



USER MANUAL

Getting Started Guide

Contents

- 04** Installation
- 05** The Application
- 06** National Identification Number (NIN) Validation
- 07** Biometric Validation
- 10** Getting Help

Introduction

Pensioners within Kaduna State, Nigeria are required to perform an aliveness verification once every 90 days. The Kaduna State Pensions Bureau for a long time has facilitated this verification via agents at designated locations (where pensioners physically visit to do the verification).

This self-service verification system will enable any pensioner perform this needed verification remotely.

This guide is intended to provide an overview of the self-service system so you can get started using this simple but powerful tool.

Installation

To install this application on your android device, you need to head over to the Google Play Store and search for “Kaduna State Pensioner Alive” and click “Install”. It is that simple, there is no need to create an account or to sign in.

This application will require permissions to use your device’s camera and microphone.

The Application

You will be welcomed with a screen as shown here.

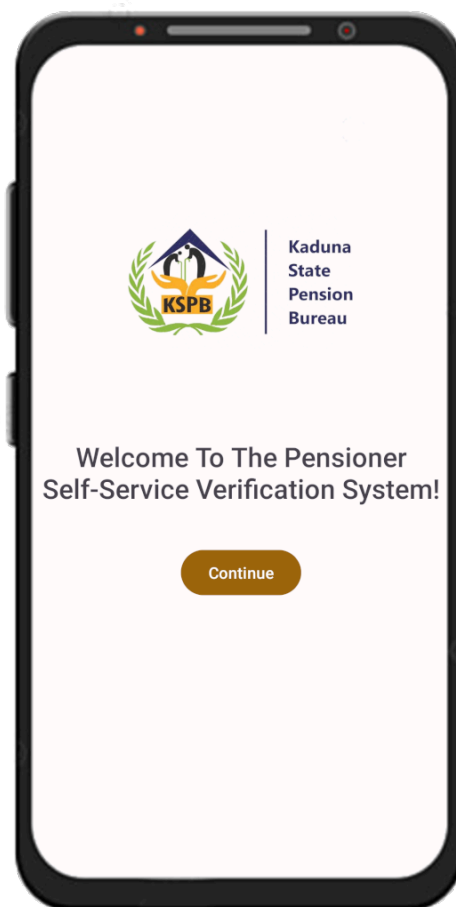
Upon clicking the "Continue" button, a two-step verification process will begin. The verification will entail the following:

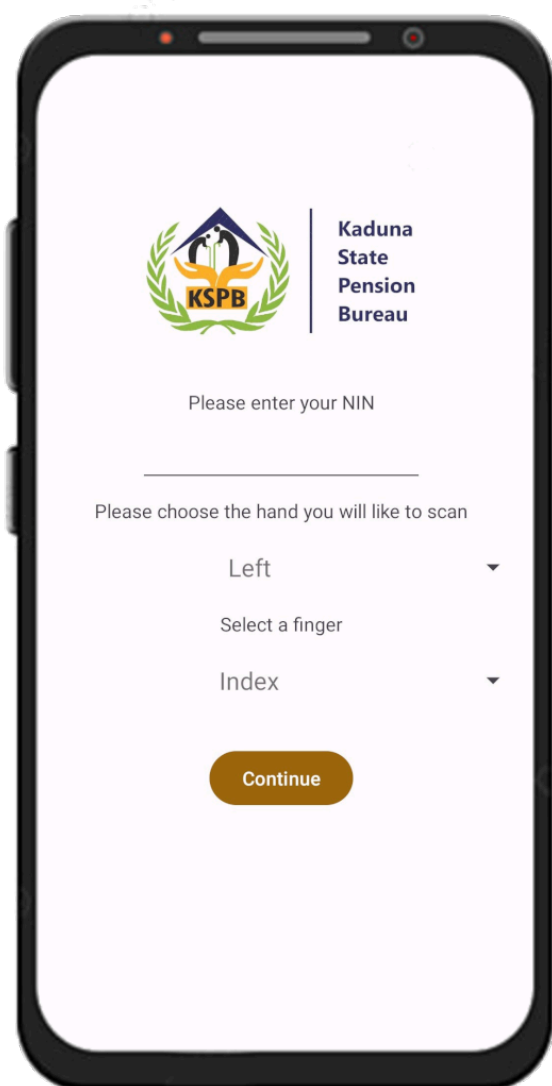
1. National Identification Number (NIN) Validation
2. Biometric Validation.

NIN Validation is the first step. You simply supply your NIN and it is checked against the records at the Pension Bureau.

When your NIN is successfully validated, you will be prompted to present your fingerprint by means of your smartphone's camera.

This biometric information is again validated against your biometric information previously obtained and the verification process is completed upon a successful verification.



A smartphone screen displaying the Kaduna State Pension Bureau (KSPB) NIN Validation interface. At the top left is the KSPB logo, which features a stylized house with a person inside, flanked by green leaves, with 'KSPB' in a yellow box below. To the right of the logo, the text 'Kaduna State Pension Bureau' is displayed in blue. Below the logo and text, the instruction 'Please enter your NIN' is shown above a white input field. Underneath the input field, the instruction 'Please choose the hand you will like to scan' is followed by a dropdown menu currently showing 'Left'. Below this, the instruction 'Select a finger' is followed by another dropdown menu currently showing 'Index'. At the bottom of the screen is a brown 'Continue' button.

