La Roche College requires all students taking online courses to use new software to verify your identity. This new software system is used to verify a students' ID using just your mouse, touchpad, stylus or touch screen. No special hardware or software downloads are necessary. This identification technology is from a company called Biometric Signature ID (BSI). Verifying student identification is a new mandate from the federal government that our institution needs to comply with.

Your instructor will be asking you to verify your identity as an assignment at certain times during your course. You need to follow the instructions to enroll and verify your identity. Key highlights are:

- Please watch a short video on registering using BioSig ID. The video can be viewed now by selecting this URL: http://www.biosig-id.com/videos/ht-enroll-30/
- Once you receive your first assignment using BioSig ID you will then register and enroll in the software system. That assignment will look similar to the following but the wording may be different.

- The BioSig ID assignment may be at the bottom of the web page where your assignments are located. Unfortunately each faculty member sets up their course differently so please explore the Blackboard Course to ensure you see everything they post.
- You will be required to verify your identity before gradable events or at certain other times. Many students find this software very easy to use and actually like using it.
- It is important to remember the passwords you create with this new identification system, as you will use them for all your courses at La Roche. We suggest you take a screen shot or use alternative methods to remember the two passwords you will create. You may not be able to access your exams without these passwords.

Any questions please call the Student Help Desk at 412-847-2300.

OR SEE SELF HELP BELOW
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Knowledge Base/Announcements

1 - Welcome to the BioSig-ID Help Desk System

Thank you for using the BioSig-ID automated, self-serve help desk system. We have created a knowledge base of the most frequently asked questions to help you quickly resolve any issues you may be experiencing. If you are unable to find answers in this searchable database, you can submit a help desk ticket and we will respond to you as soon as possible. If you are having problems with other software related issues outside of BSI's technology, please contact your company or institutions system administrator.

Knowledge Base/Tips & Tricks

2 - Creating a BioSig-ID Profile

Protecting your security and preventing identity theft is very important. You’re about to set up a user profile of a software only biometric – one of the most unique technologies in the world. It will change the way you create your password and secure you from identity fraud.

- Using your mouse, touch pad, touch screen or stylus (left mouse button down) draw a password consisting of 3-4 numbers or letters that you choose
- You will draw these numbers, letter or symbols on the BioSig-ID™ screen three times to create your password. You will also be asked to enroll in Click-ID™ to create a password.
- You will be asked to verify your identity by drawing the same password you created during enrollment. You can also use a touch screen, touchpad, or stylus to create your password.
- The software compares each verification attempt to your stored profile and determines whether the same person drew the password.
- This software provides enhanced security, because only you can draw your password the same way every time.
- Please view the short instructional video on web portal front page.

3 - Technical Requirements for Users

Biometric Signature ID works on a wide variety of operating systems, browsers and devices. The following lists the currently supported system requirements for end-users.

*If you do not have the basic requirements on the system you are trying to use, you will not be able to create a profile.*

*Please find another system that meets the requirements or if you are not able to do this, please contact the institution that requested you create a BioSig-ID profile.*

**Supported Operating Systems:**

- Any OS that can run a W3C HTML5 compliant browser
- Microsoft Windows XP, Vista, 7, 8, 8.1
- Mac OS X 10.6.x, current release 10.8.4
- Ubuntu LINUX 12+, current release 13.04
- Android 2.1+, current release 4.3
Any W3C HTML5 compliant browser**
- Microsoft Internet Explorer 8+, current release 10.0.9200.16660
- Mozilla Firefox 3+, current release 23.0
- Google Chrome 4+, current release 28.0.1500.95
- Apple Safari 6+, current release 6.0.5
- Opera 9+, current release 15.0.1147.153

** Adobe Flash is used as fallback when HTML5 fails, current release 11.8.800.94

For the mobile version:
- iPhone 4 and higher
- Android 2.3 and higher

Supported Input Methods:
Any input method that allows the user to draw and select
- Mouse
- Stylus
- Touchpad
- Touchscreen

0 people found this useful.

4 - Trouble registering my password with BioSig-ID

Drawing with a mouse, touch pad, touchscreen or stylus is new to most people, it sometimes takes a little practice. Make sure your password has meaning to you so that you can remember it. Your initials, cell number, a familiar 4 letter word, etc...

