# User Stories & Acceptance Criteria

## User Story 1: Sign Up

As a new user  
I want to create an account  
So that I can access the services provided by the application.

* Acceptance Criteria:
* Form Fields:  
   o The sign-up form should include fields for username, email, password, and confirm password.  
   o There should be an option to sign up using Gmail/G-Suite or a non-Gmail email address.  
   o Users must see the Terms & Conditions and Privacy Policy before signing up.
* Password Requirements:  
   o Password must be at least 8 characters and contain uppercase, lowercase, a number, and a special character.
* Unique Username and Email:  
   o The system should check uniqueness.  
   o If duplicate, error message should prompt login instead.
* Success Notification:  
   o Users should be redirected to a confirmation page and receive verification email (for non-Gmail signups).
* Error Handling:  
   o Appropriate error messages must be displayed.

## User Story 2: Login

As a registered user  
I want to log into my account  
So that I can access my personal dashboard and features.

* Acceptance Criteria:
* Form Fields:  
   o Email/username and password.
* Validation:  
   o Credentials validated against the database.  
   o If the email does not exist, prompt to sign up.
* Success Notification:  
   o Redirect to user dashboard.
* Error Handling:  
   o Show field-specific error messages.

## User Story 3: Route Customization

As a commuter  
I want to customize my ride route  
So that I can avoid unsafe or traffic-prone areas.

* Acceptance Criteria:
* Preference Setting:  
   o User can mark preferred and restricted zones.
* Routing Behavior:  
   o App prioritizes custom route unless ETA increases significantly.
* Error Handling:  
   o App should notify if preferred route isn’t available.

## User Story 4: Safety Info on Driver Profile

As a female rider  
I want to view driver safety ratings and reviews  
So that I can make safer ride choices.

* Acceptance Criteria:
* Safety Ratings:  
   o Safety tags visible on driver profile.
* Review Filters:  
   o Filter reviews by keywords like 'safe', 'respectful', etc.
* Error Handling:  
   o App notifies if driver rating data is missing.

## User Story 5: Loyalty Points System

As a frequent rider  
I want to earn and redeem loyalty points  
So that I can save on future rides.

* Acceptance Criteria:
* Point Accrual:  
   o Users earn fixed points per completed ride.
* Redemption:  
   o Points redeemable via promo section during payment.
* Success Notification:  
   o Notification upon points earned or redeemed.