



# BIOSIG-ID

Student Resource Guide

LSCO Learning Technology

# BioSig-ID for Students

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## What is BioSig-ID and BioSight-ID



[BioSig-ID](#) is an authentication tool that uses biometrics to make it more difficult for unauthorized users to access secure data or commit fraud as another individual. It is also used to minimize academic dishonesty in online courses. It is a requirement of SACSCOC that member institutions verify the identity of distance education students, and BioSig-ID helps us to fulfill that requirement.



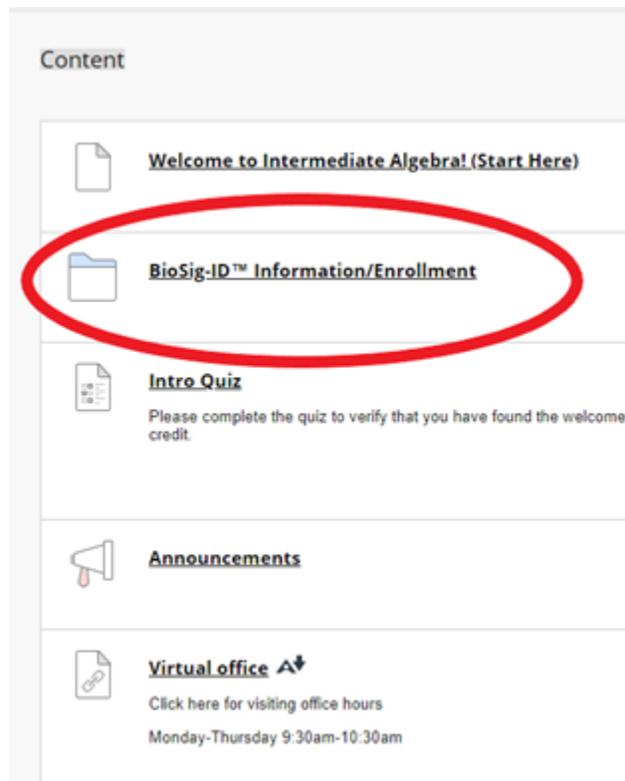
[BioSight-ID](#) is an exam monitoring alternative to traditional live proctoring methods by providing a passive, proven way to monitor students during exams.

### Features:

- Uses blurred faces to eliminate any student privacy concerns
- Doesn't disturb students due to live remote proctors
- Is non-invasive and runs silently in the background while testing occurs

## Enroll Your BioSig-ID Password:

1. Log in to Blackboard
2. Click on Courses located on the left.
3. Click on the course that requires BioSig-ID
4. Locate the **BioSig-ID Information/Enrollment** folder and click to select.



5. Read the enrollment instructions listed. When ready, scroll down to access the **BioSig-ID Enrollment/Practice (click here)** link.

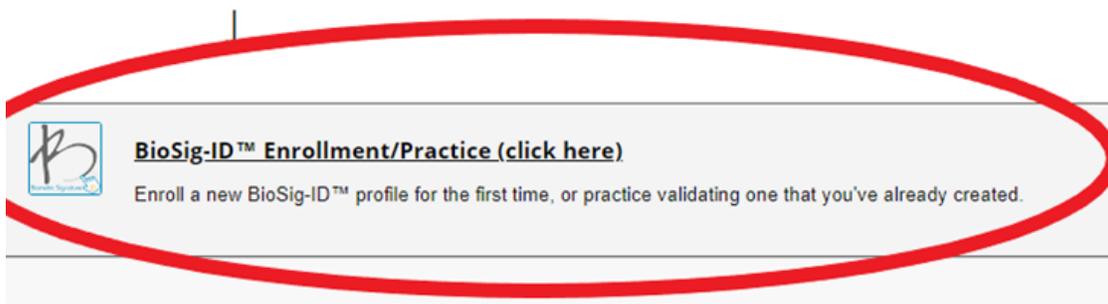
- No one likes a cheater -- just do your own work and you will have fewer worries.
- Do not communicate with anyone else while in the exam, remember audio levels are being recorded
- Do not take screenshots or have your cellular device present.

You got this---ON YOUR OWN! Do not allow others to access this test.

During the exam, you will see an "eye-con" that will appear green when you are in frame and your face is detected means that an infraction is being recorded.

Questions/Problems? Use the [BioSig-ID™ Help Site](#)

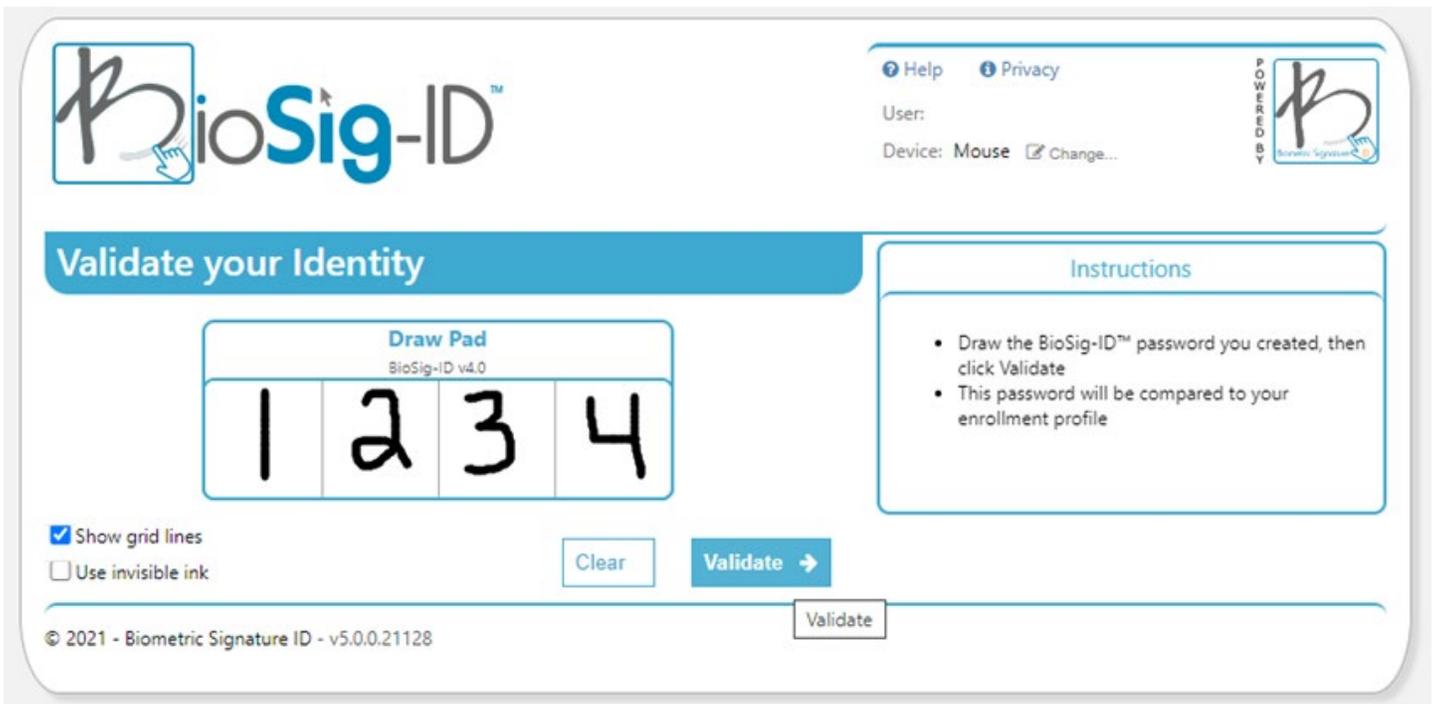
Ready? Click the link below to start enrollment.



