



**iTouch**  
BIOMETRICS

# Accurate-ID and Livescan Operation: TECHNICAL USER'S GUIDE



# TABLE OF CONTENTS:

<b>GENERAL INFORMATION</b> .....	<b>3</b>
About iTouch Biometrics, LLC.....	3
Accurate-ID Minimum System Requirements.....	4
Turning Your Hardware On.....	5
Logging Into Windows.....	6
<b>USING THE ACCURATE-ID SOFTWARE</b> .....	<b>7</b>
Software Navigation.....	7
Creating New Transactions.....	11
Submitting Transactions.....	20
Printing Transactions and Reports.....	22
Editing and Unlocking Transactions.....	24
Copying or Re-submitting Transactions.....	25
Importing Single Transactions.....	26
Exporting Single Transactions.....	28
Creating a Digital Mugshot Lineup.....	29
<b>ADMINISTRATIVE TOOLS &amp; SETTINGS</b> .....	<b>30</b>
Remote Database Connection.....	30
Data Retention Settings.....	31
Scan Settings.....	32
Search Fields.....	33
Automatic Photo Export.....	34
Automatic Transaction Export.....	35
Accurate-ID Data Backup.....	36
Automatic Transaction Import.....	37
Active Directory Configuration and Security Roles.....	39
<b>TROUBLESHOOTING</b> .....	<b>42</b>
Hardware Problems.....	42
Accurate-ID Software Problems.....	44
Network Connectivity and Transaction Submission Issues.....	51
Cleaning and Caring for the Equipment.....	53
<b>TECHNICAL SUPPORT</b> .....	<b>54</b>
Contact Information and Resources.....	54

## General Information

### About iTouch Biometrics, LLC:



1225 East Golf Road  
Schaumburg, IL 60173  
(847) 706-6789

[www.iTouchBiometrics.com](http://www.iTouchBiometrics.com)



iTouch Biometrics offers law enforcement and federal agencies an entire range of state-of-the-art fingerprint and palm-print identification solutions. We designed our Accurate-ID software to be the easiest and most intuitive solution available on the market. Submit fingerprint transactions in 3 easy steps to both state agencies and the FBI. Today we are one of the fastest growing technology companies serving communities across the United States.

*Experience the difference that many local, state, and federal agencies have already come to expect from a company you can trust.*

# General Information

## Accurate-ID Minimum System Requirements:

### Accurate-ID Client:

- Microsoft Windows 7, 8.1, or 10 (32 or 64-bit) operating system
- Intel Processor (2.0 Ghz or higher recommended)
- 2 GB RAM (4 GB RAM recommended)
- 20 GB of available storage space recommended
- Microsoft .NET Framework 4.5

### System requirements for Accurate-ID Server:

- Microsoft Windows Server 2008, 2008 R2, 2012, 2012 R2, 2016 operating system
- Microsoft .NET Framework 4.5.

### Accurate-ID is compatible with the following Fingerprint/Palm Scanners:

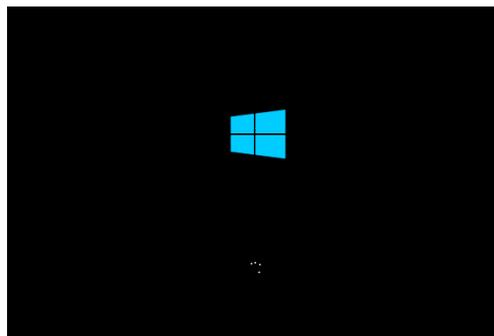
- CrossMatch Lscan 500PX and 1000 PX
- Greenbit DactyScan 84c, MultiScan 500, and MultiScan 527
- Suprema RealScan-F and RealScan-G10.

For questions about system requirements or server and client installation, please contact our technical support team with the information provided on **pg. 54**.

# General Information

## Turning Your Hardware On:

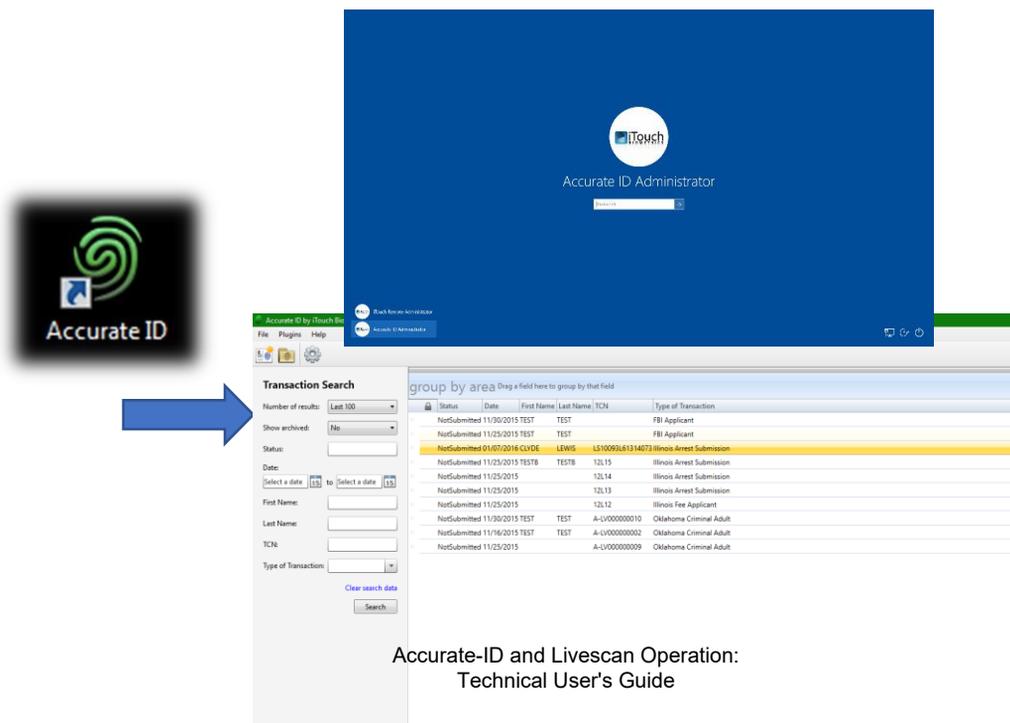
- a. Press the power button (usually towards top of unit).
- b. Windows 10 will load.
- c. The Windows logon screen will load.



# General Information

## Logging Into Windows:

- a. Select the appropriate iTouch user (ie. Accurate-ID Administrator or Accurate-ID User).
  - ✓ Each user will have different permissions depending on how their account is configured in Local Users and Groups or Active Directory. For more information about user permissions see [pg. 39](#).
  - ✓ 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. 54](#).
  - ✓ Passwords and security may be changed or adjusted as needed by your department. iTouch is not responsible for maintaining user credentials.
- 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

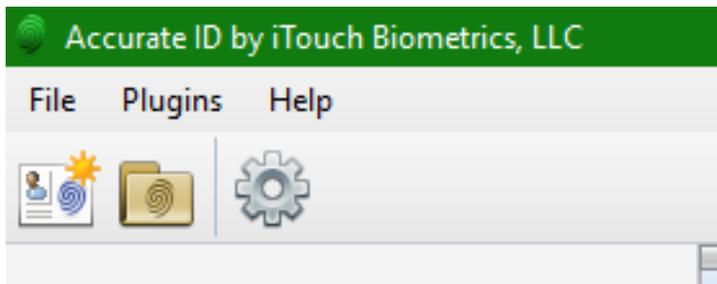


Select this option to open a *Windows File Explorer* prompt where you can import transactions from external systems (ie. JMS or RMS systems).

3) Administrator Settings



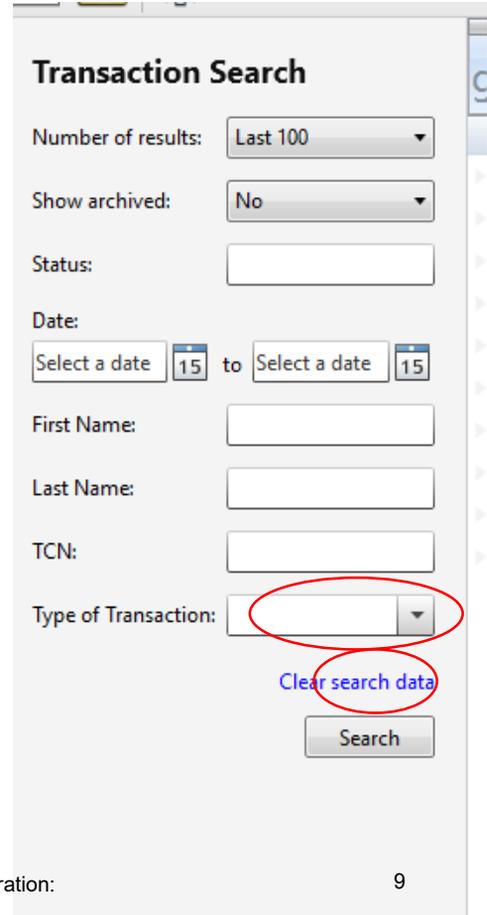
Select this option to configure more advanced features of the Accurate-ID software (ie. scan quality settings, photo export, search fields, and more).



# 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*. See **pg. 33** for more information.
- 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' form with the following fields and controls:

- Number of results: Last 100 (dropdown)
- Show archived: No (dropdown)
- Status: (text input)
- Date: Select a date 15 to Select a date 15 (date pickers)
- First Name: (text input)
- Last Name: (text input)
- TCN: (text input)
- Type of Transaction: (dropdown menu, circled in red)
- Clear search data (blue text link, circled in red)
- Search (button)

# 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 in *Administrator Settings*. See [pg. 33](#) for more information.
- 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 'group by area' dropdown menu with the following options: Status, Date (circled in red), and First Name. Below the dropdown is a table of transactions with columns: Status, Date, First Name, Last Name, TCN, and Type of Transaction.

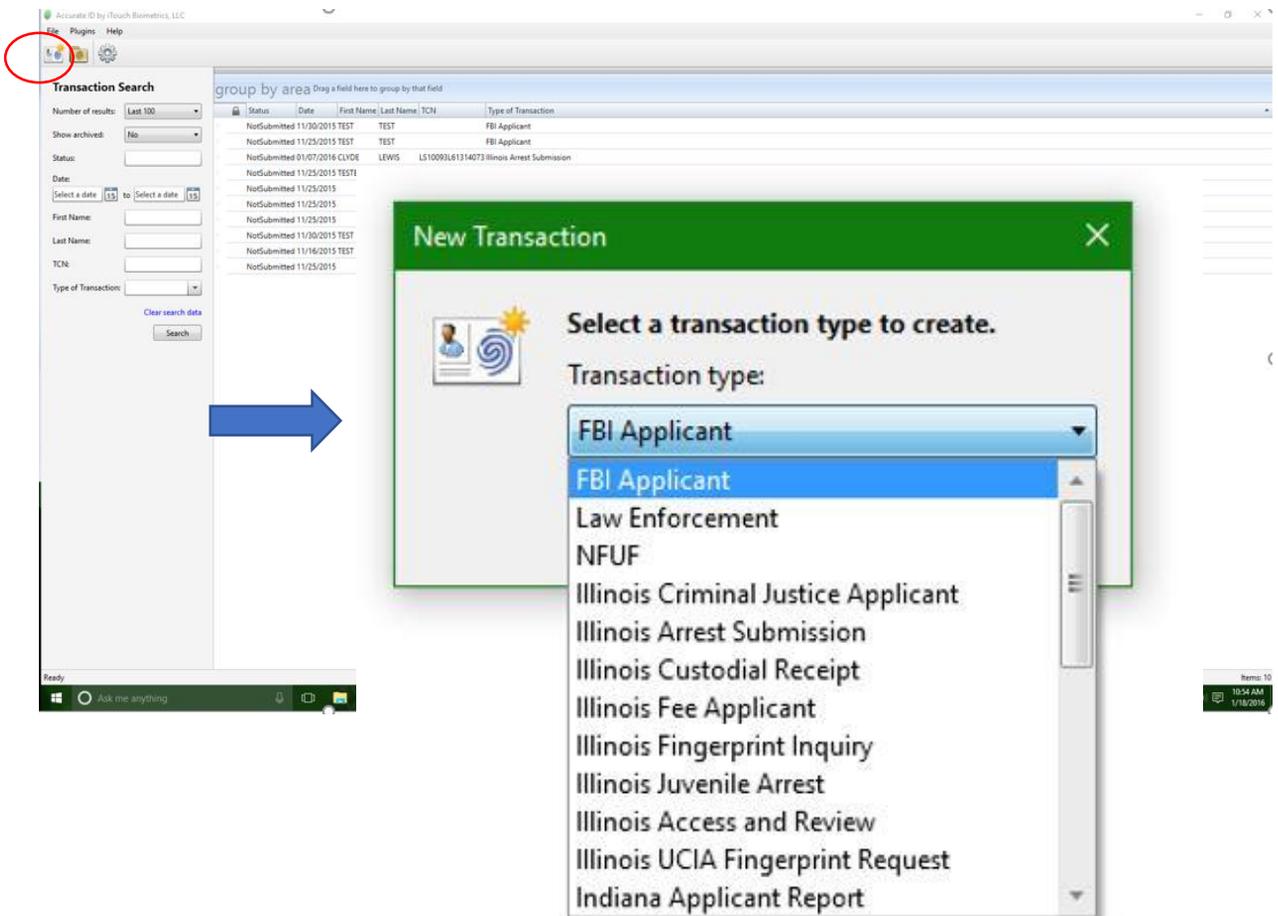
Status	Date	First Name	Last Name	TCN	Type of Transaction
NotSubmitted	11/30/2015	TEST	TEST		FBI Applicant
NotSubmitted	11/25/2015	TEST	TEST		FBI Applicant
NotSubmitted	01/07/2016	CLYDE	LEWIS	LS10093L61314073	Illinois Arrest Submission
NotSubmitted	11/25/2015	TESTB	TESTB	12L15	Illinois Arrest Submission
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

## 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.



# Using the Accurate-ID Software

## Creating New Transactions



### 1. Enter Demographic Information

a. Type the demographic information.

b. Bold fields are **required**.

