

## Acceptance Tests:

Use case	Steps and Required Inputs	Expected behaviour	Observed behaviour
Login	<ol style="list-style-type: none"><li>1. Enter username</li><li>2. Enter password</li><li>3. Click login or hit enter</li></ol>	Logs in user and redirects to appropriate page depending on user.	Expected behaviour observed
Login	<ol style="list-style-type: none"><li>1. Leave inputs empty</li><li>2. Click login or hit enter</li></ol>	Application asks user to enter inputs for all the input fields.	Expected behaviour observed
Login	<ol style="list-style-type: none"><li>1. Enters invalid username and password</li><li>2. Click login or hit enter</li></ol>	Application does not allow login.	Expected behaviour observed
Logout	<ol style="list-style-type: none"><li>1. User is logged in</li><li>2. Click profile icon</li><li>3. Clicks logout</li></ol>	Application logs user out and redirects to login page, does not allow access to any other pages.	Expected behaviour observed
View personal tickets	<ol style="list-style-type: none"><li>1. Login as student</li><li>2. Click find personal tickets</li></ol>	As soon as a student type user logs in, they should be redirected to view all tickets they have made.	Expected behaviour observed
View ticket status/ View ticket	<ol style="list-style-type: none"><li>1. Login as student</li><li>2. Click find personal tickets</li><li>3. Click view on intended ticket</li></ol>	Details of the ticket should be outputted including its status.	Expected behaviour observed
Filter tickets	<ol style="list-style-type: none"><li>1. Login as registered user</li><li>2. List all tickets (EC, Technical fault, personal)</li><li>3. Click status filter option</li></ol>	Application will display tickets matching the status checked by the user.	Expected behaviour observed
Filter tickets	<ol style="list-style-type: none"><li>1. Login as registered user</li><li>2. List all tickets (EC, Technical fault, personal)</li><li>3. Click priority filter option</li></ol>	Application will display tickets matching the priority checked by the user.	Expected behaviour observed
Filter tickets	<ol style="list-style-type: none"><li>1. Login as registered user</li><li>2. List all tickets (EC, Technical fault, personal)</li><li>3. Click filter options for both status and priority</li></ol>	Application will display tickets matching the options checked by the user.	Expected behaviour observed

Filter tickets	<ol style="list-style-type: none"> <li>1. Login as registered user</li> <li>2. List all tickets (EC, Technical fault or personal)</li> <li>3. Check no options</li> <li>4. Click filter</li> </ol>	Application will display all tickets without filter when filter is clicked with no options selected.	Expected behaviour observed
Delete ticket	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. View personal tickets</li> <li>3. Click delete button on intended ticket</li> <li>4. Confirm delete</li> </ol>	Once delete is clicked, user should be asked if they are sure they want to delete it and confirm by clicking ok. Ticket should then be removed from system and from personal tickets.	Expected behaviour observed
Delete ticket	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. View personal tickets</li> <li>3. Click delete button on intended ticket</li> <li>4. Click cancel on confirmation</li> </ol>	Once delete is clicked user should be asked if they are sure they want to delete it and the cancel button stops the ticket from being deleted.	Expected behaviour observed
Create ticket (EC)	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. Click create EC</li> <li>3. Enter title</li> <li>4. Enter description</li> <li>5. Enter module</li> <li>6. Enter component</li> <li>7. Select priority</li> <li>8. Click submit</li> </ol>	EC is created and confirmation of EC being created is shown. EC is shown on view personal tickets.	Expected behaviour observed
Create ticket (EC)/Attach File	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. Click create EC</li> <li>3. Enter title</li> <li>4. Enter description</li> <li>5. Enter module</li> <li>6. Enter component</li> <li>7. Select priority</li> <li>8. Upload file</li> <li>9. Click submit</li> </ol>	EC is created and confirmation of EC being created is shown. EC is shown on view personal tickets with the file present.	Expected behaviour observed
Create ticket (EC)	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. Click create EC</li> </ol>	Application asks user to enter inputs into all the fields.	Expected behaviour observed

