



iTouch

BIOMETRICS

Accurate-ID and Livescan Operation: OPERATOR'S QUICK GUIDE



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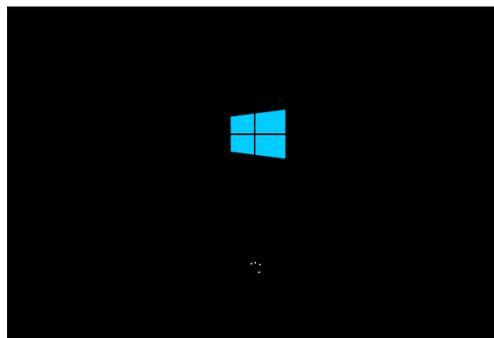
Want to know about more Accurate-ID features?

Accurate-ID can also do things like export mugshots, import transactions, create a digital photo line-up, or communicate with your existing domain network. Talk to your IT Administrator or Supervisor for more information about these features. Our Technical User's Guide contains information about all of Accurate-ID's advanced functionality. Feel free to contact our technical support team at *(847) 706-6789 ext.104* or *support@itouchbiometrics.com* if your agency requires additional user guides.

General Information

Turning Your Hardware On:

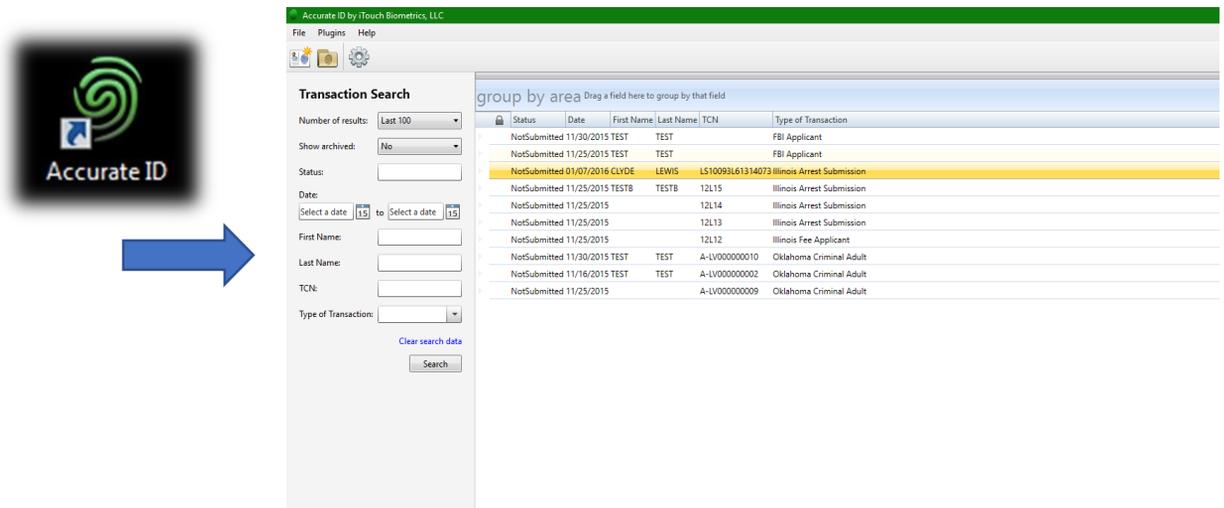
- a. Press the power button (usually towards top of unit).
- b. Windows 10 will load.
- c. The Windows logon screen will load.



General Information

Logging Into Windows:

- a. Select the iTouch user (ie. iTouch User) that you have been assigned.
 - ✓ Talk with your IT Administrator or Supervisor about your permissions as a user.
 - ✓ Account credentials are managed by your local IT service provider. If you have questions about the default credentials contact the iTouch technical support team with the information on pg. **31**.
- b. Depending on your user configuration, Accurate-ID will automatically launch or can be opened by double-clicking on the green thumb icon. This icon is located on the Windows Desktop.



Using the Accurate-ID Software

Software Navigation

- a. Welcome to the *Home Page*.
- b. On the home-page there are three primary areas:
 - 1) Navigation Field
 - 2) Search/Filter Field
 - 3) The Transaction View

The screenshot displays the Accurate-ID software interface. The top menu bar includes 'File', 'Plugins', and 'Help'. A navigation field (1) is located in the top left corner. The search/filter field (2) is on the left side, featuring a 'Transaction Search' section with various filters and a 'Search' button. The transaction view (3) is on the right, showing a table of transactions with columns for Status, Date, First Name, Last Name, TCN, and Type of Transaction. A table with 6 columns and 11 rows is shown. The third row is highlighted in yellow.

Status	Date	First Name	Last Name	TCN	Type of Transaction
NotSubmitted	11/30/2015	TEST	TEST		FBI Applicant
NotSubmitted	11/25/2015	TEST	TEST		FBI Applicant
NotSubmitted	01/07/2016	CLYDE	LEWIS	LS10093L61314073	Illinois Arrest Submission
NotSubmitted	11/25/2015	TESTB	TESTB	12L15	Illinois Arrest Submission
NotSubmitted	11/25/2015			12L14	Illinois Arrest Submission
NotSubmitted	11/25/2015			12L13	Illinois Arrest Submission
NotSubmitted	11/25/2015			12L12	Illinois Fee Applicant
NotSubmitted	11/30/2015	TEST	TEST	A-LV000000010	Oklahoma Criminal Adult
NotSubmitted	11/16/2015	TEST	TEST	A-LV000000002	Oklahoma Criminal Adult
NotSubmitted	11/25/2015			A-LV000000009	Oklahoma Criminal Adult

Using the Accurate-ID Software

The Navigation Field

a. Three options appear within the *Navigation Field*

1) New Transaction



Select this option to start the *Transaction Wizard* and create a new transaction.

2) Open Transaction

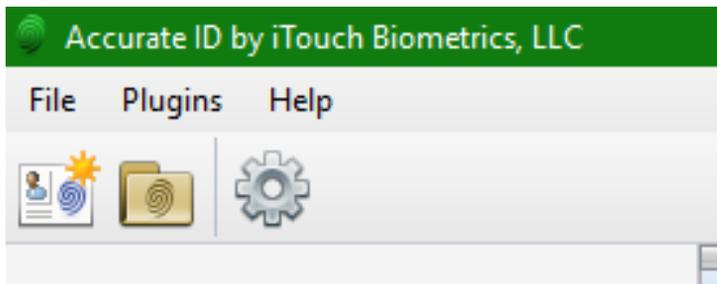


Select this option to open a *Windows File Explorer* prompt where you can import transactions from external systems (ie. JMS or RMS systems).

3) Administrator Settings



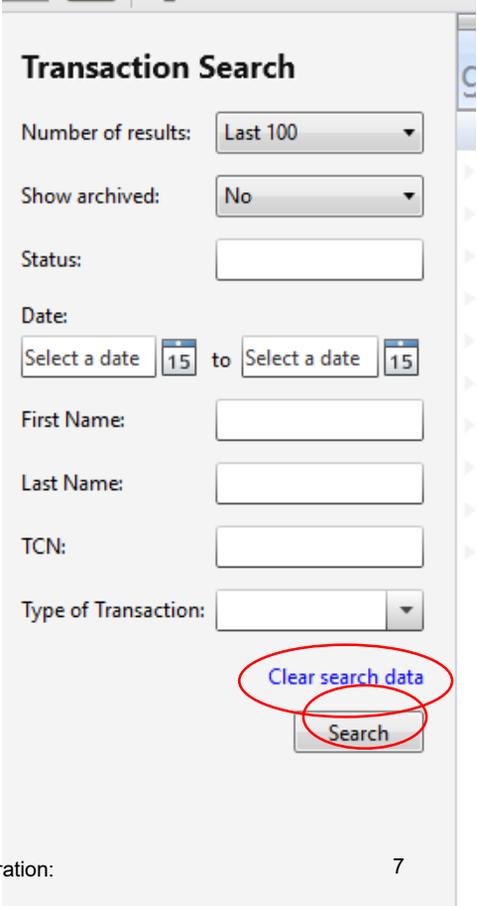
Select this option to configure more advanced features of the Accurate-ID software (ie. scan quality settings, photo export, search fields, and more).



