Enrolling Employees at the InTouch® DX Time Terminal

## IMPORTANT! Before You Begin

Make sure the terminal has been updated with the most recent employee information.

To simplify the enrollment process, take the following steps with the employee before you enroll them at the terminal:

1. **Demonstrate the Lock, Place and Hold method. When you Lock, slide your finger along the ridge lock without touching the sensor. Explain that this eliminates electrostatic discharge, which can affect the operation of the device.**

2. **Explain that the employee will need to use this procedure during enrollment and every time they verify. Emphasize that it is very important to be consistent with how you place your finger, and how much pressure you use.**

3. **Explain that it is important <u>not</u> to slide, twist or rotate the finger when it is on the sensor.**

4. **Use firm pressure when you place the finger on the sensor. But do not push, it is not a button.**

5. **The finger should be at room temperature and slightly moist. If your finger is cold or dry, rub your finger in the palm of your other hand, or against your forehead. If necessary, use hand lotion.**

6. **Does the employee have long fingernails? Does the employee have very large or very small fingers? If the answer to any of these questions is "yes," do the following:**

   - **Help the employee find their finger core.**
   - **Help the employee position their finger core in the middle of the sensor.**
   - **Make sure the employee remembers how to position their finger core in the middle of the sensor so that they can use the same method every time they verify.**

About the Finger Core

A finger core is the point located within the innermost re-curving ridge. Usually, it is in the middle of the finger scan region, as in examples A and B.
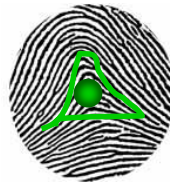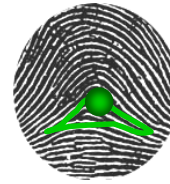
A. Plain Arch   **B. Tented Arch**

When you line up the first joint with the ridge lock on the verification device, this usually positions the finger core in the middle of the sensor.

However, for some people, the finger core is located a little higher or lower, or to the left or right of the finger scan region, as in examples C, D, E, and F.

C. Single Loop   **D. Twin Loop**   **E. Whorl**   **F. Center Pocket Loop**

In these cases, you may need to use the ridge lock to align the finger a little before or after the first joint.
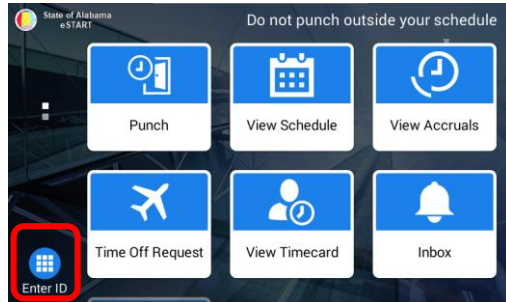
Reminder: It is very important to remember how you place your finger on the sensor so that you can use the same method every time!

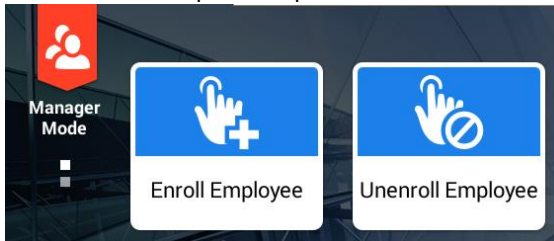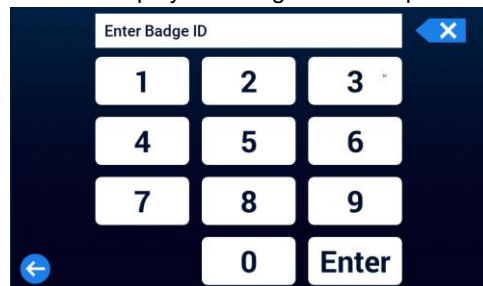**eSTART**
State of Alabama

Enrolling An Employee

1. Access **Manager Mode** from the **Enter ID** icon in the lower left corner of the screen.
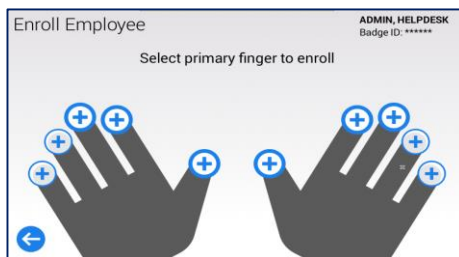

2. Press the **Enroll Employee** soft key. **NOTE:** The **Unenroll Employee** soft key is used to remove an employee from the clock. Follow the prompts on the clock to complete the process.


3. Enter the employee's badge and then press **Enter**.

4. The terminal displays the Enrollment screen.

5. On the terminal display, select a finger location that is bold, avoiding the unbolded locations.

6. The employee is prompted to place the chosen finger on the sensor. The scanner will require three scans. Instructions for positioning the finger will display as the scan is progressing.
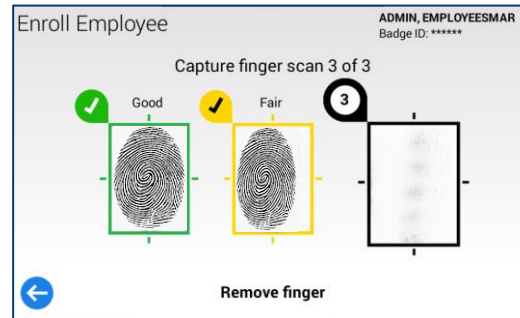
7. When the terminal displays a Quality Score, the employee may remove the finger from the sensor. The message below displays when a good scan is received.
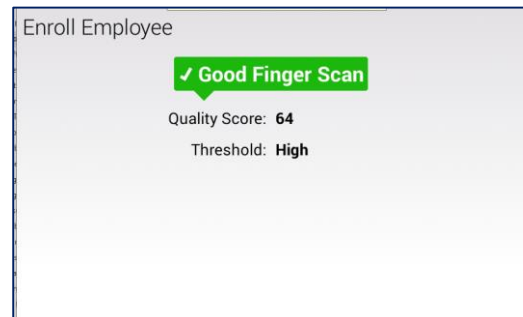
8. If the enrollment is accepted, the employee will be asked to verify the enrollment by replacing the same finger on the sensor.

9. Once the finger scan is confirmed, a green **Success** message will display.

10. Once approved, the employee will be given an opportunity to enroll a second finger. It is recommended to enroll a second finger in the event the primary finger is damaged.

Troubleshooting

1. If the enrollment was fair, the terminal offers three options:
   • Accept Best
   • Change Finger
   • Retry

2. Review the Quality and Threshold scores. If they are low, consider re-enrolling the employee.

3. Follow the onscreen prompts until you receive an Accepted enrollment.

4. If a Poor Enrollment is received, the employee will be asked to choose a different finger or re-try the same finger.

5. After the third attempt, the employee will be offered the option to choose **Accept Best**.

6. If there are issues that prevent the employee from using the biometric reader, there is an option to allow the employee to punch using the employee ID number instead. See your agency administrator to have the employee set up to use the employee ID number.