## **Chess Use Cases:**

**Use case: Play Chess** 

Iteration: 1

Primary actor: Player

Goal in context: Allows player to start a game of chess

## **Preconditions:**

• The Game app has been opened

• The app is on the game menu

**Trigger:** The user selects the start game button

## Scenario:

• The game enters play mode

## **Exceptions:**

#### Postconditions:

• The game is now in play mode and the user can begin playing the game

Channel to actor: The user input via GUI or command line

#### **Open Issues:**

- How is the opponent chosen, will each game implement a way of handling the opponent selection or will this be implemented by some other system done before the start game is selected
- How do we determine who plays first?

Use case: End Game

Iteration: 1

**Primary actor:** Player

Goal in context: Quit the game

**Preconditions:** 

- the game is currently in the play mode
- the game is not finished (neither player has won)

**Trigger:** The player presses the Quit Game button

#### Scenario:

- The game stops
- The app returns to the game menu

## **Exceptions:**

#### **Postconditions:**

• The app in game menu mode

#### Channel to actor:

user input via GUI

## **Open Issues:**

• If a player hits the quit game button should it show a summary of the game so far before it returns to the main menu, should it display one of those annoying "are you sure you want to quit" pop ups.

**Use case: Check Win (Checkmate)** 

Iteration: 1

Primary actor: Player

Goal in context: Display game stats and show who won

#### **Preconditions:**

- The game is in the play mode
- The last move resulted in a checkmate

Trigger: Last move resulted in checkmate

#### Scenario:

• The game should display stats to the players via the GUI

• The game should make visible the Exit button

## **Exceptions:**

#### **Postconditions:**

• the Exit button is visible to the player

Channel to actor: GUI

## Open Issues:

 how will the stats be displayed when the game ends, If it is through an overlay popup or by going to a different GUI scene then there would need to be an exit button, If not then the quit game button can function as the exit button

Use case: Exit Game on Finish

Iteration: 1

Primary actor: Player

Goal in context: Exit the game

#### **Preconditions:**

• the game is currently in the game won mode

**Trigger:** The player presses the Exit Game button

### Scenario:

• The app returns to the game menu

## **Exceptions:**

## **Postconditions:**

• The app in game menu mode

## Channel to actor:

user input via GUI

#### Open Issues:

Use case: Check Draw

Iteration: 1

Primary actor: Player

Goal in context: Display game stats and say it is a draw

#### **Preconditions:**

• The game is in the play mode

• The last move resulted in a draw

**Trigger:** Last move resulted in a dead position (draw)

#### Scenario:

- The game should display stats to the players via the GUI
- The game should make visible the Exit button

## **Exceptions:**

## **Postconditions:**

• the Exit button is visible to the player

Channel to actor: GUI

## Open Issues:

 how will the stats be displayed when the game ends, If it is through an overlay popup or by going to a different GUI scene then there would need to be an exit button, If not then the quit game button can function as the exit button

**Use Case: Capture** 

Iteration: 1

**Primary Actor:** Player

**Goal in context:** Show that a chess piece has been captured **Preconditions**:

- The game is in play mode
- The player is able to move a piece into a square occupied by an enemy piece during their turn

**Trigger:** The player moves one of their pieces into a square occupied by an enemy piece **Scenario**:

- The piece occupying the space should be replaced by the piece being moved
- The piece removed should be tallied
- Game should check the game state

## **Exceptions: Post Conditions:**

 The piece that previously existed in the space has been removed from the board and been replaced by the moved piece

Channel to actor: Graphical Representation of the game board Open Issues: N/A

## **Checkers Use Cases:**

**Use Case: Play Checkers** 

**Primary Actor**: Player and Opponent

Iteration: 1

**Goal in Context**: Start a new game of checkers

**Precondition**: Both players have opened the game, and start a game with the matchmaking

system, or rematch button

**Trigger**: The matchmaking system creates a match with the player and opponent

- The player and opponent with similar skill levels both look for a new match in the matchmaking system
- The matchmaking system see's that have a similar skill ranking, and pairs them together
- The matchmaking system creates a new game between the player and opponent

Post Condition: The player and opponent can play checkers against each other

Exceptions: N/A

**Priority**: High

When Available: Iteration 1, will likely be the 1st thing implemented

Frequency of Use: once per game

Channel to Actor: GUI/Network code

Secondary Actors: N/A

Open Issues: N/A

**Use Case: Exit Game** 

Primary Actor: Player

Iteration: 2

Goal in Context: Let the player leave the once the game is over

**Precondition**: The game is finished and the results screen is being shown (see Game

Complete)

**Trigger**: The player selects the exit game button

#### Scenario:

- The game of checkers ends, and the results screen is shown
- The player clicks the exit game button
- The opponents stops being allowed to rematch
- The game is closed

Post Condition: The game closes

Exceptions: N/A

Priority: Medium - High

When Available: Once results screen is implemented

Frequency of Use: Once per session

Channel to Actor: GUI

Secondary Actors: Opponent

Open Issues: N/A

**Use Case: End Game** 

**Primary Actor**: Player

Iteration: 1

Goal in Context: Show the player the results of the game, and give the option to rematch or exit

**Precondition**: The player and opponent are in the middle of a game

**Trigger**: The game has ended from either player winning or forfeiting

#### Scenario:

• A player wins the game, and signals to show the ending screen

• The end screen is shown, with the results of the game

• The player is able to rematch or quit the game

Post Condition: The player see their results and can rematch or quit the game

Exceptions: N/A

**Priority**: High

When Available: Iteration 1, after game rules are implemented

Frequency of Use: Once per game

Channel to Actor: GUI

**Secondary Actors**: N/A

Open Issues: N/A

Use Case: Check Win

**Primary Actor**: Player

Iteration: 1

Goal in Context: Let the player know they won the game, and update their rating/statistics

**Precondition**: The player finished their move, and it is the opponent's turn

**Trigger**: The opponent has no pieces they can move on their turn

Scenario:

• The player jumps the opponent's last piece, or blocks all their moves

- The opponent has no pieces they can move on their turn
- The players win rating gets updated

• The game complete screen is shown, letting them know they won

**Post Condition**: The results screen is shown (see game complete)

Exceptions: N/A

**Priority**: High

When Available: Iteration 1, with other game rules implementation

Frequency of Use: Up to once a game

Channel to Actor: GUI

Secondary Actors: N/A

Open Issues: N/A

**Use Case: Check Loss** 

**Primary Actor**: Opponent

Iteration: 1

Goal in Context: Let the player know they lost the game, and update their rating/statistics

