Logitech FastAccess FAQ

RECOGNIZING MY FACE

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Recognizing my face

1. Why doesn’t FastAccess recognize my face and log me into Windows every time?
   FastAccess will dramatically reduce the number of times that you type your username and password. The more you use the system, the better it will become at recognizing your face. It may never recognize you 100% of the time.
   
   Whenever you are not recognized within a few seconds, simply click your username “tile” and type your password. This teaches FastAccess to know you better. The next time you present your face to the system, it’s more likely that it will see who you are quickly and grant you access to the computer or website.

2. What happens if I put a phone to my ear, take off my glasses, grow a beard or otherwise change my appearance?
   FastAccess uses a learning technique that allows it to continuously adapt to any appearance changes that you might experience. If for ANY reason you are not recognized quickly, simply click your name “tile” and type your password manually. This will update FastAccess with the new way that you look, making it more likely that you will be recognized quickly the next time you log in.

3. How does the learning algorithm work?
   FastAccess is unique in the world of biometrics. Most biometrics require you to “enroll” or teach the software what your fingerprint, retina, etc. look like only one time. To improve on this limited approach, FastAccess continues to learn about your face even after you enroll for the first time. This allows it to easily and quickly adapt to your changing facial appearance and environment.
   
   Specifically, any time you are not recognized, simply log in with your Windows password with your face visible (green “square” visible around your face in the video). This will cause FastAccess to acquire additional “biometric templates”, or facial measurements, and add them to a database associated with your Windows account. FastAccess even acquires additional biometric templates if you are recognized successfully but slowly in order to improve future performance.
   
   Ultimately, FastAccess will store up to 100 versions of how you look. Once the initial 100 biometric templates have been acquired, FastAccess continues to optimize the biometric database by deleting older, less successful templates in favor of newer ones.
   
   This technique allows FastAccess an unprecedented combination of extremely high recognition accuracy while simultaneously recognizing your face the vast majority of the time.
   
   If you are using XP and FastAccess does not learn your face after repeated attempts (and there is no entry for your XP account under Advanced > Biometric Enrollment), please click here for additional details.

4. I rarely see video, facial recognition never seems to start, and every time I reboot my computer I get a “password override” warning message. What’s going on?
   These symptoms will be evident if you only have one Windows account set upon your PC and that account is not password protected. In this situation, Windows automatically logs such accounts in when the PC reboots...effectively bypassing facial recognition. To get the benefits of facial recognition you can take one of two steps.
   
   a) Recommended - password protect the Windows account. This has the added benefit of dramatically improving the security of your account. Click here for a discussion of password protection and it’s relation to facial recognition and general security.
   
   b) Alternatively: Once you’ve logged in and received the “password override” warning, lock the desktop by hand by hitting either Windows + “L” or Control+Alt+Delete. You may also lock your desktop using your
If the system recognizes your face as someone else, there are several common possibilities:

- **Continuous Security locking timer** – if you are in Continuous Security mode and move away from the desktop, it will take the amount of time that you specified to lock. If during that time another user sits down, they may be able to view your desktop for a period of time. This is not a false positive. Adjust the locking timer to balance your workflow and security needs.

- **User Switching mode** – if you are in User Switching mode and move away from the computer and another user sits down, FastAccess will only switch to that user’s Windows account if they are recognized. If they are not recognized (either because they have not trained FastAccess to recognize them well or because they don’t have a Windows account on that machine) then they will continue to view your desktop. This is also not a false positive. If additional security is desired, select “Continuous Security” mode.

- **Weak, easily guessed or non-existent password** – if a Windows account has either no password or one that is easily guessed, it is not secure. Should another person guess your password, they will be able to log into your Windows account...with or without FastAccess. After this occurs, their face then may be used to log into your Windows account later. This is not a false positive as the other user was able to enroll their face into your biometric database. To remedy this, click here for instructions. If additional security is required, enable “Face + Password” mode in the “Advanced” section under “Security and Convenience”. You should also add or strengthen your password.

- **Multiple users sharing one Windows account** – if multiple users choose to share a Windows account, then all of their faces will be enrolled into the same biometric database. Having all users be recognized and logged into the same Windows account is, in this case, correct. This is very poor security practice, will cause recognition performance to suffer, and is strongly not recommended.

With all security measures there is a small but finite chance that a true false positive or other undesirable event could occur. Passwords can be guessed or discovered, badges can be given away, etc. In standardized tests, a true false positive with FastAccess occurs in less than 1 in a million attempts. There are certain conditions that can slightly affect these odds.

- **Lighting** – the better (even, bright enough) the lighting, the more facial detail is visible, the lower the odds of a true false positive. Very low levels of detail will be rejected by FastAccess for a recognition attempt, but in general the more even the lighting on the face the better. FastAccess helps to mitigate these situations with a feature called “FaceBright” that turns the computer monitor itself into a video light.

- **Out of focus camera** – this also decreases available detail. An out of focus camera is unlikely while using the integrated web camera but is possible with an external camera.

FastAccess has implemented numerous technologies to prevent false positives. If one is truly confirmed however, (most often through the picture access log) then the steps to remediate it are similar to a stolen password. Clear the affected biometric database (the database of the user who the system incorrectly
thought that it saw) and increase the recognition strength. If this procedure does not rectify the issue, please contact Sensible Vision.

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7. **How far can I turn my face to the side (profile) and still have FastAccess “see” it?**
   Many factors including camera angle and lighting affect how far you can turn your face and still have FastAccess be confident that you are in front of your computer. If you are using “Continuous Security”, you may wish to choose a longer locking time to balance your movements with how quickly the computer locks. For some users, a very fast locking time is not always practical for efficient workflow.

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8. **I don’t see a green square around my face – why?**
   Seeing the green square is required. It means that FastAccess can see your face and therefore, can learn what it looks like.
   - Make sure that the camera is plugged in and on.
   - Be sure to face the camera directly.
   - Be sure that the lighting in the room is sufficient.
   - Be sure that you are sitting with your hands on the keyboard. FastAccess will intentionally not detect a face that is far away. If your hands are on the keyboard, the lighting is sufficient, and your face is still not detected, it may be necessary to slightly “zoom” the camera so that your face is large enough within the video frame to be recognized accurately. This is likely with certain Logitech cameras that have very wide angle lenses or with any camera mounted on a monitor that is far away from the keyboard.

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9. **If I dim or turn off the lights, I can’t log in automatically anymore – what can I do to fix this?**
   There are two options. The first and easiest is to turn the lights on. FastAccess uses a camera which, like all cameras, must have light in order to function. If you must use your computer in the dark you can always log in manually. In this case the computer will lock according to the settings that you set in your screen saver. Automatic account switching will not function and you may have to type your Windows password into FastAccess each time you want FastAccess to automatically sign you into a website that it's remembering for you.

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10. **If there are multiple people standing in front of my computer, who gets logged in?**
    Generally, the person who is the closest to the computer. FastAccess “locks on” to the face that is the largest within the video image. The largest face is generally the one who is closest to the camera and, therefore, most likely to be the person actually using the computer. You will be able to tell who FastAccess is “looking at” by who has the green square around their face.

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11. **What about twins?**
    In preliminary tests, FastAccess has shown the ability to tell the difference between identical twins. To be safe, however, we strongly recommend implementing aggressive 2 factor authentication (*Face + Password*) if this is a concern. By also prompting periodically for part or all of your password, the Face + Password feature will minimize the chances of the software recognizing one twin as the other.

