ADITUS OS

AditusKYC

WEB DASHBOARD · EDITION 1

Admin Handbook

A short, task-by-task guide to running Aditus KYC for your company: set up projects and staff, watch field work, fix records and manage meter boxes.

DASHBOARD ADDRESS

https://kyc.aditusos.com

Aditus KYC · Admin Handbook
For company administrators
Edition 1 · November 2026

BUILT BY
MEERTECH
meertech.tech

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New admin?
Read sections 1 to 5 once, then keep the quick reference card (last page) next to your computer.

Your company code
Every company on Aditus KYC has its own short code (for example **prime-energy**). You and your agents type it at sign-in. MeerTech gives it to you with your first admin login.

Need help?
Technical and security questions: **secure@meertech.tech**

1 Aditus KYC at a glance

Field agents register customers and meters with the Android app, even with no network. Records sync to your company's own space on the Aditus KYC server. Admins manage everything from the web dashboard.

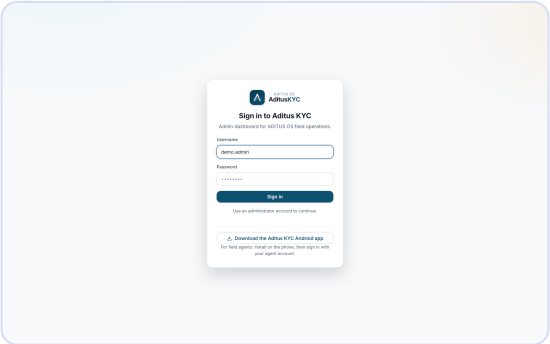
Part	What it is
Web dashboard	`https://kyc.aditusos.com` · for admins only. Sign in with your company code.
Android app	"Aditus KYC" (`com.aditusos.kyc`) for agents and supervisors. Download: `https://kyc.aditusos.com/download/aditus-kyc.apk`
Server and data	Your company has its own database and photo store. Its data, accounts and keys are kept apart from every other company. Backed up every night.

Role	Uses	Can do
Admin	Web dashboard (and the app)	Everything: projects, communities, users, records, corrections, meter boxes, exports, API keys.
Supervisor	Android app only	Captures KYC and meter boxes in assigned projects. Cannot open the dashboard.
Agent	Android app only	Captures KYC in assigned projects. Can change only the meter boxes they registered.

2 Sign in safely

1. Open **https://kyc.aditusos.com** in Chrome, Edge or Safari.
2. Enter your **Company code**, then your admin **Username** and **Password**, then click **Sign in**.
3. When you finish, click **Sign out** at the bottom of the left menu, especially on a shared computer.

Only admin accounts can open the dashboard. Other accounts see "This dashboard is admin-only". The sign-in page also has the **Download the Aditus KYC Android app** button for field staff.



Sign-in page with the app download button.

> **Locked out?**
> 5 wrong passwords for one username (or 30 from one network) within 15 minutes blocks sign-in for 15 minutes. Wait, or ask another admin to reset the password.

Password rules

- At least 10 characters, with letters plus digits or symbols.
- One account per person. Never share passwords; the history shows who did what.
- Resetting a password, changing a role or deactivating an account signs that person out on every device at once.
- Keep at least two admin accounts so one admin can always help the other. Store passwords in a password manager.

3 First-time setup (do once)

Do these steps in order before agents go to the field.

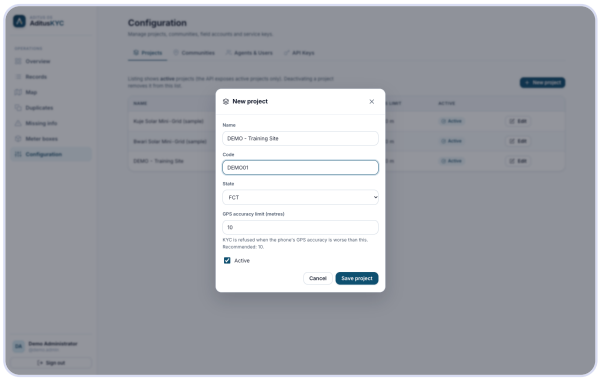
1. **Create the project.** Configuration → Projects → **New project**. Pick the correct State (section 4).
2. **Add communities** for the project's LGAs. Configuration → Communities.
3. **Create or rename accounts.** Configuration → Agents & Users. Create one account per real person: supervisors and agents. Never share an account.
4. **Assign a project** to every agent and supervisor with the **Projects** button. "None, cannot submit KYC" means the account still needs one.
5. **Install the app** on each phone and sign each agent in once with network (section 10).
6. **Test:** one agent captures one customer. Check it appears on Overview and Map, then start field work.

