**User (Customer) Registration Requirements**

**Welcome Page Requirements**

**Overview**  
The Welcome Page serves as the landing page for users visiting the EventGo application. It provides an overview of available events and categories while ensuring that ticket booking is restricted to registered users. This document outlines the functional and technical requirements for the Welcome Page, covering navigation, event browsing, and booking restrictions for unregistered users.

**Functional Requirements**

**Welcome Page UI & UX**  
• The page must have a clean, modern, and mobile-friendly design.  
• Users should be able to browse events without logging in.  
• Users must sign up or log in before booking tickets.  
• The header must contain the following navigation links:

* Home
* Events
* My Bookings
* Contact
* Sign In and Sign Up buttons

**Explore by Category**  
• The page must feature four event categories:

* Concerts
* Weddings
* Corporate
* Private  
  • Clicking on a category should redirect the user to a category-specific page displaying relevant events.

**Featured Events Section**  
• This section must display a list of popular and upcoming events.  
• Each event card should include:

* Event Name
* Date & Time
* Price
* "Book Now" Button

**Book Now Button Behavior**  
• If the user is logged in, clicking "Book Now" should initiate the booking process.  
• If the user is not logged in, they should be redirected to the Sign Up / Sign In page with a prompt:

* "Please Sign Up or Log In to book this event."

**Footer Section**  
The footer should include the following sections:  
• **Discover**

* Links to different pages (About Us, Events, etc.)  
  • **Help & Support**
* FAQs, Customer Service, Terms & Conditions  
  • **Contact Us**
* Support email, phone number, and social media links

**User Stories**

• As a visitor, I want to browse available events so that I can explore different event options before signing up.  
• As a visitor, I want to click on event categories so that I can see events of my interest.  
• As a visitor, I want to see event details so that I can decide which event I want to attend.  
• As a visitor, I want to click "Book Now" on an event but be prompted to Sign Up or Log In before booking.  
• As a registered user, I want to log in and book an event without restrictions.

**Overview**  
The User Registration Page is the entry point for customers to create an account on the Towner Application. This document outlines the functional and technical requirements for ensuring a seamless, secure, and user-friendly registration process.

**Functional Requirements**

**Registration Page UI & UX**

* The registration page should have a clean, responsive, and mobile-friendly UI.
* Users can sign up via:
  + Email
  + Mobile Number
* Required fields:
  + Full Name
  + Email Address / Mobile Number
  + Password
* A “Sign In” link for existing users.

**Registration Process**

* Users enter their email or mobile number.
* A One-Time Password (OTP) is sent via SMS (for mobile number registration).
* Users must enter the OTP to verify their identity.
* After OTP verification, users set their password and complete the profile setup.
* Redirect users to the home screen upon successful registration.

**Password Management**

* Password must follow these security requirements:
  + Minimum 8-16 characters.
  + At least one uppercase letter.
  + At least one lowercase letter.
  + At least one number.
  + At least one special character (@, #, $, etc.).
* Password should be hashed using bcrypt or Argon2 before storage.

**Terms & Conditions & Privacy Policy**

* Users must agree to:
  + Terms of Service
  + Privacy Policy
* Display a checkbox:
  + ✅ "I agree to the Terms & Conditions and Privacy Policy."
* Restrict registration attempts to five per minute using API throttling.
* If multiple failed OTP attempts are detected from the same IP address, block the IP for one hour.

**User Stories**

* As a customer, I want to register using my email or mobile number so that I can access the platform.
* As a customer, I want to receive an OTP for verification to confirm my identity.

**Login Module**

**Overview**  
The User Login Module allows customers to securely log in to the Towner Application using email or mobile number. This document outlines the functional and technical requirements for ensuring a secure, seamless, and user-friendly login experience.

**Functional Requirements**

**Login UI & UX**

* A simple, intuitive, and responsive login interface.
* Users can log in using:
  + Email + Password
  + Mobile Number + Password
* Required fields:
  + Email or Mobile Number
  + Password (if logging in via email)
  + OTP Input (if logging in via mobile number)
* A “Forgot Password” link for password recovery.
* A "Remember Me" checkbox for persistent login sessions.

**Authentication Process**

* Users must enter a valid email/mobile and password or OTP.
* The system verifies credentials against stored encrypted credentials in the database.
* If credentials are correct, redirect the user to the dashboard/homepage.
* If credentials are incorrect, display an appropriate error message.

**Login via OTP (Mobile Login)**

* Users enter their mobile number.
* A One-Time Password (OTP) is sent via SMS.
* Users enter the OTP for verification.
* Upon successful verification, log the user in and redirect them to the home screen.

**Password Management**

* Passwords must meet security rules:
  + Minimum 8-16 characters.
  + At least one uppercase letter.
  + At least one lowercase letter.
  + At least one number.
  + At least one special character (@, #, $, etc.).
* Passwords should be hashed using bcrypt or Argon2 before storage.
* Password history should prevent reuse of the last 5 passwords.

