

Use Cases

Food Delivery App: “SNACC ATTACC”



Advanced
Technology
To
Aid
College
Campuses

Group Members:

Jacques Chazelle
Sarah George
Shweta Kinger
Catherine Lin

Jonathan Luck
Gregory Sabado
Skyler Taylor
Curtis Tong

Victoria Tom
Ben Tucker
Kevin Wu

Table of Contents

Section	Page #
Introduction	3
Legend	4
UC 1: User Account Creation	5
UC 2: User Login	7
UC 3: Forgot Password	9
UC 4: Check Order History	10
UC 5: Check Delivery History	11
UC 6: Becoming a Deliverer	12
UC 7: View Info	13
UC 8: Placing an Order	14
UC 9: Queue of Placed Orders for Deliverers	16
UC 10: Deliverer accepting an order	17
UC 11: Chat Client between deliverer and orderer	18
UC 12: Confirming Meal Bought w/ Receipt	19
UC 13A: Confirm order received	20
UC 13B: Confirm payment received	21
UC 14: Cancelling an order	22
UC 15: Rating a Deliverer	23
UC 16: Rating an Orderer	24
UC 17: Deliverer provides Pre-made Status Updates to Orderer	25
UC 18: User Logout	26
UC 19: User Settings	27

Introduction

[Back To Top](#)

Two common practices of every UC San Diego Student's daily life are studying in Geisel Library and eating at its nearby food court, Price Center. A long day of studying at the library often leads to hunger pangs or a desire to snack – but students don't want to leave their belongings unattended nor spend time waiting in line at their local Starbucks or Tapioca Express. To accommodate this, our web-based application “Snacc Attacc” will add meal delivery options to students studying on campus. Our app will target students who want to focus on studying, make a couple extra bucks delivering meals, or even help reduce foot traffic at peak hours.

With Snacc Attacc, a student can order a meal or snack from the menus at Price Center's restaurants without needing to step away from their books or struggle with abandoning their seat during busy library hours. The app will provide restaurant menus, allowing a user to select a meal and a drop-off location with ease. The orderer can expect to receive real-time updates such as “Your order has been purchased” and “Your deliverer is on their way”. The system is designed to keep the orderer notified about their meal without taking them away from their work.

Snacc Attacc will be a particularly useful tool for students who are already waiting in line, and willing to take a few extra minutes to pick up someone else's order. More enterprising students can do a few hours' worth of deliveries for extra cash. The app also provides flexibility in allowing an orderer to be a deliverer, and vice versa, to balance the pools of deliverers and orderers. The deliverer will be shown a queue of available orders alongside restaurant and dropoff information allowing them to accept orders on a first-come, first-serve basis. Once the deliverer has accepted an order, they will be prompted by the system to give timely updates to the orderer. Clear prompts and instructions allow deliverers to interface easily with the app.

We have added two other features to Snacc Attacc to minimize misunderstandings and maximize accountability. The first is a chat feature allowing deliverers and orderers to locate each other. The second is a rating system which involves input from both kinds of users in a given transaction. Orderers may rate their deliverer with a thumbs up or thumbs down to indicate satisfaction, and deliverers may likewise rate their orderer to indicate the transaction went smoothly. Bad ratings will be tracked to flag suspicious users and ensure quality and legitimacy in our app.

Snacc Attacc is a food delivery service web application aimed at helping the common UCSD college student. Thanks to this app, busy students won't have to abandon their workspaces. Other students with extra time can make a little extra money. By connecting these orderers and deliverers alike, Snacc Attacc will make good use of a student's time and enhance the overall UCSD college experience.

Legend

[Back To Top](#)

Orderer - The person who wants food brought to them at the delivery location.

Deliverer - Person who physically goes to the restaurant, orders the food from the restaurant, and brings the food to the delivery location.

Accepting an order - When a deliverer decides that they want to take on an order.

Placing an order – When a user decides that they want to purchase a food item.

