

INFORMATION PROCESSING APPARATUS, INFORMATION
PROCESSING METHOD, AND STORAGE MEDIUM

[ABSTRACT]

An information processing apparatus according to the present invention includes: an acquisition unit that acquires biometric information on a user in a procedure area where the user is able to select a first scheme involving use of biometric authentication in a procedure or a second scheme not involving use of the biometric authentication in the procedure; a matching unit that matches the biometric information with registered biometric information on a registrant allowed to use the first scheme and determines whether or not the user is the registrant; and a guidance unit that, when it is determined by the matching unit that the user is the registrant, guides the user for a procedure place corresponding to the first scheme and, when it is determined that the user is not the registrant, generates guidance information about a way to a procedure place corresponding to the second scheme.

[FIG. 8]