



Face Reader

Why won't the Face Reader let me in?



If you cannot gain access to the turnstile, please report to the site office to resolve.



Possible access denied reason



Anti-pass back restriction

The anti-pass back rule prevents you from doing two entries/exits in a row. If the turnstile will not allow you access, the anti-pass back rule may be activated.



Poor/non enrolment

If the biometric reader does not identify you, it may mean your biometric enrolment needs capturing/re-capturing.



Expired/invalid H&S cards

If any H&S cards, such as CSCS cards are expired or invalid then the turnstile will restrict site access.



Insufficient access rights

If you have not been given the correct access rights on your MSite profile, the turnstile will not release.



Lighting conditions

Strong sunlight can inhibit the face readers ability to see an operative's face. Please shield the device and your face from the light source.



High skin temperature

If the reader measures a skin temperature of 38C or above, then the turnstile will restrict access.