



# Raptor University

## District Admin Training

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Instructor:

# Learning Objectives

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

- Navigating Raptor
- Create/Manage Users/Contacts
- Managing Alert Settings
- Managing Module Settings

# Agenda

This presentation is organized as follows:

- Navigating Raptor
- Create/Manage Users/Contacts
- Managing Alert Settings
- Managing Module Settings

# Log In and Log Out

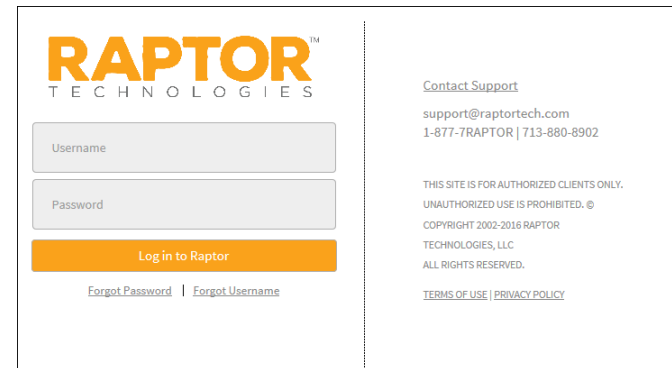
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1. In your browser, enter <https://apps.raptortech.com>.
2. On the Raptor Login screen, enter your assigned **Username** and **Password**, and then click **Log in to Raptor**.

## 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.



The screenshot shows the Raptor Technologies login interface. On the left, there is a logo for 'RAPTOR TECHNOLOGIES' in orange and black. Below the logo are two input fields: 'Username' and 'Password', both with light gray borders. Below these fields is an orange button labeled 'Log in to Raptor'. At the bottom of the login section are two links: 'Forgot Password' and 'Forgot Username'. On the right side of the page, there is a 'Contact Support' link, followed by the email 'support@raptortech.com' and the phone number '1-877-7RAPTOR | 713-880-8902'. Below this is a disclaimer: 'THIS SITE IS FOR AUTHORIZED CLIENTS ONLY. UNAUTHORIZED USE IS PROHIBITED. © COPYRIGHT 2002-2016 RAPTOR TECHNOLOGIES, LLC. ALL RIGHTS RESERVED.' At the bottom right are links for 'TERMS OF USE' and 'PRIVACY POLICY'.

## 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

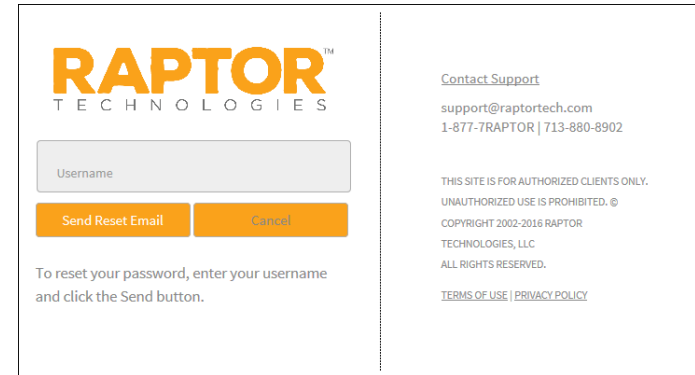
To log out of Raptor, select the **Logout** link in the upper area of the navigation menu.

# 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**.

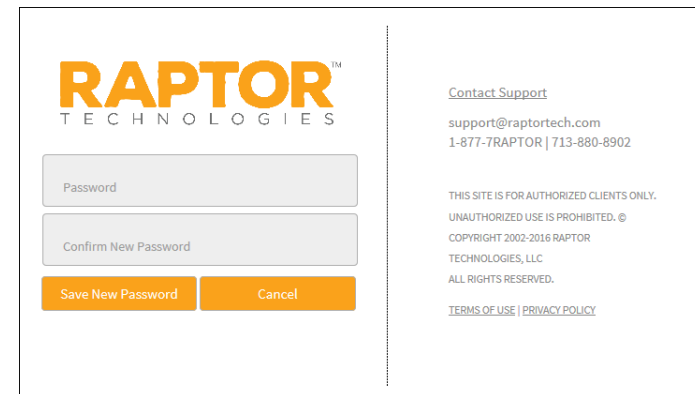
The Raptor Log In screen displays with a message indicating your password has been changed. You can now log in to Raptor with your new password.



The screenshot shows the 'Forgot Password' form on the Raptor Technologies website. At the top left is the Raptor Technologies logo. Below it is a text input field labeled 'Username'. Underneath the input field are two buttons: 'Send Reset Email' (orange) and 'Cancel' (grey). Below the buttons is a message: 'To reset your password, enter your username and click the Send button.' On the right side of the form, there is a 'Contact Support' link, the email 'support@raptortech.com', the phone number '1-877-TRAPTOR | 713-880-8902', and a disclaimer: 'THIS SITE IS FOR AUTHORIZED CLIENTS ONLY. UNAUTHORIZED USE IS PROHIBITED. © COPYRIGHT 2002-2016 RAPTOR TECHNOLOGIES, LLC ALL RIGHTS RESERVED.' At the bottom right are links for 'TERMS OF USE' and 'PRIVACY POLICY'.

## 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.

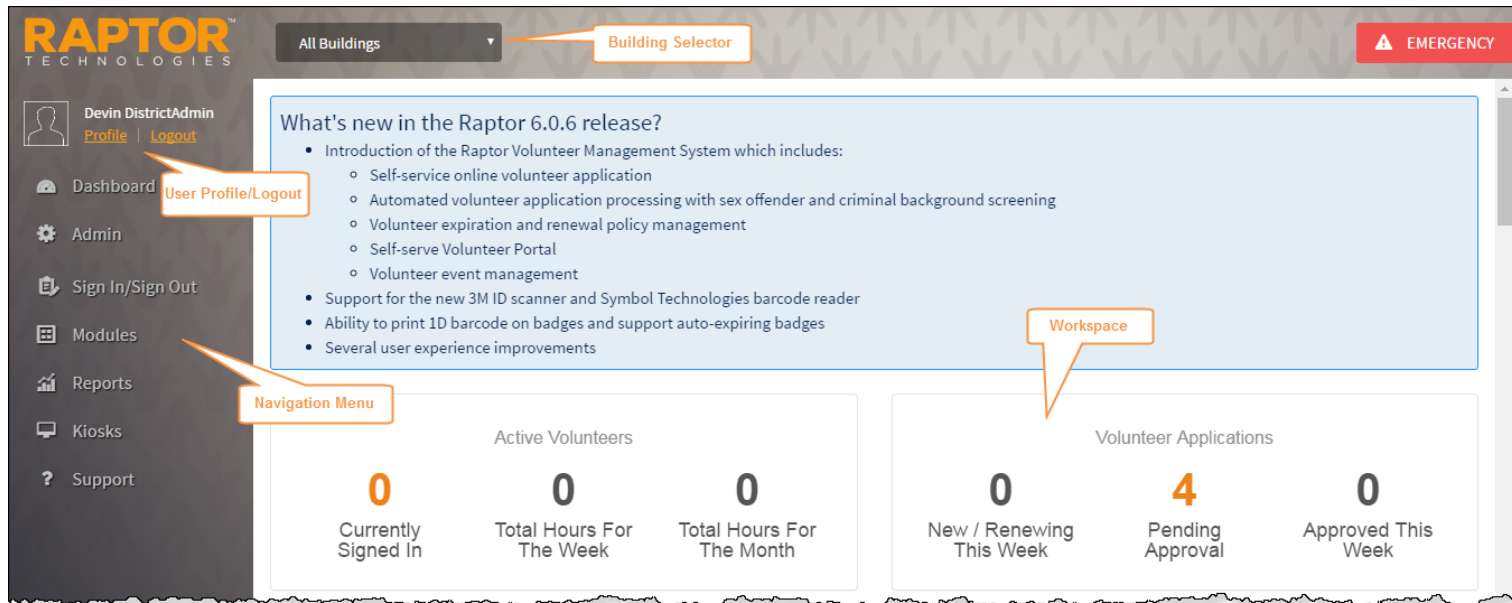


The screenshot shows the 'Forgot Username' form on the Raptor Technologies website. At the top left is the Raptor Technologies logo. Below it are two text input fields: 'Password' and 'Confirm New Password'. Underneath the input fields are two buttons: 'Save New Password' (orange) and 'Cancel' (grey). On the right side of the form, there is a 'Contact Support' link, the email 'support@raptortech.com', the phone number '1-877-TRAPTOR | 713-880-8902', and a disclaimer: 'THIS SITE IS FOR AUTHORIZED CLIENTS ONLY. UNAUTHORIZED USE IS PROHIBITED. © COPYRIGHT 2002-2016 RAPTOR TECHNOLOGIES, LLC ALL RIGHTS RESERVED.' At the bottom right are links for 'TERMS OF USE' and 'PRIVACY POLICY'.

