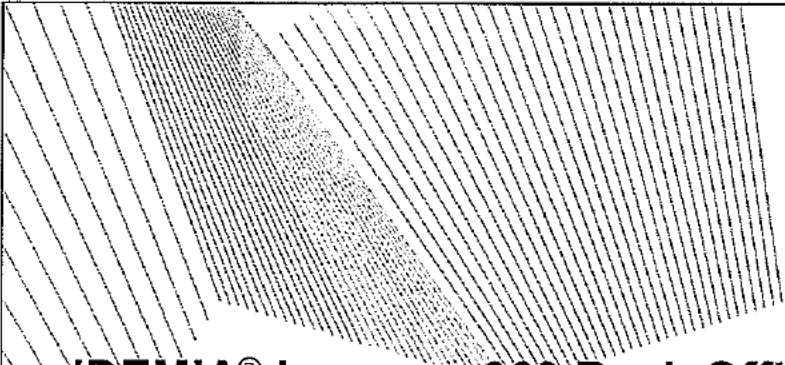




IDEMIA® Issuance360 Back Office

Operations – V0.91
June 2019



Agenda



- **Overview of Issuance360 Back Office**
- **Navigation of the User Interface**
- **Operating the Tool**
 - Issuance Manager
 - Exercises
 - Biometric Identification
 - Exercises
 - Administration



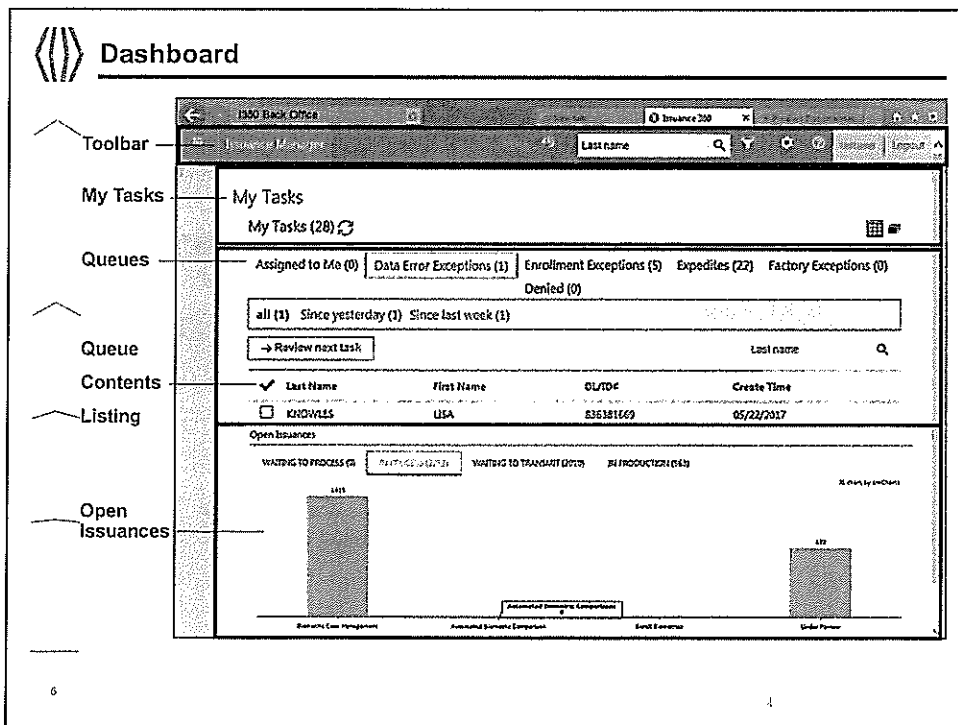
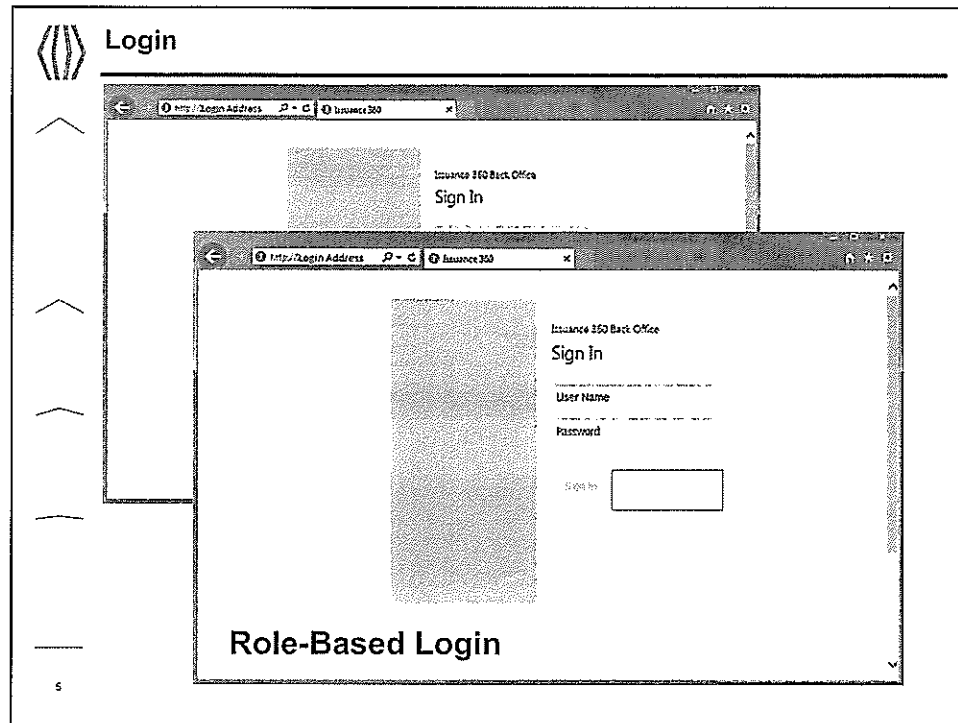
Issuance Overview

- Driver License
- Identification Card
- CDL

Where is my credential?

Front Office

Issuance Process



My Tasks

My Tasks View Styles

The screenshot displays the 'My Tasks' interface in Issuance Manager. At the top, there's a 'My Tasks View Styles' section with icons for different views. Below this, the 'My Tasks (24)' section shows a list of tasks with columns for 'Assigned to Me', 'Data Error Exceptions', 'Expedient Exceptions', 'Legacy Travel Exceptions', 'Libraries', 'Factory Exceptions', and 'Devoted'. A table below lists tasks with columns: 'Last Name', 'First Name', 'ID', 'Type', 'Status', and 'Create Time'. The table shows a task assigned to 'ACER/JOHN' with ID '10000000' and status 'In Progress'.

Below the table, there's a summary view showing counts for various task categories: 'Assigned to Me' (2), 'Data Error Exceptions' (0), 'Expedient Exceptions' (4), 'Legacy Travel Exceptions' (0), 'Expedies' (19), 'Factory Exceptions' (1), and 'Devoted' (0).

Menu – Select Function

The screenshot shows the 'Menu – Select Function' interface in Issuance Manager. The menu is open, displaying options for 'Issuance Manager', 'Biometric Identification', and 'Administration'. To the right of the menu, there's a section for 'History' and 'Reports'. Below this, there's a search bar for 'Last name' and a 'Create Time' field showing '05/22/2017'. The text 'Allows Selection Based on Role' is displayed at the bottom right.



Menu – Issuance Manager


Issuance Manager

☒ History
☐ Reports

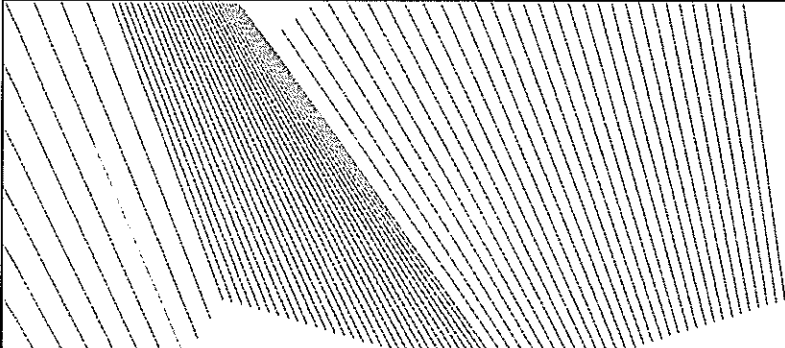

Biometric Identification


Administration

Issuance Status

- Gated Transaction Management
- Record/Issuance History
- Where the DL/ID Issuance is in the production workflow

9

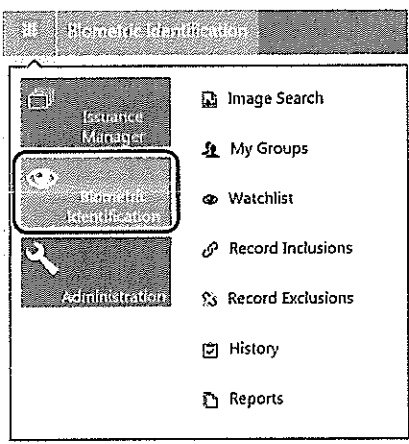


Biometric Identification



10

Menu – Biometric Identification

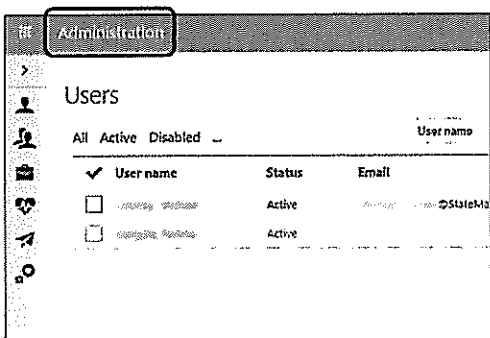


Biometric Identification

- Lead
- Case
- Investigation
- Closed

11

Menu – Administration



Administration

- Users
- Groups
- Roles
- BI Settings
- Send to Factory
- Configuration
 - General
 - Branding
 - Dossier Templates

User name	Status	Email
✓ User name	Active	Email
☐ User name	Active	Email
☐ User name	Active	Email

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Dashboard – Title Bar

The screenshot shows the Issuance360 Back Office Dashboard. A callout box highlights the Title Bar area, which includes the following elements:

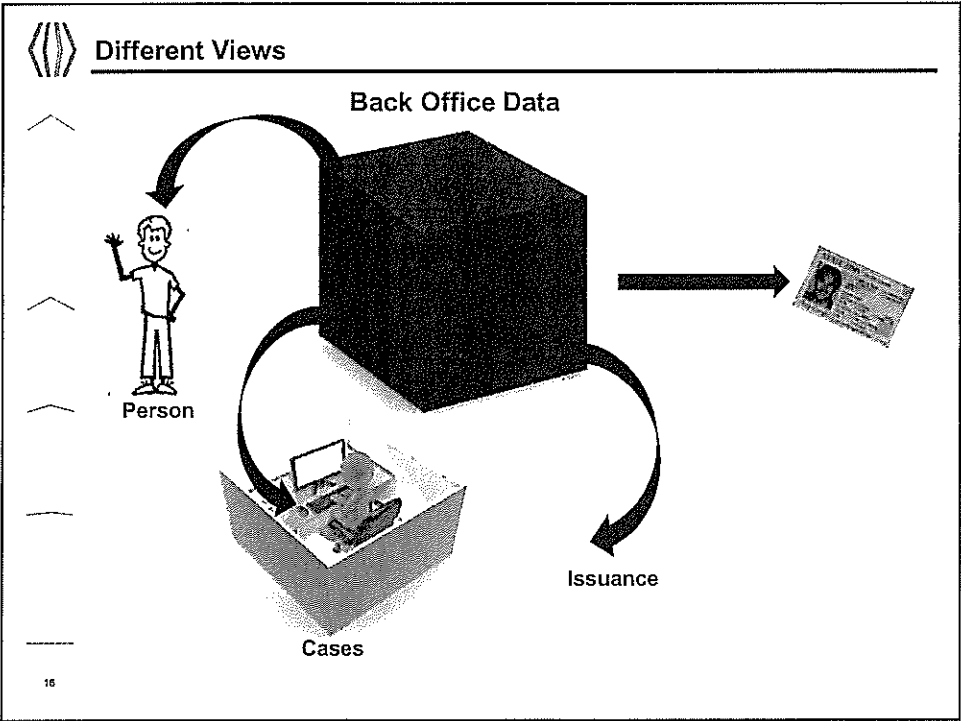
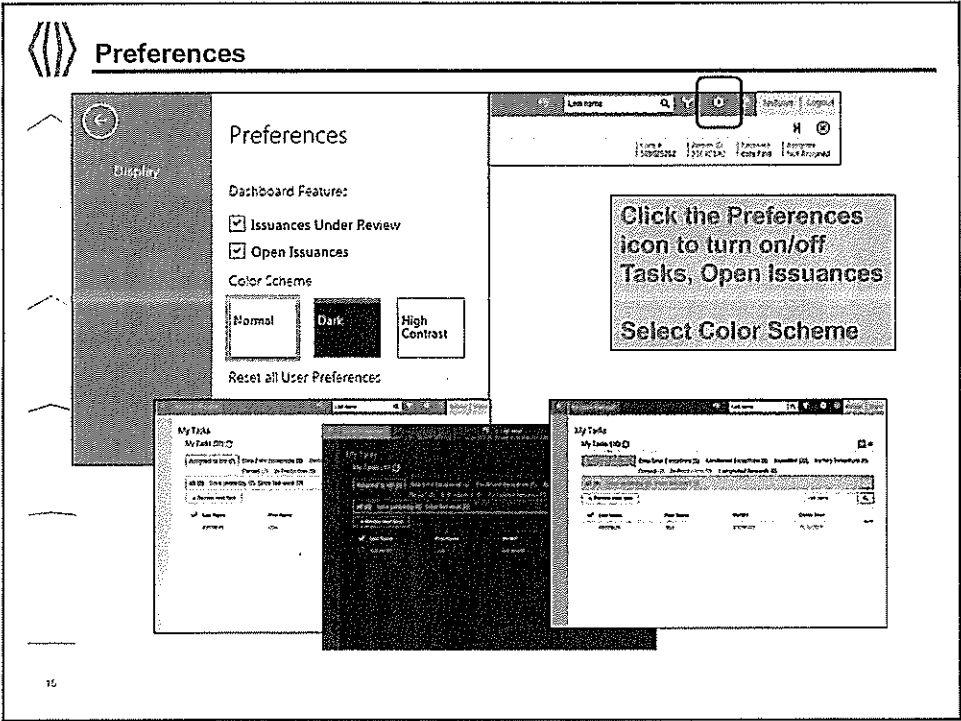
- Recent Items** – Shows recently visited pages accessed during session
- Quick Search** – Name/Term search (view dependent)
- Advanced Search** – Persons, Issuances or Cases
- Advanced Search** – Filtering of searches
- Preferences** – Setting user preferences for Dashboard views
- Context Sensitive Help** – Explanations and step by step operation

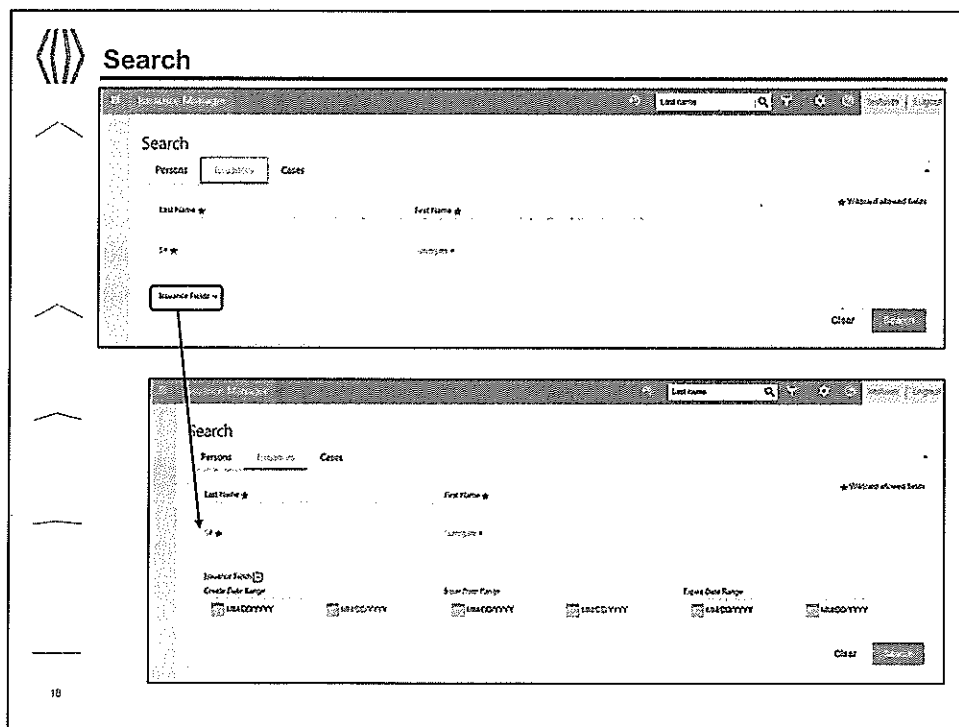
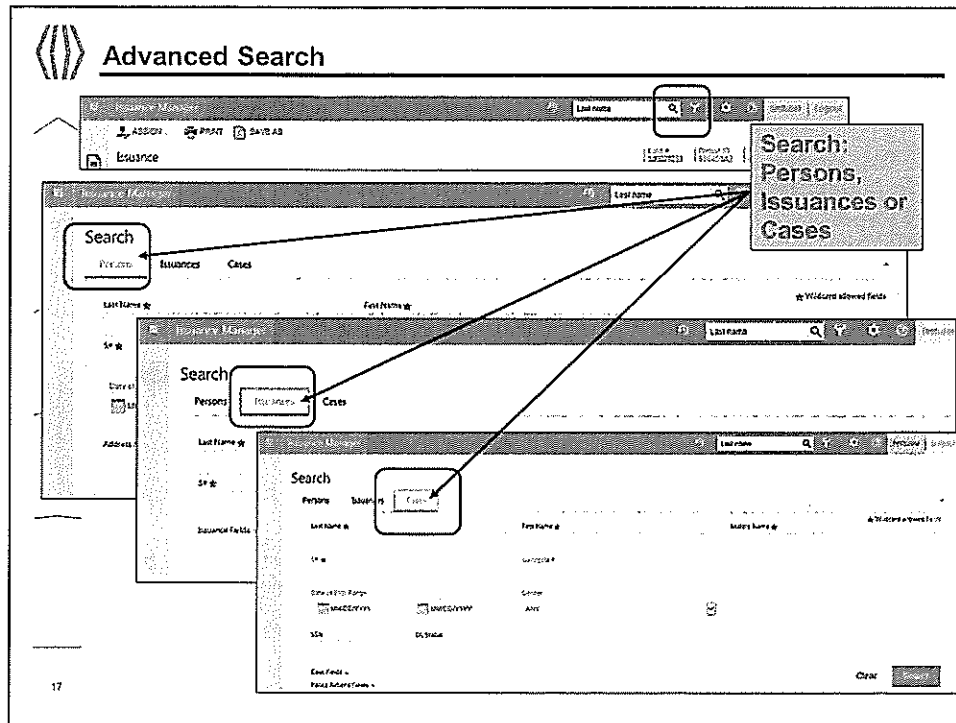
The dashboard also displays a 'My Tasks' section with filters for 'Assigned to me', 'Under Error Exception', 'Enrollment Exception', 'Disputed', and 'Task/Exception'. It includes a 'Review next task' button and a list of tasks with checkboxes for 'Last Name' and 'X1000LES'.

