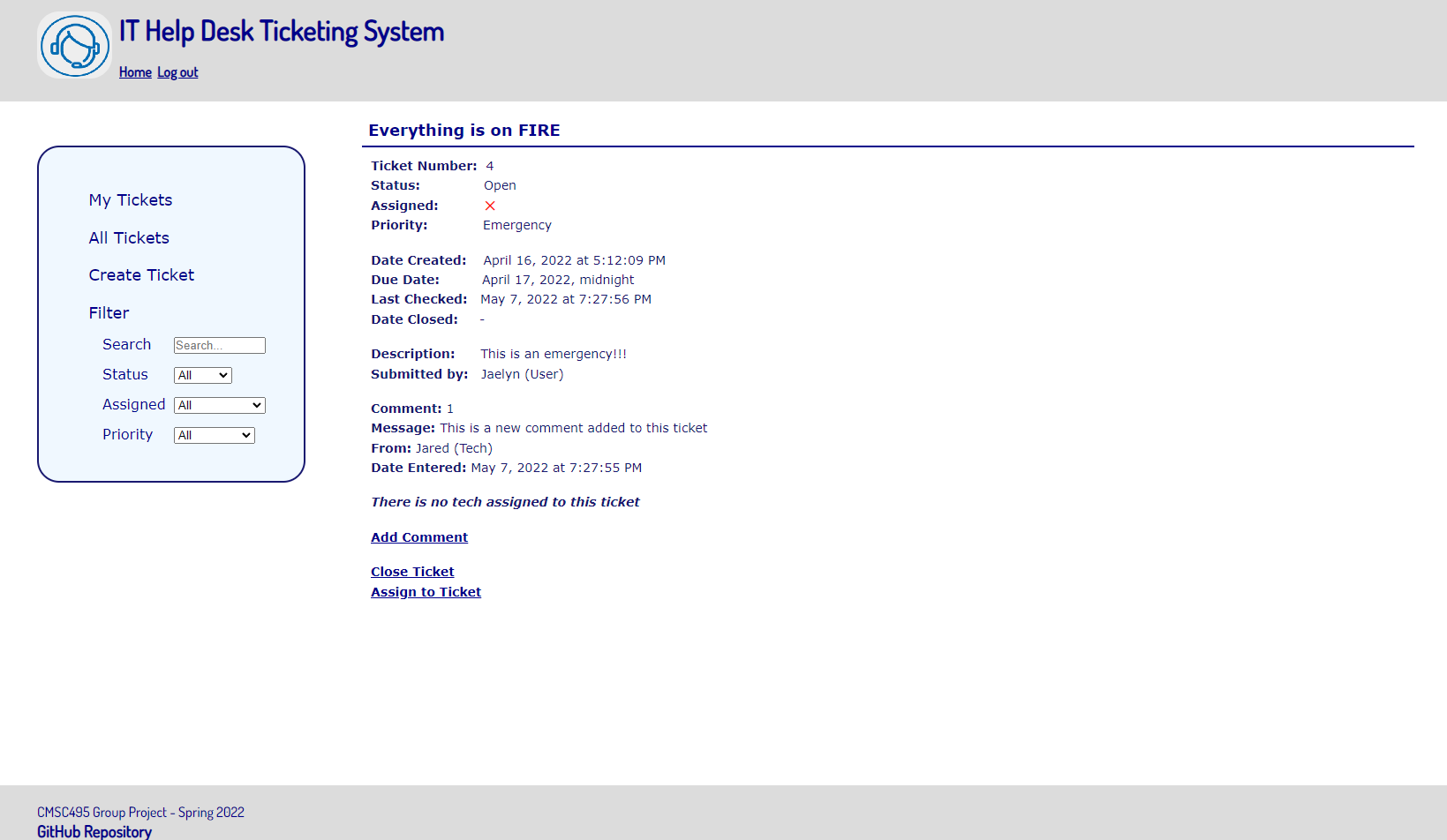
**Jared-**

Ticket