

American International University-Bangladesh (AIUB)  
**Department of Computer Science  
Faculty of Science & Technology (FST)**

**Mental Health Support System**

A Software Quality and Testing Project Submitted

By

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Semester: SUMMER\_23\_24** | | | **Section: C** | **Group No: 08** |
| **SN** | **Student Name** | **Student ID** | Individual  Contribution (in %) | Total Marks: 50 |
| Earned Marks: |
| 35 | Lamia Islam | 22-46627-1 | 33.33% |  |
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The project will be Evaluated for the following Course Outcomes

|  |  |
| --- | --- |
| **EVALUATION CRITERIA** | **Total Marks (50)** |
|  |
| System Features | [10 Marks]  **A: B: C: D:** |
| Quality Attributes | [10 Marks]  **A: B: C: D:** |
| Plan for Testing Levels | [10 Marks]  **A: B: C: D:** |
| Test cases, Format, Submission | [20 Marks]  **A: B: C: D:** |

Software Test Plan

for

<Mental Health Support System>

Version 1.0 approved

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<American International University-Bangladesh >

<21s September 2024>

Table of Contents

[1. System Features 6](#_Toc177838347)

[1.1 System Registration 6](#_Toc177838348)

[1.1.1 The system shall allow users to create an account by filling out a registration form and solving a CAPTCHA to verify they are human before registering. 6](#_Toc177838349)

[1.1.2 The system shall allow users to create their account with proper email, phone number and password (should contain at least 6 characters and include special character) or social login (e.g. Facebook, Google). 6](#_Toc177838350)

[1.1.3 The user shall provide a unique username. 6](#_Toc177838351)

[1.2 System Login 6](#_Toc177838352)

[1.2.1 The system shall allow users to login with their valid username and password. 6](#_Toc177838353)

[1.2.2 If the username and password is incorrect it shall not let user to login. 6](#_Toc177838354)

[1.2.3 The system will temporarily lock your account after 6 failed login attempts. 6](#_Toc177838355)

[1.2.4 Users can use forget password or username feature to recover their password or username. 6](#_Toc177838356)

[1.3 Question & Answer Session 6](#_Toc177838357)

[1.3.1 The system asks users a series of conventional questions. 6](#_Toc177838358)

[1.3.2 Users can answer pre-determined questions. 6](#_Toc177838359)

[1.3.3 The system analyzes initial responses and asks follow-up questions to evaluate specific areas like mental health state (e.g. anxiety, depression or stress) based on their history, behavior (negative thinking, nightmare, overthinking) and mood tracking data. 6](#_Toc177838360)

[1.3.4 The system identifies an issue after analysis and presents the specific problem to the user. 6](#_Toc177838361)

[1.4 Solution 7](#_Toc177838362)

[1.4.1 The system will show all solutions in one view. 7](#_Toc177838363)

[1.4.2 The user can select their preferred solution based on the identified problem from the question & answer session. 8](#_Toc177838364)

[1.4.3 The user can save their chosen solution for future reference and easy access. 8](#_Toc177838365)

[1.5 User Profile 9](#_Toc177838366)

[1.5.1 Users can view their basic profile details and a summary of their mental health Information, history and achievements in a simple format. 9](#_Toc177838367)

[1.5.2 Users can edit personal information, update preferences, change their profile picture or entirely remove their account with confirmation to avoid unintentional deletion. 9](#_Toc177838368)

[1.5.3 Users can decide what information is private and what can be shared with the community or support groups, as well as select which profile data is visible to others. 9](#_Toc177838369)

[1.6 Search 9](#_Toc177838370)

[1.6.1 The users can access relevant mental health resources, professionals, articles, videos and community groups through search features. 9](#_Toc177838371)

[1.6.2 The users benefit from real-time suggestions, keyword matching, filtered results and recent search history to find relevant content quickly and easily. 9](#_Toc177838372)

[1.6.3 The users can search by text, speech or image, with audible feedback and image recognition technology to improve accessibility and accuracy. 9](#_Toc177838373)

[1.7 Forgot Passwords 9](#_Toc177838374)

[1.7.1 The users can reset their passwords by requesting a link or code, verifying their identity and using a temporary password to create a new one. 9](#_Toc177838375)

[1.7.2 The users must create a new password that meets security criteria and the system may lock the account temporarily after multiple failed reset attempts. 9](#_Toc177838376)

[1.7.3 Users are notified when their password is reset, all sessions may be locked out for security reasons and help is provided if problems arise. 9](#_Toc177838377)

[1.8 Notifications 10](#_Toc177838378)

[1.8.1 The system sends reminders for activities, alerts about new content and motivational messages to boost engagement. 10](#_Toc177838379)