Using the Accurate-ID Software

The Search/Filter Field

- a. Use the Search Field to locate specific transactions with demographic key words or other criteria.
- b. Use the filters on the left-hand side of the *Home Screen* to specify a search by name, date, transaction control number (TCN), and more.
 - ✓ Additional search filters can be added or removed under *Administrator Settings* talk to your Administrator or Supervisor to configure these settings.
- c. After entering the desired search criteria, select “Search.” Records matching your description will appear in the *Transaction View Field*.
 - ✓ Use “Clear Search Data” to clear previously entered data. Select “Search” to display all transactions again.



The screenshot shows the 'Transaction Search' interface. It includes several input fields and dropdown menus for filtering transactions. At the bottom of the form, two buttons are highlighted with red circles: 'Clear search data' and 'Search'.

Transaction Search

Number of results: Last 100

Show archived: No

Status:

Date: Select a date 15 to Select a date 15

First Name:

Last Name:

TCN:

Type of Transaction:

Clear search data

Search

Using the Accurate-ID Software

The Transaction View Field

- Use the *Transaction View Field* to see transaction information at a glance.
 - ✓ Categories that are listed here can be adjusted. Talk to your Administrator or Supervisor to change these settings.
- Organize and re-arrange transactions by clicking or dragging the tops of each column.
- Transactions can be grouped by category. Drag the top of a column into or remove it from the *Group By Area Field*.

The screenshot shows the software interface with a table of transactions and a 'group by area' dropdown menu. A blue arrow points from the table to the dropdown, and a red circle highlights the 'Date' column header in the dropdown.

Status	Date	First Name	Last Name	TCN	Type of Transaction
NotSubmitted	11/30/2015	TEST	TEST		FBI Applicant
NotSubmitted	11/25/2015	TEST	TEST		FBI Applicant
NotSubmitted	01/07/2016	CLYDE	LEWIS	LS10093L61314073	Illinois Arrest Submission
NotSubmitted	11/25/2015	TESTB	TESTB	12L15	Illinois Arrest Submission
NotSubmitted	11/25/2015			12L14	Illinois Arrest Submission
NotSubmitted	11/25/2015			12L13	Illinois Arrest Submission
NotSubmitted	11/25/2015			12L12	Illinois Fee Applicant
NotSubmitted	11/30/2015	TEST	TEST	A-LV000000010	Oklahoma Criminal Adult
NotSubmitted	11/16/2015	TEST	TEST	A-LV000000002	Oklahoma Criminal Adult
NotSubmitted	11/25/2015			A-LV000000009	Oklahoma Criminal Adult

group by area Drag a field here to group by that field

group by area Drag a field here to

Status Date First Name

NotSubmitted 11/30/2015 TEST

NotSubmitted 11/25/2015 TEST

Using the Accurate-ID Software

Creating New Transactions



- a. Select the “New Transaction” icon from the top left-hand side of the *Home Screen*.
- b. Select the appropriate Type of Transaction (TOT) from the drop-down menu.
 - ✓ Make sure to chose the right TOT. Data cannot be transferred between TOT templates.

The screenshot shows the Accurate-ID software interface. On the left, there is a 'Transaction Search' panel with various filters. In the center, a table displays transaction data with columns for Status, Date, First Name, Last Name, TCN, and Type of Transaction. On the right, a 'New Transaction' dialog box is open, prompting the user to 'Select a transaction type to create.' The 'Transaction type:' dropdown menu is open, showing a list of options. The 'FBI Applicant' option is selected and highlighted in blue. A blue arrow points from the 'New Transaction' icon in the software interface to the dialog box.

Using the Accurate-ID Software

Creating A New Transaction



1. Enter Demographic Information

- a. Type the demographic information.
- b. Bold fields are **required**.
 - ✓ Select “All Fields” (AF, top left-hand side) if you need to enter optional information such as aliases, SSNs, and more.
- c. For more information about a particular field read the *Description* on the right-hand side of the screen.
- d. Select “Next” from the bottom or Step 2 from the left-hand side to progress to *Charges* or *Photo Capture*.



The screenshot shows the 'Transaction Wizard - Illinois Arrest Submission 12L38' window. On the left, a navigation pane lists steps: 1. Demographic Data (circled in red), 2. Charges, 3. Photo Capture, 4. Fingerprints, 5. Palmprints, 6. Full Fingers, 7. Thenars, and 8. Tips. Below this is a text field containing 'TCN: 12L38'. The main area is titled 'Demographic Information' and contains several sections of data entry fields. The 'AF' button is circled in red at the top left. The 'Next >' button is circled in red at the bottom right. A tooltip for 'Last Name' is visible on the right side, stating 'The applicant's last name.'

Demographic Information	
Last Name *	
First Name *	
Middle Name	
Birth Dates	
Birth Date 1 *	
Gender *	Race *
Height *	Weight *
Hair Color *	Eye Color *
Place of Birth *	
SSNs	
SSN 1	
Skin Tone	
Subject's Street Address	
City of Subject's Address	
State of the Subject's Address	
ZIP Code of the Subject's Address	
Scars, Marks and Tattoos	
Scar, Mark, Tattoo 1	
State Issuing Driver's License	
Driver's License Number	
Arrest Information	
Date of Arrest *	Time of Arrest
Location of Arrest	
Released or Transported	
Date of Release	Time of Release
FBI Response Needed *	Yes
Weapon Type *	No
Automatic Weapon	
Arresting Officer Badge Number	
Bond Amount	
Transaction Information	

Using the Accurate-ID Software

Creating A New Transaction



Enter Arrest Charges

*(This step may or may not be required by your organization).

a. Use the drop-down menus to enter information.

b. Select "OK."



c. Add additional charges with the green plus icon.