information showing:

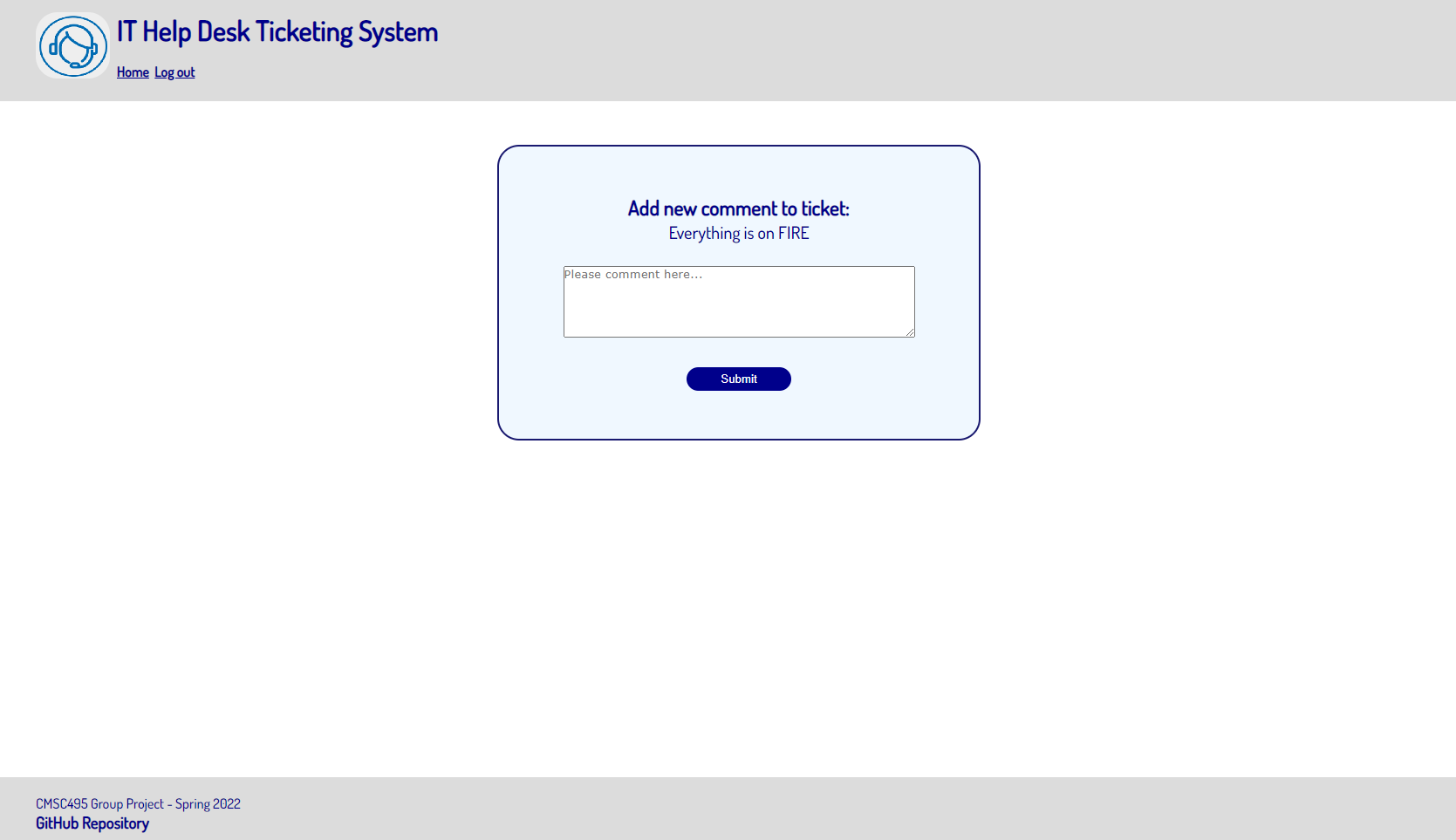