- ✓ If you don't see a field listed, try toggling "All Fields." Optional information (ie. Aliases, SSNs, and more) will appear. The "AF" (*All Fields*) button is at the top left-hand side of the screen. Return to *Common Fields* by selecting "CF" when done.



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*.

Transaction Wizard - Illinois Arrest Submission 12138

AF

1. Demographic Data  
2. Charges  
3. Photo Capture  
4. Fingerprints  
5. Palmprints  
6. Full Fingers  
7. Thensars  
8. Tips

TCN: 12138

**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**

Last Name  
The applicant's last name.

< Back      Next >      Cancel

# Using the Accurate-ID Software

## Creating New Transactions



### Enter Arrest Charges

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

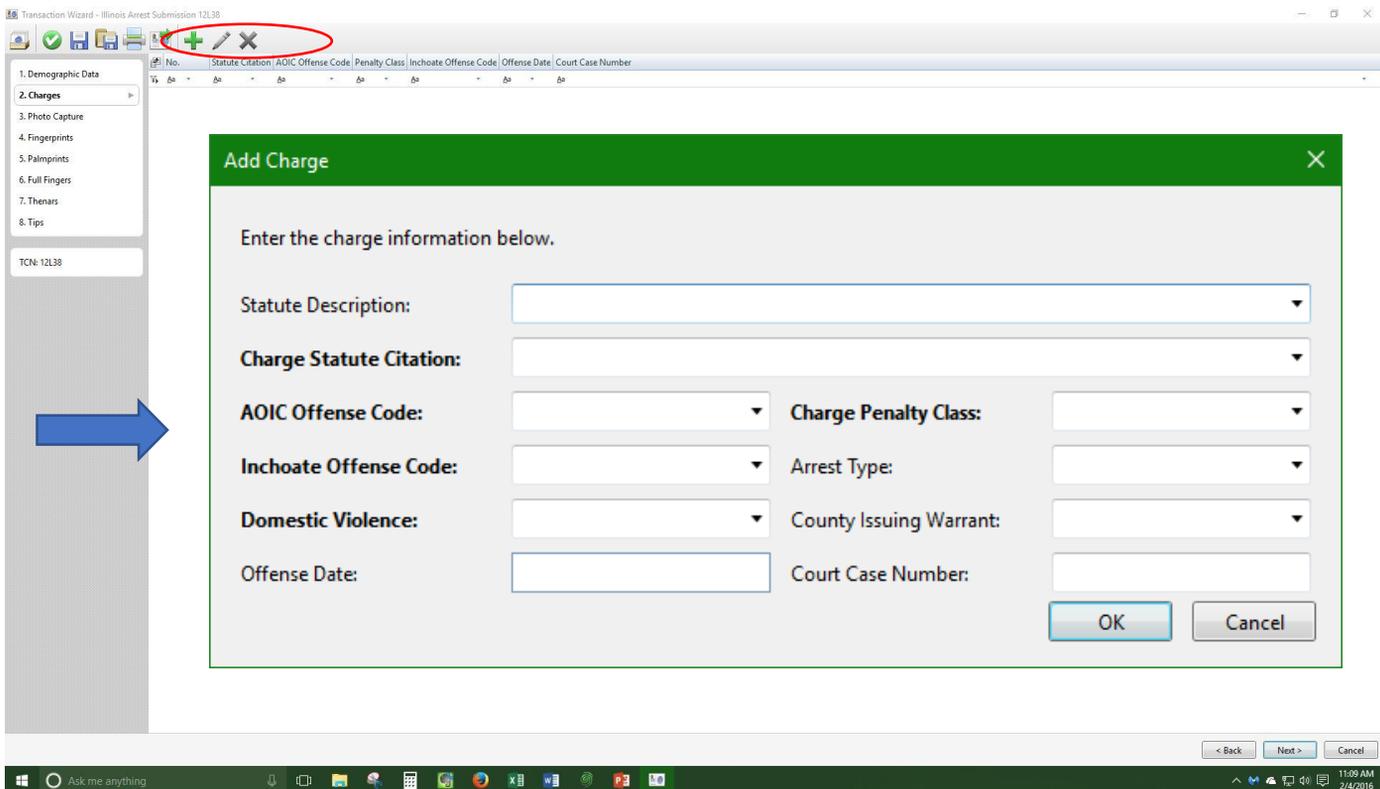
a. Type or make the appropriate selections from available drop-down menus and then select "OK."

b. Add additional charges by selecting the green plus icon.

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

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

e. 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.



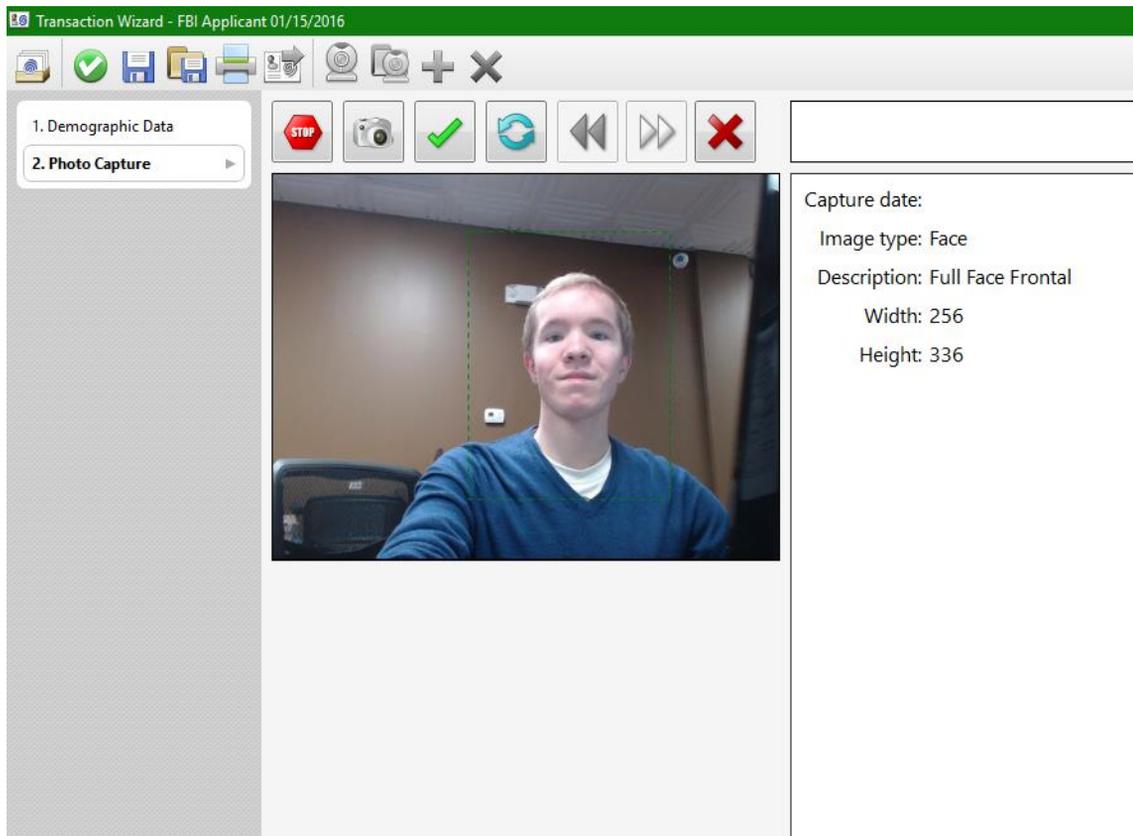
c. If needed, re-capture a photo by selecting the refresh icon.

d. Reposition the captured photo as needed by dragging the 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

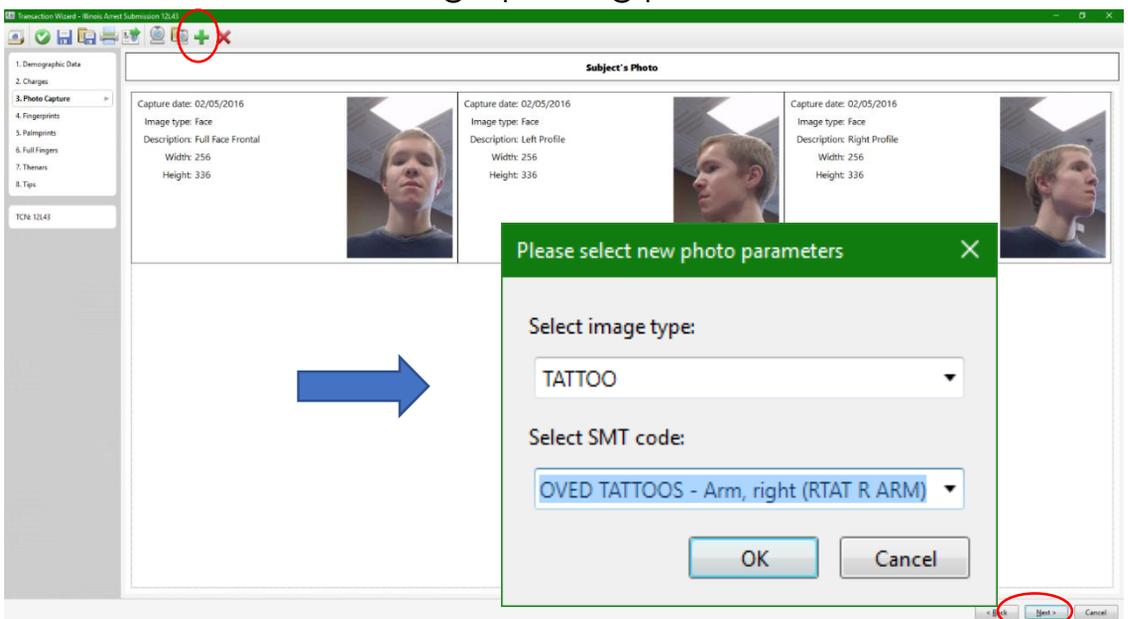


### Adding Additional Photos

- 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. 14](#) 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 a 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.

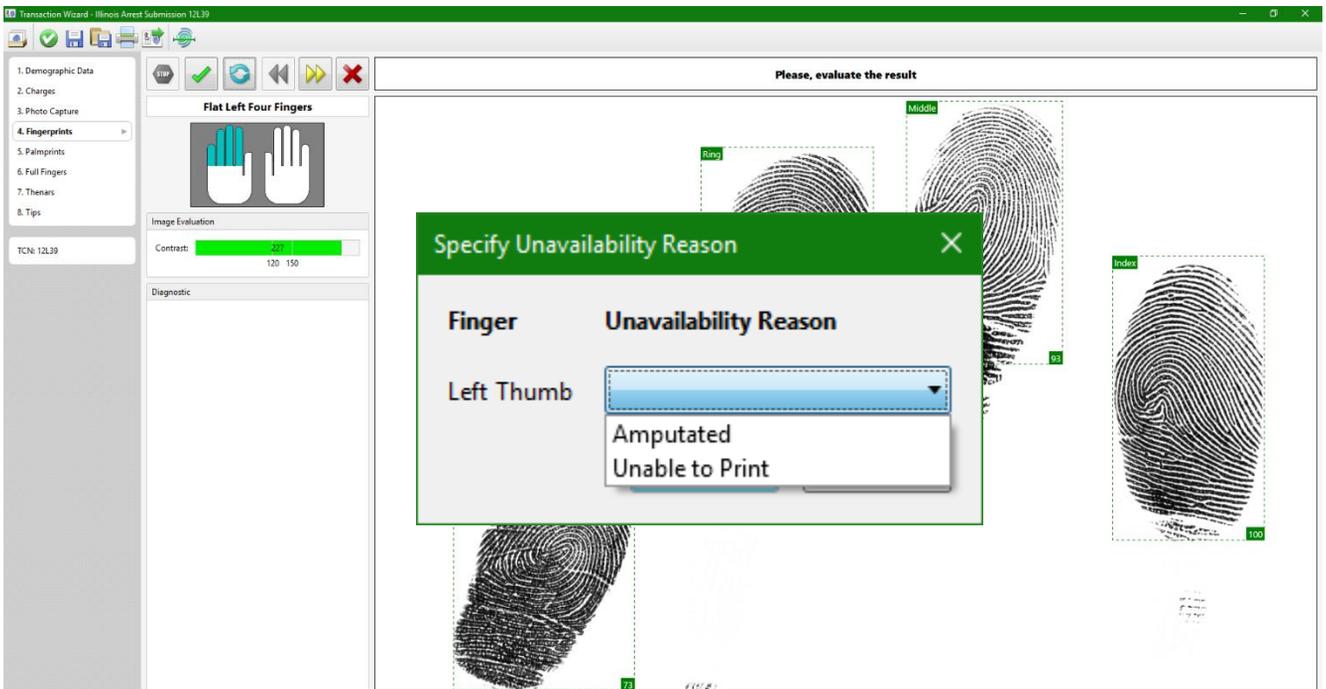
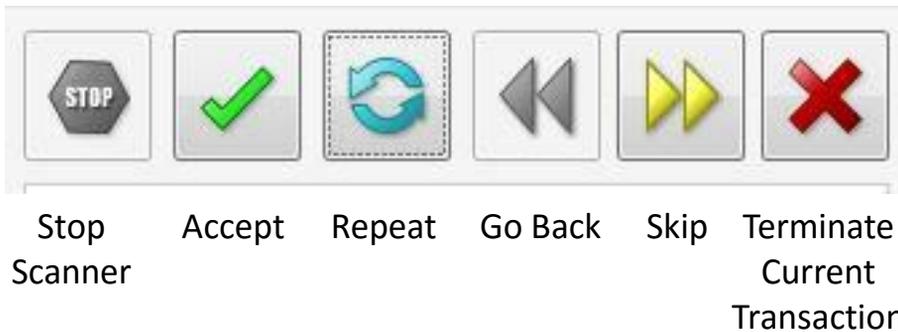
# Using the Accurate-ID Software

