

# Olliv Web Product Guide

Version 1.0

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# Introduction

Olliv offers safe, inclusive, next-generation alternatives to traditional financial institutions that all of us can easily access and use. This customer manual is intended as a guide to educate customers on the functionality and features within Olliv.

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## Help

Any questions, concerns, or issues regarding the web app may be resolved by contacting the Olliv support team. Whether you need help keeping your funds secure or have questions about cryptocurrencies, our 24/7 award-winning customer support team is available by phone: 1-888-88-OLLIV (888-886-5548)

# High Level Feature Summary

OLLIV offers safe, inclusive, next-generation alternatives to traditional financial institutions that all of us can easily access and use. Through our web platform and OLLIV kiosks, we provide an easy way for users to transact with cryptocurrencies and keep their assets safe & secure. Each user will be able to:

- Buy & sell crypto
- Send & receive crypto
- Swap crypto
- Find kiosks near you
- Browse & search cryptocurrencies
- Create, add, and manage self-custody wallets

# 01. Homefeed

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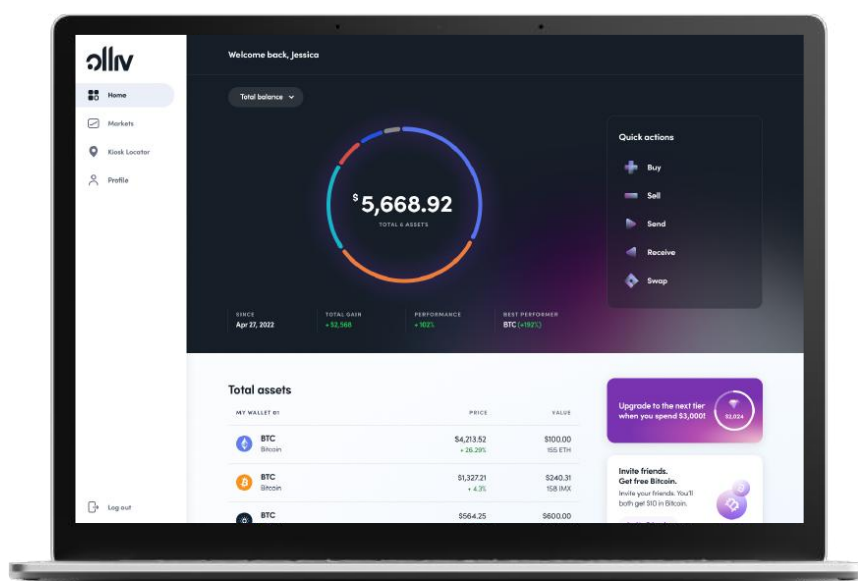
## Wallets

After signup or login from the web application, an area, known as the homefeed, displays your total balance with the daily portfolio change. Multiple wallets are supported – either by importing them or creating a new one. The total balance shows up in the dropdown and can be launched as a popup so you can toggle between wallets.

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## Order Buttons

The side of the homefeed displays frequently used transaction buttons – Buy, Sell, Send, Receive, and Swap. Each button serves as a shortcut to launch an order process.



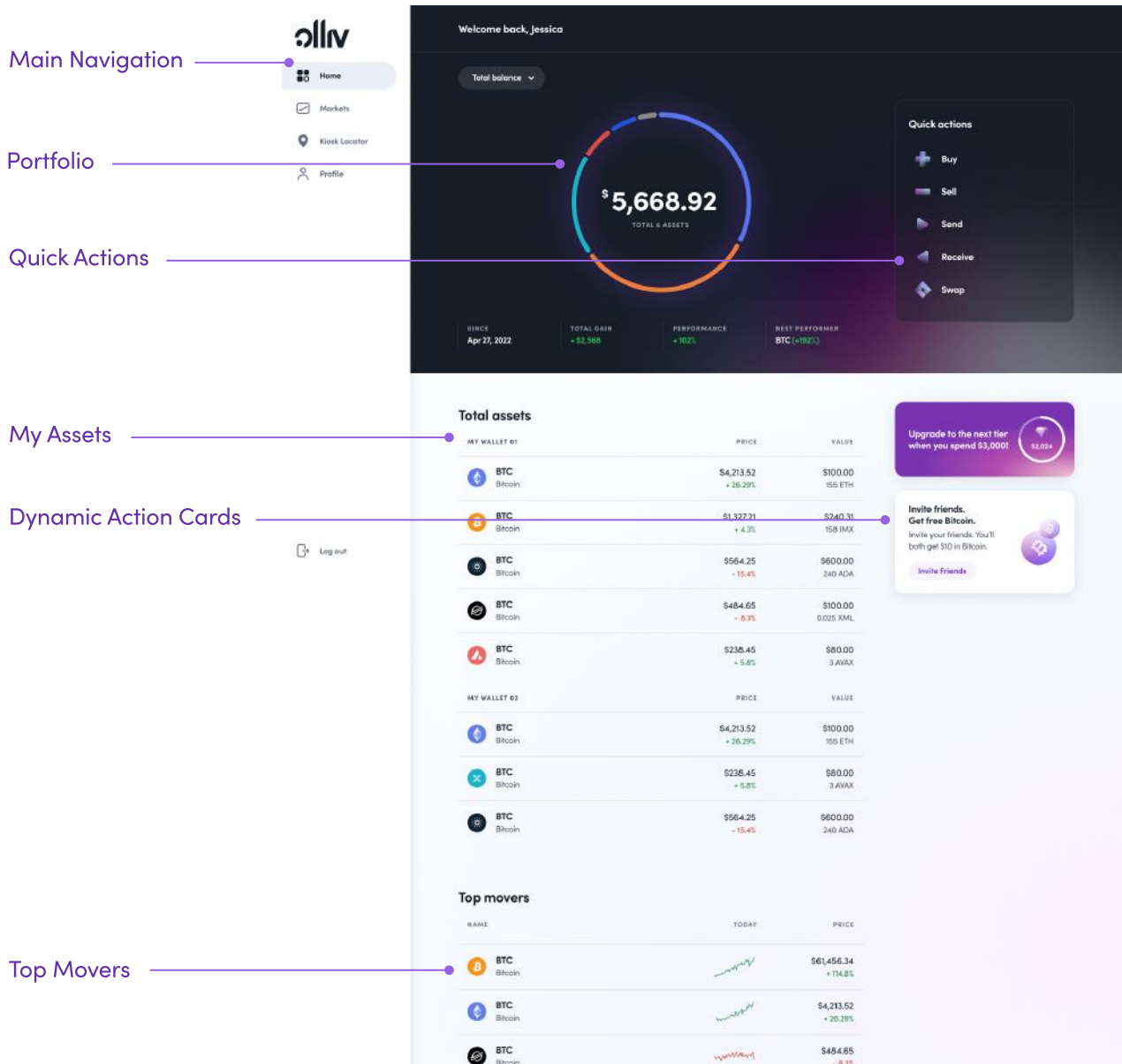
## Other Features

Other features on homefeed include:

- Promotional info.
- Your assets sorted by wallet, with a shortcut to the Market tab.
- Top mover list, with a shortcut to the Market tab.

# 01. Homefeed

## Web Layout Map



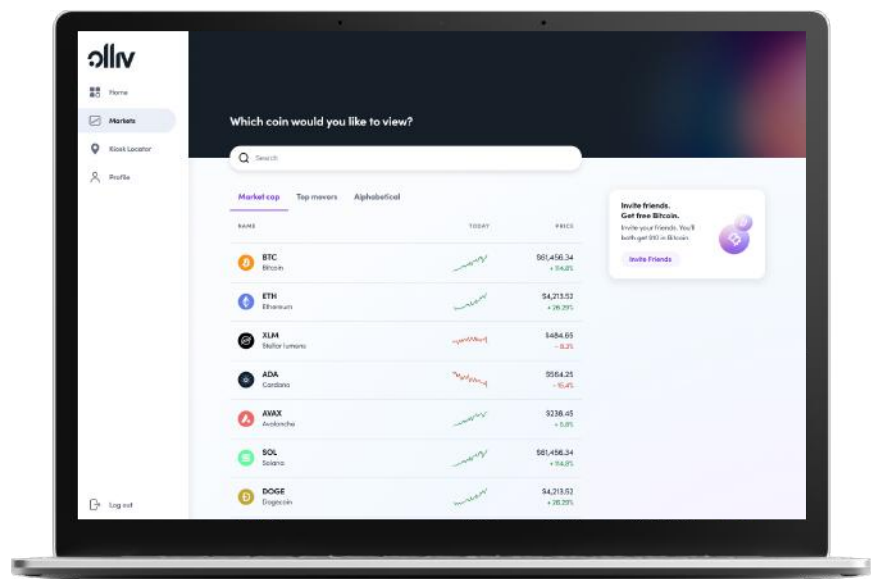
## 02. Markets

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### Markets

Access the Markets screen by clicking the market icon from the main navigation. The markets tab contains an up-to-date list of cryptocurrencies, current market prices, and percentage changes in value over 24 hours. By default, the list is ordered by market cap, but can also be sorted by top movers or alphabetically.