4 Projects and communities

A project is one area of work, for example one mini-grid site. Every record belongs to a project.

Create a project

1. Go to **Configuration → Projects** and click **New project**.
2. Fill **Name** (agents see it) and a short unique **Code**, e.g. `TRZ-01`.
3. Choose the **State** of the site. GPS points outside this state are refused.
4. Set the **GPS accuracy limit** in metres (1 to 100). Recommended: **10**.
5. Keep **Active** ticked and save. Untick it later to stop new captures; existing data stays.



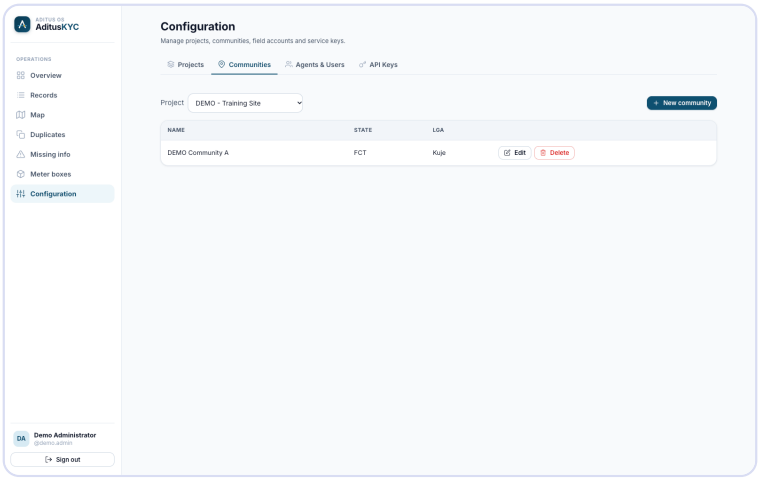
New project form.

> **Get the State right**
> If the State is wrong, every capture is refused with "the GPS point is in ... outside project ...". Fix the State and the agents simply retry.

Add communities

1. Go to **Configuration → Communities** and choose the project.
2. Click **New community**. Enter **Name**, **State** and **LGA**, then save. Use Edit or Delete to fix mistakes.

Agents see the communities of their project and of the LGA their GPS point is in. If an agent types a name that is not on the list, the record is kept but marked "community not verified" on Missing info until you add or correct it.

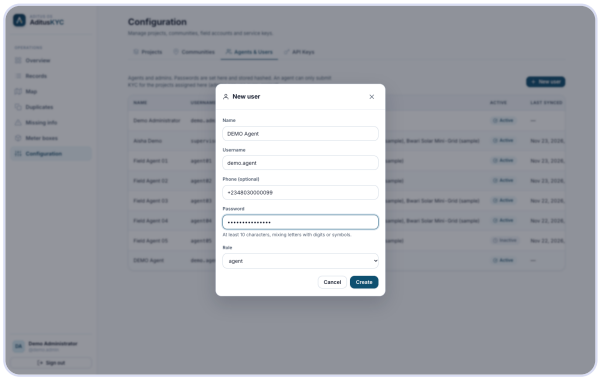


Configuration → Communities.

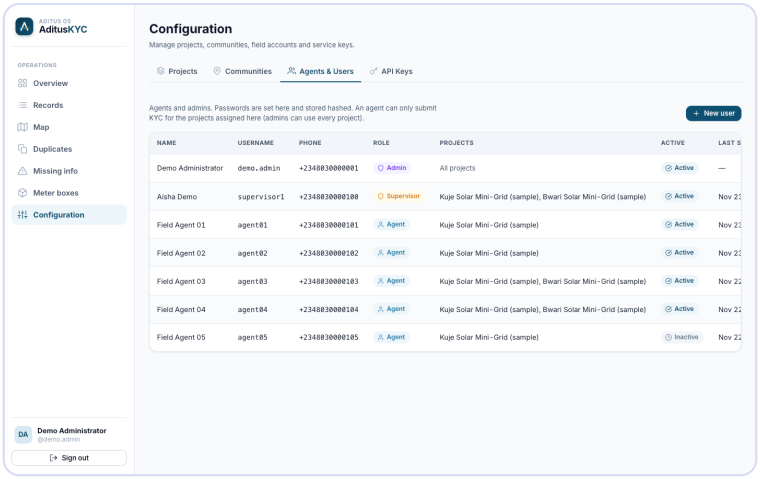
5 Agents and user accounts

Create an account

1. **Configuration → Agents & Users → New user**.
2. Fill **Name**, **Username**, optional **Phone**, a **Password** and the **Role** (agent, supervisor or admin).
3. Click **Create**.
4. On the new row click **Projects** and tick the project(s).
5. Give the person their username and password privately, together with the Agent Handbook.