Order Limit - Maximum number of orders placed per day.

Spending limit - Maximum total price allowed for a single transaction.

Order history - List of all previous orders placed.

USE CASE 1: User Account Creation

[Back to Top](#)

Priority	High
Status	Implemented
Description	The user creates a new account using their email address and a password.
User Goal	The user wishes to create an account.
Desired Outcome	The user will be able to create an account that they can use.
Actor	Orderer/Deliverer
Dependent Use cases	N/A
Requirements	SR 1
Pre-conditions	An account does not already exist with the email entered as input, and the user is on the login page.
Post-conditions	The system shall redirect the user to the login page.
Trigger	The user does not have an account yet and would like to register to use the application.
Workflow	<ol style="list-style-type: none">1. The user shall click on the “Register” button.2. The system shall redirect the user to the registration page.3. The user shall input their email, password, and phone number.4. The system shall verify that the email is a valid email and verify the password is at least 6 characters long.5. The system shall send a verification email and request the user to click the link within the email.6. The user shall click the link.7. The system shall create an account.
Alternate Workflow	<p>Invalid Name:</p> <ol style="list-style-type: none">1. The user shall input an invalid name containing non-alphabetic characters.2. The system shall notify the user that the name can only contain alphabetic characters. <p>Invalid Email:</p> <ol style="list-style-type: none">1. The user shall input an invalid or already taken email.2. The system shall notify the user that the email is invalid or taken.

	<p>Not matching Passwords:</p> <ol style="list-style-type: none">1. The user shall input nonmatching passwords.2. The system shall notify the user that the passwords do not match. <p>Invalid Phone Number:</p> <ol style="list-style-type: none">1. The user shall input an invalid phone number not containing 10 characters and/or containing non-numeric #s.2. The system shall notify the user that the name can only contain 10 numeric characters.
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USE CASE 2: User Login

[Back to Top](#)

Priority	High
Status	Implemented
Description	The user logs into their account using their email and password.
User Goal	The user wishes to log in to the website using their account.
Desired Outcome	The user shall be able to log in to the website using their account.
Actor	Orderer/Deliverer
Dependent Use cases	UC 1
Requirements	SR 3
Pre-conditions	The user already has a verified account, and has navigated to the login page.
Post-conditions	The system shall keep the user logged in until they logout.
Trigger	The user is not logged in and wants to access the application.
Workflow	<ol style="list-style-type: none">1. The user shall correctly enter their email and password into the correspondingly-labelled fields, and click the “Login” button.2. The system shall authenticate the login information and redirect the user to the home page.
Alternate Workflow	<p>Incorrect email format:</p> <ol style="list-style-type: none">1. The user shall enter their email without the domain name (part after @), and click the “Login” button.2. The system shall reject the login attempt and inform the user that the email field is incorrectly formatted. <p>User does not exist:</p> <ol style="list-style-type: none">1. The user shall their email and password without having registered and verified their account, and click the “Login” button.2. The system shall reject the login attempt and inform the user that the user does not exist. <p>Incorrect password:</p>

	<p>The user shall correctly enter their email into the email field and leave the password field blank (or enter it with incorrect info), and click the “Login” button.</p> <ol style="list-style-type: none"><li data-bbox="532 317 1430 403">1. The system shall reject the login attempt and inform the user that the password is incorrect.
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USE CASE 3: Forgot Password

[Back to Top](#)

