



iTouch

BIOMETRICS

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



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General Information

About iTouch Biometrics, LLC:



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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:

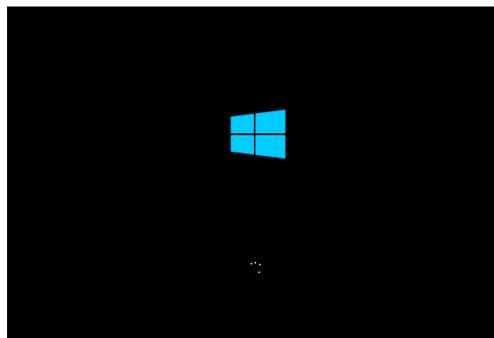
- CrossMatch Lscan 500PX and 1000 PX
- Greenbit DactyScan 84c, MultiScan 500, and MultiScan 527
- Suprema RealScan-F and RealScan-G10.

For questions about system requirements or server and client installation, please contact our technical support team with the information provided on **pg. 55**.

General Information

Turning Your Hardware On:

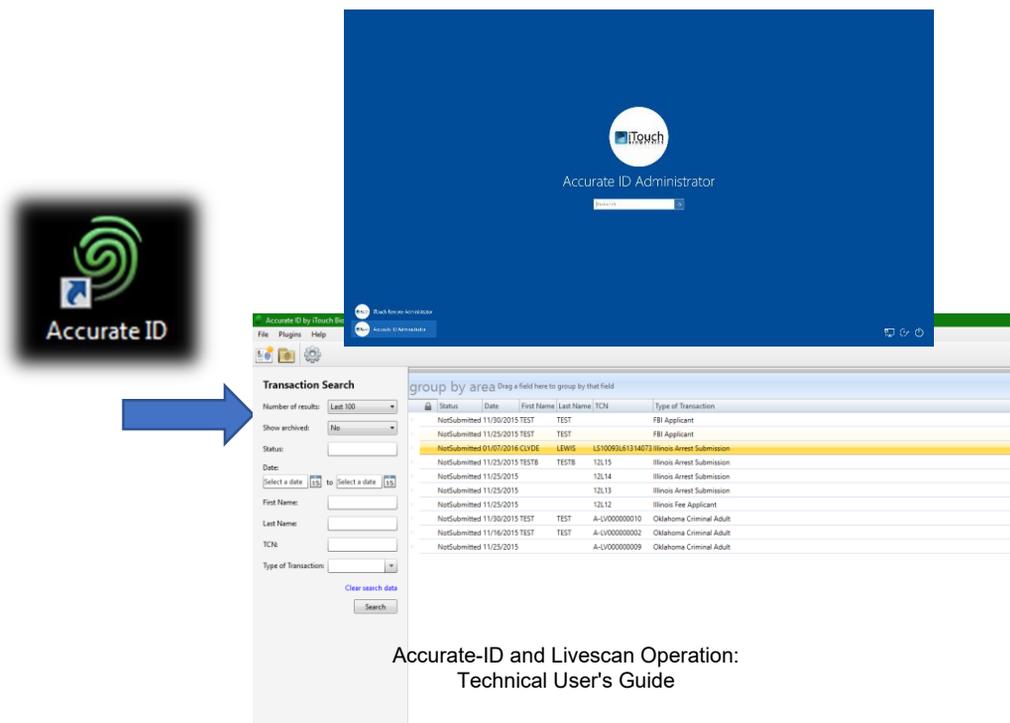
- a. Press the power button (usually towards top of unit).
- b. Windows 10 will load.
- c. The Windows logon screen will load.



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. 40](#).
 - ✓ 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. 55](#).
 - ✓ 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

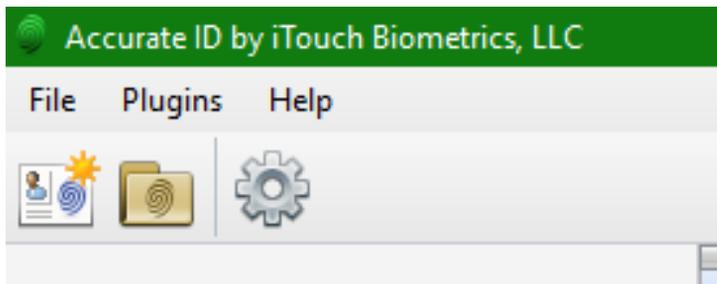


Select this option to open a *Windows File Explorer* prompt where you can import transactions from external systems (ie. JMS or RMS systems).

3) Administrator Settings



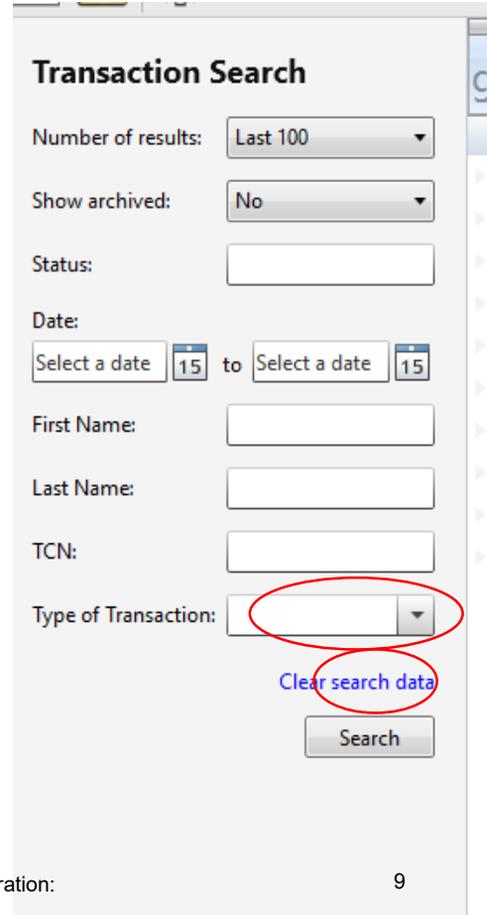
Select this option to configure more advanced features of the Accurate-ID software (ie. scan quality settings, photo export, search fields, and more).



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. 34** 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' interface. It includes several input fields and dropdown menus: 'Number of results' (set to 'Last 100'), 'Show archived' (set to 'No'), 'Status', 'Date' (with two date pickers set to '15'), 'First Name', 'Last Name', 'TCN', and 'Type of Transaction'. The 'Type of Transaction' dropdown menu is circled in red. Below it, the 'Clear search data' link is also circled in red. A 'Search' button is located at the bottom of the form.

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. 34](#) 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	First Name
NotSubmitted	11/30/2015	TEST
NotSubmitted	11/25/2015	TEST

The main transaction table below has the following columns and data:

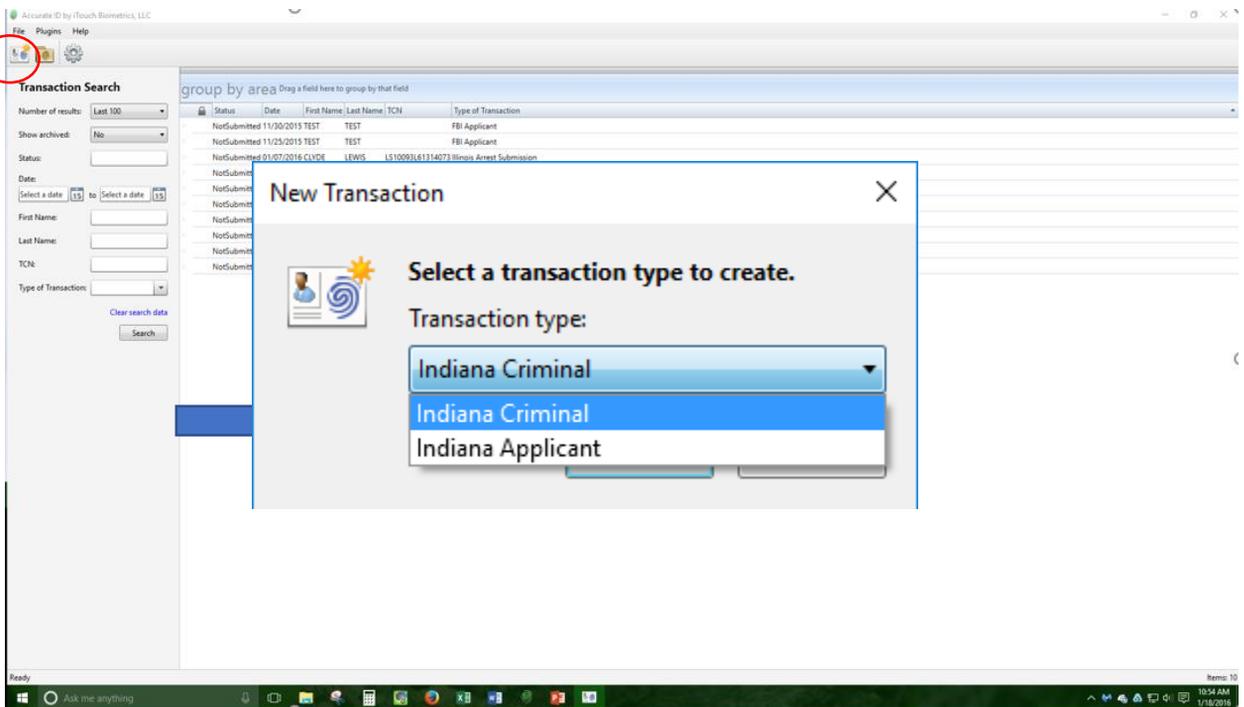
Status	Date	First Name	Last Name	TCN	Type of Transaction
NotSubmitted	11/30/2015	TEST	TEST		FBI Applicant
NotSubmitted	11/25/2015	TEST	TEST		FBI Applicant
NotSubmitted	01/07/2016	CLYDE	LEWIS	LS10093L61314073	Illinois Arrest Submission
NotSubmitted	11/25/2015	TESTB	TESTB	12L15	Illinois Arrest Submission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