New user form with the password rule.



Agents & Users. The Projects column must show a project for every field account.

Manage accounts

Button	What it does
Reset password	Sets a new password and signs the person out everywhere.
Deactivate	Blocks sign-in at once (staff who leave, lost phones). Their records are kept. **Activate** restores access.
Projects	Chooses which projects the person can capture in.
Change role	Also signs the person out everywhere.

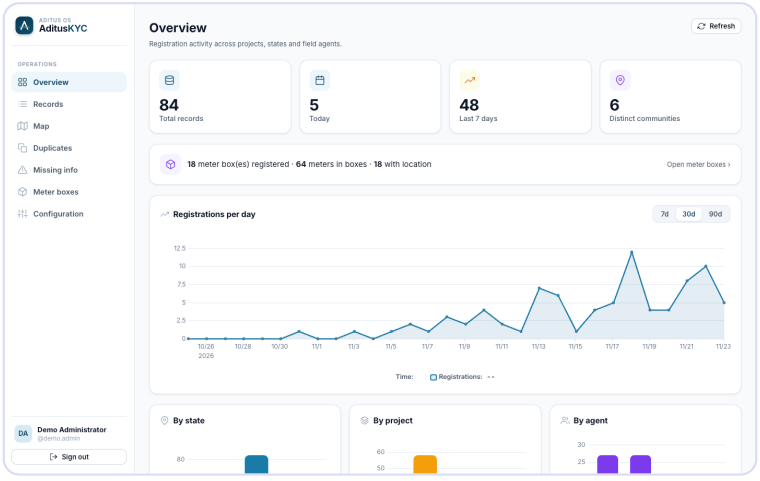
Lost or stolen phone

Deactivate the account (or reset its password) right away. The phone stops working the next time it reaches the server. Records already synced are safe.

6 Daily check: Overview and Map

Overview

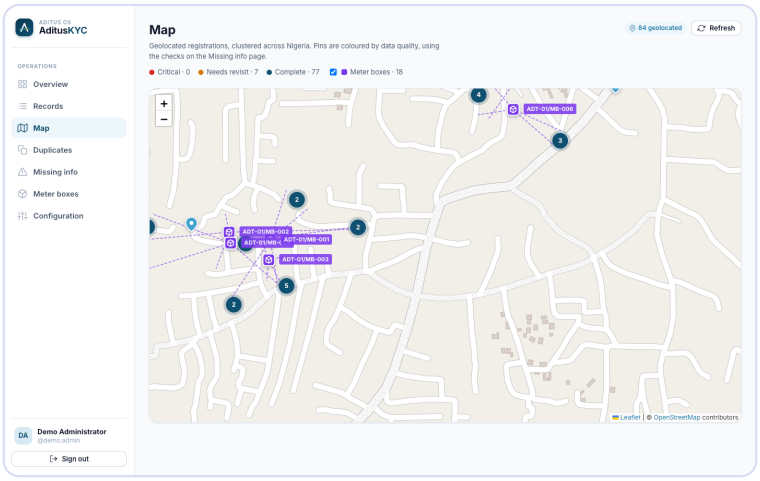
The home page shows **Total records**, **Today**, **Last 7 days** and **Distinct communities**, a meter-box summary, a **Registrations per day** chart (7, 30 or 90 days) and breakdowns **By state**, **By project** and **By agent**. Click **Refresh** for the latest numbers.



Overview.

Map

All customers with GPS, grouped in clusters. Zoom in to separate pins; click a pin for details.



Map. Pins appear as agents sync.

