

Title

User Authentication and Login Feature

Background

Our platform enables users to search, compare, and book accommodations and travel experiences. Currently, users browse anonymously, but lack the ability to save searches, manage bookings, or access personalized recommendations. To improve conversion, engagement, and user retention, the product requires a secure login system allowing users to access an account and personalized travel experiences seamlessly across devices.

Reason

Business:

- Boost user retention by enabling personalized experiences and booking history access.
- Increase conversion rates through saved preferences, recommendations, and faster checkout.
- Strengthen trust and credibility with secure authentication, supporting future loyalty programs.

Technical:

- Establish a foundation for secure session management, personalized data retrieval, and synchronization across web and mobile apps.
- Enable future integration with third-party services (e.g., social login, loyalty systems, and identity management tools).
- Conform to GDPR and data privacy requirements by storing and handling user credentials securely.

User Story

As a returning traveler,
I want to securely log into my account using my email or social media credentials,
so that I can view my booking history, manage stored payment methods, and receive
personalized recommendations based on past trips.

Acceptance Criteria

1. Login Options:
 - Users can log in using email and password, or via third-party accounts (Google and Apple ID).
 - Login screen follows platform's design system and accessibility standards (WCAG 2.1 AA).
2. Validation & Error Handling:
 - Email and password fields are validated client-side and server-side.
 - Relevant error messages are displayed for empty fields, incorrect credentials, or locked accounts.
3. Security:
 - Passwords are encrypted using industry-standard hashing (e.g., bcrypt/SHA-256).
 - Sessions expire after 20 minutes of inactivity, and the user is prompted to re-authenticate.
 - Platform complies with GDPR consent and data retention policies.
4. UX Behavior:
 - "Remember Me" option pre-fills login credentials securely on the user's device.
 - Successful login redirects users to their personalized dashboard (e.g., My Trips or Saved Stays).
 - Loading indicators and error notifications provide real-time feedback during login attempts.
5. Performance & Reliability:
 - Authentication API responds within 2 seconds under normal load.
 - Login success and failure are logged for analytics and security auditing.
 - System supports at least 10,000 concurrent logins without degradation.