- 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

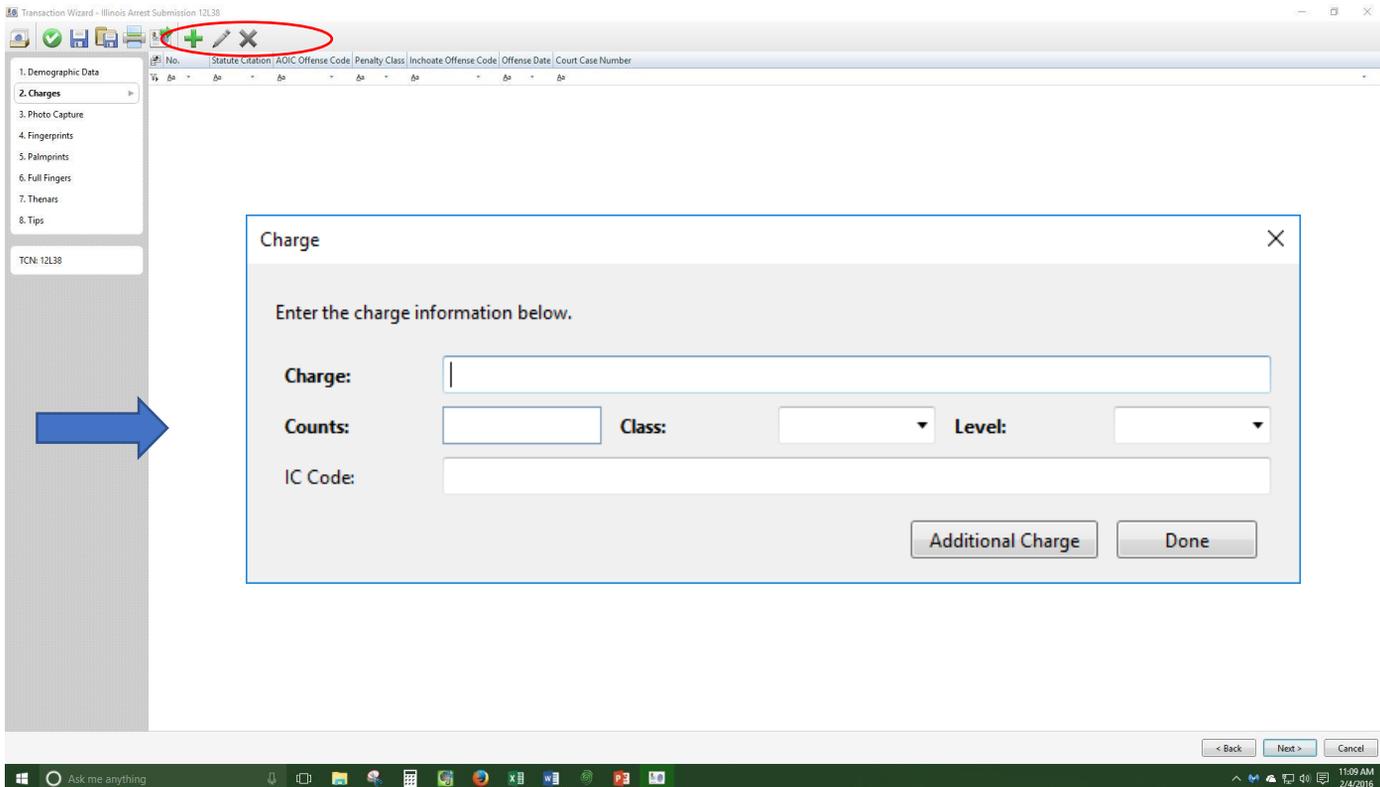
Using the Accurate-ID Software

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.



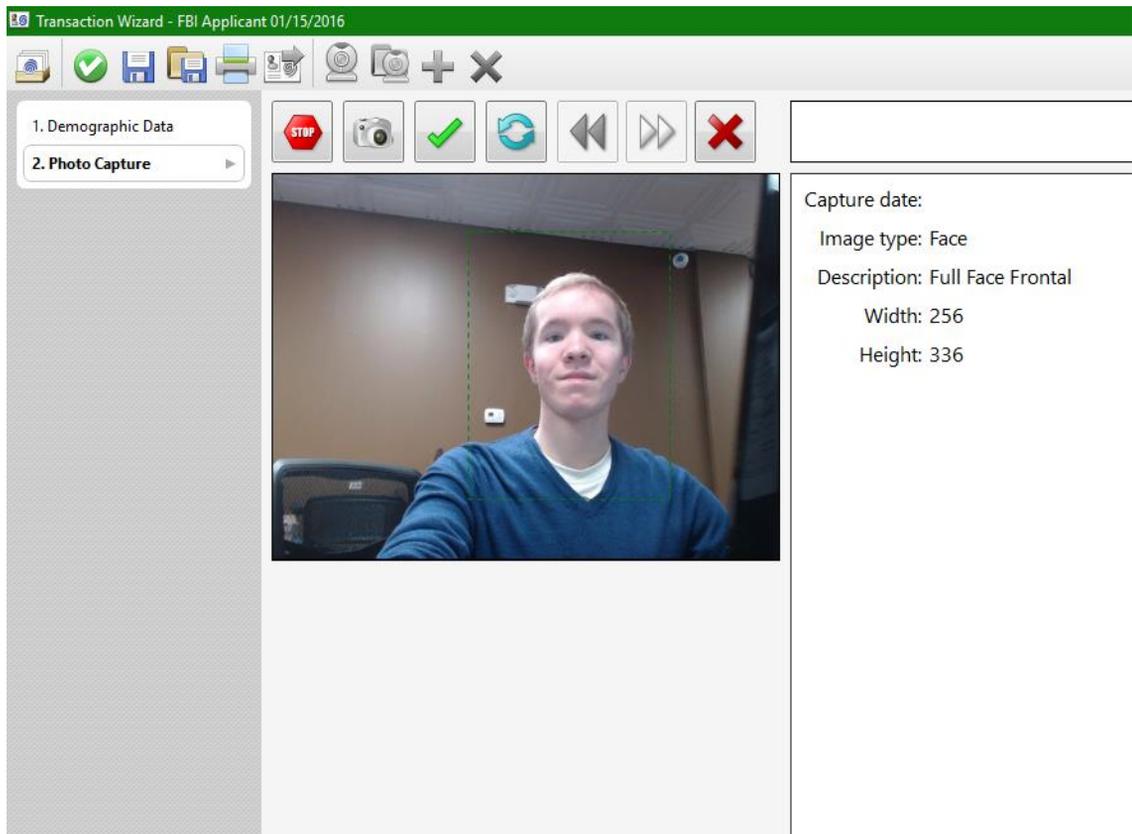
c. If needed, re-capture a photo by selecting the refresh icon.

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

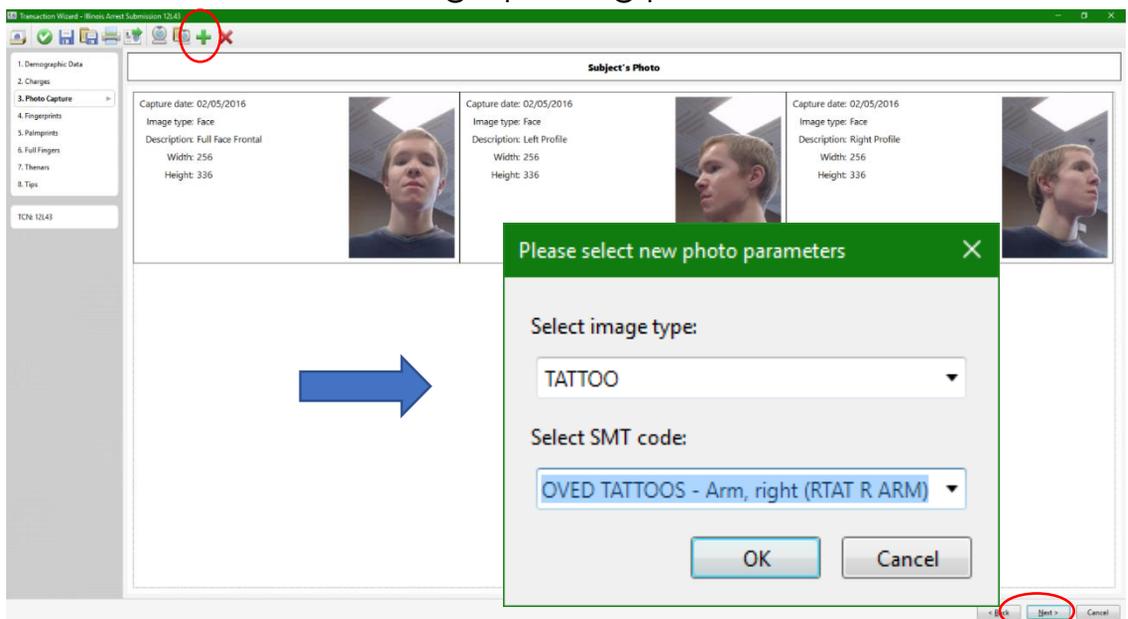


Adding Additional Photos

- 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. 14](#) 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.

The screenshot illustrates the software's interface during fingerprint capture. On the left, a navigation menu lists steps from '1. Demographic Data' to '8. Tips'. The main area shows a 'Flat Left Four Fingers' diagram, an 'Image Evaluation' section with a contrast slider (set to 129), 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 'STOP', 'Check', 'Refresh', 'Previous', 'Next', and 'Close' buttons, and a left sidebar with a menu of steps from 1 to 8.

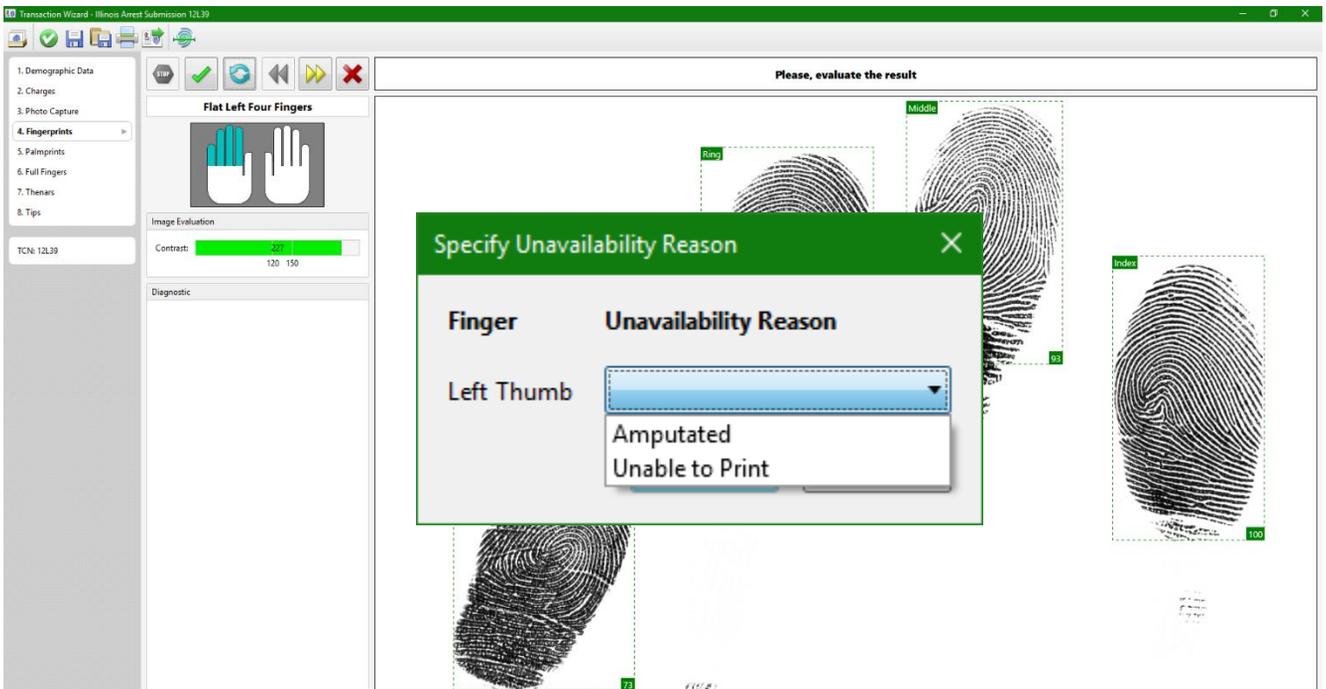
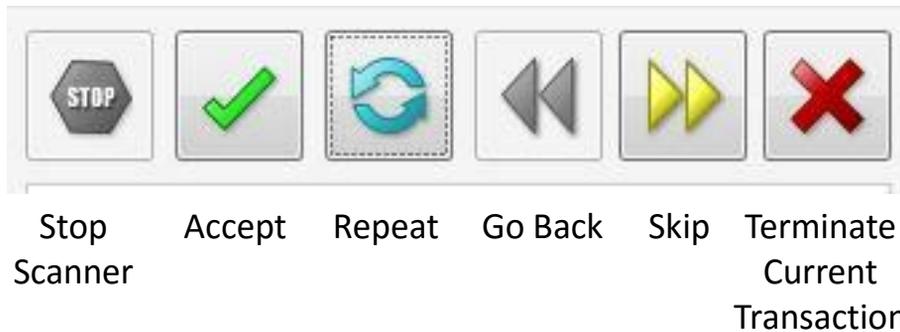
Using the Accurate-ID Software