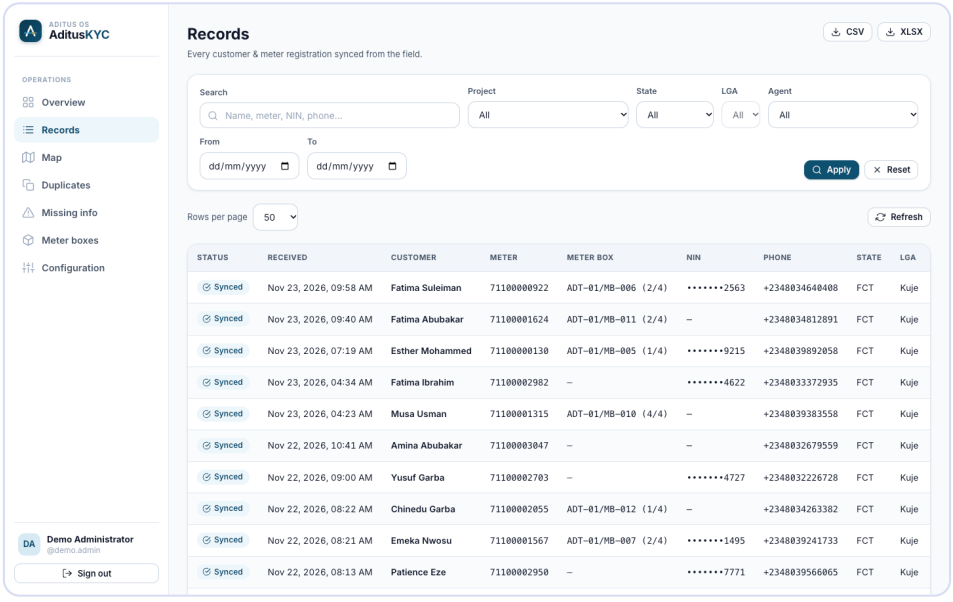
Colour	Meaning
Navy · Complete	No problems found.
Amber · Needs revisit	Warnings. Check them on Missing info.
Red · Critical	Serious problems, e.g. missing photos or a wrong meter number.
Purple squares	Meter boxes (poles), with dashed lines to their customers. Turn on or off with **Meter boxes**.

7 Find and correct a record

Agents cannot edit records on the phone. All corrections are made here, and every change is kept in the record's history.

Find a record

1. Open **Records**.
2. Type a name, meter number, NIN or phone in **Search**, or filter by project, state, LGA, agent and dates. Click **Apply**.
3. Click the row to open the record: customer details, GPS, photos (click to enlarge), status and full history.

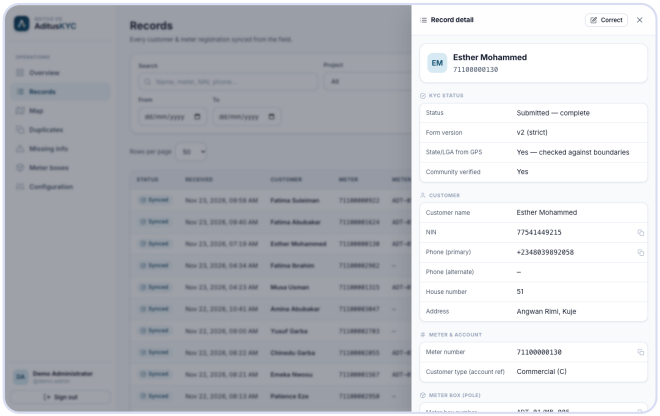


Records, with search, filters and CSV / XLSX export.

A record shows "Awaiting photos" until both photos arrive, then "Submitted, complete".

Correct a record

1. Open the record and click **Correct**.
2. Change only the wrong fields.
3. Choose the **Source**: Admin review, Field correction visit, Customer phone call, or Checked against AMI.
4. Write a short **Note** explaining why.
5. Click **Save correction**.



Record detail with the Correct button (top right).

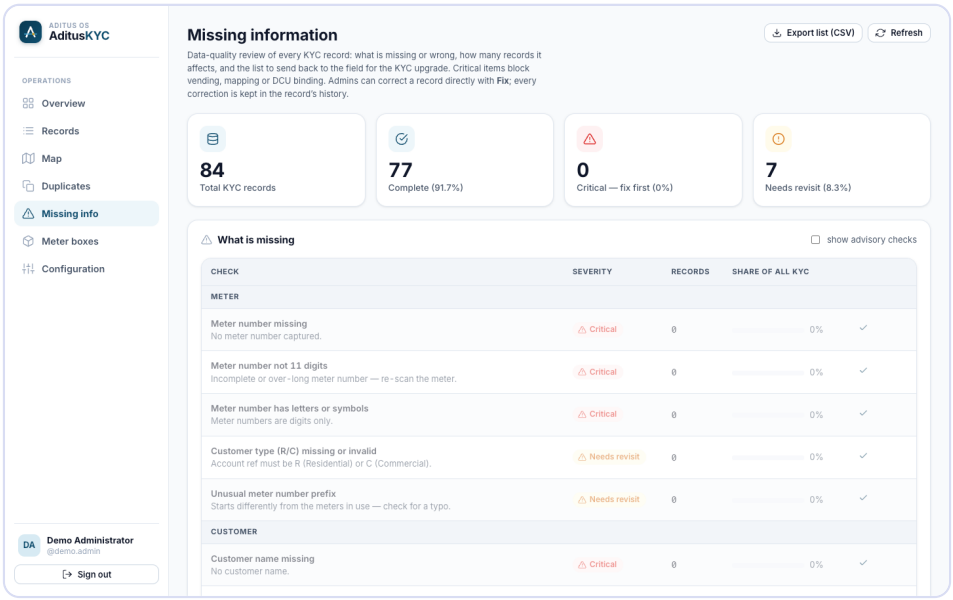
> **Audit trail**
> Each correction records who, when, the source and the note.

