**Use Case Templates**

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| Use Case ID: |  | | |
| Use Case Name: | Reset Password | | |
| Created By: | Soh Jun Jie | Last Updated By: | Simon |
| Date Created: | 27/1/2017 | Date Last Updated: | 31/1/2017 |

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| --- | --- |
| Actor: | LTA personnel |
| Description: | User reset his or her password by entering email address associated with his account |
| Preconditions: | * User must have an account with the system * The system must be configured with an email server |
| Postconditions: | New password is sent to the user’s email address |
| Priority: | Low |
| Frequency of Use: | Medium |
| Flow of Events: | 1. User enters an email address and clicks reset password 2. System retrieves the account associated with the input email address 3. System resets the password 4. System send an email containing the password to the input email address |
| Alternative Flows: | Alt-Step 2: If an account could not be retrieved using the input email address, the system display an invalid email message. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |