**Use Case Title**: OTP-Based Work Start Authentication

**Goal**

Ensure secure and verified initiation of service orders through OTP-based approval by the customer using the DYD User App.

### ****Actors****

* **Customer** (DYD App User)
* **Service Vendor (SV)** (Technician using SV App)
* **DYD User App**
* **DYD SV App**
* **Backend System / Admin Panel**

Use Case 1: **OTP-Based Work Initiation**

**Preconditions**

* Order is placed and assigned to a service vendor (SV).
* Customer has the DYD App installed and verified via OTP.
* SV reaches customer location and is ready to start service.

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| 1 | SV | Clicks “Start Job” in SV App |

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| 2 | Backend | Generates a 4-digit OTP and sends to customer via App Push |

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| 3 | Customer | Receives OTP in the DYD App |

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| 4 | SV | Asks customer for OTP and enters it in SV App |

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| 5 | Backend | Verifies OTP, updates job status to “In Progress” |

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| 6 | SV | Begins work |
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**Alternate Flow**

If OTP is incorrect or not entered within 10 minutes, allow SV to resend OTP.