**Precondition**: The opponent has finished their move, and it is the player's turn

**Trigger**: The player has no pieces they can move on their turn

Scenario:

• The opponent jumps the player's last piece, or blocks all their moves

• The player has no pieces they can move on their turn

• The players win rating gets updated

• The game results screen is shown, letting them know they won

**Post Condition**: The results screen is shown (see game complete)

Exceptions: N/A

**Priority**: High

When Available: Iteration 1, with other game rules implementation

Frequency of Use: Up to once a game

Channel to Actor: GUI

Secondary Actors: Player

Open Issues: N/A

# **TTT Use Cases:**

**Use Case: Play TTT** 

**Primary Actor:** Player 1 or Player 2 **Goal:** initiate a new TicTacToe game

#### **Preconditions:**

- The players must be authenticated in the OMG system
- Both players must be available
- System must be ready to host a new game

Trigger: a player selects to start a new game

- Player starts a new game
- System verifies both players are ready
- System randomly assigns X/O symbols to players
- System initializes an empty board
- System sets first players turn

## **Exceptions:**

- Issue with player authentication
- Issues initializing game board
- Can't find a second player after player 1 selects to start a new game
- Network connection issues

#### **Postconditions:**

• New game starts with an empty board, and 2 players with assigned symbols.

**Priority:** High

**When Available:** When both players are authenticated OR when 2 different authenticated players select to start a game and neither are in an active game

Frequency of use: once per game session

Channel to actor: GUI interface

## Open Issues:

- Should players choose their own symbol or be randomly assigned?
- How do 2 players get matched for a game?
- Should there be a time limit to initiate the game after a play selects to start a new game.

Use Case: Check Win

**Primary Actor:** N/A (triggered by Make Move)

Goal: To determine if a winning condition has been met

## **Preconditions:**

- A valid move has just been made
- A game is in progress

Trigger: A move has just been completed

- System checks all rows for 3 matching symbols
- System checks all columns for 3 matching symbols
- System checks both diagonals for 3 matching symbols
- If a win is found, the system moves to the end game use case
- If no win is found, the system moves to the check draw use case

## **Exceptions:**

• System fails to check the win condition

#### **Postconditions:**

• Either the game is ended or the system checks for a draw

**Priority:** High

When Available: After a move is made

Frequency of use: Multiple times per game

Channel to actor: Internal system process

Secondary Actors: N/A

Open Issues: N/A

**Use Case: Check Draw** 

**Primary Actor:** N/A (triggered by Check Win)

**Goal:** To determine if the game has reached a draw (cat's game)

## **Preconditions:**

- No win has occurred
- A valid move has just been made

**Trigger:** No win after a move has been made

#### Scenario:

- System checks if all of the board positions have been filled
- If this is true, the system moves to the end game use case
- If there are still empty positions, the system moves to the switch turn use case

#### **Exceptions:**

System fails at verifying board state

#### **Postconditions:**

• Either the game has ended as a draw or it's the next player's turn

**Priority:** High

When Available: After checking for a win condition after a move has been made

Frequency of use: Multiple times per game session

Channel to actor: Internal system process

Secondary Actors: N/A

## Open Issues:

• Should a draw be determined before all the positions are full?

**Use Case: End Game** 

**Primary Actor:** N/A (triggered by Check Win, Check Draw, or Forfeit)

Goal: Properly conclude a game session that has concluded without any errors

Preconditions: Win, draw, or forfeit occurs in an active game

Trigger: A game has either met the win or draw condition, or a player decides to forfeit

#### Scenario:

- System verifies the active game has either met a win or draw condition, or that a player has selected to forfeit
- The system stops accepting new moves
- The system notifies both players that the game has ended
- The game is deactivated

## **Exceptions:**

System fails to deactivate the game

#### **Postconditions:**

 Game concluded and results given to each player (either one of them has won or it's a draw)

**Priority:** High

When Available: After a win or draw condition has been met, or a player forfeits

Frequency of use: Once per game session

**Channel to actor:** GUI interface (if forfeit) or internal system process (if win or draw)

Open Issues: N/A

**Use Case: Disconnect Player** 

**Primary Actor:** System

Goal: Handle unexpected player disconnections

#### **Preconditions:**

Game is active

Connection monitoring is active

**Trigger:** Player connection is lost

#### Scenario:

- System detects player disconnection
- System attempts reconnection
- If reconnection fails, initiate game deletion

## **Exceptions:**

- False disconnection detected
- System inability to detect disconnection

#### Postconditions:

• Game will move on to the delete game use case

**Priority:** Medium

When Available: During an active game

Frequency of use: Rarely

Channel to actor: Internal system process

**Secondary Actors:** Players? Network?

Open Issues:

What should the reconnection time window be?

**Use Case: Update Player Data** 

**Primary Actor:** N/A (triggered by End Game or Delete Game)

Goal: To maintain accurate player statistics

Preconditions: Game has concluded or been deleted, player records are accessible

Trigger: Game has ended or been deleted

#### Scenario:

• System identifies game outcome (win, loss, draw, deletion)

- System retrieves player records
- System updates relevant statistics according to game outcome
- System saves updated records

## **Exceptions:**

• Database update failure

Postconditions: Player statistics updated in the database

**Priority:** High

When Available: Once an active game becomes deactivated/has been concluded

Frequency of use: Once per game

Channel to actor: Internal system process

**Secondary Actors:** Database

#### Open Issues:

- For failed games, should we just use this to ensure their player statistics are the same as they were before the game started?
- What are the relevant statistics that should be provided? Do player stats include time spent on each game, number of wins, losses, draws, etc?

