



User Manual

Contents

1	Introduction	
	• Overview of the Agent Guardian App	2
	• Key Features and Benefits	2
2	User Interface Overview	
	• Main Screen	3
	• Navigation Menu	4
	• Icon Descriptions	5
3	Getting Started	
	• Creating an Account	6
	• Sign In	7
4	Guidelines for Managing Subscriptions	9
5	Using the Threat Detector	
	• Threat Detected Screen Guidelines	12
	• Detect a Fraud Caller	14
	• Detect a Fraud SMS	16
	• Malicious URL Detection Guidelines	18
	• Detect Fraud Email Guidelines	21
	• Check Person Identity Guidelines	23
	• Check Company Identity Guidelines	26
	• Guidelines for Scanning Apps	29
6	Support and Account Management	
	• Accessing Support	31
	• Sign-Out	31
	• Delete Account	32
7	FAQs	
	• General	33
	• Features	38
	• Support	39
	• Safety & Security	44

Introduction

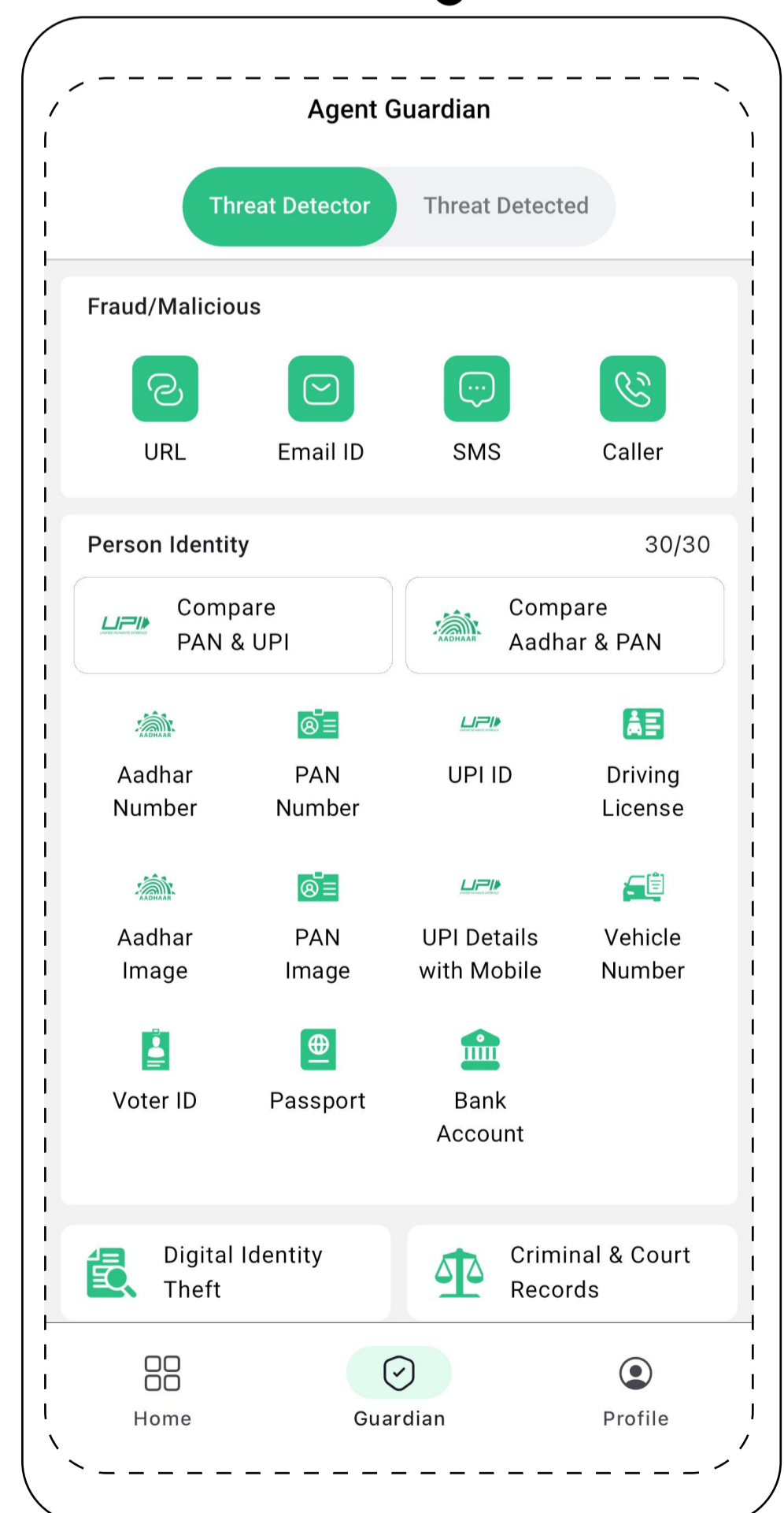
This is the user guide for the Agent Guardian app. The manual is designed to assist you in working your way around the features and functionalities of the Agent Guardian app to ensure that you get the best out of the experience. If you are here for device security, identity verification, or fraud protection, this guide has every step you should follow.

Overview of the Agent Guardian App

The Agent Guardian app is an all-rounded security solution to protect clients' digital lives. It has numerous features to protect from fraud calls, SMS, emails, malicious URLs, and more. It's user-friendly and designed to put your mind at rest by securing personal information and making all online activities safe.

Key Features and Benefits

- **Detect Fraud Caller:** Detect and prevent possible fraud calls before damage is done.
- **Detect Fraud SMS:** Scans and captures suspected SMS that may carry a phishing link or other threats.
- **Detect Malicious URL:** URL scan in advance for safety so that they will be safe.
- **Detect Fraud Email:** Email analysis is used to detect phishing and other email-inherent threats.
- **Check Person Identity:** Check the person's identity using documents such as Aadhaar, PAN, UPI, Driving License, and more.
- **Check Company Identity:** Verify the companies you interact with to ensure their genuineness.
- **Scan Apps:** Identify apps that might be sensitive and threaten your security and, in turn, curb those.
- **Scan Device:** In-depth scanning of your device to find possible vulnerabilities.
- **Leak Detection:** It checks for probable data leaks of your personal information and immediately acts to eliminate risk.

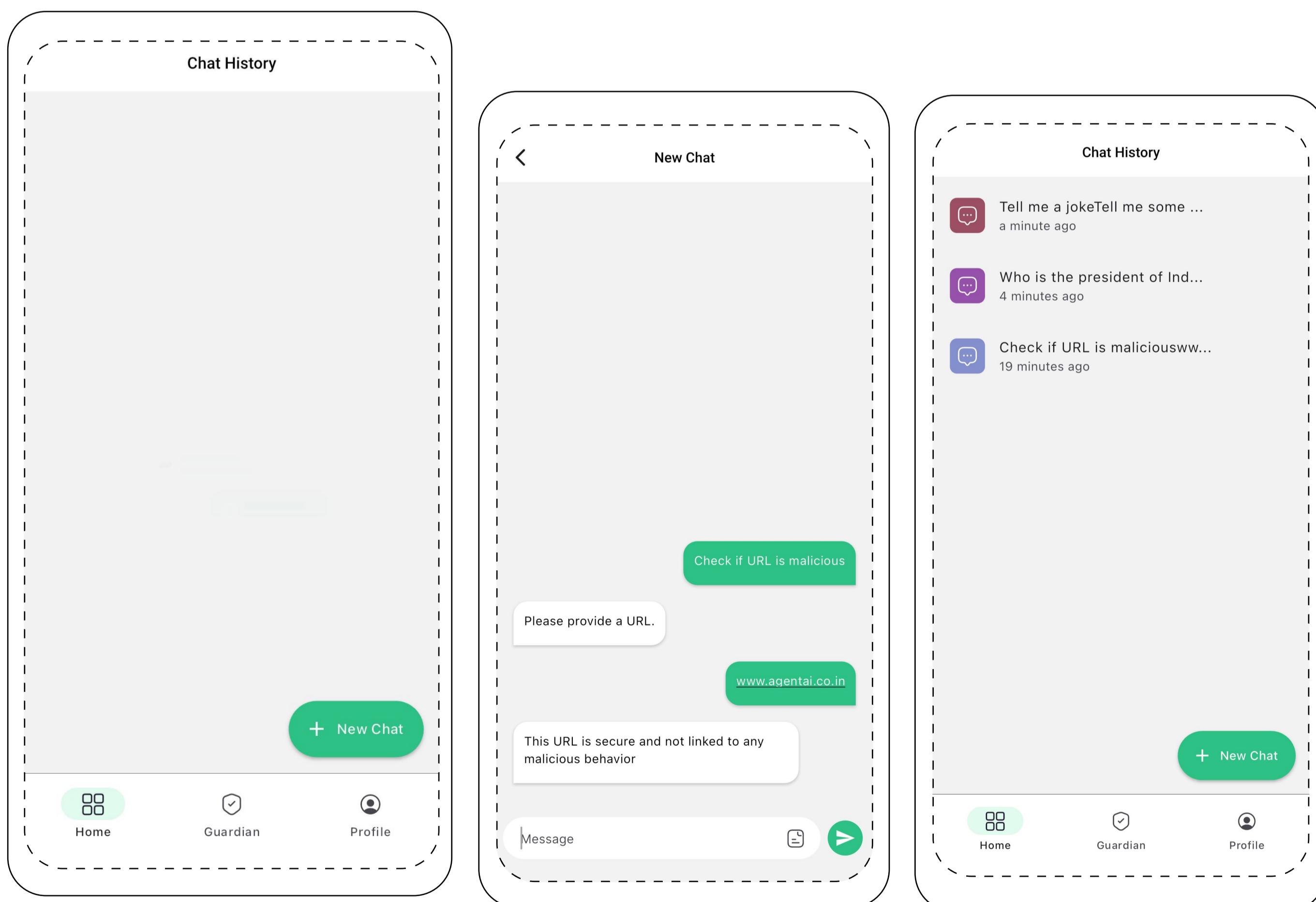


User Interface Overview

The user interface in the Agent Guardian app is really clean, simplified, and intuitive to use. All the features of the app can be easily navigated and accessed.

Main Screen

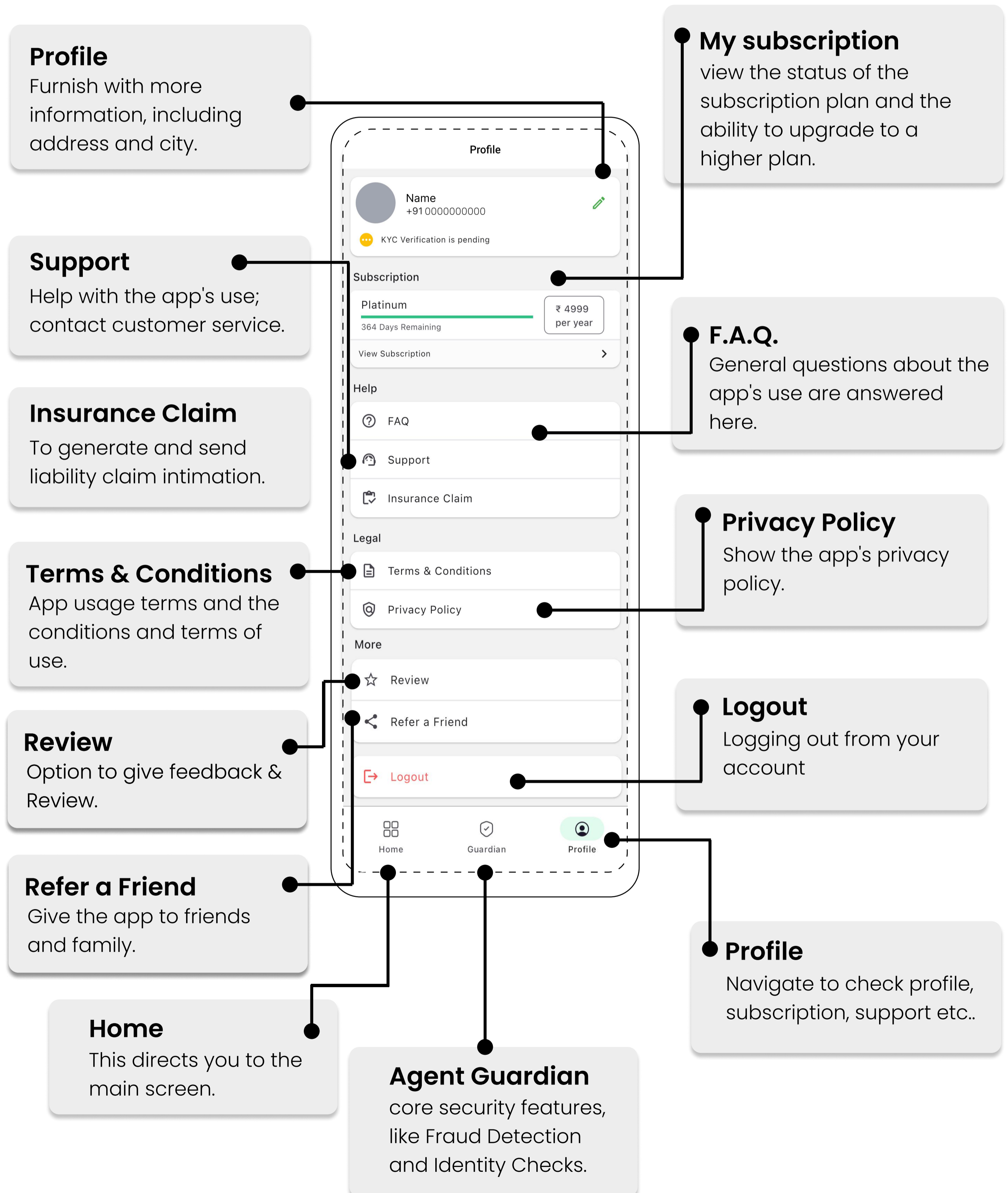
When you open the Agent Guardian app, it lands first on the Main Screen, which serves as the dashboard. This is where you start using the app's main features, like running scans or checking your security status, along with other tools. The main screen is driven by AI and you can interact with it like a chatbot. When you prompt the **AI interface**, it will assess your problem and lead you to an appropriate set of actions.



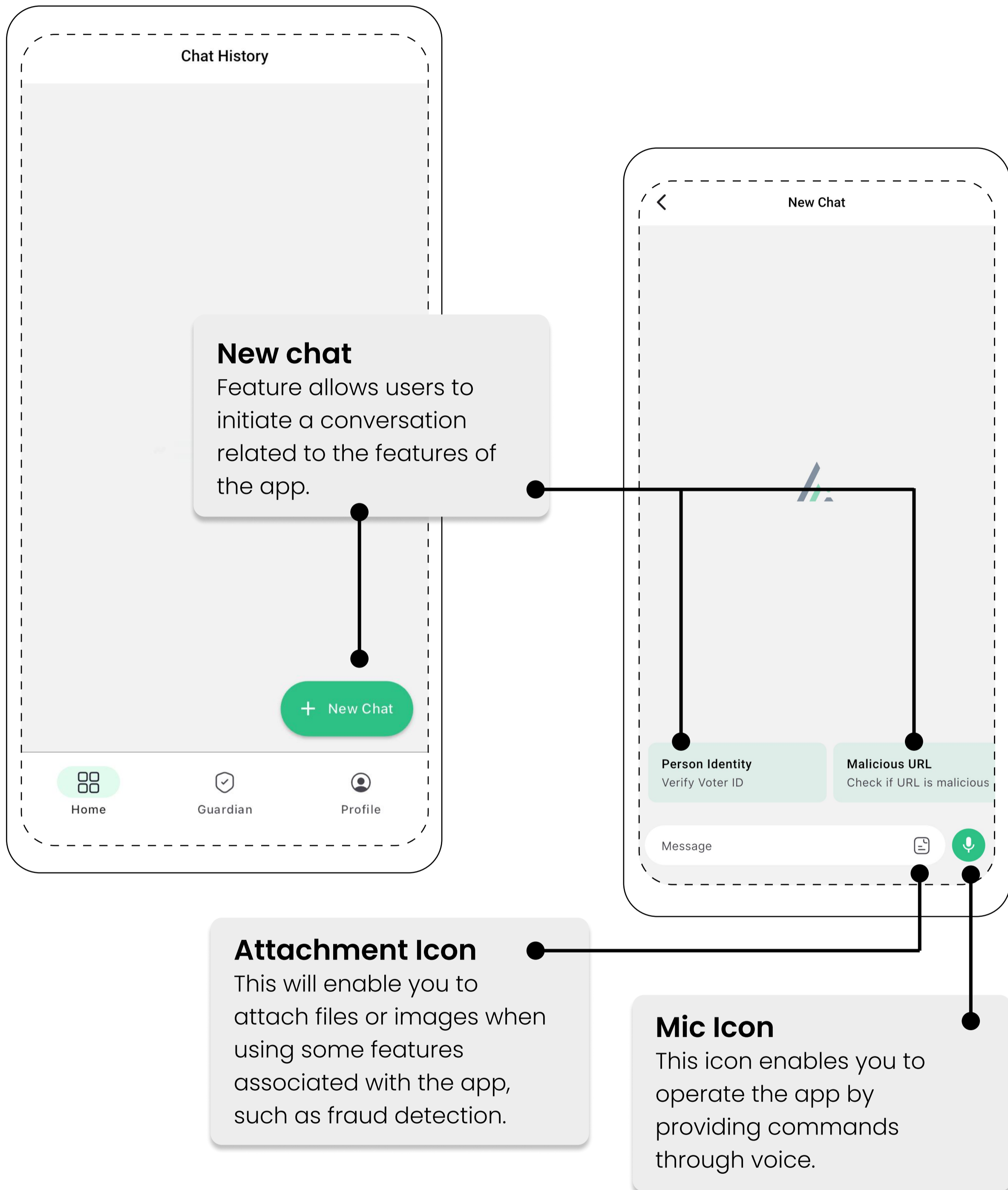
Chatbot Driven by AI

Navigation Menu

The navigation menu can be accessed at the bottom right of the main screen via the profile icon. This menu provides shortcuts to various areas of the app.



Icon Descriptions



This section of the manual ensures that you can properly operate your way through the Agent Guardian app and know how to put its features to effective use.

Creating an account

1

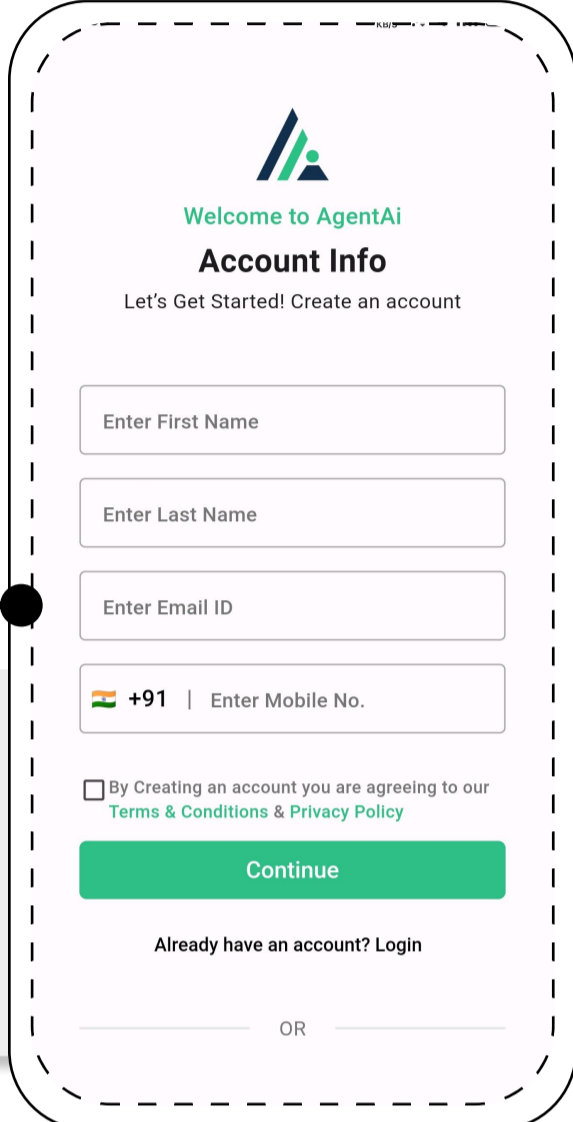
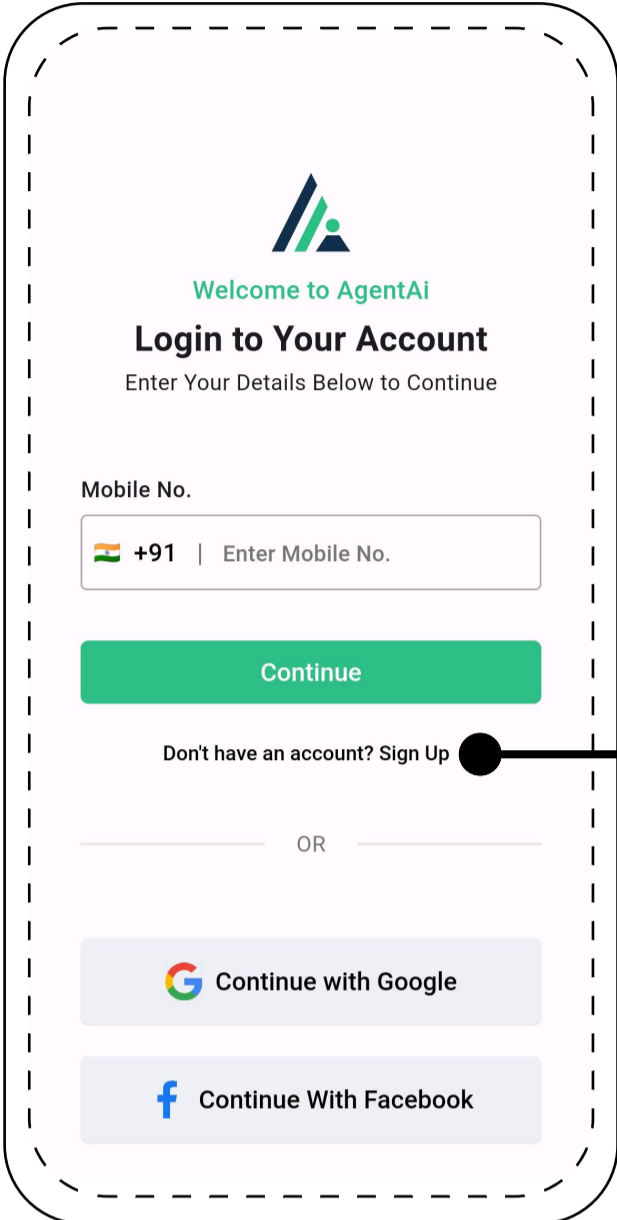
Open the App

- First, open the AgentAi app on your mobile device.
- You have to see the login screen for Your Account.

2

Create a New Account

- If you are new to the app, click on Sign Up.
- You can see the Account Info screen.

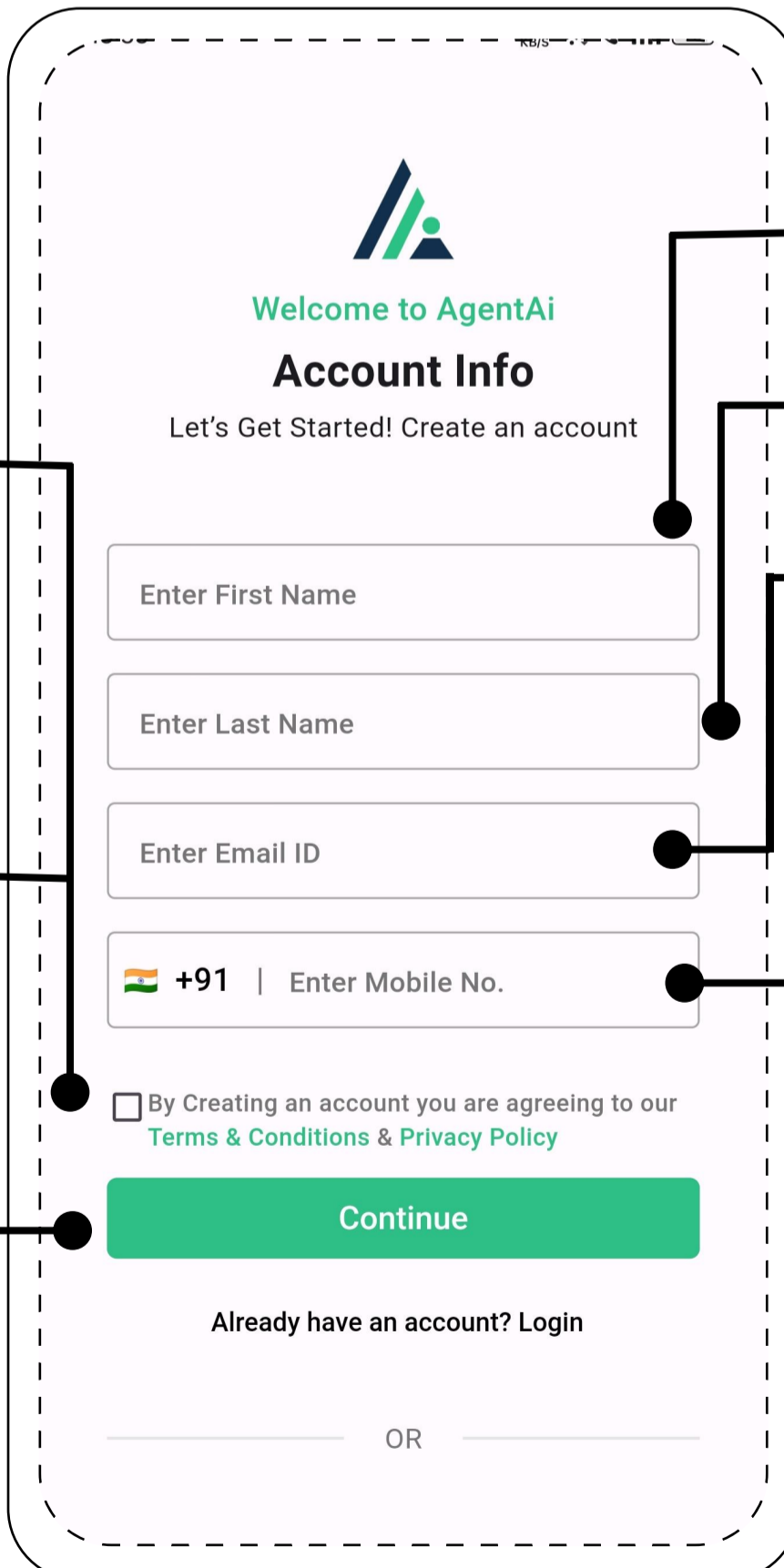


3 **Enter Your Details**

Go through the Terms & Conditions and Privacy Policy by clicking the link.

Tick the check box to agree with the terms and conditions.

Click the Continue button.



Enter First Name

Enter Last Name

Enter a valid Email ID

Enter your Mobile Number. (The country code will be automatically filled out as per the location.)

4

Verify Your Mobile Number

- A verification code will be sent to the Mobile Number in the entered field.
- On the Enter Verification Code page, enter the code that you received in the SMS.
- If you did not receive the code, re-tap Res and Code after the timer allows.
- When the code has been input, re-tap Verify Now.

Enter Verification Code

Input The Code We Sent to +91-9927651582 to Access Your Account.

Enter Code Here

Verify Now

Resend Code (0:60)

5

Profile Setup

1. Once verified, one should be redirected to the Edit Profile screen.
2. Furnish with more information, including address and city.
3. Ensure the Email and Mobile number fields are updated with the correct entries.
4. If you wish to change the profile picture, tap the profile icon and choose an image from the gallery.
5. Remember to save the profile settings after you have entered all the information.

First Name

Itsme

Last Name

Itsme

Email

itsmeitsme219@gmail.com

Mobile No.

+91 |

Address

Photo Gallery

Camera

Edit Profile

Email

Mobile No.