Hold the left mouse button down and draw inside the 4 boxes provided. Draw with consistent speed and direction. Go slow at first until you feel comfortable with your BioSig-ID™ password. You can practice as much as you want by clicking the Clear button and trying again

- Try different combinations of 4 numbers / letters
- Make your password less complicated

Knowledge Base/End-User Product Support

5 - Forgotten both BioSig-ID and Click-ID passwords

Forget your password? Our system allows you to re-enroll if this happens. After failing to validate with BioSig-ID, the system will prompt you to verify your identity with Click-ID. After validating with Click-ID, the system will prompt you to re-enroll your BioSig-ID password.
If you have forgotten both your BioSig-ID and Click ID password, you will need to submit a help desk request to have your password reset. Enter in the same email address on your request ticket that you used to create your BioSig-ID password. NOTE: If you are using the latest version 3.0, you will not submit a ticket, you will be prompted to reset your password automatically.

6 - Browser Configuration for BioSig-ID

BSI's BioSig-ID product requires JavaScript and site cookies to be enabled in your web browser to function properly. In some cases where BioSig-ID is hosted inside another web application, third-party cookies also need to be enabled. This article describes how to enable JavaScript and cookies in Mozilla Firefox, Google Chrome, and Microsoft Internet Explorer.

Supported Browsers:
Any W3C HTML5 compliant browser**
- Microsoft Internet Explorer 8+, current release 10.0.9200.16660
- Mozilla Firefox 3+, current release 23.0
- Google Chrome 4+, current release 28.0.1500.95
- Apple Safari 6+, current release 6.0.5
- Opera 9+, current release 15.0.1147.153

** Adobe Flash is used as fallback when HTML5 fails, current release 11.8.800.94

Mozilla Firefox
1. Click the Firefox menu and select Options -> Options:
2. Click the Content icon.
3. Check the box next to "Enable JavaScript":
4. In the Options window, select the Privacy icon.
5. In the History area, use the list box to select "Firefox will: Remember history":
6. Click the OK button to save your settings.

Optional - Steps 7, 8, and 9 are optional settings for advanced users.
7. If you want to use advanced settings for cookie management, navigate to the Privacy section as before and set the History list box to "Firefox will: Use custom settings for history".
8. The boxes next to "Accept Cookies from sites" and "Accept third-party cookies" must be checked. You may set the other options as desired:
9. Click the OK button to save your settings.
Google Chrome
1. Click the wrench icon to the right of the address bar and select Options to open the options tab:
2. Click the Under the Hood link on the left side of the window:
3. Click the Content settings... button next to the word Privacy to open the Content Settings pane.
4. In the Cookies section of the Content Settings pane, select the "Allow local data to be set (recommended)" radio button.
5. Do NOT check the box next to "Block third-party cookies from being set" box. This will prevent BioSig-ID software from functioning in some cases.
6. In the JavaScript section of the Content Settings pane, select the "Allow all sites to run JavaScript (recommended)" radio button:
7. Close the Options tab to save your settings.

Microsoft Internet Explorer
1. Click on the Tools menu and select Internet Options. If you do not have a Tools menu, click the gear icon to the right or lower right of the address bar and select Internet Options:
2. Click the Security tab to open the security settings.
3. Click the Internet icon.
4. Drag the security level slider to Medium-high (default). This enables JavaScript while providing a good level of security:
5. Click the Privacy tab to open the privacy settings:
6. Click the Advanced button to open the Advanced Privacy Settings window:
7. In the Cookies area, check the box next to "Override automatic cookie handling".
8. In the First-party Cookies area, click the Accept radio button.
9. In the Third-party Cookies area, click the Accept radio button.
10. Selecting the check box next to "Always allow session cookies" is optional, but may help in some cases.
11. Click the OK button in the Advanced Privacy Settings window to save your settings.
12. Click the OK button in the Internet Options window to save your settings.
One person found this useful.

8 - What am I creating with BioSig-ID?
An individual creates a unique password using their mouse, stylus, or touch pad. They draw this password 3 times to create a profile. Holding down the left mouse button, students draw 3 or 4 letters, shapes or numbers (house, cell number, etc.). DO NOT DRAW A CURSIVE SIGNATURE.
Here is an example of how this step will look during the profile creation process.