Priority	Low
Status	Implemented
Description	The user will be able to reset their password by entering their email. The user is sent an email containing a link for resetting their password.
User Goals	The user wishes to reset their password to be able to login into their account.
Desired Outcome	The user shall be able to reset their password to be able to login into their account.
Actor	Orderer/Deliverer
Dependent Use cases	UC 1
Requirements	SR 4
Pre-conditions	The user already has a verified account and is on the login page.
Post-conditions	The system shall redirect the user to the login page after sending a password reset email.
Trigger	The user has forgotten their password and wants to access the application.
Workflow	<ol style="list-style-type: none">1. The user shall click the “Forgot Password” link.2. The system shall redirect to the forgotten password page.3. The user shall input their email address into the corresponding field.4. The system shall authenticate the user’s email with the attached account in the database, send the email address an email with a link to reset the password, and redirect the user to the home page.5. The user shall use link in email to reset their password.6. The system shall update the user’s password in the database.
Alternate Workflow	<ol style="list-style-type: none">3. The user shall input an incorrect email address into the email field.4. The system shall reject the email address and inform the user that the email does not exist in the database.

USE CASE 4: Check Order History

[Back to Top](#)

Priority	Low
Status	Implemented
Description	The user can view their history of completed orders.
User Goal	The user wishes to see the details of their completed orders.
Desired Outcome	The user shall be able to see the details of their completed orders.
Actor	Orderer
Dependent Use cases	UC 2
Requirements	SR 5
Pre-conditions	The user is logged into an account and is at the Home page.
Post-conditions	The system shall display the list of food orders on the screen.
Trigger	The user wants to see their order history.
Workflow	<ol style="list-style-type: none">1. The user shall click on the “Ordering” tab and then click on the “Your Order History” button.2. The system shall retrieve the user’s past orders from the database and display them from top to bottom in order of oldest to most recent. Each order shall display the restaurant name, # of items, delivery location, time, price, and deliverer rating.3. The user shall click on the “Details” button for any of the displayed orders.4. The system shall display the information from Step 1 in addition to the following: deliverer name, chat log, item list.
Alternate Workflow	<ol style="list-style-type: none">1. If the user does not have any past orders, the system shall as display such.

USE CASE 5: Check Delivery History

[Back to Top](#)

Priority	Low
Status	Implemented
Description	The user can view their history of delivered orders.
User Goal	The user wishes to see the details of their delivered orders.
Desired Outcome	The user shall be able to see the details of their delivered orders.
Actor	Deliverer
Dependent Use cases	UC 2
Requirements	SR 6
Pre-conditions	The user is logged into an account and is on the Home page.
Post-conditions	The system shall display the list of food orders on the screen.
Trigger	The user wants to see their delivery history.
Workflow	<ol style="list-style-type: none">1. The user shall click on the “Delivering” tab and then click on the “Your Delivery History” button.2. The system shall retrieve the user’s past deliveries from the database and display them from top to bottom in order of oldest to most recent.. Each order shall display the restaurant name, # of items, delivery location, time, price, and orderer rating.3. The user shall click on the “Details” button for any of the displayed orders.4. The system shall display the information from Step 1 in addition to the following: orderer name, chat log, item list.
Alternate Workflow	<ol style="list-style-type: none">1. If the user does not have any past deliveries, the system shall display as such.

USE CASE 6: Becoming a Deliverer

[Back to Top](#)

Priority	High
Status	Implemented
Description	The user can sign up to become a deliverer in the system so that they can take orders and deliver them.
User Goal	The user wishes to become a deliverer.
Desired Outcome	The system registers the user to become a deliverer.
Actor	Orderer (soon-to-be Deliverer)
Dependent Use cases	UC 2
Requirements	SR 7
Pre-conditions	The user has selected their payment preferences (Cash and/or Venmo) on the User Settings page.
Post-conditions	The system shall allow the user to take and deliver orders.
Trigger	The user wants to be access the delivery queue so they can deliver orders.
Workflow	<ol style="list-style-type: none">1. The user shall click on the “Become A Deliverer” button under the Settings tab.2. The system shall mark the user as a deliverer in the database and redirect the user to the home page, and render new buttons “View Order Queue” and “Your Current Order” under “Delivery” tab.
Alternate Workflow	N/A

USE CASE 7: View Info

[Back to Top](#)