+91 |

Address

City

State/Province

ZIP/Postal Code

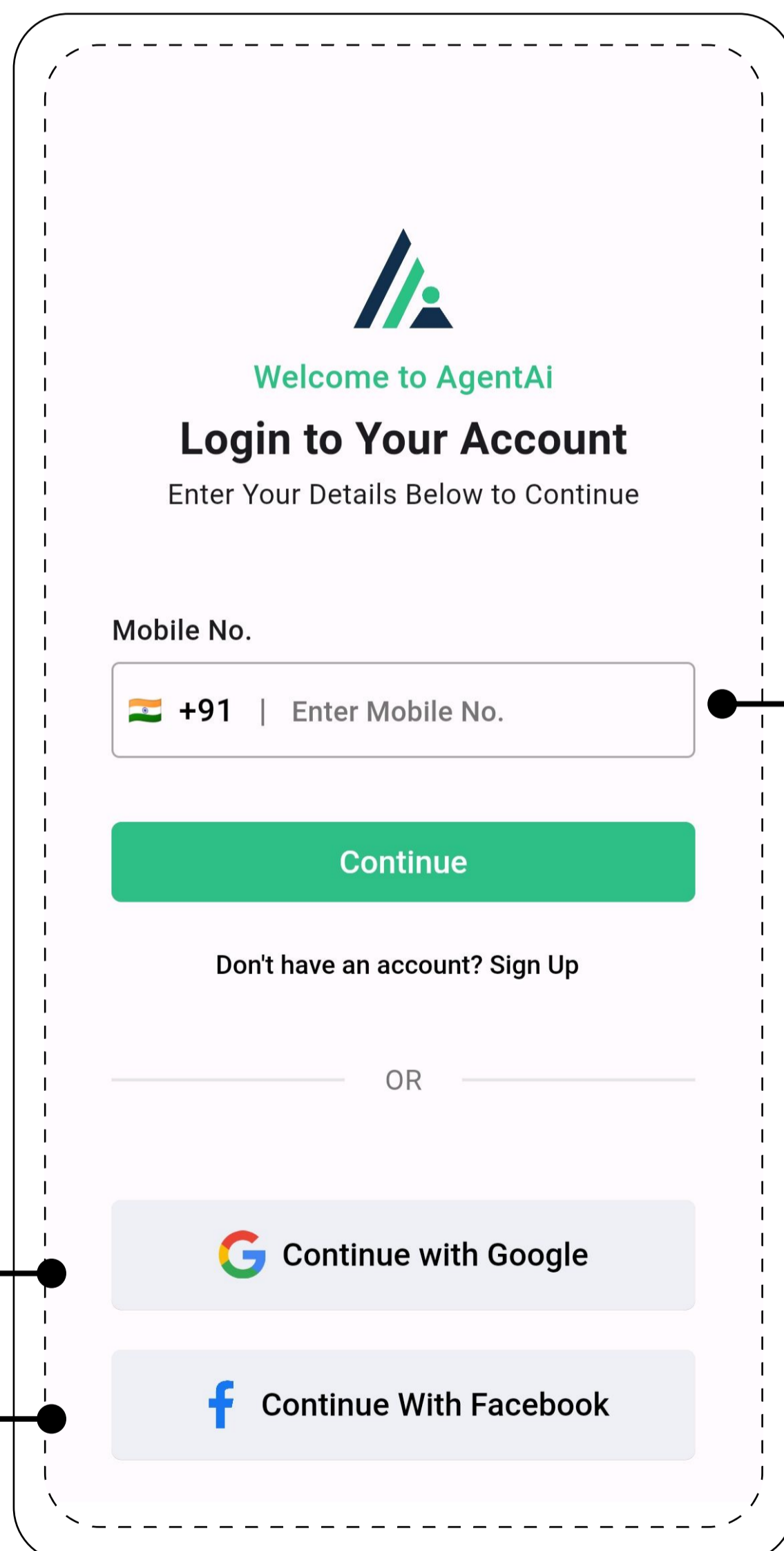
Save

Delete Account

7

Sign In

- In the future, you can either type in your mobile number and press Continue or use Continue with **Google and Facebook** to sign in with your social account.
- You will be directed to the app's home screen after **successful login.**

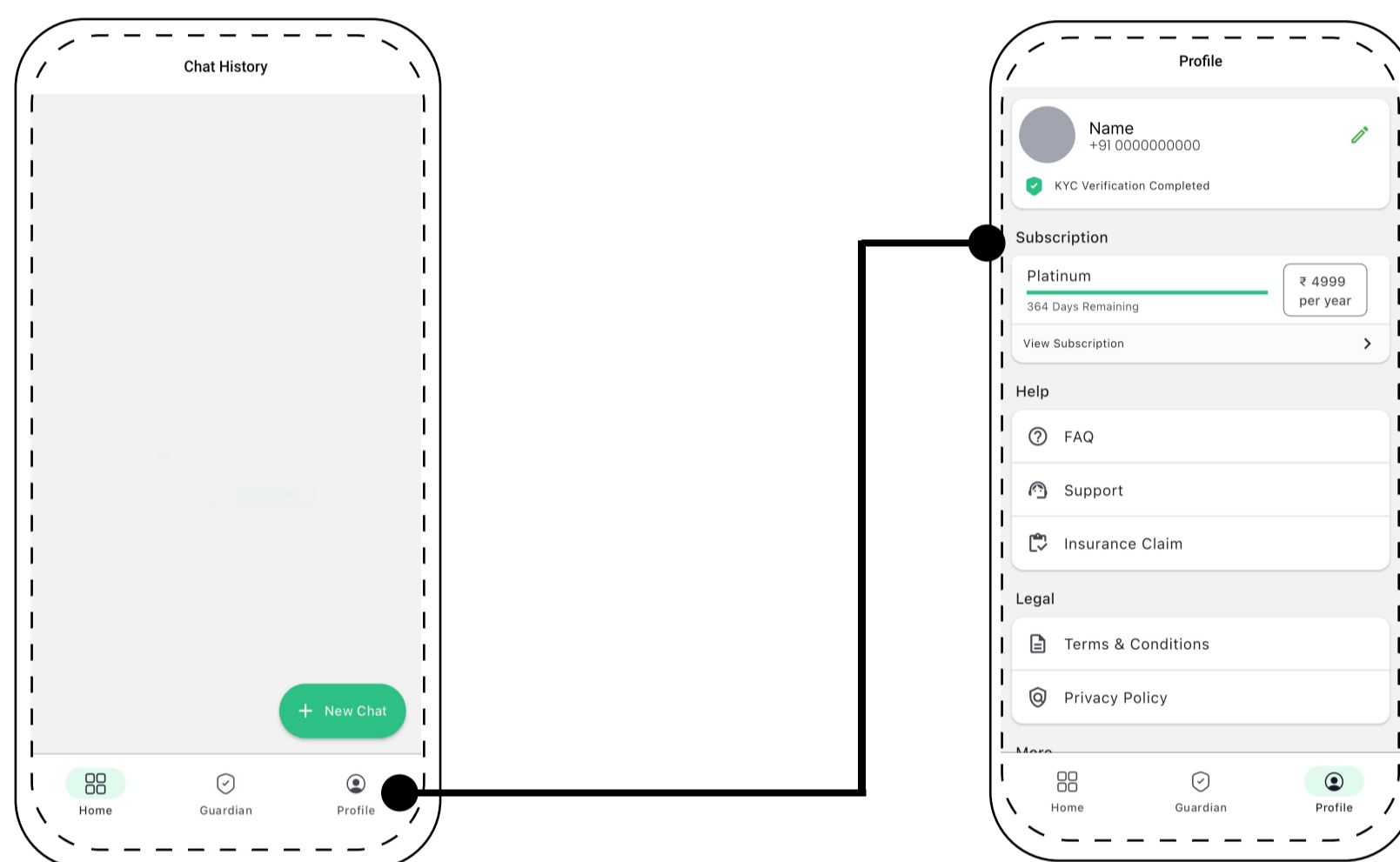


The image shows a mobile app login screen for AgentAI. At the top, there is a logo consisting of three slanted lines in blue and green. Below the logo, the text reads "Welcome to AgentAI" in green, followed by "Login to Your Account" in bold black, and "Enter Your Details Below to Continue" in a smaller black font. The main input area is labeled "Mobile No." and contains a text field with a dropdown menu showing "+91" and a placeholder "Enter Mobile No.". Below this is a prominent green "Continue" button. Underneath the button is the text "Don't have an account? Sign Up". A horizontal line with "OR" in the center separates the mobile number login from social login options. There are two buttons for social login: "Continue with Google" and "Continue With Facebook".

Guidelines for Managing Subscriptions

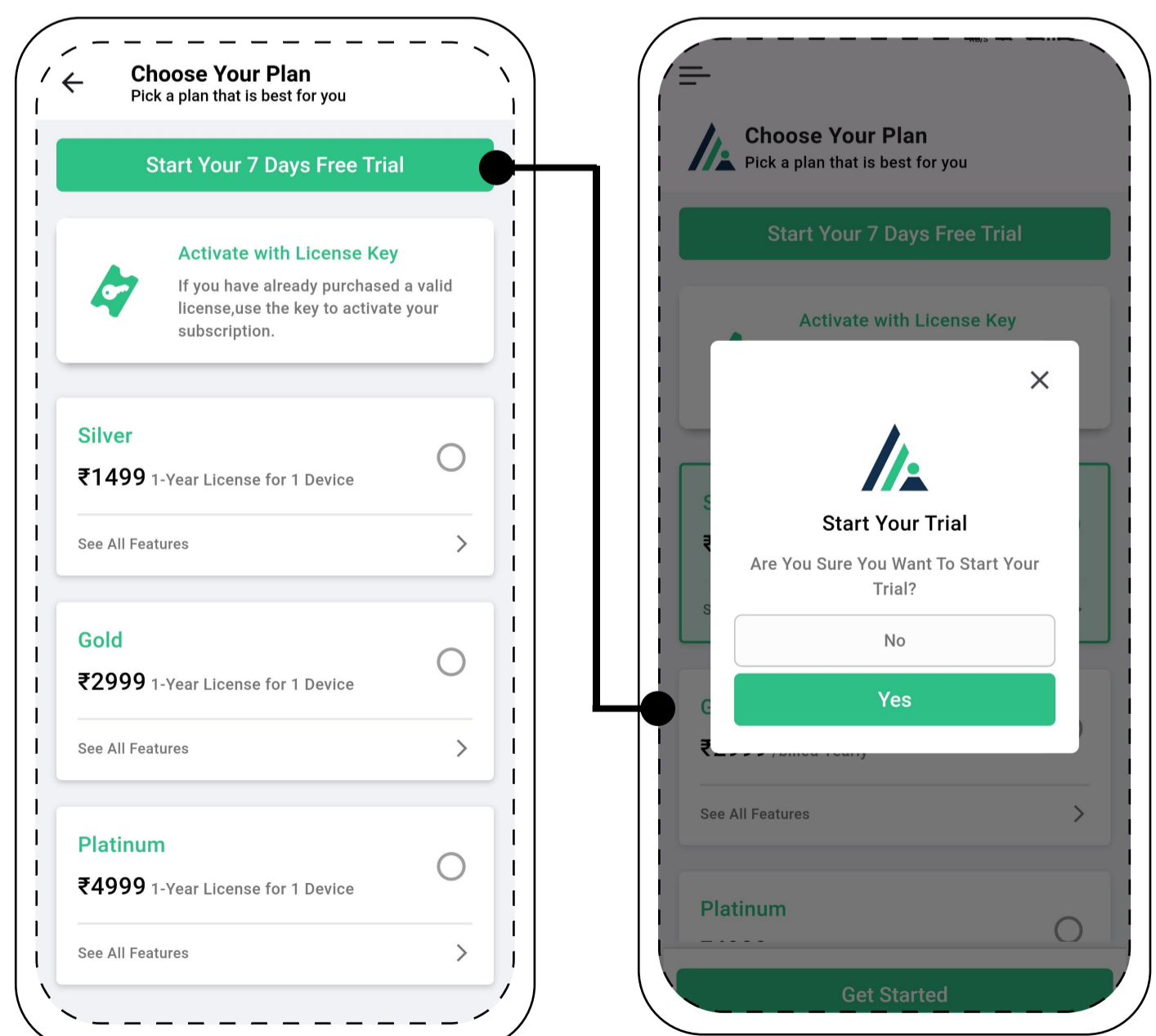
Step 1: Selection of Subscription Plan

- Launch the AgentAi App. From the profile menu, tap on Subscription.
- You will be displayed on a screen called Choose Your Plan, with options for plans like **Silver, Gold, and Platinum**.
- See the plans' features and select the best for you. You may check for features like the availability of a certain number of checks, scans, and identity checks. Various services are included.



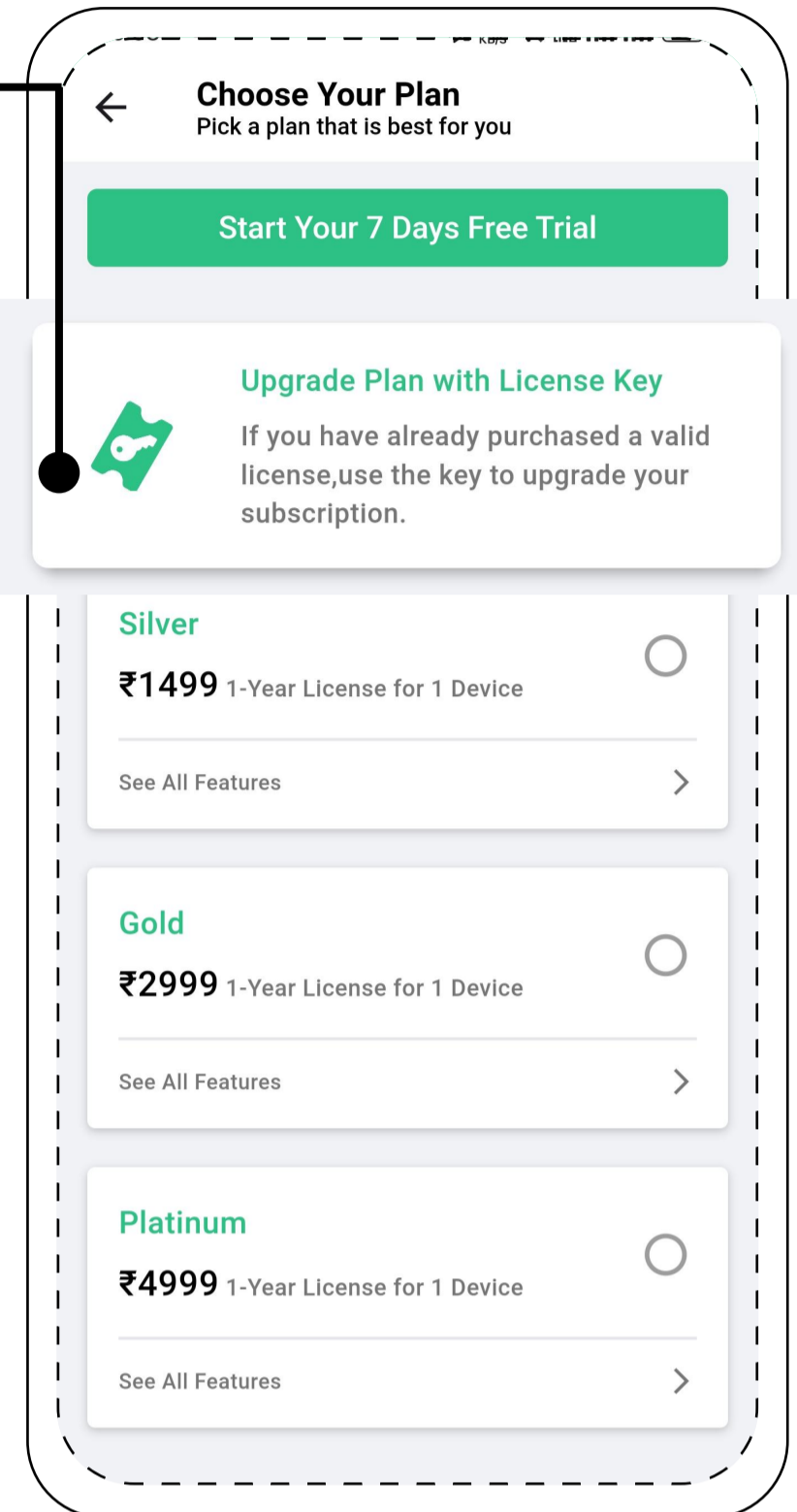
Step 2: Activate subscription

- If you are a new user or want to get acquainted with how to use the product before buying, click the ****Start Your 7 Days Free Trial**** option.
- If you have already purchased the subscription, click the **Activate with License Key** option.
 - Put the 10-digit license key in the text box
 - Click on **Validate License Key** to apply your subscription
- In case you want to purchase a subscription plan, then click your subscription plan



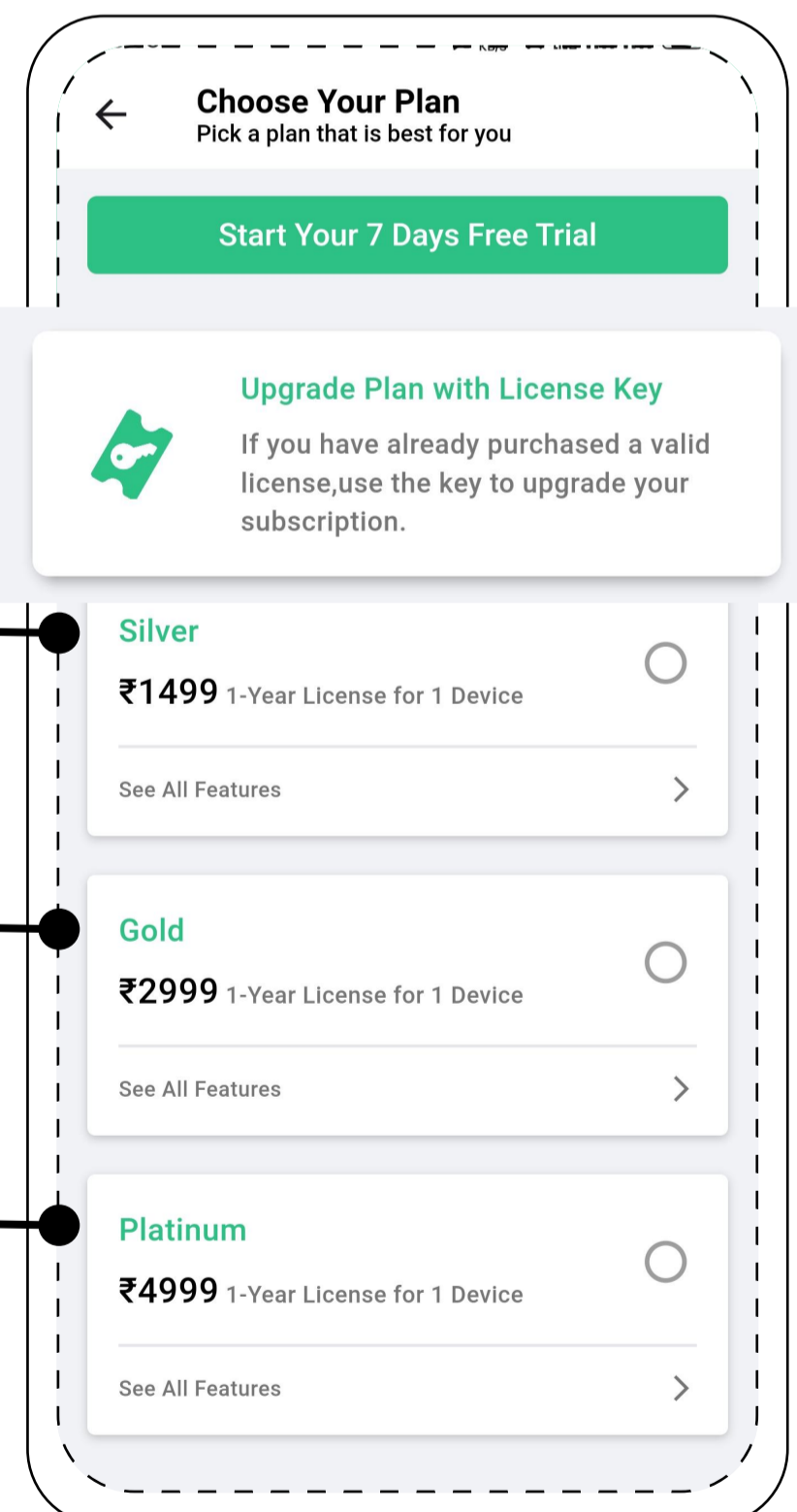
Step 3: Check Subscription

- Upon entering your license key or successful payment for your order, your subscription will be activated.
- The Subscription Details screen will have the effective plan, the billing charge amount, and its validity details.
- You will always be able to find the current status regarding your subscription, including when it's due for expiration, from the My Subscription section.



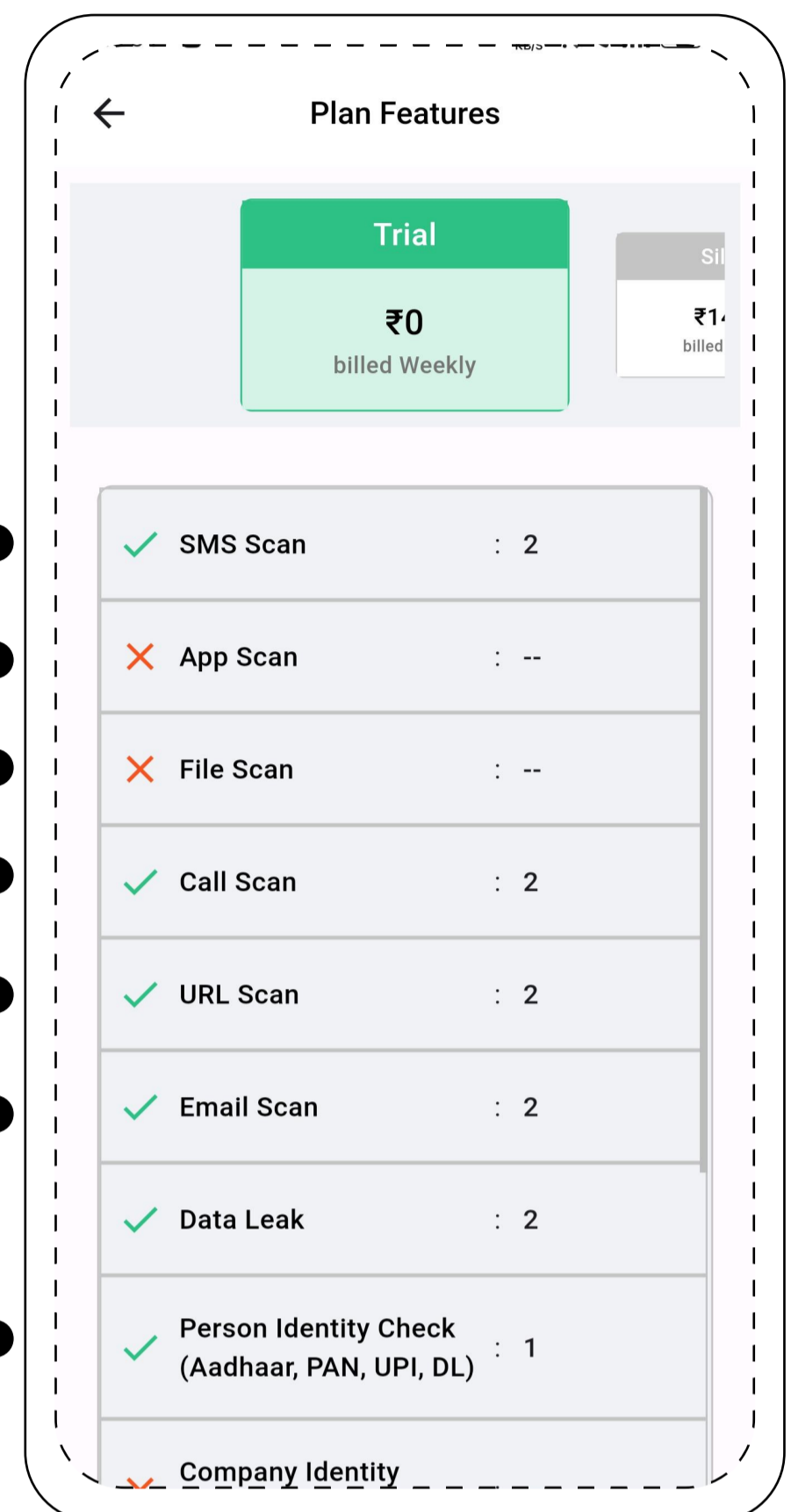
Step 4: How to change your plan

- You can upgrade your current plan from the Upgrade Your Plan section within the My Subscription screen.
- You can select an upgrade to any one of the higher plans: Silver or Gold
- If you have a new licence key for upgrade, tap Upgrade Plan using License Key. Then, insert the key.
- If you want an upgrade by default, click on a plan and process the payment.



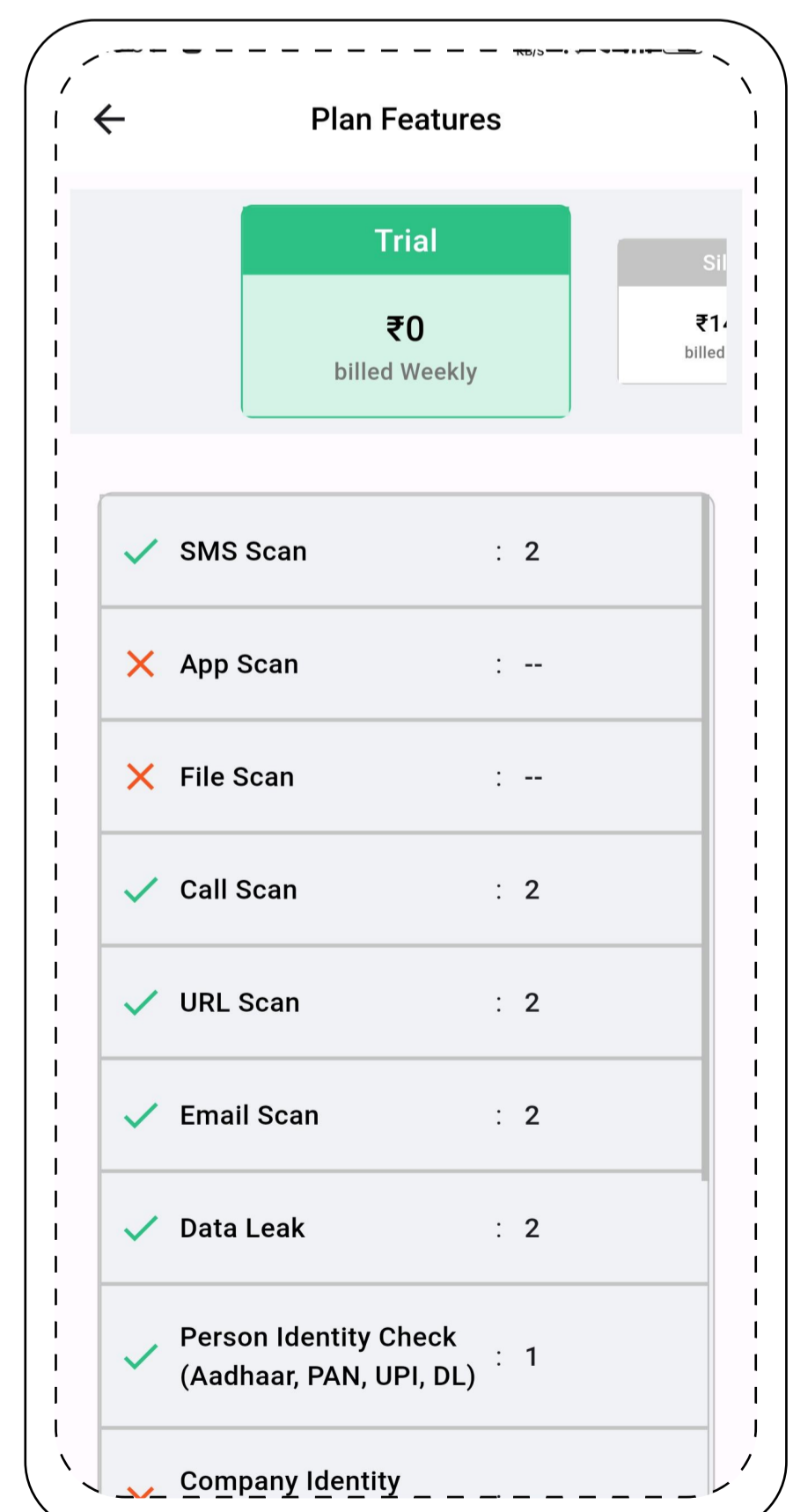
Step 5: Handle subscription features

- All features defined as part of the plan are at your disposal once your plan is active. Example:
 - SMS Scan: There is a limit of 120 scans a year for Basic subscribers.
 - App Scan: Unlimited scans
 - Person Identity Check: Maximum 10 checks in a year.
 - Other facilities such as URL Scan, Scanning of files, and Data Leak monitoring are also rendered per the conditions in the subscription package you have subscribed to.



