

Continuous Authentication (CA)

Common Quirks

Light and Glare

It may take some finessing to find the right setting in your space so that scans complete freely. Once you find the right combination of light and camera angle the scan should repeat without an issue.

Facial Capture Best Practices

There are a few best practices that you should be aware of while using 3D facial scans.

1. Be in a room with ample and even light. Minimize shadows, and avoid bright light behind you.
2. Remove glasses. Eyeglasses may pick up glare resulting in an onboarding failure.
3. Don't use an expression. Using an expression during liveness detection may also result in an onboarding failure.

A good rule of thumb to follow is the “Driver’s License” rule. Driver’s License offices ask that you not wear an expression, remove glasses, and when they take the picture, it is evenly lit for no shadows to appear on your face.

Reach out to Support@Journeyid.com if you’re still stuck.