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| SYSTEM TEST PLAN |



FLEX: SCHEDULING APPLICATION

SAN DIEGO SOFTWARE

JANUARY 27, 2017

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# Table of Contents

[**Overview**](#_q2zj165t4qtu)

[**System Test Plan Variable Key**](#_1tjy55t3wywy)

[**User Sign In [UA 01]**](#_1ce50nlkg380)

[**User Sign Out [UA 02]**](#_1p6cwqamou7y)

[**Create Task [TM 01]**](#_40s913wumlr)

[**Modify Task [TM 02]**](#_8j6ukro1n9xw)

[**Delete Task [TM 03]**](#_chrtqjifjrt6)

[**Task Completion [TM 04]**](#_t9lafdlu410g)

[**Task Scheduling [TM 05]**](#_xnvti1cz6xox)

[**View Tasks [TV 01]**](#_qz8a31how5rv)

[**Access Help Page [US 01]**](#_udcy0e1vwayu)

[**Contact Customer Support [US 02]**](#_cf1vgbjxh6ow)

[**Sort Tasks [TV 02]**](#_f5t8jvsdriju)

[**Filter Tasks [TV 03]**](#_ta4mee2h257k)

[**Task Search [TV 04]**](#_y147x3dm69xg)

[**View Settings [SP 01]**](#_u493bw7l70ly)

[**Update Settings [SP 02]**](#_29492vwlits6)

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# Overview

## **User Account Management (UA)**

1. Sign In
2. Sign Out

## **Task List Management (TM)**

1. Create Task
2. Modify Task
3. Delete Task
4. Task Completion
5. Task Scheduling

## **Task View (TV)**

1. View Tasks
2. Sort Tasks
3. Filter Tasks
4. Task Search

## **Calendar View (CV)**

1. View Calendar
2. Event Search
3. Task Details

## **Settings Page (SP)**

1. View Settings
2. Update Settings

## **User Support (US)**

1. Access Help Page
2. Contact Customer Support

# System Test Plan Variable Key

**Priority Level:**

|  |  |
| --- | --- |
| **1** | Core Functionality, Critical to application |
| **2** | Extended Functionality, Noncritical to application but of value |
| **3** | Future Extension, Noncritical to application and of low importance |

**Status:**

|  |  |
| --- | --- |
| **Implemented** | Use case is implemented into application and is functioning. |
| **Incompleted** | Use case is in the progress of being implemented into the application. |
| **Delayed** | Use case’s development is put on hold. |

**Test-phase status:**

|  |  |
| --- | --- |
| **Completed** | Test Phase complete and use case is functional. |
| **In Progress** | Test Phase is in the process of being tested |
| **Incompleted** | Test phase is not being tested. |

# User Sign In [UA 01]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to sign in into their account. |
| ACTOR | The webpage user  Google OAuth |
| DESIRED OUTCOME | The user shall be able to sign in via their Google Account using the OAuth 2.0 protocol and view their information. |
| USER GOALS | The user wants to view their personalized tasks and events. |
| DEPENDENT USE CASES | * (none) |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 1 * Status: Implemented * Test-phase status: Complete |
| PRE-CONDITIONS | * The user has an account with Google called cse110tester1@gmail.com. |
| POST-CONDITIONS | * The system shall redirect the user to the main screen. * The user shall be signed into the website and be able to view their information. |
| TRIGGER | The user wants to use the application to schedule tasks. |
| FAILED CONCLUSIONS | 1. User without Google Account is unable to sign in successfully |
| WORKFLOW | 1. The user shall open an incognito window. 2. The user shall go to “flexapp.me”. 3. The user shall click the “Sign in with Google” Button. 4. The user shall choose add account. 5. The user shall enter the username “cse110tester1@gmail.com” 6. The user shall enter the password “garyrocks” 7. The user shall click “Sign in.” 8. The system shall display the Google authorization page. 9. The user shall click “allow.” 10. The user shall click the “Sign in with Google” button again. 11. The system shall display the home page.   **RESULT**: This test passes when the system displays the main page. |
| ALTERNATE PATHSFAILED CONCLUSIONS | 1. The user has already authenticated their Google account.    1. The user shall click the ”Sign in with Google” Button twice.    2. The system shall display the home page.   **RESULT**: This test passes when the system displays the main page. |

