**Use Case 2: Resetting a Forgotten Password**

**Iteration:** 2

**Primary Actor:** A registered user who has forgotten their password and wants to reset it to regain access to their multiplayer game platform account.

**Goal in Context:**  
The user should be able to reset their password by providing their registered email or username. If the provided details match an existing account, an email with a password reset link or temporary password will be sent to them. Upon clicking the reset link or entering the temporary password, the user will be allowed to set a new password.

**Preconditions:**

* The user must have an existing account registered in the multiplayer platform database.
* The user must have access to the email address linked to the account.
* The platform must have a working password reset feature implemented.

**Trigger:**  
The user clicks the **"Forgot Password"** button on the login screen. This action prompts the system to ask for the user’s email or username. If valid credentials are provided, the platform will initiate the password reset process.

**Scenario:**

1. The user opens the multiplayer platform and navigates to the login screen.
2. The user clicks on the **"Forgot Password"** button.
3. The system prompts the user to enter their **registered email or username**.
4. The system verifies if the entered email or username matches an existing account.
   * **If valid:** The system sends a password reset link to the user's registered email.
   * **If invalid:** The system displays an error message stating, **"No account found with the provided details."**
5. The user opens their email and clicks on the password reset link.
6. The system redirects the user to a secure page where they can enter a **new password** and confirm it.
7. The user submits the new password.
8. The system updates the account with the new password and confirms the change.
9. The user is redirected to the login page and can now log in using their new password.

**Postconditions:**

* The user’s password is successfully updated in the database.
* The user can now log in with the new password.
* A confirmation message is sent to the registered email indicating that the password has been changed.

**Exceptions:**

* **Incorrect email or username entered:** If the provided email or username does not exist in the system, an error message is displayed: **"No account found with the provided details."**
* **Email not received:** If the user does not receive the password reset email, they are given an option to **resend the email** or check their spam folder.
* **Reset link expired:** If the user tries to reset the password using an expired link, they must request a **new password reset link**.
* **New password does not meet security requirements:** If the new password is too weak, the system will display a message: **"Password must be at least 8 characters long and contain a mix of letters, numbers, and symbols."**

**Priority:**

This is a **high-priority feature** since users must be able to reset their passwords if they forget them. Without this feature, users who lose access to their accounts would be unable to recover them.

**When Available:**

This feature is available whenever a user is at the **login screen** and clicks the **"Forgot Password"** button.

**Frequency of Use:**

This feature will be used **whenever a user forgets their password** and needs to reset it before logging in.

**Channel to Actor:**

The system communicates with the user through **on-screen prompts** and **email notifications**.

**Secondary Actors:**

* **Email Service Provider:** Responsible for delivering the password reset email.
* **Database:** Verifies the existence of the provided email/username and updates the new password.

**Channel to Secondary Actors:**

* The **multiplayer platform** communicates with the **email provider** to send password reset emails.
* The system accesses the **database** to verify user credentials and update the password securely.

**Open Issues:**

* Should there be a **two-factor authentication (2FA) requirement** when resetting a password?
* Should the system allow users to reset their password through **SMS verification** instead of email?
* How long should the **password reset link** remain valid before expiring?