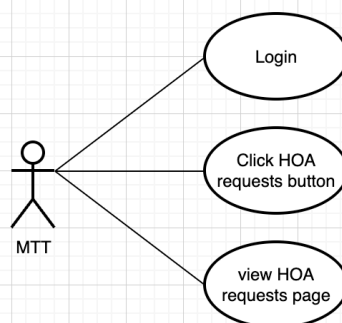
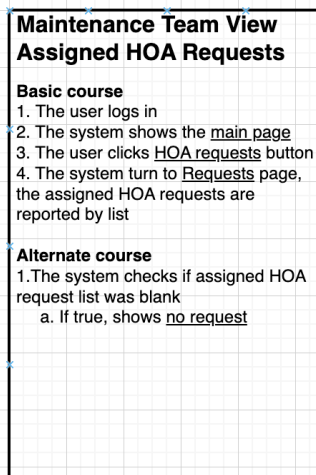
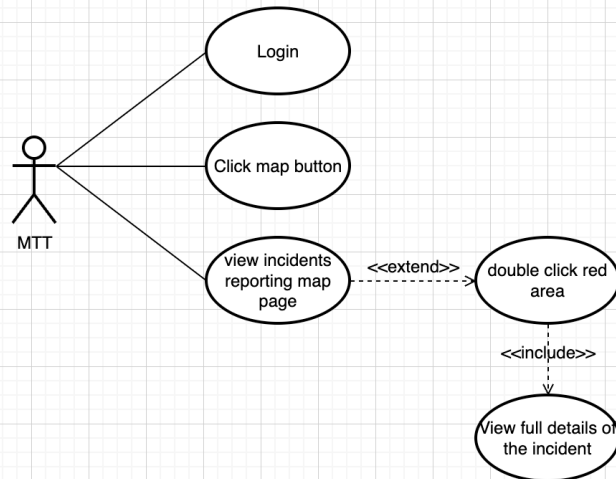
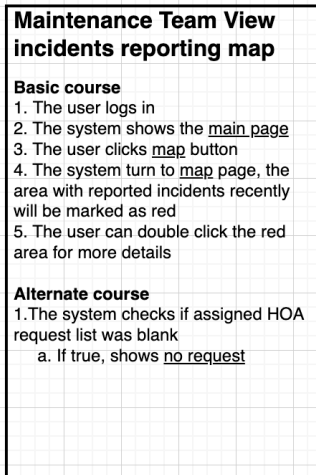


Use cases

MTT - Maintenance Team use cases:



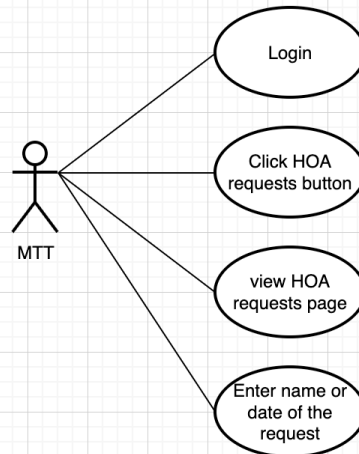
Maintenance Team Search Assigned HOA Requests

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks HOA requests button
4. The system turn to Requests page, the assigned HOA requests are reported by list
5. The user enter name or date to search a specific request

Alternate course

1. The system checks if assigned HOA request list was blank
 - a. If true, shows no request
2. The system checks if the specific request exist
 - a. false, shows no request



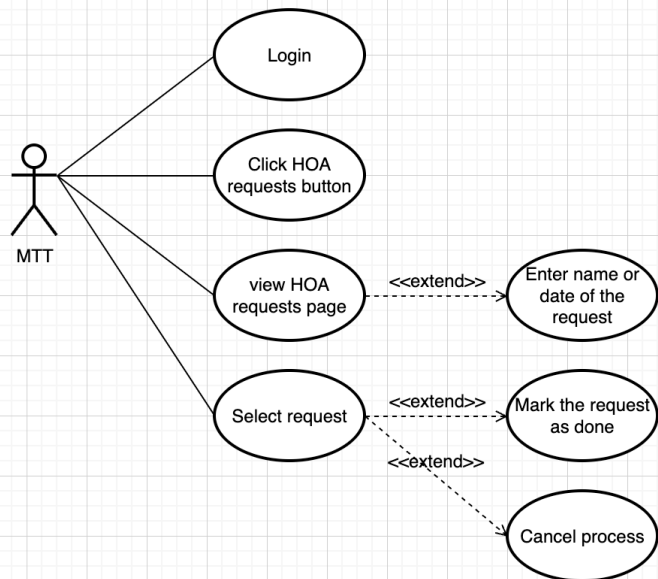
Maintenance Team Mark Assigned HOA Requests as done

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks HOA requests button
4. The system turn to Requests page, the assigned HOA requests are reported by list
5. The user select done request and mark it as done.

