

Getting Started & Setup FAQs

1. What is QoreID?

QoreID is a trust infrastructure company that connects businesses to trusted identities and analytics, QoreID provides all the identity and analytics infrastructure required to allow businesses to know their customers better and connect deeper.

It provides a comprehensive verification API suite providing real time identity, biometric, document, business, address, financial, background, and asset verification services across jurisdictions like Nigeria, Ghana, and Kenya.

2. How do I create an account with QoreID?

Visit www.qoreid.com and then click **login**. You will be redirected to the login page where you can either log in or create an account. To create an account, click on “create one”. Then you will be taken to a page where you will be required to fill in your details, create your password, and validate your email.

3. What documents do I need to provide for onboarding?

As part of fulfilling our due diligence requirements QoreID requires that your organization provides

Certificate of incorporation (CAC2) Mandatory

Particulars of Shareholders (CAC 7) Mandatory

Particulars of Directors (CAC 5) Optional

Operating license (Required for organization's using services like BVN and Driver's license)

4. How long does it take to set up and start using QoreID?

It takes less than 24 hours, the steps from account creation, document upload and even a demo can be done in a matter of hours. Once you have successfully uploaded your documents you can notify our support team, and your account will be approved.

5. Is there a step-by-step setup guide for first-time users?

Yes there is, our documentation provides you with guides on how to use the platform. We also do demos for our new and existing customers to walk them through using the platform, resolving any issues and questions that they might have

6. Can I test QoreID's services before going live?

Yes you can we provide a test environment along with sample test data for organization's to carry out tests. These tests can be carried out using the sand box in our documentation or on the Qoreid platform

7. How do I switch from test mode to live/production mode?

To go live, simply replace your test keys with your live keys.

8. Are there any costs or commitments to start using QoreID?

No. Qoreid is committed to transparency, so the only costs you incur are from the requests you make. The costs of the requests are also clearly stated in the SLA you will be signing

9. How do I obtain my API key or authentication credentials?

Get your API keys by going to Dashboard > Collection/Workflow > Settings > Keys. You'll find test keys here, and live keys will be available after clicking 'Go Live'.

10. What types of integrations are supported (e.g. API, SDKs)?

We support both API integration and SDK integration, allowing you to seamlessly integrate our services with your application or system.

11. Is there a dashboard or portal where I can manage my integration?

Yes, our dashboard lets you manage integrations and access verification reports, including daily, weekly, and monthly stats.

12. Can I invite team members or collaborators to manage the account?

Yes, our platform allows you to add additional team members to your account. This can be managed by the primary administrator of the account, who can invite other team members as needed.

13. What should I do if I'm not sure what product or service I need?

If you're unsure about the service you need, our sales and support teams are here to help. Feel free to reach out to them for guidance and assistance.

14. Does QoreID offer onboarding or training for new clients?

Yes we offer onboarding or training to our new clients.

15. What are the next steps after signing up?

After signing up, the next steps are:

- Start integrating with our APIs to enable seamless verification processes
- Alternatively, you can fund your account and begin conducting verifications directly on our platform

We're here to support you through either process. Let us know if you need any assistance!

16. What do I do if I forget my password?

Forgot your password? Click 'Forgot Password' on the sign-up page to receive a reset link via email.

17. How do I top up my wallet?

Top up your wallet by clicking the arrow near your name > Wallet > Top Up, or use the "+" sign on the Naira box. Follow the prompts to complete the transaction.

18. What are some Common Errors?

400- Improper request

This happens when important parameters in the request body were not passed correctly, The fix is to check the details

✗ 403 – Forbidden

● Not subscribed to the service

● Service not activated for your org

☑ Fix: Subscribe in your Collection, or contact support

✗ 404 – Not Found

● Test keys used with live endpoint or wrong path

☒ Fix: Check your keys and endpoint URL

✗ 401 – Unauthorized

● Missing/invalid token

● Missing parameters

☒ Fix: Regenerate token and review your request

Invalid Web Hook

Please ensure that your webhook allows for an empty response

19. What's the Difference Between a Workflow and a Collection on QoreID?

Collections are flexible environments where you can organize, configure, and manage individual APIs. They allow you to select and subscribe to specific services like NIN, BVN, or Face Match. Ideal if you want full control over how each verification service is used or sold individually.

Workflows are pre-configured bundles of multiple verification steps combined into a single API call. Perfect for scenarios where you want to automate a sequence of checks (e.g., NIN + Face Match + Liveness) with one request. Helps simplify integration and ensures consistent processing logic.

20. How can we get pricing information for QoreID services?

The pricing of our services is contained in the service level agreement which you will be required to sign as part of the onboarding process.

21. What's the data source for QoreID Real time (ID services)?

For our real-time services, that is, our ID verifications can be accessed via our SDKS and APIS. The data are sourced directly from government databases owned by regulatory agencies like NIMC, FRSC, CAC, INEC, NIBSS, etc.

For our lastmile services like address verification, guarantor etc. We make use of our network of agents embedded across the country to help you get trustworthy and accurate reports.