Step 6: Un-subscribing Your Subscription

- Go to the My Subscription screen to cancel a subscription.
- Tap on the Cancel Subscription. You will be asked to confirm this.
- Any subscription status may be cancelled to avoid further renewals, but it might end access to whatever features are currently available only at the end of the paid period.

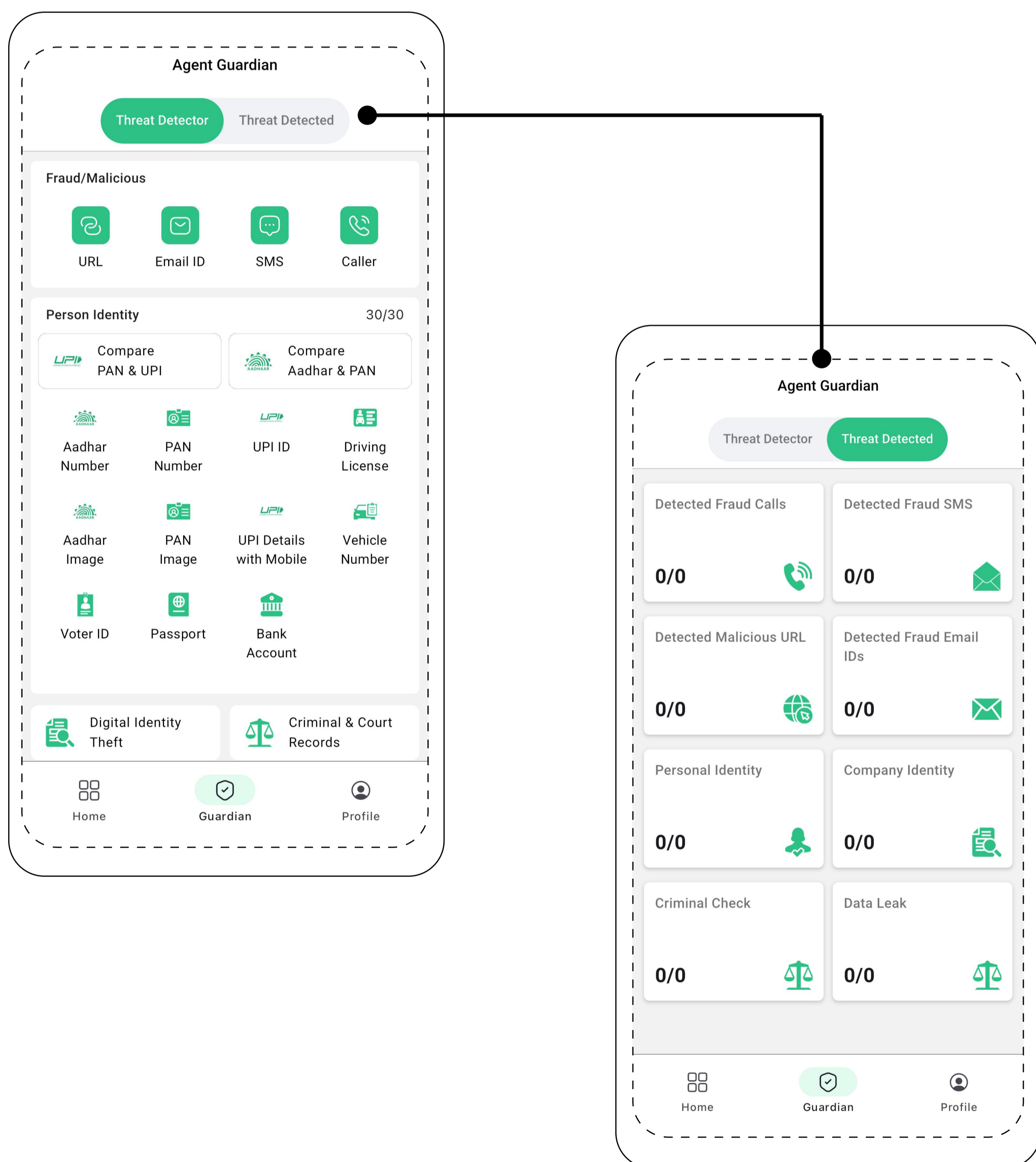


Steps to picking, activating, and managing subscriptions well in AgentAi App Segmented into

Threat Detected Screen Guidelines

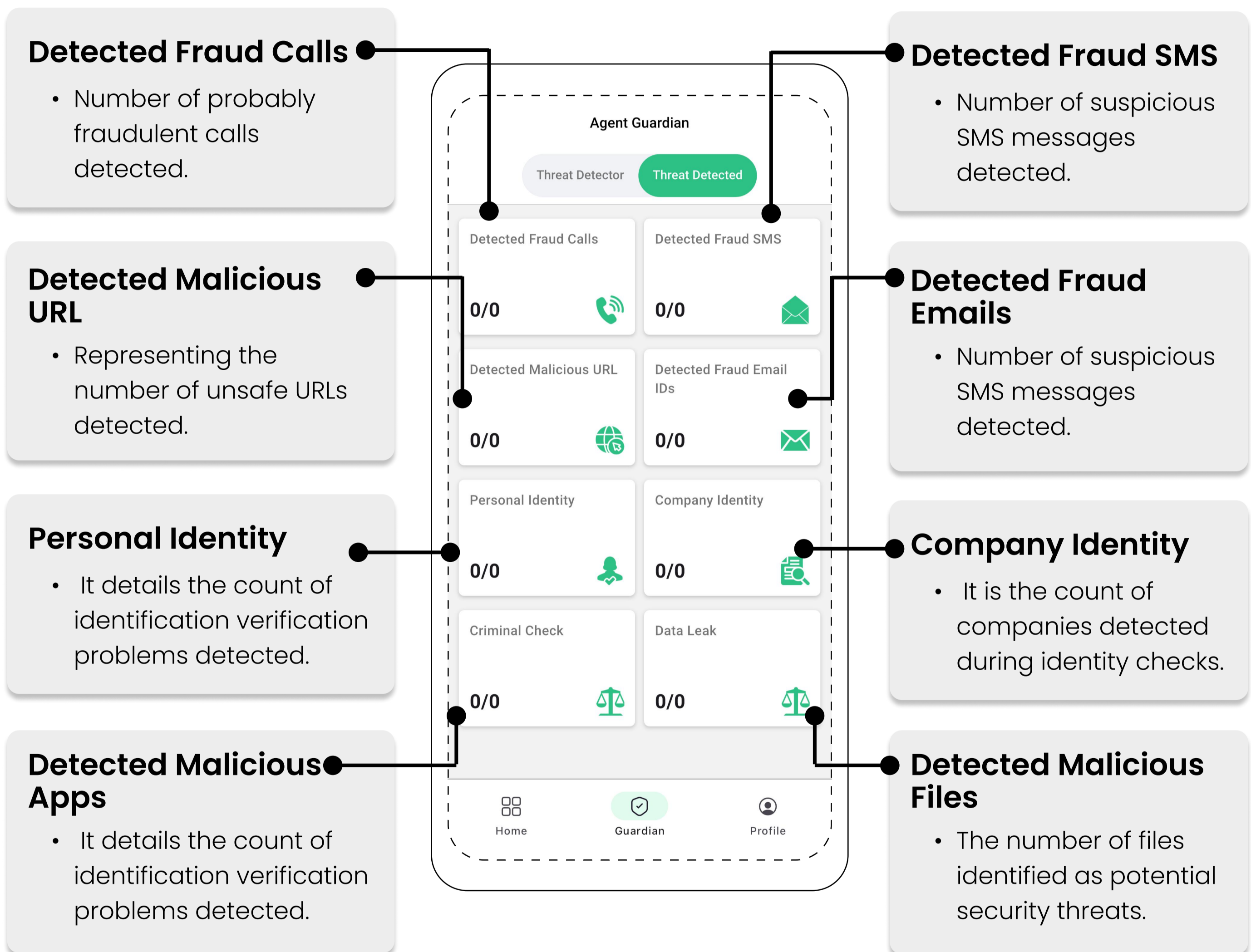
Accessing Threat Detected Screen

- Launch the **Agent Guardian** application
- Using the home screen or navigation drawer, navigate to the **Agent Guardian** section.
- Tap on the top navigation bar on the **Threat Detected** tab.



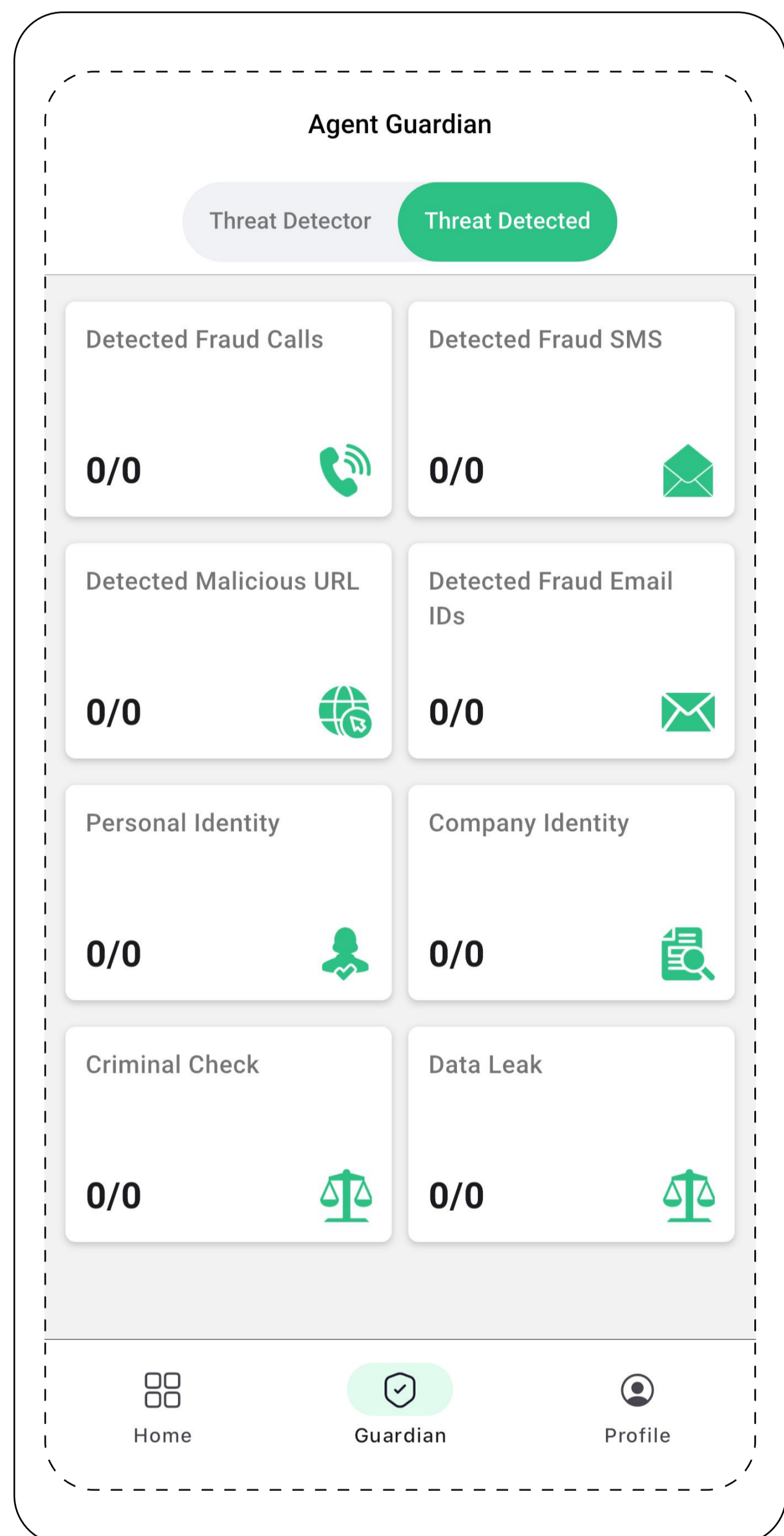
How to use the Threat Detected Screen

The Threat Detected screen outlines all forms of threats that the app detects in numerous categories. Each category will represent the total scans regarding how many threats were detected. These categories include:



Managing Detected Threats

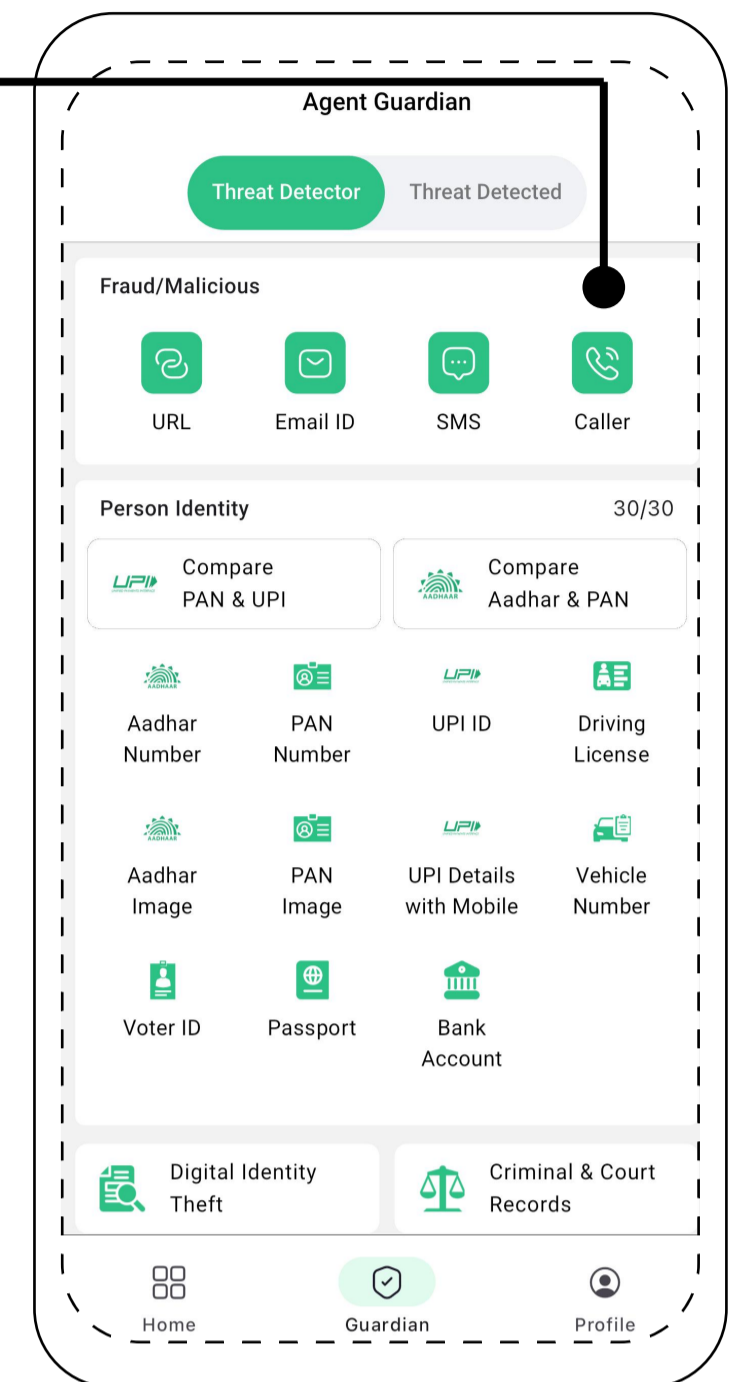
- **View Details:** Details of the threats found can be viewed by tapping any category. You can further take action, like blocking the number, deleting a message, or removing an app.
- **Take Action:** You can either ignore the threat or take certain actions based on the detected threats based on the app's advice. For example, you can block a phone number or delete a suspicious file.
- **Clear threats:** After dealing with a threat, you can clear it from the Threat Detected screen. This keeps your dashboard up to date.
- **Regular Monitoring:** It is highly necessary to visit the Threat Detected screen regularly and try to resolve new threats as soon as possible. This will help keep this screen free of any unresolved threats, ensuring overall safety for your device.



Instructions to Detect a Fraud Caller

Step 1: Accessing the Feature

- Start by opening your phone and logging into the AgentAi app.
- The Agent Guardian section is within the hamburger menu icon at the home screen's top left.



Step 2: Initiating a Call Check

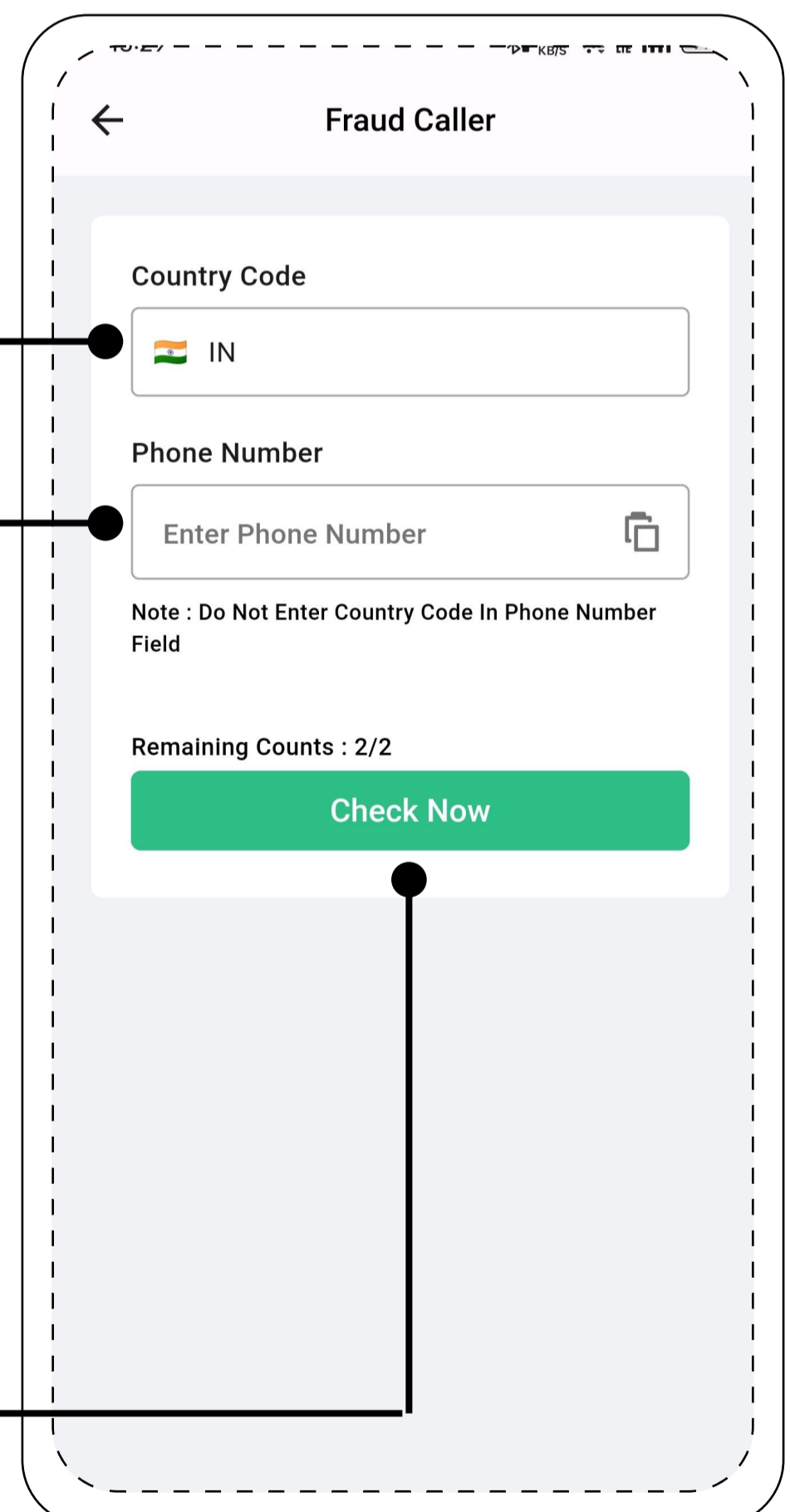
- In the Agent Guardian section, click on the feature represented as 'Detect Fraud Caller.'
- You will now get redirected to the Call Check screen.

Step 3: Enter the Phone Number

- Choose the Country Code from the dropdown if it is not selected.
- Now, enter the phone number that you want to search in the Phone Number field.

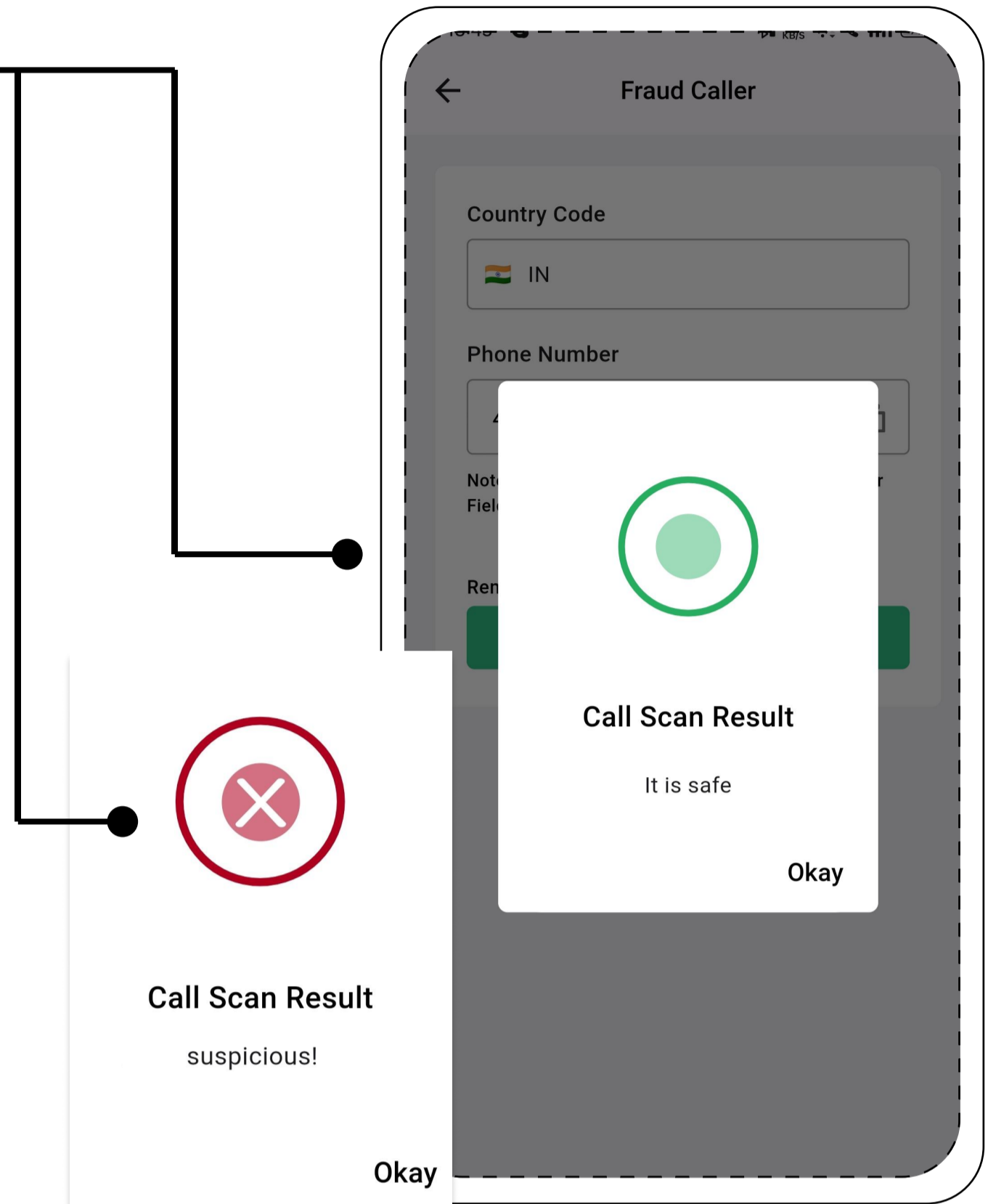
Note: Don't add the country code in the phone number field since it is already there.

Hit the Check Now button.



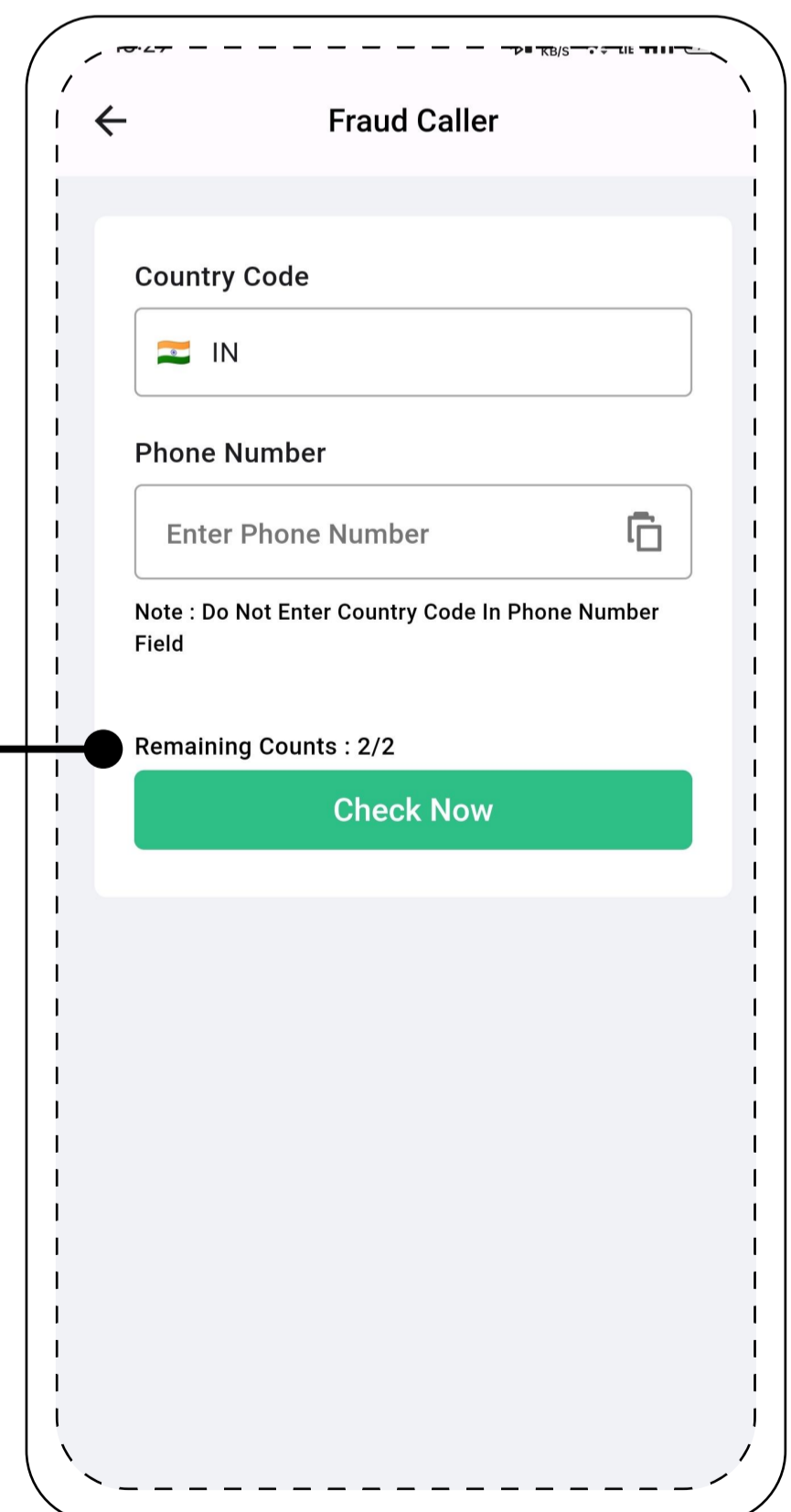
Step 4: Displaying the Results

- After completion of scanning, a result pop-up will appear on the screen.
- If it is a safe number, the pop-up will be a green checkmark with "It is safe." Tap OK to dismiss the message.
- If it is a risky/fraud number, the pop-up will appear red with a warning icon and the words "Calls from this number have a high chance of being fraud or risky." Tap OKAY to dismiss the message.



