



HOME AID SERVICES SYSTEM

Abstract

This document depicts the Test Plan for Home Aid Services System for GenNex.

Group 1

IST-654: Information Systems Analysis

Contents

CONTEXT	2
PURPOSE	2
SCOPE	2
In Scope	2
Out of Scope	3
Assumptions	3
UNIT TESTING	4
UC_1 Account Creation	4
UC_2 Appointment Booking	4
UC_3 E-commerce and Construction Services	4
UC_4 Case Management	5
Unit Test Cases	5
REGRESSION TESTING	24
Regression Test Cases	24
SYSTEM INTEGRATION TESTING (SIT)	30
System Integration Test Cases	30
USER ACCEPTANCE TESTING (UAT)	35
User Acceptance Test Cases	35
REQUIREMENT CASE TRACEABILITY MATRIX	41
SIMULATION OF TEST CASES	47
ISSUE/ACTION LOG	53

CONTEXT

GenNex Diagnostics and Devices Ltd, is a diagnostic company with diversified products and service portfolios. We have partnerships with hospitals, insurance companies and hospital networks. We are the pioneers in moving from traditional revenue streams into information services, in healthcare industry.

With the changing customer needs and new government regulation (Obama Care) the healthcare industry is changing vigorously in order to improve Health Care in United States of America. GenNex being a forerunner plans to implement outcome- based fee by changing the traditional Fee-for service payment model. The fee-for- service system of payment for health care services is widely thought to be one of the major culprits in driving up U.S. health care costs. This system not only encourages volume but rewards poor quality and provides little incentive for care coordination. GenNex is partnering with likely and unlikely businesses to step-into new dimension in order to deliver best end-to-end experience to the consumer.

GenNex also volunteers for Bundled Payments for Care Improvement Initiative to collaborate in order improve both the quality and efficiency of individual episodes of care.

PURPOSE

The Purpose of Test Plan is to document a Test Plan to capture all the testing related activities of the IT system of “At Home Services. A test plan documents the strategy that will be used to verify and ensure that the system meets its design specifications and other requirements.

SCOPE

The scope of this document is to plan and test the IT system of “At Home Services”. To define the In Scope and Out of Scope activities we will have to refer to the data dependency chart of the IT system of GenNex device and diagnostic limited.

In Scope

1. We would be testing the IT system of “At Home Services”. These include testing the end to end functionality of all the Use cases of “At Home Service” that include:
 - UC_1 Account Creation
 - UC_2 Appointment Booking
 - UC_3 Ecommerce and Construction
 - UC_4 Case Management
 - UC_5 Wellness Services
2. In Unit Testing we would be testing the end to end functionalities of the use cases mentioned above. These test cases will typically concentrate on the positive scenario testing.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

3. In System Integration Testing we would be testing the external dependencies between our system “At Home Services” and the other sub systems of “GenNex device and diagnostic ltd”. This section will also include the test cases of Unit Testing. In addition, we will also identify the negative scenarios for the purpose of testing in SIT.
4. In User Acceptance Testing we would be testing all the existing test cases. In addition to these test cases, we would try to test the system from different user perspective. This would typically ensure the behavioral requirement coverage.
5. Regression Testing is a type of testing done to ensure that the system works as expected even after there is a change in the system.
We will identify and describe a change in the system, test the change in the system and then choose the test cases from the existing test suite that need to be run to ensure that the rest of the system is functioning as expected even after the change was introduced. This testing will be carried out in all the different environments i.e. during Unit Testing, System Integration Testing as well as User Acceptance Testing.

Out of Scope

1. We are not responsible for delay in receiving data from upstream. Delays in receiving data might also impact our downstream. Upstream and downstream here refer to the associated data dependencies that “At Home Services” has with other systems of “GenNex device and diagnostic ltd”
2. We are not responsible for testing the other IT sub systems of “GenNex device and diagnostic ltd” namely
 - Patient Tracking System (PTS)
 - Billing and Payment System (BPS)
 - Third Party Testing (TST)
 - Customer Relationship Management (CRM)
 - Business Intelligence and Analytics System
 - Benefit Quoting Tool

Assumptions

3. Sample size is going to be 5 for all the testing scenarios. (Appointment booking use case will be tested for 5 users.)
4. The data received from the dependent systems is accurate
5. The “At Home Service” IT system is built to cater to 100 concurrent users at a time.
6. Appointment can be booked a week in advance. This means that the system will allow a user to schedule an appointment only for the next 7 days.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

UNIT TESTING

We would be testing the IT system of “At Home Services”. These include testing the end to end functionality of all the Use cases of “At Home Service” that include:

- UC_1 Account Creation
- UC_2 Appointment Booking
- UC_3 Ecommerce and Construction
- UC_4 Wellness Services
- UC_5 Case Management

UC_1 Account Creation

The Create Account use case allows the User to create a login and become a Registered User for home aid services.

The test Scenarios for this UC would typically include

- Create Home Aid Service Account (Positive Scenario)

UC_2 Appointment Booking

Appointment Booking is done for a service. This activity is dependent on account creation, Practitioner availability Cab availability and last but not the least slot availability. Booking an Appointment for a service includes the following services:

1. Booking an appointment for Doorstep Sample Collections.
2. Booking an appointment for a Wellness Practitioner (Wellness Practitioner includes Personal Nurse, Doctor, Reiki Expert, Chiropractor, Yoga Teacher, Phlebotomists)
3. Booking an appointment for pick up and drop service.

