

ADVANCE.AI

/ Document finalized on Mar 2026: For External Use

ADVANCE.AI

Customer portal user guide

TEST ACCOUNT

Version 1



One journey. One partner.

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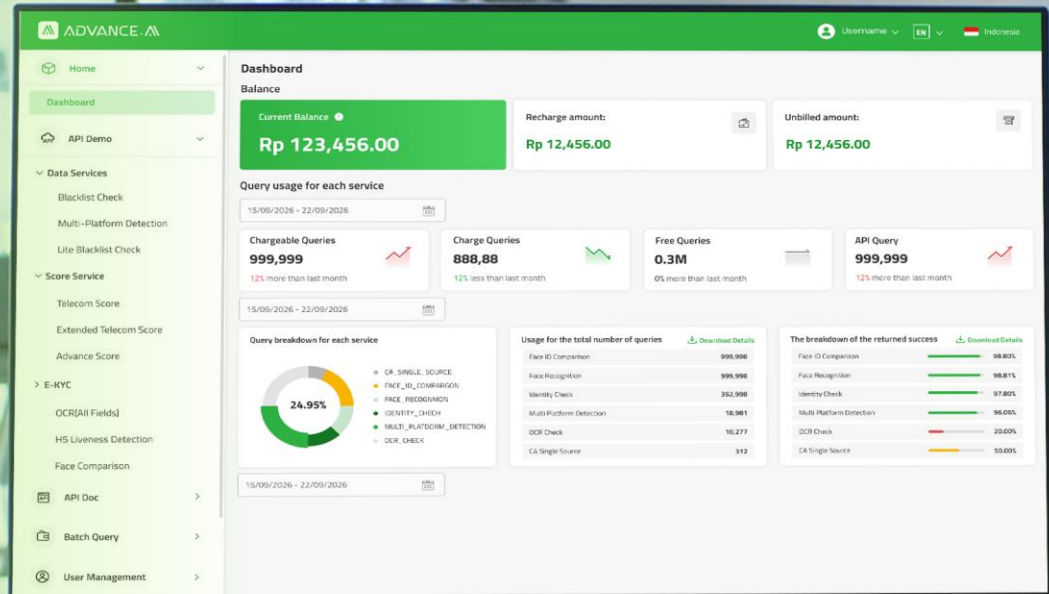
Step by step guides for each of Customer Portal functionality



Brief Introduction

What is ADVANCE.AI Customer Portal (Testing Phase)?

The Customer Portal (Testing Phase) is a dedicated test environment where you can explore features and workflows before going live.



ADVANCE.AI Customer Portal Capabilities for Testing Phase

“Providing users with visibility into features and usage in a testing environment.”



Test Credit Quota

View activated services, allocated test quota, and remaining balance.



Product Demos & Batch Queries

Access demo products or submit batch queries.



Usage Monitoring

Track testing queries, including usage summary and trends.



API Docs Database

Explore API documentation and integration guides.



User Management

Adding and Checking SDK Keys for Liveness Detection



Profile Update

See company and user information.

Getting Around Your Portal (Testing Phase)

“Learn what each menu offers and how to use them during testing”



Dashboard

View a summary of your recent testing activity (last 7 days).



API Demo

Access interactive demos to test API capabilities.



API Doc

View API documentation and integration guides for available test services.



Batch Query

Submit and manage bulk test queries efficiently.



Account

Manage SDK keys and account-related settings for testing.



Operation Log

Review portal activities and user actions during the testing phase.



Setting

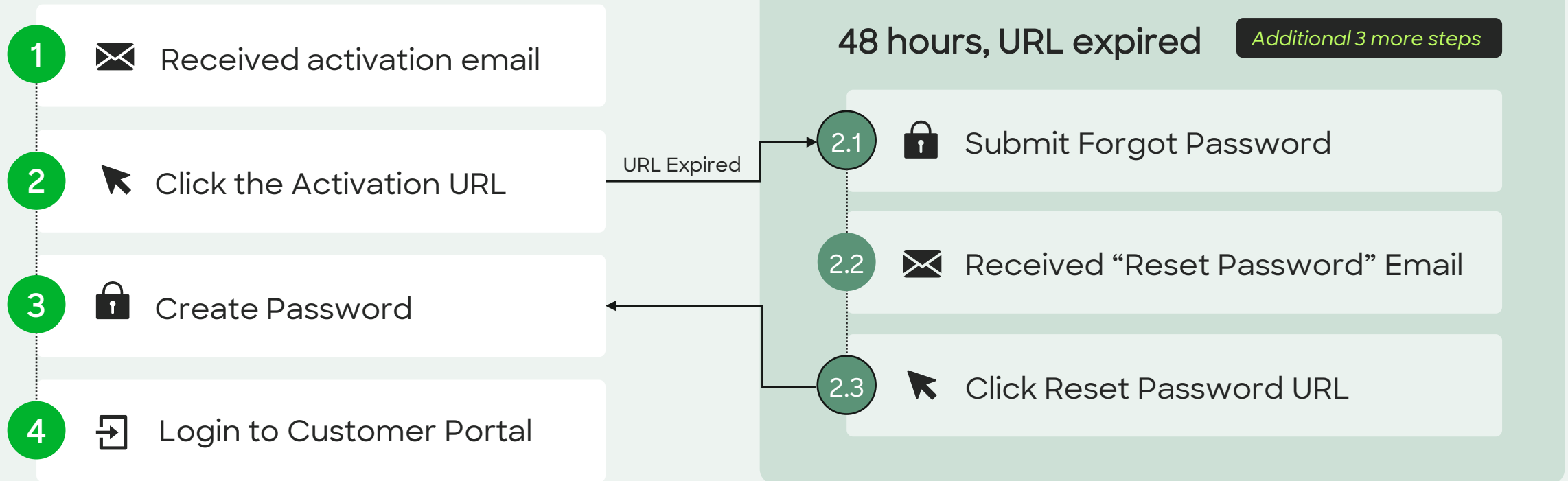
Reset customer portal password.

Getting Started

Customer Portal Activation Journey

Default Activation Flow

In 4 simple steps



Customer Portal Activation Journey

Default Activation Flow

Test Account for {Company Name}

01 Sample of Activation Email

A ADVANCE.AI <support@dm.advance.ai>

To: {provided account email address} **a**

Dear Sir/Madam,

Your test account has been successfully opened(username: {username} **b**)

Please click the following link to set initial password:

https://in.advance.ai/password-reset-authenticate?temporary_token=IPY3IVYU9MRAOLNPVCKPE3EIR45ZX7HZYB9263NXT7E64EH4DQf **c**

02

The link is valid within 48 hours. **c** If it expires, please contact our Operation Team.

After setting the password, please log in to <https://in.advance.ai?country=INDONESIA>, **d**

We shall spare no efforts in endeavoring to be of service to you.
Thank you for choosing ADVANCE.AI.

Best Regards,
ADVANCE.AI



Steps

1 Received activation email

Key information within the email:

- Credential email: Account owner who will receive any reset password email.
- Username: use this for log in
- Activation link will expire with 48 hours
- ADVANCE.AI Customer Portal Log In page

