

## **Use Case Statements – HWS Client Registration Portal**

Seq	User action	System action
1	Client enters First Name, Last Name	---
2	Client clicks on Date of Birth date picker	System displays calendar view and allows date picking
3	Client enters Email Address	---
4	Client clicks on country code for Phone Number field	System displays a list of country codes for all 195 countries
5	Client enters Phone Number	System adjusts the number length based on the country code and limits the field accordingly
6	Client enters Property Name	System starts counting properties by putting 1 in the No. field only for the first property
7	Client selects Property Type	System displays list of available property types from the reference table
8	Client enters Property Address	---
9	Client clicks Submit	System saves data and notifies HWS management
10	End use case	
9.1a	Client clicks +	System adds a new row for entering property information and increments No. field by 1
9.2a	Action returns to line 6	
9.3b	Email already in the system	System displays error message and asks client to enter a unique email address
9.4b	Client re-enters Email Address	---
9.5b	Action returns to line 9	
9.6c	Client selects different Page Number	System displays the properties in the corresponding page number
9.7d	Client clicks Cancel	System returns to Main Menu

## **Use Case Statements – HWS Client Credit Card Information Portal**

Seq	User action	System action
1	Client enters Credit Card Number	System starts counting credits cards by putting 1 in the No. field (for the first card only).  System limits the length of the number at 19 digits as per ISO/IEC 7812 for payment card numbers.
2	Client selects Month in Expiration Date	System displays a list of months ranging from 1-12
3	Client selects Year in Expiration Date	System displays a list of years from 21 to 99 (last two digits for years in 20xx)
4	Client enters CVV	System masks the input and limits the length at 3 digits
5	Client enters Zip Code	---
6	Client clicks on Set as Default	System makes the corresponding credit card as the primary payment method
7	Client clicks Submit	System saves data and notifies HWS
8	End use case	
7.1a	Client clicks +	System adds a new row for entering another credit card information and increments No. field by 1
7.2a	Action returns to line 1	
7.3b	Invalid Credit Card Number	System displays error message under Credit Card Number Field
7.4b	Client re-enters Credit Card Number	---
7.5b	Action returns to line 7	
7.6c	Invalid Expiration Date	System displays error message under Expiration Date field
7.8c	Client re-selects Expiration Date	---
7.9c	Action returns to line 7	
7.10d	Invalid CVV	System displays error message under CVV field
7.11d	Client re-enters CVV	---
7.12d	Action returns to line 7	
7.13e	Invalid Zip Code	System displays error message under Zip Code field
7.14e	Client re-enters CVV	---
7.15e	Action returns to line 7	
7.16f	Client selects different Page Number	System displays the credit card information in the corresponding page number
7.17g	Client clicks Cancel	System returns to Main Menu

## **Use Case Statements – HWS INCIDENT MANAGEMENT EMPLOYEE PORTAL**

Seq	User action	System action
1	Employee selects overall issue Status	System displays a list of available issue status from the reference table
2	Employee selects date picker for Visit Date under Findings	System displays calendar view and allows date picking
3	Employee enters Finding Details under Findings	---
4	Employee enters Action Item under Recommended Action Items	---
5	Employee selects date picker for Due Date under Recommended Action Items	System displays calendar view and allows date picking
6	Employee selects Status under Recommended Action Items	System displays a list of available issue status from the reference table
7	Employee enters or replies to comments	System displays the timestamp and the name of the comment issuer
8	Employee clicks Submit	System saves data and notifies HWS
9	End use case	
8.1a	Employee clicks + under Findings	System adds a new row for entering a new finding information
8.2a	Action returns to line 2	
8.3b	Employee clicks + under Recommended Action Items	System adds a new row for entering a new action item information
8.4b	Action returns to line 4	
8.5c	Employee clicks + under Comments	System adds a new row for entering a new comment
8.6c	Action returns to line 7	
8.7d	Employee selects different Page Number under Findings	System displays the findings information in the corresponding page number
8.8e	Employee selects different Page Number under Recommended Action Items	System displays the action items information in the corresponding page number
8.9f	Employee selects different Page Number under Comments	System displays the comments in the corresponding page number
8.10g	Employee clicks on View Workflow under Issue Details	System displays the appropriate workflow assigned to this task from the reference table
8.11h	Employee clicks on Issue Key	System displays the location of this issue ticket within the HWS database
8.12i	Employee clicks Cancel	System returns to Main Menu

## **Use Case Statements – HWS INCIDENT MANAGEMENT CLIENT PORTAL**

Seq	User action	System action
1	Client reads all information regarding the issue	---
2	Client enters a comment	---
3	Client clicks Submit	System saves the comment and displays the timestamp and the name of the comment issuer
4	End use case	
3.1a	Client clicks + under Comments	System adds a new row for entering a new comment
3.2a	Action returns to line 2	
3.3b	Client selects different Page Number under Findings	System displays the findings information in the corresponding page number
3.4c	Client selects different Page Number under Recommended Action Items	System displays the action items information in the corresponding page number
3.5c	Client selects different Page Number under Comments	System displays the comments in the corresponding page number
3.6d	Client clicks on View Workflow under Issue Details	System displays the appropriate workflow assigned to this task from the reference table
3.7e	Client clicks Cancel	System returns to Main Menu