## 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.



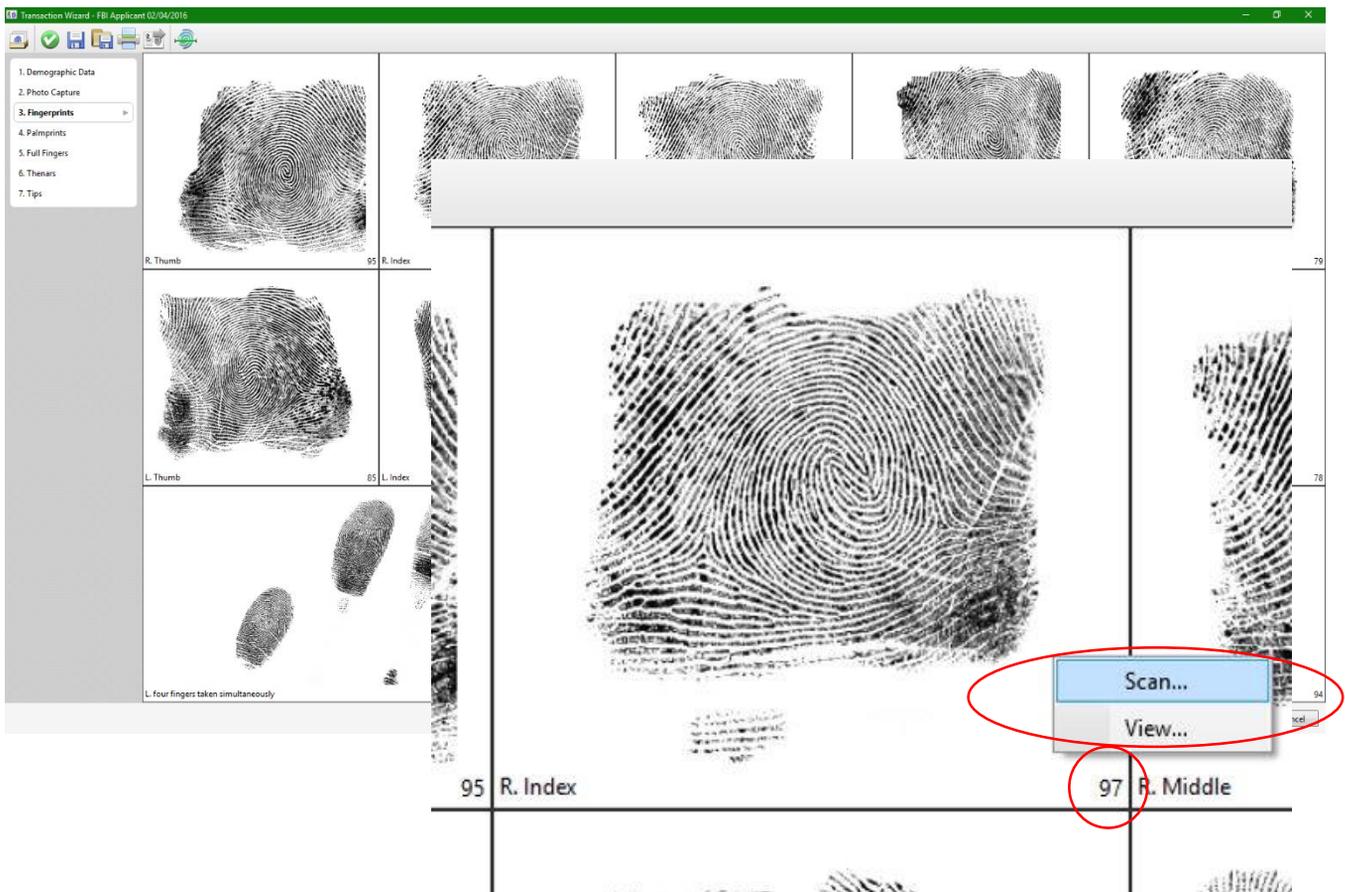
# Using the Accurate-ID Software



## Creating New Transactions

### 3. Fingerprint Capture

- a. Review the fingerprints (if you require additional prints see [pg. 19](#)).
- b. Quality scores (1-100) appear next to each print (A score of 30 or better is strongly recommended).
- c. View or re-do an individual print by right-clicking on the appropriate finger and selecting "View" or "Scan."

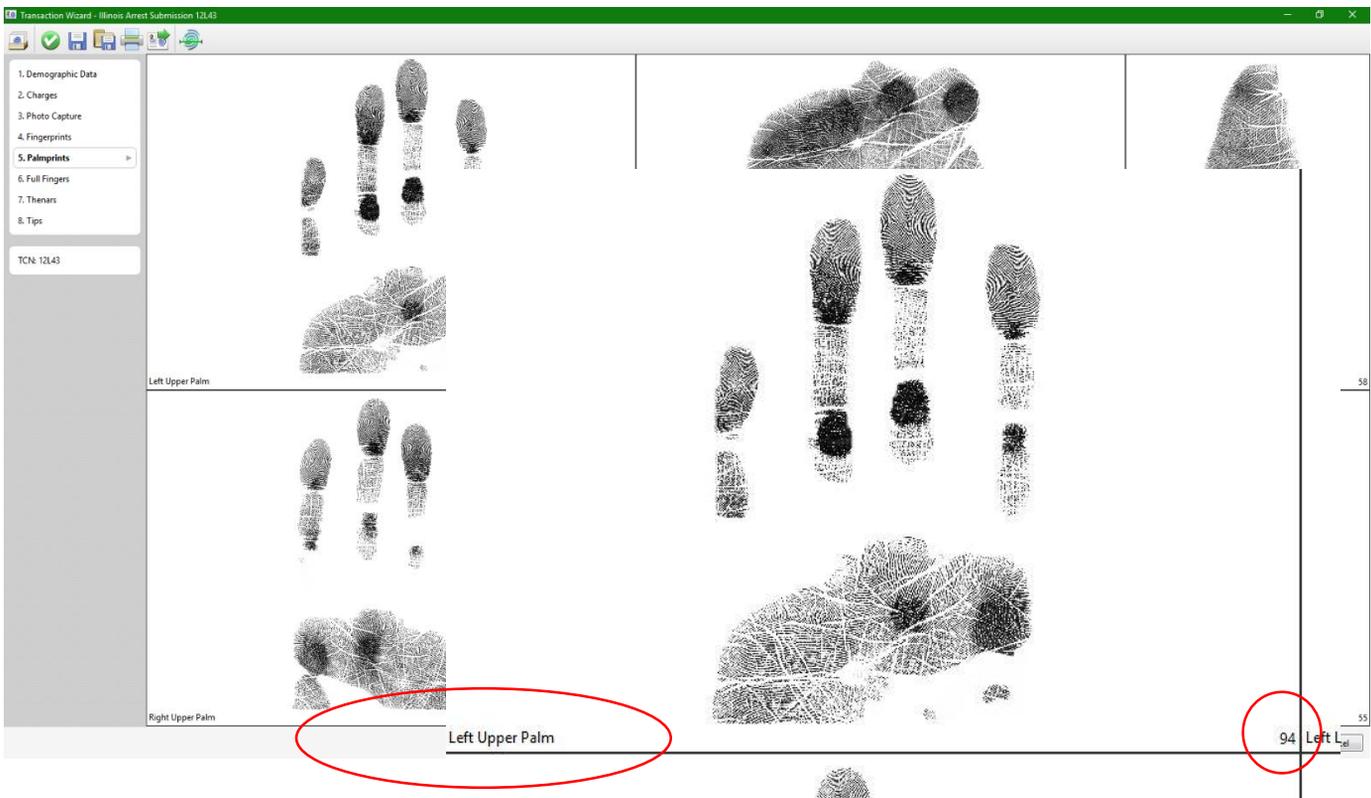


# Using the Accurate-ID Software

## Creating New Transactions Additional Prints

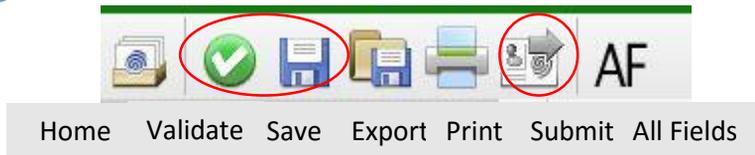


- a. Does your agency require additional prints? See [pg. 32](#) for information about palm, thenar, or tip prints.
- b. Repeat the same printing process used for finger prints.



# Using the Accurate-ID Software

## Submitting Transactions



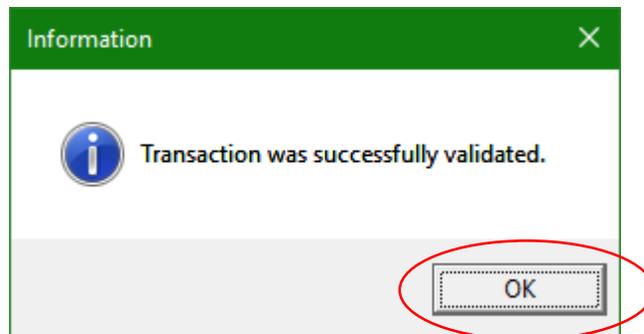
1. **Validate** the record (green checkmark top left-hand side)
  - ✓ If errors appear, [see pg. 44](#).



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. 51](#)).

