# FaceTec® Frequently Asked Questions
Updated April 11th, 2020

**What devices does FaceTec support?**
FaceTec is compatible with all smartphones and tablets with front facing cameras running Android 4.3+, iOS 8.3+, and Progressive Web Apps (PWAs), mobile web browsers, and PCs with webcams.

**Why is FaceTec better than other biometric modalities?**
- Faces are the biometric modality that is most accurately verified by humans, and selfies are ubiquitous and intuitive.  We don't recognize other people by their fingerprints, irises, palms or veins, so when an audit trail is needed face images are the gold standard.
- It's universal software for modern smart devices or webcams, no special hardware is required.
- It's integrated into the apps/web pages themselves, so it's not restricted by device model, OS, or fragmented hardware sensors.
- FaceTec's encrypted 3D FaceMaps enable portable, cross-platform, cross-device authentication.
- FaceTec's 3D FaceMaps provide trusted unsupervised authentications because they can't be reverse-engineered back into biometric data that can spoof the system, making them effectively *unshareable* and *unphishable*.
- FaceTec has certified 3D Liveness detection that can be used to authenticate users and/or to verify liveness and run 1:N duplicate checks during onboarding/KYC.
- FaceTec has anonymous age checks, to provide access only to adults for age-gated products.
- FaceTec has a built in Photo ID capture UI that compares the Face on the ID to the 3D FaceMap.

**How secure is FaceTec?**
FaceTec is the first and *only* face authenticator certified to Level 1 & 2 in the the the [iBeta/NIST](#) Presentation Attack Detection test based on the ISO 30107-3 standard.  With an FAR setting of 1 / 4.2M @ <1% FRR, and patented 3D depth detection and human liveness detection that isn't fooled by 2D photos, videos, or even 3D masks or dolls.  FaceTec is the most secure biometric software period.

**Can FaceTec be a factor in MFA?**
Yes, but it is most often used standalone because it's universal, intuitive, convenient and - most of all - extremely secure.  Since FaceTec is already so much more secure than PIN, fingerprint or voice, adding one of them as a weak 2nd factor doesn't provide increased security in most cases.

**Does FaceTec get better the more it's used?**
Yes!  Continuous learning makes FaceTec better and better the more you use it, especially when you use it in diverse lighting conditions.

**What lighting is best for FaceTec?**
FaceTec works in all lighting conditions as long as the user's face is not too dark to be visible or completely washed out. Note: Continuous learning allows FaceTec to work in extreme lighting scenarios if the user has done previous FaceTec logins in slightly less extreme scenarios first.

**Does FaceTec work with glasses?**
Yes! FaceTec works with glasses.  However, sunglasses are not supported, as they darken an important area of the face.

