E-commerce System

Use-Case Specification: Recover

Version 1.0

Revision History

| **Date** | **Version** | **Description** | **Author** |
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| 9/4/2022 | 1.0 | Details | Nghiem Minh Tan |
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Use-Case Specification: Recover

# Use-Case Name

## Brief Description

This detailed use case specification presents the step-by-step procedure for recovering passwords on Shopia website. This basic action can be performed by the users of HANU Shopia

# Flow of Events

## Basic Flow

| **User** | **System** |
| --- | --- |
| 1. Access HANU Shopia app. |  |
|  | 1. System prompts the user for a username and password with login button or registers a new account with sign up button, also forgot password function |
| 1. Click on the ‘forgot password’ button |  |
|  | 1. Shows 2 options: ‘ reset with email’ and ‘ reset with phone number’ |
| 1. Select an option |  |
|  | 1. Request customer to provide phone number/email |
| 1. Enter email/ password based on what the user has chosen |  |
| 1. Clicks on submit button |  |
|  | 1. Send user verification code via email/ phone number |
|  | 1. Requests user to fill in the verification code |
| 1. Enter verification code |  |
|  | 1. Display message: ‘ Verification successfully’   and prompts the user for a new password |
| 1. Enter new password |  |
| 1. Click on submit button |  |
|  | 1. Redirect to the login page |

* 1. **Alternative flow**

None**.**

# Preconditions

* The user navigated to the log-in page
* The user has already had an authorized account relating to a phone number/ email.

# Postconditions

* User is informed that account password was successfully changed

# Extension Points

**6.1. Invalid username**

→ System shows error message:” Your username is incorrect. Please try again”

**6.2. Invalid password**

→ System shows error message:” Your password is incorrect. Please try again”

**6.3 Incorrect verification code**

→ System shows red error message: “Verification failed” and displays the “resend code “ option.