**Forgot Password & Recovery**

* Users can reset passwords via “Forgot Password.”
* Upon request:
* The OTP expires in 1 minute.
* An OTP has been sent to the registered mobile number**.**
* The reset page prompts the user to enter a new password.
* If a user receives a reset email but did not request it, they can report it as a security concern.

**Session Management**

* Auto logout after 15 minutes of inactivity.
* A warning popup appears 1 minute before session expiry.
* Sessions are revoked when a user logs in from another device.
* Logout option should be available on all pages.

**Logging & Monitoring**

* All login attempts (success/failure) should be logged.
* Store logs for at least 180 days.
* Display recent login activity (IP address, device, location).
* Detect suspicious logins (e.g., login from an unknown device/IP) and send a security alert.

**User Stories**

* As a user, I want to log in using email and password for easy access.
* As a user, I want to log in via mobile number and OTP for convenience.
* As a user, I want to receive an alert if someone tries to log into my account from an unknown device.

**Ticket Booking Module (Single/Group Booking)**

**Overview**  
The Ticket Booking Module allows users to purchase tickets for concerts, weddings, corporate events, and private parties. Users can make single or group bookings, select seating preferences, and receive digital tickets upon confirmation. This document outlines the functional and technical requirements for a seamless and secure booking experience.

**Functional Requirements**

**Ticket Booking UI & UX**  
• A clear and user-friendly interface for selecting tickets.  
• Users can book tickets for themselves (single booking) or for a group.  
• Required fields:

* Event Name & Date
* Number of Tickets (Single/Group Booking)
* Payment Method  
  • Display available ticket categories & prices (e.g., General, VIP, VVIP).  
  • Option to apply promo codes or discount coupons.  
  • Show the total price breakdown before proceeding to payment.

**Single vs. Group Booking**  
• **Single Booking:** Users purchase one ticket for personal use.  
• **Group Booking:**

* Users select multiple tickets for a group.
* Option to assign ticket names to individuals.
* Group discounts applied automatically (if applicable).

**Ticket Availability & Seat Selection**  
• Display real-time ticket availability (Seats Available / Sold Out).  
• Allow users to choose preferred seats (for events with assigned seating).  
• Auto-assign best available seats for faster booking.

**Payment & Checkout**  
• Supported payment methods:

* Credit/Debit Cards
* Digital Wallets (Apple Pay, Google Pay, PayPal)
* Bank Transfer
* Cash on Delivery (if applicable)  
  • Users can save payment details for future bookings.  
  • Provide a secure payment gateway for processing transactions.

**Booking Confirmation & E-Tickets**  
• After successful payment:

* Send a confirmation email & SMS with ticket details.
* Generate QR-coded e-tickets for easy event check-in.
* Allow users to download or print tickets from their account.  
  • Users can view upcoming event bookings under the **"My Tickets"** section.

**Cancellation & Refunds**  
• Allow users to cancel or reschedule tickets based on event policies.  
• If eligible for a refund, process within **3-7 business days**.  
• Send a notification on cancellation status.

**Ticket Resale & Transfers**  
• Users can transfer tickets to another person by updating attendee details.  
• Option for ticket resale in case of last-minute cancellations.

**User Stories**

**Ticket Booking**  
• As a user, I want to book a ticket for an event so that I can attend.  
• As a user, I want to select a seat based on availability.  
• As a user, I want to see ticket prices and apply discounts before payment.  
• As a user, I want to receive a QR-coded e-ticket for event check-in.

**Group Booking & Ticket Transfers**  
• As a user, I want to purchase multiple tickets for my group.  
• As a user, I want to assign names to each ticket in my group.  
• As a user, I want to transfer my ticket to someone else if I can’t attend.

**Cancellations & Refunds**  
• As a user, I want to cancel my ticket and get a refund based on event policy.  
• As a user, I want to resell my ticket if I no longer need it.

# ****E-Ticket Delivery via Email/SMS****

## ****Overview****

The E-Ticket Delivery Module ensures that users receive a digital ticket via email and SMS after successfully booking an event. The e-ticket includes essential details such as the event name, date, venue, QR code, and seat number (if applicable). This document outlines the functional and technical requirements for secure and seamless ticket delivery.

**Functional Requirements**

### E-Ticket Generation

* After successful booking and payment, an e-ticket is automatically generated.
* Each e-ticket includes:
  + Event Name
  + Event Date & Time
  + Venue & Address (with Google Maps link)
  + Ticket Type & Seat Number (if applicable)
  + Unique QR Code for check-in
  + Booking Reference Number
  + Organizer Contact Information

### E-Ticket Delivery via Email

* The system should automatically send an email to the user’s registered email address.
* The email must include:
  + A PDF attachment of the e-ticket.
  + A download link to access the ticket via the app.
  + Event reminders and additional instructions.
* **Subject:** "[Event Name] - Your E-Ticket is Ready!"

### E-Ticket Delivery via SMS

* Users also receive an SMS notification with:
  + Booking Confirmation
  + Event Details (Date, Time, Venue)
  + A shortened link to download the e-ticket (e.g., bit.ly/event123).
* **Example SMS:**  
  "Your ticket for Coldplay Live on March 18, 2025, at Madison Square Garden is confirmed! Show this QR code at entry: [shortened link]. Enjoy the event!"

