

Summary

Item	Description
Use Case ID:	5
Use Case Name:	Send a private message through your account
Description:	How to send private messages to a CHHS caseworker.
Actors:	Resource Parent, System
Triggers:	
Pre-Conditions:	1. Resource Parent is logged in, see use case log in to profile
Post-Conditions:	Main Flow: 1) System sends message to a case worker privately Alt Flow 1. System does not send a message
References	

Main Flow

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	Resource Parent navigates to a mailbox area	System redirects the Resource Parent to their messaging web page
2	Resource Parent navigates to the compose message area	System redirects the Resource Parent to a send new message web page
3	Resource Parent selects the dropdown box	System displays a list of case worker contacts
4	Resource Parent designates a case worker in which they would like to send a private message to	System displays the selected case worker in the "to:" area
5	Resource Parent completes the message prompt	5.1 If the Resource Parent sends their message, the System continues to step 4 5.2 Otherwise, the System does not continue to the next step.
6	Resource Parent navigates to the send message area	System sends message to the designated CHHS case worker privately
7	This completes the use case	
Alt Flow 1	From Step 5	
A1	If the Resource Parent navigates to the cancel message area	System does not send the message to the designated CHHS case worker
A2	This completes the Alt Flow	