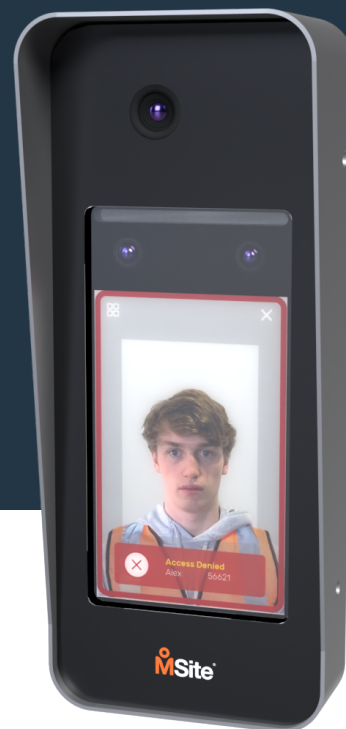# MSite®

Face Reader

Performance guide

Please refer to this document for user/administrator guidance relating to the performance of the MSite Face Reader.

Possible access denied reason

Anti-pass back

What is it?

In the instance an operative leaves site via an unofficial access point with no time & attendance device, the operative will have restricted site access

How do I know it's happening?

The operative's face will be successfully matched, and the reader may state "Access Granted", however the turnstile or door will remain locked. Access denied events can be investigated via the Transaction Diagnostics report in MSite

How do I fix it?

- Visit the operative's profile page and use the 'Fix Access Issues' button or

- From the employee's profile page, enter a manual punch to update their location, or

- Use the Roll Call feature of the Supervisor app to update the employee's location

Poor/non-enrolment

What is it?

If enrolment images from MSite, CITB or webcam are of poor quality or not captured optimally (see optimal image capture poster) then device will restrict site access

How do I know it's happening?

The face reader will try to identify the operative for longer than usual before eventually displaying the message "Access Denied". When this happens, there will be no record of it happening in MSite reports

How do I fix it?

- Capture a new photograph of the operative

Possible access denied reason

Expired/invalid accreditations

What is it?

If any CITB accreditations, such as CSCS cards are expired or invalid then the device will restrict site access

How do I know it's happening?

The operative's face will be successfully matched, and the reader may state "Access Granted", however the turnstile or door will remain locked. Access denied events can be investigated via the Transaction Diagnostics report in MSite

How do I fix it?

- Update the operative's accreditations in MSite

Access rights

What is it?

Operatives may have restricted access rights, for example due to being awarded a red card on another site

How do I know it's happening?

The operative's face will be successfully matched, and the reader may state "Access Granted", however the turnstile or door will remain locked. Access denied events can be investigated the Transaction Diagnostics report in MSite

How do I fix it?

- Visit the operative's profile page and use the 'Fix Access Issues' button

Lighting conditions

What is it?

Strong sunlight can inhibit the face reader's ability to 'see' an operative's face

How do I know it's happening?

Glare can usually be seen in the live video that is played back on the device screen

How do I fix it?

- Shield the device and operative's face from the light source