Context-Sensitive Online Help

The screenshot shows the Issuance360 Back Office Dashboard with a callout box highlighting the 'Context-Sensitive Online Help' feature. The help content includes:

- My Tasks for Issuance Manager**
 - The My Tasks Dashboard for Issuance Manager provides summary information about the system and quick access to key system tasks.
- Tasks**
 - To review the next task in your queue, click the Review Next Task button. For information on reviewing your next task, see [Working as Issuance](#).
 - To specify graph and table views for monitoring your tasks:
 - For the table view, click the Table button. Click this button again to hide the view.
 - For the graph view, click the Graph button. Click this button again to hide the view.
- Alerts and Bulletins**
 - Alerts and bulletins on current or important information from your system administrator are published in this section.
- Charts**
 - The Charts section of the page provide graphic details on your tasks work tasks.
- See Also**
 - [My Tasks and Issuance Management](#)
 - [Reporting](#)





Search

Search filters: Person, CAUS, First Name: j*, Last Name: S*. Clear button.

Image	Last Name	First Name	ID	Surrogate #	License Type	Issue Date	Expire Date	Create Time
	JULIA JEAN CLEMMONS	JULIA	15777581	275141364491541	DL	10/05/2017	10/05/2021	06/13/2017
	JULIA JEAN CLEMMONS	JULIA	111411214	275141364491541	DL	10/05/2017	10/05/2021	06/13/2017

Navigation

Search filters: Person, CAUS. Search criteria: First Name: j*, Last Name: S*. Clear button.

Image	Last Name	First Name	ID	Surrogate #	License Type	Issue Date	Expire Date	Create Time
	JULIA JEAN CLEMMONS	JULIA	15777581	275141364491541	DL	10/05/2017	10/05/2021	06/13/2017
	JASON BONHAM	JASON	111411214	275141364491541	DL	10/05/2017	10/05/2021	06/13/2017

Navigation buttons: Home, Search, Add New, Edit, Delete, Print, Export, Import, Refresh, Cancel, Next, Close.

Navigation - Sorting

Clicking any column header to sort that column, clicking again will reverse sort. The chevron indicates the sort order. ^ v

Navigation

Next

Navigation

The navigation dashboard displays a 'My Tasks' section with the following counts:

- Assigned to Me: 0
- Auto (and) Suspended: 7
- Unassigned Issuances: 4
- Expire: 20
- Active Issuances: 0
- Expired: 19

Below the task counts, a list of users is shown, including JULIA JEAN CLEMMONS and JASON BONHAM. A 'Next' button is visible on the left side of the dashboard.

Issuance View

The Issuance View for JACQUELINE WHITT displays the following information:

- Issuance ID:** 33098342
- Transaction ID:** 64316472587
- Transaction Type:** REGULAR
- Issue Date:** 06/05/2017
- Issue Type:** DL
- Class:** D
- Signature:** [Handwritten Signature]
- Photo History:** [Photo]
- Associated Cases:** [List of cases]

The 'Stage' section includes buttons for 'Step', 'Status', and 'Actions'. The 'Status' section shows 'Send to Factory', 'Status Pending', and 'Deny...'. The 'Actions' section includes 'Request Information', 'Endorsements', and 'Restrictions'.

Issuance Request

ASSIGN PRINT ENVELOPES RESET FLAG

ISSUANCE JACQUELINE WHITT

134 13568342 6376/73178728 6/6/2017 134/2017 Not Assigned

Next Close



Capture: 06/01/2017

Signature

Capture: 06/01/2017

Photo History

2017

DL INFORMATION

Step: Sent to Factory Status: Pending Action: Deny...

Identity: Last Name: WHITT, First Name: JACQUELINE, Middle Name: Date of Birth: 12/07/1993, Surrender #: 6297696178720

Demographics: Gender: FEMALE, Height: 5' 2", Weight: 125, Hair Color: UNKOWN, Eye Color: MULTICOLORED

Residential Address: 171 FOREST HILLS AVE, CHELSEA, MASSACHUSETTS 02139, County: Worcester, MA, ZIP: 02139

Mailing Address: 154 PARK LN, WORCESTER, MASSACHUSETTS 01231, County: Worcester, MA, ZIP: 01231

Request Information: Transaction ID: 61116471347, Transaction Type: NORMAL, TYP: 134/2017, License Type: DL, Class: D, Issue Date: 06/01/2017, VUL Expires: 12/07/2021

Endorsements: B - Passenger

Restrictions: B - Corrective Lenses

Associated Cases

Photo, Signature and Photo History

- Identity
- Demographics
- Addresses
- Request Information
- Endorsements
- Restrictions

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Issuance View

Issuance Flow



Capture: 06/01/2017

Signature

Capture: 06/01/2017

Photo History

2017

DL INFORMATION

Step: Pending Status: Factory Mailed Action: None available

Identity: Last Name: WHITT, First Name: JACQUELINE, Middle Name: Date of Birth: 12/07/1993, Surrender #: 6297696178720

Demographics: Gender: FEMALE, Height: 5' 2", Weight: 125, Hair Color: UNKOWN, Eye Color: MULTICOLORED

Residential Address: 171 FOREST HILLS AVE, CHELSEA, MASSACHUSETTS 02139, County: Worcester, MA, ZIP: 02139

Mailing Address: 154 PARK LN, WORCESTER, MASSACHUSETTS 01231, County: Worcester, MA, ZIP: 01231

Request Information: Transaction ID: 61116471347, Transaction Type: NORMAL, TYP: 134/2017, License Type: DL, Class: D, Issue Date: 06/01/2017, VUL Expires: 12/07/2021

Endorsements: B - Passenger

Restrictions: B - Corrective Lenses

Associated Cases

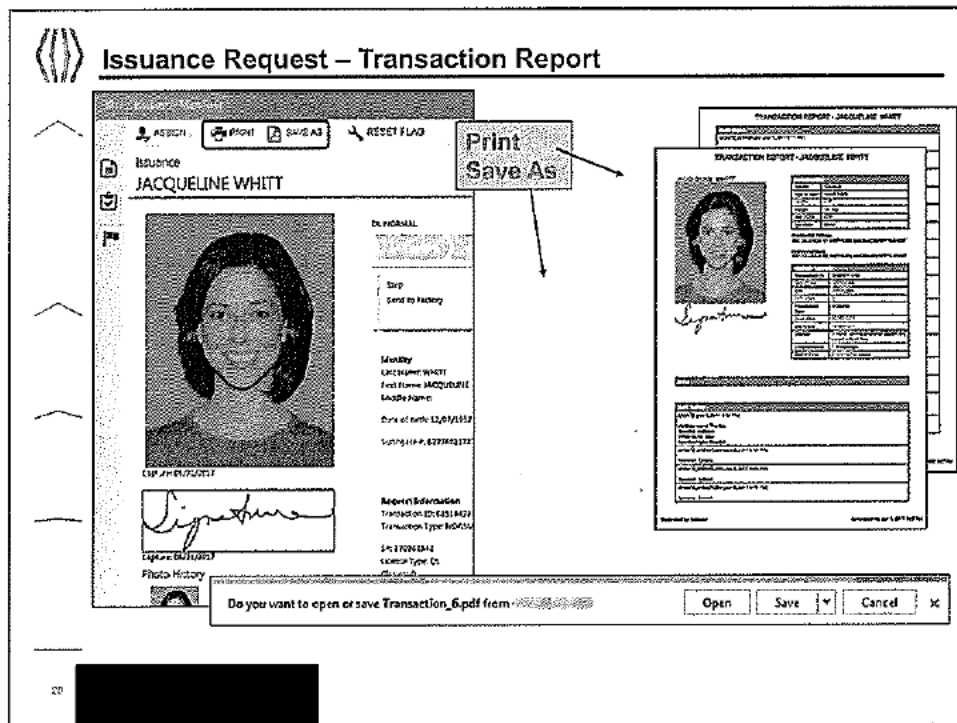
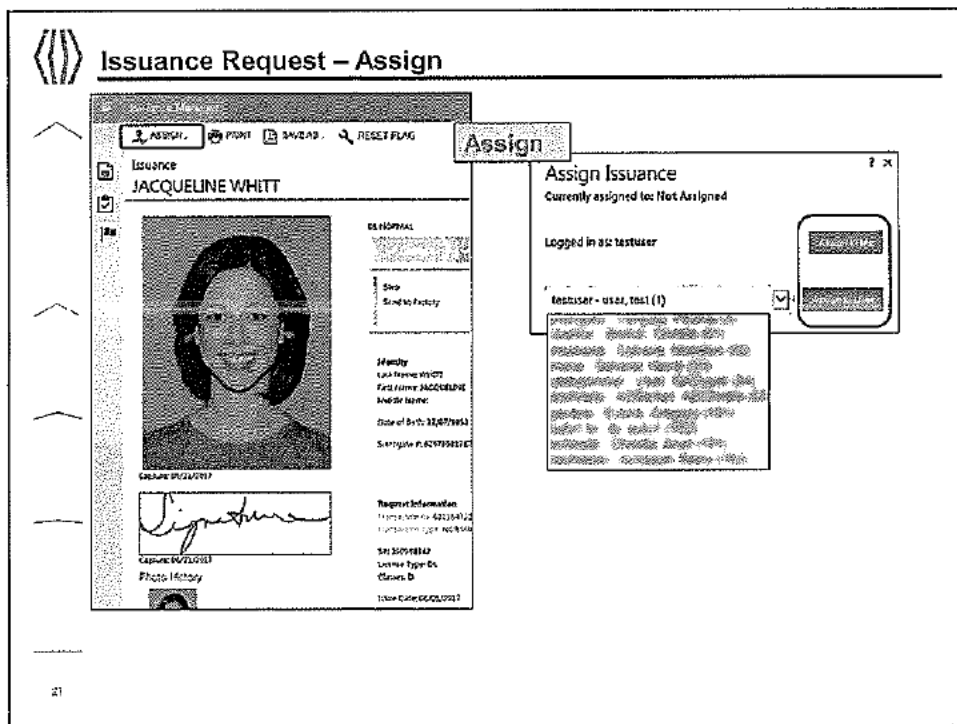
Issuance to Photo by: [REDACTED]

Issuance to Candidate by: [REDACTED]

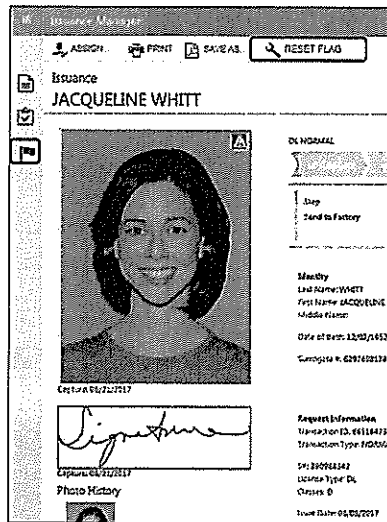
Associated Cases

This person in these Cases is in BL.

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Issuance Request – Flag



The screenshot shows the 'Issuance Manager' window for a transaction. At the top, there are buttons for 'ASSIGN...', 'PRINT', 'SAVE AS...', and 'RESET FLAG'. Below these, the 'Issuance' section shows 'JACQUELINE WHITT' with a photo and a signature. To the right, there is a 'DL INFORMATION' section with fields for 'Step' (Set to Factory), 'Monthly' (Last Name: WHITT, First Name: JACQUELINE, Middle Name:), 'Date of Birth: 12/05/1982', and 'Candidate ID: 6291402132'. Below this is a 'Request Information' section with fields for 'Transaction ID: 61116473', 'Transaction Type: FGS000', 'SP: 00091842', 'License Type: DL', 'Class: D', and 'Issue Date: 05/05/2017'. A red flag icon is visible in the top right corner of the photo area.

An Issuance (Transaction) can have a flag.

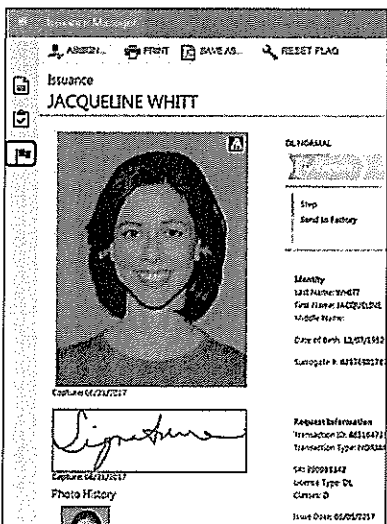
- ☒ Suspect Fraud
- ☐ Data Error
- ☒ Clear

The flag is set in BI by an investigator working on the case.

- ☒ Review flags
- ☐ Reset flag

26

Issuance Request – Review Flags



The screenshot shows the 'Issuance Manager' window for a transaction. At the top, there are buttons for 'ASSIGN...', 'PRINT', 'SAVE AS...', and 'RESET FLAG'. Below these, the 'Issuance' section shows 'JACQUELINE WHITT' with a photo and a signature. To the right, there is a 'DL INFORMATION' section with fields for 'Step' (Set to Factory), 'Monthly' (Last Name: WHITT, First Name: JACQUELINE, Middle Name:), 'Date of Birth: 12/05/1982', and 'Candidate ID: 6291402132'. Below this is a 'Request Information' section with fields for 'Transaction ID: 61116473', 'Transaction Type: FGS000', 'SP: 00091842', 'License Type: DL', 'Class: D', and 'Issue Date: 05/05/2017'. A red flag icon is visible in the top right corner of the photo area.

Review flags

Cases and flags

Issuance Status Flag	Appropriate Flag
☒ Suspect Fraud	☒ Suspect Fraud
☐ Data Error	☐ Data Error
☒ Clear	☒ Clear

Flag Permanent/Temporary/Candidate Case

Flag	Permanent	Temporary	Candidate Case
☒ Yes	LR Probe	POSSIBLE ACTION 120620110	
☐ No			

Cases and flags

Flag Permanent/Temporary/Candidate Case
☒ Yes
☐ No

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Issuance Request – Reset Flag

ASSIGN FRONT SAVE AS **RESET FLAG**

ISSUANCE
JACQUELINE WHITT



CL: NORMAL

Step
Send to Factory

Identity
Last Name: WHITT
First Name: JACQUELINE
Middle Name:
Date of Birth: 12/07/1972
Sample ID: 6237688178

Request Information
Transaction ID: 86216473
Transaction Type: NORMAL

SA: 330983342
License Type: EL
Class: D
Issue Date: 06/25/2017

Signature
Signature: 06/25/2017

Photo History

Reset flag

Change Transaction Flag

Issue Status Flag

Change Transaction Flag

Confirm Reset Issuance Status

Are you sure you want to reset the Issuance Status Flag?