The different Test Scenarios for this UC would typically include

- TC_1 Appointment Booking for Doorstep Sample Collection (Positive Scenario)
- TC_2 Appointment Booking to request for a Wellness Practitioner (Positive Scenario)
- TC_3 Appointment Booking for pick up and drop service (Positive Scenario)

UC_3 E-commerce and Construction Services

This use-case consists of the following areas of operation:

1. Sale and purchase of medical products via an online marketplace
2. Lease of medical assistance devices like wheelchairs, crutches etc
3. Construction services for construction of special facilities like ramps for the differently abled

The different scenarios for this UC would typically include

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

Test Plan

Assignment-10

- Successful online order of medical products for purchase and lease via GenNex Marketplace for registered users (Positive Scenario)
- Unsuccessful online order of medical products for unregistered users (Negative Scenario)
- Successful online order of construction services via the construction portal for registered users (Positive Scenario)
- Unsuccessful online order of construction services for unregistered users (Negative Scenario)
- If product is out of stock, display out of stock notification (Positive Scenario)

UC_4 Case Management

The different Test Scenarios for this UC would typically include

- Entering customers'/patients' data into the system (Positive Scenario)
- Doctor's sign off for customers'/patients' record, to publish (Positive Scenario)
- Doctor rejects customers'/patients' record publishing (Positive Scenario)

UC_5 Wellness Services

Apart from the regular diagnostics services, GenNex offers a variety of Wellness Services to the customers like Yoga, Reiki, Acupuncture, Chiropractic etc. The customer books the service through the website. This activity is dependent on account creation, availability of the practitioner and cab facilities etc.

The different Test Scenarios for this UC would typically include

- Successful booking of the wellness service by the customer with preferred practitioner and appointment dates (Positive Scenario)
- Customer feedback for the wellness service received (Positive Scenario)
- Unsuccessful booking of appointments for practitioners not affiliated with GenNex At Home Services (Negative Scenario)

Unit Test Cases

TC_ID	Test Scenario	Pre-Condition	Test Step No	Test Steps	Test Data	Expected Result	Validation
ACCOUNT CREATION							
TC_1	Create Home Aid Service Account (Positive Scenario)	The user should not be an existing user.	1.	User accesses the new user registration section		User should be directed registration page	

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

				of Create Account			
			2.	User provides following information for the account: a) Username b) First Name c) Last Name d) City e) State f) Username – a unique name by which the user can be identified g) Password – since the text of this field is masked, it is entered twice to ensure it is typed as intended h) Contact Information i. Work Phone Number ii.	a) Username – “testUser” b) First Name - Ishani c) Last Name – Jariwala d) City - Syracuse e) State – New York f) Username – idj@gmail.com g) Password – “*****” h) Contact Information i. Work Phone Number – 1234567890 ii. Cell Phone Number - 1234567890 iii. Email Address - idj@gmail.com	The user should be able to register for At Home Services	User information should be validated.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

				Cell Phone Number iii. iii. Email Address			
			3.	System sends email confirmati on back to the user in order to validate the email address	Email sent to user which has link that confirms the email id.	User follows the link in the email which confirms their email id	User should get the mail with confirmati on link in mail
			4.	User receives a link in their email to validate the email address	User follows the link in the email which confirms the registratio n	User is directed to the landing page	User can choose the services on their landing page.
APPOINTMENT BOOKING							
TC_2	Appointm ent Booking for Doorstep Sample Collection (Positive Scenario)	User should be a registered user at GenNex Diagnosti cs and Device Ltd.	1.	User Logs into the account with valid username :"cmasur" and password "*****"	Usenam e: "cmasur", Password : "*****"	User should be directed to the user dashboar d	A test "usernam e" and "passwor d" will be created for the validating purpose.

			2.	The user clicks on the "Appointment Booking" tab	UI Prototype of "Appointment booking" page	The user should navigate to the "Appointment booking" page	The UI of the Appointment booking tab should be verified against the UI prototypes for the "Appointment booking" page of the Use cases.
			3.	User select the service "Doorstep Sample Collection" from the drop down list and clicks on next	List of all the Service Listings from the requirement and the use case	Doorstep Sample Collection page is displayed which has a drop down for the "Test Requested" and "Date" and "Time" selections	The service dropdown on the screen should display all the services as listed in the requirement and the use case for appointment booking
			4.	The user selects a required Test from the "Test Requested" drop down .He	Report of day and time schedule	The page is redirected to the Address and Phone	A report of the un-booked days and time slots for the tests will be printed

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

				also selects the a date and available time slot for sample collection and clicks on next		number details	before choosing a test day and time slot to select an available slot for testing
			5	User checks the address and phone number and clicks on "Continue"	Address of the user at the time of account creation	A Booking conformat ion page is displayed that lists the Address, Phone Number, Test Requeste d and the Date and Time of the appointm ent.	The address and the number of this user will be printed in advance. This informatio n would be fed into the system at the time of account generatio n. This will help verify if the address is accurately pulled after account generatio n
			6	The user confirms the booking by	Appointm ent confirmati on page	An appointm ent confirmati on page	The "appointm ent confirmati on" page

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

				clicking on "Confirm Booking"	UI prototype	is displayed on the screen that display's Patient Name, Patient Address, Patient Phone number, Service requested , Test requested , sample request date and time and the assigned practitioner.	must be matched against the UI Prototype of "appointment confirmation". The user should receive the appointment confirmation email in his registered email address. The practitioner associated with the appointment should also receive an email confirmation of the appointment
TC_3	Appointment Booking to request for a Wellness Practitioner	User should be a registered user at GenNex Diagnostics and	1.	User Logs into the account with valid username : "cmasur" and	Username: "cmasur", Password : "*****"	User should be directed to the user dashboard	A test "username" and "password" will be created for the

