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| **Registration basics** |
| * A high-quality registration is the key to logging in reliably with a fingerprint scan.
* The majority of users should be able to register in under 2 minutes; however, some users may take up to 10 minutes to register.
* It is estimated that 5-10% of users have unreadable fingerprints and will not be able to register. This limitation is inherent in any fingerprint system.
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| **Before you begin** |
| * Confirm with your system administrator that the cabinet configuration settings have been set.
* In order to register users’ fingerprints:
	+ You must be set up as a Registrar in the system.
	+ You may need “Reset password” privileges.
	+ Contact your system administrator if you need these privileges.
* Clean the sensor gently with a moist towelette or alcohol wipe. Dry the sensor before proceeding with registration.
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| **Choose best finger during practice** |
| * Allow the user to choose a finger based on preference.
* Use the practice screen to determine if the finger is suitable for registration or whether a different finger should be used.
* If necessary, suggest using a fingerprint enhancer. A fingerprint enhancer pad may be needed by individuals with worn ridge detail or excessively dry hands. If a fingerprint enhancer is unavailable, try using water to moisten the finger.
* If a user’s fingers are extremely moist, wipe fingers and sensor and wait several seconds before trying again.
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| **Finger placement tips** |
| Have users:* Look at your finger to identify the core feature or swirl pattern.
* Center the core feature on the scanner.
* Rest the heel of your hand on the scanner to anchor it for consistent placement.
* Press your finger flat on the sensor for at least two seconds; lift when the system beeps. Do not roll your finger.
* Apply firm pressure, but not too hard. If your fingernail turns white, you are pressing too hard.

***Press and hold for 2 seconds, then lift.*** |
| **Submit registration prints** |
| * The 1st print becomes the standard that the 2nd print needs to match. The 3rd print then has to match the 1st and 2nd, the 4th has to match the 1st, 2nd, and 3rd.
* If the first print is not centered on the core feature or doesn’t cover enough of the window, START OVER.
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| **Attempt several fingerprint logins** |
| * Make sure the user can log in with fingerprints 3-5 times in a row.
* If not, work on placement and attempt logins again.
* If the user is still not consistently logging in multiple times in a row, re-register.
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**Touch & Go G3 Fingerprint Registration Guide**

 

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| **Registration exemption guidelines** |
| Consider discontinuing the registration process and making the user exempt if:* The user has tried 4-5 different fingers and is unable to consistently generate images on the practice screen using best practice techniques.
* User is unable to generate fingerprint scores in the 60’s on the practice screen. Suggest using a fingerprint enhancer, if purchased.
* User has hobbies or recent activities that have degraded finger conditions.
* Registration has taken 10 minutes or longer.
* User has extremely dry, inelastic fingers.
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| **Administration/Maintenance** |
| Administration* Existing fingerprint users who encounter difficulty may need to re-register if their finger conditions have changed. Nicks and scratches on the finger will make login more difficult.
* Users with difficulty may find it easier to login with User ID + fingerprint instead of using

Touch & Go mode as the matching requirementsare less strict.Maintenance* Latent prints or a dirty sensor causes the sensor to go into a temporary sleep mode.
* Clean sensors with alcohol wipe or moist towelette to avoid residue buildup.
* Do not clean with abrasive cleaner or tape.
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