**User Acceptance Testing (UAT) Template**

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| --- | --- |
| Date | 26-05-2025 |
| Team ID | LTVIP2025TMID41759 |
| Project Name | ResolveNow |
| Maximum Marks |  |

**Project Overview:**

**Project Name:** Resolve Now  
**Project Description:** designed to simplify and modernize the way individuals and organizations register, manage, and resolve complaints. It provides a centralized digital platform where users can submit complaints, track their status in real time, and receive timely updates—all while helping organizations streamline their resolution workflows.

🔧 **Key Features:**

* **User Registration & Login** – Secure account creation and access to track complaints.
* **Complaint Submission Form** – Easy-to-use, categorized submission interface.
* **Real-Time Complaint Tracking** – Status updates with timelines and notifications.
* **Admin Dashboard** – For organizations to manage, assign, and resolve complaints efficiently.
* **Feedback Mechanism** – Post-resolution satisfaction rating from users.

💻 **Tech Stack:**

* **Frontend:** HTML, CSS, JavaScript, Bootstrap, React.js
* **Backend:** Node.js, Express.js
* **Database:** MongoDB

Let me know if you'd like me to tweak this for a résumé, GitHub README, or even turn it into a visual one-pager!

**Project Version:** v1.0.0  
**Testing Period:** 2025-06-15 to 2025-06-28  
**Testing Scope:**

* User registration and login
* 📍 **Complaint Tracking:** Status updates, timestamps, progress indicators
* 🛠️ **Admin Features:** Dashboard view, complaint assignment, status editing
* 📬 **Notifications:** Email or in-app updates when complaint status changes
* 📊 **Feedback Module:** Submit rating, store user comments
* Data encryption and HTTPS enforcement.
* Meaningful error messages and confirmation alerts.

#### **Requirements to be Tested:**

* Verify user can register with valid and invalid details.
* Test login functionality with correct and incorrect credentials.
* Ensure password reset via email works with proper token validation.
* Validate session handling and secure logout.
* Check if users can submit complaints with all required fields.
* Validate category selection, attachments, and input formats.
* Ensure form handles invalid, incomplete, or duplicate submissions.

**Credentials:**

**User:** test.user@example.com / user123

* **Seller:** test.seller@example.com / seller123
* **Admin:** admin@docspot.com / admin@12345

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | Module | Test Scenario | Steps to Execute | Expected Result | Priority |
| TC001 | **User Registration** | **Register with valid inputs** | **Enter valid name, email, password and submit** | **User account is created and confirmation message is shown** | **High** |
| TC002 | **User Registration** | **Register with missing mandatory fields** | **Leave fields blank and submit** | **Error messages are shown for each required field** | **High** |
| TC003 | **Login** | **Login with valid credentials** | **Enter correct email and password** | **Redirected to user dashboard** | **High** |
| TC004 | **Login** | **Login with invalid credentials** | **Enter wrong email/password** | **Error message: “Invalid credentials”** | **High** |
| TC005 | **Complaint Submission** | **Submit complaint with all fields** | **Fill form with details, select category, and submit** | **Complaint is saved and confirmation message appears** | **High** |
| TC006 | **Complaint Submission** | **Submit complaint with invalid/missing fields** | **Leave category blank and submit** | **Form shows validation errors** | **High** |
| TC007 | **Complaint Tracking** | **View status updates** | **Go to “My Complaints” and check status timeline** | **Accurate status updates are shown** | **High** |
| TC008 | **Admin Dashboard** | **Assign complaint to resolver** | **Admin logs in, views complaint, assigns to user** | **Assignee receives notification and complaint is updated** | **High** |
| TC009 | **Feedback Submission** | **Submit feedback after complaint is resolved** | **User rates experience and submits comment** | **Feedback is saved and visible in admin panel** | **Medium** |
| TC010 | **Notifications** | **Receive update alert when complaint status changes** | **Submit a complaint and simulate admin changing status** | **Email/in-app notification is received** | **High** |
| TC011 | **Security** | **Unauthorized user accesses admin route** | **Try visiting /admin/dashboard as a regular user** | **Access denied with redirect or warning message** | **High** |
| TC012 | **Performance** | **Submit complaint under load** | **Simulate multiple users submitting complaints simultaneously** | **Server handles load without crashing or slowing down** | **Medium** |

**Bug Tracking:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Bug ID | Module | Bug Description | Steps to Reproduce | Severity | Status | Reported By | Assigned To | Date Logged |
| BUG-001 | **Login/Registration** | **Login fails with correct credentials** | **Register → Logout → Try to log in again using same credentials** | **High** | **Open** | **Tester A** | **Dev A** | **01-Jul-2025** |

**Sign-off:**

Tester Name: G. Prasanna

Date: 28-06-2025

Signature: G. Prasanna

**Notes:**

* Functional testing of user flows, form handling, and status changes
* Security testing for data access, encryption, and role control
* Usability testing for smooth navigation and mobile responsiveness
* Feedback system validation and notification reliability