# 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.

## Profile

[Profile](#)[Preferences](#)[Change Password](#)

  
[Select File](#)

First Name \*

Devin

Last Name \*

DistrictAdmin

Email Address/UserName \*

devin@raptor6.com

Title \*

Assistant Principal

### Contact Detail

Primary Building \*

Raptor High School

Preferred Contact Method \*

Email

Text Messaging Phone

(832) 771-6491

### User Detail

User Status

Active

Role

District Admin

[Save](#)

# User Profile, cont.

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## 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

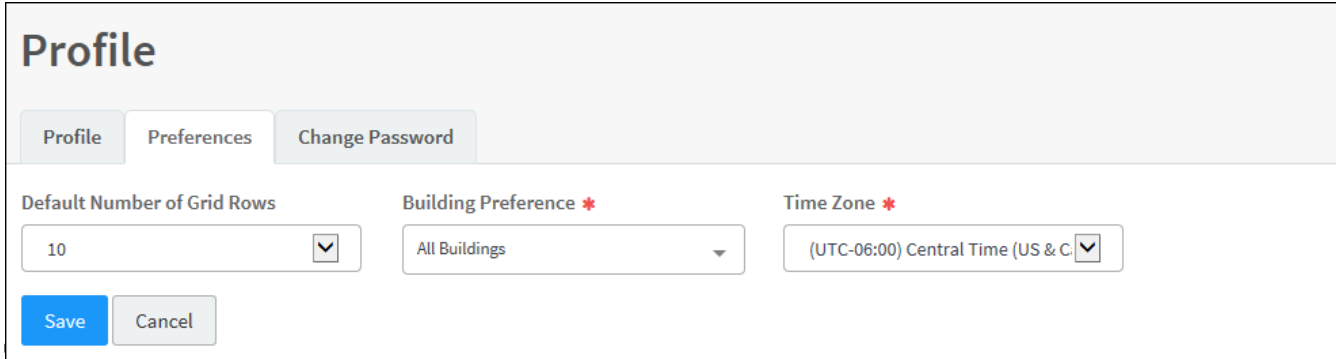
You can update your name and title and view other information that is included in your user profile from the Profile tab.

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:

The screenshot shows a web interface for user preferences. At the top, there's a header 'Profile' and three tabs: 'Profile', 'Preferences' (which is active), and 'Change Password'. Below the tabs, there are three settings: 'Default Number of Grid Rows' with a dropdown set to '10', 'Building Preference' with a dropdown set to 'All Buildings', and 'Time Zone' with a dropdown set to '(UTC-06:00) Central Time (US & C...)'. At the bottom left of the form are 'Save' and 'Cancel' buttons. The text 'number of' is partially visible on the right side of the form.

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).

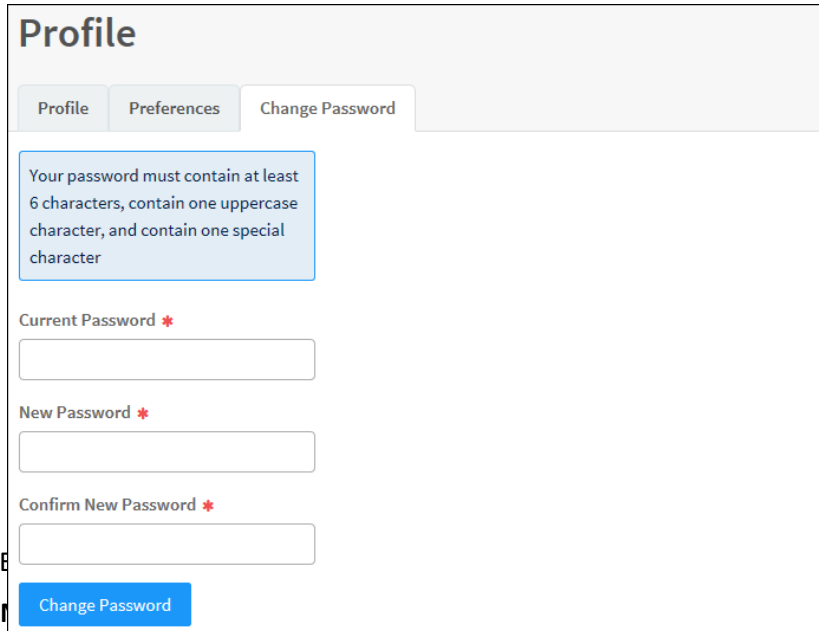
2. Click **Save**.

# User Profile—Change Password

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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.



**Profile**

Profile Preferences **Change Password**

Your password must contain at least 6 characters, contain one uppercase character, and contain one special character

Current Password \*

New Password \*

Confirm New Password \*

Change Password

2. Enter your **Current Password** in the **Current Password** field.  
Enter your **New Password** in the **New Password** field.  
Enter your **Confirm New Password** in the **Confirm New Password** field.  
The password 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.

# Client Policy

It is important to understand that users with District Admin permissions have a different view of some items in the user interface versus a user with Building Admin permissions. This is due to the concept that districts are allowed to set policy for what the individual building (schools) can do. This concept provides these advantages:

- Client has some level of control over the buildings
- Items used by all buildings can be input once and leveraged by all buildings
- Buildings can have some level of autonomy
- The default value for settings can be set at the client-level (All Buildings) and then the client can decide if the buildings should have the ability to override the default value of these settings. This is achieved by selecting the Allow Building Override check box.

The screenshot displays the RAPTOR Technologies user interface. At the top left is the RAPTOR TECHNOLOGIES logo. Below it is a sidebar menu with options: Dashboard, Admin (selected), Client Profile, Buildings, Users, and Contacts. The main header area includes a dropdown menu set to 'All Buildings', a 'Client Level' callout box, and an 'EMERGENCY' button. The main content area is titled 'Module Settings' and contains tabs for Visitors, Contractors, Students, Staff, Volunteers, and General. The 'Visitors' tab is active, showing 'Visitor Settings'. Under the 'General' sub-tab, there are two settings: 'Visitor Module Enabled [Client]' and 'Capture Camera Enabled [Client]'. Both settings have a 'Yes' dropdown menu and an 'Allow Building Override' checkbox, which is checked. A callout box points to these checkboxes with the text 'Buildings are allowed to override these settings'.