# Leaderboard System Use Cases

**Use Case: View Leaderboard Rankings** 

**Primary Actor:** Player

Goal: Player can view and navigate through different leaderboard rankings and filters

**Precondition:** 

Player is logged into the game

- Player has stable internet connection
- Leaderboard data is available

Trigger: Player selects "Leaderboards" option from the game menu

#### **Scenarios:**

- System displays the default leaderboard view (typically current season, all modes)
- Player can:
  - Scroll through rankings showing player names, ranks, scores, and relevant stats
  - Toggle between time periods (daily/weekly/monthly/all-time)
  - Filter by game modes/categories
  - See their own ranking highlighted in the list
  - View detailed statistics for each entry
- System automatically updates rankings in real-time
- Player can refresh the leaderboard manually

## **Accessibility Features:**

- Color-blind friendly ranking indicators
- Screen reader compatibility
- Keyboard navigation support
- Adjustable text size

#### **Exceptions:**

- If network connection fails:
  - System displays cached data with timestamp
  - Shows network error message
  - o Provides retry option
- If no data available for selected filter:
  - Display "No rankings available" message
  - Suggest alternative filters

Postcondition: Player can view and understand their ranking position relative to others

**Priority:** High

Frequency of use: Multiple times per session

Channel to actor: Game interface, touch/mouse input

Secondary Actors: Game Server

Channel To Secondary Actor: API calls, WebSocket connections

**Use Case: View Leaderboard Rankings** 

**Primary Actor:** Player

Goal: Player can view worldwide rankings and compare their performance globally

#### **Precondition:**

- Player is logged in
- Global ranking system is operational
- Player has completed at least one ranked game/match

**Trigger:** Player selects "Global Rankings" tab in leaderboard interface **Scenarios:** 

- System loads global ranking data
- Player can:
  - View top players worldwide
  - See country/region indicators for each player
  - Compare their score with global averages
  - View global ranking distribution
- System shows player's percentile in global rankings
- Player can bookmark specific players to track

## **Accessibility Features:**

- Region-specific formatting for numbers and dates
- Multi-language support
- High contrast mode

#### **Exceptions:**

- If region data unavailable:
  - Display simplified ranking without region info
  - Show notice about missing data
- If player hasn't qualified for global ranking:
  - Show requirements to qualify
  - Display projected ranking based on current score

Postcondition: Player understands their global standing

**Priority:** Medium

Frequency of use: Daily

**Channel to actor:** Game interface **Secondary Actors:** Regional Servers

Channel To Secondary Actor: Cross-server synchronization

**Use Case: View Friend Ranking** 

**Primary Actor:** Player

Goal: Player can view and compare rankings among their friend list

#### **Precondition:**

- Player is logged in
- Player has at least one friend added
- Friends system is operational

**Trigger:** Player selects "Friend Rankings" tab in leaderboard interface

#### **Scenarios:**

System loads friend list and their ranking data

- Player can:
  - View rankings of all friends
  - See online/offline status
  - Compare scores directly
  - Challenge friends
  - Share scores with friends
  - Sort by different metrics (total score, recent activity, etc.)
- System highlights recent changes in friend rankings
- Player can send congratulatory messages for achievements

## **Accessibility Features:**

- Customizable friend nicknames
- Activity status indicators
- Quick action shortcuts

#### **Exceptions:**

- If friend list empty:
  - o Show friend recommendation system
  - Provide quick add friend option
- If friend's data is private:
  - Show privacy indicator
  - Option to request viewing permission

Postcondition: Player can effectively track and compare performance with friends

Priority: Medium-High

**Frequency of use:** Multiple times per session **Channel to actor:** Game interface, social features

**Secondary Actors:** Friend System Server **Channel To Secondary Actor:** Social API calls

**Use Case: Search Profiles** 

Iteration: 1

**Primary Actor:** Player

Goal: Players should be able to search for other players and view their profile/statistics. Also be

able to challenge other players.

Preconditions: Player has logged onto the game and is connected to network

**Trigger:** Player initiates a search by selecting the search feature

- Player enters search input (ex: username)
- System retrieves and displays all players matching the search text input
- Player selects the specific player they want to view from the search result list

- System displays the selected player's profile and statistics
- Optional: Player clicks the "Challenge" button on the selected player's profile
- System sends a challenge notification to the chosen player
- Optional: selected player receives a game notification and can accept or decline the challenge

**Post Condition:** Player successfully views searched player's profile/statistics / successfully sends a challenge invitation

## **Exceptions:**

- "No Results Found" no players match the search input
- Network issues prevent searching
- If challenge is sent, the recipient may not respond

**Priority:** High

When Available: Always

Frequency of Use: Everytime players open the game and as often as they want to challenge

**Channel to Actor:** Text Input Search feature (user interface)

Secondary Actor: Challenged player

Channel to Secondary Actor: Challenge notification

Open Issues: privacy option for profiles

**Use Case: Reset Leaderboard** 

Iteration: 1

**Primary Actor:** Admin

**Goal:** Clear the leaderboard to start a new season or remove specific categories. **Preconditions:** Admin has logged into the system with appropriate permissions

**Trigger:** Admin selects the "Reset Leaderboard" option.

#### Scenario:

- Admin selects the "Reset Leaderboard" interface.
- System displays options for resetting seasonal rankings or specific leaderboard categories.
- Admin chooses to reset either the seasonal rankings or a specific category.
- System clears the chosen leaderboard data and prepares it for new rankings.

**Post Condition:** The selected leaderboard is successfully reset.

#### **Exceptions:**

- Database error: If the system is unable to reset due to data corruption or access issues,
- Network error: If the network connection fails, the reset is delayed until connectivity is restored.

**Priority:** High

When Available: At the end of a season or upon request by Admin.

Frequency of Use: Occasional, typically at season start or for special resets.

Channel to Actor: Admin dashboard/settings menu.

Secondary Actor: N/A

**Channel to Secondary Actor: N/A** 

Open Issues: N/A

**Use Case: Configure Leaderboard Settings** 

Iteration: 1

**Primary Actor:** Admin

**Goal:** Set rules and categories for player rankings on the leaderboard.

**Preconditions:** Admin has logged into the system with appropriate permissions.

**Trigger:** Admin selects the "Configure Leaderboard Settings" option.

#### Scenario:

• Admin opens the "Configure Leaderboard Settings" interface.

- System displays options to set up scoring rules, define ranking periods, and manage categories.
- Admin configures scoring rules (e.g., points per win, win-loss ratio).
- Admin sets the ranking period (e.g., daily, weekly, seasonal).
- Admin manages categories by adding, editing, or removing categories.
- System saves and applies the settings across all leaderboards.

**Post Condition:** Leaderboard configurations are updated, with new rules and categories in effect.

## **Exceptions:**

- Validation error: If settings violate existing rules (e.g., overlapping periods), the system displays an error.
- Database error: If settings cannot be saved, the system informs the admin and retries automatically.

**Priority:** Medium

When Available: Always

Frequency of Use: Occasional, typically at the beginning of each season or when new

leaderboard rules are required.

Channel to Actor: Admin dashboard/settings menu.

Secondary Actor: N/A

**Channel to Secondary Actor:** N/A

Open Issues: N/A

# **Networking Use Cases**

**Use Case : Online Chat Primary Actor**: Player

**Goal**: The player can send chat messages to their opponent during a game session, with the

messages stored in the database for future reference.