After selecting an asset from the provided list, you will be directed to the asset detail page where you will find a price chart. There you will see the current price with percentage change, and key data such as the market cap, trading volume, all-time high, etc. This information can help you choose which assets are right for your investment portfolio.



After selecting an asset from the list, the asset detail page loads with displays for the current price and percentage change, along with key data such as the market cap, trading volume, all-time high, and more.

### Other Features

Additional features include:

- An interactive price chart providing historical pricing
- Access to all order actions through the Order button
- The current value of your assets
- Asset definition and explanation
- Your transaction history for that asset
- Latest news related to an asset

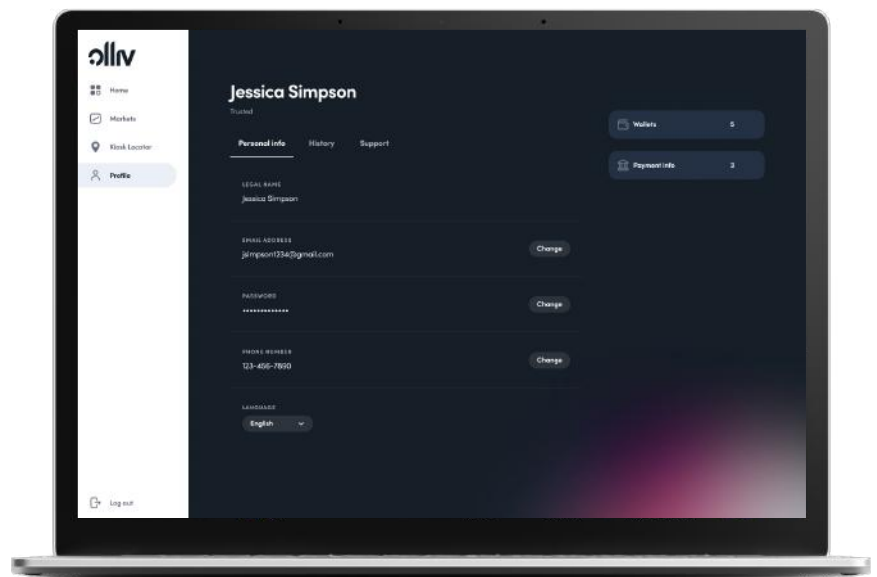
## 03. Profile Settings

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### Profile Settings

Profile settings allow you to personalize your Olliv experience. Wallet, payment, and personal information are available to view and manage. You will need to add your bank account or debit card information from your Profile settings before completing a transaction.

You can customize your account settings by selecting the Profile icon from the main navigation. Additionally, you can personalize notifications and view your transaction history. A wallet can be set as the primary, and details can be reviewed and edited. Additional wallets can be created or imported.



### Other Features

Additional features include:

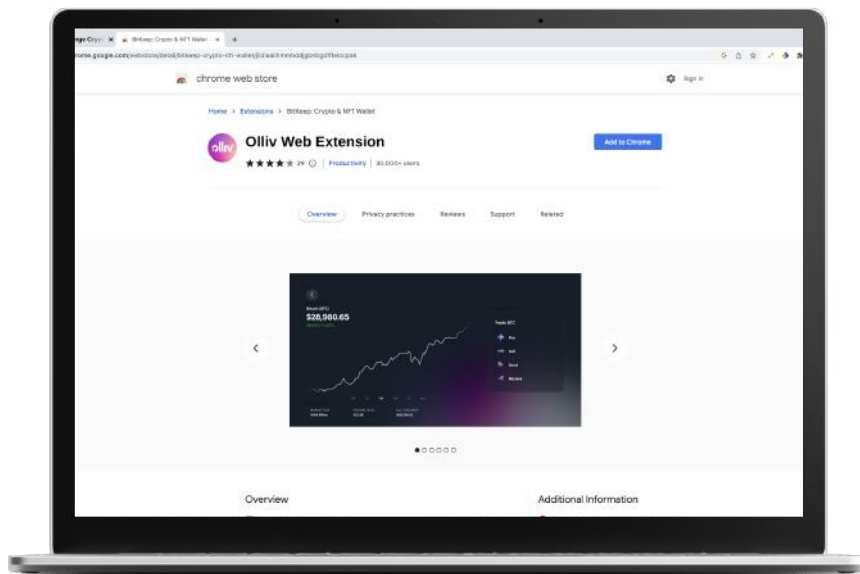
- Edit or add additional payment information and define primary payment method
- Edit personal information such as name, email address, and phone number
- View your Transaction history and filter by order type, wallet, or asset



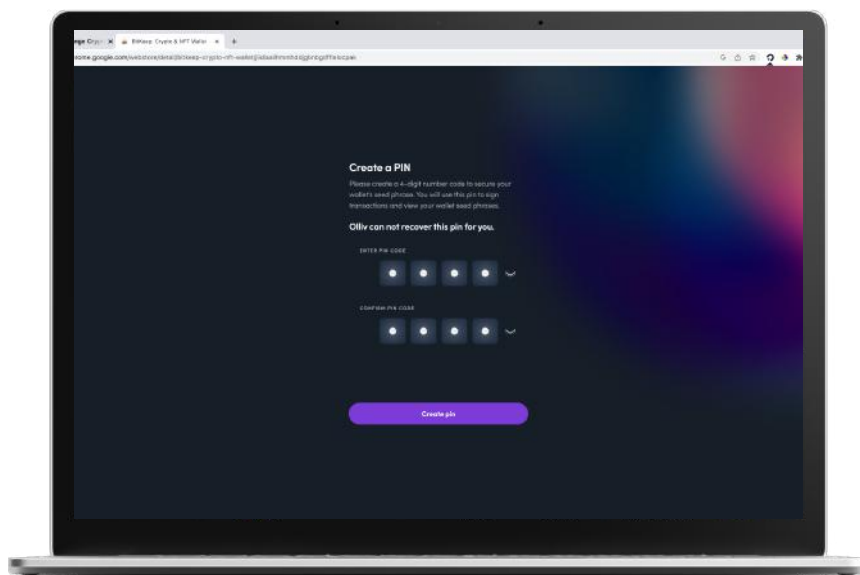
# 04. Browser Extension

## Web Browser Extension

A browser extension is required to store your private and public keys and to create or import a wallet on Olliv. This extension is available on the chrome web-store.



After downloading the Olliv browser extension, you will be required to create a 4-digit PIN code. This pin code will serve as a way to approve orders, create or add wallets, and view your wallet seed phrases. **It is important to write this PIN code down and to keep it secret. Olliv cannot recover this PIN code for you.**