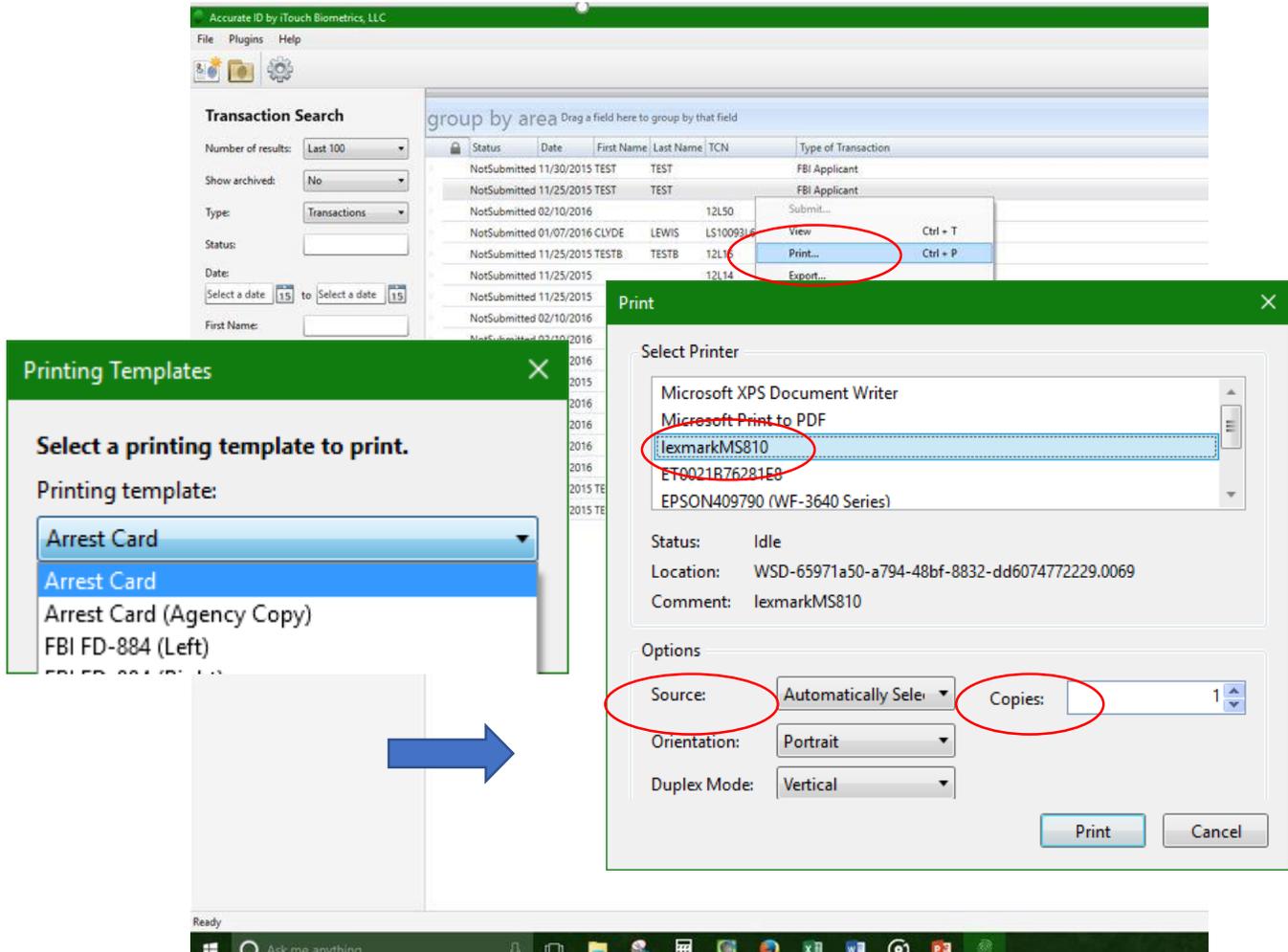
	Status	First
5	Submitted	STAN
5	Submitted	ANA
4	Submitted	ALEX
3	Submitted	MAT
2	Submitted	JAN
1	Submitted	STEP
0	Submitted	MAR
	NotSubmitted	MOS
	NotSubmitted	HYE
	NotSubmitted	RYAN

# Using the Accurate-ID Software

## Printing Transactions and Reports



- Right-click any transaction from the *Home Screen* and select "Print."
- Select the appropriate card or report template.
- Select the destination printer.
  - ✓ It will be listed as *Lexmark MS810*
  - ✓ Configure tray source or number of copies as needed.

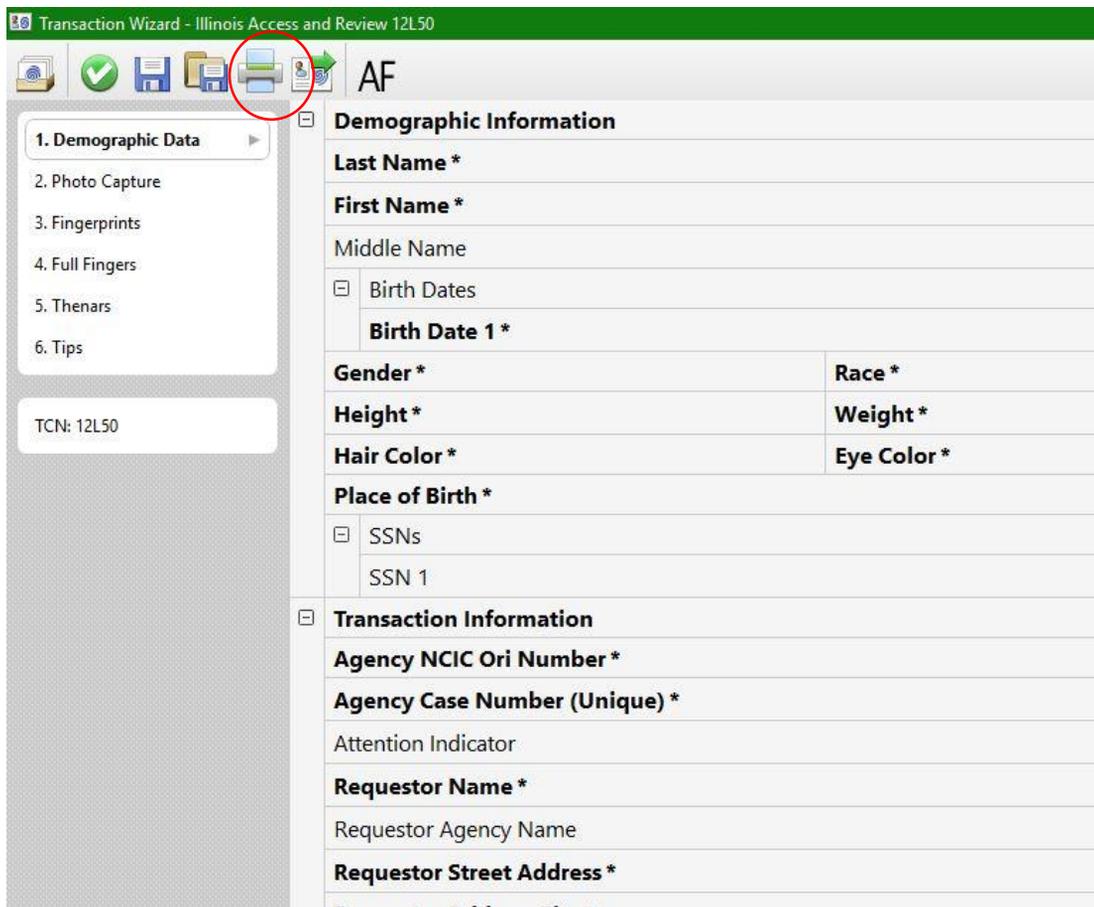


The screenshot illustrates the software interface for printing transactions. The main window shows a list of transactions with columns for Status, Date, First Name, Last Name, TCN, and Type of Transaction. A right-click context menu is open over a transaction, with the 'Print...' option highlighted. A 'Printing Templates' dialog box is open, showing a list of templates with 'Arrest Card' selected. A 'Print' dialog box is also open, showing the printer selection list with 'LexmarkMS810' selected. The 'Print' dialog box also shows options for Source, Orientation, Duplex Mode, and Copies.

# 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. 22).



Transaction Wizard - Illinois Access and Review 12L50

AF

**1. Demographic Data**

2. Photo Capture

3. Fingerprints

4. Full Fingers

5. Thenars

6. Tips

TCN: 12L50

**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

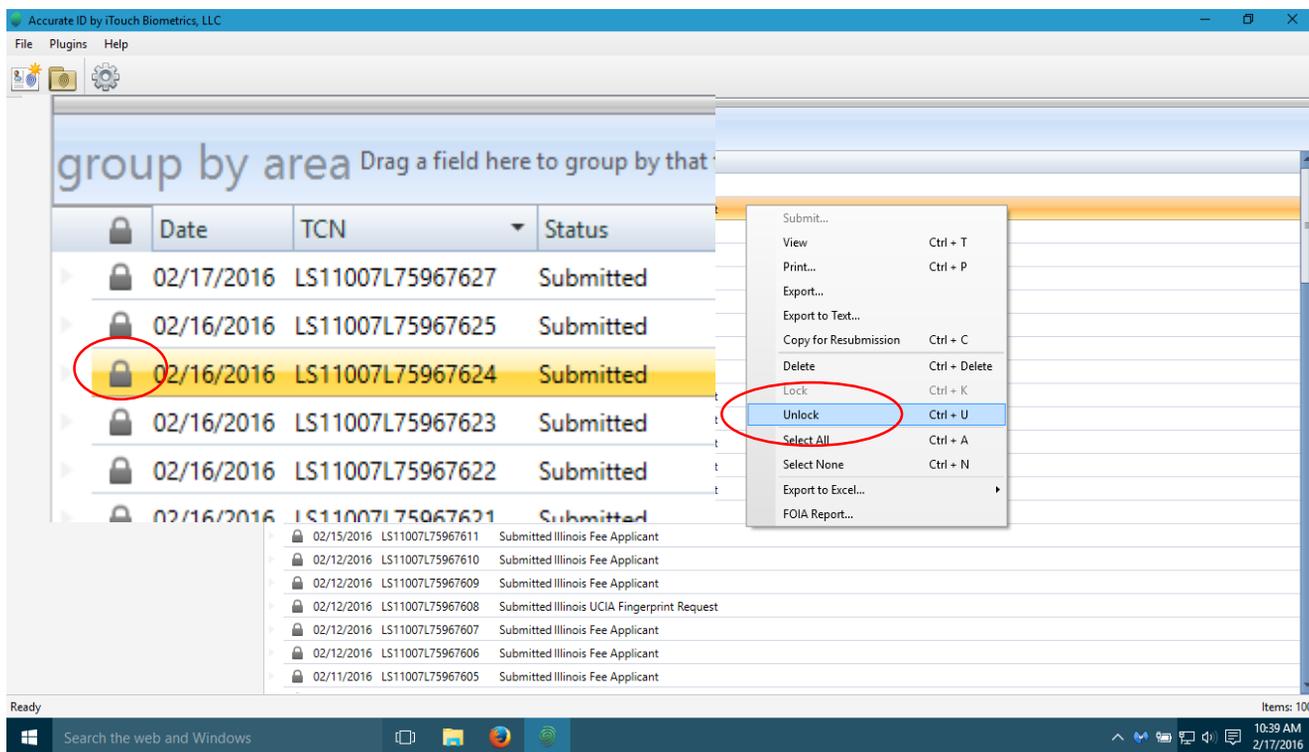
a. Open a transaction and edit as needed.

- ✓ Validate and save the transaction to preserve changes.
- ✓ Submitted transactions need to be unlocked first.

b. Unlock a transaction 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.

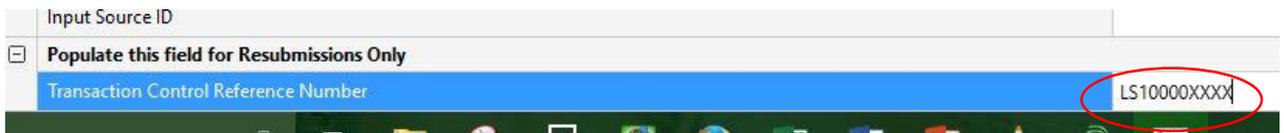


# Using the Accurate-ID Software

## 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



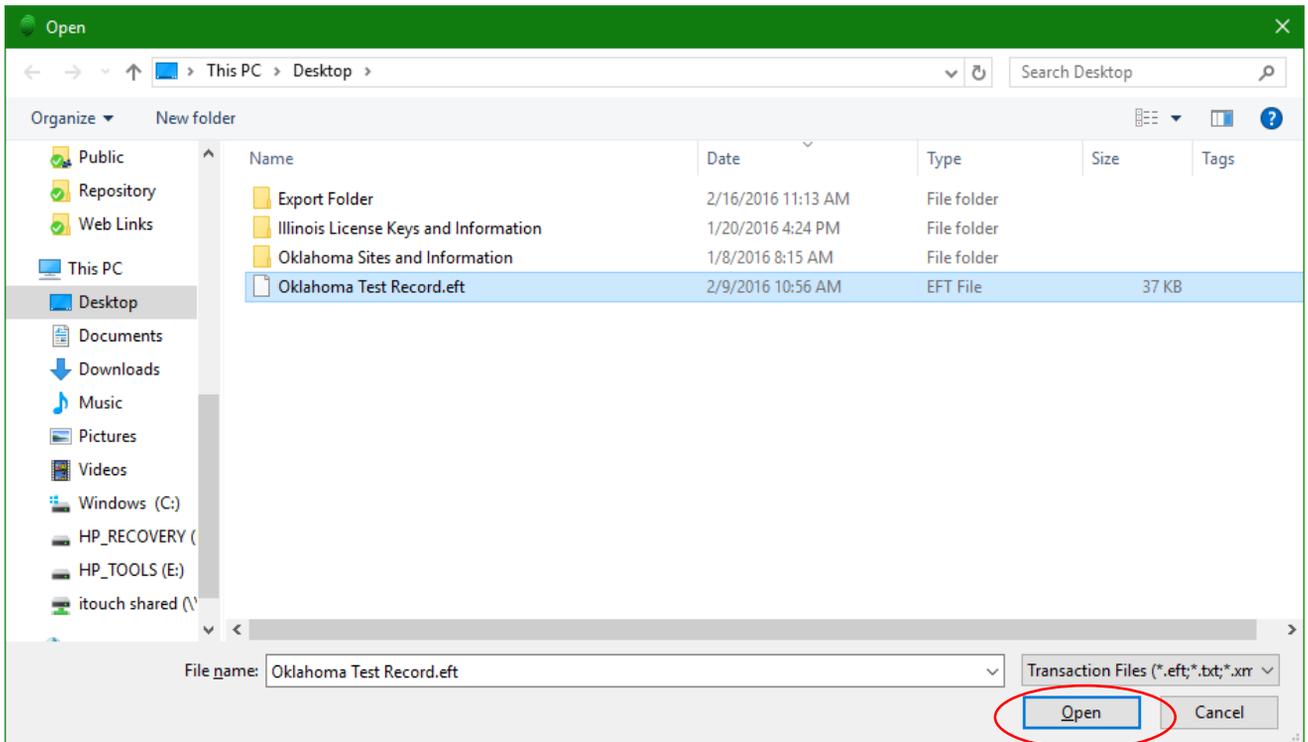
The screenshot shows a software interface with a table of fields. The first row is 'Input Source ID'. The second row is a collapsed section titled 'Populate this field for Resubmissions Only'. The third row is 'Transaction Control Reference Number', which is highlighted in blue. The value 'LS10000XXXX'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

# Using the Accurate-ID Software

## Importing Single Transactions



- a. Select "Open Transaction" (folder icon, top left-hand side of Home Screen).
  - ✓ The file must be in either the **\*.eft**, **\*.txt**, or **\*.xml** file formats and match the **Illinois State NIST specifications**.
  - ✓ Contact your local state representative for information about how NIST files should be formatted.
- b. Navigate to the desired file.
- c. Select "Open."

