



Plan Professional

Plan Enterprise

Face ID

Recommendations for correct operation

File for the administrator

Hello!

Welcome to Sesame, the software that simplifies HR management.
In this file, we will explain how the “**Face ID**” tool works and how you can set it up.

We are here to help you with whatever you need!

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1. Before starting

Before you start using Face ID, make sure:

1. Face ID is active and configured
2. There's at least one tablet device linked with the Sesame Wall app
3. All users have uploaded a picture for facial recognition



Resources:

- ➔ **Documents:** [file for Device Configuration](#)
- ➔ **Video:** [how to link a tablet with a Sesame account](#).

2. Configure pictures from your dashboard (admin)

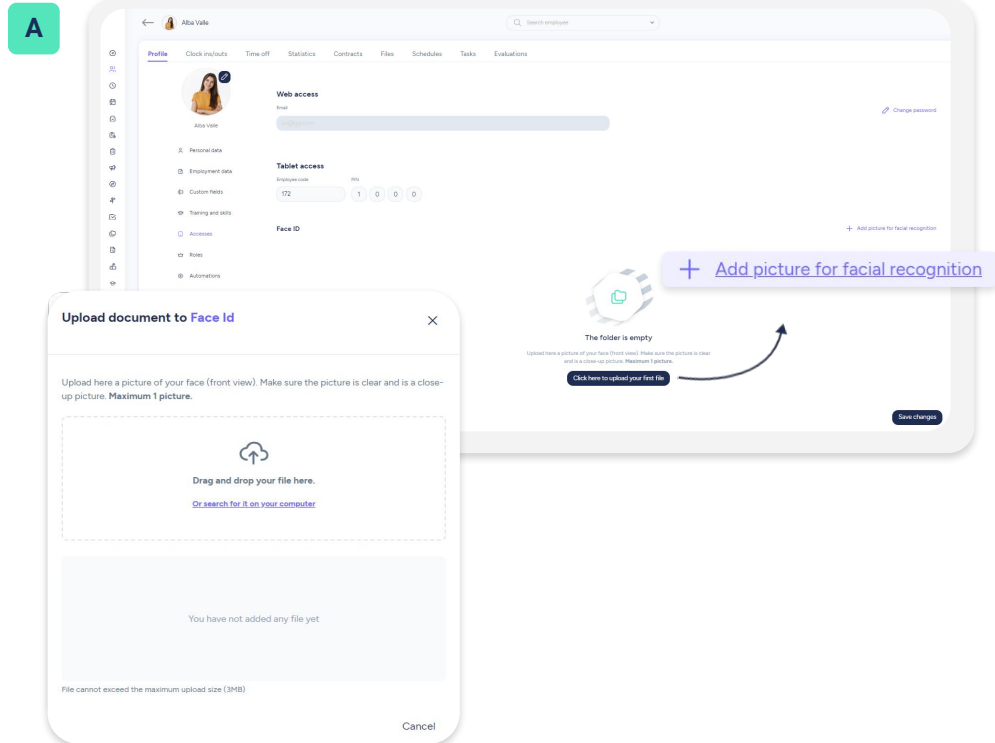
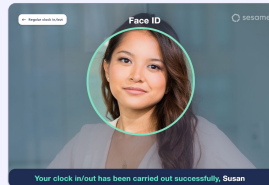
There are two ways of uploading pictures of your employees for facial recognition

A) From dashboard

With an **admin** account:

Web dashboard >> Employee profile >> Accesses >> + Add pictures for facial recognition

➔ Use **close-up pictures** of your employees, with **front lighting** and a **plain background** to improve recognition.



