***User Scenarios***

1. Successful Login
   1. User manually enters email at the email input box.
   2. User manually enters password at the password input box.
   3. If the credentials are correct from the database, the user is logged in.
   4. The user is redirected to the homepage.
2. Unsuccessful Login
   1. User manually enters email at the email input box.
   2. User manually enters password at the password input box.
   3. If the credentials are not correct from the database, the user is not logged in.
   4. The user is shown an error message.
   5. The user is redirected to the login page.
3. Successful Everyday Use with Prescription
   1. User logs in.
   2. User selects the "Everyday Use" option.
   3. User selects the "Prescription" option.
   4. User either uploads a picture of his prescription or manually fills a prescription form.
   5. Prescription is sent for review.
   6. After successful review, the system sends the user a form for billing information.
   7. User submits the billing form.
4. Unsuccessful Everyday Use with Prescription
   1. User logs in.
   2. User selects the "Everyday Use" option.
   3. User selects the "Prescription" option.
   4. User either uploads a picture of his prescription or manually fills a prescription form.
   5. Prescription is sent for review.
   6. After unsuccessful review, the system sends the user corrected suggestions, based on the original prescription.
   7. User selects either "Accept" or "Reject" option.
   8. If user accepts, the system sends the user a form for billing information.
   9. User submits the billing form.
5. Everyday Use without Prescription
   1. User logs in.
   2. User selects the "Everyday Use" option.
   3. User selects the "No Prescription" option.
   4. User is presented with the medicines that he/she can buy from the pharmacy without a prescription.
   5. User selects all of the medicines that he/she wants.
   6. The system sends the user a form for billing information.
   7. User submits the billing form.
6. Successful Simplified Use with Prescription
   1. User logs in.
   2. User selects "Simplified Use" option.
   3. The system sends the user a form for symptoms.
   4. User submits the form.
   5. Between 1-5 minutes a pharmacist enters the chat with pharmacist.
   6. User selects the "Prescription" option.
   7. User either uploads a picture of his prescription or manually fills a prescription form.
   8. Prescription is sent for review.
   9. After successful review, the system sends the user a form for billing information.
   10. User submits the billing form.
7. Unsuccessful Simplified Use with Prescription
   1. User logs in.
   2. User selects "Simplified Use" option.
   3. The system sends the user a form for symptoms.
   4. User submits the form.
   5. Between 1-5 minutes a pharmacist enters the chat with pharmacist.
   6. User selects the "Prescription" option.
   7. User either uploads a picture of his prescription or manually fills a prescription form.
   8. Prescription is sent for review.
   9. After unsuccessful review, the system sends the user corrected suggestions, based on the original prescription.
   10. User selects either "Accept" or "Reject" option.
   11. If user accepts, the system sends the user a form for billing information.
   12. User submits the billing form.
8. Simplified Use without Prescription
   1. User logs in.
   2. User selects "Simplified Use" option.
   3. The system sends the user a form for symptoms.
   4. User submits the form.
   5. Between 1-5 minutes a pharmacist enters the chat with pharmacist.
   6. User selects the "No Prescription" option.
   7. User is presented with the medicines that he/she can buy from the pharmacy without a prescription.
   8. User selects all of the medicines that he/she wants.
   9. The system sends the user a form for billing information.
   10. User submits the billing form.

*Pharmacist Scenarios:*

1. Editing user prescriptions.
   1. Pharmacist logs in.
   2. Pharmacist selects the "Prescriptions" option.
   3. The system sends the pharmacist the prescriptions, which have been previously reviewed by the system,
   4. Pharmacist edits the prescription.
   5. Pharmacist submits the edited prescription.
2. Helping active users
   1. Pharmacist logs in.
   2. Pharmacist selects the "Active users" option.
   3. Pharmacist selects one of the active users.
   4. Pharmacist reads the symptoms form, filled by the user selected.
   5. Pharmacist starts chatting with the user.
   6. If needed, pharmacist remotely controls the user's PC.

*Transport Manager Scenarios:*

1. Check new purchases
   1. Manager logs in.
   2. Manager selects the "Check new purchases" option.
   3. Manager views the new purchases details.
2. Update deliveries
   1. Manager logs in.
   2. Manager selects the "Update deliveries" option.
   3. Manager is given a form for the delivery.
   4. Manager fills the form and submits it.

