

# How to use the DIGID Platform

Training for NGO and FSP field and technical staff

<b>1. User Types</b>	<b>1</b>
<b>2. The Portal</b>	<b>2</b>
2.1 Sign Up	3
2.2 Create digital identity wallets	3
2.3 Submit data	4
2.4 Request data	4
2.5 Generate QR Codes	5
2.6 Revoke credentials	6
2.7 Update disputed credentials	6
2.8 Recovery	7
<b>3. The App</b>	<b>8</b>
3.1 Beneficiary sign up	8
3.2 QR Code scanning (Authentication)	9
<b>4. Issue Resolution</b>	<b>11</b>
4.1 Forgotten PIN	11
4.2 Lost/damaged QR code	11
4.3 PIN does not match/incorrect PIN	12
4.4 No PIN SMS received	13
4.5 Miscellaneous	13

## 2. User Types

User Type	What? (Actions by the user)	Where? (Interface)
<b>Beneficiary</b> (Smartphone)	<ul style="list-style-type: none"> <li>• Create digital identity</li> <li>• Manage digital identity</li> <li>• Generate QR code</li> </ul>	App
<b>Beneficiary</b> (Basic/feature phone)	<ul style="list-style-type: none"> <li>• Share credentials (data) with NGO and FSP</li> <li>• Manage digital identity</li> <li>• Present QR code for authentication</li> </ul>	USSD
<b>Beneficiary</b> (No Phone)	<ul style="list-style-type: none"> <li>• Manage digital identity</li> <li>• Present QR code for authentication</li> </ul>	QR Code Card
<b>NGO Program Officer</b>	<ul style="list-style-type: none"> <li>• Issue credentials</li> <li>• Request credentials</li> <li>• Create and manage digital identity on behalf of beneficiaries with basic/feature phone or without phone</li> </ul>	Portal
<b>NGO Field Staff</b>	<ul style="list-style-type: none"> <li>• Distribute QR codes</li> <li>• Scan QR codes (authentication)</li> </ul>	App
<b>Financial Service Provider (FSP)</b>	<ul style="list-style-type: none"> <li>• Request credentials (authentication)</li> <li>• Issue credentials</li> </ul>	App (in case authentication through QR code), Portal