2 Click the URL to Activate Customer Portal Account

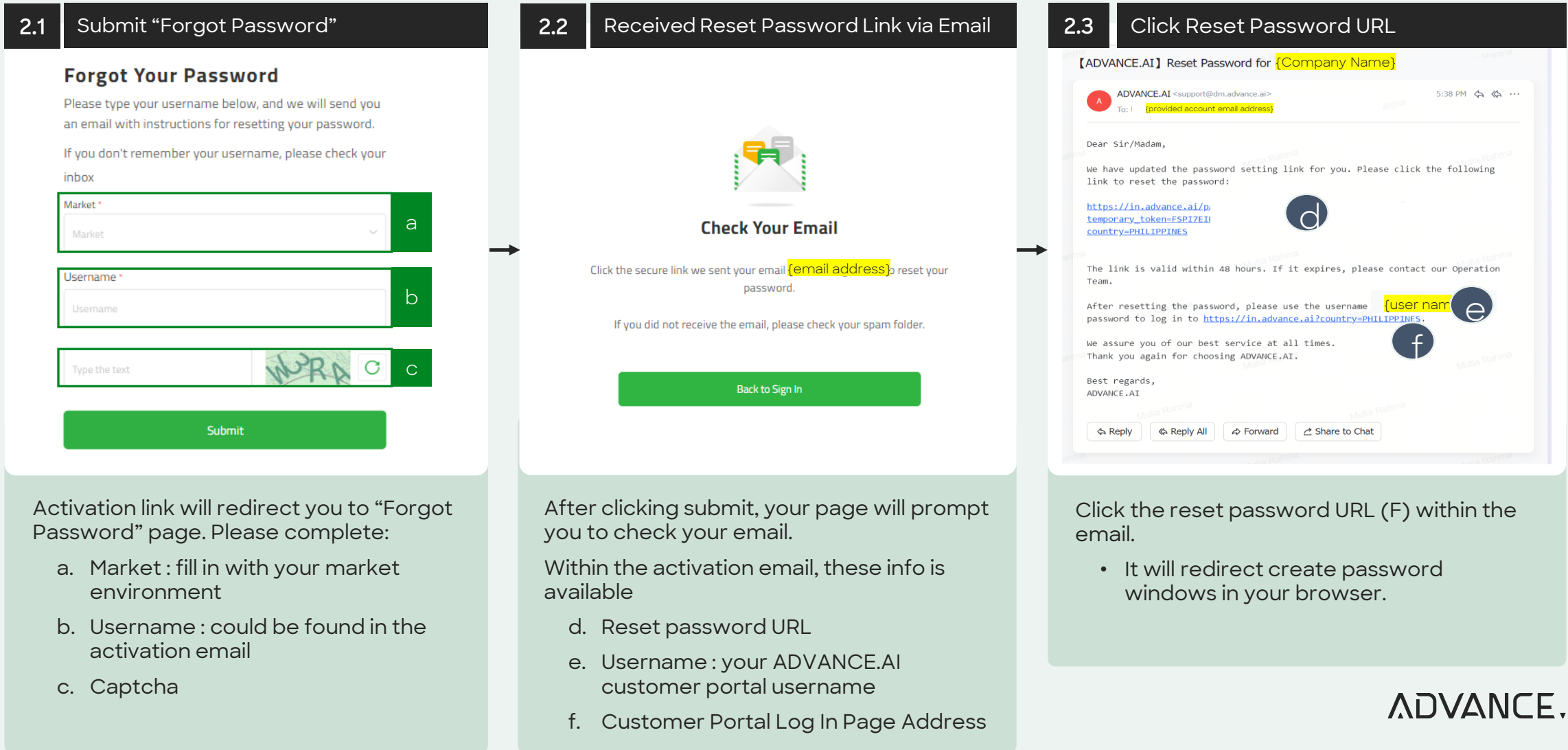
Click Activation link within the expiration period.

The link will redirect you to ADVANCE.AI Customer Portal.

Customer Portal Activation Journey

48 hours, URL expired Additional Steps

Forgot Password Page After Clicking the link after 48 Hours



Customer Portal Activation Journey

Default Activation Flow

⚠ Take Notes!

This page will appear when:

You click the activation link within 48 hours

OR

The activation link has expired (after 48 hours), and you proceed via “Reset Password”

Password need to be:

- Consists of 8 to 20 Digits
- Combination of Numbers and Alphabet
- Combination of Uppercase and Lowercase

Account Activation Page After Clicking the link

Reset Your Password

Enter a new password for {username}

The screenshot shows a 'Reset Your Password' form. It has two input fields: 'New Password' and 'Confirm New Password'. Each field has a green eye icon to its right, indicating a toggle for password visibility. Below the input fields is a green 'Submit' button. Three callout boxes are present: 'a' points to the 'New Password' input field, 'b' points to the 'Confirm New Password' input field, and 'c' points to the 'Submit' button.

3 Create Password

Two steps to create a password to your new account:

- a. Type-in your password
- b. Reconfirmed your password
- c. Click ‘Submit’

Customer Portal Activation Journey

Default Activation Flow

Log-In Page to ADVANCE.AI Customer Portal



Trusted by over 1000 advanced companies

Providing digital transformation, fraud prevention, and process automation solutions for enterprise clients.

Sign in to ADVANCE.AI

Market
Indonesia

Username
{username}

Password [Forgot Password?](#)
.....

BLXR

Sign In

[Sign up for free trial](#)

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4 Login to Customer Portal

After submitting the password, the webpage will be redirected to ADVANCE.AI Customer Portal Log-In Page.

To Log In:

- Choose your Market Environment
- Type-in your username
- Type-in your password
- Type-in your Captcha

Things to Note

- After 6 incorrect password attempts, the account will be locked for 24 hours.
- During the lockout period, the password can still be reset.
- A password reset link will be sent to the user account's email address



Customer Portal URL

<https://in.advance.ai/login>

Customer Portal Activation Journey

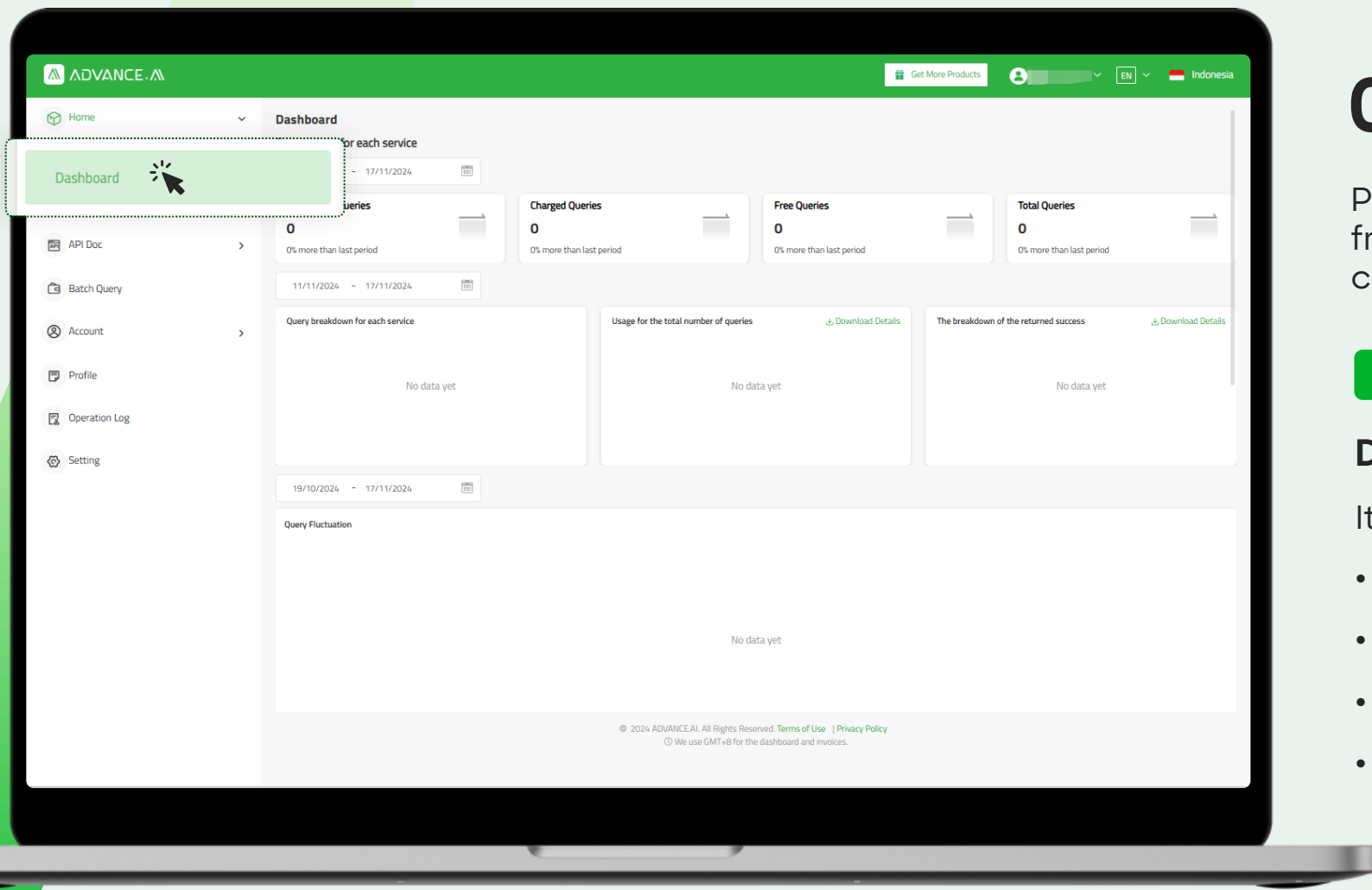
After log in you will be redirected to
**Homepage of ADVANCE.AI
Customer Portal – Testing
Phase**



Customer Portal URL

<https://in.advance.ai/login>

User Guideline



01 Home

Provides an overview of your testing activity from the past 7 days through a clear and comprehensive visual view.

