

changeNOW

**Proof of ownership
of Monero deposits**

User Guide
June 2020

Who this guide is for

In certain cases, our team at ChangeNOW might ask you to submit a proof of ownership of the funds we received at our address for an exchange transaction. If you were asked to provide us with such a proof, and your deposit is in Monero, then this guide is for you.



Why we ask for a proof

When dealing with our clients' funds, their security is our top priority. For certain situations, for example, when your deposit is selected for verification by our automated risk analysis system, we have to ensure that the person who contacts us regarding this deposit is indeed the owner of the funds. Specifically for these cases, we have developed a policy that allows us to ensure that the funds are safe in the hands of their rightful owner.


Are proofs different for Monero?

Yes, and for a good reason. Monero is a private cryptocurrency, which means we can only browse public transaction hashes and timestamps in the blockchain, and it limits our ability to verify the ownership with typical methods. For that reason, we are using the proofs implemented in the official Monero wallet.

How to use the guide

This guide consists of 10 steps with illustrations and comments. If you already have the official Monero wallet installed, you may skip the setup and start with [step 10](#)  right away. If you are using a different wallet, we recommend you start with [step 1](#) .

Any questions?

If you want to receive additional guidance on generating the proof, or if you have questions you cannot find answers for here, don't hesitate to reach us at support@changenow.io . Any feedback on this guide is appreciated!

STEP 1 install



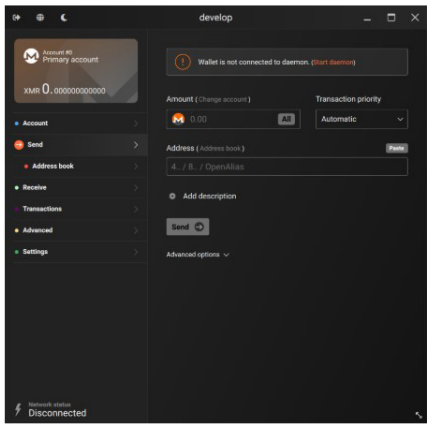
Go to <https://web.getmonero.org/downloads/> to download the installation file for your operating system and install the wallet.

WARNING: check the URL you open in your browser—it **must** match!

Don't confuse the GUI wallet (that's the one we need—it's easier to use) with the CLI wallet. If you are comfortable using the latter on your own, you might want to skim through the guide and proceed to **step 10** straight away.

GUI Wallet

The GUI wallet provides a nice user interface, adaptable to all kinds of users, but it is especially recommended for less technical people who want to quickly send and receive XMR.



- **Simple mode.** Created for less technical users who only want to use Monero in the easiest and quickest way possible. Open the wallet, automatically connect to a remote node, send/receive XMR, done!
- **Advanced mode.** With all the advanced features you could need. Ideal for seasoned Monero users who prefer to have full control of their wallet and node
- **Merchant page.** Receive XMR for your business, easily
- **Compatible with hardware wallets** such as Trezor and Ledger
- **in-app fiat conversion.** No longer a need to check the value of your XMR online
- **Blockchain pruning.** Not enough disk space? Just use pruning to download only 1/3 of the blockchain
- **30+ languages** available

Downloads

Current Version: 0.16.0.0 - Nitrogen Nebula

1 [Windows 64-bit \(Installer\)](#) [Linux 64-bit](#) [* Source Code](#)

[Windows 64-bit \(zip\)](#) [Mac OS X 64-bit](#)

► Show known issues for this release

Verify

You are strongly advised to verify the hashes of the archive you downloaded. This will confirm that the files you downloaded perfectly match the files uploaded by the Monero development workgroup. Please don't underestimate this step, a corrupted archive could result in lost funds. *Always verify your downloads!*

► Show hashes to verify your download **2**

- 1** Download the installation file, depending on your operating system
- 2** Verify the download (highly recommended—see below)
- 3** Install the wallet, according to the instructions of your operating system

***** If you are tech-savvy, you can also download the source code directly and build the app on your computer, instead of using the precompiled binaries