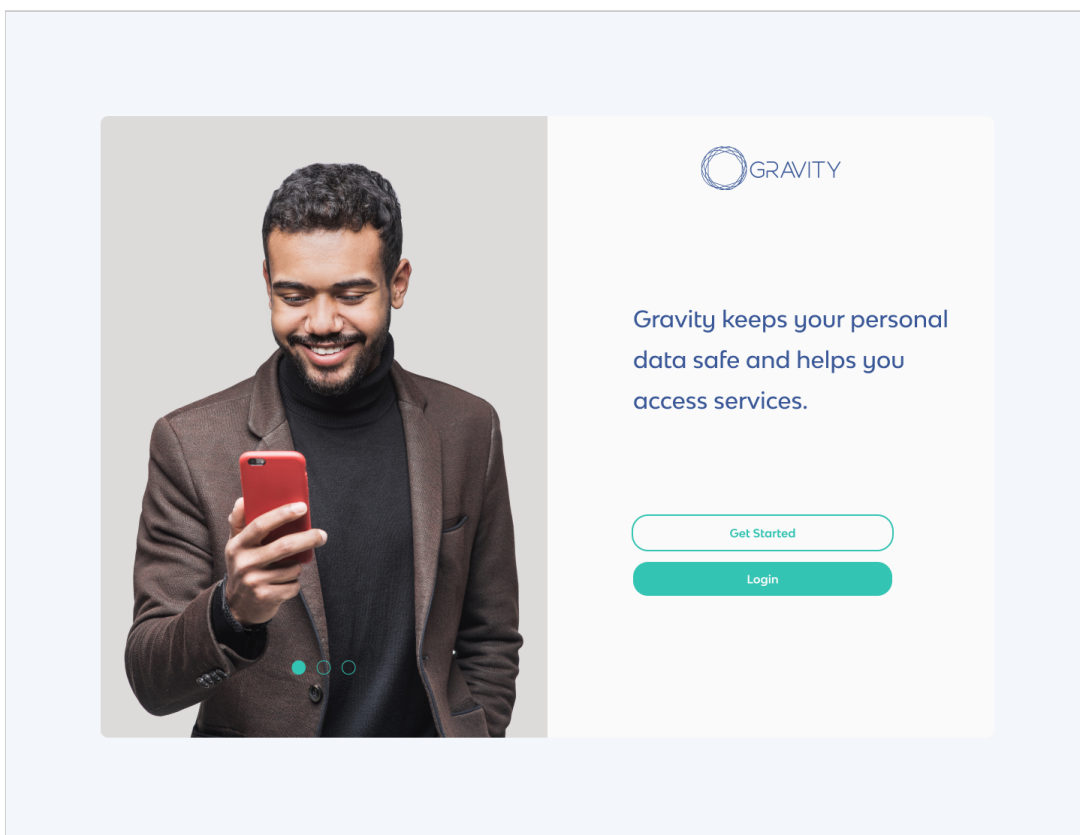
## 2. The Portal

**Description:** An interface made for organizations (NGOs, FSPs and others) to submit and request data about users. It also comes with a set of features which help organizations manage the users they are guardians of (i.e. users without a phone or with a basic/feature phone).

**Users:** NGO, FSP and any other organization issuing and requesting credentials.

**Accessibility:** The Portal can be accessed through a web browser on a desktop/laptop with an internet connection.

**System Requirements:** The Portal is accessible via the following web browsers: Chromium (Chrome, Edge Insider), Firefox, Safari 10+, IE11/Safari 9.