Submenu

Dashboard

It includes key insights such as:

- Real-time queries
- Testing query analysis
- List of services being tested
- Test quota and remaining balance

01 Home : Dashboard

Dashboard Data Scope

The Dashboard displays query data based on the following conditions:

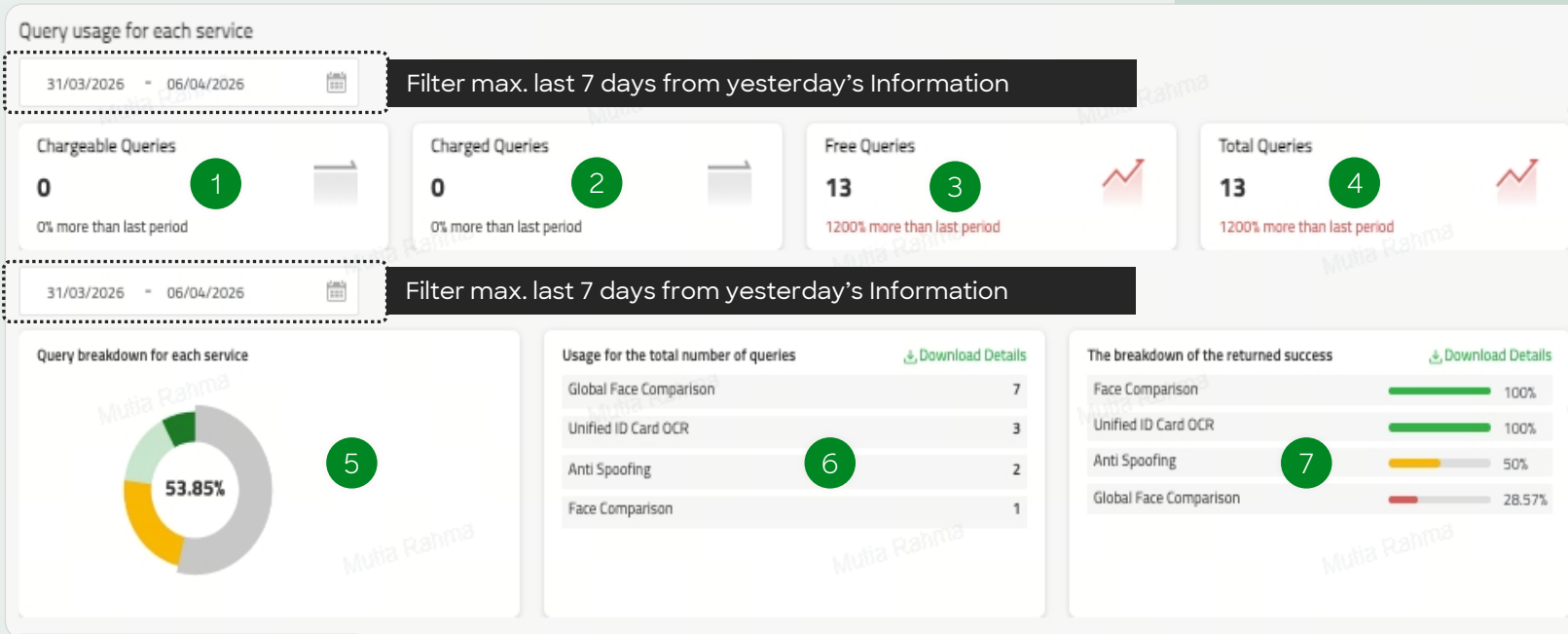
- Data delay: Up to D-1 (data updated from the previous day)
- Data range: Maximum of the last 7 days
- Cut-off time: 23:59 (GMT+8)

Terms & Definitions

- 1 Chargeable Queries**
Total charged and free production API calls.
- 2 Charged Queries**
Billed API calls excluding errors, reflected in monthly usage and invoices.

Not applicable on Test Account, so value will always be zero.

- 3 Free Queries**
API calls made through the Test Account, not subject to billing.
- 4 Total Queries**
Combined count of charged and free APIs.
- 5 Query breakdown for each service**
% of test API usage by service for the selected period.
- 6 Usage for the total number of queries**
Total test API calls per service.
- 7 The breakdown of the returned success**
% of test API returns by service.



Customer Portal URL : <https://in.advance.ai/login>

01 Home : Dashboard

Service Quota Monitoring

Scroll to the bottom of the Dashboard Home to view the status, usage history, and available testing quota for all services in your test account.

Service Name	Usage/Service Limit	Service Quota	Status
Face Comparison	0 / 100	100	Active
ID Credit EVAL Score CateA	1 / 100	99	Active
Risky Faces	0 / 100	100	Active
Nik Phone Match	0 / 0	0	Deactive
Unified ID Card OCR	0 / 0	0	Deactive
Email Detection	0 / 100	100	Active
H5 Liveness Detection Pro	0 / 100	100	Active
Face Search	0 / 100	100	Active
Face Detection	0 / 100	100	Active
Liveness detection	0 / 100	100	Active
NPWP Check	0 / 100	100	Active
OCR NPWP Check	0 / 100	100	Active
OCR KTP Check	0 / 100	100	Active
Database ID Validation	0 / 100	100	Active

Terms & Definitions

8 Service Name

All services tested under your account, both active and past

9 Usage/Service Limit

Number of queries used out of your total testing quota

10 Service Quota

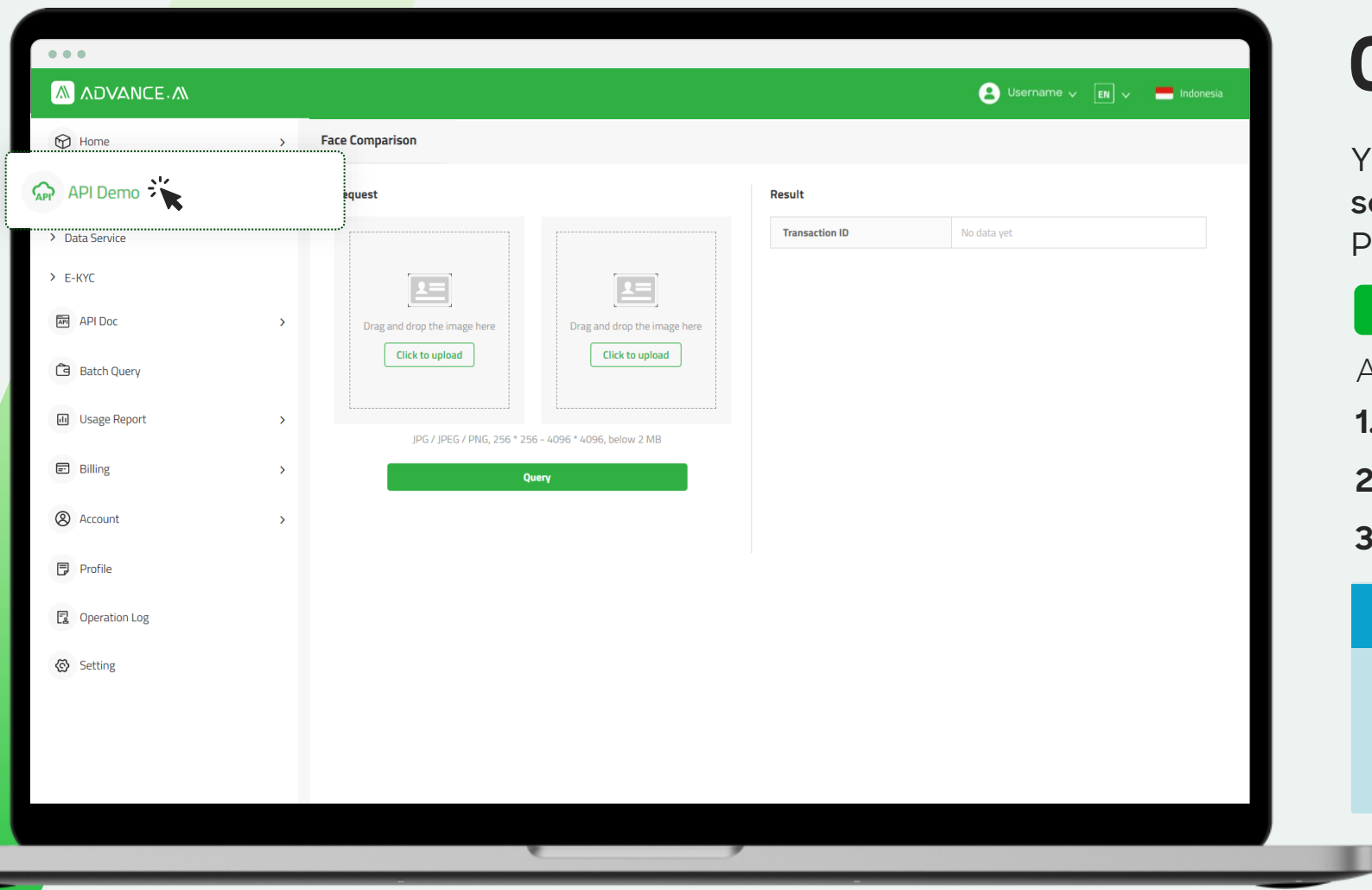
Your total allocated testing quota

11 Status

Status of each service

- Active : Service is active and available for testing
- Deactivate : Service has been removed from your test account

Customer Portal URL : <https://in.advance.ai/login>



02 API Demo

You can use the API Demo feature to test selected services directly in the Customer Portal.

Submenu

Available Categories:

1. **Data Service**
2. **Score Services**
3. **E-KYC**

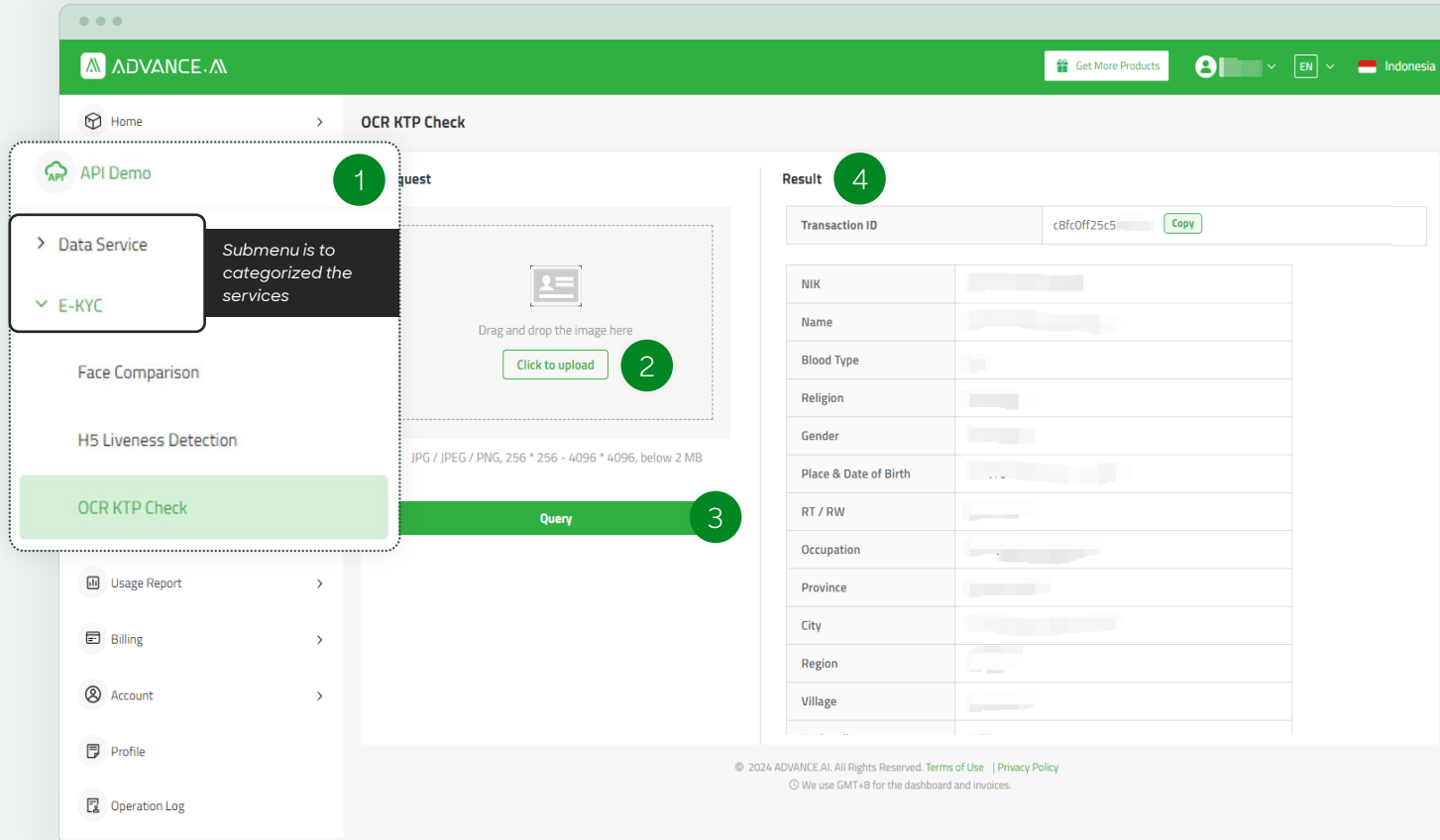
★ Things to Note

- Not all services are available in the Customer Portal.
- API Demo will only show your active products.

02 API Demo

 **Take Notes!**

In each account type, the API Calls of API Demo will deduct your testing quota.



The screenshot displays the ADVANCE.AI API Demo interface. The main navigation menu on the left includes 'Data Service' and 'E-KYC'. Under 'E-KYC', the 'OCR KTP Check' service is highlighted. The interface shows a 'Request' section with a 'Click to upload' button and a 'Query' button. The 'Result' section displays a table of personal information and a 'Transaction ID' field with a 'Copy' button. A callout box notes that the submenu is categorized by services.

Transaction ID	c8fc0ff25c5	Copy
NIK	[Redacted]	
Name	[Redacted]	
Blood Type	[Redacted]	
Religion	[Redacted]	
Gender	[Redacted]	
Place & Date of Birth	[Redacted]	
RT / RW	[Redacted]	
Occupation	[Redacted]	
Province	[Redacted]	
City	[Redacted]	
Region	[Redacted]	
Village	[Redacted]	

- 1 Click the service you want to test
- 2 Upload/fill in any image/info requested on screen
The prompt displayed will vary depending on the selected service
- 3 Click 'Query' or 'Start'
System will start analyzing
- 4 Result
 - After analyzing is done, result will be shown on the right side of the screen
 - On top of the 'result' section, 'transaction id' will appear

Customer Portal URL : <https://in.advance.ai/login>

03 API Doc

Find API documentation for the services that are activated on your account.

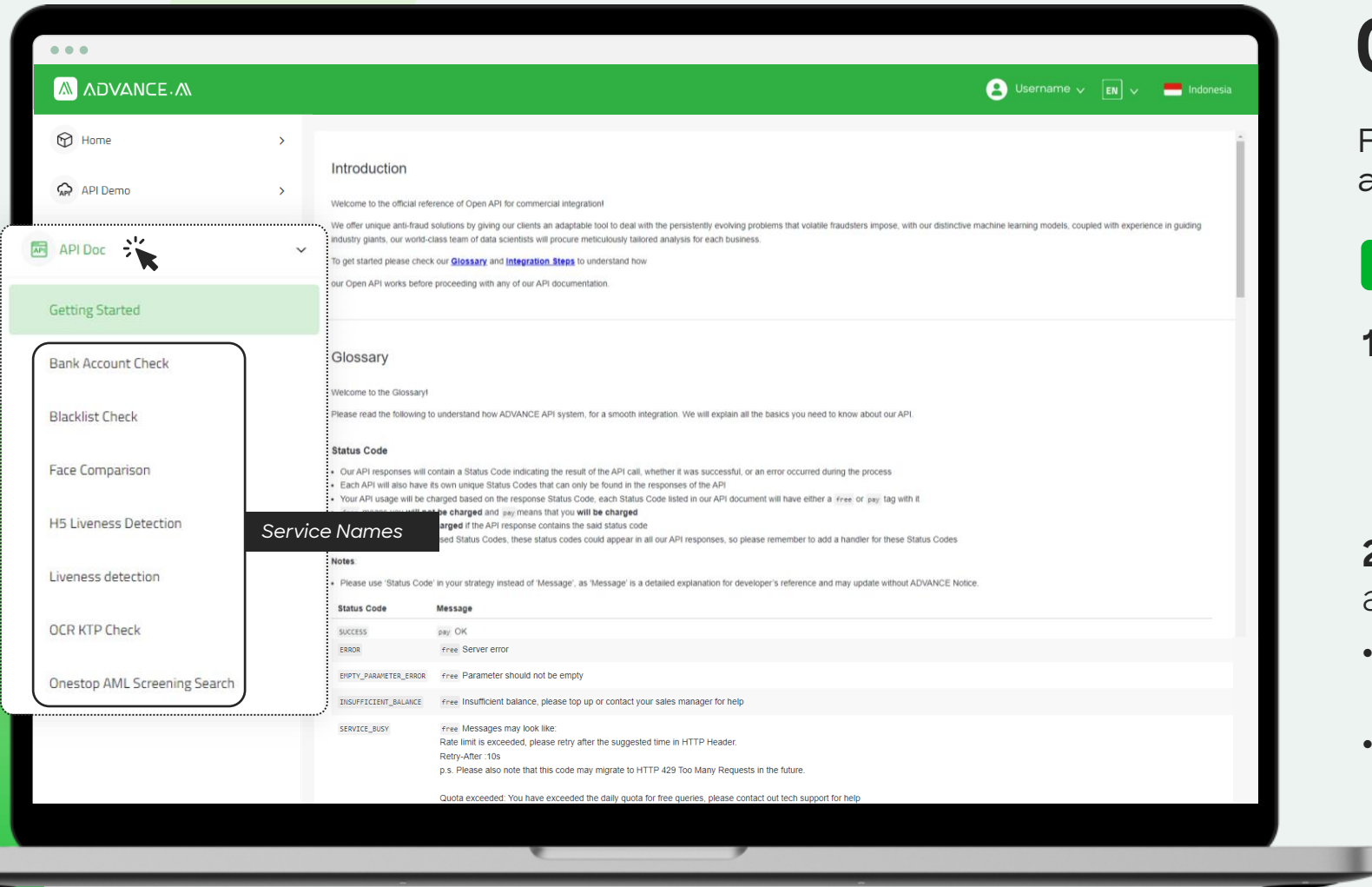
Submenu

1. Getting Started

Learn the basics of the ADVANCE.AI API, including key terms and integration steps.