Alternate course

1. The user may search for the request
2. The user can cancel after select the request



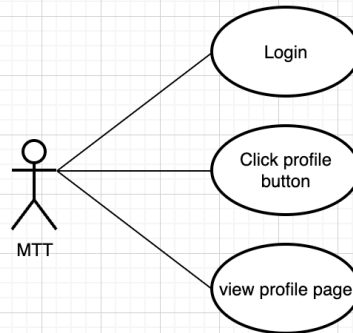
Maintenance Team View Self Profile

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks profile button
4. The system turn to profile page

Alternate course

1. The system checks if the user edited profile before
 - a. If false, redirect to edit self profile page



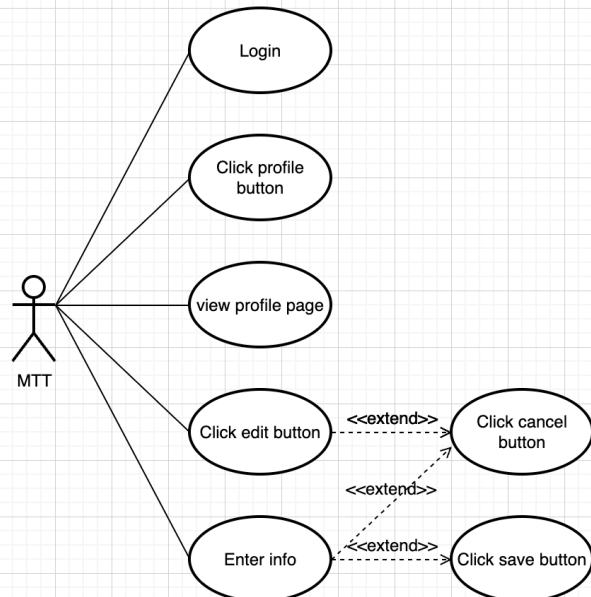
Maintenance Team Edit Self Profile

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks profile button
4. The system turn to profile page
5. The user click edit button
6. The user enter info and clicks save button

Alternate course

1. The user can click cancel button anytime during the process



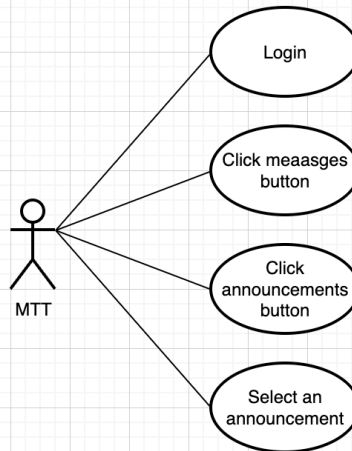
Maintenance Team View Announcements

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks messages button
4. The system turn to messages page
5. The user clicks announcements button.
6. The system shows the announcements by list.
7. The user selects an announcement to see full info of it.

Alternate course

1. The system checks if announcements box was blank
 - a. If true, shows no announcement



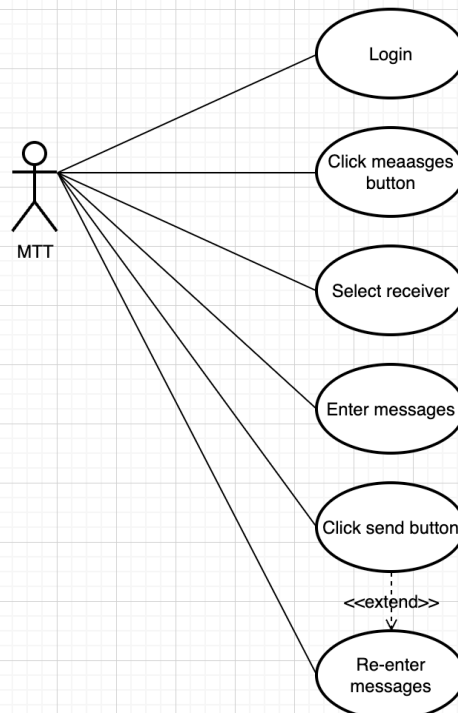
Maintenance Team DM manager

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks messages button
4. The system turn to messages page
5. The user selects receiver from manager list, after entering the message, the user clicks send button.

Alternate course

1. The system checks if messages box was blank
 - a. If true, unable to send
 - b. The user re-enter message



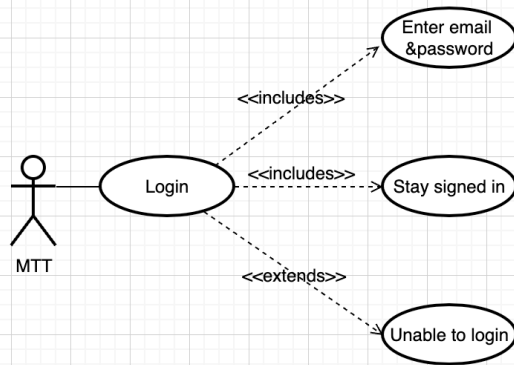
Maintenance Team Login

Basic course

1. The system requests user enter his/her email and password.
2. The user enters his/her name and password.
3. The system validates the entered name and password and logs the actor into the system.

