Raptor University

Building Admin Training

Instructor:

Learning Objectives

This presentation includes the following topics to get you started using Raptor:

- Create and Manage Users and Contacts
  - Creating Raptor user accounts
  - Creating Raptor Contacts
  - Activate/Deactivate User Accounts
  - Manage Contacts
- Customize and Implement Alerts
  - Sex Offender Alert
  - Custom Alert
  - Emergency Alert
- Module Settings
  - Enabling Modules for use

RAPTOR TECHNOLOGIES

Agenda

- Navigating Raptor
  - User Profile
  - User Preferences
- Getting Started:
  - Creating Raptor Users
  - Managing Alert Settings
    - Sex Offender Alerts
    - Custom Alerts
    - Emergency Alerts
- Module Settings
  - Enabling Modules for use
  - Add or Modify Destinations/Reason
- Managing Contacts

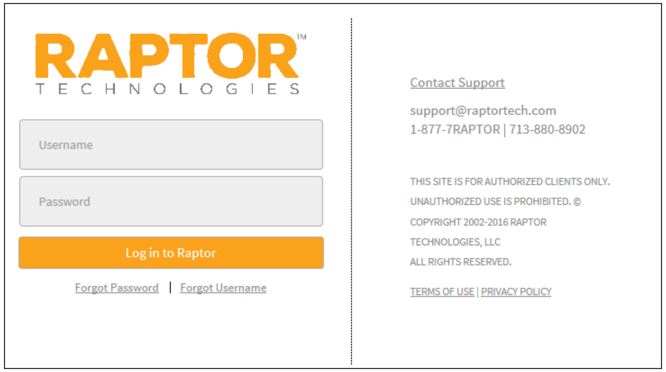
Log In and Log Out

1. In your browser, enter https://apps.raptortech.com.
2. On the Raptor Login screen, enter your assigned **Username** and **Password**, and then click **Log in to Raptor**.

Maintenance Notifications

If Raptor is scheduled to perform maintenance on the application, a notification will be displayed when you log in. The date and time the maintenance is scheduled will be listed.

Click **Continue** to complete the login.



Change Password for First Time Users

1. If your district requires users to change their password after the first login, you will be prompted to change your password.
2. Enter a new password in the **Password** field.

   Note: The password must contain a minimum of 8 characters and must include 1 uppercase character and 1 special character.
3. Re-enter the password in the **Confirm New Password** field and click **Save New Password**.

Log Out of Raptor

To log out of Raptor, select the **Logout** link in the upper area of the navigation menu.

Request Forgotten Password/Username

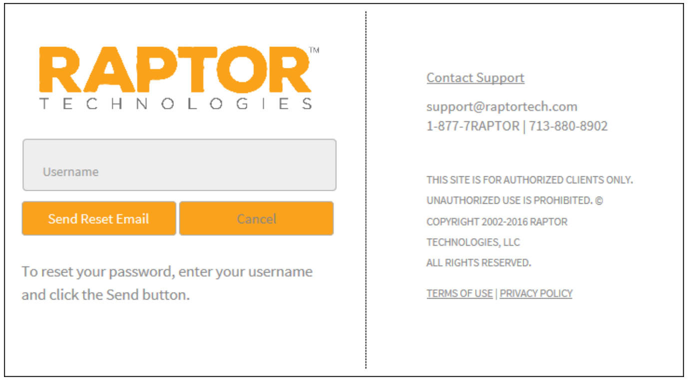
Forgotten Password

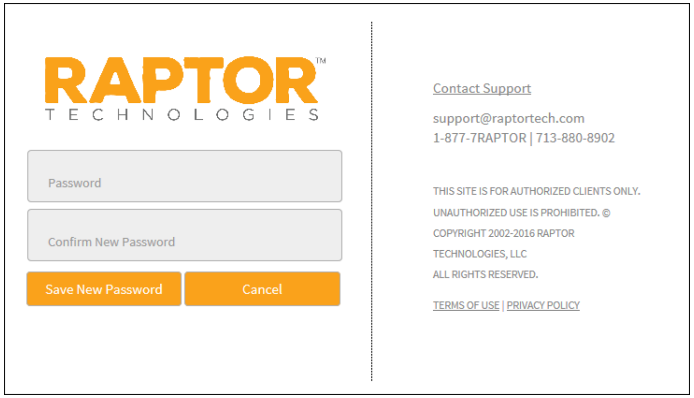
1. On the Raptor Log In screen, select the **Forgot Password** link, enter your **Username** and click **Send Reset Email**.
2. Open the email and click the *Please click **here*** link to confirm your request and reset your password.
3. On the Password Reset screen, enter a new **Password**, re-enter to confirm it, and then click **Save New Password**.

The Raptor Log In screen displays with a message indicating your password has been changed. You can now log in to Raptor with your new password.

Forgotten Username

If you have forgotten your user name, select the **Forgot Username** link. A message displays informing you that your user name is your email address.

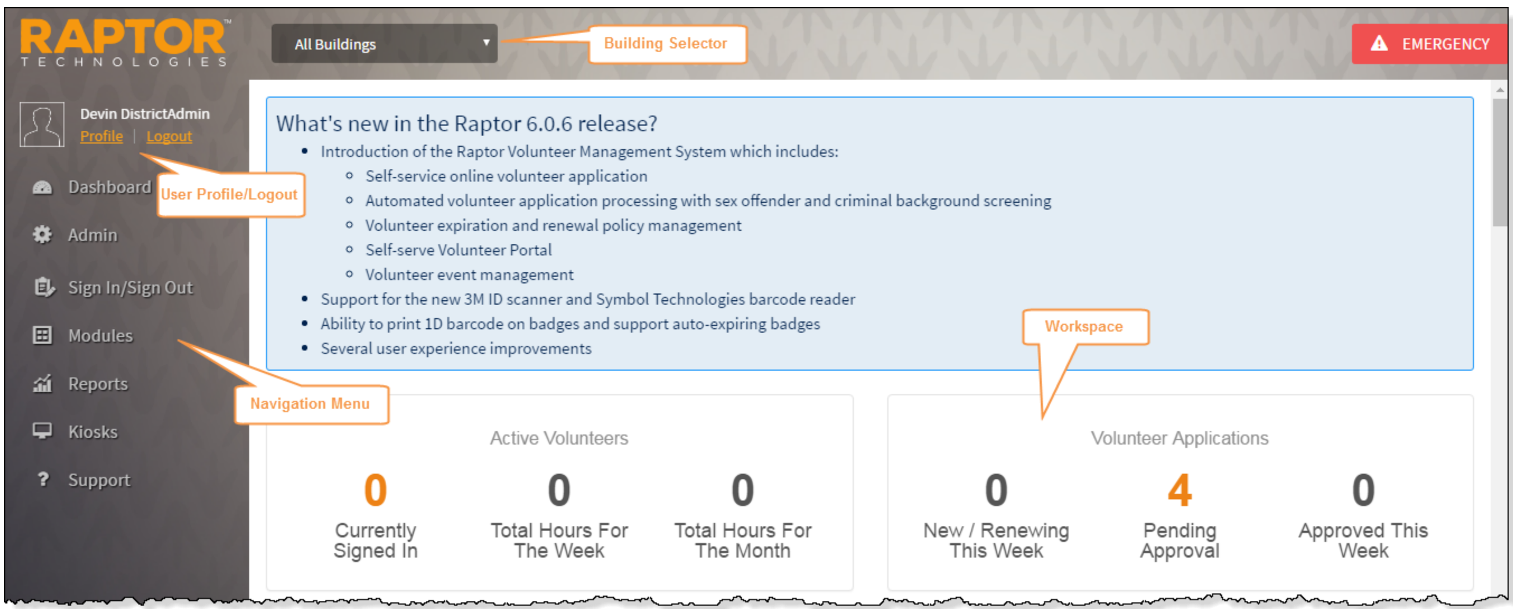




Understanding Raptor Interface

The Raptor user interface consists of the following main elements:

- **Building Selector** – Used to select the building for which you are performing tasks
- **User Profile/Logout** – Displays currently signed in user and link to access their Profile, and Log Out link
- **Navigation Menu** – Used to select the workspace in which you want to work
- **Workspace** – Area that displays in right pane when a menu item is select in the Navigation menu

