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| Use Case # | **UC01** | |
| Use Case Name | Administrator adds User | |
| Scenario | User wants to become a Trustbuy member | |
| Triggering Event | User creates an account | |
| Brief Description | New user wants to log in and creates account by providing information to the System | |
| Actors | User and Administrator | |
| Related Use Cases |  | |
| Stakeholders | User | |
| Pre-conditions | 1. User must be a Conestoga student or faculty 2. User must comply with Trustbuy app rules and regulations for users 3. User must have a valid Conestoga email address for registration 4. User must provide all personal details like first and last name, address, postal code and phone number. | |
| Post-conditions | 1. User is added | |
| Flow of Events | **Actor** | **System** |
| 1.1User wants to create an account  1.2User adds all the required information fields  1.4User is send a verification email  1.5 User clicks on link  1.7 User logs in | 1.3 System saves user information  1.6 System allows user access  1.8 System displays posts |
| Exception  Conditions | 1. User does not have a Conestoga email id | 2. If all of the required fields are not filled System does not allow User to create account |

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| Use Case # | **UC02** | |
| Use Case Name | User logs in | |
| Scenario | User signing into his account | |
| Triggering Event | Logging into personal account | |
| Brief Description | User account is authenticated by logging in so user can browse, buy or sell an item or post/update an ad for item to sell or find a student rental, respond to messages, accept/reject a connection request, leave feedback, block a user, flag/unflag an ad, add/remove from watchlist as well as update account details. | |
| Actors | User | |
| Related Use Cases | UC03,UC04,UC05,UC06,UC07,UCO8,UCO9,UC10,UC11,UC13,UC14,  UC15,UC16,UC17,UC18,UC19,UC20,UC21,UC22,UC23 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. User must have an account created | |
| Post-conditions | 1. User is logged in | |
| Flow of Events | **Actor** | **System** |
| 1. User enters username and password  1.3 User can perform various user activities | 1.2 System authenticates user |
| Exception  Conditions | 1. Username or password is entered incorrectly | 2. System denies access if administrator has removed user |

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| Use Case # | **UC03** | |
| Use Case Name | User views Ad from feed | |
| Scenario | User browses ads on homepage and selects ad to view | |
| Triggering Event | Clicks on view for particular ad | |
| Brief Description | User is viewing all the ads in his feed and wants to view one ad | |
| Actors | User | |
| Related Use Cases | UC08,UC09 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. User is viewing feed on homepage | |
| Post-conditions | 1. User is viewing the ad | |
| Flow of Events | **Actor** | **System** |
| 1.2User clicks on one ad from his feed  1.4 User viewing ad | 1.1 System populates the feed dynamically  1.3System retrieves ad |
| Exception  Conditions | 1. User does not have any friend connections 2. User has failed to flag an ad 3. User has failed to put an item on watchlist | 4.System fails to authenticate log in |

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| Use Case # | **UC04** | |
| Use Case Name | Buyer messages seller | |
| Scenario | Buyer is replying to seller ad | |
| Triggering Event | Send a message | |
| Brief Description | Buyer messages the seller whose ad buyer has viewed | |
| Actors | User | |
| Related Use Cases | UC02,UC05 | |
| Stakeholders | User | |
| Pre-conditions | 1. Buyer has to log in | |
| Post-conditions | 1. Buyer can now message the seller | |
| Flow of Events | **Actor** | **System** |
| 1.1Buyer views automatically populated feed  1.3 Buyer navigates to ad he wants to view  1.4Buyer clicks on write message to seller  1.5 Buyer sends message to seller | 1.6 System processes the message  1.7Message is sent to seller |
| Exception  Conditions | 1. Buyer forgets password | 3.User(buyer/seller) who is not registered with the system cannot receive or send messages |

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| Use Case # | **UC05** | |
| Use Case Name | Seller Views Messages | |
| Scenario | Seller is checking the messages in his Inbox | |
| Triggering Event | View Inbox | |
| Brief Description | Seller is checking responses or responding to messages from other buyers | |
| Actors | User | |
| Related Use Cases | UC02,UCO4 | |
| Stakeholders | User | |
| Pre-conditions | 1. Seller has to log in to view messages | |
| Post-conditions | 1. Seller can now respond to all messages in inbox | |
| Flow of Events | **Actor** | **System** |
| 1.1Seller navigates to Inbox  1.3Seller views messages | 1.2 System allows seller to view messages in inbox |
| Exception  Conditions | 1.Seller forgets password | 3.User(buyer/seller) who is not registered with the system cannot receive or send messages |