Alternate course

1. The system was unable to validate the entered email and password
2. The system checks if this was the 3rd login failure
 - a. If true, freeze the account for 15 minutes



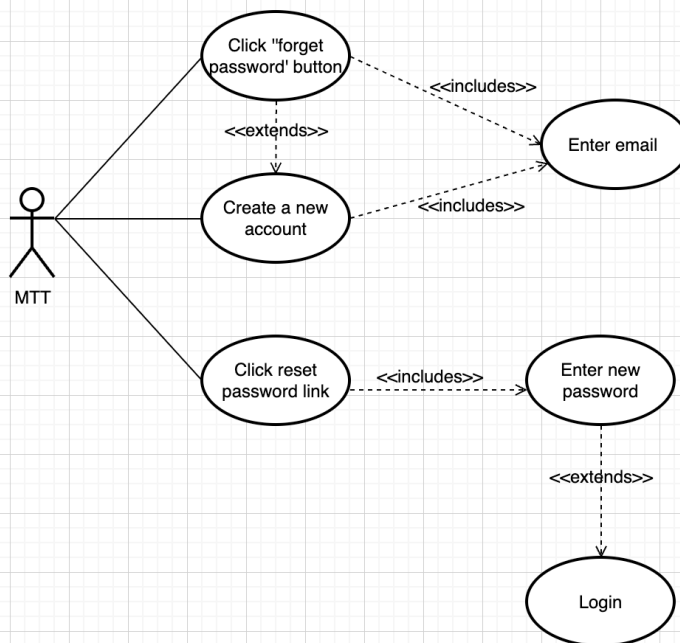
Maintenance Team Forget password

Basic course

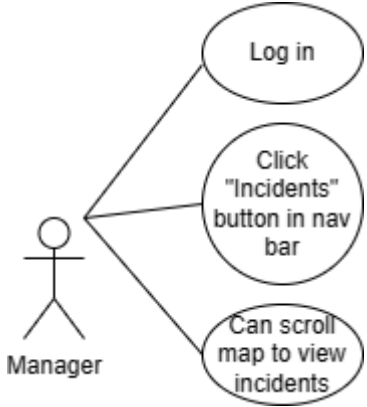
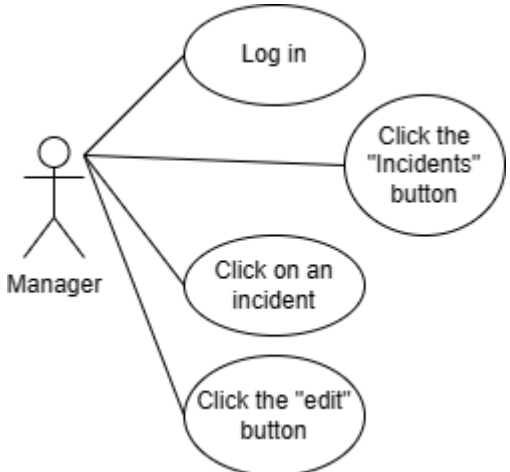
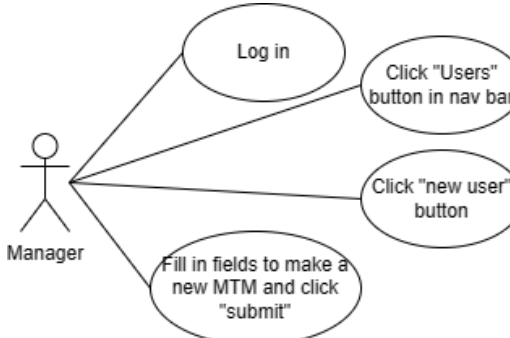
1. The user clicks forget password button.
2. The system validates the entered email has been registered and send a reset password link to the email account
3. The user create a new password via the link

Alternate course

1. The system was unable to validate the entered email, the system requires user to create a new account



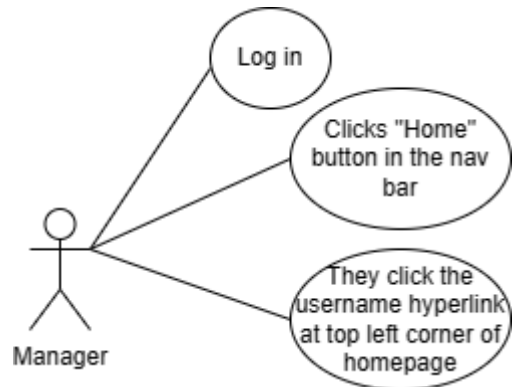
HOA - Manager use cases:

<p>Manager View Incident Map</p> <p>Basic Course</p> <ol style="list-style-type: none">1. User navigates to site and logs in if needed2. User clicks the "Incidents" button on the nav bar	 <pre>graph LR; Manager((Manager)) --- UC1(Log in); Manager --- UC2("Click 'Incidents' button in nav bar"); Manager --- UC3("Can scroll map to view incidents");</pre> <p>The diagram shows a stick figure labeled 'Manager' connected to three use cases: 'Log in', 'Click "Incidents" button in nav bar', and 'Can scroll map to view incidents'.</p>
<p>Manager Edit Incident</p> <p>Basic Course</p> <ol style="list-style-type: none">1. User navigates to site and logs in if needed2. User clicks the "Incidents" button in the nav bar3. They scroll to find an incident and then click on it4. They click the "edit" button to bring up a page where they can edit or delete the incident <p>Alternate Course</p> <ol style="list-style-type: none">1. There are no incidents (but the manager or a homeowner can add one), so the manager can't edit any	 <pre>graph LR; Manager((Manager)) --- UC1(Log in); Manager --- UC2("Click the 'Incidents' button"); Manager --- UC3("Click on an incident"); Manager --- UC4("Click the 'edit' button");</pre> <p>The diagram shows a stick figure labeled 'Manager' connected to four use cases: 'Log in', 'Click the "Incidents" button', 'Click on an incident', and 'Click the "edit" button'.</p>
<p>Manager Register MTM Account</p> <p>Basic Course</p> <ol style="list-style-type: none">1. User navigates to site and logs in if needed2. User clicks the "Users" button in the nav bar3. They click "create new" button4. They fill in the fields to create a MTM and click a button to finish	 <pre>graph LR; Manager((Manager)) --- UC1(Log in); Manager --- UC2("Click 'Users' button in nav bar"); Manager --- UC3("Click 'new user' button"); Manager --- UC4("Fill in fields to make a new MTM and click 'submit'");</pre> <p>The diagram shows a stick figure labeled 'Manager' connected to four use cases: 'Log in', 'Click "Users" button in nav bar', 'Click "new user" button', and 'Fill in fields to make a new MTM and click "submit"'. Note that the original image contains a typo 'submit' which has been corrected to 'submit'.</p>