Download verification

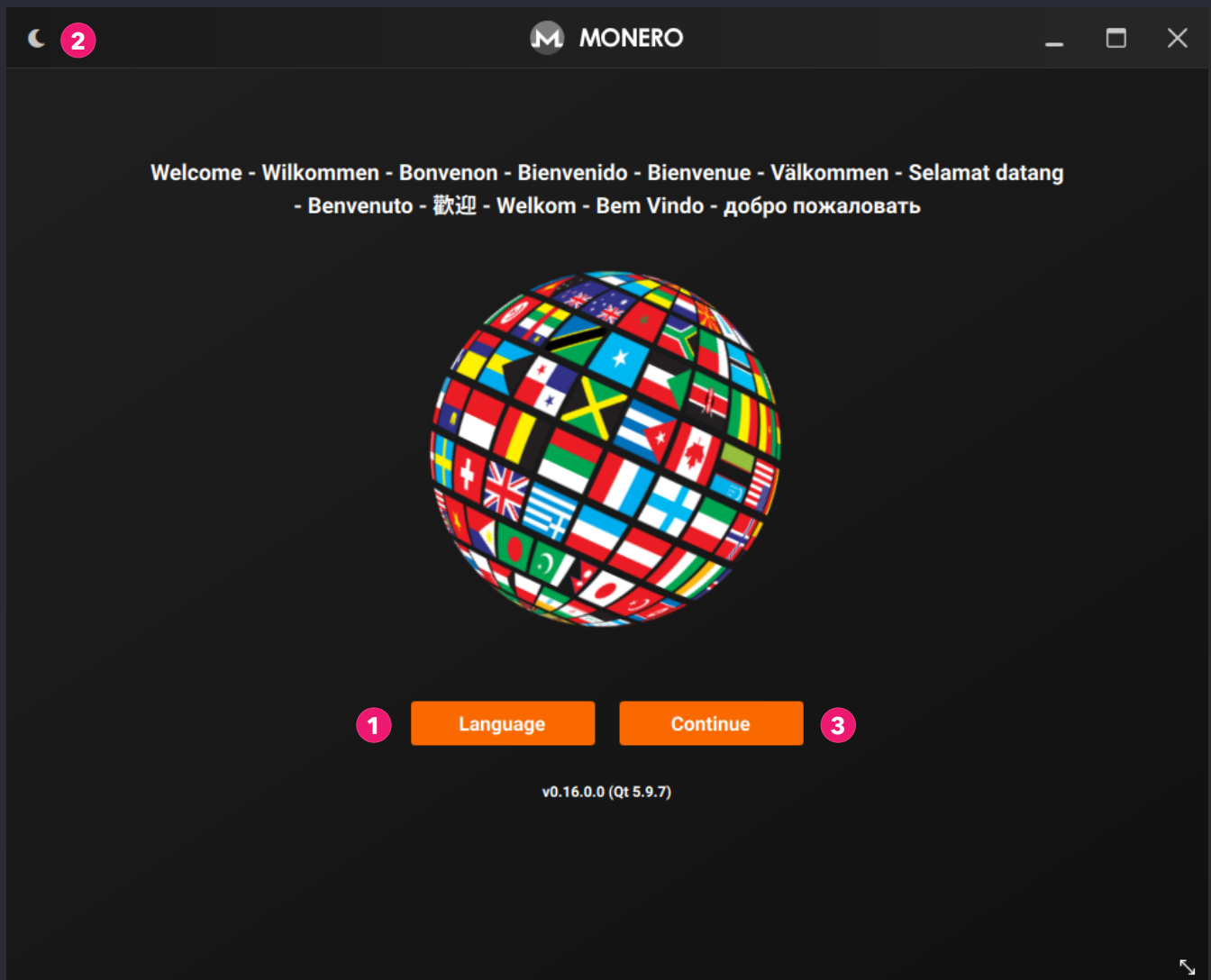
It is strongly recommended to verify your download, using the hashes provided on the website. Successful verification ensures that the file you download was not modified and comes directly from the Monero development team. If you are unsure about how to do that, the web page has links to instructions for each supported operating system.

STEP 2 interface



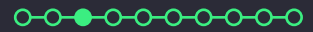
Monero wallet supports 30+ languages. Choose the one you would like to use as the interface language. It also has two in-built themes: the dark one (the default) and the light one.

Don't worry—you can always change these settings later as you wish.

