



# iVerify Trouble Shooting Document for Admin

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## CONSIDERATIONS

1. Geolocation feature in the application is technically supported by the following browsers

### Browser Support

The numbers in the table specify the first browser version that fully supports Geolocation.

API					
Geolocation	5.0 - 49.0 (http) 50.0 (https)	9.0	3.5	5.0	16.0

Source: w3schools.com

2. For iVerify Mobile Application, the user has to have the following minimum requirements:
  1. Android OS Version 6.0 and above
  2. Internet speed of 3G and above(Recommended)
3. The recommended browsers for the current application are Mozilla Firefox and Microsoft Edge (works in most of the devices)
4. **Address Format** : Door Number, Landmark, Street, Area, city/town, Pincode
  1. Example :
    1. Captured Location : Lat 13.0909, Long 77.5016
    2. **Provided Address** : 287/1A, 1st C Main Road, Dwarakanagar, Chikkabanavara, Hesarghatta Road, Bangalore 560090
      1. Lat: 13.0054, Long: 77.6556
      2. Distance: 19.2Km
    3. **Provided Address** : 287/1A, 1st C Main Road, Dwarakanagar, Hesarghatta Road, Chikkabanavara, Bangalore 560090
      1. Lat: 13.0790018, Long: 77.5014417
      2. Distance: 1.32km
    4. **Provided Address**: 287, 1st C Main Road, Dwarakanagar, Hesarghatta Road, Chikkabanavara, Bangalore 560090
      1. Lat: 13.0862953, Long: 77.4973109
      2. Distance: 0.7Km

2. **Example2** (Nikhil)

1. **Captured Lat Long:** 15.3694, 75.1467

2. **Provided Address:** Plot No: 15/17,Shettar colony,Bengeri, Hubli,Karnataka 580023  
**Distance:** 14.86Km.

3. **Provided Address:** 15,Shettar colony,Bengeri, Hubli,Karnataka,580023 **Distance:**  
0.09Km (15.3700,75.1473)

4. **How to turn on location in Mozilla Firefox mobile browser:** <https://www.youtube.com/watch?v=JuBCVE6bD1Y2>



### Turn on the location services:

Turn your phone's location accuracy on or off  
Android 12 & higher

1. Swipe down from the top of the screen.

2. Touch and hold Location .

- If you don't find Location  :

- Tap Edit  or Settings .


- Drag Location  into your Quick Settings.

3. Tap Location Services  Google Location Accuracy.



4. Turn Improve Location Accuracy on or off.



Android 11 & lower

1. Swipe down from the top of the screen.

2. Touch and hold Location .

- If you don't find Location  :

- Tap Edit  or Settings .

- Drag Location  into your Quick Settings.
3. Tap Advanced  Google Location Accuracy.
  4. Turn Improve Location Accuracy on or off.

**Typical Issues to be escalated to Riyatsa Tech Team:**

1. User has a good internet speed and android version is above 6.0, but still couldn't complete the form.
2. User is facing any additional alerts or application abruptly stopped or doesn't respond for long time.
3. Any issues that affects the user experience.
4. User is not able to get the OTP.
5. Admin panel functionalities doesn't respond appropriately.

**Data to be submitted as in the ticket:**

1. Candidate ID
2. Candidate Name
3. Issue Description as experienced by Factsuite team or Candidate
4. Attachments
5. Criticality
6. Device model (If possible)
7. Device OS (If possible)
8. Contact Info of Analyst/Specialist in case Riyatsa Team needs to contact.

**Distance Calculation:**

1. The current logic for calculating the distance is as follows:
  1. The location of the candidate is captured as a latlong using Google Maps API (**Location A**)
  2. The Latlong of the candidate using the address provided while initiating is captured using Google Maps Reverse Location APIs (**Location B**)
  3. The radial distance between captured **Location A** and **Location B** is calculated. If the distance below 5Kms, the case is considered **Pass** else its considered **Fail**.