



# 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:

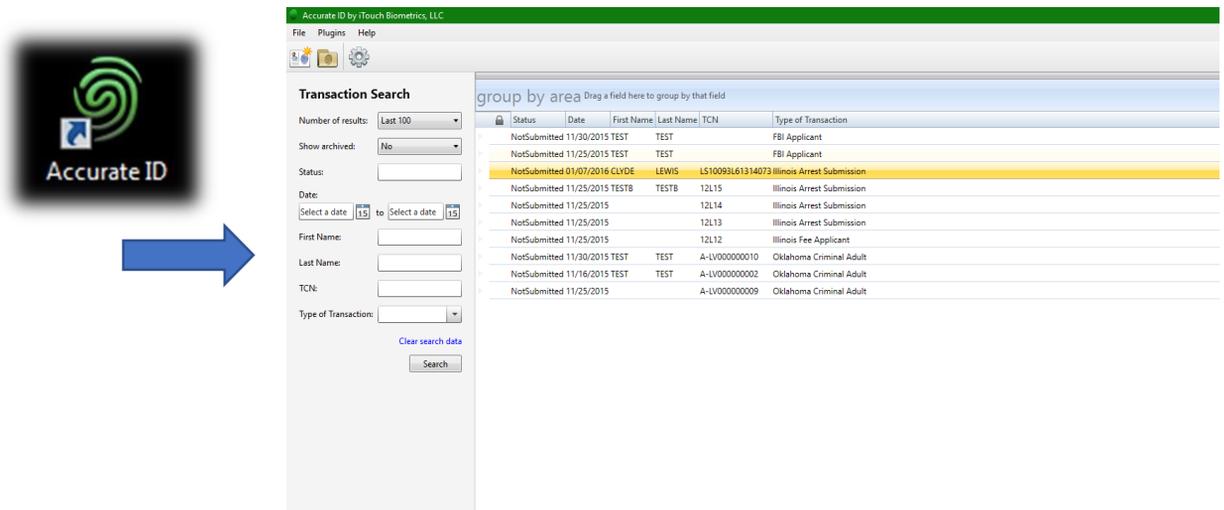
- a. Press the power button (usually towards top of unit).
- b. Windows 10 will load.
- c. The Windows logon screen will load.



# General Information

## Logging Into Windows:

- a. Select the iTouch user (ie. 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

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

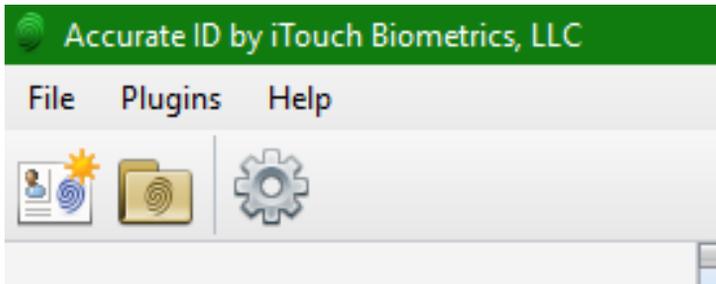


Select this option to open a *Windows File Explorer* prompt where you can import transactions from external systems (ie. JMS or RMS systems).

3) Administrator Settings



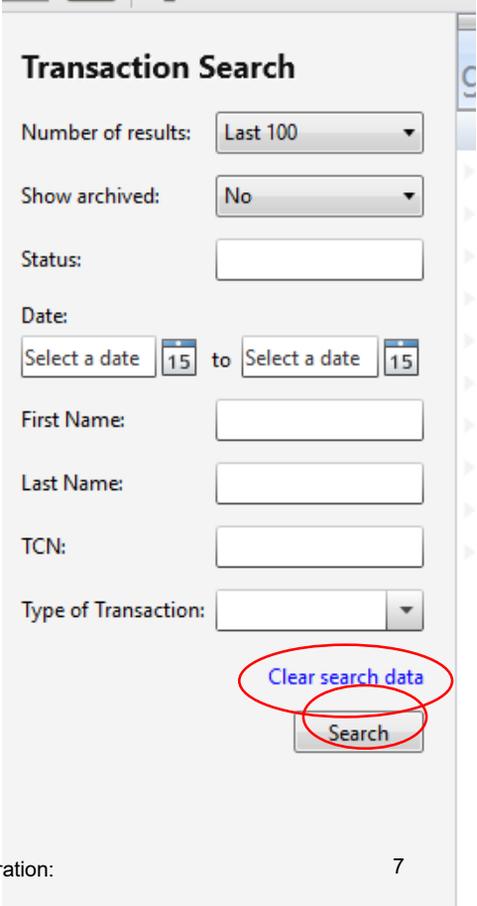
Select this option to configure more advanced features of the Accurate-ID software (ie. scan quality settings, photo export, search fields, and more).



# 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

- 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*.