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.



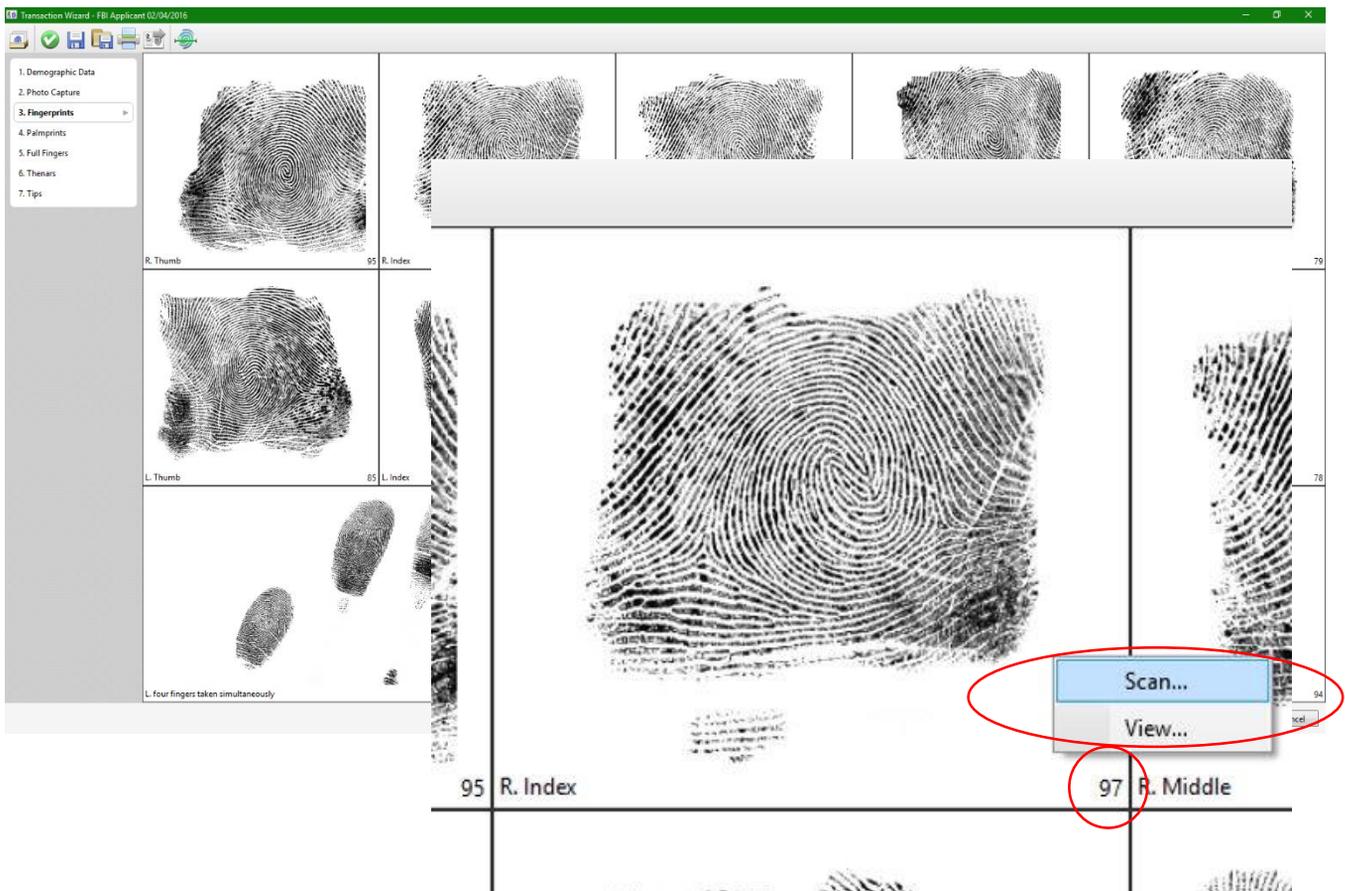
Using the Accurate-ID Software



Creating New Transactions

3. Fingerprint Capture

- a. Review the fingerprints.
- 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."

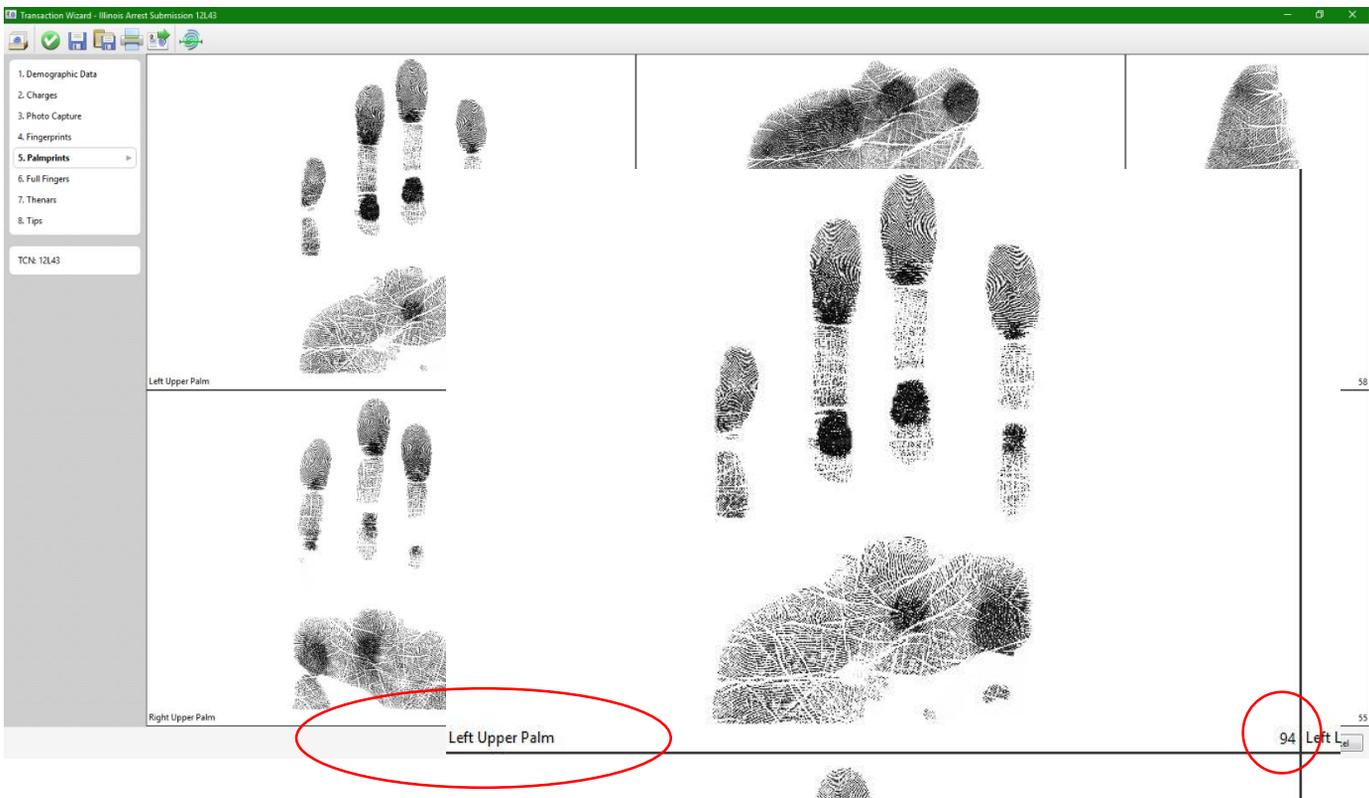


Using the Accurate-ID Software

Creating New Transactions Additional Prints

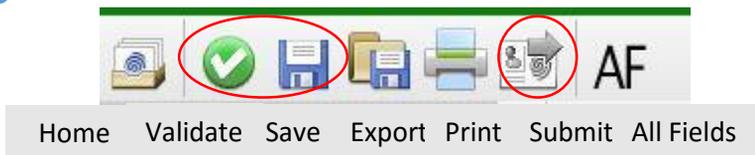


- a. Palm prints are required for the state of Indiana.
- b. Repeat the same printing process used for finger prints.



