



Frequently Asked Questions (FAQs):

**Use the following list of questions to resolve some of the most common technical support concerns. Any guides that are referenced may be requested from the iTouch technical support team at support@itouchbiometrics.com or (847) 706-6789 ext. 104.*

Why won't Accurate-ID open?

After closing the Accurate-ID software, please wait for 10 seconds before re-launching the application. The application needs a few moments to clean up and properly shut-down. Additionally, a previous user may have the software open on their logon. Restart the computer to ensure that all previous users are logged off. This will allow you to have full control of the application.

Why do errors appear when I try to launch Accurate-ID?

Errors can appear for multiple reasons when opening the Accurate-ID software. One of the most common reasons is because the Accurate-ID service has not been started. This can be resolved by restarting your computer. Alternatively, search for "Services" from the Windows Start Bar. Open the snap-in utility and select "Accurate-ID" from the top of the service list. Use the "Start" or "Restart" options on the left-hand side to restart the Accurate-ID services. Other reasons may be that your user account does not have the appropriate domain privileges. Talk with your local IT department to confirm that your credentials have been placed in one of the four Accurate-ID security groups.

What do I do if I've forgotten the iTouch system password?

iTouch Biometrics, LLC is not responsible for user configuration or password management. It is each site's responsibility to remember and maintain their own credentials. Default passwords are provided at the time of installation/training and are included in the User Guides that were provided to your agency. Talk with your local technical representative or IT department to learn if your credentials have been changed. For security purposes our technical team will not be able to supply system credentials over the phone or via email.

Why are my transactions failing to submit?

Transactions can fail to submit for multiple reasons. First try restarting your system. If your transactions still do not submit check the following items:

- 1) Connectivity: Confirm that you have an active network connection and that all network devices are functioning as intended. Confirm with your local IT department that the appropriate static IP address, software, or credentials are being used.
- 2) Server Status: Contact your state representative to verify that the Automated Fingerprint Identification Service (AFIS) servers are not down.
- 3) Software Update: Contact the iTouch technical support team at (847) 706-6789 ext.104 to verify whether or not you are using the latest version of Accurate-ID.

Why did the state reject our transactions?

Usually when prints are rejected it is because of incorrect agency, form, or fingerprint information that has been submitted. Verify that your department has used the appropriate type of transactions (TOT), the appropriate agency information (ie. ORI, Purpose Codes, Charges, etc...) and that the prints are of good quality. For more information on taking good quality prints please see the iTouch Fingerprint Quality Guide.

How do I edit transactions?

If a transaction has already been submitted operators will need to unlock the record before changes can be made. Right-click on any transaction that is locked and select "Unlock" from the drop-down menu that appears. Open the transaction and make desired changes. After you have finished making changes make sure to save the record again. After saving changes the operator may then print or re-submit the transaction as needed.

What do I do if I find an Accurate-ID bug?

If you encounter a software bug or error send our support team the error logs:

- 1) Select "Help" from the top left-hand side of the *Home* Screen.
- 2) Select "Report a Bug."
- 3) Select "Save" from the prompt that appears.
- 4) Determine a destination for the log reports (ie. Desktop, Documents, Flashdrive, etc...) and select "Save."
- 5) Your Accurate-ID logs will be saved and compressed into a single *.zip file at the destination that you have chosen.
- 6) Send an email to support@itouchbiometrics.com with the log files attached.

Technical users may also send us the logs from the Windows Event Viewer. Save the Windows Application logs. Having these logs will allow our technical team to respond to software concerns in a more efficient manner. Additional instructions can be found in the iTouch Livescan Technical User's Guide which is provided at installation.