[1.8.2 The system sends alerts for missed sessions and goals, as well as urgent notifications for critical mental health updates. 10](#_Toc177838380)

[1.8.3 The system sends notifications regarding changes to privacy settings, security updates, or policy changes. 10](#_Toc177838381)

[1.8.4 The system sends a notification to users when a remote logout has been initiated for security tracking. 10](#_Toc177838382)

[1.9 Review 10](#_Toc177838383)

[1.9.1 Users can leave detailed reviews for services they’ve accessed, view and manage their review history and provide feedback to help others make informed decisions. 10](#_Toc177838384)

[1.9.2 The system evaluates comments, improves recommendations, displays average ratings (e.g., stars, thumbs up) and provides rewards for reviews. 10](#_Toc177838385)

[1.9.3 The users can leave anonymous reviews, see if reviews are from verified users and view highlighted top-rated or most helpful feedback. 10](#_Toc177838386)

[1.10 Achievement & Rewards 10](#_Toc177838387)

[1.10.1 The system's enhanced rewards approach motivates users by offering points or badges for completing tasks like daily check-ins, meditation sessions or therapy attendance. 11](#_Toc177838388)

[1.10.2 The system includes achievement categories with increasing rewards, exclusive medals for special events, and the ability to share success on social media or within the community. 11](#_Toc177838389)

[1.10.3 The user gets bonus points for referring others, participating in peer support and offering feedback or completing surveys, which promotes community growth and platform enhancement. 11](#_Toc177838390)

[1.11 Logout 11](#_Toc177838391)

[1.11.1 The system securely logs out users, terminates all active sessions, and ensures privacy by protecting personal and mental health data from unauthorized access, especially on shared devices. 11](#_Toc177838392)

[1.11.2 The system improves security by asking for re-authentication after logout and users can log out of all devices remotely if necessary. 11](#_Toc177838393)

[1.11.3 The system offers easy access to the logout button, quick emergency logout and reminders after sensitive actions. 11](#_Toc177838394)

[2. System Quality Attributes 11](#_Toc177838395)

[QA1. Portability 11](#_Toc177838396)

[QA2. Usability 12](#_Toc177838397)

[QA3. Reliability 12](#_Toc177838398)

[QA4. Interoperability 12](#_Toc177838399)

[QA5. Reusability 13](#_Toc177838400)

[QA6. Integrity/Security 13](#_Toc177838401)

[3. TESTING APPROACH 14](#_Toc177838402)

[3.1 Testing Levels 14](#_Toc177838403)

[3.1.1 Unit Testing 14](#_Toc177838404)

[3.1.2 Integration Testing 14](#_Toc177838405)

[3.1.3 System Testing 14](#_Toc177838406)

[3.1.4 Acceptance Testing 15](#_Toc177838407)

[4. Test Cases/Test Items 15](#_Toc177838408)

# System Features

## System Registration

**Functional Requirements**

### The system shall allow users to create an account by filling out a registration form and solving a CAPTCHA to verify they are human before registering.

### The system shall allow users to create their account with proper email, phone number and password (should contain at least 6 characters and include special character) or social login (e.g. Facebook, Google).

### The user shall provide a unique username.

Priority Level: High.  
 Precondition: user have valid email address or phone number.

Cross reference: QA1, QA2, QA4, QA5, QA6

## System Login

**Functional Requirements**

### The system shall allow users to login with their valid username and password.

### If the username and password is incorrect it shall not let user to login.

### The system will temporarily lock user accounts after 6 failed login attempts.

### Users can use forget password or username feature to recover their password or username.

Priority Level: High.  
 Precondition: user have valid username and password.

Cross reference: 1.1, QA1, QA2, QA6, QA4

## Question & Answer Session

**Functional Requirements**

### The system asks users a series of conventional questions.

### Users can answer pre-determined questions.

### The system analyzes initial responses and asks follow-up questions to evaluate specific areas like mental health state (e.g. anxiety, depression or stress) based on their history, behavior (negative thinking, nightmare, overthinking) and mood tracking data.

### The system identifies an issue after analysis and presents the specific problem to the user.

Priority Level: High.  
 Precondition: User must be logged in.

Cross reference: 1.1, 1.2.1, 1.2.2, QA2, QA3, QA6

## Virtual Remedy

**Functional Requirements**

### The system will show all solutions in one view.

#### Consultation

**Functional Requirements**

##### The system offers real-time consultations in multiple formats, including video, audio or chat, to provide immediate support for urgent cases.

##### The system sends automated notifications to remind users of upcoming therapy sessions.

##### The system maintains a log of previous consultations for users to review and reference.

Priority Level: High.

Precondition: User must complete the question & answer session.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.3, 1.4.2, 1.4.3, QA1, QA4, QA3, QA2, QA5

#### Therapy Session

**Functional Requirements**

##### The system provides a range of therapy types, including cognitive behavioral therapy (CBT), talk therapy and support groups to address various user needs.

##### The system allows users to book therapy sessions at convenient times with flexible options available on both weekdays and weekends.

##### The system reminders and notifications ensure users stay on track with their upcoming therapy sessions.

##### The system sends automated reminders and notifications to ensure users stay on track with their upcoming therapy sessions.

Priority Level: High.  
Precondition: User must complete the question & answer session.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.3, 1.4.2, 1.4.3, QA2, QA3, QA4, QA5

#### Rehabilitation Program

**Functional Requirements**

##### The system allows users to enroll in tailored rehabilitation programs and receive step- by-step recovery plans for their specific addiction.

##### The system provides structured online courses on addiction topics and access to a resource library with articles, videos and tools for recovery.

##### The system enables users to track their progress with milestones and goals while providing regular check-ins and gives feedback.

##### Priority Level: High.

Precondition: User must complete the question & answer session.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.3, 1.4.2, 1.4.3, QA2, QA3, QA4, QA5

#### Meditation

**Functional Requirements**

##### Users can access guided meditation sessions from a collection of techniques, including mindfulness, deep breathing and visualization for relaxation and stress reduction.

##### Users are guided through breathing exercises that are integrated into structured stress-reduction programs with daily sessions to assist them relax, minimize anxiety and focus on breathing smoothly.

##### Users can track their meditation habits by reviewing session history, including how often and how long they meditate, along with the effects on mood or stress, with charts and reminders to stay consistent.

Priority Level: High.

Precondition: User must complete the question & answer session.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.3, 1.4.2, 1.4.3, QA2, QA3, QA4, QA5

### The user can select their preferred solution based on the identified problem from the question & answer session.

### The user can save their chosen solution for future reference and easy access.

Priority Level: High.  
 Precondition: User must complete the question & answer session.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.3.3, 1.3.4, QA2, QA5, QA3, QA6

## User Profile

**Functional Requirements**

### Users can view their basic profile details and a summary of their mental health Information, history and achievements in a simple format.

### Users can edit personal information, update preferences, change their profile picture or entirely remove their account with confirmation to avoid unintentional deletion.

### Users can decide what information is private and what can be shared with the community or support groups, as well as select which profile data is visible to others.

Priority Level: High.  
 Precondition: User must have a valid account.

Cross reference: 1.1, 1.11, 1.2.1, 1.2.2, 1.3.4, 1.4.3, QA2, QA5, QA6

## Search

**Functional Requirements**

### The users can access relevant mental health resources, professionals, articles, videos and community groups through search features.

### The users benefit from real-time suggestions, keyword matching, filtered results and recent search history to find relevant content quickly and easily.

### The users can search by text, speech or image, with audible feedback and image recognition technology to improve accessibility and accuracy.

Priority Level: Medium.  
 Precondition: User must be logged in.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.4.1.1.1, 1.4.1.2.1, 1.4.1.3.2, 1.4.1.4.1, 1.4.1.4.2, QA2, QA5, QA3

## Forgot Passwords

**Functional Requirements**

### The users can reset their passwords by requesting a link or code, verifying their identity and using a temporary password to create a new one.

### The users must create a new password that meets security criteria and the system may lock the account temporarily after multiple failed reset attempts.

### Users are notified when their password is reset, all sessions may be locked out for security reasons and help is provided if problems arise.

Priority Level: Medium.  
 Precondition: User must have a registered valid account

Cross reference: 1.1, 1.2.2, 1.2.3, QA2, QA3, QA6

## Notifications

**Functional Requirements**

### The system sends reminders for activities, alerts about new content and motivational messages to boost engagement.

### The system sends alerts for missed sessions and goals, as well as urgent notifications for critical mental health updates.

### The system sends updates on privacy, security, or policy changes and users can choose to turn off these notifications.

### The system sends a notification to users when a remote logout has been initiated for security tracking.

Priority Level: High.  
 Precondition: User must be logged in.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.4.1.1.2, 1.4.1.2.3, 1.4.1.2.4, 1.4.1.3.1, 1.4.1.4.3, QA2, QA3, QA4, QA6

## Review

**Functional Requirements**

### Users can leave detailed reviews for services they’ve accessed, view and manage their review history and provide feedback to help others make informed decisions.

### The system evaluates comments, improves recommendations, displays average ratings (e.g., stars, thumbs up) and provides rewards for reviews.

### The users can leave anonymous reviews, see if reviews are from verified users and view highlighted top-rated or most helpful feedback.

