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. Accurate-ID 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. 32**.

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.
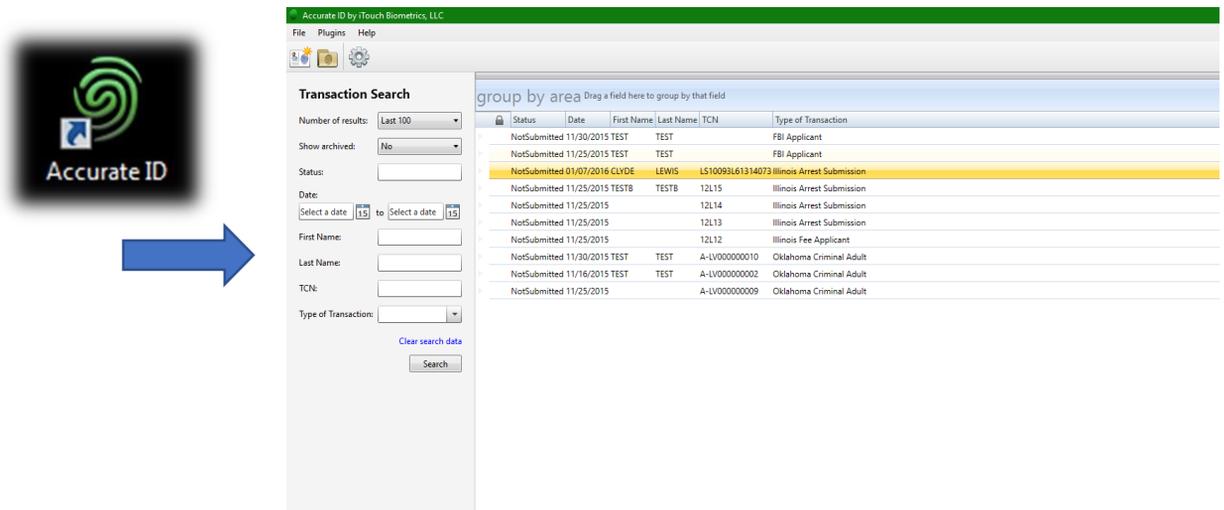
Using the Accurate-ID Software

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

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).
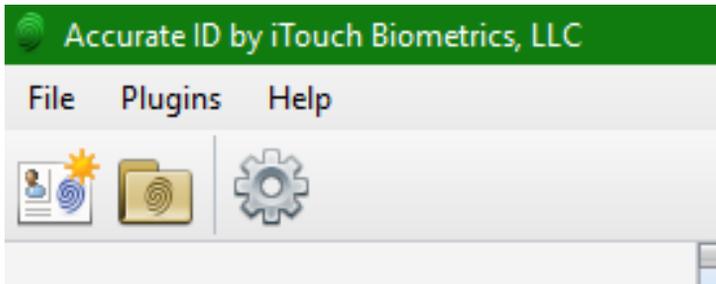
Using the Accurate-ID Software

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.
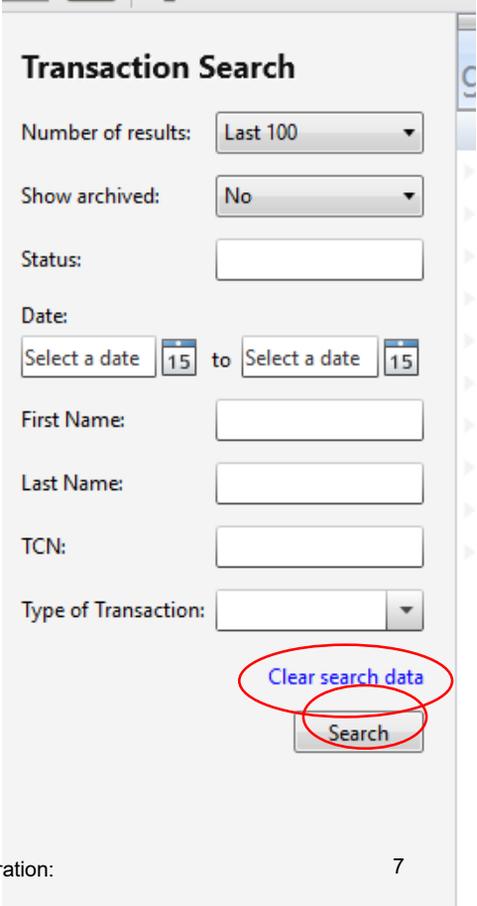
Using the Accurate-ID Software

The Transaction View Field

a. 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.

b. Organize and re-arrange transactions by clicking or dragging the tops of each column.

c. Transactions can be grouped by category. Drag the top of a column into or remove it from the *Group By Area Field*.