Reset Issuance Status Flag

Reason for reset (Maximum of 2048 characters)

Yes, Reset

If no Issuance flag – one cannot be added, only click RESET FLAG to clear a flag.

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Person ID

ASSIGN FRONT SAVE AS **RESET FLAG**

ISSUANCE
JACQUELINE WHITT



CL: NORMAL

Step
Send to Factory

Status
Pending

Actions
Daily...

Identity
Last Name: WHITT
First Name: JACQUELINE
Middle Name:
Date of Birth: 12/07/1972
Sample ID: 6237688178

Request Information
Transaction ID: 86216473567
Transaction Type: NORMAL

SA: 330983342
License Type: EL
Class: D
Issue Date: 06/25/2017
Valid Until: 12/06/2021

Signature
Signature: 06/25/2017

Photo History

Demographics
Gender: FEMALE
Height: 5' 2"
Weight: 125
Hair Color: BROWN
Eye Color: BROWN

Residential Address
175 FOREST HILLS AVE
CHELSEA, MASSACHUSETTS 02437
County

Mailing Address
114 FAIRM LN
WORCESTER, MASSACHUSETTS 01273
County

Restrictions
P - Passenger
D - Corrective Lenses

Associated Cases

22

Person View / Historical Issuances

View another issuance

Person: JACQUELINE WHITT

Issuance History

Issuance Type	ID	Issue Date	Expiration Date	Status
Standard	JACQUELINE WHITT	06/05/2017	12/04/2018	Active

Associated Cases

Person is Probable in: [Link]

Person is Candidate in: [Link]

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Person View / Historical Issuances

Person – Card View

Person – Photo View

Person – List View

Person: JACQUELINE WHITT

Issuance History

Issuance Type	ID	Issue Date	Expiration Date	Status
Standard	JACQUELINE WHITT	06/05/2017	12/04/2018	Active

Associated Cases

Person is Probable in: [Link]

Person is Candidate in: [Link]

34

Sub-stage History



KAREN VALENTINE

1252



KAREN VALENTINE

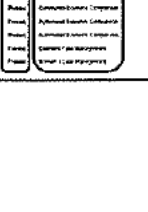
Step	Step	Status	From	To	Comments
Image	Image Enrollment	Pending	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	In Progress	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Complete	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Pending	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	In Progress	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Complete	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Pending	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	In Progress	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Complete	4/10/2017 12:11 PM	4/10/2017 12:11 PM	

Oldest
↓
Newest

Stage History



KAREN VALENTINE



KAREN VALENTINE

Step	Step	Status	From	To	Comments
Image	Image Enrollment	Pending	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	In Progress	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Complete	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Pending	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	In Progress	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Complete	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Pending	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	In Progress	4/10/2017 12:11 PM	4/10/2017 12:11 PM	
Photo	Photo Enrollment	Complete	4/10/2017 12:11 PM	4/10/2017 12:11 PM	

Image Enrolled -Pending

- In Progress
- Complete

1:R Verification -Pending

- In Progress
- Complete

1:N Identification -Pending

- In Progress
- Complete

Lead Pending

Case In-Progress - Research

Case In-Progress - Suspect

Newest

Issuance Notes

Type your note here and click ADD

☒

ADD

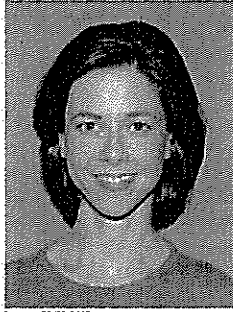
Issuance Note 1

June 8, 2017 12:11:03 PM

Issuance Manager

ASSIGN... PRINT SAVE AS... RESET FLAG

Issuance JACQUELINE WHITT



DL NORMAL

Stop Print Status Factory Mailed History...

Identity	Demographic
Last Name: WHITT	Gender: FEMALE
First Name: JACQUELINE	Height: 6' 6"
Middle Name:	Weight: 147
Date of Birth: 12/07/1952	Hair Color: BL
Person ID: 6000003323336	Eye Color: GR

Capture 06/08/2017

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Issuance Audit History

Newest

↑

Oldest

Issuance Manager

HISTORY

ASSIGN... PRINT SAVE AS... RESET FLAG

Issuance JACQUELINE WHITT



DL NORMAL

Stop Print Status Factory Mailed History...

Identity	Demographic
Last Name: WHITT	Gender: FEMALE
First Name: JACQUELINE	Height: 6' 6"
Middle Name:	Weight: 147
Date of Birth: 12/07/1952	Hair Color: BL
Person ID: 6000003323336	Eye Color: GR

Capture 06/08/2017

Signature

Capture 06/08/2017

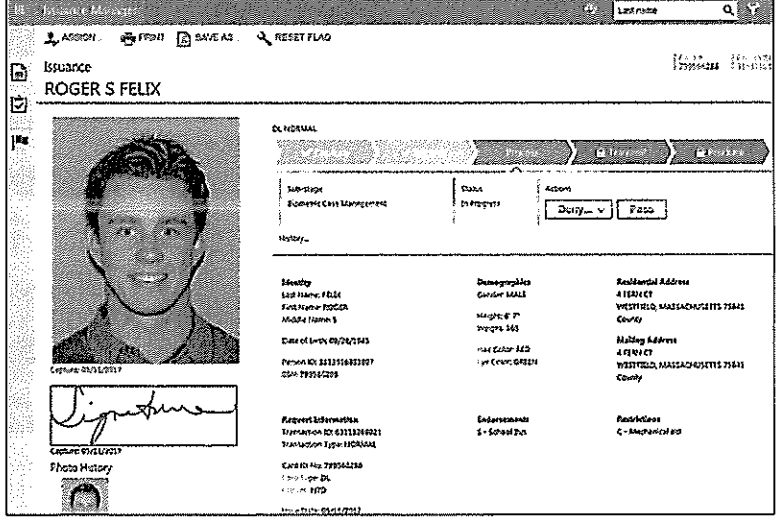
Photo History



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Issuance in BI



Issuance Manager

ASSIGN FRONT SAVE AS RESET FLAG

Issuance

ROGER S FELIX

DL NORMAL

Sub-stage: **Electronic Case Management** Status: **In Progress** Actions: **Deny** **Pass**

History...

Identity Last Name: FELIX First Name: ROGER Middle Name: S Date of Birth: 09/26/1983 Person ID: 31131683307 SSN: 79354238	Demographics Gender: MALE Height: 6' 7" Weight: 165 Hair Color: RED Eye Color: GREEN	Residential Address 4 TERRACE WESTFIELD, MASSACHUSETTS 01095 County: Mailing Address 4 TERRACE WESTFIELD, MASSACHUSETTS 01095 County:
Request Information Transaction ID: 6311316831 Transaction Type: NORMAL Card ID No: 79354238 Card Type: DL Expire Date: 09/26/2017	Endorsements 1 - School Bus	Facilities C - Mechanical

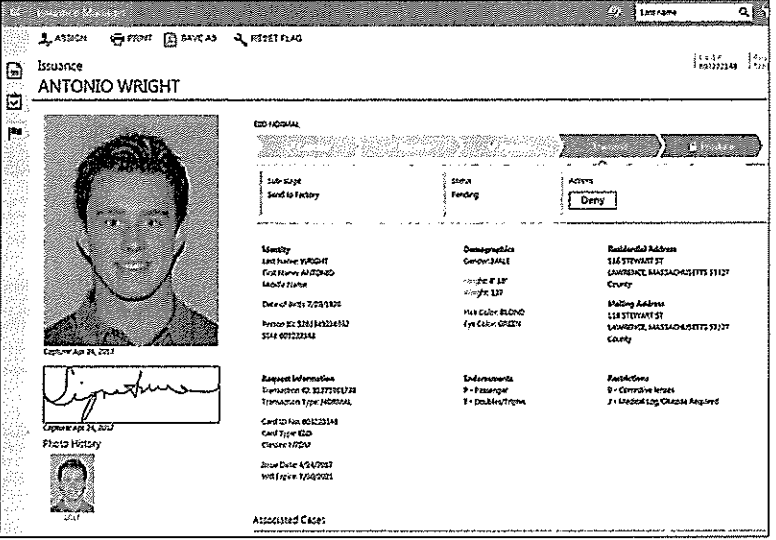
Photo History

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In Process with an available Actions to Deny or Pass



Issuance ready to Transmit to factory



Issuance Manager

ASSIGN FRONT SAVE AS RESET FLAG

Issuance

ANTONIO WRIGHT

DL NORMAL

Sub-stage: **Send to Factory** Status: **Pending** Actions: **Deny**

History...

Identity Last Name: WRIGHT First Name: ANTONIO Middle Name: Date of Birth: 7/25/1985 Person ID: 32814323432 SSN: 60722348	Demographics Gender: MALE Height: 6' 10" Weight: 175 Hair Color: BLOND Eye Color: GREEN	Residential Address 116 STEWART ST LAWRENCE, MASSACHUSETTS 01840 County: Mailing Address 116 STEWART ST LAWRENCE, MASSACHUSETTS 01840 County:
Request Information Transaction ID: 3177151728 Transaction Type: NORMAL Card ID No: 601233148 Card Type: DL Expire Date: 09/26/2017 Issue Date: 09/26/2017 Web Page: 7/26/2017	Endorsements 9 - Passenger 1 - Double Vision	Facilities 9 - Corrective Lenses 1 - Medical Log Glasses Required

Photo History

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Ready for the Factory with an available Action to Deny

Issuance at the factory

ADD NEW

PRINT

SAVE AS

RESET FIELDS

ISSUANCE

JULIA JEAN CLEMMONS

Signature

Photo History

DL NORMAL

Task Stage

Status

BI Progress Factory Approved

None in Progress

Identity

Last Name: CLEMMONS

First Name: JULIA

Middle Name: JEAN

Date of Birth: 07/02/1978

Pin: 0000000000000000

SSN: 401-123-4567

Demographic

Gender: FEMALE

Height: 5' 7"

Weight: 135

Marital Status: SINGLE

Eye Color: BROWN

Residential Address

4304211

4404211

10000000, MASSACHUSETTS 02111

ESSEX County

Mailing Address

4304211

4404211

10000000, MASSACHUSETTS 02111

ESSEX County

Request Information

Transaction ID: 01020102000

Transaction Type: REQUEST

Card Status: 0000000000000000

Card Expiry: 01/01/2017

Card Expiry: 01/01/2017

Endorsement

1 - Double Signatures

Restrictions

4 - Daylight only

At the Factory No Available Actions

Issuance Queues

My Tasks

My Tasks (52)

Assigned to Me (0)

Data Error Exceptions (0)

Enrollment Exceptions (4)

Expedites (20)

Factory Exceptions (0)

Denied (22)

all (0)

Since yesterday (0)

Since last week (0)

Queues	Definitions
Assigned to Me	
Data Error Exceptions	BI L3 -> DATA_ACTION / CLOSED_DATA_ERROR Issuance came back from BI with a confirmed Data Error.
Enrollment Exceptions	Image did not enroll in BI
Legacy Enroll Exceptions	Legacy issuance image did not enroll in BI
Expedite	
Factory Exceptions	Factory Cancelled
Denied	BI L3 - POLICE_ACTION / CLOSED_FRAUD Issuance Status: Fraudulently Denied (suspended fraud) Issuance came back from BI with confirmed fraud.

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Process Stage

OL NORMAL

PROGRAM → Testunit → Practice

Sub-stage: Biometric Case Management | Status: Exception (Data Error) | Actions: Deny... Pass

History...

BI Investigation: Closed Data Error →
IM: Issuance goes to Data Error Exceptions Queue
BI: Process Status: Exception (Data Error)

Actions:

- Deny... ^
- Pass
- Provisionally Deny
- Permanently Deny
- Void

Closed Data Error with possible actions to Deny or Pass.

- Provisionally Deny is reversible, can still Pass or Perm Deny.
- Permanently Deny is non reversible.
- Void will set the status to Cancelled (Manual)
- Pass allows the issuance.

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Recent Items

Person JESSICA K BENNET

Issuance History

Recent Items

- P: PABLO Q SCHEIDT
- T: PABLO Q SCHEIDT
- T: JAMES VELARDE
- Investigation 11
- T: GABBIE G GRACE
- Lead 60

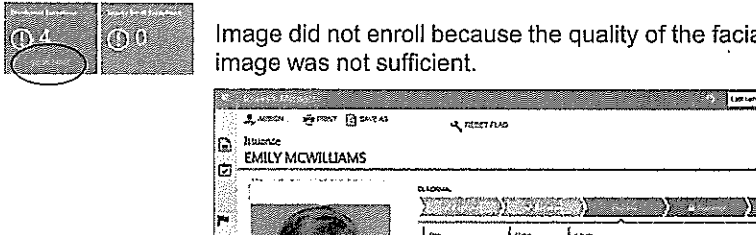
T = Issuance/Transaction
P = Person
Lead
Investigation

Select to move directly to a previous view

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Managing Enrollment Exceptions

Image did not enroll because the quality of the facial image was not sufficient.



The screenshot shows a web application titled 'Manage Enrollment Exceptions'. It displays a list of enrollment exceptions for a user named 'EMILY MCWILLIAMS'. The first exception is highlighted, showing a facial image and a status of 'Not Enrolled'. The 'Not Enrolled' button is circled in red.

Managing Enrollment Exceptions

Re-enroll by manually placing eye markers.

Instructions

Please make sure the eye markers are positioned over the person's eye sockets. Move the markers to the correct locations if necessary. Click "Next Eye" to move the eye markers to the original position.

↶ Reset Eyes ↷ Check Quality

Show Quality Details...

Cancel Finish

Managing Enrollment Exceptions

Now that the Image is enrolled, a Case may be created in BI, or if no case, the issuance will proceed to the factory.

Case created

DL LEGACY

Step: Biometric Case Management | Status: In Progress | Actions: Deny... Pass

No case, issuance proceeds to the factory

DL NORMAL

Step: Send to Factory | Status: Pending | Actions: Deny...

47

Image Quality – Viewable from Re-Enroll

Re-Enroll

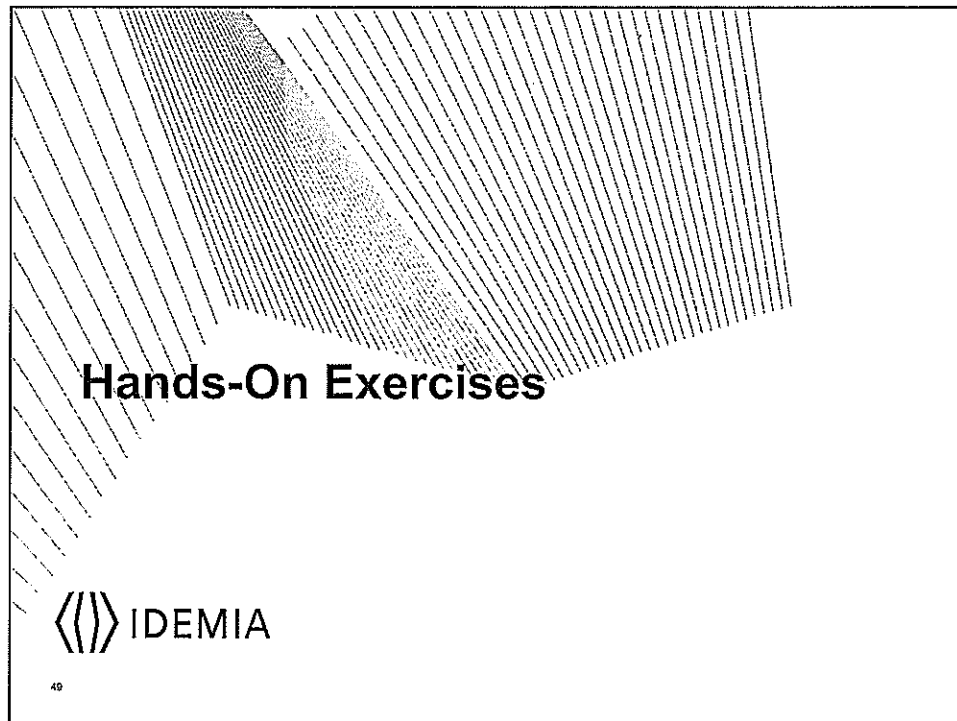
Instructions: Please make sure the eye markers are positioned over the person's eye sockets. Press the "Next" button to move the eye markers to the original position.

View Quality Details...