**RAPTOR TECHNOLOGIES**

All Buildings Client Level EMERGENCY

Devin DistrictAdmin  
[Profile](#) | [Logout](#)

Dashboard

Admin

Client Profile

Buildings

Users

Contacts

## Module Settings

Visitors Contractors Students Staff Volunteers General

### Visitor Settings

General


Visitor Module Enabled [Client] Yes ☒ Allow Building Override

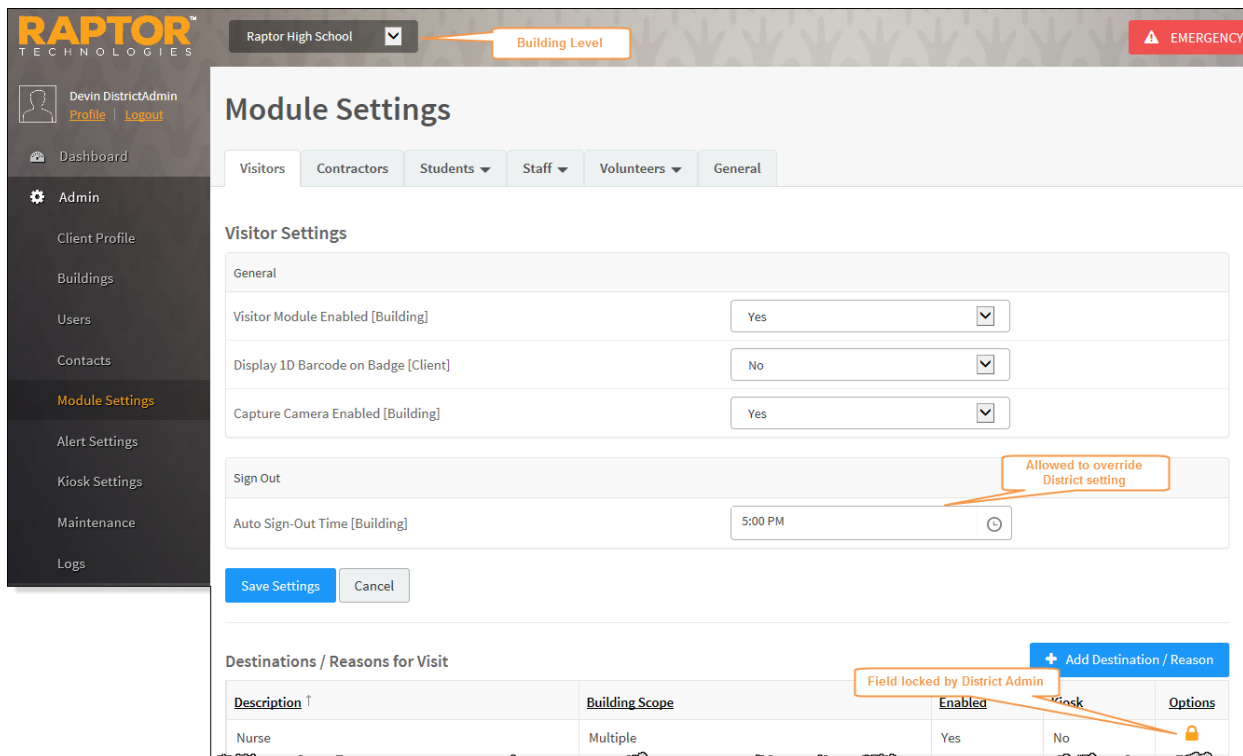
Capture Camera Enabled [Client] Yes ☒ Allow Building Override

Buildings are allowed to override these settings

# Client Policy, cont.

For example, the district wants all visitors to be automatically signed out at 5:00 p.m. However, for buildings that have classes or activities that run later into the afternoon, these buildings can adjust the auto sign-out time according to their schedule (if the District Admin has selected to Allow Building Override).

For other fields, such as Destinations/Reasons and Custom fields, the district (client level) can define these fields and they cannot be changed (as indicated by the  icon at the building level). However, at the building level, new destinations/reasons can be added that are specific to the building.



**RAPTOR TECHNOLOGIES**

Raptor High School Building Level EMERGENCY

Devin DistrictAdmin  
Profile | Logout

Dashboard

Admin

Client Profile

Buildings

Users

Contacts

Module Settings

Alert Settings

Kiosk Settings

Maintenance

Logs

## Module Settings

Visitors | Contractors | Students | Staff | Volunteers | General

### Visitor Settings

General

Visitor Module Enabled [Building] Yes ☐

Display 1D Barcode on Badge [Client] No ☐

Capture Camera Enabled [Building] Yes ☐


Sign Out

Auto Sign-Out Time [Building] 5:00 PM  Allowed to override District setting

Save Settings Cancel

### Destinations / Reasons for Visit

+ Add Destination / Reason

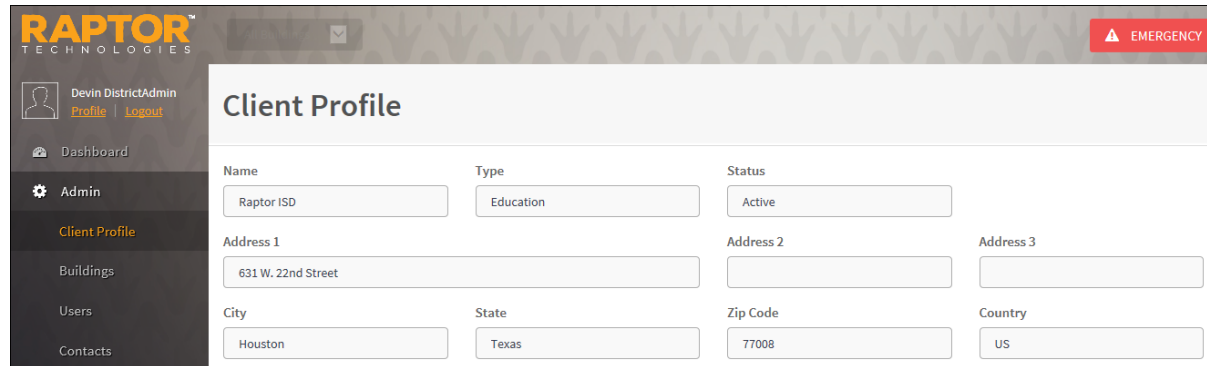
| Description ↑ | Building Scope | Enabled | Kiosk | Options   |
|---------------|----------------|---------|-------|---|
| Nurse         | Multiple       | Yes     | No    |  |

Field locked by District Admin

# View Client Profile/Building Profile

## Client Profile

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



The screenshot shows the Raptor Technologies interface for the Client Profile workspace. The left sidebar contains a navigation menu with options: Dashboard, Admin, Client Profile (highlighted), Buildings, Users, and Contacts. The top header displays the Raptor Technologies logo, a user profile for Devin DistrictAdmin, and an EMERGENCY button. The main content area is titled 'Client Profile' and contains a form with the following fields:

| Name       | Type      | Status |
|------------|-----------|--------|
| Raptor ISD | Education | Active |

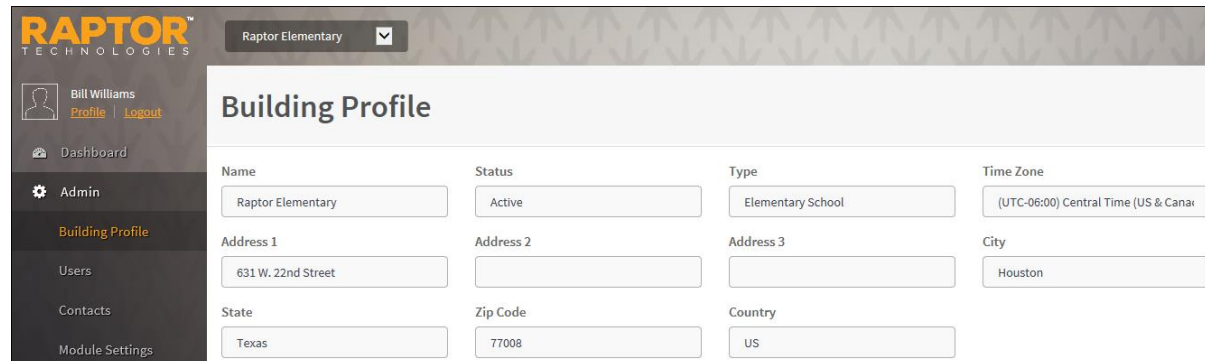
| Address 1          | Address 2 | Address 3 |
|--------------------|-----------|-----------|
| 631 W. 22nd Street |           |           |

| City    | State | Zip Code | Country |
|---------|-------|----------|---------|
| Houston | Texas | 77008    | US      |

## 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.



The screenshot shows the Raptor Technologies interface for the Building Profile workspace. The left sidebar contains a navigation menu with options: Dashboard, Admin, Building Profile (highlighted), Users, Contacts, and Module Settings. The top header displays the Raptor Technologies logo, a user profile for Bill Williams, and a dropdown menu for Raptor Elementary. The main content area is titled 'Building Profile' and contains a form with the following fields:

| Name              | Status | Type              | Time Zone                            |
|-------------------|--------|-------------------|--------------------------------------|
| Raptor Elementary | Active | Elementary School | (UTC-06:00) Central Time (US & Cana) |

| Address 1          | Address 2 | Address 3 | City    |
|--------------------|-----------|-----------|---------|
| 631 W. 22nd Street |           |           | Houston |

| State | Zip Code | Country |
|-------|----------|---------|
| Texas | 77008    | US      |

# View Buildings

The **Buildings** workspace is visible only to District Admins to view details about the buildings in their district. To access the **Buildings** workspace, select **Admin > Buildings** in the navigation menu. Expand the Building Details to view specific information about a building.