22. How frequently do service downtimes occur on QoreID?

QoreID records 99.9% uptime on all its services.

23. Can I configure the QoreID SDK to skip the application form and go directly to face or ID capture?

Yes, you can customize the SDK so that it bypasses the applicant form and jumps straight to capturing the user's face or ID. Follow these steps:

Step 1: Access the SDK Configuration

Log in to your QoreID Dashboard.

Click on the collection you're working with.

On the left-hand navigation menu, click **“SDK Configuration”** (located between **“APIs”** and **“Quick Verification”**).

Step 2: Skip the Applicant Screen

In the **SDK Configuration** screen (still under your organization), scroll to the **“Applicant Screen”** section. It's located beneath the organization display logo.

Select **“Do Not Display Applicant Screen”** to turn it off.

Scroll down and click **“Save Settings”** to apply your changes.

24. How Can I Customize the SDK Appearance?

Log in to your QoreID Dashboard.

Click on the collection you're working with.

On the left-hand navigation menu, click **“SDK Configuration”** (located between **“APIs”** and **“Quick Verification”**).

Click “SDK Colours” to customize the SDK's colour scheme.

How do I add my organization's name and logo?

Click on “Organization” (right next to “SDK Colours”).

Enter your organization's display name and upload your logo.

Please note that you should save after every alteration to keep your changes

25. How do I integrate? (NIN Example)

To set up and authenticate your system for NIN (National Identification Number) verification using QoreID, please follow these steps:

Create a Collection:

Log in to your QoreID account and create a new collection.

Click add New APIS to subscribe to the NIN service you will find it and other ID services under digital identity

Obtain API Keys:

Navigate to the Settings page to retrieve your API keys.

Generate a Token:

Use your API keys to generate an authentication token.

Use the NIN Verification Endpoint:

For NIN verification requests, use the following base URL format:

`https://api.qoreid.com/v1/ng/identities/nin/{idNumber}`

Replace {idNumber} with the actual NIN you want to verify.

26. Does QoreID offer face match and liveness Check services?

Yes. Our face match service captures and matches a 3D face map of the individual being verified and is compared against what is available on

government databases like NIN, BVN etc. The liveness service can be used as a stand-alone service to ensure that an individual is live or it can be combined with our ID services to ensure that the individual is not an impostor

27. How do I set up a Workflow?

The workflow is designed to be integrated via SDK, while the collections (individual data points) are integrated individually.

To integrate the workflow and setup a workflow, you're expected to create and configure it following the steps outlined in this documentation:

<https://docs.qoreid.com/docs/introducing-workflows>

<https://docs.qoreid.com/docs/sdk-overview>

Once your workflow is set up, you can then integrate it via the SDK for a more streamlined process.

28. Do I have to provide the first name and last name to verify NIN and BVN?

No, you can request that the matching function be turned off for your organisation. Then all you will need for the verification is the ID number

29. How Do I Generate Bearer Token?

A **Bearer Token** is a security token used in **API authentication**. It acts like a digital key that allows a user or system to access protected API endpoints. When using QoreID, you include the token in your request headers to prove you're authorised.

To generate a Bearer Token in QoreID, follow these steps:

Log in to your QoreID dashboard.

Go to your Collection and navigate to **Settings > API Keys**.

- You'll find your **Client ID** and **Client Secret** here.
- **Make a POST request to the token endpoint:**

<https://api.qoreid.com/token> or you can make use of our

documentations sandbox environment

<https://docs.qoreid.com/reference/get-client-token>

30. Can I Use QoreID Without Integrating?

Yes, you can use QoreID without integration by leveraging our **Quick Verification** feature on the QoreID platform. This allows you to make ID and SDK verification requests easily through your dashboard.

How to Use Quick Verification:

1. **Log in** to your QoreID account.
2. **Create** a new collection or open an existing one.
3. Navigate to **Quick Verification** — it's the fourth item on the left-hand menu, located between **SDK Configuration** and **Verification Logs**.
4. Select the **ID type** you want to verify.
5. Provide the **required parameters**.

Note: Ensure you're subscribed to the ID type you wish to verify. Subscription is free, you are only charged for completed verifications.

6. Choose the **reason for your verification** and click **Submit**.

This process applies to both our API and ID verification services. Other servic

Bulk Verification Requests

You can also process large batches of ID or address verifications using the **Bulk Request** feature:

1. From the Quick Verification section, navigate to **Bulk Request**.
2. Download the provided **Excel workbook**. This file contains multiple sheets tailored to each verification type.
3. Fill in the relevant sheet. Fields marked with a red asterisk (*) are **mandatory**.
4. Upload the completed sheet.
 - Our AI will automatically check for errors and notify you if any are found.
5. If the upload is successful, you'll see the **estimated cost**, which will be deducted from your wallet.
6. Click **Submit**.
 - For real-time services (e.g., ID verification), results are returned almost immediately.
 - For last-mile services (e.g., address or guarantor verification), statuses will show as **“In Progress.”**