Manager View Self Profile

Basic Course

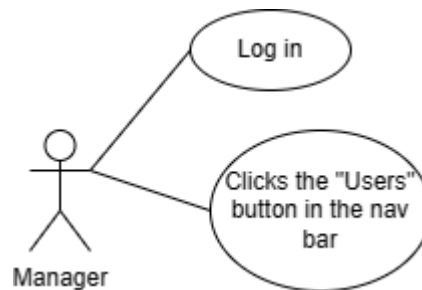
1. User navigates to site url and logs in if necessary.
2. They click the "Home" button in the nav bar.
3. They click their username hyperlink at the top left corner of the home page and the system displays their user details page.



Manager Search Profiles

Basic Course

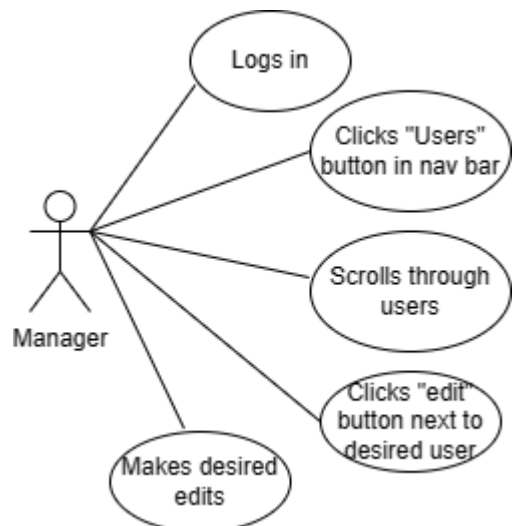
1. User navigates to site url and logs in if necessary.
2. They click the "Users" button in the nav bar.
3. The system displays a list of users along with their info.



Manager Edit Profile

Basic Course

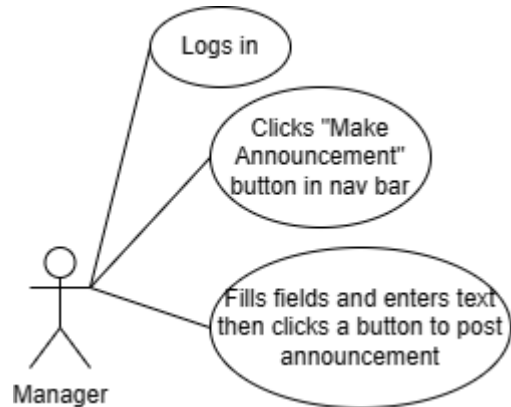
1. User navigates to site url and logs in if necessary.
2. They click the "Users" button in the nav bar. They find the user they want in the list of users and click the "edit" button next to that user.
3. They can edit fields in the edit user page that is displayed.



Manager Make Announcement

Basic Course

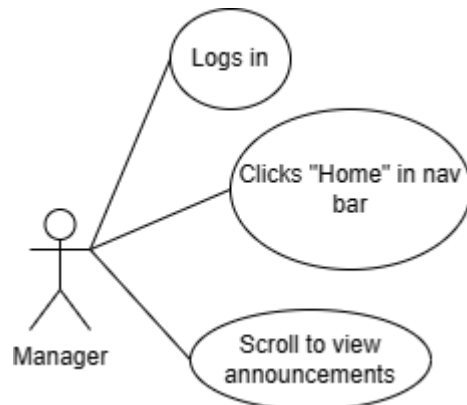
1. User navigates to site url and logs in if necessary.
2. They click the "Make Announcement" button on the nav bar.
3. They fill in the fields and enter the announcement in the the page that is displayed, then click a button to finish.



Manager View Announcement

Basic Course

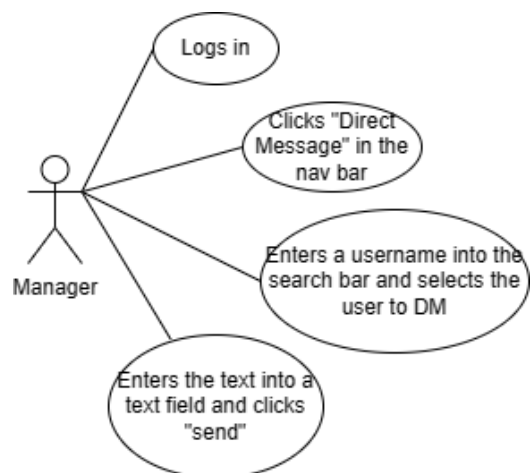
1. User navigates to site url and logs in if necessary.
2. They click the "Home" button on the nav bar.
3. They can scroll to view the announcement(s).



