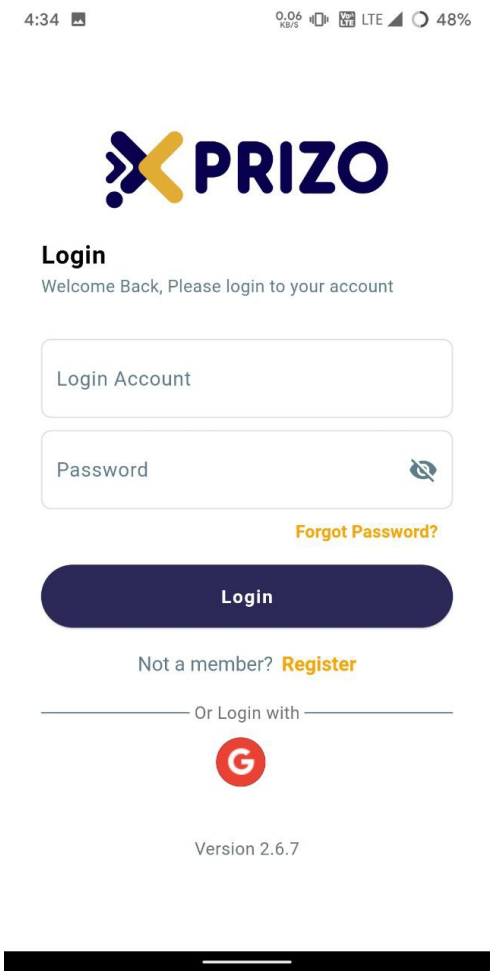
User Management

This chapter provides users with essential tools to manage their accounts. It includes step-by-step instructions on creating a new account, filling in user details, and completing the KYC process. Additionally, users can learn how to leverage the app to become agents or merchants to perform financial activities. With clear guidance on each process, users can navigate through the app effortlessly, ensuring a smooth and efficient experience while managing their profiles and exploring new roles within the platform.

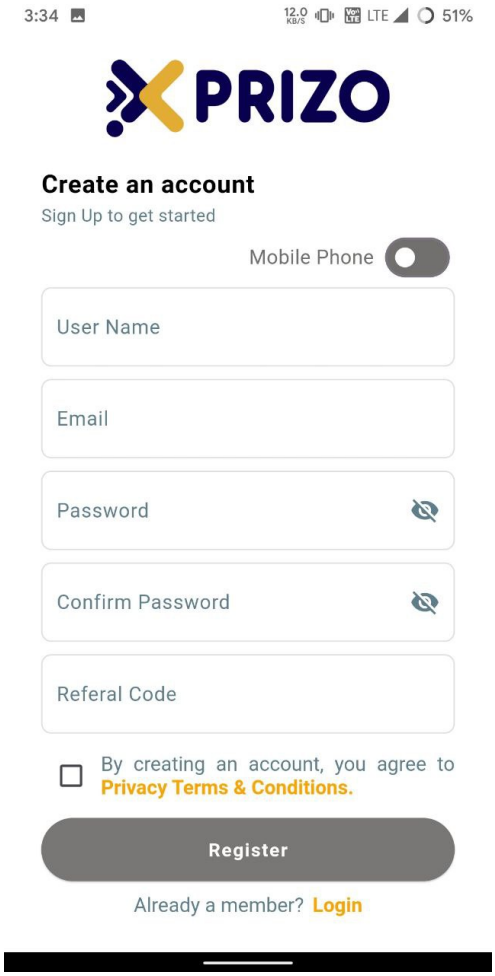
- Create a New Account
- User Details
- KYC
- How to become a Merchant?
- How to become an Agent?
- How to Update your Location?

Create a New Account

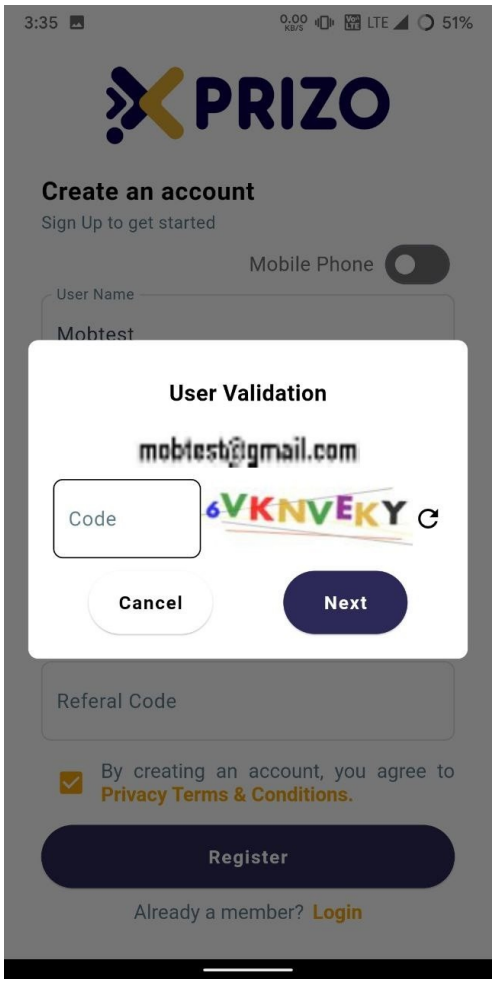
- To register for Xprizo, click on the "Register" button to create a new account.



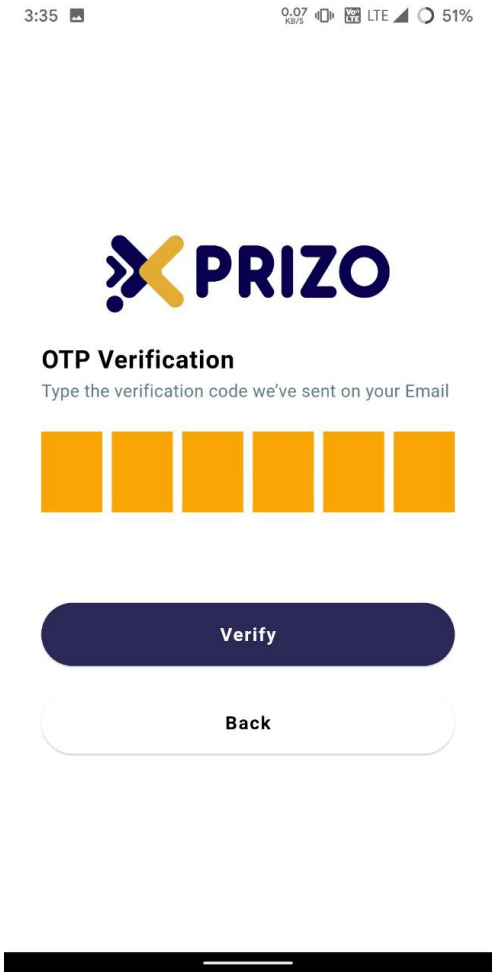
- You can create an account either by providing your email and filling out the details or by using your mobile number by toggling the mobile number option.