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

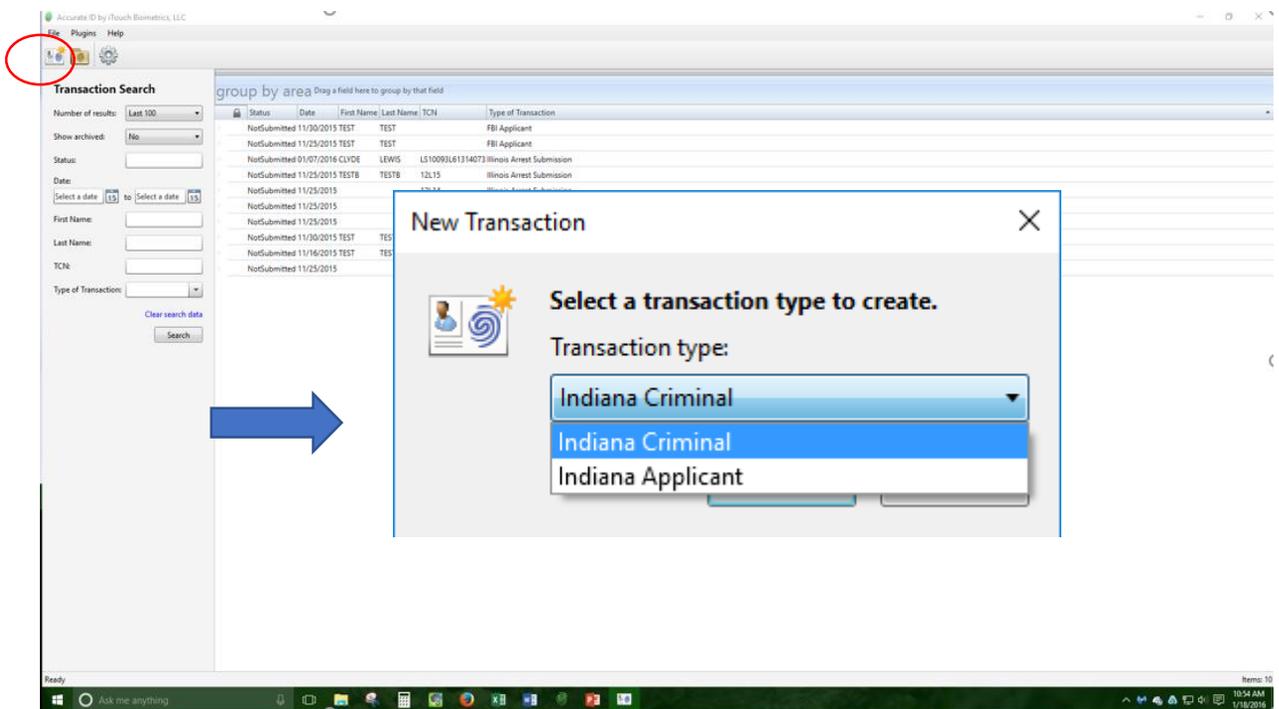
NotSubmitted 11/25/2015 TEST

# 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.



# Using the Accurate-ID Software

## Creating New Transactions



### 1. Enter Demographic Information

- Type the demographic information.
- Bold fields are **required**.
- For more information about a particular field read the *Description* on the right-hand side of the screen.
- Select “Next” from the bottom or Step 2 from the left-hand side to progress to *Charges*.

Transaction Wizard - Illinois Arrest Submission 12L38

AF

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

TCN: 12L38

**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

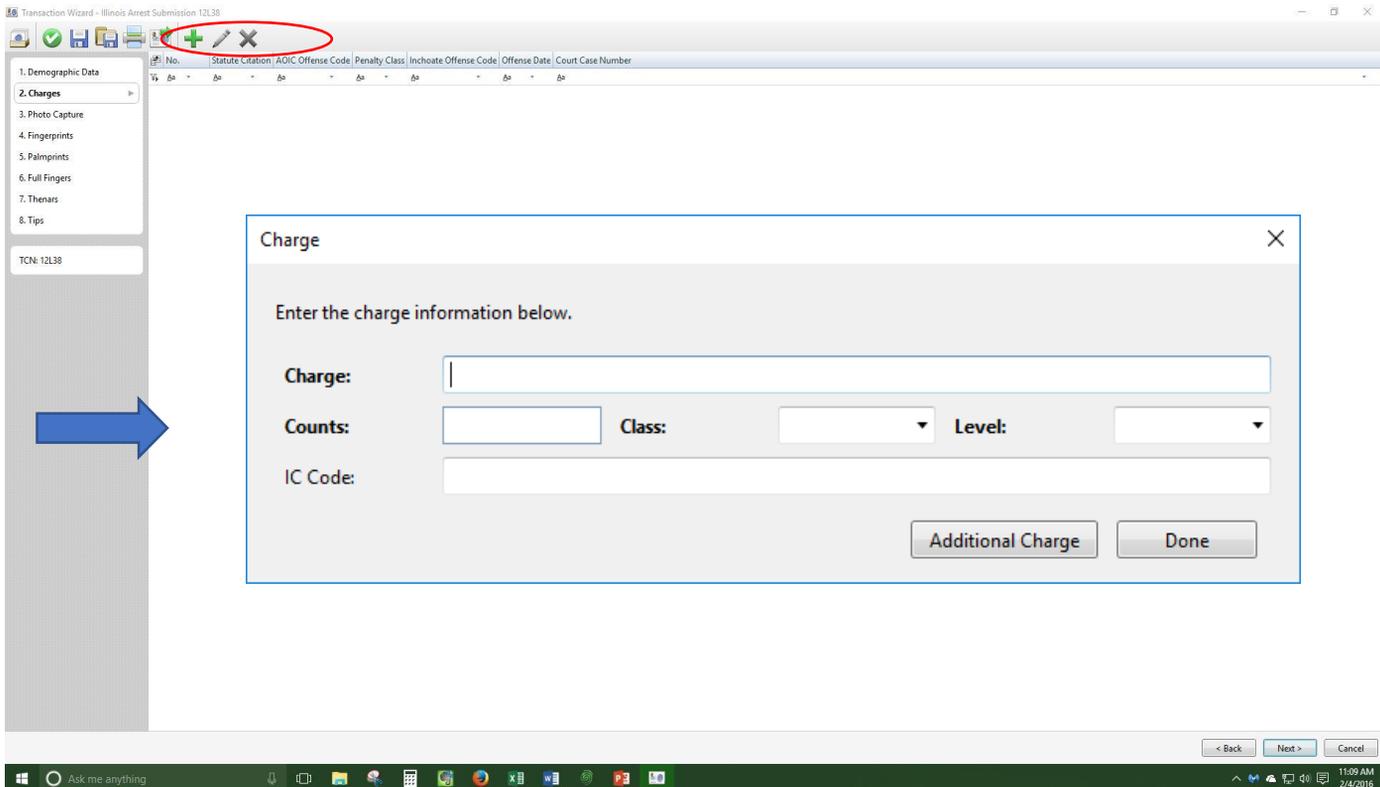
# Using the Accurate-ID Software

## Creating New Transactions



### Enter Arrest Charges

- Type or make the appropriate selections from available drop-down menus and then select "Done."
- Add additional charges by selecting "Additional Charge" or the green plus icon.
- Edit existing charges by first clicking on the appropriate charge and then selecting the pencil icon.
- Delete an existing charge by clicking on the appropriate charge and then selecting the red X icon.
- 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.