# User Sign Out [UA 02]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to sign out of their account in the application. |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The user shall be able to sign out of their account. The system shall preserve all changes to the user’s data. |
| USER GOALS | The user is finished using the application and wants to sign out to preserve security. |
| DEPENDENT USE CASES | * UA 01 - User Sign In |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 1 * Status: Implemented * Test-phase status: Completed |
| PRE-CONDITIONS | * The user is currently signed in to cse110tester1. |
| POST-CONDITIONS | * The user shall be signed out of their account. * The system shall preserve all modifications made by the user. * The system shall redirect the user to the Sign in page. |
| TRIGGER | The user wants to switch accounts and or sign out for security reason. |
| FAILED CONCLUSIONS | 1. None |
| WORKFLOW | 1. The user shall click the sign out button located at the top right corner of the page. 2. The system shall redirect the user to the sign in page.   **RESULT**: This test passes when the system displays the sign in page. |
| ALTERNATE PATHSFAILED CONCLUSIONS | None |

# Create Task [TM 01]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to create a task. |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The user shall be able to create new tasks which will be integrated into their calendar. |
| USER GOALS | The user has and wants to complete a task within the constraints of their existing schedule. |
| DEPENDENT USE CASES | * UA 01 - User Sign In * TV 01 - View Tasks |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development)   ` |
| DETAILS | * Priority: 1 * Status: Implemented * Test-phase status: Completed |
| PRE-CONDITIONS | * The user shall be logged in on “cse110tester1@gmail.com”. * The user shall be on the main page viewing the Task List. * The user shall have an event already created in their calendar. |
| POST-CONDITIONS | * The system shall create the task and display it on the task list. |
| TRIGGER | The user wants to add a new responsibility to their schedule. |
| FAILED CONCLUSIONS | None |
| WORKFLOW | 1. The user shall click on the “New Task” button. 2. The system displays a right panel with the new task dialogue form. 3. The user shall click on the “New Task” field on the right panel. 4. The user shall enter “Test task 1” 5. The user shall click on description and enter “This is a test” 6. The user shall click on duration and enter “60” 7. The user shall click on the “New Task” button on the left panel. 8. The user shall click on the “New Task” field on the right panel. 9. The user shall enter “Test task 2” 10. The user shall click on description and enter “This is also a test” 11. The user shall click on location and enter “6172 Syracuse Lane” 12. The user shall click on the red “X” in the right corner of the right panel.   **RESULT**: This test passes if the details displayed by clicking either test 1 or test 2 match the details entered by the user. |
| ALTERNATE PATHSFAILED CONCLUSIONS | None |

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# Modify Task [TM 02]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to modify a task. |
| ACTOR | The webpage user. |
| DESIRED OUTCOME | The user shall be able to modify the details of their task |
| USER GOALS | The user wants to update the details of their task so that the details are up-to-date. |
| DEPENDENT USE CASES | * TD 01 - Creating Tasks * TV 01 - View Tasks |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 1 * Status: Implemented * Test-phase status: Completed |
| PRE-CONDITIONS | * The user shall be logged in on “cse110tester1@gmail.com”. * The user shall have a task. * The user shall be on the My Tasks page. |
| POST-CONDITIONS | * The system shall update the details of the task. |
| TRIGGER | The user wants to change the details in a previously created task. |
| FAILED CONCLUSIONS | 1. User cancels task modification. |
| WORKFLOW | 1. The user shall click on “Test task 1” on the task list on the left. 2. The user shall edit the description of the task to “Banana.” 3. The user shall click on “New Task.” 4. The user shall click on “Test task 1” that was edited on the left.   **RESULT**: This test passes when the view of “Test task 1” has the updated description of “Banana.” |
| ALTERNATE PATHSFAILED CONCLUSIONS | 1. The user shall execute Workflow steps 1. 2. The user shall click the red ‘X’ button on the top right corner of the right panel. 3. The user shall click on “Test test 1” that was edited on the left.   **RESULT**: This test passes when the “Test test 1” is not changed at all and all the information remains the same. |