Priority Level: Medium.  
 Precondition: User must be logged in.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.5.1, 1.5.3, 1.6.1, QA2, QA5, QA3

## Achievement & Rewards

**Functional Requirements**

### The system's enhanced rewards approach motivates users by offering points or badges for completing tasks like daily check-ins, meditation sessions or therapy attendance.

### The system includes achievement categories with increasing rewards, exclusive medals for special events and the ability to share success on social media or within the community.

### The user gets bonus points for referring others, participating in peer support and offering feedback or completing surveys which promotes community growth and platform enhancement.

Priority Level: Medium.  
 Precondition: User must be logged in.

Cross reference: 1.1, 1.2.1, 1.2.2, 1.4.1.3.3, 1.5.1, 1.5.3, 1.6.1, 1.9.2, QA2, QA3, QA4, QA5

## Logout

**Functional Requirements**

### The system securely logs out users, terminates all active sessions and ensures privacy by protecting personal and mental health data from unauthorized access, especially on shared devices.

### The system improves security by asking for re-authentication after logout and users can log out of all devices remotely if necessary.

### The system offers easy access to the logout button, quick emergency logout and reminders after sensitive actions.

Priority Level: High.  
 Precondition: User must be logged in.

Cross reference: 1.1, 1.2.1, 1.2.2, QA2, QA3, QA4, QA6

# System Quality Attributes

## QA1. Portability

* The Mental Health Support System should be accessible via online browsers and mobile apps for Android and iOS.
* This ensures users can access therapy sessions, consultations and meditation tools from any device whether at home or on the go.
* It should provide a consistent user experience across all devices and function efficiently with various internet connection speeds.

Priority Level: High.  
 Precondition: The system must be built to work on different platforms.

Cross reference: QA2, QA4 ,QA3

## QA2. Usability

* The Mental Health Support System should be simple to understand and easy to use as users may already be stressed.
* The system should allow users to access therapy and meditation in three clicks with clear buttons and simple navigation for starting a session in under two minutes.
* A trained user shall be able to complete a mental health self-assessment using the system's questionnaire in an average of 3 minutes and a maximum of 5 minutes.

Priority Level: High.  
 Precondition: The system must have a clear, user-friendly design with easily accessible

features for users to engage with.

Cross reference: QA5

## QA3. Reliability

* The Mental Health Support System should ensure that no more than 2 out of 100 therapy sessions fail to load due to system errors and at least 99% of notifications for scheduled sessions are delivered on time without delays.
* The Mental Health Support System must guarantee that no more than 1 in 100 self-assessment results are lost or delayed due to server errors, and that users receive immediate feedback with reliable data backup.

Priority Level: High.  
 Precondition: The system must be set up to run with minimal failures and on reliable servers.

Cross reference: QA2, QA5, QA6

## QA4. Interoperability

* Users should be able to sync their therapy appointments with external calendars like Google Calendar or Outlook, so they get reminders and can manage their schedules flawlessly.
* The system should allow users to log in using their Google or Facebook accounts, making it easier to access their mental health support without creating a new password.
* The system should link with external health platforms to gather data from wearable devices, like fitness trackers, to provide insights and recommendations based on activity and sleep patterns.

Priority Level: High.  
 Precondition: The system must support standard data formats and protocols to ensure

compatibility with other systems.

Cross reference: QA2, QA6, QA1

## QA5. Reusability

* The notification system for reminders, updates, and alerts should be reusable across various features, such as therapy sessions and meditation schedules making it easier to manage and scale the platform.
* User login information should be reusable across all features in the system, like therapy bookings and virtual consultations, so users don’t have to log in again for each feature, providing a smooth and consistent experience.
* The feedback form should be reusable for any session (like therapy, meditation or assessments) so users can easily provide feedback no matter which feature they’re using.

Priority Level: High.  
 Precondition: The system must use modular components with standard interfaces for easy

reuse.

Cross reference: QA2

## QA6. Integrity/Security

* Users profile should be accessible only to the user and their authorized care team, with two-step authentication and strict access controls protecting sensitive mental health record.
* Users can choose to remain anonymous when using the platform, and all personal data, including therapy history and assessment results, is encrypted to protect against unauthorized access.
* Regular data backups in the Mental Health Support System protect against system failures, ensuring that user information history and assessments remain secure and recoverable in case of data loss.

Priority Level: High.  
 Precondition: The system must use access controls and secure login to ensure only

authorized users can access or modify data.

Cross reference: QA2, QA4

# TESTING APPROACH

## Testing Levels

### Unit Testing

* In the Mental Health Support System project, unit testing ensures that each feature works correctly before integration.
* Features tested include user registration, login, Q&A, rewards and reviews.
* For user registration, the developer checks if users can create accounts with valid credentials.
* The login feature is tested to verify passwords accurately.
* The Q&A feature is tested to ensure proper submission.
* The rewards feature is tested to track user progress.
* The reviews feature is tested to collect feedback accurately.
* Each feature is tested independently to ensure functionality and reliability.

