Test Number	Test Case Type	Description	Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1	Usability	Comprehensive testing of all help features throughout the application to ensure context-sensitive help works correctly.	Test help from main menu Test help during customer creation process Test help from customer portal Test help during account actions	Main Menu: Select option 4 Customer Creation: At each step where help is available, select help option Customer Portal: Select help from portal menu Account Actions: Select help when viewing/ opening accounts	Help should provide context-sensitive information for each menu. Should display relevant information and allow user to return to previous screen with "Press Enter to continue".	The program had smooth transitions to help menus and each section provided brief contextual information. The Enter key allowed me to go back to the initial menu screen easily but would require another Enter key a few times.	Pass
2	Documentation	Verify all help screens contain correct, up to date information relevant to their context	Access help from every available context Document what help information is displayed	- Main menu - Customer portal - List customer accounts - Select accounts - Open account - Create account	Each help context should display information specific to that menu. Information should be accurate and	The program had contextual help information accurate to	Pass

			Verify against expected functionality	- Sign up - Switch customer - Photo ID - Address verification - Customer confirmation - Open account after signup	helpful for user navigation	the menu scenario and helped with navigation	

Testing Notes:

This section here is to provide description that gives clarity to any glaring issues that needs addressing, information not applicable for the table and useful advice needed.

Test Number 1

Step 1 | Main menu help:

```
══ Acme Teller System ══
═══ Main Menu ═══
1. Find Customer
2. Sign Up Customer
3. Switch Customer
4. Help
0. Exit


Select option: 4
```

```
≡ Help ≡
--- Main Menu Help ---
1. Find Customer - Search for an existing customer by Customer ID
2. Sign Up Customer - Register a new customer in the system
3. Switch Customer - Change to another customer's session
4. Help - Display this help information
0. Exit - Close the Acme Teller System


Press Enter to continue...
```

Step 2 | Customer Creation Help:

```
≡ Sign Up Customer ≡
To create a new customer account, please provide the following information.
1. Continue with Sign Up
2. Help
0. Back to Main Menu

Select an option: 2
```

```
≡ Help ≡
--- Sign Up Customer Help ---
This process registers a new customer in the system.
You will need to provide personal information and identification.
After registration, you can immediately open accounts for the customer.


Press Enter to continue...
```

```
--- Photo Identification ---
1. Passport
2. Driving License
3. Help
0. Cancel Operation

Select an option:   3
```

```
≡ Help ≡
--- Photo ID Help ---
This process verifies the customer's identity using a photo ID.

1. Passport - International travel document with photo
2. Driving License - Government issued driving permit with photo
3. Help - Display this help information
0. Cancel Operation - Return to previous menu


Press Enter to continue...
```

```
--- Address Information ---
Please select the address verification document provided:
1. Utility Bill (gas, electricity, water)
2. Council Tax Letter
3. Help
0. Cancel Operation

Select an option:   3
```

```
≡ Help ≡
--- Address Verification Help ---
This process verifies the customer's address through documentation

Acceptable documents:
1. Utility Bill - Recent bill for gas, electricty or water services
   (must be less than 3 months old and show customer's name and address)
2. Council Tax Letter - Official council tax statement or bill
   (must be for the current tax year and show customer's name and address)
3. Help - Display this help information
0. Cancel Operation - Return to previous menu


Press Enter to continue...
```

```
≡ Confirm Customer Details ≡
Name: Daniel Nkurunziza
National ID: TN123456D
Photo ID Type: Passport
Photo ID: 987654321
Address Document Type: Utility Bill
Address Reference Number: 4321


1. Confirm and Create Customer
2. Edit Details
3. Help
0. Cancel Operation
Select an option:   3
```

```
≡ Help ≡
--- Confirm Customer Help ---
Please review all customer details carefully before submission.


1. Confirm and Create Customer - Save customer to database
2. Edit Details - Make changes to customer information
3. Help - Display this help information
0. Cancel Operation - Abort customer creation



Press Enter to continue...
```

```
Would you like to open an account for this customer?
1. Yes, open an account now
2. No, return to customer portal
3. Help
0. Cancel and exit


Select an option:   3
```

```
≡ Help ≡
--- Open Account After Signup Help ---
Options after successful customer creation:


1. Yes, open an account now - Proceed to account creation for this customer
2. No, return to customer portal - Go to the customer management menu
3. Help - Display this help information
0. Cancel and exit - Return to main menu



Press Enter to continue...
```

Step 3 | Customer Portal Help:

```
----------------
Customer ID: CUST000001
----------------
Name: Daniel Nkurunziza
----------------
National insurance number: TN123456D
----------------
Photo Id: 987654321
----------------
Address: 4321
----------------
Customer has been with us since: 2026-01-25 17:06:51

1. View Accounts
2. Open Account
3. Switch Customer
4. Help
0. Back to Main Menu

Select option: 4
```

```
≡ Help ≡
--- Customer Portal Help ---
1. View Accounts - See all accounts associated with this customer
2. Open Account - Create a new account for this customer
3. Switch Customer - Change to another customer's session
4. Help - Display this help information
0. Back to Main Menu - Return to the main menu



Press Enter to continue...
```

```
≡ Switch Customer ≡
This option allows you to switch to another customer session.
You will need to find an existing customer to switch their session
1. Find Customer to Switch To
2. Help
0. Back to Main Menu

Select an option: 2
```

```
≡ Help ≡
--- Switch Customer Help ---
This allows you to switch between different customer sessions.
You need to find an existing customer first before switching to their session.
Useful for serving multiple customers in sequence.



Press Enter to continue...
```