National Identification Number (NIN) Validation

Your National Identification Number (NIN) is the unique number which identifies you for life and is issued to you by National Identity Management Commission (NIMC).

As a first step in your verification process, the Pension Bureau will like to know who you are. This is why you are prompted to enter your NIN.

You are also required to select the hand and finger you would like to scan in the biometric verification step which will come next if your NIN is successfully validated.

Upon entering the requested information on this screen and clicking continue, you will be immediately notified of the result of the NIN Validation process. If it is successful, you will be routed to the next stage for biometric verification. If the NIN Validation fails, please cross-check the 11-digit NIN information you have supplied. If it still fails please head over to the getting help

section of this guide.

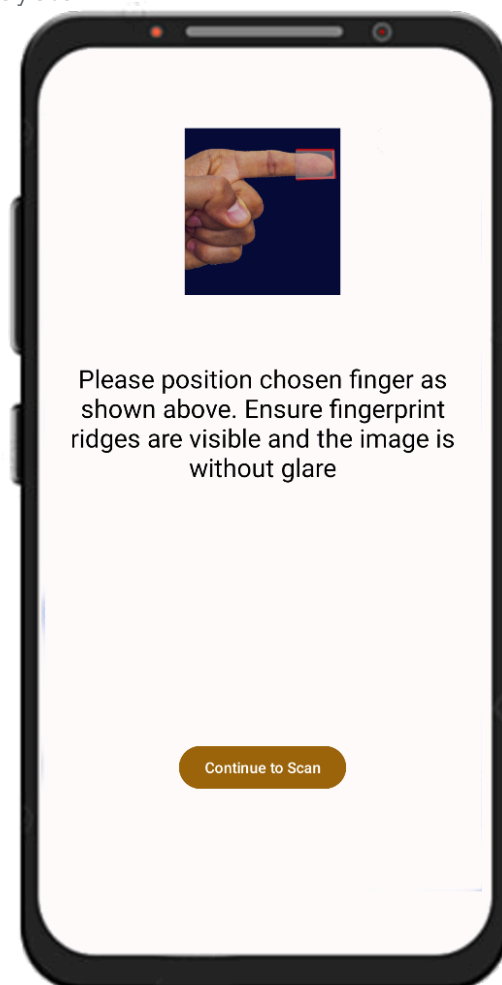
Biometric Validation

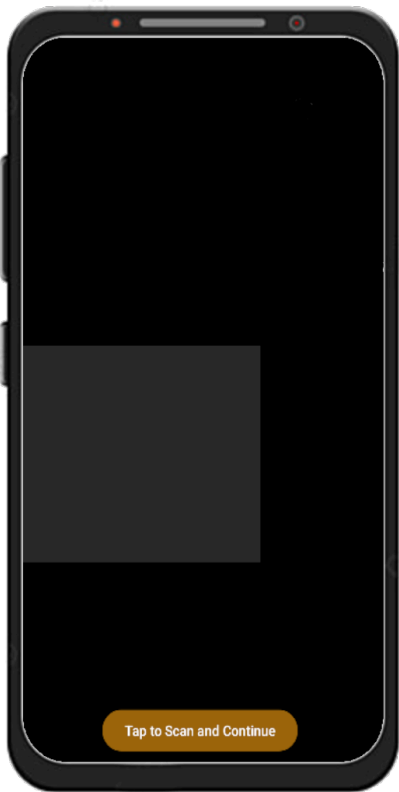
Preparing for the biometric capture

Ensure you have a clear background to place your chosen finger on. It is recommended that you use a white paper placed on a flat surface so that your hand is in a relaxed position.

You also want to make sure the room or place where this is being done is well lit to make the ridges of your chosen finger visible. You must avoid any glare on the screen.

Click the “Continue to Scan” button when you are ready to proceed to scan.



