**Use Case Descriptions**

Use Case: Manage Tasks

Actor(s): Manager

Prime scenario:

1. Manager logs in.
2. System presents list of all tasks, making it clear which ones have not been allocated.
3. The manager will have the system automatically allocate tasks fairly between the caretakers (Uses: allocate tasks) (Exceptions: **No tasks require management**)(Alternatives: **Manager re-assigns tasks**)

Exceptions:

**No tasks require management:** All tasks are assigned and do not need to be reassigned. The manager either moves on to another task, or logs out of the system.

Alternates:

**Manager re-assigns tasks:** Tasks that have already been assigned to a caretaker may need to be manually re-assigned due to various reasons, i.e managing workload, inability to complete tasks

Use Case: Manage Users

Actor(s): Manager

Prime Scenario:

1. Manager logs in.
2. Manager adds new user to the system (Caretaker or Manager) entering relevant user data for the new account.

Exceptions:

N/A

Alternates:

**Editing user data:** Manager will edit user information, such as task preferences and any other details that require updating.

**Changing caretaker status:** If a caretaker is currently not active the manager can change their availability so that they are not allocated tasks.

**Reset caretaker password:** If a caretaker requires their password to be change due to not being able to login the manager will be able to change their password for them to prevent users being locked out of their accounts.

**Archiving a user:** If a user no longer works at the company they can be archived so they do not appear on the list of active users, thus reducing cluttering of the list.

Use Case: View Reports

Actor(s): Manager

Prime Scenario:

1. Manager logs in.
2. System presents list of all completed tasks, dating back four weeks, showing details of time of completion, and the caretaker who completed the task.
3. The manager will use the displayed list to find any information they require. (Exception: **Desired task is no longer available**)

Exceptions:

**Desired task is no longer available**: If the task was completed over a month ago, it may not be displayed within the system. The manager will close the window and go back to the main screen.

Alternates:

N/A

Use Case: Handle Issues

Actor(s): Manager

Prime Scenario:

1. Manager logs in
2. System presents list of all reports submitted by caretakers (Uses: Report Issues)(Exceptions: **No issues reported**)
3. Manager will read reports and will make a decision on how to handle the issue, making changes to the task state if necessary. (Alternates: **Issue does not impede task**)

Exceptions:

**No issues reported:** If there are no issues that need to be addressed, the manager will back out of the reports screen.

Alternates:

**Issue does not impede task:** The reported issue does not affect the caretakers ability to complete the task. The manager will deny the request

Use Case: View Task(s)

Actor(s): Caretaker

Prime Scenario:

1. Caretaker logs in.
2. System will display tasks assigned to the caretaker.
3. Caretaker will take not of which tasks require completion. (Exception: **Task requires immediate sign-off**)
4. After completion of task, caretaker will sign-off the task at the end of the day. (Exception: **Task is unable to be completed**)

Exceptions:

**Task is unable to be completed:** If, for some reason, a given task is unable to be completed an issue can be reported (Uses: Report Issue(s)). The caretaker will pick a reason for the report from a combobox and will note any additional comments to explain the report.

Alternates:

**Task requires immediate sign-off:** Some tasks are of high importance, and require signed off immediately for health and safety concerns. In this case, the caretaker will log onto the computer and sign off the specific task before the end of the day.

Use Case: View Account

Actor(s): Caretaker, Manager

Prime Scenario:

1. User logs in
2. User clicks account button on main screen, which will pop up a new window showing user details and a change password field.
3. The user will update any relevant personal information and apply changes (Alternates: **User wants to change password**) (Exceptions: **No information needs updated**)
4. The system will close the Account window and the user will be returned to the main screen

Exceptions:

**No information needs updated:** If no information needs updated, the user will close the window and return the main window.

Alternates:

**User wants to change password**: The user will enter their current password, and the new password that they wish to use, then press the “Change Password” button. The system will check the current password, and if it is correct will update it to the new password.