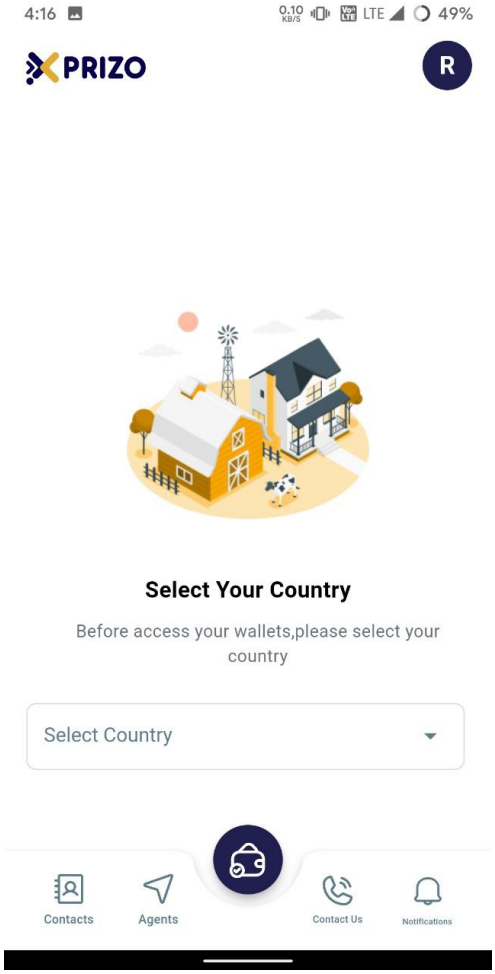
- Enter the code shown for user validation.



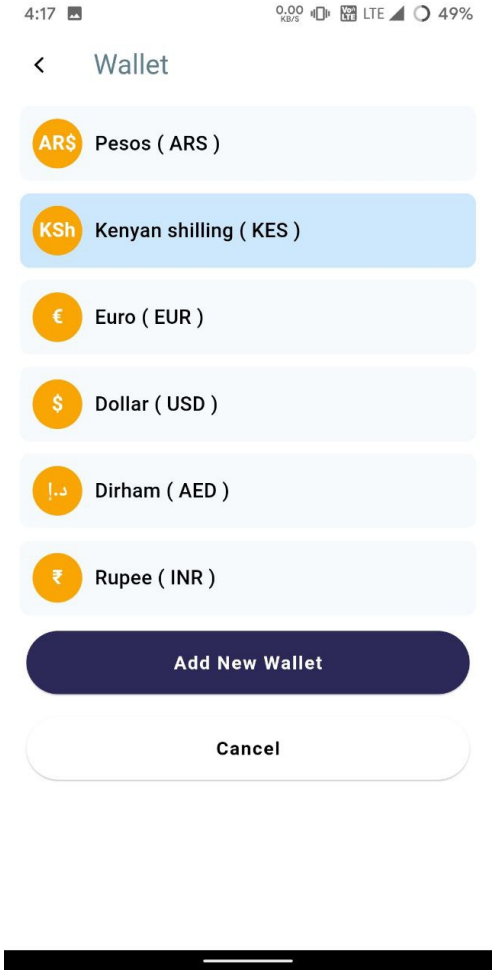
- Now enter the OTP received on your email or mobile number, depending on which one you used for registration.



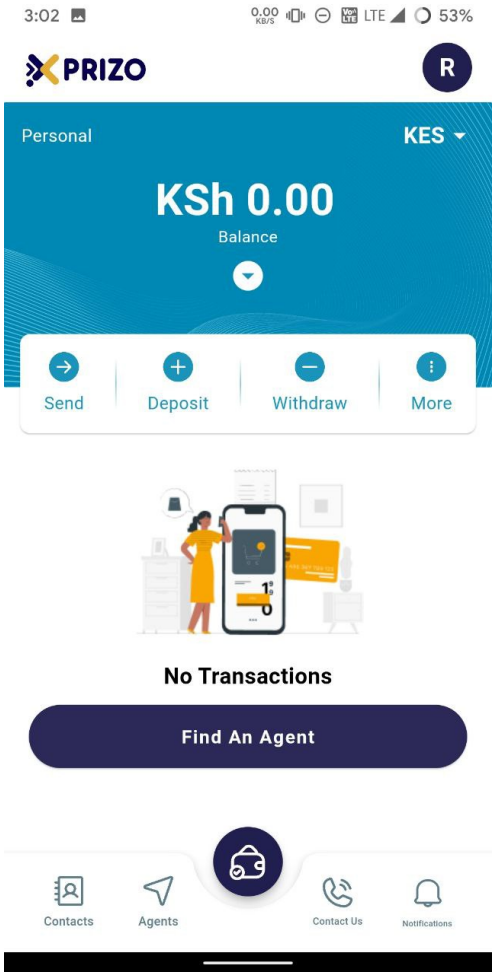
- Once verified your account will be created and now you will have to select your country.



- After selecting your country, add your wallet with your desired currency for transactions.

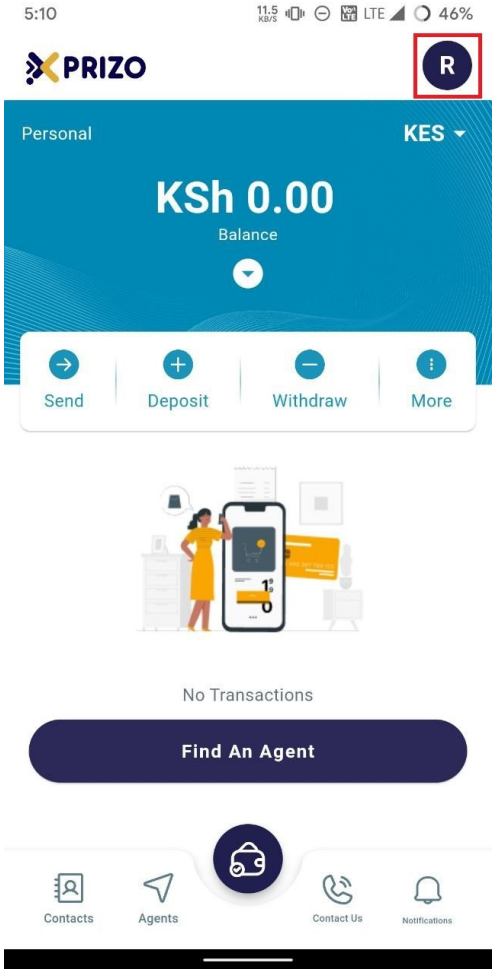


- Now that you've completed all the steps, you can start using the app for your transactions.

