

User Acceptance Testing (UAT) Template

Date	
Team ID	PNT2025TMID09625
Project Name	Online Complaint Registration And Management System
Maximum Marks	4 Marks

User Acceptance Testing (UAT)

Project Overview

- **Project Name:** Online Complaint Registration and Management System
- **Description:**
This project is a digital platform that allows users to easily submit complaints, track their status, and communicate with administrators. Built using **MERN stack** (MongoDB, Express.js, React.js, Node.js), it includes:
 - **For Users:** Easy form to submit complaints with attachments and real-time tracking.
 - **For Admins:** Dashboard to view, assign, and resolve complaints.
 - **For All Users:** Notifications for updates and secure data handling.
- **Goal:** To make complaint handling faster, more transparent, and user-friendly.
- **Version:** v1.0.0
- **Testing Period:** 30 July 2025 – 5 August 2025

Testing Scope

- **Registration & Login:** Works with email/password and Google login. Password reset works properly.
- **Profile Management:** Users can view, edit, and update personal information.
- **User Roles:** Users can only file complaints; admins can manage them.

- **CRUD Operations:** Admins can add, view, edit, and delete complaint records.
- **Search & Filters:** Admins can search complaints by status, category, or date.
- **Complaint Display:** Complaint details and attachments display correctly on all device.

Test Cases

Test Case ID	Scenario	Steps	Expected Result	Actual Result	Pass/Fail
TC-001	User registration with email/password	Go to register page → Fill details → Submit → Check email confirmation	Account created, confirmation email sent	Works fine	Pass
TC-002	Complaint search with filter	Login → Go to complaint list → Apply category filter	Only filtered complaints shown	Works fine	Pass

Bug Tracking

Bug ID	Description	Steps to Reproduce	Severity	Status	Additional Notes
BG-001	Filter not showing correct results	Apply filter and see unrelated results	High	Open	Needs urgent fix
BG-002	Notification delay	Resolve complaint and check user notification	Medium	Open	Affects timely updates