6. A new page will load and you must select the **device** you are enrolling with.



7. Create your password. You will be asked to do this step multiple times before **validating**.



8. You have created your BioSig-ID password. Now, you must create one more password with your **Click-ID**. This is used as a backup option if your BioSig-ID password cannot validate.



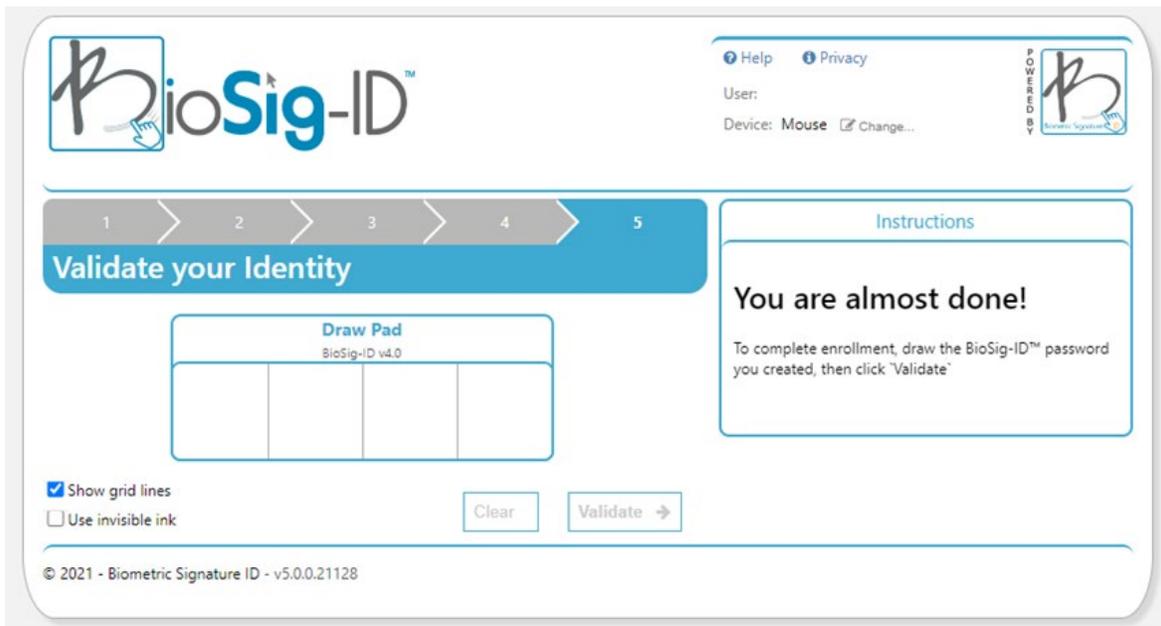
9. Create your Click-ID password. It is recommended to use the same character combination as your BioSig-ID password for easy reference. You will **click** to select the characters on the keyboard.



10. You will be asked to repeat the password again before moving forward by selecting the **Next** button.



11. Once your Click-ID password is confirmed, you will be asked to validate your identity one last time with your BioSig-ID password.



Once validated, BioSig-ID will tell you that enrollment is completed and take you back to the BioSig-ID information page found in your Blackboard course.

## Starting a Quiz with BioSight-ID:

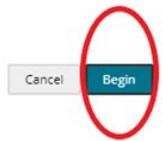
1. Locate the quiz in your Blackboard quiz and click to access.
2. Select the **Begin** button to start the quiz.

### Begin: Intro Quiz

#### INSTRUCTIONS

Force Completion      This test can be saved and resumed later.  
Multiple Attempts      This test allows multiple attempts.  
Due Date      This Test is due on June 4, 2021 11:59:00 PM CDT.  
Click **Begin** to start: Intro Quiz. Click **Cancel** to go back.

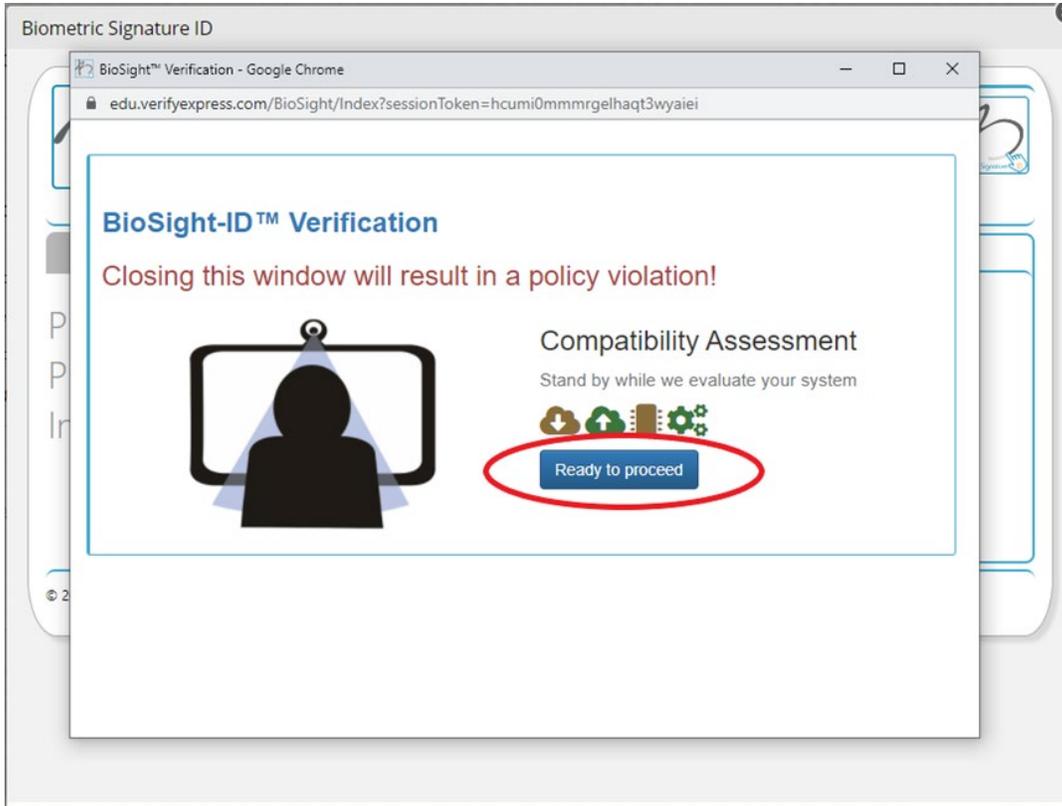
Click **Begin** to start. Click **Cancel** to quit.