**Preconditions**: The players are in an active game session and connected to the server.

**Trigger**: The player initiates a chat message.

#### Scenario:

- Player types a chat message.
- System sends the message
- System forwards the message to the opponent.
- Opponent receives the message in their chat interface.

**Postcondition**: The message is stored in the database and visible to the opponent.

#### **Exceptions**:

- Player disconnects during the message send.
- Database fails to store the message.

**Priority**: Medium

Frequency of Use: Frequent (during gameplay)

Channel to Actor: In-game chat window

Secondary Actor: Server

Channels to Secondary Actors: Network connection to server

**Open Issues**: Determine how to handle message storage if the database is unavailable.

Use Case: Connect Player Primary Actor: Player

**Goal**: Connect the player to the server to access online features.

**Preconditions**: Player is logged in. **Trigger**: Player initiates a connection.

#### Scenario:

- Player attempts to connect.
- System calls for player details.
- Server adds a player to the active user list.
- Connection is confirmed for the player.

**Postcondition**: Player is connected to the server.

**Exceptions**: Server connection issue.

**Priority**: High

Frequency of Use: Every login

**Channel to Actor**: Platform interface

**Secondary Actor**: Server

**Channels to Secondary Actors**: Network connection

**Open Issues**: Define reconnection policy on connection loss.

**Use Case: ReceiveMessage** 

**Primary Actor**: Player

**Goal**: Receive a chat message from an opponent. **Preconditions**: Players are in the same game session.

**Trigger**: Opponent sends a chat message.

Scenario:

Opponent sends a message.

• Server forwards the message to the player.

System displays the message in the chat interface.

**Postcondition**: Message is displayed to the player.

**Exceptions**: Server connection error.

**Priority**: Medium

Frequency of Use: Frequent

Channel to Actor: In-game chat interface

Secondary Actor: Server

**Channels to Secondary Actors**: Network connection

Open Issues: None.

**Use Case 8: Shutdown** 

**Primary Actor**: Server Administrator

Goal: Shutdown the server, disconnecting all players.

**Preconditions**: None.

**Trigger**: Administrator initiates shutdown.

Scenario:

- Administrator initiates shutdown.
- Server disconnects all players.
- Server shuts down.

**Postcondition**: All players are disconnected; server resources are freed.

**Exceptions**: Players not disconnected correctly.

**Priority**: Low

Frequency of Use: Occasional (maintenance)

Channel to Actor: Server console

**Secondary Actor**: Players

Channels to Secondary Actors: Network connection

**Open Issues**: Define notifications for unexpected shutdowns.

# **Authentication Use Cases**

Use case: Registration

Iteration: 1

**Primary Actor:** User

Goal in context: Allow a user to create a player profile to access the Online Multiplayer Game

(OMG) platform.

Preconditions: Platform has booted up, user is at the home screen, user wants to create a

personal profile to enter the platform.

**Trigger:** User presses the 'Register' button.

#### Scenario:

1. Registration screen pops-up on the program.

- 2. User enters a username, email and password to associate with their profile
- 3. A verification code is sent to the user's email
- 4. User opens their email to find the code
- 5. User enters the code in the program
- 6. User profile creation is complete.
- 7. Registration screen closes and the program returns to the home screen.

**Post conditions:** User can now log-in to the platform using their personal profile.

### **Exceptions:**

- 8. Invalid username is entered
- 9. Invalid email is entered therefore the user can never locate a verification code
- 10. Password does not have a minimum of 8 characters, 1 capital, 1 number and 1 punctuation letter.
- 11. Invalid verification code is entered

Priority: High

When available: 1st Iteration.

Frequency of use: High

**Channel to Actor:** Opening program on computer via application.

Secondary Actor: N/A.

Channels to secondary actors: N/A.

**Open Issues:** User profile does not get saved in the database, verification code is not sent to the user's email.

**Use case: Delete Profile** 

Iteration: 1

Primary Actor: User

Goal in context: Allow a use to delete a player profile from the Online Multiplayer Game

platform

**Preconditions:** Platform has booted up, a user with the username and password exists in the

system, user wants to delete the profile

**Trigger:** User presses the delete button, might also have to press a confirmation button to

delete

#### Scenario:

- 12. Delete user screen pops up on the program
- 13. User enters the username and password for the user to be deleted
- 14. A verification code is sent to the user's email
- 15. User opens their email to find the code
- 16. User enters the code into the program
- 17. User has been deleted successfully
- 18. Delete user screen closes and the program goes to the home screen

**Post conditions:** User no longer exists in the program and cannot login using the same credentials again

## **Exceptions:**

- 1. Invalid username is entered
- 2. Invalid password entered for that username
- 3. Invalid verification code entered from email

**Priority**: High

When available: Always

Frequency of use: Medium

**Channel to Actor:** User accesses the Online Multiplayer Game platform through the computer application interface, specifically the profile deletion screen.

Secondary Actor: N/A

Channels to secondary actors: N/A

Open Issues: User profile does not exist in the database, verification code not successfully sent

to the user's email

**Use case: Edit Profile (Username)** 

Iteration: 1

**Primary Actor:** User

Goal in context: Allow user to edit existing profiles username

Preconditions: The platform must be booted, the user must be logged in, the user must exist in

the database, user wants to edit profile's username

**Trigger:** User clicks the "Confirm" button to change username

#### Scenario:

- 1. User goes to profile edit screen
- 2. User clicks edit username
- 3. Username change screen pops up
- 4. User types in new username
- 5. User clicks confirm button
- 6. Username has been successfully changed message pops up
- 7. Program returns to the profile screen where the updated username is shown

**Post conditions:** Username has been successfully changed in the database, user can no longer login using the old username

#### **Exceptions:**

1. Invalid username entered for the specific profile in the database

**Priority**: High

When available: Always

Frequency of use: Low

**Channel to Actor:** User accesses the Online Multiplayer Game platform through the computer application interface, specifically the profile edit screen for username updates.

Secondary Actor: N/A

Channels to secondary actors: N/A

Open Issues: N/A

**Use case: Edit Profile (Password)** 

Iteration: 1

Primary Actor: User

Goal in context: Allow user to edit existing profiles password

**Preconditions:** The platform must be booted, the user must be logged in, the user must exist in

the database, user wants to edit profile's username

Trigger: User clicks the "Confirm" button to change password

#### Scenario:

- 1. User goes to profile edit screen
- 2. User clicks edit password
- 3. Password change screen pops up
- 4. User types in new password
- 5. User clicks confirm button
- 6. Password has been successfully changed message pops up
- 7. Program returns to the profile screen

**Post conditions:** Password has been successfully changed in the database, user can no longer login using the old password

#### **Exceptions:**

1. Invalid password entered for the specific profile in the database

**Priority**: High

When available: Always

Frequency of use: Low

**Channel to Actor:** User accesses the Online Multiplayer Game platform through the computer application interface, specifically the profile edit screen for password updates.