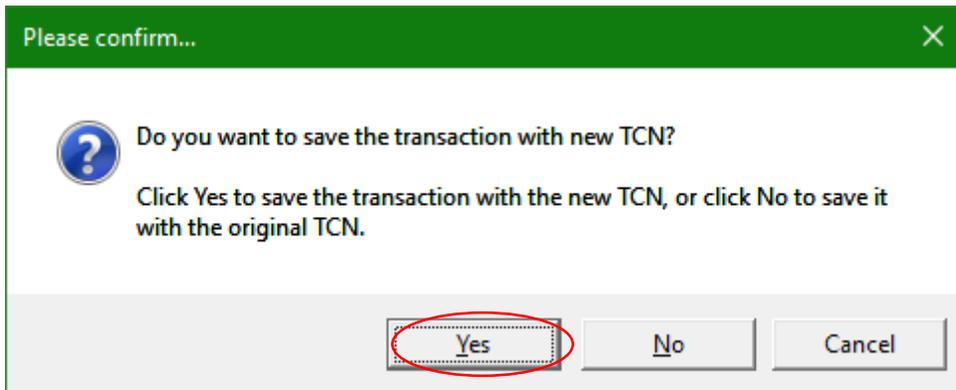


# Using the Accurate-ID Software

## Importing Single Transactions



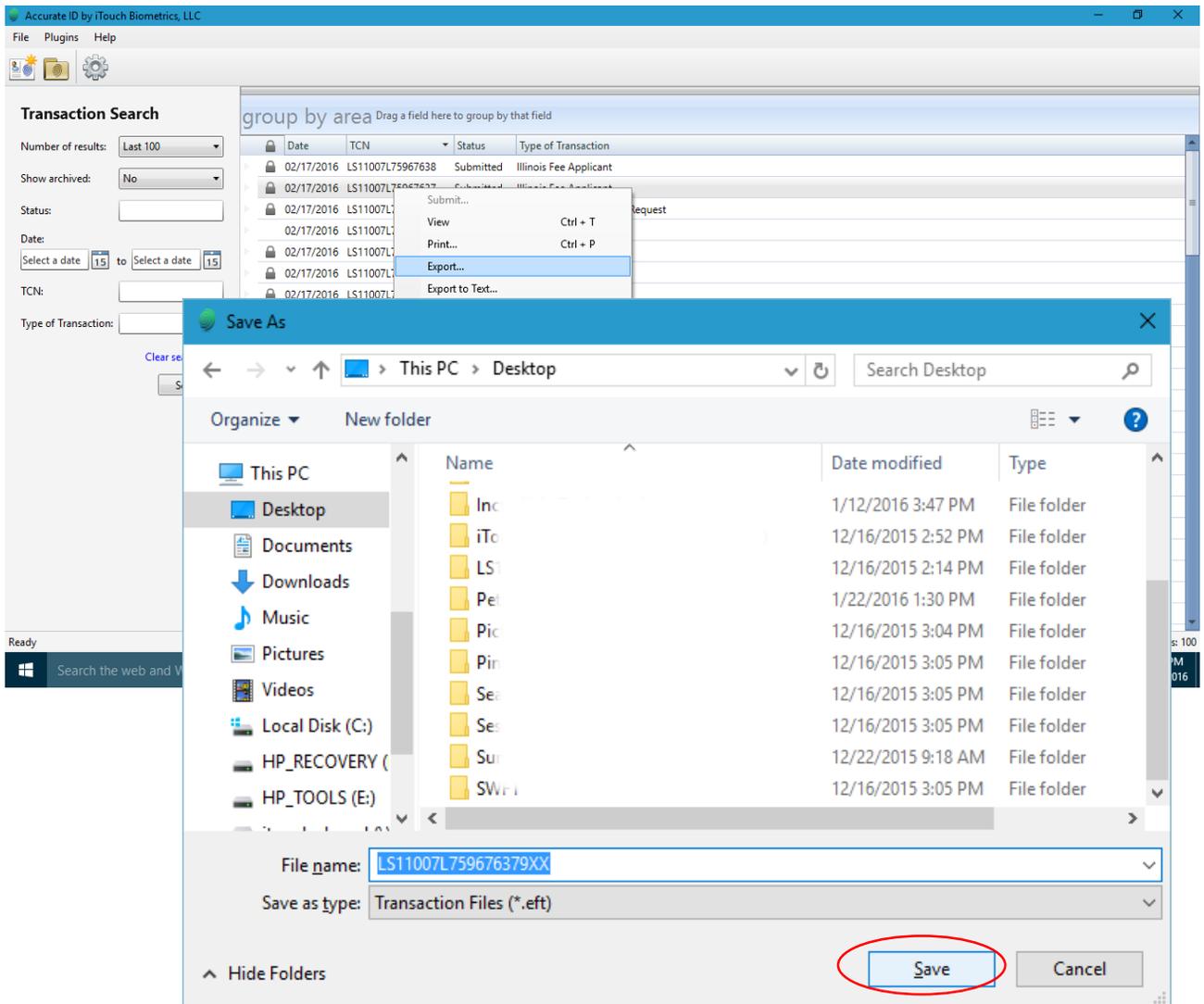
- d. Select *Save Transaction* (floppy disk icon, top left-hand side).
- e. Select “Yes” to save transaction with a new Transaction Control Number (TCN).
- f. It is rare that the operator should elect to keep the original TCN number.
- g. Transaction is imported to *Home Screen*.



# Using the Accurate-ID Software

## Exporting Single Transactions

- Right-click transaction from *Home Screen*.
- Select “Export.”
- Navigate to your Save Location.
- Select “Save.”



# Using the Accurate-ID Software

## Creating A Digital Mugshot Line-Up

- a. Select "Search" from *Home Screen* (left-hand side).
  - b. Select "Mugshot Preview."
- c. Use the *Mugshot Utility* to Import, Print, or Export selected Mugshots.

The screenshot displays the 'Transaction Search' interface on the left and a 'Mugshot Search Preview' window on the right. The 'Transaction Search' window includes fields for 'Number of results:', 'Show archived:', 'Type:', 'Status:', 'Date:' (with a calendar icon), 'First Name:', 'Last Name:', 'TCN:', and 'Type of Transaction:'. A blue arrow points to the 'First Name' field. Below these fields are buttons for 'Clear search data', 'Search', and 'Mugshot preview'. The 'Search' and 'Mugshot preview' buttons are circled in red, with a '1' in a circle next to 'Search' and a '2' in a circle next to 'Mugshot preview'. The 'Mugshot Search Preview' window shows a grid of mugshot images with checkboxes for selection. At the bottom of this window are buttons for 'Import Mugshot', 'Print Selected Mugshots', 'Export Selected Mugshots', and 'Cancel'. The 'Import Mugshot', 'Print Selected Mugshots', and 'Export Selected Mugshots' buttons are circled in red.



## Remote Database Connection

- a. Remote Database Connections are used to establish a connection between multiple Accurate-ID systems (ie. client/server relations). For example, a detective could access transactions that are stored on the booking system from their own personal computer.
  - ✓ Every Accurate-ID client system requires its own license. Contact our sales department for more information.
- b. Designate a system to act as the Accurate-ID server.
  - ✓ This is usually the booking system where applicants are printed.
  - ✓ The server system will require a static IP address.
- c. Connect a client with the server by adding the server's Static IP address to the "Server" field on the client system.
  - ✓ This field will state: "localhost" for stand-alone and server systems. This indicates that all transactions are being stored on the local system.
- d. The *Port* should be set to "8523."
  - ✓ Verify that this port is not being blocked by a firewall or antivirus service.
- e. After these settings have been changed restart the client system.

### Database Connection Settings

Specify transaction storage connection settings.

Server:

Port:



Change to static IP address of Accurate-ID server if using more than one system.



## Data Retention Settings

- a. *Automatic Archiving* hides any transactions that have not been modified for a set period of time.
  - ✓ Archived records are not deleted. They can be viewed at any time by including archived transactions from the *Home Screen*.
  
- b. *Automatic Deletion* purges transactions from the system after a set period of time.
  - ✓ Most law enforcement agencies require this to be turned off.
  - ✓ If you cannot locate records verify that both *Automatic Archiving* and *Deletion* have been disabled.

The screenshot shows the software interface for Accurate ID by iTouch Biometrics, LLC. The top menu includes 'File', 'Plugins', and 'Help'. The left sidebar lists 'Administrative Tools' with sub-items: 'Database Connection Settings', 'Data Retention Settings' (highlighted), 'Licensing', 'Scan Settings', 'Search Fields', 'Transaction Settings', 'Auto Export', and 'Auto Import'. The main content area is titled 'Data Retention Settings' and contains the instruction: 'Use the options below to automatically archive and delete transactions that have not been recently modified.' Below this are two settings, each with a red circle around its checkbox:

- Enable automatic archiving
- Archive transactions not modified within 30 days
- Enable automatic deletion
- Delete transactions not modified within 90 days



## Scan Settings

- Select "Scan Settings" from left-hand side.
- Calibrate the scanner or configure other scan and print quality settings.

### Scan Settings

#### Live Scan Settings

- Sequence check prints
- Prompt when image problems are detected
- Automatically accept valid prints
- Enable Sound

Checks for correct fingers.

Pause or automatically accept prints depending on quality settings.

Disable scanner sound

#### Scannable Types

- Fingerprints
- Palmprints
- Full Fingers
- Thenars
- Tips

Determines which prints are obtained during the printing process.

Minimum Quality:



Configure the quality (scale of 0-100) or number of attempts that are required during the printing process.

Minimum number of attempts:

Calibrate Scanner

Scanner Calibration

#### Card Scan Settings

Device serial number:

Serial number for optional flatbed card scanner.



## Search Fields

- Add or remove checks to display fields on *Home Screen*.
- Fields added are available as search criteria.

The screenshot displays the 'Accurate ID by iTouch Biometrics, LLC' application. On the left, the 'Administrative Tools' menu is visible, with 'Search Fields' highlighted. A blue arrow points from 'Search Fields' to the 'Status' checkbox in the 'Field' list. The 'Field' list includes 'Transaction Status' (checked), 'Status' (checked), and several other unchecked fields. An inset window shows the 'Transaction Search' dialog, where the 'Type' dropdown is set to 'Transactions' and the 'Status' field is empty. A red circle highlights the 'Status' field in the search dialog and the 'Status' checkbox in the field list. The background shows a table with columns for 'Status' and 'Date', with rows of 'NotSubmitted' entries.



## Automatic Photo Export

- Automatically export photos to any location.
- Photos appear after a transaction has been submitted.
- Files can be named according to TCN numbers or an applicant's name.

Accurate ID by iTouch Biometrics, LLC

File Plugins Help

**Administrative Tools**

- Database Connection Settings
- Data Retention Settings
- Licensing
- Scan Settings
- Search Fields
- Transaction Settings
- Auto Export**
- Auto Import

**Auto Export**

Set up auto export settings

Enable automatic exporting mugshots

Select style of folder name

Transaction number  Name

Please select path for exporting mugshots

C:\

**Browse For Folder**

Select path for exporting

- > OneDrive
- > Brandon Geary
- > This PC
  - > Desktop
  - > Documents
  - > Downloads
  - > Music
  - > Pictures
  - > Videos
  - > Windows (C:)

Folder: C:\

Make New Folder OK Cancel



## Automatic Transactions Export

- Automatically export transactions to any location.
- Files can be named according to TCN numbers or an applicant's name.

Accurate ID by iTouch Biometrics, LLC

File Plugins Help



**Administrative Tools**

- Database Connection Settings
- Data Retention Settings
- Licensing
- Scan Settings
- Search Fields
- Transaction Settings
- Auto Export**
- Auto Import

**Auto Export**

Set up auto export settings

Enable automatic exporting mugshots

Select folder name style

Transaction number  Name

Please select path for exporting mugshots

C:\Users\iTouch-Remote-Admin\Desktop\iTouch\ExportedT ...

