**Template for Use Case Description**

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| Use Case: | User Support |
| Actor(s): | User,Admin |
| Goal: | To provide help for the end user. |
| Overview: | The Users will be able to submit queries based on those that are provided enter some text to explain their issue and it will then be sent to the web server for the Admins of the website to review.  The Admin will be able to access the queries,read and delete them once they have been responded to through the user's email. |
| Pre- Condition: | The User must first be signed in before they can submit queries.  The Admin must also be signed in so as to read and delete queries. |
| Post- Condition: | The Admin after responding to user’s query must then delete it the query to save space. |
| Successful Scenario: | The User after Signing is then able to create and send their queries for the Admin to answer and remove. |
| Alternative Scenario(s): | The Admin/User is unable to access their account so they are unable to access the query part of the website.  The Admin attempts to remove query down to a issue with the server. |