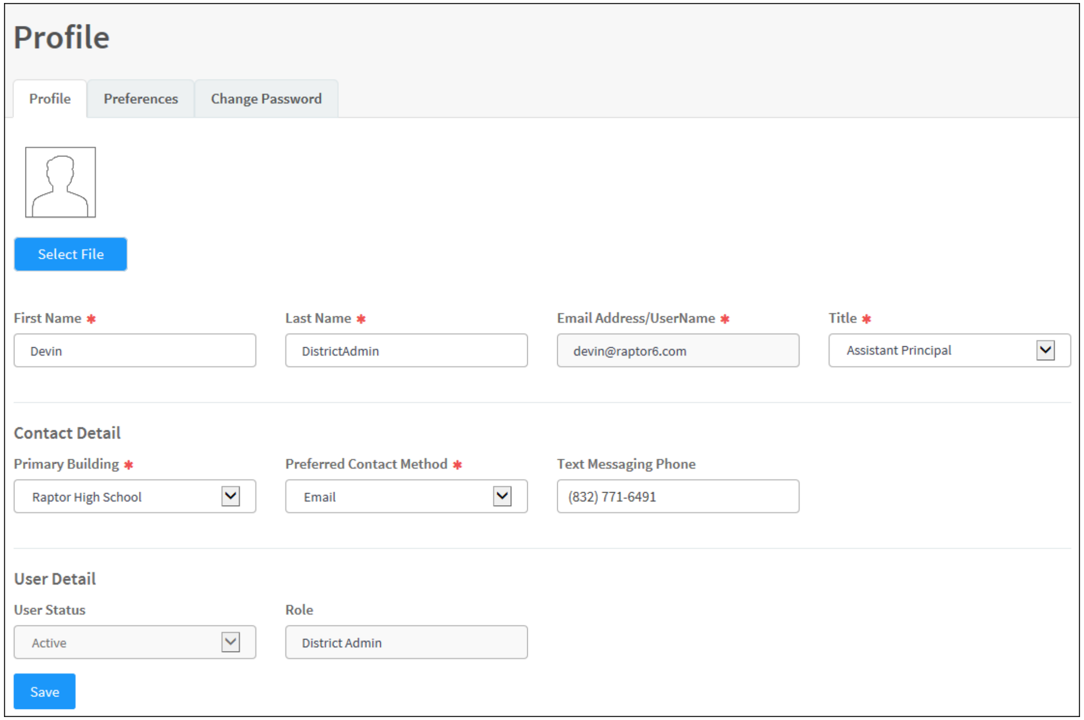


User Profile

In the upper portion of the navigation pane, click the **Profile** link just below the currently signed in user's name to open the **Profile** workspace.

From this workspace, you can:

- Upload a photo
- Modify your user information and preferences
- Edit your contact information (if you have been set up as a contact)
- Change your password.



User Profile, cont.

Upload Your Photo

1. Select **Profile** in the navigation menu (just below your name).
2. On the **Profile** tab, click **Select File**.
3. On the **File Upload** dialog, navigate to the photo to be uploaded and click **Open**. The photo is uploaded and will now display next to your name when logged into Raptor.

Modify User Information

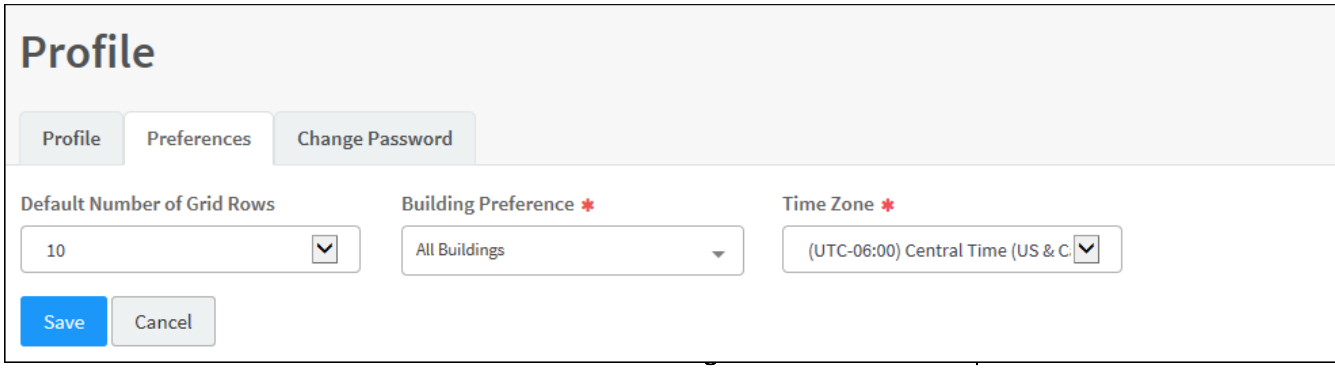
You can update your name and title and view other information that is included in your user profile from the Profile tab.

1. On the **Profile** tab, you can modify the following information:
   - **First Name** and **Last Name**
   - **Preferred Contact Method** – If you are defined as a contact, you can modify your preferred method of contact. Otherwise, this field does not display.
   - **Title** – Select your title from the drop-down list.
   - **Primary Building** – If you are defined as a contact, you can modify the primary building assigned to your account. Otherwise, this field does not display.
   - **Text Messaging Phone** – If you are defined as a contact, you can modify your phone number to be used for text message notifications. Otherwise, this field does not display.
2. Click **Save**.

User Profile—User Preferences

The **Preferences** tab on the **Profile** workspace is used to specify certain user preferences.

1. Click the **Preferences** tab and specify the following preferences:



umber of rows that displays on each page in the user interface based on the size of your monitor.

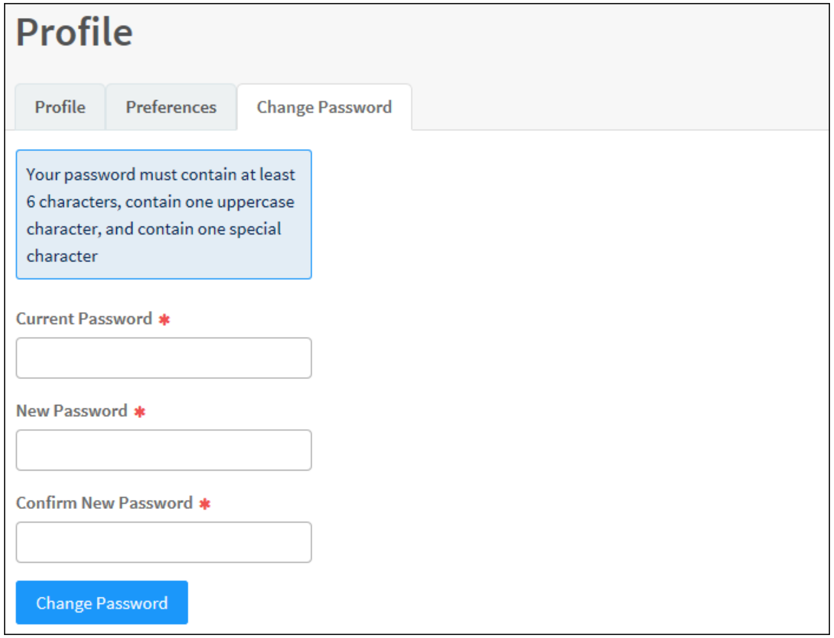
- **Building Preference*** – For users who have access to more than one building, select the building that displays as your default. When you log in to Raptor, this building will display in the Building Selector.
- **Time Zone*** – Select the time zone for which you would like to view data (typically for customers who have buildings in two or more time zones).

2. Click **Save**.

User Profile—Change Password

Users can change their password at any time from the **Profile** workspace.

1. Click the **Change Password** tab and enter your **Current Password** in the text field.



2. Enter a **New Password** in the text field and then re-enter it in the **Confirm New Password** field.

   Note: The password must contain a minimum of 8 characters and must include 1 uppercase character and 1 special character.

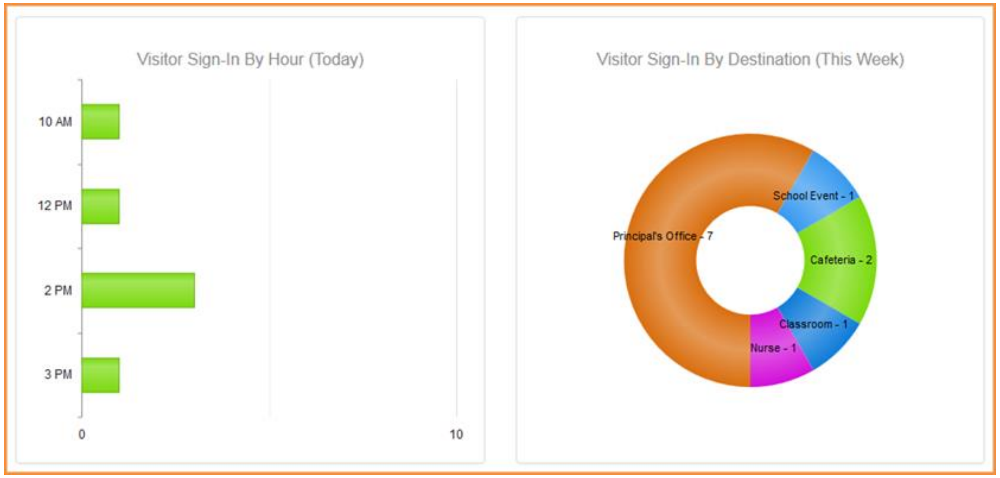
3. Click **Change Password**.

Dashboard—Visitor

The Dashboard provides a graphical view of up-to-date information on visitor, contractor, student, staff and volunteer activity. The information the user can view depends on the *Can Run <Module> Reports* permission assigned to their use account.

If you hover your cursor over portions of the graph, a tooltip displays the count for that part of the graph.