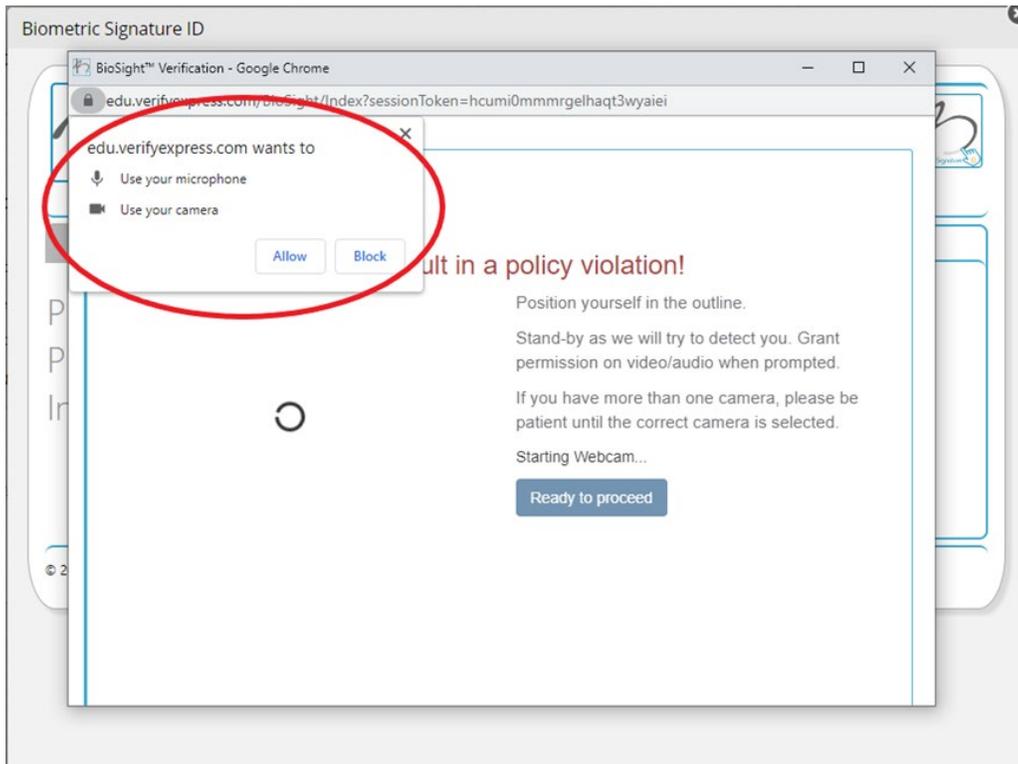
3. BioSig-ID will open. Select the **Proceed with BioSight-ID** button to begin the verification process.



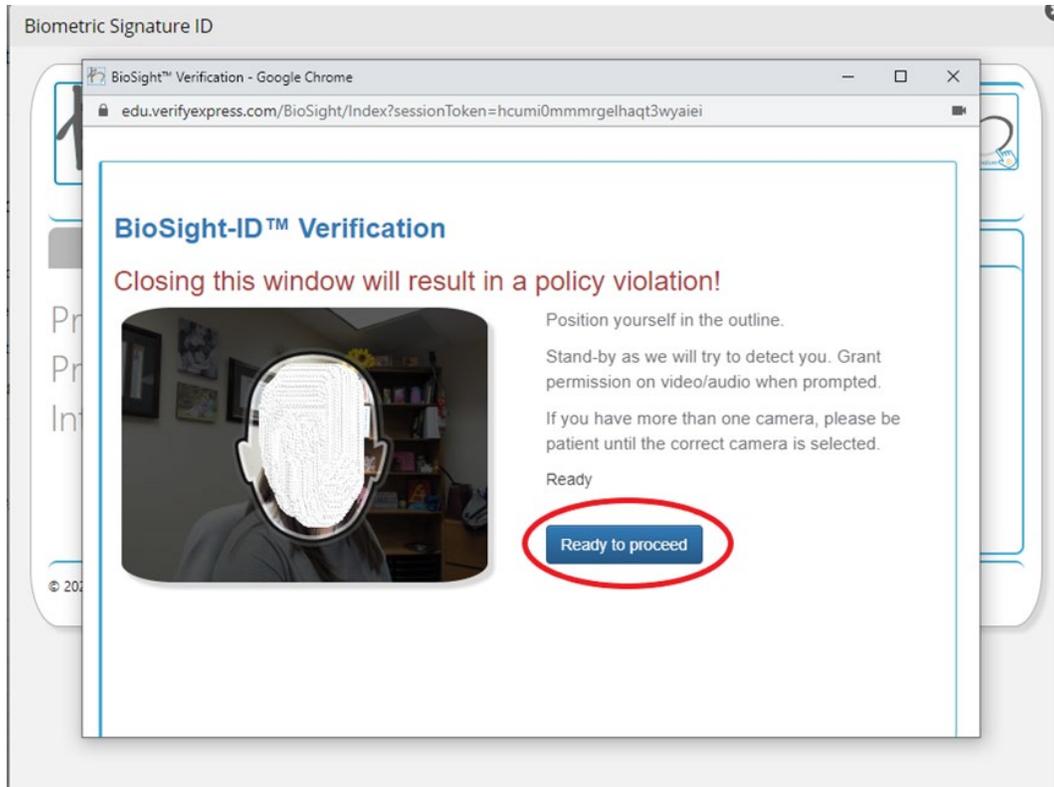
4. BioSight-ID Verification will run a compatibility assessment on your device to ensure a strong connection. Select the **Ready to Proceed** button once the assessment is complete.



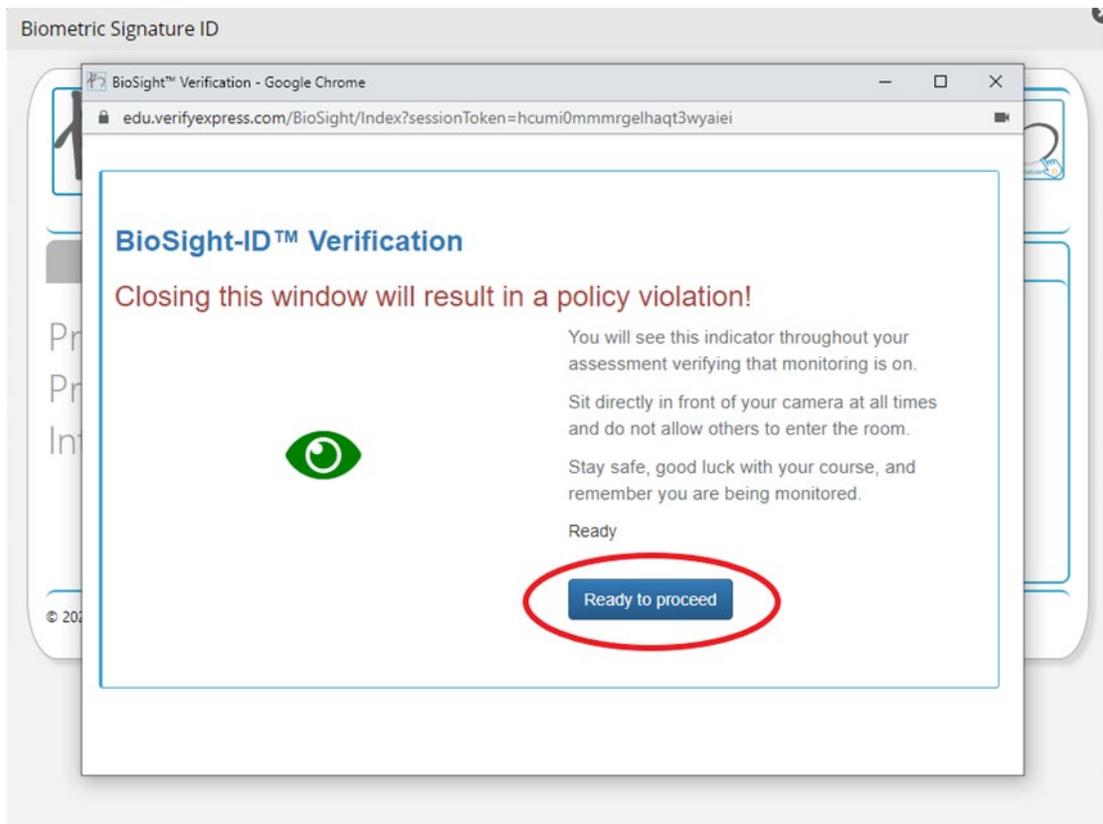
5. BioSight-ID will ask to use your microphone and camera to monitor the exam. Select the **Allow** button to grant access.