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| Use Case # | **UC06** | |
| Use Case Name | Buyer leaves feedback and rating | |
| Scenario | Buyer leaves a feedback and rating for a product and its seller | |
| Triggering Event | Enter feedback | |
| Brief Description | The buyer leaves a feedback and rating for the seller stating if the product met all the criteria regrading it that was posted in the ad and if the buyer is satisfied with the services of the seller as promised in the ad | |
| Actors | User | |
| Related Use Cases | UC02,UC17 | |
| Stakeholders | User | |
| Pre-conditions | 1. Buyer can leave feedback for only sellers who have sold to buyer | |
| Post-conditions | 1. Buyer rates and writes a feedback for the seller | |
| Flow of Events | **Actor** | **System** |
| 1.1Buyer clicks on feedback section of the ad  1.2 Buyer writes feedback  1.4 Seller receives feedback | 1.3System sends the feedback screen |
| Exception  Conditions | 1.Buyer has not received or viewed the product in person  2.User(buyer/seller) is not registered with system |  |

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| Use Case # | **UC07** | |
| Use Case Name | Buyer adds to watchlist | |
| Scenario | Buyer adds product to watchlist | |
| Triggering Event | Add to watchlist | |
| Brief Description | Buyer browses the ads listed. Buyer puts an ad he likes on watchlist | |
| Actors | User | |
| Related Use Cases | UC14,UC03,UC16 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Buyer must log in 2. Buyer can only add to watchlist only active ads | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1.1Buyer views an ad  1.2Buyer adds it to watchlist  1.4 Item added to watchlist | 1.3System processes the request |
| Exception  Conditions | 1. If the ad has expired user cannot add to watchlist |  |

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| Use Case # | **UC08** | |
| Use Case Name | Buyer sends friend request | |
| Scenario | Buyer wants to connect with another user in the Conestoga community Trustbuy app | |
| Triggering Event | Sends Connection request | |
| Brief Description | Buyer can view additional posts on his feed through connecting with other users in the community. | |
| Actors | User | |
| Related Use Cases | UC02,UCO9.UC10 | |
| Stakeholders | User | |
| Pre-conditions | 1. Buyer needs to log in to send friend request | |
| Post-conditions | 1. Buyer can send many friend requests | |
| Flow of Events | **Actor** | **System** |
| 1.1 Buyer views profile of user he would like to send a connection request to  1.2Buyer sends friend request to another user | 1.3 System processes the request  1.4Friend request send |
| Exception  Conditions | 1.Buyer forgets password | 3. Person is not in the community list |

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| Use Case # | **UC09** | |
| Use Case Name | User(Buyer/Seller) rejects friend request | |
| Scenario | User does not want to connect with another user in the Conestoga community Trustbuy app | |
| Triggering Event | Reject Connection request | |
| Brief Description | User can view additional posts on his feed through connecting with other users in the community. By rejecting a friend request a user will not have access to view on his/her feed the other user’s posts. | |
| Actors | User | |
| Related Use Cases | UC02,UCO9.UC10 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. User can accept or reject friend requests | |
| Post-conditions | 1. User rejects connection requests from other users | |
| Flow of Events | **Actor** | **System** |
| 1.1User clicks on friend tab in homepage  1.2User views friend requests  1.3User rejects friend request of another user | 1.4 System processes the request  1.5 Reject connection request is generated |
| Exception  Conditions | 1.User forgets password | 2.User accidentally accepts the connection request |

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| Use Case # | **UC10** | |
| Use Case Name | User(Buyer/Seller) accepts friend request | |
| Scenario | User wants to connect with another user in the Conestoga community Trustbuy app | |
| Triggering Event | Accept Connection request | |
| Brief Description | User can view additional posts on his feed through connecting with other users in the community. By accepting a friend request the user will have permission to view on his/her feed the other user’s posts and be added to sellers friendlist | |
| Actors | User | |
| Related Use Cases | UC02,UCO9.UC08 | |
| Stakeholders | User | |
| Pre-conditions | 1. Seller needs to log in to view and accept friend request | |
| Post-conditions | 1. Seller can accept friend requests from other users | |
| Flow of Events | **Actor** | **System** |
| 1.1Buyer navigates to feed  1.2Buyer views friend requests  1.3Buyer accepts friend request of another user | 1.4 System processes the request  1.5 Accept friend request is generated |
| Exception  Conditions | 1.User forgets password | 3.User accidentally rejects the connection request |