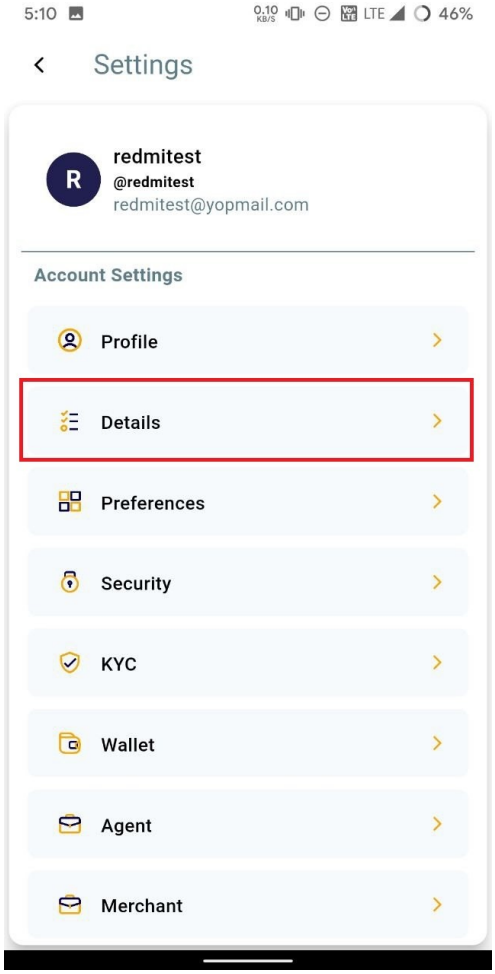

3:02
53%
PRIZO
R
Personal
KES
KSh 0.00
Balance
Send
Deposit
Withdraw
More
No Transactions
Find An Agent
Contacts
Agents
Contact Us
Notifications

User Details

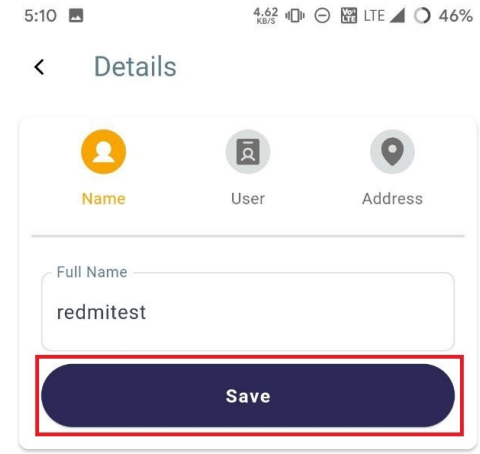
- To complete your details, click on the profile picture button located at the top right corner, and then navigate to account settings.



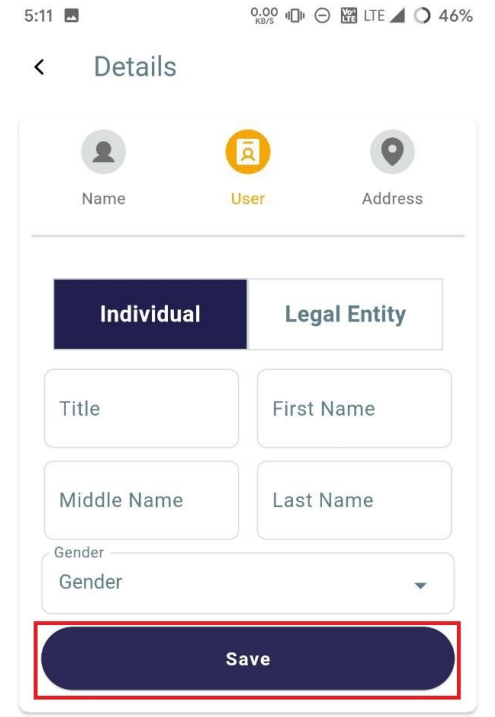
- Click on "Details" to access the details section of your profile.



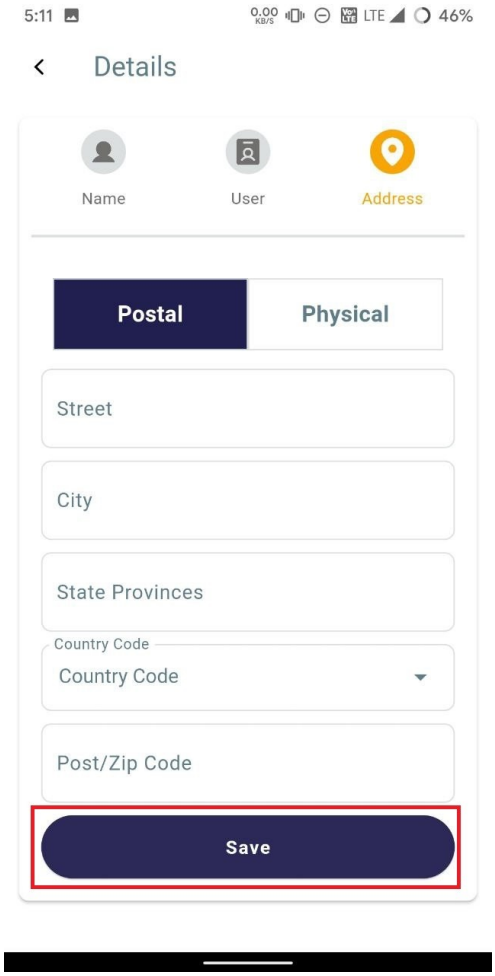
- To update your name, click on the "Name" tab above, enter the new name in the "Full Name" text field, and then click on "Save" to save your changes.



- To update user details, navigate to the "User" tab, and enter the required information. If you're updating details for an individual, select the "Individual" tab; for a legal entity, choose the "Legal entity" tab. Enter the relevant details and click "Save" to confirm the changes.