*Administrator Scenarios:*

1. Creating an account
   1. Admin logs in.
   2. Admin goes to the accounts page.
   3. Admin selects the "Create" option from the accounts page.
   4. Admin enters the details for the new account.
   5. Admin clicks on the "Submit" button.
   6. A message is shown on the screen which requires the admin to confirm the submission.
   7. Admin selects the "Confirm" button.
   8. Account is successfully created.
2. Deleting an account
   1. Admin logs in.
   2. Admin goes to the accounts page.
   3. Admin selects the "Delete" option from the accounts page.
   4. Admin writes the information needed to find the account which is to be deleted.
   5. When the account is found, the admin selects the "Delete account" button.
   6. A message is shown on the screen which requires the admin to confirm the deletion.
   7. Admin selects the "Confirm" button.
   8. Account is moved to bin.
3. Check Transports
   1. Admin logs in.
   2. Admin goes to the transport page.
   3. The system sends to the admin all of the schedules set by the Transport Manager and the transport companies.
   4. Admin views the transport schedules.
4. Check Prescription
   1. Admin logs in.
   2. Admin goes to the customer service page.
   3. The system sends to the admin all of the prescription sent by the users.

***Use cases Extended***

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| Use Case (UC\_1.1 ) | Buy medicines |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | User buys medicines |
| Minimum Guarantees: | Page is loaded, but the user doesn't search anything. |
| Success Guarantees: | The user searches for the desired product(s) and the available medicines are showed to him/her. |
| Primary Actor: | User |
| Stakeholder's Interest: | Sell medicines. |
| Precondition: | User is logged in, has selected either simplified or everyday use, has selected either no prescription or has selected prescription and has uploaded his/her prescription. |

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| Use Case (UC\_1.1.1 ) | Upload prescription |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | The user uploads his/her prescription, if he has one |
| Minimum Guarantees: | The page loads, but the user doesn't upload his/her prescription |
| Success Guarantees: | The user uploads his/her prescription and submits it. Prescription is uploaded to the system. |
| Primary Actor: | User |
| Stakeholder's Interest: | After getting prescription, medicines which require a prescription can be legally sold. |
| Precondition: | User is logged in, has selected everyday or simplified use, has selected prescription. |

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| Use Case (UC\_1.2 ) | Request Assistance |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Some users (e.g.: elder people) might not be used to technology, or maybe they are confused over by the prescription and/or medicines, so they might need assistance. |
| Minimum Guarantees: | Page loads, but user doesn't do anything. |
| Success Guarantees: | Page loads, user communicates with assistant until he finishes his/her task(s). |
| Primary Actor: | User |
| Stakeholder's Interest: | Make it easier for some people to use the application. |
| Precondition: | User is logged in, has selected simplified use. |

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| Use Case (UC\_1.2.1 ) | Chat |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Lets user chat with assistant. |
| Minimum Guarantees: | Chat box pops up, but user doesn't use it. |
| Success Guarantees: | Chat box pops up, user enters messages and communicates with assistant. |
| Primary Actor: | User |
| Stakeholder's Interest: | Make it easier for some people to use the application. |
| Precondition: | User is logged in, has selected simplified use. |

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| Use Case (UC\_1.2.2 ) | Share Screen |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Lets user share his/her screen to the assistant. |
| Minimum Guarantees: | Shares user's screen. |
| Success Guarantees: | Shares user's screen. |
| Primary Actor: | User |
| Stakeholder's Interest: | Make it easier for some people to use the application. |
| Precondition: | User is logged in, has selected simplified use. |

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| Use Case (UC\_2.1 ) | Edit prescriptions |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Some prescriptions might need changes (out-of-stock medicines, illegal medicines, etc.). Pharmacist makes suggestions for the user. |
| Minimum Guarantees: | Page loads, but pharmacist doesn't edit the prescription at all. |
| Success Guarantees: | Pharmacist makes the necessary edits. |
| Primary Actor: | Pharmacist |
| Stakeholder's Interest: | Offers alternatives to users with incompatible prescriptions. |
| Precondition: | Pharmacist logs in, user has submitted a prescription. |

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| Use Case (UC\_2.2 ) | Help users |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Pharmacist helps users who need assistance. |
| Minimum Guarantees: | Page loads, but pharmacist doesn't select any user to help. |
| Success Guarantees: | Pharmacist selects a user and helps him/her. |
| Primary Actor: | Pharmacist |
| Stakeholder's Interest: | Make it easier for some people to use the application. |
| Precondition: | Pharmacist logs in, user has requested assistance. |

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| Use Case (UC\_2.2.1 ) | Chat |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Pharmacist chats with user who requested assistance. |
| Minimum Guarantees: | Chat box pops up, but pharmacist doesn't use it. |
| Success Guarantees: | Chat box pops up, pharmacist enters messages and communicates with user. |
| Primary Actor: | Pharmacist |
| Stakeholder's Interest: | Make it easier for some people to use the application. |
| Precondition: | Pharmacist logs in, user has requested assistance, pharmacist has selected the user. |

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| Use Case (UC\_ ) | Remotely control user's screen |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Pharmacist views/controls user's screen. |
| Minimum Guarantees: | Page loads, but pharmacist doesn't select the option to view/control the user's screen. |
| Success Guarantees: | Pharmacist views/controls the user's screen, helping him/her proceed. |
| Primary Actor: | Pharmacist |
| Stakeholder's Interest: | Make it easier for some people to use the application. |
| Precondition: | Pharmacist logs in, user has requested assistance, pharmacist has selected the user. |

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| Use Case (UC\_3.1 ) | Update deliveries |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Transport manager schedules a new delivery with the hired transport company. |
| Minimum Guarantees: | Page loads, but the manager doesn't do anything. |
| Success Guarantees: | Manager successfully schedules a new delivery. |
| Primary Actor: | Transport Manager |
| Stakeholder's Interest: | Allows delivery of products to the clients. |
| Precondition: | Manager logs in, has selected update deliveries. |

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| Use Case (UC\_3.1.1 ) | Set schedules with transport companies |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Transport manager schedules a new delivery with the hired transport company. |
| Minimum Guarantees: | Page loads, but the manager doesn't do anything. |
| Success Guarantees: | Manager successfully schedules a new delivery. |
| Primary Actor: | Transport Manager |
| Stakeholder's Interest: | Allows delivery of products to the clients. |
| Precondition: | Manager logs in, has selected update deliveries. |

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| Use Case (UC\_3.2 ) | View purchases |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Transport manager views the purchases done, in order to get information for new delivery schedules. |
| Minimum Guarantees: | Page loads, but the manager doesn't do anything. |
| Success Guarantees: | Manager selects the purchases he wants and views their details. |
| Primary Actor: | Transport Manager |
| Stakeholder's Interest: | Allows delivery of products to the clients. |
| Precondition: | Manager logs in, has selected view purchases. |

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| Use Case (UC\_4.1 ) | Manage Accounts |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Admin can create new accounts or delete existing ones. |
| Minimum Guarantees: | Page loads, but the admin doesn't do anything. |
| Success Guarantees: | Admin creates/deletes accounts. |
| Primary Actor: | Admin |
| Stakeholder's Interest: | Makes it possible to add or remove users or workers to the app. |
| Precondition: | Admin has logged in, has selected accounts. |

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| Use Case (UC\_4.1.1 ) | Create accounts |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Admin creates a new account. |
| Minimum Guarantees: | Page loads, but the admin doesn't do anything. |
| Success Guarantees: | Admin creates a new account with the information that he has filled the form with. |
| Primary Actor: | Admin |
| Stakeholder's Interest: | Makes it possible to add new users or workers to the app. |
| Precondition: | Admin has logged in, has selected accounts, has selected create new account. |

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| Use Case (UC\_4.1.2 ) | Delete Accounts |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Admin deletes an account, which satisfies the info that he has written. |
| Minimum Guarantees: | Page loads, but the admin doesn't do anything. |
| Success Guarantees: | Admin deletes the account with the corresponding details that he has written. |
| Primary Actor: | Admin |
| Stakeholder's Interest: | Makes it possible to remove users or workers to the app. |
| Precondition: | Admin has logged in, has selected accounts, has selected delete account. |

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| Use Case (UC\_4.2 ) | Check transports |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Admin checks the deliveries that the transport managers has scheduled with the transport company. |
| Minimum Guarantees: | Page loads, but the admin doesn't do anything. |
| Success Guarantees: | Admin selects the desired delivery and views its details. |
| Primary Actor: | Admin |
| Stakeholder's Interest: | Makes it possible to check the deliveries that the transport managers has scheduled with the transport company. |
| Precondition: | Admin has logged in, has selected view transports. |

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| Use Case (UC\_4.3 ) | Check prescriptions |
| Scope: | Arendi Pharmacy Application |
| Level: | User Level |
| Intention Context: | Admin checks the prescriptions that users have uploaded. |
| Minimum Guarantees: | Page loads, but the admin doesn't do anything. |
| Success Guarantees: | Admin selects the desired prescription and views its details. |
| Primary Actor: | Admin |
| Stakeholder's Interest: | Makes it possible to check the prescriptions that users have uploaded. |
| Precondition: | Admin has logged in, has selected view prescriptions. |