Facial Verification Guide

Author: MIDSA   Approved By: Version: No. 1

Copyrights and proprietary notice

Right to copy

Document Version	Software Version	Revision Date	Author	Changes
1.0	1.0	2022-10-04	MIDSA	Initial document

Margins ID Systems Application Ltd
5th Floor, The Octagon,
Accra.
www.marginsgroup.com

Table of Contents

Facial Verification Guide

This guide highlights the incorrect ways of taking pictures when performing a facial verification. These poorly captured images cause errors which affect the facial verification results. Below are the incorrect images and the appropriate ways to resolve them.

1. Face is too close.

This error occurs when the face is too close to the camera, or the picture taken has been cropped too small.

The picture is at close range.

Solution
  i.   Ensure the camera is placed at a distance from the face (about an arm's length).
  ii.   Ensure the cropped face is fully visible and should have enough padding around its frame.

2. Face is partially covered.

This error occurs when part/s of the face is covered. This could be from a face mask, hand etc.

The face is partially covered.

Solution
Ensure that all facial features are visible i.e., ears, eyes, chin, lips, nose and hair.

3. Failed to detect face.

This error occurs due to numerous factors including poorly lit environments, spotlights on the faces, motion blur effect, picture captured at close range, photographing of a photograph or the face not facing the camera.
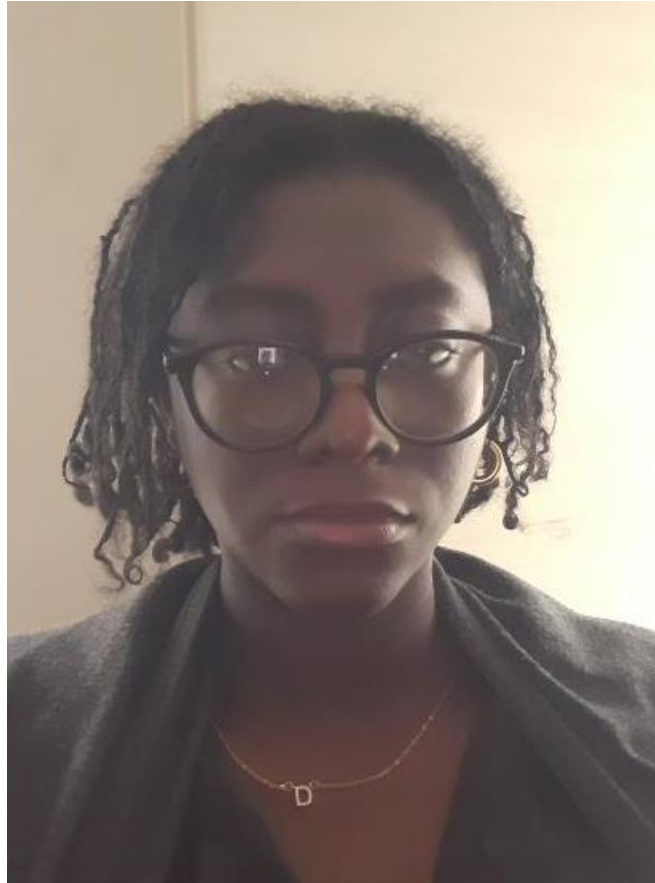
The face is darkened due to poor lighting.

Solution

i.   Ensure facial features are in the camera frame and clearly visible.

ii.   Ensure rooms are adequately lit.

4. Face is too small.

This error is displayed when the image captured was taken at a distance.

Face is far away from the camera.

Solution

Ensure the end user is standing not further than 1m away from the camera (about an arm's length).

5. Too many faces detected.

This error is displayed when the picture contains more than one face.

The image has more than one face present.

Solution
Ensure only one face is shown in the image.

6. Correct Face Capture

The picture below shows the correct way to capture an image.

The image has a passport picture format.

Tips

1. The camera should be about an arm's length from the customer's page.
2. The camera is positioned at face level.
3. The environment should be well lit.
4. The image captured should not be cropped too tightly around the face.