# Use Case Name

*Manage Customer Account Use Case*

## Actors/Roles

*Customer*

*Employee*

## Pre-Conditions

*The customer must have already made a previous reservation and is therefore in the database*

## Basic Flow

|  |  |
| --- | --- |
|  | 1. The use case starts when a customer comes in to drop off their pet |
| {create account} | 1. The user will create an account for a new user |
| {modify account} | 1. The user will modify information about an existing user. |
| {delete account} | 1. The user will delete an existing account |
|  | 1. The use case ends when the customer leaves HVK. |

## Alternative Flows

*{user closes page}*

1. *At {create account}, the user will create an account for a customer in the HVK system.*
2. *If the user exists the page before completing the forms, the account will not be created.*

*{account already exists}*

1. *At {create account}, the user will create an account for a customer in the HVK system.*
2. *If a record for the account already exists, the user will be prompted to enter a new email.*

*{user choses to not delete account}*

1. *At {delete account}, the system will prompt user to ensure they want to delete their account.*
2. *If the user clicks no, the account will not be deleted.*

*{user doesn’t save changes}*

1. *At {modify account}, once changes have been made, the user can select to save changes.*
2. *If the user does not save their changes, their account will remain untouched.*

## Sub-Flows

*{create account sub-flow}*

1. *At {create account}, they system will display a blank form to the user.*
2. *The user will fill out all required fields.*
3. *The user will fill out any desired optional fields.*
4. *All data entered is validated.*
5. *Once the user finishes the form, the account will be created.*

*{modify account sub-flow}*

1. *At {modify account}, the system will display a form will all the user’s information.*
2. *The user modifies any desired fields.*
3. *All data entered is validated.*
4. *The user selects to save their changes.*
5. *The account is updates.*

*{delete account sub-flow}*

1. *At {delete account}, the system will display a form with all the user’s information.*
2. *The user will select a ridiculously hidden and tiny option to delete their account.*
3. *The system will prompt the user to delete the account.*
4. *The user selects to delete their account.*
5. *The user given a message that their account is deleted and they are returned to the main page.*