Digital Account Onboarding (eKYB) Guide

Welcome Screen

Purpose
This screen serves as the entry point for both registered users and new customers.

Action
Tap on Sign up if you are a new customer.

Key
- Sign up: Redirects to the registration flow
- Please enter CR number and OTP: Authentication

Getting Started

Purpose
This screen allows the user to choose between signing up for the portal or registering their business with ejiri.

Action
Click Register for continue with the Digital Onboarding.

Business Registration Overview

Purpose
Ensure all necessary documents are ready and conditions are met for proceeding with the registration.

Action
Click Let's Start to begin the registration.

CR Number Verification

Purpose
Retrieve data from Commercial Registration (CR) number through the MOC (SOAP) integration.

Action
Enter your CR number. Select Branch, and click Continue.

Key
- Select branch: CR Address is "Active" or "ACTIVE" (Active)
- Select branch: CR Address is "Inactive" or "INACTIVE" (Inactive)
- Error messages:
  - "Unable to fetch CR details at this time. Please try again later or contact support." (Technical issue)
  - "Entered CR number is invalid." (Invalid CR number)
  - "Entered CR number is not active." (Inactive CR number)
  - "Entered CR number is not eligible for registration." (Not eligible for registration)

Mobile Number Verification

Purpose
Verify your mobile number to receive a verification code for contact validation.

Action
Select or enter a mobile number, then click Continue.

Email ID Verification

Purpose
Verify your email ID to receive a verification code for contact validation.

Action
Enter your email address, then click Continue.

Declarations

Purpose
Review terms and conditions along with ejiri, Master Service Agreement and Privacy Policy.

Action
Check the box to accept and click Continue.

Identity Verification

Purpose
Initiating a step to proceed with the identity verification process and the option to review the Data and Symbl's Privacy Policy.

Action
Select Verify your CR Certificate.

Upload CR Certificate

Purpose
Uploading a PDF copy of the commercial registration certificate for document storage purposes.

Action
Upload PDF Document of your CR Certificate.

Key
- Upload CR certificate (e.g. MOC) is not an acceptable form. MOC, Ejiri's Commercial Registration (CR) Portal, or "ejiri" (Ejiri) is acceptable.
- Upload CR Certificate (e.g. MOC) is a mandatory field.

Errors
- Unsupported file type: "Please upload a PDF document." (Wrong file type)
- Corrupted file: "Unable to read the file. Please upload a valid PDF." (Corrupted file)

Upload CR Certificate
Upload PDF Document of your CR Certificate
Upload
Upload Your Commercial Registration Certificate
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