Visitor Dashboard

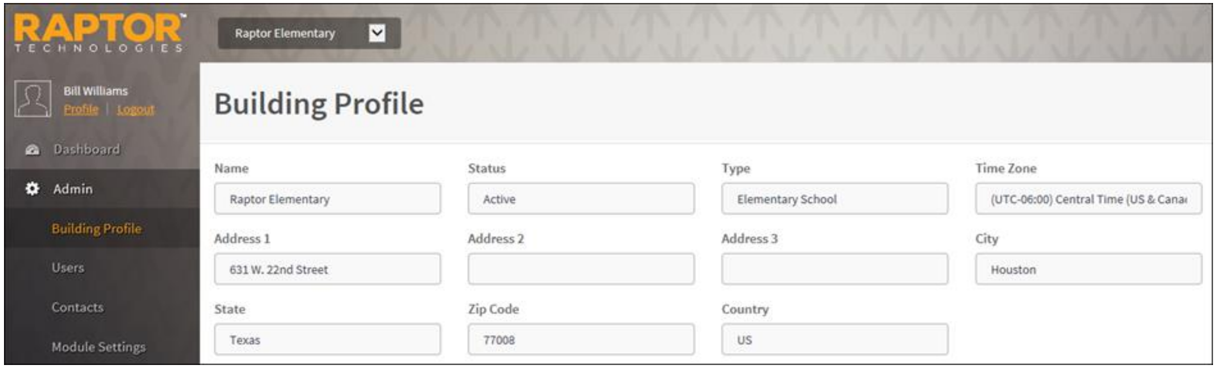


- Visitor Sign-In By Hour (Today) – A graphical view of student sign-in events by hour for the current day.
- Visitor Sign-In By Destination (This Week) – A graphical view of student sign-in events based on reason for the current week.
- Visitor Sign-In By Day of Week (This Week) – A graphical view of student sign-in events for each day of the current week.

Building Profile

Building Profile

The Building Profile workspace is visible to Building Admins to view the information on file in the Raptor system for specific buildings, such as name, address, and status. You access this workspace by selecting **Admin > Building Profile** in the navigation menu.



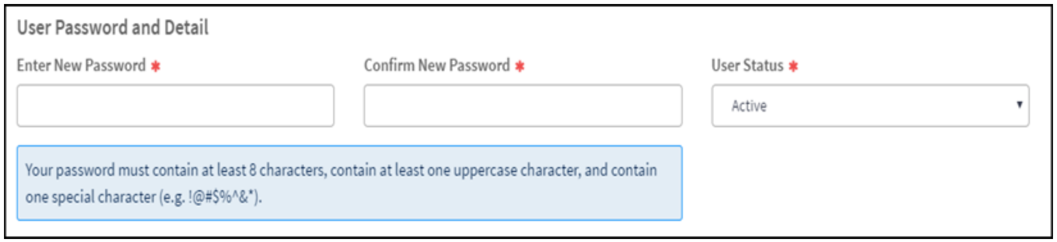
Add User Only

1. In the navigation menu, select **Admin > Users/Contacts**.
2. On the **All Users/Contacts** tab, click **Add User/Contact**.
3. Select the **User Only** option.

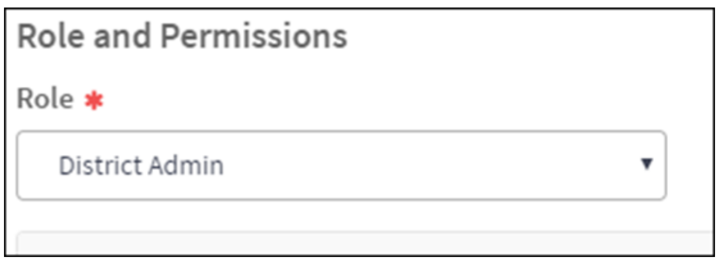
4. On the **User/Contact Detail** workspace, specify the following user information in the fields (all fields are required):
   - **First Name*** – Enter the user's first name.
   - **Last Name*** – Enter the user's last name.
   - **Email Address/User Name*** – Enter the user's email address. This becomes their user name when logging in to Raptor.
   - **Primary Building*** – Select the user’s primary building from the drop-down list.
   - **Title*** – Select the user’s title from the drop-down list.
   - **Time Zone*** – Select the time zone where the user is located.

Add User Only, cont.

5. In the **User Password and Detail** area, specify the following information:



6. Under **Role and Permissions**, select the **Role** to assign to the user account.



7. In the **Building(s)** field, click **Add Building** and select the building from the drop-down list to specify the building to which the user has permission to view in Raptor. You can add multiple buildings if the role allows for this.

8. Depending on the role that is selected, the allowable permissions display in the lower portion of the **Role and Permissions** section. Select the check box next to each permission you want the user to be granted.

9. Click **Save**.

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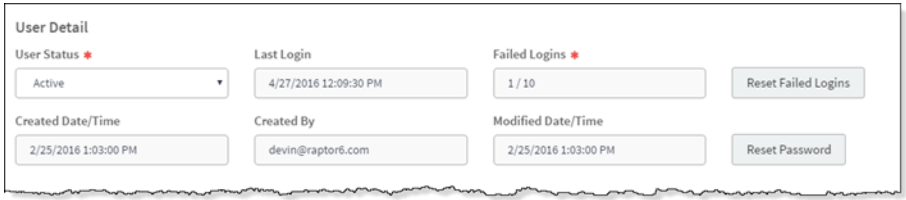
Add User/Contact, cont.

4. On the **User/Contact Detail** workspace, specify the following user information in the fields (all fields are required):
   - **First Name*** – Enter the user's first name.
   - **Last Name*** – Enter the user's last name.
   - **Email Address/User Name*** – Enter the user's email address. This becomes their user name when logging in to Raptor.
   - **Primary Building*** – Select the user’s primary building from the drop-down list.
   - **Title*** – Select the user’s title from the drop-down list.
   - **Time Zone*** – Select the time zone where the user is located.
5. In the **User Detail** area, specify the following information:



   - **Enter New Password*** – Enter a password; the password must contain 8 or more characters, at least one character in uppercase, and at least one special character.
   - **Confirm New Password*** – Re-enter the password to confirm it.
   - **User Status*** – Select the user's status from the drop-down menu (Active or Deactivated).

Add User/Contact, cont.

6. In the **Contact Detail** area, specify the following information:

- **Preferred Contact Method*** -- Select how the user wants to be contacted from the drop-down list.
- **Text Messaging Phone** – Enter the phone number to send text message notifications.
- **Voice Phone –** Enter the phone number to send a voice notification..

7. Under **Role and Permissions**, select the **Role** to assign to the user account.

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Add User/Contact, cont.

8. In the **Building(s)** field, click **Add Building** and select the building from the drop-down list to specify the building to which the user has permission to view in Raptor. You can add multiple buildings if the role allows for this.

9. Depending on the role that is selected, the allowable permissions display in the lower portion of the **Role and Permissions** section. Select the check box next to each permission you want the user to be granted.

10. Click **Save**.

Add Contact Only

1. In the navigation menu, select **Admin > Users/Contacts**.
2. On the **All Users/Contacts** tab, click **Add User/Contact**.
3. Select the **Contact Only** option.

4. On the **User/Contact Detail** workspace, enter the following user information in the fields (all fields are required):
   - **First Name** – Enter the user's first name.
   - **Last Name** – Enter the user's last name.
   - **Email Address/User Name*** – Enter the user's email address. This becomes their user name when logging in to Raptor.
   - **Primary Building*** -- Select the user's primary building from the drop-down list.
   - **Title*** – Select the user's title from the drop-down list.

Add Contact only, cont.

5. In the **Contact Detail** area, specify the following information:

- **Preferred Contact Method*** -- Select how the user wants to be contacted from the drop-down list.
- **Text Messaging Phone** – Enter the phone number to send text message notifications.
- **Voice Phone** – Enter the phone number to send a voice notification

6. Click **Save**.

Activate and Deactivate Users

You can activate or deactivate a user account from the **User Detail** workspace.

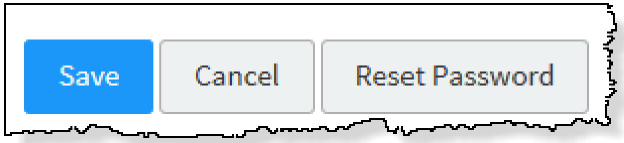
Note: If a user account has been deactivated, the user will see a message "Your account has been locked, contact your administrator" when they attempt to log in.

1. In the navigation menu, select **Admin > Users**.
2. From the Building Selector, select the building or **All Buildings**.
3. On the **All Users** tab, scroll to the user account you would like to view or modify and click the ▶ on to expand the record.
4. In the **User Status** field, select **Active** or **Deactivated** from the drop-down menu.
5. Click **Save**.

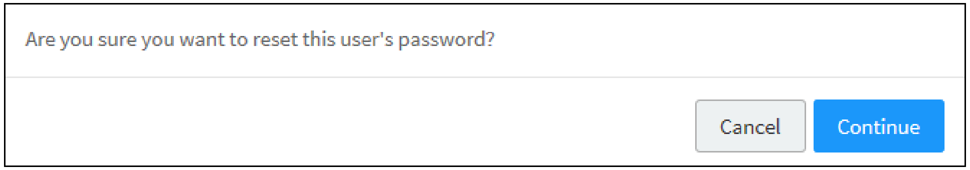
Reset Password

Administrators can reset a user's password from the **User Detail** workspace.

1. In the navigation menu, select **Admin > Users**.
2. From the Building Selector, select the building or **All Buildings**.
3. On the **All Users** tab, scroll to the user account that you want to change the password and click the ▶ icon to expand the details.
4. In the lower portion of the workspace, click **Reset Password**.



5. On the confirmation dialog, click **Continue** to reset the password.



The system auto-generates a new password for the user. A drop-down message displays the changed password.

