Should these scenarios take into account what the actual software is doing, or just more the user side of things?

Write Email (use case) (can I go from step 4 to step 5 like this?)

**Normal Scenario** **1** (generic description of the overall functionality)

1. User selects compose email button to create a new email to start writing on.
2. User enters two recipients to send the email to.
3. User enters an email in the cc field and an email in the bcc field for those emails to be sent the copies of the email being sent as well.
4. User types out the sentence or paragraph they wish to send and attaches a file to include in the email.

Send Email (use case)

1. User sends the email.

**Normal Scenario 2**

1. User selects the draft email folder to view the list of draft emails.
2. User selects the draft email they want to continue to write on.
3. User enters three recipients to send the email to.
4. User enters an email in the cc field and an email in the bcc field for those emails to be sent the copies of the email being sent as well.
5. User adds to the sentence or paragraph they have already written in before and attaches a file to include in the email.

Send Email (use case)

1. User sends the email.

(Not sure about any exception scenarios)

Draft Email(save email) (use case)

**Normal Scenario**

1. While the user is typing their email the user selects the save button.
2. A draft email is created and put into the Draft email folder of the email software.

View Listed Emails Of Folder (use case)

**Normal Scenario**

1. The user opens the application.
2. The user signs into their email account.
3. The user navigates to the home screen that displays all the folders that hold the emails.
4. The user selects a folder to navigate to.
5. The user is able to view and scroll through each individual email that exists in that folder in a list view.

Read Email (use case)

\*\*\*\*\* Can I just start from this part of the scenario, or do I need to start the scenario from scratch i.e. the user launches the application, the user signs in etc…?

**Normal Scenario**

1. The user navigates to the list view of the emails by selecting the email folder to view the list of emails.
2. The user selects the email they want to read.
3. The user reads the email.
4. The user exits the email.

**Exception Scenario**

1. The user navigates to the list view of the emails by selecting the email folder to view the list of emails.
2. The user selects the email wrong email they wanted to read.
3. The user selects the back button to navigate back one page back to the list of emails.
4. The user scrolls to and selects the correct email they wanted to read.
5. The user reads the email.
6. The user exits the email.

Delete Email (use case)

Normal Scenario 1

1. The user navigates to the list of emails in a folder.
2. The user selects the “Select” button on the screen.
3. The user selects the check box next to three emails they want to delete.
4. The user selects the delete button present on the user interface.
5. The email is deleted from the folder the email currently resides.
6. The email is moved to the Deleted email folder.

Normal Scenario 2

1. The user is reading an email.
2. The user deletes the email.
3. The email goes to the Deleted email folder.

Normal Scenario 3

1. The user is writing an email.
2. The user deletes the email
3. The email goes to the Deleted email folder.

Change Email Status (use case)

Normal Scenario 1

1. The user changes the email status from unread to read.

Normal Scenario 2

1. The user changes the email status from read to unread.

Categorize Email (use case) (how specific do I need to be?)

Normal Scenario 1

1. The user selects an email.
2. The user selects the icon to bring up the option to move the email.
3. The user selects move
4. The user selects the folder to move the email to.
5. The user selects done.

Normal Scenario 2

1. The user marks the email of their choosing as a priority email.
2. The email is linked into a Priority email folder where the user can view it later.

Normal Scenario 3

1. The user selects a junk email
2. The user selects “safe” to mark it as no longer “junk”

Exception Scenario

1. The user marks the wrong email as a priority.
2. The user navigates to the priority email folder.
3. The user removes the priority from the email.
4. The email is removed from the Priority email folder.

Forward Email (use case) (can I do step 5 like this?)

Normal Scenario 1

1. The user selects the inbox.
2. The user taps the select button to reveal the check boxes next each email in the list.
3. The user selects the check box next to the email the want to forward.
4. The user taps the forward button.
5. The user then goes through the Write Email and Send Email use cases.

Normal Scenario 2

1. The user is reading an email.
2. The user selects the forward button.
3. The user then goes through the Write Email and Send Email use cases.

Add Account (use case)

Normal Scenario

1. The user taps add account
2. The user types in the existing email account to link to the software
3. The user types in the password associated with the email
4. The user selects the add button to add the account

Delete Account (use case)

Normal Scenario

1. The user taps delete account
2. The user views a list of emails that have been linked previously to the software
3. The user selects the email they want to remove from the software
4. The user selects the delete account button to remove the account from the software

Sign In (use case)

Normal Scenario 1

1. The user enters in their email address.
2. The user enters in the password.
3. The user selects sign in.

Sign Out (use case)

Normal Scenario 1

1. The user selects sign out.

Change Settings (use case)

Normal Scenario 1

1. The user selects settings
2. The user selects the sync frequency of the email.
3. The user exits settings.