# Delete Task [TM 03]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to delete a task. |
| ACTOR | The webpage user. |
| DESIRED OUTCOME | The user shall be able to delete tasks from their todo list. |
| USER GOALS | The user wants to disregard a task that no longer has to be completed. |
| DEPENDENT USE CASES | * TD 01 - Creating Tasks * TV 01 - View Tasks |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 1 * Status: Implemented * Test-phase status: Completed |
| PRE-CONDITIONS | * The user shall be on the “My Tasks” page. * “Test task 1” shall exist in the task list. |
| POST-CONDITIONS | * The system shall remove the “Test task 1” from the task list. |
| TRIGGER | The user wants to remove a task from their task list. |
| FAILED CONCLUSIONS | None |
| WORKFLOW | 1. The user shall click on “Test task 1” from the list on the left. 2. The user shall click the trashcan button in the top right corner of the right panel.   **RESULT**: The test passes when “Test task 1” clicked for deletion no longer shows up on the task list on the My Tasks page. |
| ALTERNATE PATHSFAILED CONCLUSIONS | None |

# Task Completion [TM 04]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to mark a task as completed. |
| ACTOR | The webpage user. |
| DESIRED OUTCOME | The user no longer sees the completed task in their upcoming schedule. |
| USER GOALS | The user wants to mark one of their task as completed. |
| DEPENDENT USE CASES | * TM 01 - Creating Tasks * TV 01 - View Tasks |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 1 * Status: Implemented * Test-phase status: Completed |
| PRE-CONDITIONS | * There is a task scheduled. |
| POST-CONDITIONS | * The system shall remove the completed task from the schedule. |
| TRIGGER | The user wants to mark the task done so that they can have an undistracting view of unfinished tasks. |
| FAILED CONCLUSIONS | None |
| WORKFLOW | 1. The user shall create a click “Create task” and name the new task “Steal Gary’s bananas”. 2. The user shall click the checkboxes next to the task labelled “Steal Gary’s bananas” so that is deemed completed.   **RESULT**: The test passes when the task that is marked as completed no longer shows up on the task list of the My Tasks page. |
| ALTERNATE PATHSFAILED CONCLUSIONS | None |

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# Task Scheduling [TM 05]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to have tasks scheduled into their calendar. |
| ACTOR | The webpage user. |
| DESIRED OUTCOME | The tasks are properly scheduled into the user’s Google Calendar. |
| USER GOALS | The user wants to have their tasks scheduled. |
| DEPENDENT USE CASES | * TD 01 - Creating Tasks * TV 01 - View Tasks |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 1 * Status: Implemented * Test-phase status: Completed |
| PRE-CONDITIONS | * The user shall have the tasks “test task 2” in their calendar |
| POST-CONDITIONS | * The system shall update the calendar to reflect the new schedule. |
| TRIGGER | The user wants their list of tasks to be scheduled into their schedule. |
| FAILED CONCLUSIONS | None. |
| WORKFLOW | 1. The user shall click the “New Task” button in the left panel 2. The user shall click on the “New Task” field on the right panel. 3. The user shall enter “Test task 3” 4. The user shall click on location and enter “UCSD” 5. The user shall click “Schedule Tasks” once. 6. The user shall wait for a minute while not touching anything, the page shall refresh when scheduling is complete. 7. The user shall open their Google Calendar.   **RESULT**: The test passes when the tasks scheduled show up on the user’s Google Calendar, and the two tasks have enough time between them to cover travel time (about 15 minutes). |
| ALTERNATE PATHSFAILED CONCLUSIONS | None. |