# 05. Wallet Creation

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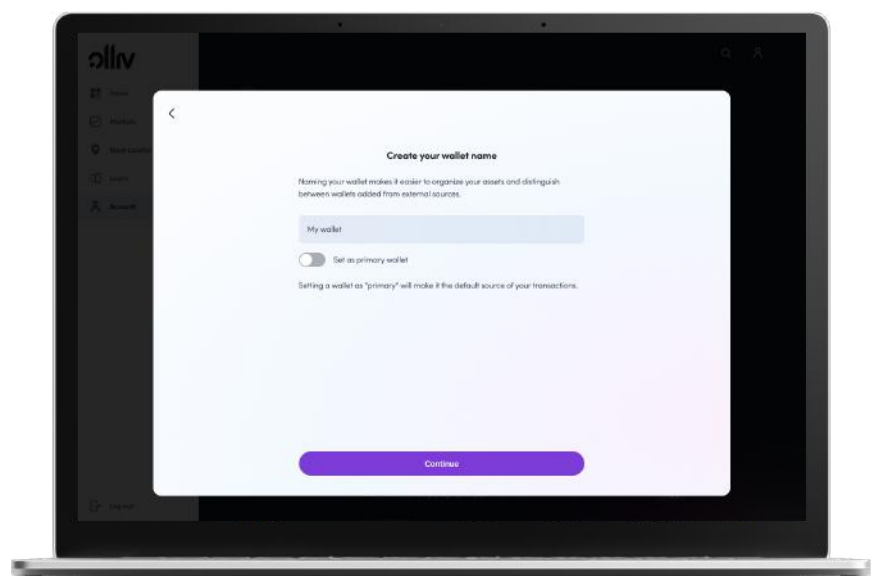
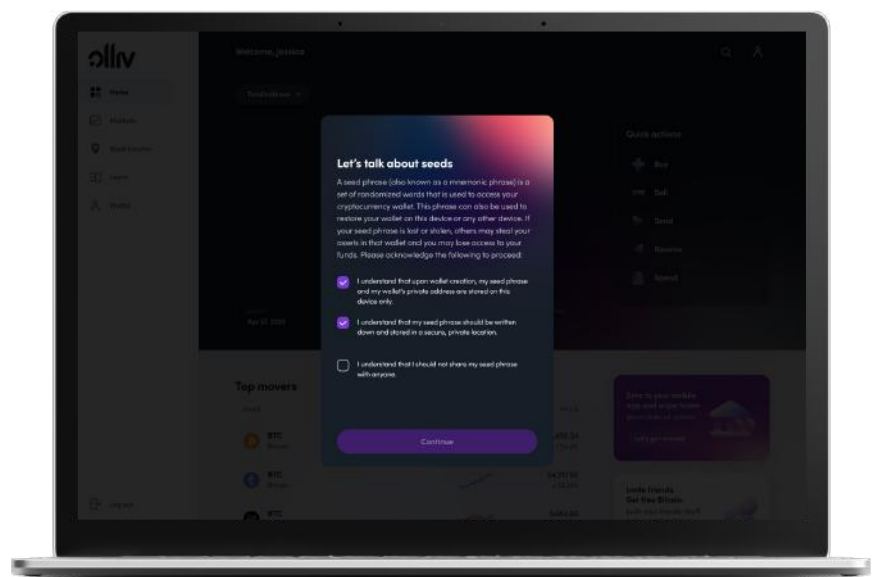
## Before Getting Started

After signing up with Olliv, you will be prompted to either create or import a wallet. In the event of wallet creation, it is essential to have pen and paper handy in order to write down critical account information.

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## Seeds and Naming Your Wallet

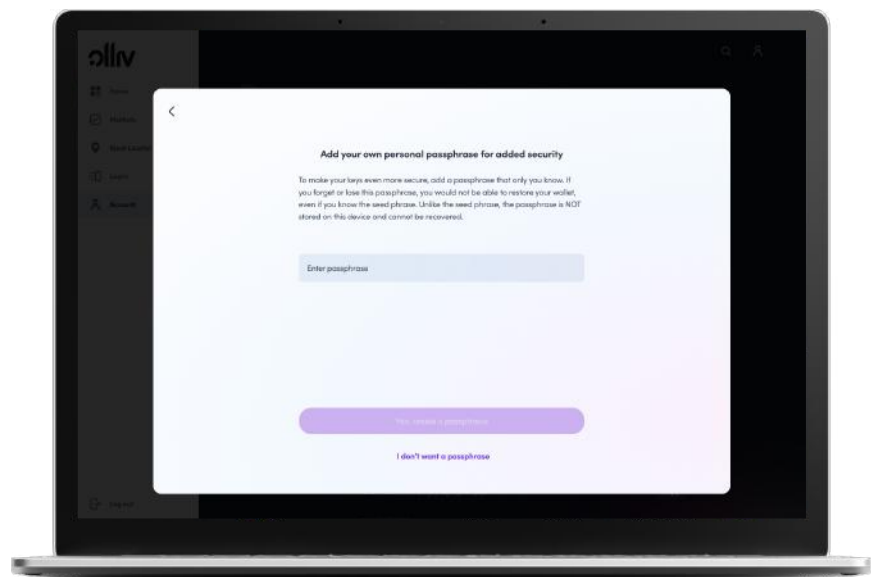
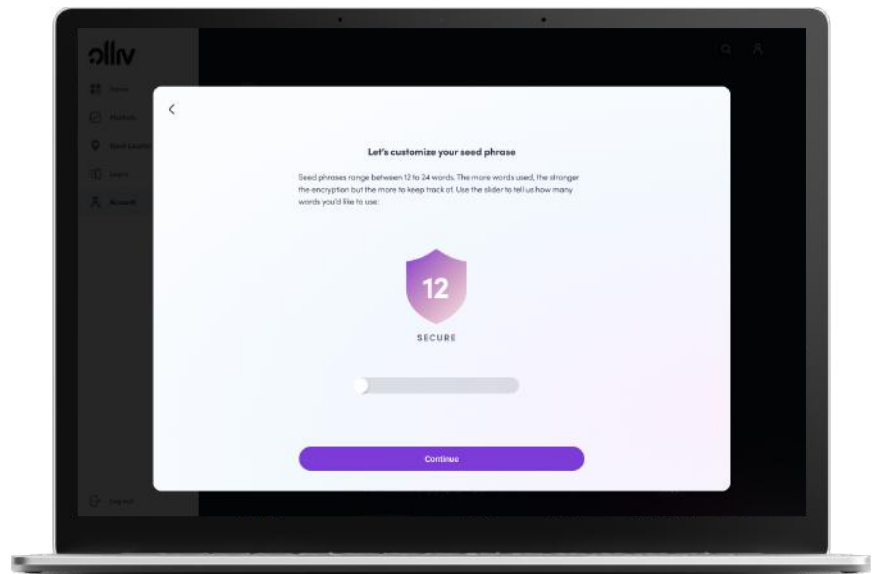
Prior to wallet creation, there are a few acknowledgements to make about seed phrases and how they operate. Seed phrases are the mnemonic phrases that make a wallet uniquely yours. Afterwards it is simple to name your wallet, or to keep the default name provided by Olliv.



# 05. Wallet Creation

## Seed Phrase Length and Verification

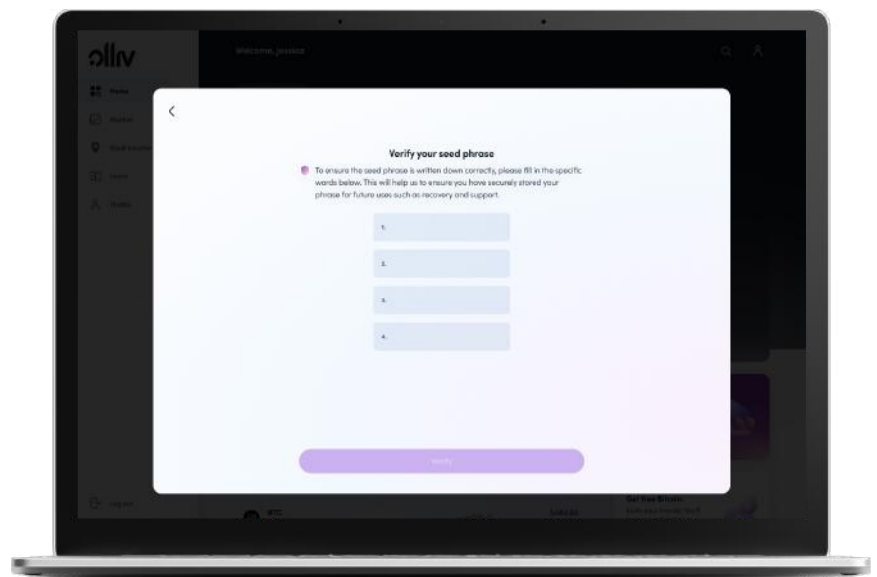
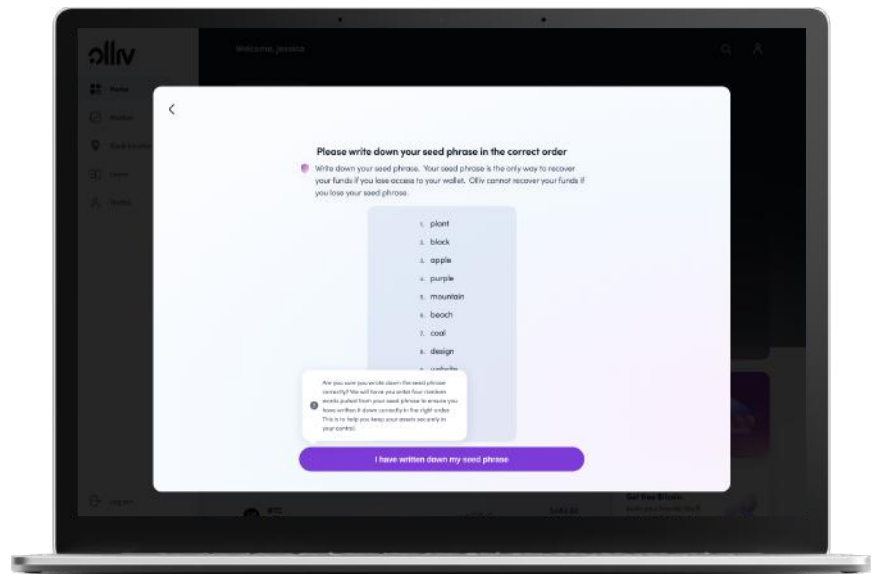
Olliv has the flexibility to produce seed phrase lengths of 12, 18, or 24 words. The longer the seed phrase, the greater security the wallet has. There is also the option of adding a passphrase to your wallet to strengthen the overall security of the wallet and acts similarly to an additional word being added to your seed phrase. Finally, verify that you have accurately written down your seed phrase by entering the specific words prompted by Olliv.