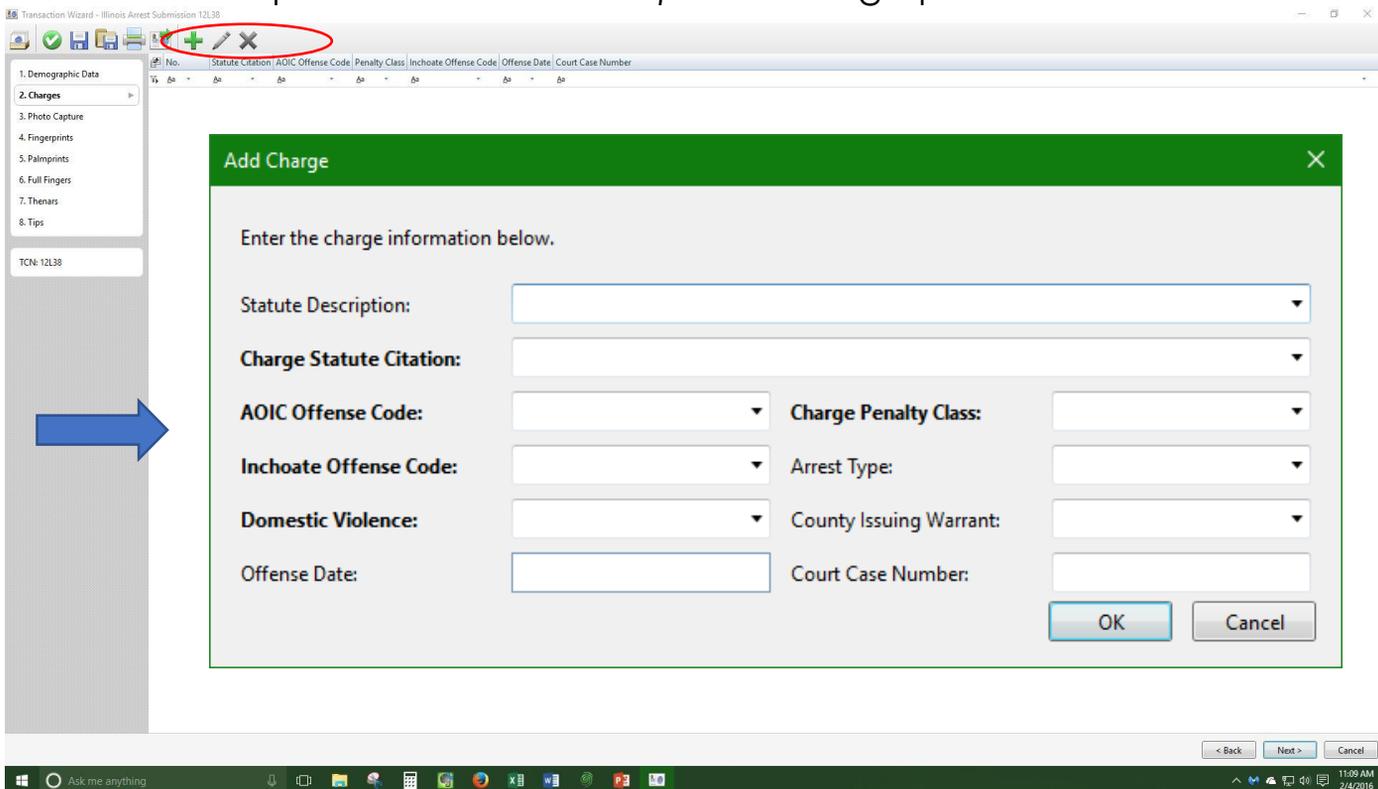


d. Edit existing charges by first clicking on the appropriate charge and then selecting the pencil icon.



e. Delete an existing charge by clicking on the appropriate charge and then selecting the red X icon.

f. Select "Next" at the bottom, or Step 3 on the left-hand side to proceed to *Photo Capture* or Fingerprints.



Using the Accurate-ID Software

Creating New Transactions



2. Photo Capture

a. Position applicant for the live camera feed.



b. Capture the photo by selecting the camera icon.



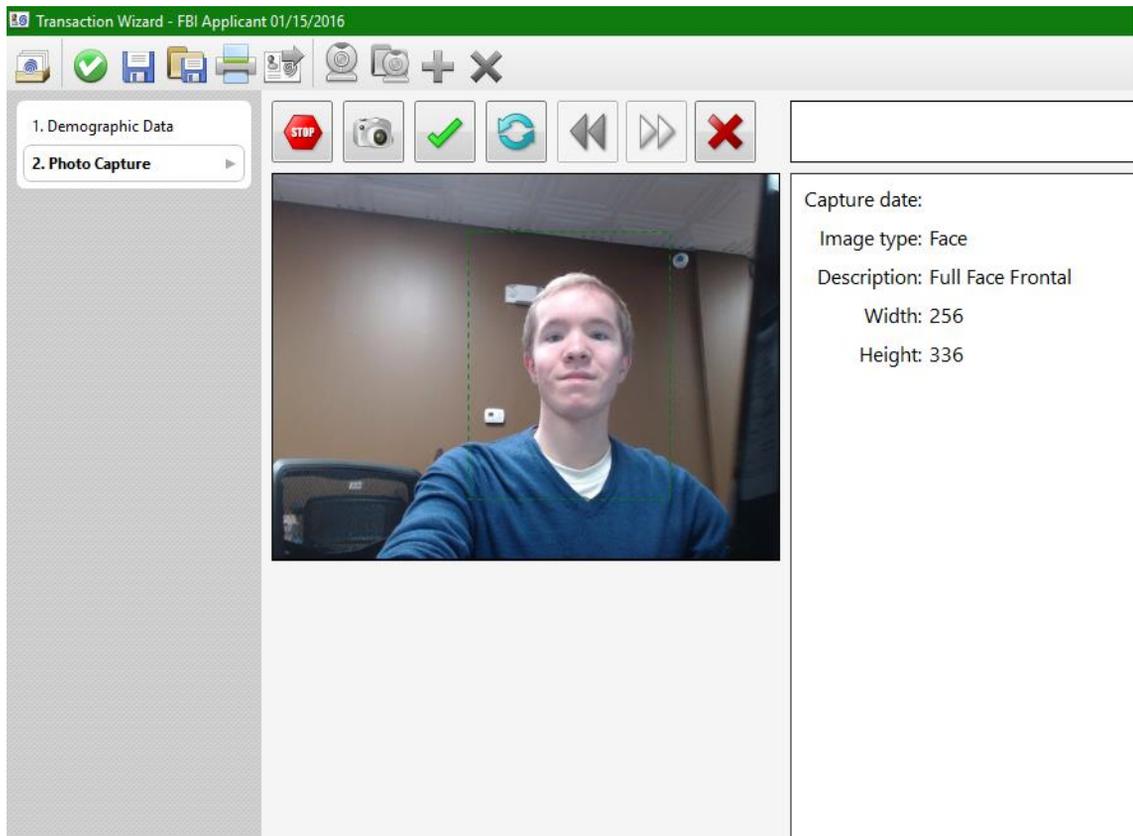
c. If needed, re-capture a photo by selecting the refresh icon.

d. Reposition the captured photo as needed by dragging the outline of the box with dotted green lines.

- ✓ Do not crop or adjust the size of this box. It has been pre-configured to match state and FBI specifications.



e. Accept and save the photo by selecting the green checkmark icon.



Using the Accurate-ID Software

Creating New Transactions

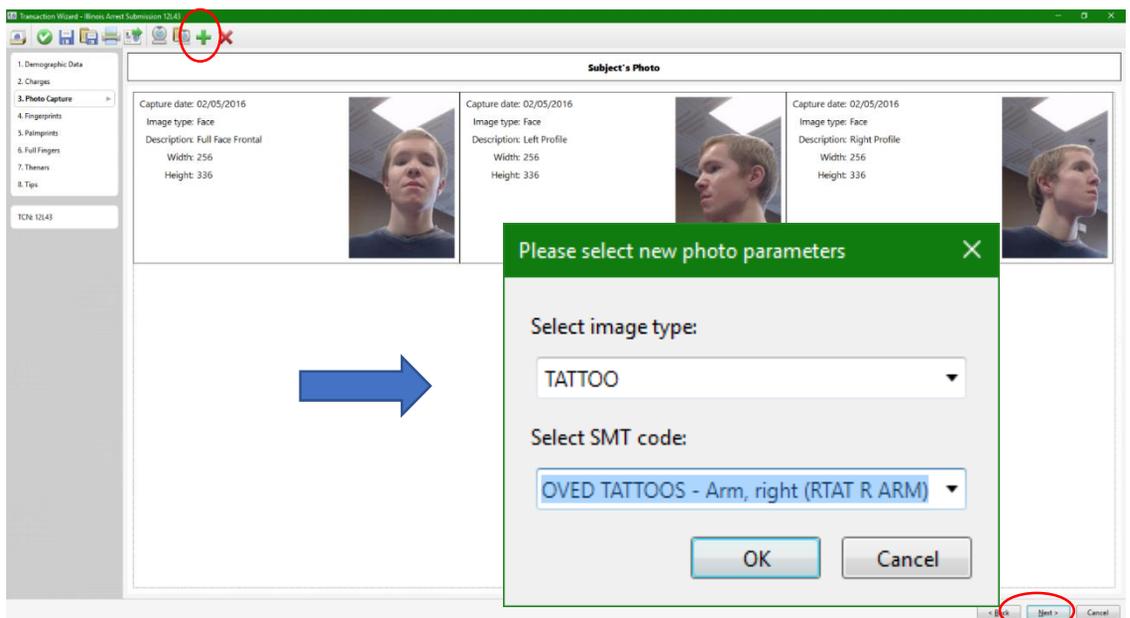


Adding Additional Photos

- a. The operator will automatically be prompted to take all required photos.
- b. Verify that all of your photos are displayed on the review screen.
 - ✓ If you do not see any photos displayed then the photos were not saved to the record. Make sure to select the green check mark icon to accept and save the photos to the record.