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12. **The video looks bad...how can I fix it?**

Poorly exposed images or images with other problems can generally be improved in one of two ways. You can adjust the lighting in the room where you’re working, or you can make adjustments to the camera properties. To do the latter, open the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”). Click the “Advanced” tab across the top (you must be a Windows Administrator to do this). Click the “Camera Properties” link. Adjust the sliders as appropriate until the video image shown improves.

A feature called “FaceBright” can also help to improve image exposure in marginal lighting by turning the monitor itself into a video light. If FaceBright is disabled, set it to either “Always On” or “Auto”.

13. **I put a stuffed animal in front of the camera – FastAccess drew a green box around its face! Why can’t it tell the difference between a human and an object?**

FastAccess is designed to detect face-like patterns. Some things like stuffed animals, photographs, pets, etc. also have those kinds of patterns on them. FastAccess may “see” those patterns on non-human objects and draw a green square around them. What it will **NOT** do, however, is grant access to your Windows account based on holding a non-human object up to the camera.

As a warning - you can technically hold an object or animal with a face up to the camera and then log in manually with your username and password. That “face” would then be associated with, or “enrolled” into your Windows account. It could then be used to access your account in the future. Just like you shouldn’t write down your username and password on a sticky note and put it on the monitor, however, intentionally causing the software to learn something other than your own face is to be avoided if you truly want to maintain security!

14. **How can I improve the recognition performance?**

a. Make sure there is a green box drawn around your face. If a green box is not visible, face recognition is not possible.
   - Make sure your eyes, nose and mouth are in clear view of the camera.
   - Turn FaceBright to “Auto” or “Always On”
   - If prompted, turn on additional lights.
   - If your face is very small within the video frame, “zoom” the camera slightly to make your face bigger.

b. When logging in, act naturally. Simply place your hands on the keyboard and simply look at the screen. Making faces at or talking to the camera will slow down the recognition process.

c. Even lighting provides the best recognition. Strong shadows on the face will require more frequent manual logins.

d. Whenever face recognition takes more than a few seconds, click on your user name and enter your password if required to login to the computer. This teaches the software to better recognize your face and can improve the speed of face recognition under the same lighting conditions.

e. Use a consistent position in front of the computer. While different positions during recognition can and will be learned over time, a consistent position when logging in will improve recognition speed.

f. Hair obscuring your face will slow recognition.

g. Slight natural body movement is beneficial. If you are not being recognized, there is no benefit to sitting perfectly still as this simply presents the same (unsuccessful) pattern of facial detail to FastAccess over and over again.
15. Some facial recognition programs allow you to “train” it to your face manually. Why doesn’t FastAccess include this?

FastAccess is designed to be as easy to use as possible. Because of this, we make the process of “training” the software to the various ways that you might look completely automatic! There is no need to go through time consuming manual steps. Should you ever fail to be recognized within a few seconds, simply log in with your password. FastAccess learns what it needs to learn completely on its own. **Click here** for details on how the learning works.

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16. Instead of trying to recognize my face, Windows just logs right in! Why is this happening?

In both Vista and Win7, if you have only a single Windows account and that account is not password protected, Windows will not display the login screen but instead will log in immediately. This bypasses any chance to recognize your face. To secure your system, you must password protect your account with or without FastAccess. Click **here** for additional details about using a Windows account that is not password protected.

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17. During the login process, sometimes the screen turns white. What is this?

The white screen is a FastAccess feature called “FaceBright”. FaceBright detects when additional light may be beneficial for optimal recognition and turns the screen white creating, in effect, a video light. Precisely how much light is shown onto your face depends on a number of variables including the size and brightness of your monitor in addition to how far away from it you sit. Note that FaceBright is not supported under Windows XP.

FaceBright has 3 possible settings:
- Disabled: FaceBright will never activate
- Always On: FaceBright is on regardless of how much light is on your face
- Auto: FaceBright will turn on only when it detects that additional light may be beneficial to recognition

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**Automatic website login**

1. When I open the FastAccess Configuration Console and click the “Web Login” tab, I can’t add websites to this list! Why not?

You never need to add websites to this list by hand. As long as the Web Login feature is enabled, FastAccess will automatically offer to learn the usernames and passwords for supported websites. Just login normally. The “Web Login” section of the Configuration Console allows you to view and manipulate websites that FastAccess has already learned.

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2. Some websites don’t work at all.

The Web Login feature will support many, but not all, sites that you might want to log into. There are three basic types of possible issues.

a. **FastAccess does not offer to remember credentials in the first place**: In this case, you may need to type credentials manually for this site.

b. **Website requires more than just a username and password**: Please note that FastAccess can only automate the entry of a username and password. If you encounter a site that also requires, for
example, the selection of a security image or answers to “personal knowledge” security questions, you will need to enter that information manually.

c. FastAccess remembers credentials and enters them into the page, but does not automatically submit them — i.e. it does not “click” the login button: As a trouble shooting step if you find a site such as this, go to the “Web Logins” section of the Configuration Console and delete the site. Return to the website login page and login again. Pay attention to whether you use the mouse to click the “login” button or hit the “Enter” key on your keyboard. Try both methods to enroll the site as it’s possible that one method will work while the other does not. If both methods fail then the website does not support automatic submission of credentials.

3. Sometimes when I arrive at a web page I’m prompted to log in to FastAccess. Why?

   If at any time FastAccess loses track of your identity (if, for example, you turn away and then turn back and aren’t quickly re-recognized), it will prompt you to log in manually to prove your identity before it will automatically enter your saved website login information. This further protects your valuable online information and accounts. Logging in manually also teaches FastAccess more about your face, making the next time you use the Website Login feature more likely to succeed without the need to enter your Windows credentials into FastAccess first.

   Note that if you are operating in FaceLogin mode, FastAccess detaches from the camera shortly after logging into Windows and will need to re-recognize you every time the Web Login function activates.

4. Every time I arrive at a web page that FastAccess is remembering for me, I’m prompted to log in to FastAccess (next to the video window). Why?

   This is expected functionality in “Face Login” mode. Click here for additional details about the various security modes and their function. In Face Login mode, FastAccess recognizes your face to log you into Windows, but then stops using the camera. Because of this, when you arrive at a protected website FastAccess must reconnect to the camera and go through the process of recognizing your face again in order to safely enter your website username and password into the browser. In “User Switching” and “Continuous Security” modes, FastAccess continues to track your face even after logging into Windows which greatly reduces (but does not eliminate – see question immediately above) the chances that an additional recognition or manual logon will be required when you reach a protected website.

5. I went to a website that I had FastAccess remember and the FastAccess window appeared. I typed in my password for that website and the login failed! What happened?

   You must type in your Windows username as password every time you see the FastAccess video window with the video. If for some reason you’re not recognized when you view a website, then you need to prove your identity to FastAccess...not the website...so that FastAccess can type in the website username and password for you. FastAccess will always identify you using your Windows credentials.

6. I log out of a website, it takes me back to the login page and FastAccess logs me right back in! How can I stop this loop?