3. Configure pictures from a tablet (employee)

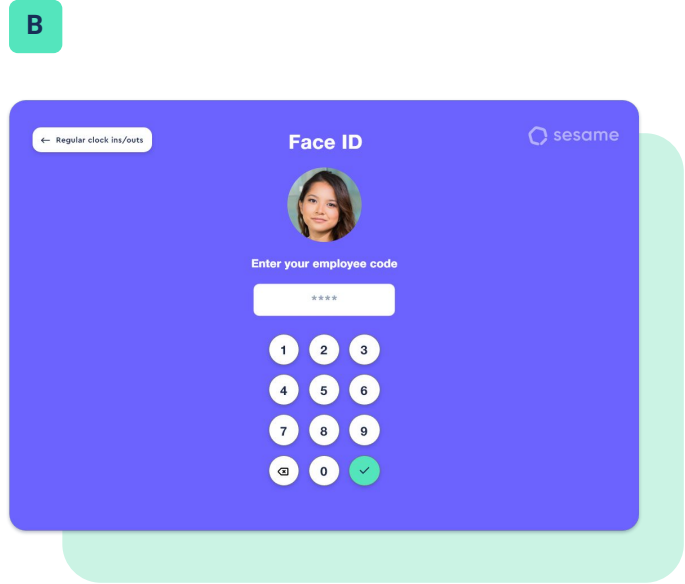
B) From a tablet

If employees don't have any pictures uploaded in your facial recognition system, Face ID won't recognise them and will request taking a picture in that moment. Your tablet will store these pictures in each employee's profile.

After taking the picture, employees must link **their code and pin with the picture taken** so that the system recognises them.

Employees' codes and PINs can be found in their **Sesame's dashboard** in their employee profiles following this route:

[Web dashboard >> Profile >> Accesses](#)



4. How to clock in/out with Sesame's Face ID?

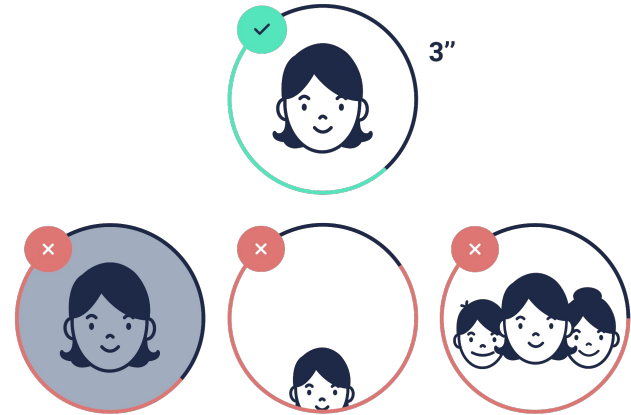
- Clap your hands to activate facial recognition.
- Stand in front of the tablet and look at the camera.
- Wait **three seconds** until you are detected.

Sesame Wall will recognise the user's face and will **clock in or out** of Sesame.



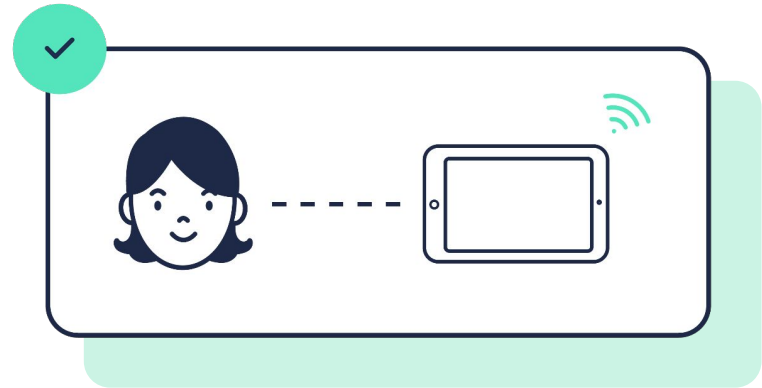
Keep in mind:

- The tablet uses **sound recognition** to avoid any physical contact with the device. The app remains inactive until it hears a loud sound that activates it. One way to activate it is, for example, with clapping.
- Avoid sudden movements during recognition.
- Avoid multiple people appearing at the same time during recognition.
- During recognition, the name of another employee may appear briefly.
- If the user is not registered for Face ID, he/she will be offered to take a facial recognition photo at that moment.



5. Tablet installation

- Place the tablet at **face level**, in a **well-lit** environment without backlighting (e.g. avoid a window behind the user).
- Make sure the tablet has a **stable wifi** connection and an internet connection.
- The tablet will be on for many hours a day, it is preferable that **it is always connected to the power supply** or that its battery does not drop below 10% (performance may be affected below this level).



Grow your company. Empower your team!

Do you still have questions? In our help centre you can find many resolved queries. If that's not enough, we'd love to hear from you!

Contact us, we are just one phone call away: [+34 96 062 73 51](tel:+34960627351).

Email us, we will reply as soon as possible: soporte@sesametime.com