

User Acceptance Testing (UAT) Template

Date	21-07-2024
Team ID	SWTID1720103759
Project Name	ResolveRadar – Online Complaint and Management System
Maximum Marks	

Project Overview:

Project Name: ResolveRadar – Online Complaint and Management System

Project Description: ResolveRadar is a comprehensive complaint management system designed to facilitate efficient and transparent handling of student and employee grievances within an educational institution. The platform allows users to submit, track, and resolve complaints through an integrated system.

Project Version: 1.0

Testing Period: 10-07-2024 to 21-07-2024

Testing Scope:

Features and Functionalities to be Tested:

- User Registration and Authentication
- Complaint Submission and Tracking
- Complaint Resolution Workflow
- User Profile Management
- Email Notifications for Complaint Updates

User Stories or Requirements to be Tested:

- As a student, I want to register and log in to the system.
- As a student, I want to submit a complaint.
- As a student, I want to track the status of my complaint.
- As an employee, I want to manage and resolve assigned complaints.
- As an admin, I want to manage and oversee complaint resolutions.

Testing Environment:

URL/Location: http://localhost:8000

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Student Registration	1. Navigate to Sign Up page 2. Fill in details 3. Submit	User should be registered and redirected to dashboard	User is registered and redirected to dashboard	Pass
TC-002	Student Login	1. Navigate to Login page 2. Enter credentials 3. Submit	User should be logged in and redirected to dashboard	User is logged in and redirected to dashboard	Pass
TC-003	Complaint Submission	1. Log in as student 2. Navigate to Complaint page 3. Submit complaint	Complaint should be created and visible in user's dashboard	Complaint is created and visible in user's dashboard	Pass
TC-004	Track Complaint Status	1. Log in as student 2. Navigate to My Complaints page	Complaint statuses should be displayed and updated in real-time	Complaint statuses are displayed and updated in real-time	Pass
TC-005	Verify email after registration	1. Register new student 2. Check email 3. Click verification link	Email verified, student can log in	Verification email not sent	Fail
TC-006	Use forgot password functionality	1. Navigate to Forgot Password page 2. Enter email 3. Submit	Reset password email sent	Reset password email not sent	Fail

TC-007	Employee Login	<ol style="list-style-type: none"> 1. Navigate to Login page 2. Enter credentials 3. Submit 	User should be logged in and redirected to dashboard	User is logged in and redirected to dashboard	Pass
TC-008	Update complaint status	<ol style="list-style-type: none"> 1. Log in as employee 2. Navigate to Complaints page 3. Update 	Complaint status updated successfully	Complaint status updated successfully	Pass
TC-009	Admin Login	<ol style="list-style-type: none"> 1. Navigate to Login page 2. Enter credentials 3. Submit 	User should be logged in and redirected to dashboard	User is logged in and redirected to dashboard	Pass
TC-010	Admin Manages Complaints	<ol style="list-style-type: none"> 1. Log in as admin 2. Navigate to Complaints page 3. Manage complaints 	Admin should be able to view all complaints, their statuses and manage them	Admin can view all complaints, their statuses and manage them	Pass
TC-011	Update Student Profile	<ol style="list-style-type: none"> 1. Log in as student 2. Navigate to Profile page 3. Update details 	Profile details should be updated successfully	Profile details are updated successfully	Pass
TC-012	Update Employee Profile	<ol style="list-style-type: none"> 1. Log in as employee 2. Navigate to Profile page 3. Update details 	Profile details should be updated successfully	Profile details are updated successfully	Pass
TC-013	Update Admin Profile	<ol style="list-style-type: none"> 1. Log in as admin 2. Navigate to Profile page 	Profile details should be updated successfully	Profile details are updated successfully	Pass

		3. Update details			
TC-014	Receive email notification when complaint is updated	1. Log in as student 2. Submit a new complaint 3. Employee updates complaint status	Student receives email notification with updated complaint status	Student does not receive email notification with updated complaint status	Fail

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Registration form not submitting	1. Open Sign-Up page 2. Fill details 3. Submit	High	Closed	-
BG-002	Email verification not working	1. Register new user 2. Check email inbox	Medium	In Progress	Verification email not sent
BG-003	Email notifications not sent	1. Submit complaint 2. Check email	Medium	In Progress	Verify email server configuration
BG-004	Complaint status not updating	1. Employee resolves complaint 2. Check student dashboard	High	Closed	-
BG-005	Profile update not saving	1. Navigate to Profile page 2. Update details 3. Save changes	Medium	Closed	-
BG-006	Incorrect password error not handled	1. Attempt login with incorrect password	High	Open	No error message displayed

BG-007	Forgot password functionality missing	1. Navigate to Forgot Password page 2. Enter email 3. Submit	High	In Progress	No email sent with reset link.
BG-008	Duplicate email addresses accepted	1. Register two users with the same email address	High	Closed	-

Sign-off:

Tester Name: Upasana L, Vasish Pareekshith S S

Date: 21-07-2024