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

	(Positive Scenario)	Device Ltd.		password "****"			validating purpose.
			2.	The user clicks on the "Appointment Booking" tab	UI Prototype of "Appointment booking" page	The user should navigate to the "Appointment booking" page	The UI of the Appointment booking tab should be verified against the UI prototypes for the "Appointment booking" page of the Use cases.
			3.	User select the service "Yoga Trainer" from the drop down list and clicks on next	List of all the Service Listings from the requirement and the use case	A page is displayed which says that the user has requested for a Yoga trainer. It also displays "Date" and "Time" selections	The service dropdown on the screen should display all the services as listed in the requirement and the use case for appointment booking
			4.	The user selects the a date and available time slot	Report of day and time schedule of available	The page is redirected to the Address and	A report on the availability of the Yoga Trainers

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

				for and clicks on next	Yoga Trainers should be available	Phone number details	,the un- booked days and time slots for availabilit y will be printed before choosing a test day and time slot to select an available slot for testing.
			5	User checks the address and phone number and clicks on “Continue ”	Address and number of the user at the time of account creation	A Booking conformat ion page is displayed that lists the Address, Phone Number, the Date and Time of the appointm ent.	The address and number of this user will be printed in advance. This informatio n would be fed into the system at the time of account generatio n. This will help verify if the address is accurately pulled after account

							generation
			6	The user confirms the booking by clicking on "Confirm Booking"	Appointment confirmation page UI prototype	An appointment confirmation page is displayed on the screen that display's Patient Name, Patient Address, Patient Phone number, Service requested , date and time and the assigned practitioner.	The "appointment confirmation" page must be matched against the UI Prototype of "appointment confirmation". The user should receive the appointment confirmation email in his registered email address. The practitioner associated with the appointment should also receive an email confirmation of the appointment

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

TC_4	Appointment Booking for pick up and drop service(Positive Scenario)	User should be a registered user at GenNex Diagnostics and Device Ltd.	1.	User Logs into the account with valid username : "cmasur" and password "****"	Username: "cmasur", Password : "****"	User should be directed to the user dashboard	A test "username" and "password" will be created for the validating purpose.
			2.	The user clicks on the "Appointment Booking" tab		The user should navigate to the "Appointment booking" page	The UI of the Appointment booking tab should be verified against the UI prototypes for the "Appointment booking" page of the Use cases.
			3.	User select the service "Cab" from the drop down list and clicks on next		The page is display's "You have requested for a cab" and displays an additional facility drop down along with "Date" and	The "additional facility" dropdown on the screen should display all the list as per requirement and the use case for cab booking

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

						"Time" selection	
			4.	The user selects a required Test from the "Additional facility" drop down .He also selects the a date and available time slot for sample collection and clicks on next		The page is redirected to the Address and Phone number details	A report of the un-booked days and time slots for will be printed before choosing a day and time slot.
			5	User checks the address and phone number and clicks on "Continue"		A Booking conformat ion page is displayed that lists the Address, Phone Number, Test Requeste d and the Date and Time of the appointm ent.	The address of this user will be printed in advance. This informatio n would be fed into the system at the time of account generatio n. This will help verify if the address is accurately

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

							pulled after account generatio n
			6	The user confirms the booking by clicking on "Confirm Booking"	Appointment confirmation page UI prototype	An appointment confirmation page is displayed on the screen that display's Patient Name, Patient Address, Patient Phone number, Service requested , date and time and the assigned practitioner.	The "appointment confirmation" page must be matched against the UI Prototype of "appointment confirmation" The user should receive the appointment confirmation email in his registered email address. The practitioner associated with the appointment should also receive an email confirmation of the

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

							appointm ent
ECOMMERCE AND CONSTRUCTION							
TC_5	Sale of medical products online	User should be a registered user at GenNex Diagnostics and Device Ltd.	1	User Logs into the account with valid username : "cmasur" and password "*****"	Username: "cmasur", Password : "*****"	User shall be directed towards the online catalog of medical products.	A test username and password to be created which will have access to product catalog
			2	User must be able to view product details	Product must be selected from the product catalog	Product details like dimensions, specifications, price, size and quantity are displayed.	A sample product to be selected to examine product details
			3	If product is selected and in stock, add to cart	Product must be selected to be added to cart	Cart details must be displayed once the product is added to cart.	A sample product which is in stock must be selected and added to cart
			4	If product is selected but out of stock, display 'Out of Stock' notification	Product must be selected and out of stock	Display 'Out of Stock' notification	A sample product which is out of stock must be selected

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

			5	If product is selected and in stock and cart details are validated, place order	Product must be selected and in stock and cart details must be validated	Display 'Order successfully placed' notification and send order confirmation on email to the user.	Successful placement of order for a product which is in stock
CASE MANAGEMENT							
TC_6	Entering customer s'/patients ' data into the system (Positive Scenario)	1. Home aid services system should be up and running. 2. Data should be available in material or electronic form.	1	Data entry operator will open the Home aid services portal and will login into the system	Username: "test user", Password : "*****"	Test User should be directed to the data entry dashboard	A test "username" and "password" will be created for the validating purpose.
			2	Data entry operator will enter the patient id and will search for it.	Patient id: 98576123	Search patient using patient id. Patient with	The search filter on the screen should display patient information. Correct patient id should be punched in the filter.

			3	Data entry operator will select the account.	Patient1	Selection of the patient is needed	Correct Patient information should be displayed
			4	Data entry operator will select create new entry option.		All the patient details should be listed correctly	The patient detail should be correct and accurate
			5	Data entry operator will select the type of entry to be fed in. It could be test results, prescription given by doctor etc.	Service: Case management Start Date: 03/01/2016 End Date: 01/31/2017 Type of Entry: Prescription Provider: Hospital1 Doctor Name: Dr. Doctor Name	Operator will select the appropriate service and upload patient reports.	Data Operator should be able to proceed to upload document screen.
			6	Data entry operator will input all the required/provided details on the screen and will	ChoseFile : C:/Patient/Data/98576123/Prescription.record	Document should be uploaded	Document should be uploaded successfully