- c. Select the green plus icon to take additional photos (ie. scars, marks, tattoos, and additional shots).
- d. Use the drop-down menu to label additional photos. Right-click the blank box and select "Capture." Follow the same process from [pg. 12](#) to capture additional photos.
- e. Select "Next" at the bottom or Step 4 from the left-hand side to continue with the fingerprinting process.



Using the Accurate-ID Software



Creating New Transactions

3. Fingerprint Capture

- a. Place fingers onto scanner as indicated by the diagram on the left-hand side.
- b. Prints will appear on live display on the right-hand side.
- c. Fingerprints are labeled, colored (ie. green, yellow, or red), and given a numbered score (0-100) depending on their quality.
- d. Note quality concerns or errors. These will appear under the *Diagnostic Area* of the bottom left-hand side.
- e. Follow the prompts and repeat as necessary.

The screenshot illustrates the software's interface during fingerprint capture. On the left, a navigation pane lists steps from 1 to 8, with '4. Fingerprints' selected. The main area shows a 'Flat Left Four Fingers' diagram, an 'Image Evaluation' section with a contrast slider (129/150), and a 'Diagnostic' section with a red warning icon and the message 'Left-right hand mix-up detected. Right-click on image for manually locating segments.' The right panel displays a live view of two fingerprints, with a 'Ring' label and a score of 85. The interface includes a top toolbar with icons for STOP, success, refresh, back, forward, and error.

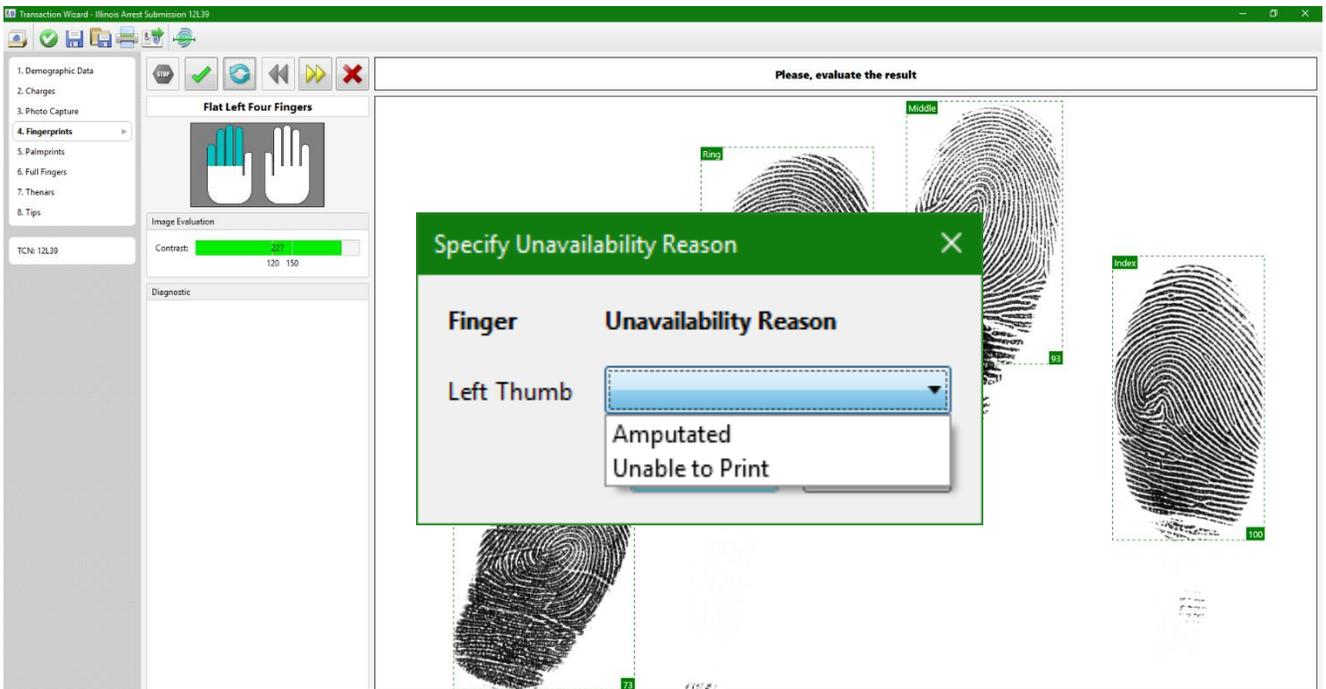
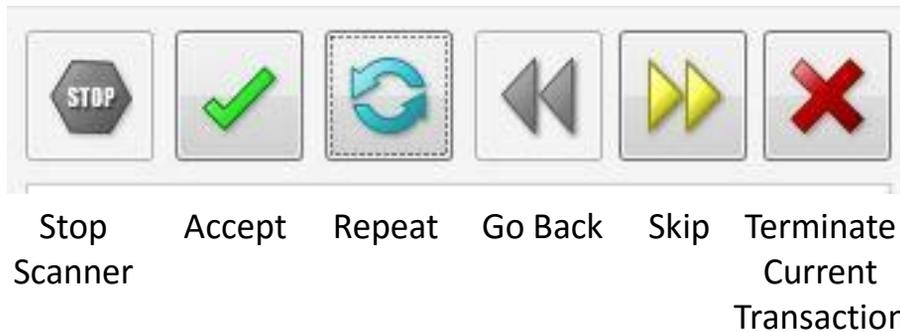
Using the Accurate-ID Software

Creating New Transactions



3. Fingerprint Capture

- Use navigational icons to accept, repeat, go back, or skip fingerprints.
- Skip bandaged or amputated digits with the yellow arrows icon.
- If necessary, explain why a fingerprint is being skipped.



