

Tips for Harder to Enroll Fingers



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Cheat Sheet

Sometimes you encounter a person that has a harder to enroll finger. This can happen for many reasons during the scanning process. Here are the best practices for troubleshooting harder to enroll fingers.

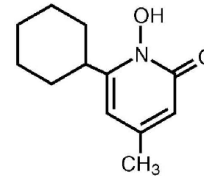
1. **Good Finger Placement** - Make sure that the finger is placed correctly. Keep the hand and finger flat, don't roll the finger and don't use "tippy-toe" fingers.



2. **Water** - Have the person put a little water on the finger for contrast. Keep a wet sponge handy.



3. **Clean the Scanner** - Sometimes the scanner gets a little dirty - clean it with rubbing alcohol or water.



4. **Wash Hands** - Just in case there is dirt or lotion on the person's hands, wash them.



5. **Try Again Later** - Sometimes coming back later may do the trick.



6. **Try a Different Finger** - Try a different finger as a last resort. You can even try two fingers on the same hand.

Need assistance? It's easy to get in touch with one of our Biometric Experts!



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