

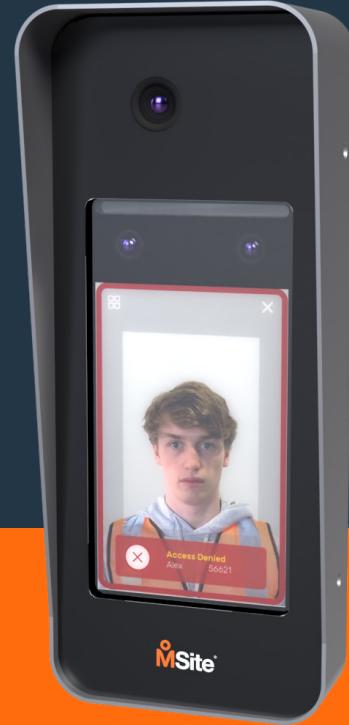


# Face Reader

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/exists 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.