Many Quality Checks

- texture (0.76)
- greyScaleDensity (7.52)
- glintFaceness (0.28)
- sensorNoise (0.00)
- backgroundShadows (0.44)
- backgroundUniformity (5.76)
- sunGlasses (0.00)
- glassesNoClare (2.95)
- glasses (3.52)
- eyesOpen (3.25)
- lightingHotSpots (1.24)
- lightingShadowsEyeSockets (0.00)
- lightingFacialShadows (0.48)
- lightingUniform (0.24)
- motionBlur (9.64)
- blur (0.00)
- outOfFocus (0.68)
- exposure (5.44)
- shadingArtifacts (0.60)
- interlaced (4.60)
- resolution (3.32)
- postRoll (2.88)
- postView (0.81)
- faceness (0.00)
- faceGrayValues (0.34)
- faceClipping (10.00)
- faceResolution (4.83)
- imageGrayValues (4.75)
- backgroundColor (7.20)
- imageDimensions (5.74)
- backgroundBrightness (0.54)
- frontOfFace (0.65)
- overall (0.00)

48



 **Now it's your turn!**

 **Try these tasks:**

- Login to I360 Back Office
- Select Issuance Manager
- Toggle between the View Formats
-  • Search for an Applicant
- Review an Issuance
- Review Flags
-  • Check the Stages of an Issuance
- Review Stage History
- View the different Queues



50



Vocabulary

 **Template:** A numerical representation of a customer's facial structure used for fast comparisons between images

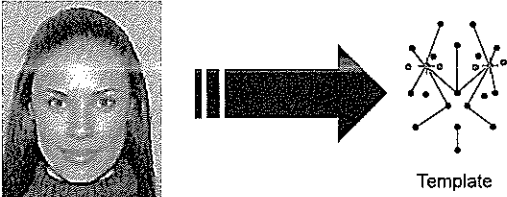


Diagram illustrating the creation of a template from a captured image. A grayscale photograph of a person's face is shown on the left. A large black arrow points from the image to a graph structure on the right, labeled "Template". The graph consists of nodes connected by lines, representing a numerical representation of the facial structure.

 **Enrollment:** The process of creating a template from the Captured Images and storing it on one or more matching server(s)

51



Vocabulary

 **Probe:** The template to be compared against the database of known images

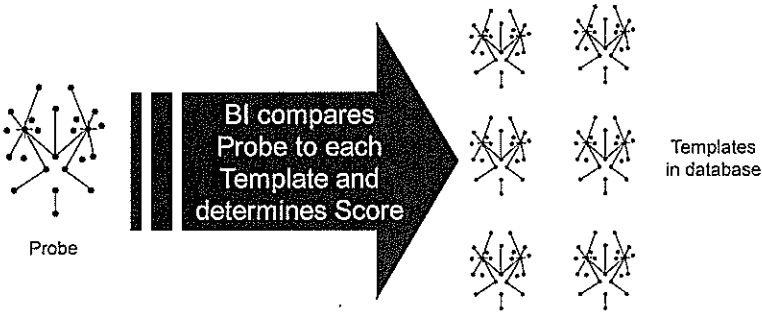


Diagram illustrating the comparison process. On the left, a single graph structure is labeled "Probe". A large black arrow points from the probe to a group of four graph structures on the right, labeled "Templates in database". Inside the arrow, the text reads: "BI compares Probe to each Template and determines Score".

 **Score:** A rating of similarity based on a comparison of two templates

52



Identification Types

1:N (Many)

1:N Identification is the process of comparing the image template for one person (the Probe) to the image templates of every other person in the BI database.

1:R (Record)

1:R Identification is the process of comparing the image template for one person to that same person's historical set of templates.

^

^

^

^

^

^

53



Vocabulary

^

Candidate: A database template that matches the Probe at or above the set Threshold for 1:N. Below the Threshold for a 1:R match.

^

^

Matching Threshold

Above Threshold Potentially Matches (Candidate)

Below Threshold Does Not Match (Ignored)

^

54

Menu – Biometric Identification

Issuance Manager
 Biometric Identification
 Administration

Image Search
 My Groups
 Watchlist
 Record Inclusions
 Record Exclusions
 History
 Reports

Biometric Identification

- Daily Screening of Applicants
- Case Management
- Investigative Efforts

65

Biometric Dashboard

My Tasks

Active Biometric Leads and Cases (765)

Leads (765) | Cases (7) | Investigations (7) | Assigned to Me (0)

all (765) 1H (515) 1H (0) Combined (248)

→ Review next Lead

Case	Type	Status	Assigned To
5	Completed	LEAD	
21	Completed	LEAD	
23	Completed	LEAD	
32	216	LEAD	
44	216	LEAD	
59	216	LEAD	
61	216	LEAD	
57	216	LEAD	
53	216	LEAD	
54	216	LEAD	

Active Agency Biometric Tasks (0)

Manual (0) | Watchlist (0) | Assigned to Me (0)

all (0)

→ Previous next: Manual C 110

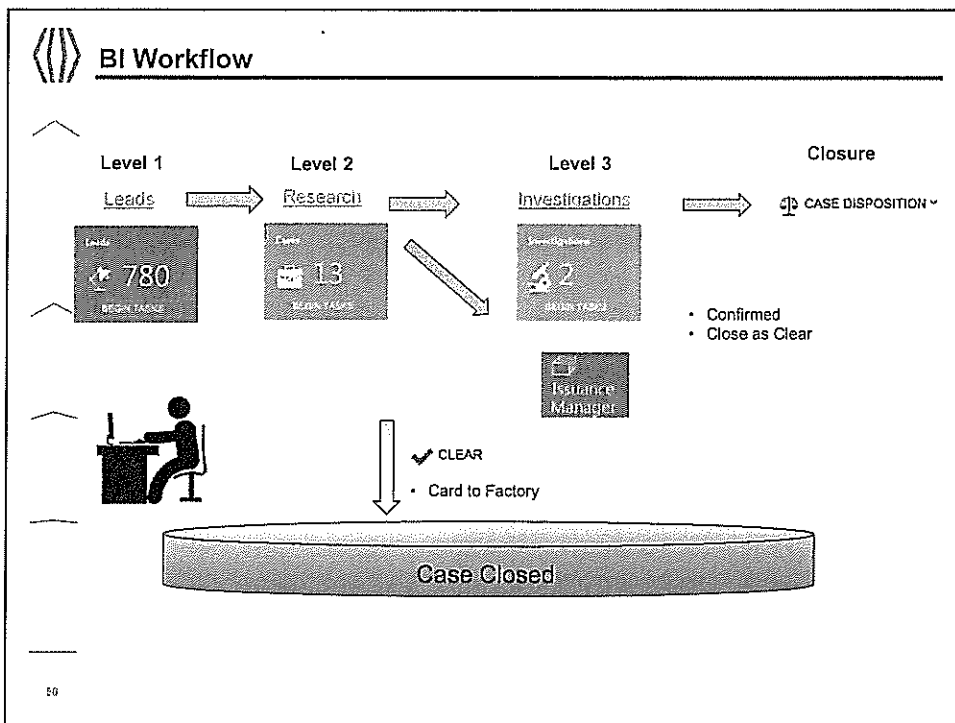
66

Biometric Dashboard

The dashboard displays two main sections:

- My Tasks**: Active Insurance Leads and Cases (759)
 - Leads: 780
 - Cases: 13
 - Investigations: 2
 - Assigned to Me: 1
- Active Agency Biometric Tasks (0)**
 - Manual: 0
 - Watchlist: 0
 - Assigned to Me: 0

57



Biometric Dashboard

My Tasks

Active Issuance Leads and Cases (795)

Leads (780)

Cases (13)

Investigations (2)

Assigned to Me (1)

all (780) 1st (51%) 1st (1%) Combined (24%)

Review next Lead

Case #	Type	Status	Assigned To
5	Combined	U/D	
21	Combined	U/D	
23	Combined	U/D	
31	1st	U/D	
49	1st	U/D	
50	1st	U/D	
51	1st	U/D	
52	1st	U/D	
54	1st	U/D	
55	1st	U/D	

Active Agency Biometric Tasks (0)

Manual (0)

Walden (0)

Assigned to Me (0)

all (0)

Review next Manual Case

0 results

50

Biometric Dashboard – Begin Tasks

My Tasks

Active Issuance Leads and Cases (795)

Leads 780

Cases 13

Investigations 2

Assigned to Me 1

All

1st

1st

Combined

0

0

0

60

Lead

Case #

ADD

PRINT

SAVE

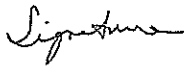
124555

53 - NICK M GEATHERSPOON

System: AUTOMATIC
Title: SA
SS: 730417144
Supervisor: 730341000109
Updated: 06/13/2017
Assignee: 730417144

1:1 (1 Candidates)

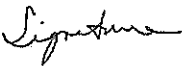




NICK M GEATHERSPOON

DOB: 02/28/1987
Gender: M
Height: 5' 10"
SS: 730417144
Issued: 05/03/2017
Expired: 03/01/2021
Transaction ID: 10554201717164
Surrogate #: 7059471090888

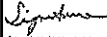
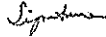




AUSTIN CHARLIE
barthelemyholde326764

DOB: 04/30/1954
Gender: M
Height: 4' 4"
SS: 100603009
Issued: 03/15/2010
Expired: 03/15/2014
Transaction ID: 23120903137716024
Surrogate #: 776970661813339



AUSTIN CHARLIE
barthelemyholde326764

DOB: 04/30/1954
Gender: M
Height: 4' 4"
SS: 100603009
Surrogate #: 776970661813339

AUSTIN CHARLIE
barthelemyholde326764

DOB: 04/30/1954
Gender: M
Height: 4' 4"
SS: 100603009
Surrogate #: 776970661813339

Probe
Closest Match Candidate
Candidates Gallery

51

Lead - Level 1

Modify Status

- Print
- Save As...

Automotive Lead Level 1

Case #

RESEARCH CLEAR ASSIGN PRINT SAVE AS...

IN Lead

53 - NICK M GEATHERSPOON

1:1N (2 Candidates)

Case Notes

Case History

Related Cases

Case Attachments

Case Notes - Add

Notes

Type your note here and click Add

1:N Lead
53 - NICK M
GEATHERSPOON

ADD

1:N Lead
53 - NICK M
GEATHERSPOON

Notes

ADD

1:N Lead
53 - NICK M
GEATHERSPOON

ADD

1:N Lead
53 - NICK M
GEATHERSPOON

Notes

Type your note here and click Add

1:N Lead
53 - NICK M
GEATHERSPOON

ADD

1:N Lead
53 - NICK M
GEATHERSPOON

03

Case Notes – View/Filter

Notes

Type your note here and click Add

1:N Lead
53 - NICK M
GEATHERSPOON

ADD

1:N Lead
53 - NICK M
GEATHERSPOON

Notes

ADD

1:N Lead
53 - NICK M
GEATHERSPOON

ADD

1:N Lead
53 - NICK M
GEATHERSPOON

Notes

Type your note here and click Add

1:N Lead
53 - NICK M
GEATHERSPOON

ADD

1:N Lead
53 - NICK M
GEATHERSPOON

04

Case History

RESEARCH

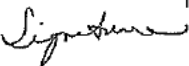
CLEAR

ACTION

IN Lead

53 - NICK M GEATHERSPOON





NICK M GEATHERSPOON

DOB: 03/22/1987

Gender: M

Height: 5' 10"

DOB: 04/01

Gender: M

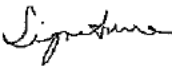
RESEARCH

CLEAR

IN Lead

53 - NICK M GEATHERSPOON





NICK M GEATHERSPOON

DOB: 03/22/1987

Gender: M

Height: 5' 10"

Sc: 7384179: 44

Issued: 06/03/2017

Expires: 03/01/2021

Transaction ID: 10554201712161

Summitto #: 705347109085

History

VIEW RECORD

04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

VIEW RECORD

04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

VIEW RECORD

04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

VIEW RECORD

04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

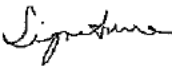
RESEARCH

CLEAR

IN Lead

53 - NICK M GEATHERSPOON





NICK M GEATHERSPOON

DOB: 03/22/1987

Gender: M

Height: 5' 10"

Sc: 7384179: 44

Issued: 06/03/2017

Expires: 03/01/2021

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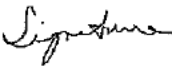
RESEARCH

CLEAR

IN Lead

53 - NICK M GEATHERSPOON





NICK M GEATHERSPOON

DOB: 03/22/1987

Gender: M

Height: 5' 10"

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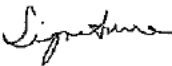
RESEARCH

CLEAR

IN Lead

53 - NICK M GEATHERSPOON





NICK M GEATHERSPOON

DOB: 03/22/1987

Gender: M

Height: 5' 10"

Sc: 7384179: 44

Issued: 06/03/2017

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04/11/2017 12:00 PM

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04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

VIEW RECORD

04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

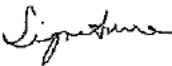
RESEARCH

CLEAR

IN Lead

53 - NICK M GEATHERSPOON





NICK M GEATHERSPOON

DOB: 03/22/1987

Gender: M

Height: 5' 10"

Sc: 7384179: 44

Issued: 06/03/2017

Expires: 03/01/2021

Transaction ID: 10554201712161

Summitto #: 705347109085

History

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04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

VIEW RECORD

04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

VIEW RECORD

04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

VIEW RECORD

04/11/2017 12:00 PM

ACTION: 0000

Transaction ID: 1048

Current Status: SEARCHED

Score: 80.71

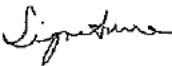
RESEARCH

CLEAR

IN Lead

53 - NICK M GEATHERSPOON





NICK M GEATHERSPOON

DOB: 03/22/1987

Gender: M

Height: 5' 10"

Sc: 7384179: 44

Issued: 06/03/2017

Expires: 03/01/2021

Transaction ID: 105

Figure 1 illustrates the process of adding a new case link in the 'Related Cases' application. The sequence of screenshots shows the user navigating through the 'Add New Case Link' button, entering the 'Case ID' (53), and the resulting 'Related Cases' list.

Related Cases

The screenshot shows the 'Related Cases' interface. At the top, there's a header 'Related Cases' with a search icon. Below it, there's a section 'Add New Case Link' with a 'Case ID' field and a '+ Add' button. A list of cases is shown, including 'LEAD 49 (149)' and '53'. A 'Case Unlinking' dialog box is open, asking 'Are you sure you want to unlink case 53?' with 'Yes, unlink' and 'No, go back' buttons.

67

Case Attachments – Add Folder

The screenshot shows the 'Case Attachments – Add Folder' interface. At the top, there's a header 'Case Attachments – Add Folder' with a search icon. Below it, there's a section 'Add New Case Link' with a 'Case ID' field and a '+ Add' button. A list of cases is shown, including '1:N Lead 53 - NICK M'. A 'New Folder' dialog box is open, asking for a 'Title' and 'Description'. An 'Attachments for case 53' window is also open, showing a list of attachments.

68

Case Attachments – Add File/Edit Attributes

The screenshot shows the 'Case Attachments' interface for case 53. The main window has a sidebar with '1:N Lead' and '53 - NIC'. The main area shows 'Attachments for case 53' with a list of attachments. A legend on the right indicates:

- + Add Document
- Edit Attributes - Change Title, Description
- Reload Attachments

 An 'Upload a document file' dialog is open, showing a file selection interface. A 'Word Document Added / Edit Attributes' window is also shown, displaying a document preview and a form for editing attributes.

69

Case Attachments – Image Attachment

The screenshot shows the 'Case Attachments' interface for case 53, focusing on image attachments. The main window has a sidebar with '1:N Lead' and '53 - NIC'. The main area shows 'Attachments for case 53' with a list of attachments. A legend on the right indicates:

- + Add Document
- Edit Attributes - Change Title, Description
- Reload Attachments

 An 'Image Upload' dialog is open, showing a file selection interface. A 'Zoom In' window is also shown, displaying a document preview and a form for editing attributes. A 'Zoom Out & Rotate' window is also shown, displaying a document preview and a form for editing attributes.