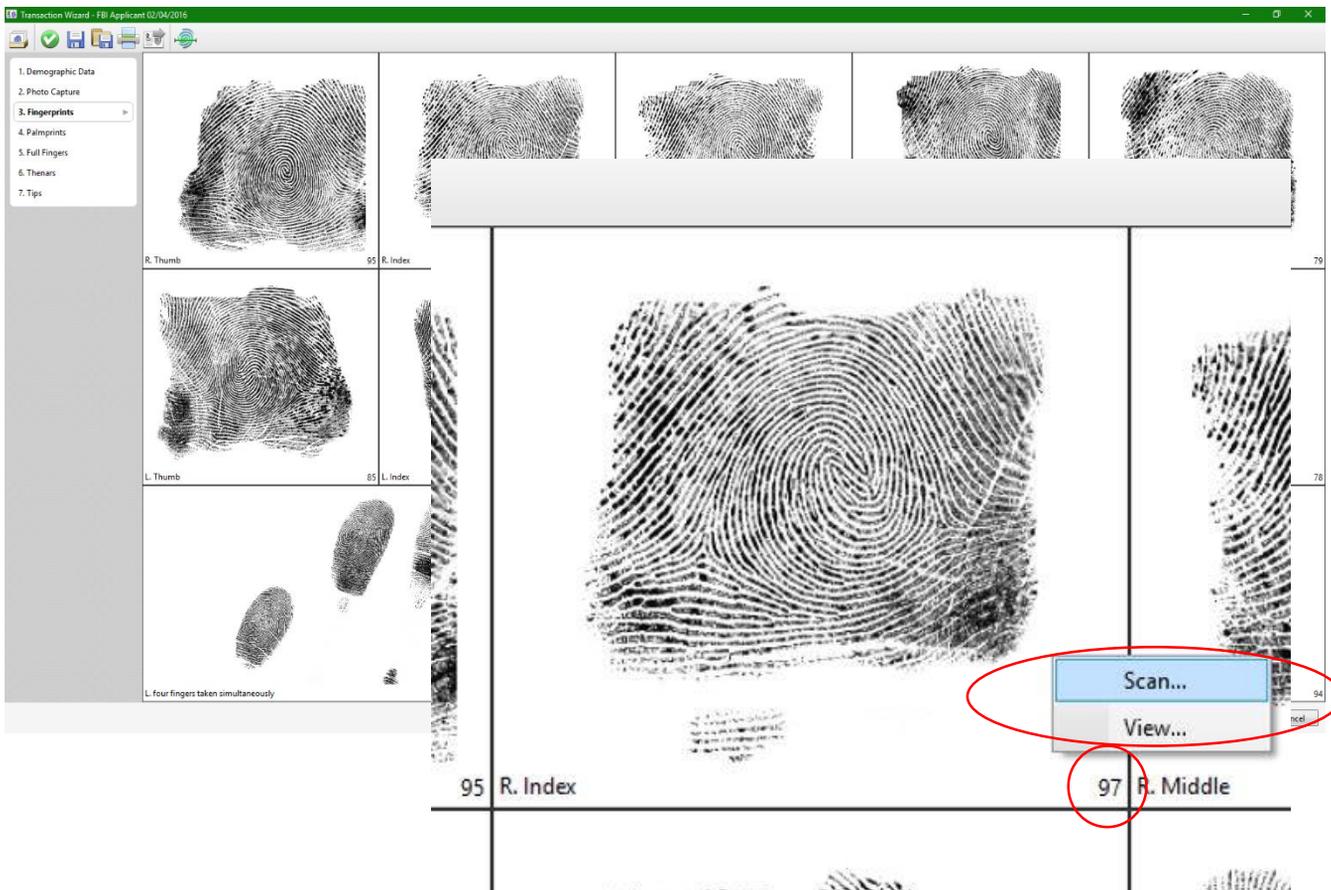
Using the Accurate-ID Software

Creating A New Transaction



3. Fingerprint Capture

- Review the fingerprints (If you require additional prints, see [pg. 17](#)).
- Quality scores (1-100) appear next to each print. (A score of 30 or better is strongly recommended).
- View or re-do a print by right-clicking on the appropriate finger and selecting "View" or "Scan."



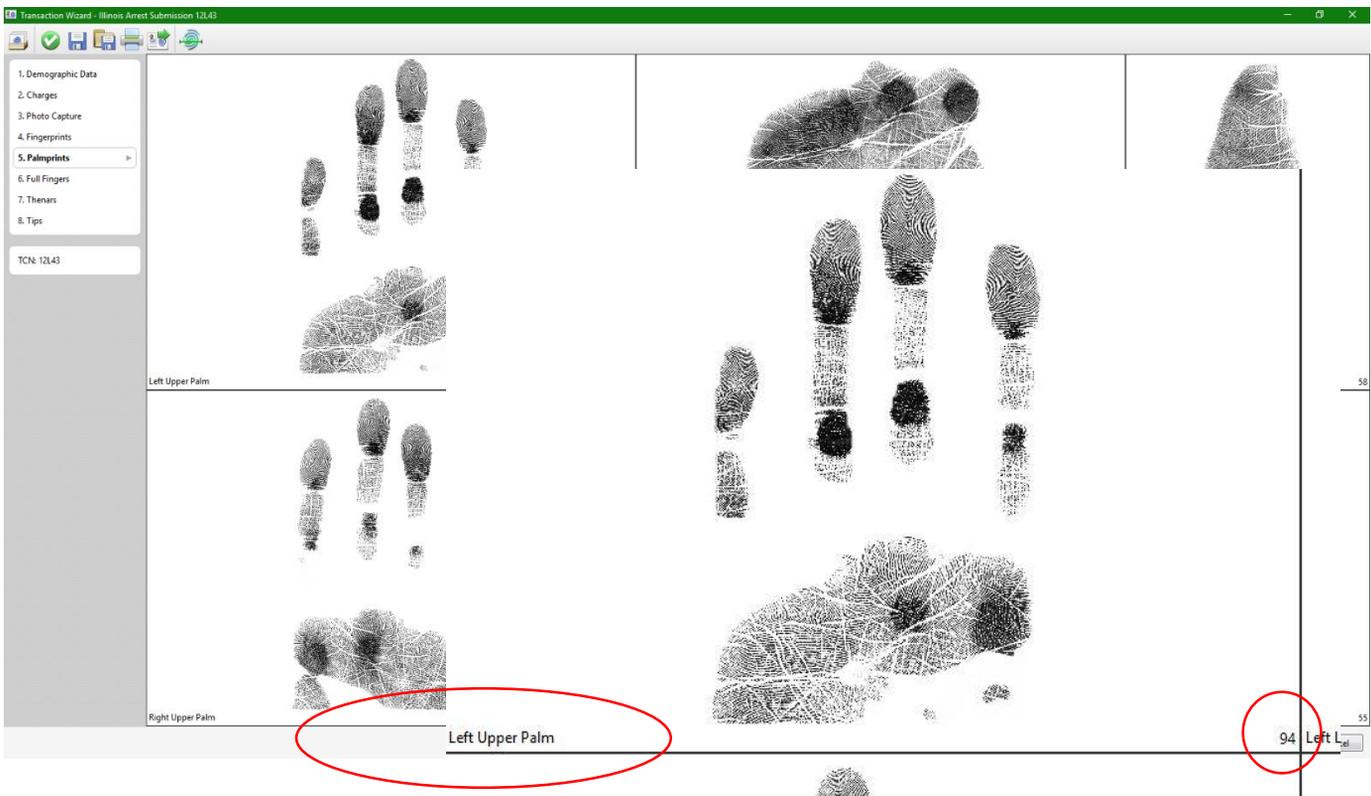
Using the Accurate-ID Software

Creating A New Transaction



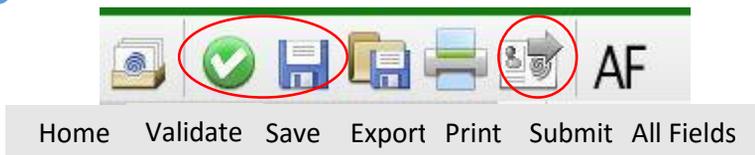
Additional Prints

- Does your agency require additional prints? Talk to your Administrator or Supervisor for information about taking palm, thenar, or tip prints.
- Repeat the same printing process used for finger prints.



Using the Accurate-ID Software

Submitting Transactions



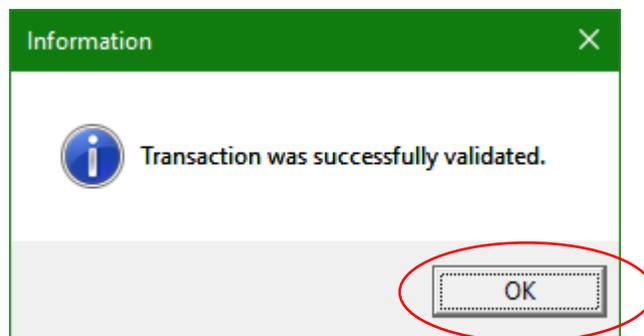
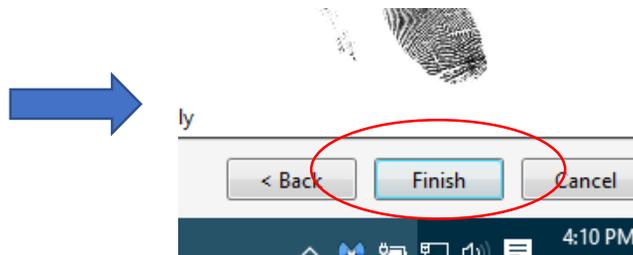
1. **Validate** the record (green checkmark top left-hand side)
 - ✓ If errors appear, [see pg. 26](#).