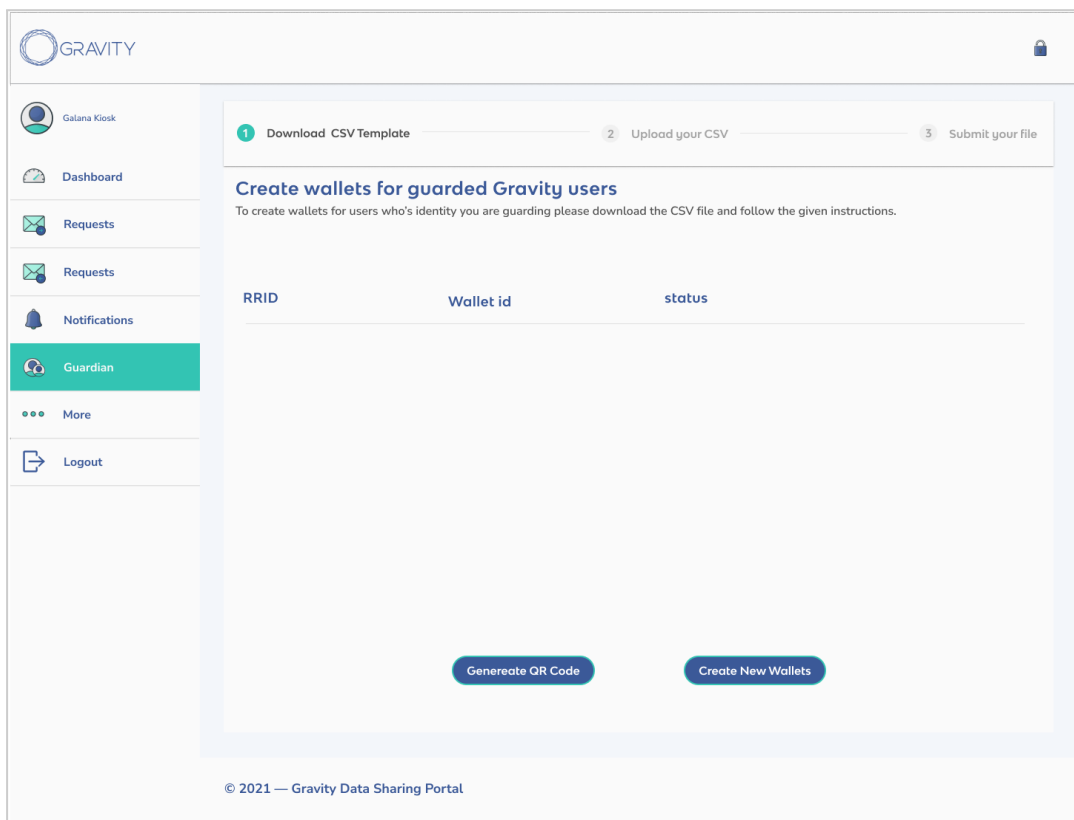
### 2.1 Sign Up

- Open your internet browser and go to <https://portal.gravity.earth>
- Click at the button that says Get Started
- Fill in your details - Full Names, Email, Password, Name of your wallet (eg, name of your company) and accept the terms
- Save your passphrase somewhere safe as this will be used to help recover your account in case you forget your logins

- A pop up screen will appear showing that your account is being activated

## 2.2 Create digital identity wallets

- Click on the button **Create New Wallets**
- A CSV file will be downloaded.
- Important: The CSV file will contain mnemonics for each beneficiary. It is important to save a copy of these mnemonics corresponding to the correct DID (DecentralizedIdentifier) offline. These mnemonics will be used to recover beneficiaries' accounts. They are not stored by Gravity and cannot be retrieved in case they are lost.

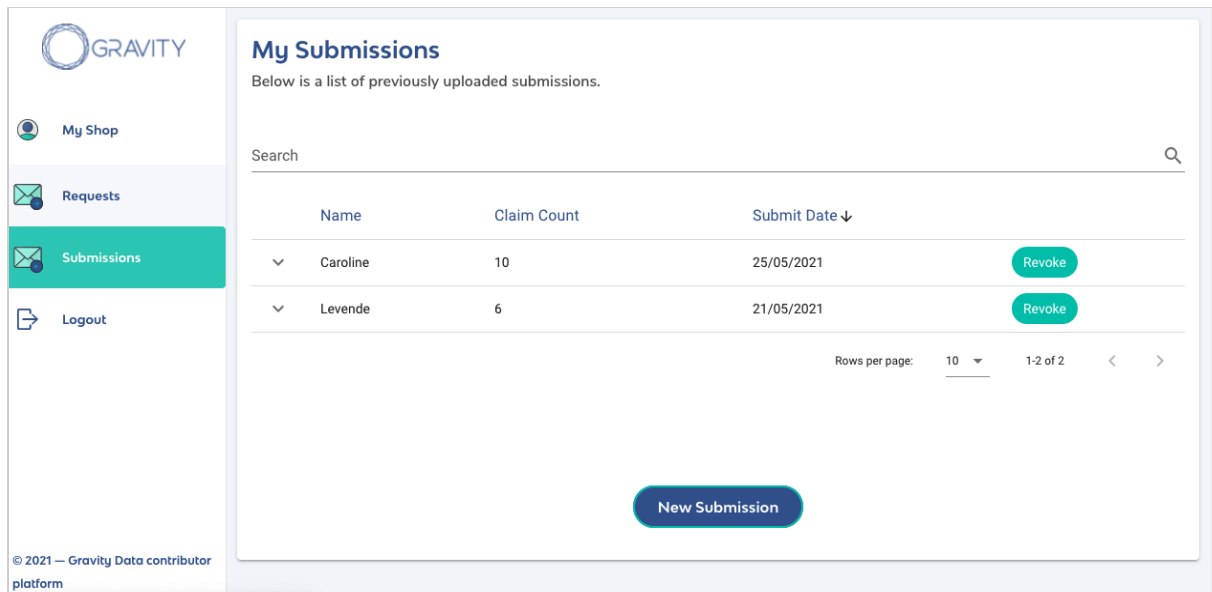


- Open the CSV file in an Excel sheet and fill in the details (wallet name)
- Upload the CSV file and type in your password to confirm (wallet name and the file with mnemonic and password generated)

## 2.3 Submit data

- Click on the button **New Submissions**
- Click the checkbox to select the data fields that you would like to issue credentials