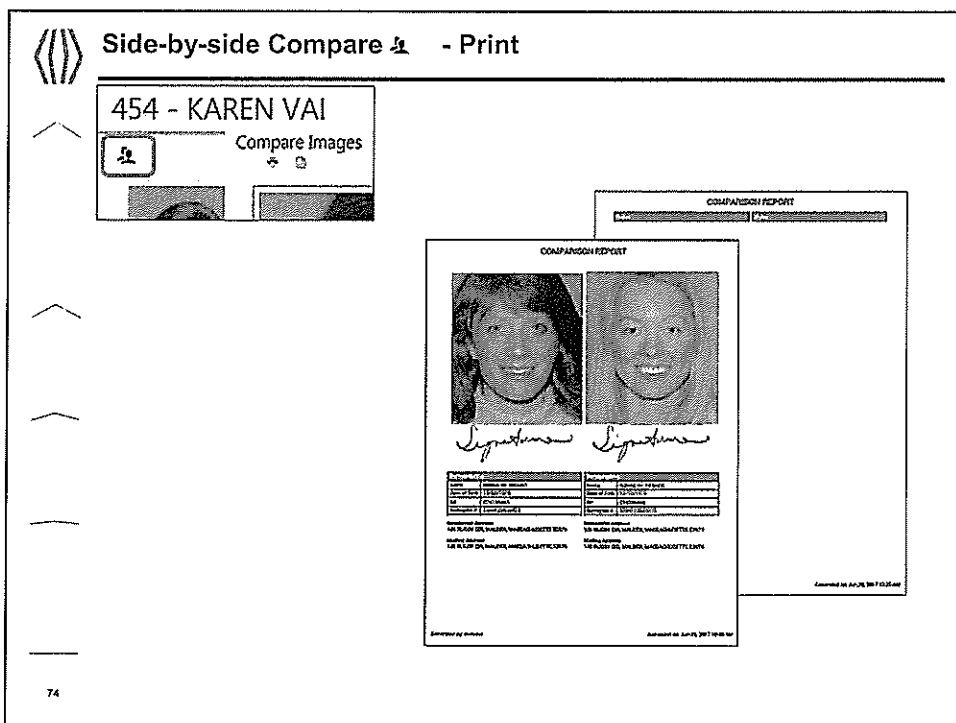
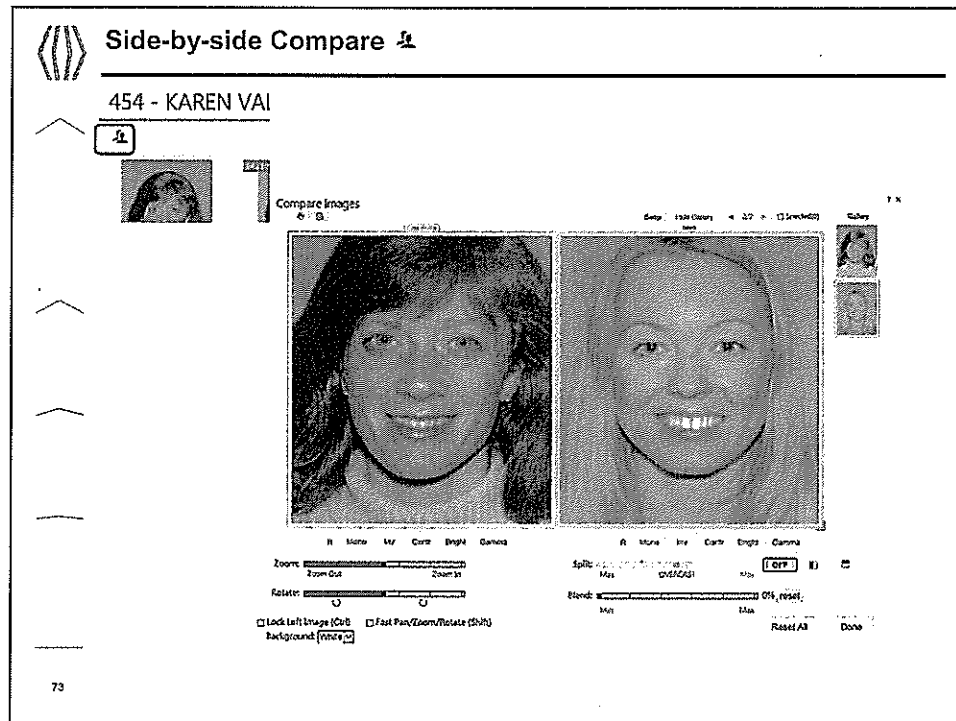
70

Dossier – Print, Save As

The screenshot shows the 'Dossier – Print, Save As' window. At the top, there are buttons for 'RESEARCH', 'CLEAR', 'ASSIGN', 'PRINT', and 'SAVE AS'. Below these, a 'Generate Dossier' dialog box is open, allowing the user to choose between 'Case Dossier' and 'Side-by-side Dossier'. Below the dialog, two preview windows are shown: 'Case Dossier' and 'Side-by-side Dossier'. The 'Case Dossier' preview shows a stack of documents with a photo and signature. The 'Side-by-side Dossier' preview shows two photos side-by-side with signatures.

Probe / Candidate Selection

The screenshot shows the 'Probe / Candidate Selection' window. At the top, there are buttons for 'RESEARCH', 'CLEAR', 'ASSIGN', 'PRINT', and 'SAVE AS'. Below these, a list of candidates is shown with photos. Annotations point to various controls: 'Side-by-side Compare' (a magnifying glass icon), 'Select All Candidates' (a checkmark icon), 'Display settings' (a star icon), 'More...' (a three-dot icon), 'Probe' (a person icon), 'View Person' (a magnifying glass icon), 'View Issuance' (a document icon), 'Candidate' (a star icon), 'View Person' (a magnifying glass icon), 'View Issuance' (a document icon), and 'Show/Hide cleared candidates' (a star icon).



Side-by-side Compare

75

Select Candidates

111 Less

157 - JACKSON TROY 1RUSER8353617

Signature

Signature

Signature

Signature

Signature

JACKSON TROY 1RUSER8353617

JACKSON TROY 1RUSER8353617

JACKSON TROY 1RUSER8353617

JACKSON TROY 1RUSER8353617

JACKSON TROY 1RUSER8353617

111 Less

157 - JACKSON TROY 1RUSER8353617

Signature

Signature

Signature

JACKSON TROY 1RUSER8353617

JACKSON TROY 1RUSER8353617

JACKSON TROY 1RUSER8353617

Select ALL Candidates

Select this Candidate by clicking corner or on image.

New menu bar displays

Selected Candidates outlined in Blue

Number selected in Blue Circle

76

Select Candidates ✓

1:N (4 candidates)

Signature Signature Signature

DAVID SATT (19/05/2015) 641 008 1102010212 Gender: M

EAG GAMMET (19/05/2015) 1315 008 0504010212 Gender: M

SEYLER SAGOCK (19/05/2015) 1323 008 0501010212 Gender: M

Add Selected Candidate to Watch List – only displayed if 1 selected.

Flag Selected Candidate

Add Selected Candidate to Group

77

Show/Hide Selected Candidate Preview Box Next to Probe ☆ ★

Show Selected Box

Hide Selected Box

78

Show/Hide Cleared Candidates

1. Select Candidates

2. Flag them as Cleared

3. Show/Hide Cleared Candidates

70

BI Queues

My Tasks

Active Issuance Leads and Cases (1637)

Leads (1580) Cases (43) Investigations (8) Assigned to Me (5)

all (1580) 1A (563) 1A (77) Combined (540)

Active Agency Biometric Tasks (0)

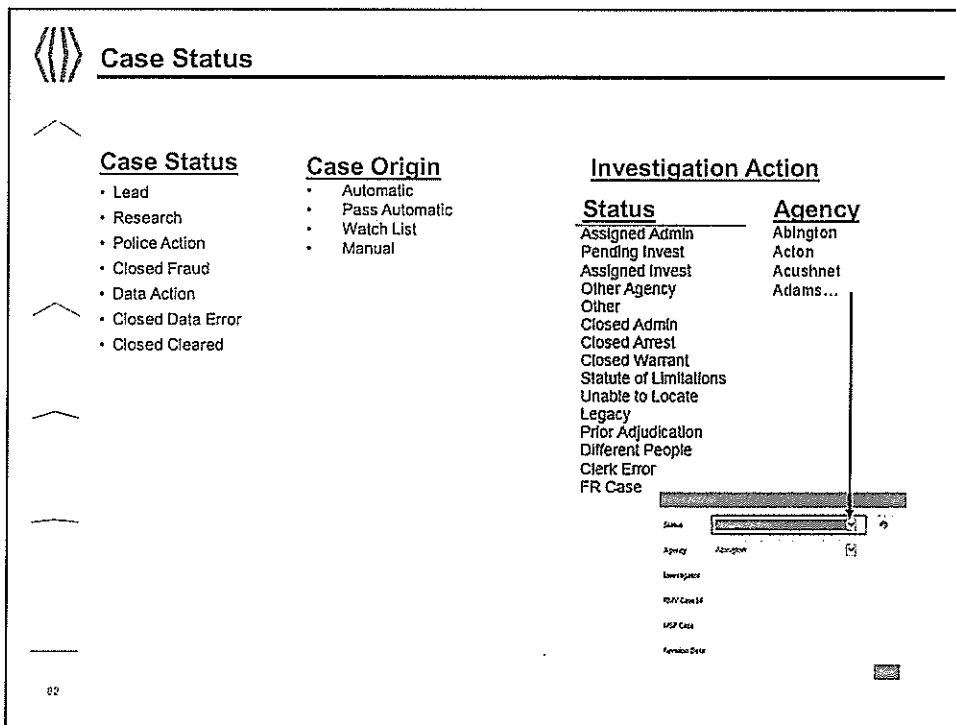
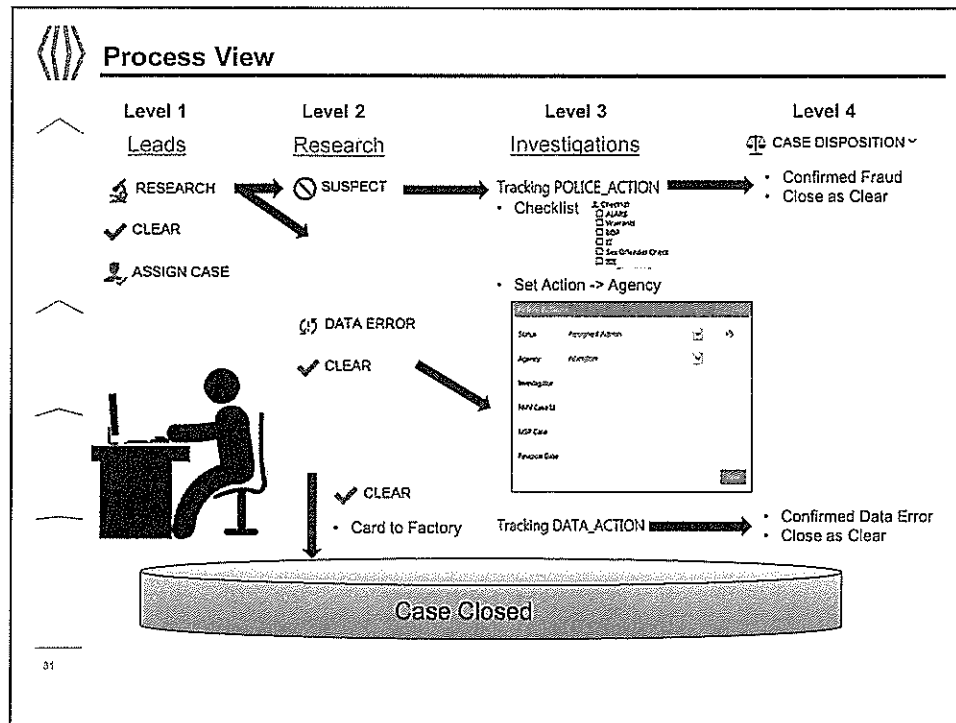
Manual (0) Watchlist (0) Assigned to Me (0)

all (0)

Previous page Manual Case

Queues	Definitions
Assigned to Me	
Leads	Level 1 Case
Cases	Level 2 (Lead moved to Research)
Investigations	Level 3 (Case moved to SUSPECT or DATA ERROR)
Manual	Manual Investigation
Watchlist	Created from Watchlist entry

60



One Click Options

Open Case

- Suspect
- Data Error
- Clear
- Reset Flag
- Compare with Case Probe
- View Person
- View Person Notes
- View Issuance
- Add to Watchlist...
- Add to Group...
- Perform 1:N Identification
- Perform 1:R Verification
- Show full size

Closed Case Probe

- Compare with Case Probe
- View Person
- View Person Notes
- View Issuance
- Add to Watchlist...
- Add to Group...
- Perform 1:N Identification
- Perform 1:R Verification
- Show full size

Closed Case Candidate

- Compare with Case Probe
- Add Exclusion
- View Person
- View Person Notes
- View Issuance
- Add to Watchlist...
- Add to Group...
- Perform 1:N Identification
- Perform 1:R Verification
- Show full size

Issuance

- View Person
- View Person Notes
- Add to Watchlist...
- Add to Group...
- Perform 1:N Identification
- Perform 1:R Verification
- Show full size

Person

- View Issuance
- Add to Watchlist...
- Add to Group...
- Perform 1:N Identification
- Perform 1:R Verification
- Show full size

NO View Issuance Notes anywhere

Lead → Case in Research

Move to Research

Are you sure you want to move this Lead to Research?

Success Case is moved to Research

Case in Research

8 - ILEANA TestTwo

ILEANA TestTwo

DOB: 04/24/1996
Gender: F
Height: 4' 8"
SN: 360983590
Issued: 06/15/2017
Expires: 04/25/2021
Transaction ID: 48364132731220
Surrogate #: 3256744118304

GERHA TestOne

DOB: 07/12/1953
Gender: F
Height: 4' 8"
SN: 562049418
Issued: 06/15/2017
Expires: 07/13/2021
Transaction ID: 6709751956439
Surrogate #: 455185527795

ILEANA TestTwo

DOB: 04/24/1996
Gender: F
Height: 4' 8"
SN: 360983590

GERHA TestOne

DOB: 07/12/1953
Gender: F
Height: 4' 8"
SN: 562049418

Research - Flag

Flag Probe and/or Candidate

Right click on the image or left click on the upper left corner

1:N Case in Research
8 - ILEANA TestTwo

1:1 Case in Research
8 - ILEANA TestTwo

ILEANA TestTwo
DOB: 04/24/1996
Gender: F
Height: 4' 8"
Weight: 125.50
Fingerprint # 226744118024

ILEANA TestTwo
DOB: 07/12/1953
Gender: F
Height: 4' 8"
Weight: 125.50
Fingerprint # 456115577785

ILEANA TestTwo
DOB: 04/24/1996
Gender: F
Height: 4' 8"
Weight: 125.50
Fingerprint # 226744118024

ILEANA TestTwo
DOB: 07/12/1953
Gender: F
Height: 4' 8"
Weight: 125.50
Fingerprint # 456115577785

Research → DATA_ACTION

Tracking DATA_ACTION

8 - ILEANA TestTwo

Move to Data Error

Are you sure you want to investigate this Case as a Data Error?

Notes for Finance (maximum of 2048 characters)

Yes, Investigate

Issued: 06/15/2017
Expires: 04/25/2021
Transaction ID: 8563411272020
Surrogate # 226744118024

Issued: 06/15/2017
Expires: 07/10/2021
Transaction ID: 67075791564293
Surrogate # 456115577785

Case 8

ILEANA TestTwo
DOB: 04/24/1996
Gender: F
Height: 4' 8"
Weight: 125.50
Fingerprint # 226744118024

ILEANA TestTwo
DOB: 07/12/1953
Gender: F
Height: 4' 8"
Weight: 125.50
Fingerprint # 456115577785

DATA_ACTION Case Closure

Biometric Identification

CASE DISPOSITION ASSIGN PRINT

Confirmed Data Error

Close as Clear

Case B

Photo ID

Signature

DEATHA TestTwo

DOB: 04/04/1954 Gender: F Height: 4' 8" Sm: 10224-1418 Sample #1: 226854412804

GENITHA TestTwo

DOB: 07/12/1953 Gender: F Height: 4' 8" Sm: 10224-1418 Sample #1: 4561245577715

Closed Data Error

Confirm Data Error

Are you sure you want to confirm this Case as Data Error?

Deny

Exception (Data Error)

Deny... Provisionally Deny Permanently Deny Pass

Closed Cleared

Clear

Are you sure you want to Clear this Case?

Send to Factory

Lead → Case in Research

Move to Research

Are you sure you want to move this lead to Research?