6. Click **OK**.

Maximum Failed Logins

In Raptor, there are two thresholds for locking user accounts after failed login attempts—a threshold set by the system and a threshold specified by the user.

The system threshold allows the user five consecutive failed login attempts before they are locked out of their account for 15 minutes. After three failed login attempts, a message will display warning the user that after five failed attempts, they will be locked out of their account. If they reach the threshold of five failed login attempts, the message *Your account has been locked for 15 minutes* displays and they must wait 15 minutes before attempting to login again.

The second threshold is set on the **User Settings** tab and after the specified number of failed logins has been reached, they are locked out of their account and must contact an Administrator.

When either of the thresholds is reached, an appropriate message is written to the Logs. If a user successfully logs in before reaching either threshold, the number of failed logins is reset to 0/10.

Set Maximum Failed Logins

1. From the navigation menu, select **Admin > Users**.
2. Click the **User Settings** tab.
3. From the **Maximum Failed Logins** drop-down list, select the number of failed login attempts that are allowed before the user account is locked and must be reset by an Administrator. By default, the number of attempts is set to 10.
4. Click **Save Settings**.

Note: If this setting is 5 or less, only the user specified threshold will be active and the user will be locked out of their account and must contact an Administrator. Also, the system will not report the number of failed login attempts in the Logs.

Password Change Requirements

Users with the *Can Manage Users* permission can specify whether to require a new user to change their password after their first login to Raptor.

1. From the navigation menu, select **Admin > Users**.
2. Click the **User Settings** tab.
3. In the **Require Password Change Upon First Login** field, select **Yes** (to enable) or **No** (to disable). The default setting is No.
4. Click **Save Settings**.

About Alerts

Alerts are used to flag specific individuals during the sign-in process or the student sign-out by guardian process, and to notify relevant response personnel. Use the **Alert Settings** workspace to manage alerts and notifications for the following types of alerts:

- **Sex Offender Alerts** – Each time a visitor, contractor, volunteer or guardian who is picking up a student signs into the Raptor system, their name and date of birth are compared against over 750,000 known sex offenders across all 50 states and several territories within the United States. Raptor takes the extra step of comparing all known alias names used by the sex offenders to the name of the person signing in, providing a thorough screening process.
- **Custom Alerts** – Previously known as private alerts, these alerts are customized to meet the specific needs of your school and/or district. Custom alerts are used to notify relevant personnel that a potentially unwanted person is signing in to a building. They are commonly used for:
  - Custody issues
  - Restraining orders
  - Banned visitors
- **Emergency Buttons** – The Emergency button displays in the upper right corner of the screen if Emergency Alerts are enabled for your school or for all schools in the district. In case of an emergency (for any reason), you can click the Emergency button to send a silent emergency message via email, text message, or voice message to a customized recipient list.

The Alert Settings feature allows you to configure alert notifications at the client level (All Buildings) and then modify or add items at the building level that are specific to each building.

Manage Alert Settings

Alerts are used to flag specific individuals on your campus and to notify relevant response personnel. You use the **Alert Settings** workspace (**Admin > Alert Settings**) to manage alert notifications.

The following types of alerts are available in Raptor:

- **Sex Offender Alerts** – Each time a visitor, contractor, volunteer or guardian who is picking up a student signs into the Raptor system, their name and date of birth are compared against over 750,000 known sex offenders across all 50 states and several territories within the United States. Raptor takes the extra step of comparing all known alias names used by the sex offenders to the name of the person signing in, providing a thorough screening process.

- **Custom Alerts** – Previously known as private alerts, these alerts are customized to meet the specific needs of your school and/or district. Custom alerts are used to notify relevant personnel that a potentially unwanted person is signing in to a building. They are commonly used for:

  - Custody issues
  - Restraining orders
  - Banned visitors

- **Emergency Buttons** – The Emergency button displays in the upper right corner of the screen if Emergency Alerts are enabled for your school or for all schools in the district. In case of an emergency (for any reason), you can click the Emergency button to send a silent emergency message via email, text message, or voice message to a customized recipient list.

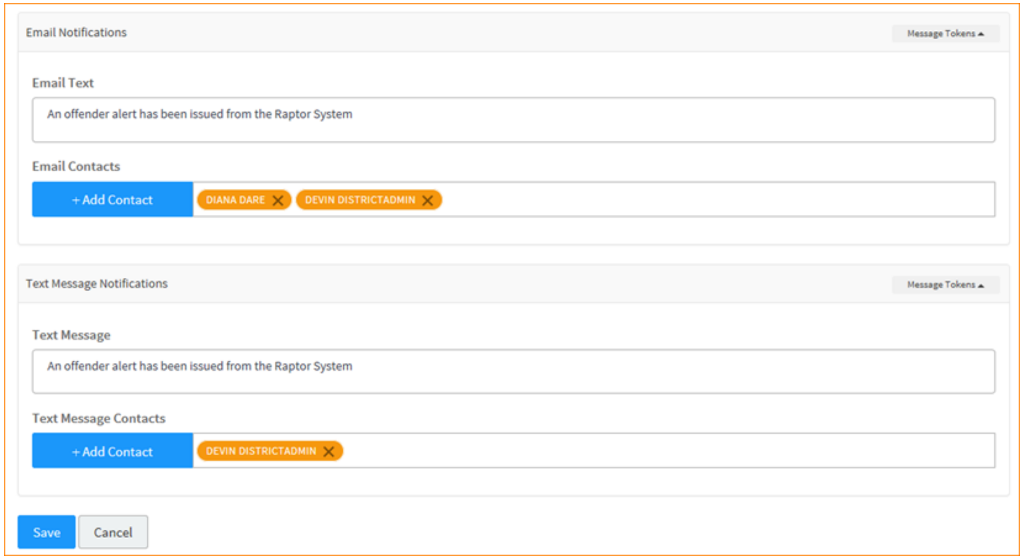
The Alert Settings feature allows you to configure alert notifications at the client level (All Buildings) and then modify or add items at the building level that are specific to each building.

Sex Offender Alert Notifications

During the sign in process, if a Possible Offender Alert displays and the match is confirmed, a silent alert is immediately sent via email and/or text message to a customized receipt list set up in the Sex Offender Alert Notifications Detail.

Note: Contacts must be defined prior to setting up notifications.

1. In the navigation pane, select **Admin > Alert Settings**.
2. On the **Sex Offender** tab, specify the following information and then click **Save**.



Sex Offender Alert Notifications, cont.

3. In the **Email Notifications** area, enter the following information:
   - **Email Text** – Enter the message that is sent via email in addition to the Visitor/Offender information. You can also use Message Tokens*.
   - **Email Contacts** – Click **Add Contact** and select the contact name from the drop-down list. The contact information must be added in Contacts prior to creating the email notification.

     Note: In the **Add Contact** drop-down list, the icons that display represent the contact's preferred method of notification. This applies to all notifications.

     To remove an email contact, click the **X** in the contact label.

     Note: If the contact name is gray, it was defined at the district level and cannot be removed at the building level. This applies to all notifications.
4. In the **Text Message Notifications** area, enter the following information:
   - **Text Message** – Optionally enter the text that should be contained in the text message. If this field is left blank, a generic message will be sent – "An offender alert has been issued from the Raptor System." You can also use Message Tokens*.
   - **Text Message Contacts** – For those who want to be notified via a text message, click **Add Contact** and select the contact name from the drop-down list. The contact information must be added in Contacts prior to creating the text message notification.

     To remove a text contact, click the **X** in the contact label.
5. Click **Save**.

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Sex Offender Alert Notifications, cont.

District Policy Message

Users with the *Can Manage Alerts* permission can specify the district policy and procedures to be followed when a visitor, contractor, guardian or volunteer matches a sex offender during sign in. This message can be accessed on the Match Confirmation alert notification.

1. In the **District Policy Message** area on the **Sex Offender Alert Notification Detail** workspace, enter the message that you want displayed when **Match** is selected on the **Possible Sex Offender** dialog.

2. Click **Save**.

Message Tokens for Sex Offender Alert Notifications

You can also use **Message Tokens**, which are variables, in the notification message so that when the message is sent, the tokens will be replaced by their associated value.

Click **Message Tokens** to view the variables that can be entered in the message.

%CLIENTNAME% - District Name
%BUILDINGNAME% - Building Name
%USERFULLNAME% - User's First and Last Name
%ALERTFULLNAME% - Visitor's First and Last Name
%JUSTTIME% - Time Logged - hh:mm: tt
%JUSTDATE% - Date Logged - MM/DD/YYYY

Example:

An alert has been issued by %USERFULLNAME% at %CLIENTNAME% %BUILDINGNAME% on %JUSTDATE% at %JUSTTIME%.

Custom Alerts – Matching Criteria

Custom alerts perform similar to offender alerts except that the matching criteria is defined by your school and/or district. When a visitor or contractor is signed in, Raptor compares that person's first name and last name (depending on the selected matching criteria) to each of the custom alerts defined.

When creating custom alerts, District Admins can set the matching criteria for the possible offender alert. The more matching criteria that is required reduces the number of false positive matches.