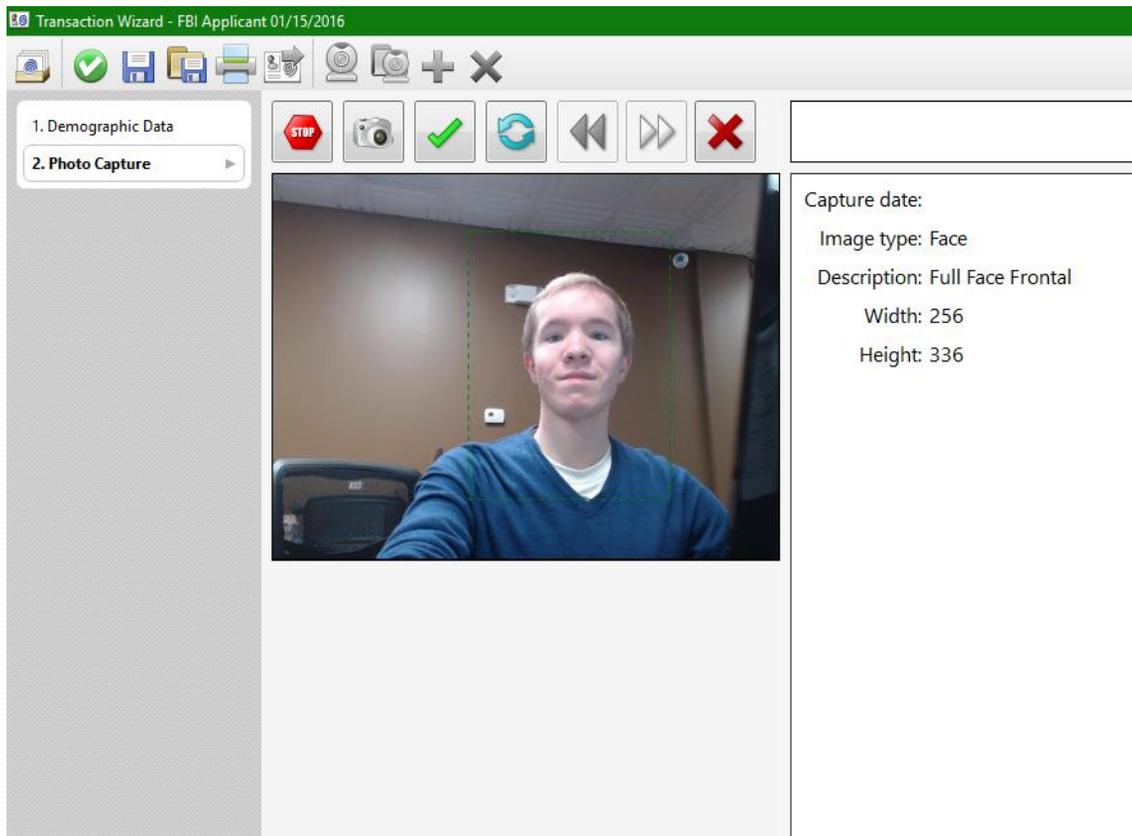
c. If needed, re-capture a photo by selecting the refresh icon.

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

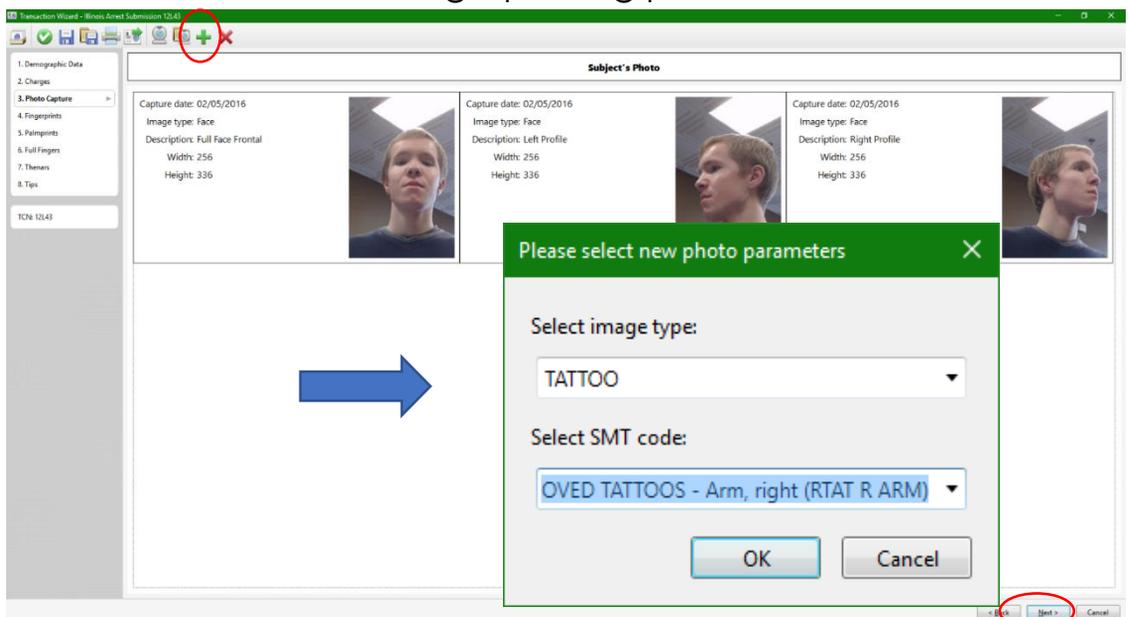


### Adding Additional Photos

- The operator will automatically be prompted to take all required photos.
- 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.



- Select the green plus icon to take additional photos (ie. scars, marks, tattoos, and additional shots).
- 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.
- Select "Next" at the bottom or Step 4 from the left-hand side to continue with the fingerprinting process.