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

				click on submit.			
TC_7	Doctor's sign off for customer s'/patients' record, to publish the reports. (Positive Scenario)	Data entry is done by the data entry operator.	1	Doctor will open the Home aid services portal and login into the system	Username: "test doctor", Password: "*****"	Doctor should be directed to the dashboard	A test "username" and "password" will be created for the validating purpose.
			2	Doctor will select sign off patient's menu and select patient record that needs to be signed off.	Patient ID 5125528	Doctor should be able to sign off	
			3	Doctor will select the approve button after review.			
TC_8	Doctor rejects customer s'/patients' record publishing (Positive Scenario)	Data entry is done by the data entry operator.	1	Doctor will select the reject button after review, if he/she finds any issue with the record.			
			2	Doctor will then			

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

				click ok to acknowledge the system message and logout from the system.			
WELLNESS SERVICES							
TC_9	Successful booking of the wellness service by the customer with preferred practitioner and appointment dates (Positive Scenario)	User should be a registered user at GenNex Diagnostics and Device Ltd.	1.	User Logs into the account with valid username : "pbsingh" and password "*****"	Username: "pbsingh", Password : "*****"	The user is directed to the At Home Wellness Services webpage.	Validation of username and password is done through test cases and if the data inputted is correct, the user is granted access to the system.
			2.	The user selects the wellness service from the drop down menu. The user can also see detailed information about a specific service.	The input clicks by the user	The user should be able to see all the options available to them in the drop down menu.	The dropdown list should list all the services.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

			3.	The user selects the doctor preferred. If the doctor preferred is not available, the user is asked to book again later or choose another doctor.	The doctor's schedule and the time inputted by the user.	The doctor preferred is booked. If the doctor is not available and the user chooses another doctor, that doctor is booked for the service.	The doctor should not be double booked for an appointment. The schedule of the doctor should be validated after every appointment is made.
			4.	The user is satisfied with the appointment details inputted and clicks on the confirm button	Appointment confirmation on page UI prototype	A confirmation notification is sent to the doctor and the patient. The doctor is sent patient information like home address and contact information	The doctor's schedule for the appointment must be blocked. Both the doctor and patient must receive confirmations. The notification must be resent 24 hours prior to the appointment as a reminder.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

TC_10	Customer feedback for wellness services (Positive Scenario)	The customer must be a recipient of a wellness service	1.	The system sends a notification to the user to fill out the customer feedback form for service received	Appointment history details	The user receives a notification to fill and submit the customer feedback form	Check whether the appointment is completed or not
			2.	The user logs in to the system with valid credentials	Username: "pbsingh", Password: "*****"	The user is taken to the feedback form webpage	The user is in the system of GenNex At Home Services.
			3.	The user fills and submits the feedback form.	The feedback form	The feedback form is registered into the At home services information system.	The system gets a notification every time a customer fills out a customer feedback form and submits it.
TC_11	Unsuccessful booking of appointment for practitioners not affiliated with GenNex At Home Services	User should be a registered user at GenNex Diagnostics and Device Ltd.	1.	User logs into the system with valid credentials	Username: "psingh", Password: "*****"	The user is directed to the At home services webpage	Validation of username and password is done through test cases and if the data inputted is correct, the user is granted

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

	(Negative Scenario)						access to the system.
			2.	The user selects a service from the drop down list and tries to book a doctor who is not available	The doctor's schedule	The system does not allow the user to book the doctor. The system gives a notification to the user to book another doctor or try booking again later.	The doctor's schedule is validated and no overriding of bookings is allowed

REGRESSION TESTING

Regression Testing is a type of testing done to ensure that the system works as expected even after there is a change in the system.

We will identify and describe a change in the system, test the change in the system and then choose the test cases from the existing test suite that need to be run to ensure that the rest of the system is functioning as expected even after the change was introduced. This testing will be carried out in all the different environments i.e. during Unit Testing, System Integration Testing as well as User Acceptance Testing.

Regression Test Cases

TC_ID	Test Scenario	Pre-Condition	Test Step No	Test Steps	Test Data	Expected Result	Validation
ACCOUNT CREATION							
RC_1	Create Home Aid Service	User should	1	User selects the	a) Usernam	User entered informatio	User should be able to

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

	Account (Positive Scenario)	have an account		"Modify" command on their account to modify all the informatio n	e – "testUser" b) First Name - Ishani c) Last Name – Jariwala d) City - Syracuse e) State – New York f) Usernam e – idj@gmail .com g) Password – "*****" h) Contact Informatio n i. Work Phone Number – 12345678 90 ii. Cell Phone Number - 12345678 90 iii. Email Address - idj@gmail .com	n should be validated and saved.	save the modified informatio n
RC_2	Create Home Aid Service Account (Positive Scenario)	User should have an account	1	User selects the "Modify" command on their	a) Usernam e – "testUser"	User entered informatio n should be validated	User should be able to save the modified

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

				account to modify all the information	b) First Name - Ishani c) Last Name – Jariwala d) City - Syracuse e) State – New York f) Username – idj@gmail.com g) Password – “*****” h) Contact Information i. Work Phone Number – 1234567890 ii. Cell Phone Number - 1234567890 iii. Email Address - idj@gmail.com	and saved.	information
APPOINTMENT BOOKING							
RC_3	Address change update Verifying appointment booking, reports,	The user should be a registered user at GenNex	1.	User Logs into the account with valid username :	Primary Address details before the change	The address that appears on the appointment	The address fields is verified in the appointment

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

	billing and payment	Diagnostics and Device Ltd.		"cmasur" and password "****" and creates an appointment	Changed address	should be the changed address	booking page to verify if the changed address is populated
			2.	User Logs into the account with valid username : "cmasur" and password "****" and generates a report		The address that appears on the report should be the changed address	The address fields is verified in the report to verify if the changed address is populated
			3.	User Logs into the account with valid username : "cmasur" and password "****" and views a billing statement after he has updated his address to a new address		The address that appears on the billing statement should be the changed address	The address fields is verified in the billing statement to verify if the changed address is populated