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.
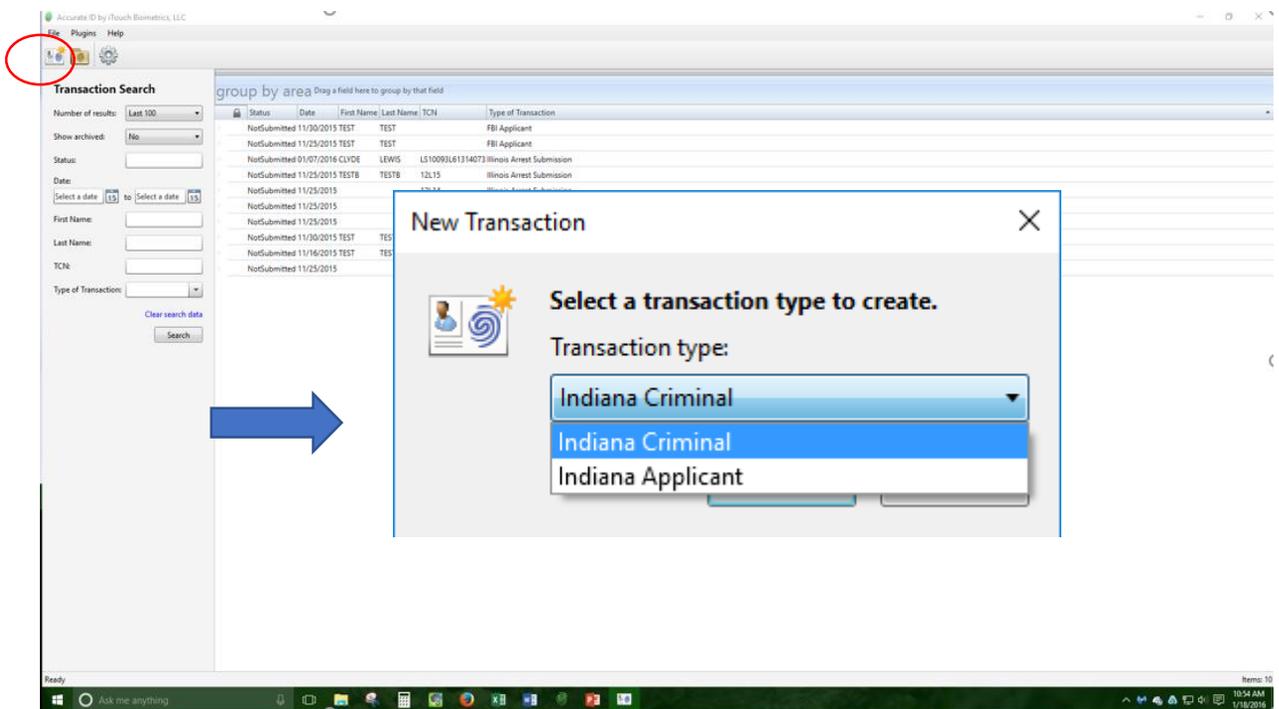
Using the Accurate-ID Software

Creating New Transactions

1. Enter Demographic Information

a. Type the demographic information.

b. Bold fields are **required**.

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*.

Using the Accurate-ID Software

Creating New Transactions
Enter Arrest Charges

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

b. Add additional charges by selecting "Additional Charge" or 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*.
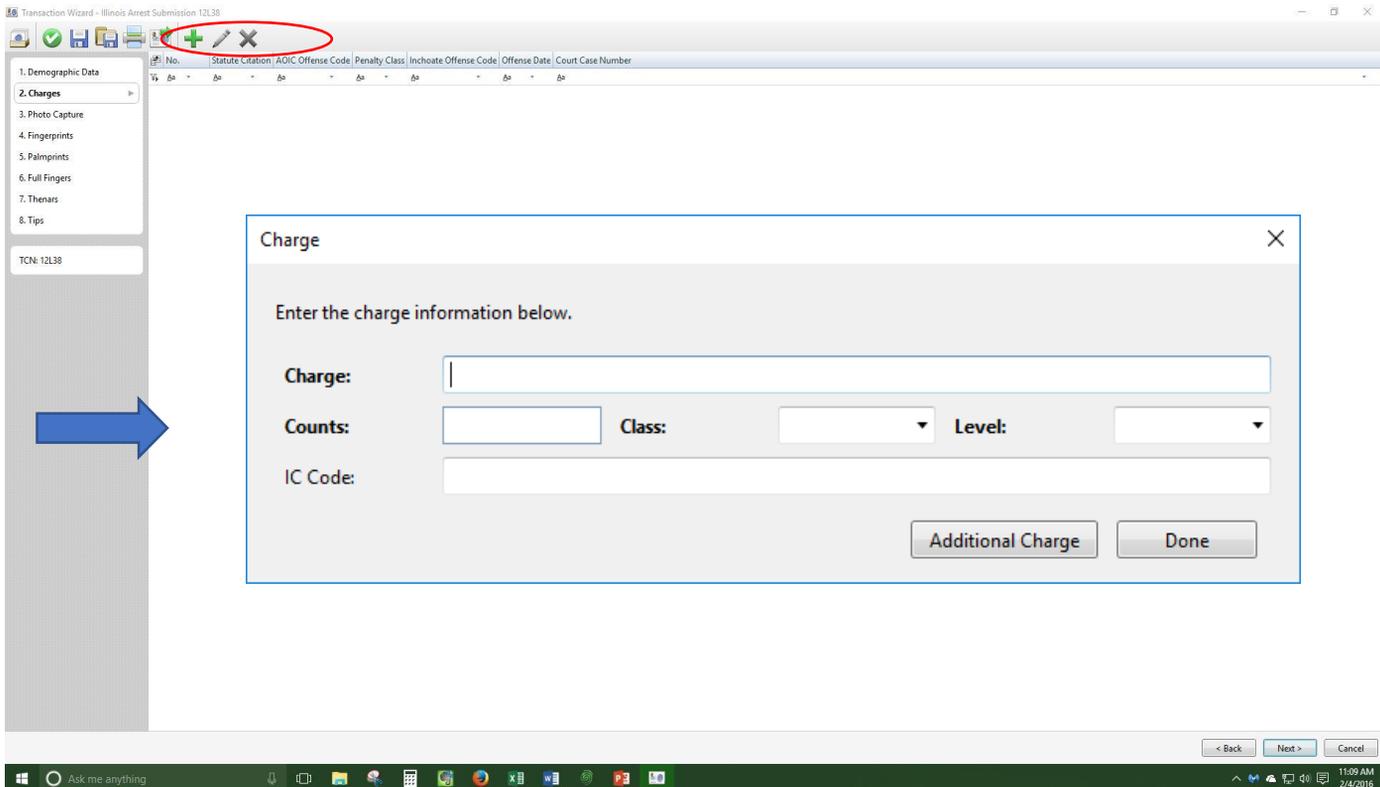
Using the Accurate-ID Software