Step 5 Available Checks

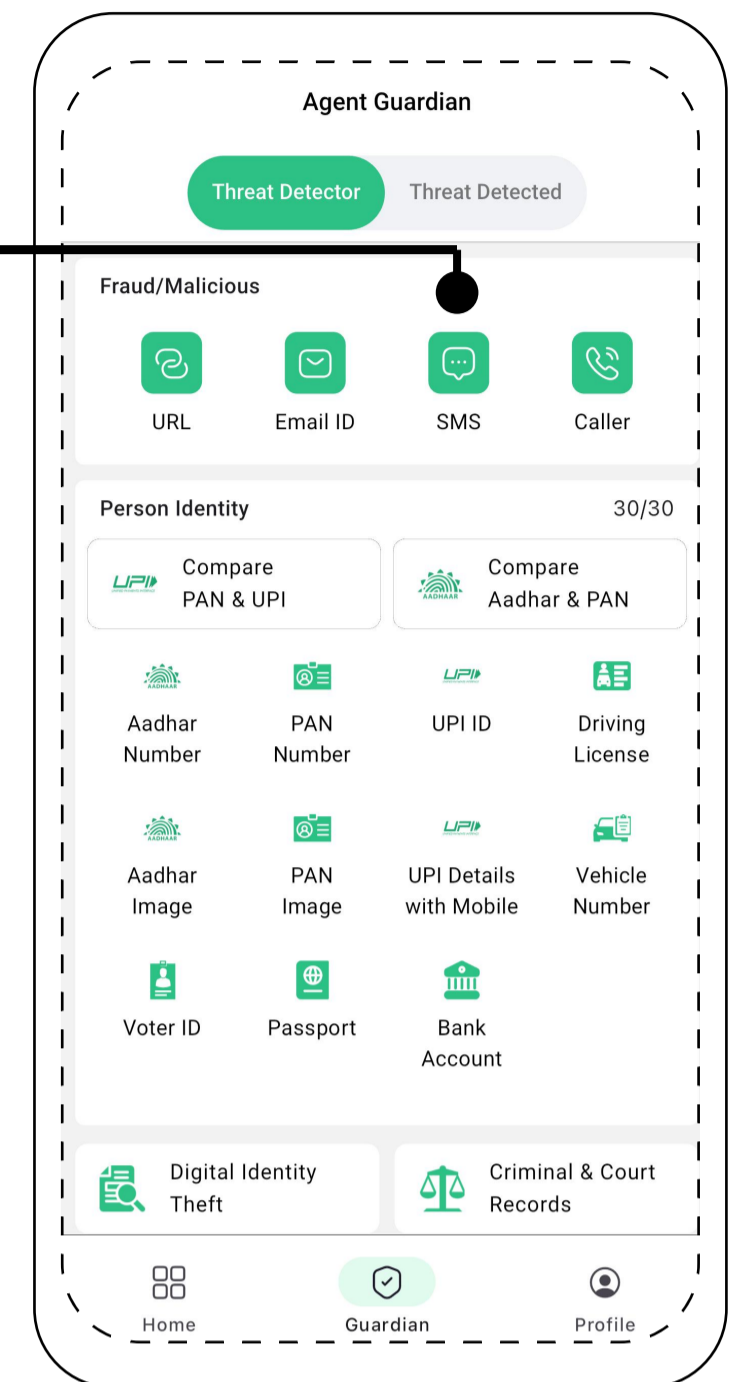
- The Remaining Counts section of the Call Check screen will indicate the remaining counts relative to the overall ones available.



Instructions to Detect a Fraud SMS

Step 1: Accessing the Feature

- Start by opening your phone and logging into the AgentAi app.
- The Agent Guardian section is within the hamburger menu icon at the home screen's top left.



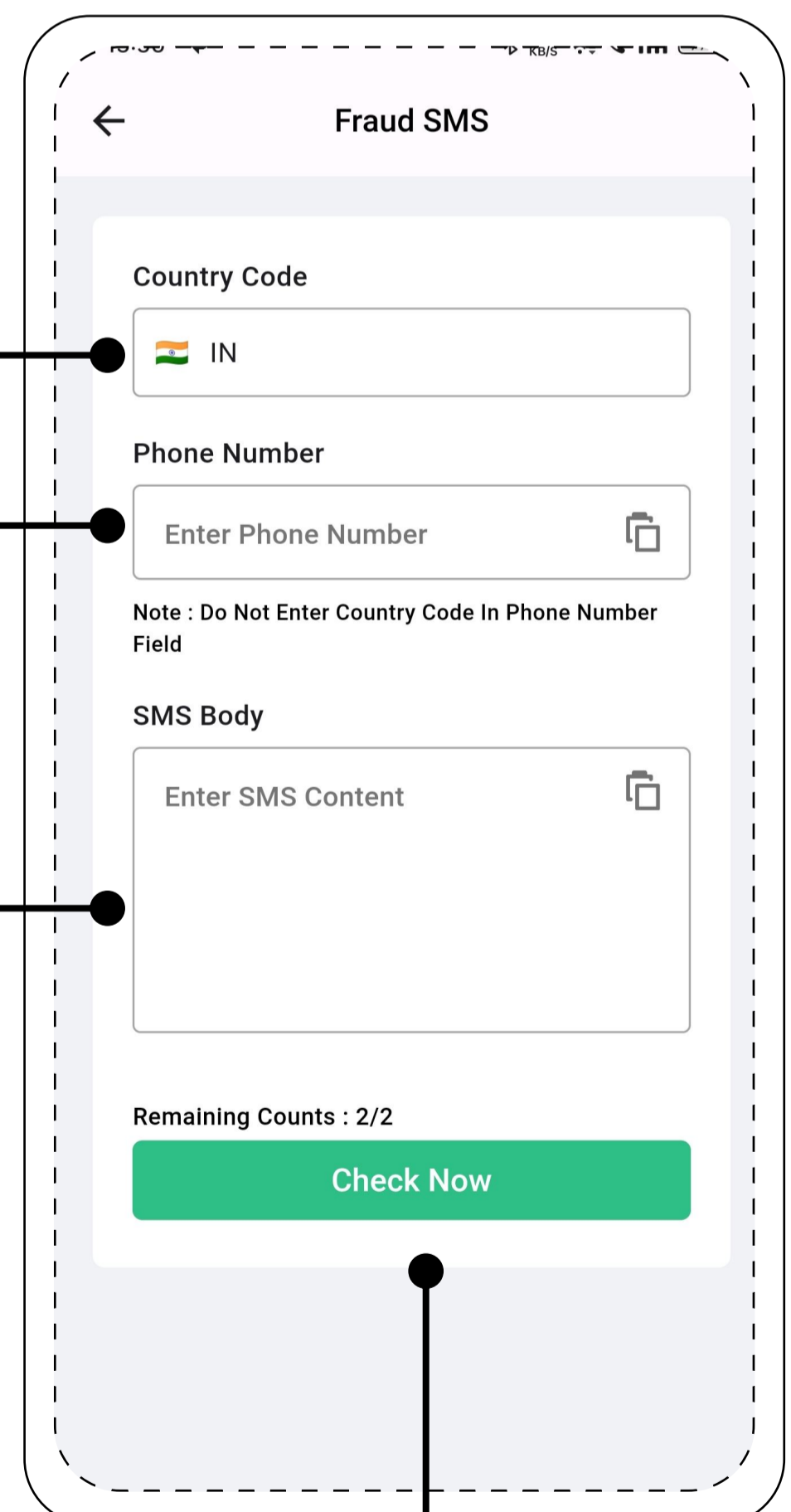
Step 2: Initiating an SMS Check

- In the Agent Guardian section, click on the 'Detect Fraud SMS' feature.
- You will now get redirected to the SMSCheck screen.

Step 3: Enter the Phone Number

- Choose the Country Code from the dropdown if it is not selected.
- Now, enter the phone number that you want to search in the Phone Number field.

Note: Don't add the country code in the phone number field since it is already there.



Step 4: Enter the SMS text

- Enter or paste the SMS text.
- Hit the Check Now button.

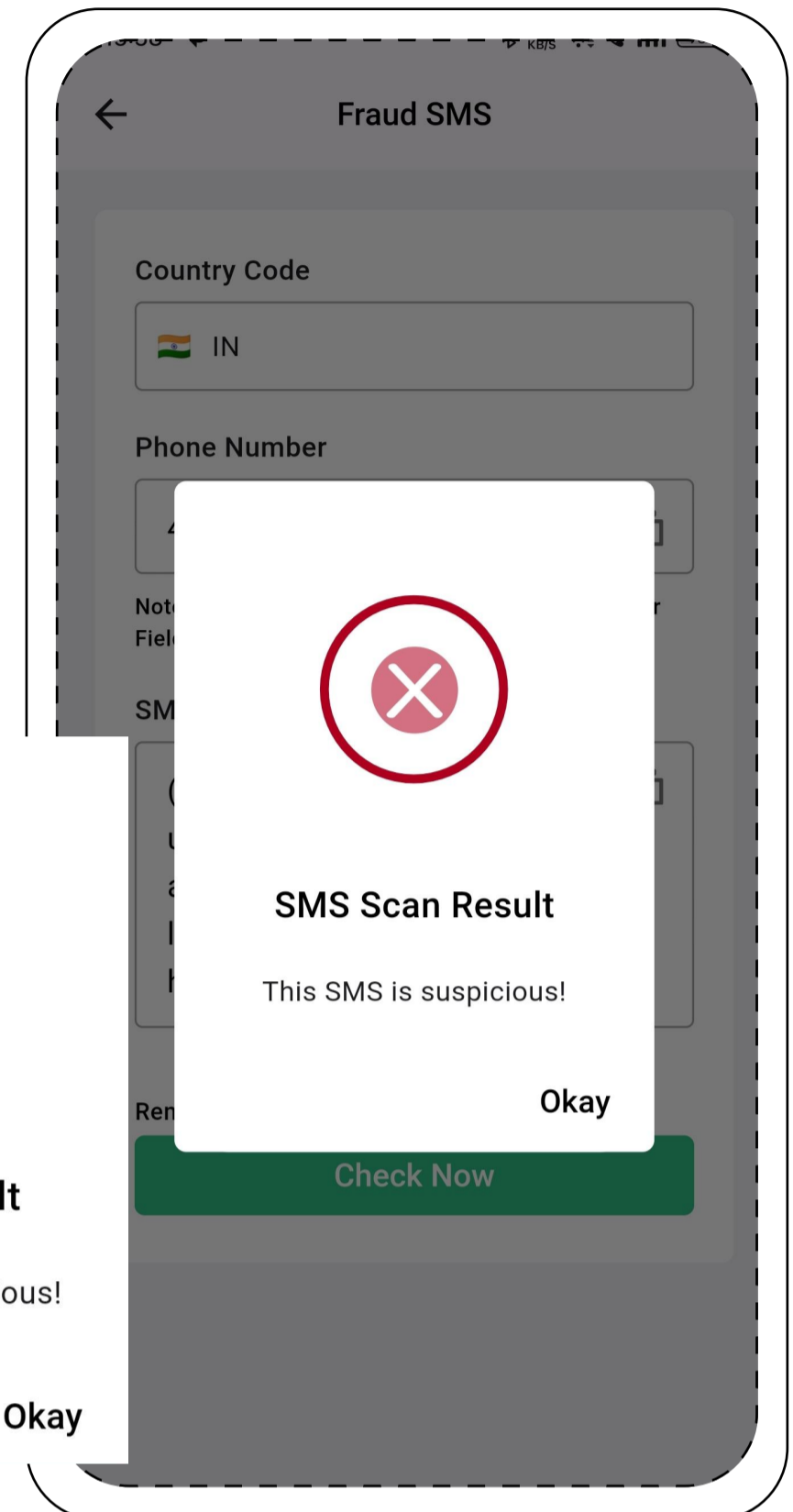
Step 5: Displaying the Results

- After completion of scanning, a result pop-up will appear on the screen.
- If it is a safe SMS, the pop-up will be a green checkmark with "It is safe." Tap OK to dismiss the message.
- If it is a risky/fraudulent SMS, the pop-up will appear red with a warning icon and the words "This SMS is suspicious." Tap OKAY to dismiss the message.



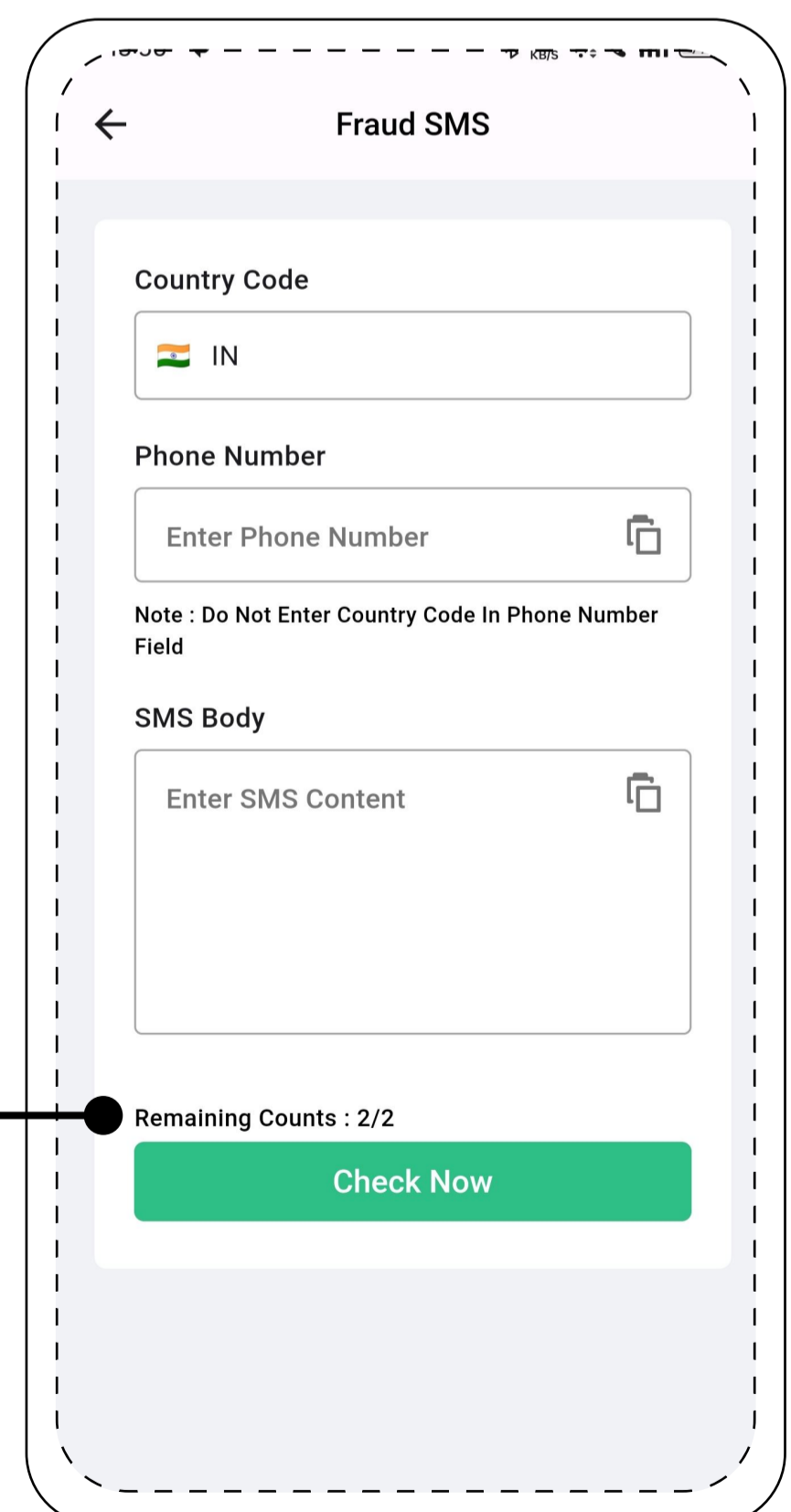
SMS Scan Result

This SMS is not suspicious!



Step 6: Available Checks

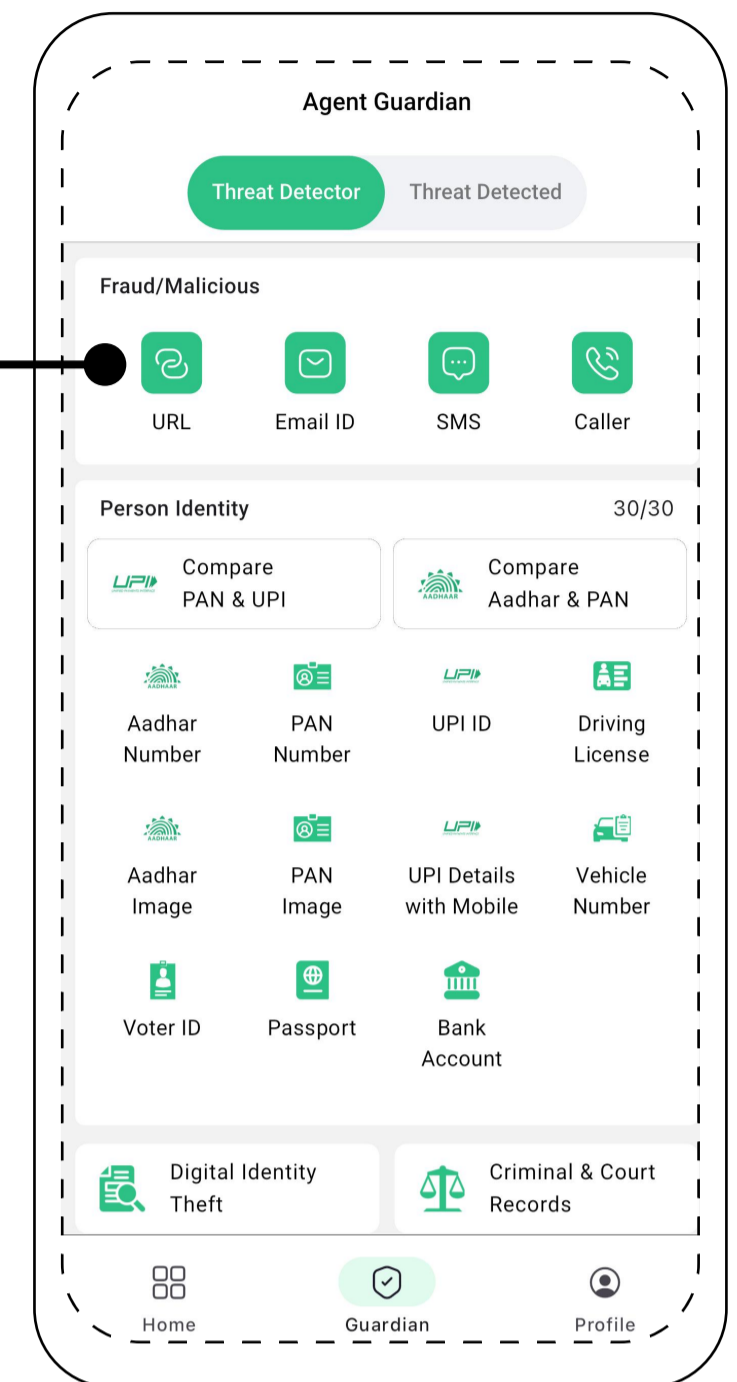
- The Remaining Counts section of the SMS Check screen will indicate the remaining counts relative to the available ones.



Malicious URL Detection Guidelines

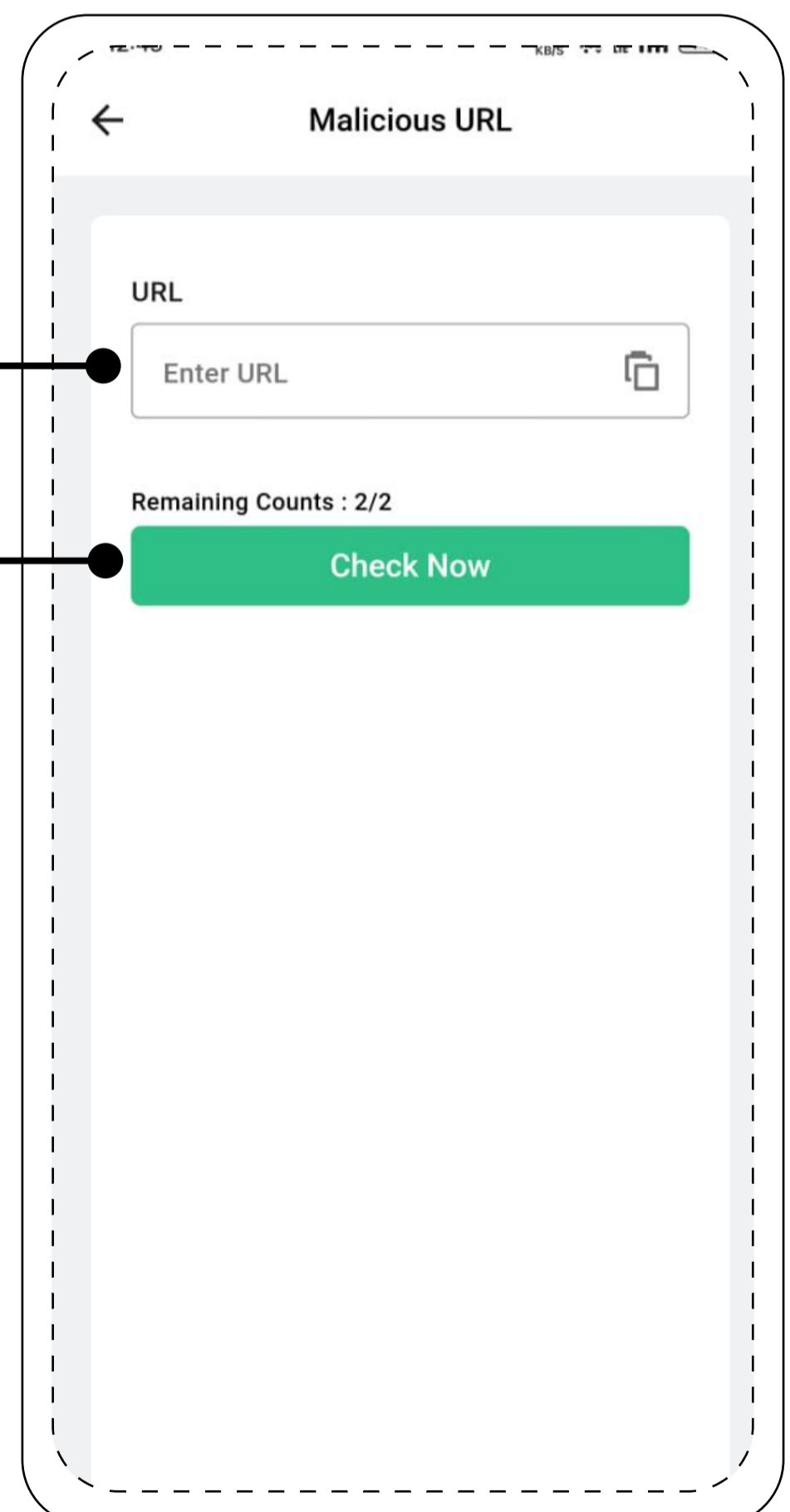
Step 1: Accessing the Feature

- Open the AgentAi app on your device.
- Tap the icon on the top left corner of the home screen to open the hamburger menu from which you need to select Agent Guardian.
- In Agent Guardian, select the **Detect Malicious URL option**.



Step 2: Entering the URL

In the window Detect Malicious URL, there will be an input field the user can fill in with the URL to be analyzed. The user inputs or pastes the URL in the field. The URL must be correct and complete.

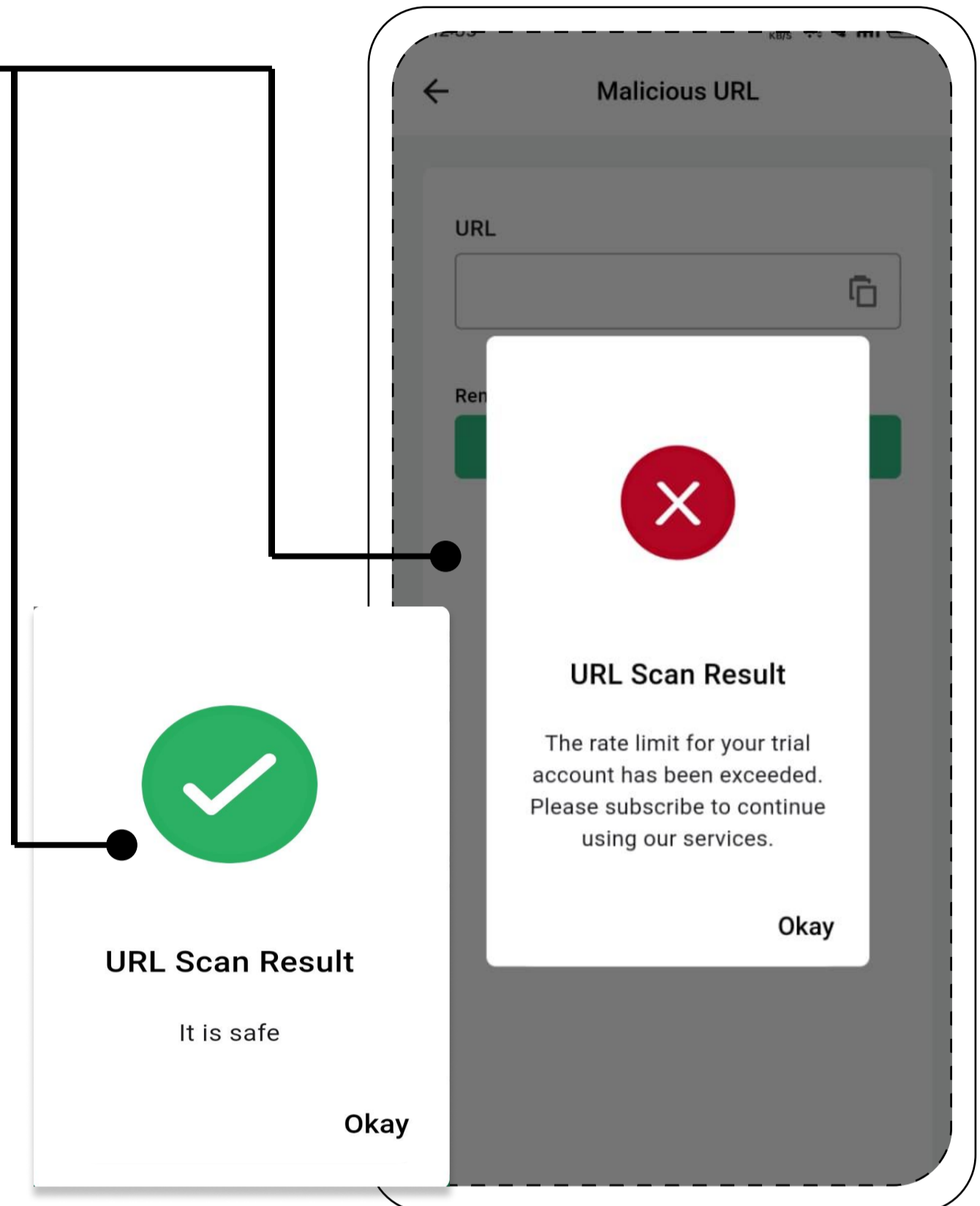


Step 3: Start Scan

After giving the URL, start scanning with the Check Now button. The system will analyze the URL to classify it as malicious or safe.