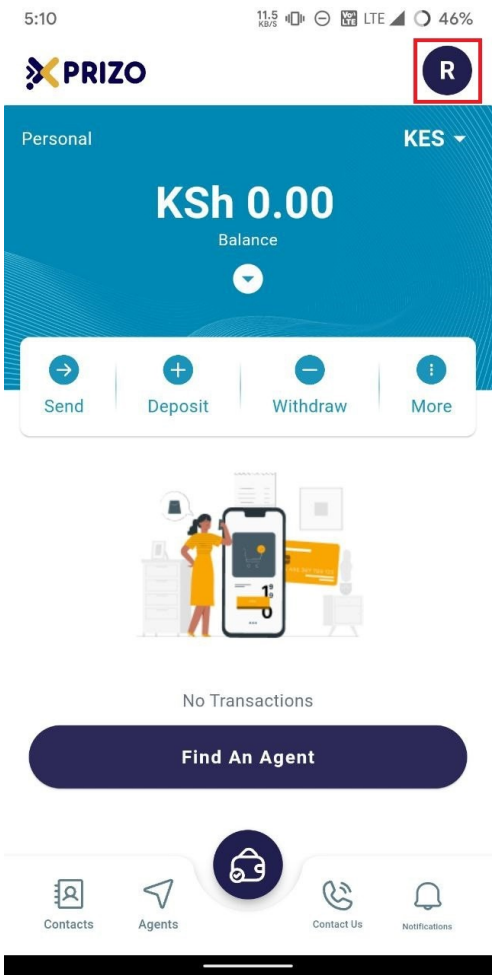


- To update address details, navigate to the "Address" tab and enter the required information. Choose the appropriate tab based on the type of address you're updating - "Postal" for postal address details, or "Physical" for physical address details. Enter the relevant information and click "Save" to confirm the changes.

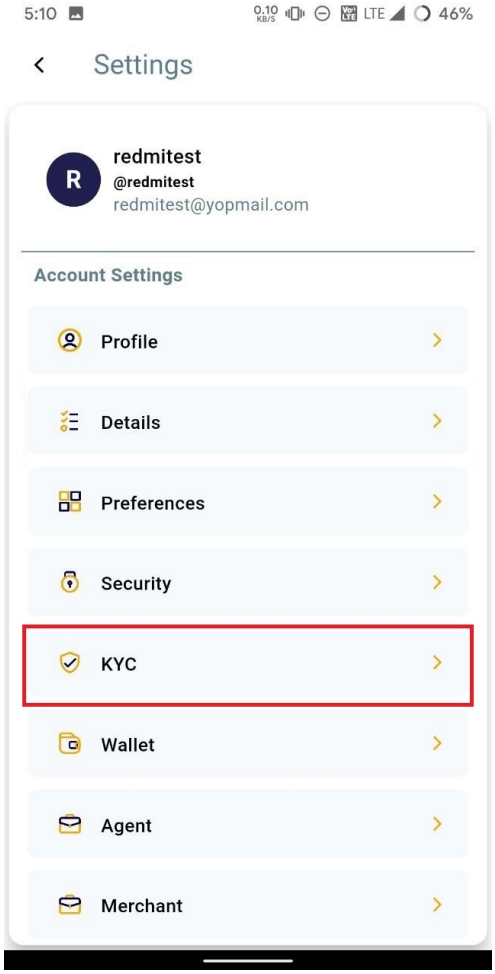

5:11
LTE
46%
Details
Name
User
Address
Postal
Physical
Street
City
State Provinces
Country Code
Country Code
Post/Zip Code
Save

KYC

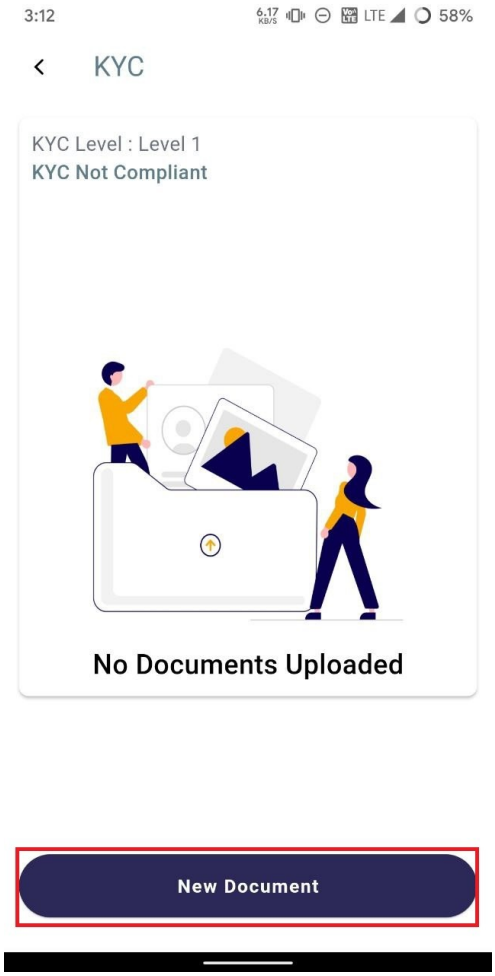
- To finalize your KYC, access the account settings by clicking on the profile picture icon located at the top right corner.



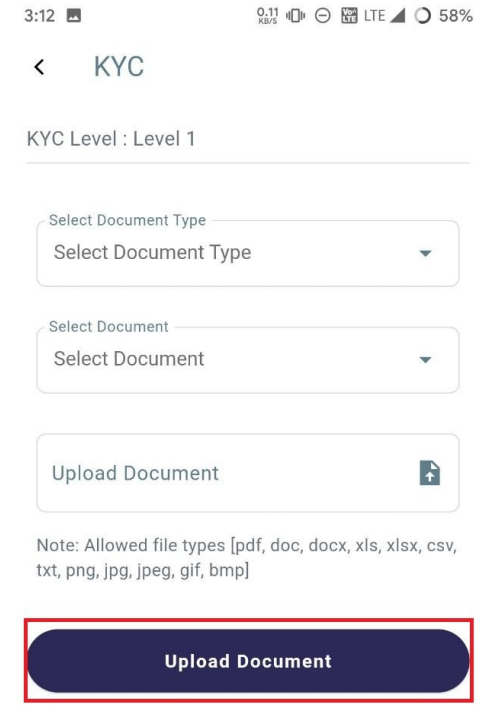
- Click on "KYC" to access the KYC section within the profile.



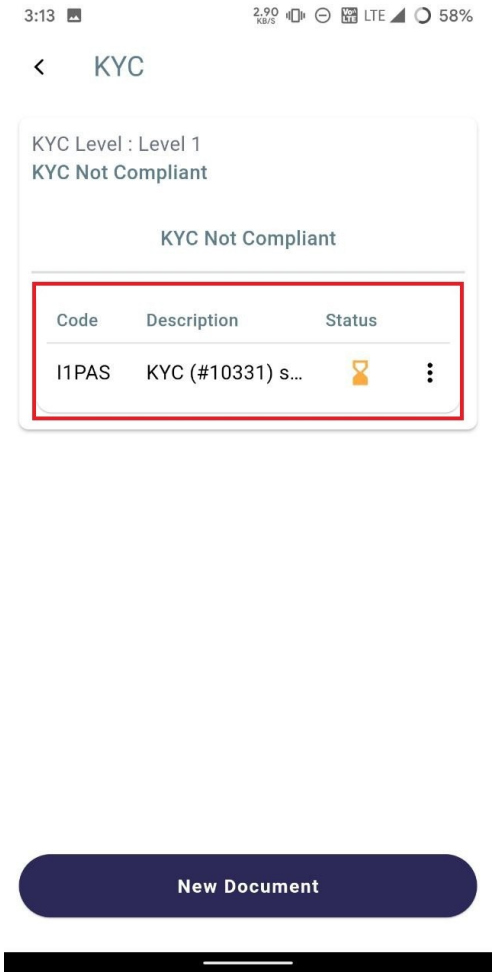
- Initiate the KYC process by clicking on "New Document" and providing the required document details along with the necessary documents.