Success

Case 12 moved to Research

12 - LOUISE TestThree

LOUISE TestThree

DOB: 01/15/1974
Gender: F
Height: 5' 10"
Eye Color: BROWN
Hair Color: BLACK
Blood: O+/O-
Tattoo: 01/15/2003
Dental: 01/15/2003
Fingerprint: FPC010700102

BENJAMIN TestTwo

DOB: 04/16/1976
Gender: M
Height: 5' 8"
Eye Color: BROWN
Hair Color: BROWN
Blood: B+/O-
Tattoo: 04/16/2003
Dental: 04/16/2003
Fingerprint: FPC0411270020

12 - LOUISE TestThree

LOUISE TestThree

DOB: 01/15/1974
Gender: F
Height: 5' 10"
Eye Color: BROWN
Hair Color: BLACK
Blood: O+/O-
Tattoo: 01/15/2003
Dental: 01/15/2003
Fingerprint: FPC010700102

BENJAMIN TestTwo

DOB: 04/16/1976
Gender: M
Height: 5' 8"
Eye Color: BROWN
Hair Color: BROWN
Blood: B+/O-
Tattoo: 04/16/2003
Dental: 04/16/2003
Fingerprint: FPC0411270020

Case in Research → Flag

Flag Probe and/or Candidate

Case in Research

12 - LOUISE TestThree

1 of 2 thumbnails

Inspect
Data Entry
Clear
Repeat Flag
Compare with Case Probe

LOUISE TestThree
DOB: 01/11/1974
Gender: F
Height: 4' 10"
S: 04/07/112
Brown: 04/15/2017
Brown: 04/15/2017
Fingerprint: 77284551732620
Fingerprint: 77284551732620

LOUISE Test
DOB: 04/24/1976
Gender: F
Height: 4' 8"
S: 04/06/112
Brown: 04/15/2017
Brown: 04/15/2017
Fingerprint: 77284551732620
Fingerprint: 77284551732620

Right click on the image or left click on the upper left corner

Case in Research

12 - LOUISE TestThree

1 of 2 thumbnails

Inspect
Data Entry
Clear
Repeat Flag
Compare with Case Probe

LOUISE TestThree
DOB: 01/11/1974
Gender: F
Height: 4' 10"
S: 04/07/112
Brown: 04/15/2017
Brown: 04/15/2017
Fingerprint: 77284551732620
Fingerprint: 77284551732620

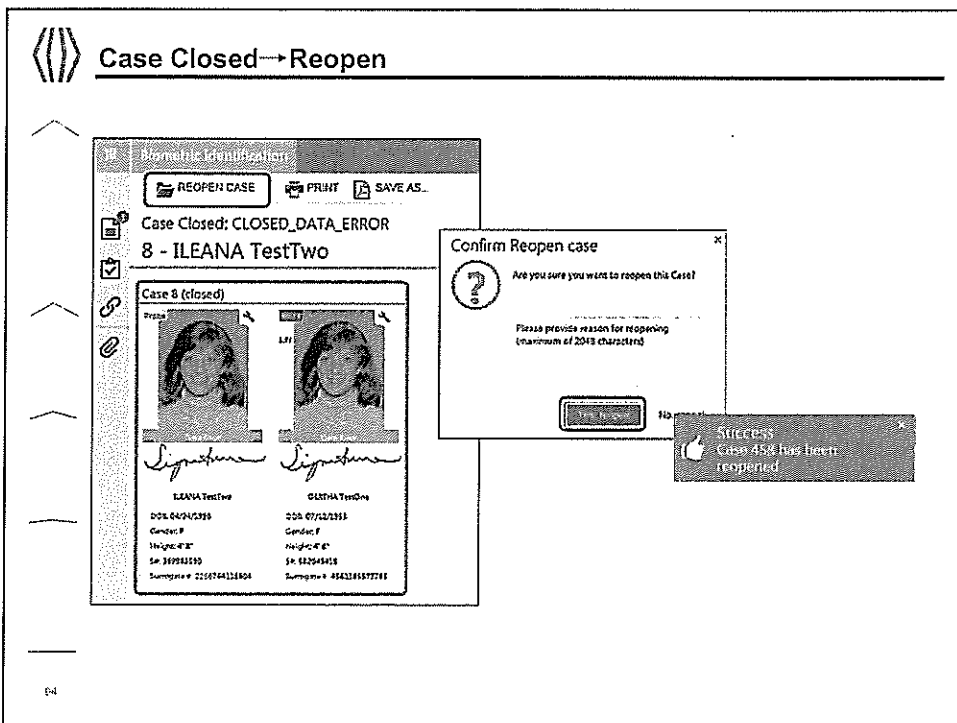
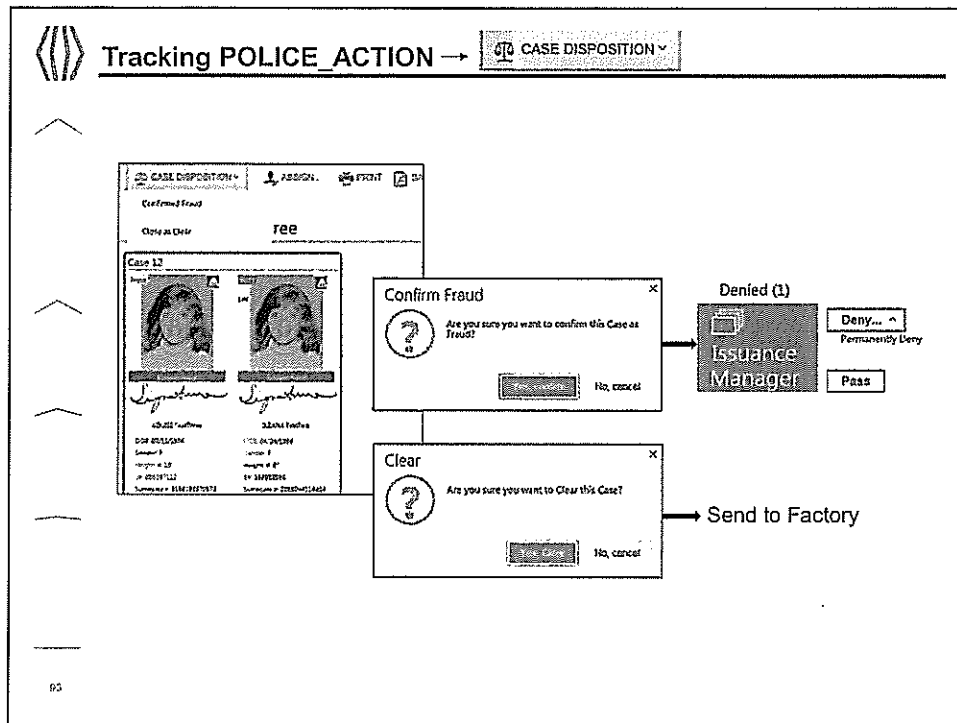
LOUISE Test
DOB: 04/24/1976
Gender: F
Height: 4' 8"
S: 04/06/112
Brown: 04/15/2017
Brown: 04/15/2017
Fingerprint: 77284551732620
Fingerprint: 77284551732620

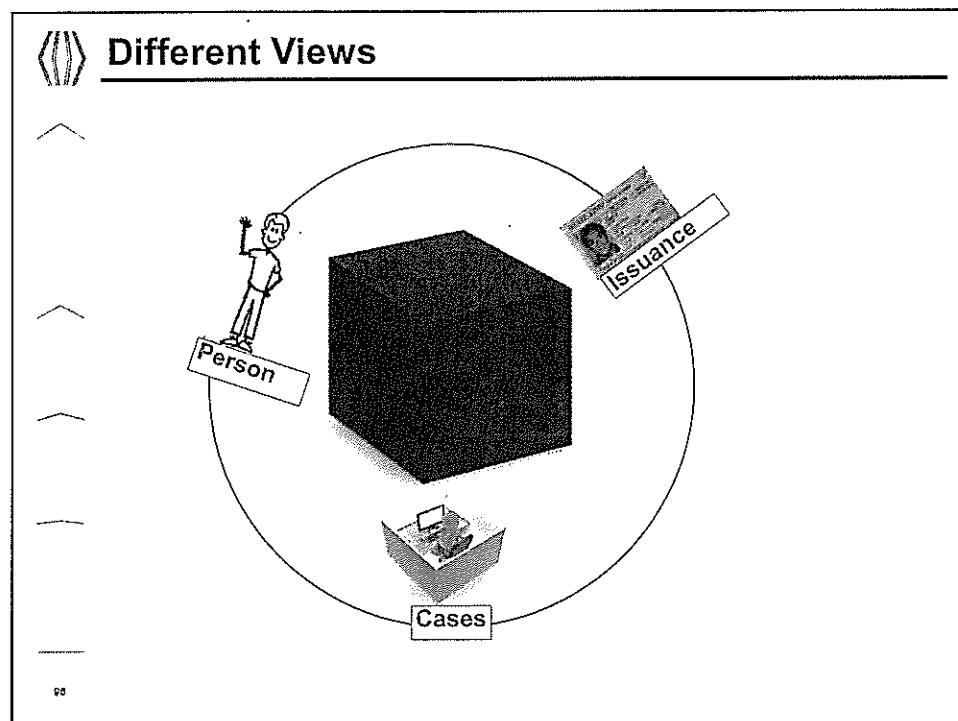
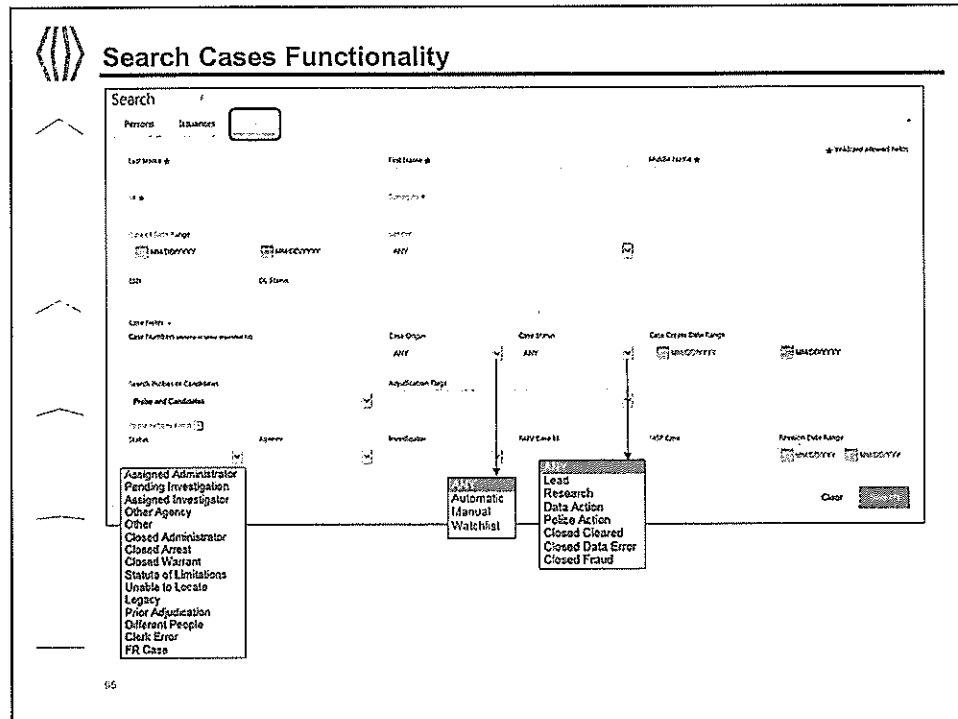
- Flagging a candidate as Suspect also sets the Probe as suspect.
- If appropriate, the Probe flag can be removed.

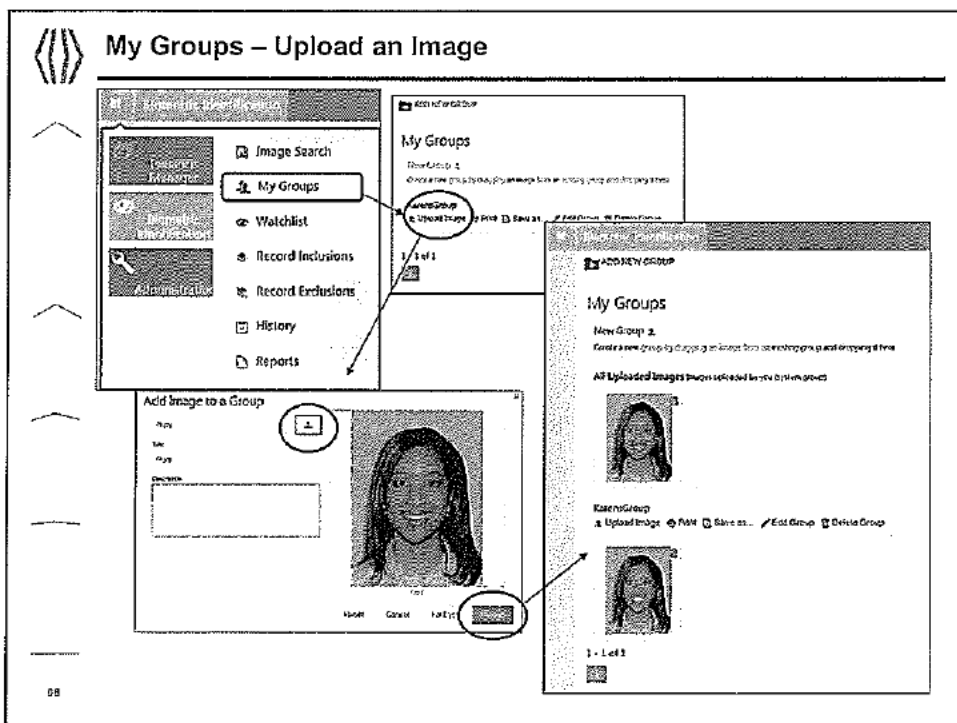
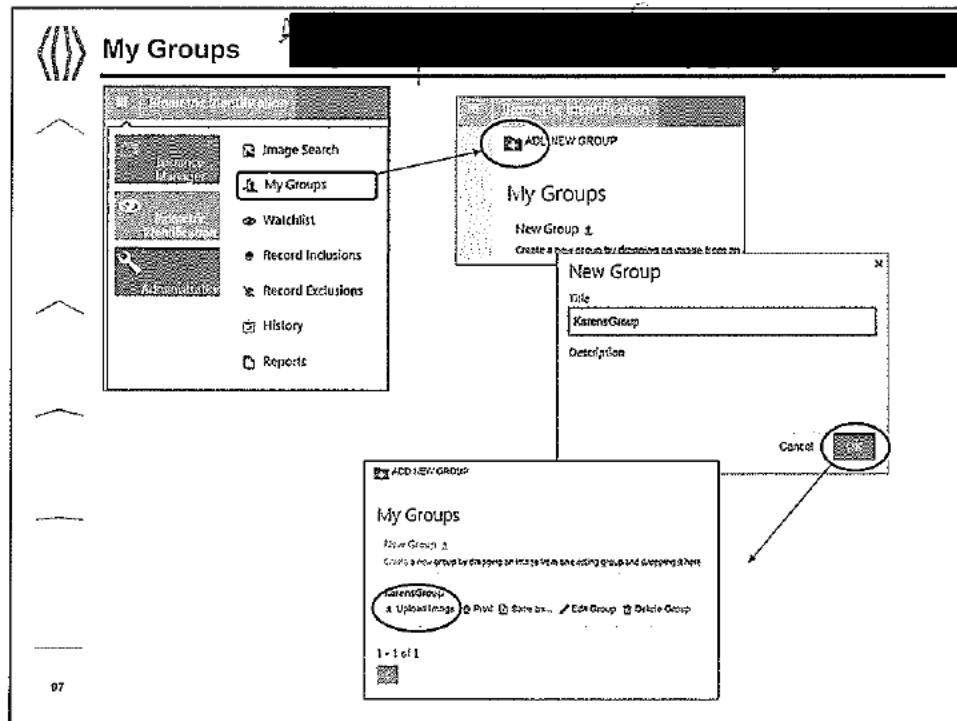
LOUISE TestThree
DOB: 01/11/1974
Gender: F
Height: 4' 10"
S: 04/07/112
Brown: 04/15/2017
Brown: 04/15/2017
Fingerprint: 77284551732620
Fingerprint: 77284551732620

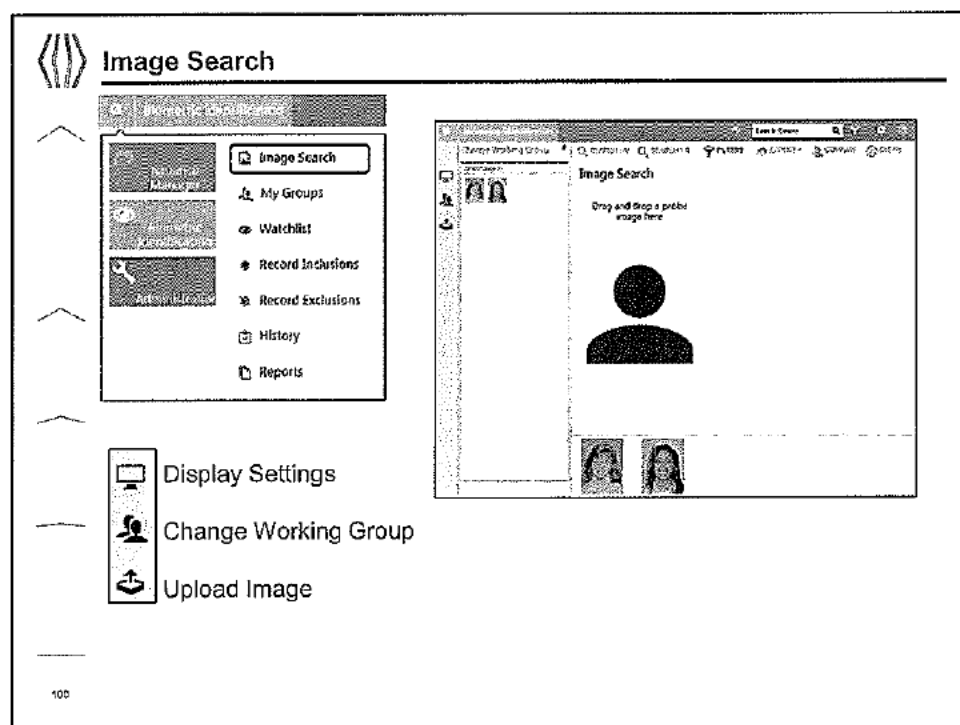
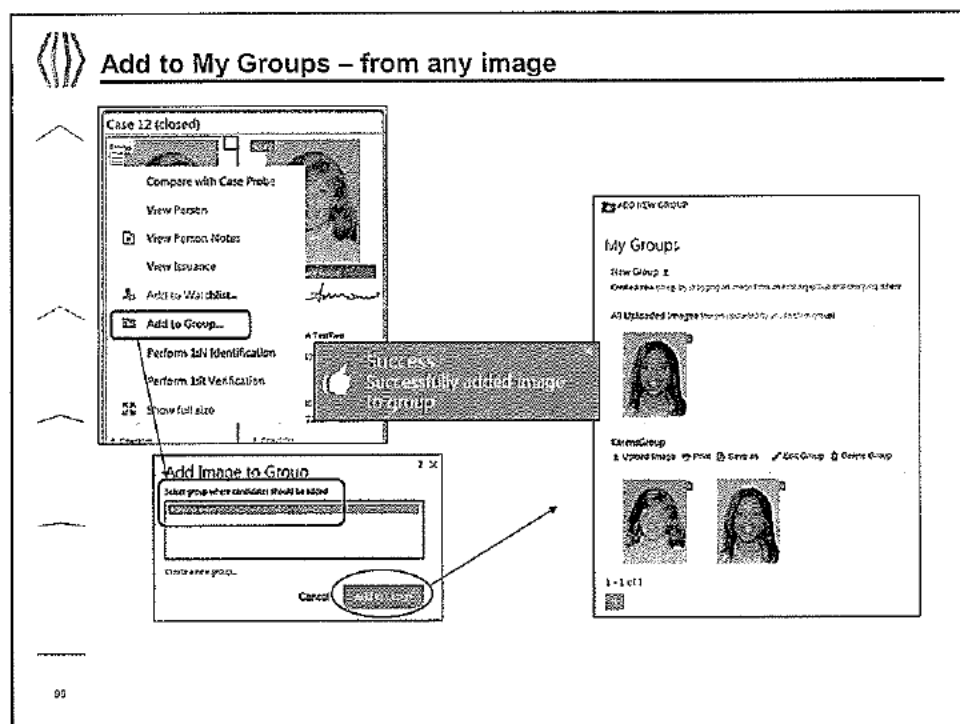
LOUISE TestTwo
DOB: 04/24/1976
Gender: F
Height: 4' 8"
S: 04/06/112
Brown: 04/15/2017
Brown: 04/15/2017
Fingerprint: 77284551732620
Fingerprint: 77284551732620