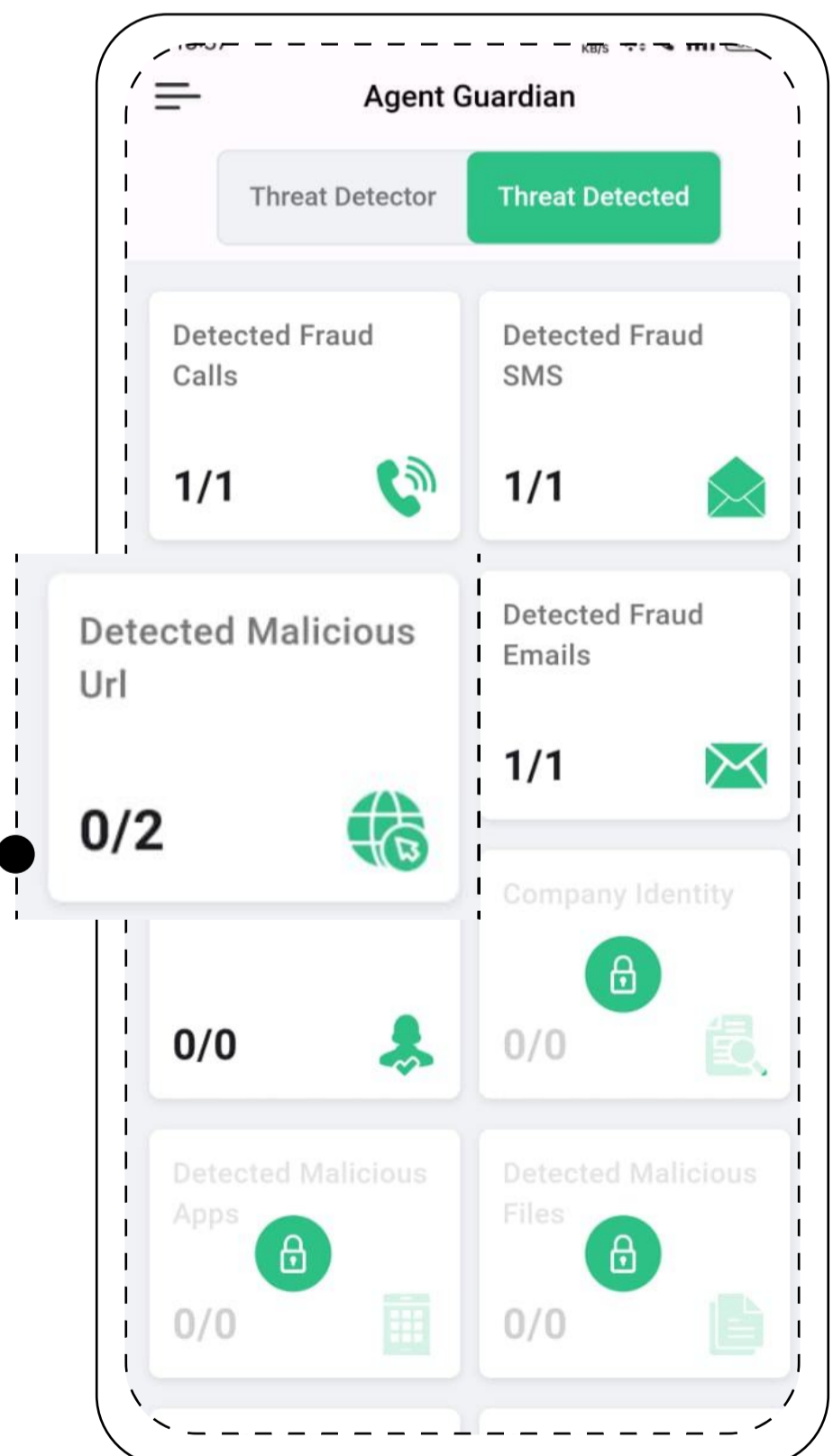
Step 4: Results

- After the scan is done, it will show a result on the screen:
- In case it's safe, it manifests with a green checkmark and a message stating that this URL isn't malicious.
- If it is malicious, it will flash a red caution symbol with a message that says the URL is dangerous and must be avoided. Finally, tap OK to dismiss the results pop-up.



Step 3: View Detected URLs

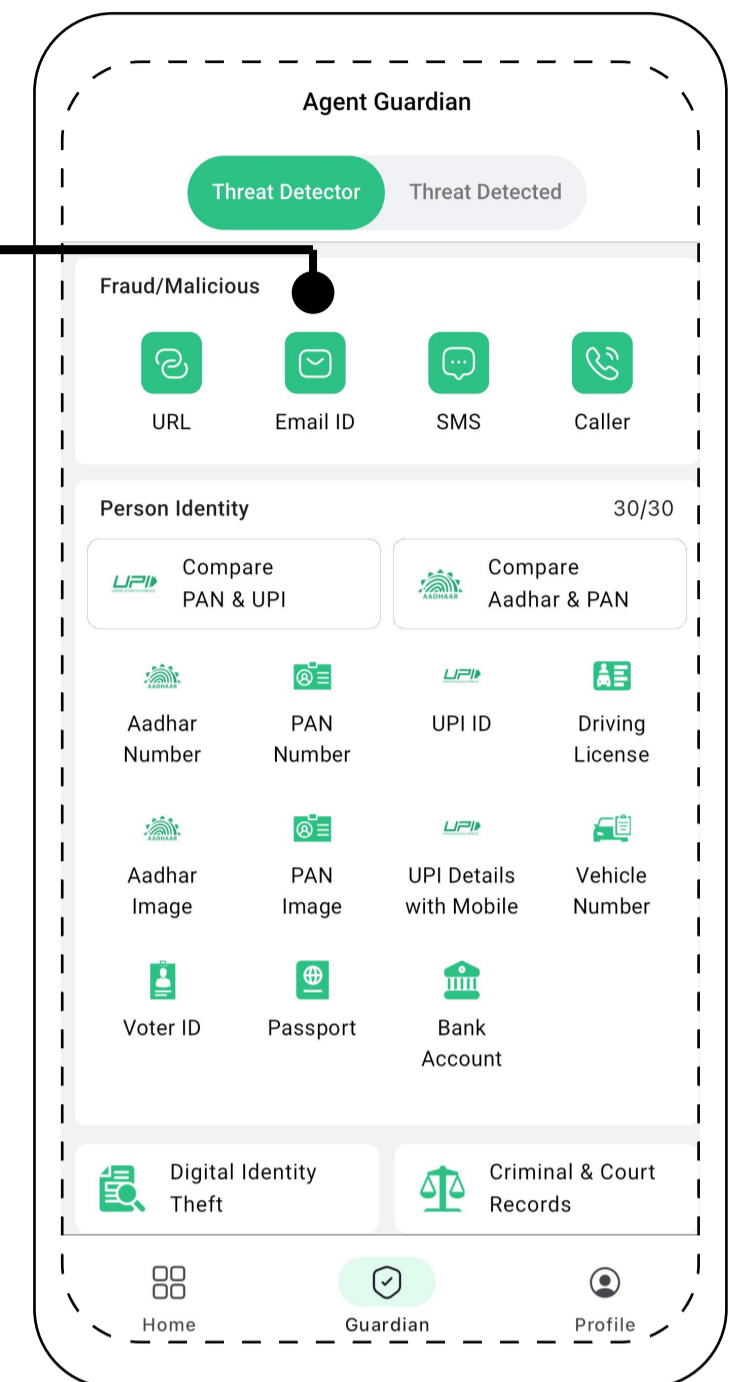
- The Detect Malicious URL feature will maintain a history of the URLs you have checked, and the total count of detected malicious URLs appears on the Agent Guardian home screen.
- It's also a good practice to check that list occasionally to see what may be out there.



Detect Fraud Email Guidelines

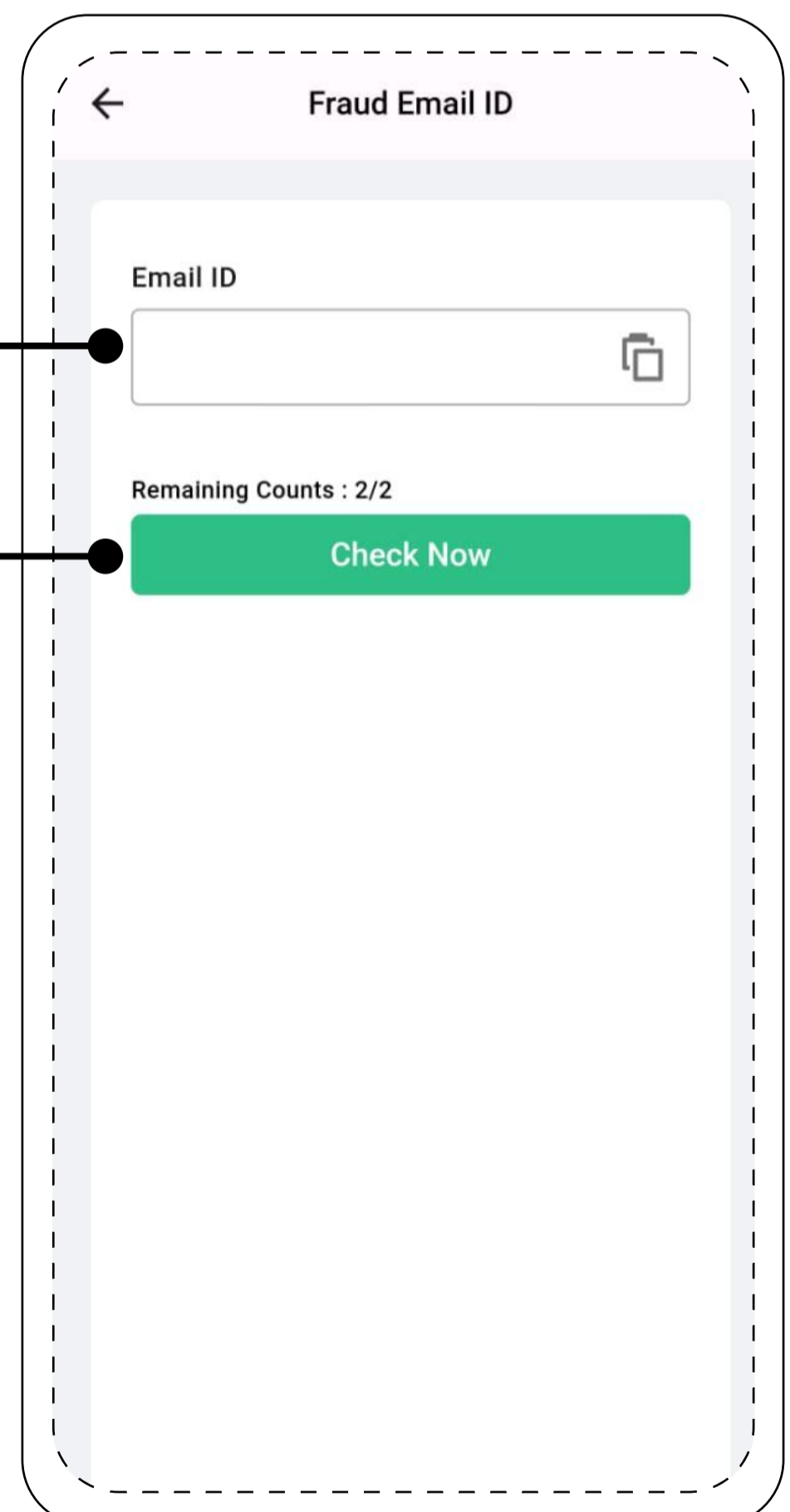
Step 1 How to Get to the Feature

- You should open the AgentAi app on your device.
- Tap the icon on the top left corner of the home screen. This will bring up the hamburger menu from which you must select Agent Guardian.
- Select the feature of Detect Fraud Email under the Agent Guardian



Step 2 Enter Email Address

- In the Detect Fraud Email window, there will be a field where you must type or paste the email address you are about to verify.
- Paste the email address in the given field.
- Check whether the email is correct.

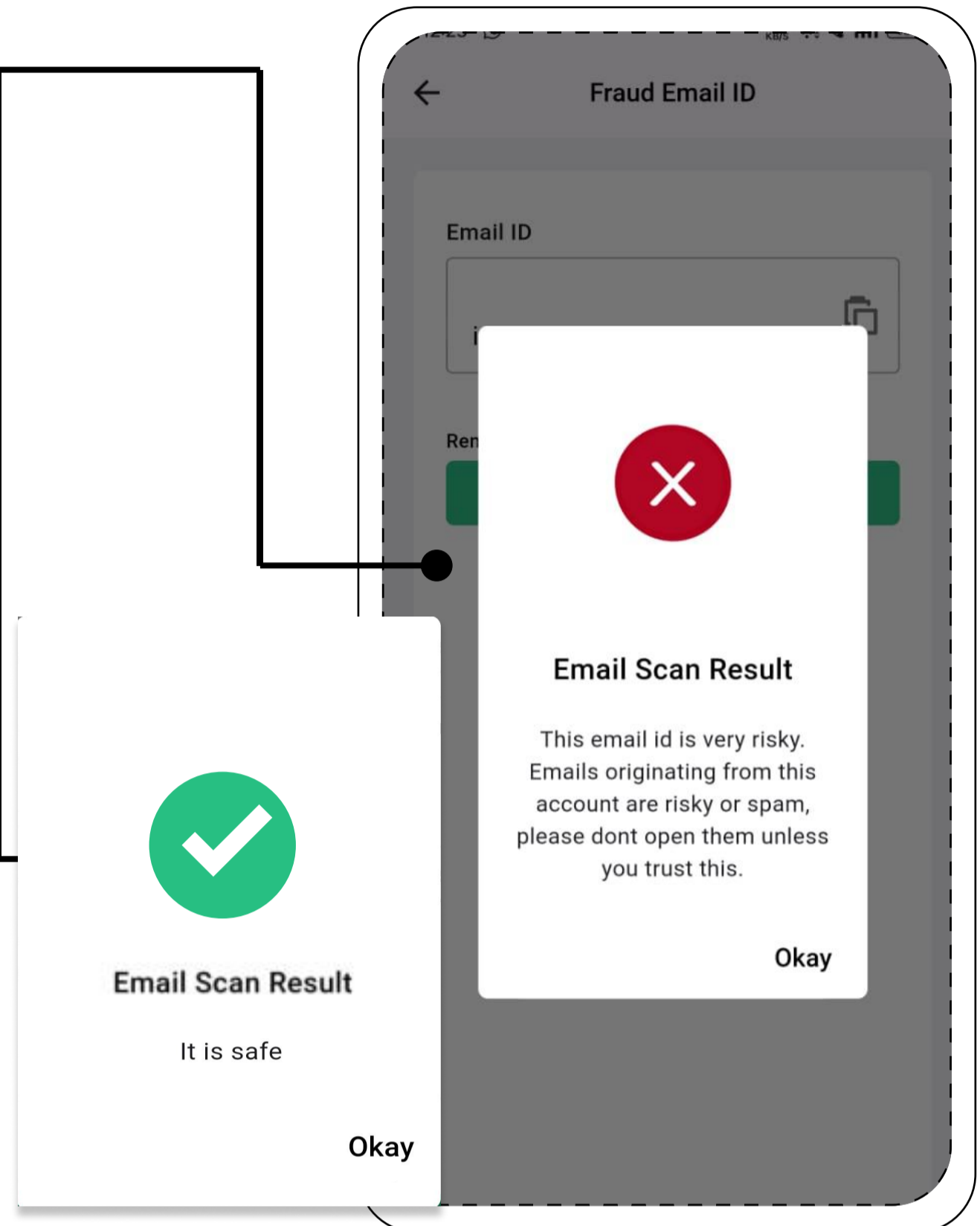


Step 3: Check Now

- After providing the email address, the Check Now button will start the scanning process.
- The email will be checked for all fraud and suspicious activities.

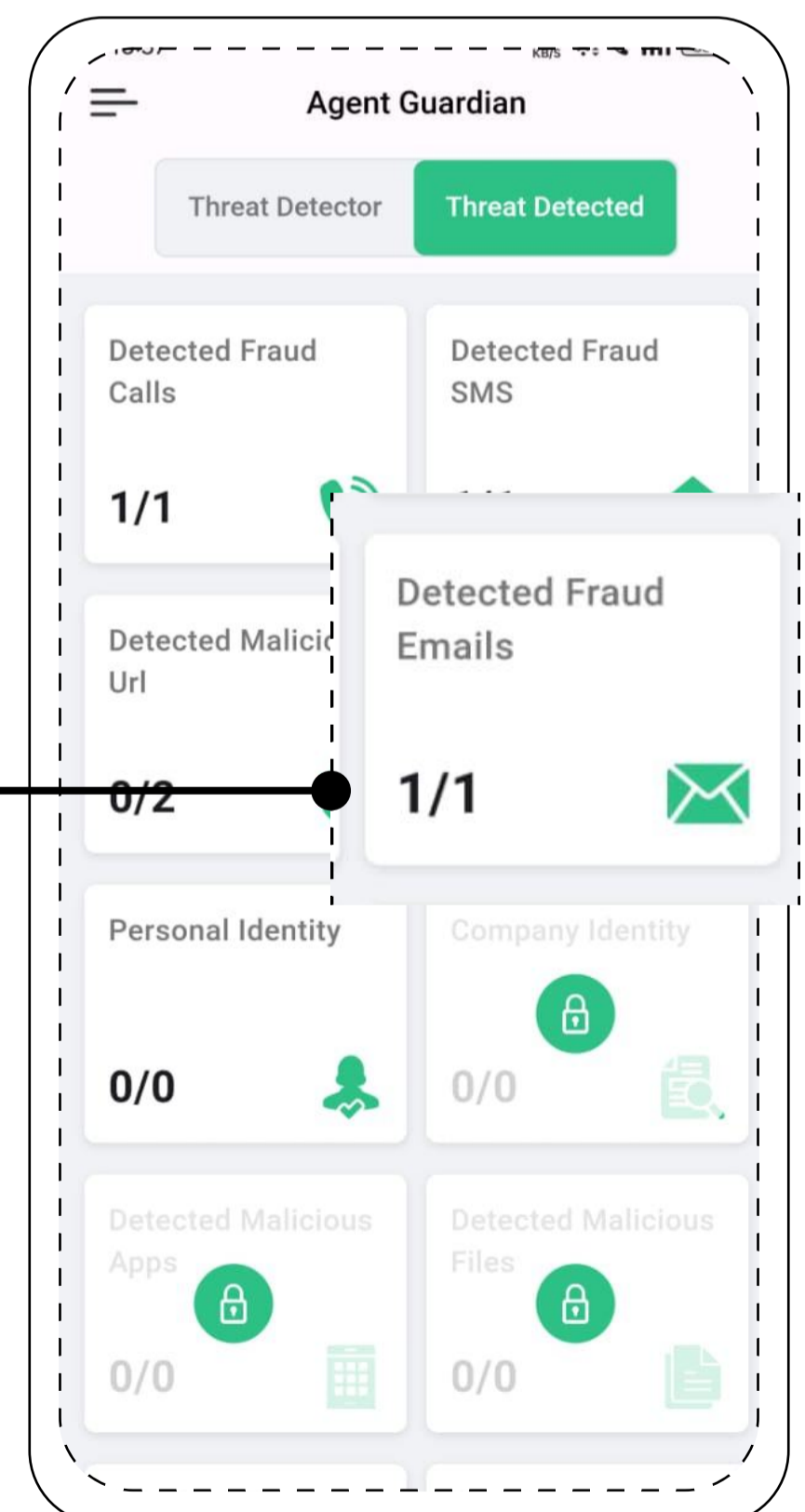
Step 4: Display of Results

- Once the scanning process is complete, a result will pop up on the screen:
- If the email address is safe, a green checkmark will appear with a message stating that the email address is not known for fraud.
- Should the email address become fraudulent or suspicious, a red warning symbol will thus be updated with a message warning to be cautious.
- Tap OK to close the results pop-up.



Step 5: Viewing Detected Emails

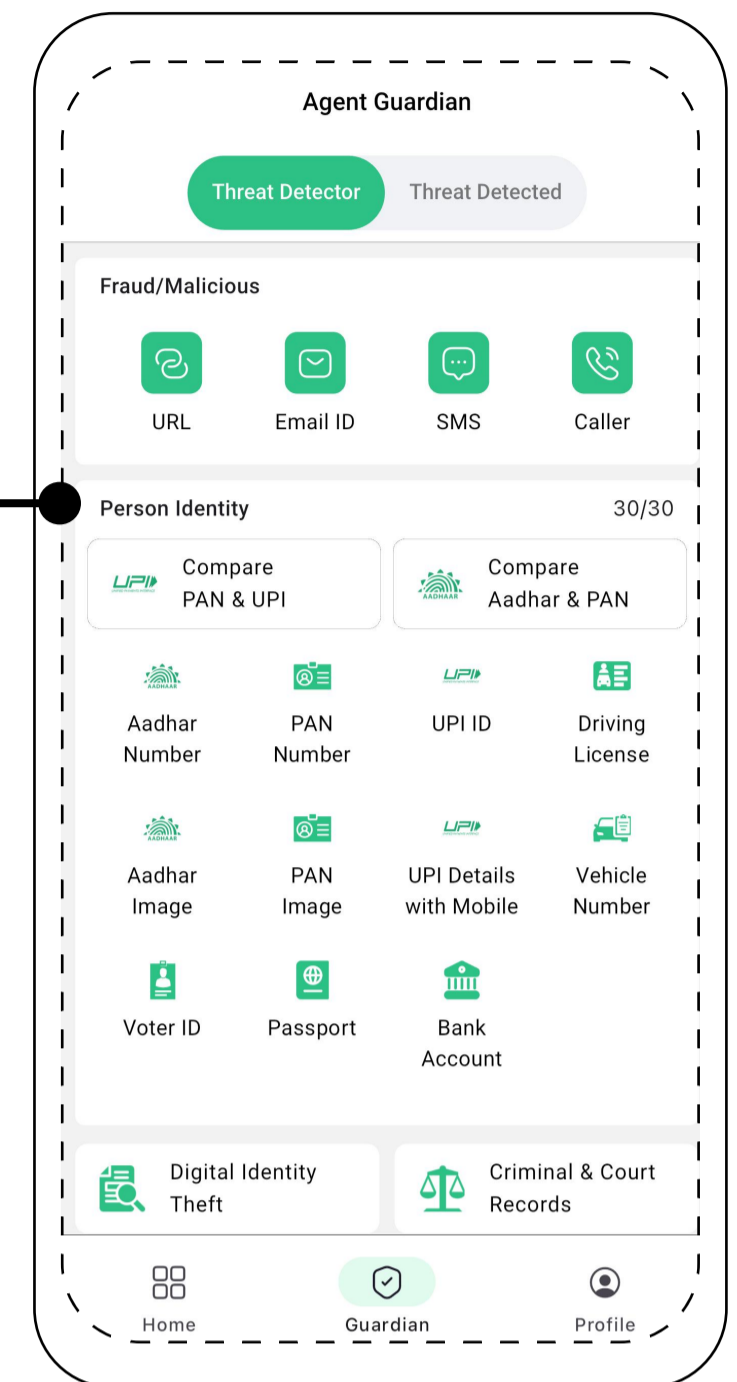
- The Detect Fraud Email feature will maintain a running list of all email addresses you have checked for fraud. This will be located on the Agent Guardian main screen, complete with the total count of fraudulent emails found.
- Be sure to check this list regularly for any new threats that may be out there.



Check Person Identity Guidelines

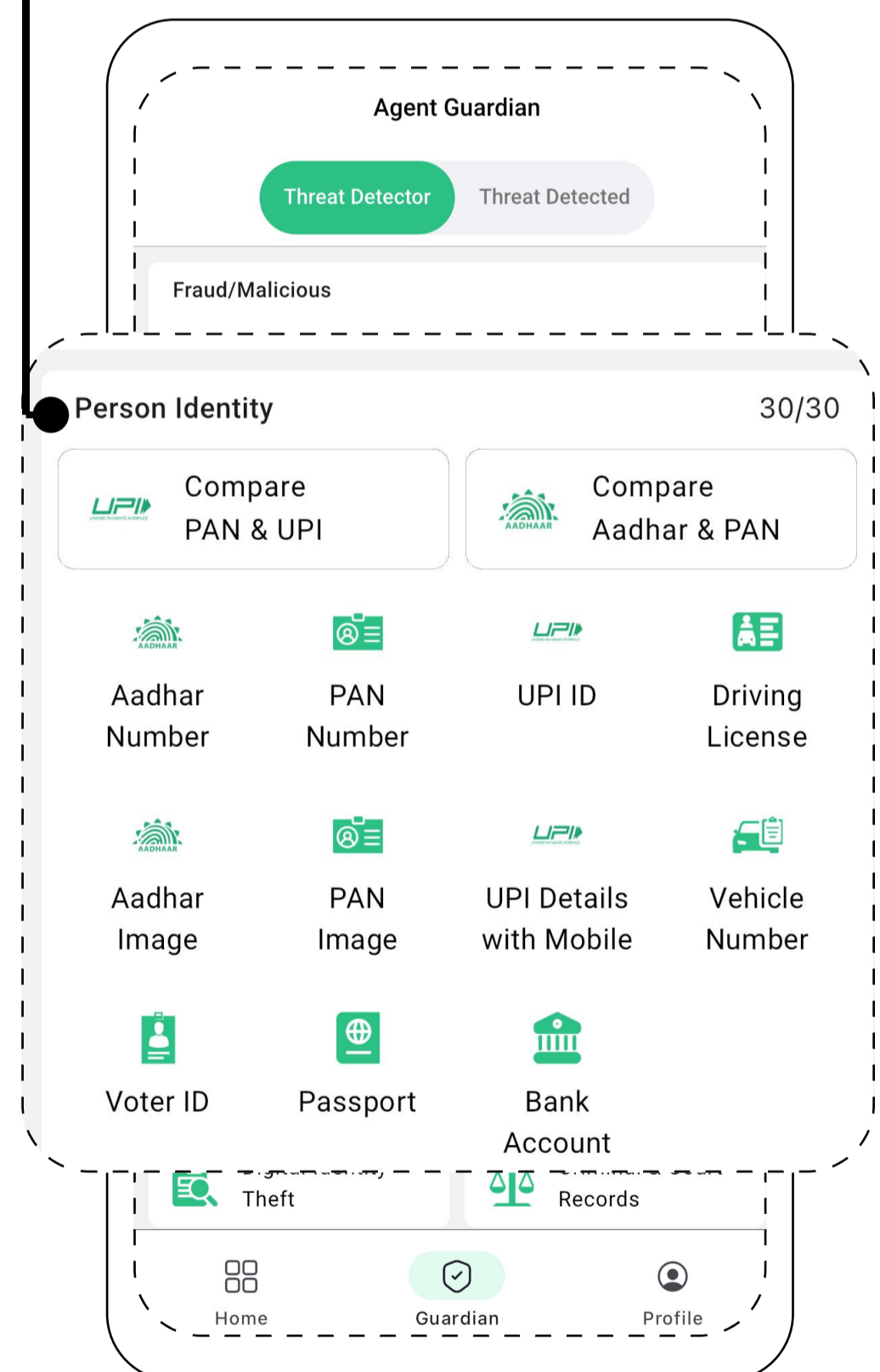
Step 1: Accessing the Feature

- Open the AgentAi app on your device.
- Tap the icon on the top left corner of the home screen to open the hamburger menu, from which you need to select Agent Guardian.
- From the Agent Guardian section, select Check Person Identity.