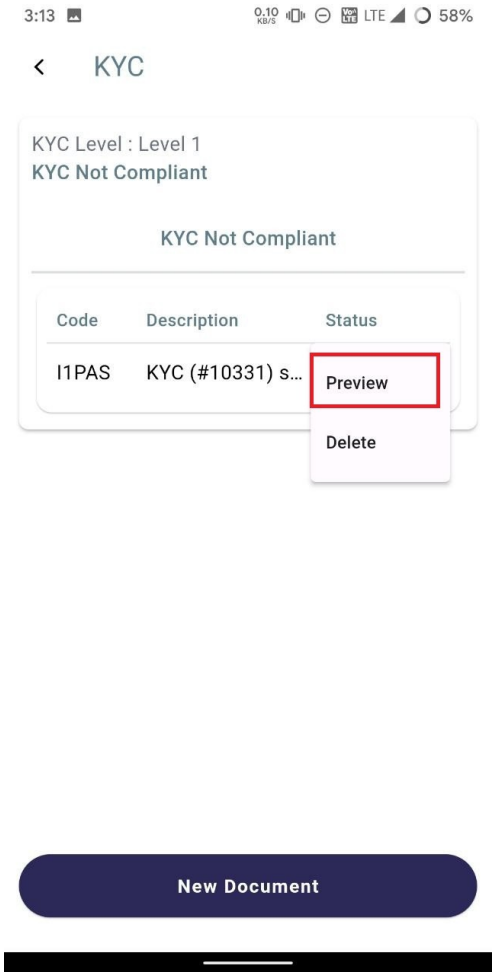
- Next, select the document type and document, then upload the corresponding document file. Once done, click on the "Upload" button to submit the document for KYC approval.



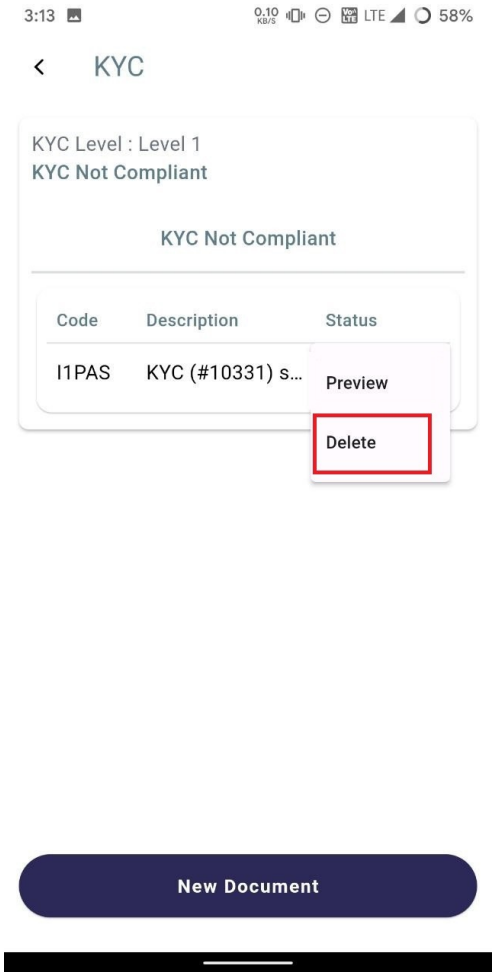
- Upon uploading the document, it will be displayed with a "Pending" status.



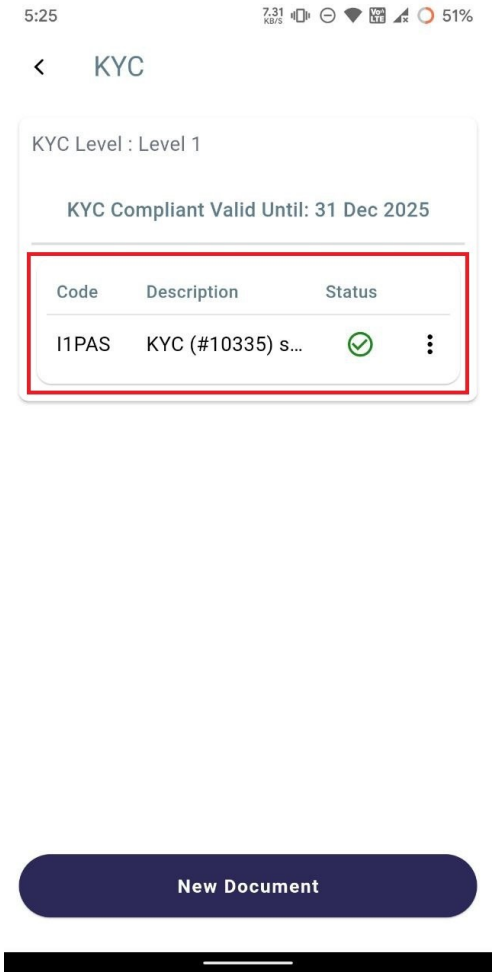
- Click on the ellipsis and select preview to preview the document uploaded.



- To delete the uploaded document, click on the ellipsis icon and select "delete" to remove the document.



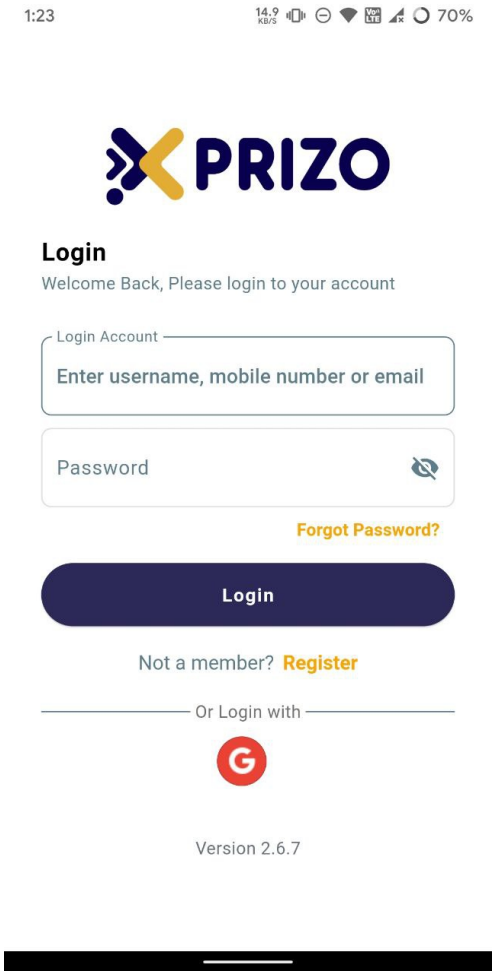
- Once the back office approves the KYC and the KYC documents, the status will change to "complete."