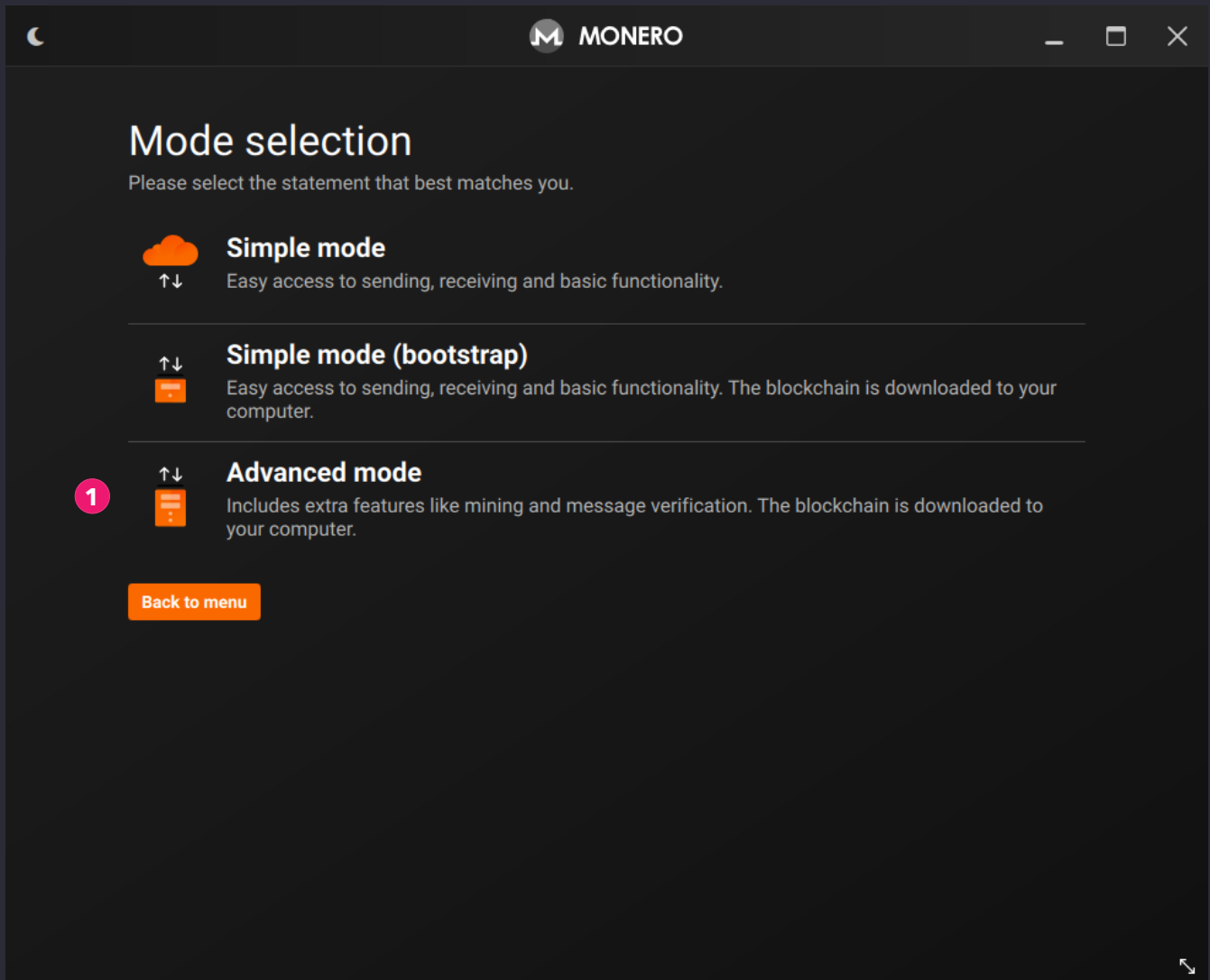


- 1 Choose the interface language
- 2 Choose the interface theme
- 3 Confirm

STEP 3 mode

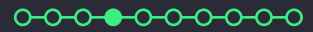


Monero wallet app has several modes, including the simple mode. However, options for the generation of proofs are considered to be advanced, hence they are only displayed in the advanced mode. This is the one we will need.