Step 4 | Account Actions Help:

```
≡ Daniel Nkurunziza (CUST000001) Accounts ≡
No | Type                      | Account Number | Sort Code | Balance
---------------------------------------------------------------------
No accounts found for this customer.
1. Select Account
2. Help
0. Back


Select option: 2
```

```
≡ Help ≡
--- Account List Help ---
This screen displays all accounts for the current customer.
Each account shows: Account Number, Type, Sort Code, and Balance.

Options:
1. Select Account - Choose an account to perform operations on
2. Help - Display this help information
0. Back - Return to Customer Portal


Press Enter to continue...
```

```
≡ Open Account ≡
≡ Select Account Type ≡
1. Personal
2. ISA
3. Business
4. Help
0. Back to Customer Portal


Select an option: 4
```

```
≡ Help ≡
--- Open Account Help ---
This process guides you through creating a new account.

Account Types:
1. Personal - Standard personal banking account
2. ISA - Tax-free Individual Savings Account
3. Business - Account for business transactions
4. Help - Display this help information
0. Back - Return to Customer Portal



Press Enter to continue...
```

```
Select option: 1
Choose an account: 1
≡ Daniel Nkurunziza (CUST000001) Accounts ≡
Account #4 (Personal) | Account Number: 17658945 | Sort Code: 60-60-60 | Balance: £1200.00
1. Deposit
2. Withdraw
3. View Transactions
4. Set Up Direct Debit
5. Set Up Standing Order
6. View Scheduled Payments
7. Help
0. Back to Accounts List

Select an option: 7
```

```
≡ Help ≡
--- Personal Account Help ---
Standard banking account for daily use.

Rules & Fees:
- Minimum Balance: £1.00 (Account cannot be empty).
- Overdraft: Up to £500.00 available.
- Fees: None.

Operations:
1. Deposit: Add funds.
2. Withdraw: Remove funds (subject to balance/overdraft).
3. View Transactions: See history.
4. Set Up Direct Debit: Schedule a payment to a recipient.
5. Set Up Standing Order: Schedule regular payments (e.g. Monthly).
6. View Scheduled Payments: List all active Direct Debits & Standing Orders.


Press Enter to continue...
```

Test Number 2

```
≡ Help ≡
--- Main Menu Help ---
1. Find Customer - Search for an existing customer by Customer ID
2. Sign Up Customer - Register a new customer in the system
3. Switch Customer - Change to another customer's session
4. Help - Display this help information
0. Exit - Close the Acme Teller System


Press Enter to continue...
```

```
≡ Help ≡
--- Sign Up Customer Help ---
This process registers a new customer in the system.
You will need to provide personal information and identification.
After registration, you can immediately open accounts for the customer.


Press Enter to continue...
```

```
≡ Help ≡
--- Photo ID Help ---
This process verifies the customer's identity using a photo ID.


1. Passport - International travel document with photo
2. Driving License - Government issued driving permit with photo
3. Help - Display this help information
0. Cancel Operation - Return to previous menu



Press Enter to continue...
```

```
≡ Help ≡
--- Address Verification Help ---
This process verifies the customer's address through documentation


Acceptable documents:
1. Utility Bill - Recent bill for gas, electricty or water services
   (must be less than 3 months old and show customer's name and address)
2. Council Tax Letter - Official council tax statement or bill
   (must be for the current tax year and show customer's name and address)
3. Help - Display this help information
0. Cancel Operation - Return to previous menu



Press Enter to continue...
```

```
≡ Help ≡
--- Confirm Customer Help ---
Please review all customer details carefully before submission.

1. Confirm and Create Customer - Save customer to database
2. Edit Details - Make changes to customer information
3. Help - Display this help information
0. Cancel Operation - Abort customer creation


Press Enter to continue...
```

```
≡ Help ≡
--- Open Account After Signup Help ---
Options after successful customer creation:

1. Yes, open an account now - Proceed to account creation for this customer
2. No, return to customer portal - Go to the customer management menu
3. Help - Display this help information
0. Cancel and exit - Return to main menu


Press Enter to continue...
```

```
≡ Help ≡
--- Customer Portal Help ---
1. View Accounts - See all accounts associated with this customer
2. Open Account - Create a new account for this customer
3. Switch Customer - Change to another customer's session
4. Help - Display this help information
0. Back to Main Menu - Return to the main menu


Press Enter to continue...
```

```
≡ Help ≡
--- Switch Customer Help ---
This allows you to switch between different customer sessions.
You need to find an existing customer first before switching to their session.
Useful for serving multiple customers in sequence.


Press Enter to continue...
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```
≡ Help ≡
--- Account List Help ---
This screen displays all accounts for the current customer.
Each account shows: Account Number, Type, Sort Code, and Balance.


Options:
1. Select Account - Choose an account to perform operations on
2. Help - Display this help information
0. Back - Return to Customer Portal



Press Enter to continue...
```

```
≡ Help ≡
--- Open Account Help ---
This process guides you through creating a new account.

Account Types:
1. Personal - Standard personal banking account
2. ISA - Tax-free Individual Savings Account
3. Business - Account for business transactions
4. Help - Display this help information
0. Back - Return to Customer Portal



Press Enter to continue...
```

```
≡ Help ≡
--- Personal Account Help ---
Standard banking account for daily use.

Rules & Fees:
- Minimum Balance: £1.00 (Account cannot be empty).
- Overdraft: Up to £500.00 available.
- Fees: None.

Operations:
1. Deposit: Add funds.
2. Withdraw: Remove funds (subject to balance/overdraft).
3. View Transactions: See history.
4. Set Up Direct Debit: Schedule a payment to a recipient.
5. Set Up Standing Order: Schedule regular payments (e.g. Monthly).
6. View Scheduled Payments: List all active Direct Debits & Standing Orders.


Press Enter to continue...
```