# 05. Wallet Creation

## Seed Phrase Length and Verification

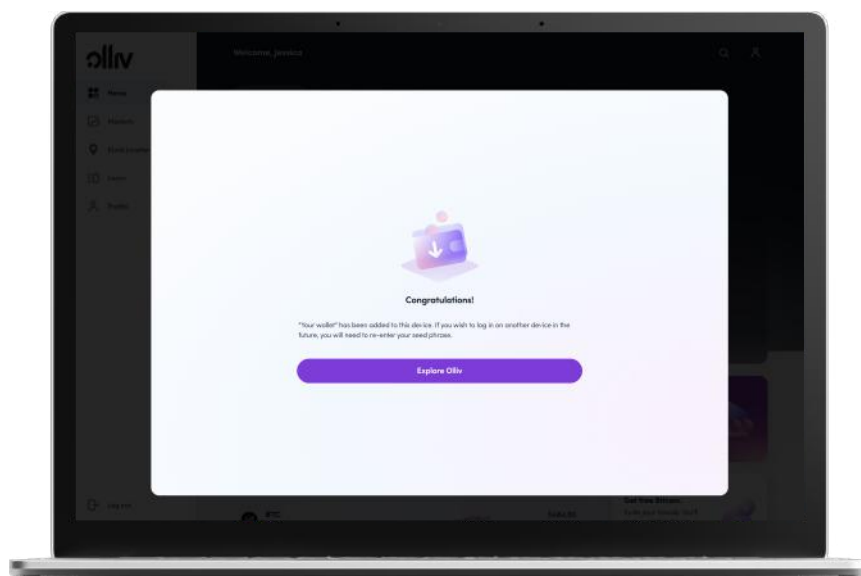
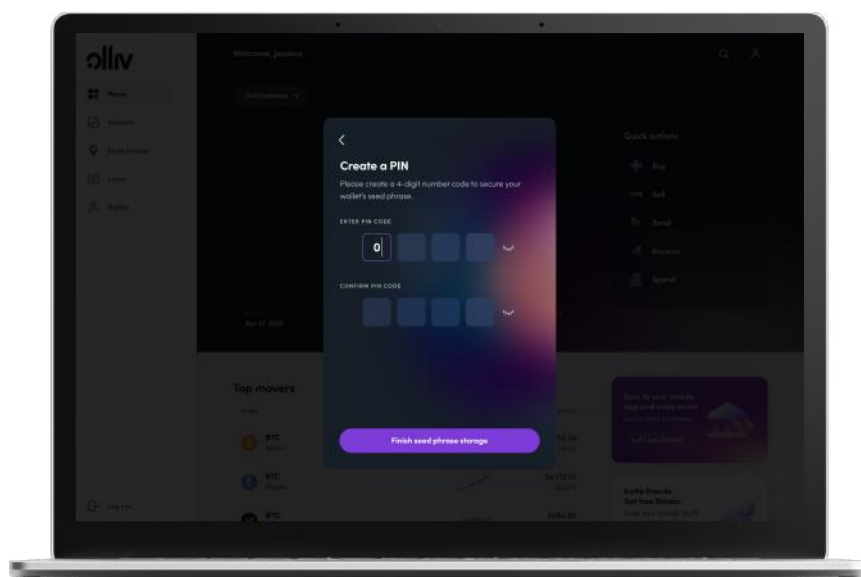
To make sure you have accurately written down your seed phrase, enter the specific words prompted by Olliv in their correct order.



## 05. Wallet Creation

### Seed Phrase Recovery

Losing a seed phrase could result in the entire loss of a wallet. At the end of wallet creation, you will be required to enter the pin you created during the extension installation. This PIN allows you to now view your seed phrase through your profile management in the event the written copy of the seed phrase is lost. After this step, you have successfully finished creating your wallet.



# 06. Import A Wallet

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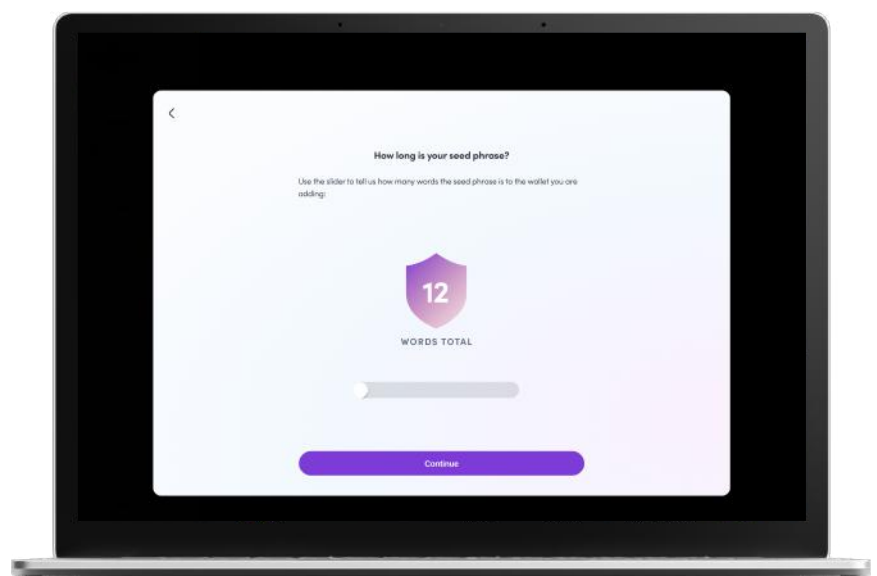
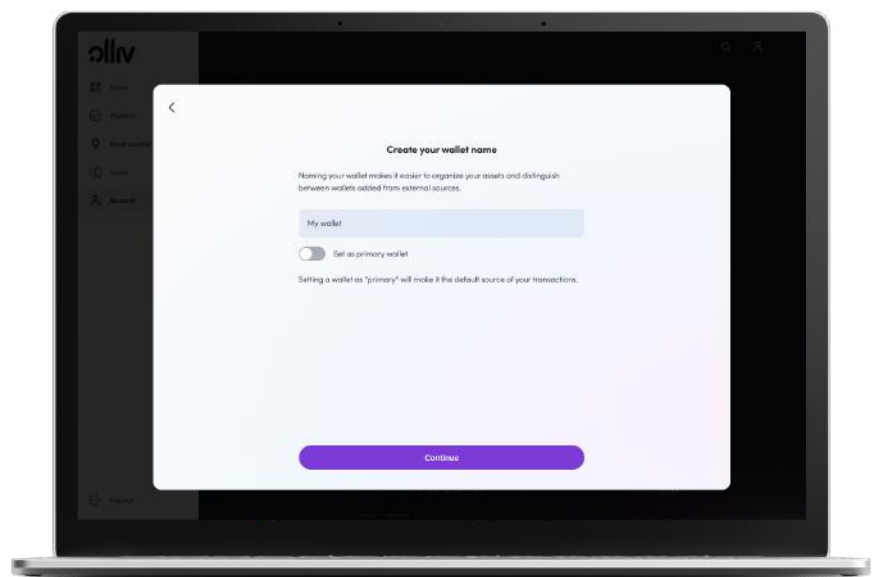
## Before Getting Started

Before importing your wallet, be sure to have your seed phrase and, if necessary, passphrase handy in order to quickly import your wallet on to Olliv.