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| Use Case # | **UC11** | |
| Use Case Name | Seller creates Ad | |
| Scenario | Seller wants to sell/rent a product/space | |
| Triggering Event | Create an Ad | |
| Brief Description | Seller wants to post an ad for his product with all its details on the site so other users can view and buy the product. | |
| Actors | User | |
| Related Use Cases | UC02,UC18,UC20,UC21 | |
| Stakeholders | User | |
| Pre-conditions | 1. Seller must be registered with valid username and password to be able to sell/buy a product | |
| Post-conditions | 1. Seller can create multiple ads for products to sell | |
| Flow of Events | **Actor** | **System** |
| 1.1Seller navigates to create ad section on the page  1.2 Seller enters product description and other details  1.3 Seller clicks on post ad  1.5 Ad is created | 1.4System processes the ad |
| Exception  Conditions | 1.Product details are improperly entered  2.Seller can’t log in |  |

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| Use Case # | **UC12** | |
| Use Case Name | Visitor changes language | |
| Scenario | Visitor can view the site in English and French | |
| Triggering Event | Change language | |
| Brief Description | For ease of use amongst bilingual students/faculty, there is the option for the user to choose between English or French. | |
| Actors | User | |
| Related Use Cases |  | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. User or visitor can both browse through posted ads in the language they select | |
| Post-conditions | 1. User needs to log in to sell/buy product but can continue viewing site in language selected | |
| Flow of Events | **Actor** | **System** |
| 1.1Visitor browses through categories for product to purchase  1.2 Visitor changes language from English to French  1.4Visitor views the site in French | 1.3System updates language |
| Exception  Conditions | 1. Seller can create and update ad only in English | 2. System may not translate accurately enough |

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| Use Case # | **UC13** | |
| Use Case Name | User updates account | |
| Scenario | The system requires the user to update their details every few years | |
| Triggering Event | Update account | |
| Brief Description | If some information provided by the user earlier when creating account has changed, user can update those details in their account after logging in. These details may include change in name, address, postal code or phone number | |
| Actors | User | |
| Related Use Cases | UC01,UC02 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. User must have a valid username and password 2. User must change all the details and fill all the required fields | |
| Post-conditions | 1. Verification for a second time is not required unless the email address becomes inactive | |
| Flow of Events | **Actor** | **System** |
| 1.1User logs in  1.2User goes to update contact details  1.4User re-enters name, address, postal code, password and phone number details  1.6User account is updated | 1.2System authenticates the user  1.5System verifies the changes made |
| Exception  Conditions | 1.User cannot update email address to an address other than Conestogas | 2.System will not verify account update if address or other details are non-existent |

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| Use Case # | **UC14** | |
| Use Case Name | Search for ad | |
| Scenario | User performs a (filtered) search for an ad | |
| Triggering Event | Click search button from search page | |
| Brief Description | An existing user or visitor looking to buy a product or find rental space can browse through the new ads posted everyday as well as browse using keywords in the search field | |
| Actors | Visitor, User | |
| Related Use Cases | UC01,UC02,UC04 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Buyer/Visitor can only browse for student essentials and related products. | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1.1Buyer/Visitor browses through categories  1.2Buyer/Visitor navigates to search field  1.3Buyer/Visitor types in keywords | 1.4 System processes the search keywords  1.5 Products searched by using keywords displayed |
| Exception  Conditions | 1.User did not find product searched |  |

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| Use Case # | **UC15** | |
| Use Case Name | Seller removes Ad | |
| Scenario | Seller wants to remove an ad from the site | |
| Triggering Event | Remove ad | |
| Brief Description | The seller wants to remove an ad after the product in the ad has been sold. The ad could also be a rental accommodation space that has been filled. | |
| Actors | User | |
| Related Use Cases | UC02,UC11,UC18,UC20 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Seller can remove only his/her posted ads | |
| Post-conditions | 1. Seller cannot repost an ad for a product that has already been sold | |
| Flow of Events | **Actor** | **System** |
| 1.1 Seller navigates to account summary page  1.2Seller scrolls down the page to view ads posted  1.3Seller proceeds to remove ad for things that have been sold  1.5 Ad is removed | 1.4System processes the request to remove ad |
| Exception  Conditions | 1.If user fails to remove ad, after a period of time, the expired ad gets deleted by the system  2.Seller can’t sign in |  |