Our software picks up behavioral characteristics of length, height, width, speed, angle, direction etc. Only the “real” person can verify himself or herself. It is very important that you remember the password you create and how you draw your unique password.

9 - Yes, write your password down

BioSig-ID is a biometric password that is unique to each individual. So you can write your 4 character BioSig-ID and Click-ID passwords down to remember. I could tell you my password and you could not repeat it. So do not share your passwords but go ahead and write it down.

10 - What hardware is required to use BioSig-ID?

BioSig-ID™ does not require any additional expensive hardware. It is a software only biometric which works with a mouse, touch pad, touch screen and a stylus. See also Technical Requirements for Users.

11 - How many shapes can I draw for my BioSig-ID password?

Four numbers, letters, or shapes should be used and is language agnostic. Using greater than 4 characters is more difficult to reproduce and not necessary for the BioSig-ID™ software to work.
12 - What is easier to draw?
Letters or numbers seem to be easier to reproduce than odd shapes. Avoid too simple of password like dots and slashes, or too complex of a password of 5 or more characters. An okay password is 4 characters, like HK24.

13 - Trouble getting to my exam - BioSig-ID is not accepted
BioSig-ID works within your course, BioSig-ID is used a gate to access your exam. One of two issues may have happened, either your course exam as expired or you need to contact your instructor. If BioSig-ID is not working you'll receive an error message. Create a help desk ticket and let us know what error message you have received.

14 - What is closed-loop technology?
Biometric Signature ID™ (BSI) has developed a patented technology to allow users to reset their password, without the need to contact the help desk. After failing to validate with BioSig-ID™, a user validates with Click-ID™. He or she is then redirected to reset their BioSig-ID™ password with our system, avoiding the costs associated with the help desk.

15 - Cannot see my password or grid?
There is an infrequent HTML conflict that occurs based on the unique configuration of your browser settings. Whatever browser you are using, if you cannot see the grids or when your write your password, then you have an HTML conflict. The fastest resolution is use another browser; like Chrome.com or Firefox.com. Create a help desk ticket and provide us with the browser you’re using and we’ll give you a phone call to review your existing browser settings.

16 - Cannot login to BioSig-ID
One common issue, did you change your course email address? Your BioSig-ID user profile maybe associated to the old email address. You will need to re-enroll using your new email address.

17 - How do I know how many times I have validated with BioSig-ID?
Reports detailing all user activity are available to your instructor or professor.
18 - Trouble understanding how to use BioSig-ID

Have you watched the short user overview instructional video? If not, please do so by clicking on the play button.

www.biosig-id.com/videos/ht-enroll-30/

19 - I can't remember my BioSig-ID password

Forget your password? Our system allows you to re-enroll if this happens. After failing to validate with BioSig-ID, the system will prompt you to verify your identity with Click-ID. Select the same Click-ID password you used to enroll in. After validating with Click-ID, the system will prompt you to re-enroll your BioSig-ID password.

*If you forgotten both passwords, you will need to submit a help desk to request that your password to be reset.

**If you’re using version 3.0 you can use the automated password reset feature.

20 - What is a software biometric?

Biometrics on the market today such as iris scanners and fingerprint readers require expensive hardware. They measure physical characteristics unique to an individual. Our software measures the unique behavioral characteristics of an individual by the movements they make with their pointing device.

21 - What devices can I use with BioSig-ID?

A mouse, stylus, touchpad, or touchscreen can be used. Use on any PC, tablet or smartphone that we support anywhere, anytime.

22 - Cannot find the answer to my question

Sorry we have not been able to help. You can open a help desk ticket with us online here to get more help with BioSig-ID or contact your company or institution's system administrator for further instructions.
23 - What if I don’t have Flash player installed?
BioSig-ID and Click-ID both require HTML5 or the FREE Adobe Flash player 11.x or above software. Go to http://get.adobe.com/flashplayer/, download and install Flash on your device.

Supported Browsers:
- Any W3C HTML5 compliant browser**
  - Microsoft Internet Explorer 8+, current release 10.0.9200.16660
  - Mozilla Firefox 3+, current release 23.0
  - Google Chrome 4+, current release 28.0.1500.95
  - Apple Safari 6+, current release 6.0.5
  - Opera 9+, current release 15.0.1147.153

** Adobe Flash is used as fallback when HTML5 fails, current release 11.8.800.94

For the mobile version:
- iPhone 4 and higher
- Android 2.3 and higher

24 - Is a record made of my activity?
There is an audit trail which logs activity each time a user uses the system. NO PERSONAL identifying information is collected.

