| Use case | Verify Technicians |
| --- | --- |
| Description | This use case describes the event that admin verifies the technician when a signup request came from a technician. When a technician is signed up to the system they need to get verify by an admin to continue to use the system features. |
| Primary Actor | Admin |
| Secondary Actor | Technician |
| Pre-condition | |
| * Admin must be signed up to the system * There should be signup requests | |
| Main Flow | |
| 1. Navigates to the signup request section 2. Click on the request 3. Mark the reviewed details 4. If all details are verifiable click on verify 5. Confirm he verification | |
| Alternative Event | |
| 4.1. If details are unverifiable, click on request resubmission. | |
| Post- condition | |
| * The relevant Technician will be notified with the verification status. * Admin will be redirected to the request section | |

| Use case | View Community |
| --- | --- |
| Description | Unregistered users will be able to view the community feed where the registered users post their issues with regard to the properties. |
| Primary Actor | Guest(Unregistered user) |
| Secondary Actor | None |
| Pre-condition | |
| None | |
| Main Flow | |
| 1. Visit the URL of the system. 2. Navigate to the community section. 3. System will show the interface with posts. 4. Click on the post. 5. View post. | |
| Alternative Event | |
| None | |
| Post- condition | |
| System will show the posts | |

| Use case | Register as property owner |
| --- | --- |
| Description | Unregistered users will be able to register into the system as a general user. |
| Primary Actor | Guest(Unregistered user) |
| Secondary Actor | None |
| Pre-condition | |
| User should go into the site using web browser | |
| Main Flow | |
| 1. Visit the URL of the system. 2. Click on Register as a property owner button 3. System will show the form of registration 4. Add necessary details 5. Click on register button 6. Use will be redirected to the sign in screen | |
| Alternative Event | |
| None | |
| Post- condition | |
| * User will be registered * A confirmation email will be sent to the user | |

| Use case | Register as Technician |
| --- | --- |
| Description | Unregistered users will be able to register into the system as a Technician. |
| Primary Actor | Guest(Unregistered user) |
| Secondary Actor | None |
| Pre-condition | |
| User should go into the site using web browser | |
| Main Flow | |
| 1. Visit the URL of the system. 2. Click on Register as a technician button 3. System will show the form of registration 4. Add necessary details 5. Click on register button 6. Use will be redirected to the sign in screen | |
| Alternative Event | |
| None | |
| Post- condition | |
| * The sign up request will be sent to the admin * A confirmation email will be sent to the user | |

| Use case | User Account Handling |
| --- | --- |
| Description | Admin will be able to respond to user reports and with this use case admin will be able to take necessary actions to the user accounts |
| Primary Actor | Admin |
| Secondary Actor | Technician, Property Owner |
| Pre-condition | |
| The admin must be logged into the system. | |
| Main Flow | |
| 1. Select the specific user account. 2. If the admin is getting to know that user account is fake, remove the user account and notify user about the deletion. 3. If the user requested to do some changes in user profile such as email address, admin makes changes. | |
| Alternative Event | |
|  | |
| Post- condition | |
| Admin should be able to make sure users are genuine in the system. | |