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

ECOMMERCE AND CONSTRUCTION							
RC_4	Addition of a new product to the product catalog	User must be logged in to the system	1.	User logs in to the system	Username Password	Product catalog is displayed	The product catalog must be displayed only for registered users
			2.	User must be able to view a new product which was recently added in the catalog	UI prototype of product catalog	User must be able to view all new and old products	New products must be added to the product catalog and displayed on the system
RC_5	Addition of new vendor in construction services	User must be logged in to the system	1	Administrative staff enters new vendor details	UI Prototype of construction services	New vendor information must be displayed	New vendor information must be displayed
RC_6	Addition of new areas to shipping areas covered	User must be logged in and products must be added to cart	1	Registered user logs in and adds products to the cart	UI prototype of cart details	Cart details and shipment details are displayed	The new shipment areas must be displayed along with existing ones
CASE MANAGEMENT							
RC_7	After creating a new entry doctors inbox should get a new message	Data entry operator should enter the record	1	Doctor should select inbox menu		There should be un-read messages in inbox	Un-read message should be read by doctor

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

	for sign-up request						
			2	Doctor will select message from inbox		Doctor should be able to read the message	Doctor should be able to logout
WELLNESS SERVICES							
RC_8	New Doctor/Practitioner is to be added in the Wellness department	The user must have a GenNex account.	1	The administrative staff validates the doctor's license details, adds the doctor's name to the list and adds the doctor's schedule to the availability chart	Trying to book the doctor for an appointment	The doctor is booked for an appointment and his/her schedule for the appointment duration is blocked	The doctor's name reflects in the drop down box and the doctor's information is available on the website for the user to see.
RC_9	An existing doctor/practitioner leaves the organization	Doctor's details must be present on the GenNex At Home Services website	2	The administrative staff logs into the system and deletes the doctor's name from the drop down list and the information about	Trying to book the doctor for an appointment	The appointment will not be booked as the doctor is removed from the list.	The doctor's name does not appear anywhere on the website.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

				the doctor is taken down from the website.			
--	--	--	--	--	--	--	--

SYSTEM INTEGRATION TESTING (SIT)

In System Integration Testing we would be testing the external dependencies between our system “At Home Services” and the other sub systems of “GenNex device and diagnostic ltd”. This section will also include the test cases of Unit Testing. In addition, we will also identify the negative scenarios for the purpose of testing in SIT.

This section will include the following:

- Executing the Unit Test Cases in the SIT environment
- Executing the Regression Test cases in SIT environment
- Testing the integration and dependencies between the internal system and external systems

System Integration Test Cases

TC_ID	Test Scenario	Pre-Condition	Test Step No	Test Steps	Test Data	Expected Result	Validation
ACCOUNT CREATION							
TC_1	Account Creation	Account should be created with At Home Services	1.	New user information to be feed CRM in batch processing	Sending new user data to the CRM	New User information should be reflected in CRM	User should be able to explore all services
APPOINTMENT BOOKING							
TC_2	Appointment Booking to request for a Wellness Practitioner (Negative Scenario)	User should be a registered user at GenNex Diagnostics and Device Ltd.	1.	User Logs into the account with valid username : "cmasur" and password "****"	Username: "cmasur", Password : "****"	User should be directed to the user dashboard	A test "username" and "password" will be created for the validating purpose.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

			2.	The user clicks on the "Appointment Booking" tab	UI Prototype of "Appointment booking" page	The user should navigate to the "Appointment booking" page	The UI of the Appointment booking tab should be verified against the UI prototypes for the "Appointment booking" page of the Use cases.
			3.	User select the service "Yoga Trainer" from the drop down list and clicks on next	List of all the Service Listings from the requirement and the use case	A page is displayed which says that the user has requested for a Yoga trainer. It also displays "Date" and "Time" selections	The service dropdown on the screen should display all the services as listed in the requirement and the use case for appointment booking
			4.	The user selects the a date and available time slot for and	Report of day and time schedule of available Yoga Trainers	Report of day and time schedule	The page should not display the time slots that are already

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

				clicks on next	should be available		booked for the sample collection, i.e only the available time slots are displayed
TC_3	Validate the integration of "At Home Services" with Patient Tracking system	User should be a registered user at GenNex Diagnostics and Device Ltd.	1.	Verify the number of appointment booked for a day at "At Home Services"	Username: "cmasur", Password: "*****"	Report of number of appointments booked for a day should be present.	A test "username" and "password" will be created for the validating purpose.
			2.	The appointment booking details are sent to Patient tracking system at the end of the day which has details of the appointment and the patient		The Patient tracking system should send a confirmation mail once they receive the feed files that gives details about the number of records received by them that day	A report of the number of appointments booked in a day will be compared to the confirmation mail received from the Patient tracking system at the end of the day. This mail should confirm the count of the records

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

							received by them on that day.
ECOMMERCE AND CONSTRUCTION							
TC_4	E-commerce and Construction Services	User must be a registered user placing an order and directed to payment gateway	1	Display payment options	Username: "cmasur" password: "*****"	User must be directed to payment gateway	Successful display of payment options
			2	Select one payment option	User account details	User must update payment details in payment gateway	Successful validation of user account details
CASE MANAGEMENT							
TC_5	Dependency on account creation	User should have account created before registering for case management service	1	User should login into the account with valid username: "testuser" and password "*****"	Username: "testuser" password: "*****"	User should be able to login into their account and should be able to select case management service	User is able to register for case management service successfully
WELLNESS SERVICES							
TC_6	Customer Feedback Received for the Wellness Service (Dependency on	The user must be a recipient of the wellness service to provide	1	The system notifies a user who has received a wellness	Appointment history information of the user	The user receives a notification to fill the customer feedback form.	Checking whether the appointment is complete or not.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