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## Naming Your Wallet and Seed Phrase Length

To begin importing your wallet on Olliv, you must first provide a name or use the defaulted label. List the number of words your seed phrase contains to move forward importing your wallet.

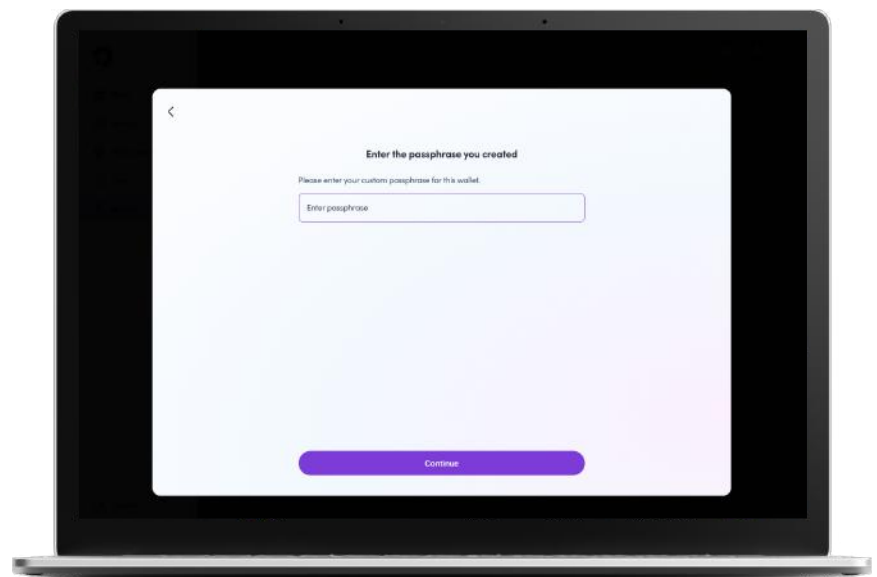
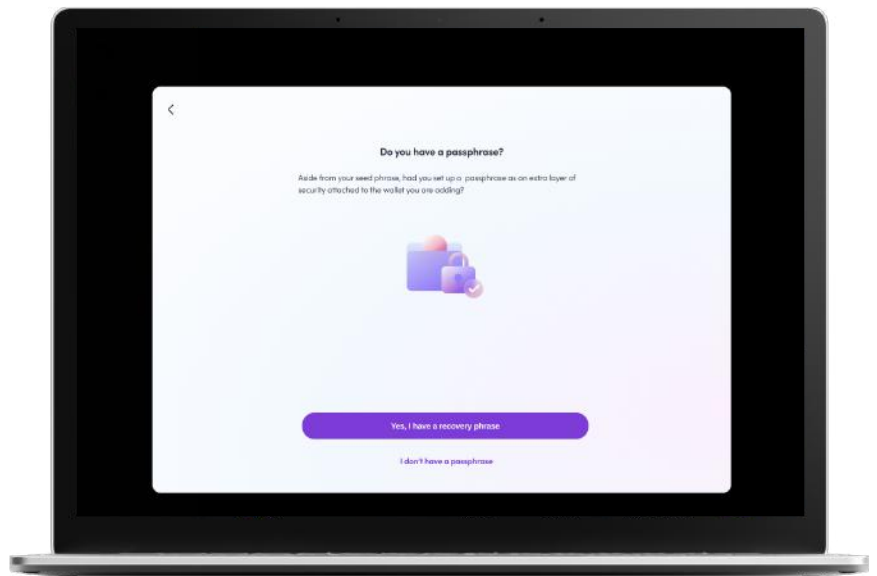


## 06. Import A Wallet

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### Entering Your Passphrase

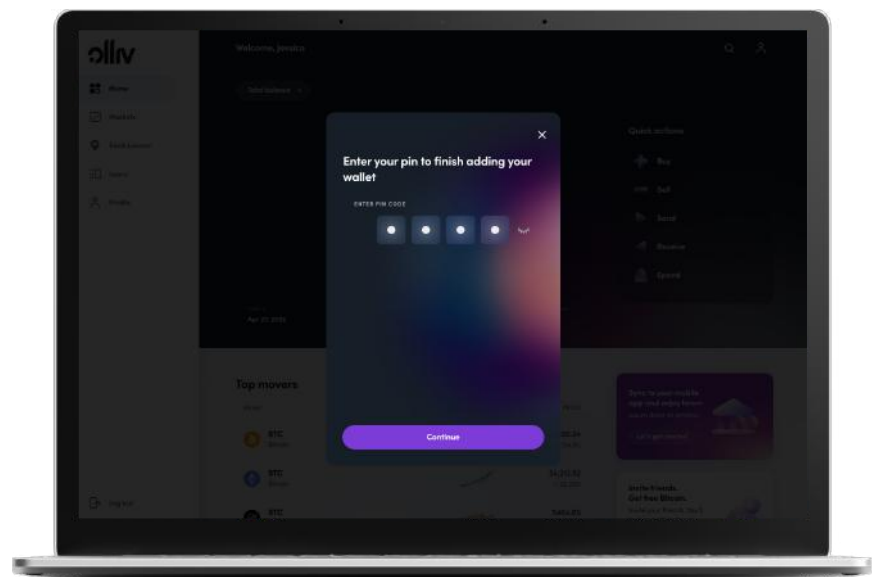
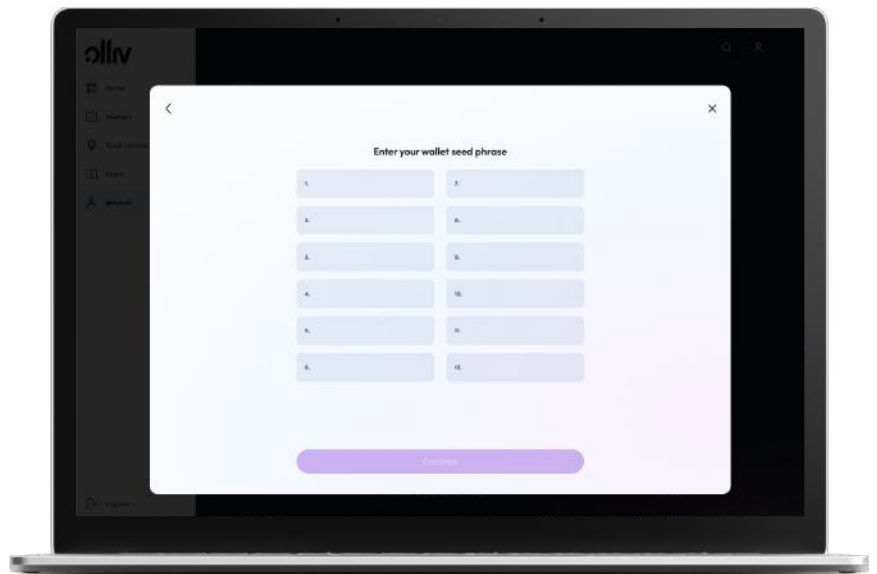
After specifying how many words are in your seed phrase, let Olliv know if there is a passphrase associated with your wallet. Type in the passphrase if applicable.



## 06. Import A Wallet

### Entering And Saving Your Seed Phrase.

You can now enter your seed phrase into Olliv to add your external wallet. At the end of adding your wallet, you will be required to enter the PIN you created during the extension installation. This allows you to now view the seed phrase of your wallet through your profile management in the event the written copy of the seed phrase is lost. After this step, you have successfully finished adding your wallet to Olliv.





# Orders

Olliv makes it easy to conduct various crypto transactions including buy, sell, send, receive, swap, and monitoring your crypto.

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## Order Types

Accessible from the homepage or by clicking the Home button - Buy, Sell, Send, Receive, and Swap shortcut buttons - allow quick access to frequently-used order buttons.