- Click on the button below to download the CSV



**My Submissions**  
Below is a list of previously uploaded submissions.

Search 🔍

Name	Claim Count	Submit Date ↓	
▼ Caroline	10	25/05/2021	<a href="#">Revoke</a>
▼ Levende	6	21/05/2021	<a href="#">Revoke</a>

Rows per page: 10 1-2 of 2 < >

[New Submission](#)

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- Open the CSV file in your computer and fill in the details
- Upload the CSV file and type in your password to confirm
- The submitted data will be displayed on the submissions page
- Once the user logs into their account on mobile.gravity.earth, they will be able to see the submitted data

## 2.4 Request data

- **Click on the button New Request**
- Type in the reason for the the request e.g. Cash disbursement on May 1st,2021
- Select the various options that you need on the checkbox
- Click on the button below to download the CSV
- Open the CSV file in an Excel sheet and fill in the details
- Upload the CSV file and type in your password to confirm
- The user will receive an SMS with a link that they can follow on their mobile phone asking them to share their data, e.g. "Kenya Red Cross is requesting your data"

**My Requests**  
Below is a list of previously uploaded requests.

Search

Count	Request Date	state
No data available		

[New Request](#)

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## 2.5 Generate QR Codes

- Click on the button **Generate QR Code**
- Select the wallets to generate QR Codes for

**GRAVITY**

Galana Kiosk

Dashboard

Requests

Requests

Notifications

**Guardian**

More

Logout

1 Download CSV Template 2 Upload your CSV 3 Submit your file

**Create wallets for guarded Gravity users**  
To create wallets for users who's identity you are guarding please download the CSV file and follow the given instructions.

RRID	Wallet id	status
------	-----------	--------

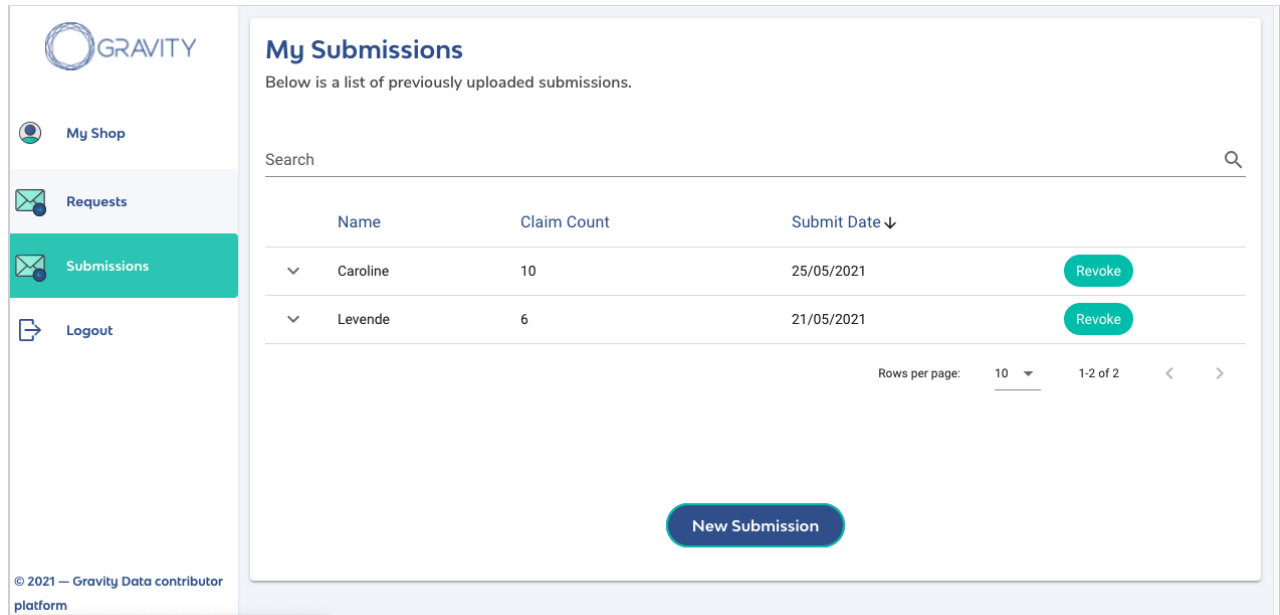
[Generate QR Code](#) [Create New Wallets](#)

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- Upload the CSV file and type in your password to confirm
- QR Code will be generated for the wallets.
- You can choose to download the QR codes in .pdf format.