### Integration Testing

* Integration testing ensures smooth interaction between all features in the Mental Health Support System.
* Verifies that users can register and log in successfully.
* Confirms users can easily access the Q&A section after logging in.
* Ensures users can join therapy sessions without issues.
* Checks if users receive reminders for follow-up appointments on time.
* Validates that reviews and reward program participation update user profiles correctly.
* Ensures rewards are triggered appropriately after specific activities.
* Confirms users can log out and log back in seamlessly without losing session data.
* Checks that user session progress and data remain intact across logins.

### System Testing

* System testing simulates the complete user journey to ensure a seamless experience.
* Account creation and mental health assessment are verified for accuracy and functionality.
* Scheduling therapy sessions and accessing personalized meditation resources are tested for ease of use.
* The system checks if users can engage in Q&A sessions effectively.
* Notifications for therapy sessions and reminders are tested for timely delivery.
* Users' ability to leave reviews and earn rewards is verified.
* Profile updates are tested to reflect participation and rewards correctly.
* Session history and progress tracking features are checked for accuracy.

### Acceptance Testing

#### Alpha Testing Work:

* Internal team tests account creation with email, phone and social logins.
* Check valid and invalid login attempts and recovery options.
* Ensure users can answer questions and that the system analyzes and presents issues.
* Tests the virtual consultation feature to ensure it works as expected.
* Verify booking of therapy sessions.
* Test functionality and usability of various meditation tools.
* Verify that users can log out and that their session data is properly cleared.
* Ensure the system is stable and free of major bugs before external testing.

#### Beta Testing Work:

* End users will have the opportunity to test account registration and report any issues.
* Verify login, recovery and error handling in real scenarios.
* Test interaction with real therapists via the virtual consultation feature.
* Ensure booking and attending therapy sessions work seamlessly.
* Check the functionality of meditation tools and progress tracking.
* Assess overall platform usability and effectiveness.
* Test logout functionality to ensure data is cleared and the feature works.
* Confirm the platform meets expectations and finalize for launch.

# Test Cases/Test Items

**Test Case -1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Project Name: Mental Health Support System | | | Test Designed by: Monisha Sarkar | | |
| Test Case ID: MHSS\_1 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: Registration | | | Test Execution date: | | |
| Test Title: Register with valid email/phone number and password | | |  | | |
| Description: Test website registration page | | |  | | |
| Precondition (If any): User have valid email address or phone number. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Go to the website 2. Complete CAPTCHA verification 3. Enter email or phone number. 4. Enter all information (e.g. username, dob, gender) 5. Enter a strong password 6. Click submit | Email: lamoni@gmail.com | User should register into the website. | |  |  |
| Post Condition: The user should be validated with the database and successfully registered while the account details are added to the database. | | | | | |

**Test Case -2**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Project Name: Mental Health Support System | | | Test Designed by: Lamia Haque Chandni | | |
| Test Case ID: MHSS\_2 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: Login | | | Test Execution date: | | |
| Test Title: Login with valid username and password | | |  | | |
| Description: Test website login page | | |  | | |
| Precondition (If any): User have valid username and password. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Go to the website 2. Enter username 3. Enter password 4. Click submit | Email: lamoni@gmail.com  Username: Lamoni  Password: 123 | User should login into the website. | |  |  |
| Post Condition: The user should be validated with the database and successfully log in to the account while the account details are saved in the database. | | | | | |

**Test Case – 3**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Project Name: Mental Health Support System | | | Test Designed by: Lamia Islam | | |
| Test Case ID: MHSS\_3 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: Question & Answer Session | | | Test Execution date: | | |
| Test Title: Verify user for participating Q&A session. | | |  | | |
| Description: Test website’s Q&A option. | | |  | | |
| Precondition (If any): User must be logged in. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Go to home 2. Select Q&A option 3. Participate Q&A session 4. Click submit | Email: lamoni@gmail.com  Username: Lamoni  Password: 123 | Users should be aware of the problem. | |  |  |
| Post Condition: The user should be validated with the database and successfully complete the Q&A session with the account details stored in the database. | | | | | |

**Test Case – 4**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Project Name: Mental Health Support System | | | Test Designed by: Monisha Sarkar | | |
| Test Case ID: MHSS\_4 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: Virtual Remedy | | | Test Execution date: | | |
| Test Title: Verify system's ability to find solutions for users. | | |  | | |
| Description: Test website’s solution option. | | |  | | |
| Precondition (If any): User must complete the question & answer session. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Submit the Answers in Q&A session 2. See the problem 3. Click Solution | Username: Lamoni  Password: 123 | User should be able to find the solution. | |  |  |
| Post Condition: The account details should be updated in the database with the solution information. | | | | | |