Buy



Sell



Send



Receive

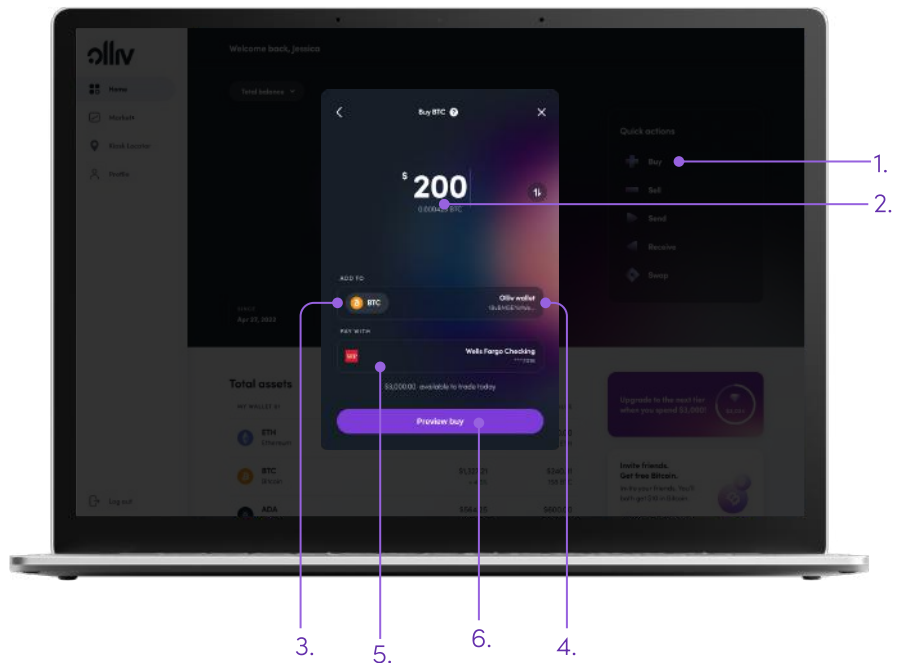


Swap

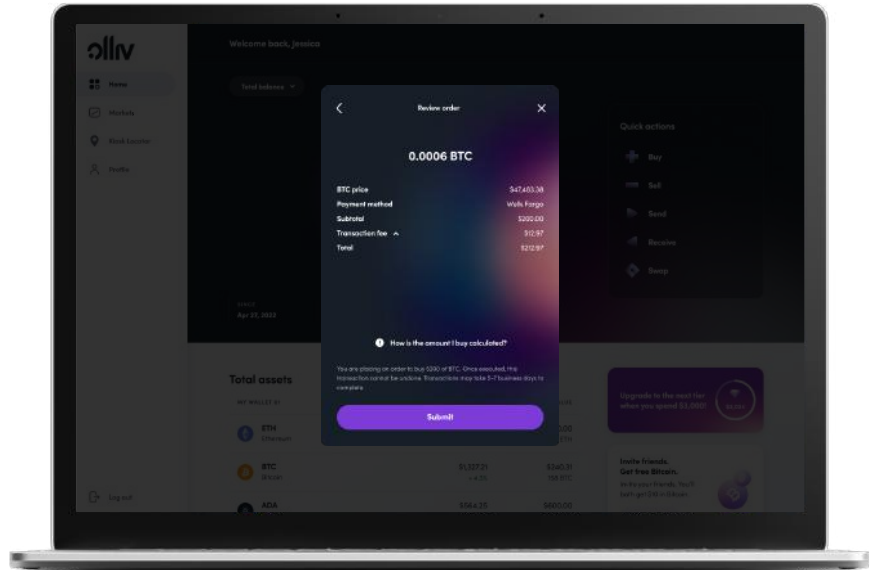
# 01. Buy

## How to buy crypto on web:

1. Select the Buy button.
2. Enter the crypto or dollar amount you would like to buy.
3. Choose which crypto you would like to buy.
4. Choose which wallet you want the crypto to be deposited in.
5. Select your payment method – bank or debit card.
6. Tap preview buy to review your order before submitting.



7. Submit your order.



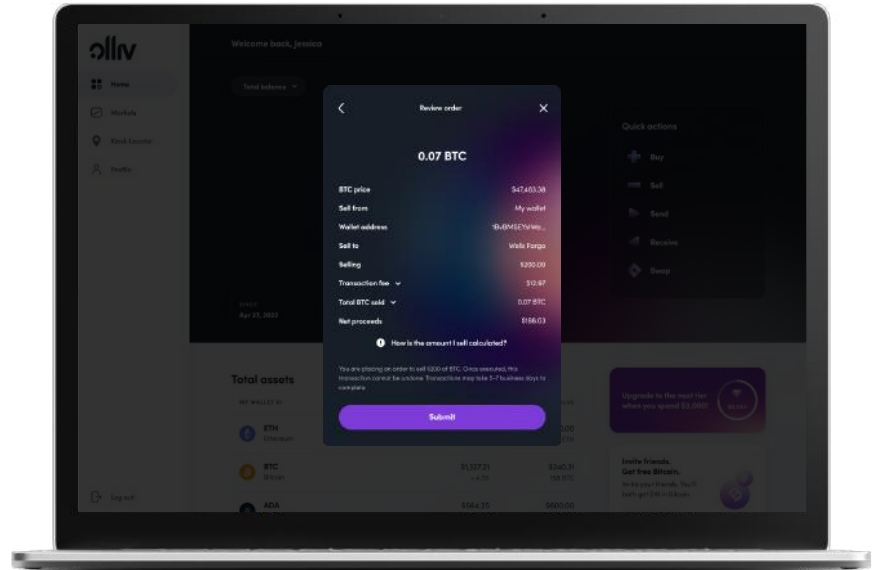
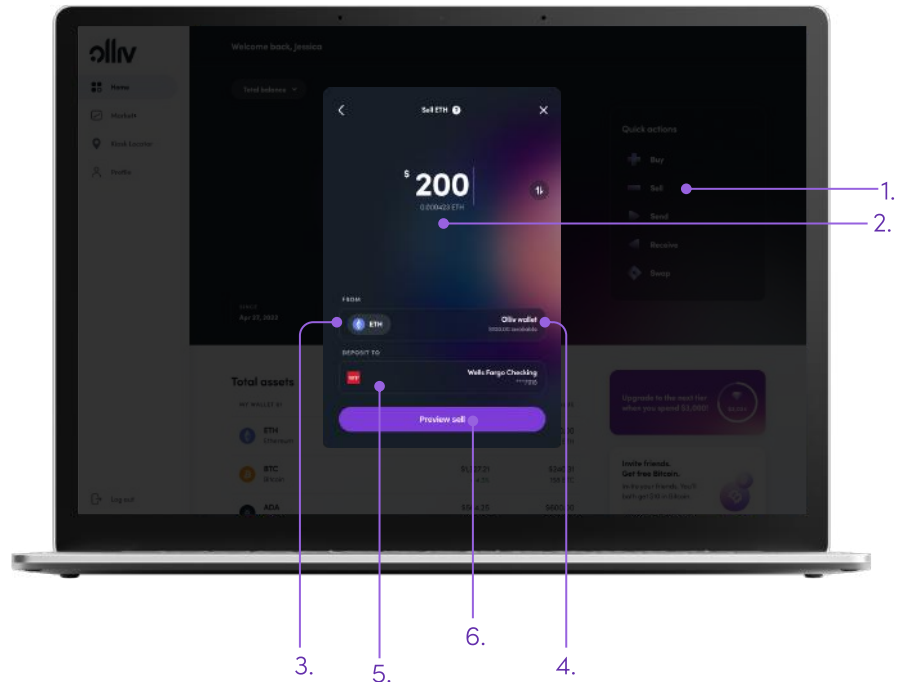
## Order Details

A confirmation screen will appear with the transaction details. You can click Done or select See Details for more information.

## 02. Sell

### How to sell crypto on web:

1. Select the Sell button.
2. Enter the dollar amount or how much crypto you would like to sell.
3. Choose which crypto you would like to sell.
4. Choose which wallet you want the crypto to be withdrawn from. The coin will be greyed out if it is not currently supported to sell.
5. Select the account where the funds should be deposited.
6. Tap preview sell to review your order before submitting.
7. Submit your order.



