System Requirements Statement (SRS) –

MindMatter Online Counselling

Created by :

Date :

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# Introduction

This document explains the system requirements and scope for developing MindMatter Online Counselling.

MindMatter Online Counselling could divide the four main parts Patient part, Counsellor part, Admin part and the acknowledgement part.

This document describes the system requirement of the Account part.

# Functional Requirements

The Account part of MindMatter Online Counselling has three modules which are divided 13 processes described as below.

|  |  |  |
| --- | --- | --- |
| **No** | **BRS requirement ID** | **Description** |
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## Patient Module

* Patient is the user of system who wants to take Counselling.

* He is also able to view the specific counsellors.

### Registration Process

* MindMatter Online Counselling compels to register before using it. So, MindMatter Online Counselling should provide the function which makes Patient creates new account.
* When Patient creates new account, the function demands two information described as below.

1. Login information
2. Contact Details

* The Login information

The Login information consists of some items described as below.

1. UserID
2. Password
3. First Name
4. Last Name
5. E-mail address
6. User Type
   * All items are compulsory demanded.
   * UserID

* The UserID should be unique. If the UserID correspond with not case-sensitive to other which is previously registered, the UserID should not be registered as an account.
  + Password
* The Password has constrains which makes the Password consists of more than or equal 8 and less than or equal 16 characteristics including characters described as below.

1. Numeric figure (at least one)
2. Capital alphabet (A-Z)(at least one)
3. Small alphabet (a-z)(at least one)
4. Special character (#, $, %, &, etc.) (at least one)

* The Password is masked by dummy characters. The re-entering Password is demanded.
* The Password must be encrypted in MindMatter Online Counselling.
  + User Type

The User Type falls into three categories described as below.

1. Patient
2. Counsellor
3. Administrator

* The User Type defines also three types of user; "Patient user", "Counsellor user", and "Administrator user”.
* In an Account Creation Process, the user can select Patient.
* No one could select The Administrator, because Administrator is implemented to MindMatter Online Counselling in advance.
* Contact Details
* The Contact Detail consists of some items described as below.

1. Permanent Address
2. Contact Phone No
   * All items are compulsory demanded.
   * Permanent Address

* Permanent Address should be filled.
* But only the state should be selected from options.
* The Security Question information

The Security Question information is needed when Patient lost their Password. This information consists of two items described as below.

1. Selected Question
2. Answer
   * All items are compulsory demanded.
   * Some questions which are difficult to answer for anyone else are prepared in advance.

E.g. where you born?

* + A question should be selected from options by the Patient, and the Answer is registered by the Patient.
* Login information should be entered on one screen, and then Patient in formation and Security Question information should be entered on another screen.

### Login Process

* MindMatter Online Counselling always compels user authentication before using itself except when a new account is successfully created.
* The user authentication demands UserID and Password. The UserID and the Password should be checked in three ways.
  + First, The UserID and the Password should be existed and correct.
* If The UserID and the Password are not equal to what the user has registered, the user authentication cannot be provided.
  + Second, the User Type linked to the UserID should be "Patient".
* When the User Type is "Patient", then user can be placed on “Patient Home”.
  + Finally, UserID should be available.
* The Administrator can decide whether the UserID is available or suspended – Refer to the SRS of the Admin part.
* If Patient is rejected, user authentication is not provided for system user.
* The Patient account should alive for so long as the duration decided by Admin.
* Only when the three checks are successfully completed, Patient can be placed on respected page.
* The “Patient Home” provides the some items described as below.

1. A trigger to logout
2. A trigger to update Account
3. A trigger to Change Password
4. A trigger to Browse Existing Counsellor
5. A trigger to Search Specific Counsellor and view detailed profile.
6. A trigger to Patient request to counsellor
7. A trigger to Patient Feedback
8. A trigger to Types of counselling

### Forgot Password Process

* When system user lost their Password, the recovery method should be provided by MindMatter Online Counselling.

The recovery method is described as below.