	CRM and patient tracking system)	relevant feedback.		service to provide customer feedback for the service received.			
			2	The user logs into the system with a valid user name and password	User name: "psingh" Password: "*****"	The user is directed to the customer feedback form	The user is in the system of GenNex At Home Services.
			3	The user fills and submits the customer feedback form	The feedback form	The customer feedback form is received by the At Home Services department	The system gets a notification every time a customer fills out a customer feedback form and submits it.
			4	The customer feedback form is fed to the CRM every night for further analysis.	The transition of the information from At Home Services to CRM	The CRM is updated with the feedback information	A report is generated every day by the CRM department detailing the customer feedbacks received and is compared with the At Home Services system

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

							notification on successful completion of feedbacks
--	--	--	--	--	--	--	--

USER ACCEPTANCE TESTING (UAT)

In User Acceptance Testing we would be testing all the existing test cases. In addition to these test cases, we would try to test the system from different user perspective. This would typically ensure the behavioral requirement coverage.

This section will include the following:

- Executing the Unit Test Cases in the UAT environment
- Executing the Regression Test cases in UAT environment
- Testing the integration and dependencies between the internal system and external systems
- Executing the test cases written for the behavioral requirements

User Acceptance Test Cases

TC_ID	Test Scenario	Pre-Condition	Test Step No	Test Steps	Test Data	Expected Result	Validation
ACCOUNT CREATION							
TC_1	User verifies their email address	User should register for the system	1.	User verifies email id by following the link in email from system	Confirmation link in the mail	User is registered with the system and account is created	User lands on their landing page.
APPOINTMENT BOOKING							
TC_2	Appointment Booking when a customer calls helpdesk employee	The user calls "At Home Services" to book an appointment	1.	Help desk logs into the account with valid helpdesk's username	Username: "twinkle" password: "****"	User should be directed to the help desk dashboard	The help desk user log's in with valid username and password.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

	to book an appointment.			:"twinkle" and password "****"			
			2.	The user clicks on the "Appointment Booking" tab	UI Prototype of "Appointment booking" page	The user should navigate to the "Appointment Booking" page	The UI of the Appointment booking tab should be verified against the UI prototypes for the "Appointment booking" page of the Use cases.
			3	Help desk user enters the username of the patient in the login user id text box and clicks on next	UI Prototype of "Appointment booking" page	The help desk user is logged into the user's "Appointment Booking" tab	The UI prototype of when a help desk user log's in is kept as reference to validate the screen navigations.
			4	User select the service "Doorstep Sample Collection" from the drop down list	List of all the Service Listings from the requirement and the use case	Doorstep Sample Collection page is displayed which has a drop down for the "Test Requeste	The service dropdown on the screen should display all the services as listed

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

				and clicks on next		d" and "Date" and "Time" selections	in the requirement and the use case for appointment booking
			5	The user selects a required Test from the "Test Requested" drop down .He also selects the a date and available time slot for sample collection and clicks on next	Report of day and time schedule	The page is redirected to the Address and Phone number details	A report of the un-booked days and time slots for the tests will be printed before choosing a test day and time slot to select an available slot for testing
			6	User checks the address and phone number and clicks on "Continue"	Address of the user at the time of account creation	A Booking confirmation page is displayed that lists the Address, Phone Number, Test Requested and the Date and Time of the	The address and the number of this user will be printed in advance. This information would be fed into the system at the time of account

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

						appointment.	generation. This will help verify if the address is accurately pulled after account generation
			7	The user confirms the booking by clicking on "Confirm Booking"	Appointment confirmation page UI prototype	An appointment confirmation page is displayed on the screen that displays Patient Name, Patient Address, Patient Phone number, Service requested, Test requested, sample request date and time and the assigned practitioner.	The "appointment confirmation" page must be matched against the UI Prototype of "appointment confirmation". The user should receive the appointment confirmation email in his registered email address. The practitioner associated with the appointment

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

							ent should also receive an email confirmation of the appointment
ECOMMERCE AND CONSTRUCTION							
TC_3	Appointment Booking	The user should be a registered user at GenNex Diagnostics and Device Ltd.	1.	User Logs into the account with valid username : "cmasur" and password "*****"	Username: "cmasur" password : "*****"	User should be directed to the user dashboard	
			2.	The user clicks on the "Appointment Booking" tab		The user should navigate to the "Appointment booking" page	
			3.	User select the service "" from the drop down list and clicks on next			
CASE MANAGEMENT							
TC_4	The system shall allow the case manager to view the new	A case should be assigned to case manager	1	Case manager will select a radio button against a case and click	Username: "casemanageruser" password : "*****"	Case manager can access all new case requests	System allows to open the request detail page for a case.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

	case request.			review button.			
WELLNESS SERVICES							
TC_5	The doctor/practitioner is also a user of the system and can log into the system to access their appointment details	The doctor/practitioner must have a GenNex account	1	The doctor/practitioner logs in to the system with a valid username /password	Username: "Sona" password: " ****"	The doctor/practitioner is directed to the dashboard which has a different look and feel from that of a patient log in.	The doctor's credentials are verified and he/she is allowed access to the dashboard
			2	The doctor clicks on appointments scheduled to see appointments lined up for a month.	Appointment data pre fed in to the system	The doctor is given access to the appointments they are booked for. The appointments booked for a month are accessible to the doctor.	The appointments should be up to date. Cancelled appointments should not be reflected in the system
			3	The doctor browses through his/her schedule and cancels an	Details of the appointment	The appointment is cancelled and the patient is notified to rebook an	The doctor can only cancel an appointment 7 days in advance. Any

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

				appointment		appointment	appointment due before that cannot be cancelled.
--	--	--	--	-------------	--	-------------	--

REQUIREMENT CASE TRACEABILITY MATRIX

The requirements of the “AT HOME SERVICES” were translated to Test Cases to test the IT system. We need to map the test cases to the requirements to ensure 100 percent requirement coverage.