2. Service Name 1, Service Name 2, and so on

- Each submenu lists the services available in your account.
- By selecting a **service name**, you can view its **API documentation** and related details.



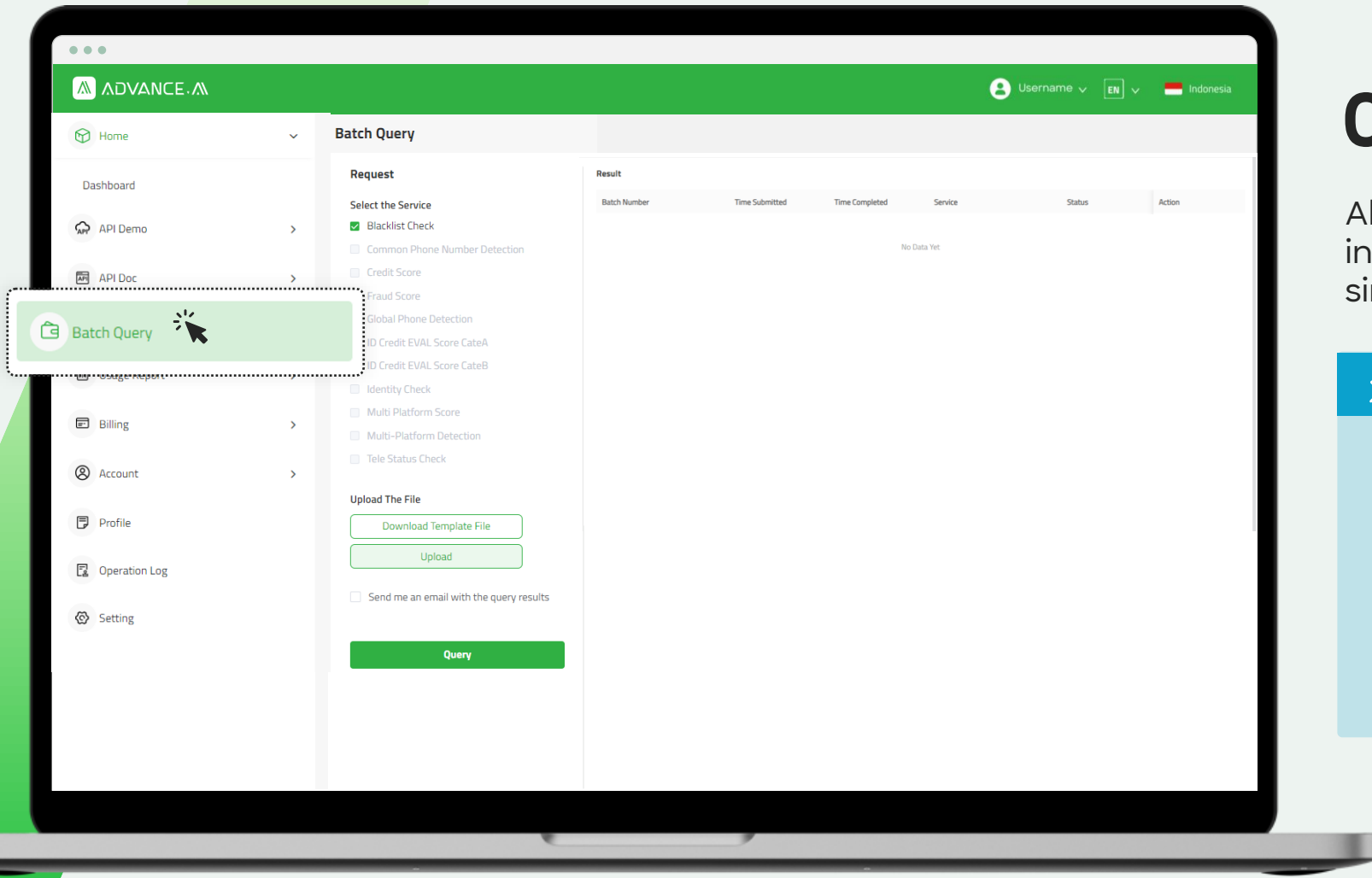
03 API Doc

The screenshot shows the ADVANCE.AI API documentation interface. The top navigation bar includes the ADVANCE.AI logo, a 'Get More Products' button, and user settings for language (EN) and location (Indonesia). The left sidebar menu lists various API services, with 'API Doc' selected and expanded to show 'Getting Started', 'Bank Account Check', 'Blacklist Check', 'Face Comparison', 'H5 Liveness Detection', 'Liveness detection', 'OCR KTP Check' (highlighted), and 'Onestop AML Screening Search'. The main content area is titled 'OCR (All Fields)' and includes a note about checking the glossary, a description of the API, the request URL, request header parameters (X-ACCESS-TOKEN), and request parameters (ocrImage). A 'Code Sample' box on the right displays a curl command for the API endpoint.

? Newly Added API Docs

- If a **new service** has been added to your account, please **log out and log back in** to access **its API documentation**.
- If the API documentation for an existing service is not visible, please contact our **Help Desk** or your **Sales Representative** for assistance.

Customer Portal URL : <https://in.advance.ai/login>



04 Batch Query

Allows you to perform **bulk** or **mass** queries instead of submitting them one by one, similar to the **API Demo** menu.

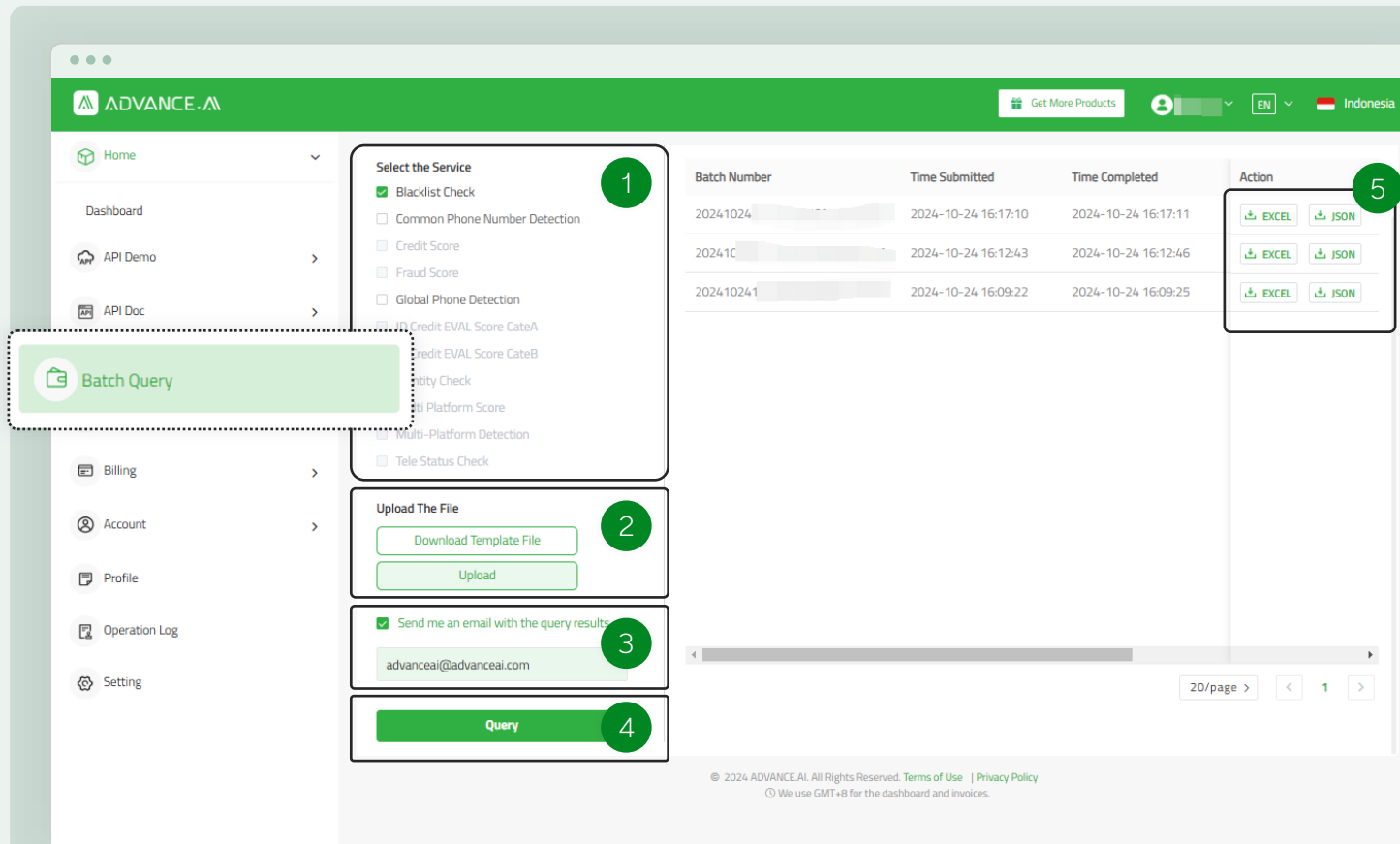
📌 Things to Note

- Available only for selected services.
- Batch files must be uploaded in Excel format, using the specified template for each service.
- Processing speed (QPS) may be slower compared to individual API queries.