## 2.6 Revoke credentials

- The Guardian may revoke a credential. They can initiate revocation on their own (in case they make a mistake) or in response to a request initiated by a beneficiary to update their credential.
- Go on the Submissions tab.
- You will see a list of previously issued credentials corresponding to each beneficiary.
- Click on the Revoke button for the credential to be revoked for the beneficiary.



**My Submissions**  
Below is a list of previously uploaded submissions.

Search

Name	Claim Count	Submit Date ↓	
▼ Caroline	10	25/05/2021	Revoke
▼ Levende	6	21/05/2021	Revoke

Rows per page: 10 1-2 of 2 < >

[New Submission](#)

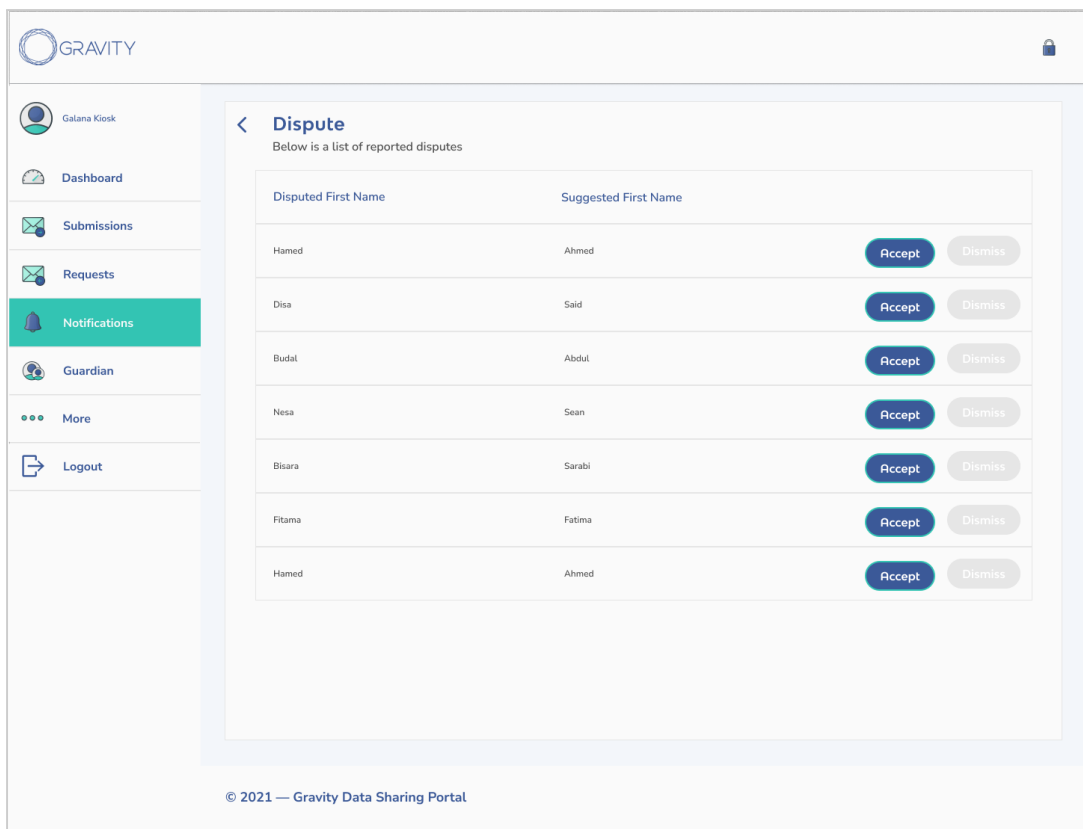
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- In case a new credential to replace the revoked credential needs to be issued, follow the same process under [2.3 Submit Data](#).

