



# Facial Verification Guide

Author: MIDSA

Approved By:

Version: No. 1



## Copyrights and proprietary notice

Copyrights © 2004-2023 of Margins ID Systems Applications Limited (MIDSA). All rights reserved. This software documentation is the property of MIDSA and is made available in connection with an agreement/contract. This documentation may be used or copied only in accordance with the conditions of the agreement/contract. Parts of the documents may in no way be copied, distributed, or translated, neither in electronic, manual, optical nor any other manner, unless prior approval by MIDSA is given or this is expressly provided for in the agreement. This documentation serves information purposes only. MIDSA is not liable for any direct or indirect damages because of or in connection with the use of the documentation as far as there is no deliberate or gross negligent conduct.

## Right to copy

The agreement/contract of MIDSA permits the production of copies for internal purposes only. Each copy must contain all notices on any copyrights, trademark rights, service marks or other intellectual property rights. In addition, MIDSA reserves the right to revise or change the documentation after discussions with the customer.

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](http://www.marginsgroup.com)





## Table of Contents

**Facial Verification Guide..... 1**

1. **Face is too close..... 1**

2. **Face is partially covered. .... 2**

3. **Failed to detect face..... 3**

4. **Face is too small..... 4**

5. **Too many faces detected. .... 5**

6. **Correct Face Capture..... 6**



# 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.



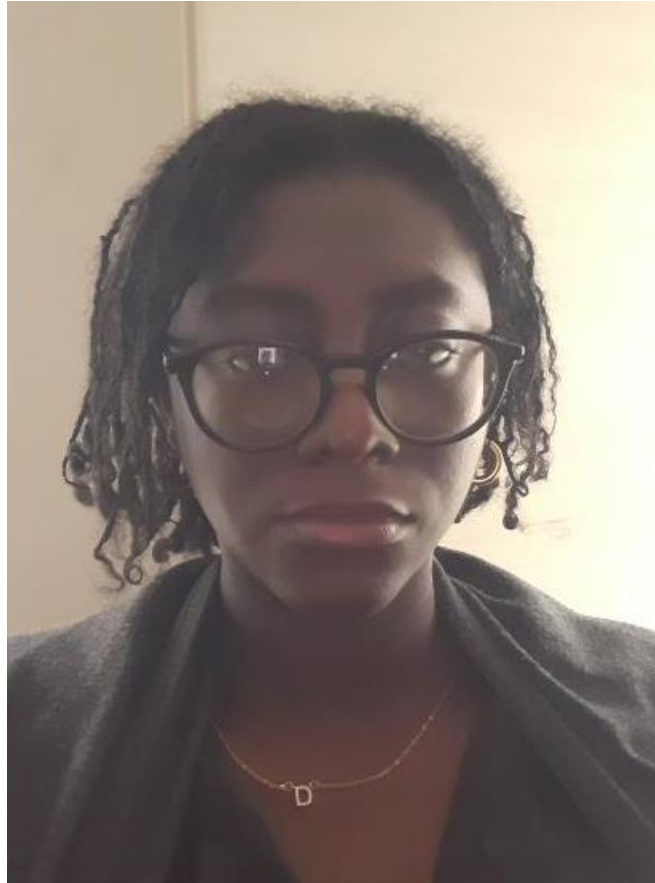
The face is partially covered.

### **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.