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| Use Case # | **UC16** | |
| Use Case Name | Buyer removes watchlist alert | |
| Scenario | Buyer has purchased the product or not interested in receiving alerts for an ad | |
| Triggering Event | Remove watchlist alert | |
| Brief Description | The user has invested wisely in a product using watchlist alert and would not like to receive any more alerts for the same product. | |
| Actors | User | |
| Related Use Cases | UC02,UC07 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Buyer has to log in | |
| Post-conditions | 1. The buyer will not receive anymore alerts from the system | |
| Flow of Events | **Actor** | **System** |
| 1.1Buyer wants to stop receiving alerts for an ad on watchlist  1.2Bueyr navigates to ads he has on watchlist  1.3Buyer removes watchlist alert on items not required anymore | 1.4system processes the request  1.5 Watchlist alert removed |
| Exception  Conditions | 1.Buyer has removed the wrong products from the watchlist | 2. System continues to send alerts for wrong products |

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| Use Case # | **UC17** | |
| Use Case Name | Administrator blocks user | |
| Scenario | A user is blocked because they are no longer part of the Conestoga community | |
| Triggering Event | Block User | |
| Brief Description | A user is removed by the administrator for various reasons like for instance if their Conestoga email address is inactive and messages send bounce back or if their ads have been flagged by other users many times, the admin can make the choice to remove the user for being complacent with the site rules and regulations | |
| Actors | User, Administrator and system | |
| Related Use Cases | UC02,UC22 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Administrator can remove user if complaint received 2. Administrator can remove user if their email address has been inactive | |
| Post-conditions | 1. User details are recorded by system 2. User cannot create another account with same details | |
| Flow of Events | 1. **Actor** | |
| Flow of Events  Exception  Conditions | 1.1Administrator views user complaint  1.2Administrator investigates complaint  1.3Administrator clicks on block user  1.5 User is blocked | **System**  1.4System processes the request |
| 1. If the user’s product have not been flagged enough number of times, the user will not be removed |  |
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| Use Case # | **UC18** | |
| Use Case Name | Administrator removes Ad | |
| Scenario | Flagged ads are removed | |
| Triggering Event | Remove Ad | |
| Brief Description | Administrator can remove an ad that has been flagged by other users many number of times as well expired ads that have not been removed by the user | |
| Actors | Administrator | |
| Related Use Cases | UC02,UC21,UC22 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Administrator has to log in 2. Administrator can remove an ad that has been flagged many times | |
| Post-conditions | 1. User needs to contact the administrator to repost same ad | |
| Flow of Events | **Actor** | **System** |
| 1.1Administartor logs in  1.3Administrator checks ads that have been flagged or expired  1.4Administrator removes Ad  1.6 Ad is removed | 1.2System authenticates administrator  1.5System processes the request |
| Exception  Conditions | 1. If ad gets renewed by User 2. User removes flagged ad |  |

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| Use Case # | **UC19** | |
| Use Case Name | Seller blocks Buyer | |
| Scenario | Seller is not interested in a buyer sending messages to him | |
| Triggering Event | Block User | |
| Brief Description | A user can block another user if they do not want to receive any more messages from the blocked user. | |
| Actors | User | |
| Related Use Cases | UC02,UC08 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. A seller can block whoever they choose | |
| Post-conditions | 1. The seller will no longer receive emails or any correspondence from the blocked user | |
| Flow of Events | **Actor** | **System** |
| 1.1Seller searches for user he would like to block  1.2Seller clicks on the option block user  1.4 User blocked | 1.3System processes the request |
| Exception  Conditions | 1.Seller forgets password  2.System has already removed the user |  |

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| Use Case # | **UC20** | |
| Use Case Name | Seller updates Ad | |
| Scenario | Seller updates previously posted Ad | |
| Triggering Event | Update Ad | |
| Brief Description | Seller wants to add more details or change details regarding the product he is selling | |
| Actors | User | |
| Related Use Cases | UC02,UC03,UC11,UC15 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Seller can update an Ad that the he/she has previously created | |
| Post-conditions | 1. Seller can update an Ad multiple times 2. Seller can proceed to create, remove or update another Ad | |
| Flow of Events | **Actor** | **System** |
| 1.1Seller navigates to account summary  1.2Seller views all created ads  1.3Seller clicks on update for an ad  1.4 Seller updates the ad with new information and details  1.5 Seller clicks on submit  1.7Ad is updated | 1.6System processes the changes |
| Exception  Conditions | 1.Ad has expired and removed by system before seller can update  2.Seller forgets password | 3. System does not process the changes if product details have been incorrectly entered |