Priority	Low
Status	Implemented
Description	The user will be able to learn about how the application works, including pricing, transactions, and how to become a deliverer.
User Goal	The user wishes to view information about the app.
Desired Outcome	The user shall be able to view information about the app.
Actor	Orderer/Deliverer
Dependent Use cases	UC 2
Requirements	SR 8
Pre-conditions	N/A
Post-conditions	User will be able to view the information about the application on the information page.
Trigger	The user wants to learn about how the application works.
Workflow	<ol style="list-style-type: none">1. The user shall click on the “Info” button under the “Settings” tab.2. The system shall list information about pricing, transactions, becoming a deliverer, disclaimers, and completing an order.
Alternate Workflow	N/A

USE CASE 8: Placing an Order

[Back to Top](#)

Priority	High
Status	Implemented
Description	The user can place and customize their order by choosing restaurant, items, drop-off location, and any special requests.
User Goals	The user wants to place their order: choosing restaurant, items, drop-off location, and (optionally) special requests.
Desired Outcome	The user shall be able to place their order: choosing restaurant, items, drop-off location, and (optionally) special requests.
Actor	Orderer
Dependent Use Cases	UC 2
Requirements	SR 9, SR 10, SR 11, SR 12, SR 13
Pre-conditions	User is logged in and is on home page.
Post-conditions	The system shall add the order to user's order history and current order.
Trigger	The user is hungry and wants food to be delivered to them.
Workflow	<ol style="list-style-type: none"> 1. The orderer shall click on the "Place an Order" button under the "Ordering" tab. 2. The user shall select the restaurant, any items from the restaurant, delivery locations, any special requests, and payment preference. 3. The system shall display the filled fields and total (with fees). 4. The user shall click on the "Submit Order" button. 5. The system shall redirect the user to the home page, and add the order to the delivery queue and the user's order history.
Alternate Workflow	<p>Cancelling order:</p> <ol style="list-style-type: none"> 3. The user shall click on the "Cancel" button. 4. The system shall redirect the user to the home page. <p>Attempting to purchase \$0 in food:</p> <ol style="list-style-type: none"> 4. The system shall prevent the user from submitting the order, informing them that the order must contain something. <p>Attempting to purchase more than \$20 in food:</p>

	2. The system shall prevent the user from increasing quantity/items such that the subtotal exceeds \$20.
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USE CASE 9: Queue of Placed Orders for Deliverers

[Back to Top](#)

Priority	High
Status	Implemented
Description	The user can view which orders they can take and deliver.
Actor	Deliverer
Desired Outcome	The user wishes to view available orders to pick one to deliver.
User Goals	The user will be able to view available orders to pick one to deliver.
Dependent Use Cases	UC 2, UC 6, UC 8
Requirements	SR 14
Pre-condition	There are orders in queue and the user is a deliverer.
Post-condition	None
Trigger	The deliverer wants to see available orders that they can fulfill.
Workflow	<ol style="list-style-type: none">1. The user shall click on the “View Order Queue” button on the “Delivering” tab.2. The system shall display a list of possible orders (with the orderer’s name, location, the price of their delivery, and their orderer rating) to take, based on what kind of payment the deliverer can accept in order of oldest to most recent.3. The user shall click on the “Details” button for any of the orders.4. The system shall display, in addition to the info in Step 1, the orderer’s name, list of items, and special requests.
Alternate Workflow	N/A

USE CASE 10: Deliverer accepting an order

[Back to Top](#)

