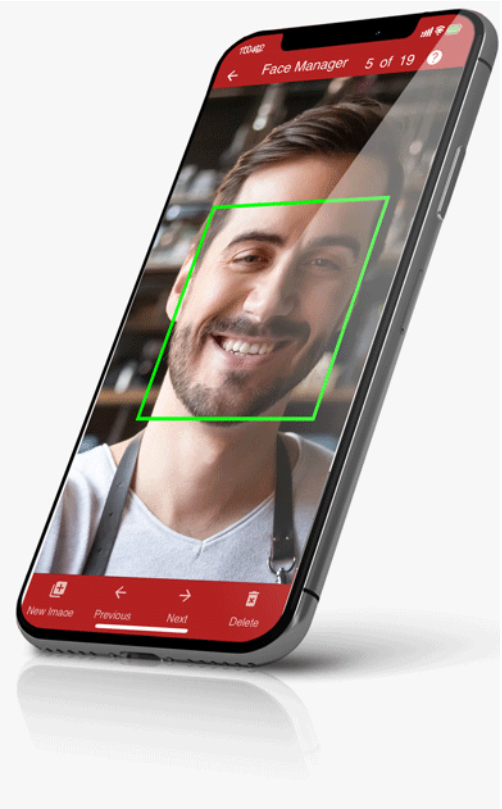
Face Manager

Getting Started · https://staging.proclock.com/help/kb/employees/employee-getting-started/face-manager/

Overview

Face Manager is a feature-rich tool designed to streamline and secure employee authentication and time tracking using facial recognition technology. Accessible via the Main Menu when signed in, Face Manager allows employees to add, manage, and review facial images for accurate recognition.



Accessing Face Manager

On a Personal Device

1. **Sign In**: Log in to your account as an Individual.

2. **Main Menu**: Locate and click the **Main Menu** button.
3. **Face Manager**: Select **Face Manager** from the list of available options.

On a Kiosk Device (Tablet)

For employees who have already added images to Face Manager.

1. **Home Screen**: On the tablet, press **ENTER PUNCH**.
2. **Face Recognition**: Allow the device to authenticate you using facial recognition.
3. **Main Menu Access**: Once identified, your name will appear next to the Main Menu button.
4. **Face Manager**: Press the Main Menu button to view your personalized options, including **Face Recognition**.

First Time On a Kiosk Device (Tablet)

For employees who have not added images to Face Manager.

1. **Home Screen**: Tap the Main Menu button and select ‘Sign In’.
2. **Sign In**: Enter your 4-digit Employee # and password to sign in manually.
3. **Main Menu Access**: Once identified, your name will appear next to the Main Menu button.
4. **Face Manager**: Press the Main Menu button to view your personalized options, including **Face Recognition**.

Fields and Options

1. Image Gallery

- **Purpose**: Displays all facial images currently associated with your profile.
- **Best Practice**: Maintain 5–10 clear images for optimal recognition accuracy.

2. New Image Button

- **Location**: Lower-left corner of the Face Manager page.
- **Function**: Initiates the process to add a new facial image.

3. Camera Access Prompt

- **Action**: When adding a new image, the system may request permission to access your device’s camera.
- **Requirement**: Grant access to proceed.

4. Detection Box

- **Visual Cue**: A colored box appears on the screen during image capture.
  - **Green**: Face is correctly positioned and ready for capture.
  - **Red**: Move closer to the camera until the box turns green.

5. Image Management Options

- **Add Image**: Use the **New Image** button to add more images.
- **Delete Image**: Remove outdated or unclear images to maintain accuracy.
- **Best Practices**:
  - Take images with and without glasses if you wear them.
  - Look directly at the camera for each image.

Adding Images: Step-by-Step

1. **Click "New Image"** in the lower-left corner.
2. **Allow Camera Access** if prompted.
3. **Position Yourself** so your face is within the detection box.
   - Move closer if the box is red.
   - Hold still when the box turns green.
4. **Capture Image** by following on-screen instructions.
5. **Repeat** to add multiple images (recommended: 5–10 images).

Tips For Adding Images

Face Position

For optimal results, upload several images of yourself with your head tilted at different angles. This enables the facial recognition system to create a more comprehensive profile of your face, thereby improving its accuracy.

Lighting

Some areas near windows or open doors may experience varying lighting conditions throughout the day, which can cast shadows on employees' faces. If you notice that face recognition accuracy is suboptimal, consider adding additional images to Face Manager at different times of the workday to improve performance.

Glasses

The lenses of prescription glasses can obscure your eyes from the camera’s view, and nearby lighting may cause glare. For best results, take one set of images with your glasses on and another set with your glasses off.

Frequently Asked Questions (FAQs)

Q: Why should I add multiple images to Face Manager?

A: Multiple images (5–10) improve facial recognition accuracy, especially in different lighting conditions or with/without glasses.

Q: What if the detection box stays red?

A: Move closer to the camera and ensure your face is centered and looking forward. The box will turn green when properly aligned.

Q: Can I use Face Manager on any device?

A: Face Manager is accessible on supported devices with a front-facing camera and the necessary permissions granted.

Q: How do I delete an image?

A: Select the image you wish to remove and use the delete option (typically a trash icon or similar).

Q: What if my face is not recognized?

A: Ensure you have added clear, recent images. Try adding new images with different lighting or without accessories like hats.

Troubleshooting

Issue: Camera Not Working

- **Solution**:
  1. Ensure your device has a front-facing camera.
  2. Check that camera permissions are enabled for the application.
  3. Restart the device and try again.

Issue: Face Not Recognized

- **Solution**:
  1. Add more images, including with and without glasses.
  2. Ensure images are clear and you are looking directly at the camera.
  3. Remove any outdated or unclear images.

Issue: Main Menu Not Showing Face Manager

- **Solution**:
  1. If on a kiosk, ensure you are signed in first.