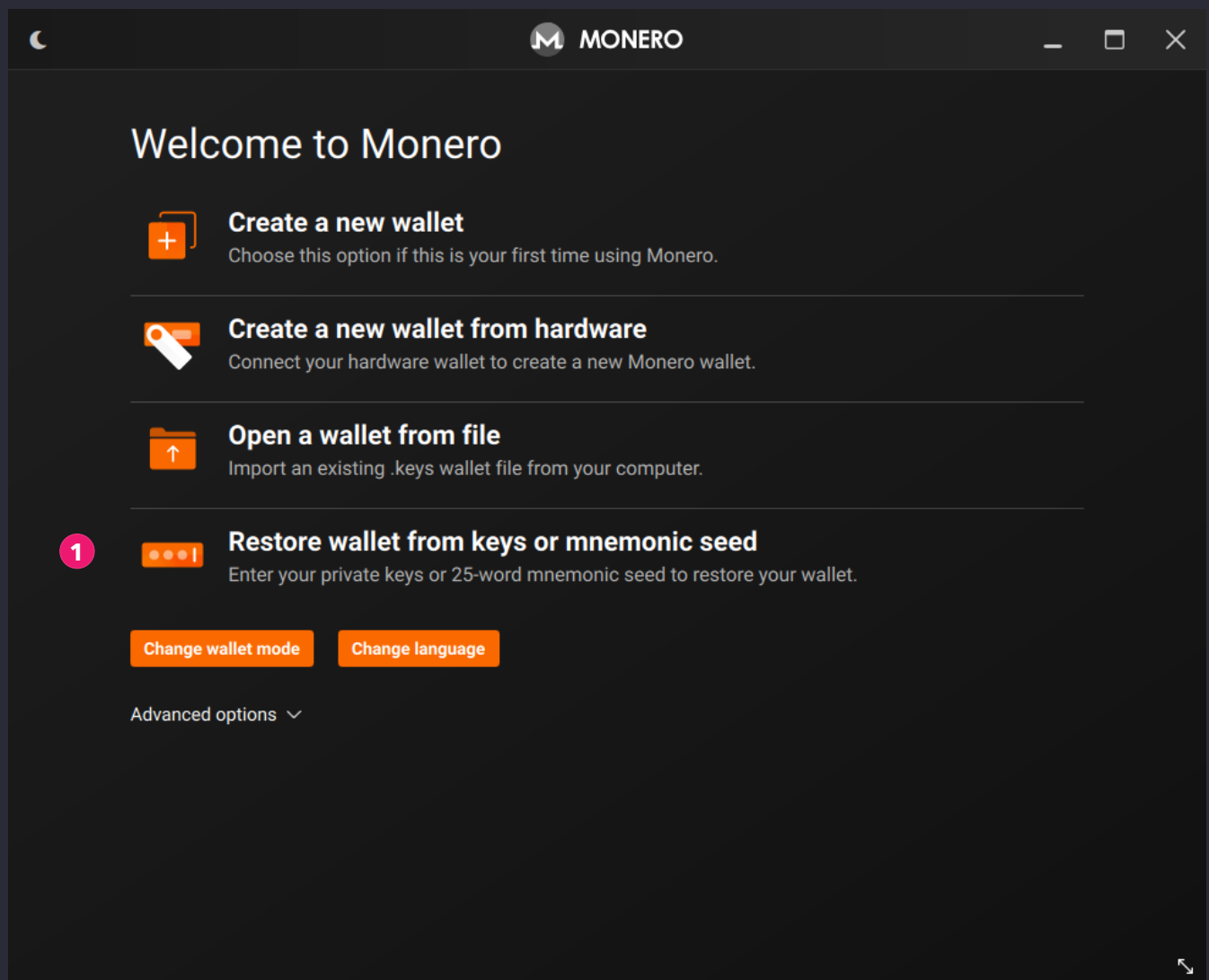


1 Choose the advanced mode

STEP 4 wallet



By default, you can create a brand new wallet or restore a wallet that you used before. Here, you will need to get access to a wallet you already possess, hence you will need to restore it from a mnemonic seed or the private keys. That is the option we will go for.



- 1 Choose restoring wallet from keys or mnemonic seed

STEP 5 restore



Now let's provide the Monero wallet with the credentials it can use to gain access to your wallet. There are two ways you can do that: either with the mnemonic seed (a bit easier) or with the private keys. Which one applies is totally dependent on your current wallet setup, so it's better to check out your current wallet's documentation to see which one is being used.

! While operating with your mnemonic seed or keys, **do not** save them to a text file or to an unencrypted storage. You **will** lose your funds! Instead, only copy/paste them from one app to another

Mnemonic seed

1 Choose the name for your wallet

2 Choose the directory for your wallet. If you don't have a preference, you can leave the default path

3 Choose restoring from seed

4 Paste your mnemonic seed. To find it, please check out your wallet's guides

5 Choose the date at which you created your wallet (if you're unsure, better to choose an earlier one). See below

6 Click Next

STEP 5 restore



Private keys

- 1 Choose the name for your wallet
- 2 Choose the directory for your wallet. If you don't have a preference, you can leave the default path
- 3 Choose restoring from keys
- 4 Paste your wallet address
- 5 Paste your private view key. To find it, please check out your wallet's guides
- 6 Paste your private spend key. Please check out your wallet's guides for it
- 7 Choose the date at which you created your wallet (if you're unsure, better to choose an earlier one). See below
- 8 Click Next



You need to specify the date for your restored wallet, so that the app can look through the blocks in the Monero chain and find your transactions. This way, it can properly sync all the transactions and the balance you have. If you want, you can specify the height (the block number) at which your wallet was created or had its first incoming transaction instead of the date