25 - Why is my Click ID not working?
If you are still using the picture password, you must remember the image, the 3 items and the order you clicked them in. We have found that clicking in the middle of each item is usually better. If you are using the new version 3.0, make sure you enter in your password correctly on the keyboard in the correct order.

26 - Can I register my BioSig-ID over the phone?
No, if you cannot create your profile or do not wish to do so, please contact the administrator that assigned this task to you for an exemption or further instructions.

27 - What if I am "mouse" challenged?
In special situations, such as an end-user with a recognized disability, an end-user may be unable to use a mouse to create their BioSig-ID profile. Click-ID would then become this an end-user’s main identity verification system, with complex security questions as the 2nd level of security. If an end-user is unable to do either BioSig-ID or Click-ID, the
The administrator can provide an exemption to not use the security software for that specific user on a case-by-case basis.

28 - Why do I have to register/enroll with both BioSig-ID and Click-ID?

In order to minimize the need for users to contact the help desk for support, our software registers an end-user's identity using 2 levels of verification: BioSig-ID and Click-ID.

By having a multi-factor authentication process this allows an end-user who fails to validate their identity using their BioSig-ID password, to validate their identity using Click-ID before needing to contact online support.

If the end-user fails to enroll with BioSig-ID, they will be directed to enroll with Click-ID and Complex Security Questions. If the end-user fails to verify their identity at this point, the system will automatically prompt the end-user to re-enroll with BioSig-ID (or in some cases Click-ID) after they have verified their identity with Click-ID or Complex Security Questions and create a new password.

29 - Why do I have to draw the password 3 times to create my BioSig-ID profile?

This repetitive registration procedure with BioSig-ID is necessary for the software to pick up enough information to build a unique profile for each user. Upon successful registration with BioSig-ID, this unique profile is stored in an encrypted database. When an end-user attempts to validate their ID, the software system compares the entered password to the end-user's stored profile. If it falls within certain metrics, access is granted.
30 - What am I creating with Click-ID?

Click-ID is a second level password to verify a user’s ID. Click is used in cases where a user forgets their BioSig-ID password but can verify their identity with Click ID. This prompts the system to allow a user to re-enroll a new password with BioSig-ID. Individual users must register with both BioSig-ID and Click-ID during the profile creation process for it to be successful.

31 - Policy for Student ID Validations

Recent Federal legislation requires that all online courses have a system implemented to verify students in all courses. Our organization is committed to preserving the academic integrity of its courses and has implemented a new student identity verification password system, called BioSig-ID.

Throughout the term a student will be requested to validate their identity using BioSig-ID. A BioSig-ID validation will be required during the course and prior to entering an Exam. Our Policy recommends a minimum of six (6) validations should occur prior to entering the first Exam. When a student clicks on the Exam content item they will be redirected to the BioSig-ID website to complete the validation. Upon a successful validation the student will then return to the Exam to begin. This process is referred to as “gating.”

32 - 3.0 Enrollment – English

Welcome to BSI's Quick Introduction Video on how to enroll with BioSig-ID.

www.biosig-id.com/videos/ht-enroll-30/

This short tutorial will guide you through the entire enrollment process. The first time you are sent to BioSig-ID you will be asked to create 2 passwords. To begin you will need to decide how you will enroll your password, or what
input device you are going to use. You can choose between the mouse, stylus, touchpad or touchscreen. For this example we will choose the mouse.

Pay attention on the right side of your screen, as there will be instructions and guides to help you along the way. When explicit instructions are given, you will need to verify you understand by clicking "OK". For example these instructions tell us to create a 4 character password. These characters can be anything you wish, including but not limited to letters and numbers.

When you are ready click and drag to create your password. Remember to relax and use a natural, fluid motion for best results. You will need to recreate your password twice more to accurately measure your biorhythms. After your third and final successful attempt at creating your password, you will be asked to create a backup password with Click-ID. This second password will be used in case you forget or are having trouble creating, your BioSig-ID password, so please make this password something you will not forget.