8 Missing info and Duplicates

Missing info: the data-quality worklist

Every record is checked. Problems are graded **Critical**, **Warning** or **Info**, for example a meter number that is not 11 digits, a placeholder name, a wrong phone number, GPS worse than 20 m, missing photos, or "community not verified".

1. Open **Missing info** and start with **Critical**.
2. Use **View by field agent** to follow up with the right person.
3. Click **Fix** to open the correction editor (section 7).
4. Use **Export list (CSV)** to share a follow-up list.



Missing info.

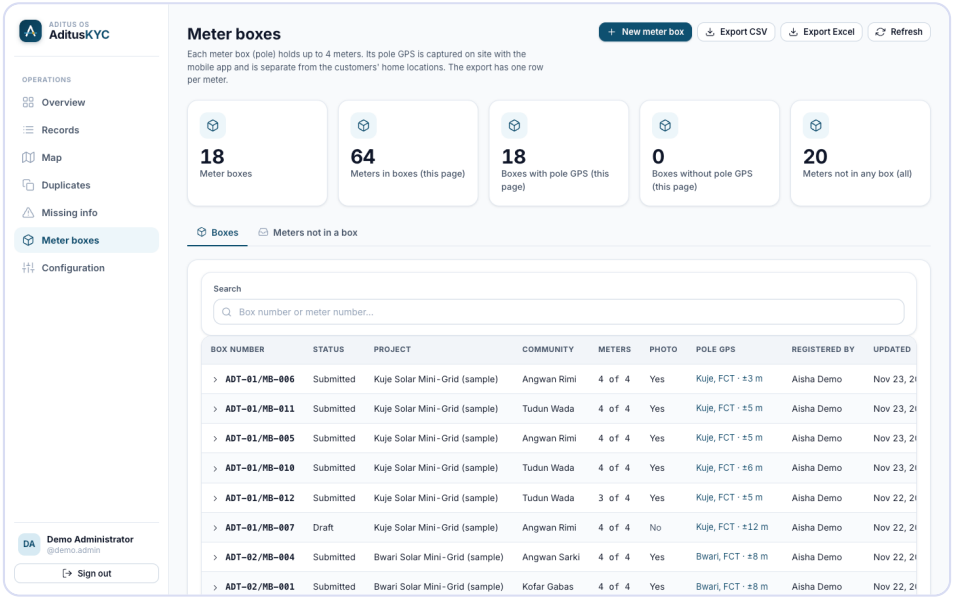
Duplicates

Each meter number can be registered only once. When a phone sends a meter number that already exists, the server refuses it and lists it here (time, meter, agent, record ID, note). On the phone it shows as **Duplicate**.

1. Ask the agent: was the meter number mistyped, or was the customer captured twice?
2. If the existing record is wrong, correct it (section 7).
3. If the second capture was a typo, the agent captures it again with the right meter number.

9 Meter boxes

A meter box sits on a pole and holds up to 4 meters. The pole GPS is captured on site with the app and is kept separate from customers' home GPS.



Meter boxes, with the Boxes and Meters not in a box tabs.

Common tasks

Task	How
Create a box	**New meter box**: box number (unique), project and optional community.
Add or remove a meter	Open the box, add a meter by its 11-digit number (slots 1 to 4). At 4 the button shows "Box is full".
Add the box photo	Open the box, **Add photo** or **Replace photo**.
Submit a box	Possible when pole GPS, at least one meter and the box photo are present. The box does not need to be full.
Customers without a box	**Meters not in a box** tab, then **Add to box** (same project, free slot).
Delete a box	Only possible when the box is empty.
Export	**Export CSV** or **Export Excel**: one row per meter.

