

# HCO AI Certificate Validation System — User Guide

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## Who Is This Guide For?

This platform has two roles. Each role has a specific set of features.

**USER** Available to all registered users.

- Certificate Verification (by text or image)
- HCO Knowledge Inquiries via AI Assistant

**ADMIN** Full access. Includes everything a User can do, plus:

- Certificate Download
  - Generate all 4 certificate types
  - Marketing Content Generation via AI Assistant
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## Section 1 — Certificate Verification

*Available to: Users & Admins*

Certificate verification lets anyone confirm whether a halal certificate is genuine and currently valid. You can verify using either a certificate number or by uploading an image of the certificate. Both methods are available through the HCO AI Assistant chat and through a dedicated Verification Form on the platform.

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### 1A. Verify by Certificate Number

**Roles:** User | Admin

Enter the unique alphanumeric certificate ID (e.g. HCO/TT/7927) to instantly check its validity status and view public certificate details.

**Via the HCO AI Assistant**

1. Open the AI Assistant — click the chat icon in the platform.
2. Type your certificate number exactly as it appears on the certificate.

3. The assistant instantly returns the validity status and relevant public details.

Sample queries: **"Please verify my certificate HCO/TT/7927" | "Is certificate HCO/TT/7927 valid?"**

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### Via the Verification Form

1. Navigate to the Verification page — select "Verify Certificate" from the main navigation.
2. Enter the certificate number into the input field on the form.
3. Click Verify — the system checks HCO records and displays the result on screen.

Verification with Certificate Number :  Validation.mov

## 1C. Verify by Product Name and Product Code

**Roles:** User | Admin

Enter the **product name** and **product code** along with the **related certificate number** to verify whether the product is officially registered and valid under that certificate.

This verification ensures that a specific product is correctly associated with an issued certificate in HCO records.

### Via the Verification Form

1. Navigate to the **Verification page** — select **"Verify Certificate"** from the main navigation.
2. Switch to the **Product Verification** tab.
3. Enter the following details in the form:
  - **Certificate Number**
  - **Product Name**
  - **Product Code**
4. Click **Verify** — the system checks the HCO database and confirms whether the product is valid and linked to the provided certificate.
5. The **verification result** and associated certificate details will be displayed on the screen.

**Example query via AI Assistant:**

- "Check if product **Organic Turmeric Powder** is valid under certificate **HCO/TT/7927**."
- "Verify product **ORG-TP-101** for certificate **HCO/TT/7927**."

Verification with Product Details: 

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## 1B. Verify by Image Scan

**Roles:** User | Admin

Upload a photo or scan of a physical certificate. The system uses AI-powered recognition to analyse the image against HCO records and confirm its authenticity.

**Image requirement:** Ensure the image is clear, well-lit, and the entire document is visible. Avoid glare, shadows, or cropped edges.

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### Via the Verification Form

1. Go to the Verification page — select "Verify Certificate" from the main navigation.
2. Switch to the Image tab — select the "Verify by Image" option on the form.
3. Upload your certificate image and click Verify. The result appears on screen.

Verification with Certificate Image: 

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## Section 2 — HCO AI Assistant

*Available to: Users & Admins*

The HCO AI Assistant is an always-available chat agent built into the platform. Beyond certificate verification, it answers questions about HCO standards, guides you through the platform, and — for Admins — generates marketing content related to your certifications.

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### 2A. HCO Knowledge Inquiries

**Roles:** User | Admin

Ask the AI any question about HCO certification concepts, standards, platform navigation, or what specific fields on a certificate mean. The assistant is trained on all official HCO documentation.

You can ask about:

- Certification requirements or halal standards
- What a specific field on your certificate means
- How to navigate to a particular area of the platform

**Tip:** For best results, use clear and concise single-sentence questions — e.g. ***"What documents do I need to apply for an Export certificate?"***

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## 2B. Marketing Content Generation

### Role: Admin Only

Admins can use the AI Assistant to generate professional, HCO-compliant marketing copy based on their certifications. This can be used for websites, product packaging, brochures, or social media.

1. Open the AI Assistant — click the chat icon.
2. Describe what you need — e.g. ***"Write a short product description highlighting our HCO halal certification."***
3. Review and copy — the assistant generates the content. Copy it and use it in your materials.

**Note:** This feature is available to Admins only. If you do not see this capability, contact your HCO administrator.

Marketing Content/ Inquiry :  Chat Assistant.mov

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## Section 3 — Certificate Download

*Available to: Admins Only*

Admins can download the official certificate file directly from the platform. The AI Assistant can guide you to the correct location, but the actual download requires an authorised Admin sign-in.

1. Sign in as Admin — ensure you are logged in with your Admin credentials.
2. Go To Generation Page.
3. Scroll down to the download section.
4. Enter the certificate number example : ***"HCO/TT/7927"***
5. Click the Download button on the certificate page to get the certificate link for download.

**Security note:** Certificate downloads are logged and auditable. Only Admins with valid credentials can complete a download.

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## Section 4 — Certificate Generation

*Available to: Admins Only*

Admins can create and issue all four types of secure, tamper-evident halal certificates. Every certificate issued is fully auditable. The process follows four stages for all certificate types.

### How to Generate a Certificate

1. Select the certificate type — choose from Domestic, Slaughterhouse, Export – Meat, or Export – Non-Meat.
2. Enter all required metadata — fill in every required field for the chosen type. See the types table below.
3. Preview for accuracy — review the certificate preview carefully before finalising.
4. Finalise and issue — confirm issuance. The system generates the certificate and records the action in the audit log.

**Important:** Once a certificate is finalised and issued, it is recorded in the audit log. Review the preview carefully before confirming.

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## Certificate Types

### Certificate Type Walkthroughs

 Domestic Certificate —  [HCO Domestic Certificate Generation](#)

 Slaughterhouse Certificate :  [HCO SlaughterHouse Certificate Generation](#)

 Export (Meat) Certificate :  [HCO MEAT Certificate.mov](#)

 Export (Non-Meat) Certificate:  [HCO Non Meat Certificate.mov](#)

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