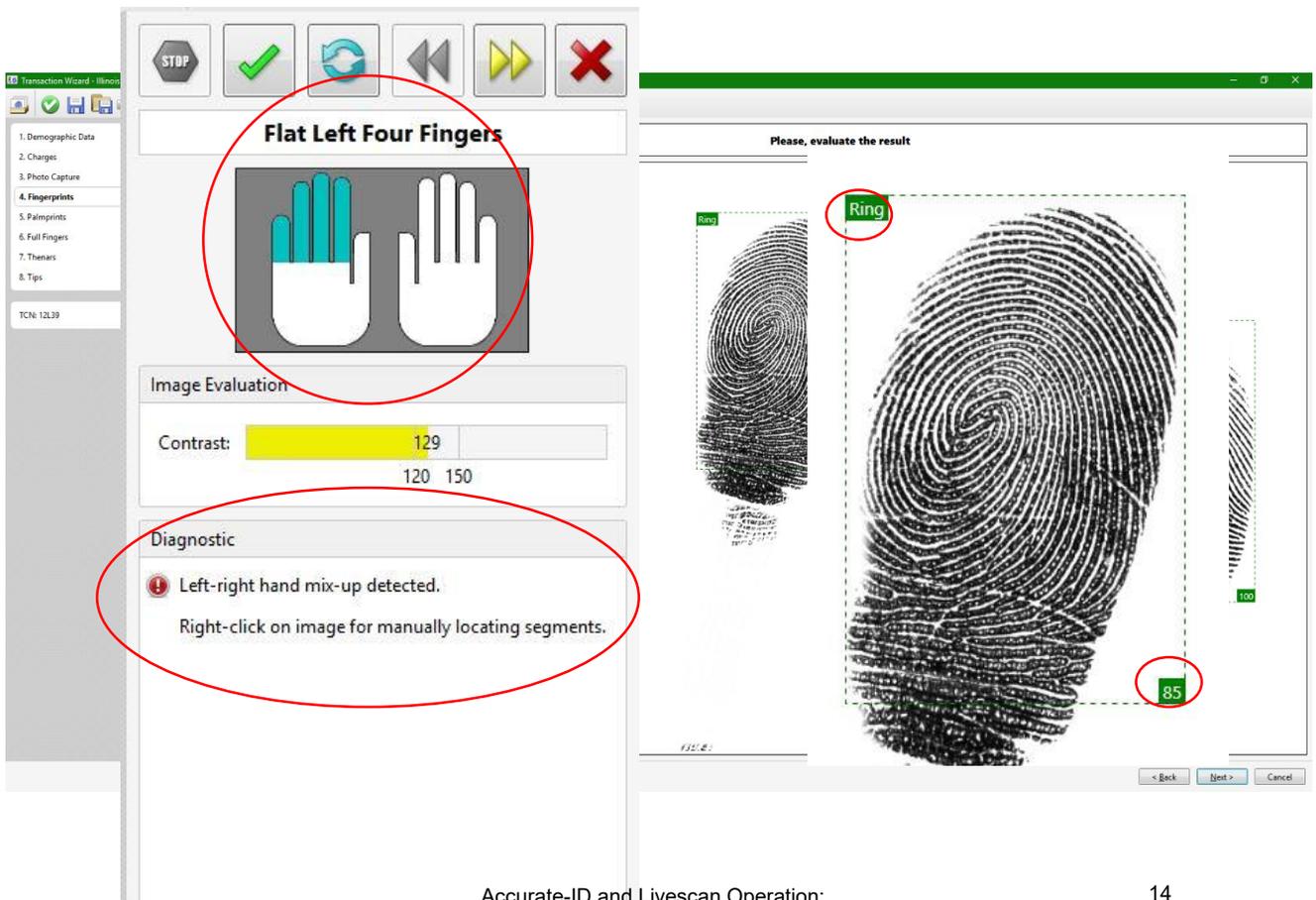
# Using the Accurate-ID Software



## Creating New Transactions

### 3. Fingerprint Capture

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



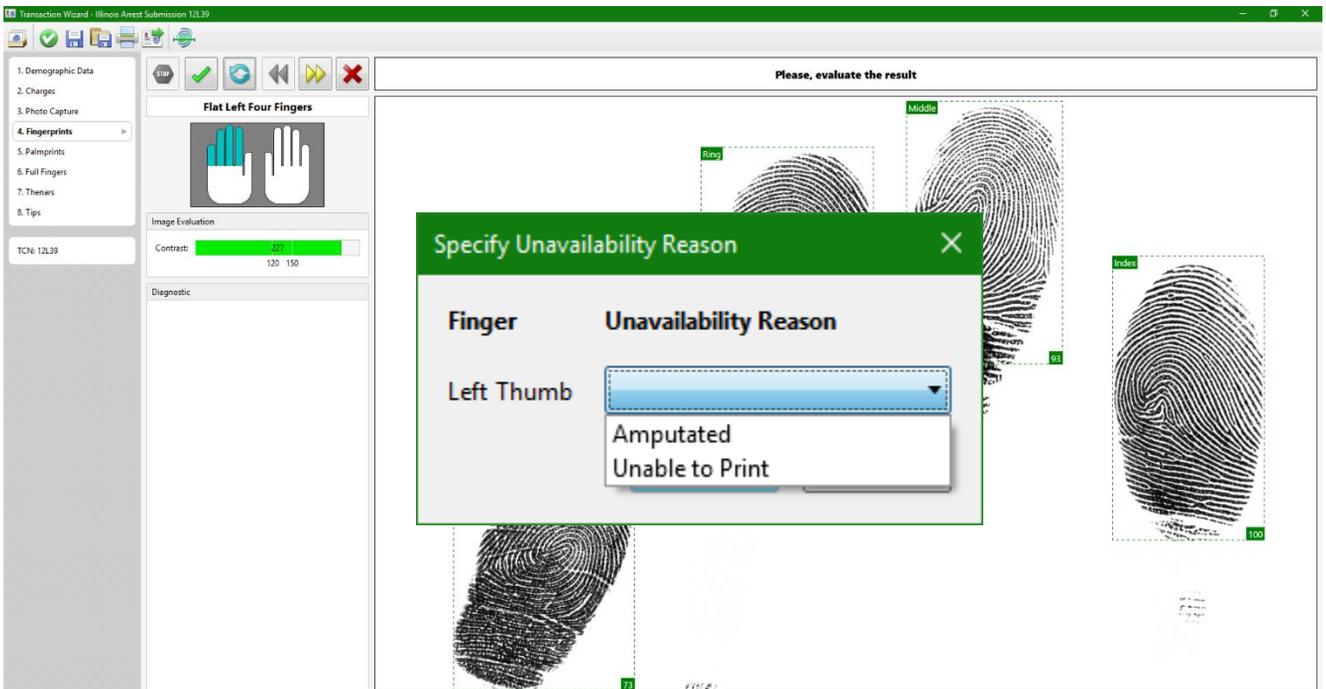
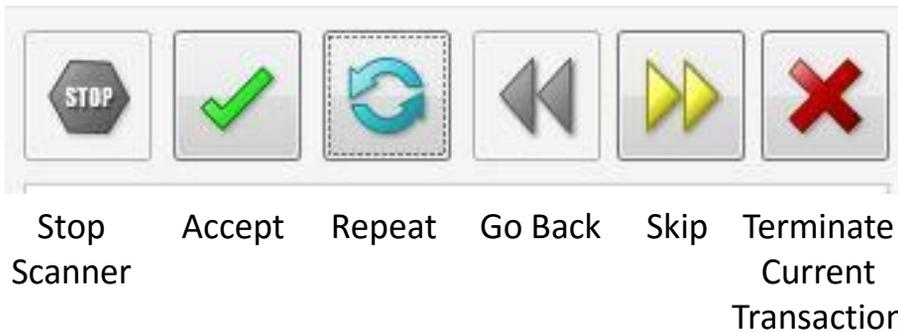
# Using the Accurate-ID Software