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.
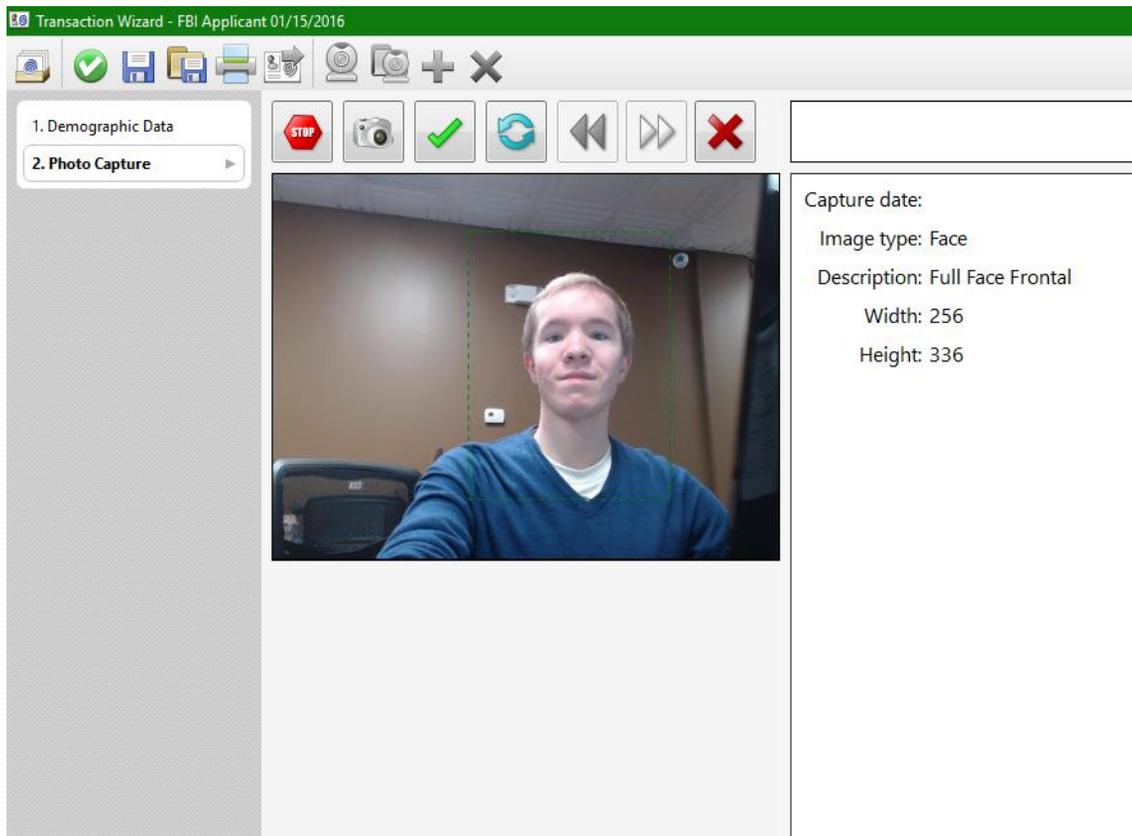
Using the Accurate-ID Software

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. **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.
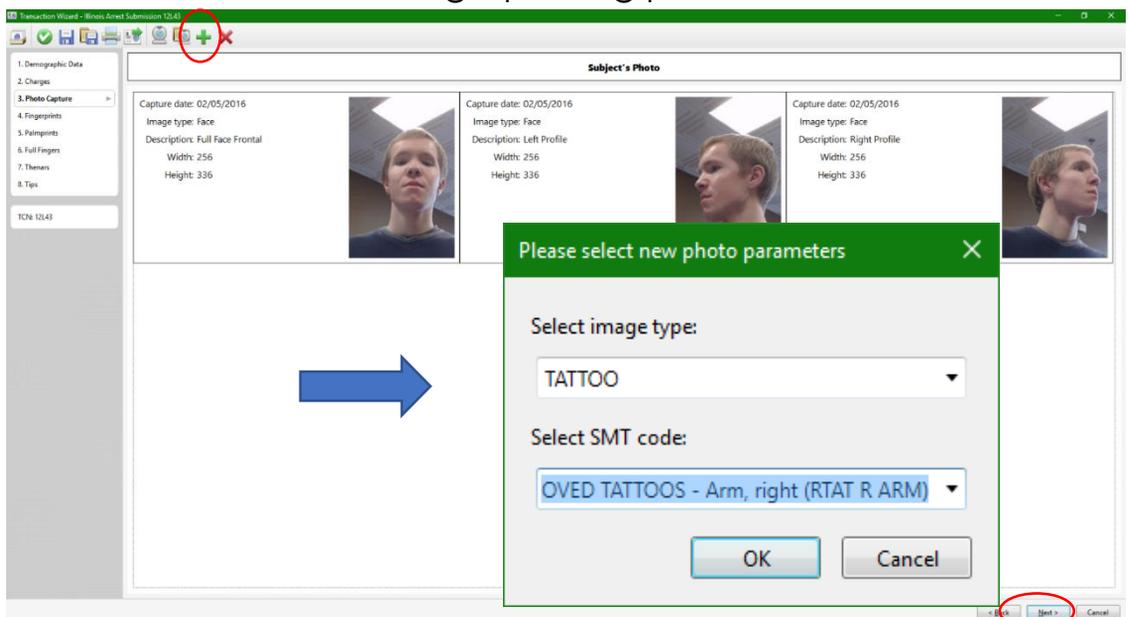
Using the Accurate-ID Software