2. **Save** the record (floppy disk top left-hand side)



3. **Submit** the record by selecting the *Transmit* icon (top left-hand side) or "Finish" from the bottom.
 - ✓ If the operator selects "Finish," the steps of validating, saving, and submitting the record are automatically applied.
 - ✓ Confirmation messages appear for each step.



Using the Accurate-ID Software

Verifying Submission Status



- a. Return to the *Home Page* by selecting the *Home* icon from the top left-hand side.
- b. Notice the *Status* column for each transaction. There are five common statuses for the state of Illinois.

1) **NotSubmitted** = The transaction has been saved. However, the transaction has not been submitted to the state or FBI by an operator.

2) **WaitingSubmission** = The transaction is pending submission to the state. This status usually disappears after 30 seconds. If this status remains for an extended period of time there may be some connectivity issues.

3) **SubmittedWaitingAcknowledgment** = Transaction was successfully sent to the state, but is pending state acknowledgment.

4) **Submitted** = Transaction was successfully sent to and acknowledged by the state.

5) **Failed** = The transaction cannot be submitted to the state. Check network connections. This is typically a connectivity problem (see [pg. 28](#)).

	Status	First
5	Submitted	STAN
5	Submitted	ANA
4	Submitted	ALEX
3	Submitted	MAT
2	Submitted	JAN
1	Submitted	STEP
0	Submitted	MAR
	NotSubmitted	MOS
	NotSubmitted	HYE
	NotSubmitted	RYAN

Using the Accurate-ID Software

Printing Transactions and Reports

- a. Reports can also be printed from within the *Transaction Wizard*.
- b. Select the *Print* icon (top left-hand side) **after** validating and saving a record.
 - ✓ If the record is not saved printed reports will be blank.
- c. Follow the same steps as listed for printing transactions and reports from the *Home Screen* (pg. 20).

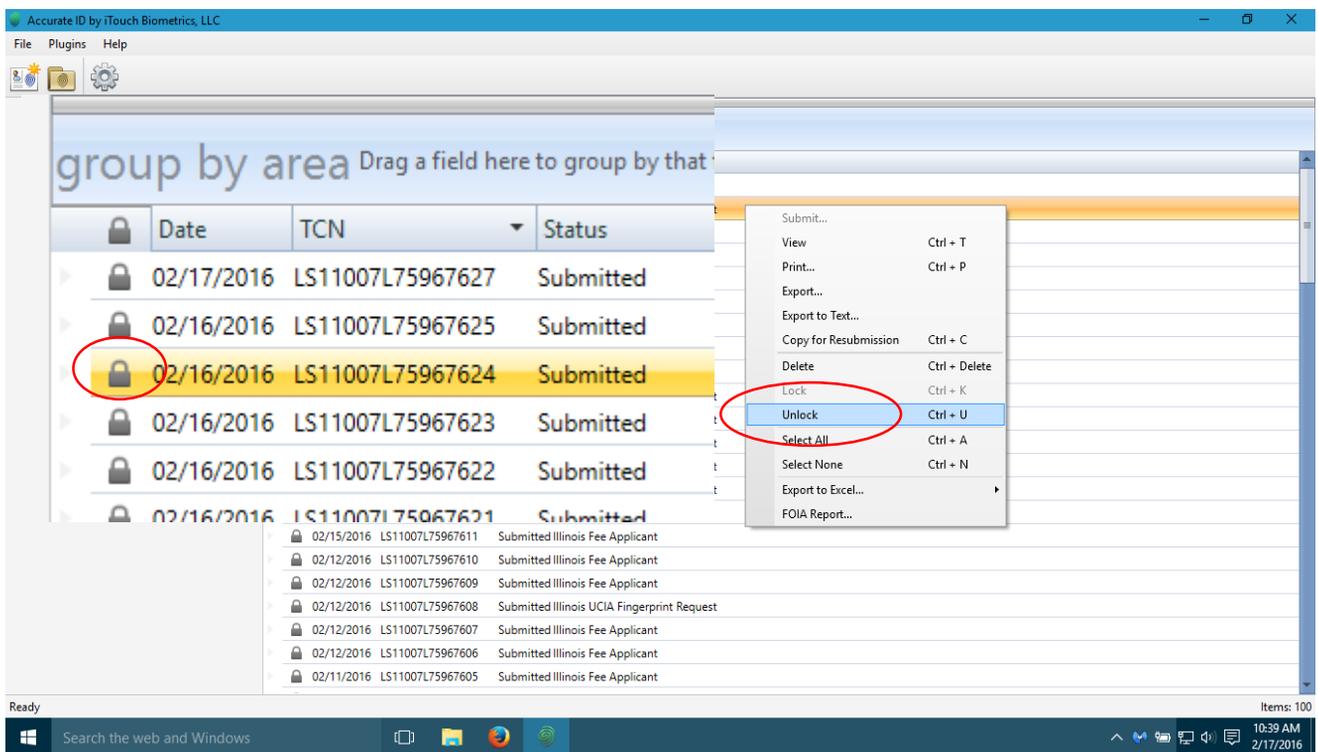
A screenshot of the 'Transaction Wizard - Illinois Access and Review 12L50' software interface. The window title bar is green. The top toolbar contains several icons: a folder, a green checkmark, a floppy disk, a document with a checkmark, a printer (circled in red), and a green arrow. Below the toolbar is a sidebar with a list of steps: 1. Demographic Data (selected), 2. Photo Capture, 3. Fingerprints, 4. Full Fingers, 5. Thenars, and 6. Tips. Below the sidebar is a white box containing 'TCN: 12L50'. The main area is a form titled 'AF' with the following sections:

- Demographic Information**
 - Last Name *
 - First Name *
 - Middle Name
 - Birth Dates
 - Birth Date 1 *
 - Gender * | Race *
 - Height * | Weight *
 - Hair Color * | Eye Color *
 - Place of Birth *
 - SSNs
 - SSN 1
- Transaction Information**
 - Agency NCIC Ori Number *
 - Agency Case Number (Unique) *
 - Attention Indicator
 - Requestor Name *
 - Requestor Agency Name
 - Requestor Street Address *

Using the Accurate-ID Software

Editing and Unlocking Transactions

- a. Open a transaction and edit as needed.
 - ✓ Validate and save the transaction to preserve changes.
 - ✓ Submitted transactions need to be unlocked first.
- b. Unlock a record by right-clicking it from the *Home Screen* and selecting "Unlock."
- c. Make changes as needed
 - ✓ After you are finished validate, save, and submit the transaction.

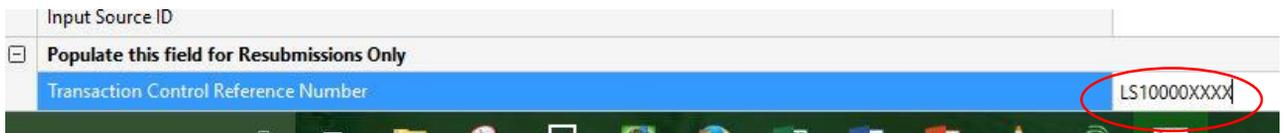


Using the Accurate-ID Software

Copying or Resubmitting Transactions

- a. Corrections? (ie. misspelled the applicant's name, incorrect cost center, incorrect ORI etc.)
 - ✓ Unlock the transaction, make changes, and submit.
- b. Duplicate a transaction? (ie. for an arrest record or other document purposes)
 - ✓ Right-click transaction from *Home Screen* and select "Copy for Resubmission."
- c. Choosing "Copy for Resubmission" will create an exact duplicate of the original transaction. However, the duplicate transaction will contain a new TCN or Reference Transaction Control Number (RTCN).
- d. Some departments require the RTCN to be removed before submission. This field can be adjusted under All Fields (AF) and is located at the bottom of a transaction's demographic information.