## 2.7 Update disputed credentials

- In case a beneficiary disputes a credential which is outdated or incorrect, the Guardian will receive a notification under the Notifications tab.
- The Guardian can accept or dismiss this request.
- If accepted, the credential is revoked.

- A new credential with correct/updated data can then be issued by following the same process as under [2.3 Submit data](#).



## 2.8 Recover digital identity

### Basic/feature phone users

In case a beneficiary's PIN is forgotten or compromised, they can request to reset their PIN via the USSD menu.

- You will receive a notification for the PIN reset under the Notifications tab.
- Click on the Notification.
- Enter the mnemonic corresponding to the beneficiary (Note: This is the mnemonic saved according to 2.2 Create digital identity wallets).
- Enter a new beneficiary PIN.
- The beneficiary will receive their new PIN by SMS.

### No phone users

- Depending on the specific context, beneficiaries can call the dedicated hotline or visit a field office to reset their PIN.



- Ask the beneficiary 3 control questions pertaining to their digital identity to ensure that they are the correct person.
- Under the Guardian tab, select the correct beneficiary and click on reset PIN.
- Enter the mnemonic corresponding to the beneficiary (Note: This is the mnemonic saved according to 2.2 Create digital identity wallets).
- Enter a new beneficiary PIN.
- If the beneficiary is visiting the branch, a new QR code can be generated, printed and delivered to the beneficiary.

### 3. The App

**Description:** An interface used by beneficiaries of assistance that have smartphones to create their digital identity, share credentials/authenticate and manage their digital identity (update, dispute and delete credentials). NGOs and FSPs can also use the App to scan and read QR codes containing digital identity credentials.

**Users:** Beneficiaries with smartphones, NGO field staff, FSP

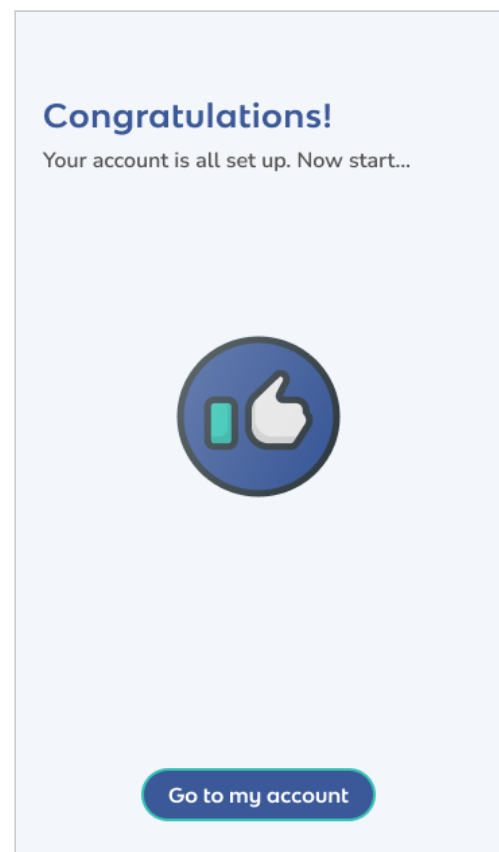
**Accessibility:** The App currently requires mobile data/internet connectivity to use, but offline mode will be available shortly.

#### 3.1 Beneficiary sign up

##### A. Smartphone beneficiaries

Beneficiaries with smartphones should be able to sign up to the App on their own. However, assistance may be required in some cases.

- Ask beneficiaries to click on the link provided in the SMS
- Ask beneficiary to click on the “Sign Up” button
- Successful sign up will be indicated on the screen. If there are issues, this screen will not be displayed. Ask the beneficiary to redo the sign up in front of you so that you can see which step is causing a problem.
- After successful sign up, ask beneficiaries to wait for up to 2 minutes to see the “Active” status on their account.



## B. Basic/Feature Phone Beneficiaries

- Do not need to sign up by themselves, Program Officer or other NGO staff will initiate this on the Portal.

## C. No Phone Beneficiaries

- Do not need to sign up by themselves, Program Officer or other NGO staff will initiate this on the Portal.