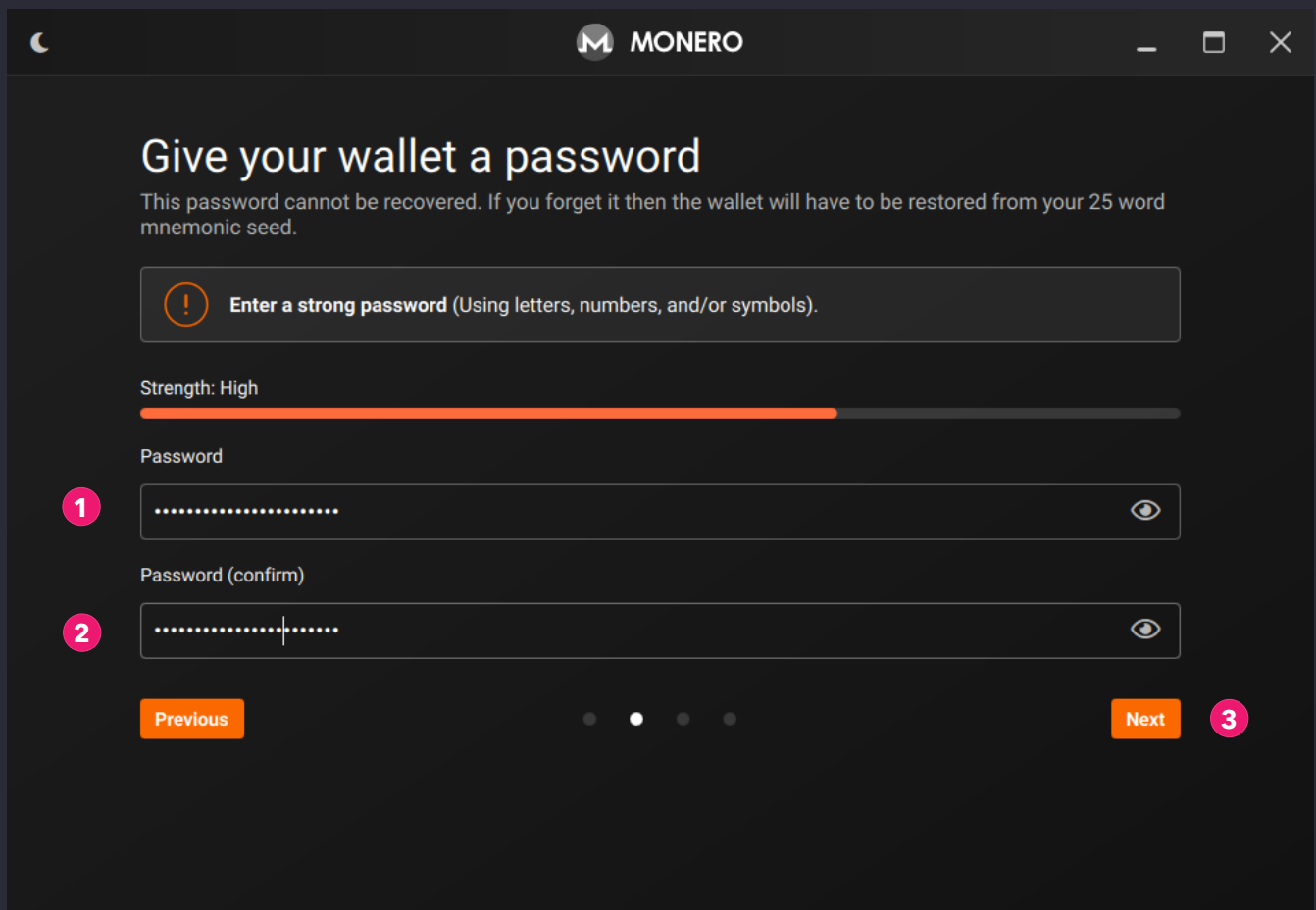
STEP 6 password

Monero wallet requires that you set up a password. You will use it whenever you need to access the wallet or when it times out. Here are some common sense password tips:

1. Choose the password to be at least 12 symbols long
2. Include small letters, capitalized letters, numbers, and symbols
3. Make the password memorable
4. Do not go too enthusiastic with the password complexity
5. Do not use predictable patterns, like '012345' or 'password'



Do not write down your password to a text file or to an unencrypted storage. You **will** lose your funds! It is better to create a password that you can remember instantly rather than having to write it down to use it



MONERO

Give your wallet a password

This password cannot be recovered. If you forget it then the wallet will have to be restored from your 25 word mnemonic seed.

Enter a strong password (Using letters, numbers, and/or symbols).

Strength: High

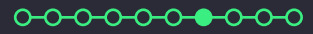
Password

Password (confirm)

Previous Next

- 1 Type in the new password
- 2 Repeat the password you typed
- 3 Click Next

STEP 7 daemon



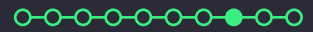
Monero wallet also asks you to manually set up connection to a node that keeps the blockchain data. You can set up your personal node, but we would not recommend it for the task at hand, as it takes a lot of disk space (up to 70 GB right now) and time to sync the data. Instead, we would advise specifying a trusted public node for that.

You can find a list of trusted public nodes from MoneroWorld at <https://www.moneroworld.com/#nodes> We would recommend choosing high speed nodes for maximum sync speed. You might also want to check out some of the instructions on the website.

