

Website X
New User Signs Up for Free Trial
Use Case

Document Information

| | |
|-----------------------|---|
| Document Title | New User Signs Up for Free Trial – Use Case |
| Document Owner | Jenn Dungan, Analyst |
| Version | 2.0 |
| Status | Initiated |
| Date | 6/12/15 |

Revision History

| V. | Date | Author | Description | Status |
|-----------|-------------|-------------------------|--|---------------|
| 1.0 | 6/5/15 | Jenn Dungan, Analyst | Initiated document based on requirements provided by client and additional discussion of key pain points in subscription workflows | Initiated |
| 2.0 | 6/12/15 | Jenn Dungan, Analyst | Revised based on client input on 6/7 call. | Revised |

Contents

| | |
|---------------------------|---|
| 1. Brief Description..... | 3 |
| 2. Actors | 3 |
| 3. Pre-Conditions | 3 |
| 4. Basic Flow | 3 |
| 5. Alternate Flows..... | 4 |
| 6. Exception Flows..... | 4 |
| 7. Post Conditions | 5 |

1. BRIEF DESCRIPTION

A user who is not registered and has no subscriptions for Website X comes to the site and signs up for a free 30-Day Trial Subscription.

This use case starts when the user chooses the "30-Day Free Trial" option on the non-signed-in Website X homepage, and ends when the user verifies his new account with a 30-day premium subscription.

2. ACTORS

Non-Website X-Subscriber (someone who has no existing subscription to Website X)

Note: This use case concerns only this user, since the only person who can sign up for a free trial is non-subscriber. Initially this actor is referred to as the "Non-Website X-Subscriber," but all subsequent references are to "user," with the understanding that this user is a Non-Website X-Subscriber.

3. PRE-CONDITIONS

None.

4. BASIC FLOW

1. Non-Website X-Subscriber arrives on the non-signed-in Website X homepage.
2. User chooses to sign up for a 30-day free trial.
3. ➡ System prompts user to enter his e-mail address.
4. User enters e-mail address.
5. ➡ System verifies that e-mail address isn't associated with an existing account, then prompts user to accept Website X Terms of Use
6. User accepts Website X site terms of use
7. ➡ System verifies that user accepted terms, then prompts user to accept CME/CNE Terms of Use
8. User accepts CME/CNE terms.

9. ➡ System verifies that user accepted CME/CNE terms, then prompts user to provide required account information.
10. User enters and saves required account information, including password.
11. ➡ System verifies that user has filled out all required fields with valid responses
12. ➡ System gives user confirmation message, including that he will receive an e-mail to activate his trial subscription.
13. ➡ System sends activation e-mail to user's e-mail address.
14. User activates account by clicking link in activation e-mail.
15. ➡ System creates user account and shows user confirmation message.

5. ALTERNATE FLOWS

None

6. EXCEPTION FLOWS

E-mail Address Already in System

If the user enters an e-mail address to create a new account, and the system determines that that e-mail address is already associated with an account, the user is told this and given the chance to enter a different e-mail address.

User Doesn't Accept Website X Terms of Use

If the user does not accept the Website X Terms of Use, he gets a message telling him he must accept the terms in order to continue. He can not get past this stage in the workflow until he accepts the terms.

User Doesn't Accept CME/CNE Terms

If the user does not accept the CME/CNE Terms of Use page, he gets a message telling him he must accept the terms in order to continue. He can not get past this stage in the workflow until he accepts the terms.

User Fails to Enter All Required Account Information

If the user fails to fill out a blank required field/option on the Account Information page, or fills out a field with an invalid response, he gets a message prompting him to provide the required information. He can not get past this stage in the workflow until he has filled out all required fields/options with valid information and saved that information.

User Does Not Activate Account

If the user does not activate his account from the received e-mail, he will not be able to sign in with the e-mail address and password he specified.

7. POST CONDITIONS

- User is registered and has an account for Website X.
- User's sign-in credentials are the e-mail address/password he specified.
- User has an active 30-Day Free Trial Premium subscription for Website X.
- User's subscription begins on the date the account was verified.
- User's subscription expires 30 days from the subscription start date.
- User can sign into the site with his credentials and see all material appropriate for his subscription.