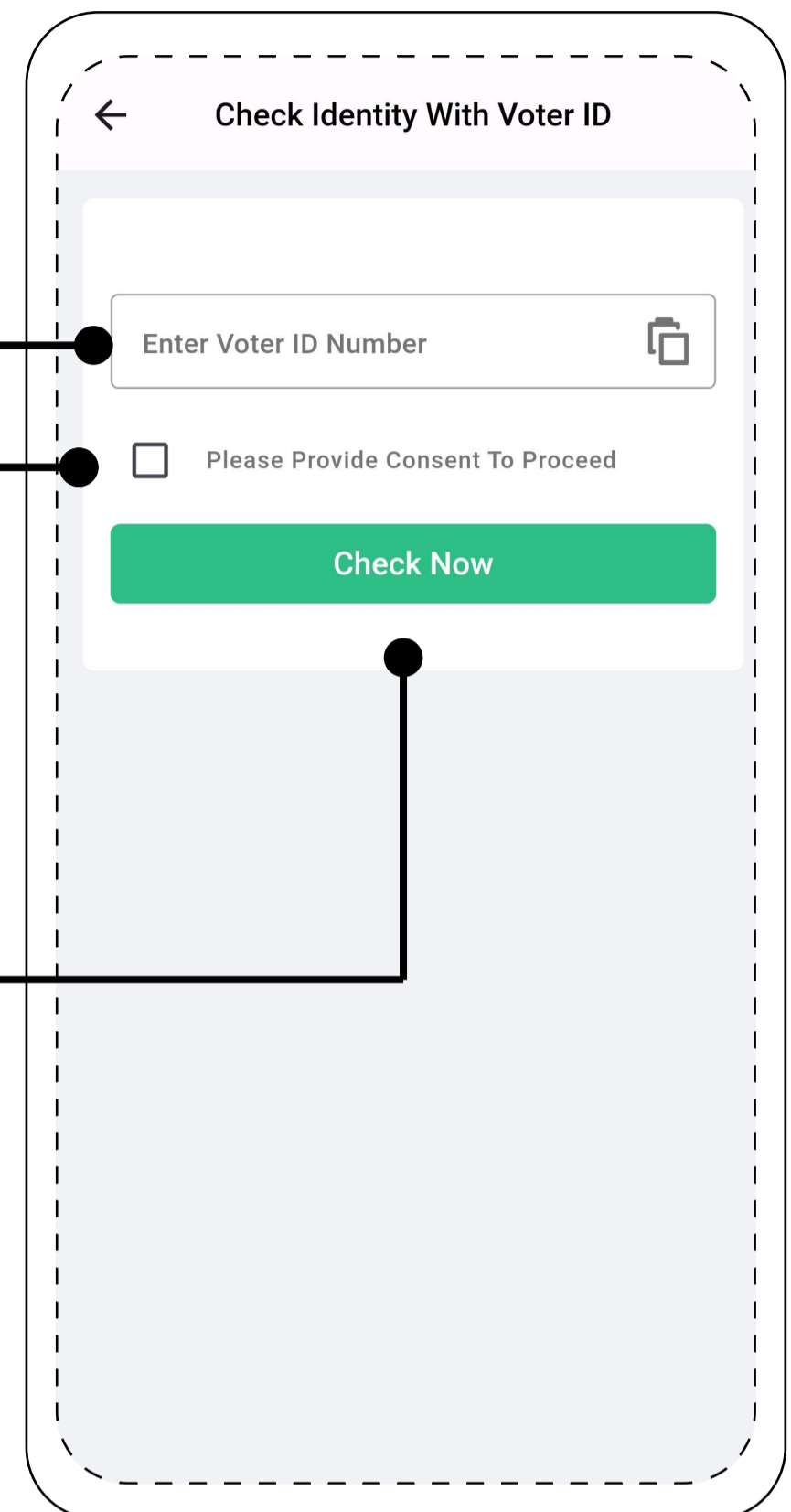
Step 2: Document Selection for Identity Check

1. On the Person Identity Check screen, there are multiple options to choose from for checking identity:
 - Check Identity with Aadhaar & UPI
 - Check Identity with Aadhaar & PAN
 - Check Identity with PAN
 - Check Identity with Driving License
 - Check Identity with Bank Account Details
 - Check Identity with Vehicle Number
 - Check Identity with Voter ID
 - Check Identity with Passport Details
 - Check the Identity of the Insurance Agent
2. Tap the document type you want to use to check the identity. For example, to check identity with voter ID.



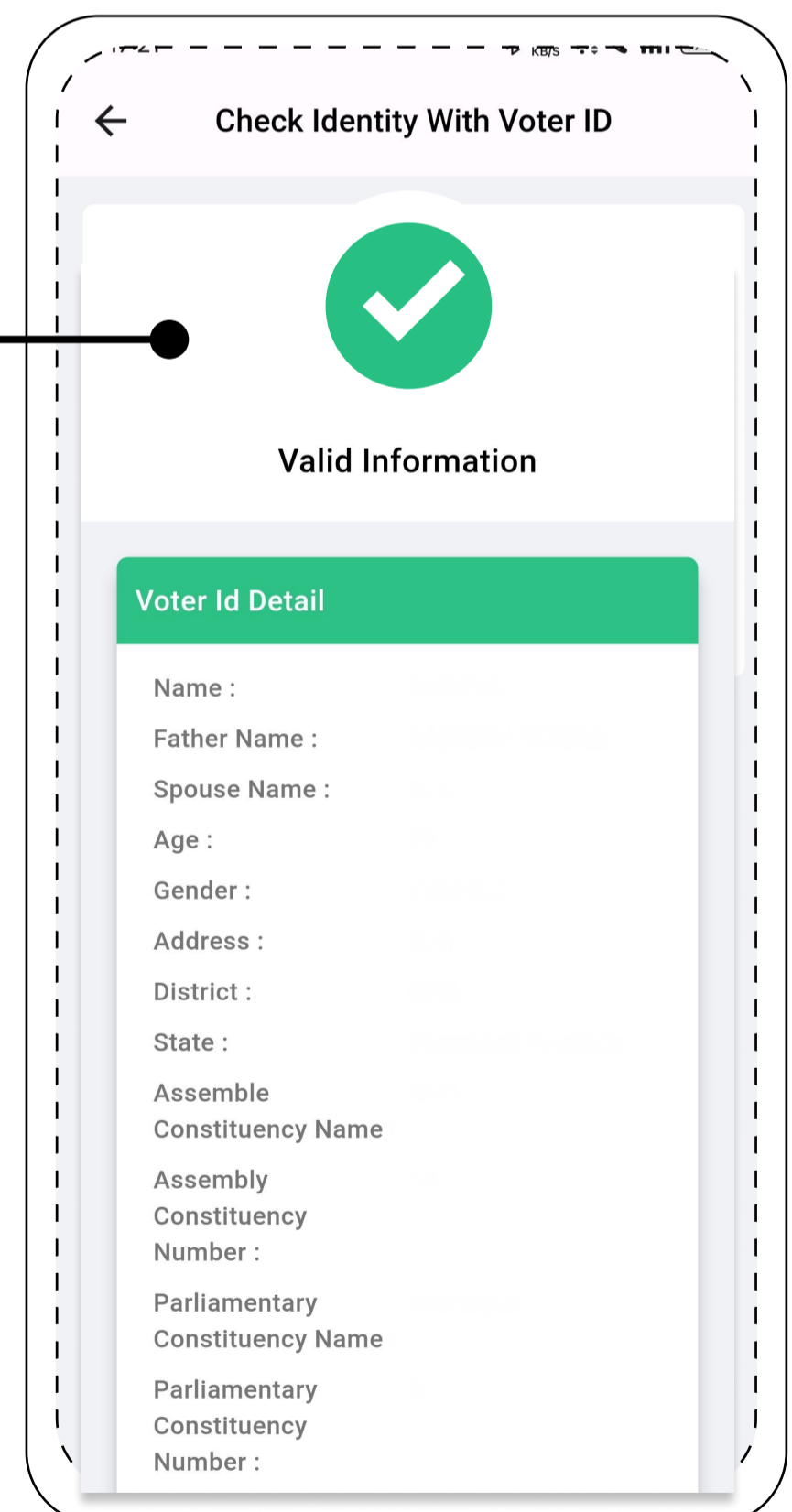
Step 3: Fill in the Details

- In the Voter ID screen:
- Enter the Voter ID number in the given space.
- Verify that the number is accurate and belongs to that particular individual.
- Allow consent by checking the box Please Provide Consent to Proceed.
- Click the Check Now button.



Step 4: Viewing Results

- After checking has been made, a pop-up of a result will display on the screen with one of the following results:
- If the ID is valid, the popup will be in green, as indicated by a checkmark with the message "Valid Information," with details of the person being displayed. Tap OK to close this message.
- If the identity is invalid or the information is incorrect, a red popup will appear with an error message stating that the identity could not be verified or found. Tap OK to close this message.



Step 5: Available Checks

- In the Person Identity Check window, the Remaining Counts section will display the number remaining based on the total counts available.

Additional Document Options

PAN & UPI

- Authenticate identity through the PAN number associated with UPI.

PAN

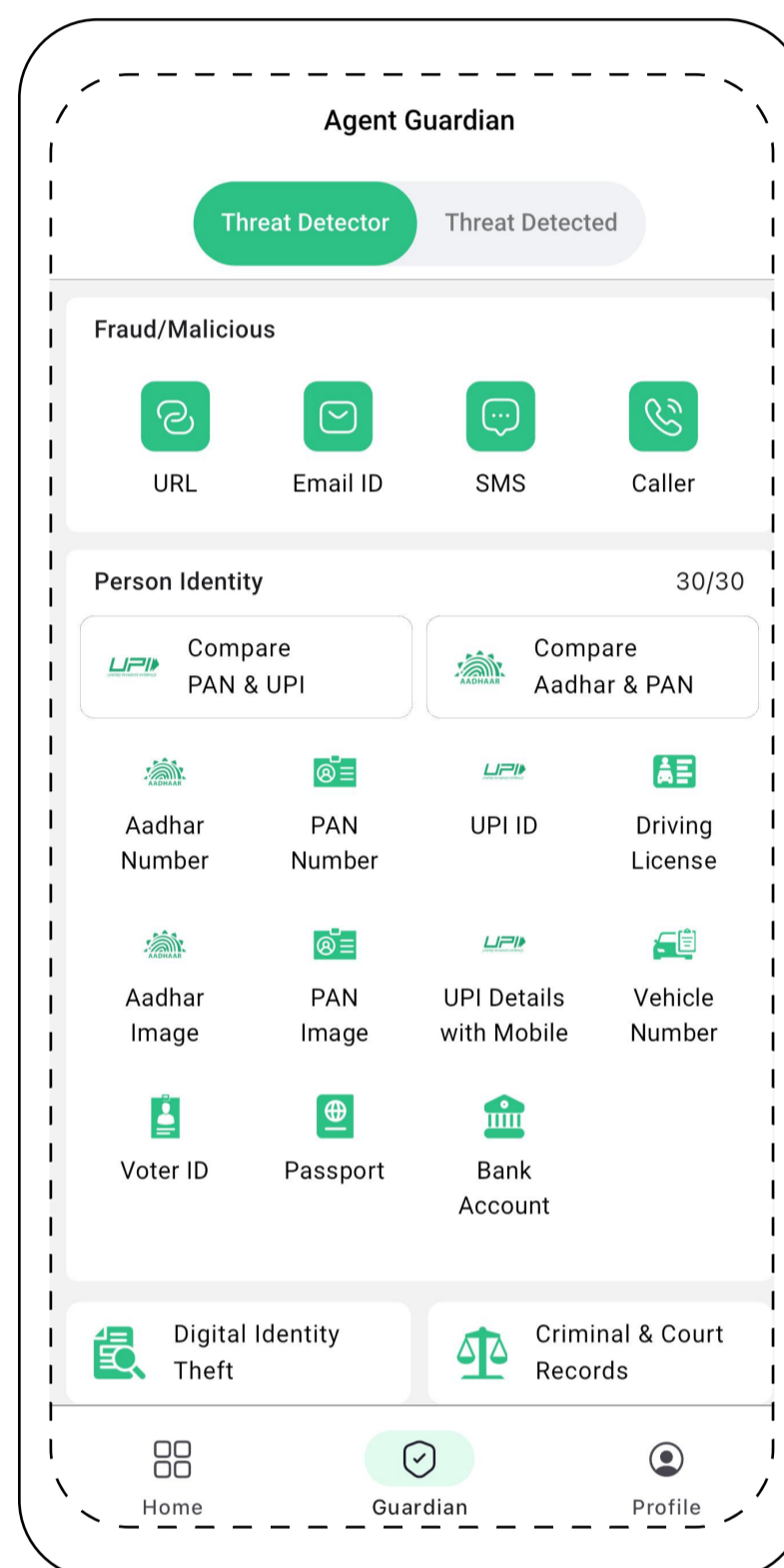
- Authenticate the identity using the PAN card number only.

Driving License

- Authenticate identity using the Driving License number.

Bank Account Details

- Verify Identity through bank account details.



Aadhaar & PAN

- Authenticate the identity using both Aadhaar and PAN numbers.

Vehicle Number

- A vehicle registration number helps verify identity.

Passport Details

- Verify Identity through passport information.

Insurance Agent

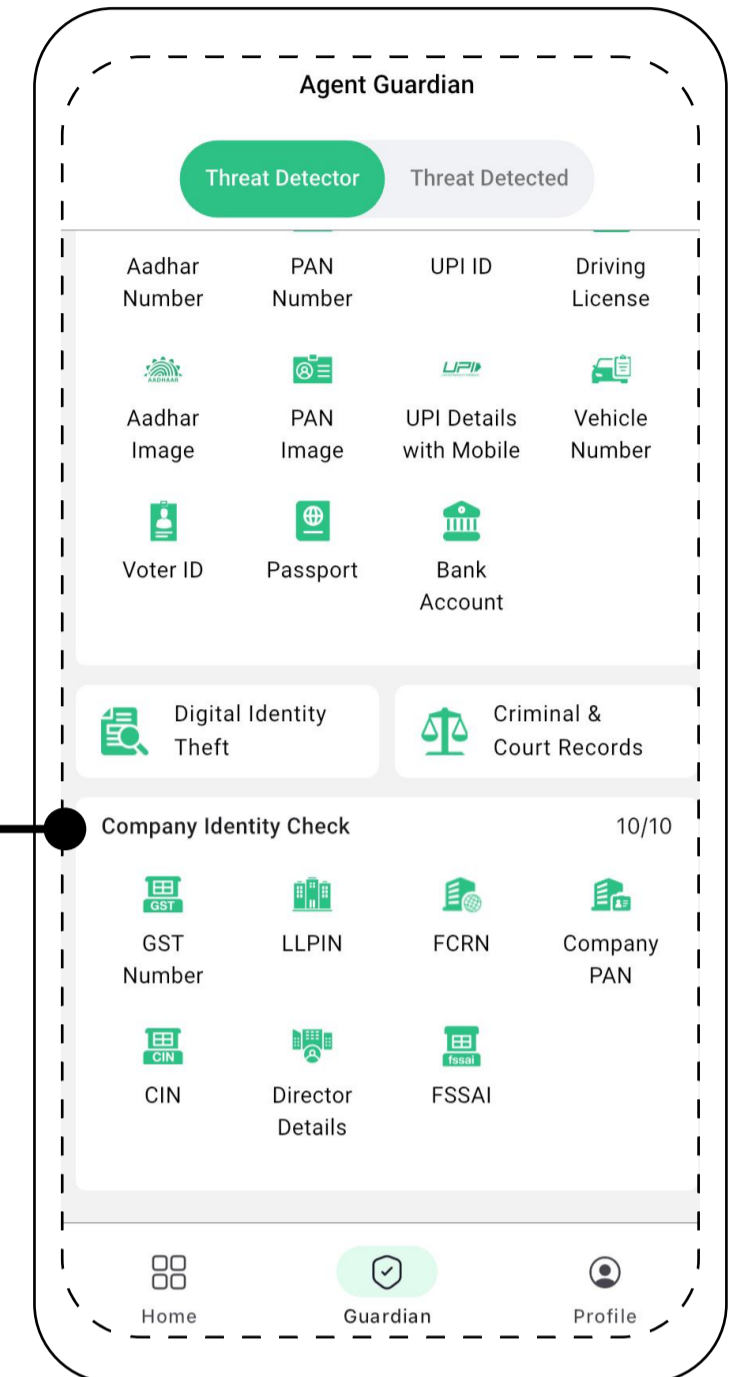
- Verify the Insurance Agent's Identity.

All of the above checks will be processed in the same manner as explained and will yield results similar to those shown in the example of Voter ID.

Check Company Identity Guidelines

Step 1: Accessing the Feature

- Open the AgentAi app on your device.
- Tap the icon on the top left corner of the home screen to open the hamburger menu from which you need to select Agent Guardian.
- Under the Agent Guardian section, select Check Company Identity.



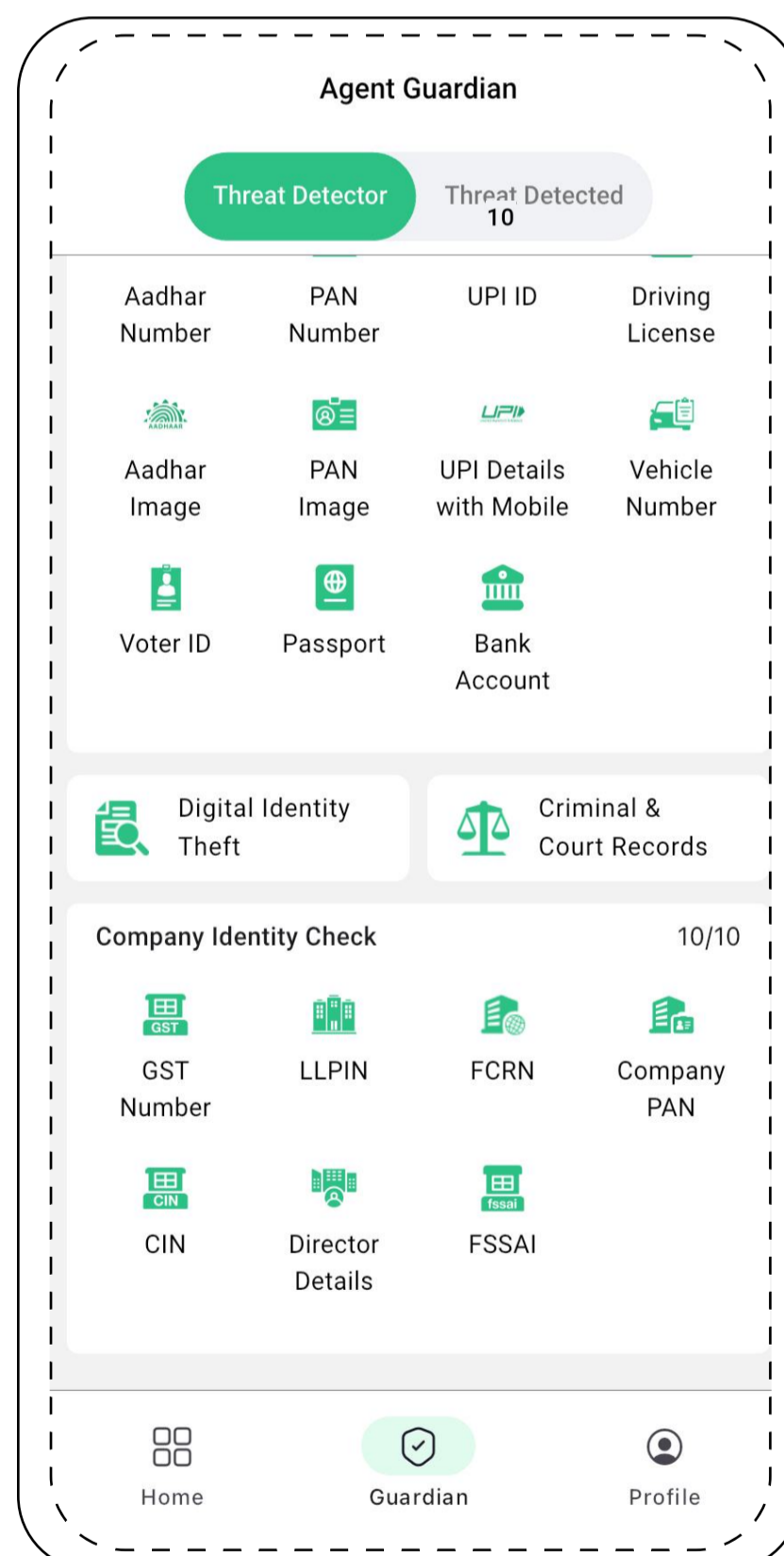
Step 2: Document Selection for Identity Check

Check Identity with Company Name

Check Identity with LLPIN

Check Identity with PAN

Check Identity with Director Details



Check Identity with Company PAN

Check Identity with Company FCRN

Check Identity with CIN

Check Identity with FSSAI

Select the document type you want to use to check the company's identity. For example, I can check my identity with Company CIN.

Step 3: Fill in the Details

In the screen of the opened document, for instance, Company CIN:

- In the blank space provided, enter the CIN no.
- Check that the number is correct and is that of the concerned company
- Allow consent by ticking the box Please Provide Consent to Proceed
- Click on the **Check Now** button

The screenshot shows a mobile application interface titled "Check Company CIN". At the top left is a back arrow. Below it is a text input field with the placeholder "Enter Company CIN Number" and a copy icon on the right. A red error message "CIN Field Can Not Be Empty" is displayed below the input field. Underneath is a checkbox labeled "Please Provide Consent To Proceed". At the bottom of the form is a green button labeled "Check Now". A dashed line indicates the screen's boundary. Two black lines with circular endpoints point from the text in Step 3 to the input field and the "Check Now" button.

Step 4: Viewing Results

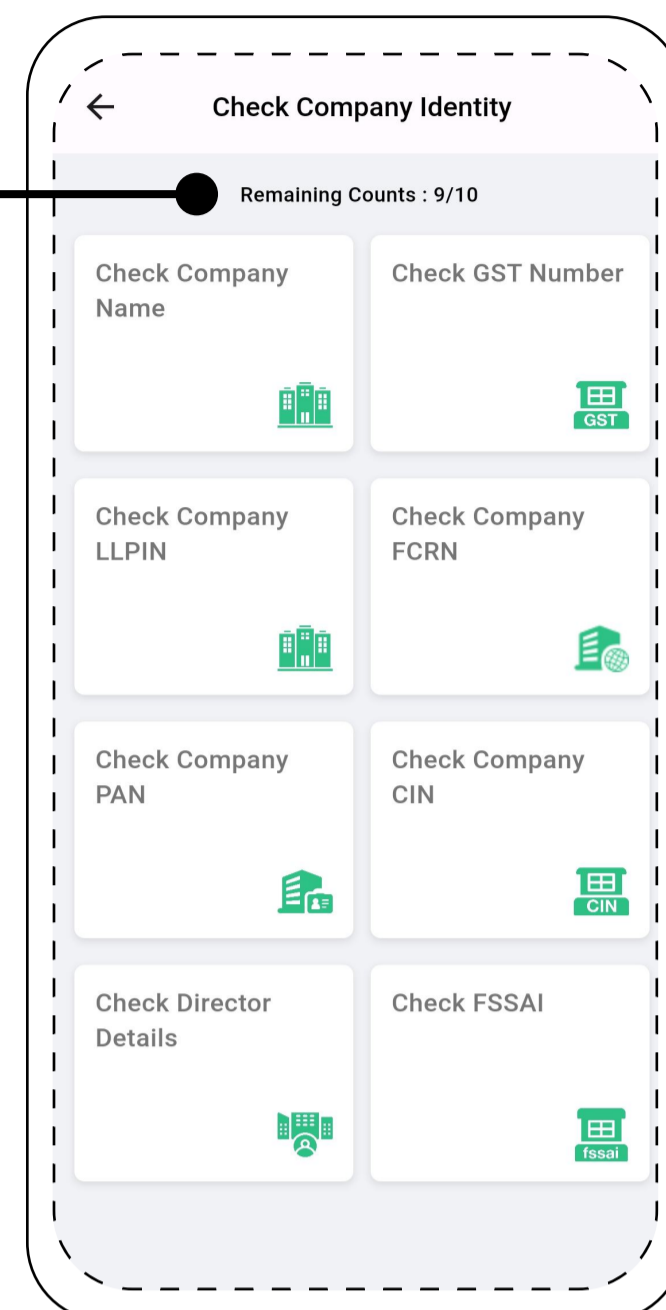
Once checking is completed, a pop-up with the result shall appear on the screen with one of the following results:

- If the company identity is valid, a green pop-up with a checkmark and the message "Valid Information" will show details of the company. Tap OK to close this message.
- Suppose the identity is invalid or the information is incorrect. In that case, an error pop-up will appear red with an error message stating that the company identity has yet to be verified or found. Tap OK to close the message.

This screenshot is identical to the one above, showing the "Check Company CIN" screen with the input field, error message, consent checkbox, and "Check Now" button. It is also enclosed in a dashed-line border.