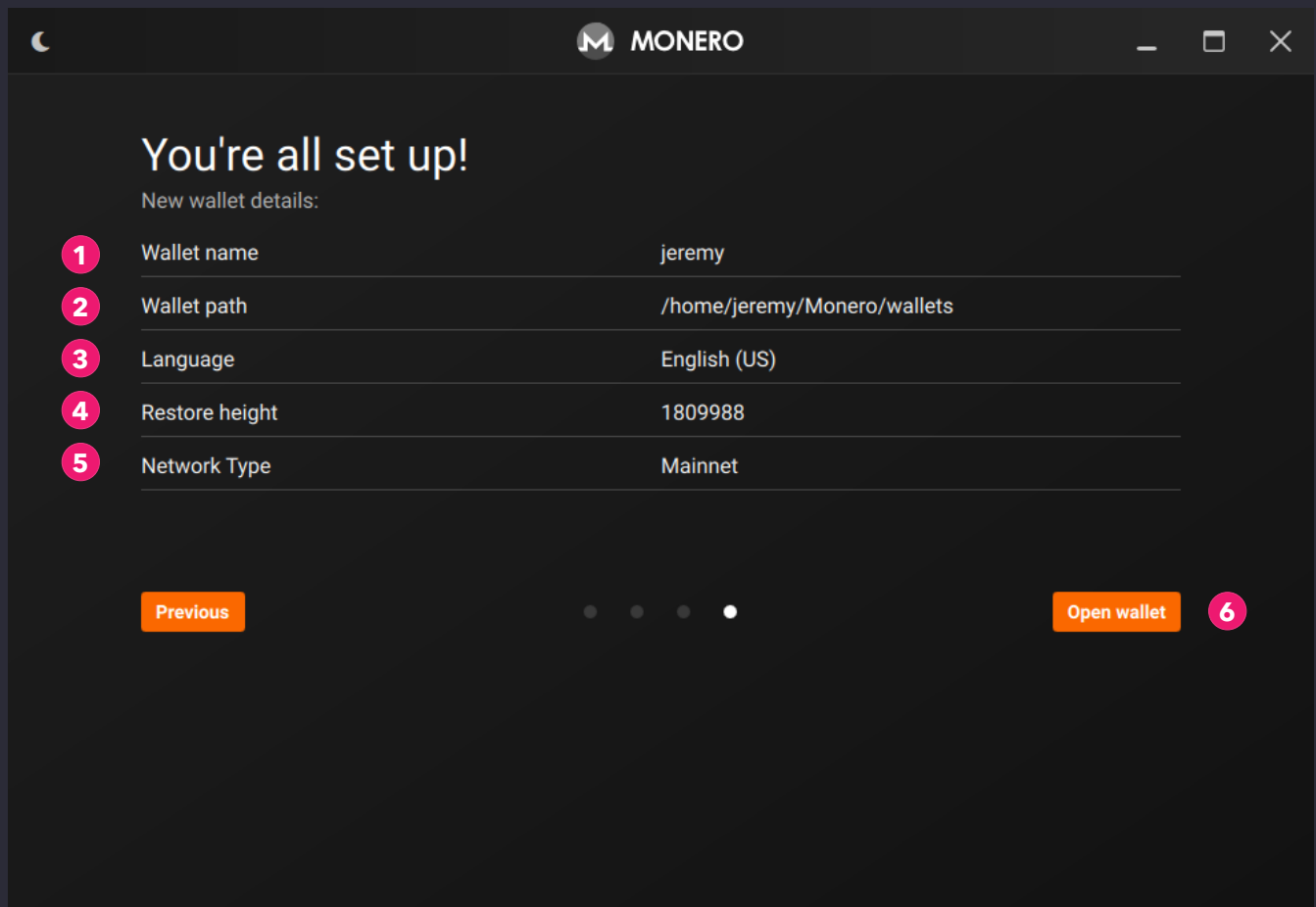
WARNING: check the URL you open in your browser—it must match!


- 1 Choose connection to a remote node
- 2 Paste the node address
- 3 Paste the node port
- 4 Click Next

STEP 8 check



There's one final step before you can see the wallet. Look over the basic info and, if everything is okay, go over to the next step.

