HelloV Documentation

# 1. Processing of ID check (Aadhar and DL both)

1. As soon as the payment is received a mail will be triggered notifying about package name, amount and email of vendor.

2. Once the documents are uplaoded by candidate an entry will be created in "report\_checks" table.

3."Customer Info" and "customer lookup" holds name of customer along their no. and their foreign key is used to identify the customer.

4. In "ocr responses" table the docs are stored along the customer id foreign key from "customer info" table.

5. If the doc is driving licence then we don't need to do thing manually but if its aadhaar card then we need to manually verify it in "mAadhaar" mobile app.

6. If details matched then open the table "aadhaar results" open a previous result for reference of data structure in another tab.

7 Now in "aadhaar results" table click on "add\_aadhaar\_result" and add data in same way added in previously saved record and replace the data with the data from "mAadhaar" app. In pincode part in second column we need to input it from the "ocr\_responses" table.

8. Now open the latest record in "report\_check" table and click in "pencil"/edit symbol to see order details and not again click on "pencil"/edit symbol in the newly opened tab.

9. Verify the details like name, father name, dob, address, aadhaar no. from the "ocr\_reponses" table and save the record

10. Close the extra tabs and comeback on "report\_checks" table.

11. As of now as we have already added response in "aadhaar results" table so we will select "yes" from the drop-down in the record of "report\_checks" and click on "Init qc done" and save the record.

12. with in 2 minutes crime check api will trigger automatically and after that report will be generated in "report\_checks" table.

13. In case a crime record is found against candidate an email will automatically be triggered to Jitendra and he will do the crime check manually. Jitendra’s contact no - 9953759565

14 Verify the report in "report checks" regarding the details if everything is fine then simply open the record and from drop down seclect "yes" in "send review mail" and "send report" and save the record.

15 report is now sent to customer and managers

----1.1...In case of 0 payment issue:

If due to some reason payment is not captured in real time neha will receive a message on whatsapp which will have the name of package, phone number, and email id of customer.

Neha will need to copy the transaction id saved in “verify\_now” table along with the phone no. of customer and verify on the razor pay link shared to her. If the transaction is “captured” then need to send the “Payment received” email to varun and abhinav and all managers in cc from the offocial [hellov@helloverify.com](mailto:hellov@helloverify.com) email id. Rest of the procedure will remain the same.

Report\_check: order->Customer Info->checks details

Ocr\_responses: SHOW FRONT URL, SHOW BACK URL

Aadhaar\_results: Add new aadhaar->copy from other aadhaar-> update information

Report\_check: Id check status:Yes, Init qc done:ticked

Tables used:

1. Verify\_nows
2. Customer\_infos
3. Consents
4. Ocr\_responses
5. Customer\_lookups
6. Adhaar\_results
7. Report\_checks

# 2. Processing of Criminal check

This is dynamic process.

Api hit count: Tables- report\_checks(watsapp), criminal\_result\_external(other panels)

In case the crime check is sent for manual processing, A mail will automatically be triggered to Jitendra Roy from ops team and he need to do the manual crime check verification within 5 hours.

Once he completes the verification the result will automatically be saved in our data base and report will be generated automatically.

# 3. For makeing payment of 1 watsapp

1. Verify nows:

copy number

2. customer\_register:

search number, file email, name, check Mobile verified field and click save. After save it ask for payment for 1.

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3. report\_check:

check unit\_qc then cron will run and report generated

4. ocr\_response:

get customer uploaded document list

5. Customer\_infos:

6. Customer lookup

7. DL Result

# 4. Report generation and send it to the customer – for all the three statuses (Red, Amber, Green)

Criminal check is automatically generated mail, DL report is also generated we have to Aadhaar api manually. Process is mentioned in Processing of ID check (Aadhar and DL both) points.