Secondary Actor: N/A

Channels to secondary actors: N/A

Open Issues: N/A

Use case: Edit Profile (Email)

Iteration: 1

Primary Actor: User

Goal in context: Allow user to edit existing profiles email

**Preconditions:** The platform must be booted, the user must be logged in, the user must exist in

the database, user wants to edit profile's username

**Trigger:** User clicks the "Confirm" button to change email

#### Scenario:

- 1. User goes to profile edit screen
- 2. User clicks edit email
- 3. Email change screen pops up
- 4. User types in new password
- 5. Verification code is sent to registered email
- 6. User types in the verification code
- 7. Verification email sent to new email
- 8. User types in verification code from new email
- 9. User clicks confirm button
- 10. Email has been successfully changed message pops up
- 11. Program returns to the profile screen

**Post conditions:** Email has been successfully changed in the database, user now receives news and verification codes on new email

#### **Exceptions:**

- 1. Invalid new email entered
- 2. Invalid verification code entered

**Priority**: High

When available: Always

Frequency of use: Low

Channel to Actor: User accesses the Online Multiplayer Game platform through the computer

application interface, specifically the profile edit screen for updating their email address.

Secondary Actor: N/A

Channels to secondary actors: N/A

Open Issues: Verification code never received on new email or old email

**Use case: Edit Profile (Update Bio)** 

Iteration: 1

Primary Actor: User

**Goal in context**: Allow user to edit an existing profile's bio.

**Preconditions:** The platform must be booted, the user must be logged in, the user must exist in

the database, user wants to edit profile's bio

**Trigger:** User clicks the "Confirm" button to change bio

#### Scenario:

- 1. User navigates to the Edit Profile screen
- 2. User clicks the "Edit Bio" option
- 3. A pop-up for editing the bio opens up
- 4. User types in the new bio
- 5. User clicks the "Confirm" button
- 6. The system saves the updated bio to the database
- 7. The program returns to the profile screen, displaying the updated bio

**Post conditions:** The user's bio has been successfully updated in the database and is shown on the user's profile

#### **Exceptions:**

- 8. The user enters prohibited content into the bio (e.g. inappropriate language)
- 9. The database fails to connect, preventing the bio from being updated
- 10. The bio exceeds the allowable field length

**Priority**: Medium

When available: 2nd iteration

Frequency of use: Moderate; users may occasionally update their bio

Channel to Actor: User accesses the Online Multiplayer Game platform through the computer

application interface, specifically the profile edit screen for updating their bio.

**Secondary Actor:** N/A

Channels to secondary actors: N/A

Open Issues: N/A

**Use case: Edit Profile (Update Avatar)** 

Iteration: 1

**Primary Actor:** User

**Goal in context**: Allow user to edit an existing profile's avatar.

**Preconditions:** The platform must be booted, the user must be logged in, the user must exist in

the database, user wants to edit profile's avatar

**Trigger:** User clicks the "Confirm" button to change avatar

#### Scenario:

- 1. User navigates to the Edit Profile screen
- 2. User clicks the "Edit Avatar" option
- 3. A pop-up screen allowing the user to either "Upload New Avatar" or "Delete Avatar" opens up
- 4. User either uploads a new image to use as their avatar, or deletes their current avatar
- 5. User clicks the "Confirm" button
- 6. The system saves the updated avatar to the database
- 7. The program returns to the profile screen, displaying the updated avatar

**Post conditions:** The user's avatar has been successfully updated in the database and is shown on the user's profile. If the user chose to delete their avatar, their avatar is replaced with a default avatar.

#### **Exceptions:**

1. The user uploads a prohibited image into the avatar

2. The database fails to connect, preventing the avatar from being updated

**Priority**: Medium

When available: 2nd iteration

Frequency of use: Moderate; user may occasionally update their avatar

Channel to Actor: User accesses the Online Multiplayer Game platform through the computer

application interface, specifically the profile edit screen for updating their avatar.

**Secondary Actor:** N/A

Channels to secondary actors: N/A

Open Issues: N/A

**Use case: Edit Profile (Change Status)** 

Iteration: 1

Primary Actor: User

**Goal in context**: To update the profile's display status.

**Preconditions:** The user has a valid profile and is logged in.

**Trigger:** User clicks the button to change status

#### Scenario:

- 1. The user is logged in and selects option to view their profile.
- 2. User selects option to update status.
- 3. From drop-down menu, selects either public (anyone can view), private (friends only), or anonymous (no one can view).

**Post conditions:** The system updates the user profile to the new preferences set by the user.

## **Exceptions:**

1. User selects already preferred display status.

**Priority**: Low

When available: Always

Frequency of use: Low

**Channel to Actor:** Button/drop-down menu while displaying user profile.

Secondary Actor: N/A

Channels to secondary actors: N/A

## Open Issues:

- How will private and anonymous profiles be stored?
  - Will they show up in search results when users look for other users?

Use case: Login

Iteration: 1

Primary Actor: User

Goal in context: To let the User be able to log into their account to access the games on the

platform.

**Preconditions:** User must have already successfully created a profile.

Trigger: User wants to log in.

#### Scenario:

- 1. User inputs username and password.
- 2. User clicks 'Sign In".
- 3. Display is changed to main home screen.

**Post conditions:** User profile data and settings will be updated to reflect the User's account for use and access, such as editing their profile and logging out. User will also be able to access other features of the platform, like selecting games to play and checking out rankings.

#### **Exceptions:**

- 1. Username or password is invalid.
- 2. User has not created a profile yet.

**Priority**: High

When available: First iteration.

Frequency of use: High.

Channel to Actor: Clicking the "Sign In" button.

Secondary Actor: None.

Channels to secondary actors: N/A

**Open Issues:** Cannot locate or verify username and password in database.

**Use case: Log Out** 

Iteration: 1

Primary Actor: User

**Goal in context**: To let the User be able to log out of the system.

Preconditions: User must already be logged in.

**Trigger:** User wants to log out of platform.

#### Scenario:

1. User clicks on the "Sign Out" button.

- 2. Prompt appears confirming whether the User is sure they want to log out.
- 3. User selects "Yes."
- 4. System logs User out.
- 5. Screen is redirected back to the Sign In/Register screen.