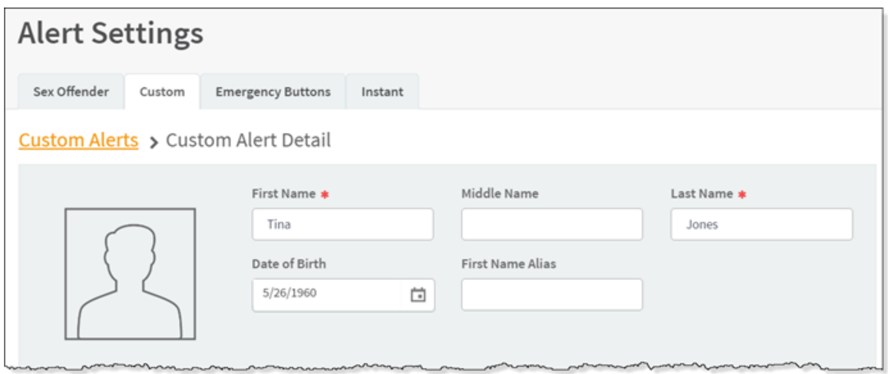
1. In the navigation menu, select **Admin > Alert Settings**.
2. Click the **Custom** tab.
3. In the **General** area under **Custom Alert Settings**, select the criteria that must be matched from the **Custom Alert Matching Criteria** drop-down list. Matching criteria can be based on the following:
   - Last Name
   - First Name and Last Name
   - First Name, Last Name, and Date of Birth (best option for reducing number of false positive matches)
4. If you are at the client level (All Buildings), the **Allow Building Override** check box is visible. If you want to allow buildings the ability to override the Custom Alert Matching Criteria, select the check box.
5. Click **Save Settings**.

Add Custom Alert

Note: Contacts must be defined prior to setting up notifications.

1. In the navigation pane, select **Admin > Alert Settings**.
2. Click the **Custom** tab and then click **Add Custom Alert**.

3. On the **Custom Alert Detail** workspace, use one of the following methods to specify the information about the person for whom you are creating a custom alert:

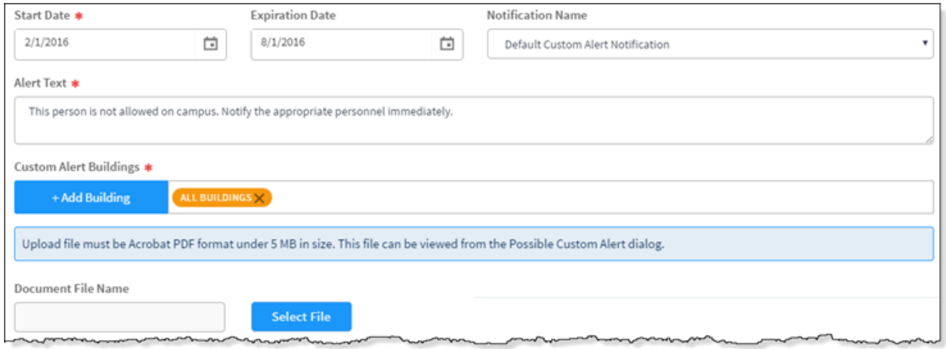


Add Custom Alert, cont.

- **Find** – If the person has previously signed in to the building, enter their name (or a portion of their name) in the text box and click **Find**.

  If more than one record is returned, click the **Select** icon to display their information in a Detail view.
- **Manual Entry** – If the person has not previously signed in to the building, manually enter the person's information in the following fields:
  - **First Name** – Enter the first name of the person in the alert.
  - **Middle Name** – Enter the middle name of the person in the alert.
  - **Last Name** – Enter the last name of the person in the alert.
  - **Date of Birth** – Select the date of birth from the calendar.
  - **First Name Alias** – If the person in the alert is known by another first name, enter it in this field.

4. Enter the alert information:



Add Custom Alert, cont.

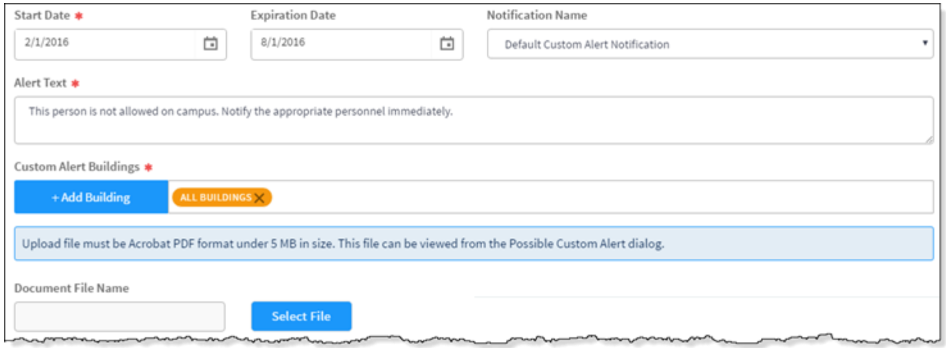
- **Alert Text** – Enter the information that displays in the **Notes** field on the Possible Custom Alert. This is the information that is visible to the Entry Admin when signing in the person.
- **Custom Alert Buildings** – Click **Add Building** and select the buildings where the alert is active.

5. If you want to upload and associate a document with the custom alert so that document is available to the Front Desk operator when there is a positive match, click **Select File**, navigate to the PDF document, and click **Open**. The file is uploaded and the document name displays in the **Document File Name** field.

   If the document is no longer relevant and you want to remove it, click **Delete File** (the **Delete File** button only displays if there is a document uploaded).

6. In the **Courtesy Notification** area, enter the following information for external notification when the alert is triggered:

7. Enter the alert information:



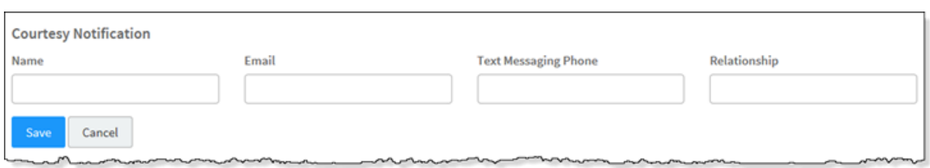
Add Custom Alert, cont.

- **Start Date** – Select the date from the calendar to indicate the date the alert should become active.
- **Expiration Date** – Select the date from the calendar to indicate the date the alert should become inactive. If left blank, the alert will not be expired until you enter an expiration date or delete the alert.
- **Notification Name** – Select the notification that contains the default notification message and who to notify.
- **Alert Text** – Enter the information that displays in the **Notes** field on the Possible Custom Alert. This is the information that is visible to the Entry Admin when signing in the person.
- **Custom Alert Buildings** – Click **Add Building** and select the buildings where the alert is active.

8. If you want to upload and associate a document with the custom alert so that document is available to the Front Desk operator when there is a positive match, click **Select File**, navigate to the PDF document, and click **Open**. The file is uploaded and the document name displays in the **Document File Name** field.

   If the document is no longer relevant and you want to remove it, click **Delete File** (the **Delete File** button only displays if there is a document uploaded).

9. In the **Courtesy Notification** area, enter the following information for external notification when the alert is triggered:



10. Click **Save**.

Message Tokens for Custom Alerts

You can also use Message Tokens, which are variables, in the notification message so that when the message is sent, the tokens will be replaced by their associated value.

Click **Message Tokens** to view the variables that can be entered in the message.

%CLIENTNAME% - District Name
%BUILDINGNAME% - Building Name
%USERFULLNAME% - User's First and Last Name
%CUSTOMALERTTEXT% - First 90 characters of the Custom Alert text
%ALERTFULLNAME% - Visitor's First and Last Name
%JUSTTIME% - Time Logged - hh:mm: tt
%JUSTDATE% - Date Logged - MM/DD/YYYY

Example:

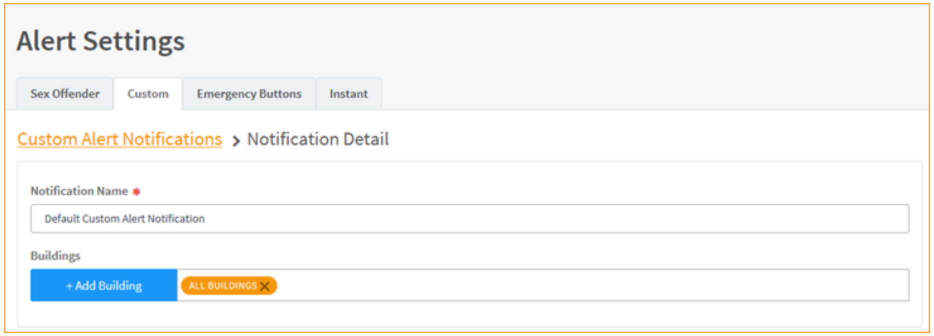
An alert has been issued by %USERFULLNAME% at %CLIENTNAME% %BUILDINGNAME% on %JUSTDATE% at %JUSTTIME%.

Custom Alert Notifications

You can specify recipients of a custom alert notification and the message that is sent in the notification. This information can then be referenced in the alert detail so that the notification is sent when the custom alert is issue.

Note: Contacts must be defined prior to setting up notifications.

1. In the navigation menu, select **Admin > Alert Settings**.
2. Click the **Custom** tab and navigate to the **Custom Alert Notification** area.
3. Click the icon to expand the **Notification Detail**.
4. In the Buildings area, click **Add Building** and select the building from the drop-down list. When **All Buildings** is selected in the Building Selector, the notification is enabled for all schools in the district.



Custom Alert Notifications, cont.