04 Batch Query

 Take Notes!

In each account type, all API Calls of Batch Query will deduct your testing quota



The screenshot shows the ADVANCE AI dashboard with the 'Batch Query' section highlighted. The interface includes a sidebar menu, a service selection panel, an upload section, an email notification checkbox, a 'Query' button, and a table of batch results. Numbered callouts (1-5) indicate the following steps: 1. Select the service you want to test; 2. Download & Upload the data in bulk template; 3. Tick send email for results if needed; 4. Click 'Query' to process the batch test; 5. 'Action' will give you access to download the result.

Batch Number	Time Submitted	Time Completed	Action
20241024	2024-10-24 16:17:10	2024-10-24 16:17:11	EXCEL JSON
202410	2024-10-24 16:12:43	2024-10-24 16:12:46	EXCEL JSON
202410241	2024-10-24 16:09:22	2024-10-24 16:09:25	EXCEL JSON

1 Select the service you want to test

- All service available for batch test will appear here.
- If the services is gray and cannot be selected it means, the services is not available in your account.

2 Download & Upload the data in bulk template

- Download the template format first (if you do not have it).
- Fill in the data of batch query based on the downloaded template.
- Upload the file that you already fill in with the data.

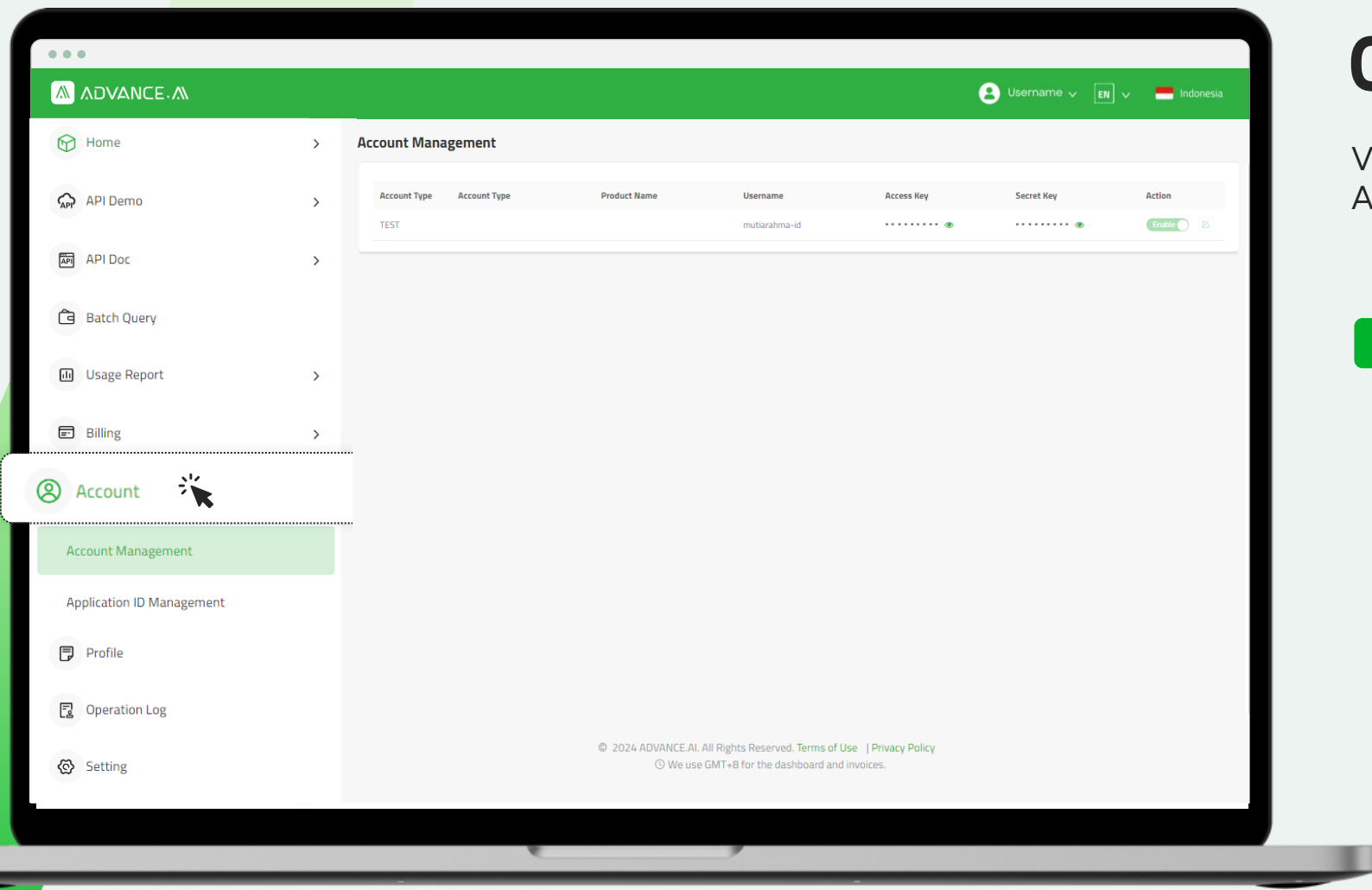
3 Tick send email for results if needed

- Tick this only if needed, then type your email in.
- Results could be downloaded directly after being query within the portal.

4 Click 'Query' to process the batch test

5 'Action' will give you access to download the result

Two formats are available: Excel and Json



05 Account

View your Account detail and manage your API Key, and Liveness Detection's SDK Key

Submenu

Account Management

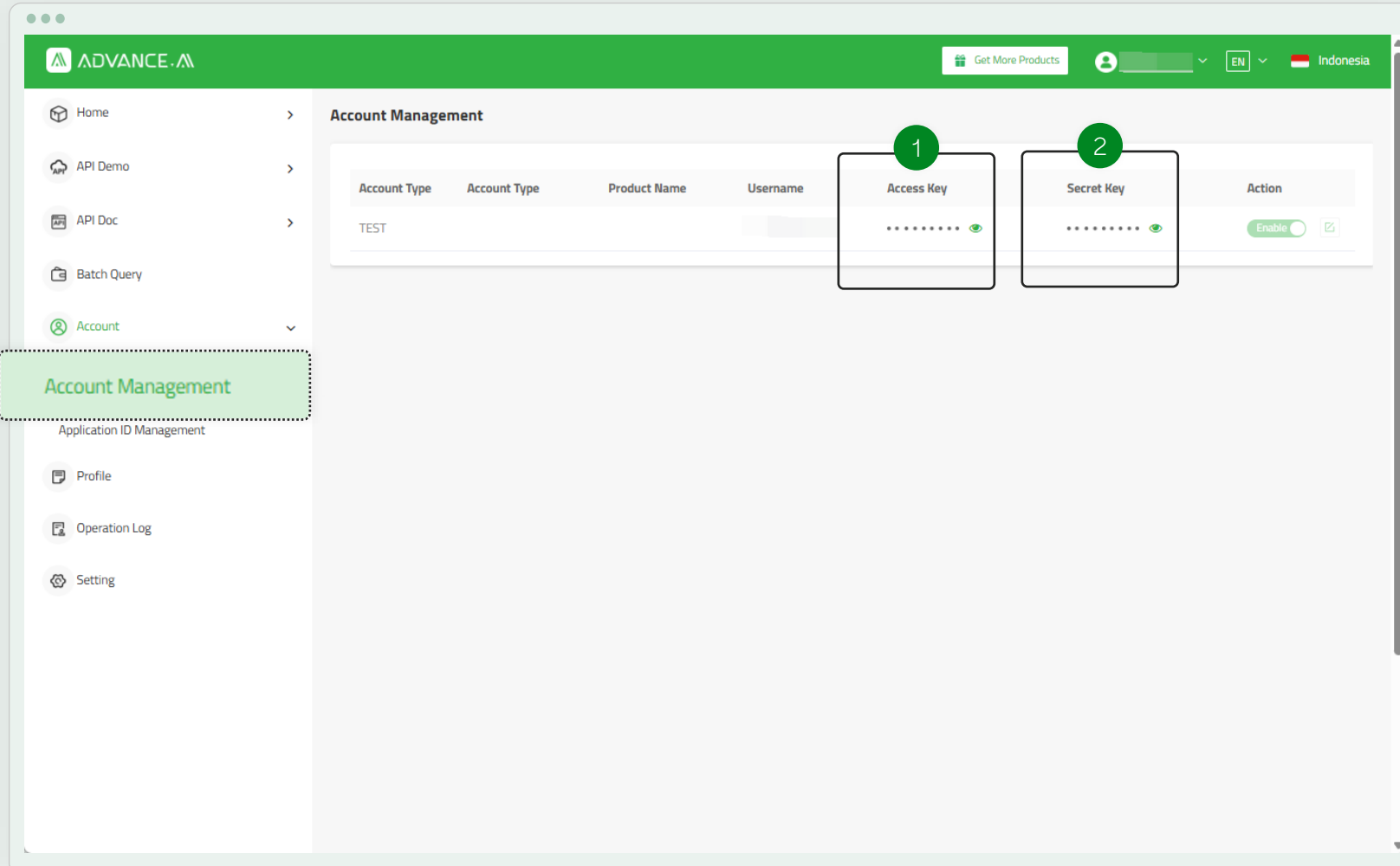
View your account user (username, API Keys, and secret key).

