

Timegate Biometric Guide

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COMMERCIAL STATEMENT

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HELPDESK & SUPPORT

For help and support, please contact TEAM Software Technical Support:

- **Opening hours:** 8am -5pm Monday - Friday (excluding weekends and public holidays)
- **Contact telephone number:** 0370 626 0400 (then press option 1)
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WHAT ARE BIOMETRIC DEVICES?

Biometric devices in Timegate refer to those devices that enable employees to book on / off or make check calls using their finger print.. They can only be added through the Desktop Client, they can, however, be configured using the Web Client. An engineer will install the device for you and train you to use it effectively. Whilst installing the device, the engineer will provide you with the serial number of your device. This can be found on the inside of the device, on its back cover. System users will have to register their finger prints on the system before they can book on/off using

HOW DO I SET UP BIOMETRICS?

Adding a new biometric device

To add a device:

- Select **Manage | Devices**.
- Select to **add a new device**.
- Enter the various device values using the information provided in the table below
- Select **Save**:

Device Values

Value	Description
Type	Select the device type of choice from the drop down list
Device ID	The unique biometric device number which must have a leading space then five zeros
Device Group	If you group your devices you can select this (generally not used)
Assign Location	When not selected, the field Default Location below is available for selection. If selected, the option to use Site Group is available instead of Default Location . By selecting Assign to Location , if when a device is used to log onto a duty, if the duty cannot be found (i.e. is adhoc) it will be assigned to the Default Location . If the Default Location selected is configured with Auto Duty Create , all duties sent to the Default Location will be automatically created
Default Location	The location that all duties without SINs (i.e. adhoc duties) will be directed to if a specific Site or Site Group has not been configured
Use Site Group	Select to enable the Site Group option below. Otherwise, the Site option will be shown
Site Group	If required, select your Site Group from those options provided - this is specific to your implementation
Site	If required, select from the options provided - this is specific to your implementation
Description	Short description of the device

Single or Multi?

All Biometric Devices are configured to your specifications. We add a file, which determines the length of your **PIN** and **SIN**, and how they are configured in Timegate. This file can either be **Single** or **Multi**:

- **Single** for Employees who use one device at one location - you will have to configure the **Site Group/Card** above if this option is being used. When employees book on they use their finger print
- **Multi** for Employee who use more than one device OR if you have different Employee roles and the device determines which role i.e. for a Cleaner they could put in Site 001 and then on the same device a Security Officer could be Site 002 but they can clock in/out on the same device - In Timegate you will not have to assign the a Site Group/Card if this option is being used. When employees book on, they use their finger print and enter a SIN

Guidance for devices used in locations with both scheduled and adhoc duties

If you have lots of employees going through the doors to sign on at the same time and don't want your employees to have to enter a SIN when booking onto duties, Timegate can now be set up to support the situation without generating lots of arbitrations. Some of these duties may be scheduled, whilst some may be adhoc (employees turn up, swipe and expect duties to be created for them.) Timegate can be set up so that if there is a scheduled duty for an employee, it will match to the site. If there is no scheduled duty, Timegate can, when configured correctly create a duty for the employee.

If a device has a default location rather than an assigned location, if a duty cannot be found for a PIN, it will be assigned to the default location. If the default location has been set up to auto duty create, a duty will be created. If the default location has not been set up to auto duty create, and a duty is not present for the employee, an arbitration will be created for the PIN at the default location.

The Device can be set up to a Location (Site or Site Group) using the Assign to Location option or can be left to a Default Location.

Third Party PIN and Third Party SIN set up

All Employees that are going to be using the biometric devices need to have their **Third Party PIN** set up. If a Site has been set up as Multi, the Site will need to have it's **Third Party SIN** set up.

Third Party PIN (Employee) set up

Open the **Set Up | Employee** page:

1. Select the **Employee** that you wish to set up by selecting the **i** next to their name.
2. Select the **User Fields** tab (by default, the **General** tab will load when Step 1 above is completed)
3. Next to the **Third Party PIN**, User Field, enter the **Employee Number** for your employee for example in 0001
4. Select **Save**

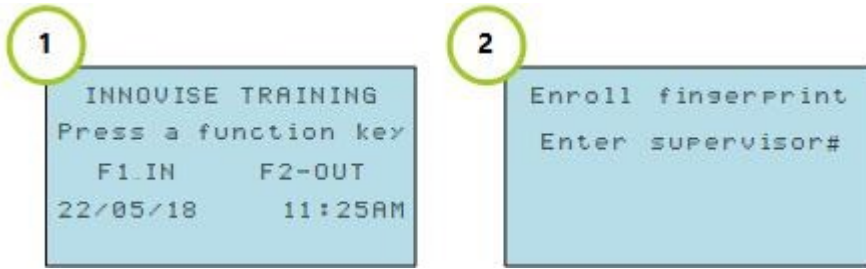
Third Party SIN (Sites) set up

Open the **Set Up | Sites** page:

1. Select the **Site** that you wish to set up by selecting the **i** next to it's name
2. Select the **User Fields** tab (by default, the **General** tab will load when Step 1 above is completed)
3. Next to the **Third Party SIN**, User Field, enter the **SIN Number** for your site for example in 00117

4. Select **Save**

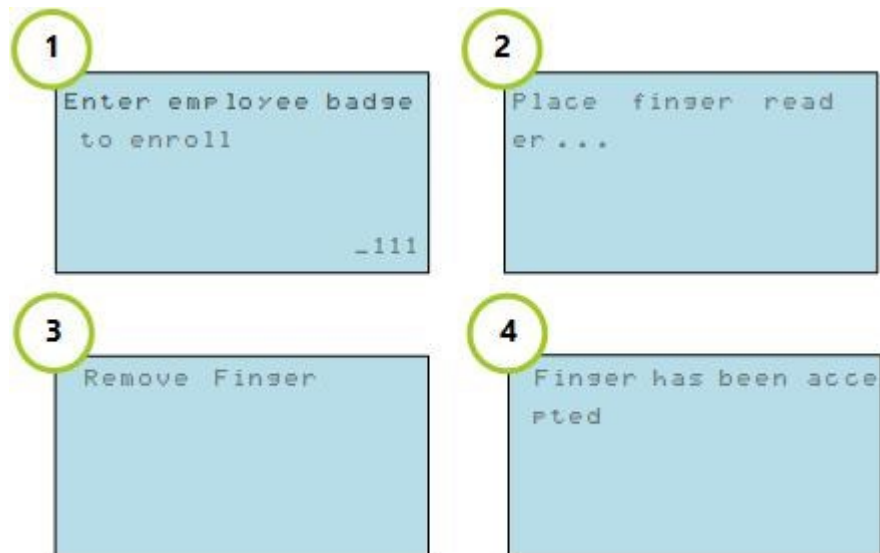
HOW DO I LOG IN AS A SUPERVISOR?



To enter the **Supervisor Mode**:

1. Push **F4**
2. When prompted using the keypad, enter the **Supervisor#**. Your Supervisor code can be obtained from a Manager

HOW DO I ENROL PEOPLE?



Follow these four steps from **Supervisor Mode**:

1. When prompted “**Enter employee badge to enroll**”, enter the **Employee Badge**, which is their **PIN Number**
2. After entering their **PIN Number**, the employee will be asked to place their finger on the reader. This will assign the fingerprint to the **Employee number (PIN Number)**
3. When requested the employee should remove their finger off the reader
4. Finally it will confirm that the “**Finger has been accepted**”

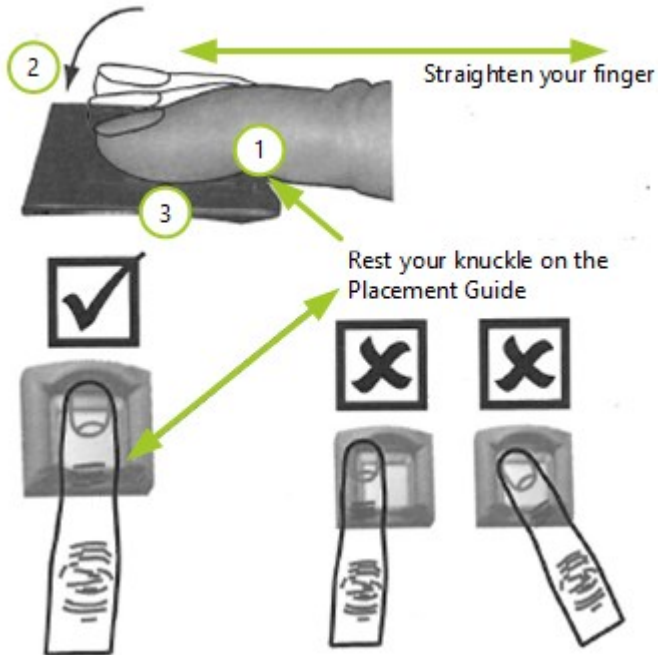
HOW DO PEOPLE BOOK ON/OFF USING THE BIOMETRIC SYSTEM?

Using the biometric system is easy:

- To book on you push **F1** and place your finger on the scanner (if you need to enter a **SIN** you will be prompted)
- To book off you push **F2** and place your finger on the scanner

Lock, Drop, Hold...

The following image and guidance from the biometric system's manufacturer may help if you or your users are struggling to place their fingers correctly on the scanner:



1. **Lock** - Position your finger where the first knuckle joint meets the Placement Guide
2. **Drop** - Lower the pad of your fingertip evenly onto the centre of the finger scanner. Use moderate pressure
3. **Hold** - Keep your finger on the sensor until the terminal accepts the finger scan. Do not move or roll your finger