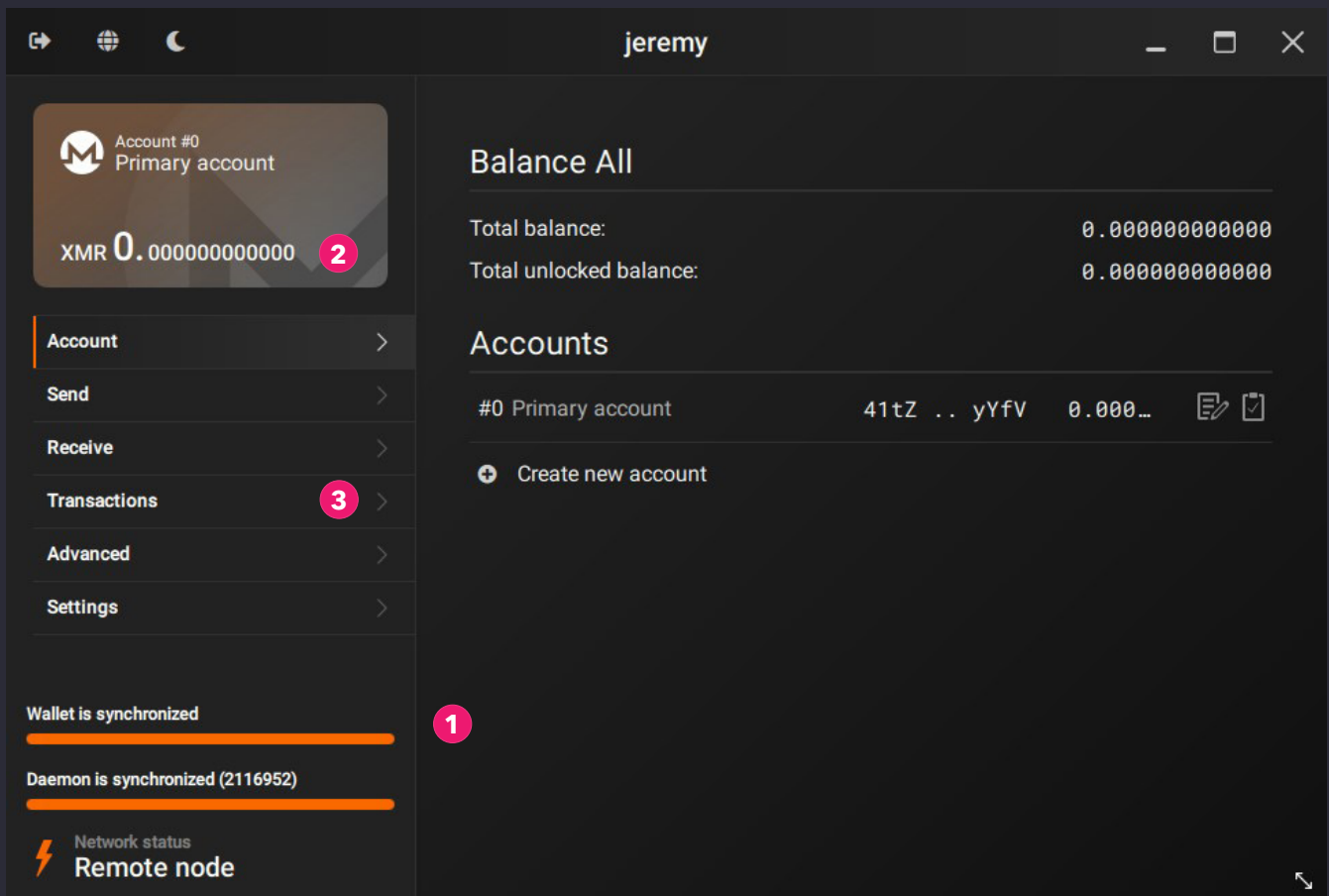


- 1 Check that the wallet name is correct
- 2 If you changed the wallet directory, make sure it's set
- 3 Confirm the interface language
- 4 If you specified the restore height instead of the date on [step 5](#) , make sure it's the same. Otherwise, you don't need to worry about it
- 5 Check the network type—it should be mainnet
- 6 Click Open wallet

STEP 9 sync

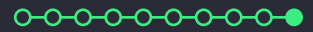


If the connection to the remote node is established successfully, you should see the wallet syncing up in the lower left corner. Wait until the wallet is fully synchronized and displays the correct balance and history of transactions. If you used your wallet for a long time, you might want to grab a cup of coffee in the meantime, while the wallet does its thing.