## 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.



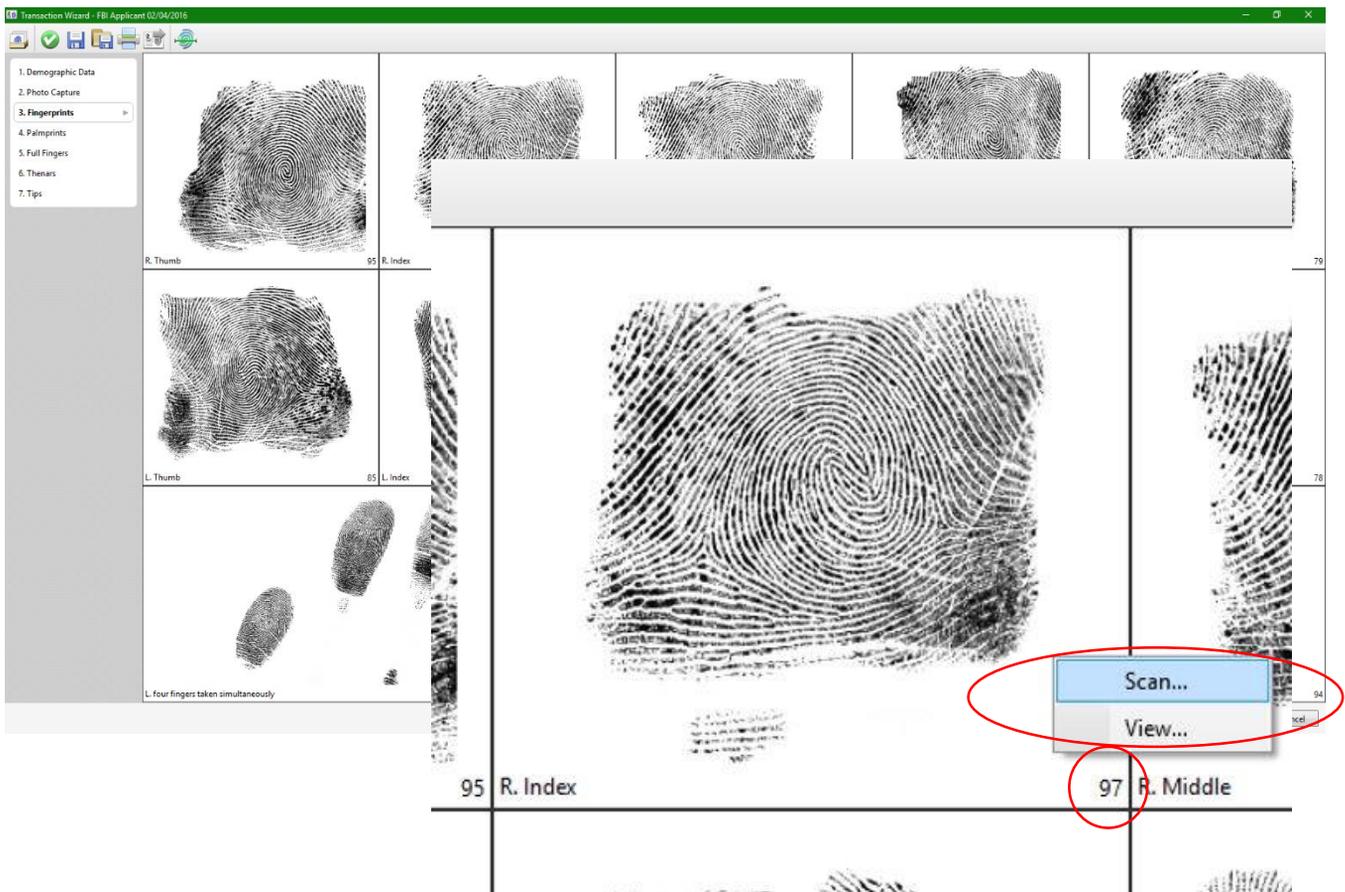
# Using the Accurate-ID Software



## Creating New Transactions

### 3. Fingerprint Capture

- Review the fingerprints.
- Quality scores (1-100) appear next to each print (A score of 30 or better is strongly recommended).
- View or re-do an individual print by right-clicking on the appropriate finger and selecting "View" or "Scan."

