OFFICIAL USER DOCUMENTATION

EagleEye v2

Complete User Manual & Feature Guide for End Users

1. Introduction & Overview

EagleEye v2 is a high-speed intelligence, search, and identity verification platform designed for professional teams, investigators, and organizations. The platform allows you to run high-accuracy searches across multiple databases, verify customer and subject information, and lookup specialized logistics and utility registries in real time.

2. Logging In & Profile Access

- **Portal Login:** Open the EagleEye portal in Google Chrome, Microsoft Edge, Safari, or Firefox. Enter your registered Username and Password, then click **Sign In**.
- **Forgot Password:** If you misplace your password, click the "*Forgot password?*" link on the login screen, enter your registered email address, and follow the password reset link delivered to your inbox.
- **Theme Switcher:** Customize your visual workspace anytime by clicking the **Theme Toggle** at the top right of your screen to switch between *Classic* and *Festive* modes.

3. Dashboard & Credit Balances

Once signed in, your account status is clearly displayed at the top of your dashboard:

- **Search Balance:** Shows your remaining search credits for the current billing cycle.
- **Daily / Monthly Credit Reset:** Daily search credits automatically refill every morning at midnight (12:00 AM).
- **Account Expiry Date:** Displays how long your subscription remains active.

4. How to Perform a Search

Navigate to the **Search** tab to query records. You can search by a single detail or combine multiple fields together for pinpoint precision:

Search Field	What to Enter	Recommended Usage
Mobile Number	10-digit mobile number	Fastest and most accurate single lookup

Search Field	What to Enter	Recommended Usage
Full Name	Subject's first or full name	Broad person search
Father's Name	Father's name	Pair with *Full Name* to narrow down common names
Address	Street, locality, city, or pincode	Location-specific filtering
Email Address	Complete email address	Digital identity & contact search
Identifier / ID	Reference or document ID	Direct identification query

5. Search Operators & Best Practices

- **Match All (AND) — Recommended:** Returns only records that match *every* field you entered. Perfect when you have a name and father's name or phone number.
- **Match Any (OR):** Returns records that match *any one* of the fields you entered. Useful when you are casting a wider net with partial information.
- **Common Name Tip:** If searching for common names (e.g., *Rahul Sharma* or *Amit Kumar*), always enter the **Father's Name** to filter down to the exact person immediately.

6. Reading Search Results

- **Detailed Information Table:** Each result card/row presents the Full Name, Father's Name, Primary Mobile, Alternate Contacts, Full Address, and ID records.
- **100 Rows Per Page:** Results are paginated at 100 rows per page so you can easily review large lists without clicking next after every few records.
- **Duplicate Search Protection:** If you accidentally click Search twice on the same query within 5 seconds, the platform displays the previous results without charging you an extra credit.
- **Safety Cooldown Timer:** A brief countdown timer ensures smooth system performance between consecutive queries.

7. Location Verification Links

EagleEye includes an integrated location verification tool for identity and field verification:

- Enter the recipient's name and contact number under the **Location Tracing** menu.
- Click **Generate Tracking Link** and share the link with the recipient via SMS or WhatsApp.
- When the user opens and permits verification, you receive an instant report containing their **Live GPS Map Location**, **Accuracy Radius**, **Device Metadata**, and optional front-camera verification.
- Each link is single-use and automatically expires after verification.

8. Subscription Expiry & Automated Reminders

> **Automated Expiry Alerts**
>
> EagleEye automatically monitors your subscription status to prevent unexpected disruptions:
>
> - **1 Day Before Expiry:** You will receive a reminder email with your plan end date.
> - **On the Expiry Date:** A final day alert is sent to your registered email.
> - **Post-Expiry Follow-Up:** Renewal reminders are sent twice daily for 2 days to assist in reactivating your account.

9. Frequently Asked Questions (FAQ)

Q: What happens when my screen says "Daily Limit Reached"?

A: You have used all allocated searches for today. Your credits will automatically refill tomorrow morning at 12:00 AM, or you can contact your account administrator for an immediate limit upgrade.

Q: How do I request a subscription renewal?

A: Click "Request Subscription" from the navigation bar or contact your dedicated account manager directly.