## 3.2 QR Code scanning (Authentication)

Before beneficiaries arrive:

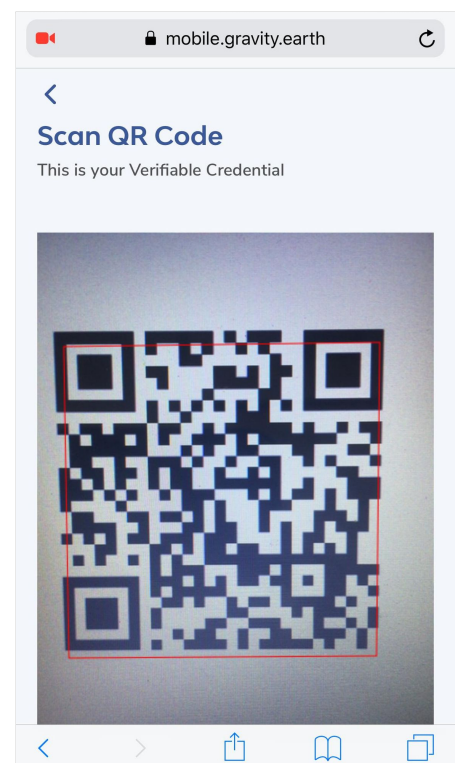
- **Open your internet browser and go to [mobile.gravity.earth](http://mobile.gravity.earth)**
- Click on the icon on the top left corner (see picture):
  - Allow access to the camera when asked.
  - Keep this page open on your phone.

### A. Smartphone beneficiaries

- Beneficiary logs into Gravity App and generates QR code
- Beneficiary shows their QR code on Smartphone
- Scan the QR code card with App
- You will see their ID information on your phone - you may now handover the cash/voucher or send them to the next point.

### B. Basic/Feature phone beneficiaries

- Ask beneficiary for their name
- Search for the QR code card with their name
- Scan the QR code with your phone
  - Make sure that the phone camera is clean
  - Make sure that the code is flat on a surface
  - You will know that the camera is correctly reading the code when a red coloured square starts appearing around the QR code.



- A screen asking for the beneficiary PIN will appear.
- Ask the beneficiary to tell you their PIN. If they don't remember it, ask them/look on their phone for an SMS received with their 4 digit PIN. If they haven't received it, consult "[3.Issue Resolution](#)".
- Ask the beneficiary to enter their PIN on your phone.
- If the PIN is correct, you will see their data collected at registration.
- Look for their name in this data, make sure it matches the name on the QR code and then hand it over, along with the transaction voucher/cash as well.

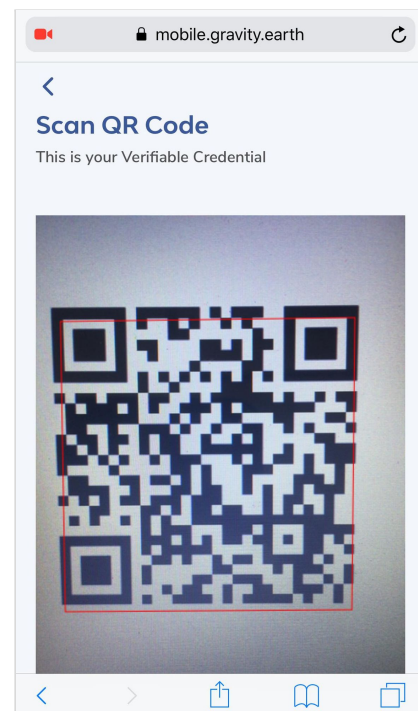
**IMPORTANT:** Tell beneficiaries they must keep this QR code and that they can use it to receive other cash transfers if needed in the future.