Manager Direct Message Anyone

Basic Course

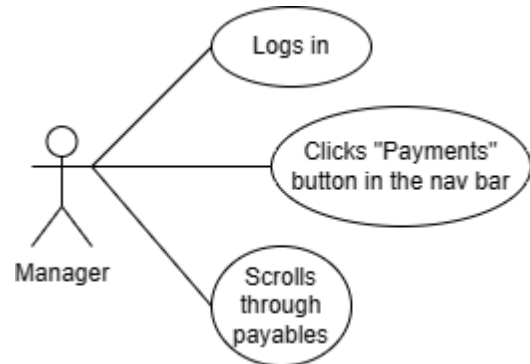
1. Manager navigates to site url and logs in if necessary.
2. They click the "Direct Message" button in the nav bar.
3. They enter a username into the search bar and select the user to DM. They enter the text into a text field and click "send".



Manager View Payables

Basic Course

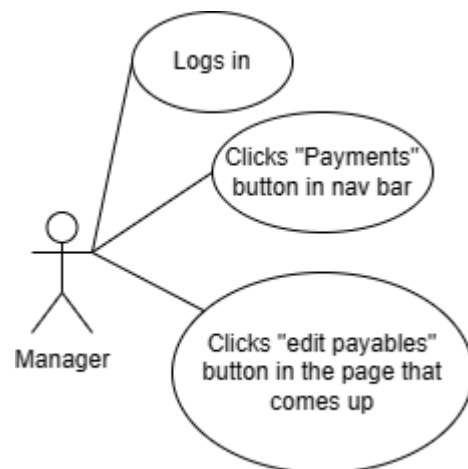
1. User navigates to site url and logs in if necessary.
2. They click the "Payments" button in the nav bar.
3. The system displays list of payables for HOA members.



Manager Edit Payables

Basic Course

1. User navigates to site url and logs in if necessary.
2. They click the "Payments" button in the nav bar.
3. They click the "edit payables" button in the payments page.
4. They can click a button to add or remove payables in the page that comes up.



Manager Login

Basic Course

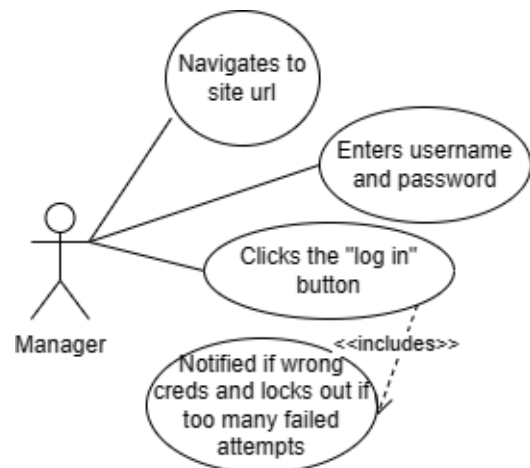
1. User navigates to the site url. The system displays the login page.
2. They enter their username and password and click the "login" button.

Alternate Course A

1. They are already logged in so the system doesn't display the login page. The website functions normally.

Alternate Course B

1. They have the wrong username or password. The system displays a message "username or password" is incorrect. If they make too many failed logins

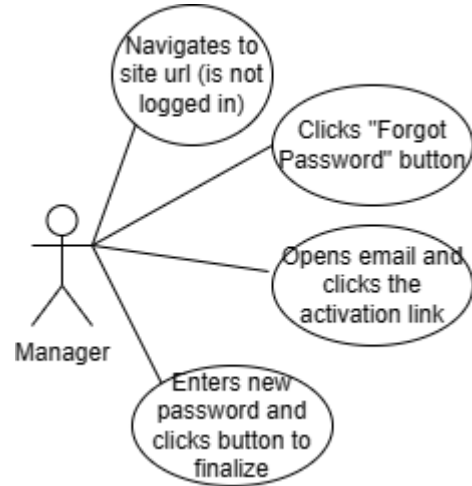


they are locked out temporarily and the MTM is notified.

Manager Forgot Password

Basic Course

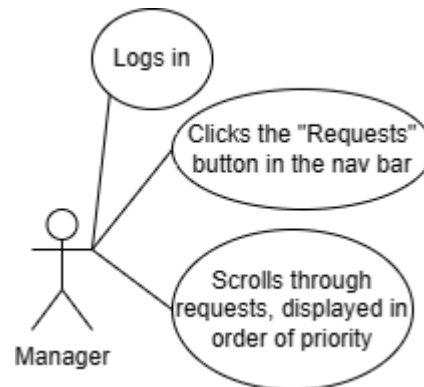
1. The user navigates to the site url. The system displays the login page. They click the "Forgot Password" button.
2. The system sends an email with an activation link. Clicking this opens the "New Password" page. The user enters a new password in the password field and clicks a button to finalize it; then the system opens up the login page again.



Manager View All HOA Requests

Basic Course

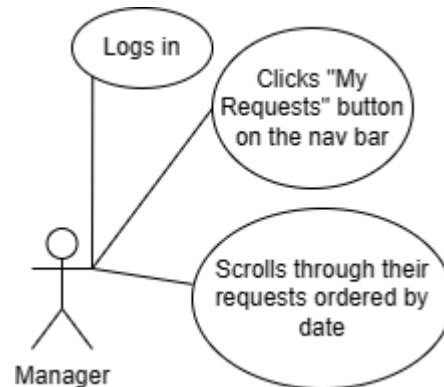
1. The user navigates to the site url and logs in if necessary.
2. They click the "Requests" button on the nav bar.
3. The system displays a page where requests are displayed in order of priority.