Use Case	Requirement ID	Test Scenario	Expected Result	Test Data Set	Validation	Actual Result	Pass/Fail	Rectification Strategy/Next Steps
ACCOUNT CREATION								
Account Creation	RID_1	User accesses the new user registration section of Create Account	User should be directed registration page			User should be directed registration page	Pass	Check the registration page where user is allowed to register
Account Creation	RID_2	User provides following information for the account: a) Username b) First Name	The user should be able to register for At Home Services	a) Username – “testUser” b) First Name - Ishani c) Last Name – Jariwala	User information should be validated.	The user should be able to register for At Home Services	Pass	Data validation should be checked completely

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

		c) Last Name d) City e) State f) Username – a unique name by which the user can be identified g) Password – since the text of this field is masked, it is entered twice to ensure it is typed as intended h) Contact Information i. Work Phone Number ii. Cell Phone Number		d) City - Syracuse e) State – New York f) Username – idj@gmail.com g) Password – “*****” h) Contact Information i. Work Phone Number – 1234567890 ii. Cell Phone Number - 1234567890 iii. Email Address - idj@gmail.com				
--	--	--	--	---	--	--	--	--

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

		r iii. iii. Email Addres s						
APPOINTMENT BOOKING								
Appoint ment Bookin g	RID_7, RID_8, RID_9, RID_10 , RID_22 , RID_23 , RID_24	Appoint ment Bookin g for Doorst ep Sample Collecti on (Positiv e Scenari o)	An appoint ment confirm ation page is display ed on the screen that display' s Patient Name, Patient Addres s, Patient Phone number , Service request ed, Test request ed, sample request date and time and the assign ed practiti oner.	Userna me: "cmasu r", Passw ord: "*****"	A report of booked appoint ments is taken before simulati ng an appoint ment bookin g for this test case. Once the appoint ment is booked it is compar ed with the new report that should accoun t for this appoint ment bokin g as well	The appoint ment was succes sfully booked	Pass	
Appoint ment	RID_22 ,	Appoint ment	An Appoint	Report of the	The appoint	An appoint	Fail	The customer and the

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

Bookin g	RID_23 RID_24	Bookin g to request for a Wellne ss Practiti oner (Positiv e Scenari o	ment Confir mation page should be display ed. An email should be sent to the user as well as the practiti oner to confirm the bookin g	Appoint ment bookin g slots prior to simulati ng the test case. Email notifica tion that the email is sent to the user and the practiti oner	ment bookin g is confirm ed with the existing report to verify if the appoint ment is booked . A copy of the email confirm ation that a mail has been sent to the user and the admin should be notified to the it admin.	ment is booked as request ed howev er the user and the practiti oner are not notified about the appoint ment confirm ation		practitioner do not receive an email confirmation of the appointment booking.
ECOMMERCE AND CONSTRUCTION								
E- comme rce and Constr uction Service s	RID_1	User must be able to place succes sful order of	Succes sful order of medica l product s	Userna me Passw ord Payme nt details	User must be a register ed user at GenNe x	Same as expect ed result	Pass	To check whether all products can be successfully placed by registered users

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

		products						
CASE MANAGEMENT								
Case Management	RID_1	TC_1	Test User should be directed to the data entry dashboard	Username: "testuser", Password: "****"	A test "username" and "password" will be created for the validating purpose.	Test User should be directed to the data entry dashboard	Pass	Check the username and password for the user
	RID_2		Search patient using patient id. Patient with	Patient id: 98576123	The search filter on the screen should display patient information. Correct patient id should be punched in the filter.	Search patient using patient id. Patient with	Pass	Check if patient id is correct.
	RID_3		Selection of the patient is needed	Patient 1	Correct Patient information should be displayed	Selection of the patient is needed	Pass	Check the connection of the database

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

	RID_4		All the patient details should be listed correctly		The patient detail should be correct and accurate	All the patient details should be listed correctly	Pass	Check the connection of the database
	RID_5		Operator will select the appropriate service and upload patient reports.	Service : Case management Start Date: 03/01/2016 End Date: 01/31/2017 Type of Entry: Prescription Provider: Hospital Doctor Name: Dr. Doctor Name	Data Operator should be able to proceed to upload document screen.	Operator will select the appropriate service and upload patient reports.	Pass	Check if all the required fields are filled in properly
	RID_6		Document should be uploaded	Chose File: C:/Patient/Data/98576123/Prescription.record	Document should be uploaded successfully	Document could not be uploaded	Fail	Check whether the document is in required format or not
WELLNESS SERVICES								

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

Wellness Services	RID_5	Customer feedback for wellness services	The customer feedback is captured in the system	Appointment details history	The customer username and password	The system sends a notification to the user to fill out the customer feedback form for service received and the feedback is captured in the system	Pass	Check whether the appointment is completed or not
-------------------	-------	---	---	-----------------------------	------------------------------------	--	------	---

SIMULATION OF TEST CASES

This section documents the results of executing the test cases written for the IT system of "AT HOME SERVICES"

Use Case	Requirement ID	Test Scenario	Expected Result	Test Data Set	Validation	Actual Result	Pass/Fail	Rectification Strategy/Next Steps
ACCOUNT CREATION								
Account Creation	RID_2	User provides following information for the account: a) Username	The user should be able to register for At Home Services	a) Username – "testUser" b) First Name - Ishani c) Last Name –	User information should be validated.	The user should be able to register for At Home Services	Pass	Data validation should be checked completely