The screenshot displays the Raptor Technologies interface. On the left is a dark sidebar with the Raptor Technologies logo at the top. Below the logo, it shows the user 'Devin DistrictAdmin' with links for 'Profile' and 'Logout'. The sidebar menu includes 'Dashboard', 'Admin' (selected), 'Client Profile', 'Buildings' (highlighted in orange), and 'Users'. The main content area is titled 'Buildings' and features a table of 'All Buildings'. The table has columns for Details, Building Name, Type, City, State, Created, and Status. One building, 'Raptor Elementary', is listed as an 'Elementary School' in 'Houston, Texas', created on '12/16/2015', and is 'Active'. Below the table, a 'Building Detail' modal is open, showing the details for 'Raptor Elementary'. The modal includes fields for Name, Status, Type, Time Zone, Address 1, Address 2, Address 3, City, State, Zip Code, and Country, all populated with the building's information.

**RAPTOR TECHNOLOGIES**

Devin DistrictAdmin  
Profile Logout

Dashboard

Admin

Client Profile

**Buildings**

Users

## Buildings

All Buildings

| Details | Building Name ↑   | Type              | City    | State | Created    | Status |
|---------|-------------------|-------------------|---------|-------|------------|--------|
| ▶       | Raptor Elementary | Elementary School | Houston | Texas | 12/16/2015 | Active |
| ▶       |                   |                   |         |       |            |        |

## Buildings

[All Buildings](#) > Building Detail

Name: Raptor Elementary

Status: Active

Type: Elementary School

Time Zone: (UTC-06:00) Central Time (US & Canada)

Address 1: 631 W. 22nd Street

Address 2:

Address 3:

City: Houston

State: Texas

Zip Code: 77008

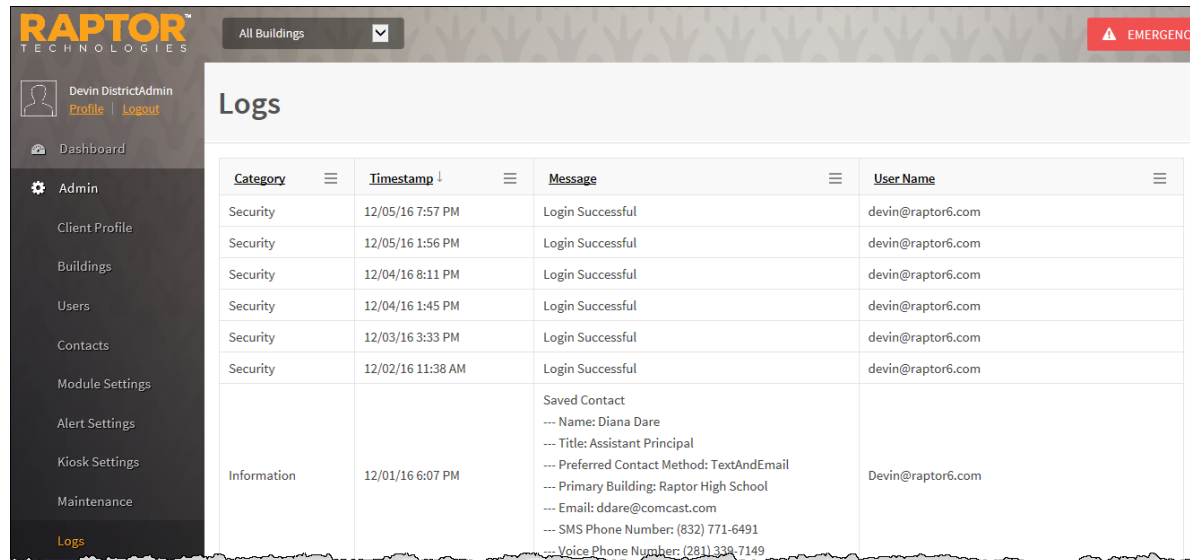
Country: US

**RAPTOR TECHNOLOGIES**

# View Logs

The **Logs** workspace is used by District Admins and Building Admins to view the logged information of activity in the Raptor system. You can sort and filter the information, and add or hide the columns.

To access the Logs workspace, select **Admin > Logs** in the navigation menu.



The screenshot shows the Raptor Technologies interface. At the top left is the Raptor Technologies logo. Below it is a user profile for Devin DistrictAdmin with links for Profile and Logout. A navigation menu on the left includes Dashboard, Admin (selected), Client Profile, Buildings, Users, Contacts, Module Settings, Alert Settings, Kiosk Settings, and Maintenance. The main area is titled 'Logs' and contains a table with columns: Category, Timestamp, Message, and User Name. The table has seven rows of data. The first six rows are 'Security' category, 'Login Successful' messages. The seventh row is 'Information' category, 'Saved Contact' message, with detailed contact information for Diana Dare.

| Category    | Timestamp         | Message   | User Name         |
|-------------|-------------------|---|-------------------|
| Security    | 12/05/16 7:57 PM  | Login Successful  | devin@raptor6.com |
| Security    | 12/05/16 1:56 PM  | Login Successful  | devin@raptor6.com |
| Security    | 12/04/16 8:11 PM  | Login Successful  | devin@raptor6.com |
| Security    | 12/04/16 1:45 PM  | Login Successful  | devin@raptor6.com |
| Security    | 12/03/16 3:33 PM  | Login Successful  | devin@raptor6.com |
| Security    | 12/02/16 11:38 AM | Login Successful  | devin@raptor6.com |
| Information | 12/01/16 6:07 PM  | Saved Contact<br>--- Name: Diana Dare<br>--- Title: Assistant Principal<br>--- Preferred Contact Method: TextAndEmail<br>--- Primary Building: Raptor High School<br>--- Email: ddare@comcast.com<br>--- SMS Phone Number: (832) 771-6491<br>--- Voice Phone Number: (281) 338-7149 | Devin@raptor6.com |

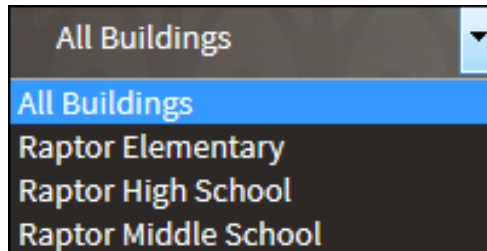
The following information displays:

- Category – Information, Security, Error or Audit
- Timestamp – Date and Time the activity occurred
- Message – Description of the activity, such as Login Successful
- User Name – Account that performed the activity


# Building Selector

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- Select the **Building** for which you are performing tasks or select **All Buildings** (Client Level) to define district policy.



- At Client Level (All Buildings), administrators can:
  - Define district policy across module settings to force all buildings to use these settings.
  - Specify certain drop-down list items, such as Destinations/Reasons, that will be used by all buildings but also allow the individual buildings to add their own custom drop-down list items.
  - Specify common items one time for all buildings, instead of having to set up items for each building.

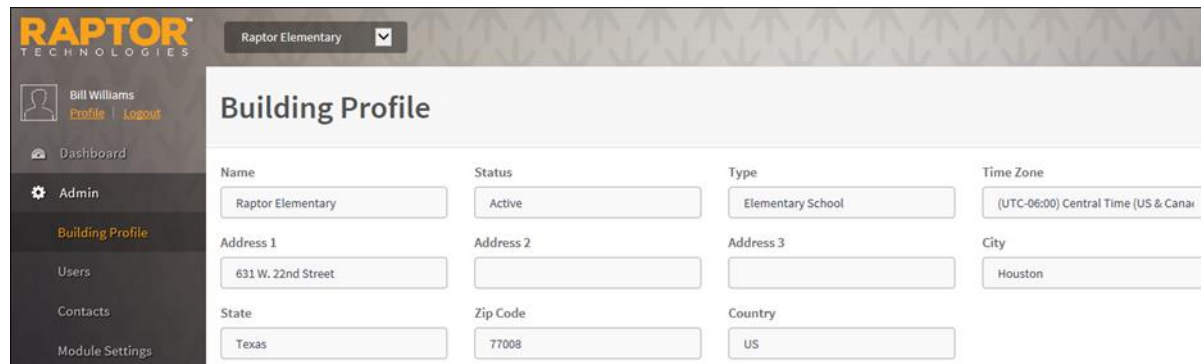
**Note:** Custom fields created at the Client level (All Buildings) cannot be modified or deleted at the building level, as denoted by the  icon in the **Options** column.