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| Use Case # | **UC21** | |
| Use Case Name | System maintains Posts | |
| Scenario | System updates posts regularly | |
| Triggering Event | Delete Expired Ad | |
| Brief Description | System checks and updates posted Ads regularly. System deletes posts that have expired after a month | |
| Actors | System and administrator | |
| Related Use Cases |  | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. System can delete expired ads without User permission | |
| Post-conditions | 1. User can create a new Ad for the system deleted Ad | |
| Flow of Events | **Actor** | **System** |
| * 1. Administrator sends an email notification to User to repost   2. User does not repost | 1.1System checks and updates itself everyday  1.2 Expired Ad alert sent to administrator  1.5System deletes Ad  1.6System maintenance finished |
| Exception  Conditions | 1.If user reposts the ad system cannot delete |  |

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| Use Case # | **UC22** | |
| Use Case Name | Buyer Flags Ad | |
| Scenario | Ad violates posting guidelines | |
| Triggering Event | Flag Ad | |
| Brief Description | Buyer observes that an Ad violates the sites posting guidelines and can bring it to the attention of the administrator by flagging it. | |
| Actors | User | |
| Related Use Cases | UC02,UC18 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Only Ads that violate the guidelines can be flagged 2. Buyer has to log in | |
| Post-conditions | 1. If the Ad has been flagged many times by different users ,Admin will remove the Ad | |
| Flow of Events | **Actor** | **System** |
| 1.1Buyer views ad page  1.2 Buyer clicks on an ad  1.3Buyer flags an Ad for not meeting guidelines  1.5 Ad is reported | 1.4System processes it |
| Exception  Conditions | 1. Only flagged Ads that violate posting guidelines will be removed by admin 2. Buyer forgets password |  |

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| Use Case # | **UC23** | |
| Use Case Name | Seller views seller History | |
| Scenario | Seller wants to view all posted ads | |
| Triggering Event | View seller history | |
| Brief Description | Seller can view history to see what products they have posted for sale in the past. | |
| Actors | User | |
| Related Use Cases | UC02,UC11 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. Seller can view history of all products he has bought or sold | |
| Post-conditions |  | |
| Flow of Events | **Actor** | **System** |
| 1.1Seller navigates to account summary  1.3 Seller views seller history | 1.2 System populates the page with summary |
| Exception  Conditions | 1. Seller forgets password |  |

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| Use Case # | **UC24** | |
| Use Case Name | User deletes Account | |
| Scenario | User is not part of the Conestoga community anymore | |
| Triggering Event | Delete account | |
| Brief Description | User wants to delete his account with Trustbuy App as he has decided to leave the Conestoga community | |
| Actors | User | |
| Related Use Cases | UC01,UC02,UC13 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. User must have an account with Trustbuy App | |
| Post-conditions | 1. User will no longer receive any connection requests or alerts 2. User will now have to browse as visitor | |
| Flow of Events | **Actor** | **System** |
| 1.1User logs in  1.3User navigates to personal account  1.4User submits request to delete account  1.6Account deleted and confirmation email sent | 1.2System authenticates User  1.5System processes request |
| Exception  Conditions | 1.User cannot remember his password |  |

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| Use Case # | **UC25** | |
| Use Case Name | User resets password | |
| Scenario | User cannot log in to account | |
| Triggering Event | Reset Password | |
| Brief Description | User cannot remember password, the system provides an option for the user to reset password | |
| Actors | User | |
| Related Use Cases | UC02 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. User must have an account created with Trustbuy and Conestoga email address 2. Must follow the pattern for password choice for security reasons | |
| Post-conditions | 1. Password can be reset multiple times 2. User get logged out after few failed entries | |
| Flow of Events | **Actor** | **System** |
| 1.1User is in log in page  1.2User requests for new password  1.5 User types in code  1.6User types new password  1.8 User logs in with new password | 1.3System processes request  1.4 System sends a regenerated code to email  1.7 System verifies new password |
| Exception  Conditions | 1. User forgets password again | 2. Password pattern recognition not verified by system |

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| Use Case # | **UC26** | |
| Use Case Name | User views Ad History | |
| Scenario | User wants to view all posted ads and their history | |
| Triggering Event | View Ad History | |
| Brief Description | User can view history to see ads timeline for when they have been updated, created or removed in the past. | |
| Actors | User | |
| Related Use Cases | UC02,UC11 | |
| Stakeholders | Administrator | |
| Pre-conditions | 1. User need not be logged in | |
| Post-conditions | 1.User can view history of all ads | |
| Flow of Events | **Actor** | **System** |
| 1.1User navigates to browsing page for all ads  1.2 User clicks on an ad he would like to view  1.3 User clicks on ad history | * 1. System processes the request   2. System populates the page with the history for a particular ad |
| Exception  Conditions |  |  |