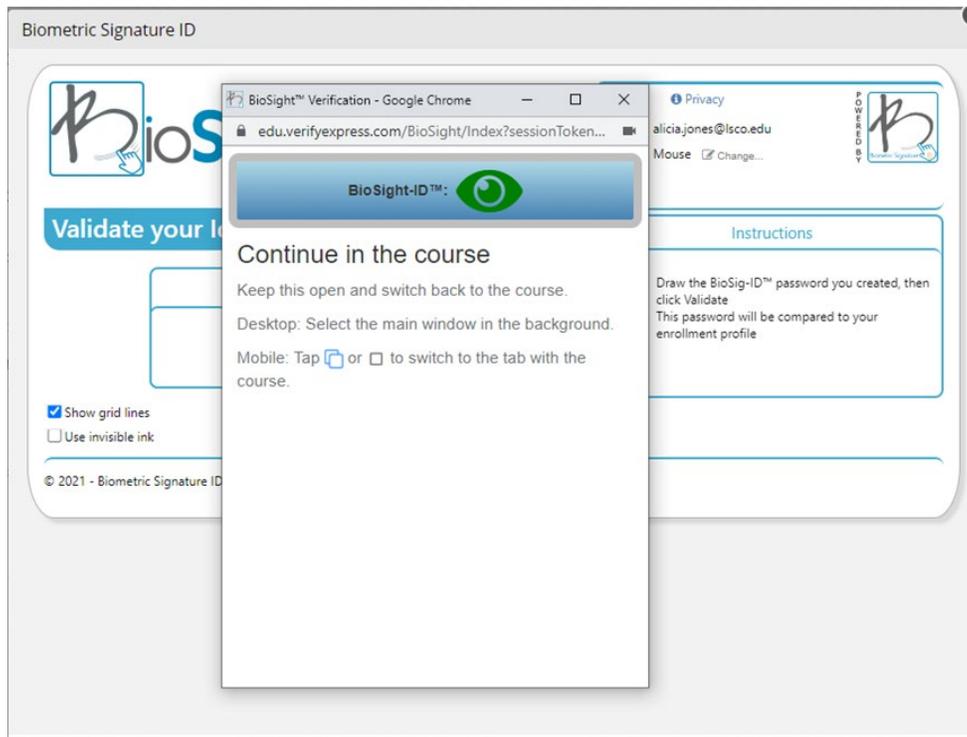
6. BioSight-ID will then ask you to position yourself in front of your webcam. Although the program detects your face the image will be blurred to ensure student privacy. When ready, select the **Ready to proceed** button.



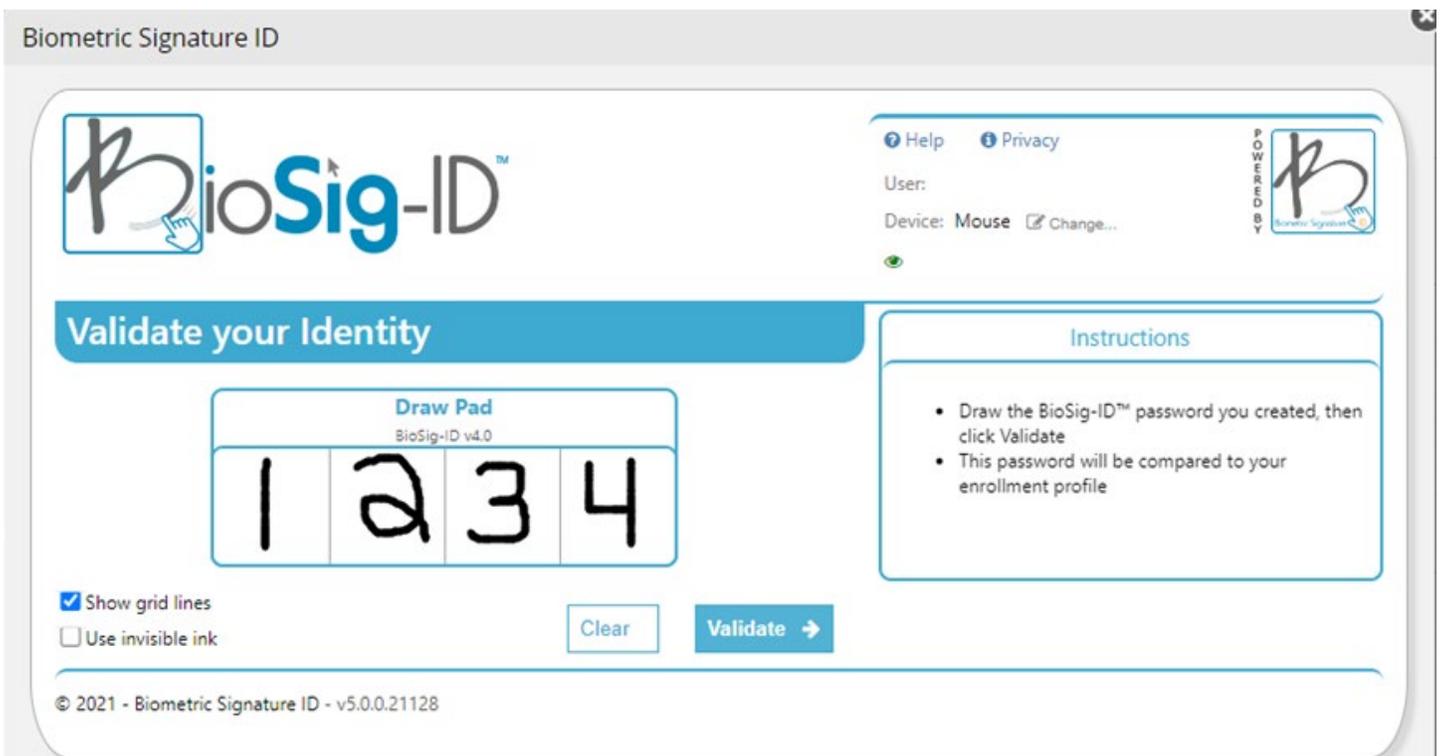
7. BioSight-ID will then inform you of an icon that you will see throughout your assessment verifying that monitoring is on. Select the **Ready to proceed** button when ready.