**Post conditions:** User has been signed out of the system. The screen shows the main sign in/register page, and the system is ready to accept another username and password to be entered.

#### **Exceptions:**

1. User selects "No" after the prompt confirming the sign out appears. The prompt will then disappear, showing whatever screen the User was viewing before pressing the "Sign Out" button.

Priority: High.

When available: First iteration

Frequency of use: High.

Channel to Actor: Clicking the "SIgn Out" button...

Secondary Actor: None.

Channels to secondary actors: N/A

Open Issues: None.

Use case: Add Friend

Iteration: 1

**Primary Actor:** User

Goal in context: To let the User be able to add other players as part of their friends list.

Preconditions: User must already be signed in, and the User has successfully searched for the

desired player.

**Trigger:** User wants to be friend another player on the platform.

## Scenario:

1. User selects the "Add Friend" button next to the desired player's username in the list of search results.

2. Friend request is sent to the desired player.

**Post conditions:** Player is notified of the new request. If the friend request is accepted, see use case for Accept Friend Request; otherwise, see use case for Reject Friend Request.

## **Exceptions:**

1. If a friend request has already been sent to the same player, and it hasn't been responded to yet, the "Add Friend" button should not be clickable.

**Priority**: Medium

When available: First iteration

Frequency of use: Moderate.

Channel to Actor: Clicking the "Add Friend" button after successfully searching up the desired

player.

Secondary Actor: None.

Channels to secondary actors: N/A

Open Issues: None.

Use case: Remove Friend

Iteration: 1

Primary Actor: User

Goal in context: To let the User be able to remove a player from their friends list.

**Preconditions:** The User must already be signed in, and the player must already be part of the User's friends list. User must also have their friends list open showing the desired player.

**Trigger:** User wants to remove a player from their friends list.

#### Scenario:

- 1. User selects desired player from their friends list.
- 2. User selects "Remove Friend" button.

**Post conditions:** The player is removed from the User's friends list, and the User is removed from the player's friends list. Either User or player is able to search for the other account and send a new friend request after this has been completed.

## **Exceptions:**

1. None.

**Priority**: Low

When available: Second iteration.

**Frequency of use:** Low/moderate.

Channel to Actor: Clicking "Remove Friend" button after selecting the player from the User's

friends list.

Secondary Actor: None.

Channels to secondary actors: N/A

Open Issues: None.

**Use case: Accept Friend Request** 

Iteration: 1

**Primary Actor:** User

**Goal in context**: To allow a user to accept a friend request received from another user, adding them to their friend list.

**Preconditions:** The user is logged into the application, the user has received a pending friend request from another user.

**Trigger:** The user navigates to the "Friend Requests" section.

#### Scenario:

- 2. The user navigates to the "Friend Requests" section.
- 3. The program displays a list of pending friend requests.
- 4. The user selects the friend request they wish to accept.
- 5. The user accepts a specific friend request.
- 6. The system displays a confirmation message.
- 7. The program removes the pending friend request from both user's Friend Requests.
- 8. The program updates the friend lists of both users.

**Post conditions:** The friend request is removed from the pending friend requests list, both users are now added to each other's friends lists, both users are notified of the new friendship status, the database is updated with the new friends list for both users.

#### **Exceptions:**

- 9. The friend request is withdrawn before the user can accept it
- 10. The database may fail to update with the acceptance of the friend request

Priority: High

When available: 1st iteration

Frequency of use: Moderate

**Channel to Actor:** User accesses the Online Multiplayer Game platform through the computer application interface, specifically the Friend Requests section for viewing received requests.

**Secondary Actor:** Second user (Potential Friend)

Channels to secondary actors: Sending a friend request through button press on a user's

profile.

Open Issues: N/A

**Use case: Reject Friend Request** 

Iteration: 1

Primary Actor: User

**Goal in context**: To allow a user to reject a friend request received from another user, thereby not adding them to their friend list.

**Preconditions:** The user is logged into the application, the user has received a pending friend request from another user.

**Trigger:** The user navigates to the "Friend Requests" section.

#### Scenario:

- 11. The user navigates to the "Friend Requests" section.
- 12. The program displays a list of pending friend requests.
- 13. The user selects the friend request they wish to decline.
- 14. The user declines a specific friend request.
- 15. The system displays a confirmation message.
- 16. The program removes the pending friend request from both user's Friend Requests.
- 17. The program does not update the friend lists of both users.

**Post conditions:** The friend request is removed from the pending friend requests list, the friends lists of both users are unchanged, the second user is not notified of the rejection of their friend request.

## **Exceptions:**

- 1. The friend request is withdrawn before the user can accept it
- 2. The database may fail to update with the rejection of the friend request, keeping the request in the user's list of pending friend requests.

**Priority**: High

When available: 1st iteration

Frequency of use: Moderate

**Channel to Actor:** User accesses the Online Multiplayer Game platform through the computer application interface, specifically the Friend Requests section for viewing received requests.

**Secondary Actor:** Second user (Potential Friend)

Channels to secondary actors: Sending a friend request through button press on a user's

profile.

Open Issues: N/A

# **GUI Use Cases**

Use case: View Profile Primary Actor: User

**Goal in context**: User wants to view their profile information, check their stats, and records.

**Preconditions**: User is logged into their account.

**Trigger**: User clicks on "view profile" option from navigation menu.

Scenario:

User clicks on the "view profile" option.

- Their profile is retrieved from the database.
- The system displays all of their login credentials and gaming statistics (in categories).

Users view their profile.

**Post conditions**: User successful views their profile.

**Exceptions**:

Network error: asks user to try again.

Priority: Medium - high.

When available: This would be available in the second iteration.

Frequency of use: Depends on the player.

Channel to Actor: User interface.

Secondary Actor: Database (retrieves info).

Channels to secondary actors: System sends request to database to retrieve user's

information.

Open Issues:

Should private info like your password be hidden?

Use case: Browse and Join Games

Iteration: 1

Primary Actor: user

Goal in context: allow the user to browse available games and join a selected game

Preconditions:

User is logged in

Platform has a library of available games

**Trigger**: user navigates to the game library screen

- User opens the game library screen to view available games
- GameLibraryScreen displays a list of available games

- User scrolls through the list and selects a game from the list to join
- GameLibraryScreen calls backend services to initiate joining
- GameLibraryScreen navigates the user to the GameScreen

**Post conditions**: user joined the game and is directed to the GameScreen **Exceptions**:

Network or Connection Error

**Priority**: High

When available: first increment

Frequency of use: frequent - used each time a user wants to join a game

Channel to Actor: touchscreen or click-based interface

Secondary Actor: backend service

Channels to secondary actors: calls to initiate game joining

Open Issues:

Should there be an option to view additional game details before joining?