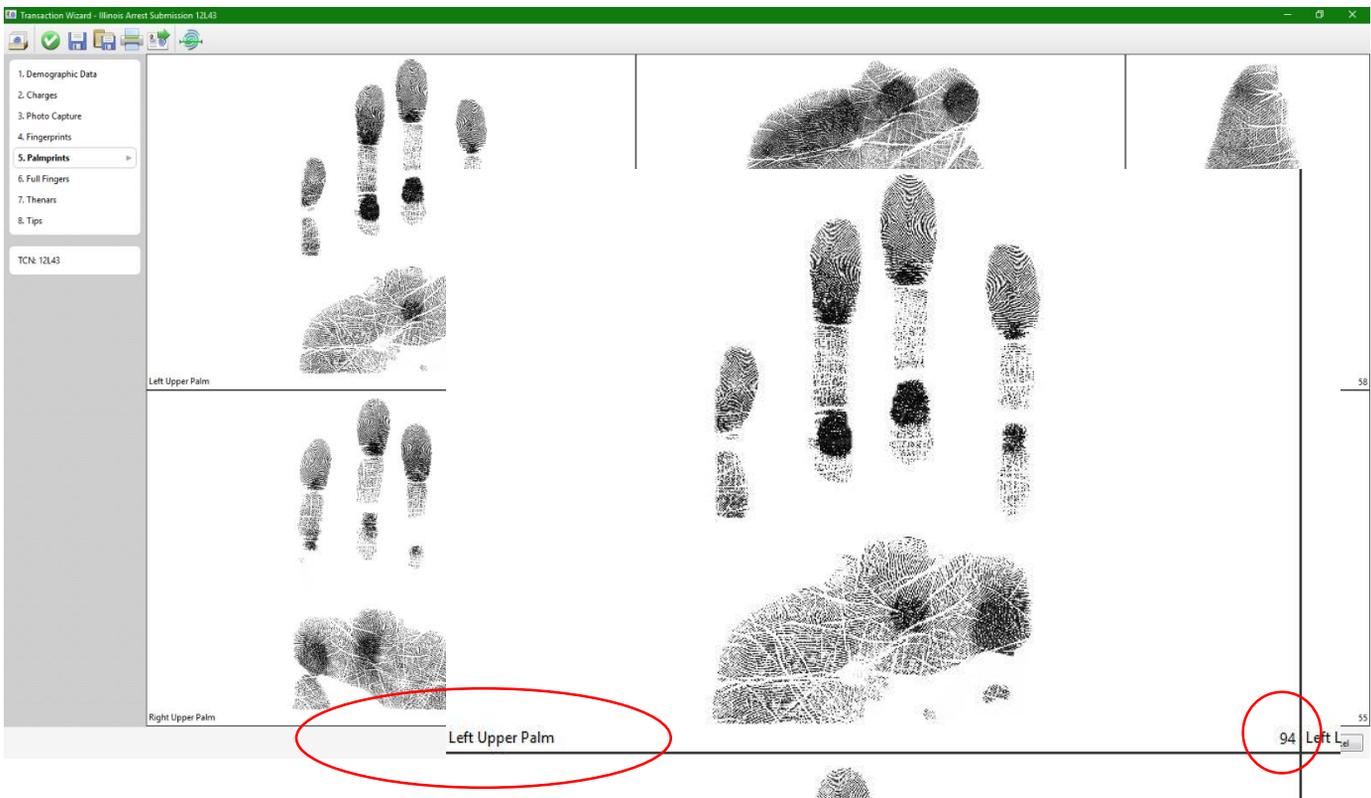


# Using the Accurate-ID Software

## Creating New Transactions Additional Prints

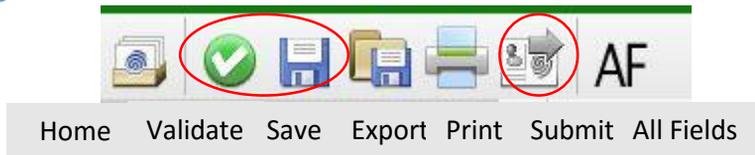


- a. Palm prints are required for the state of Indiana.
- b. Repeat the same printing process used for finger prints.



# Using the Accurate-ID Software

## Submitting Transactions



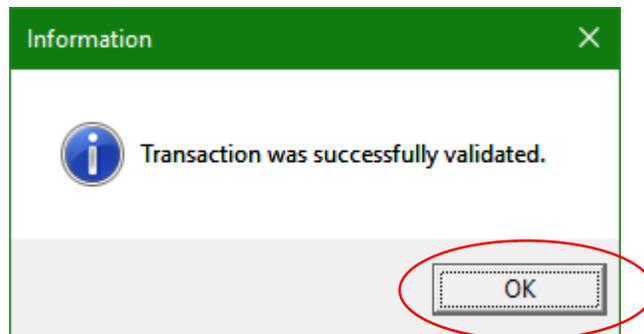
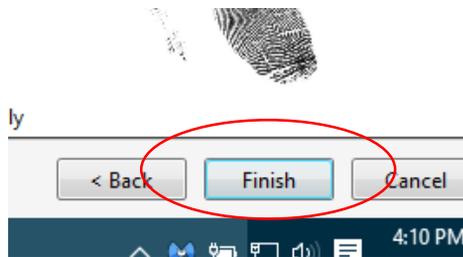
1. **Validate** the record (green checkmark top left-hand side)
  - ✓ If errors appear, [see pg. 25](#).



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 an 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
0	Submitted	MAR
	NotSubmitted	MOS
	NotSubmitted	HYE
	NotSubmitted	RYAN



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

# Using the Accurate-ID Software

## Receiving Responses

- Select Responses from the "Type" drop-down list on the left-hand side of the Accurate-ID Home Screen.
- Select "Search" to display Responses.
- Double-click on responses to view the status of submitted transactions.

The screenshot displays the 'Transaction Search' interface. On the left, a search form includes fields for 'Number of results' (Last 100), 'Show archived' (No), 'Type' (Transactions), and 'Status' (Responses, highlighted with a red circle). Below these are date selection fields and various demographic and physical characteristics fields. A blue arrow points to the 'First Name' field. At the bottom of the search form, a 'Search' button is circled in red. On the right, a detailed view of a transaction is shown, including a table with the following data:

Demographic Information		
Last Name	TESTER	
First Name	TESTEE	
Middle Name		
Transaction Information		
State Identification Number	0002082167	
Date	Time	01/01/0001 00:00
Submission Acknowledgment Number	e44fb0ad-71e8-4c40-8e72-2bc854903096	
Transaction Control Reference Number	4520002609	

# 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 table of transactions with columns for Status, Date, First Name, Last Name, and TCN. A context menu is open over a transaction, with the 'Print...' option highlighted. A 'Printing Templates' dialog is open, showing a list of templates with 'Arrest Card' selected. A 'Print' dialog is open, showing a list of printers with 'LexmarkMS810' selected. The 'Print' dialog also shows options for Source, Orientation, and Duplex Mode, with 'Source' and 'Copies' highlighted.