	<ol style="list-style-type: none"> <li>3. Leave inputs empty</li> <li>4. Click submit</li> </ol>		
Create ticket (EC)	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. Click create EC</li> <li>3. Go beyond character limit on fields</li> <li>4. Click submit</li> </ol>	Application does not allow user to enter characters beyond certain limit for these fields.	Expected behaviour observed
Create ticket (Technical Fault)	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. Click create Technical Fault</li> <li>3. Enter title</li> <li>4. Enter description</li> <li>5. Select location</li> <li>6. Select priority</li> <li>7. Click submit</li> </ol>	Technical Fault is created, and confirmation of Technical Fault being created is shown. Technical Fault is shown on view personal tickets.	Expected behaviour observed
Create ticket (Technical Fault)/Attach File	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. Click create Technical Fault</li> <li>3. Enter title</li> <li>4. Enter description</li> <li>5. Select location</li> <li>6. Select priority</li> <li>7. Upload file</li> <li>8. Click submit</li> </ol>	Technical Fault is created, and confirmation of Technical Fault being created is shown. Technical Fault is shown on view personal tickets with the file present.	Expected behaviour observed
Create ticket (Technical Fault)	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. Click create Technical Fault</li> <li>3. Leave inputs empty</li> <li>4. Click submit</li> </ol>	Application asks user to enter inputs into all the fields.	Expected behaviour observed
Create ticket (Technical Fault)	<ol style="list-style-type: none"> <li>1. Login as student</li> <li>2. Click create Technical Fault</li> <li>3. Go beyond character limit on fields</li> <li>4. Click submit</li> </ol>	Application does not allow user to enter characters beyond certain limit for these fields.	Expected behaviour observed
View Technical Faults	<ol style="list-style-type: none"> <li>1. Login as technical head or admin</li> <li>2. Click List All Technical Faults</li> </ol>	Application will redirect technical head user to list all tech faults after login, can also be navigated by clicking the button.	Expected behaviour observed

Update Technical Faults	<ol style="list-style-type: none"> <li>1. Login as technical head or admin</li> <li>2. Click List All Technical Faults</li> <li>3. Click manage on intended technical fault</li> <li>4. Click one of the status options</li> </ol>	Application will show the full details of technical fault and give options to reflect the status of the ticket depending on the status the user clicked. Once the status is clicked it will provide a confirmation of the update.	Expected behaviour observed
Update Technical Faults	<ol style="list-style-type: none"> <li>1. Login as technical head or admin</li> <li>2. Click List All Technical Faults</li> <li>3. Click manage on intended technical fault</li> <li>4. Input update reason</li> <li>5. Clicks pending status</li> </ol>	Application records the technical fault as pending across the system for all users along with the reason for this status.	Expected behaviour observed
Update Technical Faults	<ol style="list-style-type: none"> <li>1. Login as technical head or admin</li> <li>2. Click List All Technical Faults</li> <li>3. Click manage on intended technical fault</li> <li>4. Clicks pending status</li> </ol>	Application records the technical fault as pending across the system for all users.	Expected behaviour observed
Update Technical Faults	<ol style="list-style-type: none"> <li>1. Login as technical head or admin</li> <li>2. Click List All Technical Faults</li> <li>3. Click manage on intended technical fault</li> <li>4. Input update reason</li> <li>5. Click resolved status</li> </ol>	Application records the technical fault as resolved across the system for all users along with the reason for this status.	Expected behaviour observed
Update Technical Faults	<ol style="list-style-type: none"> <li>1. Login as technical head or admin</li> <li>2. Click List All Technical Faults</li> <li>3. Click manage on intended technical fault</li> <li>4. Click resolved status</li> </ol>	Application records the technical fault as resolved across the system for all users.	Expected behaviour observed
Void Technical Fault	<ol style="list-style-type: none"> <li>1. Login as technical head or admin</li> <li>2. Click List All Technical Faults</li> <li>3. Click manage on intended technical fault</li> <li>4. Input update reason</li> <li>5. Click reject status</li> </ol>	Application records the technical fault as rejected across the system for all users along with the reason for this status.	Expected behaviour observed
Void Technical Fault	<ol style="list-style-type: none"> <li>1. Login as technical head or admin</li> <li>2. Click List All Technical Faults</li> <li>3. Click manage on intended technical fault</li> </ol>	Application records the technical fault as rejected across the system for all users.	Expected behaviour observed

