



Frequently Asked Questions

1. What Operating Systems does Passfaces Personal support?
 - a. Passfaces Personal is supported under Windows XP Home, Windows XP Professional, Windows 2000 and all versions of VISTA.
2. Where can I get Passfaces Personal?
 - a. You can download Passfaces Personal from - <http://www.passfacespersonal.com/support/downloads.htm>
3. How does Passfaces Personal protect my PC?
 - a. Passfaces Personal provides an alternative to a password for each user account on the PC. Rather than having a string of text that needs to be remembered, Passfaces Personal provides the ability to have pictures of your family and friends be your picture password.
4. Can I use any pictures in the system?
 - a. Yes, any picture at all can become part of your picture password.
5. My laptop came with a fingerprint reader and I currently logon with that. Can I still use Passfaces Personal?
 - a. Yes you can, but you will need to remove or deactivate the finger print scanning software BEFORE installing Passfaces Personal. Finger print scanners and other 3rd party GINA (Graphical Interface....) modules can not act together with Passfaces Personal. You'll have to choose one or the other.
6. My workstation is connected to a network. Can I still use Passfaces Personal?
 - a. Passfaces Personal is designed to work with local machine accounts and local machine accounts only. Passfaces Personal can work on your workstation, but only for local machine accounts, not network or domain accounts.
7. Do I need to be an Administrator to install and configure Passfaces Personal?
 - a. Yes, you need to have Administrative privileges to install Passfaces Personal.
8. Can I change my Passfaces?
 - a. Yes, at any time you can change your Passfaces by going to Start->Passfaces Personal ->Change Your Passfaces & Options.
9. What if I forget my Passfaces?
 - a. In the unlikely event you forget your Passfaces you can still logon with your password.
10. Can I replace some of the other faces that appear in the grids?
 - a. Passfaces Personal provides only the ability to add a single image in each grid that is your Passface. Passfaces Personal+ provides the ability to change the background images as well as other expanded capabilities. Check our web site (www.passfacespersonal.com) for details on how to purchase Passfaces Personal+.
11. I'm trying to configure Passfaces Personal for an account but that account does not show up in the drop down box. What should I do?
 - a. You are free to type in any valid account name into the box. Once configured with Passfaces Personal, the account should show up in the drop down from that point forward.
12. Can I use more or less than the three grids?
 - a. Passfaces Personal provides the ability to use three grids and three grids only. Passfaces Personal+ will provide greater flexibility in choosing the number of grids.
13. Can I use my Passfaces in conjunction with a password?
 - a. No, Passfaces are designed to replace your password and as so can be used instead of, but not with, any other password.

14. I'm trying to drag a picture from a web-site to use as my Passfaces and it won't let me. What should I do?
 - a. Some web sites don't allow images to be dragged off the page. To get the image you want, try positioning your cursor over the image and clicking the right mouse button. From the menu that appears, choose the "Save Picture As..." option and store the image in a location and a name you'll remember. From that point you can use the browse feature of Passfaces Personal to locate and include the image.