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.
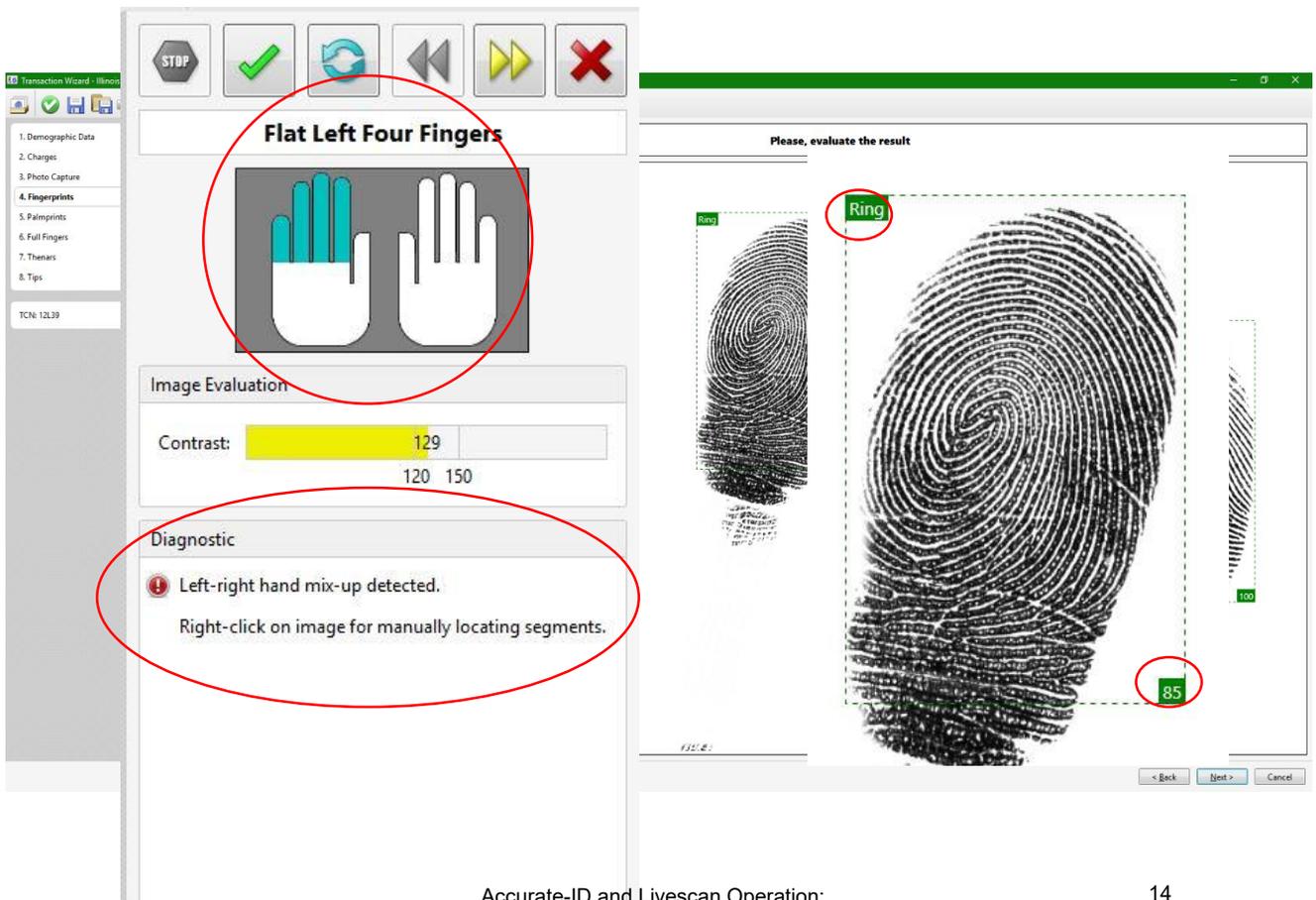
Using the Accurate-ID Software

Creating New Transactions

3. Fingerprint Capture

    a.   Use navigational icons to accept, repeat, go back, or skip fingerprints.

    b.   Skip bandaged or amputated digits with the yellow arrows icon.

    c.   If necessary, explain why a fingerprint is being skipped.
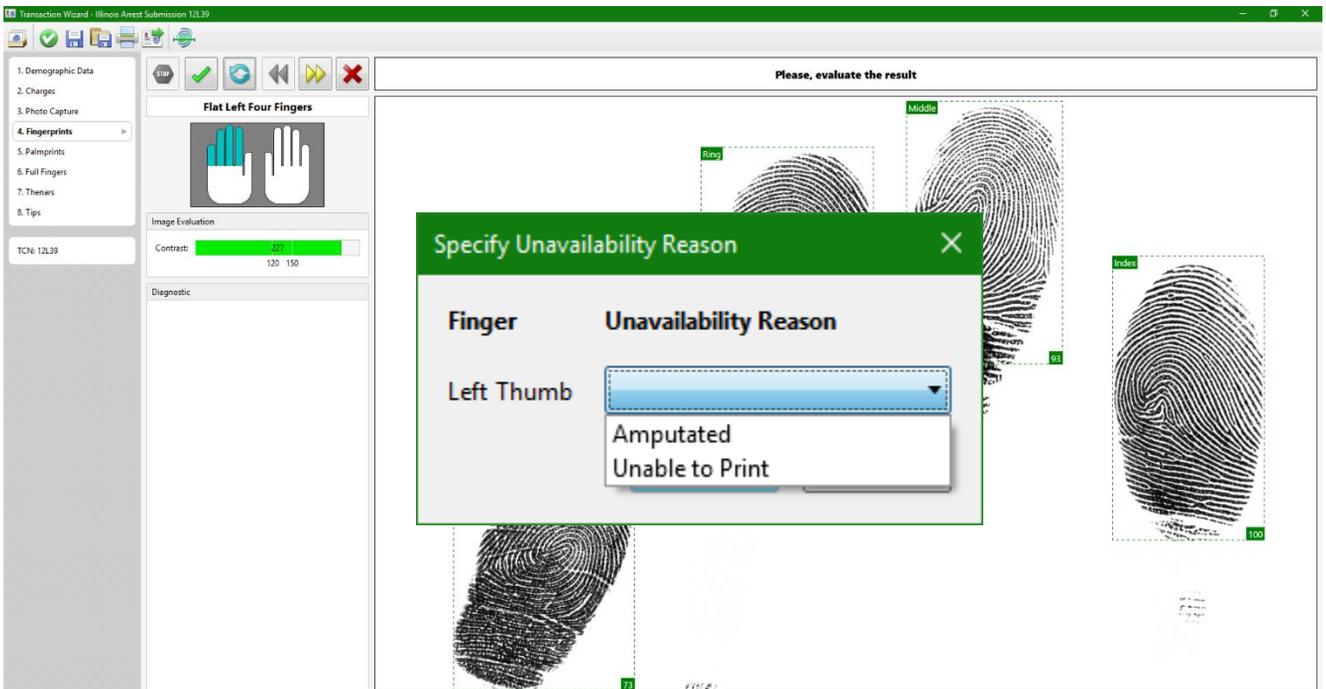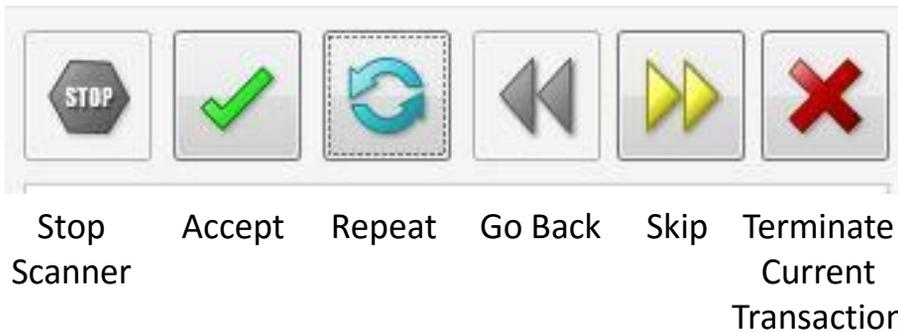
| Stop Scanner | Accept | Repeat | Go Back | Skip | Terminate Current Transaction |

