ADITUS OS

AditusKYC

ANDROID APP · EDITION 1

Field Agent Handbook

How to register customers, meters and meter boxes with the Aditus KYC app. It works with or without network.

DOWNLOAD THE APP

https://kyc.aditusos.com

Aditus KYC · Field Agent Handbook
For agents and supervisors
Edition 1 · November 2026

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1 Before you go to the field

Check these things before you leave the office.

- Your **company code, username and password**. Your supervisor or admin gives them to you. Never share them.
- An Android phone with the **Aditus KYC** app, a working camera and GPS.
- A **charged battery**. Carry a power bank.
- **Sign in once with network** before you leave. After that the app works with no network.
- Your admin has given you a **project**. With no project you cannot submit.

> **No network? No problem.**
> Everything you capture is saved on the phone first. The app sends it to your company's server by itself when there is network. You do not lose records because you were offline.

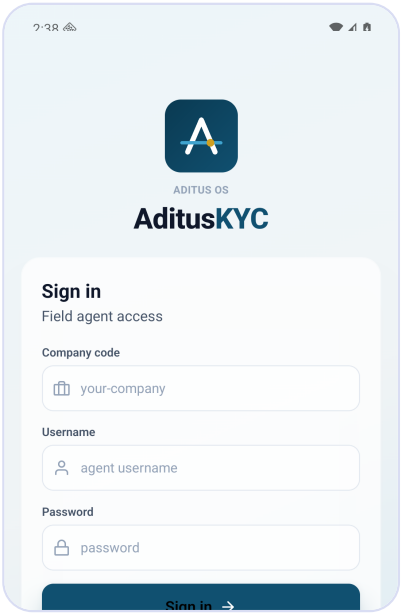
2 Install the app

1. On your phone, open **Chrome** and go to: `https://kyc.aditusos.com/download/aditus-kyc.apk`
2. When the download finishes, tap the file.
3. If Android asks, allow **"Install unknown apps"** for Chrome. Then tap **Install**.
4. Open **Aditus KYC** (navy icon with a white "A").
5. Allow **Location**: choose "While using the app" and keep **Precise** on. Allow **Camera**.

New version? Install it from the same link, over the old app. You stay signed in and keep your saved records.

3 Sign in

1. Type your **Company code** (for example `prime-energy`). The phone remembers it.
2. Type your **Username**.
3. Type your **Password**.
4. Tap **Sign in**. You need network the first time.



Sign-in screen.

You do not need to change any server setting. The app already knows the Aditus KYC server. A phone with records still waiting to sync cannot switch to another company until they are sent.

> **Wrong password 5 times?**
> Sign-in is blocked for 15 minutes. Wait, or ask your admin to reset your password.

"Session expired" means sign in again (for example after your password was changed). Your saved records are safe.

4 The four tabs

The buttons at the bottom of the screen open the four tabs.

Tab	Use it to
New KYC	Register a customer and their meter.
Meter Box	Register a pole (meter box) with up to 4 meters, its own GPS and photo.
My Records	See what you captured on this phone and if it has synced.
Settings	Your account, Waiting to sync, **Sync now**, app version and Log out.

5 Register a customer

Stand at the customer's house. Fill the form from top to bottom. Fields with * are required.

1. Tap the **New KYC** tab.
2. Fill **Customer information** (name, phone, house number, address).
3. Choose your **Project** and **Customer type**.
4. Tap **Capture location** at the house (section 6).
5. Choose the **Community**.
6. Enter or **Scan** the **Meter number**.
7. Take the **two photos** (section 6).
8. Tap **Submit** or **Submit & New** (section 7).

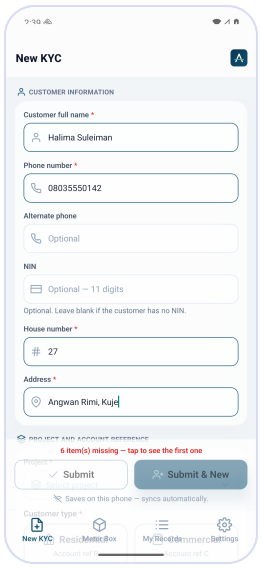
> **Red line at the bottom**
> "N item(s) missing, tap to see the first one". Tap it and the app takes you to what is still needed.