* + First, system user enters their UserID for MindMatter Online Counselling.
  + Next, MindMatter Online Counselling demands the Answer which has been registered since when the Account was created.
  + Only when the Answer is correct, Patient get the new password by E-mail which also has been registered since when the Account was created.
  + The new password is automatically generated by MindMatter Online Counselling. Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
* As a consequence, The Patient could get the Patient authentication using the new password.
  + Then, the Patient had better change the new password manually.
* If the Answer is not correct, otherwise, the correct Answer is demanded for user again.
  + In that case, Of course, Patient couldn’t get the new password.

### Change Password Process

* When Patient wants to change their Password, the measure should be provided by MindMatter Online Counselling.
* Therefore, MindMatter Online Counselling should provide the function which is available after getting the Patient authentication.
* The function demands the current password and the new password.
  + Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
  + The current password and the new password are masked by using dummy characters.
  + The new password is demanded to enter twice to avoid a typing error.
* Only when the current password is correct, Patient could change their Password.
* When the current password is changed into new password, MindMatter Online Counselling compels user authentication again.

### 2.1.5 Browse All Counsellor

* Patient can view the information of all existing counsellors.

### 2.1.6 View Feedback and Rating

* Patient can view the feedback and ratings given to the counsellor .

### 2.1.7 Search Specific Counsellor and View Detailed Profile

* Search conditions are described as below.

1. Counselling category
2. Price range

### 2.1.8 Patient request to Counsellor

* Patient request are described as below.

1. Counselling Type
2. Price
3. Counsellor name

* Patient can see Counsellor feedback before sending request.

### 2.1.9 Patient Feedback

* After taking Counselling the Patient can only update following content.

1. Counselling feedback.

### 2.1.10 Patient Logout

• After Counselling if Patient wants then they can logout from the system.

### 2.2 Counsellor Module

### 2.2.1 Registration Process

* MindMatter Online Counselling compels to register before using it. So, MindMatter Online Counselling should provide the function which makes customer creates new account.
* When customer creates new account, the function demands four information described as below.

1. Login information

2.Contact Details

3.Security Question Information

4.Payment information.

* The Login information

The Login information consists of some items described as below.

1.UserID

2.Password

3.First Name

4.Last Name

5.E-mail address

6.User Type

* + All items are compulsory demanded.
  + UserID
* The UserID should be unique. If the UserID correspond with not case-sensitive to other which is previously registered, the UserID should not be registered as an account.
  + Password
* The Password has constrains which makes the Password consists of more than or equal 8 and less than or equal 16 characteristics including characters described as below.

1.Numeric figure (at least one)

2.Capital alphabet (A-Z)(at least one)

3.Small alphabet (a-z)(at least one)

4.Special character (#, $, %, &, etc.) (at least one)

* The Password is masked by dummy characters. The re-entering Password is demanded.
* The Password must be encrypted in MindMatter Online Counselling.
  + User Type

The User Type falls into three categories described as below.

1.Customer

2.Counsellor

3.Administrator

* The User Type defines also three types of user; " Customer user", "Counsellor user", and "Administrator user”.
* In an Account Creation Process, the user can select Counsellor.
* No one could select The Administrator, because Administrator is implemented to MindMatter Online Counselling in advance.
* Contact Details
* The Contact Detail consists of some items described as below.

1.Permanent Address

2.Contact Phone No

* + All items are compulsory demanded.
  + Permanent Address
* Permanent Address should be filled.
* But only the state should be selected from options.
* The Security Question information

The Security Question information is needed when Counsellor lost their Password. This information consists of two items described as below.

1.Selected Question

2.Answer

* + All items are compulsory demanded.
  + Some questions which are difficult to answer for anyone else are prepared in advance.

E.g. which color do you like most?

* + A question should be selected from options by the Counsellor, and the Answer is registered by the Counsellor.
* Login information should be entered on one screen, and then Counsellor information and Security Question information should be entered on another screen.

### 2.2.2 Login Process

* MindMatter Online Counselling always compels Counsellor authentication before using itself except when a new account is successfully created.
* The user authentication demands UserID and Password. The UserID and the Password should be checked in three ways.
  + First, The UserID and the Password should be existed and correct.
* If The UserID and the Password are not equal to what the user has registered, the user authentication cannot be provided.
  + Second, the User Type linked to the UserID should be "user".
* When the User Type is " Counsellor ", user can be placed on “Counsellor Home”.
  + Finally, UserID should be available.
* The Administrator can decide whether the UserID is available or suspended – Refer to the SRS of the Admin part.
* If user is rejected, user authentication is not provided for Counsellor.
* The Counsellor account should alive for so long as the duration decided by Admin.
* Only when the three checks are successfully completed, Counsellor can be placed on respected page.
* The “Counsellor Home” provides the some items described as below.

1. A trigger to logout
2. A trigger to update Account
3. A trigger to Change Password
4. A trigger to Forget Password
5. A trigger to Search customer information
6. A trigger to Accept Customer Request
7. A trigger to Counselling Advice
8. A trigger to Browse existing Customer

### 2.2.3 Forget Password Process

* When Counsellor lost their Password, the recovery method should be provided by MindMatter Online Counselling.

The recovery method is described as below.

* + First, Counsellor enters their UserID for MindMatter Online Counselling.
  + Next, MindMatter Online Counselling demands the Answer which has been registered since when the Account was created.
  + Only when the Answer is correct, Counsellor get the new password by E-mail which also has been registered since when the Account was created.
  + The new password is automatically generated by MindMatter Online Counselling Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
* As a consequence, The Counsellor could get the user authentication using the new password.
  + Then, the Counsellor had better change the new password manually.
* If the Answer is not correct, otherwise, the correct Answer is demanded for Counsellor again.
  + In that case, Of course, Counsellor couldn’t get the new password.

### 2.2.4 Change Password Process

* When Counsellor wants to change their Password, the measure should be provided by MindMatter Online Counselling.
* Therefore, MindMatter Online Counselling should provide the function which is available after getting the Counsellor authentication.
* The function demands the current password and the new password.
  + Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
  + The current password and the new password are masked by using dummy characters.
  + The new password is demanded to enter twice to avoid a typing error.
* Only when the current password is correct, Counsellor could change their Password.
* When the current password is changed into new password, MindMatter Online Counselling compels Counsellor authentication again.

### 2.2.5 Update Profile

* MindMatter Online Counselling should provide the function which makes the account updated for Counsellor.
* The information Counsellor could update is described below.

1. Login information

2. User information

3. Security Question Information

* The Login information

The updatable items as described below.

1. First Name
2. Last Name
3. E-mail address
   * All items are compulsory demanded, but updating is optional.

* The User information

The updatable items as described below.

1. User Name

2.User Phone No

3.E-mail address

4.Permanent address

* + All items are compulsory demanded, but updating is optional.
* The Security Question information

The updatable items as described below.

1. Selected Question
2. Answer
   * All items are compulsory demanded, but updating is optional.

### 2.2.6 View Appointments

• Counsellor can view all the appointment requests received by patients for session.

### 2.2.6 Check Request

• To Accept the request followings are the condition

1. Counselling Type

2. Customer name

**2.2.7 Counselling Advice**

• In counselling advice process following are the conditions

1. How many sessions required?

2. Suggestions for Customer

**2.2.8 Cancel Or Reschedule Request**

• Before paying Counsellor can cancel the Customer Request in following condition

1. If the Counsellor Feels that Customer is fake.

2. If the Customer time is mismatched then session is rescheduled.

#### 2.3 Admin Module

**•** Administratorshould be responsible for following activities**,**

### 2.3.1 Login Process

* MindMatter Online Counselling always compels user authentication before using itself except when a new account is successfully created.
* The user authentication demands UserID and Password. The UserID and the Password should be checked in three ways.
  + First, The UserID and the Password should be existed and correct.
* If The UserID and the Password are not equal to what the admin has registered, the Admin authentication cannot be provided.
  + Second, the User Type linked to the UserID should be "Admin".
* When the User Type is "Admin", user can be placed on “Admin Home”.
  + Finally, UserID should be available.
* The Administrator can decide whether the UserID is available or suspended – Refer to t
* .0he SRS of the Admin part.
* If user is rejected, user authentication is not provided for system user.
* The Admin account should alive for so long as the duration decided by Admin.
* Only when the three checks are successfully completed, Admin can be placed on respected page.
* The “Admin Home” provides the some items described as below.

