**Account Creation (client)**

**As a prospective client, I want to be able to create a new account and set its details.**

**Account Creation (administrator)**

**As a system administrator, I want to be able to create accounts on behalf of other users.**

**Account Management (client)**

**As an existing client, I want to be able to change my account details.**

**Account Management (administrator)**

**As a system administrator, I want to be able to edit the details on any account**

**Account Deletion (client)**

**As an existing client, I want to be able to close my account.**

**Account Deletion (administrator)**

**As a system administrator, I want to be able to close the account of any user**

**Account Log-In**

**As any user, I want to be able to log into the system.**

**Account Log-Out**

**As any user, I want to be able to log out of the system.**

**Change Password (client)**

**As an existing client, I want to be able to change my password.**

**Recover Forgotten Password**

**As any user, I want to be able to get back into my account if I have forgotten my password.**

**Reset Password**

**As a system administrator, I want to be able to reset the password of any account**

**Unlock Account (client)**

**As an existing client, I want to be able to request to unlock my account if locked.**

**Lock Account**

**As a system administrator, I want to be able to lock any account.**

**Unlock Account (administrator)**

**As a system administrator, I want to be able to unlock any account.**