**Test Case – 5**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Project Name: Mental Health Support System | | | Test Designed by: Lamia Haque Chandni | | |
| Test Case ID: MHSS\_5 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: Consultation | | | Test Execution date: | | |
| Test Title: Verify user's ability to access and use the Consultation module. | | |  | | |
| Description: Test website’s consultation option. | | |  | | |
| Precondition (If any): User must complete the question & answer session. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Select the consultation option. 2. Select consultant 3. Schedule the session 4. Join the session | Username: Lamoni  Password: 123 | User should be able to discuss with the consultant. | |  |  |
| Post Condition: The session details should be saved and the account updated with records and any suggestions for follow-up actions in the database. | | | | | |

**Test Case – 6**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Project Name: Mental Health Support System | | | Test Designed by: Lamia Islam | | |
| Test Case ID: MHSS\_6 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: Therapy Session | | | Test Execution date: | | |
| Test Title: Verify user's ability to access and participate in the therapy session module. | | |  | | |
| Description: Test website’s therapy session option. | | |  | | |
| Precondition (If any): User must complete the question & answer session. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Select the therapy session option. 2. Select therapist 3. Schedule the session 4. Join the session | Username: Lamoni  Password: 123 | User should be able to interrogate with the therapist. | |  |  |
| Post Condition: The session details should be saved and the account updated with records and any suggested follow-up actions in the database. | | | | | |

**Test Case – 7**

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| Project Name: Mental Health Support System | | | Test Designed by: Monisha Sarkar | | |
| Test Case ID: MHSS\_7 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: Rehabilitation Program | | | Test Execution date: | | |
| Test Title: Verify user's ability to access and participate in the rehabilitation module. | | |  | | |
| Description: Test website’s rehabilitation program option. | | |  | | |
| Precondition (If any): User must complete the question & answer session. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Select the rehabilitation program option. 2. Select program for addiction 3. Click to enroll in the program. 4. Confirmenrollment | Username: Lamoni  Password: 123 | User should be able to enroll in the rehabilitation program successfully. | |  |  |
| Post Condition: The user should be enrolled in the selected addiction rehabilitation program and the account is updated with program details. | | | | | |

**Test Case – 8**

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| Project Name: Mental Health Support System | | | Test Designed by: Lamia Haque Chandni | | |
| Test Case ID: MHSS\_8 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: Meditation | | | Test Execution date: | | |
| Test Title: Verify user's ability to access and participate in the meditation module. | | |  | | |
| Description: Test website’s meditation option. | | |  | | |
| Precondition (If any): User must complete the question & answer session. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Select the meditation option. 2. Choose a meditation session 3. Start the session. 4. Click complete | Username: Lamoni  Password: 123 | User should be able to perform meditation session successfully. | |  |  |
| Post Condition: The meditation session should be completed and the user's progress is recorded in the account. | | | | | |

**Test Case – 9**

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| Project Name: Mental Health Support System | | | Test Designed by: Lamia Islam | | |
| Test Case ID: MHSS\_9 | | | Test Designed date: 16/09/2024 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: | | |
| Module Name: User Profile | | | Test Execution date: | | |
| Test Title: Verify user's ability to access and update the User Profile module. | | |  | | |
| Description: Test website’s user profile option. | | |  | | |
| Precondition (If any): User must have a valid account. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Select user profile option. 2. View profile information 3. Edit profile details if needed 4. Save changes if edited | Username: Lamoni  Password: 123 | User should be able to update and save information in user profile. | |  |  |
| Post Condition: The account’s information should be updated, saved correctly in user profile and stored in the database. | | | | | |

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| Project Name: Mental Health Support System | | | Test Designed by: Lamia Islam | | |
| Test Case ID: MHSS\_10 | | | Test Designed date: 18/09/2024 | | |
| Test Priority (Low, Medium, High): Medium | | | Test Executed by: | | |
| Module Name: Search | | | Test Execution date: | | |
| Test Title: Verify user's ability to search. | | |  | | |
| Description: Test website’s search option. | | |  | | |
| Precondition (If any): User must be logged in. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Go to home. 2. Select search bar. 3. Enter anything to search. 4. Click search icon/button. | Username: Lamoni  Password: 123 | The user should be able to view the results of their search. . | |  |  |
| Post Condition: The search results should be displayed accurately with the search information recorded for future reference. | | | | | |

