



Frequently Asked Questions



? What is Contactless Biometrics?

Biometrics are physical or behavioral human characteristics that can be used to digitally identify a person to grant access to systems, devices or data. Contactless biometrics provide secure identity without the need for physical contact with a reader or a sensor.

? Do Contactless Biometrics completely eliminate the risk of the spread of viruses?

Contactless biometrics technology can help reduce the risk of spread of germs and contagious viruses by reducing the need to touch communal contact surfaces to verify the identity to gain access and authorization. However, employers are encouraged to develop a comprehensive strategy for workplace safety and to consider contactless biometrics as a critical component of overall strategy.

? Can OLOID products be used to detect a virus such as the Novel Coronavirus (COVID-19)?

No, OLOID products cannot be used to detect or diagnose an infection or fever. However, when used in combination with thermal cameras, the product can serve as an effective tool for measuring skin surface temperature.

If the temperature of the skin in key areas (especially the corner of the eye and forehead) is above average temperature, then the individual may be selected for additional screening. Identifying individuals with elevated body temperature (EBT), who should then be further screened with virus-specific diagnostic tests, can

help reduce or dramatically slow the spread of viruses and infections.

Oloid cannot be used to measure vitals or to diagnose a disease. However, when using Oloid in combination with recommended thermal cameras to detect elevated body temperature, Oloid can help discreetly identify the person who may require additional screening. This information is not displayed publicly and only authorized personnel designated by the employer will receive alerts or information regarding the need for additional screening.

What is OLOID Certify?

'OLOID Certify' is a FREE APP designed to help companies reopen with confidence. With OLOID Certify app companies can pre-screen all employees and visitors and allow access by ensuring a QR code based screening at all entry points. OLOID Certify is a touchless experience as employees and visitors use their personal devices to complete the screening questionnaire.

How does OLOID Certify work?

OLOID Certify has two components that work together to ensure a safe workplace. Web based Screening Questionnaire and QR Code scanning APP

Employers must download the OLOID Certify APP from IOS or Android APP store and sign up. After signing up, you will receive a unique web link to share with all employees and visitors coming into the workplace.

All employees and visitors must complete the Wellness Attestation Questionnaire before entering the workplace by going to this unique web link.

OLOID Certify processes the responses to generate a RED (High Risk) or a GREEN (Low Risk) QR code.

Employees and Visitors must scan this QR code at the OLOID Certify scanning stations installed at entry points.

OLOID Certify captures this information from individual responses and sends them in the form of an email or a text message to the registered email addresses and phone numbers respectively.

? Does the OLOID Certify APP require special hardware?

No. OLOID Certify works on any IOS or Android Smartphone or Tablet

? How can the link to the Wellness Attestation Questionnaire be shared with Employees and visitors?

The link to the questionnaire can be circulated to all your employees using existing employee communication channels. You can also print the link and display it at the entrance for visitors.

? What is a scanning station?

The scanning station is the place where OLOID Certify APP-enabled phone or tablet is installed for employees and visitors to scan their QR codes. Ideally, this is at the reception front desk

or security office depending on the company policy.

We recommend having the phone or tablet wall mounted or mounted on a stand, easily accessible to employees and visitors to self-scan their QR codes before entering the workplace.