**Does FaceTec work well with all skin tones?**
Yes, FaceTec has been trained on millions of face images collected from tens-of-thousands of unique users from over 3000 different device models in 170 countries, so it works well for all skin tones and ethnic backgrounds.  The image below shows where FaceTec has been trained.
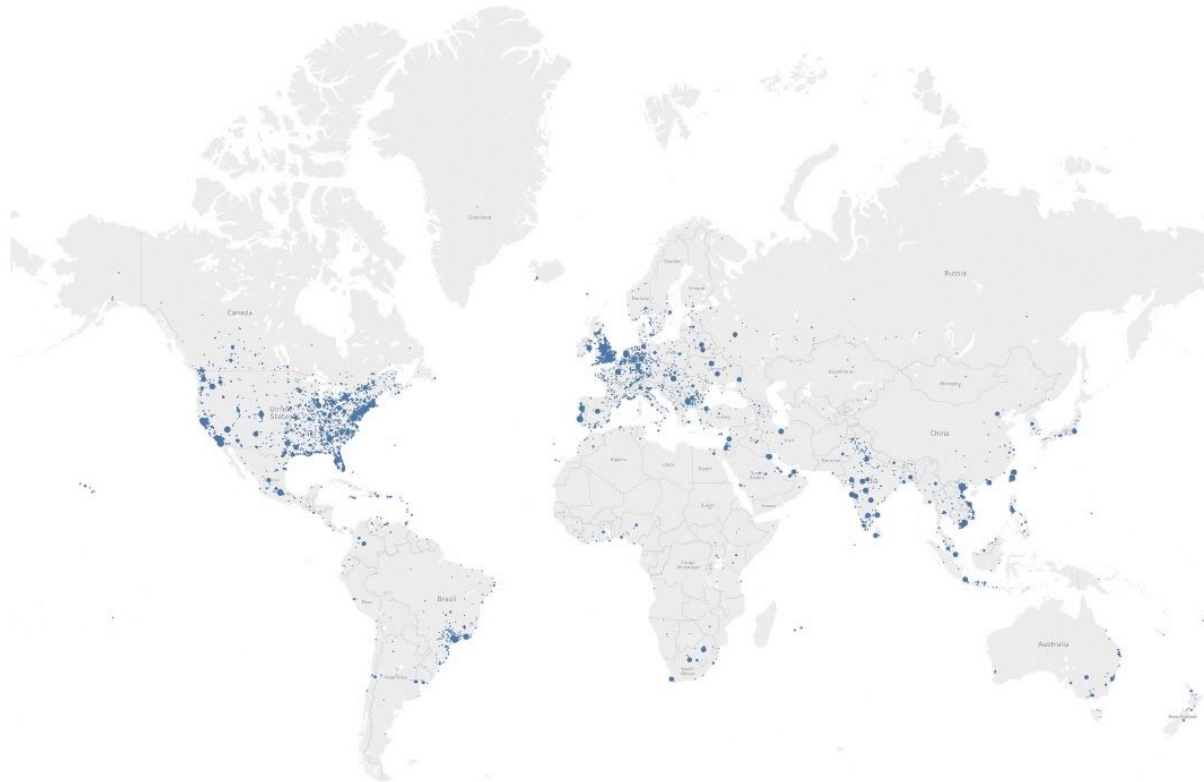


**Is FaceTec a Cloud Biometric, or is it FIDO style on-device?**
FaceTec is a cloud based biometric performing both the liveness checks and 3D Face Matching on the server.  The benefits to server-side matching are great, offering cross-platform, cross device authentications, and finally allowing passwords to be completely replaced.

**Does FaceTec work on a PC?**
Yes it does.  FaceTec now supports billions of webcams and runs in all popular browsers.  Users can enroll on a desktop or laptop and then authenticate on their mobile device.  FaceTec can now replace passwords because it's portable, universal and secure.

**Does FaceTec require an internet connection?**
Yes, since FaceTec is processing the ~300kb FaceMaps on the server, a network connection is required.  However since the FaceMaps are not very large, even a slow connection provides the user with very fast authentication performance.

**What happens if the user is locked out?**
After multiple failed attempts the user must wait a specified period of time before they can retry.  These retry options are completely configurable by the developer in the FaceTec SDKs.

**Can multiple people use a FaceTec on the same device?**
Yes!  FaceTec supports multiple users on the same device using our standard APIs.

**Can the user access their account from multiple devices?**
Yes!  FaceTec supports multiple devices if the encrypted 3D Facemap is stored on a central server or a blockchain for server-side matching using our standard APIs.

**Can I use FaceTec to replace a PIN or fingerprint to unlock a phone?**
In short, no.  FaceTec was built to authenticate users and check human liveness, not to unlock phones.  Only a OEM device makers or platform providers like Apple (iOS/MacOS) or Google (Android) could integrate FaceTec deeply enough into the OS to use it to securely unlock a phone.

**I don't need user authentication, can I use FaceTec for liveness only?**
Yes!  FaceTec can be used in liveness-check-only mode and does not need to store any biometric data to perform the human liveness check, but you can store the FaceMap for future authentications and Audit trail image for regulatory requirements.

Can FaceTec Match the 3D FaceMap to a 2D Photo ID?
Yes, ad FaceTec's 3D:2D Matching is much better than the best 2D:2D Matching, how much better?  Well FaceTec can match a 3D user to a 2D ID Photo up to 1/500,000 FAR  - More Info

**How much does FaceTec cost?**
It's always free for end users, but Businesses, Governments are billed based on their geographical location and volume.

**How many megabytes will the FaceTec SDK add to my app or webpage?**
FaceTec will add about 3-6.7 MB in most configurations.  View configuration options.

**How do I add FaceTec to my app?**
Fill out the new developer application at https://dev.facetec.com/zoomsdk and get the appropriate SDK for your scenario.

More FAQs for developers can be Found - https://dev.facetec.com/zoomsdk/#/faq