> **Pole GPS comes from the field**
> Only the app can capture the pole location, on site, at ±15 m or better. The dashboard cannot set it.

10 Exports, API keys and the Android app

Exports

Records export as CSV or Excel (XLSX) using the current filters. Meter boxes export one row per meter.

> **Exports contain personal data**
> Including full NINs. Store them securely, share only with people who need them and delete copies you no longer need.

API keys (for other systems, e.g. billing)

1. **Configuration → API Keys → New API key**.
2. Choose an expiry: 30 days, 90 days, 1 year or never. Prefer an expiry.
3. Leave "Allow personal data (full NIN and customer photos)" unticked unless truly needed. Without it, NINs are masked and photos hidden.
4. Copy the key straight into the other system. It is shown **only once**.
5. Check **Last used** from time to time and deactivate keys no longer in use.

Put the app on an agent's phone

1. On the Android phone open `https://kyc.aditusos.com/download/aditus-kyc.apk`, or tap **Download the Aditus KYC Android app** on the sign-in page.
2. Open the downloaded file. If Android asks, allow "Install unknown apps" for the browser, then tap **Install**.
3. Open **Aditus KYC**. Allow Location ("While using the app", Precise on) and Camera.
4. Sign the agent in once with network: **company code**, username and password. After that the app works offline.

Updates: install the new version from the same link over the old one. Agents stay signed in and keep unsynced records. The server address is built into the app.

11 Rules and troubleshooting

Rules the system enforces

Item	Rule
Meter number	Exactly 11 digits. Unique within your company.
Customer name	First and last name, at least 5 characters. Placeholders ("test", "n/a", digits) refused.
Phone	Nigerian mobile, e.g. 0803... or +234803...
NIN	Optional. If given, exactly 11 digits.
Customer GPS	Within the project's accuracy limit (default ±10 m), not older than 15 minutes, inside Nigeria and inside the project's state. Fake-GPS apps refused.
Photos	Customer photo and resident photo, taken with the in-app camera.
Meter box	Up to 4 meters. Box number 3 to 40 letters, digits, "-" or "/". Pole GPS ±15 m.
Agents	Capture only in their assigned projects.

Troubleshooting

Problem	What to do
"you are not assigned to project ..."	Assign the project (Agents & Users → Projects). The agent taps Retry.
"GPS point is in ... outside project ..."	Customer is outside the project's state. Check the project's State.
"Too many failed logins"	Wait 15 minutes, or reset the password.
"This account is inactive"	Click Activate if the person should have access.
"Session expired"	Normal after a password reset. The agent signs in again with network; saved records are safe.
Records not appearing	Agent opens the app with network, Settings → **Sync now**, and checks "Waiting to sync" is 0.
Map shows no background	Hard refresh (Ctrl or Cmd + Shift + R). The map needs internet access.
Forgot admin password	Another admin resets it. If no admin can sign in, contact MeerTech.

Data protection and backups

Your company's data is backed up every night. Give dashboard access only to staff who need it. Support and security reports: **secure@meertech.tech**

12 Quick reference card

Aditus KYC · Admin

https://kyc.aditusos.com

EVERY MORNING

1. Overview: check Today and By agent.
2. Missing info: clear Critical items first.
3. Duplicates: follow up new attempts.
4. Map: look for amber and red pins.

NEW FIELD AGENT

1. Agents & Users → New user.
2. Projects → tick the project.
3. Phone: install app from **kyc.aditusos.com/download/aditus-kyc.apk**.
4. Give them the company code. Sign in once with network. Hand over the Agent Handbook.

CORRECT A RECORD

1. Records → search → open.
2. Correct → change field.
3. Choose Source, write Note.
4. Save correction.

STAFF LEAVES OR LOSES PHONE

- Agents & Users → **Deactivate** right away.
- Synced records stay safe.

KEY NUMBERS

- Meter number: **11 digits**, unique.
- Customer GPS: **±10 m** (project setting), max **15 min** old.
- Pole GPS: **±15 m**. Max **4 meters** per box.
- Lockout: **5** wrong passwords = **15 min** block.
- Password: **10+** characters, letters plus digits or symbols.

AGENT CANNOT SUBMIT?

- No project assigned → assign it.
- Outside state → check project State.
- Locked out → wait 15 min or reset password.
- Not syncing → Settings → Sync now.

SUPPORT

- secure@meertech.tech · meertech.tech

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