

Faculty Guidance: Student Authentication

Biometric Signature ID (BioSig-ID™) is a third-party tool available within Canvas classes. It is a biometric gesture-based authentication tool that verifies the student completing coursework is the same person who enrolled by requiring a short biometric password drawn with a mouse, finger, or stylus. BioSig-ID can be used to gate quizzes, exams, and other graded activities to support federal, accreditation, and academic integrity requirements.

<https://www.youtube.com/embed/RUFR4mujMXs?si=Ixd0JVDca8K93rEA>

About Biometric Signature ID (BioSig-ID™)

BioSig ID uses biometric gesture software to measure the unique way every user moves their mouse, finger, or stylus when they authenticate with their biometric password. Biometric identifiers such as the length, speed, direction, angle, and height of each stroke are collected by the software to create the user's unique biometric profile. In seconds, after drawing only 3-4 characters, BioSig-ID software establishes whether the user who registered is the same person trying to access the account.

The password will only need to be created one time and will be used each time they are asked to authenticate in a Canvas course. The input password is instantly compared against the previously created enrollment profile, and access is only granted if they match.

Students can create their biometric password with a mouse, stylus, or their finger on a variety of computers and devices. The biometric password cannot be replicated by someone else. Students will be required to authenticate their identity with BioSig ID prior to completing quizzes, tests, assignments, and discussion boards. All authentications take place within Canvas.

Required use at A-State

Arkansas State University is required by federal law and regional accreditors to confirm the identity of all students who take online courses. Authenticating students' identities throughout their coursework ensures the institution's academic integrity while preserving the quality of the

online degree you earn. To meet the requirements of federal law and regional accreditation, Arkansas State University requires online students to authenticate their identity through BioSig ID.

Setting Up BioSig?ID in Canvas

If you are required or would like to enable BioSig-ID in your Canvas course, please review the following sections for guidance on what you need to enable, configure, and monitor BioSig-ID in your courses. Student enrollment and validation steps are not documented here and should be accessed via the [student support page](#).

The BioSig?ID Admin App

BioSig-ID is enabled and managed through the BioSig-ID™ Admin item in the Course Navigation menu.

Key actions instructors take:

- Authorize BioSig-ID access to the course (one-time).
- Decide what activities require authentication (quizzes, exams, selected assignments).
- Use the BioSig-ID Admin App to apply authentication to selected activities.
- Monitor activity and exceptions using the BioSig-ID Reporting Dashboard
- Review and update guarded items after course copies.

→ Official step-by-step guidance:

- [Canvas BioSig-ID Admin App - Getting Started](#)

<https://player.vimeo.com/video/893891531?h=d9c29e39ca>

Course Setup Best Practices

BioSig-ID works best when authentication is introduced early and used consistently.

Recommended practices:

- Add one low-stakes BioSig-ID-protected activity early in the term so students can enroll and practice.

- Use BioSig-ID periodically, rather than only once at the end of the course.
- Avoid deleting BioSig-ID-linked quizzes or modules after setup, as this can break the LTI connection.
- After copying a course to a new term, re-authorize and reconvert guarded quizzes.

➔ Official course setup guidance:

- [BioSig-ID Canvas Course Setup & Best Practices](#)

Common Problems and Solutions

This section outlines common problems instructors encounter when using BioSig-ID, along with likely causes and specific Canvas settings to check before escalating the issue.

Common scenarios:

Students report that content is locked or they cannot access an activity

Likely causes:

- The student has not completed the required BioSig-ID verification activity in the module that releases content.
- The student completed BioSig-ID enrollment or verification in a different course, but not in the current one.
- The BioSig-ID-protected activity was copied from a previous term, but intercepts were not updated after the course copy.

What faculty should check:

- Student progress in the module to verify which required items have been completed.
- Module prerequisites and requirements to confirm the correct activity controls release.
- The BioSig-ID Admin App to confirm guarded guarded activities (quizzes or assignments) are properly updated and configured.
- Instructions provided to students clearly state what BioSig-ID activity must be completed and what it unlocks.

Students say they completed the BioSig-ID but it is not working

Likely causes:

- BioSig-ID enrollment and verification are course-specific; enrollments and required activities must be completed in each course.
- The student completed initial enrollment but did not complete the verification activity tied to the current module or assessment.

What faculty should check:

- Module progress for the student in the current course.
- Whether the BioSig-ID activity tied to content release was completed.
- Course instructions clarify that BioSig-ID steps must be completed within each course.

Content releases too early or out of sequence

Likely causes:

- The same BioSig-ID activity was reused across multiple modules.
- Module requirements were not set to enforce sequential completion.
- The BioSig-ID activity was added to a module but not set as a required item.

What faculty should check:

- That each BioSig-ID verification activity is used only once and not reused across modules.
- Module settings to confirm sequential order is enabled when appropriate.
- Module requirements to ensure the BioSig-ID activity is marked as required for completion.

Faculty receive frequent BioSig-ID support requests early in the term

Likely causes:

- Students are encountering BioSig-ID for the first time during a high-stakes assessment.
- Instructions for enrollment and verification are embedded late or not explicitly tied to module release.

What faculty should check:

- Whether a low-stakes BioSig-ID activity is included early in the course.
- That instructions explain why the activity is required and what it unlocks.
- That students are directed to the official student support page for enrollment help.

Diagnostic Check: Is this a BioSig-ID issue or a Canvas issue?

Faculty should verify:

1. The BioSig-ID Admin App is authorized, and the correct quizzes or activities are guarded.
2. Module prerequisites and requirements are correctly configured.
 - See: [How do I add requirements to a module?](#) and [How do I add prerequisites to a module?](#)
3. The student's module progress matches expectations.
 - See: [How do I use modules to view the progress of students in a course?](#)

If

- BioSig-ID is configured correctly **and**
- Module logic is correct **and**
- The student still cannot access the content

→ [Contact A-State Online Faculty Support](#) for further assistance.

Monitoring Student Authentication (Reporting Dashboard)

Faculty and coordinators can review authentication events, validation history, and exceptions using the BioSig-ID Reporting Dashboard.

What you can see:

- Validation and attempt history
- Irregular or failed authentications
- Time-stamped activity associated with protected assessments

→ Reporting documentation:

- [BioSig-ID Reporting Dashboard \(Technical Documentation\)](#)
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Where to Get Help

For questions about using **BioSig-ID™** in your courses, please contact **A-State Online Faculty Support**.

Phone: (870) 680-8464

Email: facultysupport@astate.edu

Monday-Friday 8:00 AM- 5:00 PM (*Hours vary during holidays*)

Technical Support

Technical support for **BioSig-ID** is provided by BSI Software Support and is available online.

- [Open a Ticket with BioSig-ID Support](#)
- [BioSig-ID™ Help Site](#)

General BioSig-ID Reference Information

- [BioSig-ID™ Technical Requirements](#)
- [BioSig-ID™ FAQ](#)
- [Technical Support Contact and Ticket Response Times](#)
- [Technical Requirements for Users](#)

Student setup and troubleshooting resources

For enrollment steps, device setup, password resets, and input troubleshooting, faculty should direct students to the [BioSig-ID Student Help page](#)

Note: To avoid any issues, students are **strongly encouraged to complete the initial enrollment process on a full computer with a mouse.** After they have completed their initial enrollment, they can then add additional devices, such as a tablet or mobile phone.

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