   Each website that you have FastAccess remember can submit your username and password to that site either automatically, or only when you prompt it too. If this type of loop is a concern, turn off “auto-submit” for that website. To do this, either uncheck the box called “auto-submit” checkbox when telling FastAccess to remember the site in the first place, or go into the Configuration Console, click the “Web Logins” tab at the top, select the website in question, and uncheck the “Auto-Submit site details” checkbox. 

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7. **I changed my password for a website that FastAccess is remembering....how do I let FastAccess know about this change?**

   There is a chance that FastAccess will figure it out for itself. FastAccess will at first, of course, submit your old - now incorrect - username and password to the website. If the website rejects that login and returns you to the exact same login age quickly, FastAccess assumes that your login is now out of date and will prompt you to enter and remember a new username and password. If the login failure page is different from the original login page, however, then this process may not work. In this case, open the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), click the “Web Login” tab at the top, select the website in question and change the password.

8. **FastAccess asked me to remember my password several times for one site....is this normal?**

   It can be. Some websites have multiple, different login pages. If the address or URL for each page is sufficiently different, FastAccess may need to remember your login information separately for each page....even if the username and password themselves are the same.

9. **I have multiple different accounts at one website, how do I store multiple sets of usernames and passwords?**

   When you tell FastAccess to remember the website login for the first time, there is a check box that says “I login to multiple accounts on this site”. Check this box. The next time you go to this site, you will see the “Account Chooser” window appear. Either select one of your existing accounts or click “<Skip Auto-Entry or Create New Account>”. This will give you the opportunity to enter and have FastAccess remember a second (or third or more) username and password that you can then choose from later.

10. **What browsers are supported by the Web Login feature?**

    Web Login currently works in IE 7 & 8 and Firefox 3.

11. **I entered the wrong password and told FastAccess to remember it. How do I fix this?**

    There’s a chance that FastAccess will figure out the error on its own. If your login to the website fails and you are returned quickly to the original login page then FastAccess will assume that you typed the wrong username and/or password and will prompt you to enter the correct ones. If the login “failure” page is different from the original login page, however, this may not work. In that case, you can change the remembered password by hand. Start the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”). Click the “Web Logins” tab at the top, click the “Manage My Accounts” link, select the website in question, click the “Show” checkbox to the right of the password field and type your corrected password. Instead of clicking the “Show” checkbox you can also simply delete the old, incorrect password and enter a new one.

12. **When I view my list of stored websites there are multiple entries for some of them – why?**

    Many websites have several unique login pages. If the URLs (web address) of the login pages for one site are sufficiently different from one another then FastAccess may need to remember your login information for each one individually. Each login page will, therefore, have its own entry in the list of sites that you have FastAccess log into automatically.
13. **Does disabling the Web Login feature delete all my stored usernames and passwords?**
   No. It simply causes the automatic entry of those passwords into the browser to stop until you re-enable Web Login functionality.
   
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14. **I told FastAccess never to remember a password for a website and now I’ve changed my mind. How do I get it to prompt me again to remember my password?**
   Start the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), click the “Web Logins” tab at the top and select the website in question from the list. It should have a red “X” next to it, indicating that you previously instructed FastAccess NOT to remember your login information for this site. Click the “Delete Entry” button. The next time you log into the site, FastAccess will again prompt you to save your username and password. When prompted if you want FastAccess to remember your information for the site, this time select “Yes”.
   
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15. **Internet Explorer and Firefox can also remember my website usernames and passwords. Do I need to enable this for the FastAccess Web Login to work?**
   No. Although superficially similar in function, the Internet Explorer and Firefox password auto-entry features are completely separate from that of FastAccess. The advantage of using FastAccess for this job is that your access to important online accounts remains secure – even if you forget to lock or log out of Windows.
   
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16. **Will FastAccess Web Login simply put my username and password into the website, or will it actually log me in as well?**
   The majority of the time FastAccess Web Login will not only enter your username and password into the appropriate fields within a website, it will also “click” any buttons or links necessary to actually log you into that site.

   It is possible, however, that certain websites may not support automatic submission of usernames and password. In other words, FastAccess may enter the username and password onto the page, but not be able to “click” the login button.

   As a troubleshooting step if you find a site such as this, go to the “Web Logins” section of the Configuration Console and delete the site. Return to the website login page and log in again. Pay attention to whether you use the mouse to click the “login” button or hit the “Enter” key on your keyboard. Try both methods as it’s possible that one method will work while the other does not. If both methods of enrolling a website into FastAccess fail then the website does not support automatic submission of credentials.

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17. **My bank or other site requires more than just a username and password. Can FastAccess automate it all?**
   No. FastAccess can automate the entry of username and password for most web sites. However it cannot automate, for example, the selection of a security image or the answers any “personal knowledge” security questions that you may have set up.

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18. **I need to log into a site, but the username is on one page and the password is on the next. Can FastAccess automate this logon?**

FastAccess may be able to automate the entry of your password onto that page, but it will not be able to automate the entry of a username alone. FastAccess requires that a password field be present on a page in order to offer to remember credentials for that page.

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19. **The Web Login feature stopped working even though it is still enabled. Why?**

FastAccess interacts with Internet Explorer and Firefox through what are called “Add Ons”. Internet explorer has a special mode call “In Private” that intentionally disables all Add Ons – including the one used by FastAccess. If the FastAccess Add On is disabled by In Private mode or by any other means, the Web Login feature will stop working even if it’s still enabled in the FastAccess management console.

To re-enable the Add On in IE hit the “Alt” key (if necessary) to display the menus, then go to Tools > Manage Add-ons. Look for the Add On called either “FAIESSO Helper Class” or “SSOIEAddonBHO Class”. If it is disabled, select it and press the “Enable” button to return the Web Login feature to normal functionality.

To do the same in Firefox go to Tools > Add-ons and be sure that the “FastAccess Web Login” extension is enabled.

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20. **When FastAccess first prompted me if I wanted to keep the Web Login feature on or not I said “Turn off”. Now I’ve changed my mind. How do I turn it back on again?**

Open the FastAccess Management console. Click the Web Login tab at the top of the window. Check the “Enable Web Login Vault” checkbox. This will re-enable the Web Login feature.

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21. **Does FastAccess support Internet Explorer (IE) 64 bit?**

Yes. The Logitech version of FastAccess supports IE 64 bit.

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22. **Sometimes when FastAccess tries to recognize my face to enter or store a website password, the whole screen turns white. What is that?**

The white screen is a FastAccess feature called “FaceBright”. FaceBright detects when additional light may be beneficial for optimal recognition and turns the screen white creating, in effect, a video light. Precisely how much light is shown onto your face depends on a number of variables including the size and brightness of your monitor in addition to how far away from it you sit. Note that FaceBright is not supported under Windows XP.

FaceBright has 3 possible settings:
- Disabled: FaceBright will never activate
- Always On: FaceBright is on regardless of how much light is on your face
- Auto: FaceBright will turn on only when it detects that additional light may be beneficial to recognition

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Security concepts

1. **Do I REALLY need to password protect my Windows account?**
   
   Yes. You may use FastAccess for fun and convenience without a password on your Windows account, but a Windows account without a password truly has no security at all....with or without FastAccess or any other security tool.  

2. **Can someone break into my account using a photograph of me?**
   
   Generally no, they cannot. FastAccess pays enough attention to how you look when you’re actually using your computer (including lighting, camera angle, angle of your face, camera type, etc.) that a standard photograph is extremely unlikely to match all of these characteristics closely enough to allow unwanted access to your account. Please see the next two questions for additional discussion.  