Using the Accurate-ID Software

Submitting Transactions



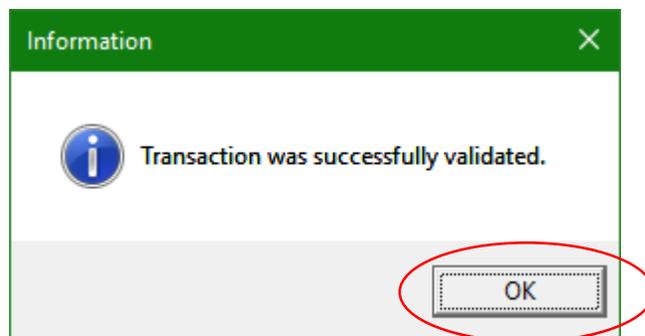
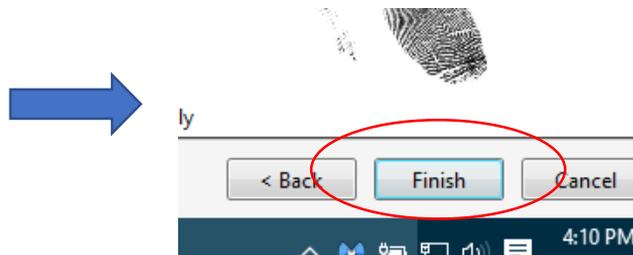
1. **Validate** the record (green checkmark top left-hand side)
 - ✓ If errors appear, [see pg. 45](#).



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
0	Submitted	MAR
	NotSubmitted	MOS
	NotSubmitted	HYE
	NotSubmitted	RYAN



of Birth	Status
1/1965	SuccessResponse
1/1990	NotSubmitted
1/1980	WaitingResponse
1/1960	WaitingResponse
1/1960	WaitingResponse
1/1980	WaitingResponse
1/1980	SuccessResponse
1/1960	SuccessResponse
1/1965	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.

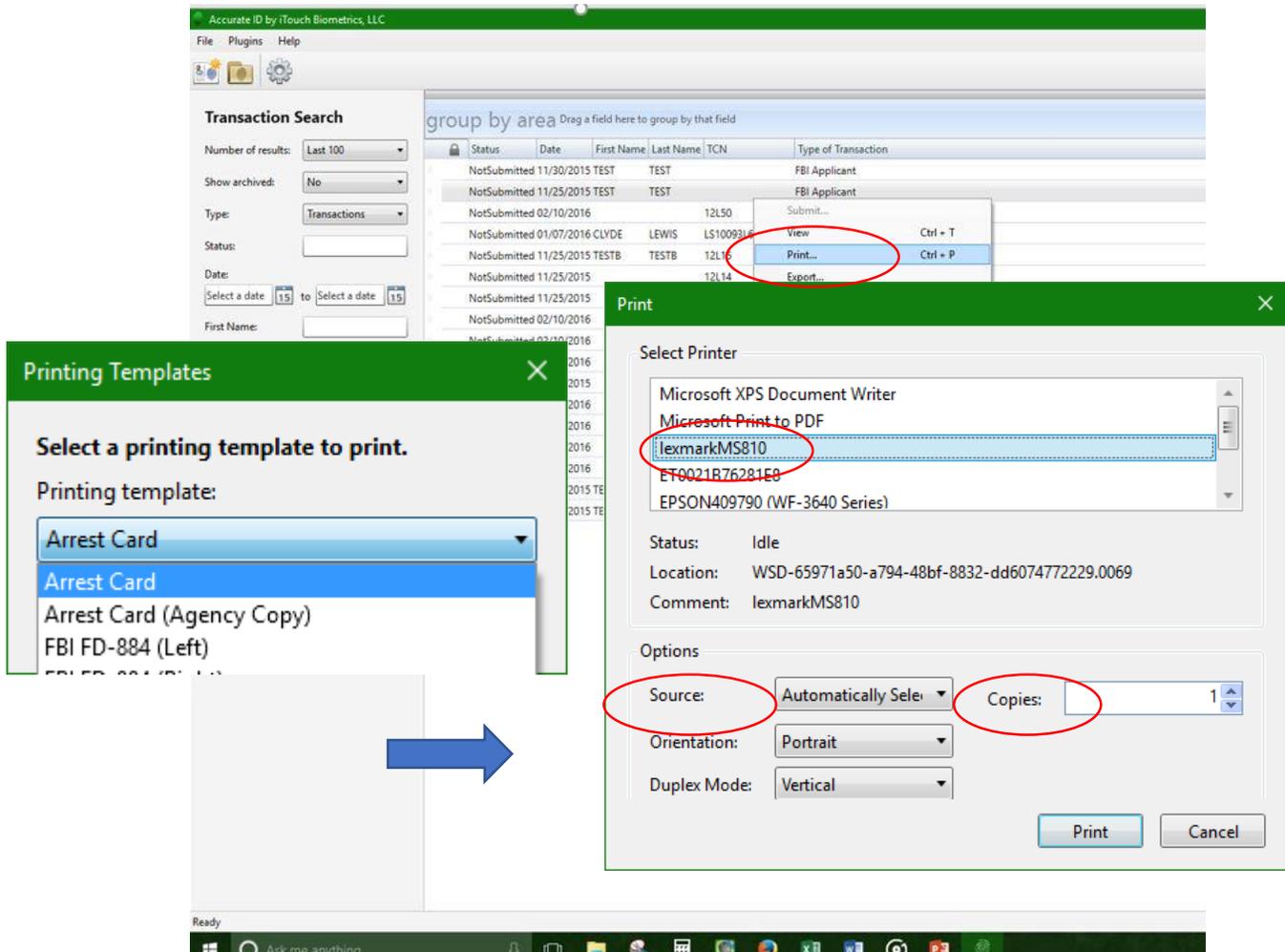
The screenshot displays the 'Transaction Search' interface. On the left, a search form includes fields for 'Number of results' (Last 100), 'Show archived' (No), 'Type' (Transactions), 'Status' (Responses), and 'Date' (Select a date 15 to Select a date 15). Below these are fields for 'Date of Arrest', 'Date of Birth', 'Date of Offense', 'Eye Color', 'First Name', 'Hair Color', 'Height', 'Height Range', 'Last Name', 'Race', 'Scar, Mark, Tattoo', 'Sex', 'Transaction Control Number', and 'Type of Transaction'. 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 'Demographic Information' (Last Name: TESTER, First Name: TESTEE, Middle Name) and 'Transaction Information' (State Identification Number: 0002082167, Date: 01/01/0001, Time: 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.

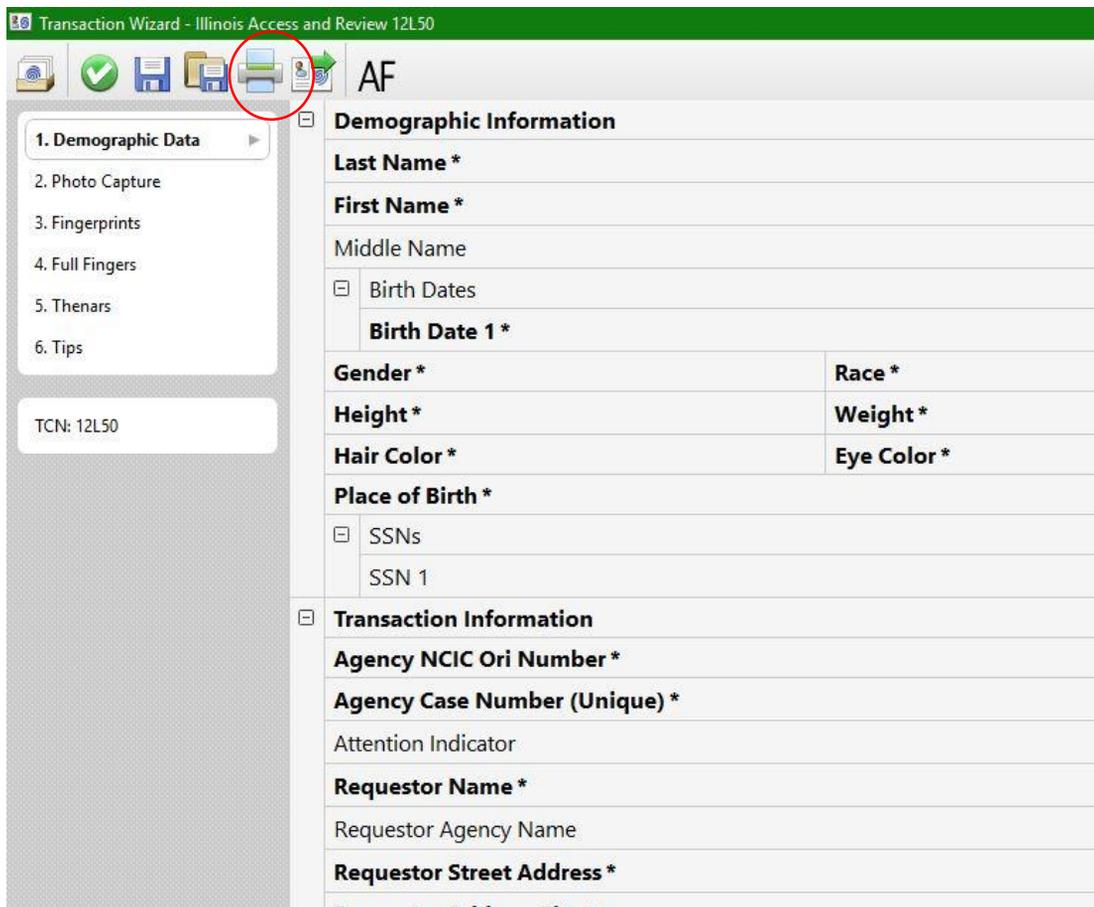


The screenshot illustrates the software interface for printing transactions. The main window shows a list of transactions with columns for Status, Date, First Name, Last Name, TCN, and Type of Transaction. A right-click context menu is open over a transaction, with the 'Print...' option highlighted. A 'Printing Templates' dialog is open, showing a list of templates with 'Arrest Card' selected. A 'Print' dialog is also open, showing the printer selection list with 'lexmarkMS810' highlighted. The 'Print' dialog 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. 24).