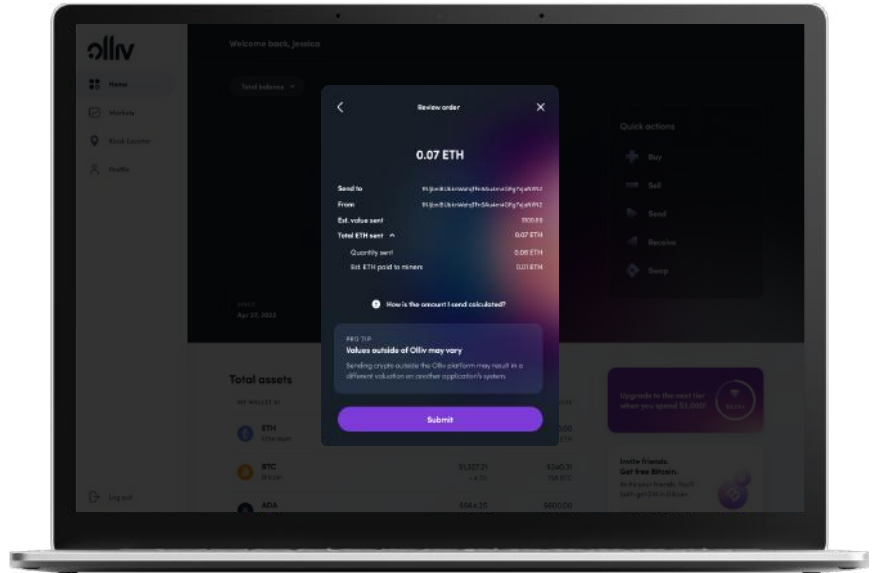
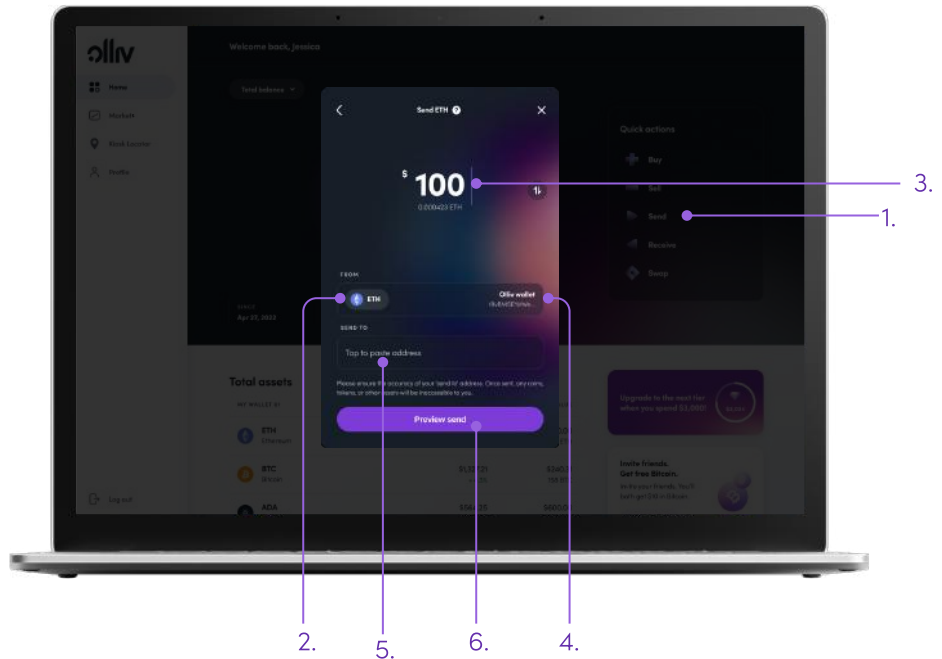
### Order Details

A confirmation screen will appear with the transaction details. You can click Done or select See Details for more information.

## 03. Send

### How to send crypto on web:

1. Select the Send button.
2. Choose which crypto you would like to send.
3. Enter the crypto or dollar amount you want to send.
4. Choose which wallet you want the crypto to be sent from.
5. Paste the address to send the crypto. Please ensure the accuracy of the address.
6. Select Preview Send.



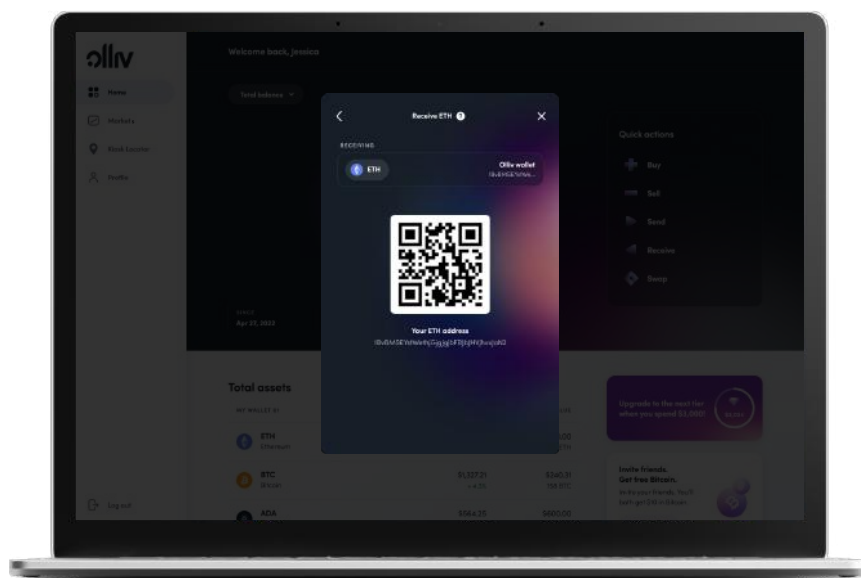
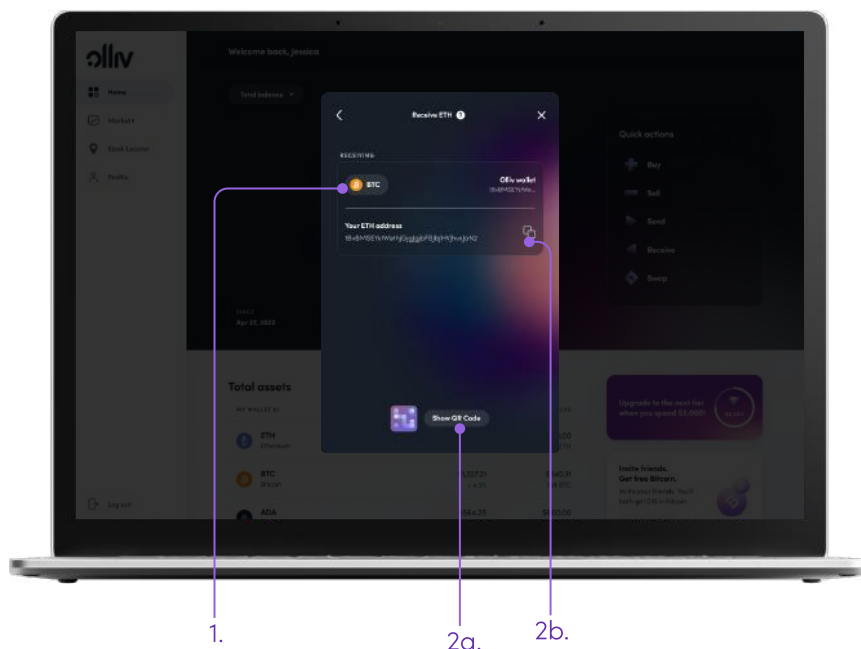
### Order Details

A confirmation screen will appear with the transaction details. Click Submit to complete the order. \*Rates may vary based on the app used by the receiver.

## 04. Receive

### How to receive crypto on web:

1. Select the desired crypto along with your preferred wallet for storage.
2. You can share your wallet address in two ways:
  - a. Share your QR code with the sender
  - b. Copy your wallet address by tapping the Copy button. Your address can be pasted and sent via text or email.