# Building Profile

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## 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. District Admins have a similar view using the Buildings workspace.



The screenshot shows the Raptor Technologies interface. At the top left is the Raptor Technologies logo. To its right is a dropdown menu showing 'Raptor Elementary' with a checkmark. Below the logo is a user profile for 'Bill Williams' with links for 'Profile' and 'Logout'. A navigation sidebar on the left contains links for 'Dashboard', 'Admin' (highlighted with a gear icon), 'Building Profile' (highlighted in orange), 'Users', 'Contacts', and 'Module Settings'. The main content area is titled 'Building Profile' and contains a form with the following fields:

| Name  | Status                              | Type   | Time Zone   |
|---|-------------------------------------|--|---|
| <input type="text" value="Raptor Elementary"/>  | <input type="text" value="Active"/> | <input type="text" value="Elementary School"/> | <input type="text" value="(UTC-06:00) Central Time (US &amp; Canada)"/> |
| Address 1                                       | Address 2                           | Address 3                                      | City  |
| <input type="text" value="631 W. 22nd Street"/> | <input type="text"/>                | <input type="text"/>                           | <input type="text" value="Houston"/>                                    |
| State   | Zip Code                            | Country  |   |
| <input type="text" value="Texas"/>              | <input type="text" value="77008"/>  | <input type="text" value="US"/>                |   |

# Understanding User Accounts (Roles)

Raptor users have a unique set of permissions assigned to them based on the type of user account (role) that they have been assigned. The following types of user accounts can be created in Raptor.

| Role           | Description   |
|----------------|---|
| District Admin | The District Admin role has the highest level of permissions and is frequently assigned to district administrators. This role has full access to all schools or buildings within the district.  |
| Building Admin | The Building Admin role is assigned to users who perform administrative functions at the school level. This type of user account is typically assigned to school secretaries, principals and assistant principals. Building Admins can be associated with more than one building.   |
| Student Admin  | <p>The Student Admin role is assigned to users who perform student-related tasks, such as signing in and signing out students, monitoring tardy count, resetting tardy and temporary ID count, running student reports, importing students and their associated guardians, and adding, modifying and deleting students and guardians. Student Admins can be associated with more than one building.</p> <p><b>Note:</b> The Student Module must be enabled to be able to create Student Admin accounts.</p> |
| Entry Admin    | The Entry Admin role is assigned to users who are responsible for signing in and signing out visitors, students, volunteers, staff and contractors who enter and leave the building. This role is typically assigned to front-desk personnel. Entry Admins can be associated with more than one building.   |

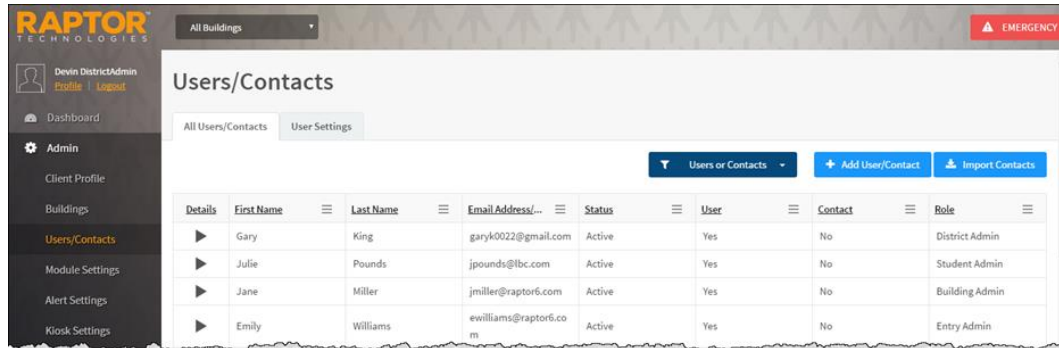
# User Accounts, cont.

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| Role                           | Description  |
|--------------------------------|--|
| District Volunteer Coordinator | <p>The District Volunteer Coordinator role is assigned to users who manage volunteers and events, and are automatically assigned to all schools and buildings within the district. Users with this role can sign in and sign out volunteers, search volunteers and run volunteer reports. Typically, a volunteer coordinator is also responsible for adding volunteers, approving volunteers, and coordinating volunteer events.</p> <p><b>Note:</b> The Volunteer Module must be enabled to create District Volunteer Coordinator accounts.</p> |
| Building Volunteer Coordinator | <p>The Building Volunteer Coordinator role is assigned to users who manage volunteers and events at the school level. Users with this role can sign in and sign out volunteers, run volunteer reports, and approve volunteers for only the schools to which they are assigned.</p> <p><b>Note:</b> The Volunteer Module must be enabled to create Building Volunteer Coordinator accounts.</p>   |
| Security Officer               | <p>The Security Officer role is assigned to District or School Resource Officers and is automatically assigned to all schools or buildings within the district. Users with this role can manage alerts and run offender reports.</p>   |

# Add User/Contact

Users with the *Can Manage Users* permission can add users and contacts to the Raptor System.



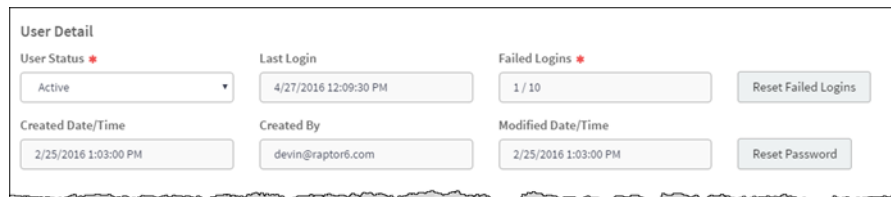
1. In the navigation pane, select **Admin > Users/Contacts**.
2. On the **All Users/Contacts** tab, click **Add User/Contact**.
3. Select the **User and Contact** option.

The screenshot shows the 'User/Contact Detail' form. It has two tabs: 'All Users/Contacts' and 'User Settings'. Below the tabs is a breadcrumb: 'All Users/Contacts > User/Contact Detail'. Under 'Select one', there are three radio buttons: 'User and Contact' (selected), 'User Only', and 'Contact Only'. The form fields are arranged in a grid: a profile picture placeholder, First Name, Last Name, Email Address/UserName, Primary Building, Title, and Time Zone. Each field has a red asterisk indicating it is required. The Primary Building, Title, and Time Zone fields are dropdown menus with the placeholder text 'Please select an option'.

# Add User/Contact, cont.

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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:



The screenshot shows a 'User Detail' form with the following fields and buttons:

| User Detail          |                       |                      |                     |
|----------------------|-----------------------|----------------------|---------------------|
| User Status *        | Last Login            | Failed Logins *      |                     |
| Active               | 4/27/2016 12:09:30 PM | 1 / 10               | Reset Failed Logins |
| Created Date/Time    | Created By            | Modified Date/Time   |                     |
| 2/25/2016 1:03:00 PM | devin@raptor6.com     | 2/25/2016 1:03:00 PM | Reset Password      |

- **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.

---

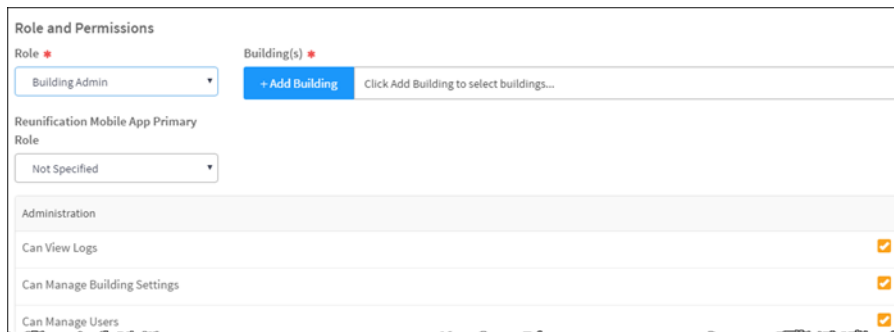
6. In the **Contact Detail** area, specify the following information:



The screenshot shows a form titled "Contact Detail". It contains three input fields: "Preferred Contact Method" with a dropdown menu showing "Email and Text", "Text Messaging Phone" with the value "(281) 777-7777", and "Voice Phone" which is empty.