Transaction auto export path

Indiana C:\Users\iTouch-Remote-Admin\Desktop\iTouch ...  Enabled



Browse For Folder

Select path for exporting

- > OneDrive
- > Brandon Geary
- > This PC
  - > Desktop
  - > Documents
  - > Downloads
  - > Music
  - > Pictures
  - > Videos
  - > Windows (C:)

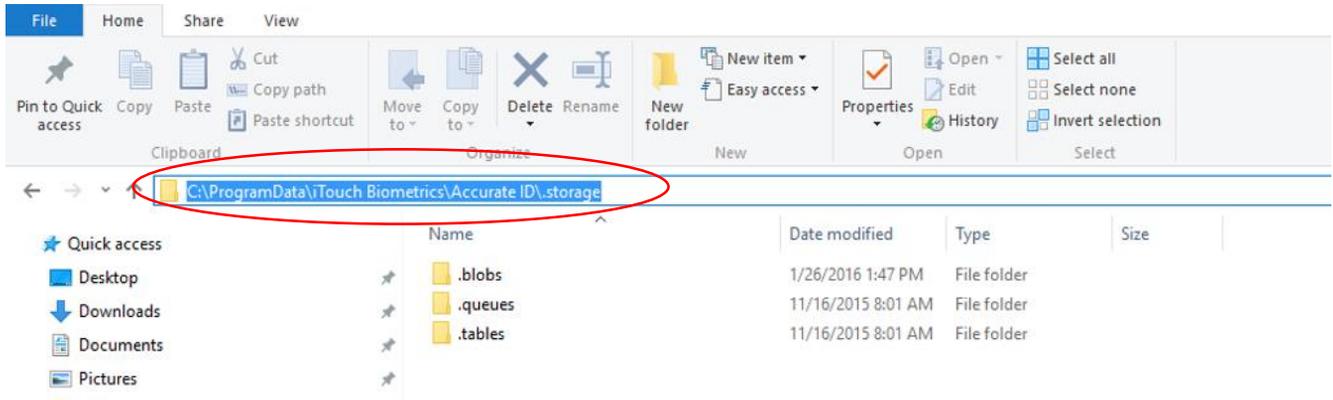
Folder: C:\

Make New Folder OK Cancel

# Accurate-ID Data Backup

## Storage Directory

- a. iTouch is not responsible for backing up or maintaining your system data.
- b. To backup system data, use the *Automatic Transaction Export* feature on **pg. 36** or copy the following file directory: **C:\ProgramData\iTouch Biometrics\Accurate ID\.storage** to a network attached storage device (NAS) or external backup location (ie. external harddrive, flashdrive, etc...)

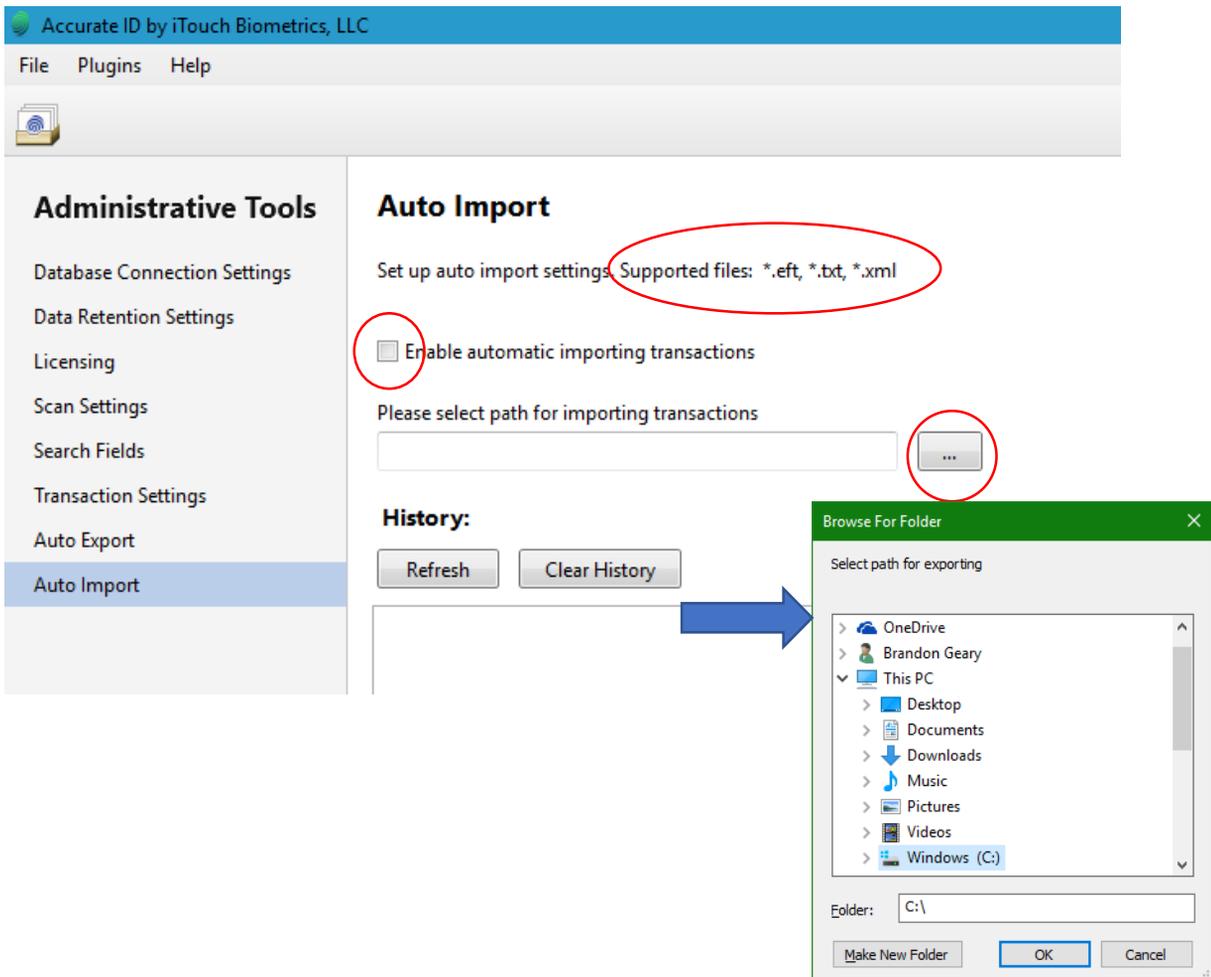


- c. In case of data loss replace the `.storage` file directory with your backup.



## Automatic Transaction Import

- a. Automatically import transactions from local or networked locations.
  - ✓ The file must be in a **\*.eff**, **\*.txt**, or **\*.xml** file format and match the **Illinois State NIST specifications**.
  - ✓ Contact your local state representative for information about how NIST files should be formatted.
  
- b. Accurate-ID will periodically scan and mass import transactions that are discovered.
  - ✓ This is typically used for external JMS or RMS systems.





## Automatic Transaction Import

- If Automatic Transaction Import is enabled, transactions will appear on the *Home Screen* after being processed.
- Look under “History” for the status of imported files.
- Any error messages will appear next to unsupported files.

### Auto Import

Set up auto import settings. Supported files: \*.eft, \*.bt, \*.xml, \*.\*

Enable automatic importing transactions

Please select path for importing transactions

C:\Users\bgear\Desktop\Import Test

#### History:

Refresh Clear History

Date/Time	Result	File Name
06/21/2016 10:20 AM	Fail	C:\Users\bgear\Desktop\Import Tes
06/21/2016 10:19 AM	Fail	C:\Users\bgear\Desktop\Import Tes
06/21/2016 10:19 AM	Fail	C:\Users\bgear\Desktop\Import Tes
06/21/2016 10:18 AM	Fail	C:\Users\bgear\Desktop\Import Tes
05/31/2016 10:55 AM	Fail	C:\Users\bgear\Desktop\Import Tes
05/31/2016 10:55 AM	Fail	C:\Users\bgear\Desktop\Import Tes
05/31/2016 10:55 AM	Fail	C:\Users\bgear\Desktop\Import Tes
05/31/2016 10:55 AM	Fail	C:\Users\bgear\Desktop\Import Tes
05/31/2016 10:55 AM	Fail	C:\Users\bgear\Desktop\Import Tes
05/31/2016 10:55 AM	Fail	C:\Users\bgear\Desktop\Import Tes
05/31/2016 10:55 AM	Fail	C:\Users\bgear\Desktop\Import Tes
05/31/2016 10:55 AM	Success	C:\Users\bgear\Desktop\Import Tes

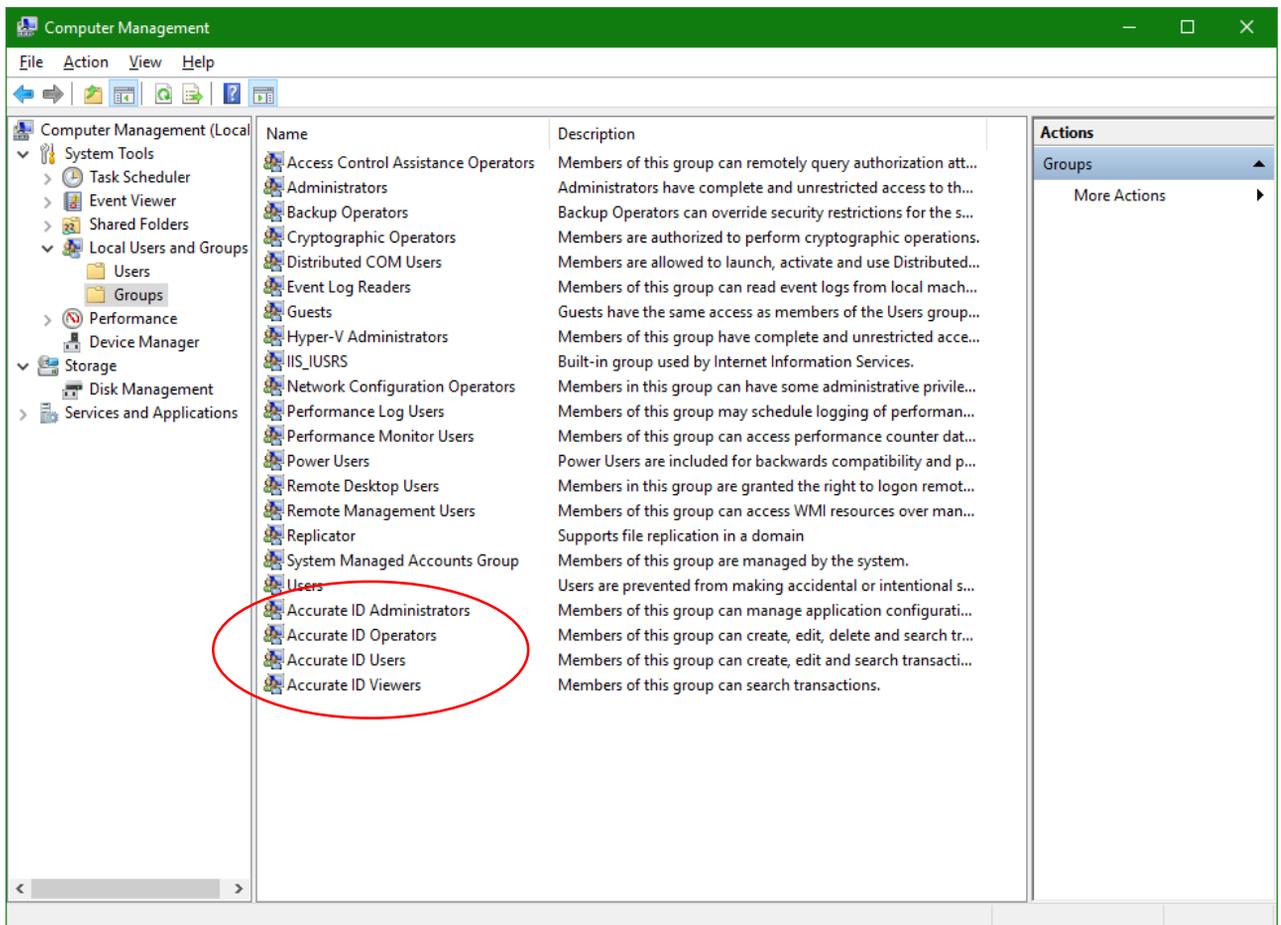


Date/Time	Result	File Name	Error Message
06/21/2016 10:20 AM	Fail	C:\	Cannot find template
06/21/2016 10:19 AM	Fail	C:\	Cannot find template
06/21/2016 10:19 AM	Fail	C:\	Cannot find template
06/21/2016 10:18 AM	Fail	C:\	Input string was not in a correct format.
05/31/2016 10:55 AM	Fail	C:\	File type is not supported
05/31/2016 10:55 AM	Fail	C:\	File type is not supported
05/31/2016 10:55 AM	Fail	C:\	File type is not supported
05/31/2016 10:55 AM	Fail	C:\	File type is not supported
05/31/2016 10:55 AM	Fail	C:\	File type is not supported
05/31/2016 10:55 AM	Fail	C:\	File type is not supported
05/31/2016 10:55 AM	Success	C:\	

# Active Directory Configuration

## Active Directory Overview

- a. Accurate-ID uses four security groups:  
*Accurate ID Administrators, Accurate ID Operators, Accurate ID Users, and Accurate ID Viewers.*
- b. Determine whether your system will use a local or domain configuration and then add the users to the respective security groups.
  - ✓ These groups must either be configured locally or on the domain controller, but not both at the same time.
  - ✓ For information on each member's role see [pg. 40](#).



