

## Group I

### Common user stories (between student and teacher):

**As a user (both student and the teacher) I want to sign up in the system so that I could log in later.**

- a form needs to be filled with these items: name, username, email, phone number, address, password, captcha
- name must be a real name, without any number or sign in it
- username must be unique and the system will recommend some unique ones to user
- username can contain signs, numbers, small and capital words
- password must not be less than 6 characters it should contain signs, numbers, small and capital words
- email should be valid
- phone number should be valid
- repeat captcha can only happen less than 8 times

**As a user (both student and the teacher) I want to upload verification documents, so that I'm verified**

- user need to send verification document

scan or picture of ID card and verification code

**As a user (both student and the teacher) I want to be sure that everyone in the system has verified their phone number so I want to be verified too.**

- after sign up, a verification code will be sent to the user and he should enter it in the system.

**As a user (both student and the teacher), I want to login to the system so that I could use the system for arranging classes with students.**

- user need to fill the email and password to log in
- user can log in but can't use all the function unless he sends the verification documents

### Teacher user story:

**As a teacher I want to add my personal information so that my profile will be completed and students can know me more.**

- Teacher should add extra information like age, city, etc.
- This information should be showed on teacher's page.

**As a teacher I want to add my professional information so that students can select me better based on my educations and background and also their needs.**

- Teacher should be able to add professional information like scientific degree, work experience, skills, etc.
- Teacher should be able to upload their scientific certifications (there will be size limitation for these files in system).
- This information should be showed on teacher's page.

**As a teacher I want to set a photo as my profile picture so that other users can get to know my appearance.**

- Teacher should set a photo as his profile picture.
- Teacher should be able to change his profile picture.
- Teacher's profile picture should be showed to other users.

**As a teacher I want to accept student's request so that we can have class later (after specifying the meeting time).**

- Teacher should be able to accept student's request.
- Teacher should be notified that she accepted a new student.
- Student should be notified that teacher has accepted her request.
- This new student should be added to list of teacher's students.

**As a teacher I want to reject student's request and not to accept all request so that I can manage my time better.**

- Teacher should be able to reject student's request.

-Student should be notified that teacher has rejected her request.

**As a teacher I want to upload my booklets so that students will understand how I teach.**

-Teacher should be able to upload booklet files (there will be size limitation for these files in system).

**As a teacher, I want to use the system to arrange my classes**

-teacher can make a class with students

**As a teacher, I want to have a call option so that I could communicate with my student**

-teacher shouldn't see the student phone number

-a safe call should be initiated

**As a teacher, I want to specify if I permit students to call me or not so that my privacy will protected more.**

-teacher should be able to specify if she is okay with call from students.

**As a teacher, I want to have ticket form so that I could discuss my complaints**

-teacher should ticket form in the system

**As a teacher, I want to have phone number, email so that I could communicate with them in case of problems**

-teacher can make a call or send an email to the support center

**As a teacher, I want to have contact information from the system so that I could communicate with them in case of problems**

-teacher should find contact information in the system

-teacher can make a call, send a ticket or email the support center

### student user story:

**As a student, I want to be able to edit my personal information so that I could disambiguate any unclear information and keep my profile up to date.**

- Students should be able to edit their profile.

**As a student, I want to search for a teacher that teaches in my grade and has a high rate also meets my budget, so that I can enroll in their class.**

- Student should be able to search through the list of teachers and to apply filter on the search results.

**As a student, I want to send a request for registration either in private or in public class so that I can start a connection with the teacher.**

- Students can see the request type alongside with teacher's profile. There should be two buttons, one for private class and another for public one.

**As a student, I want to be notified if the teacher accepted or rejected my request.**

- Students must receive notification in request tab of their personal page for each of their requests which would be either accept or reject.

**As a student, I want to rate the teacher I had class with, so that other students would know about the quality of class and the competence of the teacher.**

- When teacher confirms that the class has ended, students can rate their teacher from 1 to 5 stars.

**As a student, I want to contact the teacher I have class with, so that we can set a time and location for our class and if I had any problems in the lesson, I would be able to discuss with them.**

- If the teacher accepted the request and allowed safe call, students can call their teacher through safe call, teacher's number won't be shown to the student. Otherwise, students must wait for teacher's call.

**As a student, I want to have contact information from the system so that I could communicate with them in case of problems**

- student should find contact information in the system
- student can make a call, send a ticket or email the support center

**As a student, I want to login to the system so that I could use the system for arranging classes with teachers**

- user need to fill the email and password to log in.
- user can log in but he can use all the function unless he sends the verification documents.

### **Admin user story:**

**As an admin, I want to have the access to the verification files that users have uploaded so that I could verify system users**

- admin should see the verification files that have been sent by users

- Admin should investigate them and verify the users

**As an admin, I want to have access to the issues so that I could answer them**

- Admin should see the issue
- Admin should answer them
- Admin should answer the calls
- Admin should answer the emails

**As an admin, I want to have access to phone so that I could answer phone calls**

- Admin should have a phone and a headset for communication with clients

**As an admin, I want to have access to a corporate email for support so that I could answer client's email**

- Admin should have a corporate email for communication with clients

**As an admin, I want to have access to tickets document so that I could answer the tickets**

- Admin should receive ticket documents in order to answer them

**As an admin, I want to have access to the report files so that I could investigate them**

- Admin should see the report files that have been sent by users
- Admin should investigate them

**As an admin, I want to have access to the report files so that I could ban inappropriate system users**

- Admin can ban or remove inappropriate system users

**As an admin, I want to login to the system so that I could have access to different parts.**

- the corporate will prepare a user name and password for admins

-they can log in to the system by using these passwords