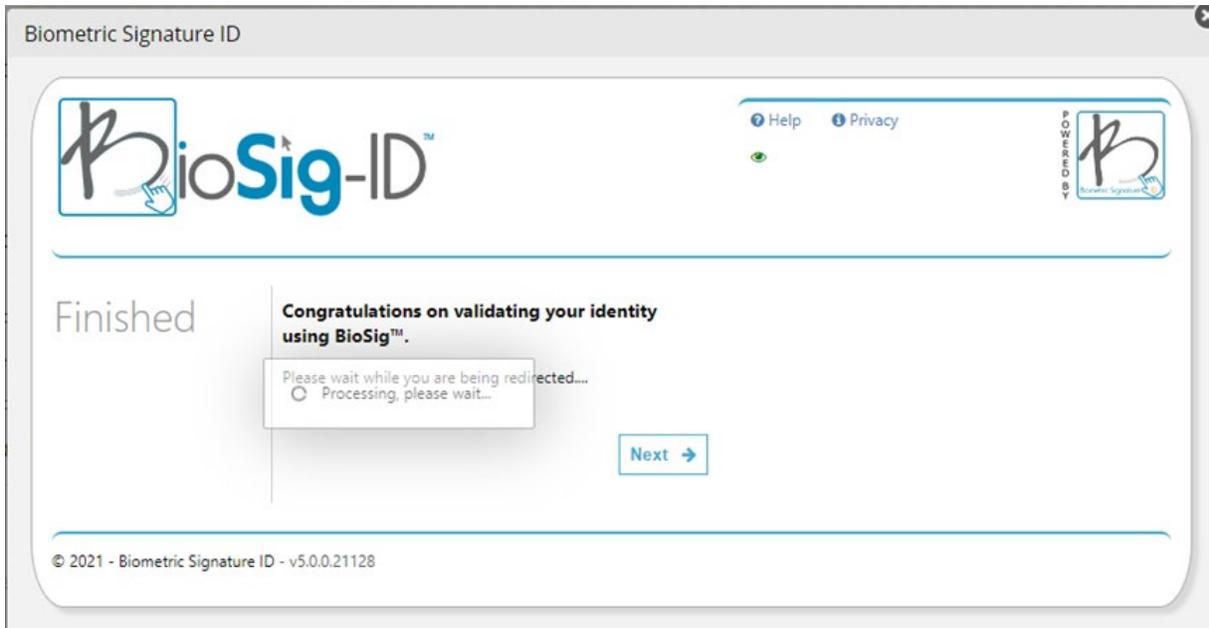
8. To continue in the course, you must keep the icon box open during the quiz. You are welcome to minimize the box.



9. Now you are ready to validate your BioSig-ID password and access your quiz.



10. BioSig-ID will let you know that your identity has been validated and will connect you to your quiz.

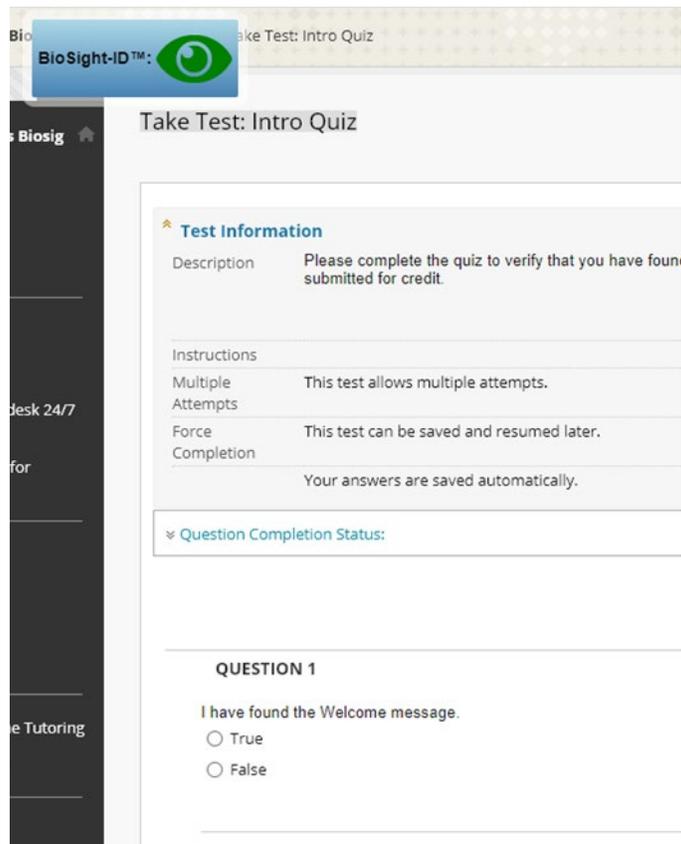


11. During the quiz, you will see the BioSight-ID icon indicating monitoring is going on. You are welcome to move the icon around the screen and out of your way.

If the eye is red **before** your exam start then stop and immediately open a Help Desk ticket. This indicates something is not supported through your device's system.

If the eye becomes red **during** your exam take note of your alignment in regards to the webcam. Make sure you are still centered, looking at the screen, are the only person in the room, and not talking.

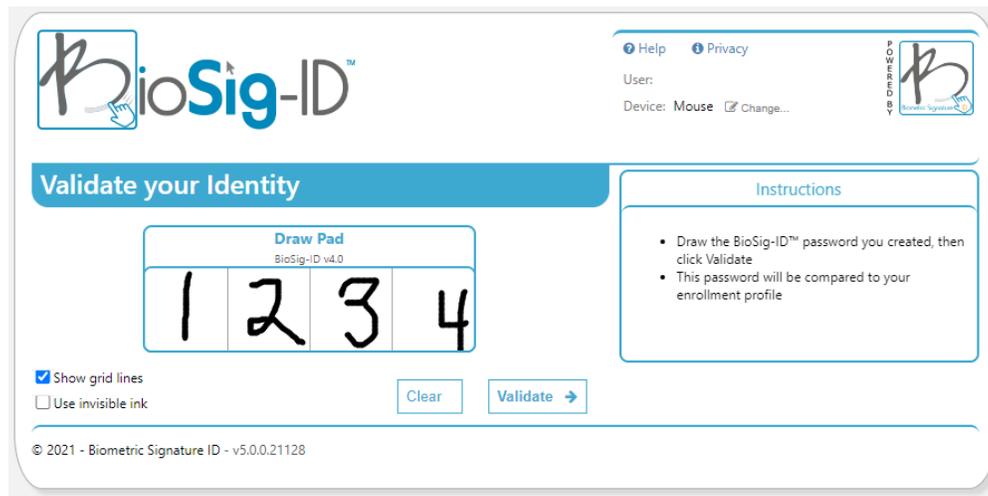
If you are following all testing advice and the eye is still red please notify your instructor after the exam.



Once the quiz is complete, BioSight-ID closes and you will no longer see the icon.