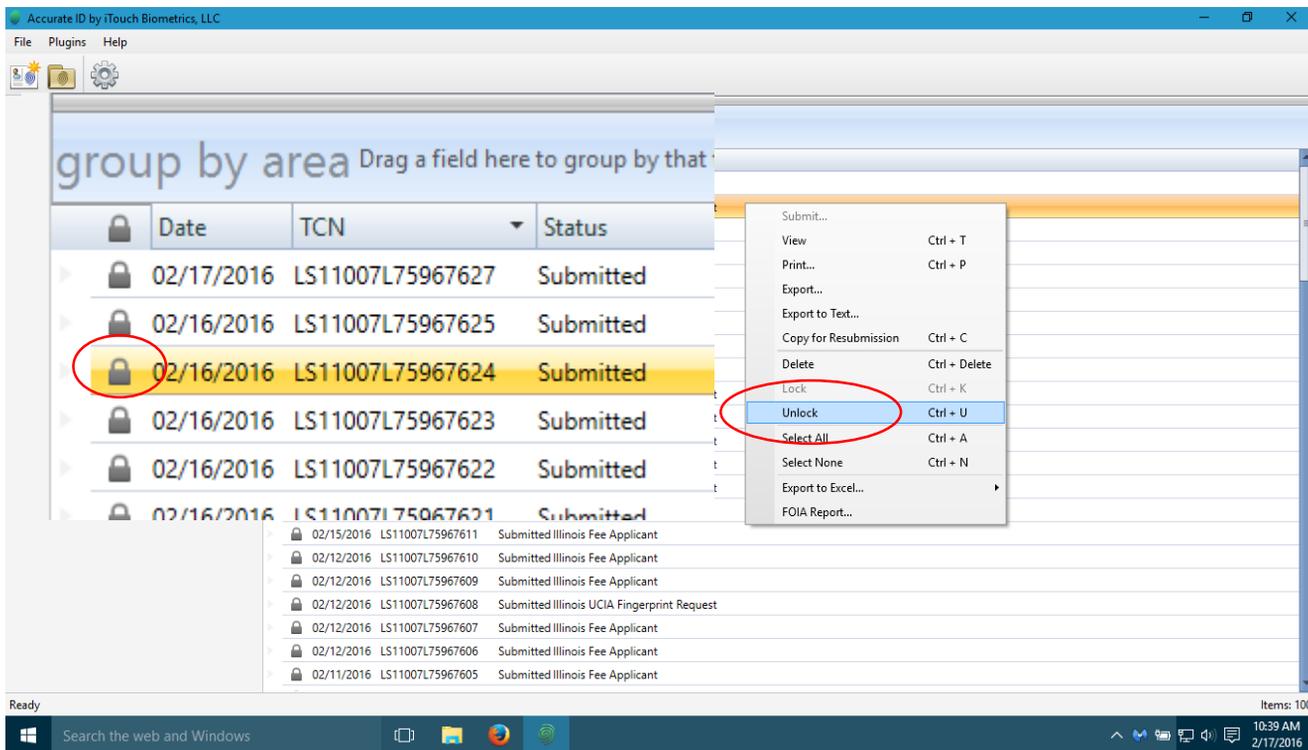
Demographic Information	
Last Name *	
First Name *	
Middle Name	
Birth Dates	
Birth Date 1 *	
Gender *	Race *
Height *	Weight *
Hair Color *	Eye Color *
Place of Birth *	
SSNs	
SSN 1	

Transaction Information	
Agency NCIC Ori Number *	
Agency Case Number (Unique) *	
Attention Indicator	
Requestor Name *	
Requestor Agency Name	
Requestor Street Address *	

Using the Accurate-ID Software

Editing and Unlocking Transactions

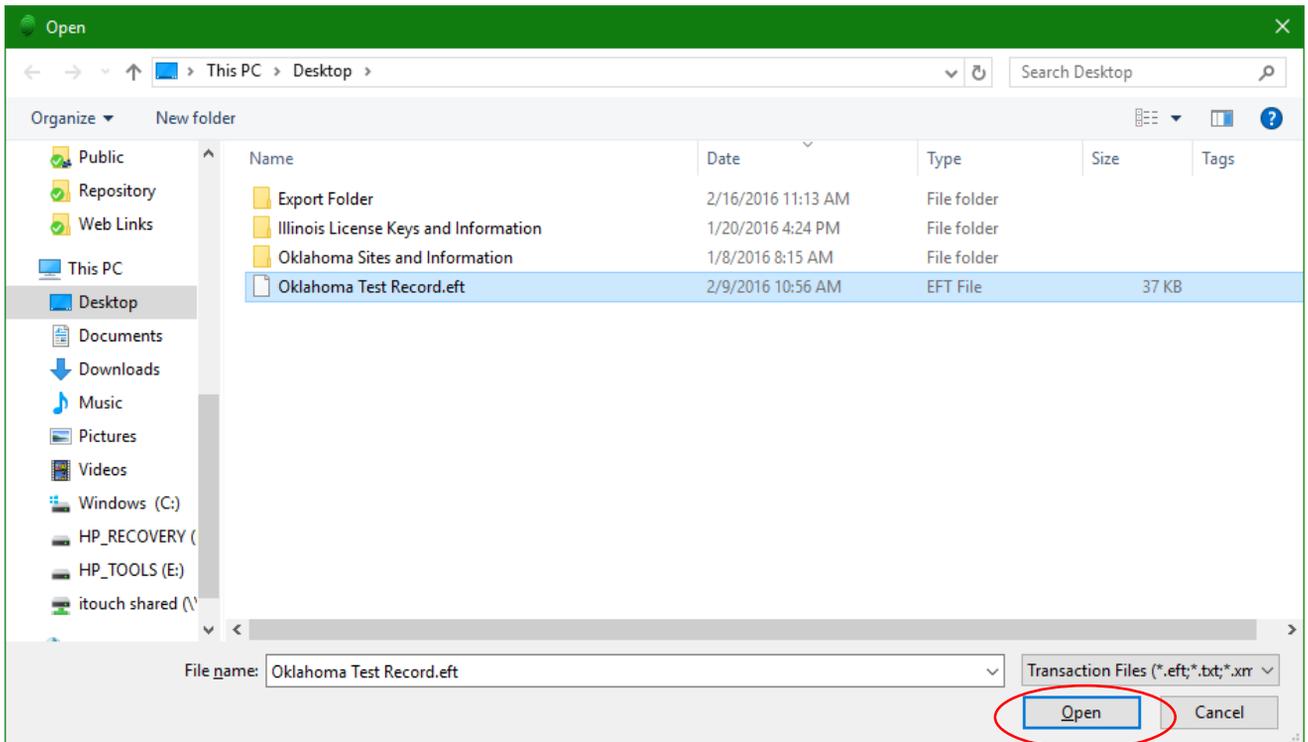
- a. Open a transaction and edit as needed.
 - ✓ Validate and save the transaction to preserve changes.
 - ✓ Submitted transactions need to be unlocked first.
- b. Unlock a record by right-clicking it from the *Home Screen* and selecting "Unlock."
- c. Make changes as needed
 - ✓ After you are finished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



Using the Accurate-ID Software

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 Indiana 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.”

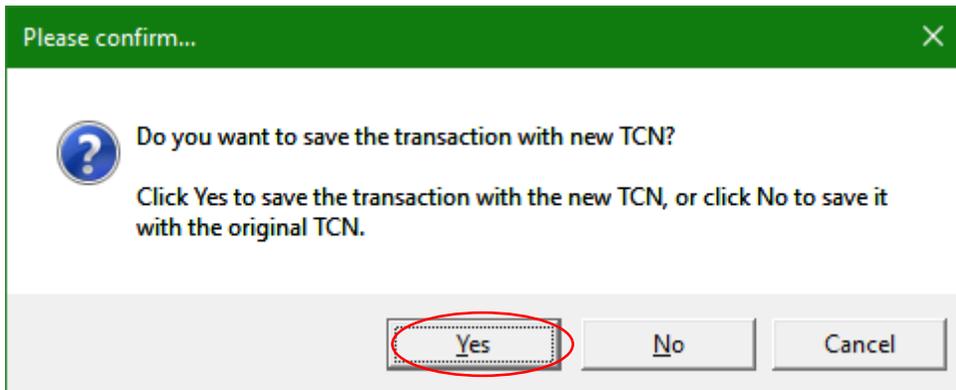


Using the Accurate-ID Software

Importing Single Transactions



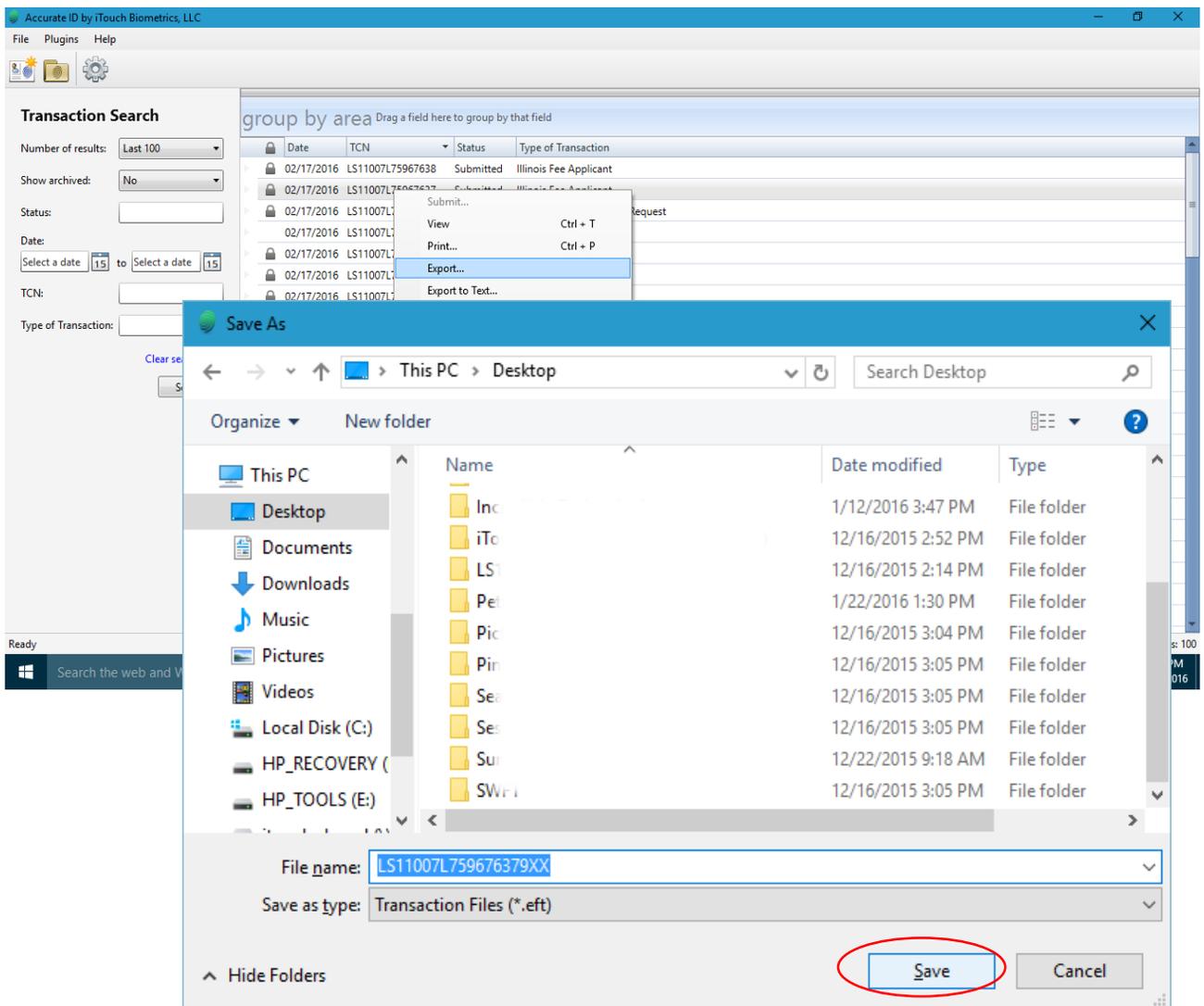
- d. Select *Save Transaction* (floppy disk icon, top left-hand side).
- e. Select “Yes” to save transaction with a new Transaction Control Number (TCN).
- f. It is rare that the operator should elect to keep the original TCN number.
- g. Transaction is imported to *Home Screen*.