1. A trigger to logout
2. A trigger to update Account
3. A trigger to Change Password
4. A trigger to Forget password
5. A trigger to Information Verification
6. A trigger to Account Management
7. A trigger to Delete Customer and Counsellor
8. A trigger to Browse existing Customer and Counsellor

### 2.3.2 Forget Password Process

* When Admin lost their Password, the recovery method should be provided by MindMatter Online Counselling.

The recovery method is described as below.

* + First, Admin enters their UserID for MindMatter Online Counselling.
  + He will enter the E-mail id since when the Account was created.
  + Only when the E-mail Id is correct, Admin get the new password by E-mail which also has been registered since when the Account was created.
  + The new password is automatically generated by MindMatter Online Counselling Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
* As a consequence, The Admin could get the Admin authentication using the new password.
  + Then, the Admin had better change the new password manually.

### 2.3.3 Change Password Process

* When Admin wants to change his Password, the measure should be provided by e-Farming System.
* Therefore, MindMatter Online Counselling should provide the function which is available after getting the Admin authentication.
* The function demands the current password and the new password.
  + Of course, the new password should consist of more than or equal 8 and less than or equal 16 characteristics including at least a numeric figure, a capital alphabet, a small alphabet, and a special character.
  + The current password and the new password are masked by using dummy characters.
  + The new password is demanded to enter twice to avoid a typing error.
* Only when the current password is correct, Admin could change his Password.
* When the current password is changed into new password, MindMatter Online Counselling compels user authentication again.

**2.3.4 View List of Patients**

• Admin can view all the list of existing patients registered under the system.

**2.3.5 View List of Counsellors**

• Admin can view all the list of existing Counsellors registered under the system.

**2.3.6 Counsellor Verification**

• Admin should able to manage all the Counsellor accounts with following activities,

1. Enable accounts

2. Disable accounts

#### **2.3.7 Report Generation**

* Admin should able to see all the records from any users.
* Daily report of enrolment to admin.
* Monthly report of enrolment as per the states to admin.
* Fees Collection and report table of patients and counsellor

#### 2.4 Use Case Diagram

**Admin:**

**System**

**Login**

**View List**

**of Patients**

**Counsellor Verification**

**Admin**

**Forgot/Change Password**

**View List Of Counsellor**

**Report Generation**

*Fig. Use case diagram for admin*

**Admin:**

1. In Admin use case diagram Admin is the Actor.
2. Admin can handle following use cases:
3. Login
4. Forgot/Change Password
5. View List Of Patient
6. View List Of Counsellor
7. Counsellor Verification
8. Report Generation

**Patient:**

**System**

**Registration**

**Login**

**Forget/ Change Password**

**Browse All Counsellors**

**View Feedback And Rating**

**Select Specific Counsellor And View Detailed Profile Of Counsellor**

**Book Session With Counsellor**

**Patient**

**Give Feedback And Rating**

*Fig. Use case diagram for Customer*

**Patient:**

1. In Patient use case diagram Patient is the Actor.
2. Patient can handle following use cases:
3. Registration
4. Login
5. Forget/Change Password
6. Browse Counsellor
7. View Feedback And Rating
8. Select Specific Counsellor And View Detailed Profile Of Counsellor
9. Book Session With Counsellor
10. Give Feedback And Rating

**Counsellor:**

**System**

**Register**

**Login**

**Forget/Change Password**

**Update Profile**

**View Appointment**

**Counselling**

**Advice**

**Gives Availability Time In Advance**

**Counsellor**

*Fig. Use case diagram for Counsellor*

**Counsellor:**

1. In Counsellor use case diagram Counsellor is the Actor**.**
2. Counsellor can handle following use cases:
3. Register
4. Login
5. Forget/Change Password
6. Update Profile
7. View Appointment
8. Counselling Advice
9. Give Availability Time In Advance