# Using the Accurate-ID Software

## Printing Transactions and Reports

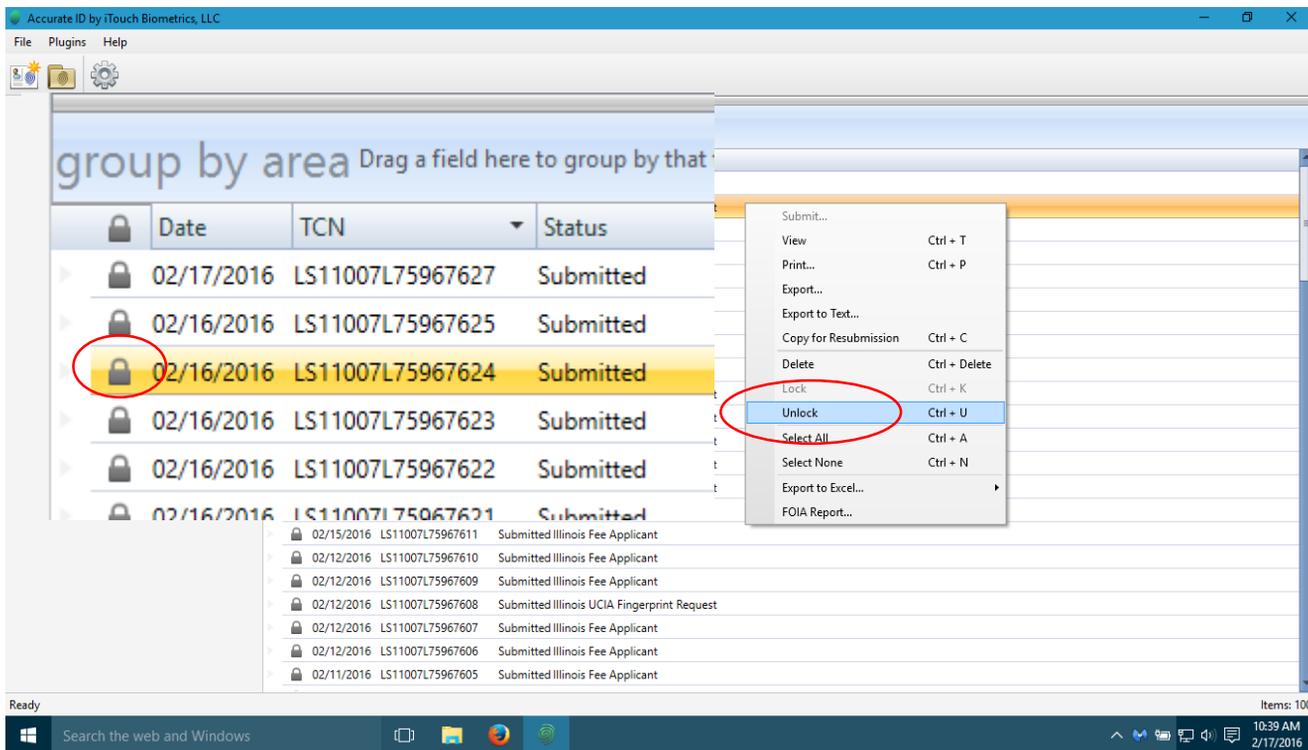
- a. Reports can also be printed from within the *Transaction Wizard*.
- b. Select the *Print* icon (top left-hand side) **after** validating and saving a record.
  - ✓ If the record is not saved printed reports will be blank.
- c. Follow the same steps as listed for printing transactions and reports 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, 6. Tips. Below the sidebar is a white box containing 'TCN: 12L50'. The main area shows a form for 'AF' with sections for 'Demographic Information' and 'Transaction Information'. The 'Demographic Information' section includes fields for Last Name \*, First Name \*, Middle Name, Birth Dates (with Birth Date 1 \*), Gender \*, Race \*, Height \*, Weight \*, Hair Color \*, and Eye Color \*. The 'Transaction Information' section includes Agency NCIC Ori Number \*, Agency Case Number (Unique) \*, Attention Indicator, Requestor Name \*, Requestor Agency Name, and 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.



# Troubleshooting

## Hardware Problems

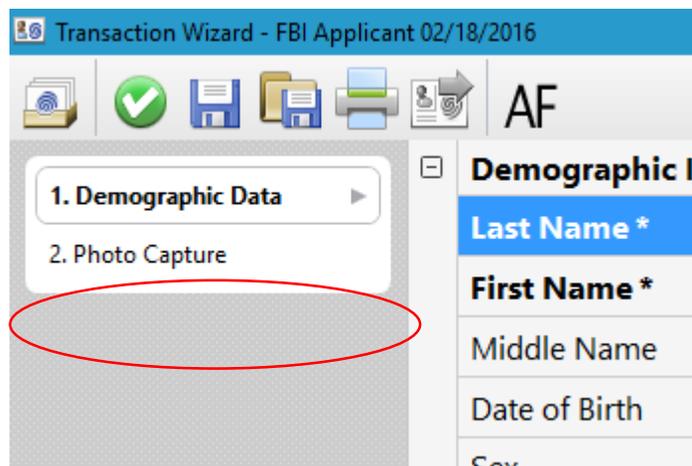
a. No display?

- ✓ 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.