**Use case: Play Game** 

Iteration: 1

Primary Actor: User

**Goal in context**: Enable the user to interact with the game board, make moves, receive

feedback on invalid moves, and exit the game, returning to the game library.

#### **Preconditions:**

- User must be logged in.
- Game type is selected
- The system is ready to initiate the game

**Trigger**: The user enters the GameScreen after selecting a game from the game library. **Scenario**:

- User selects "Play Game" and chooses a specific game
- GameScreen displays the selected game board
- User initiates a move
- GameScreen sends the move to the backend for validation
- GameScreen receives the backend response
  - If the move is valid, GameScreen updates the board to reflect the move
  - If the move is invalid, display an error message. Explaining why the move is invalid
- GameScreen checks if the game has reached an end state (win, loss, or draw) (extends specific game rules for winning, draw conditions)
- If the game is not over, the next turn begins

- User wants to exit the game
  - User clicks the "Exit Game" Button
  - GameScreen triggers a navigation action, returning the user to the game library screen

#### Post conditions:

- Game board reflects the user's last valid move.
- If the user exits, they are returned to the game library.

## **Exceptions**:

Invalid Move

Network or connection error
 Priority: High - core function for gameplay

When available: First increment

Frequency of use: frequently - every time a user plays a game

Channel to Actor: Touchscreen or click-based UI for game interactions

Secondary Actor: backend server

Channels to secondary actors: validate moves, check game state, retrieve responses

Open Issues:

 Should there be an option to automatically save game progress if the user exits mid-game?

**Use case: Play TicTacToe (extends Play Game)** 

Iteration: 1

Primary Actor: User

Goal in Context: Allow the user to play TicTacToe

Preconditions:

User must be logged in.

User selected to play TicTacToe

**Trigger**: user selects "TicTacToe" in the game menu

- User selects to play "TicTacToe"
- GameScreen displays 3x3 grid for TicTacToe with an indicator showing what the player is (X or O)
- User selects an empty cell on the grid to place their symbol
- GameScreen sends the selected move to the backend for validation
  - If the move is invalid, GameScreen displays an error message prompting the user to select a different cell
  - If the move is valid, GameScreen updates the grid
- GameScreen displays the opponent's turn indicator
- GameScreen receives and displays the opponent's move on the grid

- Steps 3-6 repeat for each player until
  - Win: GameScreen displays win message
  - Draw: GameScreen displays draw message
  - Lose: GameScreen displays lost message
- User selects "Exit Game"
- Game Screen returns the user to the GameLibrary screen

#### Post conditions:

- Game board reflects the user's last valid move.
- If the user exits, they are returned to the game library.

#### **Exceptions:**

- Invalid Move
- Network or connection error

**Priority**: High - core function for gameplay

When available: First increment

Frequency of use: frequently - every time a user plays a game

Channel to Actor: Touchscreen or click-based UI for game interactions

Secondary Actor: backend server

Channels to secondary actors: validate moves, check game state, retrieve responses

Open Issues:N/A

**Use case: Play Chess (extends Play Game)** 

Iteration: 1

Primary Actor: User

Goal in Context: Allow the user to play Chess

**Preconditions:** 

- User must be logged in.
- User selected to play Chess

**Trigger**: user selects "Chess" in the game menu

- User selects Chess from the game option
- GameScreen displays an 8x8 chessboard with pieces arranged in their standard starting positions. Each player is assigned a color (white or black)
- User selects a piece on the chessboard and chooses a destination to move it
- GameScreen sends the selected move to the backend for validation
  - If the move is invalid, GameScreen displays an error message prompting the user to select a valid move
  - o If the move is valid, GameScreen updates the board

- GameScreen displays the opponent's turn
- GameScreen receives and displays the opponent's move on the chessboard
- Steps 3-6 repeat until one of these conditions are met:
  - Win: GameScreen displays win message
  - Draw: GameScreen displays draw message
  - Lose: GameScreen displays lost message
- User selects "Exit Game" option
- GameScreen returns the user to the GameLibrary Screen

#### Post conditions:

- Game board reflects the user's last valid move.
- If the user exits, they are returned to the game library.

#### Exceptions:

- Invalid Move
- Network or connection error

Priority: High

When available: First increment

Frequency of use: frequently - every time a user plays a game

Channel to Actor: Touchscreen or click-based UI for game interactions

Secondary Actor: backend server

Channels to secondary actors: validate moves, check game state, retrieve responses

Open Issues:N/A

**Use case: Play Checkers (extends Play Game)** 

Iteration: 1

Primary Actor: User

Goal in Context: Allow the user to play Checkers

Preconditions:

Trigger: user selects "Checkers" in the game menu

- User selects Checkers from the game option
- GameScreen displays an 8x8 checker board with pieces in their starting positions.
   Assign player color
- User selects a piece and initiates a move by choosing a destination square
- GameScreen sends the move to the backend for validation
  - If the move is invalid, GameScreen displays an error message, prompting the user to try a different move
  - If the move is valid, GameScreen updates the board
- GameScreen displays the opponent's turn
- GameScreen receives and displays the opponent's move on the board
- Steps 3-6 repeat until one of these condition is met:
  - Win: GameScreen displays win message

Draw: GameScreen displays draw messageLose: GameScreen displays lost message

- User selects "Exit Game"
  - GameScreen returns the user to the GameLibrary screen

#### Post conditions:

- Game board reflects the user's last valid move.
- If the user exits, they are returned to the game library.

#### Exceptions:

Invalid Move

Network or connection error

**Priority**: High

When available: First increment

Frequency of use: frequently - every time a user plays a game

Channel to Actor: Touchscreen or click-based UI for game interactions

Secondary Actor: backend server

Channels to secondary actors: validate moves, check game state, retrieve responses

Open Issues:N/A

**Use case: In-Game Chat** 

Iteration: 1

Primary Actor: User

**Goal in context**: To allow the user to type a message into the chat box, and then accurately transmit that message to a universal text box that other users can see.

#### Preconditions:

- User must be logged in
- User has joined a game through the game library

**Trigger**: The enter button has been pressed after the message has been typed in the message box.

## Scenario:

- User is already actively playing with someone in a game (specific game doesn't matter).
- User enters a message into the text box, and presses Enter to submit the message.
- The message is transmitted via the internet to the other user's chat box, while also printing the same message on the sender's own box.