Click anywhere on the Click-ID keyboard to create your password. We recommend a 3 or 4 character password. Once you are ready click next. Just as with BioSig-ID, you will need to duplicate your Click-ID password twice more. After your third and final successful attempt at creating your password, you will be asked to validate using your BioSig-ID password. Just as before, draw your password in the space provided and when done click the "Validate" button. Congratulations! You have successfully create a BioSig-ID profile.

Thank you for watching this Biometric Signature ID support video. Please feel free to view any of our other videos.

33 - 3.0 Enrollment – Spanish

Bienvenido a la introducción del video de BSI sobre cómo inscribirte con BioSig-ID.

? video

Este tutorial corto te guiará a través de todo el proceso de inscripción. La primera vez que entres a BioSig-ID, se te pedirá la creación de 2 contraseñas. Para comenzar tendrás que decidir cómo vas a inscribir tu contraseña, o qué dispositivo de entrada vas a utilizar. Puedes elegir entre el mouse, stylus, touchpad o touchscreen. Para este ejemplo vamos a elegir el mouse.

Pon atención en la parte derecha de la pantalla, ya que habrá instrucciones y guías que te ayudarán a lo largo del camino. Cuando te se den instrucciones explícitas, tendrás que verificar que entiendes haciendo clic en "OK". Por ejemplo estas instrucciones nos dicen que creemos una contraseña de 4 caracteres. Estos caracteres pueden ser cualquier cosa que desees, incluyendo pero no limitado a letras y números.

Cuando estés listo haz clic y arrastra para crear tu contraseña. Recuerda relajarte y utilizar un movimiento natural y fluido para obtener mejores resultados. Tendrás que volver a crear la contraseña dos veces más para medir con mayor precisión tus biorritmos. Después de tu tercer y último intento exitoso en la creación de tu contraseña, se te pedirá que crees una contraseña de respaldo con Click-ID. Esta segunda contraseña se usará en caso de que olvides o tengas problemas creando tu contraseña BioSig-ID. Por favor, crea una contraseña que no olvides.

Haz clic en cualquier parte del teclado Click-ID para crear tu contraseña. Recomendamos una contraseña de 3 o 4 caracteres. Una vez estés listo, haz clic en "Next". Al igual que con BioSig-ID, tendrás que duplicar tu contraseña Click-ID dos veces más. Después de tu tercer y último intento exitoso en la creación de tu contraseña Click-ID, se te pedirá validar el uso de tu contraseña BioSig-ID original. Al igual que antes, dibuja tu contraseña en el espacio designado y cuando termines, haz clic en "Validate." ¡Felicitaciones! Has creado un perfil BioSig-ID exitosamente.

Gracias por tu atención a este video de soporte de Biometric Signature ID. Te invitamos a ver otros de nuestros videos.
34 - 3.0 Password Reset

Welcome to the BSI video on How-To-Reset a BioSig-ID Password.

At times a user might find it useful to reset their BioSig-ID password. Perhaps they have forgotten it, found it too strong and too tedious to recreate frequently or maybe they felt they were overseen and their old password is no longer secure. For these reasons, and the ones we cannot think of, we allow to a user to reset their password using their Click-ID password they created during enrollment.

After failing to recreate the BioSig-ID password 3 times, they are prompted to enter their Click-ID password. They simply click on their password and click validate. Once validated the user is now allowed to "re-enroll" their BioSig-ID password. Just like the initial enrollment, the password has to be drawn three times in order to accurately record the user’s biorhythms. After the password has been created, the user needs to validate the new password.

Congratulations on resetting a BioSig-ID password. Feel free to watch any of these other videos from Biometric Signature ID.

35 - 3.0 Welcome to the Pro Tips for BioSig-ID users video

This video will teach you some of the tips that many BioSig-ID users have reported as helpful or handy. You can watch all of the tips in both sections, either Enrollment or Validation, by clicking on the section name. You can also click on an individual tip to see a specific one.

If a selection is not made by the end of the countdown in the top left, all of the tips will be played in order. Once a tip has begun to play, a link will replace the countdown timer that will take you back to this menu.

**Enrollment Tip #1: Change the Order, don’t just draw from left to right.**

Let's take this example of 47TX, we have drawn it from left to right. But let's not. Instead we will draw the first character and the last character, then fill in the middle. As the order each one is drawn is important, this makes it harder to crack a password.