AF



The screenshot shows a software interface with a table of fields. The first row is 'Input Source ID'. The second row is 'Populate this field for Resubmissions Only'. The third row is 'Transaction Control Reference Number', which is highlighted in blue. The value 'LS10000XXXX' is entered in this field and is circled in red. The Windows taskbar is visible at the bottom of the screen.

Input Source ID
Populate this field for Resubmissions Only
Transaction Control Reference Number
LS10000XXXX

Troubleshooting

Hardware Problems

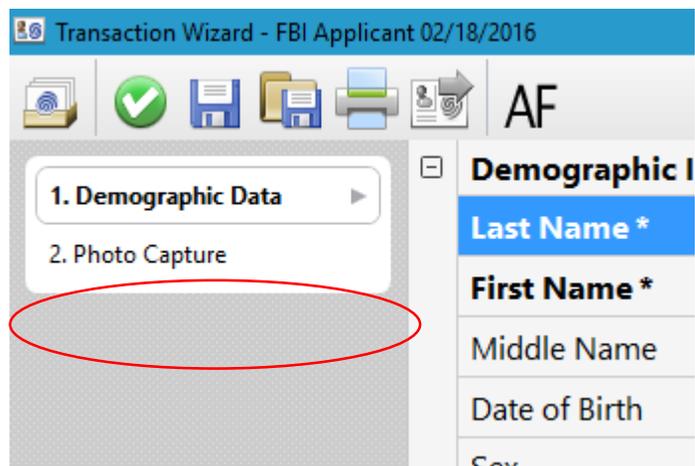
a. No display?

- ✓ Verify that all power and video cables are plugged in.
- ✓ Verify that the computer is not in standby mode or shut-down.



b. Don't have the option to scan fingerprints or your system is not detecting the scanner?

- ✓ Try restarting your computer.
- ✓ Verify that the scanner has power and that the USB data cable is plugged in.
- ✓ Try plugging the USB data cable into a different USB slot and restarting your computer system.



Troubleshooting

Hardware Problems

- c. Printer issues?
 - ✓ Verify that all power and data cables are plugged in.
 - ✓ If this is an issue regarding information that is generated by the Accurate-ID software (how fields or data appears on reports/cards) contact the iTouch Biometrics technical support team.
 - ✓ If this is a print quality issue or a hardware issue ask your IT department or Supervisor for assistance with the *Lexmark MS810dn* printer.

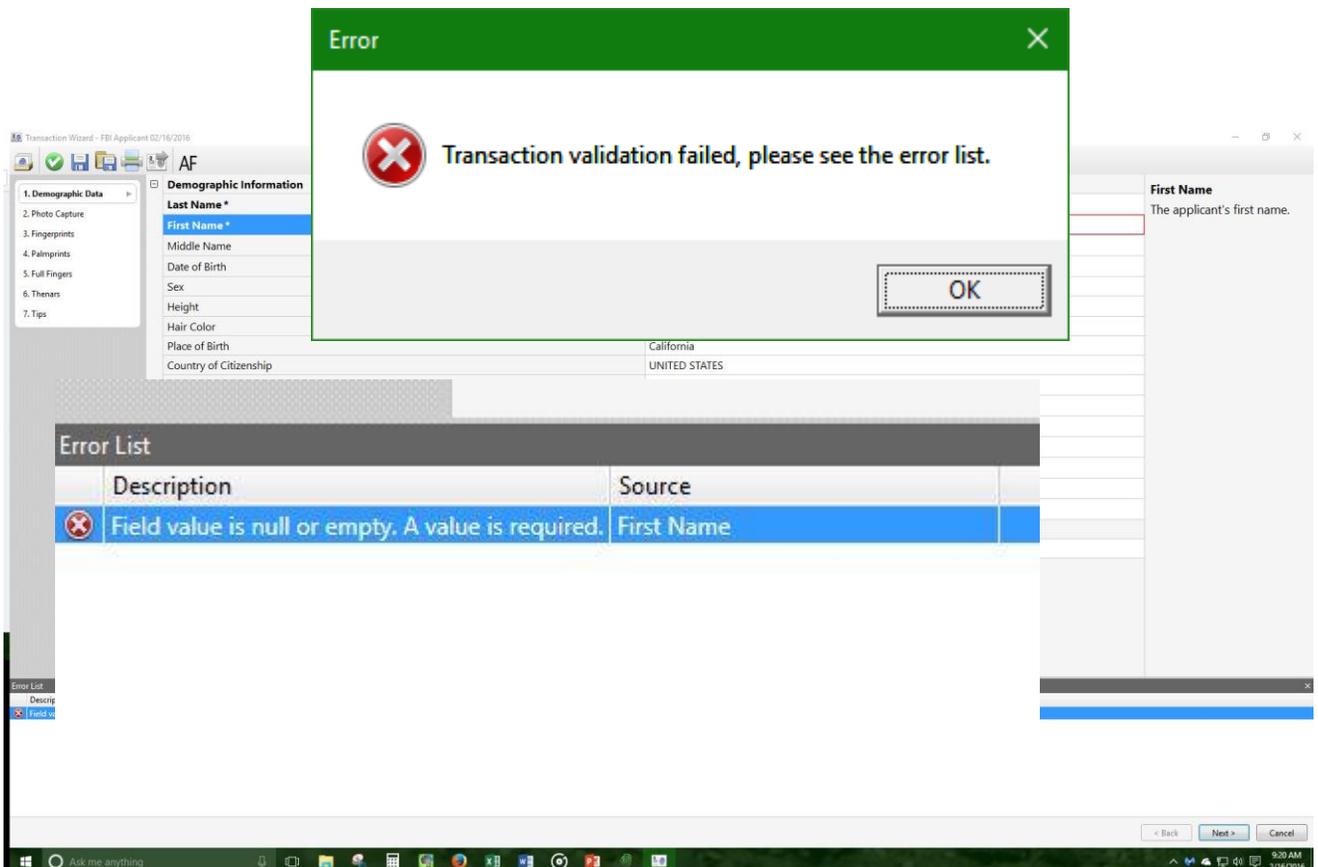


Troubleshooting

Accurate-ID Software Problems

a. Transaction Errors?

- ✓ If errors are found during the validation process an error log will appear. This will usually occur if required fields (ie. First Name, Last Name, Date of Birth etc.) are left blank.
- ✓ Double click the error description to be brought to the field that is in error. The operator may then correct the error.
- ✓ Special characters (ie. !@#\$%^&*()) are not allowed within demographic fields. Some fields, such as TCN or operator numbers cannot contain spaces. If everything looks right check to see if one of these characters might be causing a problem.