### C. No phone beneficiaires

- Ask beneficiary for their name
- Search for the QR code card with their name
- Scan the QR code with your phone.
  - Make sure that the phone camera is clean
  - Make sure that the code is flat on a surface
  - Wait for a red square to appear



- A screen asking for the beneficiary PIN will appear.
- Ask the beneficiary to enter their PIN on your phone. If they don't remember it, consult "3. Issues".
- Ask the beneficiary to enter their PIN on your phone. Or enter it yourself.
- If the PIN is correct, you will see their data collected at registration.
- Look for their name in this data, make sure it matches the name on the QR code and then hand it over, along with the transaction voucher/cash as well.



**IMPORTANT:** Tell beneficiaries they must keep this QR code and that they can use it to receive other cash transfers if needed in the future.

## 4. Issue Resolution

### 4.1 Forgotten PIN

#### A. Basic/feature phone beneficiaries

- Ask them to dial \*XXX\*XX#.
- Select “4. Resend PIN.”
- Ask them to wait a few minutes and to go back to the QR Code Distribution Point/Cash Distribution Point they were previously at with the newly received PIN.

#### B. No phone beneficiaries

- Look for the beneficiary’s name on the printed sheet. Look at their corresponding PIN.
- Look for their QR code in the pile of QR codes you have.
- Scan it using your phone and enter their PIN.
- You will be able to see their data. Check to see if the PHOTO is of the person in front of you.
- Additionally, ask the beneficiary a question to verify that their answer matches the data in the QR code. E.g. birth date, phone number, household composition, etc.
- If it’s a match, then tell them their PIN and to go back to the QR Code Distribution Point/Cash Distribution Point they were previously at with the newly received PIN.

### 4.2 Lost/damaged QR code

#### A. Basic/feature phone and no phone users

##### Option 1: Extra QR codes printed and brought to the field

- Look for their QR code in the pile of QR codes you have.
- Scan it using your phone and ask them to enter their PIN. If they don’t remember their PIN, follow the same instructions as in the “Forgot PIN” case.
- If it is a match, you will be able to see their data.
- Check to see if the PHOTO is of the person in front of you.

- If it's a match, then hand over their new QR code to them.

#### Option 2: Virtual QR code available on field staff device

- Look for their QR code on your device.
- Scan it using your phone and ask them to enter their PIN. If they don't remember their PIN, follow the same instructions as in the "Forgot PIN" case.
- If it is a match, you will be able to see their data
- Check to see if the PHOTO is of the person in front of you.
- If it's a match, then send them over to the QR Code Distribution Point/Cash Distribution Point.

### 4.3 PIN does not match/incorrect PIN

#### A. Basic/feature phone users

- Ask them to dial \*XXX\*XX#.
- Select "4. Resend PIN."
- Once they have received their PIN by SMS, ask them to enter this PIN.
  - If it is a match, send them to QR Code Distribution Point/Cash Distribution Point.
  - If it is still not a match, search for their name and corresponding PIN on the virtual/printed sheet obtained from the Portal. Scan the QR code and enter the PIN from this sheet. If it is still not a match, then ask beneficiary to dial \*XXX\*XX# and select the option to reset their PIN. In this case, a new QR code will have to be generated and printed.

#### B. No phone users

- Search for their name and corresponding PIN on the virtual/printed sheet obtained from the Portal. Scan the QR code and enter the PIN from this sheet.
- If it is a match, tell them their new PIN and send them to QR Code Distribution/Cash Distribution point.
- If it is still not a match, then ask the beneficiary to set a new PIN.
  - You will have to write this PIN on the sheet and ensure that it is later updated on the Portal. A new QR code will need to be generated and distributed later.

### 4.4 No PIN SMS received

- First ask them if they have brought the same SIM card with which they registered.

- If they brought a different SIM card then request them to bring the correct SIM card.
- If they brought the same number, then you can request the SMS to be resent. To do this:
  - On their phone, ask them to dial \*XXX\*XX#. Select "4. Resend PIN."
  - Ask them to wait a few minutes and come back to you once they receive the SMS.

## 4.5 Miscellaneous

### 5.1 Phone not charged

A power bank should be taken to the field for beneficiaries who need to charge their phone in order to authenticate or receive their PIN.

### 5.2 No mobile data

A device such as a hotspot, dongle or portable wifi box should be taken to the field to allow beneficiaries to connect and perform the operation required.