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 and labels. At the bottom of this window, three buttons are circled in red: 'Import Mugshot', 'Print Selected Mugshots', and 'Export Selected Mugshots'. The 'Print Selected Mugshots' button is also circled in blue.



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.

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

Data Retention Settings

Use the options below to automatically archive and delete transactions that have not been recently modified.

Enable automatic archiving

Archive transactions not modified within 30 days

Enable automatic deletion

Delete transactions not modified within 90 days



In accordance with requirements from Indiana State some settings may not be available to your agency.

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:

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 various other fields like '(Court Cost) S', '(Court Fine) S', '(Court) Fine', '(Disp Time) S', '(Disp) Time', 'Adjustment Se', 'Adjustment Te', 'AFIS Fingerprin', 'Agency Case M', 'Agency Case M', and 'Aqency NCIC I'. The 'Transaction' column shows 'All' for the checked fields. An inset window titled 'Transaction Search' is overlaid on the right, showing search criteria: 'Number of results: Last 100', 'Show archived: No', 'Type: Transactions', and 'Status:'. A red circle highlights the 'Status' field in the search criteria. The search results table shows a list of transactions with columns for 'Status' and 'Date', with 'Status' set to 'NotSubmitted' and 'Date' ranging from 02/17/2016 to 02/10/2016.



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:)

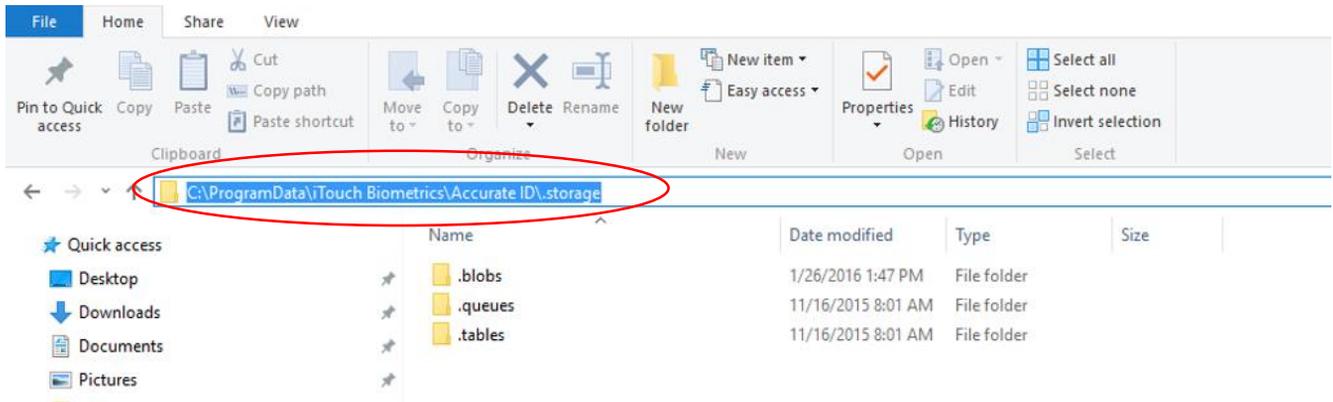
Folder: C:\

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...)



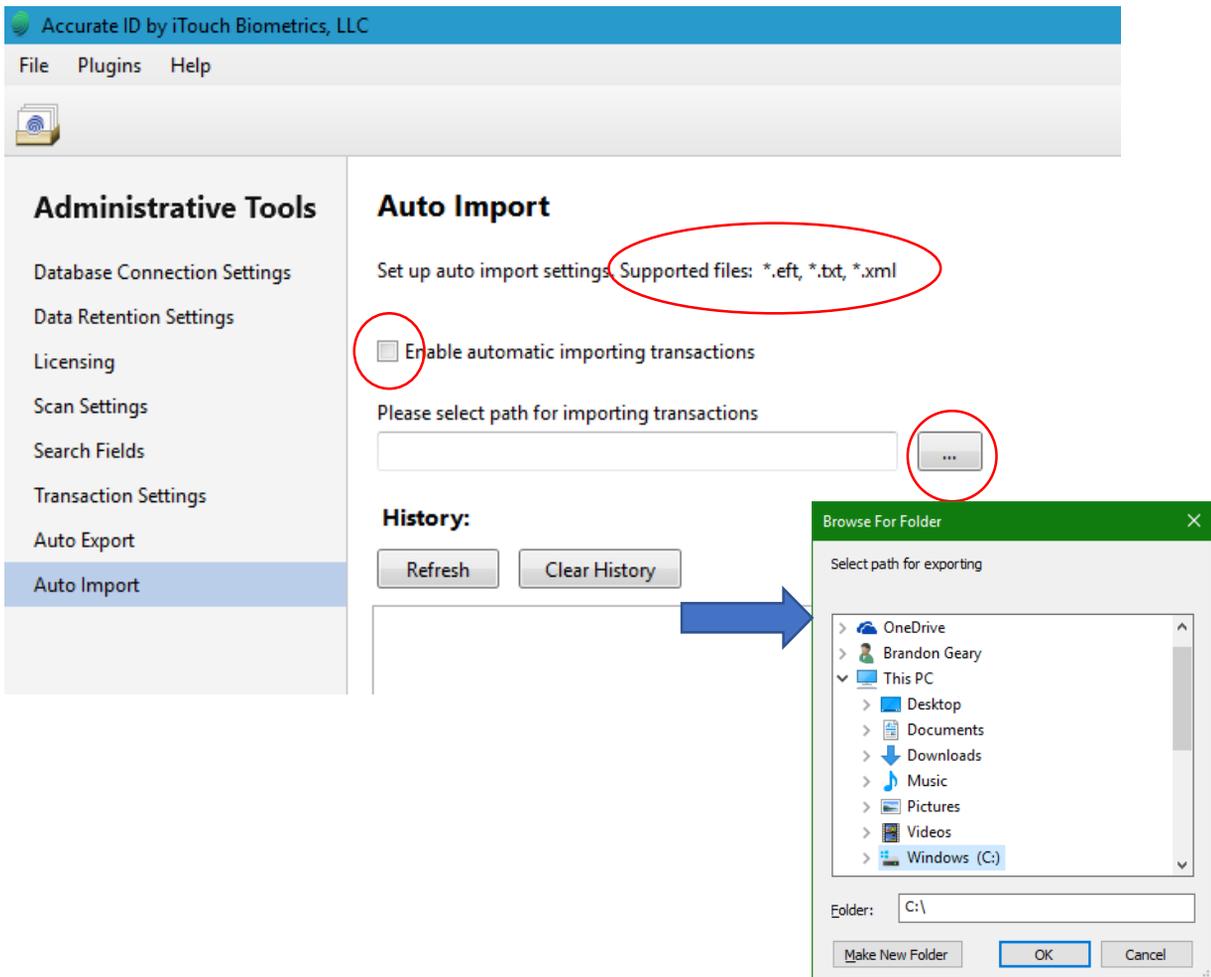
- c. In case of data loss replace the `.storage` file directory with your backup.



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 **Indiana 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	Success	C:\Users\bgear\Desktop\Import Tes

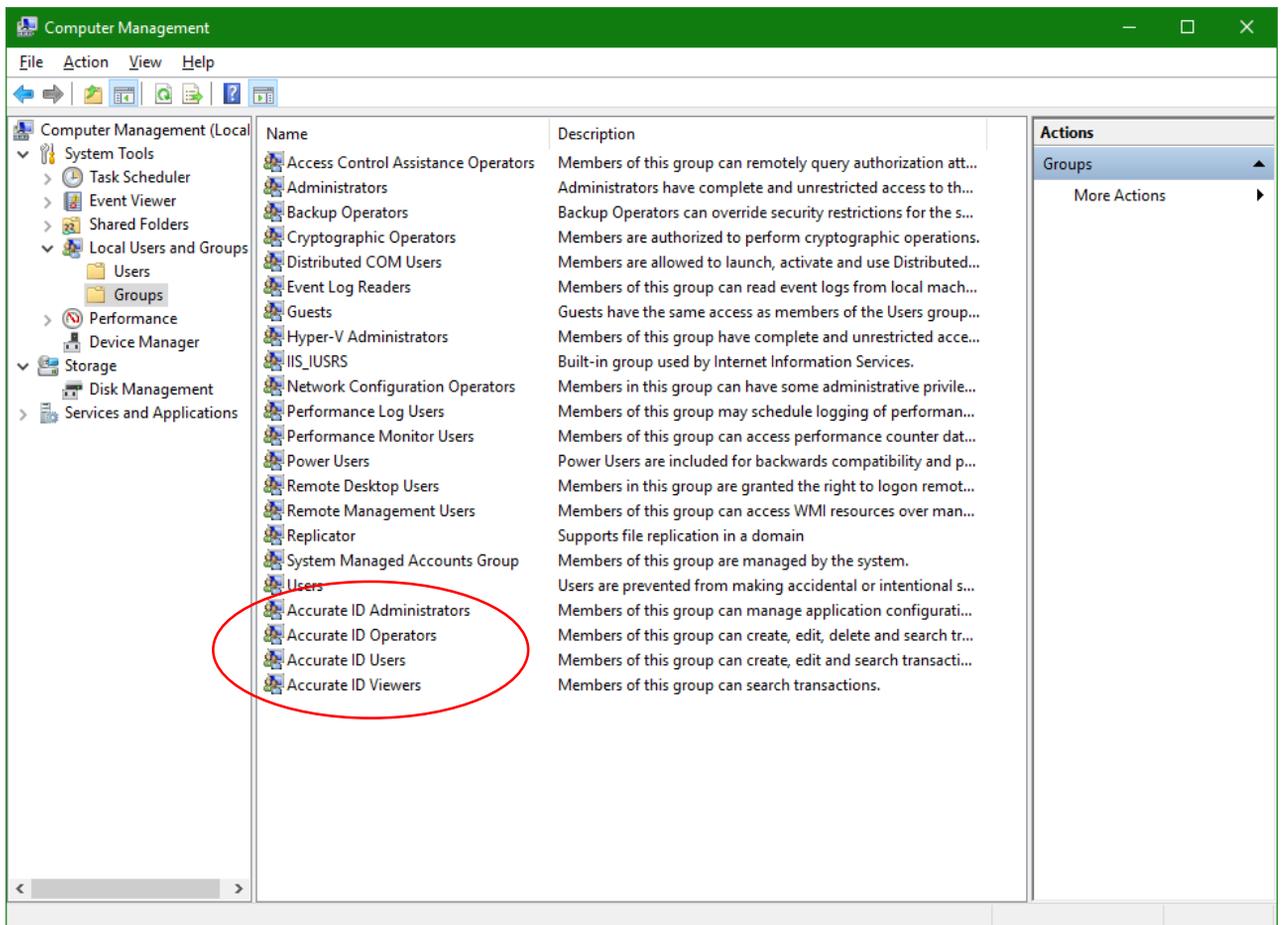


Date/Time	Result	File N	Error Message
06/21/2016 10:20 AM	Fail	C:\	Cannot find template
06/21/2016 10:19 AM	Fail	C:\	Cannot find template
06/21/2016 10:19 AM	Fail	C:\	Cannot find template
06/21/2016 10:18 AM	Fail	C:\	Input string was not in a correct format.
05/31/2016 10:55 AM	Fail	C:\	File type is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