# View Tasks [TV 01]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to view the task list. |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The user shall be able to view their tasks. |
| USER GOALS | The user wants be able to view their tasks. |
| DEPENDENT USE CASES | * TM 01 * UA 03 |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 1 * Status: Implemented * Test-phase status: Complete |
| PRE-CONDITIONS | * The user has signed in to cse110tester1. * The user has created a task, “test task 3.” * The user shall be on the home page. |
| POST-CONDITIONS | * The system shall display the task’s fields in more detail. |
| TRIGGER | The user wants to view their tasks’ details. |
| FAILED CONCLUSIONS | None |
| WORKFLOW | 1. The user shall click on “Test task 3.”   **RESULT**: This test passes when the System displays the details of the “Test task 3” on the right side. |
| ALTERNATE PATHSFAILED CONCLUSIONS | None |

# Access Help Page [US 01]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to access documentation intended to assist the user. |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The user shall be able to know more about what the application does. |
| USER GOALS | The user wants to know more about what the application does or learn how to use the application correctly. |
| DEPENDENT USE CASES | * TV 01 - View Tasks * CV 01 - View Calendar |
| INVOLVED REQUIREMENTS | * The system shall provide a search interface for the help documentation so that the user can find specific implementation. |
| DETAILS | * Priority: 3 * Status: Implemented * Test-phase status: Complete |
| PRE-CONDITIONS | * The user shall be viewing either the task page . |
| POST-CONDITIONS | * The system shall display the help page. |
| TRIGGER | The user wants to find out more about the application. |
| FAILED CONCLUSIONS | None. |
| WORKFLOW | 1. The user shall click on “Help.”   **RESULT**: This test passes when the Help page is displayed on the screen. |
| ALTERNATE PATHSFAILED CONCLUSIONS | None. |

# Contact Customer Support [US 02]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to contact customer support via a message. |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The user shall be able to get in contact with customer support. |
| USER GOALS | The user wants to get in contact with customer support . |
| DEPENDENT USE CASES | * UA 01 - User Sign In * US 01 - Accessing the Help Page |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 3 * Status: Implemented * Test-phase status: Complete |
| PRE-CONDITIONS | * The user shall be viewing userSupport.html (REF 04). |
| POST-CONDITIONS | * The user shall be in contact with customer support. |
| TRIGGER | The user wants to resolve a conflict or inquire about the application. |
| FAILED CONCLUSIONS | The user does not provide any information regarding their problem. |
| WORKFLOW | 1. The user shall click “Help.” 2. The user shall e-mail customer support by e-mailing a message [tbnari@ucsd.edu](mailto:tbnari@ucsd.edu) on an external e-mail service.   **RESULT**: This test passes when customer support replies back with a reply to the problem. |
| ALTERNATE PATHSFAILED CONCLUSIONS | None |

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# 

# Sort Tasks [TV 02]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to sort the task list by user-defined priority |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The task list shall display tasks that have been ordered by priority. |
| USER GOALS | The user wants to view their task items in order of their priority. |
| DEPENDENT USE CASES | * User Sign In [UA 01] * Creating Tasks [TM 01] * View Tasks [TV 01] |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 3 * Status: Delayed * Test-phase status: Incomplete |
| PRE-CONDITIONS | * The user shall be viewing the “Task View” page * The user shall have existing tasks |
| POST-CONDITIONS | * The “Task View” page shall display all tasks in order of priority. |
| TRIGGER | The user wants to view their tasks in order of importance. |
| FAILED CONCLUSIONS | 1. Click sort on already sorted list |
| WORKFLOW | 1. The user shall click the “Sort By Priority” button 2. The system shall order the tasks from high priority to low priority 3. The system shall display the tasks by priority ordering   **RESULT:** The System passes this test when the system displays the sorted list |
| ALTERNATE PATHSFAILED CONCLUSIONS | 1. The user shall click “Sort By Priority” 2. The System shall display the same list   **RESULT**: The system passes this test when the system returns the same list |