	4. Click reject status		
View ECs	<ol style="list-style-type: none"> <li>1. Login as EC handler or admin</li> <li>2. Click List All ECs</li> </ol>	Application will redirect EC handler user to list all ECs after login, can also be navigated by clicking the button.	Expected behaviour observed
Update EC	<ol style="list-style-type: none"> <li>1. Login as EC handler or admin</li> <li>2. Click List All ECs</li> <li>3. Click manage on intended EC</li> <li>4. Click one of the status options</li> </ol>	Application will show the full details of EC and give options to reflect the status of the ticket depending on the status the user clicked. Once the status is clicked it will provide a confirmation of the update.	Expected behaviour observed
Update EC	<ol style="list-style-type: none"> <li>1. Login as EC handler or admin</li> <li>2. Click List All ECs</li> <li>3. Click manage on intended EC</li> <li>4. Input update reason</li> <li>5. Clicks pending status</li> </ol>	Application records the EC as pending across the system for all users along with the reason for this status.	Expected behaviour observed
Update EC	<ol style="list-style-type: none"> <li>1. Login as EC handler or admin</li> <li>2. Click List All ECs</li> <li>3. Click manage on intended EC</li> <li>4. Clicks pending status</li> </ol>	Application records the EC as pending across the system for all users.	Expected behaviour observed
Update EC	<ol style="list-style-type: none"> <li>1. Login as EC handler or admin</li> <li>2. Click List All ECs</li> <li>3. Click manage on intended EC</li> <li>4. Input update reason</li> <li>5. Clicks resolved status</li> </ol>	Application records the EC as resolved across the system for all users along with the reason for this status.	Expected behaviour observed
Update EC	<ol style="list-style-type: none"> <li>1. Login as EC handler or admin</li> <li>2. Click List All ECs</li> <li>3. Click manage on intended EC</li> <li>4. Clicks resolved status</li> </ol>	Application records the EC as resolved across the system for all users.	Expected behaviour observed
Void EC	<ol style="list-style-type: none"> <li>1. Login as EC handler or admin</li> <li>2. Click List All ECs</li> <li>3. Click manage on intended EC</li> </ol>	Application records the EC as rejected across the system for all	Expected behaviour observed

	<ol style="list-style-type: none"> <li>4. Input update reason</li> <li>5. Clicks rejected status</li> </ol>	users along with the reason for this status.	
Void EC	<ol style="list-style-type: none"> <li>1. Login as EC handler or admin</li> <li>2. Click List All ECs</li> <li>3. Click manage on intended EC</li> <li>4. Clicks rejected status</li> </ol>	Application records the EC as rejected across the system for all users.	Expected behaviour observed
View statistics	<ol style="list-style-type: none"> <li>1. Login as ticket handling user</li> <li>2. Click list all EC/Technical Fault</li> <li>3. Click View statistics</li> </ol>	Application displays the statistics for the ticket type that the user is viewing.	Expected behaviour observed
View service status	<ol style="list-style-type: none"> <li>1. Login as existing user</li> <li>2. Click View Service Status</li> </ol>	Application displays the statuses of the services provided.	Expected behaviour observed
Edit service status	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click View Service Status</li> <li>3. Click Manage Status for intended service</li> <li>4. Choose status option</li> <li>5. Click submit</li> </ol>	Changes the status for the selected service and applies this change across the system for all users.	Expected behaviour observed
Edit service status	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click View Service Status</li> <li>3. Click Manage Status for intended service</li> <li>4. Choose status option</li> <li>5. Input status description</li> <li>6. Click submit</li> </ol>	Changes the status for the selected service as well as the description for the status and applies this change across the system for all users.	Expected behaviour observed
Add user	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Enter first name</li> <li>4. Enter surname</li> <li>5. Enter username</li> <li>6. Enter password</li> <li>7. Select account type</li> <li>8. Click submit</li> </ol>	Application creates a new user to the system of the designated type that was selected.	Expected behaviour observed
Add user	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Leave input fields empty</li> </ol>	Application asks user to enter values for the input fields.	Expected behaviour observed

	4. Click submit		
Add user	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Add inputs that don't meet requirements</li> <li>4. Click submit</li> </ol>	Application does not create user and displays an error message telling the user the requirement they failed to meet.	Expected behaviour observed
Assign role	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Enter first name</li> <li>4. Enter surname</li> <li>5. Enter username</li> <li>6. Enter password</li> <li>7. Select Student account type</li> <li>8. Click submit</li> </ol>	Application creates a new student user enabling them to carry out all assigned role functions.	Expected behaviour observed
Assign role	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Enter first name</li> <li>4. Enter surname</li> <li>5. Enter username</li> <li>6. Enter password</li> <li>7. Select EC handler account type</li> <li>8. Click submit</li> </ol>	Application creates a new EC handler user enabling them to carry out all assigned role functions.	Expected behaviour observed
Assign role	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Enter first name</li> <li>4. Enter surname</li> <li>5. Enter username</li> <li>6. Enter password</li> <li>7. Select Technical Head account type</li> <li>8. Click submit</li> </ol>	Application creates a new technical head user enabling them to carry out all assigned role functions.	Expected behaviour observed
Assign role	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Enter first name</li> </ol>	Application creates a new admin user enabling them to carry out all assigned role functions.	Expected behaviour observed