Priority	High
Status	Implemented
Description	The deliverer will be able to pick an order off of the queue and “accept” it, meaning the deliverer will fulfill it.
User Goal	The deliverer wants to accept an order to deliver.
Desired Outcome	The order is accepted by/assigned to the deliverer.
Actor	Deliverer
Dependent Use cases	UC 1, UC 2, UC 6, UC 8, UC 9
Requirements	SR 16
Pre-conditions	The deliverer is logged in and has navigated to the order queue. The deliverer has signed up as a deliverer. At least one orderer has placed an order. The system has added the order to the order queue.
Post-conditions	The system shall assign the selected order to the deliverer.
Trigger	The deliverer wants to take on an order to get some additional money.
Workflow	<ol style="list-style-type: none">1. The user shall select an order to accept.2. The system shall notify the deliverer if they do or do not receive the chosen order.
Alternate Workflow	<ol style="list-style-type: none">1. If another deliverer has accepted the order between the queue loading and this deliverer trying to accept the order, the system will alert the deliverer and refresh the queue. The system will not assign the order to this deliverer.

USE CASE 11: Chat Client between Deliverer & Orderer

[Back to Top](#)

Priority	Medium
Status	Implemented
Description	The app will provide an in-app chat client between deliverer and the recipient
User Goals	The deliverer and orderer wish to communicate with each other.
Desired Outcome	The deliverer and the orderer are able to chat with each other.
Actor	Deliverer, Orderer
Dependent Use Cases	UC 2, UC 6, UC 10
Requirements	SR 15
Pre-condition	The recipient has placed an order, the deliverer has taken that order. User navigates to placed orders section. User selects a placed order.
Post-condition	The recipient and deliverer are able to chat with each other.
Trigger	The deliverer and the orderer want to communicate about the order.
Workflow	<ol style="list-style-type: none">1. The user shall click on “Chat with deliverer” from the order page.2. The user shall (either recipient or deliverer) enter a string in the “message” box.3. The user shall click the “send” button.4. The system shall display the message sent in a scrolling history of messages (similar to facebook messenger).
Alternate Workflow	N/A

USE CASE 12: Confirming Meal Bought with Receipt

[Back to Top](#)

Priority	Medium
Status	Implemented
Description	The deliverer uploads a picture of the receipt, indicating the food has bought and is on the way. The receipt is also preserved in case of dispute.
User Goal	The deliverer wants to inform the orderer that their food has been purchased.
Desired Outcome	The deliverer successfully uploads a picture of the receipt for the orderer to see.
Actor	Deliverer
Dependent Use cases	UC 2, UC 6, UC 9
Requirements	SR 17 - 18
Pre-conditions	The deliverer has purchased the food that the orderer has requested and has a receipt to prove it.
Post-conditions	The image will be sent to the orderer and stored in a database for safekeeping.
Trigger	The deliverer wants to be able to prove they have bought the food and update the orderer on the status of their order.
Workflow	<ol style="list-style-type: none">1. The deliverer shall choose the option to take a picture of a receipt.2. The system shall open an integrated camera screen.3. The deliverer shall take the picture.4. The system shall store the image in its database of orders and send the image to the orderer.
Alternate Workflow	<ol style="list-style-type: none">5. The user shall repeat the process to retake and resend a picture.

USE CASE 13A: Confirm order received

[Back to Top](#)

Priority	High
Status	Implemented
Description	The orderer will be able to confirm that the order was received from the deliverer.
User Goal	To notify the system that the order was received by the orderer.
Desired Outcome	To have a successful transaction, meaning the orderer received the food and the deliverer received payment.
Actor	Orderer
Dependent Use cases	UC 9
Requirements	SR 19
Pre-conditions	User is logged in. An order has been placed. The order has been accepted by the deliverer. The order was purchased by the deliverer. The order was physically delivered by the deliverer to the orderer.
Post-conditions	The system will be notified that the transaction has been completed.
Trigger	The orderer must confirm their food was received to complete the transaction.
Workflow	<ol style="list-style-type: none">1. The orderer shall notify the system that the order has been received by clicking on the “Food Received” button.
Alternate Workflow	N/A

USE CASE 13B: Confirm payment received

[Back to Top](#)