Manager Own HOA Requests

Basic Course

1. The user navigates to the site url and logs in if necessary.
2. They click the "My Requests" button in the nav bar.
3. The system displays a list with the manager's requests by date. Requests with new activity will be distinguished somehow.

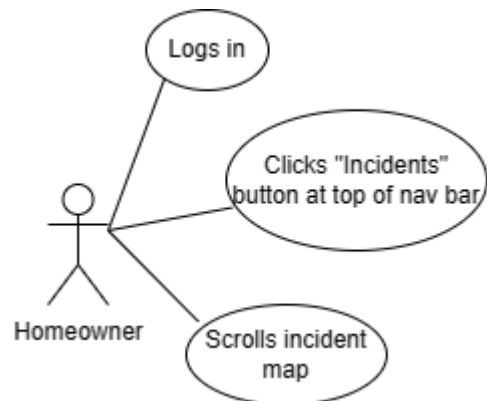


HOA - Homeowner use cases:

Homeowner View Incident Map

Basic Course

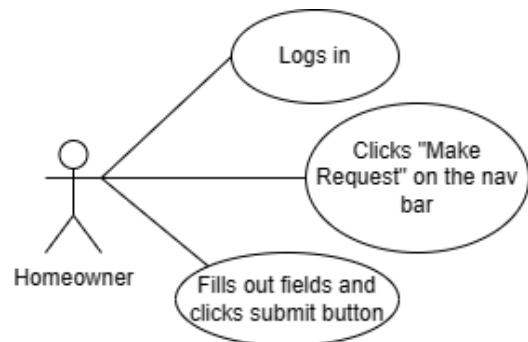
1. User navigates to site url and logs in if necessary.
2. User clicks the "Incidents" button in the nav bar.
3. They can scroll the map and view incidents



Homeowner Make HOA Request

Basic Course

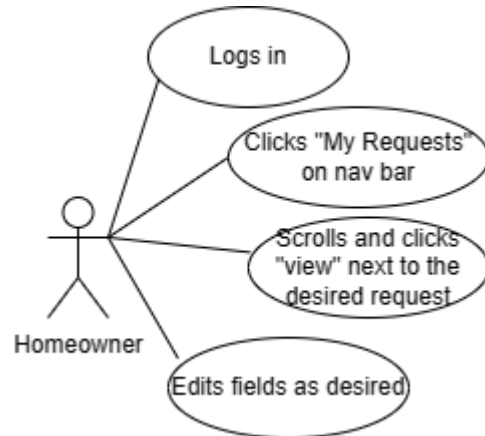
1. User navigates to site url and logs in if necessary.
2. They click the "My Requests" button in the nav bar.
3. They fill out fields as desired and click a button to send the request to the manager and team.



Homeowner Edit Existing Self HOA Requests

Basic Course

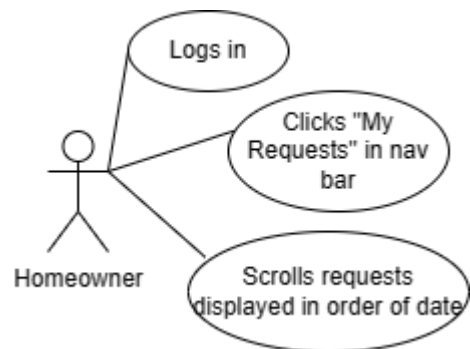
1. User navigates to site url and logs in if necessary.
2. They click the "My Requests" button in the nav bar.
3. They find the request they want to view and click the "view" button next to it.
4. The page that comes up will display the request info with some of the fields being editable.



Homeowner View Self Requests Made

Basic Course

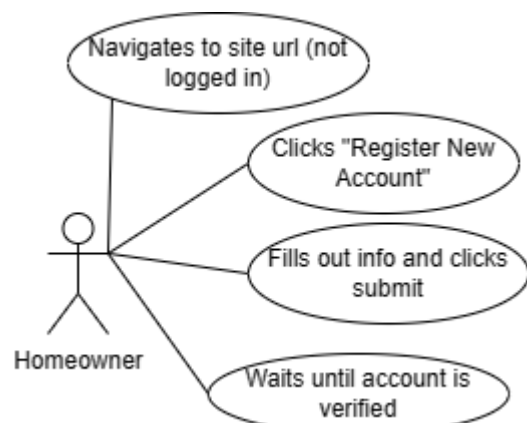
1. User navigates to site url and logs in if necessary.
2. They click the "My Requests" button on the nav bar.
3. They can view their requests by date on the page that comes up. Requests with new activity will be highlighted.



Homeowner Register Self Account

Basic Course

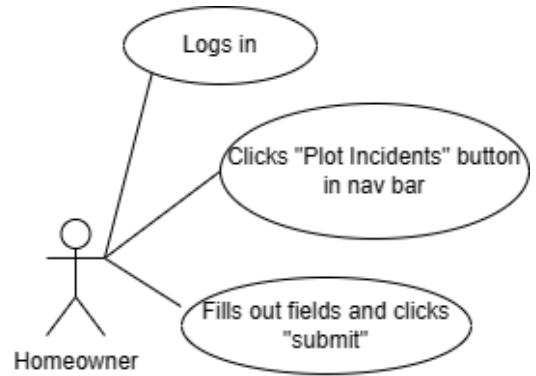
1. User navigates to site url and the login page is displayed. They click the "register new account" button.
2. They fill out all the fields and click the "submit" button.
3. The account will be created once it is verified by staff.



