UC-1: Create User

|  |  |
| --- | --- |
| Description | This use case describes the process by which a CSR sets up a new user in the system. |
| Actors | Customer Service Representative (CSR)System |
| Preconditions | CSR is credentialed for the system.CSR is entitled to create users.CSR has the preferred user name, initial password, and e-mail address of the user. |
| Postconditions | The user has been set up in the system. |
| Trigger | CSR elects to create a new user. |

# Basic Flow

| Step ID | Actor | Action | Notes and References |
| --- | --- | --- | --- |
| BF-1 | Client Service Rep | Client Service Rep logs into the system. | UC-7: Logon |
| BF-2 | System | System displays Main Menu. |  |
| BF-3 | Client Service Rep | CSR elects to set up a new user. |  |
| BF-4 | System | System displays the New User Set-Up view. |  |
| BF-5 | Client Service Rep | CSR enters the following info:* Preferred User Name
* Initial Password
* E-Mail Address
 |  |
| BF-6 | System | System verifies User Name is available and in proper format. | BR-1 (User Names Unique)BR-2 (User Name Format)AF-A (User Name not Available)AF-B (User Name in Invalid Format) |
| BF-7 | System | System verifies Password is in valid format. | BR-3 (Password Format)AF-C (Password in Invalid Format) |
| BF-8 | System | System verifies E-Mail address is in valid format. | BR-4 (E-Mail Format)AF-D (E-Mail Address in Invalid Format) |
| BF-9 | System | System creates user in database. | EF-A (Problem with Updating Database) |
| BF-10 | System | System displays confirmation message: “This user has been set up in the system:* [Preferred User Name]
* [Initial Password]
* [E-Mail Address]”
 | Extension: UC-9 (Send Credentials to New User) |

# Alternate Flows

### AF-A: User Name not Available

| Step ID | Actor | Action | Notes and References |
| --- | --- | --- | --- |
| AF-A-1 | System | If the User Name is unavailable, the system displays the following error message to the user: “This user name is not available. Please choose another.” |  |
| AF-A-2 |  | [Return to BF-5] |  |

### AF-B: User Name in Invalid Format

| Step ID | Actor | Action | Notes and References |
| --- | --- | --- | --- |
| AF-B-1 | System | If the User Name is in an invalid format, the system displays the following error message to the user: “This user name is invalid. User names must be 6-20 alphanumeric characters.” | BR-2 (User Name Format) |
| AF-B-2 |  | [Return to BF-5] |  |

### AF-C: Password in Invalid Format

| Step ID | Actor | Action | Notes and References |
| --- | --- | --- | --- |
| AF-C-1 | System | If the Password is in an invalid format, the system displays the following error message to the user: “This password is invalid. Passwords must be 6-20 alphanumeric characters.” | BR-3 (Password Format) |
| AF-C-2 |  | [Return to BF-5] |  |

### AF-D: E-Mail Address in Invalid Format

| Step ID | Actor | Action | Notes and References |
| --- | --- | --- | --- |
| AF-D-1 | System | IF the E-Mail Address is in an invalid format, the system displays the following error message to the user: “This e-mail address is in an invalid format.” | BR-4 (E-Mail Format) |
| AF-D-2 |  | [Return to BF-5] |  |

# Exception Flows

### EF-1: Problem with Updating Database

| Step ID | Actor | Action | Notes and References |
| --- | --- | --- | --- |
| EF-A-1 | System | If the system encounters an unexpected issue while attempting to create a user account in the database, the system will display the following message to the user: “The system was unable to process your request due to an error in the system. Please contact the Technology Help Desk.” |  |
| EF-A-2 |  | [End of Use Case] |  |

# Business Rules

*NOTE: We recommend keeping business rules in a* ***separate repository****. Only include them in a use case document if there is an organizational policy to that effect or if there is a very good reason to.*

| Rule ID | Name | Description |
| --- | --- | --- |
| BR-1 | User Names Unique | Any preferred user name may not be added to the database if it matches any existing user name. |
| BR-2 | User Name Format | User names must adhere to the following rules:* Must be 6-20 characters long
* Must be alphanumeric characters only
 |
| BR-3 | Password Format | Passwords must adhere to the following rules:* Must be 6-20 characters long
* Must be alphanumeric characters only
 |
| BR-4 | E-Mail Format | E-mails must be of format: [x]@[y].[z], where:* x is an alphanumeric string
* y is an alphanumeric string
* z is three or fewer characters *and*
* z is alphabetical characters only
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