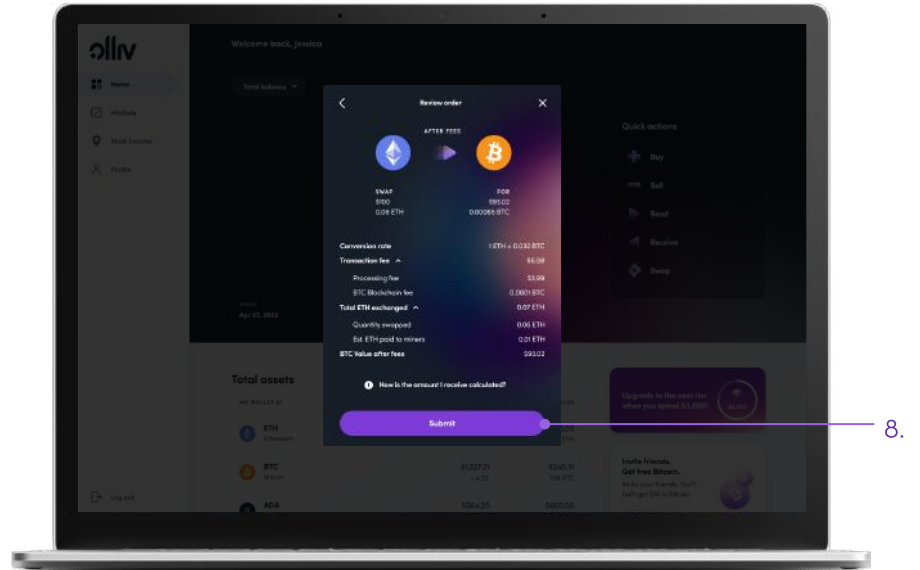
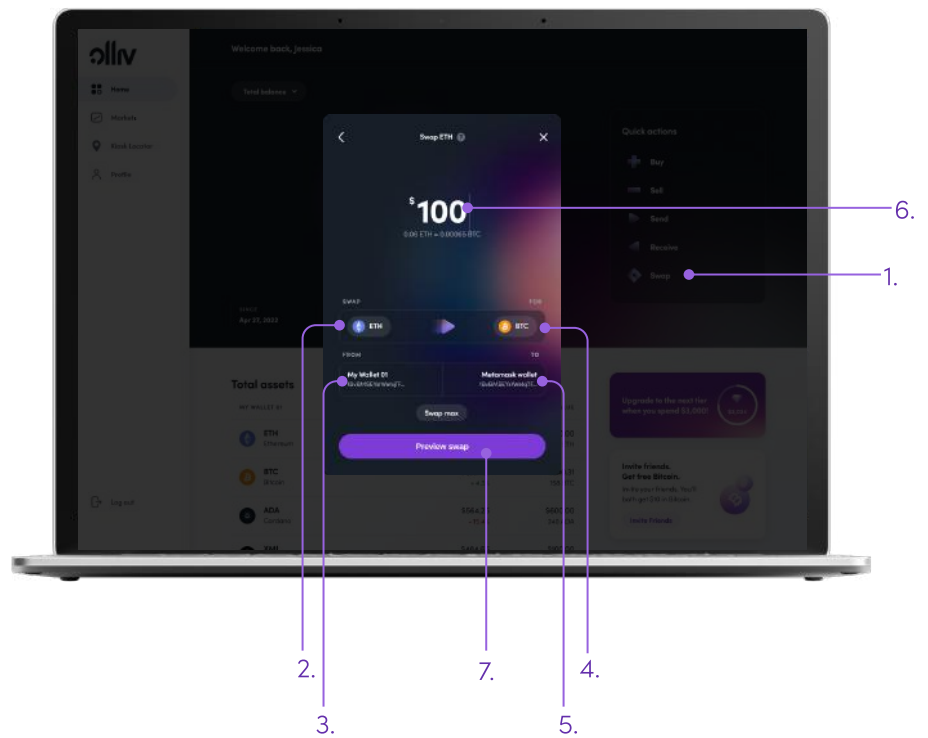
### Order Details

A confirmation screen will appear with the transaction details. You can click Done or select See Details for more information.

# 05. Swap

## How to swap crypto on web:

1. Select the Swap button.
2. Choose which crypto you would like to swap with.
3. Choose which wallet you want the crypto to be deposited in.
4. Choose which crypto you would like to swap for.
5. Choose which wallet you want the crypto to be swapped in to.
6. Select how much crypto you would like to swap.
7. Tapping Preview Swap shows a preview screen allowing you to review your order before submitting.
8. Finally submit your order.



## Order Details

A confirmation screen will appear with the transaction details. You can click Done or select See Details for more information.

# Transaction Limits and How to Upgrade

## Limit definitions:

By law we are required to obtain, verify, and record information that identifies each person who opens an account or changes an existing account. This federal requirement applies to all new customers and current customers. This information is used to assist the United States government in the fight against the funding of terrorism and money-laundering activities.

What this means to you:

**Registered User:** The limit is set at \$1,000 per day and allows a total lifetime maximum of \$3,000. It requires your name, email address, phone number, and a debit card. Once you reach \$3,000 you must register as a trusted customer if you want to continue transacting with Olliv.

**Trusted User:** The limit allows you to spend up to \$35,000 per day as well as gives you the option to make purchases via electronic funds transfers through your bank. This option requires users to provide additional informational on top of the registered user requirements.

REGISTERED

**\$1,000**

Daily limit

TRUSTED

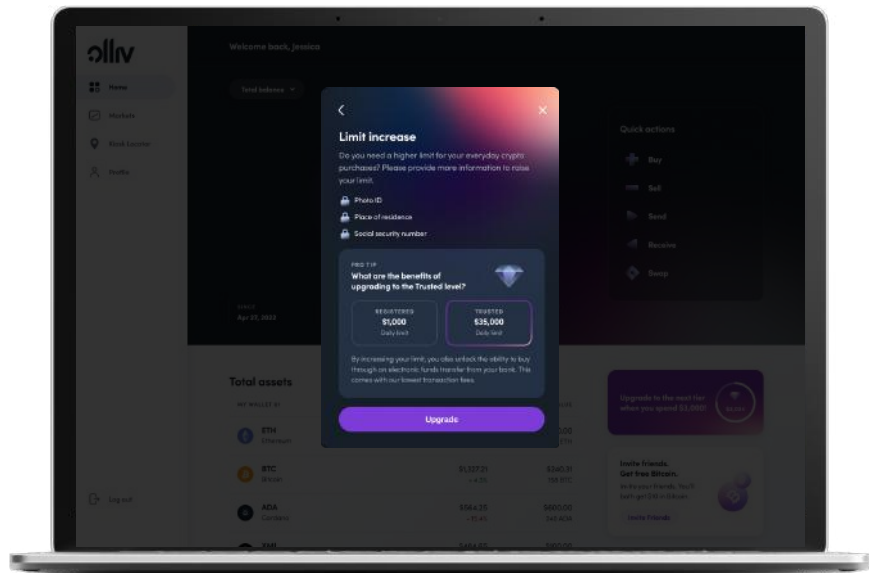
**\$35,000**

Daily limit

# How to Upgrade Your Limit

## How to Upgrade Limit

1. Once you attempt to spend more than the registered lifetime limit of \$3,000 without exceeding the registered daily limit of \$1,000 you will be prompted with the screen to the right.
2. You then have the option to upgrade from registered to trusted, or to reduce the amount of crypto you are currently trying to buy.





# FAQ

## WEB PLATFORM

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### **How do I view my portfolio?**

View your portfolio from the home screen. It will display as a chart with asset value changes in color-coded percentages.

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### **How do I receive assets on my desktop?**

From the home screen, select Receive to copy your wallet address.

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### **How do I update my email?**

From Profile, under Personal info, and click Change next to Email Address.

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### **How do I update my password?**

From Profile, under Personal info, and click Change next to Password.

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### **What payment methods are available?**

Customers can pay with a debit card to start and after spending \$3000 they will have to option to pay through ACH with their bank.

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# FAQ

## FEES

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### **What's a processing fee?**

The processing fee is collected by Olliv in exchange for the digital services provided by the platform.

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### **What is a bank fee?**

The bank fee is collected in exchange for processing payment through your debit card or bank.

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### **What is a blockchain fee?**

The blockchain fee covers the cost of sending crypto purchased from the Olliv platform's operational wallet and transferred to the user's destination wallet.

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### **What is paid to the miners?**

Mining fees pay for the computer power required to process a transaction on the blockchain. The network fee an Olliv user must pay directly to miners on the blockchain is dependent on the blockchain being used and the block activity on that blockchain.

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### **How do I delete my Olliv web account?**

To delete your Olliv web account, contact our customer support team by calling 1-888-88-OLLIV (1-888-886-5548). Olliv can be reached 24/7.

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**Contact Us**

[www.olliv.com](http://www.olliv.com) | 1-888-88-OLLIV (888-886-5548)