Using the Accurate-ID Software

Creating New Transactions
3. Fingerprint Capture

a. Review the fingerprints.

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."
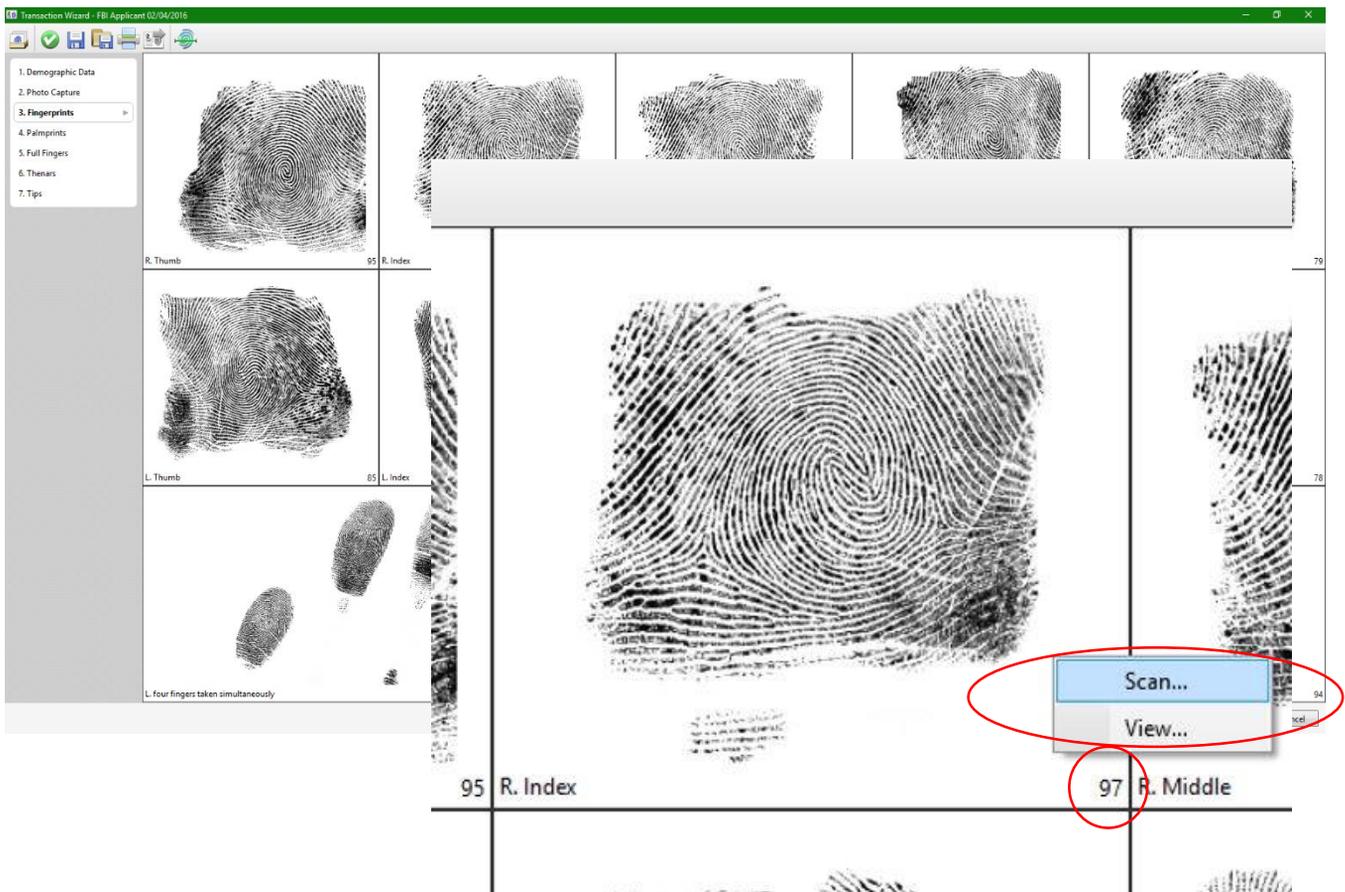
Using the Accurate-ID Software

Creating New Transactions
Additional Prints

   a.   Palm prints are required for the state of Indiana.