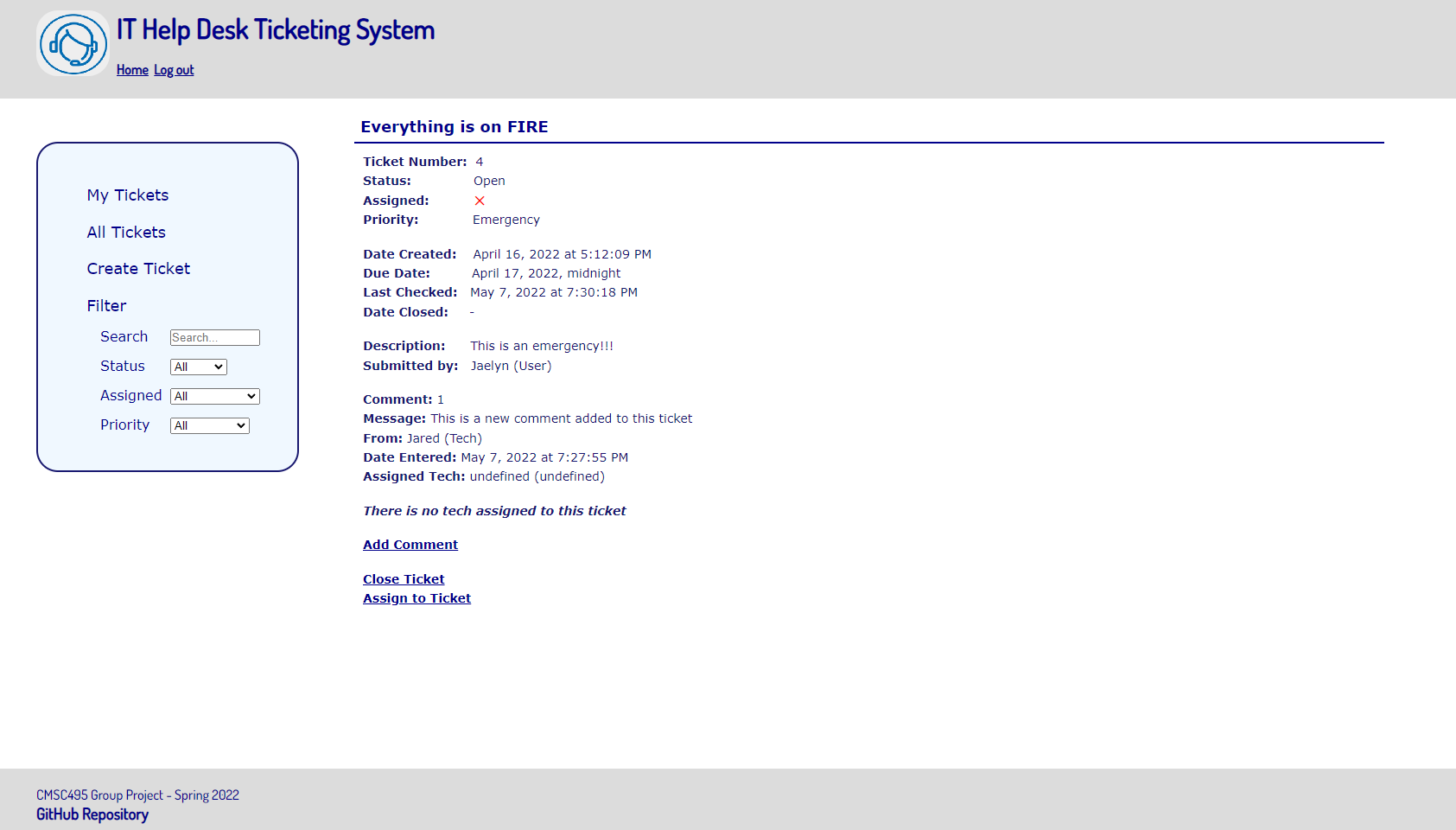
Add comment:



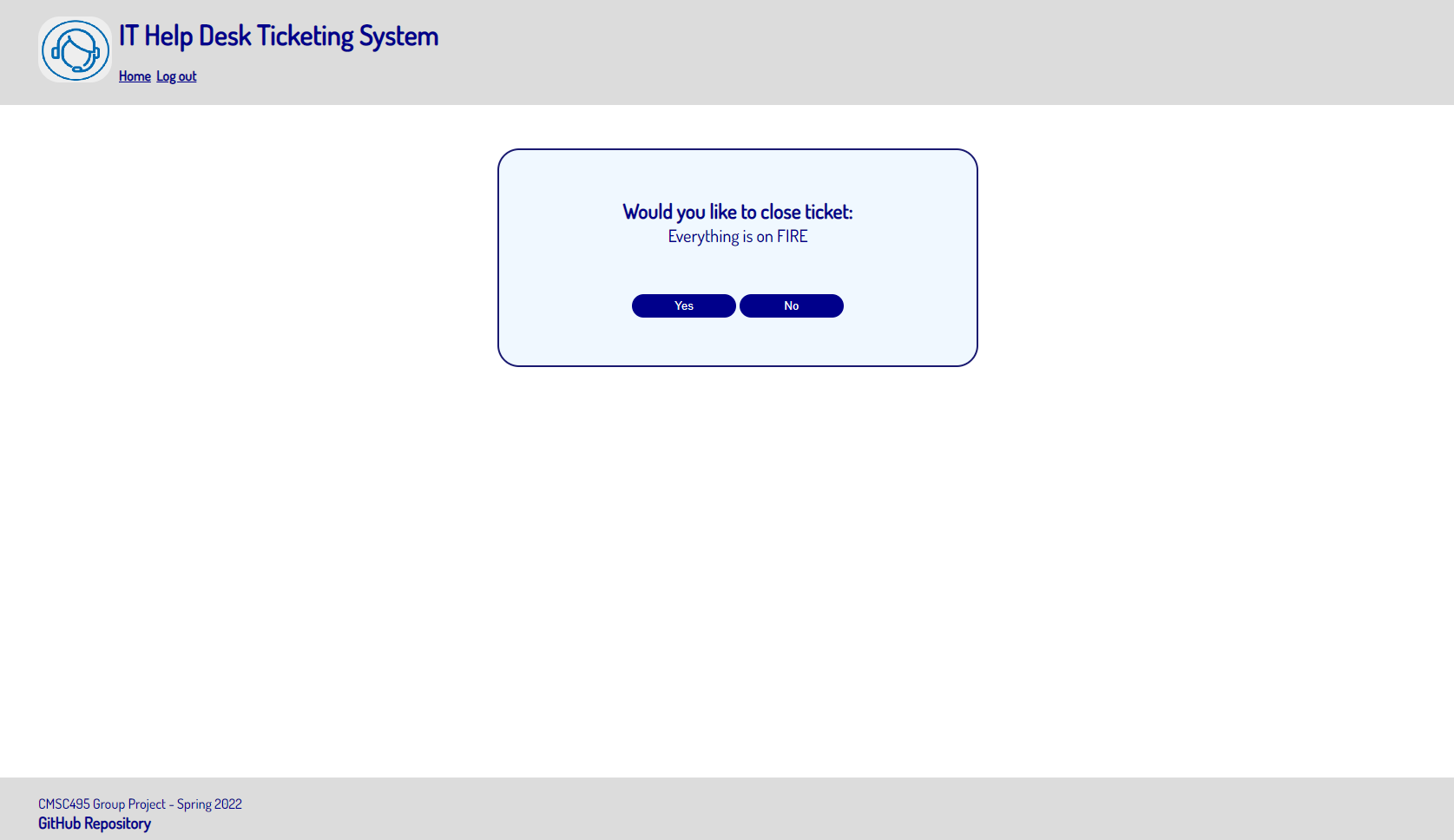


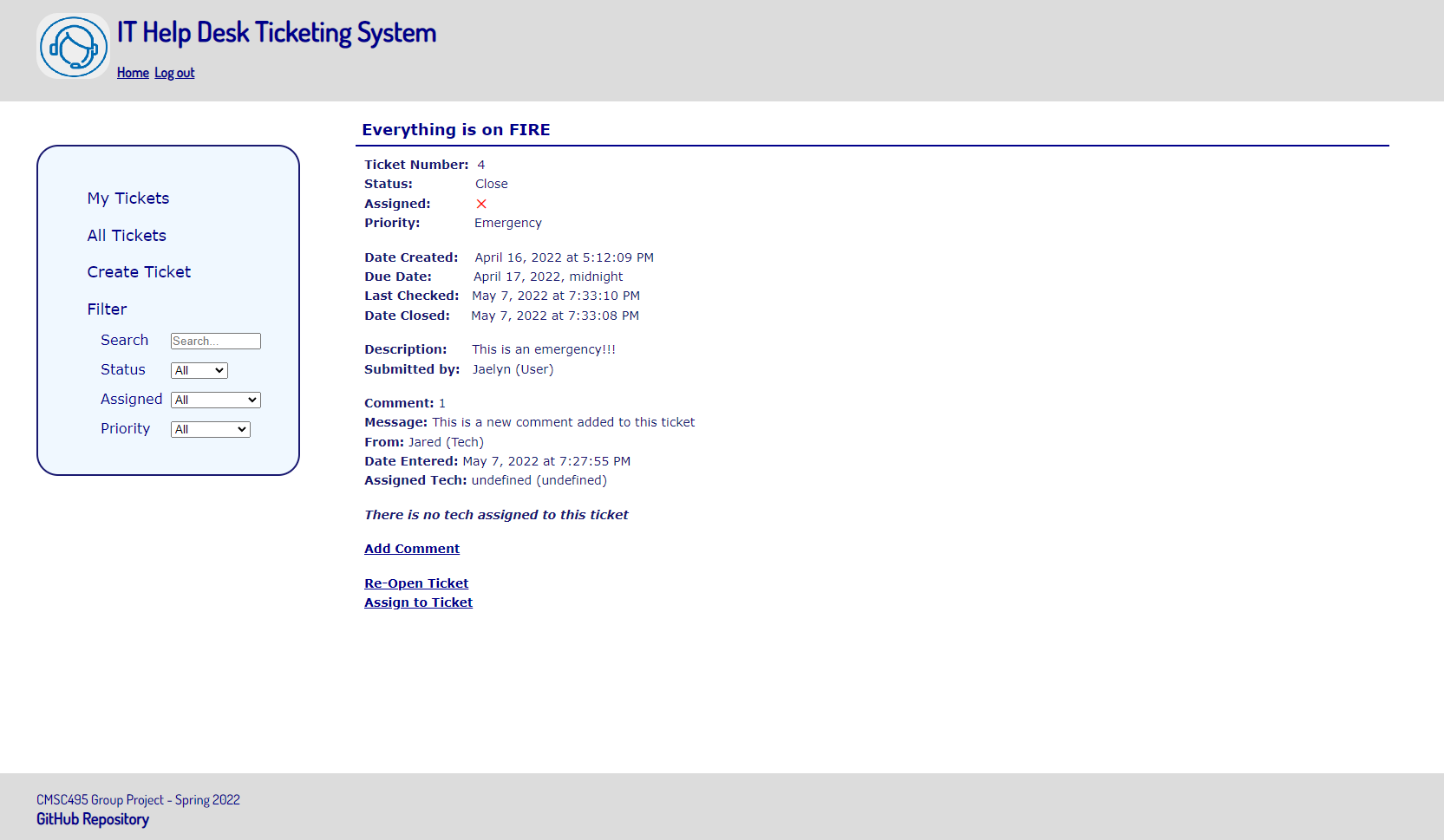