#### Post conditions:

• The message that has been entered appears on both user's chat boxes.

## **Exceptions**:

 If the internet disconnects and the message doesn't register on the other user's chat box.

**Priority**: Low

When available: First Increment

**Frequency of use**: Depends on the people playing the game.

Channel to Actor: Click-based UI Secondary Actor: Backend service

Channels to secondary actors: Calls to send message

Open Issues:

Is it necessary to have chat rooms for the type of games that will be implemented?

**Use case: View Leaderboard Rankings** 

Iteration: 1

Primary Actor: User

**Goal in context**: To allow the user to see an ordered list of the players with the most successes.

- Preconditions:
- The user is connected to the internet
- User must be logged in

**Trigger**: The user pressed the button indicating the leaderboard rankings on the main page.

#### Scenario:

- The user selects the Leaderboard Rankings button.
- The user can choose between the three games available (Chess, TTT, and Checkers)
- A table is made for each game showing the top users and how many wins they have compared to their losses.

#### Post conditions:

 A table is made from the system database showing the best players for each game if chosen.

## **Exceptions**:

• If the game doesn't have any players, a table can't be made.

**Priority**: Low - Only for informational purposes and doesn't affect the system.

When available: First Iteration

Frequency of use: Low - Isn't necessary for using the system.

**Channel to Actor**: Click-based UI **Secondary Actor**: Database

**Channels to secondary actors**: System calls to database to retrieve general player database

Open Issues:

What would be the most optimal way to update player base data?

Use case: View Player Profile from Leaderboard

Iteration: 1

Primary Actor: User

**Goal in context**: To allow the user to see the statistics of a specific player from the Leaderboard **Preconditions**:

- User has logged in
- User has prompted the leaderboard to open and a table has been formed

**Trigger**: The player selects a specific user highlighted on the Leaderboard

#### Scenario:

- The user selects the Leaderboard Rankings button.
- The user chooses between the three games available (Chess, TTT, and Checkers)
- The user selects a specific player, showing their statistics specific for that game (ELO for chess, win/loss for TTT and Checkers, etc.)

#### Post conditions:

The data collected by the system is presented as statistics and shown on the user's UI.

#### **Exceptions:**

• If the selected user has deleted their account and their data can't be traced back.

**Priority**: Low - Only for informational purposes and doesn't affect the system.

When available: First Iteration

**Frequency of use**: Low - Isn't necessary for using the system.

Channel to Actor: Click-based UI Secondary Actor: Database

Channels to secondary actors: System calls to database to retrieve specific data of a user

from the general playerbase

Open Issues: See issue from prior use case

Use case: Modify Settings

Iteration: 1

**Primary Actor**: User

**Goal in context**: To allow the user change and modify the game and UI to their preference using provided settings.

#### **Preconditions:**

User has logged in

Trigger: The settings button has been selected, and the settings are presented on the UI.

## Scenario:

- The user logged into the system
- The user selects the settings button
- The user chooses between different categories of settings (graphic, UI, sound, etc.)
- The user changes the settings which affects the system, and saves their preferences

## Post conditions:

The settings that the user chooses is saved to the user's local system until changed again.

#### Exceptions:

The settings interferes with the user's hardware and can't be changed

**Priority**: High

When available: First/Second Iteration

Frequency of use: Depends on the user, but generally low since the user will initially find what

works for them.

Channel to Actor: Click-based UI

Secondary Actor: Backend system

Channels to secondary actors: Calls and changes data as instructed by the user.

**Open Issues**: What settings are the most necessary for this system to have?

**Use case: View Notifications** 

Iteration: 2

Primary Actor: User

Goal in context: To allow users to view important notifications about their account, ranking or

games they're playing.

#### **Preconditions:**

User is logged in.

• User has notifications enabled.

**Trigger**: Something has changed with the user's account, ranking or game they're playing. **Scenario**:

- For each notification, a new line of text is added to a section on the main screen.
- Account Notification Notifies the user which account they're logged in with.
- Ranking Notification Notifies the user if they're leaderboard ranking has increased, decreased or stayed the same.
- Game Notification Notifies the user if their position in a queue has changed or the outcome of a completed game; or a disconnect message if the user disconnects partway through.

Post conditions: The line stays in the notification section until the user decides to clear it.

Exceptions: N/A
Priority: Moderate

When available: Second Increment

Frequency of use: High if notifications are enabled, None if notifications are disabled.

Channel to Actor: Screen Secondary Actor: N/A

Channels to secondary actors: N/A

Open Issues:

- Should notifications be able to be disabled mid-game?
- Does opening a game obstruct the notification section?

Use case: Clear Notifications

Iteration: 2

**Primary Actor**: User

**Goal in context**: To allow the user to clear the notification section on the main screen.

Preconditions:

- User is logged in
- User has notifications enabled
- There are lines of text in the notification section.

**Trigger**: The user decides to clear the text in the notification section.

#### Scenario:

- The user presses a button labeled "Clear Notifications"
- The system gives the user a confirmation message.
- The user selects "Yes".

**Post conditions**: All lines of text are cleared from the notification section.

#### **Exceptions**:

- The user selects "No" when asked for confirmation.
- The notification section is already empty.

**Priority**: Moderate

When available: Second Increment

**Frequency of use**: Moderate, None if user has notifications disabled.

Channel to Actor: Button Secondary Actor: N/A

Channels to secondary actors: N/A

Open Issues: N/A

**Use case: Access Support** 

Iteration: 1

Primary Actor: User

Goal in context: Allow the user to access resources for troubleshooting, FAQs and contacting

support.

**Preconditions**: There is something wrong with the user's account, screen, or commands that

they are unsure how to fix.

**Trigger**: The user presses the "Access Help and Support" button.

#### Scenario:

- The dropdown menu provides options for "Troubleshooting", "FAQs" and "Contact Support".
- Troubleshooting Provides a list of common issues and ways they could potentially be solved.
- FAQs Provides a list of questions asked by users that admin have seen and answered often.
- Contact Support Provides an email or phone number that the user can use to contact administration regarding their issue if it is not covered in "Troubleshooting" or "FAQs".

**Post conditions**: The user acquires the resources to try and resolve the issue themself or contact. administration for support.

## **Exceptions**:

• The issue is something out of admin's control (user's internet or hardware)

**Priority**: High

When available: First Increment Frequency of use: Moderate Channel to Actor: Button

Secondary Actor: Administration

Channels to secondary actors: Administration's screen

Open Issues: N/A