|  |  |
| --- | --- |
| **Use Case ID** | UC 13 |
| **Use Case Name** | Find ID & PW |
| **Author Name** | Hyungtaek Kim |
| **Primary Actor** | Existing User |
| **Actor’s Goal** | Actor finds its ID or Password of existing Account |
| **Business Value** | Critical |

## Description

User may find its ID & PW with the e-mail that they are previously verified during creating account.

## Main Success Scenario <Mandatory>

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| --- | --- | --- |
| **Step** | **Actor Action** | **System Response** |
| **1** | User clicks “Find ID or PW” | System displays find ID & PW page |
| **2** | User enters ID & e-mail address that is verified with existing account. | System sends verification mail to the e-mail address |
| **3** | User enters verification code | System asks user to create a new PW |
| **4** | User enters a new PW | System stores the user data to the server |

## Alternative [Success] Scenario 1: User doesn’t know its ID

**Trigger Condition**: User does not remember its existing ID

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| --- | --- | --- |
| **Step** | **Actor Action** | **System Response** |
| **1** | User enters e-mail address that associated with existing account. | System sends e-mail of user ID to the address |

## Alternative [Failure] Scenario 2: User has no access to the e-mail

**Trigger Condition**: User may enter an e-mail address that are registered in system, but has no access to it.

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| --- | --- | --- |
| **Step** | **Actor Action** | **System Response** |
| **1** | User enters ID & e-mail address that associated with existing account. | System sends verification mail to the e-mail address |
| **2** | User cannot provide verification code |  |

|  |  |
| --- | --- |
| **Secondary Actors** | External e-mail service providers (google, yahoo, etc.) |
| **Trigger Event** | User clicks “Find ID or PW” button |
| **Precondition** | User is the existing customer |
| **Frequency of Execution** | Not very often. 100 times daily |
| **Development Cost** | Average |

## Discussion

A solution required for the case of real customer cannot access to the e-mail for some reason.

## UML Activity Diagrams <Mandatory>