	<ol style="list-style-type: none"> <li>4. Enter surname</li> <li>5. Enter username</li> <li>6. Enter password</li> <li>7. Select Admin account type</li> <li>8. Click submit</li> </ol>		
Assign role	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Enter first name</li> <li>4. Enter surname</li> <li>5. Enter existing username</li> <li>6. Enter password</li> <li>7. Select account type</li> <li>8. Click submit</li> </ol>	Application should not allow a user with an existing username within the system.	Expected behaviour observed
Assign role	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click create user</li> <li>3. Enter inputs which don't meet requirements</li> <li>4. Select account type</li> </ol>	Application should not create user due to not meeting field requirements and wait for correct inputs.	Expected behaviour observed
List all users	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click list all users</li> </ol>	Application should display all users within the system whilst clearly distinguishing their roles.	Expected behaviour observed
Edit user	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click list all users</li> <li>3. Click edit button for intended user</li> <li>4. Change name</li> <li>5. Change surname</li> <li>6. Click Submit changes</li> </ol>	Application will update the users newly updated details to the system and provides a message indicating the update.	Expected behaviour observed
Edit user	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click list all users</li> <li>3. Click edit button for intended user</li> <li>4. Change name (include number)</li> <li>5. Change surname (include numbers)</li> <li>6. Click Submit changes</li> </ol>	Application should prevent updated due to numbers being include within username and provide an error message reflecting the mistake.	Expected behaviour observed



Delete user	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click list all users</li> <li>3. Click delete button for intended user</li> <li>4. Click confirm</li> </ol>	Application will ask the user to confirm whether they want to delete the user, once confirm is clicked, user will be removed from the system.	Expected behaviour observed
Delete user	<ol style="list-style-type: none"> <li>1. Login as admin</li> <li>2. Click list all users</li> <li>3. Click delete button for intended user</li> <li>4. Click cancel</li> </ol>	Application will ask the user to confirm whether they want to delete the user, once cancel is clicked, user is not deleted.	Expected behaviour observed
View profile	<ol style="list-style-type: none"> <li>1. Login as registered user</li> <li>2. Click user icon</li> <li>3. Click view profile</li> </ol>	Application redirects user to profile page displaying their details and allowing them to reset password.	Expected behaviour observed
Reset Password	<ol style="list-style-type: none"> <li>1. Login as registered user</li> <li>2. Click user icon</li> <li>3. Click view profile</li> <li>4. Click reset password</li> <li>5. Enter new password</li> <li>6. Enter same input on verify password</li> <li>7. Click submit/hit enter</li> </ol>	Application shows a message confirming the update and system changes the password to the new one inputted by the user.	Expected behaviour observed
Reset Password	<ol style="list-style-type: none"> <li>1. Login as registered user</li> <li>2. Click user icon</li> <li>3. Click view profile</li> <li>4. Click reset password</li> <li>5. Enter new password</li> <li>6. Enter different input on verify password</li> <li>7. Click submit/hit enter</li> </ol>	Application shows an error message indicating the passwords do not match.	Expected behaviour observed
Reset Password	<ol style="list-style-type: none"> <li>1. Login as registered user</li> <li>2. Click user icon</li> <li>3. Click view profile</li> <li>4. Click reset password</li> <li>5. Enter new password that does not meet requirements</li> <li>6. Enter same input on verify password</li> </ol>	Application shows an error message indicating the requirement that the user has not met.	Expected behaviour observed

	7. Click submit/hit enter		
FAQ	1. Click FAQs	Application redirects to the FAQs page and displays the FAQ.	Expected behaviour observed
View statistics	1. Login as ticket handler 2. Click list all (EC, Technical Fault) 3. Click view statistics	Application redirects and displays graphs which show the statistics of the ticket type the user was viewing	Expected behaviour observed