5:25
51%
KYC
KYC Level : Level 1
KYC Compliant Valid Until: 31 Dec 2025
Code
Description
Status
I1PAS
KYC (#10335) s...
New Document

How to become a Merchant?

1. Login

Sign in to your Xprizo account using your login credentials, then click on your profile initial icon to access your account settings.



To engage in transactional activities or manage funds, you must have a wallet integrated into your profile. Once added, transactions can be securely conducted directly from the user's account. To learn how to add a wallet, follow the provided link for step-by-step instructions.

3. Add User Details

To initiate a merchant request to the back office, start by completing your profile details. This includes providing your name and address information. Refer to the provided link for a step-by-step guide on how to fill out your user details.

[Complete User Details]

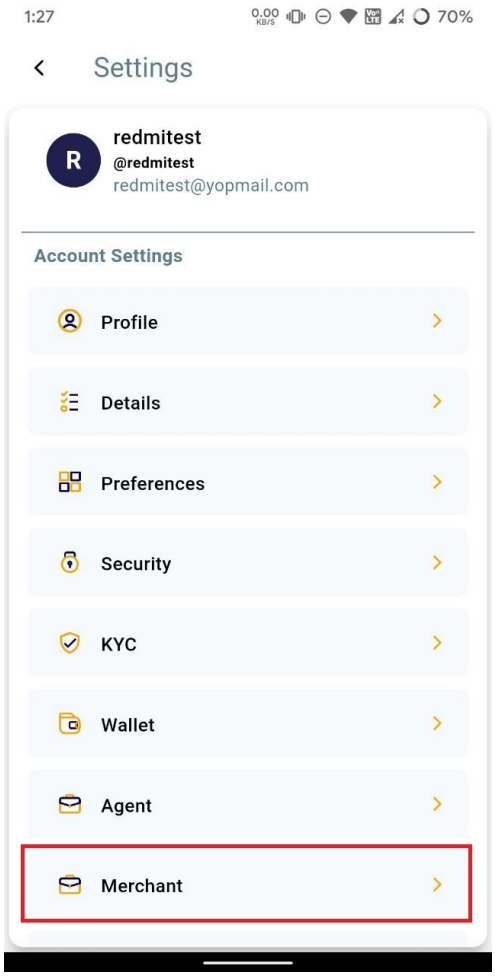
4. Complete KYC

The next crucial step is to ensure KYC compliance by completing your KYC details. This involves uploading necessary documents for KYC verification, which will be reviewed by the back office. Upon approval, you will achieve KYC compliance status. Follow the steps outlined in the provided link for a comprehensive guide on completing the KYC process.

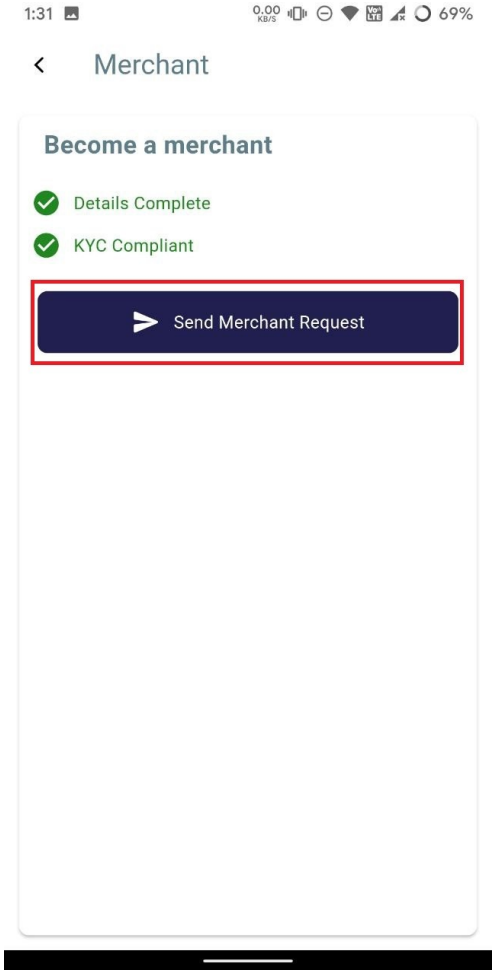
[KYC Details]

5. Send Merchant Request

- Click on the Merchant tab within the account settings to access the Merchant settings.



- Click the "Send Merchant Request" button to submit a request to the back office to become a merchant.

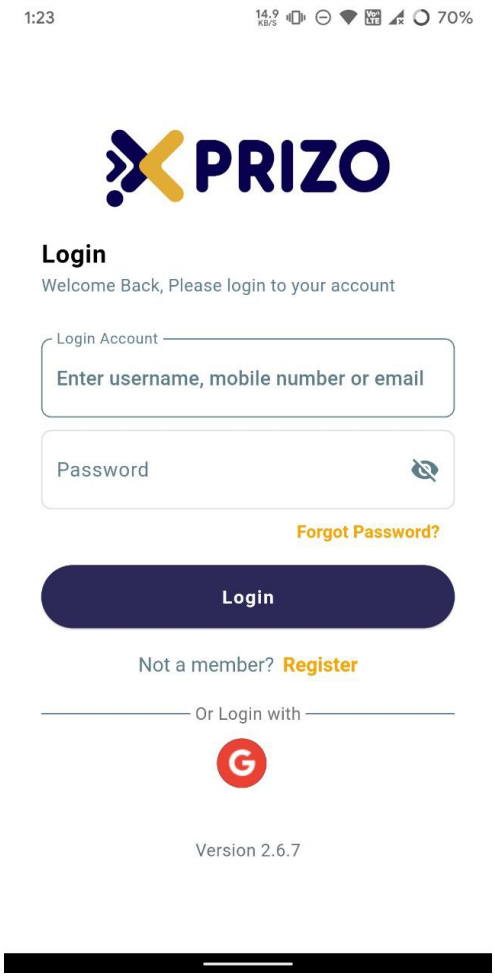


- Upon approval from the back office, your request to become a merchant will be processed, and you will be assigned the role of a Merchant.