3. **Under what conditions COULD someone use a photograph of me to gain access to my account?**
   
   a. It may be possible gain access to your account with a photograph, printed at high quality that is taken through the web camera that you use to access your computer. Since this could in theory match closely what you actually look like to the software while using your computer, it is recommended that you not allow this type of photograph to be taken.
   
   i. If it is not possible to limit photographs of yourself from being taken through your web camera, we recommend setting FastAccess to “Face + Password”. This will periodically prompt you to type just a few characters of your password in addition to being recognized. To do this, start the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), click the “Advanced” tab, and then click the “Security and Convenience” link. On the next window, select the appropriate level of security using the top slider.
   
   b. If you hold a photograph of yourself up to the camera and then log in manually, that photograph will be “learned” as your own face and could then be used in the future to gain access to your account. Just as you would not write your password on a sticky note and post it on the monitor, however, it is strongly recommended that you avoid doing this if you truly want to maintain account security.

4. **What about a “brute force” photo attack?**
   
   It’s worth noting that given unlimited time and unobstructed physical access to your PC that any all security measures can eventually be bypassed through “brute force” (massive effort) methods. Correspondingly, it is difficult - though possible - that through “brute force” trial and error that someone could create a photograph of you that would allow access to your account. FastAccess photo resistance is strong enough that this “attack” would likely require significant time, effort, expertise with photo manipulation and of course unobstructed physical access to your PC. If you deem this type of attack to be of concern in your environment, simply enable the “Face + Password” feature. With a good password, this will dramatically enhance login security while still maintaining the convenience of face recognition.

5. **Can multiple people share one Windows account?**
   
   While this is certainly possible, it is strongly not recommended. There are two primary concerns here.
   
   a. Part of the security provided by FastAccess is strong access logs....a list of who used your computer and when. With multiple people sharing one Windows account, this access logs are not as useful. You can still check who logged in by using the photo access log feature (if enabled by the Windows administrator for your machine), but this is far less convenient.
b. More importantly, recognition performance (how many times the software successfully recognizes your face and logs you into Windows) will be degraded. There is a certain amount of storage allocated for each Windows account to hold multiple versions of how you look. Video from the camera is compared against this entire “biometric database” every time you try to access your computer. If you share your account with someone else, then both of your faces will occupy the same storage space. Each of you will effectively have fewer versions of your face for comparison against the video coming from the camera. This will make it less likely that either one of you will be recognized and logged into Windows quickly.

6. **It seems like I can hold up objects that have “faces” in them like photographs, stuffed animals, even my pet and then type my password into Windows and it accepts that! Isn’t this a huge security hole?**

   No. Although FastAccess will draw a green square around objects other than human faces that also have face-like patterns (like photographs or stuffed animals), it will not let them be used to access your account. A word of warning, however…if you hold an object up to the computer and then type your password, this object may be learned as being your own face and could then be used to access your account in the future. Just as you would not write down your password on a sticky note and attach it to the monitor, however, this procedure should be avoided if you want to truly maintain account security.

7. **How do I make my computer secure?**

   There are many facets to having a truly secure computer system. Employing a biometric login device such as FastAccess is certainly one part, but is by no means the only one. It's also necessary to follow other standard security processes such as using a strong password on your Windows account, making sure that each user has their own unique Windows account, employing a firewall to protect against outside intrusion, using antivirus software, and routinely backing up the data on your computer. As long as you have a strong password on your own, unique Windows account, FastAccess can improve security by preventing unauthorized use of your website login information and can even protect your entire desktop from casual use by other people if you select “Continuous Security” mode (automatic desktop locking).

8. **In the “Advanced” tab of the Configuration Console under the “Security & Convenience” section, I see a slider called “Recognition Strength”. What does this do?**

   Recognition strength is a measure of how “picky” FastAccess is with what is considered a facial match. Increasing this slider will more strongly protect against an incorrect recognition (recognizing someone else as you or you as someone else) but may also slightly decrease the frequency with which FastAccess makes a correct match as well (correctly recognizing you as you). It is recommended that the default value be kept unless you see issues with incorrect recognitions or if the number of users on your computer is very high. Although turning down the recognition strength from its default may slightly increase how often you are let into your computer quickly, this is also not recommended in order to maintain strong security.

9. **What is Dual Factor (or “Face + Password”) security and why would I need it?**

   Experts agree that any single “authentication factor” (i.e. a method for securely accessing your computer) is not truly secure. True two factor security has historically, however, been notoriously difficult to use. If you require an additional level of security on your computer, FastAccess provides two factor security through the Face + Password feature. This feature allows you to choose a level of security that achieves the proper balance between security and ease of use for your own computer usage style and the type of information that you are protecting. To turn on this feature, open the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), click the “Advanced” tab,
and then click the “Security & Convenience” link. Refer to the slider on the bottom of the next screen. Each slider position has two components...the number of characters from your password that you must enter to gain access (in addition to being recognized) and the amount of time that must pass before you are prompted to enter those characters. For example, on the second slider position in addition to being recognized you must also enter the first two characters of your password if you have been away from your computer for 4 hours or more. If you are not recognized, then obviously you must enter your entire password. Requiring more characters to be entered after less time (slider moving to the right) increases security but also makes it more difficult to use. Choose the setting that's right for you.

10. I’ve heard that an “audit trail”, or having good access logs is an important part of maintaining security. Does FastAccess have these tools?
Yes! Comprehensive access logs can be found by opening the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), clicking the “Advanced” button, and then clicking the “Usage Logs” link. Note that you must be a Windows Administrator to perform this action. In the log you can see who has access to your computer and when. In the Log Management window, you will also see a check box to turn on and off a feature called “Record Picture”. If this feature is on then an actual photograph of the user will be recorded each time they access the computer. This provides additional security as it allows you to visually verify who entered a given Windows password.

11. What are the false acceptance and false rejection rates of FastAccess?
False acceptance (also known as “false positive”, or recognizing one person as the WRONG person) and false rejection (also known as “false negative”, or failing to recognize an authorized user) rates are traditional ways to measure biometric accuracy. FastAccess is unique that the false negative rate actually improves with use. The more you log into the system, the better it gets at recognizing you! With use, FastAccess should recognize you more than 90%- often more than 95% - of the time. True false positives are exceedingly unlikely. In standardized tests, they have occurred in less than 1x10^{-6} (1 in a million) logins. Please note that if a user’s face (or an object with a face) is actively enrolled or learned into the wrong account (with a stolen or compromised password, for example) and then later recognized that this is NOT a true false positive.

12. I’ve noticed that even non-administrative users can disable FastAccess through the Windows login screen. Isn’t this a security problem?
No. Even with FastAccess disabled, a person trying to access a Windows account still needs to know the password for that account (exactly as when FastAccess is enabled). Of course with FastAccess disabled, accessing the computer and protected websites will be less convenient.