Invalid/Missing inputs on comment section:



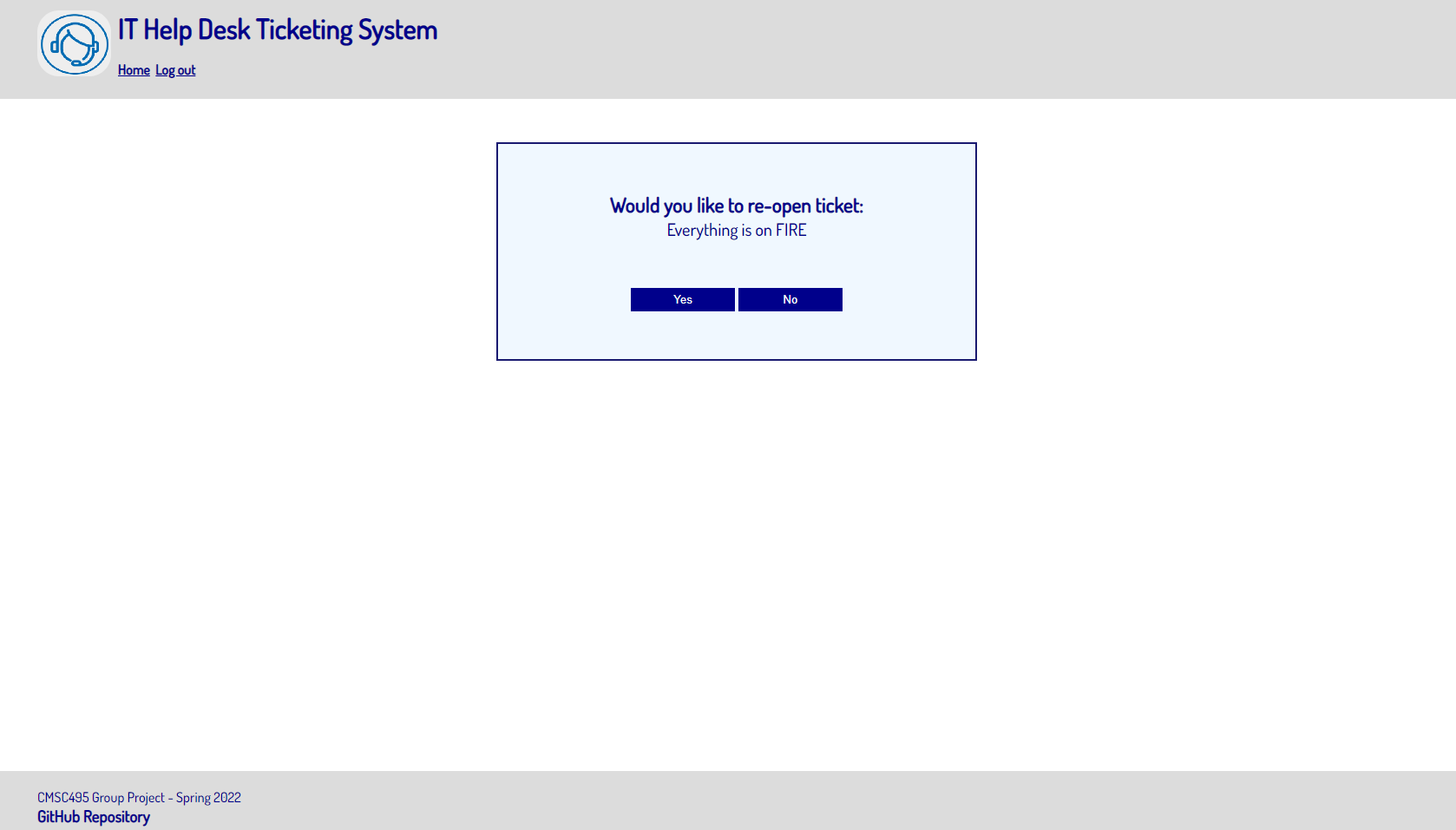


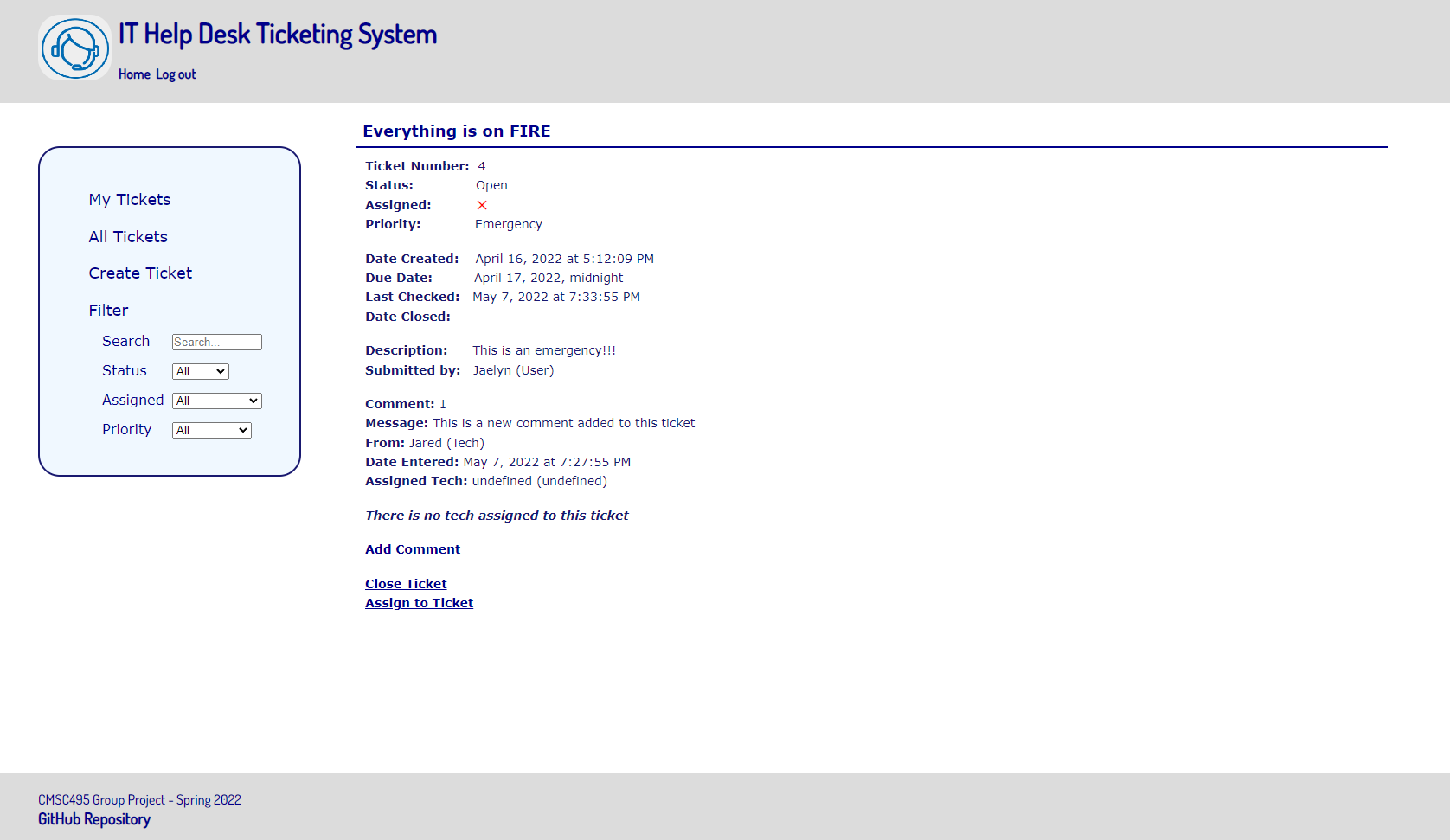
Closing ticket:





Re-opening ticket:





Assigning ticket:

