As customer i want: when user forgot password he can restore it. For this i need button “forgot password?” requirements:

when user push button “forgot password?” appears a window with input field “Login ID” and “validate”.

* requirements for field “Login ID”:

1. Field size must be 1x5,5 cm

2. This field must receive only symbols which used Email addresses

3. If user fills it wrong, field should highlight red color and come out message about it.

4. There must be an inscription inside this field “Email address or member ID”

* requirements for field “validate”:

1. It must be slide box by size 1x8 cm

2. Inside this box must be written “Please slide to verify”

3. When user slide it should appear captcha by size 4x8 cm

4. Need simple captcha of four symbols which uses only letters

5. If user do this captcha wrong will appear message “Please try again”, if user do it right will appear message “verified”

If user do all right must appear red button submit

Then user will see two variant verification: verification by Email and verification by contact customer service.

* Verification by Email

A message will be sent to the user email with verification code which consists of six numbers after entering code and confirmed user can change password.

* Verification by contact

User will be prompted chat with contact customer service after then will be proposed change password.