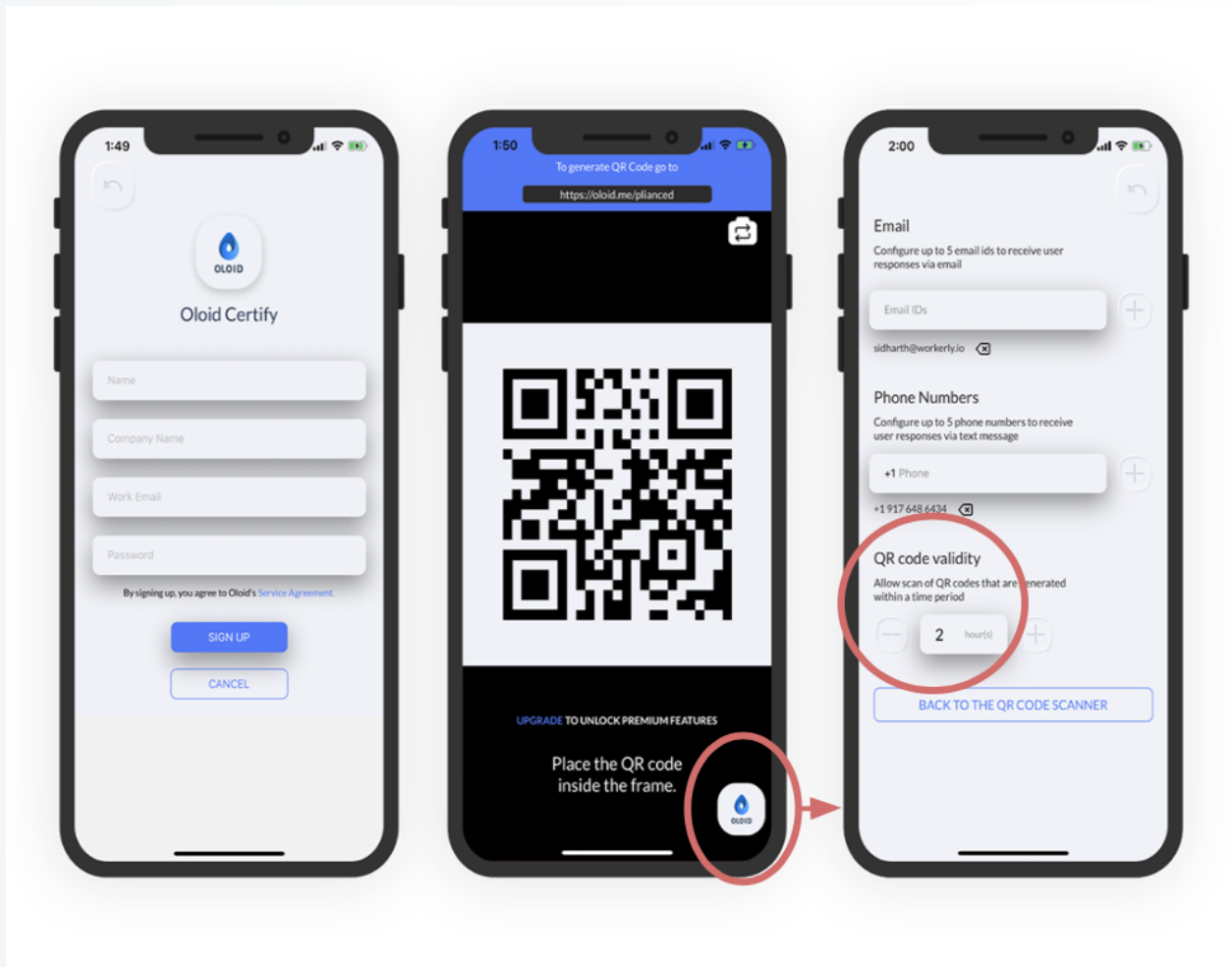
? Can we do a manual screen of QR codes by our security personnel?

Yes. A security personnel or front desk agent can manually scan all QR codes with their smartphone or tablet. However, this will increase the cost of operation and may reduce the speed of entry. At OLOID, our focus is to automate workplace solutions by ensuring all safety precautions are taken.

? How do we register email IDs and Phone numbers to get alerts?

You can register up to 5 (five) email addresses and phone numbers to receive the data from the Certify APP. This can be done easily within the APP after signing up.

Please refer the below image -



Screen 1 – Sign up Page. After signing up, you will receive an OTP number. You have to enter the same to activate your account.

