Biometrics FAQ’s

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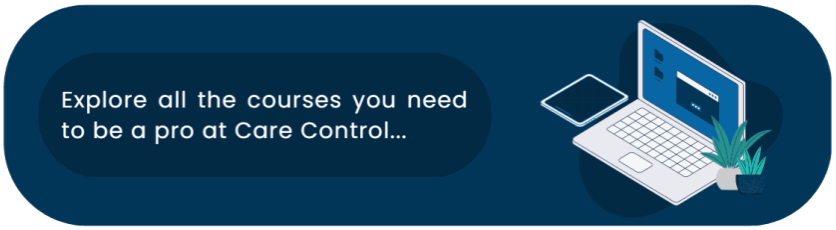

Biometrics FAQ's

This guide will answer some frequently asked questions about Care Control Biometrics.

1. **What is Biometrics and why use it?**

Biometrics is the recognition of a person based on their unique behavioural and physical characteristics. Authentication methods such as QR codes, passwords and PIN numbers can be lost, stolen, or duplicated. Instead, biometrics relies on who a person is and is based on a unique immutable human characteristic that cannot be stolen, lost, forgotten or duplicated which gives your establishment the best possible form of authentication for your staff while maintaining convenience and ease of use.

2. **I am worried about security. How do you ensure that the fingerprint information on the system is kept secure?**

When registering a fingerprint, minutiae points are extracted from the images and the data is converted into a unique, high-security, encrypted file which can then be used to verify that the user is who they say they are based on the inputted finger/PIN combination. Images of fingerprints are not stored within the system as once the images have been converted into a template, they are discarded which removes any possibility of them being stolen.

3. **How do I remove a staff member’s Biometric information?**

– Log into the admin area of the Biometric app and use the cog at the top right of the home page to navigate to the View Staff page.

– Select the staff member whose data you wish to remove.

– Select Remove Print and the green tick will turn to a red cross indicating that the data has been deleted from the system.

4. **A member of my staff told me that they attempted to log in using the system, but it didn’t work. Is there any way I can check that they at least attempted to log in?**

Yes. The system stores each login attempt made, and this is available as a report on the Windows version of Care Control. This report tells you whose PIN was entered, as well as any attempts at authenticating the user.

5. **My Fingerprint scanner does not seem to be working.**

If the Fingerprint scanner does not seem to be working, we recommend doing the following:

– Ensure that the Fingerprint Scanner is plugged into a USB Port.

– Pressing the Home Button and inputting a PIN code will restart the scanner.

– If registering a fingerprint, close the pop-up and re-open it.

– Move the Scanner to a different USB port.

– Try to manually install the required Drivers. Details on how to do this can be found in FAQ 7 below.

6. **How does the maximum attempts value work?**

If, after several attempts at matching their registered biometric data, a correct match could still not be found, the system will bypass the need for a correct biometric match and will log the user in any way. However, it will be flagged up on the administrative report that the user did not use

biometrics to log in as well as the time of any attempt made. This can indicate to the administration that either the user's registered print is of inadequate quality, or someone is trying to circumvent the security features.

NB You can set how many attempts staff have to make before PIN Access is allowed on:

Care Control Windows/Admin Centre/Advanced Stuff/System Settings/Sign In/Sign Out:

7. **How do I manually install the required drivers?**

7.1 Visit the download page here.

7.2 Press "WBF Driver (zip)" to start the download.

7.3 Once the download is complete, open the .zip file. (wbf_driver…)

7.4 Drag the folder inside the zip onto your desktop.

7.5 Open the folder you've just extracted and run "sgdrvsetup_wbf.exe"

7.6 Follow the Installation Wizard through. Once completed, the desktop folder can then be deleted.

8. **Problems registering fingerprints successfully.**

Usually, this will be due to one of three things causing this issue: the finger used is either too dry, too wet or positioned incorrectly and consequently the system is struggling to capture a high-quality fingerprint.

Position: In order to capture the best fingerprint possible, place your finger so that the base of your fingernail is central to the fingerprint reader. It is recommended that you try to cover the glass completely. It is acceptable to have your fingertip extending beyond the edge of the sensor as long as the fingerprint is centred.

Apply pressure lightly and evenly without moving your finger during the capturing process. The image below displays the correct position for optimal registration.

Dry: Moisturising the finger by applying lotion, breathing on it, or touching your forehead before applying it to the sensor.

Wet: Wipe finger or apply absorbent powder immediately before applying the finger to the sensor.