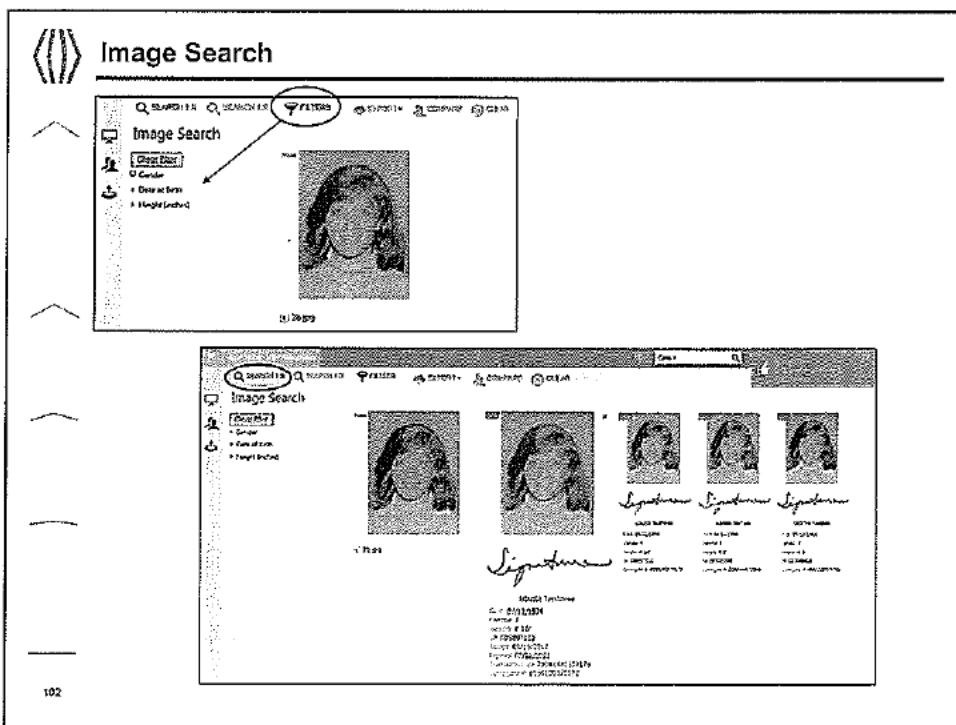
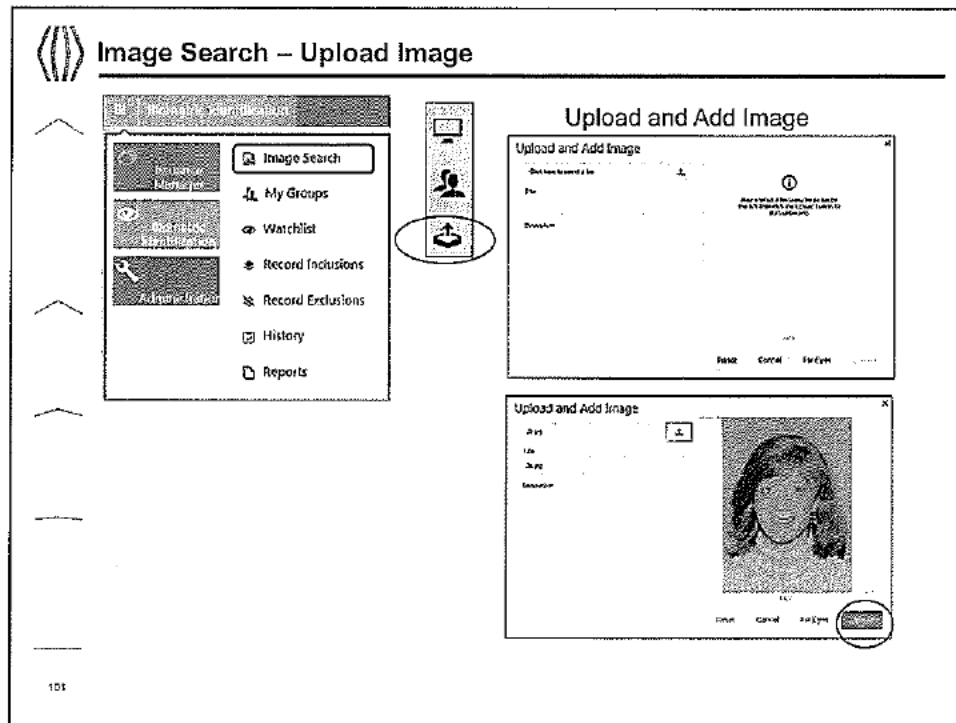
[illegible]

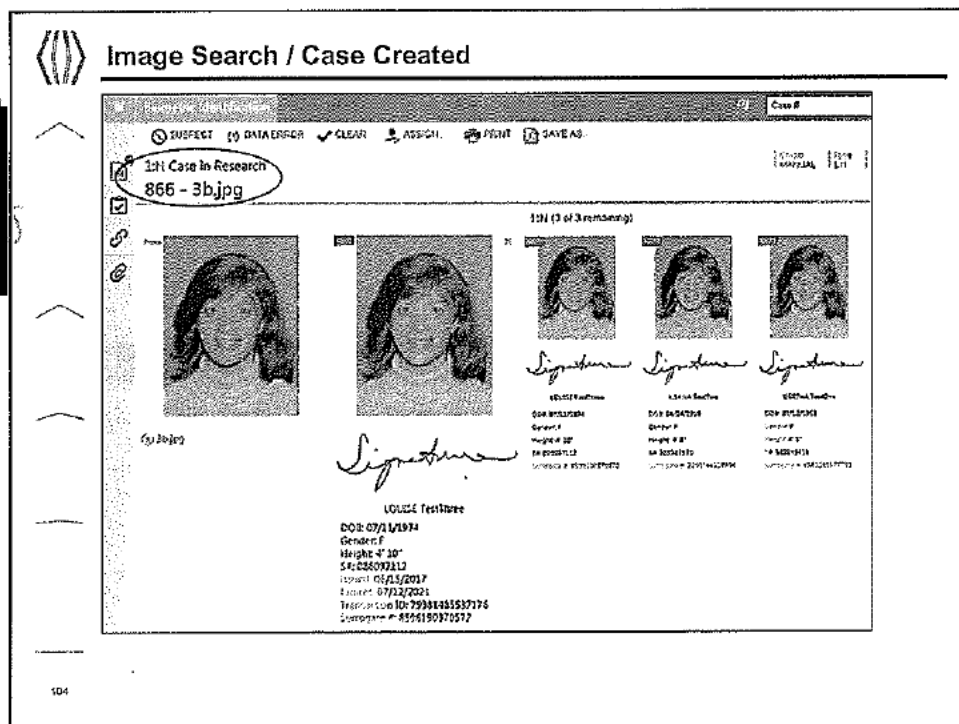
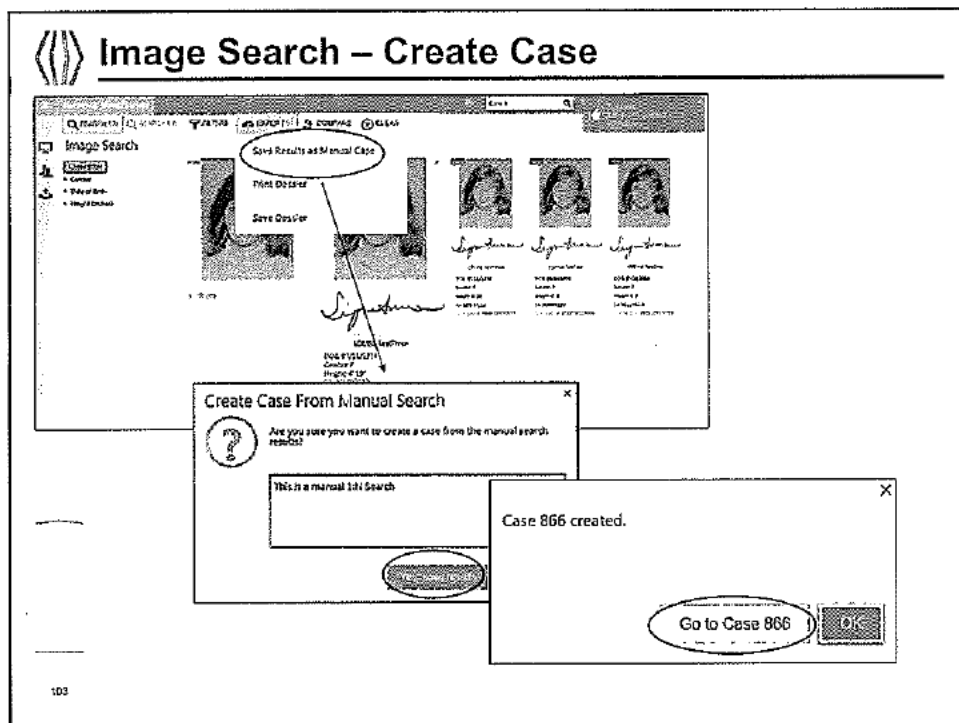


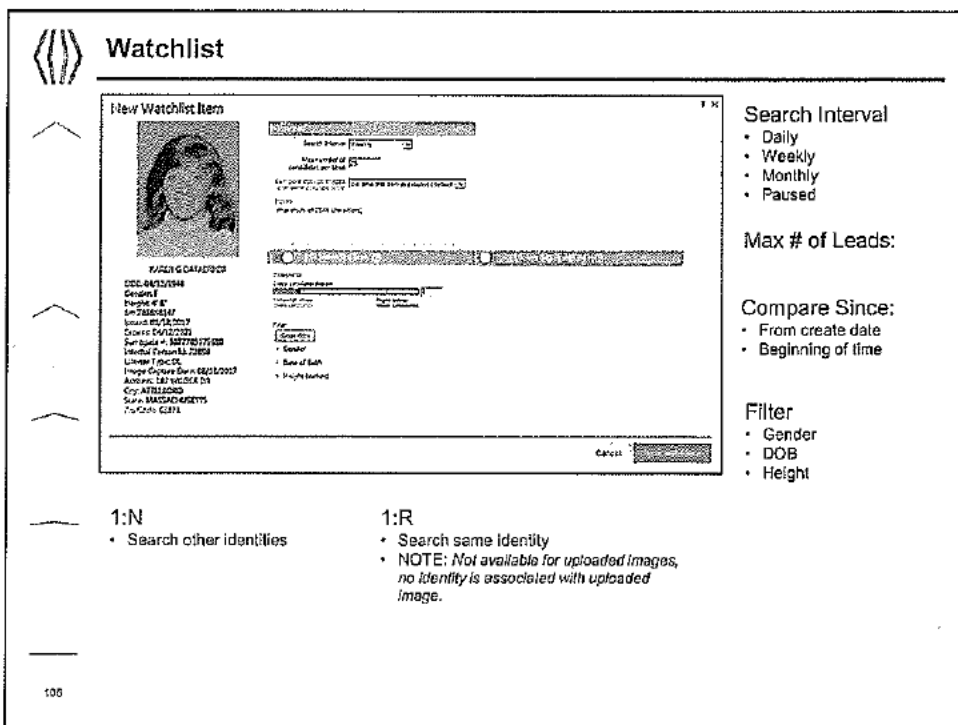
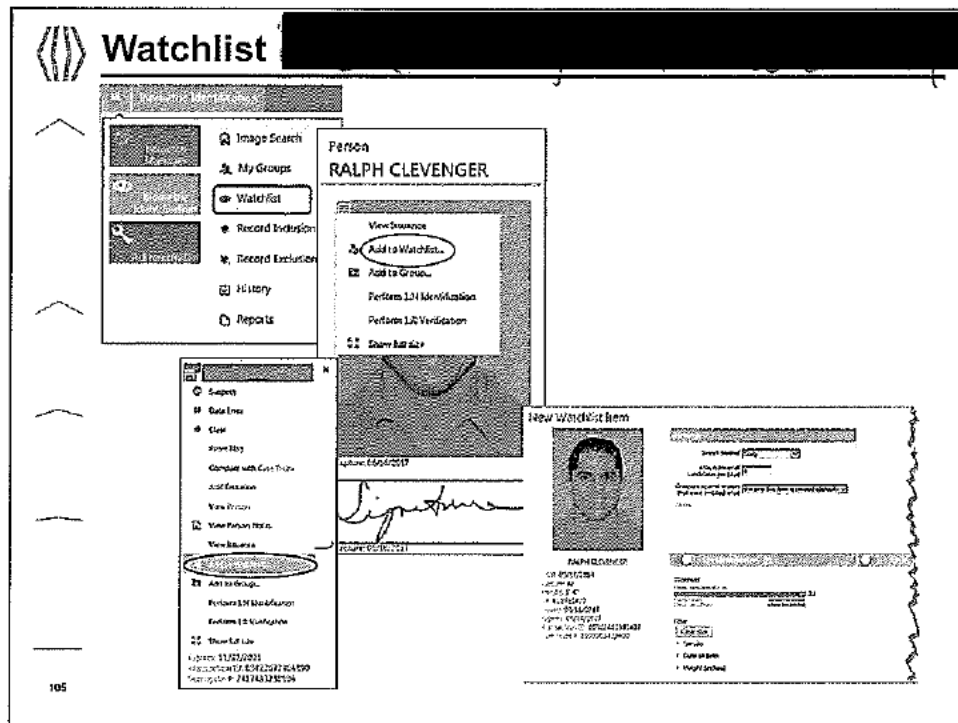