13. Too many people know my password. Can I fix this with FastAccess?
No. Your computer security is only as good as the password that it’s based on. If someone else knows your password, your account is compromised – with or without a biometric device or other security solution such as FastAccess. You should change your password. With a secure password, FastAccess provides additional security by making a complex password easier to use and by optionally tracking when you leave the vicinity of your PC in order to secure your desktop and websites automatically.
Security Levels

1. I’m in “User Switching” mode. I got up and someone else sat down. Windows didn’t switch to their account – why?
   FastAccess’s user switching mode is designed to make switching between various Windows accounts more convenient. It switches between accounts automatically as soon as the new user’s face is recognized. If their face is not recognized quickly, however (if there was a facial appearance or lighting change, for example), then the accounts may not switch. You can always secure the desktop by hand by hitting “Windows+L” and then having the new user log in manually. This will teach FastAccess more about what the new user looks like, making the automatic account switching more likely to happen quickly in the future.

2. I’m in “Continuous Security” mode and have the computer set to lock in X seconds. When I log in without the green box around my face, this automatic locking doesn’t work. Why?
   Continuous Security mode is designed to provide the maximum possible security for your computer by automatically locking your desktop X seconds (exactly how long is up to you) after your face leaves view of the camera. If you log in without the green box around your face, however, that means that FastAccess couldn’t see your face to begin with. Counting down from when your face leaves view of the camera is illogical in this case since your face was never IN view of the camera to begin with. When this occurs, the desktop will be locked according to the settings that you have chosen in your screen saver. If your screen saver is not set to lock the computer, then it will not lock. Be sure to set your screen saver as a backup and/or make sure that your face is always in clear view when logging in.

3. How can I lock my computer by hand?
   You may always lock your desktop manually by holding down the “Windows” key and simultaneously pressing “L”. Be aware that in this case, facial recognition is intentionally suspended for 10 seconds or so to give you time to move out of view of the camera.

4. I’m in “Face Login” mode. I’ve already logged into Windows but FastAccess seems to continue using the camera anyway – why would it do this?
   In addition to logging you into Windows itself, FastAccess provides additional convenience by also allowing you to log in automatically to many websites. In order for these stored website password to remain secure, FastAccess continuously tracks your presence in front of the computer for approximately 30 seconds after you log in while in Face Login mode. If during that time FastAccess is not completely sure of who you are when you arrive at a remembered website, it will prompt you to enter your password. Remember to enter your WINDOWS password into any window with video showing. This will now only allow FastAccess to automatically log you into the website that you’re visiting, but it will also teach FastAccess more about what you look like. This makes it more likely that your website password will be entered quickly and automatically the next time around.
   Approximately 30 seconds after logging into Windows while in Face Login mode, FastAccess will disconnect from the camera. After it disconnects, the video window will appear at least briefly every time the Web Login feature activates. If you are not recognized quickly when this window appears, do not hesitate to enter your Windows username and password.
5. **Why does my computer lock when someone turns out the lights?**
   If you have FastAccess set for “Continuous Security”, it will automatically lock your desktop X seconds (exactly how long this takes is selectable) after your face leaves view of the camera. If someone turns off the lights while you are using your computer, your face may no longer be in view and FastAccess may, therefore, secure your desktop.

6. **I’m in “Continuous Security” mode and my screensaver doesn’t seem to work. Why?**
   Your screen saver will work when you face is no longer in view of the camera. As long as FastAccess can see your face, it will prevent the screen saver from starting.

7. **I can’t figure out how my screen saver interacts with “Continuous Security” mode. What am I missing?**
   Without FastAccess, your desktop may be secured by setting a screen saver to activate after a certain amount of time of having no activity on the keyboard or mouse. If you choose to set FastAccess to “Continuous Security” mode, then you’ve decided to switch how your desktop is locked from keyboard/mouse inactivity to waiting for a certain period of time after your face has left view of the camera. In this scenario, the screensaver is not necessary and will not activate as long as your face is visible. The exception is if, for some reason, you logged in manually to Windows while your face is not in view of the camera. In this case, it’s not possible to wait until your face has left view of the camera because it was never IN view to begin with. In this scenario, the desktop will revert to locking according to the settings of your screen saver.

8. **What is the best security mode for me to use?**
   The answer to this question depends on your physical location, the data that you’re protecting, the number of people who use the PC, and how you use your computer. You should feel free to switch modes as required to adapt to changing security and workflow needs. Here are some suggestions:
   a. **Disabled**: Use this mode when there is no need for any additional security or when you need the maximum possible CPU cycles (for example, for a game).
   b. **Face Login**: Select this mode when the biggest need is for added login convenience - for example, when you are always in possession of your laptop and are the only person that typically has access (PC in locked home office or going from class to class, for example). Provides no additional security beyond that already provided by a username and password.
   c. **Auto User Switching**: Select this mode when the desire is for added convenience both at login AND in switching between Windows accounts (using your face). For example, if you share your computer with others in your house and each person has a Windows account mostly for personalization (bookmarks) rather than security. This mode will often switch between desktops automatically, making accessing personalized data faster and easier. If security beyond what this mode provides is desired, user should select d. – Continuous Security.
   d. **Continuous Security**: Select this mode when the need for security is the strongest. For example, your computer is in a very public space (coffee house, library, meeting room, etc.) and/or you share your computer with others and have private files that you don’t wish them to access (enforcing parental controls at home, dorm room with roommate, etc.)
Administration

1. I installed facial recognition, but now I can’t get it started! How do I begin using it?
   By default, FastAccess facial recognition is disabled when it’s first installed. You can enable the software in one of two ways.
   1. You can go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose Configure FastAccess. This will start the Fast Access Out of Box Experience (OOBE) and enable the software.
   2. Click the “tile” on the login screen entitled “Click here to enable Face Recognition”, then check the box with the same title. This will activate the OOBE if it’s your first time using the software, or simply activate the camera and start the recognition process if you have used it FastAccess previously.

2. When I take certain actions (looking at the access logs, managing stored website passwords, etc.) within the Configuration Console, sometimes I see a video of my face pop up and other times I don’t – why is this?
   Since the goal of FastAccess is to ensure the security of the computer, it’s also important to ensure the security of FastAccess itself! Because of this, FastAccess continually tracks the identity of the user currently in control of the computer. If it loses track of that identity at any point, it may prompt you for your Windows password in order to both prove your identity as well as to learn more about how you look, making it less likely that it will need to prompt you the next time. This process ensures that only people who are Windows Administrators can make changes to parts of FastAccess that affect security for the entire computer.

3. Someone stole my password and logged in as me. How do I fix this?
   First, change your password. This is critical. After that, open the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), click the “Advanced” tab at the top, and click the “Biometric Enrollment” link. Select your own name and hit “Delete”. This removes all the stored versions of what you look like. This is an important step because if someone has your password, it may be possible for them to put their face into your own biometric database. Removing the entire database and changing your password will ensure that all new facial “learning” going forward will be only of your own face. This is why having a Windows account that is protected by a strong password is so important.

4. I can’t seem to enable many features like the photo access logs or web logins. What’s wrong?
   Only people in possession of a Windows Administrative account can alter certain features in FastAccess that strongly affect the security of that machine. If you only have a normal user account, then you may only view and manage your own stored website passwords, turn notifications (messages) on and off for your own account, and delete your own biometric database (the stored versions of what you look like).

5. How can I tell who has used my computer?
   FastAccess provides a very strong access logs—in other words, an accurate record of who logged into your computer and when. To find it, open the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), click the “Advanced” tab at the top of the window, then click the “Usage Logs” link. Along with a text-based list of who accessed your computer, if you are a Windows administrator you may also enable the “Record Picture” feature. If “Record Picture” is checked then an actual photograph of the user will be taken each time they access the computer. This further
increases security by allowing a visual confirmation that the person entering a password (should a recognition not occur for some reason) is in fact the appropriate person.

