Frequently Asked Questions

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Facial Recognition System FAQs

Q. What is the Facial Recognition System?

a. The ATS Facial Recognition System (FRS) is a new biometric authentication option for customers and resellers of ATS stride80 platforms.

Q. Who is FRS for?

a. FRS is for customers looking for the enhanced security and convenience of using an inherent biologic identifier instead of an ID code or badge.

Q. What platforms can it run on?

a. Our FRS runs on the ATS Stride80 terminal. It can be integrated with a reseller's time collection or other Android kiosk application or with ATS' TimeCollect, a pre-built Android time & data collection application.

Q. Can I develop an integration with ATS' Facial Recognition System in my own kiosk application?

a. Yes. ATS will provide an SDK so that you can integrate the FRS technology into your application.

Q. What is the maximum number of templates stored on the stride80?

a. There is no observed maximum number of templates that the system can store.

Q. How long does it take to identify a user?

a. In our live Beta testing, we observed most matches occurring in less than 3 seconds.

Q. What is the failure rate?

a. In our extensive testing we have observed a false negative rate of less than 1% and false positive identification rate of less than 0.1%

- A false negative is when the system fails to recognize an enrolled user.

- A false positive is when the system mis-identifies an enrolled user as a different user.

Q. Can I upgrade one of my existing Stride80 terminals to add FRS functionality?

a. Any Stride80 terminal with a camera configuration can deploy ATS FRS with proper licensing. Contact your sales rep for more information.

Q. What is the price of a base model FRS unit?

a. Contact your ATS sales rep for detailed pricing of terminal configurations and FRS licensing.

Q. Does the system store pictures of people?

a. ATS FRS does not store images of people. The system uses the camera onboard the stride80 terminal to build a mathematical template of the face typography and that string of numbers is all that is stored.

- A facial template is a string of numbers that cannot be turned back into an image of a person.

Q. Can ATS or others access images of users?

a. ATS FRS does not capture or retain images of any kind so there is no way ATS or another party could access images of users.

Q. What types of identification matches can the system be configured to use?

a. ATS FRS can be configured to conduct a Verify Mode match (1-1) or Identify Mode match (1-N). Please contact your ATS Sales Rep for more information on match types.

Q. What is the Learned Templates feature?

a. Learned Templates is a way that through continued use the Facial Recognition System can refine a user's enrollment with additional templates gathered through regular use of the device. This leads to decreased rates of failure over time.

Q. Who maintains and upgrades the FRS software?

a. ATS FRS is a proprietary solution developed entirely by ATS and will be continually improved and supported through the lifespan of the ATS Android stride Operating System.

Q. How are upgrades done?

a. Upgrades to the ATS Android stride OS are deployed through Secure Over The Air (SOTA) updates that can be conducted with clocks in the field.

Q. Can I add a physical keypad to the time clock?

a. Yes, the stride80 offers a configuration with a physical keypad on it which is compatible with FRS as long as the built options also include the optical camera and FRS license.

Q. Can ATS help in integrating FRS with our time collection application?

a. ATS provides comprehensive SDK documentation to make integrating your kiosk application as easy as possible. Contact your sales rep if further assistance is needed.

Q. Our company does not have a time collection application, what options exist to integrate with our back-end system?

a. If you do not have your own Android application you can choose to implement TimeCollect, our Android time & data collection application that is built specifically to be used with the stride80 terminal and ties into our AccuCloud middleware solution.

Q. How long do upgrades take?

a. Software updates are very quick, typically loading in less than 30 seconds.

Q. Where do the templates go?

a. Templates can be stored on the clock and in the connected middleware solution to enable enrollments to be used among multiple clocks connected to a customer's account instance.

Q. If I have a barcode reader, can I use FRS?

a. Yes, FRS can be used along with any form of ID entry which is particular useful when FRS is configured in Verify Mode.

Q. What is the MSRP difference between FRS and biometrics?

a. Facial recognition is priced the same as other ATS biometric options. Contact your sales rep for pricing specifics.

Questions Your Customers May Ask:

Q. Can an employee opt-out from using the FRS time clock?

a. If an employee does not consent to using the facial recognition biometrics, they may decline the consent form and continue using the clock with another form of identification like an ID number or badge swipe.

Q. When should I re-enroll an employee?

a. If an employee is consistently experiencing problems being identified it may be due to bad enrollment templates, and a simple re-enroll will likely solve the problem. Because of the personal nature of facial recognition, a re-enroll may be needed if an employee experiences a dramatic change in appearance like a shaved beard or facial injury.

Q. Are there special mounting instructions for FRS?

a. Yes, special care should be taken to mount the FRS terminal in a well-lit location without any direct backlighting that could interfere with the camera. In our testing, mounting height has also been a significant factor, we recommend mounting at 57″ to the top of the clock but depending on the heights of your users you may find need to adapt the mounting height to be accessible to all users.

Q. What is the difference between a template and an image?

a. A template is a string of numerical data that the ATS FRS algorithm can use to match faces. An image is a visual picture that is recognizable as a person. ATS FRS does not store images of any kind.

Q. Can an image be constructed from a user's template?

a. The templates are simply strings of numerical data and there is absolutely no way to reconstruct an image from a template.

Q. What if I or one of my employees sometimes wear glasses?

a. For users that sometimes wear and sometimes don't wear eyeglasses we recommend to append the user's enrollment with templates both wearing and not wearing their eyeglasses.

Q. Are there recommendations or restrictions to head attire that should not be worn during facial scanning?

a. Yes, the system is not able to operate at full capacity when presented with hats, certain head coverings or sunglasses. Sudden changes to a user's appearance may also introduce a need to re-enroll, like shaving a beard or a dramatically different hairstyle.

Q. How do I remove templates of employees who have been terminated?

a. By logging into the EngineXML middleware, you can view active template status, consent collection dates and deactivate templates if they are no longer needed.

Q. I want to get employee consent to use FRS on a daily basis, how can I do that at the clock?

a. Biometric consent can be collected directly from the terminal through the kiosk application and will be logged in the middleware and communicated to your ERP system.

Q. Can I alter the led lightbar colors to my company's color pallet?

a. Yes, the LED lightbar on the front of the stride80 device is easily customizable by entering a hex code in the configurable profile. Contact your ATS sales rep for help with this if needed.