- **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.



The screenshot shows a form titled "Role and Permissions". It contains a "Role" dropdown menu with "Building Admin" selected, a "Building(s)" dropdown menu with a "+ Add Building" button and a "Click Add Building to select buildings..." link, and a "Reunification Mobile App Primary Role" dropdown menu with "Not Specified" selected. Below these are three rows of permissions: "Administration", "Can View Logs", "Can Manage Building Settings", and "Can Manage Users", each with a checked checkbox.

# Add User/Contact, cont.

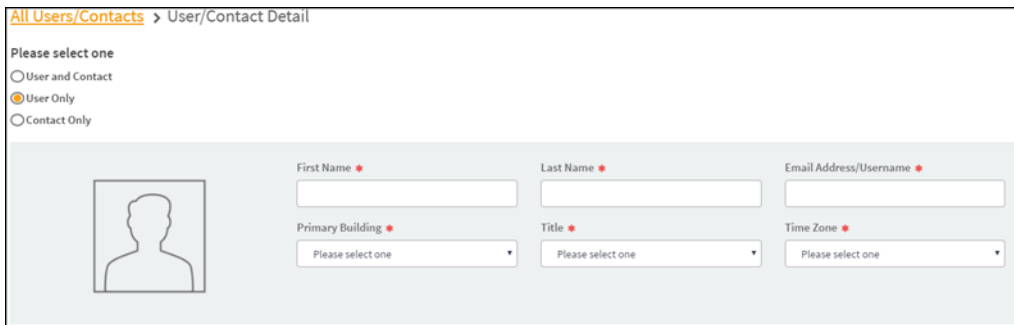
---

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 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.



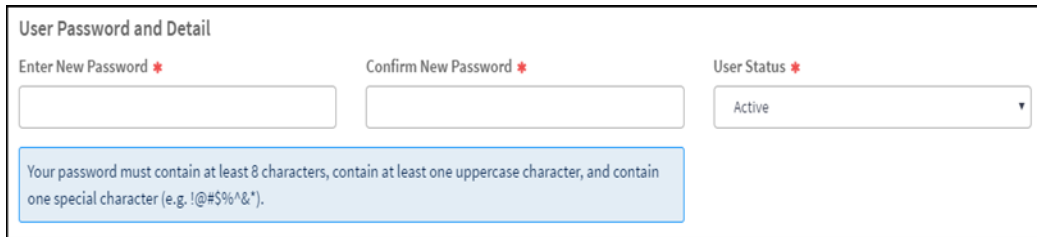
The screenshot shows the 'User/Contact Detail' workspace. At the top, there is a breadcrumb trail: 'All Users/Contacts > User/Contact Detail'. Below this, there is a section titled 'Please select one' with three radio button options: 'User and Contact', 'User Only' (which is selected), and 'Contact Only'. The main form area contains a profile picture placeholder on the left. To the right of the placeholder are six input fields arranged in two rows. The top row contains 'First Name \*', 'Last Name \*', and 'Email Address/Username \*'. The bottom row contains 'Primary Building \*', 'Title \*', and 'Time Zone \*'. Each of these bottom-row fields is a dropdown menu with the text 'Please select one'.

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.

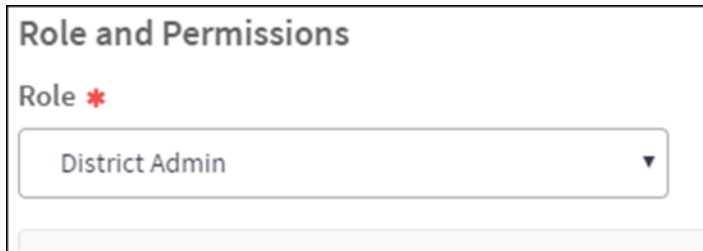
---

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



The form titled "User Password and Detail" contains three input fields: "Enter New Password \*", "Confirm New Password \*", and "User Status \*". The "User Status" field is a dropdown menu currently showing "Active". Below these fields is a blue-bordered box containing the password requirements: "Your password must contain at least 8 characters, contain at least one uppercase character, and contain one special character (e.g. !@#\$%^&\*)." The form is enclosed in a black border.

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

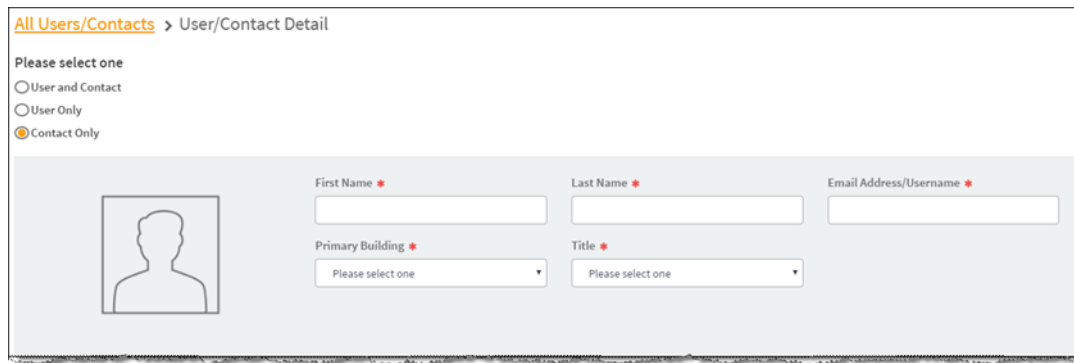


The form titled "Role and Permissions" features a "Role \*" dropdown menu. The dropdown is currently open, showing "District Admin" as the selected option. The form is enclosed in a black border.

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**.

# 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.




[All Users/Contacts](#) > User/Contact Detail

Please select one

☐ User and Contact

☐ User Only

☒ Contact Only



First Name \*

Last Name \*

Email Address/Username \*

Primary Building \*

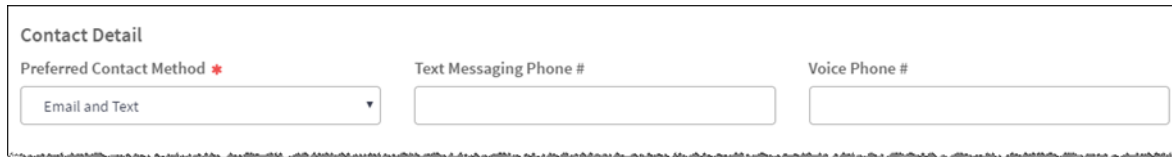
Title \*

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:

A screenshot of a web form titled "Contact Detail". It contains three input fields: a dropdown menu for "Preferred Contact Method" with a red asterisk, a text box for "Text Messaging Phone #", and another text box for "Voice Phone #". The dropdown menu currently shows "Email and Text".

Contact Detail

Preferred Contact Method \*      Text Messaging Phone #      Voice Phone #

Email and Text          

- **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

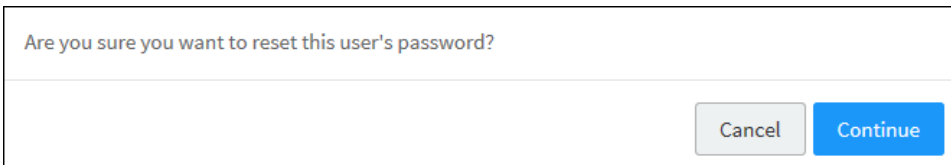
---

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.