Application ID Management

Manage Application ID to integrate SDK for Liveness (add and check SDK Key)

05 Account Management

Find your Access Key and Secret Key, the credentials needed to authenticate and integrate with the API.



What you can find here

- 1 Access Key**
Your unique identifier used to connect to the API.
- 2 Secret Key**
Your private key used to authenticate API requests – keep this confidential



Click the eye icon to see the key.

05 Account Management - Application ID Management

Adding and Checking SDK Keys for Liveness Detection

Account ID	Application ID	SDK Key	Secret Key	Market
[Redacted]	[Redacted]	[Redacted]	[Redacted]	INDONESIA
[Redacted]	[Redacted]	[Redacted]	[Redacted]	INDONESIA
[Redacted]	[Redacted]	[Redacted]	[Redacted]	INDONESIA
[Redacted]	[Redacted]	[Redacted]	[Redacted]	INDONESIA
[Redacted]	[Redacted]	[Redacted]	[Redacted]	INDONESIA

Add Application ID

Application ID *

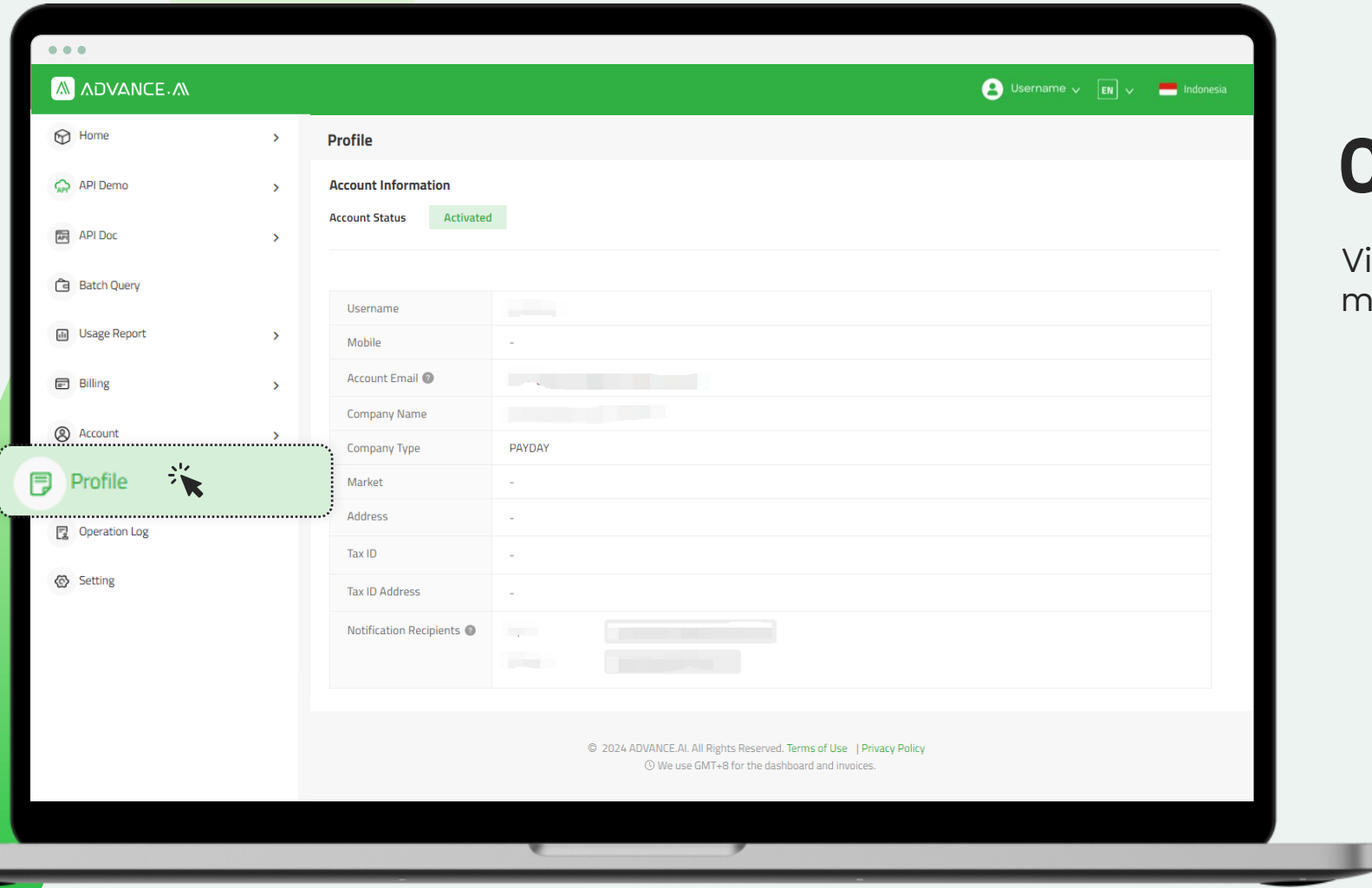
The parameter cannot be empty.

Submit

- 1 Adding Application ID**
 - Click 'Add Application ID'
 - A window will pop up
 - Type in application id (space is not allowed)
 - Click 'Submit'
- 2 Checking SDK Key**

Click the eye icon next to the 'SDK Key' column
- 3 Checking Secret Key**

Click the eye icon next to the 'Secret Key' column



06 Profile

View your account information within this menu.

- View key credentials linked to your login ID and billing information
- Test accounts do not allow editing of account details
- To update your account information, please contact ADVANCE.AI Support