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6. Why would I need to delete my biometric enrollment? What does this even mean?

FastAccess stores an enrollment, or biometric database for each user. This is simply a collection of the different ways that your face looks while using your computer. Each time you access your machine using facial recognition, the video from the camera is compared against this database. If a match is made to one of the versions of how you look, you are allowed access. It is possible, however, for this database to become corrupted if someone steals your password. With possession of your password, it may be possible for them to log in manually and put their face into your database. In this case you should change your password (critical!) and delete your biometric enrollment information in order to remove the other person’s face from your own database. To do this, open the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), click the “Advanced” tab at the top of the window, and click the “Biometric Enrollment” link. Select your own name and hit “Delete”. If you are a Windows administrator, you may also delete the biometric enrollment information for other users on the machine if they have experienced a similar scenario.

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7. I can’t reach the “Advanced” section or change the security level – why?

In order to reach portions of FastAccess that affect the security of the entire computer, you must have a Windows account that is of the type “Administrator”. If are a normal user, you may only change your own saved web passwords and turn notification messages on and off. You may also delete your own biometric information, but not biometrics for other users.

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8. I installed a new camera and want to use it with FastAccess instead. How do I tell FastAccess to make the switch?

Open the Configuration Console (go to the Windows Menu > All Programs > FastAccess Facial Recognition and choose “Configure FastAccess”), click the “Advanced” tab at the top of the window, then the “Camera Selection” link. Choose the name of the camera that you would like to use and press “OK”. Note that the camera must first be installed properly in Windows in order for it to be available in this list. In order for it to function within FastAccess it must also not currently be in use by any other video enabled programs. Once a new camera is selected, you must either disable and then re-enable FastAccess or reboot the computer in order for the camera switch to take place.

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9. Can I use FastAccess to log into a domain account? Will FastAccess work on a machine that is joined to a domain?

Yes. The Logitech version of FastAccess allows for installation and usage while on a domain and with domain based Windows accounts.

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10. Can I use FastAccess with another sign-on bank (password vault, automatic website logon tool, etc.)?

Yes. These programs will benefit from FastAccess login and its Continuous Security feature. You may wish to disable the FastAccess Web Login if you choose to use another program for automatically logging into websites.

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11. **Can I use FastAccess with another login tool – for example another biometric device like a fingerprint reader?**
   
   While other biometrics products may work, they are not supported. The use of other login tools at the same time as FastAccess while in XP is **strongly** not recommended.
   
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12. **Under “Advanced” I see a checkbox called “Enable Full Screen Program Detection”. What is that?**

   By default, FastAccess will disable automatic desktop locking (when you’re in “Continuous Security” mode) when it detects that a “Full Screen” program is running. Examples of programs that can run in “Full Screen” mode are Windows Media Player (for example, if you’re watching a movie), iTunes, and Power Point (when playing a slide show). Un-checking this box keeps automatic desktop locking enabled (if in “Continuous Security” mode), even when Full Screen programs are running. Note that “Full Screen” is not the same as having a program “Maximized” to fill your desktop. A program running in Full screen mode will typically fill the entire desktop with no standard Windows controls available at all. In most cases you must specifically set the program to run in “Full Screen” mode.
   
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13. **How do I update FastAccess?**

   FastAccess will notify you automatically when a web update is available. Simply follow the prompts to install the updated version. You may also check for available updates manually. Open the FastAccess management console (right click the “FA” icon in the system tray and choose “Configure FastAccess”), click the “Advanced” tab at the top, then click the “Check for Updates” link in the upper right. Follow the prompts to install any available updates.
   
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14. **How do I purchase FastAccess?**

   Download a trial copy at the following location: [http://www.sensiblevision.com/support/dl_l.php](http://www.sensiblevision.com/support/dl_l.php). Install the software to receive a 60 day trial. At any time during that 60 days, click the “Buy Now” button in the upper right corner of FastAccess. Purchase an activation key online.
   
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15. **How do I license FastAccess?**

   When you receive your activation key (see question above), click the Start Menu > All Programs > FastAccess Facial Recognition > Licensing. In the window that opens, click the “Enter New Activation Key” button if it’s visible. Copy paste your activation key into the text field. Click the “Get License” button.
   
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**Messages and error conditions:**

1. **In XP, FastAccess doesn’t seem to be learning my face. I have no entry under “Biometric Enrollment” in the “Advanced” section. Why?**

   In XP, FastAccess must “synchronize” or learn your password before it can start learning your face. The first time you complete the initial use wizard (or “Oobe”, Out of Box Experience”), you will be taken to the XP login window to login. It will instruct you to “Login to Enroll Your Face”. When you login with your face visible under Vista or Win7, FastAccess can start learning your face right away. **In XP there is an additional step required.**

   In XP, once you’ve logged in for the first time with your face visible, you will see a window called “FastAccess Password Check”. Enter your XP password. If you force this window to close or manually lock the desktop before
entering your XP password successfully, FastAccess will not be able to learn your face. To correct this situation, you must change your Windows password then go through the process again.

2. **I have chosen to display the system tray icon. It keeps changing colors...what do the various colors mean?**
   a. Green – FastAccess is active and working normally
   b. Blinking Green and Yellow:
      i. If you are in the security mode “Continuous Security”, then this means that your face is out of view of the camera and the system is counting down to lock the desktop.
      ii. It could, however, also mean that you logged into Windows while your face was not in view of the camera. In this case, your computer will lock according to the settings of your screensaver.
   c. Blinking green and red: You are in collaboration mode. This mode temporarily turns off the automatic locking action, automatic logging into websites, and the virtual camera present while in “Continuous Security” mode. Collaboration mode is only available while your security mode is set to “Continuous Security”.

3. **In Windows 7 I have chosen to show the system tray icon but I still can’t see it. Why not?**
   Windows 7 hides all non-Microsoft Icons by default. You must set Windows to allow the display of the FA Icon.
   a) In the Win 7 System tray, click the “up arrow” to the left of the visible icons.
   b) Click “Customize”
   c) Select the FA Icon and set the drop down box to “Show icon and notifications”.

4. **I get a lot of “balloon” messages popping up from the system tray icon. How do I turn them off?**
   The balloon messages help provide you with important FastAccess messages. If you decide to turn off the messages, it is recommended you continue to allow Windows to display the FastAccess Icon in the system tray. This will provide quick access to important features and allow other notifications without the intrusion of the balloon messages.
   To turn off balloon messages, open the FastAccess management console (Windows Orb > All Programs > FastAccess Facial Recognition > “Configure FastAccess”). Click the “Advanced” tab along the top (note that you must be logged in as an administrative user to reach the Advanced section), and uncheck “Enable Notification Messages”.

5. **I locked the computer by hand by hitting the Windows key + “L”. I get the message “Temporarily Suspended”. What does this mean?**
   FastAccess assumes that because you locked the desktop by hand that you want it to be locked. If it immediately tried to recognize you and log you back in again, you could end up in a repeating loop that would never let you keep the computer locked. Lock, quick recognition, unlock, lock, quick recognition, unlock.....etc. FastAccess will try to recognize your face again after waiting for 10 seconds or if you move out of view of the camera and then back into view.
6. **When I try to run the Configuration Console, I get a warning in a window called “User Account Control” (UAC). The window says “A program needs your permission to continue.” in Vista and “Do you want to allow the following program to make changes to this computer?” in Win7. Why is this there?**

This message is a security measure put in place by Windows itself. When you run programs that can affect how the computer behaves, Windows wants to be sure that this is truly your intent. Simply click “Continue” in Vista or “Yes” in Win7 to proceed to the Configuration Console.