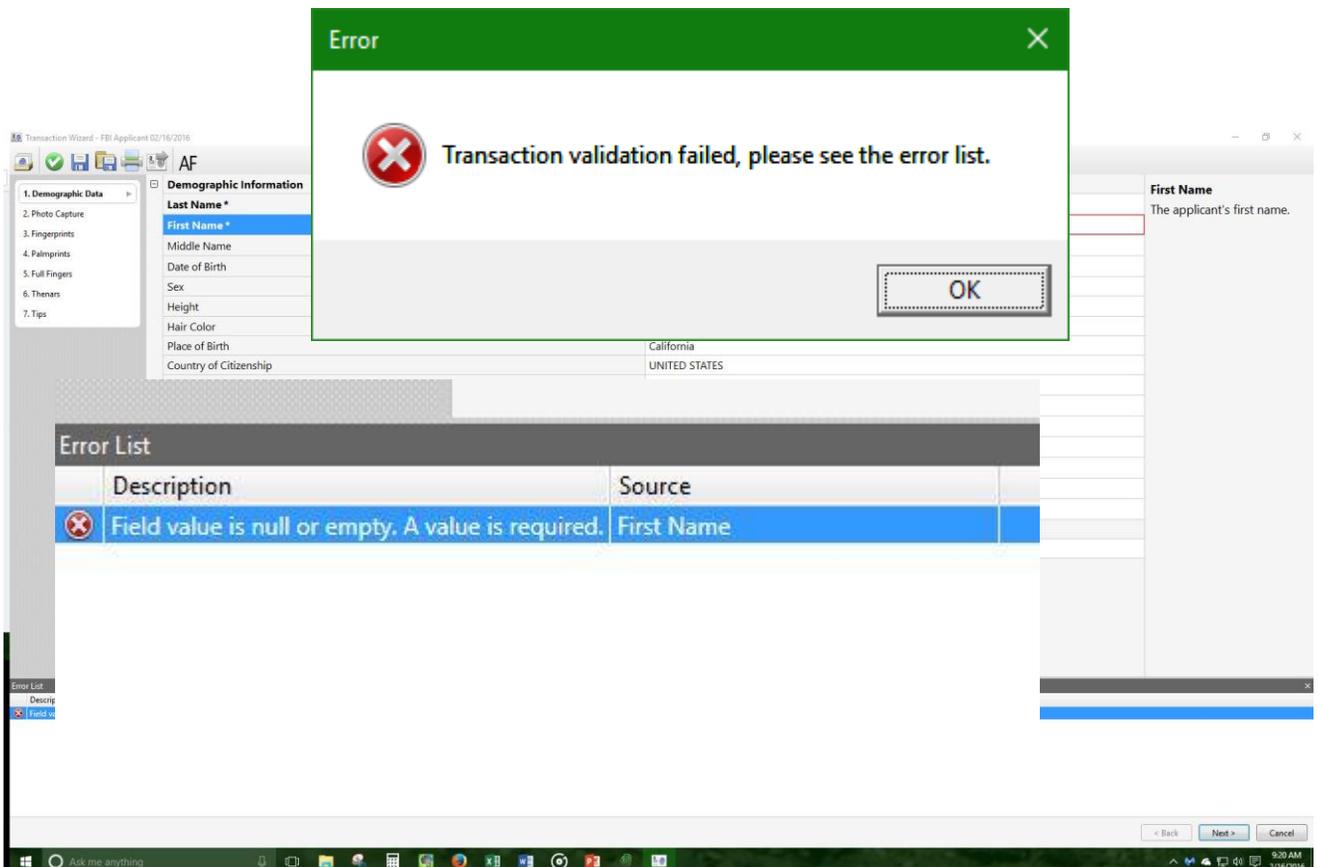


# Troubleshooting

## 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.

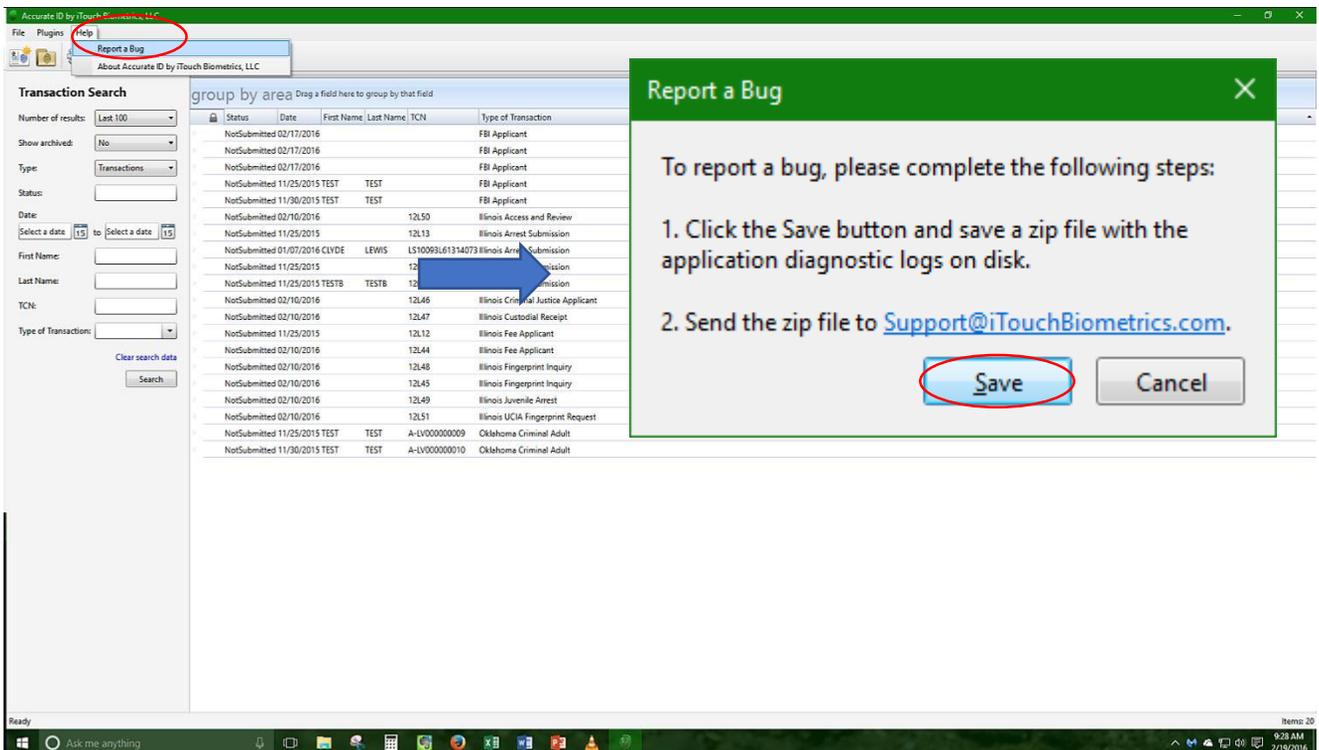


# Troubleshooting

## 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](mailto: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.

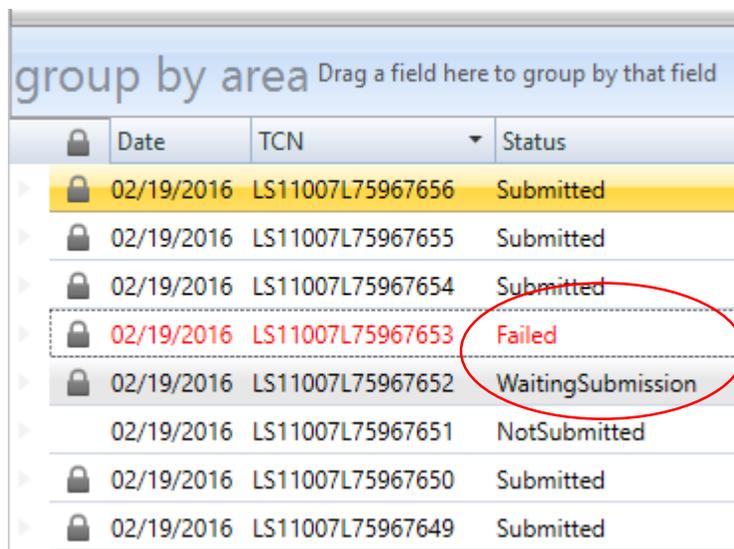


# Troubleshooting

## 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.



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 the following values: Submitted, Submitted, Submitted, Failed, WaitingSubmission, NotSubmitted, Submitted, Submitted. The 'Failed' entry is circled in red.

group by area	Date	TCN	Status
Submitted	02/19/2016	LS11007L75967656	Submitted
Submitted	02/19/2016	LS11007L75967655	Submitted
Submitted	02/19/2016	LS11007L75967654	Submitted
Failed	02/19/2016	LS11007L75967653	Failed
WaitingSubmission	02/19/2016	LS11007L75967652	WaitingSubmission
NotSubmitted	02/19/2016	LS11007L75967651	NotSubmitted
Submitted	02/19/2016	LS11007L75967650	Submitted
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](mailto: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**

