Enrolling a user's fingerprints (eikon solo reader)

Being a Facility Administrator, you are now able to enroll or re-enroll a user's fingerprints within the EDRS application. Below you will find easy to follow steps to complete this process.

NOTE: As a Facility Administrator, you can only enroll fingerprints for users AFTER the State has created the user's account in OVERS. Facility Administrators are not permitted to create users in OVERS.

1) Sign into EDRS with your user ID and password.

2) Once signed in, click the **Table Maintenance**, **Security** and **Biometric Enrollment** links in the main menu on top of the screen.

After clicking on the Biometric Enrollment link, you will be taken to the Biometric Enrollment screen.

3) Have the user needing to be biometrically enrolled enter **their** user ID and password in the proper fields and click the **Search** button.

Biometric Enrollment

To proceed with the biometric enrollment process, have the user enter their username and password combination.

Username ▸ doctor

Password ▸ ●●●●●●●●

Search

After successfully signing in, you will be taken to the Biometric Enrollment for XXXXX (x's represent user ID in this example) screen.

4) Click the **Add a Finger** button.

Biometric Enrollment for ordoctor

Add a Finger | Test a Finger | Biometric Setup Files | Return

5) Select which finger to enroll from the drop down menu. We recommend that the user <u>enrolls 2 fingers</u>, and that <u>each finger is enrolled multiple times</u> so that the user will have a good fingerprint reading. It does not matter which finger is selected from the dropdown. You will be enrolling the same finger multiple times, so the fingers you select from the dropdown don't matter.

6) Click the **Enroll** button

Select the finger you wish to enroll from the list.
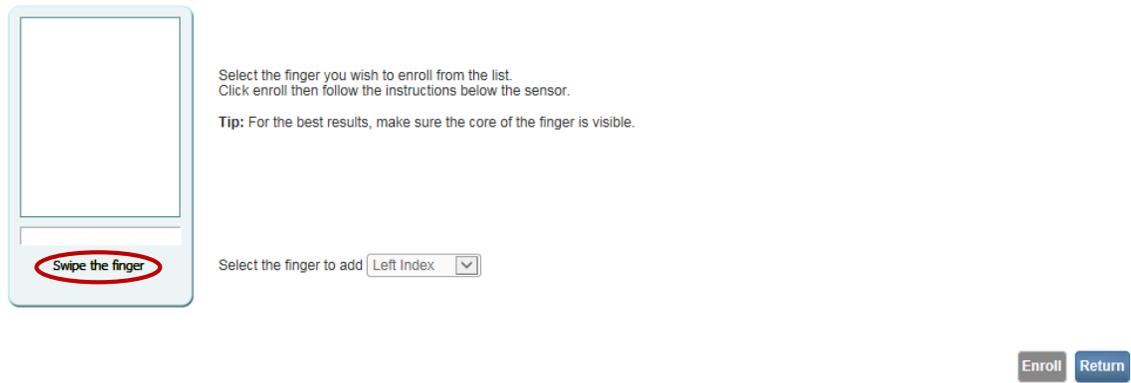Click enroll then follow the instructions below the sensor.

Tip: For the best results, make sure the core of the finger is visible.

Found 'UPEK Eikon Solo'   Select the finger to add

Left Thumb
Left Index
Left Middle
Left Ring
Left Pinkie
Right Thumb
Right Index
Right Middle
Right Ring
Right Pinkie

Enroll | Return

You will then see **Swipe the finger** in the display window.

7) The user can now swipe their left index finger (or whichever finger is being enrolled) on the biometric device. When doing so, it is easiest to have the user hold the device in their hand. Instruct the user to swipe their finger in a downward motion, keeping their finger flat, and apply moderate pressure while swiping. Make sure the finger remains flat and the tip of the finger is not captured on the device.