How to become an Agent?

1. Login

Log in with your credentials to access your account.



2. Add Wallet

For users to be able to engage in transactional activities and manage funds effectively, you must possess a wallet within your profile. With a wallet, users can securely conduct transactions directly from their account. To understand how to add a wallet, follow the link below for step-by-step instructions.

Add a New Wallet

3. User Details

To become an agent, you must first complete your profile details. This can be done by providing essential information such as your name and address. Follow the steps outlined in the link below to learn how to fill out your user details accurately.

Complete User Details

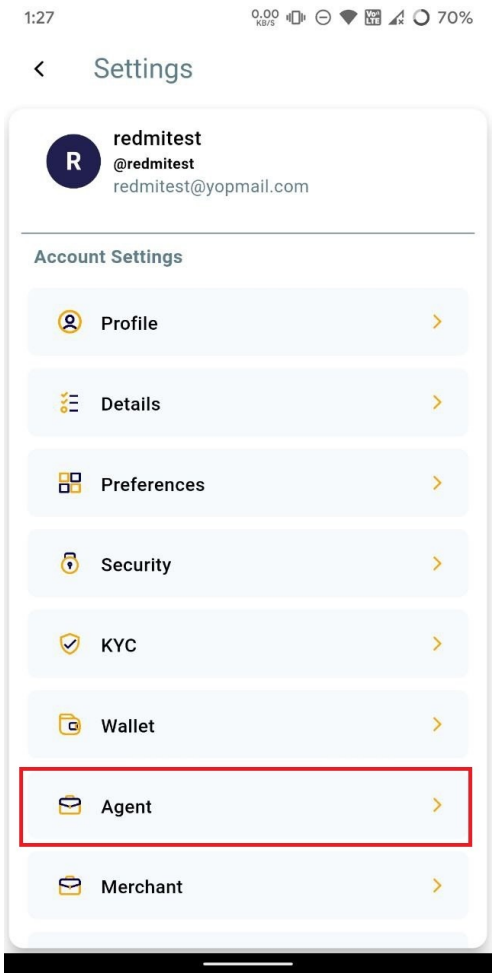
4. Complete KYC

Next, proceed to complete your KYC details to become KYC compliant. This involves uploading necessary documents for the KYC process, which will undergo review by the back office. Once your documents are approved, you will attain KYC compliance status. Follow the steps provided in the link below to initiate and complete the KYC process successfully.

KYC Details

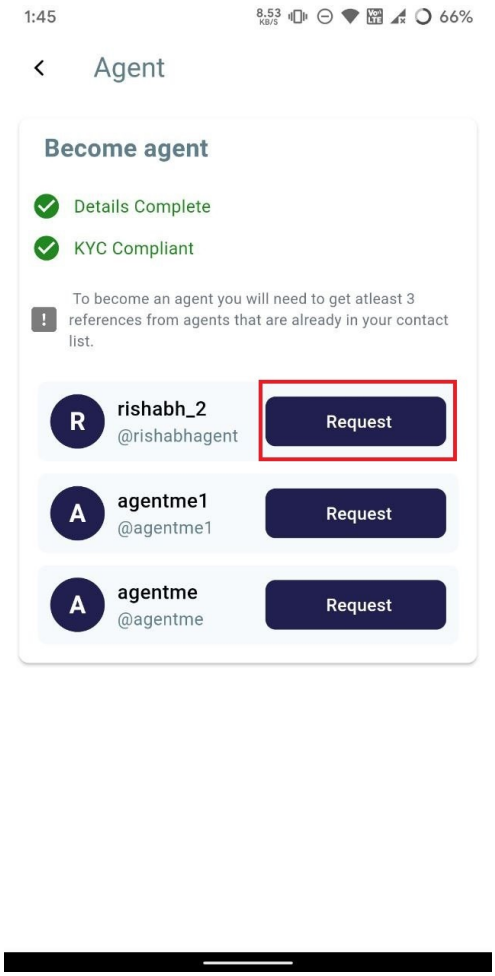
5. Get References

- After completing your details and achieving KYC compliance, navigate to your account settings and access the Agent tab.

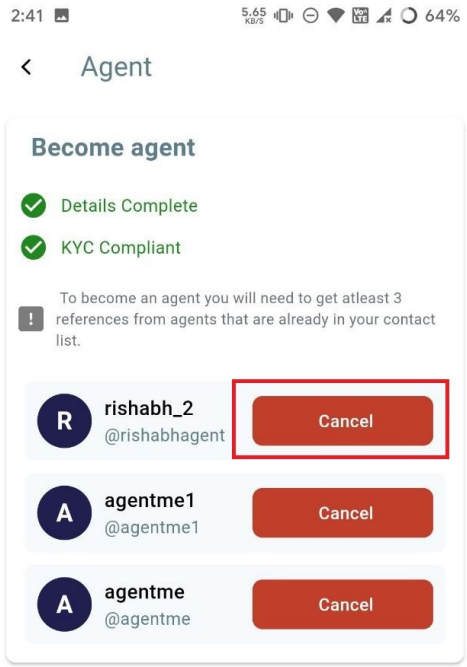


- To become an agent, you will now need at least three references from agents already in your contacts list.

- To obtain the references, click on the "Request" button next to those agent contacts to request a reference for you to become an agent.

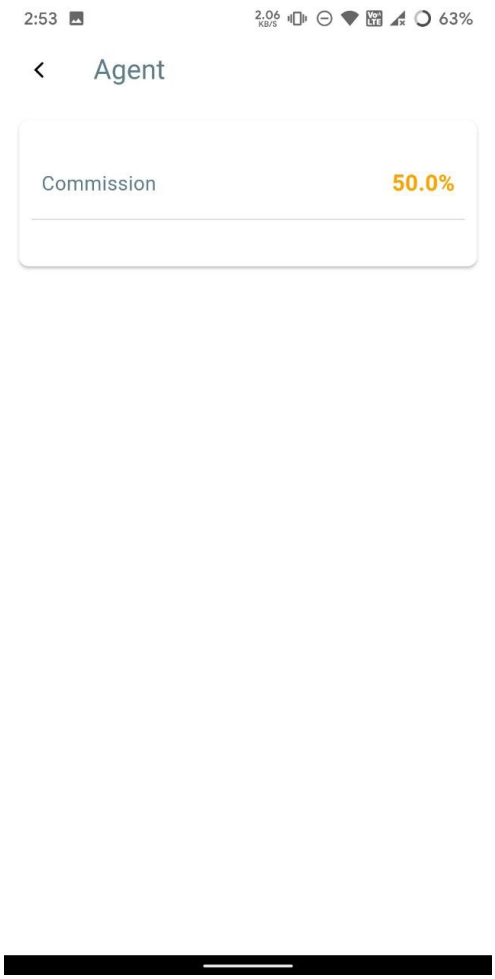


- You can also click on "Cancel" to retract your request for a reference from that agent regarding your agent application.