# Active Directory Configuration

## Active Directory Security Roles

### 1) Accurate ID Viewers

Membership in this group provides the user with the following permissions:

- 1) Search transactions.
- 2) View transactions.
- 3) Export transactions.
- 4) Print transactions.
- 5) Change search fields.

### 2) Accurate ID Users

Membership in this group provides the user with the same permissions as Accurate ID Viewer and adds the following additional permissions:

- 1) Create transactions.
- 2) Edit transactions.
- 3) Lock transactions.
- 4) Unlock transactions.
- 5) Submit transactions.
- 6) Copy transactions for re-submission.
- 7) Change scan settings.
- 8) Change Auto-Export settings.

# Active Directory Configuration

## Active Directory Security Roles

### 3) Accurate ID Operators

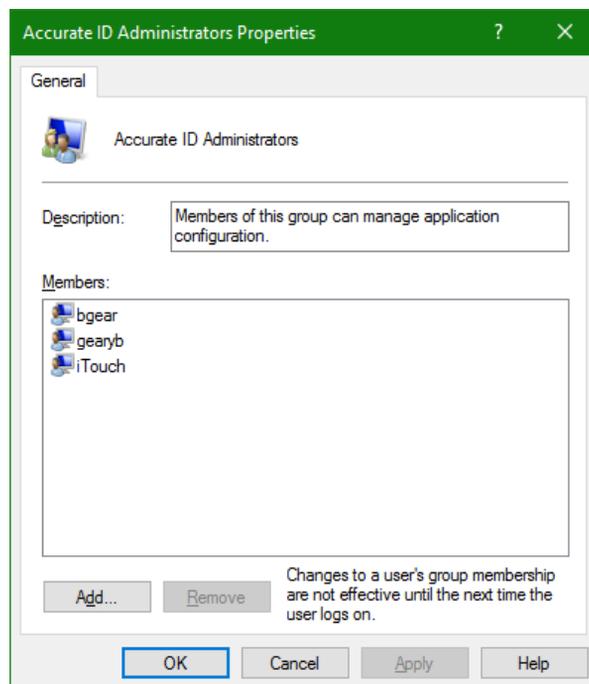
Membership in this group provides the user with the same permissions that Accurate-ID Users have and adds the following:

- 1) Delete transactions.

### 4) Accurate ID Administrators

Membership in this group provides the user with the same permissions as Accurate ID Operators and adds the following additional permissions:

- 1) Change *Data Connection* settings.
- 2) Change *Data Retention* settings.
- 3) Change *Licensing* settings.
- 4) Change *Transaction* settings.



# Troubleshooting

## Hardware Problems

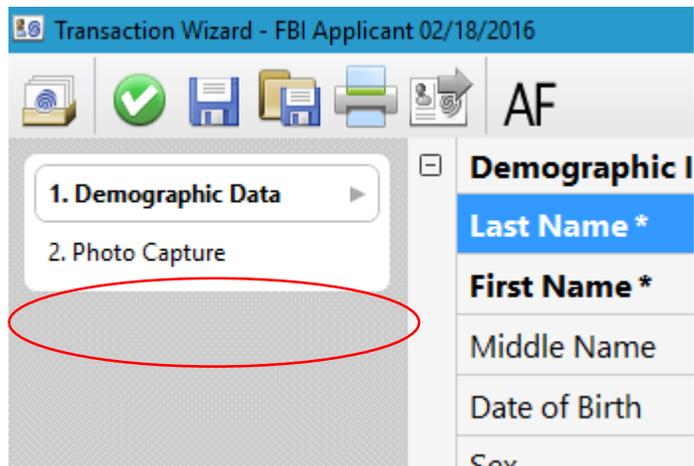
a. No display?

- ✓ 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 (ie. 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 contact Lexmark support and reference the *Lexmark MS810dn* printer model.  
[www.support.lexmark.com](http://www.support.lexmark.com)
- ✓ Additional ink, paper, or maintenance supplies is not provided by iTouch and should be supplied by your department.

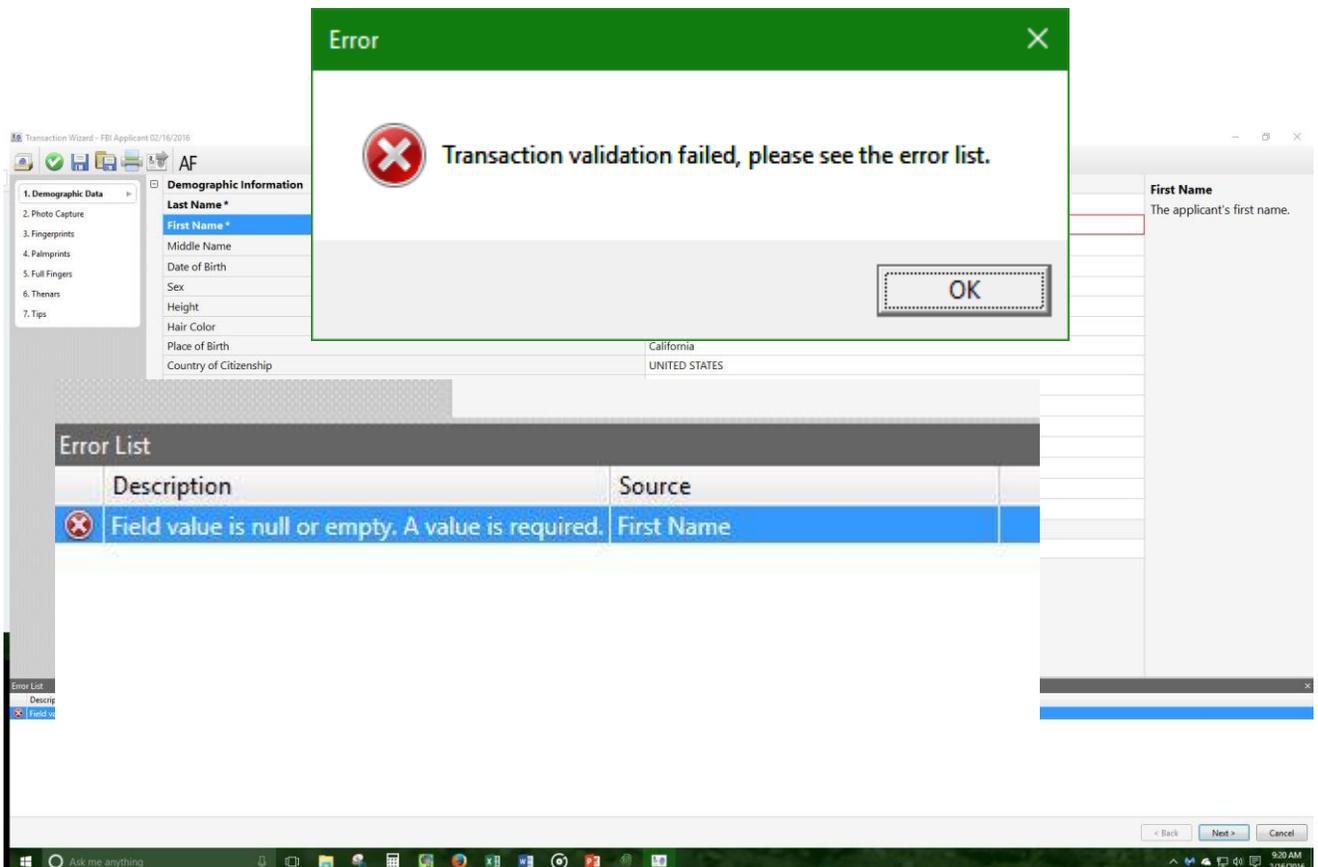


# Troubleshooting

## 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.
- ✓ Navigate to the field that is in error and correct as necessary.
- ✓ Special characters (ie. !@#\$%^&\*()) are not allowed within demographic fields. Some fields, such as TCN or operator numbers cannot contain spaces. If everything looks right one of these invalid characters may be causing the problem.



# Troubleshooting

## Restoring Auto-Save Transactions

- a. Did your system lose power or freeze? Need to walk away from the system?
  - ✓ Accurate-ID automatically saves transactions during the booking process.
  - ✓ Return to the Accurate-ID Home Screen and look for transactions with a tilde “~”
  - ✓ Double-click the transaction to open the record.
  - ✓ Save the file and complete the rest of the transaction.
  - ✓ Tildes indicate temporary transactions and are removed after a transaction has been saved.

Accurate ID by iTouch Biometrics, LLC

File Plugins Help

Transaction Search

Number of results: Last 100

Show archived: No

Type: Transactions

Status:

Date	TCN / SAN	Status	First Name	Last Name	Status Message	Type of Transaction
02/17/2016		NotSubmitted				FBI Applicant
02/17/2016		NotSubmitted				FBI Applicant
06/21/2016	~7110000045	NotSubmitted	TRANSACTION TEST			Indiana Criminal Report
02/23/2016	0110000008	NotSubmitted	TEST	TEST		Indiana Criminal Report
02/25/2016	0110000008	NotSubmitted	TEST	TEST		Indiana Criminal Report

Transaction Wizard - Indiana Criminal ~7110000045

1. Demographic Data

2. Charges

3. Photo Capture

TCN: ~7110000045

Last Name \*

First Name \*

Middle Name

Date of Birth \*

Sex \*

# Troubleshooting

## Accurate-ID Software Problems

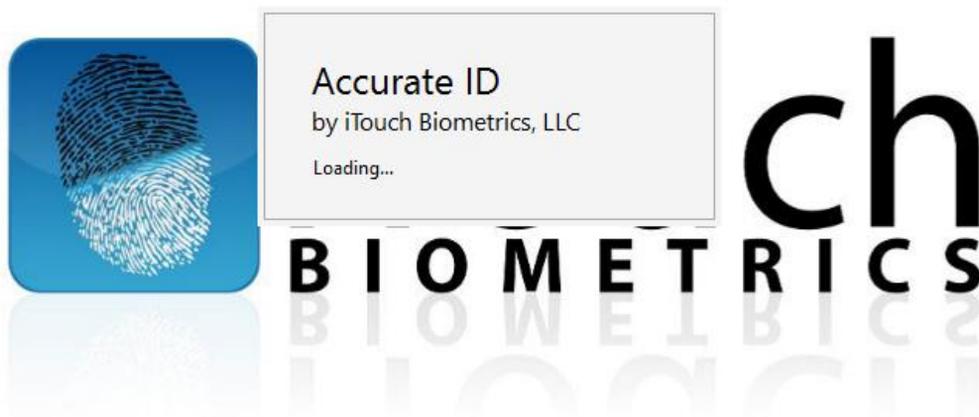
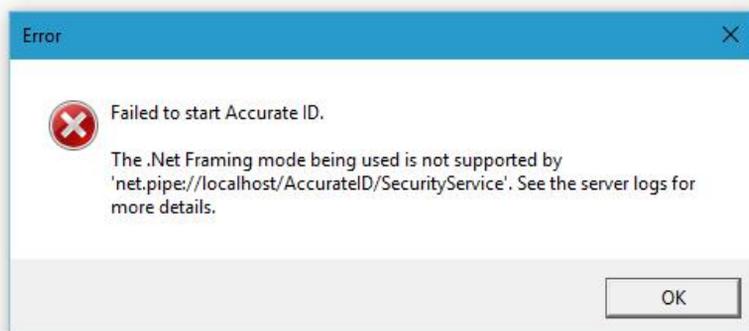
### a. Accurate-ID won't launch?

If you see the following message:

*"Failed to start Accurate-ID.*

*The .Net Framing mode being used is not supported..."*

- ✓ Restart your system.
- ✓ Problem persists? Restart the Accurate-ID service using Windows Services. See [pg. 47](#) for more information.