As you can see we can easily validate when drawn in the correct order, but we fail when drawn as someone might guess... left to right.

**Enrollment Tip #2: Go beyond alphanumerical and use any special character you like.**

In most cases, a user will create a password with your typical numbers and letters, but that is not a requirement. In fact BioSig-ID will allow you to use any special character you wish.

In this example we have used all special characters, but feel free to mix them up. Number, letters and special characters all work well with BioSig-ID
Enrollment Tip #3: Be creative.

You don’t have to draw what you can only see on your keyboard. Take the time to be creative and original, your password can only get stronger. Just be sure you can remember what you have drawn, and try not to get overly complicated, as you are the only one who should ever see it, there are no awards for the prettiest drawing.

Enrollment Tip #4: Break the "English" Barrier and use the language specific characters you want.

In this example we are drawing, or attempting to draw anyway, two Chinese symbols. The one on the left means "power" and the word "now" is represented by the character on the right. As you can see BioSig-ID works in all languages.

Enrollment Tip #5: 5 or more characters? No problem!

While the typical BioSig-ID user will be satisfied with the four separate grid blocks to draw in, don't feel you are confined to only 4 characters. The grid lines are only a suggestion. In fact you can completely remove them if you wish.

Enrollment Tip #6: Stoke Count Matters

The number of stokes you use to draw a character can harden a password even further. In this example we are drawing the same character, the letter "M" 4 times, each with a different number of strokes, or their length.

The first "M" is only 1 stroke but with a downward base, seen mostly with the lower case.
The second "M" consists of 4 stokes, all a downward motion.
The third "M" uses 1 stroke, but starts at the bottom and does not use a base, so the overall stroke length is shorter.
The fourth "M" has 2 stokes, both drawn like upside-down V's.

Validation Tip #1: Stack your characters one on top of the other to disguise your password.

While order, direction and speed are all important to your password, the "where" you draw it, is not. Just keep drawing in the same spot and the result will usually look like a squashed spider.

Validation Tip #2: Be invisible.

If you feel you are in too public a place and might be overseen, no worries, you can always use invisible ink. Simply tick the box to use invisible ink and draw your password as you normally would.

Thank you for watching our Pro Tips for BioSig-ID user's video. If you have any tips or tricks you want us to include, please let us know.

Feel free to watch any of these other videos from Biometric Signature ID.
36 - Video – Insert into Knowledge Base or LMS Course pages

<table>
<thead>
<tr>
<th></th>
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<td><a href="http://www.biosig-id.com/videos/ht-enroll-30/">www.biosig-id.com/videos/ht-enroll-30/</a></td>
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<td>How to Reset</td>
</tr>
<tr>
<td>Spanish version enrollment link?</td>
<td>How to Enroll – Spanish</td>
</tr>
</tbody>
</table>

37 – Sample BioSig-ID LMS Course Page

**Instruction Page**
LA ROCHE requires all students taking online courses to use new software to verify your identity. This new software system is used to verify a students' ID using just your mouse, touchpad, stylus or touch screen. No special hardware or software downloads are necessary. This identification technology is from a company called Biometric Signature ID (BSI). Verifying student identification is a new mandate from the federal government that our institution needs to comply with.

Your instructor will be asking you to verify your identity as an assignment at certain times during your course. You need to follow the instructions to enroll and verify your identity. Key highlights are:

Please watch a short video on registering using BioSig ID. The video can be viewed now by selecting this v2.6 URL: [http://www.biosig-id.com/BSI-QI/BSI-QI.html](http://www.biosig-id.com/BSI-QI/BSI-QI.html)

Once you receive your first assignment using BioSig ID you will then register and enroll in the software system. That assignment will look similar to the following but the wording may be different.

The BioSig ID assignment may be at the bottom of the web page where your assignments are located. Unfortunately each faculty member sets up their course differently so please explore the Blackboard Course to ensure you see everything they post.

You will be required to verify your identity before gradable events or at certain other times. Many students find this software very easy to use and actually like using it.
It is important to remember the passwords you create with this new identification system, as you will use them for all your courses at La Roche. We suggest you take a screen shot or use alternative methods to remember the two passwords you will create. You may not be able to access your exams without these passwords.

Any questions please call the Student Help Desk at 412-847-2300