5 Register a customer: the fields

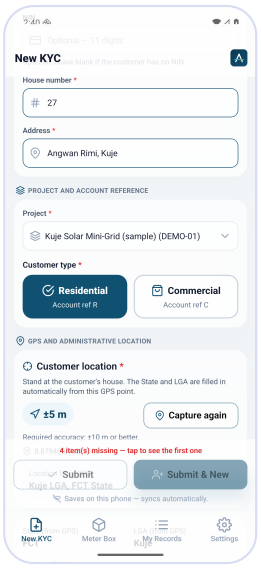
Field	How to fill it
Customer full name *	First and last name, as on their ID. At least 5 letters. No "test", "n/a" or numbers.
Phone number *	Nigerian mobile number, e.g. `08031234567`.
Alternate phone	Optional second number.
NIN	Optional. If the customer has one, type all 11 digits. If not, leave it empty.
House number *	As written on the house, e.g. `12`.
Address *	Street or area.
Project *	Choose your project. If you see "No projects yet, sync with network", connect to the internet and open the app again, or ask your admin.
Customer type *	**Residential** (account ref R) or **Commercial** (account ref C).
Customer location *	Tap **Capture location** at the house. **State** and **LGA** fill in by themselves from the GPS. You cannot type them.
Community *	Pick from the list. If it is not there, type the name. It will show "community not verified" until the admin checks it.
Meter number *	**Exactly 11 digits.** Type it or tap **Scan** for the barcode.
Meter box	Optional. None, Existing or New box (section 8).
Customer photo * and Resident photo *	Taken with the camera in the app (section 6).

Check the meter number two times

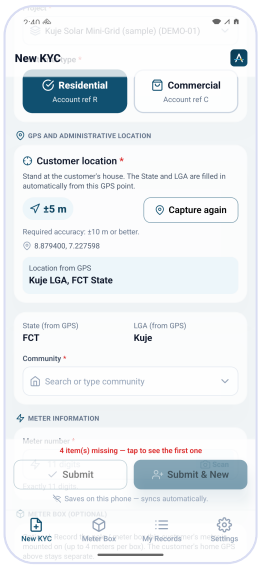
A wrong number makes a wrong record or a duplicate. Read it digit by digit.



Customer information.



Project, type and GPS.

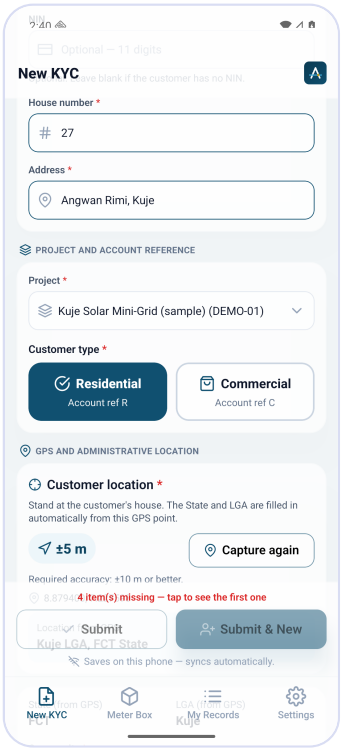


State, LGA and community.

6 GPS and photos

Get a good GPS location

1. Go **outside**, next to the customer's house. Stay away from tall walls and metal roofs.
2. Tap **Capture location** and wait. You see the accuracy as **±N m**.
3. You need **±10 m or better** (your project may use a different number). If it is worse, wait a few seconds and tap **Capture again**.
4. Check that the **State** and **LGA** are correct for the customer.



GPS shows ±5 m: good.

> **Capture GPS last, then submit**
>
> A location older than 10 minutes must be captured again. The server refuses locations older than 15 minutes. Capture the GPS when you are ready to finish.

> **Never use fake-GPS apps**
>
> The app finds them and refuses the location: "This phone is using a mock-location app. Turn it off in Developer options, then capture again."

Take the photos

- **Customer photo ***: a clear photo of the customer.
- **Resident photo ***: a photo of the person living at this address.
- Tap **Take photo**. Photos come from the camera in the app, not from the gallery.
- Good light, face clearly seen, no blur.
- **Ask permission** before you take a photo.

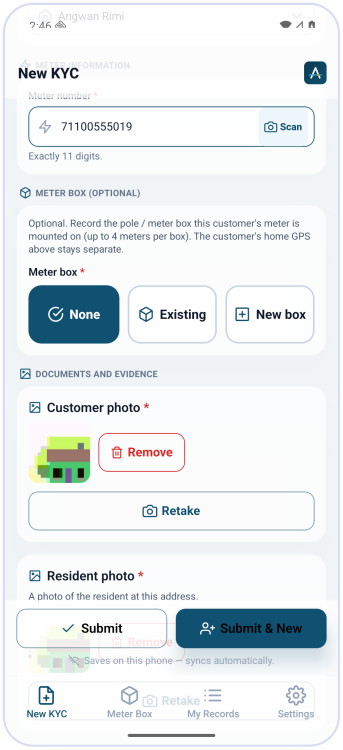


Photo section.