# Filter Tasks [TV 03]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to filter the task list to only show tasks from a specific calendar. |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The task list shall only display tasks on a specific calendar. |
| USER GOALS | To view only tasks that are on a specific calendar. |
| DEPENDENT USE CASES | * User Sign In [UA 01] * Creating Tasks [TM 01] * View Tasks [TV 01] |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 3 * Status: Delayed * Test-phase status: Incomplete |
| PRE-CONDITIONS | * The user shall be on the task view page. |
| POST-CONDITIONS | * The task list shall only display tasks from the specified calendar. |
| TRIGGER | The user wants to see the tasks on a specific calendar. |
| FAILED CONCLUSIONS | 1. The user clicks filter and enters a task the doesn’t exit |
| WORKFLOW | 1. The user shall click the button “Filter by tasks.” 2. The system shall display a list of the user’s tasks. 3. The user shall search for the task grouping they wish to filter by. 4. The system shall hide all tasks that are not on that task grouping.   **RESULT**: The system passes this test upon showing only the tasks that are in the searched for grouping |
| ALTERNATE PATHSFAILED CONCLUSIONS | 1. Complete workflow 1 - 4 2. The System will not hide any tasks since the task grouping doesn’t exit   **RESULT**: The system passes this test upon not hiding any tasks |

# Task Search [TV 04]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to search the task list to find specific tasks. |
| ACTOR | The webpage user. |
| DESIRED OUTCOME | The task list will only display tasks that the user searched for. |
| USER GOALS | To find a specific task in their task list. |
| DEPENDENT USE CASES | * User Sign In [UA 01] * Creating Tasks [TM 01] * View Tasks [TV 01] |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 3 * Status: Delayed * Test-phase status: Incomplete |
| PRE-CONDITIONS | * The user shall be on the task view page. |
| POST-CONDITIONS | * The task list will only display tasks containing the searched string. |
| TRIGGER | The user wants to find a task. |
| FAILED CONCLUSIONS | 1. The user shall search for a task that doesn’t exist |
| WORKFLOW | 1. The user shall click on the search bar. 2. The user shall enter the name of their task. 3. The system shall hide all tasks on the task list whose names do not contain the entered name.   **RESULT:** The system passes this test upon querying the searched for tasks and displaying them on the task view page |
| ALTERNATE PATHSFAILED CONCLUSIONS | 1. The user shall complete workflow steps 1-3 2. The system shall not find any tasks whose name contain the searched for name   **RESULT**: The system passes this test when the search query return a null object and an error appears on the screen prompting the user that the task was not found |

# View Settings [SP 01]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to view all of the settings available to them. |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The user shall be able to view the current default settings of the application. |
| USER GOALS | The user wants to view their settings for the application. |
| DEPENDENT USE CASES | * UA 01 - User Sign In |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 3 * Status: Delayed * Test-phase status: Incomplete |
| PRE-CONDITIONS | * The user shall have created an account. * The user shall be signed into the web application. |
| POST-CONDITIONS | * The system shall redirect the user to the settings page. |
| TRIGGER | The user wants see the current set settings to potentially change them. |
| FAILED CONCLUSIONS | None |
| WORKFLOW | 1. The user shall click on “Settings.” 2. The system shall display the user’s current set default settings.   **RESULT**: This test passes when the settings page for the user is displayed. |
| ALTERNATE PATHSFAILED CONCLUSIONS | None |

# Update Settings [SP 02]

|  |  |
| --- | --- |
| DESCRIPTION | This test case outlines the ability of the user to change the default settings of the application. |
| ACTOR | The webpage user |
| DESIRED OUTCOME | The user shall be able to add modifications to their current settings. |
| USER GOALS | The user wants to change their settings for our web application. |
| DEPENDENT USE CASES | * UA 01 - User Sign In |
| INVOLVED REQUIREMENTS | * (To be determined upon the completion of development) |
| DETAILS | * Priority: 3 * Status: Delayed * Test-phase status: Incomplete |
| PRE-CONDITIONS | * The user shall have created an account |
| POST-CONDITIONS | * The system shall update the user’s setting attributes. * The system shall alert the user that settings have been updated. |
| TRIGGER | The user wants to change how their events are scheduled or the default view. |
| FAILED CONCLUSIONS | 1. User does not input valid settings. |
| WORKFLOW | 1. The user shall click on “Settings.” 2. The system shall bring the user to the Settings screen. 3. The user shall make modifications to their settings according to their change in preference. 4. The system shall display that the user’s modifications have been saved.   **RESULT**: This test passes when the Settings screen displays that the settings have been updated. |
| ALTERNATE PATHSFAILED CONCLUSIONS | 1. The user shall enter settings declared as invalid by the system. 2. The system shall display that the settings inputted are not valid. 3. The system shall prompt the user to reenter the information for the setitngs.   **RESULT**: This alternate test passes when the system alerts the user that the settings inputted are not valid. |