**Test Case - 10**

**Test Case – 11**

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| Project Name: Mental Health Support System | | Test Designed by: Lamia Haque Chandni | | |
| Test Case ID: MHSS\_11 | | Test Designed date: 18/09/2024 | | |
| Test Priority (Low, Medium, High): Medium | | Test Executed by: | | |
| Module Name: Forgot Password | | Test Execution date: | | |
| Test Title: Verify user's ability to reset password. | |  | | |
| Description: Test website’s forgot password option. | |  | | |
| Precondition (If any): User must have a registered valid account. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Go to log in page. 2. Select forgot password option. 3. Verify the email/phone number. 4. Create a new password. 5. Click save changes option. | Email: lamoni@gmail.com | The user should be able to login with a new password. |  |  |
| Post Condition: The user’s new password should be securely stored in the database and the old password should no longer be valid. | | | | |

**Test Case – 12**

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| Project Name: Mental Health Support System | | Test Designed by: Monisha Sarkar | | |
| Test Case ID: MHSS\_12 | | Test Designed date: 18/09/2024 | | |
| Test Priority (Low, Medium, High): High | | Test Executed by: | | |
| Module Name: Notification | | Test Execution date: | | |
| Test Title: Verify users' ability to receive and view notifications. | |  | | |
| Description: Test website’s notification option. | |  | | |
| Precondition (If any): User must be logged in. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Go to home. 2. Turn on notifications if needed. 3. Trigger an event to create a notification. 4. Check notifications. | Username: Lamoni  Password: 123 | User should be able to receive and view notifications. |  |  |
| Post Condition: The notification should appear and function as expected so that the user can interact with it successfully. | | | | |

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| Project Name: Mental Health Support System | | Test Designed by: Lamia Islam | | |
| Test Case ID: MHSS\_13 | | Test Designed date: 18/09/2024 | | |
| Test Priority (Low, Medium, High): Medium | | Test Executed by: | | |
| Module Name: Review | | Test Execution date: | | |
| Test Title: Verify users' ability to submit and view reviews. | |  | | |
| Description: Test website’s Review option. | |  | | |
| Precondition (If any): User must be logged in. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Go to home. 2. Enter the reviews section. 3. Write a review with rating and comments. 4. Click submit. | Username: Lamoni  Password: 123 | User should be able to submit, view and manage review’s correctly. |  |  |
| Post Condition: The review should be stored in the system, displayed correctly on the reviews page and users should be able to edit or delete it if necessary. | | | | |

**Test Case – 13**

**Test Case – 14**

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| Project Name: Mental Health Support System | | Test Designed by: Lamia Haque Chandni | | |
| Test Case ID: MHSS\_14 | | Test Designed date: 18/09/2024 | | |
| Test Priority (Low, Medium, High): Medium | | Test Executed by: | | |
| Module Name: Achievement & Rewards | | Test Execution date: | | |
| Test Title: Verify users' ability to see achievements and earn rewards. | |  | | |
| Description: Test website’s Achievement & Rewards option. | |  | | |
| Precondition (If any): User must be logged in. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Go to home. 2. Enter the achievement & rewards section. 3. Earn new rewards by completing tasks. 4. Check rewards. | Username: Lamoni  Password: 123 | Users should be able to earn, view, claim rewards and see their reward history. |  |  |
| Post Condition: The rewards should be added to the user's account and their progress or points should be updated. | | | | |

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| Project Name: Mental Health Support System | | Test Designed by: Monisha Sarkar | | |
| Test Case ID: MHSS\_15 | | Test Designed date: 18/09/2024 | | |
| Test Priority (Low, Medium, High): High | | Test Executed by: | | |
| Module Name: Logout | | Test Execution date: | | |
| Test Title: Verify user’s ability to logout successfully. | |  | | |
| Description: Test website’s logout option. | |  | | |
| Precondition (If any): User must be logged in. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Go to home. 2. Click on the logout option. 3. Confirm logout if asked. | Username: Lamoni  Password: 123 | The user should be logged out successfully. |  |  |
| Post Condition: The account should have no active session remaining after the logout process is completed and should be redirected to the login page. | | | | |

**Test Case – 15**

**Test Case – 16**

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| Project Name: Mental Health Support System | | Test Designed by: Lamia Haque Chandni | | |
| Test Case ID: MHSS\_QA1 | | Test Designed date: 19/09/2024 | | |
| Test Priority (Low, Medium, High): High | | Test Executed by: | | |
| Module Name: Portability | | Test Execution date: | | |
| Test Title: Verify system operation across various device and operating system without issues. | |  | | |
| Description: Test the system’s portability. | |  | | |
| Precondition (If any): The system must be built to work on different platforms. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. **Test** the system on different web browsers. 2. **Check** functionality with varying internet speed. 3. Ensure all features work correctly. 4. Record any problems found. | Username: Lamoni  Password: 123 | The system should function smoothly across all devices, browsers, and internet speed. |  |  |
| Post Condition: | | | | |