Homeowner Make Incident Report

Basic Course

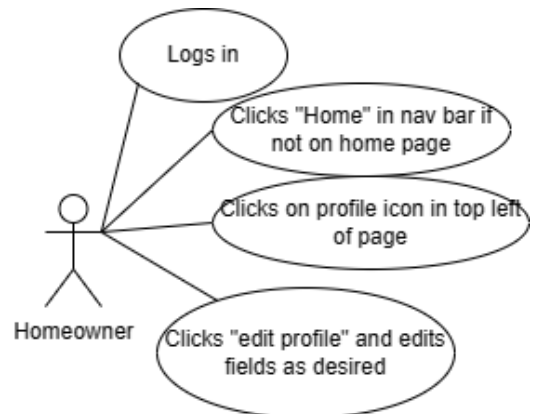
1. Homeowner navigates to the site url and logs in if necessary.
2. They click the "Plot Incidents" button in the nav bar.
3. They click the "Plot New Incident" button and fill out the fields as needed.
4. To finish they click the "submit" button



Homeowner Edit Self Profile

Basic Course

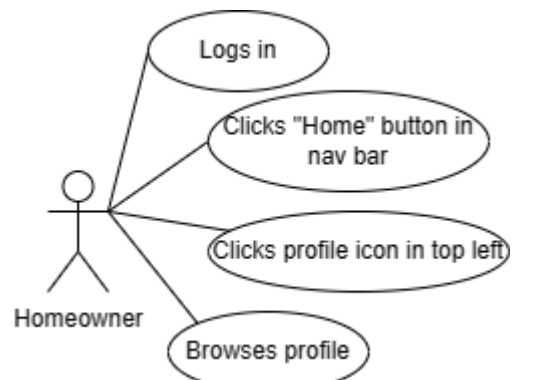
1. Homeowner navigates to the site url and logs in if necessary.
2. They click the "Home" button in the nav bar if they aren't already on that page.
3. They click their profile icon in the top left of the page and click "edit profile" on the page that comes up.
4. This page has fields that the user can edit.



Homeowner View Self Profile

Basic Course

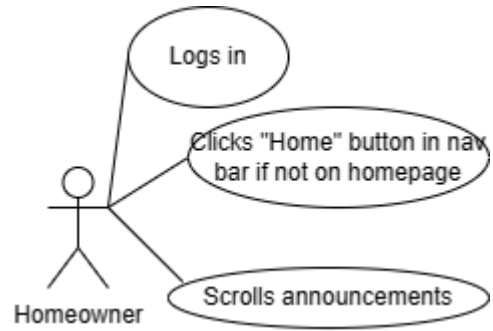
1. Homeowner navigates to the site url and logs in if necessary.
2. They click the "Home" button in the nav bar if they aren't already on that page.
3. They click on their profile icon and the system brings up their profile page.



Homeowner View Announcements

Basic Course

1. Homeowner navigates to the site url and logs in if necessary.
2. They click the "Home" button in the nav bar if they aren't already on that page.
3. They can scroll through the announcements on the homepage.



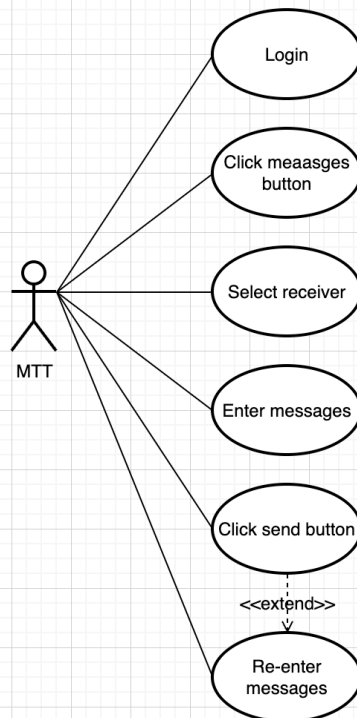
Homeowner DM manager

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks messages button
4. The system turn to messages page
5. The user selects receiver from manager list, after entering the message, the user clicks send button.

Alternate course

1. The system checks if messages box was blank
 - a. If true, unable to send
 - b. The user re-enter message



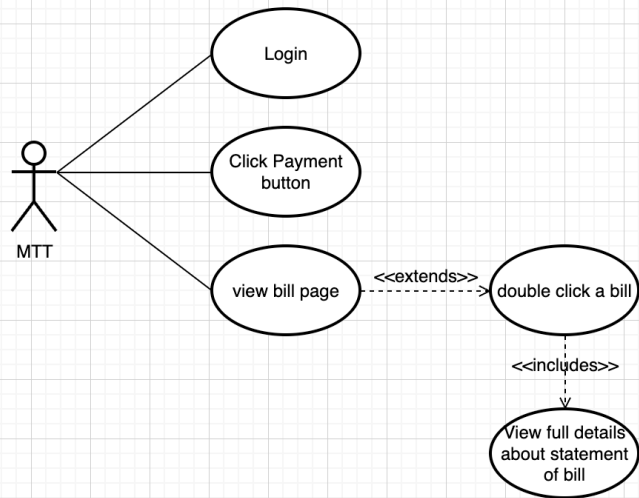
Homeowner View Payables

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks Payment button
4. The system turn to Payment page, the bills will be diaplayed by list
5. The user can double click the bill for more details