## Resetting Your Password: Option 1, if you know your Click-ID password.

1. Attempt to validate your identity.



The screenshot shows the BioSig-ID validation interface. At the top left is the BioSig-ID logo. To the right are links for Help and Privacy, and a user profile section with 'User:' and 'Device: Mouse' with a 'Change...' link. The main heading is 'Validate your Identity'. Below it is a 'Draw Pad' section with the text 'BioSig-ID v4.0' and a grid of four boxes containing the handwritten numbers '1', '2', '3', and '4'. Below the grid are two checkboxes: 'Show grid lines' (checked) and 'Use invisible ink' (unchecked), along with 'Clear' and 'Validate' buttons. To the right is an 'Instructions' box with two bullet points: 'Draw the BioSig-ID™ password you created, then click Validate' and 'This password will be compared to your enrollment profile'. At the bottom left is the copyright notice '© 2021 - Biometric Signature ID - v5.0.0.21128'.

2. BioSig-ID will notify you in the red bar if your biometric password does not match the one created in your profile.



The screenshot shows the BioSig-ID validation interface after a failed attempt. The layout is identical to the previous screenshot, but the 'Draw Pad' section now has a red error bar at the top with the text 'Your password does not match. Please try again.' The grid of four boxes is empty. The 'Validate' button is still present. The 'Instructions' box and copyright notice remain the same.

After three consecutive fails, BioSig will prompt the Click-ID back-up password to open.

- BioSig-ID will ask you to click or touch the Click-ID password you created, then click **Validate**. Note: you may alter or rotate the keyboard to meet your needs.

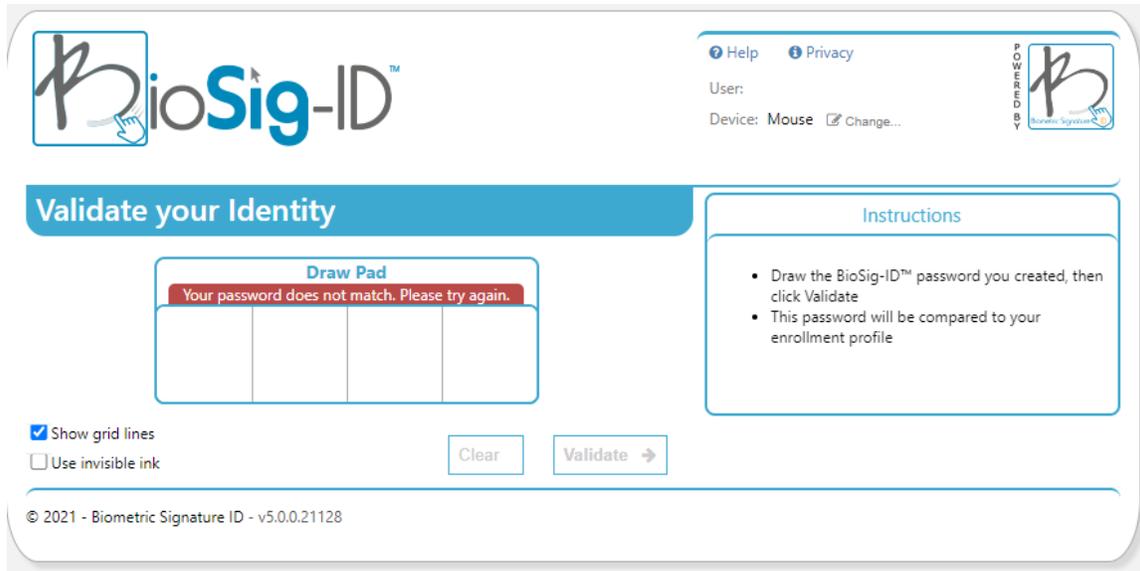
© 2021 - Biometric Signature ID - v5.0.0.21128

- After successfully completing your Click-ID password, BioSig-ID will bring you back to the enrollment drawing pad and ask you to re-enroll a new password.

© 2021 - Biometric Signature ID - v5.0.0.21128

# Resetting Your Password: Option 2, If you forget or fail to validate your Click-ID password.

1. Attempt to validate your biometric password. After three unsuccessful attempts the Click-ID back-up password will be prompted to open.



2. BioSig-ID will notify you if your Click-ID password does not match the one created for your profile.



3. If you fail to successfully input your Click-ID password or cannot remember the combination you can ask BioSig to send you a password reset email. Select the **@e-mail** button to begin this process.

The screenshot shows the BioSig-ID interface for validating identity. At the top left is the BioSig-ID logo. On the right, there are links for 'Help' and 'Privacy', and fields for 'User:' and 'Device: Mouse'. The main heading is 'Validate your Identity'. Below this, a red banner reads: 'In order to proceed with BioSig-ID™, please follow the instructions for Click-ID™ in the help box.' A virtual keyboard is displayed in the center. Below the keyboard is a checkbox for 'Display clicked points' which is checked, and buttons for 'Clear' and 'Validate'. On the right side, there is an 'Instructions' box with two bullet points: 'Click or touch the Click-ID™ password you created, then click "Validate"' and 'Note: the keypad may be altered or rotated'. Below the instructions is a section titled 'Forgot your Password?' with the text 'Looks like you are having trouble. If you are unable to remember your password, you can request a password reset so that you can reenroll.' At the bottom of this section is a blue button labeled '@e-mail' with a sub-label 'We will send an e-mail to' followed by a text input field. This entire section is circled in red. At the bottom left of the page, the copyright notice reads '© 2021 - Biometric Signature ID - v5.0.0.21128'.

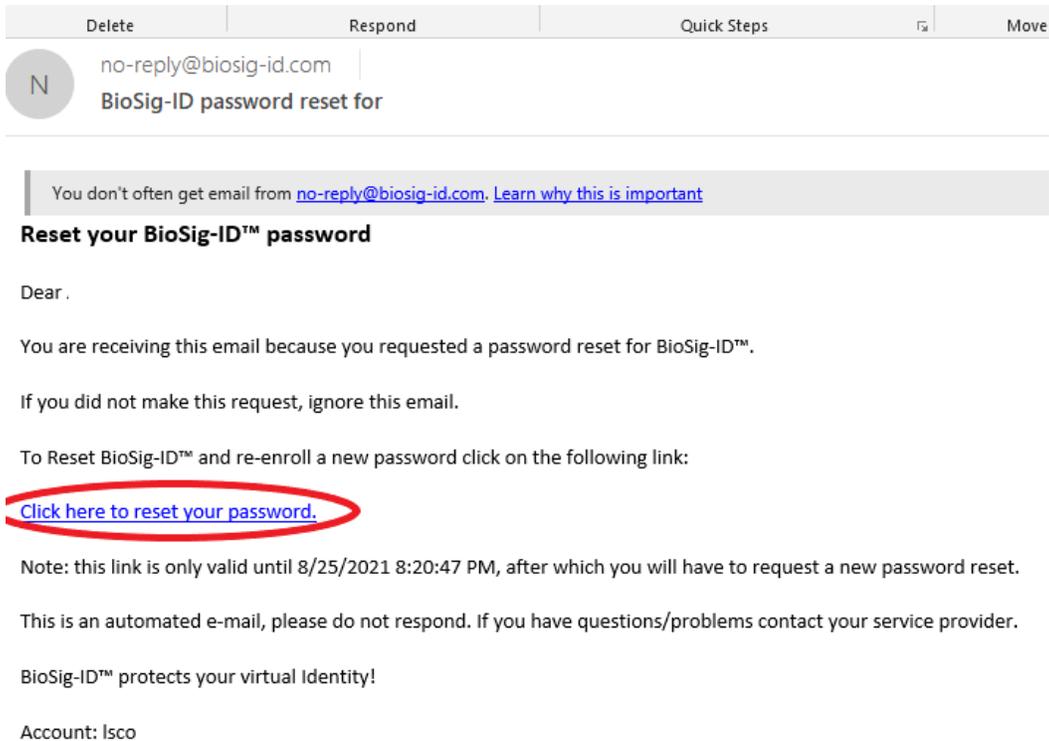
4. A new box will appear with instructions on how to reset your password with the email request. You are asked to keep the window open, check your Isco.edu email, and click the link located within the email. Once the page has loaded you may close it and continue your password reset in the BioSig-ID box. You must click the **Ok** button to prompt the email.

