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

Write Email (use case)

**Normal Scenario** **1** – **Sending a new email** (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 address in the cc field and an email address 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.
5. The user attaches a file to include in the email.

Send Email (use case)

1. User sends the email.

**Normal Scenario 2 – Sending a draft**

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.

**Exception Scenario**

1. User selects the draft email folder to view the list of draft emails.
2. User selects

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)

**Normal Scenario**

1. The user selects the email they want to read.
2. The user reads the email.
3. The user exits the email.

**Exception Scenario**

1. The user selects the email wrong email they wanted to read.
2. The user selects the back button to navigate back one page back to the list of emails.
3. The user scrolls to the email they want to read.
4. The user 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 – delete emails in the list view UI

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(s) is/are deleted from the folder the email currently resides.
6. The email(s) is/are moved to the Deleted email folder.

Normal Scenario 2 – delete email while reading it

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 – delete email while writing it

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 – mark email as read

1. The user views the list of emails
2. The user selects the check boxes next to the emails they want to mark as read
3. The user selects mark as read

Normal Scenario 2 – mark email as unread

1. The user views the list of emails
2. The user selects the check boxes next to the emails they want to mark as read
3. The user selects mark as unread

Categorize Email (use case)

Normal Scenario 1 – categorize email into a folder

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 – mark junk as safe

1. The user selects a junk email
2. The user selects “safe” to mark it as no longer “junk”
3. The email is moved into the inbox folder

Forward Email (use case)

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 – forward email that’s being read

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 starts the application
2. The user enters in their account id.
3. The user enters in the password.
4. The user selects sign in.

Sign Out (use case)

Normal Scenario 1

1. The selects settings.
2. The user selects sign out
3. The user selects yes

Change Settings (use case)

Normal Scenario 1 – sync settings

1. The user selects settings
2. The user selects sync settings
3. The user selects the sync interval
4. The user selects the home button

Normal Scenario 2 – change font size

1. The user selects display settings
2. The user selects the font size they want to have

Normal Scenario 3 – change font color

1. The user selects display settings
2. The user selects the font color they want to have

Normal Scenario 4 – change sort order

1. The user selects settings
2. The user checks time as the sort email order option

Note: add account and delete account and sign out in the settings were already covered in the add account and delete account and sign out use cases.