Use Cases

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| --- | --- |
| Name | Login |
| ID | Login\_01 |
| Description | Members must login to the website to participate in community forums or to utilize the private message function |
| Actors | Healthcare Professionals, Members, Admins, Mods |
| Organizational Benefits | Allows users to be managed and verify healthcare professional’s employment |
| Triggers | User selects login button, user attempts to submit a forum message |
| Preconditions | Login button, pre-existing login credentials |
| Postconditions | Logs user in allowing utilization of private messaging and forum use. Account settings are accessible. |
| Main Course | User enters account credentials  Server verifies credentials in database  User is logged in and is given forum or private message access  System keeps user logged in while active |
| Alternate Courses | User attempts to participate in Forum while not logged in  Redirects to login page  Once logged in, directs back to forum |
| Exceptions | User wants to remain anonymous and browse site information and the forums without contributing to discussion |

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| --- | --- |
| Name | Register |
| ID | Register\_01 |
| Description | Users must create an account to participate in forums and to chat with other users |
| Actors | Healthcare Professionals, Members |
| Organizational Benefits | Allows users to be managed and verify healthcare professional’s employment |
| Triggers | User clicks registration button, register now link on login screen |
| Preconditions | Register button or link, unique email not yet used |
| Postconditions | Registers user for an account |
| Main Course | User enters new account credentials  Server verifies unique email  Server saves username and password to the database  Email verification sent to user  Allows user to login |
| Alternate Courses | Redirect from login page |
| Exceptions | User wants to remain anonymous and browse site information and the forums without contributing to discussion |

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| --- | --- |
| Name | Account Settings |
| ID | Account\_01 |
| Description | Members must login to the website to review their account settings and preferences |
| Actors | Healthcare Professionals, Members |
| Organizational Benefits | Allows users to customize their account settings and preferences |
| Triggers | Logged in user can click the account link |
| Preconditions | Log into system |
| Postconditions | Permits account settings to be managed by the end user |
| Main Course | User can customize their account settings and preferences through the account page |
| Alternate Courses | n/a |
| Exceptions | User is not logged in, directed to login page |

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| --- | --- |
| Name | Resources |
| ID | Resources\_01 |
| Description | Generic users can check out resources available |
| Actors | Generic users, members, healthcare professionals, admins, mods |
| Organizational Benefits | Share information with public |
| Triggers | User clicks resources link or header tab |
| Preconditions | Visit homepage |
| Postconditions | Displays various resources to offer help with mental health problems |
| Main Course | User can see links to healthcare professionals, phone numbers of hotlines and external help |
| Alternate Courses | n/a |
| Exceptions | n/a |

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| --- | --- |
| Name | Private Message |
| ID | PM\_01 |
| Description | Members must login to the website to message other users |
| Actors | Healthcare Professionals, Members |
| Organizational Benefits | Allows users to speak to healthcare professionals |
| Triggers | User clicks button to speak to healthcare worker |
| Preconditions | Log into system |
| Postconditions | User can type messages into a chatbox to seek professional advice |
| Main Course | User chooses what their issue is from a list of common problems  User is matched with a specialist  System Connects user to a healthcare worker |
| Alternate Courses | If no healthcare worker is available, provide alternate resources and phone numbers for immediate assistance |
| Exceptions | User is not logged in |

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| --- | --- |
| Name | Forum Message |
| ID | Forum\_01 |
| Description | Members must login to the website to participate in forums |
| Actors | Healthcare Professionals, Members |
| Organizational Benefits | Allows users to participate in open forum discussion safe spaces |
| Triggers | User clicks chatbox on forum page |
| Preconditions | Log into system |
| Postconditions | User can type messages into a chatbox and submit messages to the discussion |
| Main Course | User submits message to forum |
| Alternate Courses | Non-logged in users may read forum posts |
| Exceptions | User is not logged in |

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| --- | --- |
| Name | Post Verification |
| ID | Post\_01 |
| Description | Mod mail sent after new forum submission |
| Actors | Admins, Mods |
| Organizational Benefits | Allows for ease of access in moderating the forums |
| Triggers | User submits a post |
| Preconditions | User is logged in  User submits post |
| Postconditions | Mods/Admins can permit or delete new post |
| Main Course | Site message sent to inbox of mods  Email sent to mods  Mod reviewal of post  Mod/Admin pushes post to live forum or deletes pending post |
| Alternate Courses | Remove post |
| Exceptions | n/a |