UseCaseID	UC-RESO-019 View an active or historic ESR
Module	
SubModule	
Summary	A customer needs to review an election service request.
Description	A Customer requests to update an ESR that has been created or the customer has asked RR/CC staff to update the ESR for them. The Customer/User can add or delete contests from an existing ESR.
Trigger Events	▪ New request
Precondition	▪ Modern web browser ▪ User account has already been created ▪ An election has already been created ▪ An ESR exist in the system ▪ Customer/User is logged into account
ExpectedResult	▪ An Election Service Request is reviewed by the user.

DetailedProcessFlow	Customer view an ESR.
	1. The Customer selects ESR option
	2. The Customer selects view ESR option
	3. The system presents Customer with the following search options:
	
	    o Type of ESR (active or inactive)
	    o Election Name
	    o Election Date
	    o Contest Name
	    o Word Search
	
	4. The customer enters in their search criteria and hits submit.
	5. The system returns a list of ESR(s) based on the search criteria.
	6. The system presents Customer with a sort order.
	    o By Date
	    o By Name
	7. The Customer selects a sort order.
	8. The system presents a list of ESR(s) in the sort order specified by the Customer.
	9. The system presents the Customer a list of Elections to select from.
	10. The Customer selects an Election.
	11. The system presents the Customer with a list of ESRs that belong to the Customer for the selected election.
	12. The Customer selects an ESR.
	13. The system displays the ESR summary, all the documents associated with the ESR and the ESR's status bar. The customer can't make an edit in the view mode unless customer selects the edit option.
	14. Customer clicks one of the documents to view.
	15. Customer views the document.

	Authorized User/Customer can view other Customer's ESR.
	
	1. The User selects ESR option from their main page.
	2. The User selects view ESR option
	3. The system presents User with the following search options:
	
	    o Type of ESR (active or inactive)
	    o Election Name
	    o Election Date
	    o Jurisdiction name/type
	    o Contest Name
	    o Word Search
	
	4. The user enters in search criteria and submits.
	5. The system returns a list of ESR(s) based on the search criteria.
	6. The system presents User with a sort order.
	    o By Date
	    o By Name
	7. The User selects a sort order.
	8. The system presents a list of ESR(s) in the sort order specified by the User.
	9. The User selects an ESR.
	The system displays the selected ESR summary and the ESR status bar.

Alternative Work Flow	14a. The customer saves the document. 14b. The system opens the Save As dialog box. 14c. The customer selects a drive. 14d. The system saves the document onto the selected drive.
Parent	[Parent id of the Use Case as documented in Project Scope or Business Case]
Requirements	UC-RESO-019-01 The system provides Customers and users the ability to view historical ESRs. UC-RESO-019-02 The system provides Certain customers with the ability to view other jurisdictions' activities if they are over those jurisdictions. UC-RESO-019-03 The system shall provide the user the ability to view election service request (ESR) at any point in its life cycle. UC-RESO-019-04 The system shall provide users the ability to query ESRs and linked documents based on various search criteria.
Associated Use Cases	
Additional Requirements	
RequirementID	[List of requirement IDs in Use Case]
Risk	[List of Risk IDs]
Actors	Customer, System Administrator, User
Documents	[List of documentation name, Link or location]
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