# 5. If we need to add new checks then how it will be handled

1. First run external api in postman if result is generated as required
2. Then copy Python-request code from postman
3. In external\_apis app, in views.py file add new method and paste the api code with some modification.
4. ####To limit the usage of api from unauthorized access add user name in last line of settings.py and in api add the code to check “user” field ( use the code – if request.data.get(‘user’) not in appsetting : then return unauthorised user or related message – as shown in latest api written by neha today.
5. In urls.py file, add new api url.
6. Run server, and hit that api from postman and check response.
7. #### A function is also there named “hit\_saver” in which you need to pass the parameters like “api name, link of api, raw response etc” (function is already used multiple times in external\_api/views.py so reference can be taken from there) This function stores the results of api integrated for reference and shows in “hit\_saver” table of admin portal

# 6.Error in payment processing

1. First check payment status from razorpay url via postman.

url: https://rzp\_live\_a43kgqrdrrHNYQ:TOJx9QkiG1dT2HuQHdq8mhmS@api.razorpay.com/v1/payments/pay\_MqLc5f1do0N8HF

method: get

1. Copy the tranction\_if from verify now table and paste it in the last of url like pay\_MqLc5f1do0N8HF is transaction id in above url.

table: verify nows, column: Transaction id:

1. Send Mail as:

Package Name - Verify Anyone

Amount received - ₹749.0

Customer Mobile Number - +919739011016

Customer Email ID - dhruv.bwaj@gmail.com

for the above payment amount should be the amount what is shown in razor pay response like if response shows amount 74900 then we received 749(basically the amount is in paise)

# 7.Hellochecks user adition

1. Get user creation request from management
2. From backend code, create user manually
3. Default Password created
4. Give permission as per requirement
5. User creation completed

For easy flow ----run the following command:

python manage.py createuser

then there is a file in code named “selectpermission” change the email id to the email id of user you just created and give the limit you want to give for each api and then run: python manage.py selectpermission it will give all permission to customer.

### from users table please make sure you remove the check from “is\_admin” to make sure the admin control don’t get to unauthorized users

# 8. OCR workflow

Api is already implemented no work pending. If any changes required so do changes in the **ocr\_apis** app

# 9. Perfios api workflow

This is karza perfios api, no work pending. If api changes request is occur from perfios then we have to modify this api in the **bank\_statement\_apis** app. (Spoc for documentation is Raja and in case of urgent solution you can contact Kartik from perfios team his contact number is 9654211313.

# 10. Audit check

Give db and server password

# 11. Twilio WhatsApp template modification process

1. if any modification required in WhatsApp template, then first we have to create WhatsApp template in Twilio and then Twilio will verify that template.

https://console.twilio.com/us1/develop/sms/senders/whatsapp-templates

**Develop tab -> Senders -> WhatsApp templates -> create New message template**

2. After template is approved, then update in **Question\_masters** table.

# 12.Api hit count:

table: report\_checks(watsapp), criminal\_result\_external(other panels), hit records

**13. Apna Complex**

Some times we also get hellov order from a portal called apna complex

link - https://vendors.apnacomplex.com/dashboard

id - hellov@helloverify.com

password - 6YWYPzG1

email might be received in spam folder of [hellov@helloverify.com](mailto:hellov@helloverify.com) id so do check that daily.

If order is received then depending on check requested create a coupon (For easy way just buy the coupon with 1 rupee using own phone. No for the desired service and share the coupon code with Aman duggal Sir. (Also there is template saved in drafts of hellov email id for convenience just modify it and send to customer)

**If report are generated with password protected then**-  
 For example Sono Pathak mobile number-9411287010(client details)  
Then Password = sono7010

**Emergency Contact number:**

Any thing decision related in existing product or unique case in which advice is required:

Abhinav Mayer – 9818226122

In case Some thing required from infra side like ssl, server key, new domain etc.:

Jaspal : 9990000886

In case changes required in frontend side or report format:

Abhishek Kumar Singh:7388329356

In case update is required on manual check :

Jitendra : 9953759565, Pradeep : 9910700797

Any thing related to twilio like recharge or any thing:

Satyam : 8979057223

In case Ocr is failing and need to confirm if there is balance in google ocr account:

Gaurav Malik : 7982265403