Swipe finger in a downward motion, keeping the finger flat, and applying a medium amount of pressure

8) The user will continue swiping their finger on the biometric device. This process may have to be repeated up to 9 times before the system will have a clean image of the print to store.
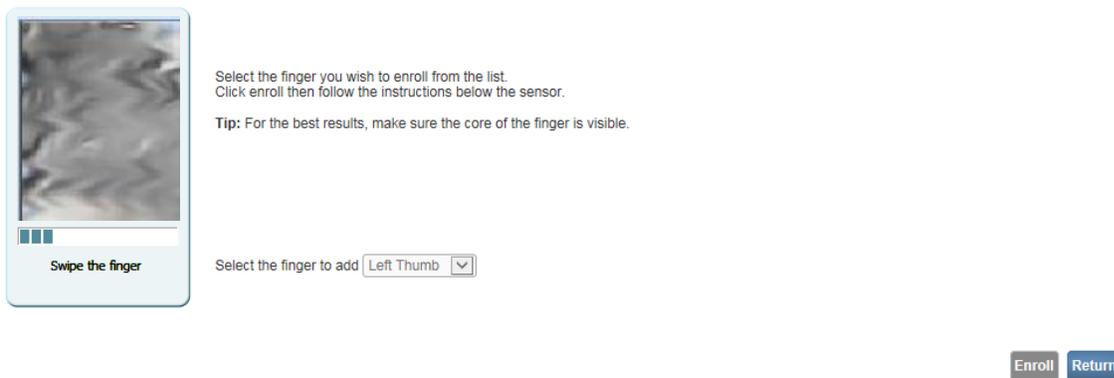
(The print above is blurred for this example.)

Once the system has captured the image successfully and the template is acquired, the text below the display window will change, and the system will return to the previous screen which allows you to enroll another finger. Repeat this process until all fingers needing to be enrolled are completed.

Biometric Enrollment for ordoctor

Finger	Chipset	Enrollment Date	
Left Index	AES3500	7/14/2016 5:59:25 PM	Delete

Add a Finger Test a Finger Biometric Setup Files Return

After each finger is enrolled and you are returned to the Biometric Enrollment screen, you will be able to view each finger that is enrolled into the system. It is highly recommended to test the fingers you have enrolled to ensure a successful enrollment by clicking on the **Test a Finger** button.

Biometric Enrollment for ordoctor

Finger	Chipset	Enrollment Date	
Left Thumb	TCS5B (eikon solo)	5/9/2016 1:56:04 PM	Delete
Left Index	TCS5B (eikon solo)	5/12/2016 1:21:11 PM	Delete
Left Middle	TCS4C	11/5/2015 5:55:23 AM	Delete
Left Ring	TCS4C	11/5/2015 5:55:36 AM	Delete
Left Pinkie	TCS5B (eikon solo)	5/10/2016 4:15:05 PM	Delete
Right Thumb	TCS5B (eikon solo)	11/25/2015 9:47:13 AM	Delete
Right Index	AES3500	5/24/2016 4:10:40 PM	Delete
Right Middle	TCS5B (eikon solo)	11/30/2015 9:17:38 AM	Delete
Right Ring	TCS5B (eikon solo)	12/1/2015 10:39:25 AM	Delete

Add a Finger Test a Finger Biometric Setup Files Return

After clicking the **Test a Finger** button, have the user place any of the fingers he or she has enrolled on the biometric device. The system will attempt to match the print to what is stored on the system. If successful, you will see **Finger was identified as Left Index** (left index for this example).

Biometric Enrollment for ordoctor

Finger was identified as **Left Index**.

Return

There may be times when a user has their finger prints enrolled in the system, but for whatever reason they are not registering when trying to sign. In this case, you will need to **delete** their prints from the system and re-enroll them. This is done from the **Biometric Enrollment** screen. Once deleted, follow the process to capture new prints.

After fingerprints are enrolled, fill out the bottom portion of the OVERS enrollment form, and fax the form in to our office at 971.673.1201

Error Messages

Error Message	Resolution
Unable to identify finger	Click the 'return' button and try testing the finger again
No supported device found	The low-level drivers for the biometric device are not installed and must be installed. Contact the Center for Health Statistics.
Bad quality: Center and harder	The user is not pressing hard enough. Have the user apply moderate pressure to the device.
Bad quality: Too short	The user is not swiping the finger long enough. Have the user swipe their finger the entire length of the device.
Bad quality: Too fast	The user is swiping the finger too fast. Have the user swipe their finger in a fluid downward motion.
Bad quality: Too skewed	The user is swiping the finger to the left of right. Have the user swipe their finger in a fluid downward motion.

Center for Health Statistics Help Desk:
971.673.0279
Monday – Friday 8am to 5pm