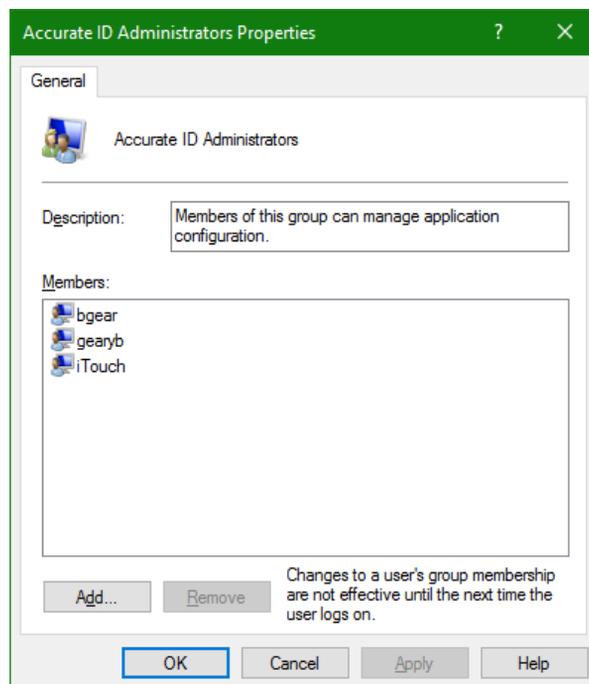
Membership in this group provides the user with the same permissions that Accurate-ID Users have and adds the following:

- 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.



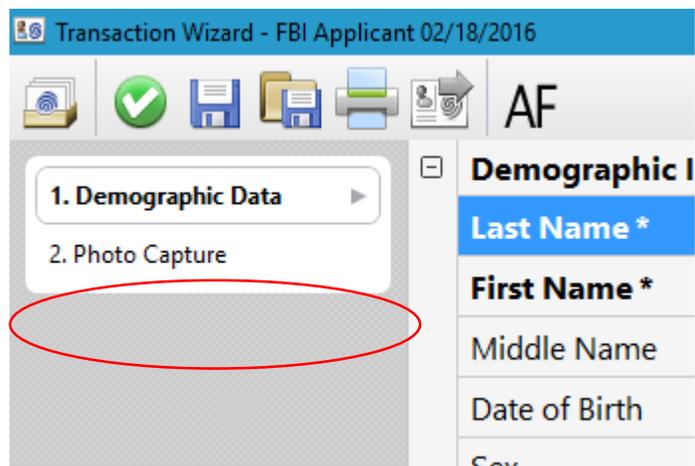
Troubleshooting

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
- ✓ Additional ink, paper, or maintenance supplies is not provided by iTouch and should be supplied by your department.

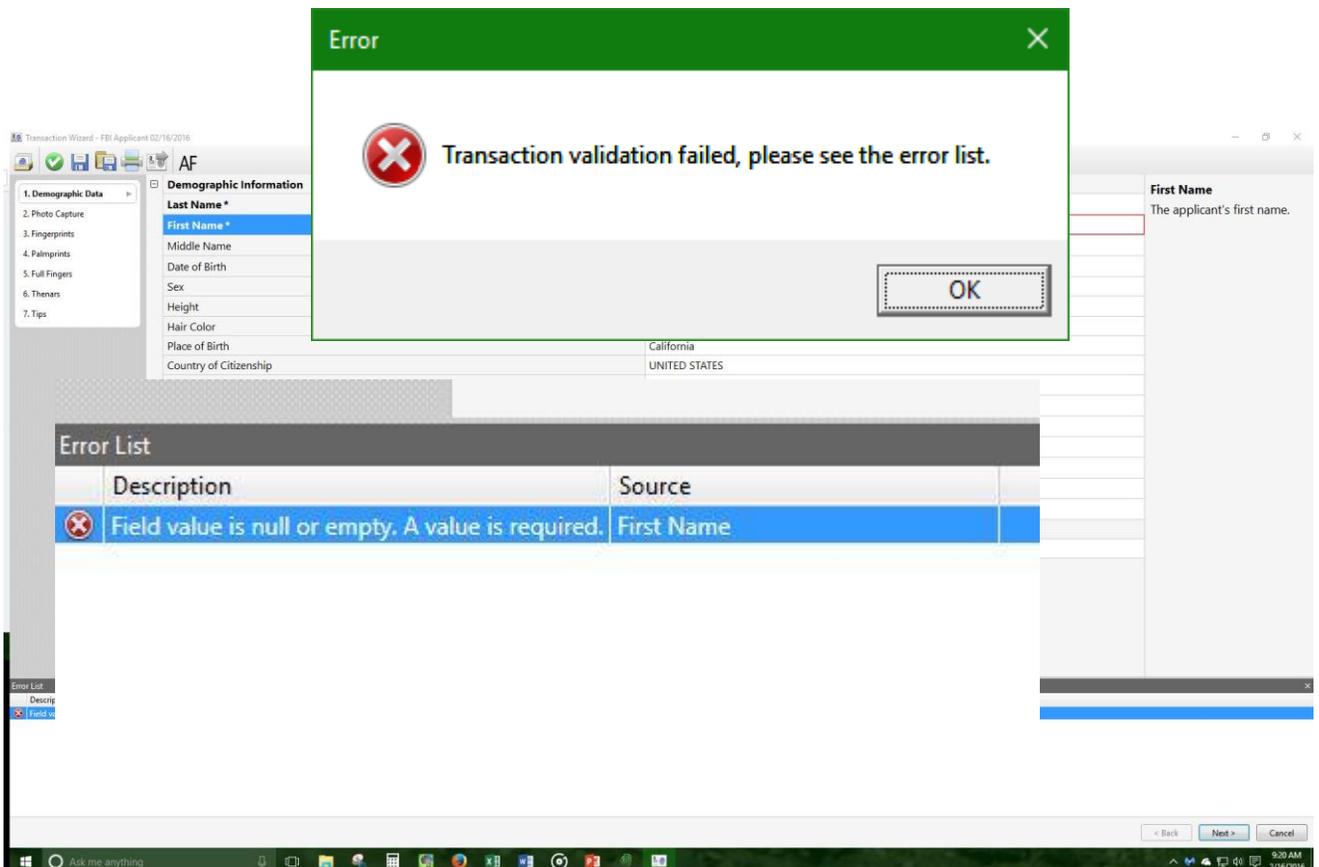


Troubleshooting

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

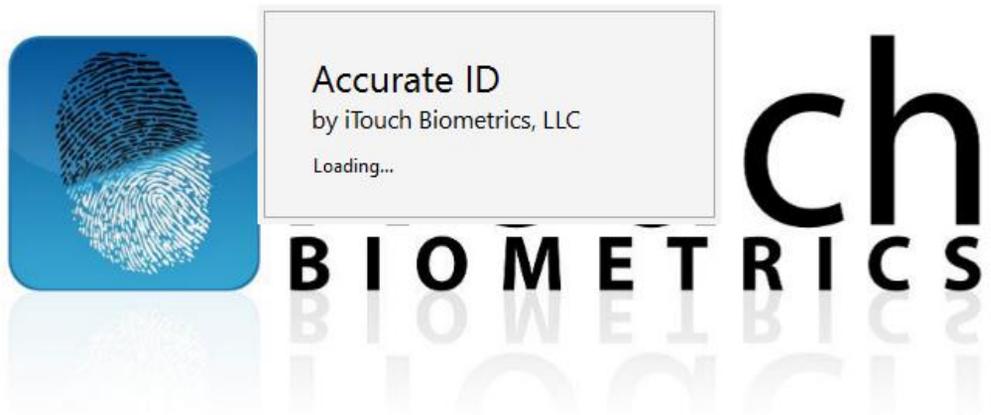
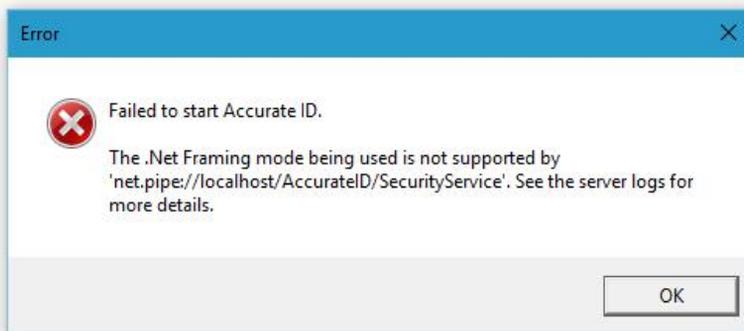
a. Accurate-ID won't launch?

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. 48](#) for more information.