Alternate course

1. The system checks if assigned HOA bill list was blank
 - a. If true, shows no bills



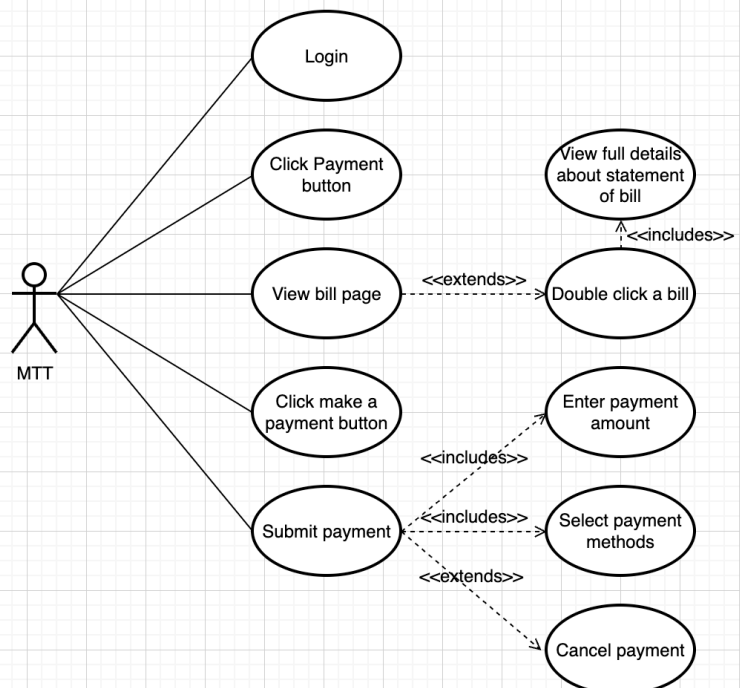
Homeowner Make payment to Payables

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks Payment button
4. The system turn to Payment page, the bills will be diaplayed by list
5. The user click make a payment button
6. The system displays the user's balance
7. The user enters payment amount, select payment methods and submit payment

Alternate course

1. The system checks if assigned HOA bill list was blank
 - a. If true, shows no bills



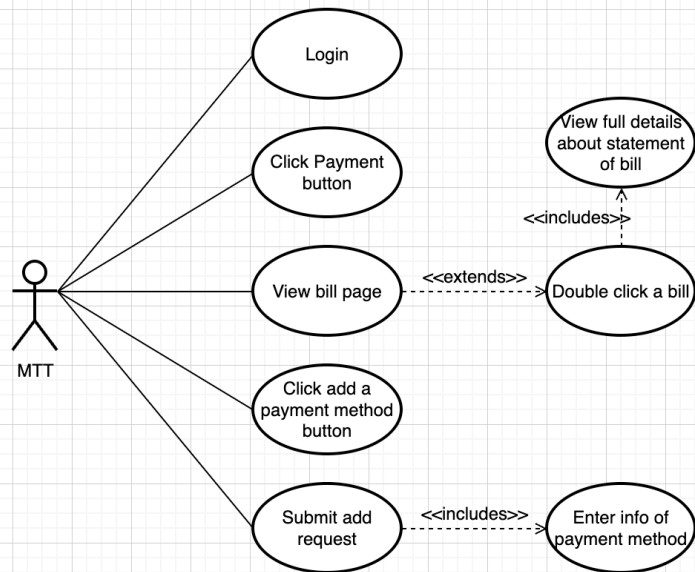
Homeowner Add Payment Methods

Basic course

1. The user logs in
2. The system shows the main page
3. The user clicks Payment button
4. The system turn to Payment page, the bills will be displayed by list
5. The user click add a payment method button
6. The system displays the form of required info
7. The user enters info of payment method and submit add request

Alternate course

1. The system checks if the payment method is added before
 - a. If true, shows method already exists



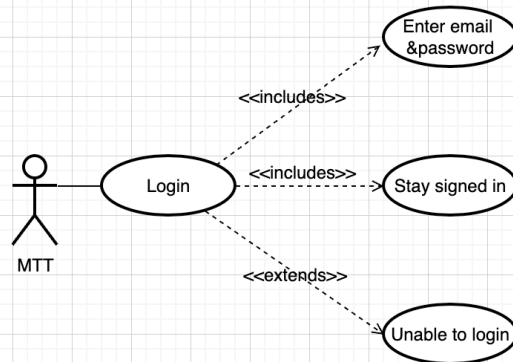
Homeowner Login

Basic course

1. The system requests user enter his/her email and password.
2. The user enters his/her name and password.
3. The system validates the entered name and password and logs the actor into the system.

Alternate course

1. The system was unable to validate the entered email and password
2. The system checks if this was the 3rd login failure
 - a. If true, freeze the account for 15 minutes



Homeowner Forget password

Basic course

1. The user clicks forget password button.
2. The system validates the entered email has been registered and send a reset password link to the email account
3. The user create a new password via the link

Alternate course

1. The system was unable to validate the entered email, the system requires user to create a new account