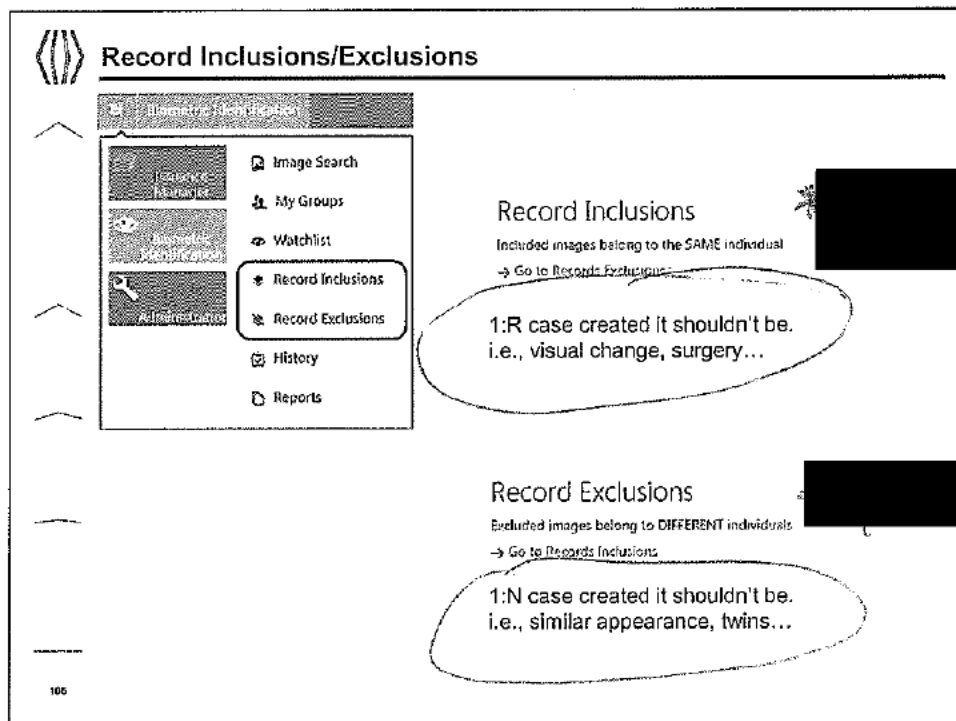
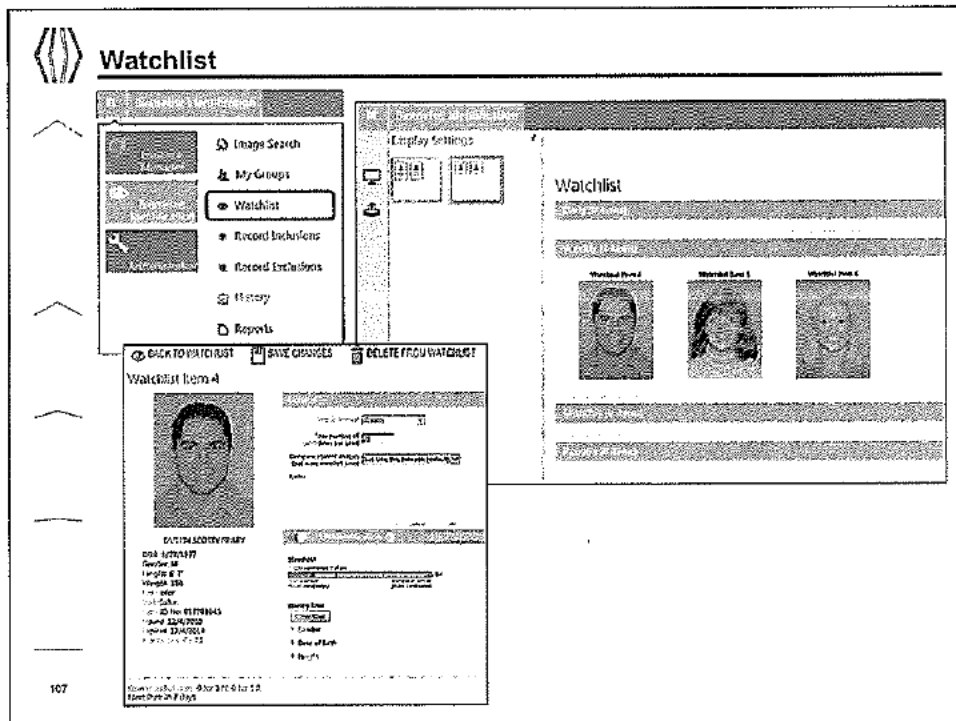












Record Inclusions

Record Inclusions

Included images belong to the SAME individual

→ Go to Records Exclusions

1:R case created it shouldn't be.
i.e., visual change, surgery...

Success
Successfully added Image Inclusion

1:R Lead
100000166 - JACQUELYNN HOWARD

JACQUELYNN HOWARD
DOB: 10/20/1995
Gender: F
Height: 5' 7"
Weight: 125 lbs
Eye Color: BROWN
Hair Color: BROWN
Tattoo Location: BACK
Tattoo Description: TATTOO

Add Record Inclusion

Reason for Inclusion (required)
Reason for inclusion - surgical change

Add Inclusion Cancel

Record Inclusion

Record Inclusions

Included images belong to the SAME individual

→ Go to Records Exclusions

Reason for inclusion - surgical change

Image

1:R case created it shouldn't be.
i.e., visual change, surgery...

Record Exclusions

Excluded images belong to DIFFERENT individuals
→ Go to Records Inclusions

1:N case created it shouldn't be.
i.e., similar appearance, twins...

Add Record Exclusion

Success
Successfully added Image Exclusion

Reason for Exclusion (required)
Here is my reason.

Add Exclusion Cancel

Record Exclusions

1:N case created it shouldn't be.
i.e, similar appearance, twins...

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History

Record Exclusions

History

Reports

Filters (click to right of column header or Filter icon on right)

Sort (click on column header)

Record ID	Record Name	Record Type	Record Status	Record Date	Record Time
1	Record 1	Record Type 1	Record Status 1	Record Date 1	Record Time 1
2	Record 2	Record Type 2	Record Status 2	Record Date 2	Record Time 2
3	Record 3	Record Type 3	Record Status 3	Record Date 3	Record Time 3
4	Record 4	Record Type 4	Record Status 4	Record Date 4	Record Time 4
5	Record 5	Record Type 5	Record Status 5	Record Date 5	Record Time 5
6	Record 6	Record Type 6	Record Status 6	Record Date 6	Record Time 6
7	Record 7	Record Type 7	Record Status 7	Record Date 7	Record Time 7
8	Record 8	Record Type 8	Record Status 8	Record Date 8	Record Time 8
9	Record 9	Record Type 9	Record Status 9	Record Date 9	Record Time 9
10	Record 10	Record Type 10	Record Status 10	Record Date 10	Record Time 10

History

Recent Exclusions

- History
- Reports

Filters
click to right of column header

Timestamp

Date Filter
Last 5 miles • Last hour • Today

Timestamp start

Timestamp end

OK Cancel

Filters Clear filters

- Audio ID: Add filter...
- Operation: Add filter...
- Action Type: Add filter...
- Recent: Add filter...
- Operation Type: Add filter...
- Details: Add filter...
- Office Name: Add filter...
- Machine Name: Add filter...
- Application Name: Add filter...
- Session ID: Add filter...
- Stage: Add filter...
- Step: Add filter...
- Status: Add filter...
- Reason: Add filter...
- Timestamp: Add filter...

Activity History

Activity Sessions

(Under Column) Timestamp, Timestamp (Ascending) Desc, Timestamp (Ascending) Asc, Timestamp (Descending) Desc, Timestamp (Descending) Asc

Details

Object	Action Type	Record	Error	Step	Status	Timestamp
System	UPDATE_MIGRATION	TRANSACTION 2	Success	Automating Resource Conversion	Completed	Jun 16, 2017 8:28 AM
System	UPDATE_MIGRATION	TRANSACTION 2	Success	Automating Resource Conversion	Completed	Jun 16, 2017 8:28 AM
System	UPDATE_MIGRATION	TRANSACTION 2	Success	Automating Resource Conversion	Pending	Jun 16, 2017 8:28 AM
System	UPDATE_MIGRATION	TRANSACTION 2	Success	Event Summary	Completed	Jun 16, 2017 8:28 AM

No Selection

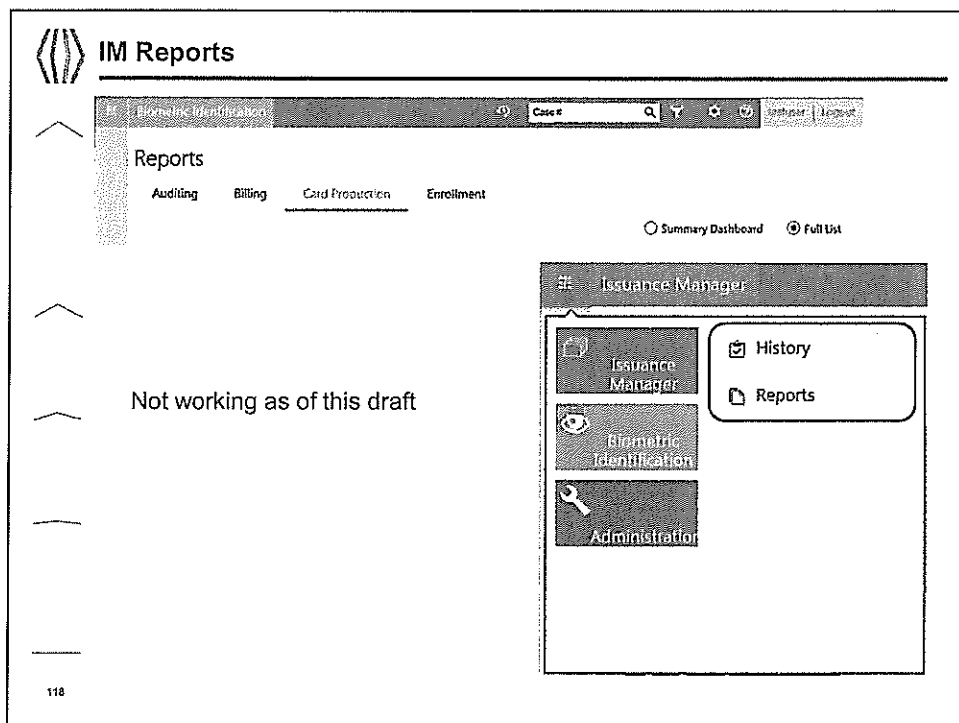
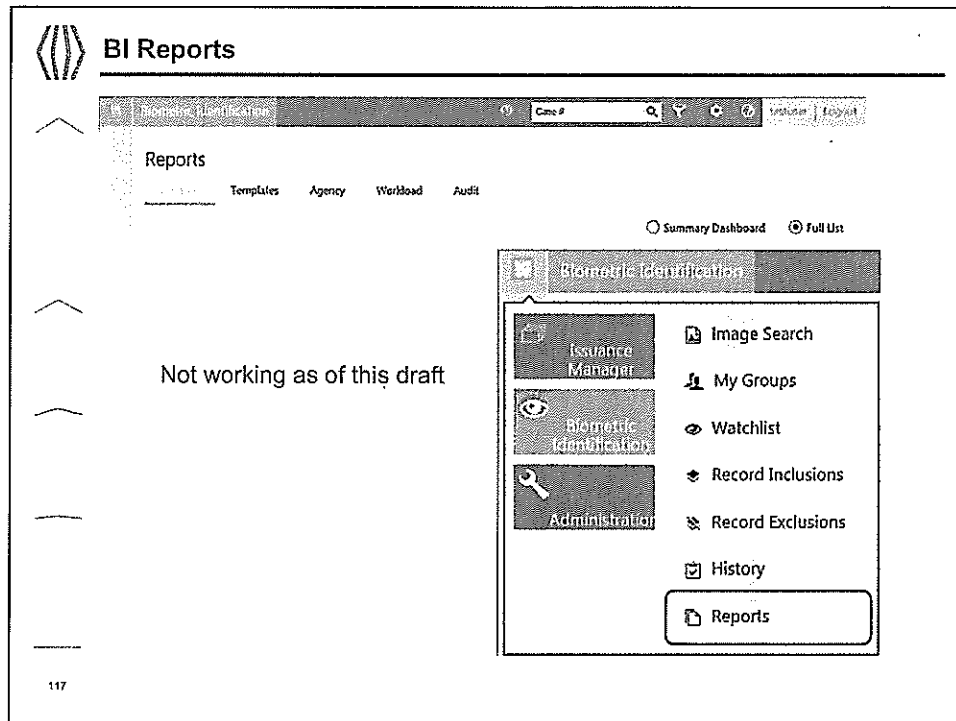
[illegible]

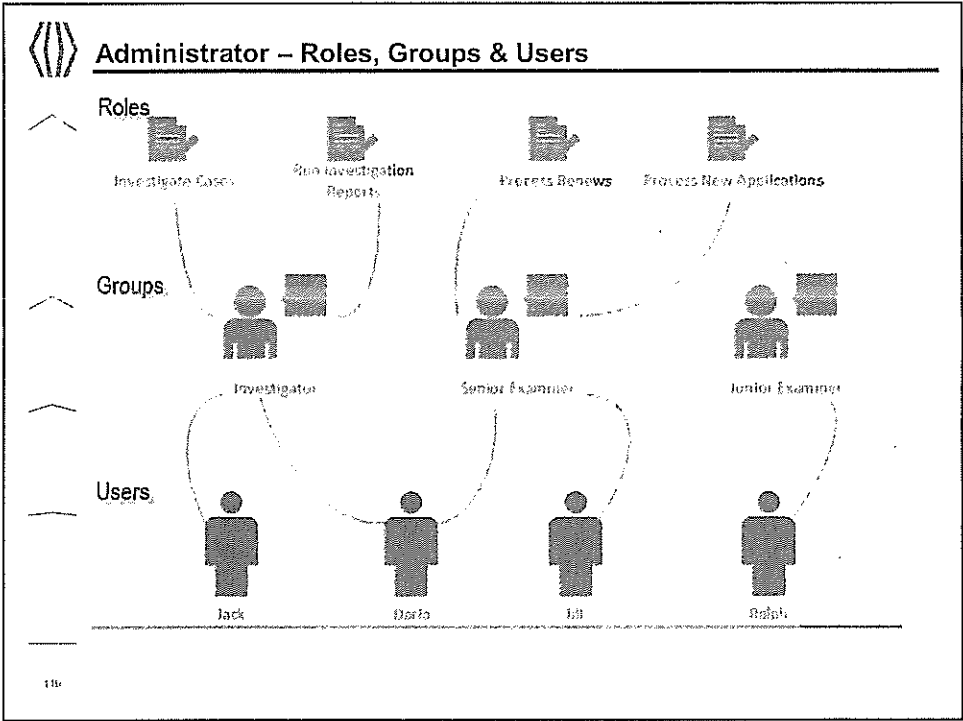
Hands-on Exercises

Perform the following:

- Login to I360 Back Office
- View the Biometric Identifications Interface
- Starting with a Person Search, view Issuance and Cases and return back to person
- Move a Lead to Case
- Flag Probes
- Clear a Lead, then view the issuance

A black silhouette of a person sitting in an office chair at a desk, facing a computer monitor and keyboard. The person is positioned on the right side of the slide, facing left towards the desk. The desk is a simple rectangular shape, and the chair has a backrest and wheels. The background is white.





Menu – Administration

The screenshot shows the Administration menu with the following components:

- Navigation Bar:** Includes icons for Users, Groups, Roles, Biometric Identification, Send to Factory, and Configuration.
- Users Section:** A table listing active users.
- Configuration Section:** Includes links for General, Branding, and Dossier Templates.

All Active Disabled ...		User name
☒	User name	Status
☒	John Doe	Active
☒	Jane Smith	Active

Users – Edit, Modify, or Delete Users

Groups – Establish Groups

Roles – Define Roles

Biometric Identification – Change BI Comparison Settings

Send to Factory – Moves Issuance to Factory

Configuration – Additional Options

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Administrator - Users

Users

Full Name	Status	Email
John Doe	Active	john.doe@issuance360.com
Jane Smith	Active	jane.smith@issuance360.com

Permissions

Permission	View	Browse & Search	History	Review	Edit	Create	Delete
Images-Photos							
Images-Signatures							
Persons							
Activity History							
Session History							
Documents							
Notes							
Issuance Requests							
Jobs							
Issuance Reports							
Leads (L1)							
Cases (L2)							
Investigations (L3)							
Biometric FR Templates							
Image Groups							
Watchlists							
BI Reports							
BI Settings							
Users							
User Groups							
Task Permissions							
General Settings							

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Hotkey Cheatsheet

Hotkey Cheatsheet

- ?** Show this cheat sheet
- A S** Advanced Search
- Q S** Quick Search
- A M** Application Menu
- R I** Recent Items
- F1** Show Help
- L** Logout

Ctrl **Q** from BI displays **Advanced Search** in the **Cases** tab.

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Working with Split Screen

To initiate a split screen view:

- Go to a BI Lead
- Hold the control key (Ctrl J)
- Select the search (funnel icon)

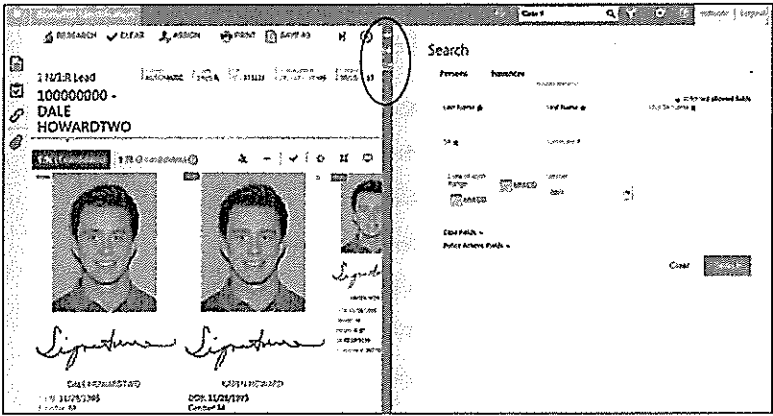
Any BI function without the Ctrl depressed will occur on the left

Any BI function with the Ctrl depressed will occur in the right.

Issuance functions display full screen.

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Working with Split Screen



Expand Left panel and close right panel

Swap left and right panels

Expand Right panel and close left panel

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⏏

Advanced Topics : Link Related Cases with Level 3 Notes

Link Related Cases w/ Level 3 Notes

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⏏

Advanced Subjects

- Images, if uploaded and used in a Manual case, or Watchlist case, and the image is deleted, you will be notified of cases, etc.
- Deleting a source image also deletes any linked or relevant case(s).

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