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

		b) First Name c) Last Name d) City e) State f) Username – a unique name by which the user can be identified g) Password – since the text of this field is masked, it is entered twice to ensure it is typed as intended h) Contact Information i. Work Phone Number ii. Cell	Jariwal a d) City - Syracuse e) State – New York f) Username – idj@gmail.com g) Password – “*****” h) Contact Information i. Work Phone Number – 1234567890 ii. Cell Phone Number - 1234567890 iii. Email Address - idj@gmail.com				
--	--	--	--	--	--	--	--

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

		Phone Number iii. iii. Email Addresses						
Account Creation	RID_2	User verifies their email addresses	User is registered with the system and account is created once the email link is followed	Confirmation link in the mail	In order to get registered, User clicks on confirmation link	User did not receive the email for confirmation	Fail	Email sending failed due to internet conditions.
APPOINTMENT BOOKING								
Appointment Booking	RID_7, RID_8, RID_9, RID_10, RID_22, RID_23, RID_24	Appointment Booking for Doorstep Sample Collection (Positive Scenario)	An appointment confirmation page is displayed on the screen that displays Patient Name, Patient Address, Patient Phone number, Service	Username: "cmasur", Password: "*****"	A report of booked appointments is taken before simulating an appointment booking for this test case. Once the appointment is booked	The appointment was successfully booked	Pass	

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

			request ed, Test request ed, sample request date and time and the assign ed practiti oner.		it is compar ed with the new report that should accoun t for this appoint ment boking as well			
Appoint ment Bookin g	RID_22 , RID_23 RID_24	Appoint ment Bookin g to request for a Wellne ss Practiti oner (Positiv e Scenari o	An Appoint ment Confir mation page should be display ed. An email should be sent to the user as well as the practiti oner to confirm the bookin g	➤ Rep ort of the App oint me nt boo king slot s prio r to sim ulati ng the test cas e. ➤ Em ail notif icati on that the em ail	The appoint ment bookin g is confirm ed with the existing report to verify if the appoint ment is booked . A copy of the email confirm ation that a mail has been sent to the user and the	An appoint ment is booked as request ed howev er the user and the practiti oner are not notified about the appoint ment confirm ation	Fail	The customer and the practitioner do not receive an email confirmation of the appointment booking.

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi KulKarni, Poornima Bhadauria

				is sent to the user and the practitioner	admin should be notified to the it admin.			
ECOMMERCE AND CONSTRUCTION								
E-commerce and Construction Services	RID_1	User must be able to place successful order of products	Successful order of medical products	Username Password Payment details	User must be a registered user at GenNex	Same as expected result	Pass	To check whether all products can be successfully placed by registered users
E-commerce and Construction Services	RID_2	User must be a registered user to view market place	Unregistered users may not be able to view market place	Username Password	User must be a registered user at GenNex	Unregistered users are able to view the product catalog	Fail	Use of better validation methods on home page
CASE MANAGEMENT								
Case Management	RID_5	TC_1	Operator will select the appropriate service and upload patient reports.	Service : Case management Start Date: 03/01/2016 End Date:	Data Operator should be able to proceed to upload document	Operator will select the appropriate service and upload patient reports.	Pass	Check if all the required fields are filled in properly

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

				01/31/2017 Type of Entry: Prescription Provider: Hospital Doctor Name: Dr. Doctor Name	ent screen.			
Case Management	RID_6	TC_1	Document should be uploaded	Chose File: C:/Patient/Data/98576123/Prescription.record	Document should be uploaded successfully	Document could not be uploaded	Fail	Check whether the document is in required format or not
WELLNESS SERVICES								
Wellness Services	RID_7	New doctors added are not reflected in the drop down list	The doctor should be reflected in the drop down list and in the detailed information section about doctors	The doctors schedule	Trying to book a doctor recently added to the list	The doctors name cannot be found	Fail	The updated data should be checked by automation and manually by a human being

ISSUE/ACTION LOG

This tracker documents the defects. A defect or an issue was raised as there was a deviation in the system behavior.

TC ID	Reported By	Assigned To	Status	Priority	Issue Description	Root cause Analysis	Resolution	Comments
TC_1	Ishani Jariwala	Dev Lopez	Pending	Blocker	If user does not receives the confirmation link than user can never be registered to the system	Dependency on the email confirmation can keep many user account in pending stack	User should be allowed to interact with system first and then confirm the email address once they access the service	User should be allowed to access the system and later confirm the email address .
TC_2	Shachi Kulkarni	Mark Meyer	Resolved	Blocker	System was allowing unregistered users to place order	Validation on login page failed	Validation on login page rectified	To develop strong validation techniques on login page in future
TC_3	Shachi Kulkarni	Laura Barnes	Pending	Blocker	System does not display new product in the	Pending	Pending	Possibly an issue in the database updating process

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhadauria

					product catalog			
TC_4	Chaitra Masur	Chetan	Open	High	The appointment booking is successful however the user and the practitioner do not get a email notification of the appointment	One reason this is happening if there was no automated process set up to mail the user and the doctor about the appointment confirmation	A code/script has to be written to automatically trigger an email notification once an appointment is booked	An automated process should be set up that mails the user and the doctor about the appointment confirmation
TC_5	Siddharth Shukla	Dev Lopez	Pending	Blocker	Cannot upload document	Form Validation prevent the word document format to be uploaded	Allow word document to be uploaded	All the major file formats like word document, PDF, jpeg, png, etc should be allowed
TC_6	Poornima Bhaduria	Susan Celes	Pending	High	New doctor is not reflecting in the drop down list	The updation process failed due to incorrect	Automated and manual cross checking and validation of every	Every time a doctor/practitioner is added, a check should be

Chaitra Masur, Ishani Jariwala, Siddharth Shukla, Shachi Kulkarni, Poornima Bhaduria

						integrati on	updatio n	made by the system and manuall y by a human.
--	--	--	--	--	--	-----------------	--------------	--