



CYVERNA BUSINESS OS

Client User Guide

How to login, navigate, enter data, migrate old records, manage your subscription and get support

cyverna.pro • Business. Automatted. • Part of cyverna.in

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Welcome to CYVERNA

CYVERNA Business OS combines accounting, GST, inventory, CRM, operations, automation and AI with workflows selected for your business. Your screen may differ from another customer because your company sees only the software, package features and limits it has purchased or been granted.

1. Login

Step	What to do
1	Open https://cyverna.pro and choose Client Login.
2	Enter your registered email, verified mobile number or username.
3	If you use a username, enter your workspace/company name when requested.
4	Enter your password and select Sign in securely.
5	If the same login is active on another device, follow the session-takeover message or ask your company administrator.

2. Your Dashboard

- The dashboard shows the softwares and modules enabled for your company.
- A locked feature means it is not part of the current package or requires an add-on.
- Your company administrator controls employee roles and permissions.
- CYVERNA may enforce user, device, branch, invoice, storage or AI limits depending on the subscription.

3. Enter Data Four Ways

Method	Best for	How
Type	Daily transactions and master records.	Open the relevant form, enter fields and save.
Voice	Fast field entry on supported browsers/devices.	Tap the microphone, speak clearly, review the interpreted value, then save.
Camera / Image	Bills, documents and photographed source records.	Capture/upload the image, run Smart Capture, verify extracted values, correct if required and save.
File Migration	Old-system structured data.	Upload the supported source file, map fields, dry-run, resolve errors/duplicates, approve and import.

4. Moving Old Data to CYVERNA

- Keep an untouched backup of your old system/export.

- Use Universal Migration Studio rather than manually pasting large datasets.
- Upload CSV, XLSX, JSON, XML, SQL/SQL.GZ, ZIP or other supported format shown by your workspace.
- Review automatically detected fields and manually correct any mapping that is unclear.
- Run a dry-run before committing records.
- Resolve duplicate customers/products/invoices before final import.
- Reconcile opening balances, stock totals, receivables/payables and record counts after migration.

5. Voice and Smart Capture Tips

- Allow microphone/camera permission only when you choose to use the feature.
- Use clear phrases and verify names, amounts, GSTINs, dates, quantities and medicine/product names before saving.
- Good lighting and a flat, readable document improve image extraction.
- Smart Capture assists entry; the authorised user remains responsible for reviewing business-critical values.

6. Billing and Software Purchases

CYVERNA charges according to your selected plan, every selected chargeable industry software, add-ons and extra licences. Only successfully paid/approved entitlements are activated.

- Review every line item before payment.
- GST is additional where applicable.
- No refund applies after payment/activation or commencement of digital services, except where mandatory under applicable law.
- If you add another software later, CYVERNA calculates the incremental charge before activation.

7. Device and Login Rules

- Do not share employee passwords.
- One user normally has one active session at a time.
- Your company may have multiple licensed devices, but each employee should use their own login.
- A new device may require verification.
- Old sessions can expire automatically after inactivity.
- Your company admin or CYVERNA Admin can revoke sessions when necessary.

8. Data Privacy and Deletion

Use [cyverna.pro](#) → Data Rights & Deletion to submit a correction, consent-related or deletion request. CYVERNA verifies identity before action. Some information may need to be retained for legal, tax, accounting, fraud/security or dispute purposes.

9. Troubleshooting

Issue	What to check
Cannot login	Confirm identity/workspace, password, subscription status and whether another session is active.
Feature missing	Check plan/software entitlement or ask company admin.
Microphone unavailable	Confirm HTTPS, browser permission and supported speech-recognition capability.
Camera unavailable	Confirm mobile/browser camera permission.
Import errors	Check source format, field mapping, duplicate rules and dry-run report.
Payment made but software pending	Do not pay again. Contact support with order/payment reference.
Device limit reached	Ask company admin to remove/replace a device or purchase another licence.

10. Support

Website: cyverna.pro

Parent website: cyverna.in

Email: info@cyverna.in

Hyderabad: +91 95193 05567

Jaipur: +91 97820 00575

Appendix: 43 CYVERNA Industry Softwares

Retail, Wholesale & Commerce

Retail & Wholesale, Wholesale & Distribution, Grocery & Supermarket, Stationery, Electronics Goods, Electrical & Hardware, Mobile Store, Computer Hardware, Furniture, Paint, Building Materials & Plywood, eCommerce, Book Publishing & Bookstores

FMCG, Distribution & Agriculture

FMCG & Distribution, Agriculture, Mandi / Commission Agent, Cold Storage

Food, Hospitality & Travel

Food & Beverage, Restaurant & Café, Hotel & Hospitality, Travel & Tour Operations

Healthcare, Diagnostics & Wellness

Pharmacy, Pathology & Diagnostic, Healthcare & Rehab, Optical Retail & Lab, Salon & Wellness

Automotive, Mobility & Energy

Auto Parts, Automobile Sales & Service, Vehicle Rental, Tyre Retail & Service, Battery Retail & Service, Petrol Pump

Manufacturing & Industrial

Manufacturing, Garments & Textile, Chemical, Paper & Paper Mill, Gems & Jewellery, Weighbridge

Logistics & Transport

Courier & Logistics, Transport

Projects, Property & Education

Construction & Contractor, Real Estate, School & Education

Total software catalogue: 43