Priority	High
Status	Implemented
Description	The deliverer will be able to confirm that the payment was received from the orderer.
User Goal	To notify the system that the payment was received by the deliverer.
Desired Outcome	To have a successful transaction, meaning the orderer received the food and the deliverer received payment.
Actor	Deliverer
Dependent use cases	UC 9
Requirements	SR 20
Pre-conditions	User is logged in. An order has been placed. The order has been accepted by the deliverer. The order was purchased by the deliverer. The order was physically delivered by the deliverer to the orderer.
Post-conditions	The system will be notified that the transaction has been completed.
Trigger	The deliverer must confirm that payment was received in order to complete the transaction.
Workflow	<ol style="list-style-type: none">1. The deliverer shall notify the system that they have been paid by the orderer by clicking on the “Payment Received” button
Alternate Workflow	N/A

USE CASE 14: Cancelling an order

[Back to Top](#)

Priority	Medium
Status	Implemented
Description	The deliverer will be able to cancel an order if that order can't be completed for any reason.
User Goal	To notify the system that the order was cancelled by the deliverer.
Desired Outcome	To notify the orderer that their order can not be completed.
Actor	Deliverer
Dependent use cases	UC 9
Requirements	SR 21
Pre-conditions	User is logged in. An order has been placed. The order has been accepted by the deliverer. The deliverer will not be able to deliver the food for some reason.
Post-conditions	The system will be notified that the transaction has been cancelled.
Trigger	The deliverer could not deliver the food for some reason, and wants to cancel the order.
Workflow	<ol style="list-style-type: none">1. The deliverer shall notify the system that the order has been cancelled by clicking the "Cancel" button.2. The system shall delete the order and notify the orderer.
Alternate Workflow	N/A

USE CASE 15: Rating a Deliverer

[Back to Top](#)

Priority	High
Status	Implemented
Description	The orderer will be able to rate their satisfaction level with the deliverer with a thumbs up or thumbs down, with an option of comments.
User Goal	The deliverer wants to rate their level of satisfaction with the buyer, whether positive or negative.
Desired Outcome	The deliverer shall be able to rate their level of satisfaction with the buyer, whether positive or negative.
Actor	Orderer
Dependent use cases	UC 13 (A and B)
Requirements	SR 22
Pre-conditions	The user is logged in. An order was placed, the order was accepted, and the exchange of food and payment has taken place.
Post-conditions	The deliverer will have an updated rating attached to them from combining this rating and their previous ones.
Trigger	The orderer desires to leave feedback about their experience.
Workflow	<ol style="list-style-type: none">1. The orderer shall give a thumbs up/down rating, and possibly a comment.2. The system shall calculate the deliverer's new rating by combining the previous ratings and this rating.3. The system shall replace the old rating with this one in the database.4. The system shall return the orderer back to the home screen.
Alternate Workflow	<ol style="list-style-type: none">1. The user shall not give a rating, and that will not affect anything.2. The system shall return the orderer back to the home screen.

USE CASE 16: Rating an Orderer

[Back to Top](#)

Priority	Low
Status	Implemented
Description	The deliverer will be able to rate their satisfaction level with the Orderer.
User Goals	The deliverer wants to rate their level of satisfaction with the Orderer.
Desired Outcome	The deliverer will rate the orderer after having delivered and received payment for the food.
Actor	Deliverer
Dependent Use Cases	UC 13 (A and B)
Requirements	SR 23
Pre-conditions	The user is logged in. An order was placed, the order was accepted, and the exchange of food and payment has taken place.
Post-conditions	The deliverer has rated the food buyer
Trigger	The deliverer wants to rate their satisfaction with the buyer
Workflow	<ol style="list-style-type: none">1. The deliverer gives the buyer a thumbs up/thumbs down rating.2. The system shall calculate the buyer's new average rating.3. The system shall save the buyer's new rating in the buyer's database.4. The system shall direct the deliverer back to the home screen.
Alternate Workflow	<ol style="list-style-type: none">1. The user shall not give a rating, and that will not affect anything.2. The system shall return the orderer back to the home screen.

