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| **Use Case:** | Existing User Wants to Delete Their Account |
| **Primary Actor:** | Government employee |
| **Goal in Context:** | To create delete their account |
| **Preconditions:** | User must have an account |
| **Trigger:** | Employee decides to go to the website to delete their account |
| **Scenario:** | 1. The employee navigates to the url of the pension calculator 2. He or she logs in 3. He or she goes to their account page 4. He or she clicks the delete account button 5. He or she clicks confirm 6. The account is deleted |
| **Exceptions:** | 1. Username or password is incorrect – user reenters username and password 2. Deleting account fails – they delete again or contact administrator |
| **Priority:** | Medium priority – it is more important that nonusers can use the calculator because it allows functionality for everyone, and deleting an account is not as important as allowing an account to be created |
| **Channel to actor:** | Via PC-based or mobile device browser and internet connection |
| **Secondary Actor:** | User Database, database owner |
| **Channels to Secondary Actors:** | Database: through the online system  Database owner: through their pc-based database editing software |
| **Open Issues:** | 1. Should accounts even be deleted? 2. Should a user’s information be saved if they want to reopen their account? |