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| Use Case Name:  **Resetting Password** | | | ID:  **2** | | | Priority:  High |
| Actor:  **Manager, Seller, Client** | | | | | | |
| Description:  **This use case helps the user to set a new password.** | | | | | | |
| Trigger:  **User clicks on “FORGOT PASSWORD?!”.**  Type: Checkbox Checked with solid fill **External Temporal** | | | | | | |
| Precondition:  **1. The user forgets the password.**  **2. The user can’t access the system using their password.** | | | | | | |
| Normal Course:  **1. The user writes the correct username and the incorrect password.**  **2. The system shows an “invalid username or password” message error.**  **3. The user clicks on the “FORGOT PASSWORD” link.**  **4. The system displays the page where the user needs to answer**  **security questions about their username and phone number(verification).**  **5. The user answers the questions.**  **6. The system sends an SMS code to the phone number for verification and prompts the user to re-enter the code.**  **7. The user enters the code.**  **8. The system displays whether the code is correct or not, if wrong the**  **system generates a new code and sends it.**  **9. If right, the system will update user new password.** | | | | Information for steps:  **Username and password.**  **Error message.**  **Answers.**  **Code sent to the user.**  **Users enter code.**  **Error message.**  **Update new password.** | | |
| Alternative:   1. **Admin creates a new password and sends it through the user email**   **If the system is hacked.** | | | | **Reset password.**  **Send password.** | | |
| Postcondition:  **1. The user will try to login the system.** | | | | | | |
| Exceptions:  **1. Incorrect email.**  **2. Server crash.**  **3. Power cut off.** | | | | | | |
| Summary  Inputs Source Outputs Destination | | | | | | |
| * **Answers question** * **phone number** * **Verification code** * **New password** | * **User (Students and**   **Staff info)**   * **System code**   **generator** | * **Verification** * **confirmation** | | | * **User (Manager, Seller, Client)** | |