   b.   Repeat the same printing process used for finger prints.
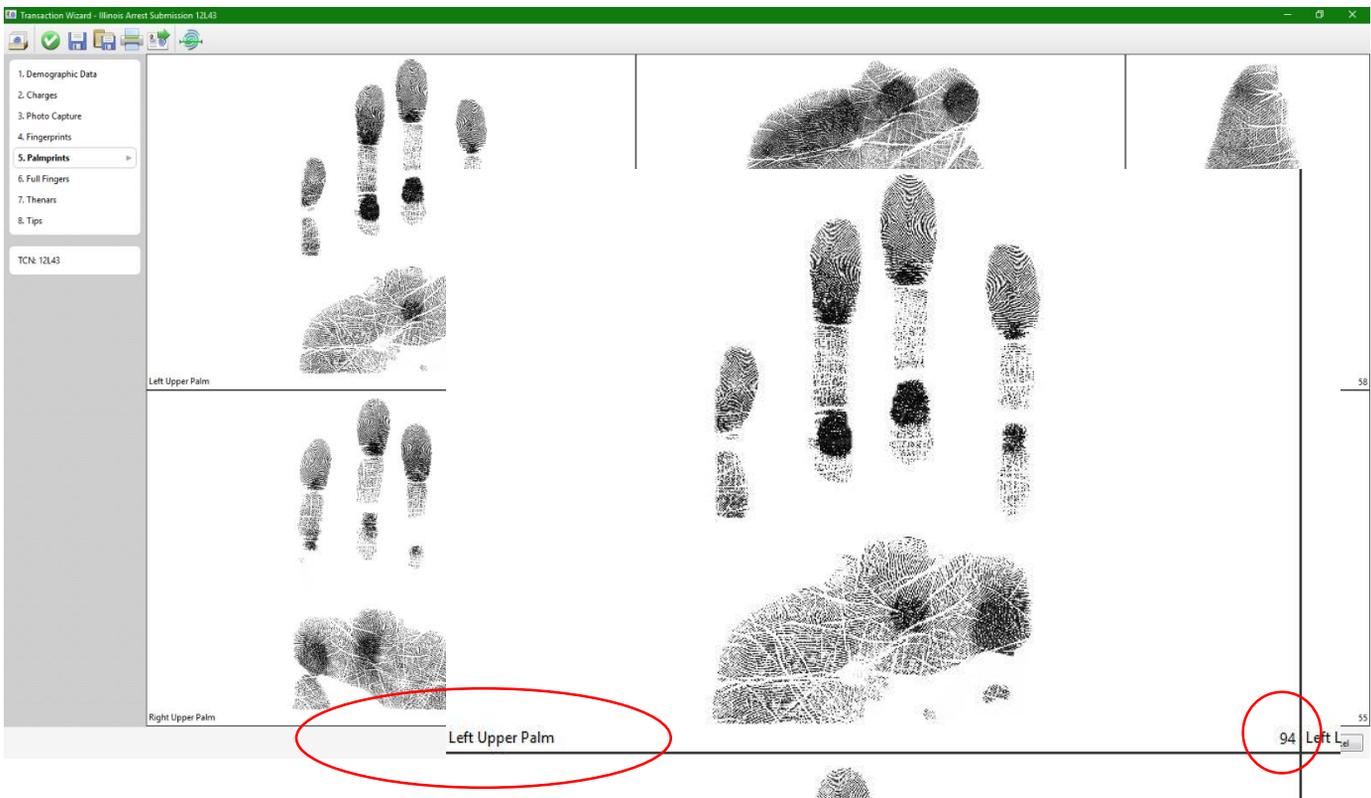
Using the Accurate-ID Software

Submitting Transactions

Home Validate Save Export Print Submit All Fields
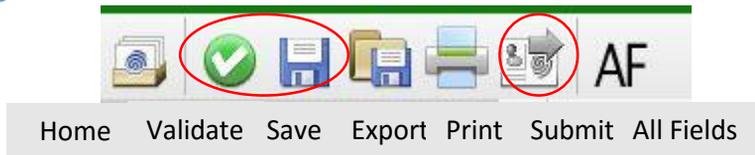
1. **Validate** the record (green checkmark top left-hand side)
   - ✓ If errors appear, see pg. **25.**

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.
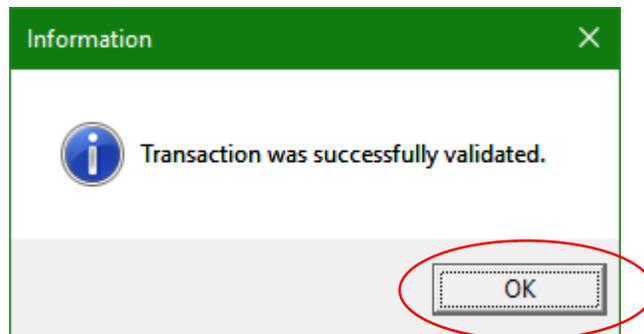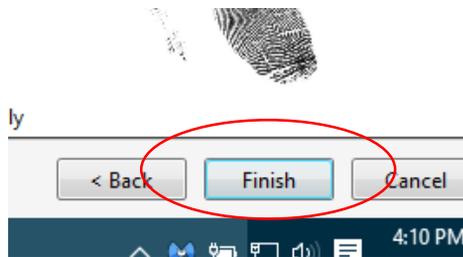
Using the Accurate-ID Software

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 Indiana.

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

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

   3) *Failed* = The transaction cannot be submitted to the state. Check network connections. This is typically a connectivity problem (see pg. **52**).

	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

Receiving Responses

a. The "Status" field on the Home Page will indicate whether or not a response has been received from the state and FBI.

b. The status column will indicate the following:

   4) ***SuccessResponse*** = Transaction was successfully sent to and received a response from the state or FBI. Open the response to see whether the transaction submission resulted in a "Hit" or "No Hit" in the AFIS system.

   5) ***WaitingResponse*** = Transaction was successfully sent to the state, but is waiting for a response to indicate "Hit" or "No Hit" from the state or FBI.

   ✓ Be advised that it may take up to two days to receive responses from the state of Indiana.

   ✓ Contact your local state representative for more information about response error messages or responses that have not been received after two days.

▼	Status	First
5	Submitted	STAN
5	Submitted	ANA
4	Submitted	ALEX
3	Submitted	MAT
2	Submitted	JAN
1	Submitted	STEP
)	Submitted	MAR
	NotSubmitted	MOS
	NotSubmitted	HYEV
	NotSubmitted	RYAN

of Birth	Status
/1965	SuccessResponse
2/1990	NotSubmitted
2/1980	WaitingResponse
/1960	WaitingResponse
/1960	WaitingResponse
2/1980	WaitingResponse
2/1980	SuccessResponse
/1960	SuccessResponse
/1965	SuccessResponse

Using the Accurate-ID Software

Receiving Responses

a. Select Responses from the "Type" drop-down list on the left-hand side of the Accurate-ID *Home Screen*.

b. Select "Search" to display Responses.

c. Double-click on responses to view the status of submitted transactions.

