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| **Use Case Name** | Forgot Password |
| **Primary Actor** | Customer |
| **Supporting Actor** | System |
| **Summary** | Customer enters username or e-mail and clicks send. |
| **Pre - Conditions** | 1. System is working. |
| **Normal Flow of Events** | 1. Customerusername or e-mail. 2. Customer clicks send button. 3. System validates form. 4. System sends reset password link as e-mail to user that associated with that e-mail or username. |
| **Extensions** | 3a. Form validation errors.  4a. Username does not exist.  5a. E-mail does not exist. |
| **Post Conditions** | 1. Cancel old password. |