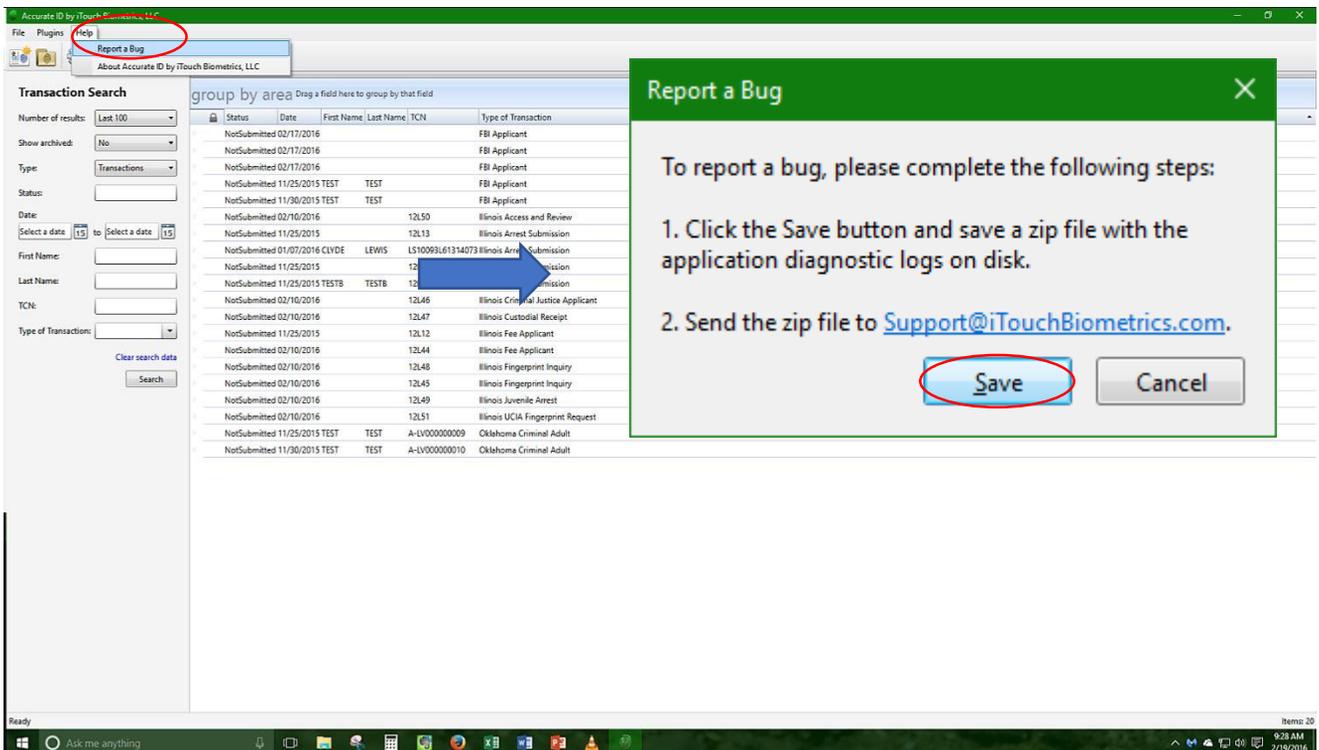


Troubleshooting

Accurate-ID Software Problems

d. A Different Software Bug?

- ✓ Have your IT Administrator or Supervisor send us a bug report!
 1. From the top left-hand side of the Accurate-ID Home Screen select “Help.”
 2. Select “Report a Bug” from the drop-down menu.
 3. Follow the instructions to save a log file to your system.
 4. Send the log file via email to: support@itouchbiometrics.com
 5. We will investigate the bug and contact you as soon as our team has a solution.



Troubleshooting

Network Connectivity and Transaction Submission Issues

a. Network Connectivity Issues?

- ✓ Check if you are able to access the internet (ie. open a web browser like Internet Explorer, Edge, Firefox, or Chrome). Do any web pages load?
- ✓ If no web pages load, you are not connected to the internet.
- ✓ What does your network status say (icon in lower right-hand side of Windows taskbar)?



Connected



Disconnected

- ✓ If your network is disconnected check to make sure all Ethernet cables are connected. If using a wireless network verify that the network is accessible.
- ✓ If problems persist, check with your local IT department to re-establish a network connection.

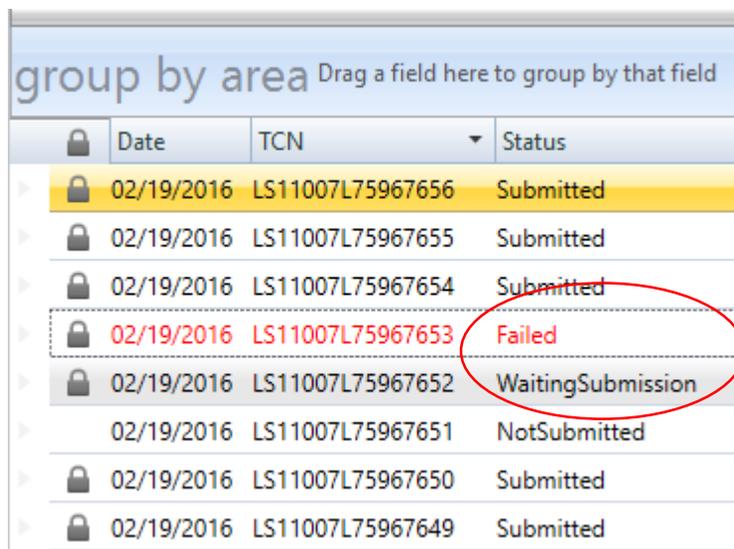


Troubleshooting

Network Connectivity and Transaction Submission Issues

b. Transaction is Waiting Submission or Failed?

- ✓ Restart your computer.
- ✓ Verify that you have a network connection.
- ✓ Failed transactions automatically attempt to resubmit every 15 seconds.
- ✓ If your transactions are still failing to submit have your IT Administrator or Supervisor contact the iTouch technical support team.



The screenshot shows a table with columns for Date, TCN, and Status. The table is titled 'group by area' with a subtitle 'Drag a field here to group by that field'. The table contains several rows of transaction data. The row with TCN 'LS11007L75967653' and Status 'Failed' is circled in red. The row with TCN 'LS11007L75967652' and Status 'WaitingSubmission' is highlighted in grey.

group by area	Date	TCN	Status
▶	02/19/2016	LS11007L75967656	Submitted
▶	02/19/2016	LS11007L75967655	Submitted
▶	02/19/2016	LS11007L75967654	Submitted
▶	02/19/2016	LS11007L75967653	Failed
▶	02/19/2016	LS11007L75967652	WaitingSubmission
▶	02/19/2016	LS11007L75967651	NotSubmitted
▶	02/19/2016	LS11007L75967650	Submitted
▶	02/19/2016	LS11007L75967649	Submitted

Troubleshooting

Cleaning and Caring for the Equipment



- a. Scanner is Dirty?
 - ✓ Use a micro-fiber (lint-free) cloth and lens cleaning solution to wipe the platen (glass surface) of your scanner.
 - ✓ Spray solution onto cloth (never spray on the scanner) and gently clean the platen in oscillating circles.
- b. Scratched Platen?
 - ✓ Make sure that applicants remove all jewelry before being printed.
- c. Calibration Needed?
 - ✓ The scanner should be calibrated on a semi-annual basis.
 - ✓ Scanner calibration will resolve some quality issues that may appear over time. Ask your IT Administrator or Supervisor about how to calibrate your scanner.
- d. Need additional supplies (ie. cleaning solution, micro-fiber cloth, and fingerprint enhancer)?
 - ✓ Contact iTouch Biometrics to order additional supplies.
(847) 706-6789

Technical Support



Resources:

- Training Videos
- Online FAQs
- User Guides and Manuals

Contact Us!

- Technical Phone Support: (847) 706-6789 x104
- Email: support@itouchbiometrics.com
- Web Helpdesk Support Service:
<https://itouchbiometrics.assist.com/portal>

- ✓ When contacting the iTouch Technical Support Team make sure your system has an Internet connection and is logged into an administrative account. Our team of qualified technicians will use Go-To-Assist or TeamViewer applications to assist you with your support needs.





Thank you for
choosing...



iTouch
BIOMETRICS