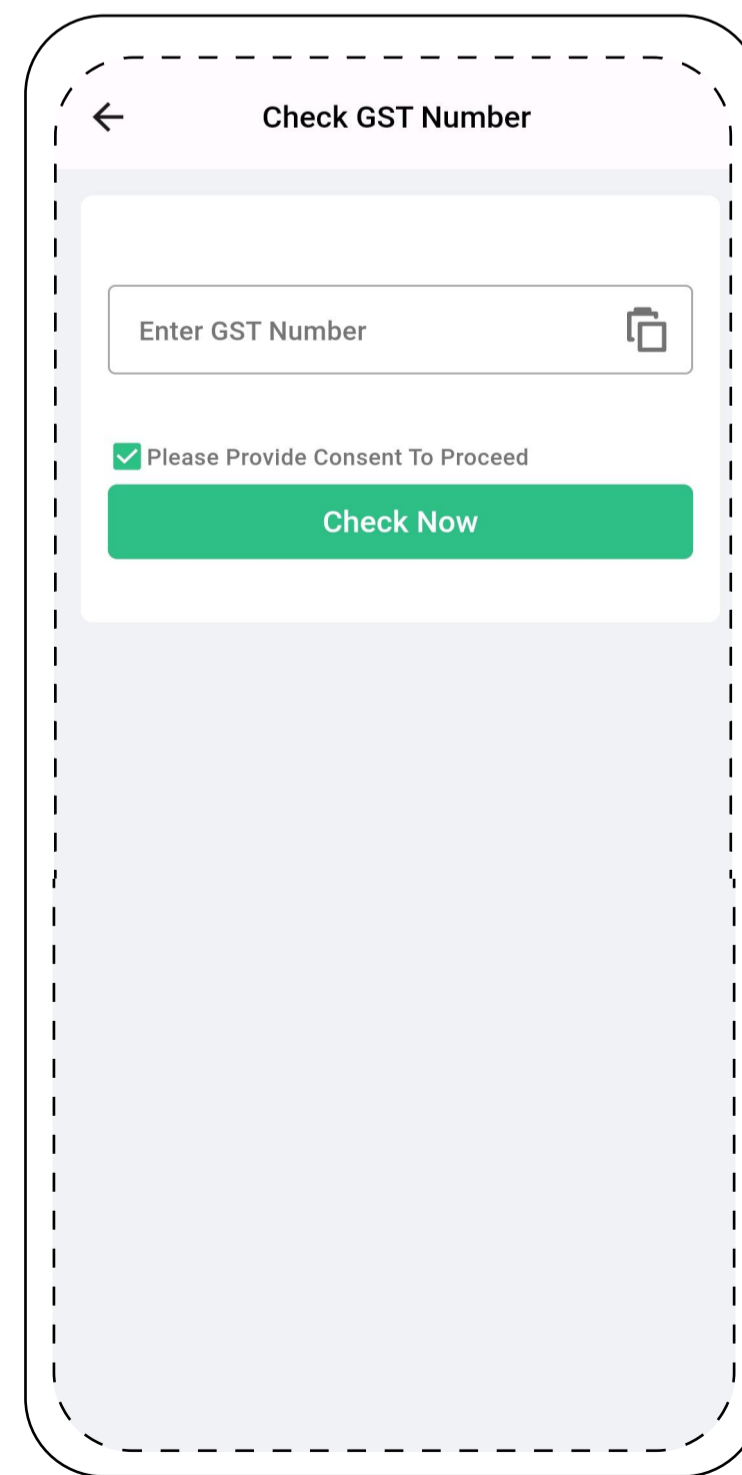
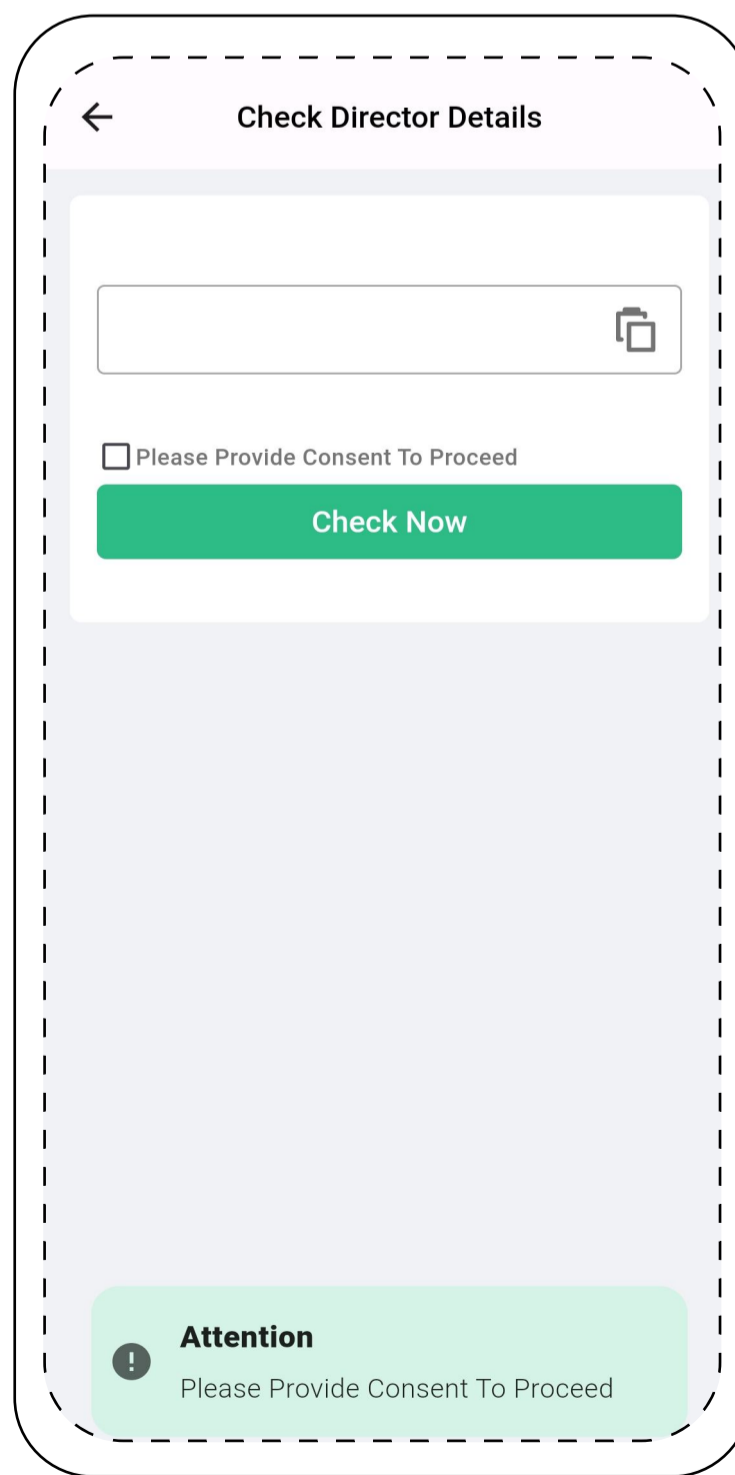
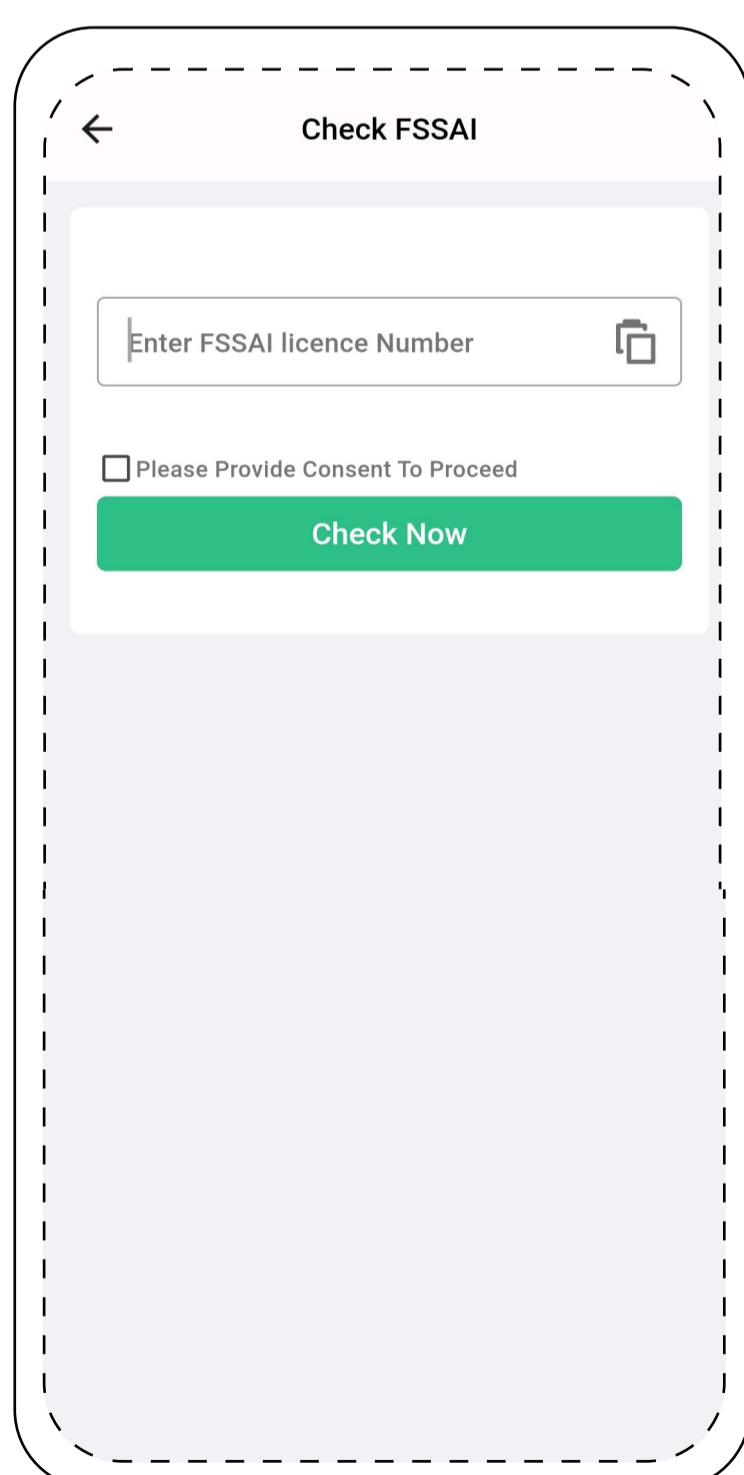
Step 5: Available Checks

- The Company Identity Check window will display the remaining counts against total available counts for the number of checks left.



Additional Document Options

- FSSAI: Verify company identity using its FSSAI registration number.
- Director Details: Verify the identity of a company director.
- Company CIN: Verify the identity of the company by Corporate Identification Number (CIN)
- Company PAN: Verify the company using its PAN (Permanent Account Number).
- Company Name: Verify by the registered name of the company.
- GST Number: Verify the business person by its GST.



Guidelines for Scanning Apps & Device (Android Only)

Step 1: Accessing the Feature

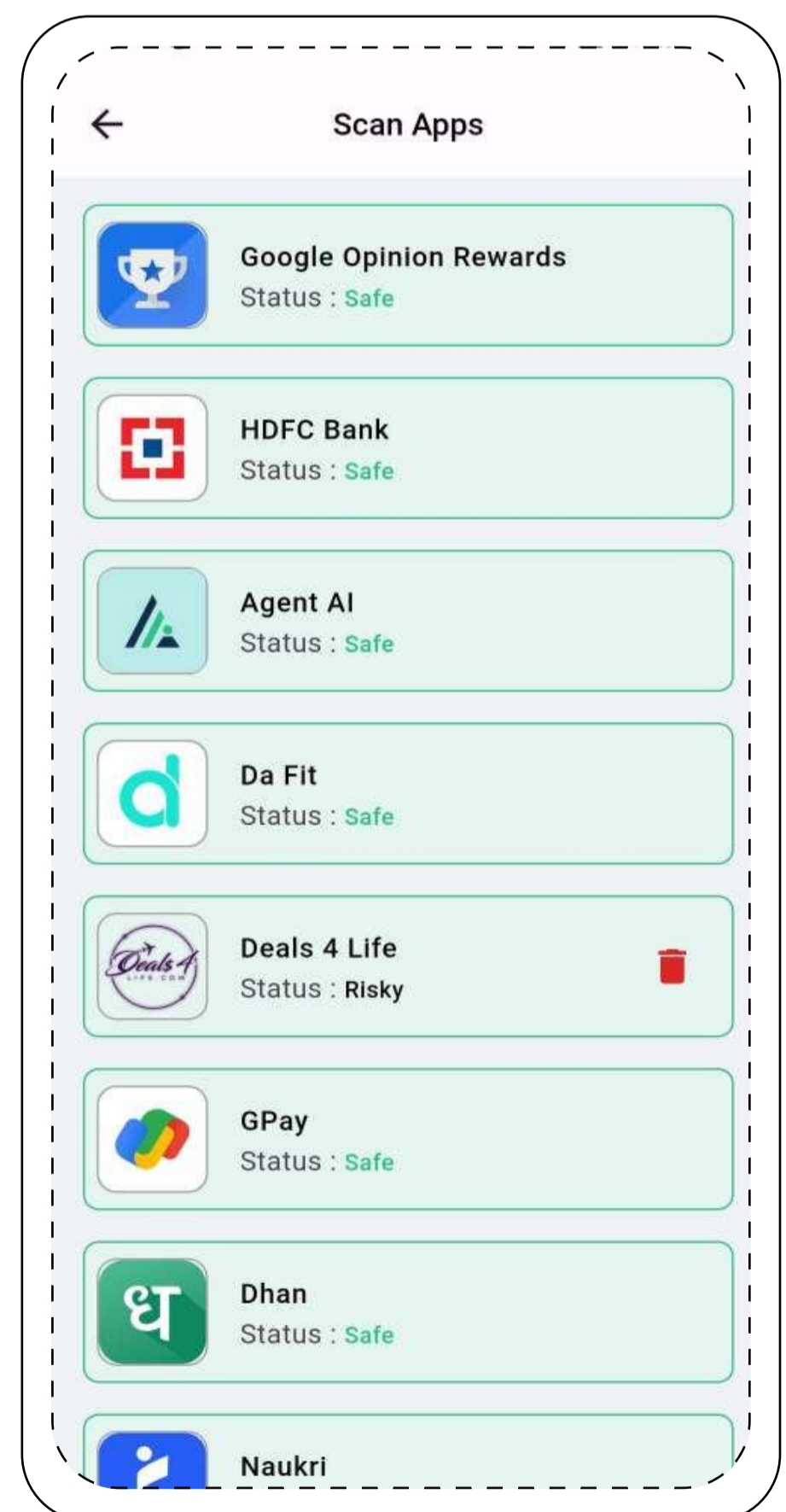
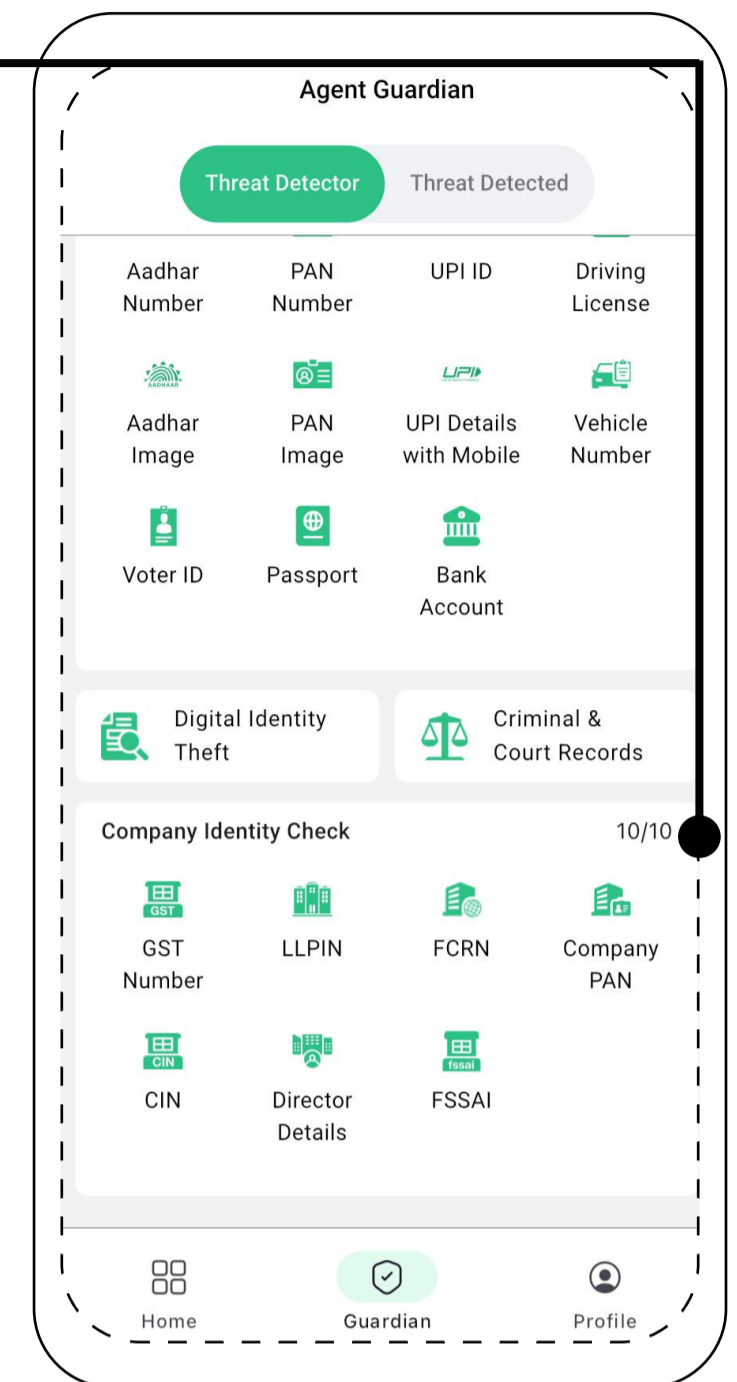
- Open the AgentAi app on your device.
- Click the hamburger menu and select Agent Guardian.
- Click Scan Apps inside Agent Guardian.

Step 2: Start Scanning

- Tap the Start Scan button from the Threat Detection Run screen to start a scan of your apps against threats and malware.
- After that, the scan will start, and you will see a progress circle that will notify you that the scan is being processed. The names of the files or apps under the current scan will also be available.
- Scan Status.

Step 3: Monitoring the Scan

- The scan will execute itself until all apps are scrutinised. You can stop scanning at any time by hitting the Stop Scanning button.
- If some apps require permission to access certain files or storage, a pop-up will appear requesting that you allow the necessary permission. Tap OK and follow the steps to enable access to your device settings.

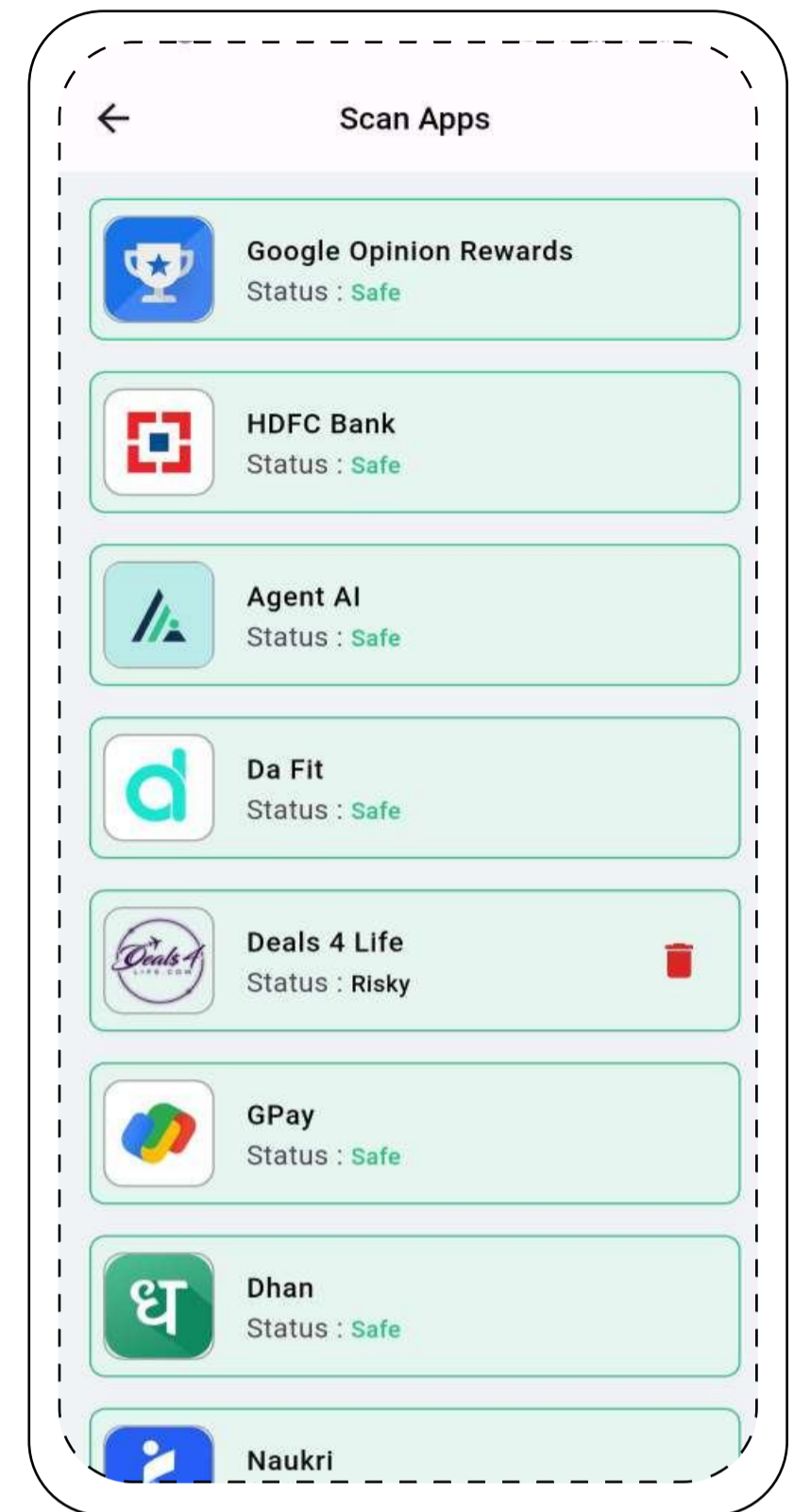


Step 4: How to View Scanning Results

- Once the scan is complete, you will be taken to the Apps Scanned screen, from where you can get the status of each app:
- Safe: The app is scanned for threats; none detected.
- Pending: The app is still under scan, or it needs further analysis.
- Review results to make sure all of your apps are safe.

Step 5 Refresh Scan

- If an update to any scan results is needed, tap the refresh icon on the Apps Scanned screen.
- Regularly scanning your apps keeps your device safe and clear of any threats that might pop up..

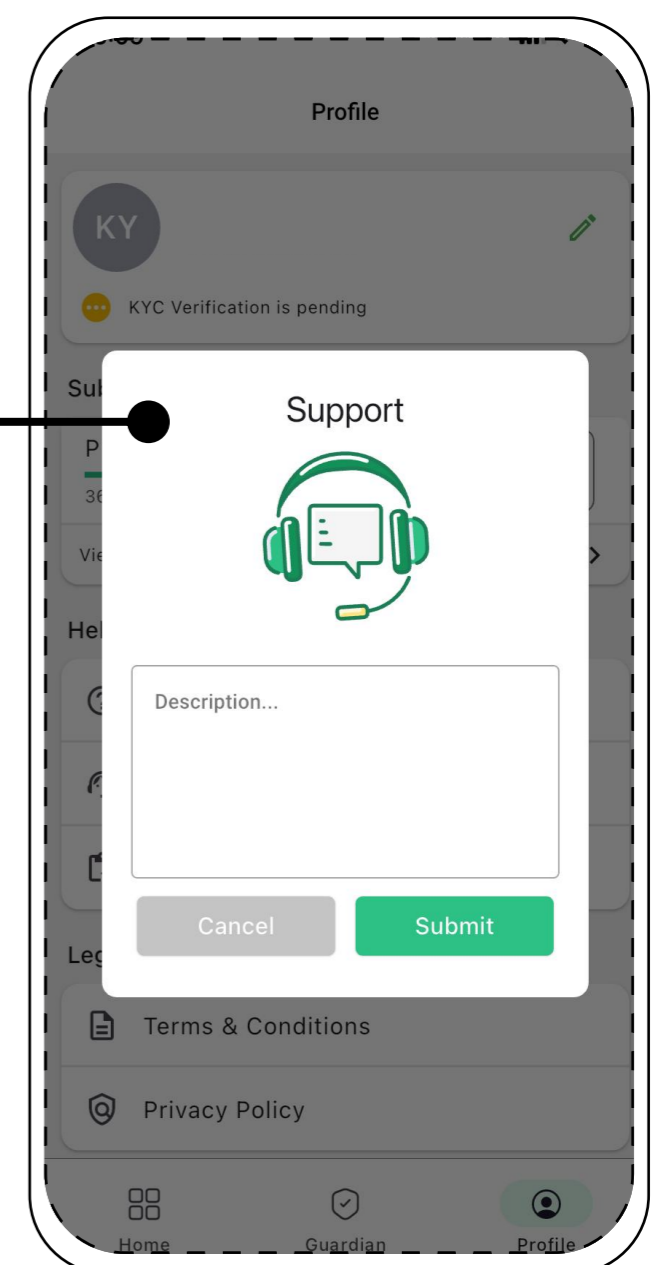


Support and Account Management

Accessing Support

The support screen is where one can get in touch for support or to raise an alert on issues encountered while using the Agent Guardian application.

- Display of the Support Screen: Tap the "Support" option in the app menu.
- Describe Your Issue: Clearly describe in the text box what the issue is or what your question is. Include any relevant information to help understand and resolve the issue.
- Submit Request: Press "Submit" once you are done describing it. Depending on the nature of your inquiry, you may receive a confirmation or further instructions.

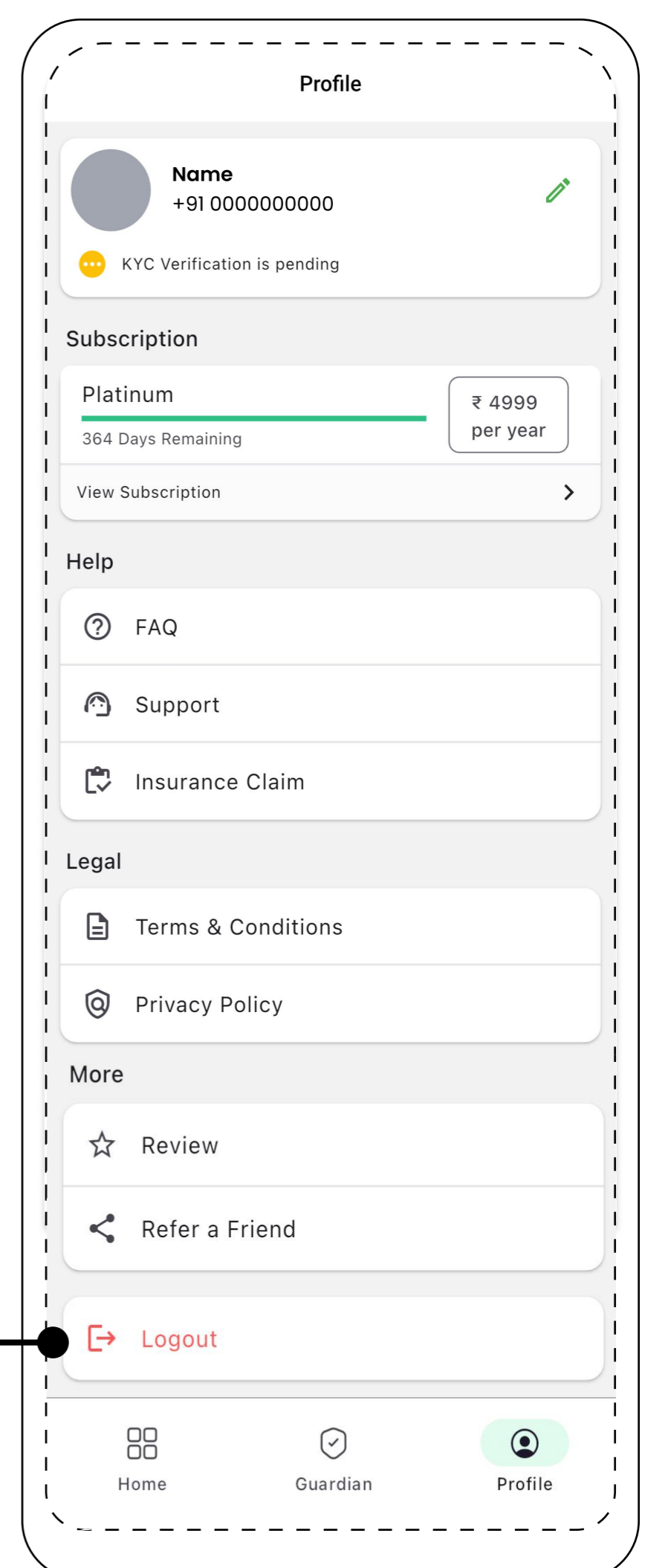


Sign-Out

Provide the ability to securely log out of an Agent Guardian app user account.

- Access the Option of Sign-Out: Tap the "Sign Out" option from the app menu.
- Confirm Sign-Out: A confirmation dialog will pop up that says, "Are You Sure You Want to Sign Out?"
- Tap "Yes" to sign out. OR Tap "No" to cancel and stay logged in.

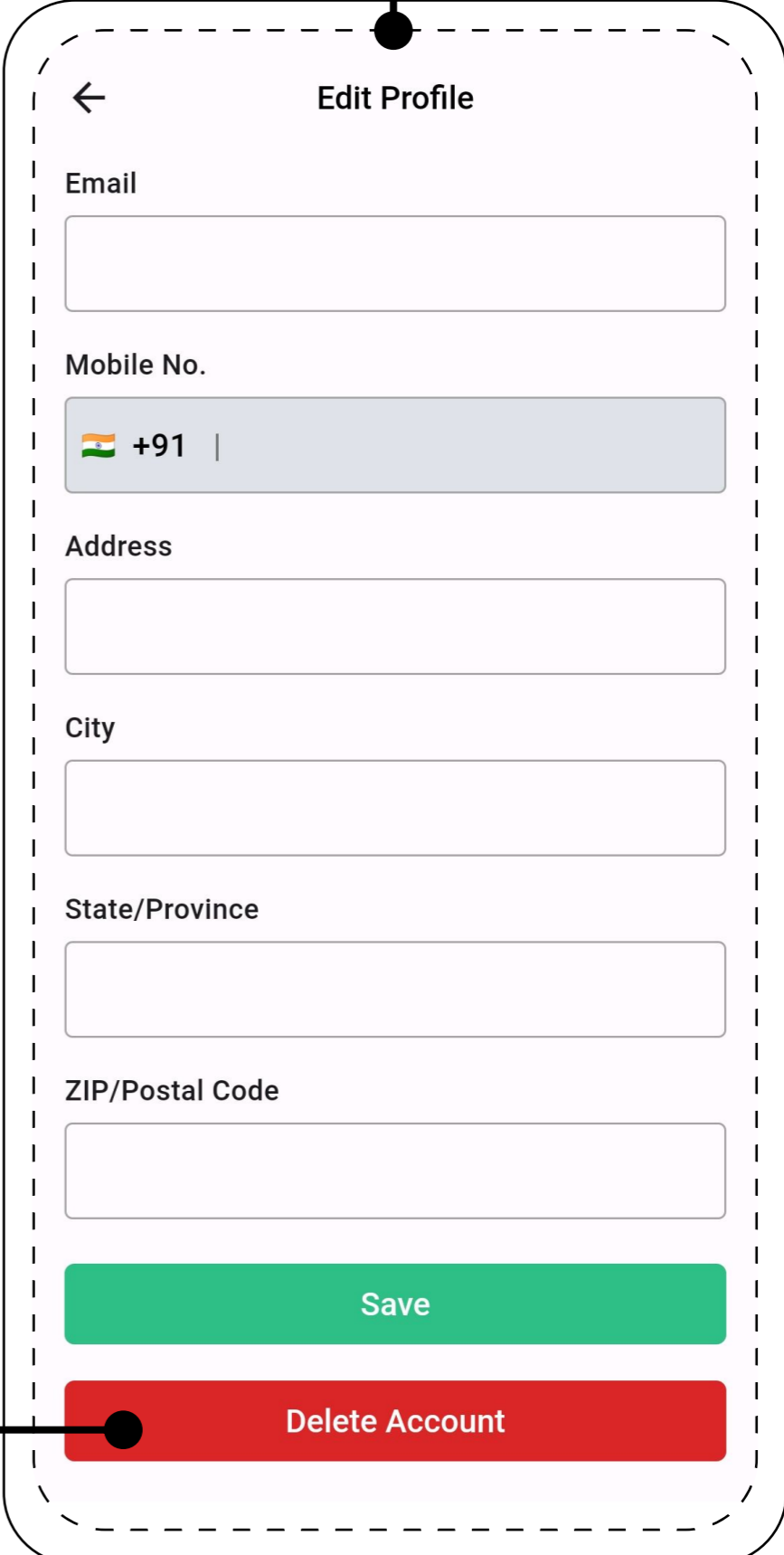
Upon signing out, you land back on the login screen. You need to log in again to use your account.