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7. **I find UAC ( “User Account Control”) annoying so I turned it off. Even with FastAccess controlling the power mode, I can no longer put the laptop to sleep using the keyboard command. Why?**

This is a defect in Vista. With UAC disabled, the keyboard command to “sleep” is unavailable. FastAccess does not and cannot correct this behavior.

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8. **I find Vista UAC ( “User Account Control”) annoying so I turned it off. Now when I’m logged in as a Standard (non-administrative) user, I can no longer reach the FastAccess Admin console. Why?**

This is a limitation of Vista. When logged in as a Standard user, Vista requires “elevation” (explicit permission by the user to perform a sensitive task) in order to run the FastAccess Admin console. With UAC disabled, Standard users can no longer elevate programs – including FastAccess – by any method. There is nothing that FastAccess can do to restore this ability. With UAC on, Standard users can provide elevation and run the Admin console by typing an Administrative username and password when prompted. When logged in as an Administrative user, you may run the FastAccess Admin console at will.

Note that this limitation has been removed in Win7.

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9. **I logged in and received a warning message called “Password Override Warning”. What is this?**

If you ever log in without the green square around your face, you can still be granted access to your computer. There are certain facial recognition functions that will not work, however. This message tells you that automatic user switching will not function, for example. In order to re-activate these functions, lock the computer manually by hitting the Windows key + “L”. Log in again with your face in clear view of the camera.

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10. **I see a message “Biometric Validation Disabled. Screen Saver Lock.” What is this?**

This is a “Password Override” warning message (see question above). You will see this message if you ever log into your Windows account when – for any reason – the software cannot see your face. This could be because of insufficient light, physically standing out of view of the web camera, or because you are too far away (see section on improving detection for more details). When logging in, be sure that there is sufficient light, that you are facing the web camera, and that the green square is around your face.

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11. **I rarely see video, facial recognition never seems to start, and every time I reboot my computer I get a “password override” warning message. What’s going on?**

These symptoms will be evident if you only have one Windows account set upon your PC and that account is not password protected. In this situation, Windows automatically logs such accounts in when the PC reboots...effectively bypassing facial recognition. To get the benefits of facial recognition you can take one of two steps.
a) Recommended - password protect the Windows account. This has the added benefit of dramatically improving the security of your account. Click here for a discussion of password protection and it’s relation to facial recognition and general security.

b) Alternatively: Once you’ve logged in and received the “password override” warning, lock the desktop by hand by hitting Windows + “L” or Control+Alt+Delete. You may also lock your desktop using your screensaver. After the desktop is locked, log in again with your face visible. All FastAccess functions will now work as normal until the next reboot.

12. When I’m first given the opportunity to turn the automatic Web Login feature on, there is a “Help” button. Clicking that button brought up a warning “A website wants to open web content using this program on your computer”. What does this mean?

This warning is being issued by the browser itself – Internet Explorer. FastAccess needs to run a program through the browser in order to properly display the help files. Internet Explorer is essentially asking you if this is your intent. Simply click “Allow” to continue and see the help files that you requested.

13. I logged in under the account called “Administrator” and FastAccess is disabled. Why?

By default, if you log in under the account called “Administrator”, FastAccess assumes that you are there to administer the machine at a very deep level. FastAccess will automatically disable itself as a result. Please note that not all accounts of the administrative type will display this behavior...only the account that is specifically and exactly called “Administrator” (if it exists at all).

16. After login I receive a message stating that a “Guest account is not supported”. Why is this happening?

There are several possible reasons that this message could occur:

- You logged into the Windows account called “Guest”. Since by definition this account is intended to be publicly accessible, it is illogical to perform facial recognition functions (intended to identify a particular user) for this account. Use of This account is, therefore, not supported by FastAccess. Normal FastAccess functionality will return when you log into a different Windows account.
- After a fresh installation of FastAccess if you try to open the management console before the required computer reboot, this error message may be displayed. Rebooting the computer as required will prevent this message from re-appearing.
- In rare circumstances, it’s possible for the Windows OS to incorrectly report the account type of a standard account as being of the type “Guest”. If one Windows account is experiencing the “Guest Account” error and the others are not, then this may be the case. Because this is a Windows OS error, there is nothing that FastAccess can do to address it. You may need to create a new Windows account and migrate your data.

Out of Box Experience (“OOBE” or “initial use wizard” for FastAccess)

1. During the OOBE, FastAccess learned what I look like. What happens if I change the way I look after that?

Not to worry, FastAccess uses a learning technique that allows it to easily accommodate any appearance changes that you may experience. If for ANY reason while logging into your computer FastAccess does not recognize your face quickly, simply click your username “tile” and type your password by hand. FastAccess

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will learn a bit more about what you look like, making the next attempt both more likely to succeed as well as faster.

2. **The software couldn’t see my face for some reason (there was no green box around it) during the OOBE. Does this mean that FastAccess will not work?**

   No – it will still work. If during the OOBE FastAccess cannot see your face, it will give you the warning “Enrollment Failed!”. You will still have access to your computer at all times, however, by logging in manually. Further, FastAccess will still learn what you look like. Any time you log in manually when FastAccess can see your face, it will learn more about your appearance, making its next attempt to recognize your face more likely to succeed.

3. **For some reason I can’t get the camera to see my face during the OOBE. How do I get out of this loop?**

   After receiving the message “Enrollment Failed!”, you may simply hit “Cancel”. This will stop the OOBE and allow you to continue using your computer normally. See other questions in this section for additional details about this message. If you do not press “Cancel”, and instead press “Next”, FastAccess will again attempt to start learning about your appearance. Click here for additional details on how to improve the detection of your face (get the green square around it). This will allow FastAccess to start the learning process right away.

4. **During the OOBE, I received the message “Enrollment Failed!” What does this mean?**

   This simply means that for some reason the software was unable to see your face during the initial attempt to start learning what you look like. This is not a problem, however, as you will still have access to your computer at all times by logging in manually. Also, this is not the only time that FastAccess can learn what you look like. Any time you log in manually and FastAccess CAN see your face (i.e. you see the green square around your face), it will learn more about your appearance, making the next attempt to recognize your face more likely to succeed.

5. **While being “Welcomed” during the OOBE, either my username or the word “Welcome” is cut off. Why?**

   When you are welcomed into FastAccess, for example “Welcome John!”, there is a limited amount of space for that message. If you have created a Windows username that is unusually long, it is possible that the end of your username may get cut off. If you are working in a language where the word “Welcome” comes after the username, the word “Welcome” may also be partly or completely truncated. Neither condition affects the functionality of the software or the validity of your username in any way.