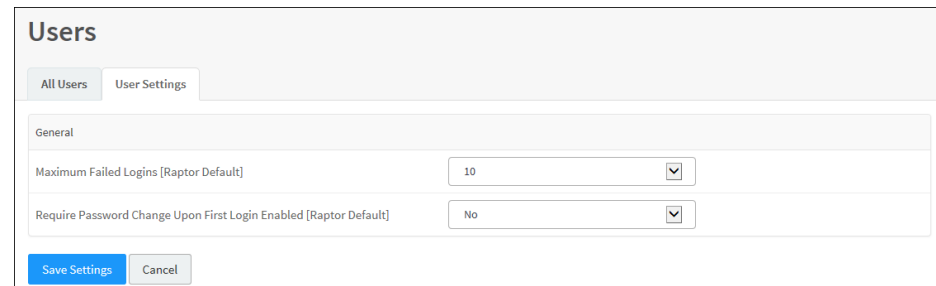
The second threshold is set on the **User Settings** tab and after the specified number of failed logins has been reached, they are locked out of their account and must contact an Administrator.

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.



The screenshot shows the 'Users' management interface. The 'User Settings' tab is selected. Under the 'General' section, the 'Maximum Failed Logins [Raptor Default]' is set to '10' via a dropdown menu. Below it, 'Require Password Change Upon First Login Enabled [Raptor Default]' is set to 'No' via a dropdown menu. At the bottom of the settings panel are 'Save Settings' and 'Cancel' buttons.

| Users   |    |
|---|----|
| <div>All Users   User Settings</div>                              |    |
| General   |    |
| Maximum Failed Logins [Raptor Default]                            | 10 |
| Require Password Change Upon First Login Enabled [Raptor Default] | No |
| <div>Save Settings   Cancel</div>                                 |    |

# 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**.

# Import Contacts

---

Administrators with the *Can Manage Client Settings* or *Can Manage Building Settings* permissions can select, map, and import a file containing one or more contact records into the system.

**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 contact information to be imported:

- First Name\*
- Last Name\*
- Email Address\*
- Title\*
- Notification Method\*
- Text Phone – required only if defined as a notification method
- Voice Phone – required only if defined as a notification method
- Primary Building – required only if you are importing contacts for All Buildings

Note: Primary Building is not be a field mapping option at the building level. The building in the building selector will be used.

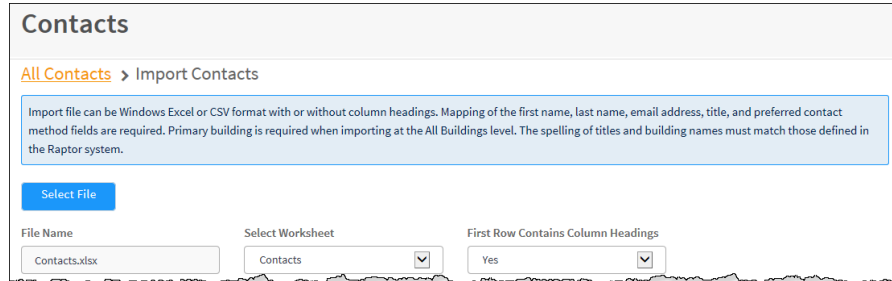
# Import Contacts, cont.

Perform the following steps to import contacts:

1. In the navigation menu, select **Admin > Contacts** and then click **Import Contacts**.

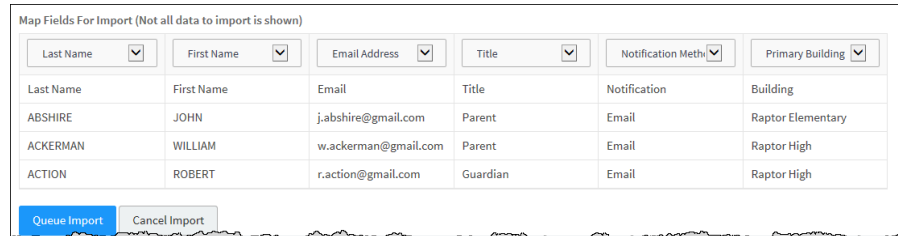
2. Click **Select File**, navigate to the Excel or CSV file and click **Open**.

3. If you used Excel and the file contains multiple worksheets, select the worksheet that contains the custom alert information from the **Select Worksheet** drop-down list.



4. 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**.
5. 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, Email Address, Title and Notification Method are required. The columns with Ignore selected will not be imported.



| Last Name | First Name | Email Address        | Title    | Notification Method | Primary Building  |
|-----------|------------|----------------------|----------|---------------------|-------------------|
| ABSHIRE   | JOHN       | j.abshire@gmail.com  | Parent   | Email               | Raptor Elementary |
| ACKERMAN  | WILLIAM    | w.ackerman@gmail.com | Parent   | Email               | Raptor High       |
| ACTION    | ROBERT     | r.action@gmail.com   | Guardian | Email               | Raptor High       |

6. 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.

# About Alerts

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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**.

The screenshot displays a web interface for configuring alert notifications. It is divided into two main sections: 'Email Notifications' and 'Text Message Notifications'. Each section has a 'Message Tokens' dropdown menu in the top right corner. Under 'Email Notifications', there is a text box for 'Email Text' containing the message 'An offender alert has been issued from the Raptor System'. Below this is a section for 'Email Contacts' with a blue '+ Add Contact' button and two existing contacts: 'DIANA DARE' and 'DEVIN DISTRICTADMIN', each with a close button. The 'Text Message Notifications' section follows a similar layout with a 'Text Message' box containing the same alert text and a 'Text Message Contacts' section with a '+ Add Contact' button and one existing contact, 'DEVIN DISTRICTADMIN'. At the bottom of the form are 'Save' and 'Cancel' buttons.

# 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**.

# Sex Offender Alert Notifications, cont.

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## 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.

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

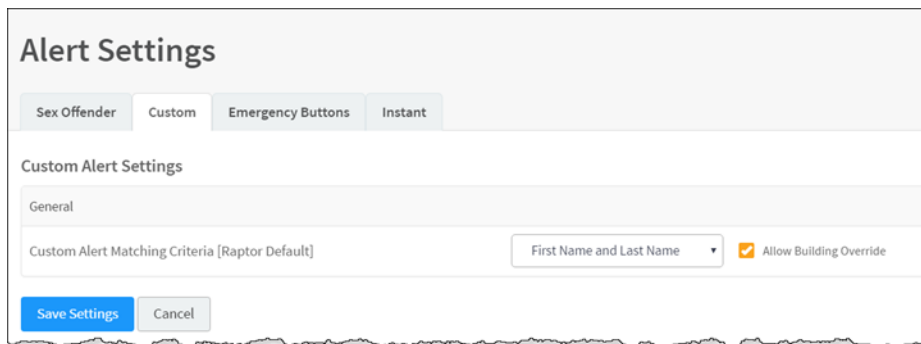
### Example:

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.



The screenshot shows the 'Alert Settings' interface. At the top, there are four tabs: 'Sex Offender', 'Custom', 'Emergency Buttons', and 'Instant'. The 'Custom' tab is selected. Below the tabs, the 'Custom Alert Settings' section is visible. Under the 'General' sub-section, there is a 'Custom Alert Matching Criteria [Raptor Default]' label next to a dropdown menu currently set to 'First Name and Last Name'. To the right of the dropdown is a checked checkbox labeled 'Allow Building Override'. At the bottom of the form are two buttons: 'Save Settings' (in blue) and 'Cancel'.