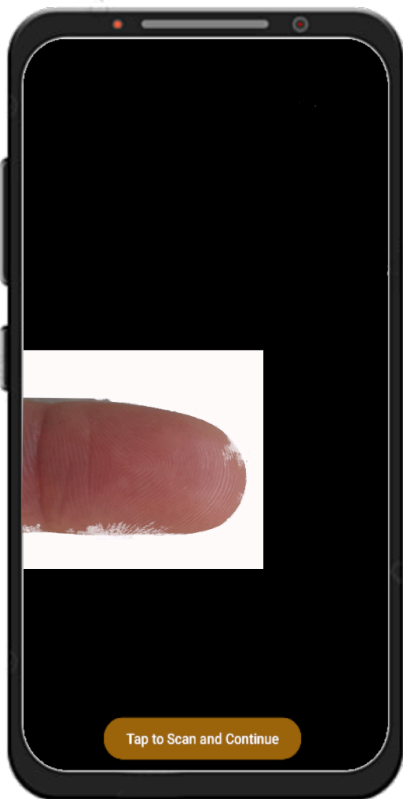


Capturing the finger image

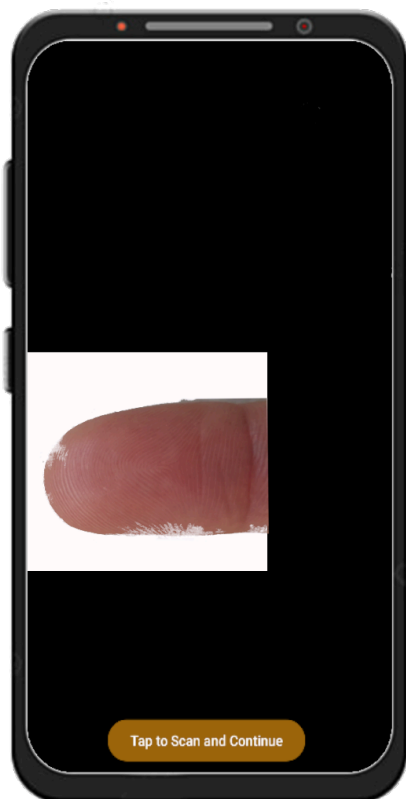
On this screen, a camera view finder is launched with a rectangular area of interest coloured in grey. This area of interest should be filled with the finger chosen in the previous stage. The flash light of your smart phone will be powered on as well to aid the lighting conditions ensuring all the ridge and valley information on the fingerprint image is adequately captured.

Please see the following images below for the correct orientation depending on the hand you choose.

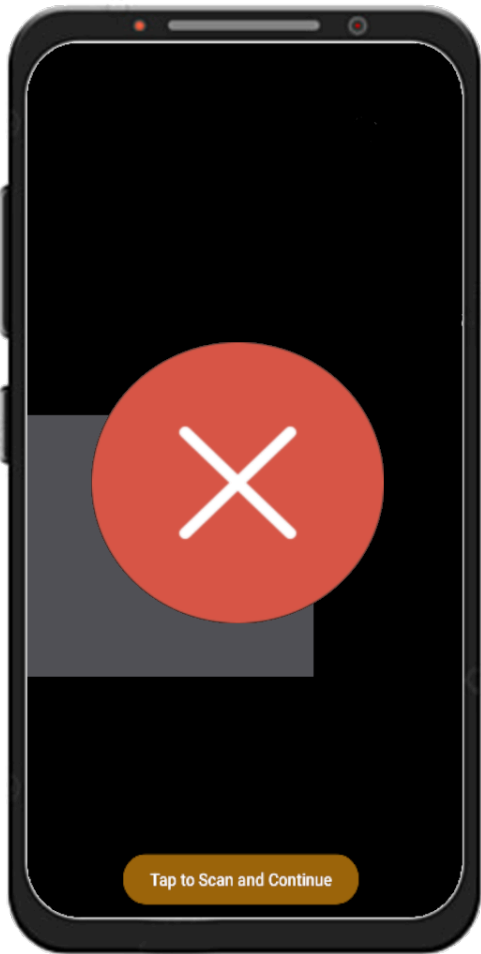
Once the details on the fingerprint are in focus and clear you can proceed by clicking the "Tap to Scan and Continue"



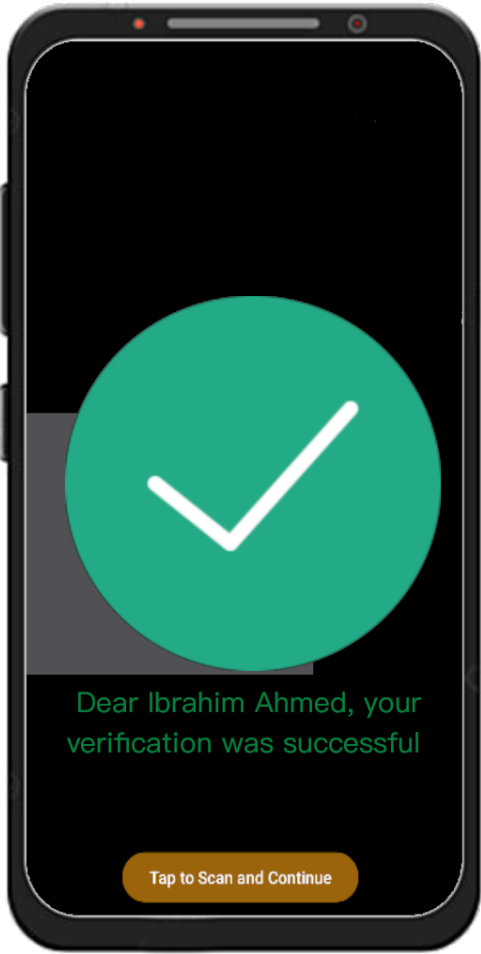
Left Hand and Index Finger



Right Hand and Index Finger



Failed Biometric Verification



Successful Biometric Verification

Getting Help

You may need further support either because you are stuck on one of the stages, or because the application may not be functioning for you as described in this guide.

Please contact support on +2349129972381

Or send an email to kadrimaoffice@gmail.com