Miscellaneous

1. **What happens if the camera is broken or disabled?**

   You may always log into your computer by selecting your username and typing your password by hand, even if the camera is broken or otherwise disabled. Any time you log in without the software being able to see your face for any reason, you will see a message stating “Biometric Validation disabled.”. If your screen saver is not set to lock your computer you may see another warning to this effect as well. In effect, this all means that the traditional features enabled by facial recognition will not be available. For example, the computer will now lock according to the settings that you set in your screen saver instead of by the method you chose.
in the “Security” section of the Configuration Console. Automatic account switching will not function and you may have to log into FastAccess using your Windows username and password each time you want FastAccess to automatically sign you into a remembered website.

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2. **Can I use other video applications at the same time as FastAccess?**

   Yes. Normally this would not be possible due to a standard Windows limitation whereby only one video application at a time can access a given web camera. Because of the close collaboration between Logitech and Sensible Vision, however, this limitation is no longer in place as long as you are using FastAccess with the currently Logitech Webcam software.

   Simultaneous use of FastAccess and other video applications with anything other than the current Logitech Webcam software is not supported by the Logitech version of FastAccess.

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3. **I can’t install or use FastAccess under XP. What are the system requirements?**

   Nearly any computer running Vista or Win7 with a Logitech camera can use FastAccess successfully. XP has a number of system requirements that must be met:
   - Must be running the “Welcome Screen” with Fast User Switching enabled. Gina mode is not supported.
   - Service pack 2 or better
   - .Net framework 2.0 or higher installed
   - IE 6.0.2900 or higher installed
   - 1Ghz or better processor
   - 512 Mb of RAM or more
   - 30 MB hard-disk space for installation

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4. **I want to play a game or watch a movie…can I turn off FastAccess to maximize system resources and keep it from locking?**

   Yes! FastAccess provides a feature whereby any program running in “Full Screen” mode (which most games and movies will) can automatically disable FastAccess. [Click here](#) for further details.

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5. **How can I use FastAccess to enforce parental controls?**

   First, make sure that both you and your child have your own, unique Windows accounts. Be sure that your child does NOT know your own password. Enable whatever Parental Controls through Windows that you wish to on your child’s account. In FastAccess, it is recommended that you select “Continuous Security” mode under the “Security” section of the management window. This will ensure that your machine will be automatically locked after you leave view of the camera. This way your child can not simply walk up to the computer and use your account should you forget to secure it manually when you leave your desk. The access logs within FastAccess will also help you accurately monitor when your child is using the computer.

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6. **I right click the FastAccess icon in the system tray and see “Collaboration Mode for 10 minutes”. What is this for?**

   Collaboration mode is a way to temporarily suspend FastAccess functions. Collaboration mode is only available when your security mode is set to “Continuous Security” (automatic locking of the desktop after X period of time has passed after your face is no longer in view of the camera). Specifically, Collaboration Mode turns off the automatic desktop locking, automatic web logins and the virtual camera. This mode might be
used if, for example, you wish to deliver a power point presentation where you may be looking at the projection screen instead of the camera. You can use Collaboration mode to temporarily keep the computer from locking when you look away. Similarly if you want to share an online video with a group of friends, you can suspend the automatic locking for a brief period of time to allow this conveniently. When the 10 minute timer expires, the desktop will lock even if the computer is in use. You will, however, be alerted to the pending lock and given the opportunity to extend Collaboration Mode for another 10 minutes.

7. **On the login screen, I see a new “FastAccess” user account “tile”. What is that used for?**

   This tile is a programming requirement of Windows. It can be used to turn FastAccess on and off and to change the settings for FaceBright.

8. **How do I access the help files?**

   There are several ways to access help files within FastAccess. If you have the system tray icon enabled, you may right click it and choose “help”. Alternately, at any time you may click the “?” icon in the upper right portion of the FastAccess Management Console. You may also click the Windows menu button in the lower left corner of your desktop, select “FastAccess Facial Recognition”, then click on “FastAccess Help.”

9. **When first starting the computer, the FastAccess window along with the video takes several seconds to appear. Why?**

   When booting your computer there are many components of Windows that must be loaded in the correct order. FastAccess itself loads relatively early in that process. FastAccess has no control, however, on when the video camera is activated. It may, therefore, take several additional seconds after the login window appears before the video becomes functional. You may log into Windows manually before the camera is activated, however, most FastAccess features such as automatic account switching, automatic desktop locking and automatic website login will be disabled if you do this.

10. **I was logged into Windows with my face before video ever appeared on screen! How is this possible?**

    During the boot process, the camera drivers and the parts of Windows required for displaying video on the screen are actually started separately. It is, therefore, possible for the camera to be functional and for FastAccess to be analyzing video for several seconds before that video is actually shown on the login screen. If during those few seconds your face is recognized, you may be logged into Windows before the video ever actually appears. Not to worry, however - all FastAccess functions will still be available to you in such a case.

11. **How is the FastAccess recognition programming tested for accuracy?**

    The FastAccess recognition algorithms are routinely tested against a database of faces specifically set up for this purpose by the government organization called NIST (the National Institute for Standards in Technology). Although real world results may differ slightly from these tests, the accuracy measurements are none the less significantly better than most commercially available fingerprint readers, for example.
12. **Will FastAccess shorten how long my laptop will run while on batteries?**

   No. Unlike many technologies on your laptop such as Wi-Fi, Bluetooth, or the LCD screen, the power draw from the web camera is miniscule. Battery life is, therefore, not impacted in any statistically significant way.

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13. **Does FastAccess slow down my computer?**

   No. Your overall computer speed will be unaffected by the use of FastAccess. If you are a competitive gamer and demand every last CPU cycle for gaming purposes, you may disable FastAccess before playing just as you would shut down other applications. You can do this by right clicking the FastAccess icon (if available) and selecting “Disable FastAccess”, setting the Security Level in the Configuration Console to “Disabled”, or by making sure that “Enable Full Screen Program Detection” is enabled under the “Advanced” section so that any games running in Full Screen mode (many games will run in this mode) will automatically disable FastAccess and then re-enable it when they are closed.

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14. **I’ve heard that facial recognition is “not ready for prime-time” and does not work. Why will is secure my computer?**

   Traditionally, there have been significant problems with facial recognition. As with all technology, however, it’s not just the technology itself that’s important – equally if not more critical is how it’s being used.

   There are many factors – both technical and in terms of how people interact with the technology – that make facial recognition and FastAccess in particular a practical and highly secure method for accessing computers where it has failed in the past to be a suitable technology for, for example, locating people (who often don’t want to be found!) in airports, sports stadiums, on the street or in other relatively uncontrolled, public spaces.

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15. **When my computer unlocks, it makes a sound. Why does it do this and how can I stop it?**

   This “unlocking” sound is a default part of Windows itself. While running FastAccess in “Continuous Security” mode, you may hear the sound more often than normal because the desktop is locking and unlocking more than it might without FastAccess installed (after all, locking and unlocking the desktop is a main purpose of FastAccess).

   To turn off the sounds, click the “Windows” menu in the lower left corner of your Vista or Win7 desktop or the “Start” menu in XP. Select “Control Panels”. In the window that appears, click the “Hardware & Sound” link in Vista, the “Sound” item in Win7, or the “Sounds and Audio Devices” item in XP. In the next window, click the “Change System Sounds” link in Vista or the “Sounds” tab in Win7 and XP. In the next window, scroll down the list of system events until you find “Windows Logoff”. Select it. Choose “(None)” from the “Sounds:” drop-down menu. Repeat for the “Windows Logon” event as well. Click “Ok”.

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