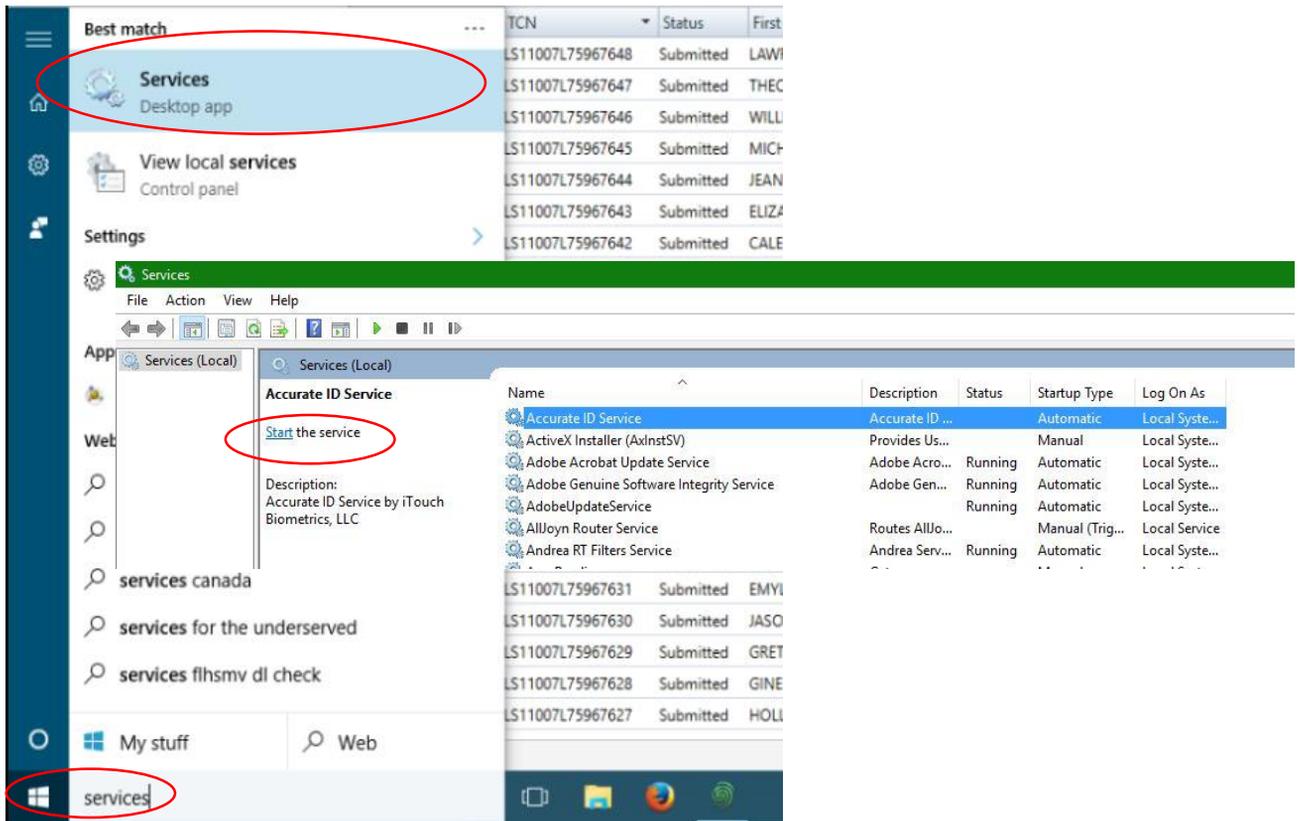
# Troubleshooting

## Accurate-ID Software Problems

b. Accurate-ID won't launch?

✓ Try restarting the Accurate-ID service

1. Search for "Services" in the Windows taskbar.
2. Open Windows "Services."
3. Start or Re-start the Accurate-ID service.



# Troubleshooting

## Accurate-ID Software Problems

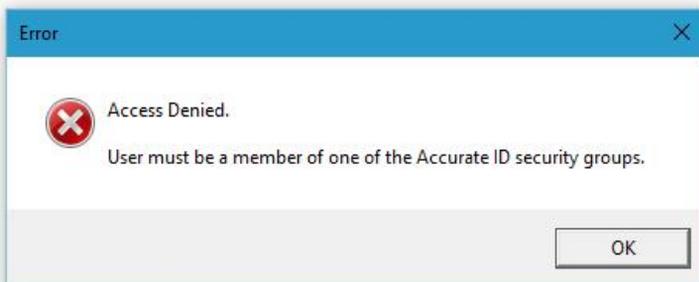
### c. Accurate-ID won't launch?

If you see the following message:

*“Access Denied.*

*User must be a member of one of the Accurate-ID security groups.”*

1. The current user is not added to one of the local or domain Accurate-ID security groups.
  - ✓ Remember a user cannot be in both a local and domain Accurate-ID group.
2. Follow the instructions on [pg. 39](#) to add the current user to a security group.
3. Re-start the Accurate-ID service ([pg. 47](#)) and launch Accurate-ID again.



# Troubleshooting

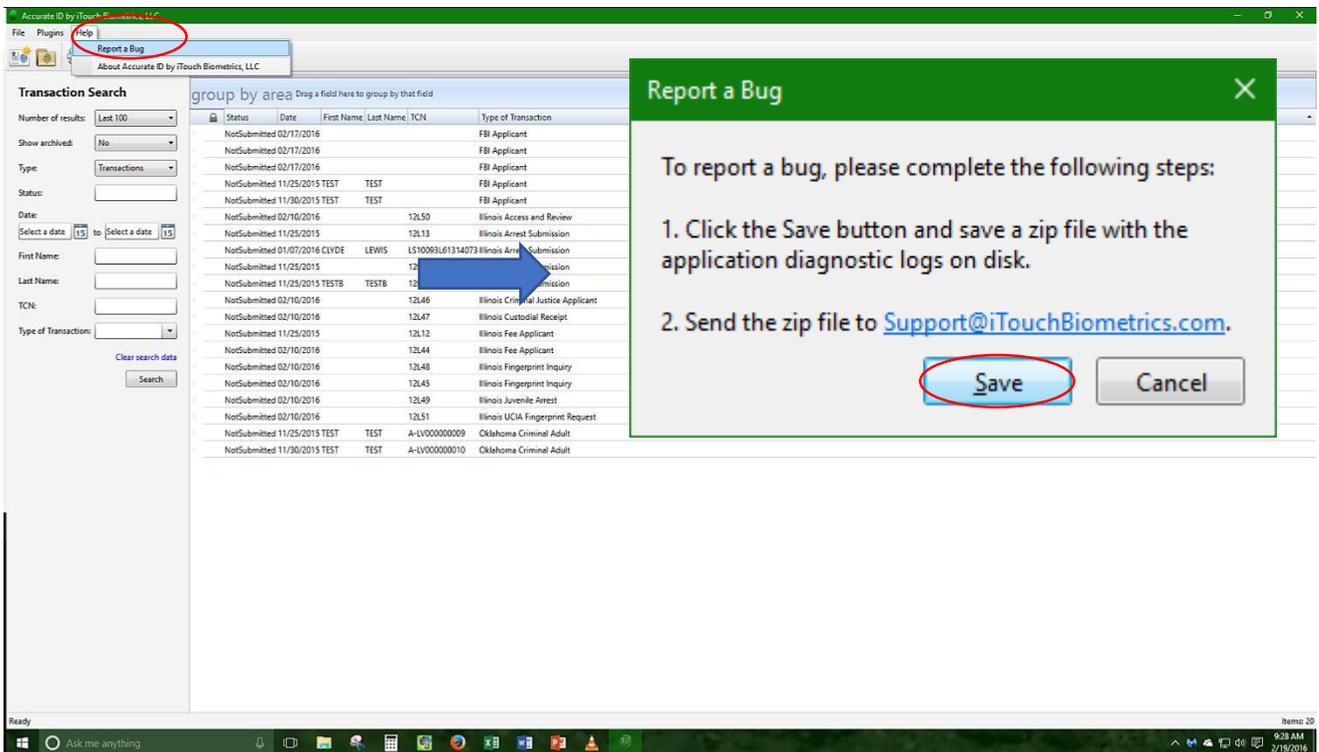
## Accurate-ID Software Problems

### d. A Different Software Bug?

- ✓ Send us a Bug Report and Windows Event Viewer Logs

#### Accurate-ID Bug Reports:

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](mailto:support@itouchbiometrics.com)
5. We will investigate the bug and contact you as soon as our team has a solution.



# Troubleshooting

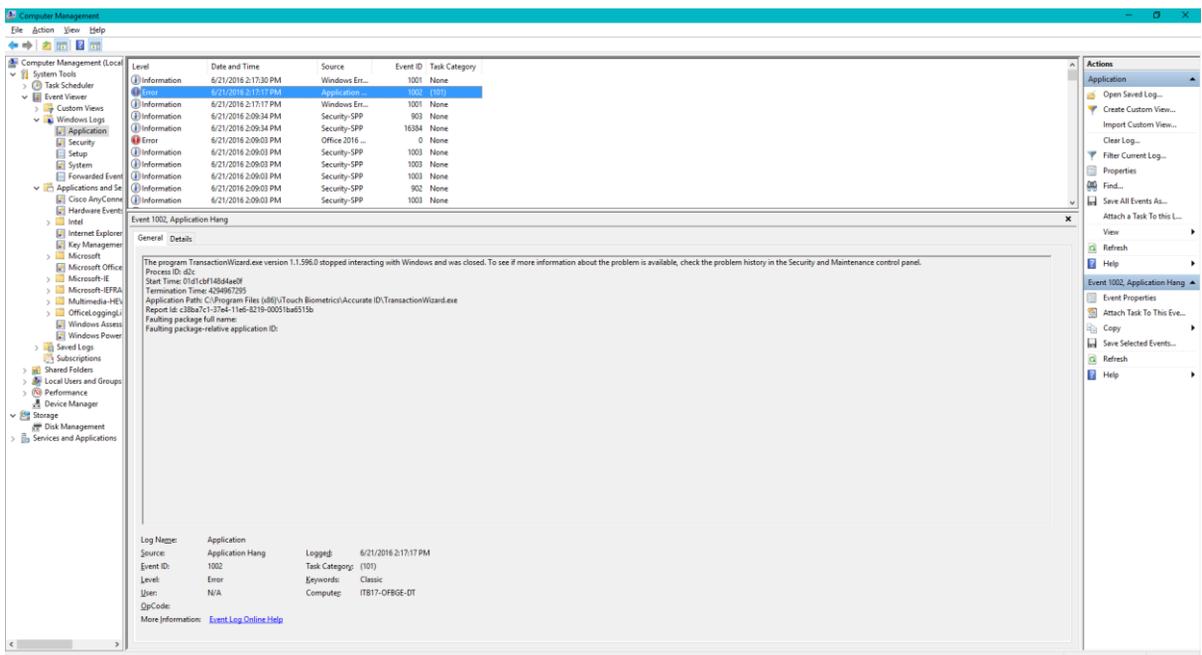
## Accurate-ID Software Problems

### d. A Different Software Bug?

- ✓ Send us a Bug Report and Windows Event Viewer Logs

#### Windows Event Viewer Logs:

1. Navigate to *Computer Management* in Windows.
2. Expand the Event Viewer and the Windows Log menus from the left-hand side.
3. Select "Application" from the drop-down menu that appears.
4. From the right-hand side select "Save All Events As..." and save the events as a log file.
5. Send all log files via email to:  
[support@itouchbiometrics.com](mailto:support@itouchbiometrics.com)
6. 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 such as 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, work with your local IT department to re-establish a network connection.

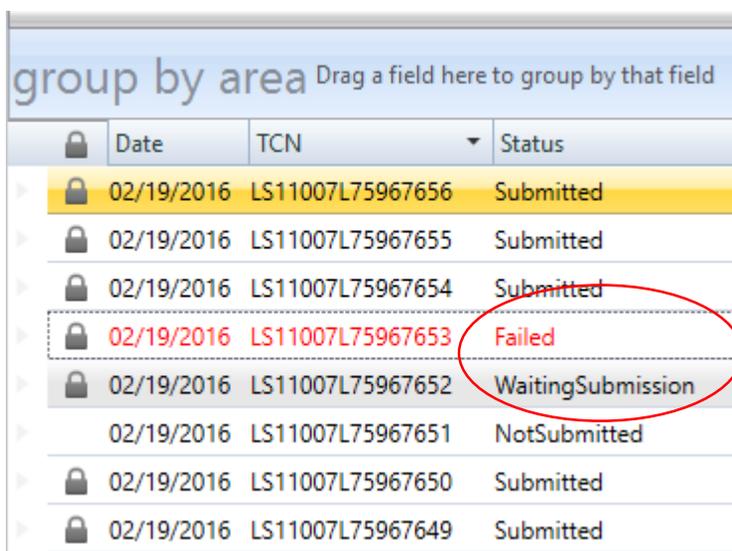


# Troubleshooting

## 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 contact the iTouch technical support team to see if any updates are available.



The screenshot shows a table with a header 'group by area' and a sub-header 'Drag a field here to group by that field'. The table has four columns: 'Date', 'TCN', and 'Status'. The 'Status' column contains various transaction statuses. One row, with TCN 'LS11007L75967653' and status 'Failed', is circled in red. Another row with TCN 'LS11007L75967652' and status 'WaitingSubmission' is highlighted in grey.

group by area Drag a field here to group by that field			
	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 overtime. See **pg. 32** for instructions on 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](mailto:support@itouchbiometrics.com)
- Web Helpdesk Support Service:  
<https://itouchbiometrics.assist.com/portal>

- ✓ When contacting iTouch Technical Support Team make sure your system has an Internet connection. 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**

