**User Acceptance Testing (UAT) Template**

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| 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 | 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 | 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 | 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 | 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 | 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 | 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 | 1. Log in as admin  2. Navigate to Profile page  3. Update details | Profile details should be updated successfully | Profile details are updated successfully | Pass |
| 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:**

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| --- | --- | --- | --- | --- | --- |
| **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:**

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Date: 21-07-2024