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| Project Name: Mental Health Support System | | Test Designed by: Monisha Sarkar | | |
| Test Case ID: MHSS\_QA2 | | Test Designed date: 19/09/2024 | | |
| Test Priority (Low, Medium, High): High | | Test Executed by: | | |
| Module Name: Usability | | Test Execution date: | | |
| Test Title: Verify the system’s ability to be used easily and effectively. | |  | | |
| Description: Test the system’s usability. | |  | | |
| Precondition (If any): The system must have a clear, user-friendly design with easily accessible features for users to engage with. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Test easy access to therapy and meditation. 2. Check if tasks complete in under 5 minutes. 3. Ensure clear and simple navigation. 4. Record any problems found. | Username: Lamoni  Password: 123 | The system should be easy to navigate and use with quick access to features. |  |  |
| Post Condition: | | | | |

**Test Case – 17**

**Test Case – 18**

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| Project Name: Mental Health Support System | | Test Designed by: Monisha Sarkar | | |
| Test Case ID: MHSS\_QA3 | | Test Designed date: 19/09/2024 | | |
| Test Priority (Low, Medium, High): High | | Test Executed by: | | |
| Module Name: Reliability | | Test Execution date: | | |
| Test Title: Verify the system's reliability under different conditions. | |  | | |
| Description: Test the system’s reliability. | |  | | |
| Precondition (If any): The system must be set up to run with minimal failures and on reliable servers. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Check for system failure or errors. 2. Ensure the system recovers smoothly from failure. 3. Ensure quick response during high-traffic situations. 4. Record any problems found. | Username: Lamoni  Password: 123 | The system should have minimal failure rates and maintain high performance. |  |  |
| Post Condition: | | | | |

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| Project Name: Mental Health Support System | | Test Designed by: Lamia Islam | | |
| Test Case ID: MHSS\_QA4 | | Test Designed date: 20/09/2024 | | |
| Test Priority (Low, Medium, High): High | | Test Executed by: | | |
| Module Name: Interoperability | | Test Execution date: | | |
| Test Title: Verify flawless integration with external platforms and services. | |  | | |
| Description: Test the system’s Interoperability. | |  | | |
| Precondition (If any): The system must support standard data formats and protocols to ensure compatibility with other systems. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Ensure seamless login through social accounts. 2. Check device connection and data synchronization performance. 3. Test integration with third-party applications. 4. Verify data access from wearable devices. | Email: lamoni@gmail.com  Username: Lamoni  Password: 123 | The system should integrate with other platforms for better personalized care. |  |  |
| Post Condition: | | | | |

**Test Case – 19**

**Test Case – 20**

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| Project Name: Mental Health Support System | | Test Designed by: Lamia Islam | | |
| Test Case ID: MHSS\_QA5 | | Test Designed date: 20/09/2024 | | |
| Test Priority (Low, Medium, High): High | | Test Executed by: | | |
| Module Name: Reusability | | Test Execution date: | | |
| Test Title: Verify the system's ability to reuse modular components. | |  | | |
| Description: Test the system’s reusability. | |  | | |
| Precondition (If any): The system must use modular components with standard interfaces for easy reuse. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Ensure users can access all features with a single login. 2. Verify fields like email and phone numbers are reused in multiple forms. 3. Check that user information is consistently available across all features. | Username: Lamoni  Password: 123 | The system should enhance access to resources and efficiency through reusability. |  |  |
| Post Condition: | | | | |

**Test Case – 21**

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| Project Name: Mental Health Support System | | Test Designed by: Lamia Haque Chandni | | |
| Test Case ID: MHSS\_QA6 | | Test Designed date: 20/09/2024 | | |
| Test Priority (Low, Medium, High): High | | Test Executed by: | | |
| Module Name: Integrity/Security | | Test Execution date: | | |
| Test Title: Verify data integrity to ensure accurate user information. | |  | | |
| Description: Test the system’s integrity/security. | |  | | |
| Precondition (If any): The system must use access controls and secure login to ensure only authorized users can access or modify data. | | | | |
| Test Steps | Test Data | Expected Results | Actual Results | Status (Pass/Fail) |
| 1. Test data encryption during transmission. 2. Verify unauthorized users cannot modify data. 3. Test two-step authentication and verify anonymous access. 4. Check secure and strong password policies. | Email: lamoni@gmail.com  Username: Lamoni  Password: 123 | The system should protect sensitive data from illegal access and maintain user trust. |  |  |
| Post Condition: | | | | |