5. In the **Email Notifications** area, enter the following information:
   - **Email Text** – Enter the message that is sent via email.
   - **Email Contacts** – Click **Add Contact** and select the contact name from the drop-down list. The contact information must be added in Contacts prior to creating the email notification.

     Note: In the **Add Contact** drop-down list, the icons that display represent the contact's preferred method of notification.

     To remove an email contact, click the **X** in the contact label.

     Note: If the contact name is gray, it was defined at the district level and cannot be removed at the building level. This applies to all notifications.
6. In the **Text Message Notifications** area, enter the following information:
   - **Text Message** – Optionally enter the text that should be contained in the text message. If this field is left blank, a generic message will be sent – "A custom alert has been issued from the Raptor System."
   - **Text Message Contacts** – For those who want to be notified via a text message, click **Add Contact** and select the contact name from the drop-down list. The contact information must be added in Contacts prior to creating the text message notification.

     To remove a text contact, click the X in the contact label.

Note: If the contact has selected both Text and Email as their preferred notification method, when one method is populated with the contact name, the other method will be automatically populated.

7. Click **Save**.

Import Custom Alerts

Administrators with the *Can Manage Alerts* permission can also import custom alerts, which provides the flexibility to configure multiple custom alerts in one process. The import utility also includes the ability for unattended import of custom alerts by creating a manifest file that includes information about the field mapping and file to be imported.

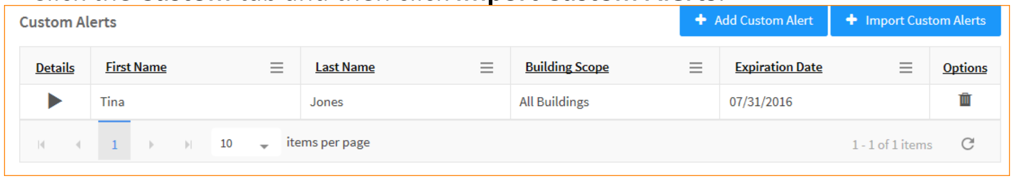
Note: To use this feature, you must first create an Excel spreadsheet or comma delimited file that contains the required information. The file can contain the following custom alert information to be imported:

- First Name*
- Middle Name
- Last Name*
- Date of Birth
- First Name Alias
- Start Date
- Expiration Date
- Alert Text*
- Building Name* (If you are importing at the All Buildings level.)
- Courtesy Notification – Name
- Courtesy Notification – Email
- Courtesy Notification – Text Messaging Phone
- Courtesy Notification – Relationship

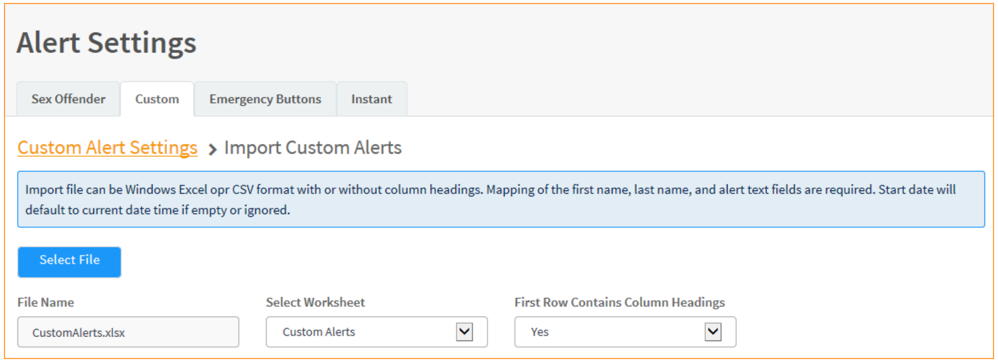
*Indicates required information.

Import Custom Alerts, cont.

1. In the navigation menu, select **Admin > Alert Settings**.
2. Click the **Custom** tab and then click **Import Custom Alerts**.



3. Click **Select File** and navigate to the location where the file is saved on your computer, select the file and click **Open**.



4. If you used Excel and the file contains multiple worksheets, choose the worksheet that contains the custom alert information from the **Select Worksheet** drop-down list.
5. If the first row of the worksheet contains column headings, select **Yes** from the **First Row Contains Column Headings** drop-down list. Otherwise, select **No**.

Import Custom Alerts, cont.

6. Map each of the columns to be imported by selecting the appropriate fields in the drop-down menu above each column that displays.

   Note: First Name, Last Name, and Alert Text are required columns. The columns with **Ignore** selected with not be imported.

   Map Fields For Import (Not all data to import is shown)

Last Name	First Name	Date Of Birth	Alert Text	Building Name
Last Name	First Name	Date of Birth	Alert Text	Building
ABSHIRE	JOHN	29-Oct-1982	This person is not allowed in the school.	All Buildings
ACKERMAN	WILLIAM	19-Jan-1957	This person is not allowed in the school.	All Buildings
ACTION	ROBERT	20-Sep-1965	This person is not allowed in the school.	All Buildings

   Queue Import   Cancel Import

7. If you want to create a manifest file to schedule automatic imports, click **Save Manifest** and save the file. You can then schedule the imports using a scheduling utility. See the User Guide for details.
8. Click **Queue Import**.

   A message displays in the lower right corner of the screen stating that the import job was successfully added to the import queue for processing.

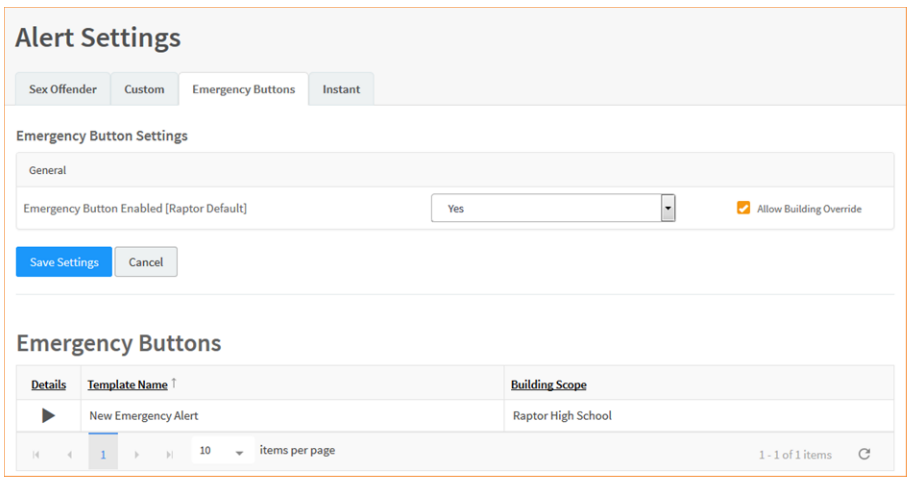
   When the import has completed processing, an email will be sent to the email address of the user indicating the number of records successfully imported and any error that may have occurred.

Emergency Buttons

The **Emergency** button displays in the upper right corner of the screen if Emergency Alerts are enabled for your school or for all schools in the district. In case of an emergency (for any reason), you can click the **Emergency** button to send a silent emergency message via email, text message, or voice message to a customized recipient list.

Enable/Disable Emergency Alert Button

1. In the navigation pane, select **Admin > Alert Settings**.
2. Click the **Emergency Buttons** tab.



Emergency Buttons, Cont.

3. In the **Emergency Button Settings** area, specify the following information:
   - From the **Emergency Button Enabled** drop-down list, select **Yes** (to enable) or **No** (to disable) the Emergency Alert button.
   - Select or clear the **Allow Building Override** check box. If selected, buildings have the ability to enable or disable the Emergency Button.
4. Click **Save Settings**.

Modify Emergency Alert Notification

You can specify recipients of an emergency alert notification and the message that is sent in the notification. The contacts specified in the notification will be notified whenever an emergency alert is issued.

1. In the navigation pane, select **Admin > Alert Settings**.
2. Click the **Emergency Buttons** tab.
3. In the **Emergency Buttons** area, click the ▶ icon to expand the **Emergency Button Detail**.
4. In the Buildings area, click **Add Building** and select the building(s) where the emergency alert will display.

   Note: If All Buildings is selected at the district level, and a user views this field in the scope of an individual school, only the school's name appears in the Buildings field.

Emergency Buttons, cont.

6. In the **Email Notifications** area, enter the following information:
   - **Email Text** – Enter the message that is sent via email. You can also use Message Tokens*.
   - **Email Contacts** – Click **Add Contact** and select the contact name from the drop-down list. The contact information must be added in Contacts prior to creating the email notification.

     Note: In the **Add Contact** drop-down list, one or more icons display next to the contact's name that represent their preferred method of notification. This applies to all notifications.

     To remove an email contact, click the **X** in the contact label.

     Note: If the contact name is gray, it was defined at the district level and cannot be removed at the building level. This applies to all notifications.
7. In the **Text Message Notifications** area, enter the following information:
   - **Text Message** – Optionally enter the text that should be contained in the text message. If this field is left blank, a generic message will be sent – "An emergency alert has been issued from the Raptor System." You can also use Message Tokens*.
   - **Text Message Contacts** – For those who want to be notified via a text message, click **Add Contact** and select the contact name from the drop-down list. The contact information must be added in Contacts prior to creating the text message notification.

     To remove a text contact, click the **X** in the contact label.
8. Click **Save**.