Using the Accurate-ID Software

Printing Transactions and Reports

a. Right-click any transaction from the *Home Screen* and select "Print."

b. Select the appropriate card or report template.

c. Select the destination printer.
   - ✓ It will be listed as *Lexmark MS810*
   - ✓ Configure tray source or number of copies as needed.

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)*.

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.
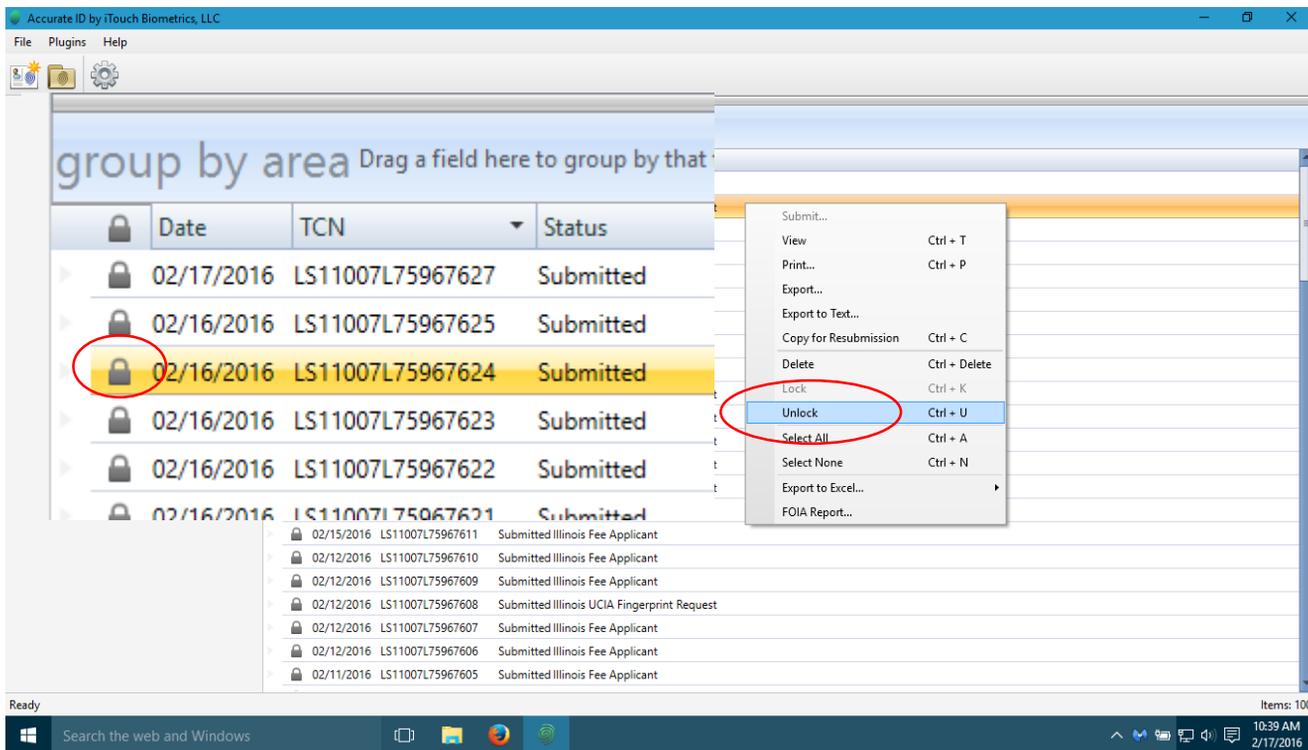
Troubleshooting

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.
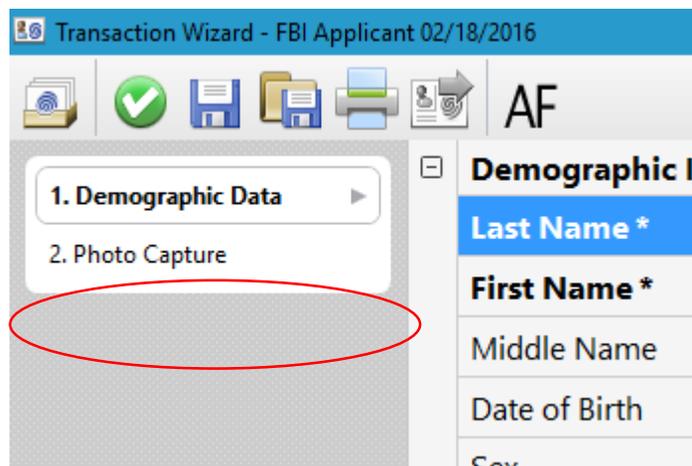
Troubleshooting

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.

       ✓   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.
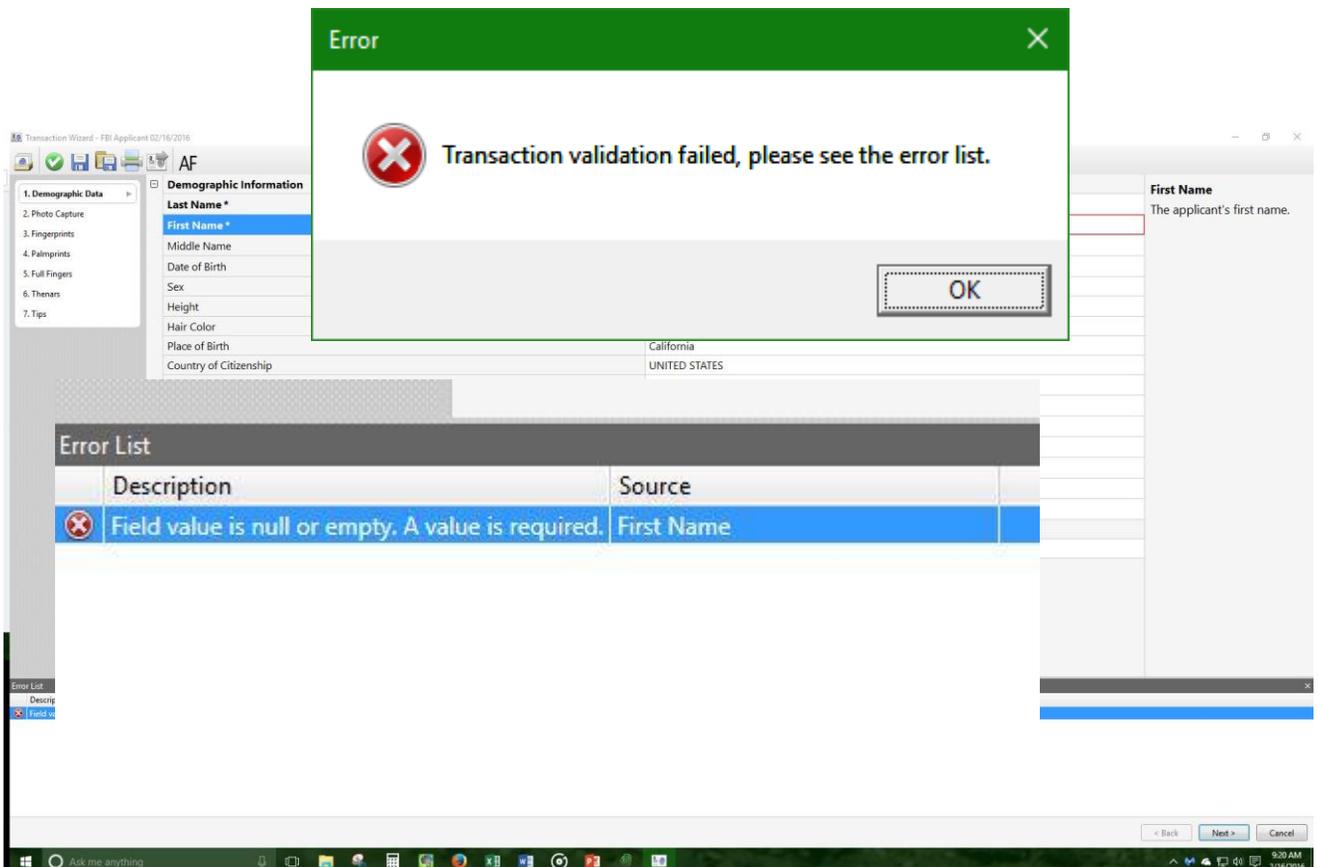
Troubleshooting

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.
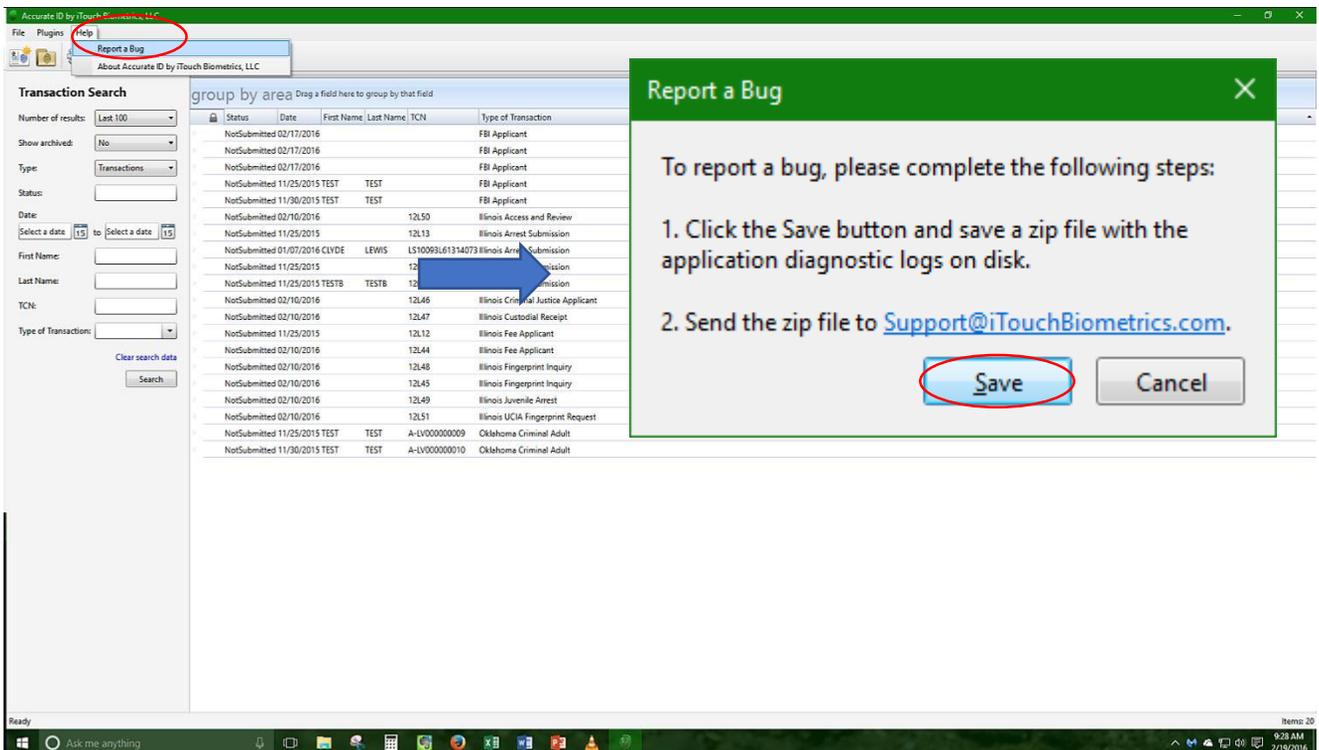
Troubleshooting

Network Connectivity and Transaction Submission Issues

a. Network Connectivity Issues?

✓ 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.

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

✓ Want to know more? Talk with your IT Administrator or Supervisor. They have the full technical guide. The full guide explains all of Accurate-ID's great features!
✓ When contacting the iTouch Technical Support Team make sure your system has an active network connection. Our team of qualified technicians will use a remote server to assist you with your support needs.

Thank you for
choosing…

iTouch
BIOMETRICS