The screenshot shows the BioSig-ID interface for resetting a password. At the top left is the BioSig-ID logo. On the right, there are links for 'Help' and 'Privacy', and fields for 'User:' and 'Device: Mouse'. The main heading is 'Reset your Password'. Below this, there is an 'Authentication Code' input field. The main content area is titled 'Instructions' and contains the following text: 'Before you can reset your password we need to verify your identity.' followed by a list of instructions: 'Keep this window open', 'We sent an Email to', 'Click on the link in the email', 'Your email client will open a new browser window', 'When the page has loaded, you may close the other window', and 'Your password reset will continue here'. Below the list, it says 'Alternatively, manually copy the Authentication Code from the email and click Next'. At the bottom right of the instructions box is a blue button labeled 'Ok' with a checkmark icon, which is circled in red. At the bottom left of the page, the copyright notice reads '© 2021 - Biometric Signature ID - v5.0.0.21128'.

5. After requesting the password reset email you must keep your BioSig-ID box open while you wait for your email to come through.

The screenshot shows the BioSig-ID password reset page. At the top left is the BioSig-ID logo. To the right are links for Help and Privacy, and a user profile section showing 'User:' and 'Device: Mouse'. The main content area is titled 'Reset your Password' and features an 'Authentication Code: \*' input field and a 'Next →' button. A box on the right contains 'Instructions' for the user, including a list of steps: 'Keep this window open', 'We sent an Email to', 'Click on the link in the email', 'Your email client will open a new browser window', 'When the page has loaded, you may close the other window', and 'Your password reset will continue here'. Below the instructions, it says 'Alternatively, manually copy the Authentication Code from the email and click Next'. At the bottom left, the copyright notice reads '© 2021 - Biometric Signature ID - v5.0.0.21128'.

6. Access your LSCO.edu email, locate the BioSig-ID Password Reset email, and click the link located within the email.



7. A page will load with an error message in the Authentication Code box. You may disregard and close this **new** webpage.



8. Refer to the BioSig-ID page you left open after requesting the reset password email. It has been refreshed and you should see a green box notifying you that the reset has been successful and you may now create a new BioSig-ID password.

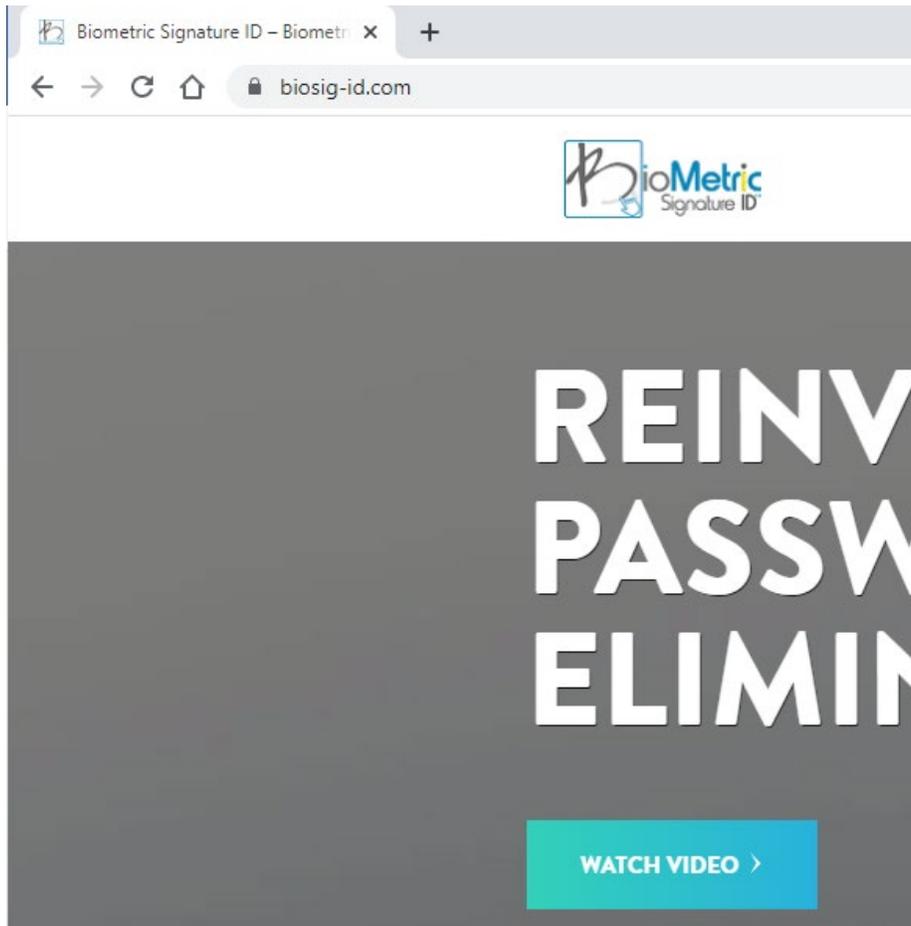


## Need Help? Submit a Ticket

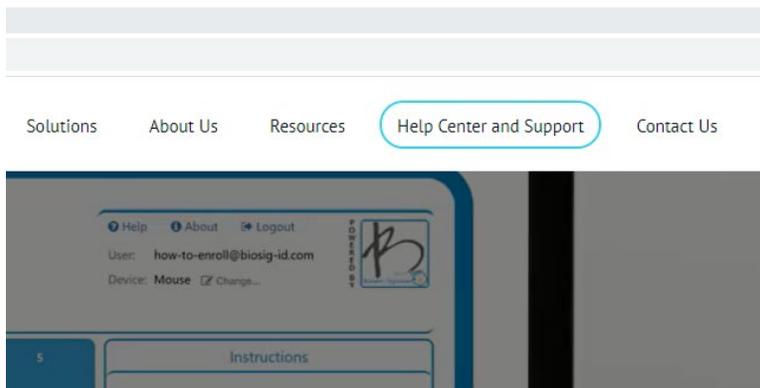
For any trouble you may have in resetting your password or other issues, you can [submit a ticket](#).