*You can also use Message Tokens, which are variables, in the notification message so that when the message is sent, the tokens will be replaced by their associated value.

Manage Instant Alerts

Instant alerts provide the ability for an administrator with the *Can Manage Alerts* permission to broadcast a message to all users that are logged into the Raptor System. This message is displayed in the lower portion on all workspaces in the product until the expiration date and time have elapsed, or the administrator disables the alert.

Typically, instant alerts are used to notify users of an early dismissal of students (for example, due to weather) or to immediately inform front desk employees of a special situation.

View Instant Alert Notifications

Perform the following steps to view all instant alerts:

1. In the navigation menu, select **Admin > Alert Settings** and click the **Instant** tab.
2. In the **Instant Alert Notifications** area, view the **Instant Alerts**.

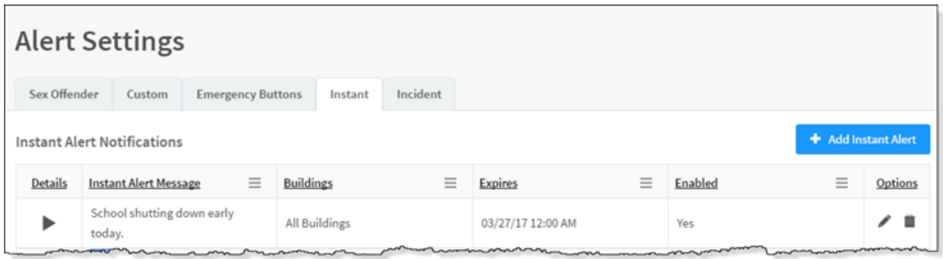
The alert message, the buildings where it is applicable, the expiration date and time, and whether the alert is enabled display in the data grid.

RAPTOR TECHNOLOGIES

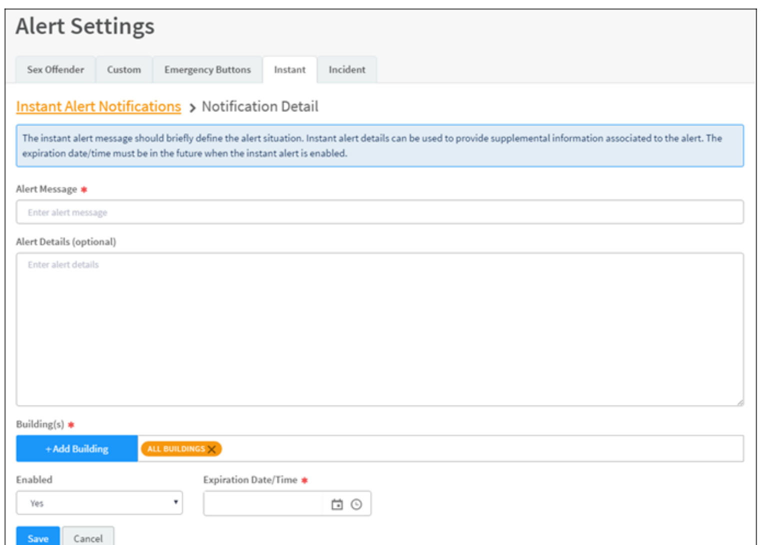
Manage Instant Alerts, cont.

Add Instant Alert

1. In the navigation menu, select **Admin > Alert Settings** and click the **Instant** tab.
2. In the **Instant Alert Notifications** area, click **Add Instant Alert**.



3. On the **Notification Detail** workspace, enter the **Alert Message*** and optional **Alert Details**. The Alert Message field should contain a short message that displays in the instant alert at the bottom of the screen.



RAPTOR TECHNOLOGIES

Manage Instant Alerts, cont.

1. In the **Buildings*** field, click **Add Building** and select the buildings where the alert is active.
2. In the **Enabled** field, select **Yes** or **No** to indicate whether the alert is enabled immediately after saving it.
3. In the **Expiration Date/Time*** field, click the icon and select the date and time when the instant alert will expire. The expiration/date must be in the future when the instant alert is enabled.
4. Click **Save**.

Modify Instant Alert

Perform the following steps to modify the details of an instant alert.

1. In the navigation menu, select **Admin > Alert Settings** and click the **Instant** tab.
2. In the **Instant Alert Notifications** area, click icon for the alert to be modified.
3. On the **Notification Detail** workspace, modify the alert details and click **Save**.

You can also modify the Expiration Date/Time or Enable/Disable an instant alert from the **Instant Alert Notifications** data grid.

1. In the navigation menu, select **Admin > Alert Settings**.
2. Click the **Instant** tab.
3. In the **Instant Alert Notifications** area, click icon for the alert to be modified.
4. Modify the date and time in the **Expires** column, or select or clear the **Enabled** check box.
5. Click the icon to save your changes.

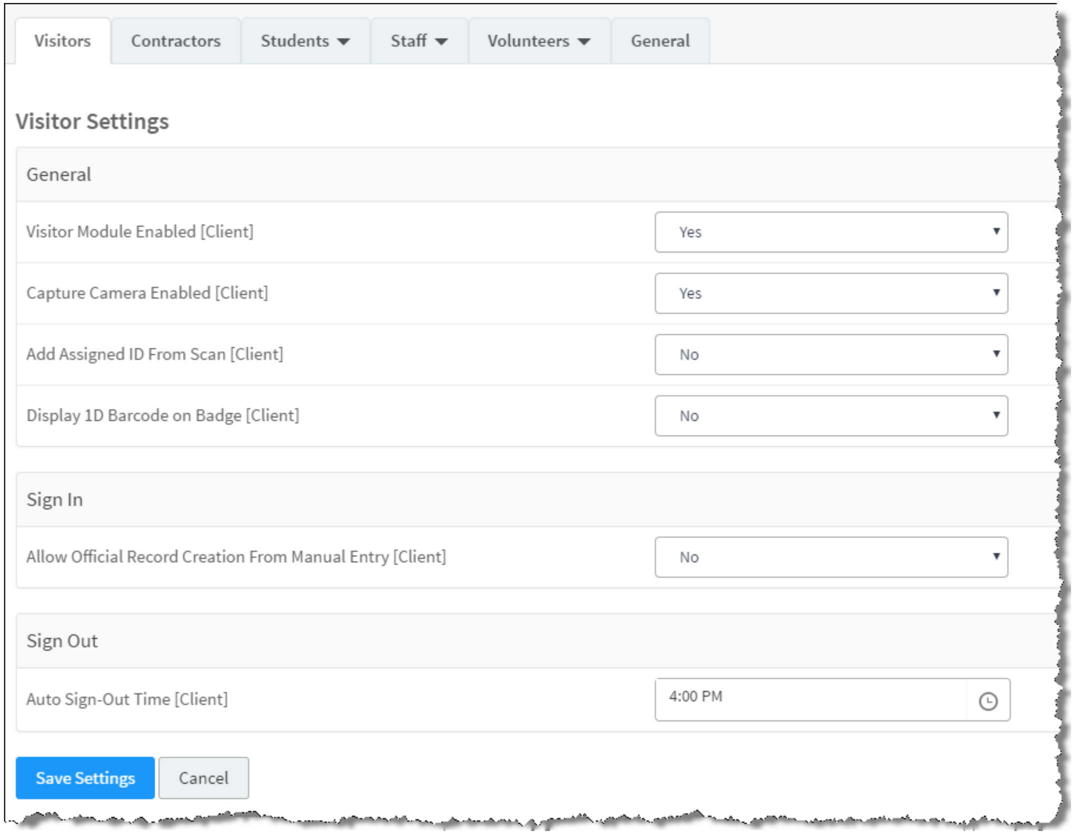
Delete Instant Alert

Perform the following steps to delete an instant alert.

1. In the navigation menu, select **Admin > Alert Settings**.
2. Click the **Instant** tab.
3. In the **Instant Alert Notifications** area, click icon for the alert to be deleted.
4. On the confirmation dialog, click **OK** to confirm the delete.

Module Settings

Users with Administrative permissions can manage what displays in each module using the **Module Settings** workspace. You access this workspace by selecting **Admin > Module Settings** in the navigation menu.



Enable/Disable Individual Modules

By default, Raptor is configured with the Visitor Module enabled. Users can disable this module and all Visitor options will be hidden in the navigation menu, and on the **Sign In/Sign Out** workspace and **Reports** workspace. The Visitor dashboards will also be hidden once the user logs out and logs back in after disabling the module.

1. In the navigation menu, select **Admin > Module Settings**.
2. On the **Visitors** tab, in the **Visitor Module Enabled** drop-down list, select **Yes** (to enable) or **No** (to disable).
3. Click **Save Settings**.
4. Log out of Raptor and then log in to see the change.

Module Settings — Official Record

Users with the *Can Manage Visitor Settings* permission use the **Visitor Module Settings** workspace to manage visitor sign-in settings.

1. In the navigation menu, select **Admin > Module Settings**.
2. On the **Visitors** tab, in the Sign In area, specify the following settings:
3. From the **Allow Official Record Creation From Manual Entry** drop-down list, select **Yes** (to enable) or **No** (to disable) to indicate whether the **Official Record** check box displays on the **Visitor Sign In** workspace when using manual entry.
4. Select the **Allow Building Override** check box if these settings can be overridden at the building level. Otherwise, clear the check boxes.
5. Click **Save Settings**.
6. Log out of Raptor and then log in to see the change.

