Functional Requirements

**The system MUST:**

1. The system MUST provide an assistance platform like live chat to contribute immediate assistance to the users.
2. The system MUST make FAQs to the users.

**DONOR:**

1. The system MUST allow donor to register as users.
2. The system MUST authorize registered Donors if credentials are valid.
3. The system MUST allow users to recover their password if they have forgotten.
4. The system MUST maintain database of registered users securely.
5. The system MUST allow donors to manage their profile.
6. The system MUST allow the donors to manage their blood donation requests.

**PATIENT:**

1. The system MUST allow patient to register as users.
2. The system MUST authorize registered Donors if credentials are valid.
3. The system MUST allow users to recover their password if they have forgotten.
4. The system MUST allow users to search for blood donors by their blood type and location.
5. The system MUST show matches of donors.
6. The system MUST allow users to request blood donation.
7. The system MUST allow users to Accept/deny response from the donor.
8. The system MUST send notifications about the status of the request.
9. The system MUST allow scheduling the appointment for the blood donation.

**ADMIN:**

1. The system MUST authorize admins if credentials are valid.
2. The system MUST allow admin to administrate the user profiles.
3. The system MUST enable admin to administrate the donation relationship.
4. The system MUST provide admin side customer support/chat functionality.
5. The system MUST provide admin homepage functionality.

**The system SHOULD:**

1. The system SHOULD allow users to search and filter for the donors and inventory by blood type and location.
2. The system SHOULD offer a user-friendly interface for registering and updating user information.
3. The system SHOULD enable donors to schedule blood donation appointments.

**The system MAY:**

1. The system MAY offer a blood donation tracking feature with details on the journey of donated blood.
2. The system MAY allow users to share their donation status on social media platforms.
3. The system MAY include a blood donation scheduler that recommends optimal donation intervals.
4. The system MAY implement a blood donation loyalty program for donors.

**The system SHALL NOT:**

1. The system SHALL NOT share user personal information with third parties without user consent.
2. The system SHALL NOT display donor information and records to unauthorized users.
3. The system SHALL NOT store sensitive medical information beyond basic requirements.