06 Profile

Profile

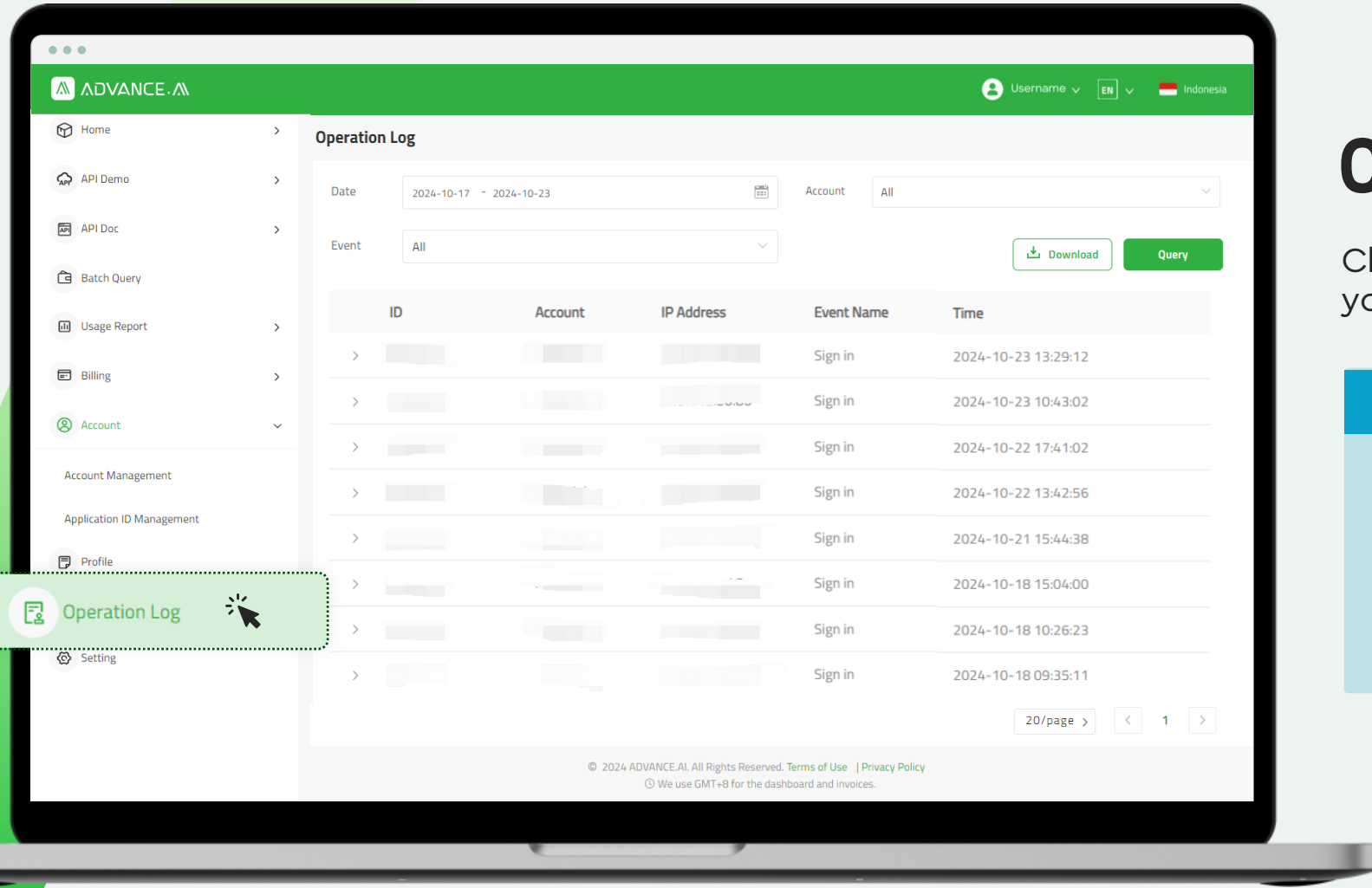
Account Information

Account Status: Activated

Username	[Redacted]
Mobile	-
Account Email	[Redacted]
Company Name	[Redacted]
Company Type	PAYDAY
Market	Indonesia
Address	-
Tax ID	-
Tax ID Address	-
Notification Recipients	[Redacted]

Glossary	Definition
User Name	Your log in username
Mobile	Your company phone number
Account Email	Your Company's Credential Email. Activation link and password reset link will be sent to this email.
Company Name	Your legal company entity
Company Type	Industry type
Market	Environment/market your account is registered at
Address	Your company address as written in Agreement
Tax ID	Tax Registration number as written in tax card
Tax ID Address	Address as written in tax card
Notification Recipients	Your teams' email that will receive invoice email, financial and service notification.

Usually blank on test account. Your company info will be completed on official account



07 Operation Log

Check the activities that are executed within your Account.

📌 Things to Note

- Record includes user account name, IP address, activity details, and execution time.
- Operation logs could be downloaded to Excel File.
- Maximum query available are to last 180 days.

07 Operation Log

ADVANCE.AI

Get More Products

EN Indonesia

Home

Operation Log

Date: 2024-10-30 - 2024-11-05

Account: All

Event: All

Download Query

ID	Account	IP Address	Event Name	Time
> 389633	idofficial	203.142.86.86	Sign in	2024-11-05 16:25:55
> 389591	idofficial	203.142.86.86	Sign in	2024-11-05 15:33:21
> 389590	idofficial	203.142.86.86	Sign out	2024-11-05 15:32:55
> 389585	idofficial	203.142.86.86	Sign in	2024-11-05 15:24:16
> 389562	idofficial	203.142.86.86	Delete transfer payment voucher	2024-11-05 14:39:43
> 389560	idofficial	203.142.86.86	Sign in	2024-11-05 14:36:42
> 389528	idofficial	203.142.86.86	Download bills	2024-11-05 13:54:48
> 389526	idofficial	203.142.86.86	Sign in	2024-11-05 13:54:35
> 389452	idofficial	203.142.86.86	Download bills	2024-11-05 11:09:04


1

Adjust available filter as needed

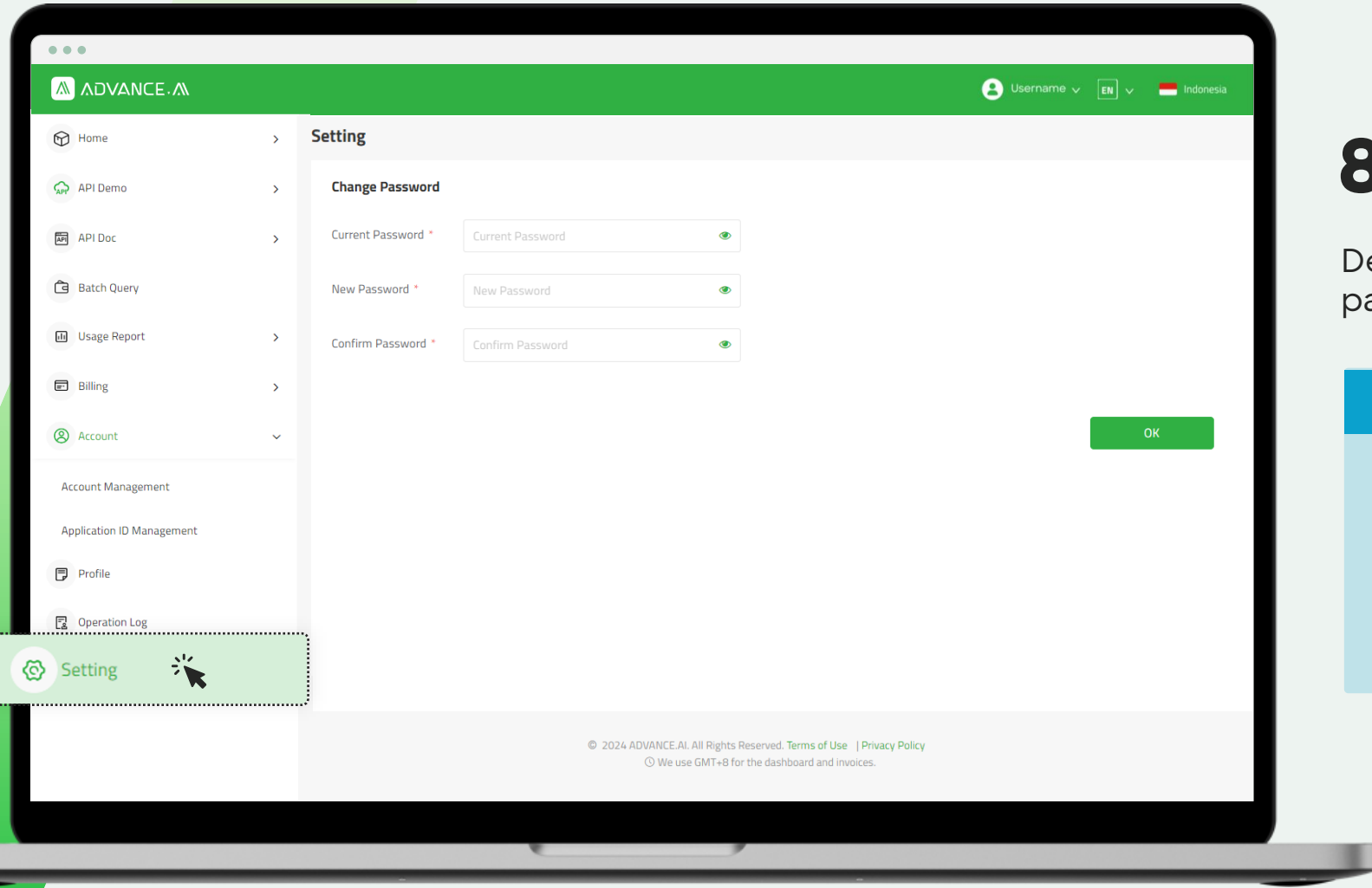
- Time range of the activity/event being executed
- Event are the activity list
- Account that executed the event. Applicable for clients that has subaccount only

2

Click 'Query' to view the result, then 'download' to get the Excel File

- To download, you will need to first click 'Query'
- Clicking the arrow  on before 'ID', will show you more detailed info of the event being executed.

Customer Portal URL : <https://in.advance.ai/login>



8 Setting

Dedicated menu to reset your login password.

Things to Note

- Applicable to reset password with the purposed of updating it.
- If password are forgotten, reset password could be triggered from the login page.

8 Setting

ADVANCE.AI

Get More Products

EN

Indonesia

Home

Setting

Dashboard

API Demo

API Doc

Batch Query

Usage Report

Billing

Account

Profile

Operation Log

Setting

Change Password

Current Password *

New Password *

Confirm Password *

! Password Requirement!

Password need to be:

- Consists of 8 to 20 Digits
- Combination of Numbers and Alphabet
- Combination of Uppercase and Lowercase

OK

1

Typed in your current password

2

Type in the new password in both column

3

Click 'OK' to save the new password

Customer Portal URL : <https://in.advance.ai/login>

An aerial, top-down view of a busy city street intersection. The left half of the image is dark and features significant motion blur, suggesting fast-moving traffic. The right half is clearer, showing a crosswalk with white stripes, a dark SUV, a yellow taxi, and a black car. A large blue structure is visible on the right side of the street. The overall scene is a dynamic urban environment.

Thank you

ADVANCE.AI

ADVANCE.AI is a leading AI company that provides digital transformation, fraud prevention, and process automation solutions.