

eVital Facial Recognition

Q. When performing the facial enrollment steps, can I use my desktop or laptop computer's camera?

A. No. At this time, the NYC eVital Certify app, which performs facial recognition, runs only on iOS and Android mobile devices.

Q. Which mobile device can I use to perform the facial recognition steps? Do I need a special app?

A. You can use any iOS (running iOS 9 or later) or Android (running Android 4.4 or later) mobile device to perform the eVital facial recognition steps. You will need to download and install the NYC eVital Certify app on your mobile device.

- On iOS devices, open the App Store and search for **eVital**. In the search results screen, the NYC eVital Certify app will appear. Tap **GET** and tap **OPEN**.
- On Android devices, open the Play Store and search for **eVital**. In the search results screen, the NYC eVital Certify app will appear. Tap **Install** and tap **Open**.

Q. I purchased a new mobile device. Do I need to retake my facial enrollment photos?

A. There is no need to retake your facial enrollment photos. Your facial enrollment images are stored on the eVital server, not on your mobile device. However, you will have to download and install the NYC eVital Certify app onto your new device.

Q. Can I use my personal mobile device?

A. Yes. You can use any iOS device (running iOS 9 or later). You can also use any Android device (running Android 4.4 or later).

Q. Who needs to complete facial enrollment?

A. All certifiers, facility administrators and deputy facility administrators must complete facial enrollment. Data entry staff who enter and edit data on birth and death certificates, but who do NOT certify them, require eVital accounts but do not need to complete facial enrollment.

Q. Will changes to a certifier's face, such as facial hair, glasses or plastic surgery, affect the facial recognition process when pronouncing or certifying a case?

A. Small changes to the user's face should not affect the facial recognition process. However, if a photo certification step fails, the facility administrator can manually approve the birth or death registration. If a certifier's photos repeatedly fail, the certifier should repeat the facial enrollment process with the facility administrator's help.

Q. Will a certifier be able to repeat the facial recognition enrollment process?

A. Yes. The certifier may repeat the facial recognition enrollment process at any time.

Q. Can a certifier use someone else's phone to enroll or take their pictures if they do not have a smart phone?

A. Yes. In the NYC eVital Certify app, users can switch to shared mode, which allows any certifier to use that mobile device.