USE CASE 17: Deliverer provides pre-made status updates to orderer

[Back to Top](#)

Priority	Medium
Status	Implemented
Description	The system provides pre-made status updates to the orderer once the deliverer has completed “milestones” in the food delivery process (e.g. buying the food, picking it up, and arriving at the destination building).
User Goal	This use case provides the orderer with information regarding the status of their order without the deliverer having to type out the messages and send them.
Desired Outcome	The deliverer provides the orderer status updates.
Actor	Deliverer
Dependent Use Cases	UC 9
Requirements	SR 24
Pre-conditions	The deliverer is logged in and has navigated to the order queue. The deliverer has signed up as a deliverer. At least one orderer has placed an order. The system has added the order to the order queue. The deliverer has accepted an order off the queue.
Post-conditions	After the deliverer presses a button for each status update, the system should display the status update to the orderer
Trigger	The deliverer should send status updates after completing each milestone in the delivery process to update the orderer
Workflow	<ol style="list-style-type: none">1. The system shall display pre-made status updates.2. The user shall press each status update as they complete them in real-life (e.g. press the “I’ve purchased the food” once they complete the transaction at the restaurant).3. The system shall display the status updates to the orderer.
Alternate Workflow	N/A

USE CASE 18: User Logout

[Back to Top](#)

Priority	Low
Status	Implemented
Description	User logs out of the system
User Goal	Allows the user to logout of the system and end their session so no one else can illegally access the user's account
Desired Outcome	The user is successfully able to log out of the system.
Actor	Deliverer/Orderer
Dependent Use Cases	UC 2
Requirements	SR 25
Pre-conditions	The user is already logged into the system.
Post-conditions	The system shows that the user is successfully logged out and has the option to return to the login page.
Trigger	The user is done using the application and wants to end their session on the program.
Workflow	<ol style="list-style-type: none">1. The user shall press the logout button to logout of their account.2. The system shall end the user's session on the program.3. The system shall successfully log the user out of the system.
Alternate Workflow	N/A

USE CASE 19: User Settings

[Back to Top](#)

Priority	Low
Status	Implemented
Description	The user will be able to update their account settings by changing their name, password, and/or payment preferences.
User Goal	The user wishes to update their name, password, and/or payment preferences.
Desired Outcome	The user will have their name, password, and/or payment preferences updated.
Actor	Deliverer/Orderer
Dependent Use Cases	UC 2
Requirements	SR 26 - 28
Pre-conditions	User is logged in.
Post-conditions	The user's settings will be modified in the system.
Trigger	The user wishes to change their password or name for privacy concerns, or their payment preferences for convenience.
Workflow	<ol style="list-style-type: none">1. The user shall click on the "User Settings" button under the "Settings" tab. <p>Password:</p> <ol style="list-style-type: none">2. The user shall enter their current and new passwords into the respective fields (new password twice for confirmation), then click the "Update Password" button.3. The system shall update the password and notify the user that the change was successful. <p>Name:</p> <ol style="list-style-type: none">2. The user shall enter their new name into the respective field then click the "Update Name" button.3. The system shall update the name and notify the user that the change was successful. <p>Payments:</p>

	<ol style="list-style-type: none"> 2. The user shall select their preferred payment types and enter their Venmo username if they choose it, then click the “Update Payments” button. 3. The system shall update the payment types and notify the user that the change was successful.
Alternate Workflow	<p>Incorrect Password:</p> <ol style="list-style-type: none"> 2. The user shall incorrectly enter their current and new passwords into the respective fields (new password twice for confirmation), then click the “Update Password” button. 3. The system shall notify the user that the password was incorrect. <p>No Venmo Username Provided:</p> <ol style="list-style-type: none"> 2. The user shall select Venmo as a preferred payment type but omit their username, then click the “Update Payments” button. 3. The system shall notify the user that a Venmo username must be provided if the option is checked.