You can also take these steps to locating BioSig-ID's ticket system:

1. Go to [BioSig-ID.com](https://biosig-id.com)



2. Click the **Help Center and Support** button located at the top of the page.



3. Scroll down to the bottom of the page to locate the **Submit a ticket** button, and click.

**Still can't find an answer?**  
Send us a ticket and we will get back to you.

[Submit a ticket](#)

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Biometric Signature ID does not tolerate inappropriate or aggressive behaviour, harassment or foul language.  
We will terminate communications with anyone who engages in such behaviour.

4. A new page will load in which you will complete the form asking for your Contact Name, School, Email, Subject of the matter, and complete description of the issue. You may also attach a file such a screenshot to better communicate your issue. Once completely filled please click the **Submit** button.

BioSig-ID will respond to your ticket request within:

4 Hours

M – F

8am – 9pm  
CST

4-6 Hours

Weekends

8am – 9pm  
CST

## Submit a ticket

### Ticket Information

Contact Name \*

School \* ⓘ

Email \*

Subject \*

Description \*

**B** *I* U 12 ▾ Insert ▾ Plain text

[Attach a file](#) (Up to 20 MB)

5. You can also access help by selecting the “Help” button on the BioSig password entry box.



## Password Tips

- Take your time drawing your password. Pay attention to how you are positioning the letter, number, or character in the box: are you filling each box entirely, or are you using only a certain portion/corner of the box? Are you drawing in each box from the top>bottom or bottom>top? When you go to recreate the password for the second, third, and final time, be sure you are using the same drawing method for each attempt.
- Consider using letters, numbers, or characters that have straight lines (1, 4, 7, A, E, F, H, I, K, L, M, N, T, V, W, X, Y, Z, #) versus curvy lines (3, 8, B, G, @, %, etc.). You might find drawing a straight line easier to replicate than one that has curves.
- Drawing "1, 1, 1, 1" will return a *Failed! error message, so you'll need to create a password with a little bit of variety. (For instance: "T, X, T, X")*
- You may find using a mouse or stylus as the input device to draw your password is easier to control and will yield more reliable results than using the Touch Screen or Touchpad options.
- Make your Click-ID password the same as your BioSig-ID password. This will make it easier for you to remember your backup password in the event your BioSig-ID password is not validated or recognized by the system.
- Once you create your BioSig-ID password for one course it will be applied to any course that requires BioSig-ID. You will not be required to make multiple passwords.

## Testing Tips

- Review your exam guidelines prior to starting. Online test takers must familiarize themselves with the examination rules to avoid confusion or stress during the exam. These guidelines outline important points like what is allowed/not allowed during the test. For instance, prohibiting the use of books, electronic gadgets (phones), and other ground rules like talking, looking away, or leaving your workspace.
- Ensure stable internet connectivity. A hardwired internet connection is always preferred for online exams. Although WiFi or a high-speed mobile hotspot can sometimes work just fine, a broadband connection provides a stable, uninterrupted test experience for the online test taker.
- Ready your test environment. Online test takers must take their exams in a well-lit, clutter-free, quiet area. A locked room will further prevent family, friends, or roommates from barging in when you're taking an online exam.
- Check computer configuration. A thorough computer systems check is mandatory to avoid unpredicted breakdowns or lags. BioSight-ID will run this assessment prior to starting the exam.
- Upon completion of the BioSight-ID preassessment, the eye monitor should be green to indicate stable conditions in which you can begin your exam. If your eye is red then do not continue with the exam. Closeout and submit a Help Desk ticket.

## Avoiding Infractions

- Once you have completed the BioSight-ID preassessment and aligned your body with your webcam please do not readjust. This will cause your alignment to falter and the BioSight-ID program to "lose" sight of you.
- Stay in the frame of the camera for the entire exam.
- Do not switch seats with anyone else and do your own work.
- Work on a stable surface so that device movement is minimal.
- Work in a well-lit area that is free from harsh backlighting.
- Avoid drinking or snacking until the exam is over.
- Do not wear anything that will obscure your face: mask, hat, sunglasses, etc.
- Find a quiet room where you will not be in the presence of others or disturbed.
- Do not communicate with anyone else while in the exam – audio levels are being recorded.

## Technical Requirements

**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 7, 8, 8.1, 10
- Apple macOS 10.11+ (El Capitan)
- Apple iOS 13+
- Google ChromeOS on Chromebooks 2019+
- Ubuntu Linux 12+
- Android 2.1+

### Supported Browsers:

Any W3C HTML5 compliant browser (Evergreen current, and previous version)

Has been tested to work on:

- Microsoft Internet Explorer 8+ (soon to be EOL)
- Microsoft Edge any version with Chromium engine (as well as EdgeHTML engine)
- Mozilla Firefox 3+
- Google Chrome 4+
- Opera 9+

### Supported Input Methods:

Any input method that allows the user to draw and select

- Mouse
- Stylus
- Touchpad
- Touchscreen

### Recommended minimum hardware requirements for BioSight-ID™ exam monitoring:

- System not older than 5-years when possible
- 2GHz processor or faster
- 1GB free memory or greater
- 20GB free storage space or greater
- 256kbps Internet connection or faster
- 1024×768 or greater resolution monitor
- Videocard with modern WebGL support
- Webcam and microphone

If the BioSight-ID recording eye becomes red after your system assessment, stop and immediately open a Help Desk ticket. This indicates something is not supported through your device's system.

## Accessibility

BioSig-ID is designed to be accessible to all individuals with a wide range of disabilities. If a student is unable to use BioSig-ID due to a disability, there are three ADA-compliant settings that can be enabled for a user's BioSig-ID account:

- **ADA Moto-Skilled Impaired:** This setting only requires the student to complete the Click-ID enrollment/validation as the primary password, followed by a Complex Security Questions (CSQ) as the secondary password.
- **ADA Vision Impaired:** This setting is for students who use screen readers and enables a Complex Security Question (CSQ) to serve as their primary password.
- **Exempt:** This setting is reserved for students who cannot complete BioSig-ID enrollment using the other accessibility methods.

If a student required accommodations for BioSig-ID, they should follow the same process for requesting accommodations in general: contact LSCO's [Disability Support Services](#).

Once an ADA-compliant setting has been applied to a student's BioSig-ID account, they will continue to use the same method to validate their ID for every BioSig-ID verification assignment they complete in all courses offered.

For additional information regarding accessibility, please contact the Accessibility Coordinator at 409-882-3955.

## Video Resources

- Video: Enrollment from Start to Finish
  - [https://www.youtube.com/watch?v=aZrEKt\\_9kBQ](https://www.youtube.com/watch?v=aZrEKt_9kBQ)
- Video: BioSight-ID Student Overview
  - <https://help.biosig-id.com/portal/en/kb/articles/biosight-id-student-overview>
- Video: Password Reset
  - <https://www.youtube.com/watch?v=7IQhN9LQw4s>
- Video: Password Tips for Advanced Users
  - [https://www.youtube.com/watch?v=HyizUH1Y\\_6E](https://www.youtube.com/watch?v=HyizUH1Y_6E)
- Video: How to Enroll (Spanish)
  - <https://www.youtube.com/watch?v=pVTmSLUEu4s>