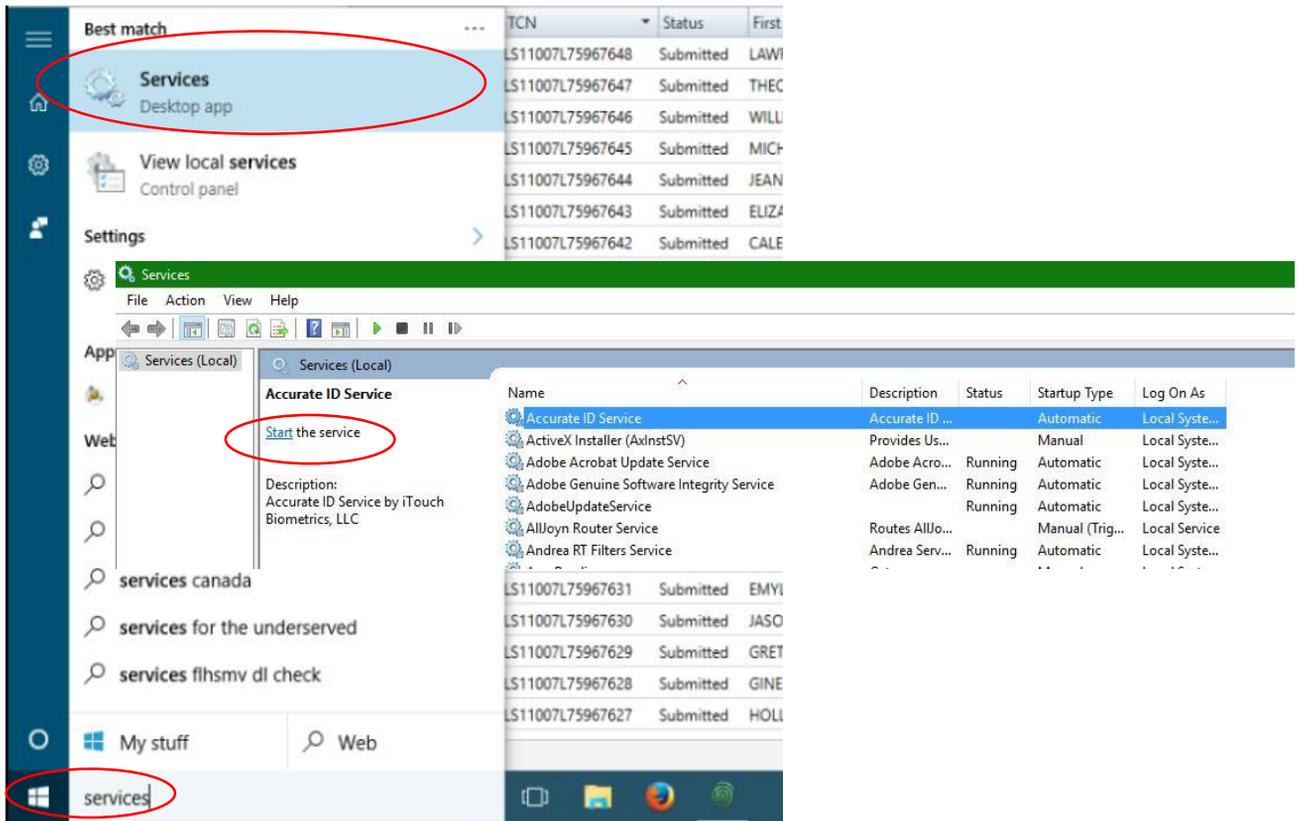
Troubleshooting

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

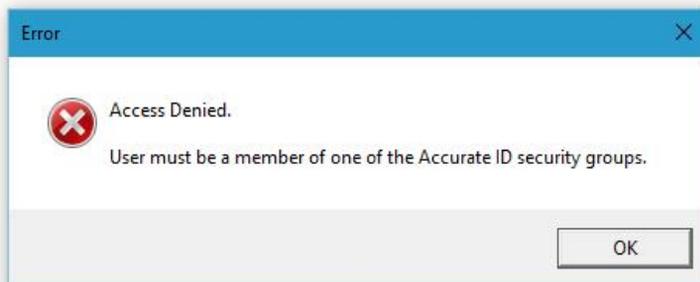
c. Accurate-ID won't launch?

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. 40](#) to add the current user to a security group.
3. Re-start the Accurate-ID service ([pg. 48](#)) and launch Accurate-ID again.



Troubleshooting

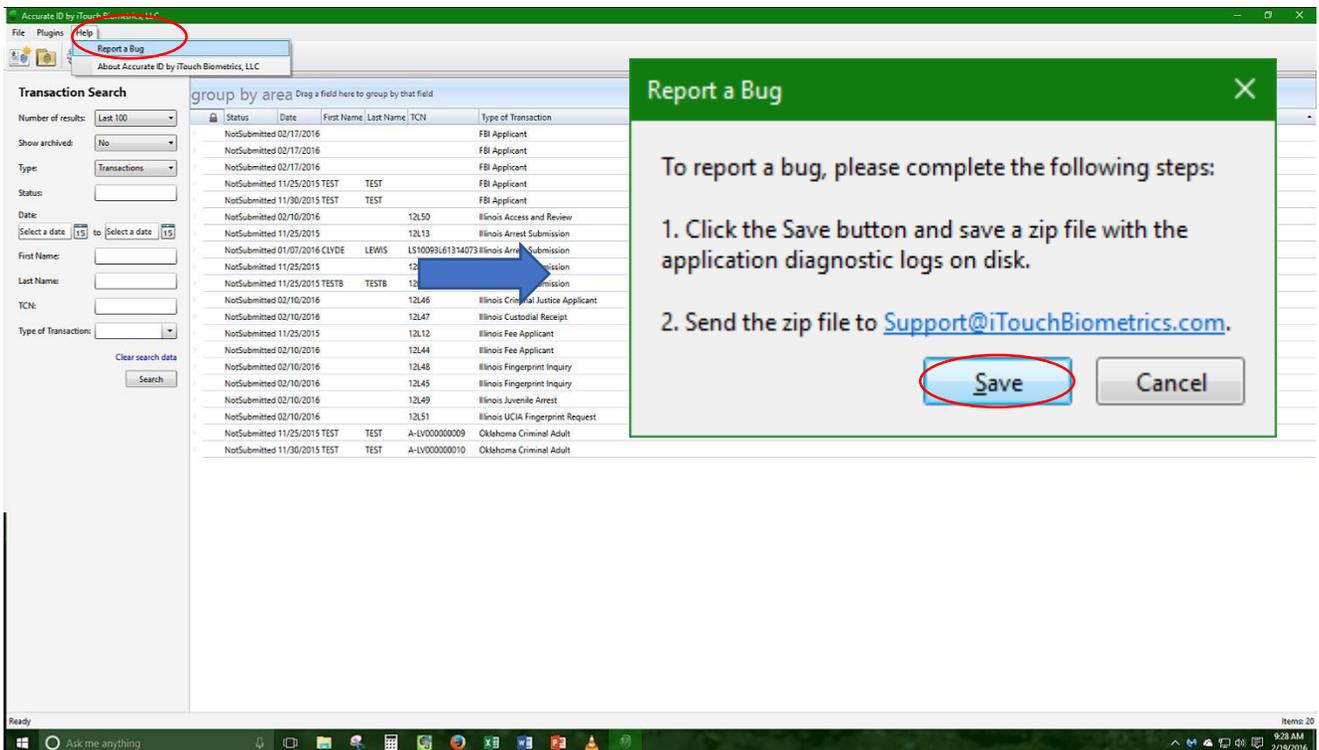
Accurate-ID Software Problems

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
5. We will investigate the bug and contact you as soon as our team has a solution.



Troubleshooting

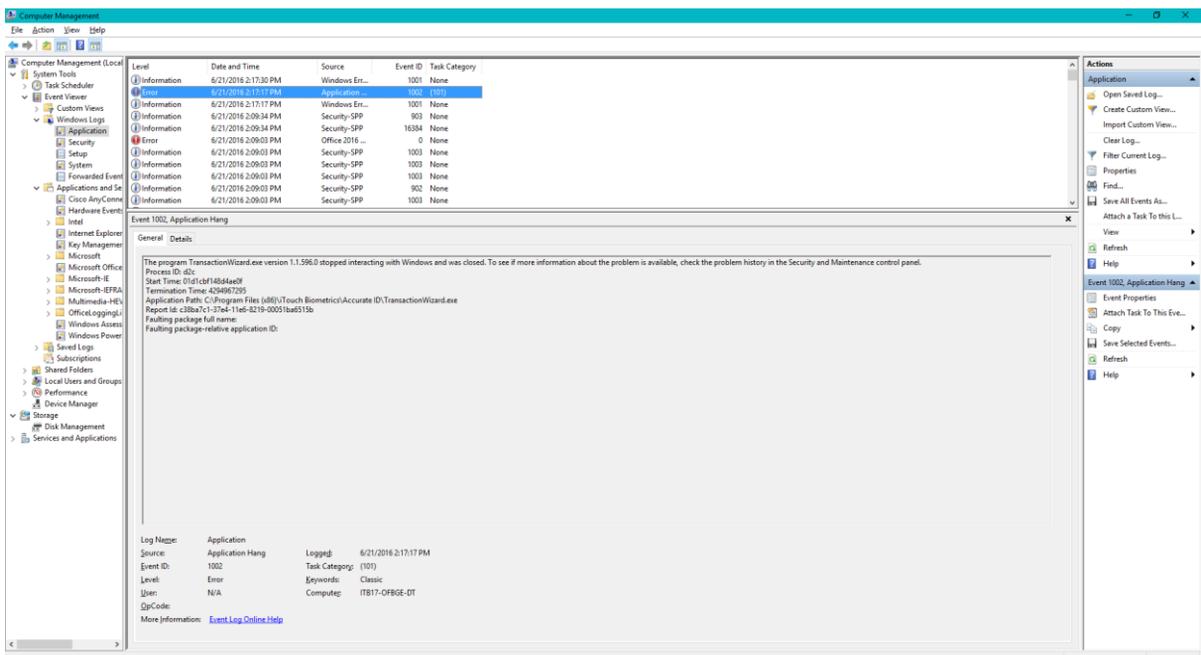
Accurate-ID Software Problems

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
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?

- ✓ 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.

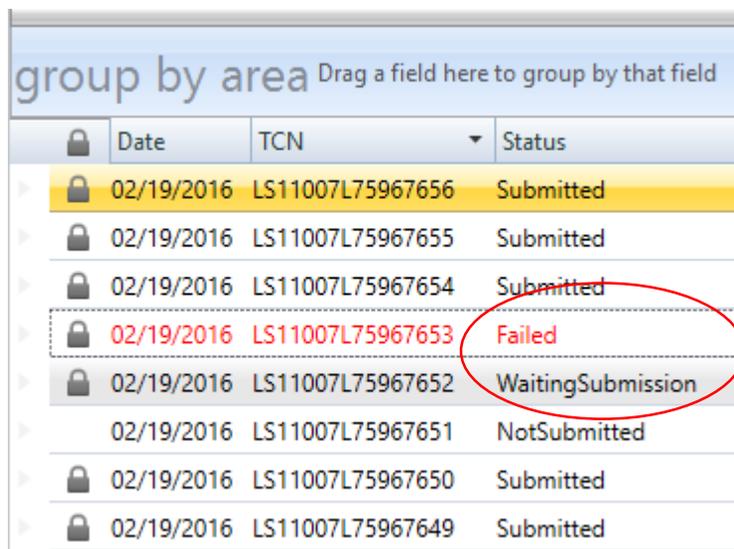


Troubleshooting

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	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. 33](#) 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
 - Web Helpdesk Support Service:
<https://itouchbiometrics.assist.com/portal>
- ✓ 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