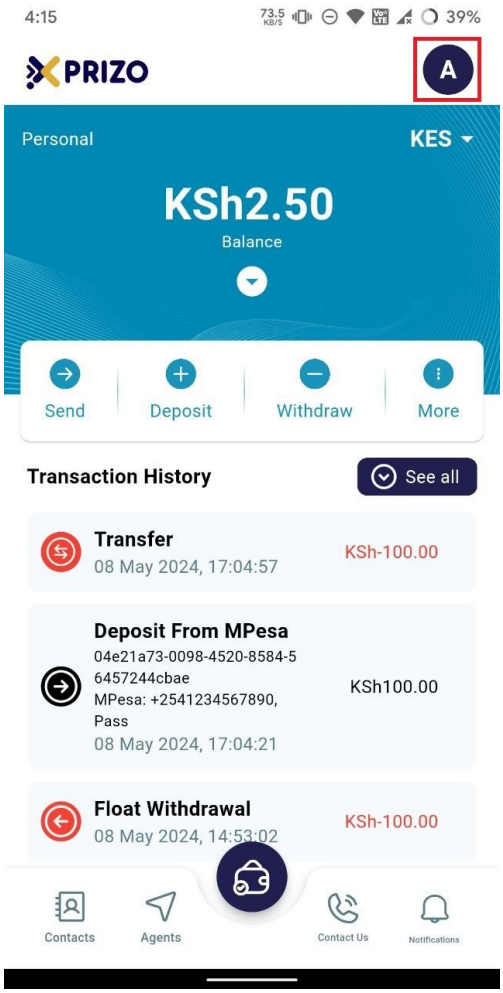
- Once the request is sent, you will need to wait for your requested agents to approve your requests.

- After the agents from whom you requested references have endorsed you, the back office will assign you the role of an agent, officially making you an agent.

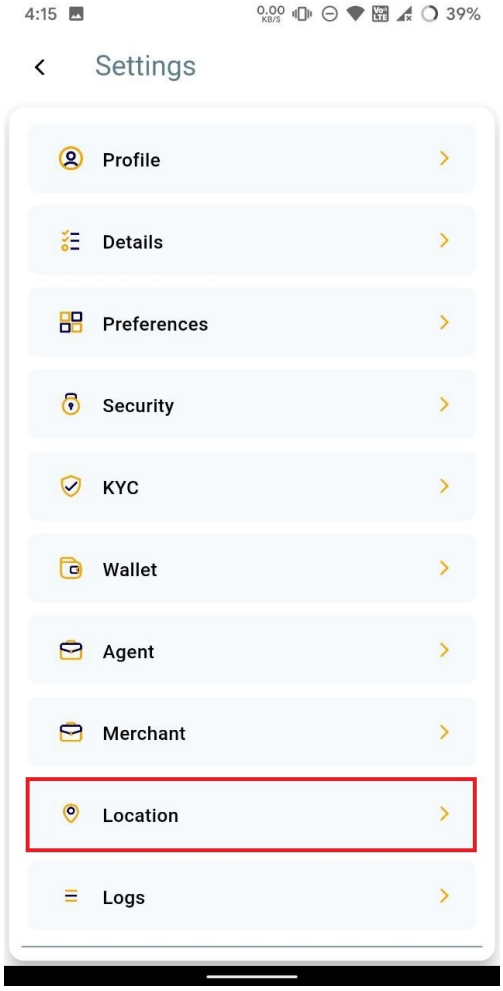

2:53
2.06 KB/S
63%
Agent
Commission
50.0%

How to Update your Location?

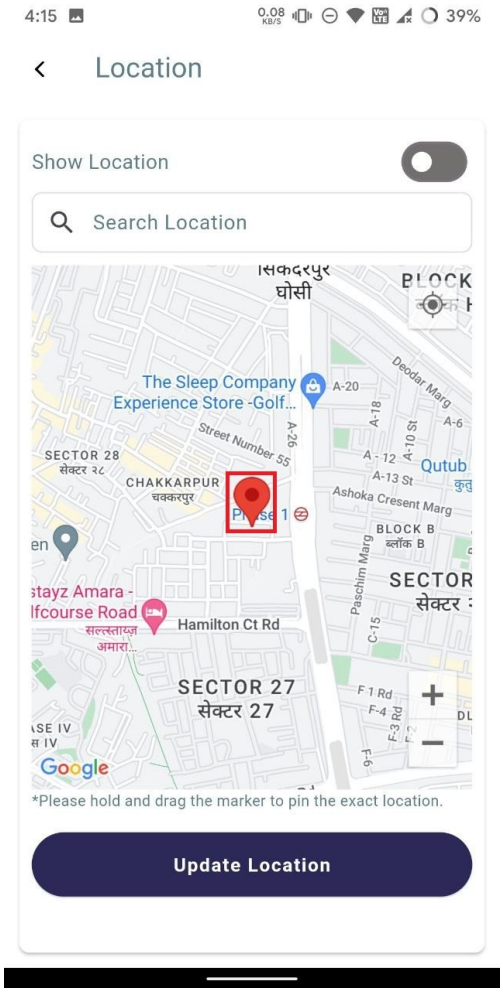
- Log in to the app using your credentials, then click on the initial in the top right corner to access account settings.



- Click on the "Location" tab to open the location settings screen.



- Hold and drag the marker to pinpoint the exact location.



- Once set, click on the "Update Location" button to save the location where the marker is placed.

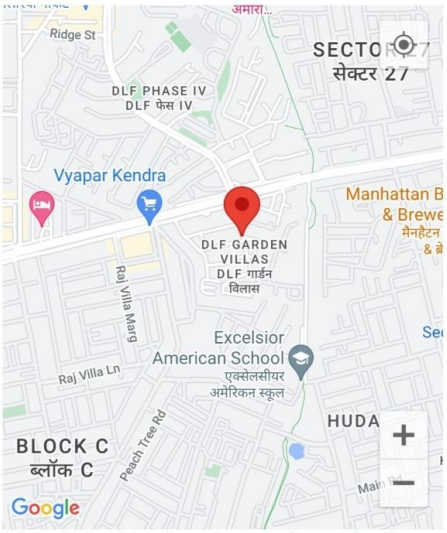
4:15 39%

Location

Show Location

Search Location

7601 Sector 43, Gurugram, Haryana, In



*Please hold and drag the marker to pin the exact location.

Update Location