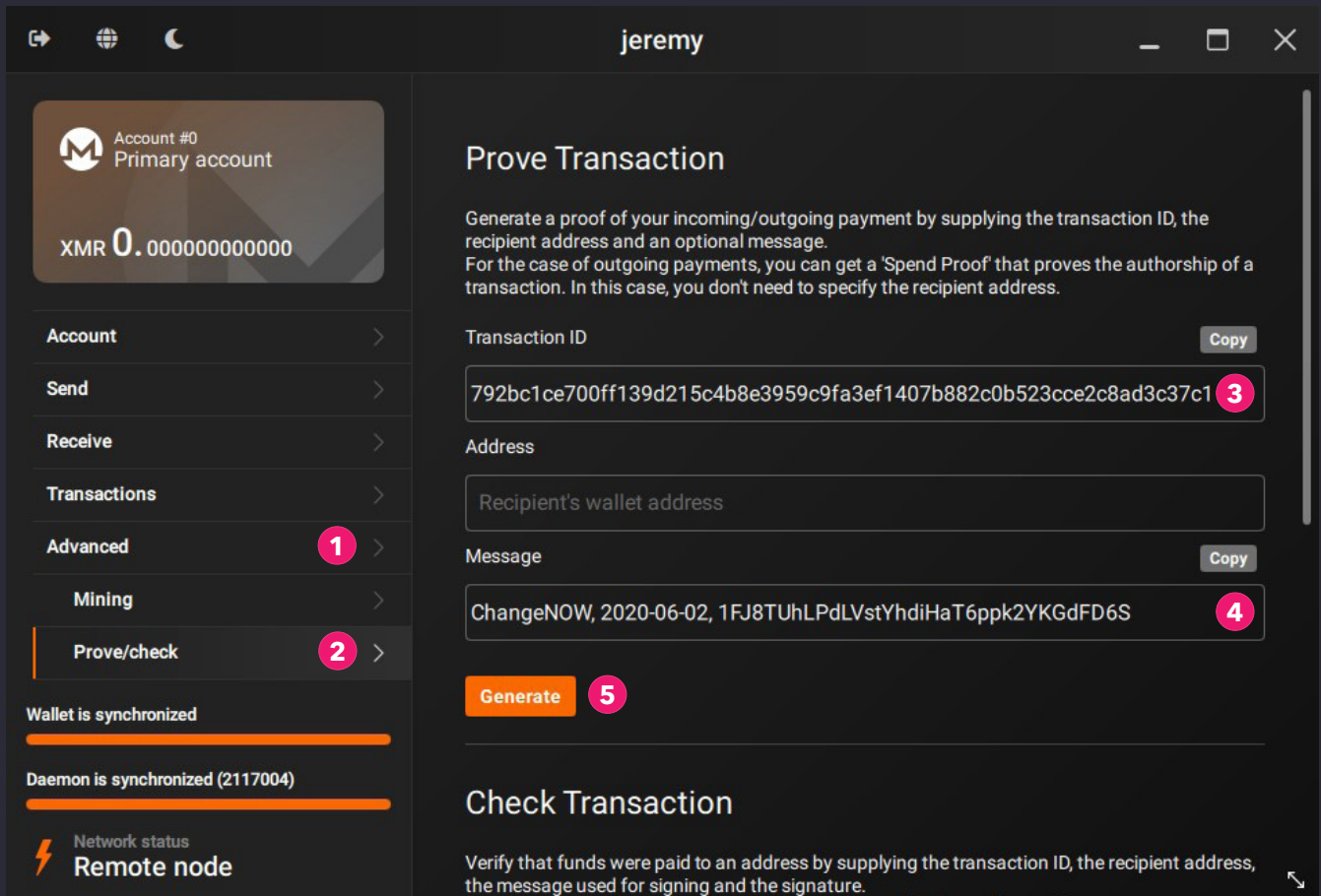


- 1 Wait for the wallet to display 'Wallet is synchronized' in the lower left corner
- 2 When it does, check that your balance is displayed correctly
- 3 You can also check the history of transactions to ensure that it's loaded and that the deposit transaction in question (the one you created for an exchange order with us) is there as well

STEP 10 proof



Perfect! You have set up your Monero wallet and synced it to a node. Now it's time to generate the proof. For that, you'll have to navigate to the 'Prove/check' section and insert a couple of details in the form.

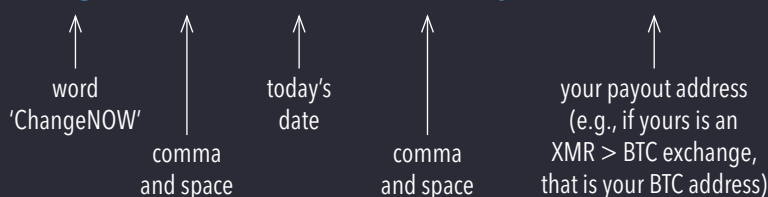


- 1 Click Advanced in the bar to the left
- 2 Click Prove/check
- 3 Paste the transaction hash of the deposit you made for an exchange order with us

ATTENTION: you do not need to fill in the recipient's wallet address

- 4 Type in a custom message in the following format (it should be exact):

ChangeNOW, <YYYY-MM-DD>, <payout address>



- 5 Click Generate to generate the proof (it starts with 'SpendProof')

**Finished?
Send the
proof to our
team!**

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