7 Submit and sync

Button	What it does
Submit	Saves the record and clears the whole form.
Submit & New	Saves the record and keeps project, community and meter box for the next customer. **Capture a new GPS for each house.**

You see **"Saved on this phone, it will sync automatically"**. The app sends records when it opens, when network comes back and every few minutes. You can also tap **Sync now** in Settings.

What the status means

Status	Meaning	What you do
Queued	Saved on the phone. Waiting for network.	Nothing. Get network when you can.
Syncing	Sending now.	Keep the app open a moment.
Synced	Safe on the server.	Done. It leaves the phone after 7 days.
Duplicate	This meter number is already registered.	Do not capture again. Tell your admin.
Failed	The server refused it. The reason is shown.	Read the reason (section 10). Fix it, then tap **Retry**.

End of every day

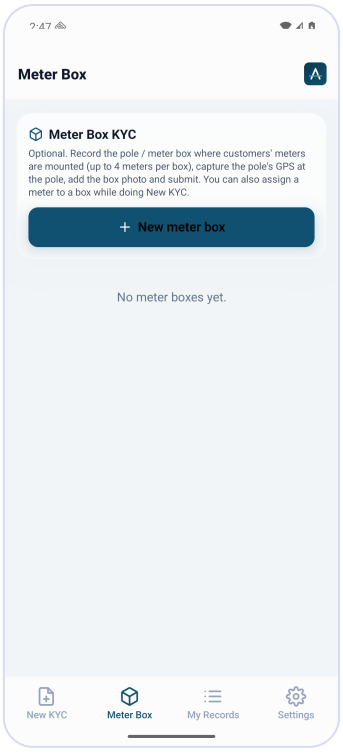
1. Go where there is network.
2. Open the app. Go to **Settings**.
3. Tap **Sync now**.
4. Check **Waiting to sync = 0**.
5. Charge your phone overnight.

8 Meter boxes

A meter box sits on a pole and holds **up to 4 meters**. The pole has its own GPS, not the house GPS.

Register a box

1. Open the **Meter Box** tab. Tap **New meter box**.
2. Type the **box number** (3 to 40 letters, digits, "-" or "/"). If the number already exists, choose it from the list instead.
3. Stand **at the pole**. Capture the pole GPS (**±15 m** or better).
4. Add the meters (slots 1 to 4). Each meter must already have a KYC record in the same project.
5. Take the **meter box photo**.
6. Tap **Submit**. You need pole GPS, at least one meter and the photo. The box does not need to be full.



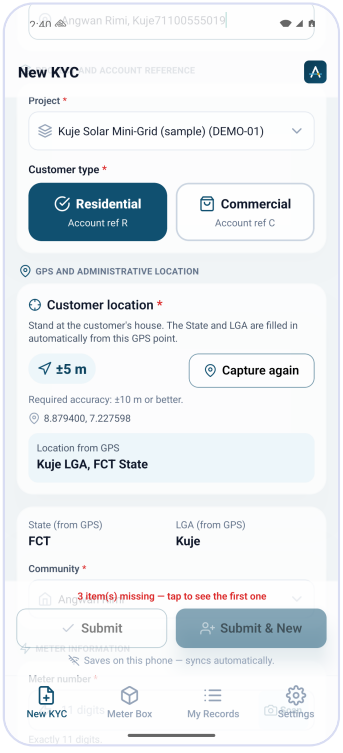
Meter Box tab.

From the New KYC form

In **Meter box (optional)** choose:

- **None**: no box now.
- **Existing**: pick a box from the list.
- **New box**: needs its own pole GPS, not the house GPS.

A full box shows "That meter box is full (4 of 4)". You can change only boxes you registered. Other agents' boxes show "Box from another agent".



None, Existing or New box.