Module Settings — Enable Capture Camera

The capture camera feature allows the user to take a photo of the person signing in and associate that photo with the person's record in the Raptor system. This feature is useful when the person signing in does not have an official ID that can be scanned, such as a passport.

By default, Raptor is configured with the Capture Camera disabled. Users can enable this feature using the **Capture Camera Enabled** setting on the **Visitor Module Settings** workspace. When the capture camera is enabled, the Camera button displays on the **Sign In** workspace below the photo.

1. In the navigation menu, select **Admin > Module Settings**.
2. On the **Visitors** tab, from the **Capture Camera Enabled** drop-down list, select **Yes** (to enable) or **No** (to disable).
3. Select the **Allow Building Override** check box if the setting can be overridden at the building level. Otherwise, clear the check box.
4. Click **Save Settings**.
5. Log out of Raptor and then log in to see the change.

Note: A camera is required to use this feature.

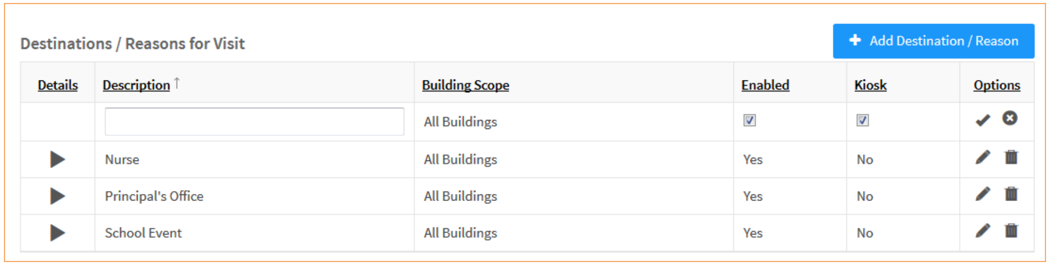
Module Settings — Auto Sign-Out Time

By default, Raptor is configured to automatically sign out all visitors at 5:00 PM. Users with Administrator permissions can change this time and also specify whether the setting can be overridden at the building level.

1. In the navigation menu, select **Admin > Module Settings**.
2. On the **Visitors** tab, in the **Auto Sign Out Time** field, click the icon and select the time from the drop-down list.
3. Select the **Allow Building Override** check box if the setting can be overridden at the building level. Otherwise, clear the check box.
4. Click **Save Settings** when you have completed any changes.
5. Log out of Raptor and then log in to see the change.

Module Settings —Destinations/Reasons

This area of the Visitor Module workspace enables you to manage the destination/reasons that display in the Sign In workspace.


Destinations / Reasons for Visit

+ Add Destination / Reason

Details	Description	Building Scope	Enabled	Kiosk	Options
		All Buildings	☑	☑	
▶	Nurse	All Buildings	Yes	No	
▶	Principal's Office	All Buildings	Yes	No	
▶	School Event	All Buildings	Yes	No	

Add Destination/Reason

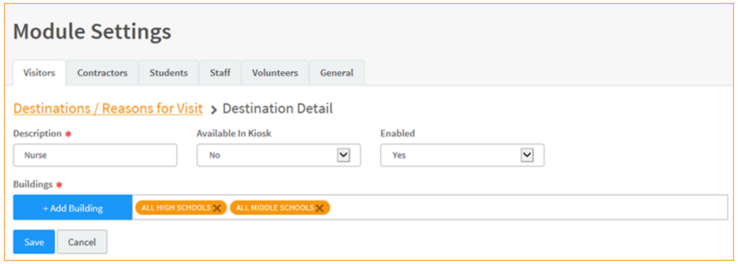
1. From the Building Selector, select the building or select All Buildings for where the reason displays.
2. Click **Add Destination/Reason**.
3. Enter a name for the destination or reason in the **Description** text field.
4. If you want to disable the destination/reason for visit (it will not display on the Visitor Sign In workspace) clear the **Enabled** check box.
5. If you want to disable the destination/reason for visit in the Kiosk, clear the **Kiosk** check box.
6. Click the ✔ icon to save the new destination/reason for visit.

Module Settings — Destinations/Reasons, cont.

Modify Destinations/Reasons for Visit

You can edit destinations/reasons for visit items to the field drop-down list, enable or disable the item, or change the setting for whether it displays in the Kiosk.

1. In the Destinations/Reasons for Visit area, click the ▶ icon to expand the **Destination Detail**.



2. Modify the details and then click **Save**.

You can also click the ✎ icon in the **Options** column to perform in-line edits and then click the ✔ icon to save your changes.

Delete Destinations/Reasons for Visit

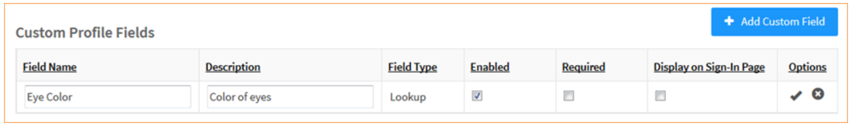
To remove a Destinations/Reasons for Visit item, click the 🗑 icon and then click **OK** on the confirmation dialog.

Module Settings — Custom Profile Fields

A Custom Profile field is associated with the visitor being signed in and will display on the Details page. It may also display on the Sign In/Sign Out workspace if that is included in the definition. An example of a custom profile field is "eye color," which is an attribute of the visitor and will not change from one visit to the next.

Note: Custom Profile fields are not available in the Kiosk.

1. In the **Custom Profile Fields** area, click **Add Custom Field**.



2. Enter the **Field Name** and **Description** in the text boxes.
3. From the **Field Type** drop-down list, select the type of field (Lookup, Text, Text Area).
4. Select or clear the **Enabled** check box.
5. If this is a required field that must be completed during visitor sign in, select the **Required** check box.
6. Select the **Display on Sign-In Page** check box if you want the field to display on the **Sign In** workspace.

   Note: Custom Profile fields are displayed on the **Sign In** workspace only if the **Display on Sign-In Page** check box is selected. This field displays as read-only unless using the manual entry feature.

7. Click the icon to save the newly created custom field. To discard your changes, click the icon.
8. If the Lookup field type is selected, click **Manage Values** to specify the Lookup Values for the field.
9. Click **Add Lookup Value**, enter the Value in the text field and click to save it.

Module Settings — Custom Sign In Fields

You can create custom sign-in fields that are associated with sign-in events to display on the Visitor Sign In and Visitor Delayed Entry workspaces for all buildings or specific buildings. An example of a custom sign-in field is "Parking Space," which is associated with a person's visit. This would probably change for every visit so the Entry Admin would be able to record it per visit.“

Note: Custom Sign In fields are not available in the Kiosk.

1. In the **Custom Sign In Fields** area, click **Add Custom Field**.
2. Enter the **Field Name** and **Description** in the text fields.
3. In the **Field Type**, select the type of field (Lookup, Text, Text Area).
4. Select or clear the **Enabled** check box.
5. If this is a required field that must be completed during visitor sign in, select the **Required** check box.
6. C✔k the icon to save the newly created custom field.
7. If the Lookup field type is selected, click **Manage Values** to specify the Lookup Values for the field.
8. Click **Add Lookup Value**, enter the **Value** in the text field a✔l click to save it.

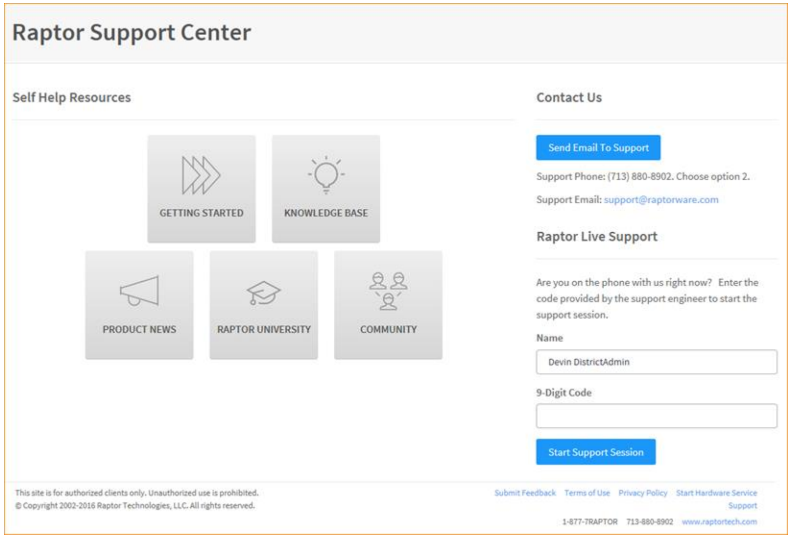
Modify or Delete Custom Fields

To modify either custom profile fields or custom sign-in fields, click the icon and edit the information. Click the ✔icon to save your changes.

To delete a custom field, click the icon and then click **OK** on the confirmation dialog.

Raptor Support Center

The Support menu item in the navigation menu launches the Raptor Support Center where you can find Self Help Resources for using Raptor.



Contact Us Via Email

To contact the Raptor Support team through email:

1. Click **Send Email To Support**.
2. Complete the information on the form and then click **Send**.

Contact Us

Raptor Technologies Support

Email: support@raptortech.com

Call: 877-7RAPTOR (877-772-7867) Option #2

Version: September 9, 2016

RAPTOR TECHNOLOGIES