Delete Account

Setting for account deletion that permanently removes all information associated with the user.

- Enter the settings to delete an account: Enter the "Edit Profile" section within the app. Scroll down and click the "Delete Account" button.
- Understand the Implication: After that, it will flash a warning notice that deleting your account is irreversible and will remove all of your data from the app.
- Confirm Deletion: If sure, tap "Yes" to delete your account permanently. In case of a change of mind, tap "No" to cancel the deletion.
- After Deletion: This account and all data associated with this account will be permanently deleted. You won't have access to this application and related services with this account anymore.



The screenshot shows the "Edit Profile" screen of an application. At the top, there is a back arrow and the title "Edit Profile". Below the title are several input fields: "Email", "Mobile No." (with a dropdown menu showing "+91"), "Address", "City", "State/Province", and "ZIP/Postal Code". At the bottom of the screen, there are two buttons: a green "Save" button and a red "Delete Account" button. A line from the "Delete Account" button in the screenshot points to the "Delete Account" section header in the text on the left.

FAQs General

What is Agent Guardian?

Agent Guardian is a digitised protection service that secures you against cybercrimes.

How does Agent Guardian work?

Agent Guardian works for your protection of you by protecting Devices, Interactions, Identity, and Transactions. Moreover, it will provide insurance against financial loss from fraud.

Is Agent Guardian safe?

Yes, this system will give you peace of mind because Agent Guardian works to protect you against threats online.

What Can Agent Guardian Do for Me?

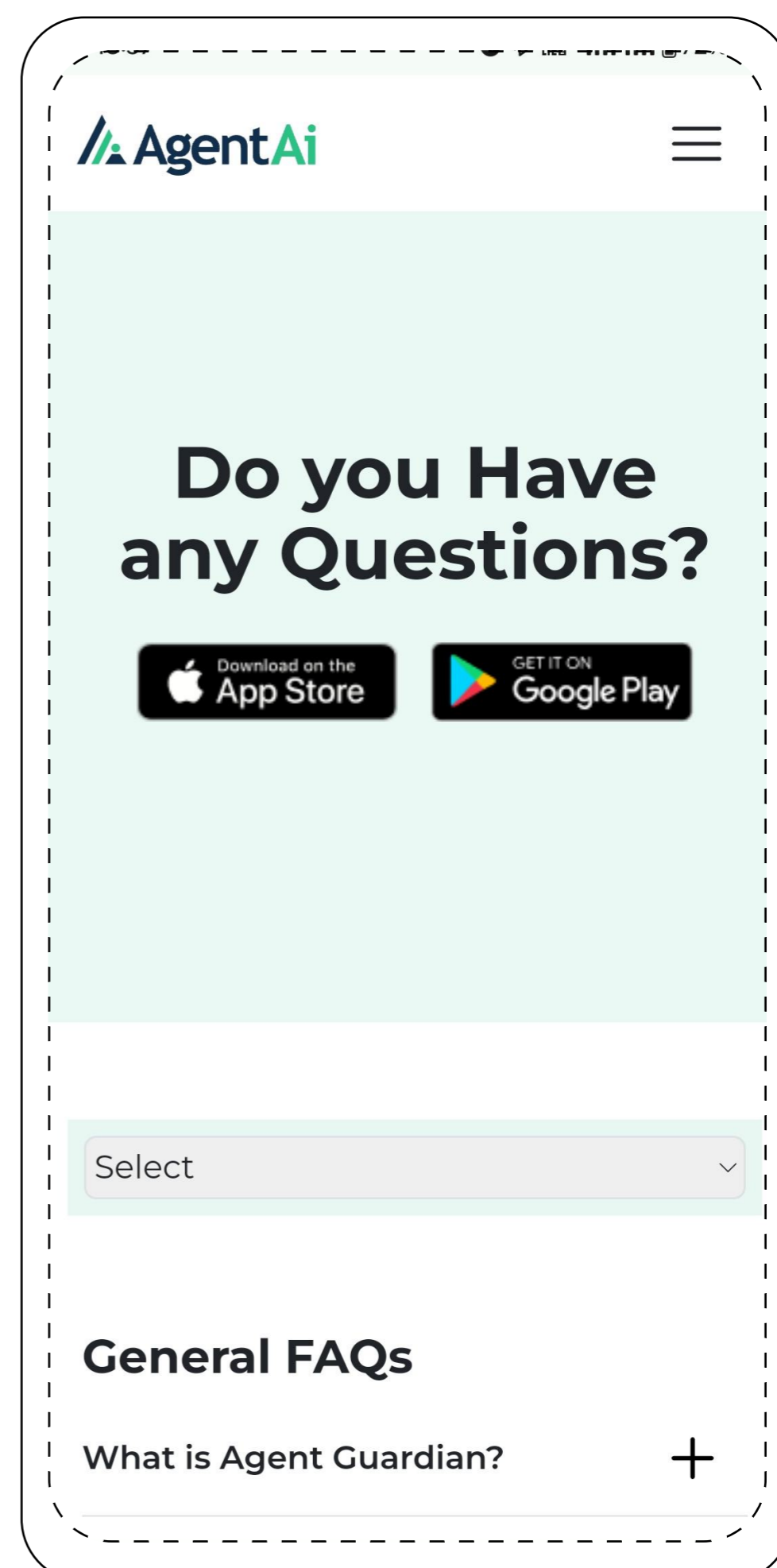
Agent Guardian ensures you are safe while surfing the internet by avoiding fraud and saving your digital life. All this is possible only if you register by logging on to the company's website.

How to Generate License Key?

You can generate License Key by purchasing a subscription plan through the Agent Guardian Website or application. The License Key will be provided to you upon completing your purchase.

How to Use License Key?

Enter the License Key in the "My Subscription" section of the app, then hit "Validate License Key."



What is AgentAI?

AgentAI is a GenAI based Agent Platform. The vision of the platform is to provide multiple agents to its customers to help them do their everyday digital tasks easily. Right now, AgentAI comes with two Agents - Agent Guardian and Knowledge Agent.

What is the product that I can buy now?

AgentAI is a GenAI based Agent Platform. The vision of the platform is to provide multiple agents to its customers to help them do their everyday digital tasks easily. Right now, AgentAI comes with two Agents - Agent Guardian and Knowledge Agent.

What is the Knowledge Agent?

The Knowledge Agent is one of our features. It refers to the chatbot that you interact with when you open the application. The Knowledge Agent can be used to access our services with a single-click!

For example, say that you want a phone number checked. You can simply add a prompt at the home screen by typing 'Check this phone number: XXXXXXXXXX.' And Knowledge Agent will help you instantly by checking the number! Knowledge Agent has been developed specifically for you, so that you can get your work done superfast!

What are the various subscriptions available and how do they differ.?

Currently, we have 3 main plans that are listed. Plans start from just INR1199/year, and go upto INR4999/year. The better the plan, the better the features and the times that you can use a service.

What subscription is suitable for me?

You can determine which plan is the best for you once you check them out from our website. We've got 3 plans - Basic, Silver and Gold. All of these differ from one another in terms of features and services. Pick the one that's best for you!

What's Agent Guardian?

Agent Guardian is an application that is designed to enhance your safety. It includes a set of features that allows you to check whether something is genuine or authentic in nature. These include fraud detection in the form of mobile numbers, URLs, e-mails, SMS messages and so on. This also includes PAN number authentication, Aadhaar Card authentication, driving license authentication, company verification and also scanning devices and apps for vulnerabilities (these 2 particular features are Android only)! Our features are so vast, that you can even check criminal records!

Guardian Agent is part of the AgentAI suite of products.

Agent Guardian is also bundled with free Cybersecurity Insurance. The protection is based on the package that you bought.

Does Agent Guardian use industry-standard encryption and follow secure protocols to secure your personal data?

Yes, all activities in the app are protected by next-generation cybersecurity technologies, including fraud detection, identity checks, and malware scanning. The app is continuously updated and audited frequently to ensure the best possible safety and security for all users.

What Can Agent Guardian Do?

Agent Guardian can do a lot of things. These include fraud detection in the form of mobile numbers, URLs, e-mails, SMS messages, PAN number authentication, Aadhaar Card authentication, driving license authentication, company verification and also scanning device files and apps for vulnerabilities (these 2 particular features are Android only).

How do I obtain my License Key?

You can buy a license key from AgentAI's website itself. Log onto the website, then move over to the pricing and plans section, select from a range of plans, see what suits you best and then select your payment method. Your license key will be visible post-payment. It will also be sent to you via email. You can use the license key once you've logged into the app.

You can also purchase your license key offline from a retail store. The license key will be visible on the card itself. Once you choose the plan that works the best for you, you'll have to obtain a card, and then scratch it to reveal the license key. Input the license key in the app once you login, and then you can move forward with activating your subscription.

How do I activate my free trial?

Open the application, then go to My Subscription. Select "Start Your 7 Days Free Trial." Anyhow, in such a free trial mode, you get to enjoy some of those premium features (limited number of checks) with no charges at all for a whole week. This gives one an opportunity to play around with the security tools before buying a subscription.

How can I renew my subscription?

You won't need to do that. Renewal is automatic, and will be billed to your account. This is if you have used the Razorpay payment gateway. You can choose to discontinue automatic billing in case you want to stop using the app's features. Subscription renewal involves simply buying a license key. This can be done either from our website (enter link here) or by purchasing one from an offline store.

Will Agent Guardian's subscription work on all my devices?

You won't need to do that. Renewal is automatic, and will be billed to your account. This is if you have used the Razorpay payment gateway. You can choose to discontinue automatic billing in case you want to stop using the app's features.

Will Agent Guardian's subscription work on all my devices?

No, Agent Guardian is binded to a single device and will only work on that specific IMEI. In case you want to use Agent Guardian on another device, you'll need to subscribe to one of our plans again.

How to remove my data from Agent Guardian?

Open the app and go to the 'Edit Profile' section, then click 'Delete Account.' This process is irreversible. All previously stored information, including personal data, scans, and reports, will be completely erased with your account. You'll have to subscribe to one of our plans again, or obtain a license key.

How Can I upgrade my subscription?

You can upgrade your subscription in-app under 'My Subscription.' Tap on "Upgrade Your Plan," select an upper transacting grade, and proceed to make transactions. Otherwise, you can redeem a new license Key if you have a pre-purchased upgrade plan.

How can I contact you in case of an insurance matter?

Your claims will be settled by ICICI Prudential Life Insurance. The helplines for the same are as follows: (input contact number)

FAQs Digital Device Protection

What are the types of malicious files against which Guardian Agent protects a device?

Guardian Agent ensures your device's safety against malicious files, including viruses, malware, ransomware, and spyware.

Guardian Agent ensures your device's safety against malicious files, including viruses, malware, ransomware, and spyware.

Guardian Agent identifies spam, scam, and fraud calls and scans suspicious links and content for spamming or scams.

What type of background checks are possible with Guardian?

Agent Guardian can perform background checks to verify identity, employment history, and criminal records.

Can Agent Guardian conduct background checks to verify someone's identity, check their employment history, or obtain their criminal records?

Yes. Background checks about identifying someone, checking their employment record, and obtaining criminal records can be conducted by Agent Guardian..

What type of losses are covered by Direct Insurance Protection?

The monetary losses resulting from fraud in which an Agent Guardian does not prevent the acts of fraud.

FAQs Support

I am experiencing problems with the protection of my device. What should I do?

In case of any problems relating to the protection of your device, notify our support team. Our team will help you troubleshoot the issue as soon as possible.

How can I be sure that all my digital interactions are secure because of Agent Guardian?

Agent Guardian will ensure that all digital interactions are saved and secure in real-time. You can check the same through the Agent Guardian app/dashboard for alerts or notifications.

What information is needed to run an identity or background check?

You must provide the complete name, date of birth, and any other particulars identifying the person's identity or background check. This Agent Guardian will guide you through securely.

How does Transaction Fraud Protection work?

Our Agent Guardian Fraud Detection, features flag fraudulent calls and messages, so you can check the source before making any transactions.

What am I protected against with Direct Insurance Protection?

Our Direct Insurance Protection will reimburse you for financial losses from fraud that Agent Guardian could not stop. For the details of what's covered, refer to your policy documents below, provided at sign-up.

FAQs Technical Support

How can I contact the technical support team?

Open the app, click on the top-right shield icon. Scroll down to see the 'Support' tab. Herein, you can type up whatever issue you're facing. Click 'Submit' once you're done. Our team will review the request, and will get in touch with you soon.

What are the scan features of the app?

The app has been developed in such a way that you can add in a document/photo/video and check whether it is malicious or not. You can do that by opening the app, and then clicking the small paper clip icon located on the bottom right of the screen. You'll have 3 options to upload – document, photo and video. Once you upload either one of those, our tool will check it thoroughly if the said file is malicious or not.

FAQs Insurance-Related

How many times can a claim be made?

Multiple claims can be made upto the total of coverage amount. The claim amount in total is upto 5 Lakhs.

How to apply for a claim?

When you want to apply for a claim, you must report the incident to the insurer or incident response provider as soon as possible, provide necessary documents, and cooperate with the insurer's investigation.

How to terminate my policy?

To terminate the policy, you must agree with the insurer in writing. If there's no claim, you may receive a refund of premium for the remaining policy period.

What document needs to provide for claim settlement?

The required documents vary depending on the nature of the claim. Refer to the ICICI Prudential Life Insurance website for specific requirements, but generally include proof of loss, police reports, bank statements, and other relevant documentation.

Does insurance cover any tangible losses?

No, the insurance cover specifically excludes tangible property losses.

Does insurance cover any tangible losses?

No, the insurance cover specifically excludes tangible property losses.

What is unauthorised transaction loss?

No, the insurance cover specifically excludes tangible property losses.

Does it include any fraud happening in business transactions?

The policy primarily covers personal digital theft and identity theft. Business transactions might be covered under separate commercial insurance policies.

What if I upgrade my plan? Will I benefit from two policies or an updated one?

No, you'll get the benefit of a single policy.

What is the timing of the policy period?

The policy period is typically stated in the policy document. It's usually a fixed term, such as one year.

Within how many hours can I register incidents?

The policy requires you to report incidents as soon as reasonably practicable. However, specific timeframes are mentioned for certain events, such as reporting identity theft within 72 hours.

Q38: What kind of damage is included in insurance?

The insurance primarily covers financial losses due to digital theft, identity theft, and related expenses.

What is the max limit of the insured amount?

The maximum insured amount is INR 5Lac.

Why do we need the KYC process?

Providing KYC documents helps the insurance company verify your identity and address. This makes sure that your policy gets issued to the right person. Without KYC, individuals may attempt to purchase policies impersonating someone else.

What is lost wages due to identity theft?

Lost wages due to identity theft are covered if you can provide proof of lost income and that your employer is not reimbursing you.

How can I get my insurance policy details?

To get your insurance policy details, contact ICICI Prudential Insurance and get a copy of your insurance policy.

In what circumstances insurance cannot be claimed?

These include intentional acts, known events before policy inception, tangible property losses, and other specified circumstances.

FAQs Other

What are the requirements of an identity or background check?

Running an identity check reading the full name of a person, date of birth, and relevant identity numbers such as Aadhaar or PAN would be necessary to carry out such a check or background check. That helps the system allow cross-referencing of data and identity verification. Most importantly you also need consent of the person you are doing a background check. This consent you need to mark on the app.

FAQs Safety & Security

How does Agent Guardian protect my personal information?

We protect your personal information with advanced encryption and security protocols. We maintain proper industry standard practices to keep your information private.

What safeguards does Agent Guardian have for protecting my personal information?

Agent Guardian uses state-of-the-art Encryption and security protocols to maintain the privacy of your information.

What information is needed to run an identity or background check?

You must provide the complete name, date of birth, and any other particulars identifying the person's identity or background check. This Agent Guardian will guide you through securely.

Is my data safe?

Your data is completely safe with us.

How can I trust Agent Guardian is safe to use?

We at Agent Guardian are dedicated to safeguarding our users through rigorous security testing and audits.

What if I have encountered a security-related problem?

If you have any security issues, please notify our support team immediately. We are at your service with a properly trained security response team.

FAQs Security & Identity Protection

How does the Agent Guardian app safeguard my identity?

The dark web is a place that is not accessible by a search engine. It involves a different entity, and is usually associated with data and information leaks, illegal activities and more. Agent Guardian safeguards your identity with the 'Data Leak' feature. You can see if your data has been leaked on the dark web. This feature is something that we offer exclusively, helping you identify if your data has been leaked on the dark web or not.

How do I identify a fraud caller?

To detect a fraud caller, simply open the application and prompt the screen to 'Check this number' and add the number. Alternatively, you can click the top right shield icon, and then select 'Detect Fraud Caller.' Fill in the number, and it will alert you if the number has previously been red-flagged for suspicious and unsafe reasons. With phone scams increasing, this becomes an important feature.

How can I check a malicious URL?

Open the app, click on the top-right shield icon. Select the 'Detect Malicious URL' section. Paste the URL in the given box, and click check now. It checks the URL for potential security threats and alerts you if the link is known to be a threat when phishing, malware, or any online risk. Make sure that you do this before clicking the said link, ensuring that you get optimum safety and avoid any kind of scam.

How do I detect a fraud SMS?

Open the app, click on the top-right shield icon. Then select the 'Detect Fraud SMS' tab. Enter the number and paste the SMS content, and click check now. The app searches for suspicious URLs or keywords in the message, and if the SMS is a form of phishing or contains something malicious, it sends an alert to the user. Scams of this sort which include SMS are increasing, we help you stay on the right track!

How do I check a fraud email address?

Open the app, click on the top-right shield icon. Click the 'Detect Fraud Email' tab, and paste the email. This helps in keeping one safe from unsafe interactions with fraudulent emails. Beware of fraud emails, use this feature to check whether the said e-mail address is genuine or not.

How do criminal checks work?

Agent Guardian includes criminal history searches. Open the app, click on the top-right shield icon. Click the check criminal and court records tab. You'll have 2 sections that have to be filled up – the Name and address sections. You can also add optional information like Father's Name, Additional Address and Date of Birth. Click the check now button, and you'll get a detailed criminal check of any person. This helps in a variety of ways, whether you're looking to hire someone or see if the person has any criminal history – getting a proper background check.

How am I able to validate a person's identification I am dealing with on Agent Guardian?

Open the app, click on the top-right shield icon. Select the 'Detect Malicious URL' section. Paste the URL in the given box, and click check now. It checks the URL for potential security threats and alerts you if the link is known to be a threat when phishing, malware, or any online risk. Make sure that you do this before clicking the said link, ensuring that you get optimum safety and avoid any kind of scam.

How can I check the identity of a person using PAN and UPI?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with PAN and UPI' tab. Then, enter the PAN number and then either the mobile number or the UPI ID of the person that you would like to identify. Click the 'Please Provide Consent To Proceed' checkbox, and then click check now. You can use this feature to check if a given person's PAN number and UPI match each other.

How can I check the identity of a person using Aadhaar and PAN?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with Aadhaar and PAN' tab. Enter the Aadhaar number and the PAN number of a person, and click check now. You can use this tool to check whether a person's Aadhaar and PAN tally with each other.

How can I check the identity of a person with an Aadhaar number?

Agent Guardian includes criminal history searches. Open the app, click on the top-right shield icon. Click the check criminal and court records tab. You'll have 2 sections that have to be filled up – the Name and address sections. You can also add optional information like Father's Name, Additional Address and Date of Birth. Click the check now button, and you'll get a detailed criminal check of any person. This helps in a variety of ways, whether you're looking to hire someone or see if the person has any criminal history – getting a proper background check.

How can I check the identity of a person with a PAN number?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with PAN' tab. Then, enter the PAN Number in the tab, and click 'Check Now.' You'll get the desired details. This is best used to authenticate a given person's PAN number.

How can I check the identity of a person with an Aadhaar Image?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with Aadhaar Image' tab. Add the Aadhaar card image of the person that you want to identify by clicking on the grey dotted box. Click on the 'Photo Gallery' button to choose a picture from your photos, or 'Camera' button to click a photo right on the spot. Then, click 'Check Now' to get your desired details. This can help if you want to verify someone's Aadhaar number through their Aadhaar image.

How do I check a fraud email address?

Open the app, click on the top-right shield icon. Click the 'Detect Fraud Email' tab, and paste the email. This helps in keeping one safe from unsafe interactions with fraudulent emails. Beware of fraud emails, use this feature to check whether the said e-mail address is genuine or not.

How do criminal checks work?

Agent Guardian includes criminal history searches. Open the app, click on the top-right shield icon. Click the check criminal and court records tab. You'll have 2 sections that have to be filled up – the Name and address sections. You can also add optional information like Father's Name, Additional Address and Date of Birth. Click the check now button, and you'll get a detailed criminal check of any person. This helps in a variety of ways, whether you're looking to hire someone or see if the person has any criminal history – getting a proper background check.

How am I able to validate a person's identification I am dealing with on Agent Guardian?

Open the app, click on the top-right shield icon. Select the 'Detect Malicious URL' section. Paste the URL in the given box, and click check now. It checks the URL for potential security threats and alerts you if the link is known to be a threat when phishing, malware, or any online risk. Make sure that you do this before clicking the said link, ensuring that you get optimum safety and avoid any kind of scam.

How can I check the identity of a person using PAN and UPI?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with PAN and UPI' tab. Then, enter the PAN number and then either the mobile number or the UPI ID of the person that you would like to identify. Click the 'Please Provide Consent To Proceed' checkbox, and then click check now. You can use this feature to check if a given person's PAN number and UPI match each other.

How can I check the identity of a person with a PAN Image?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with PAN' tab. Add the PAN card image of the person that you want to identify by clicking on the grey dotted box. Then, click on the 'Photo Gallery' button to choose a picture from your photos, or 'Camera' button to click a photo right on the spot. Then, click 'Check Now' to get your desired details. This can help if you want to verify someone's PAN number through their PAN image.

How can I check the UPI details of a person with a Mobile Number?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check UPI details with Mobile Number' tab. Then, enter the mobile number of the person that you would like to authenticate. Click 'Check Now' to get your desired details. This can help you with authenticating the UPI ID for a given mobile number.

How can I check the identity of a person with a UPI ID?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with UPI ID' section. Enter the UPI ID of the person that you want to authenticate. Then, click 'Check Now' to get your desired details. This can help if you want to check whether a UPI ID is valid or not, and can also help you authenticate the details of a person.

How can I check the identity of a person with a Driving License?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with Driving License' tab. Add the license number, and the Date of Birth of the person that you want to authenticate. Then, click 'Check Now.' This helps for when you want to authenticate a given person's driving license.

How can I check the identity of a person with a Vehicle Number?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with Vehicle Number' tab. Then, enter the number plate number, and click check now. This helps when you want to authenticate whether a vehicle is registered or not, and get other details with it.

How can I check the identity of a person with Passport Details?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with Passport Details' tab. Then, enter your passport file number and date of birth. Then, click 'Check Now.' This will show you your desired details. This can be done if you want to verify the authenticity of a passport.

How can I check the identity of a person with a Voter ID?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Identity with Voter ID' tab. Then, add the Voter ID number of the person that you want to authenticate. Then, click 'Check Now.' You'll get all your desired details. This service is to authenticate a person's voter ID, checking if it is authentic or not.

How can I check the identity of a person with Bank Account Details?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the 'Check Bank Account Details.' Then, enter the account number and the IFSC code. Then, click 'Check Now,' This will show you your desired details. This can be done to verify the identity of a person with their bank account details.

How can I check the identity of an Insurance Agent?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Person Identity' tab. Herein, you'll find a list of features. Click on the

How can I check the identity of a company with a GST Number?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Company Identity' tab. Herein, you'll find a list of features. Click on the 'Check GST Number' tab. Then, enter the GST number of the company that you want to verify the details of. Then, click 'Check Now.' This will provide you with the details of the company that you want to verify. This is important for when you want to verify a company's credibility and details through the GST number.

How do I verify the identity of the company I am transacting with?

Company Identity Verification – Check identity to any entity with respect to company name, GST number, company CIN, director details and FSSAI numbers. The app will cross-check the information to verify whether the entity is genuine or not. This helps when you want to search if a company is genuine or not.

How can I check the identity of a company with Company LLPIN?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Company Identity' tab. Herein, you'll find a list of features. Click on the 'Check Company LLPIN' tab. Enter the company LLPIN number, and make sure to include the dash/hyphen in the number as well. Then, click on 'Check Now.' This will show you the necessary company details. This is important if you want to verify a company's details from its LLPIN number.

How can I check the identity of a company with Company FCRN?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Company Identity' tab. Herein, you'll find a list of features. Click on the 'Check Company FCRN' tab. Then, enter the company FCRN number in the given box. Then, click 'Check Now.' This will provide you with a list of company details using the company FCRN number. This is important if you want to identify a company from its FCRN number.

How can I check the identity of a company with Company PAN?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Company Identity' tab. Herein, you'll find a list of features. Click on the 'Check Company PAN' tab. Then, enter the company PAN number in the given box. Then, click 'Check Now.' This will provide you with a list of company details using the company PAN number. This is important if you want to identify a company from its PAN number.

How can I check the identity of a company with Company CIN?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Company Identity' tab. Herein, you'll find a list of features. Click on the 'Check Company CIN' tab. Then, enter the company CIN number in the given box. Then, click 'Check Now.' This will provide you with a list of company details using the company CIN number. This is important if you want to identify a company from its CIN number.

How can I check the identity of a company with Director Details?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Company Identity' tab. Herein, you'll find a list of features. Click on the 'Check Director Details' tab. Then, enter the DIN number in the given box. Then, click 'Check Now.' This will provide you with a list of director details using the DIN number. This is important if you want to identify a director from his/her DIN number.

How can I check the identity of a company with FSSAI number?

You can do this on the app. Open the app, click on the top-right shield icon. Click the 'Check Company Identity' tab. Herein, you'll find a list of features. Click on the 'Check FSSAI' tab. Then, enter the FSSAI number in the given box. Then, click 'Check Now.' This will provide you with a list of details using the FSSAI number. This is important if you want to identify whether the FSSAI details are authentic or not.

How do I verify if a file is safe or not?

Open the app, click on the top-right shield icon. Then select the 'Check File' tab. Select the files on your device, and then click on them to get a thorough scan. This helps if you have any files that you've downloaded from an unknown source, and you're looking to scan it.

Note: This feature is supported on Android devices only, and not available for Apple devices.

How can I check the identity of a company with Company CIN?

Open the app, click on the top-right shield icon. Then select the 'Check App' icon. You'll have the list of installed applications with you. Click on the application that you need to scan. Once you do that, our tool will scan the application and let you know if the application is safe or not. This helps loads as fraud apps can come from time-to-time, and you need to be safe from them.

Note: This feature is supported on Android devices only, and not available for Apple devices.