9 My Records and Settings

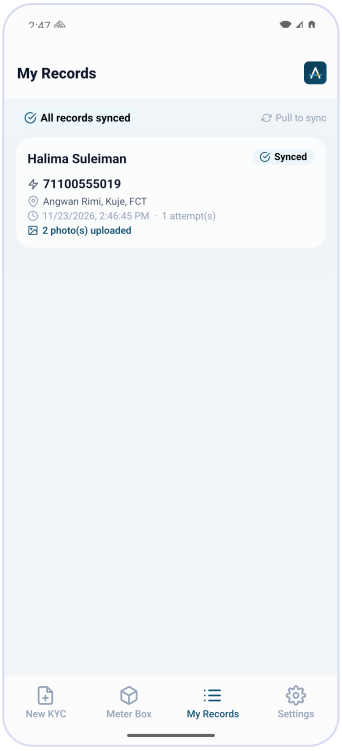
My Records

- Shows your captures, newest first, with their status.
- **Retry** sends a failed record again.
- **Retry GPS** fixes a record saved without location.
- Pull the list down to sync.

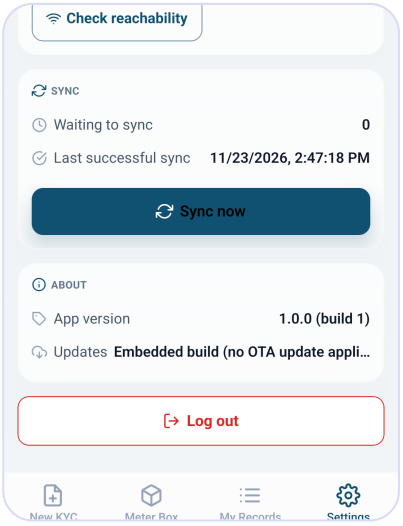
> **Made a mistake?**
> You cannot edit a record on the phone. Tell your admin. The admin corrects it on the dashboard.

Settings

- Your account, **Waiting to sync**, **Last successful sync**, **Sync now** and app version.
- **Log out** is blocked while records are waiting to sync.
- When you log out, synced records and photos leave the phone (they are safe on the server). Failed and duplicate records stay.
- You need network to sign in again.



My Records.



Settings: Sync now.

10 Messages and what to do

If you see	Do this
Wrong username or password	Check spelling and capital letters. After 5 tries, wait 15 minutes.
Too many failed logins, try again in 15 minutes	Wait 15 minutes, or ask your admin to reset your password.
This account is inactive, contact your admin	Call your admin.
Cannot reach the server	Check mobile data or Wi-Fi. Try again.
No projects yet, sync with network	Connect to the internet. If still empty, ask your admin for a project.
you are not assigned to project ...	Ask your admin to give you the project. Then tap Retry.
GPS accuracy N m is worse than the 10 m limit	Go to open sky. Wait. Tap Capture again.
GPS fix is stale (older than 15 minutes)	Capture the location again at the house.
the GPS point is in ... outside project ...	The house is outside your project's state. Call your admin.
not inside any known Nigerian LGA / outside Nigeria	GPS is wrong. Turn location off and on, go outside, capture again.
This phone is using a mock-location app	Turn off the fake-GPS app in Developer options. Capture again.
Already saved on this phone for <name>	You already captured this meter. Check the meter number.
meter number ... is already registered (Duplicate)	Do not capture again. Tell your admin.
This box already has 4 meters	Use another box or make a new one.
Session expired	Sign in again when you have network. Your records are safe.

Questions about your work: call your supervisor or company admin.

11 Do and don't

Do

- Capture GPS at the customer's house, outside.
- Check the 11-digit meter number two times.
- Take clear photos in good light.
- Sync every day. Check "Waiting to sync = 0".
- Lock your phone with a PIN.
- Tell your admin at once if your phone is lost.

Don't

- Use fake-GPS or location-changer apps.
- Share your password or use another person's account.
- Capture the same meter two times.
- Invent names, phone numbers or NINs.
- Delete the app while records wait to sync.
- Share customers' personal data or photos.

12 Pocket card

Aditus KYC · Agent kyc.aditusos.com/download/aditus-kyc.apk

EACH CUSTOMER

1. New KYC tab.
2. Name, phone, house no., address.
3. Project and type (R or C).
4. At the house: Capture location (±10 m).
5. Community.
6. Meter number: 11 digits, check twice.
7. Customer photo + Resident photo.
8. Submit or Submit & New.

EACH METER BOX

1. Meter Box tab → New meter box.
2. Box number.
3. At the pole: GPS (±15 m).
4. Add meters (max 4).
5. Box photo → Submit.

END OF DAY

1. Get network.
2. Settings → Sync now.
3. Waiting to sync = 0.
4. Charge phone.

PROBLEM?

- Read the message (section 10).
- Call your supervisor or admin.

Cut out this card and keep it with your phone. · Technical or security problems: secure@meertech.tech