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| USER STORY ACCEPTANCE TEST |



FLEX: SCHEDULING APPLICATION

SAN DIEGO SOFTWARE

JANUARY 27, 2017

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**User Account Management**

**User Story Acceptance Test 1: Sign In**

Description: As a user, I want to sign in using Google OAuth so that I can use the application.

Steps:

1. The tester shall open the Sign In page.
2. The tester shall click the “Sign in with Google” button.
3. The tester shall enter their Google username and password if not already saved.
4. The tester shall click the “Sign In” button.

Expected Results:

The tester is signed in and redirected to their Task View.

**User Story Acceptance Test 2: Sign out**

Description: As a user, I want to sign out so that my privacy is maintained.

Steps:

1. The tester shall click the “**Sign out**” button on any page.

Expected Results:

The tester is signed out and redirected to the Sign In page.

**Task Management**

**User Story Acceptance Test 3: Create Task**

Description: As a user, I want to create a task so that I can remember what I have to do.

Steps:

1. The tester shall be on the Task View.
2. The tester shall click on”New Task.”
3. The tester shall provide “Task Details” on the right panel on the screen and fill out the respective fields for the new task.

Expected Results:

The tester is able to view their created task.

**User Story Acceptance Test 4: Modify Task**

Description: As a user, I want to modify a task so that my schedule reflects my changing needs.

Steps:

1. The tester shall open up the Task View.
2. The tester shall click on an existing task in the task list on the left.
3. The tester shall provide different “Task Details” for the task being edited.

Expected Results:

The tester will be able to view their task with the details modified.

**User Story Acceptance Test 5: Delete Task**

Description: As a user, I want to delete a task that no longer needs to be done so that I can maintain a relevant schedule.

Steps:

1. The tester shall open up the Task View.
2. The tester shall click on a task.
3. The tester shall click the “Delete” button on the task that looks like a trash can.

Expected Results:

The tester is redirected to their My Tasks Page and will no longer see the deleted task.

**User Story Acceptance Test 6: Complete Task**

Description: As a user, I want to mark a task as complete so that I can maintain a relevant schedule and incomplete tasks will be automatically rescheduled.

Steps:

1. The tester shall open up the Task View.
2. The tester shall click on a task.
3. The tester shall click the checkboxes next to a task.

Expected Results:

The tester is redirected to their Task View and is able to see that a task has been marked completed and disappears.

**User Story Acceptance Test 7: Schedule Task**

Description: As a user, I want to have my tasks optimally scheduled into my calendar so that I don’t have to find a time for each task.

Steps:

1. The tester shall open up the Task View.
2. The tester shall create multiple tasks.
3. The tester shall click on “Schedule Tasks”.
4. The tester shall not click on touch anything.
5. The tester shall wait for a minute.
6. The tester shall go on their Google Calendar.

Expected Results:

The tester is able to view the scheduled tasks in their Google Calendar.

**Task View**

**User Story Acceptance Test 14: Detailed Task**

Description: As a user, I want to see more details about a task in the calendar view so that I can review the information.

Steps:

1. The tester shall click on a specific task.

Expected Results:

The tester is able to view more details about a specific task they clicked on.

**User Support**

**User Story Acceptance Test 17: Support Page**

Description: As a user, I want a help page so that I can learn more about the application’s features and functionalities.

Steps:

1. The tester shall click on “Help.”

Expected Results:

The tester is redirected to the support help screen.

**User Story Acceptance Test 18: Customer Care Line**

Description: As a user, I want to contact customer support so that I can receive insight when facing a problem.

Steps:

1. The tester shall click on “Help.”
2. The tester shall contact customer support by e-mailing.

Expected Results:

The tester is able to contact customer support via message.