### In-App Access to E-Tickets

* Users can view and download their e-tickets under the "My Tickets" section in the app.
* Option to resend the ticket to email/SMS if not received.

### Event Reminders

* Automated reminders via email/SMS:
  + 24 hours before the event.
  + 1 hour before the event.

## User Stories

### E-Ticket Delivery

* As a user, I want to receive my e-ticket via email so that I can access it anytime.
* As a user, I want to receive an SMS confirmation with my ticket details.
* As a user, I want to view and download my e-ticket from the app.

### Ticket Resend & Event Reminders

* As a user, I want to resend my e-ticket to my email/SMS if I didn’t receive it.
* As a user, I want to receive a reminder before the event so I don’t forget.

## Booking History Module

## Overview

The Booking History Module allows users to view past and upcoming event bookings within the Towner Application. This feature enables users to track their ticket purchases, event details, payment status, and booking history in a structured manner.

## Functional Requirements

**Booking History UI & UX**

* A dedicated **"My Bookings"** section in the user dashboard.
* Users can view:
  + **Upcoming Bookings** (Future events).
  + **Past Bookings** (Completed events).
  + **Canceled Bookings** (With refund status, if applicable).
* Each booking entry should display:
  + **Event Name & Date**
  + **Venue & Location**
  + **Ticket Type & Quantity**
  + **Total Price Paid**
  + **Booking Status** (Confirmed, Pending, Canceled)
  + **Download/View E-Ticket** option
  + **Refund Status** (if applicable)

**Filter & Search Bookings**

* Users can **filter bookings** by:
  + **Date Range** (Last 7 Days, Last 30 Days, All Time).
  + **Event Category** (Concerts, Corporate, Weddings, Private Parties).
  + **Status** (Confirmed, Canceled, Pending).
* A **search bar** for quickly finding a specific booking.

**Booking Details & Actions**

* Clicking on a booking should open detailed information, including:
  + Event details, seat selection (if applicable), and booking reference number.
  + Option to cancel or reschedule tickets (if allowed by event policy).
  + Option to download e-ticket or resend via email/SMS.

**Booking Cancellation & Refund Status**

* Users can **cancel bookings** directly from the history page (if cancellation is permitted).
* If a **refund is applicable**:
  + Display **refund processing time** (e.g., "Refund will be processed within 5-7 business days").
  + Show **refund status** (Pending, Processed, Rejected).

**User Stories**

**Booking History**

* As a user, I want to view all my past and upcoming bookings so that I can keep track of my event attendance.
* As a user, I want to filter my booking history by date, event type, and status.

**Ticket Management**

* As a user, I want to download my e-ticket from my booking history.
* As a user, I want to resend my ticket to my email or phone if needed.
* As a user, I want to cancel a booking if I can’t attend and see the refund status.

**User Profile Management Module**

**Overview**

The User Profile Management Module in the Event Go Application allows users to manage their personal information, account settings, and preferences. Users can update their profile details, manage contact information, and configure language and time zone settings for a personalized experience.

**Functional Requirements**

1. Profile Information UI & UX A dedicated "Profile" section in the user dashboard allows users to:

* View and edit their personal information.
* Manage account settings such as language, country, and time zone.
* Update email addresses and add additional email contacts.

1.1 Profile Details Display Each user profile contains the following information:

* Profile Picture (Displayed at the top left corner)
* Full Name (Editable field)
* Nick Name (Optional field, editable)
* Gender (Dropdown selection: Male, Female, Other)
* Country (Dropdown selection for country selection)
* Language (Dropdown for preferred language selection)
* Time Zone (Dropdown for time zone selection, e.g., IST - UTC+05:30)

1. Contact Information Management Users can manage their registered email addresses.

**2.1 Email Address Management**

* Display primary email address (Non-editable, but can be changed through verification process)
* Option to add additional email addresses
* Timestamp indicating when the email was added

1. Profile Edit & Save Functionality Users can modify their profile details by clicking the "Edit" button.

**3.1 Editing Process**

* Clicking "Edit" enables the input fields for modification.
* Once changes are made, the user can save updates.

**3.2 Save & Cancel Options**

* Save Button: Confirms and applies the changes.
* Cancel Button: Discards unsaved changes.

1. **Navigation & Accessibility Users can navigate between different sections of the application easily.**

**4.1 Header Navigation The top navigation menu includes links to:**

* Home
* Events
* My Bookings (Redirects to booking history module)
* Contact (Support section for assistance)

**4.2 Back Navigation**

* A Back Arrow Icon allows users to return to the previous screen.

**User Stories Profile Management**

* As a user, I want to update my full name and nickname to reflect my identity.
* As a user, I want to select my preferred language and time zone for a better experience.
* As a user, I want to update my gender and country information.
* As a user, I want to manage my email addresses and add additional contacts.

**User Experience & Navigation**

* As a user, I want an easy-to-use interface to edit and save my profile details.
* As a user, I want a quick way to navigate between profile, bookings, and event sections.