Screen 2 – Once the account is activated, you will see the scanning app screen. If you click the OLOID Icon at the bottom right of the screen – you will get to settings

Screen 3 – In this screen you can enter up to 5 (five) email addresses and 5 (five) phone numbers to receive alerts. You can also set the validity of the QR code.

? What is meant by 'validity of the QR code'?

To ensure a real time safety check, we have created an expiry time limit for all QR codes. This will prevent all employees and visitors from using the same QR code over a few days or an extended period of time. You can set a time limit for the validity of the QR code, hence all employees and visitors have to fill out the questionnaire again to generate a new QR code before entering the workplace.

? What happens when the QR code expires?

When an expired QR code is scanned, the user is notified that the code has expired and is prompted to complete the questionnaire again. The employee/visitor must go to the link again and answer all the questions to generate a new QR code.

? Where all do the Employee/Visitor responses get stored?

Employee/Visitor responses, embedded in the QR code, are captured by OLOID Certify and sent to the Employer's servers. No Employee/Visitor data is stored in the OLOID's system.

? Is the Wellness Attestation Questionnaire customizable?

Yes, in OLOID Certify App's premium version, employers will be able to customize the questionnaire.

? Is the APP sufficient to ensure a safe workplace?

No. OLOID Certify is just one part of the entire workplace solution. While self-certification is an excellent way to prevent

people from entering the workplace who are at a high risk of contamination, it is not a complete system for workplace safety.

? Does OLOID provide any other system in combination with OLOID Certify?

Yes. OLOID's automated Thermal Scanning APP complements OLOID Certify and together they are a comprehensive workplace safety solution. OLOID also has Contactless Clocking and Touch-less Secure Access for all-round security of a workplace.

? Can OLOID products be used to detect a virus such as the Novel Coronavirus (COVID-19)?

No. OLOID Thermal can only detect elevated skin temperature, which is a probable symptom of contagion. OLOID products are not to be used for any medical diagnostic purposes. They are not FDA-approved.

? Why should I upgrade to mobile access?

The future of work requires dynamic and touchless access to employees, contractors and visitors. Badges present a security risk from lost or stolen badges and can be easily copied. With mobile access you can onboard or off-board users remotely. Mobile access is the future.

? What does BLE stand for? Why BLE?

Bluetooth Low Energy or BLE is a wireless technology used in an array of products and applications related to security,

access control, home entertainment, healthcare, fitness, etc. BLE devices use less energy and are usually lightweight and inexpensive. They are compatible with all popular smartphones. OLOID M-Tag employs strong encryption to ensure secure access.

How does the OLOID M-Tag work?

OLOID M-Tag offers an easy-to-install and retrofit solution to your existing access card reader system. All you need is the OLOID M-Tag, and your smartphone with our app installed on it

Attach the OLOID M-Tag on top of the existing badge reader
Create an account and enable the device on the OLOID admin interface

Register existing badge IDs that require mobile access
Use the mobile app to unlock the door

The device can be self-installed and activated in 5 minutes. The entire process of setting up your team with mobile access takes less than 30 minutes.

Is OLOID M-Tag compatible with my badge reader?

OLOID M-Tag is compatible with most commonly used badge readers and badge formats. OLOID is constantly expanding its list of compatible devices. If you are unsure about compatibility, please add the make and model of your reader and bit format in the comment section when you sign up for Beta. We will review it and get back to you promptly.

? What is the cost of OLOID M-Tag?

OLOID M-Tag hardware is available at no cost with a qualified subscription. The per-door subscription cost is comparable to other solutions in the market which makes the overall cost of upgrade significantly lower than solutions that require rip and replacement of the badge reader and closet hardware. With self-installation, the upfront cost is practically 0\$.

? What if my phone dies or mobile access does not work? Would my badge still work?

OLOID M-Tag, which is a BLE-powered retrofit solution, is completely backward compatible. By default, the badges will continue to work along with mobile access. You can choose to disable badge access for higher security. Plus, we have a dedicated and very prompt support team to assist you if you ever face technical issues.