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**.


| Custom Alerts |            |           |                |                 |         | <a href="#">+ Add Custom Alert</a> | <a href="#">Import Custom Alerts</a> |
|---------------|------------|-----------|----------------|-----------------|---------|------------------------------------|--------------------------------------|
| Details       | First Name | Last Name | Building Scope | Expiration Date | Options |                                    |                                      |
| ▶             | Tina       | Jones     | All Buildings  | 07/31/2016      | 🗑️      |                                    |                                      |

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:

## Alert Settings

Sex Offender Custom Emergency Buttons Instant

[Custom Alerts](#) > Custom Alert Detail



First Name \*


Tina

Middle Name

Last Name \*

Jones

Date of Birth

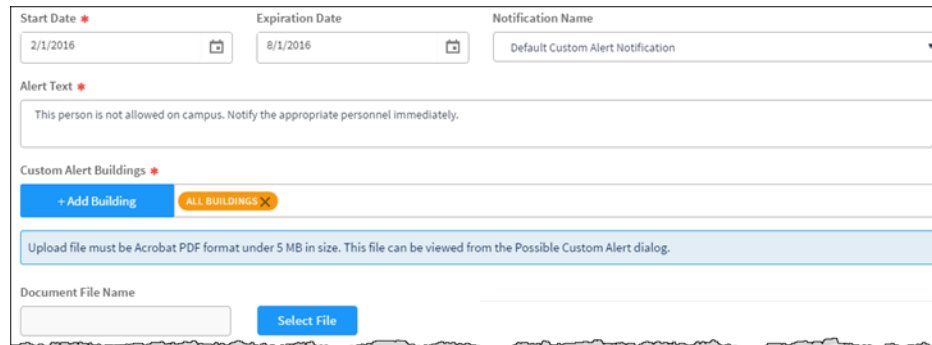
5/26/1960 

First Name Alias

# 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:



The screenshot shows a web form for adding a custom alert. It includes fields for 'Start Date' (2/1/2016), 'Expiration Date' (8/1/2016), and 'Notification Name' (Default Custom Alert Notification). Below these is a text area for 'Alert Text' containing the message: 'This person is not allowed on campus. Notify the appropriate personnel immediately.' Underneath is a section for 'Custom Alert Buildings' with a '+ Add Building' button and an 'ALL BUILDINGS' button. A blue informational banner states: 'Upload file must be Acrobat PDF format under 5 MB in size. This file can be viewed from the Possible Custom Alert dialog.' At the bottom, there is a 'Document File Name' field and a 'Select File' button.

# 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:

The screenshot shows a web form for adding a custom alert. At the top, there are three fields: 'Start Date' with a calendar icon and the value '2/1/2016', 'Expiration Date' with a calendar icon and the value '8/1/2016', and 'Notification Name' with a dropdown menu showing 'Default Custom Alert Notification'. Below these is the 'Alert Text' field, which contains the text 'This person is not allowed on campus. Notify the appropriate personnel immediately.' Underneath is the 'Custom Alert Buildings' section, featuring a blue '+ Add Building' button and an orange 'ALL BUILDINGS' button with a close icon. A light blue informational box states: 'Upload file must be Acrobat PDF format under 5 MB in size. This file can be viewed from the Possible Custom Alert dialog.' At the bottom, there is a 'Document File Name' field and a blue 'Select File' button.

# 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:



The screenshot shows a form titled "Courtesy Notification". It contains four input fields labeled "Name", "Email", "Text Messaging Phone", and "Relationship". Below the input fields are two buttons: "Save" (in blue) and "Cancel" (in grey).

10. Click **Save**.

# Message Tokens for Custom Alerts

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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.

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

## Example:

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

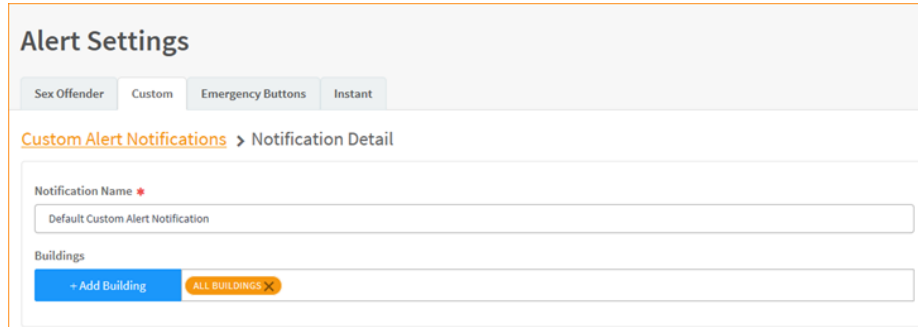
# Custom Alert Notifications

---

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.



The screenshot displays the 'Alert Settings' interface. At the top, there are four tabs: 'Sex Offender', 'Custom', 'Emergency Buttons', and 'Instant'. The 'Custom' tab is selected. Below the tabs, the breadcrumb 'Custom Alert Notifications > Notification Detail' is shown. The main form area contains a 'Notification Name' field with a red asterisk, a text input containing 'Default Custom Alert Notification', and a 'Buildings' section. The 'Buildings' section includes a blue '+ Add Building' button and a yellow 'ALL BUILDINGS' button with a dropdown arrow.

# 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.

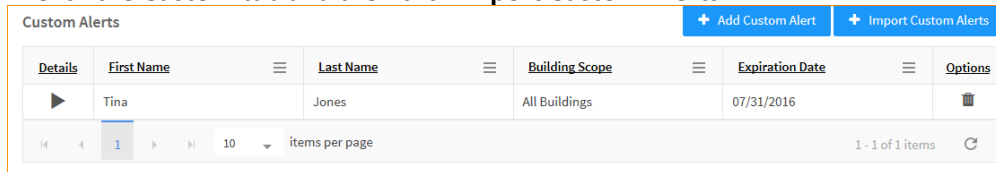
**Note:** To use this feature, you must first create an Excel spreadsheet or comma delimited file that contains the required information. The file can contain the following custom alert information to be imported:

- 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**.

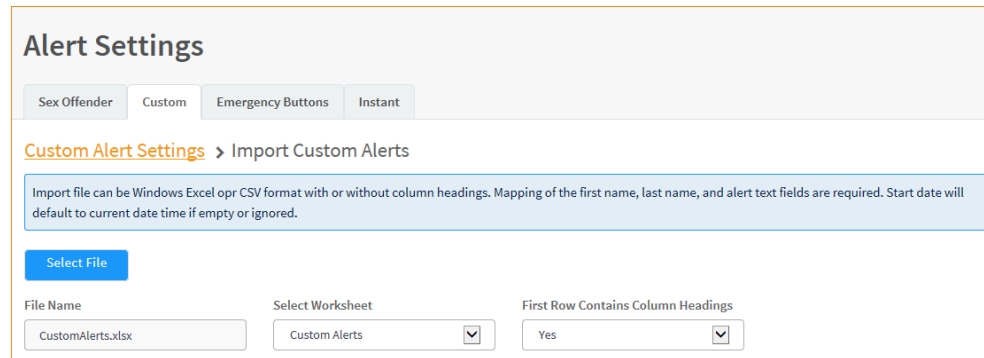


The screenshot shows a table titled "Custom Alerts" with two buttons at the top right: "+ Add Custom Alert" and "+ Import Custom Alerts". The table has six columns: Details, First Name, Last Name, Building Scope, Expiration Date, and Options. A single row is visible with the following data: Details (play icon), First Name (Tina), Last Name (Jones), Building Scope (All Buildings), Expiration Date (07/31/2016), and Options (trash icon). Below the table is a pagination bar showing "1" of "1" items, "10" items per page, and a refresh icon.

| Details | First Name | Last Name | Building Scope | Expiration Date | Options |
|---------|------------|-----------|----------------|-----------------|---------|
| ▶       | Tina       | Jones     | All Buildings  | 07/31/2016      | 🗑️      |

1 - 1 of 1 items

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



The screenshot shows the "Alert Settings" page with tabs for "Sex Offender", "Custom", "Emergency Buttons", and "Instant". The "Custom" tab is selected, and the sub-section "Custom Alert Settings > Import Custom Alerts" is active. A blue box contains instructions: "Import file can be Windows Excel or CSV format with or without column headings. Mapping of the first name, last name, and alert text fields are required. Start date will default to current date time if empty or ignored." Below this is a "Select File" button. At the bottom, there are three fields: "File Name" (containing "CustomAlerts.xlsx"), "Select Worksheet" (a dropdown menu with "Custom Alerts" selected), and "First Row Contains Column Headings" (a dropdown menu with "Yes" selected).

**Alert Settings**

Sex Offender Custom Emergency Buttons Instant

Custom Alert Settings > Import Custom Alerts

Import file can be Windows Excel or CSV format with or without column headings. Mapping of the first name, last name, and alert text fields are required. Start date will default to current date time if empty or ignored.

Select File

File Name: CustomAlerts.xlsx

Select Worksheet: Custom Alerts

First Row Contains Column Headings: Yes

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 will 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 |
|-----------|------------|---------------|---|---------------|
| 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 |

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.

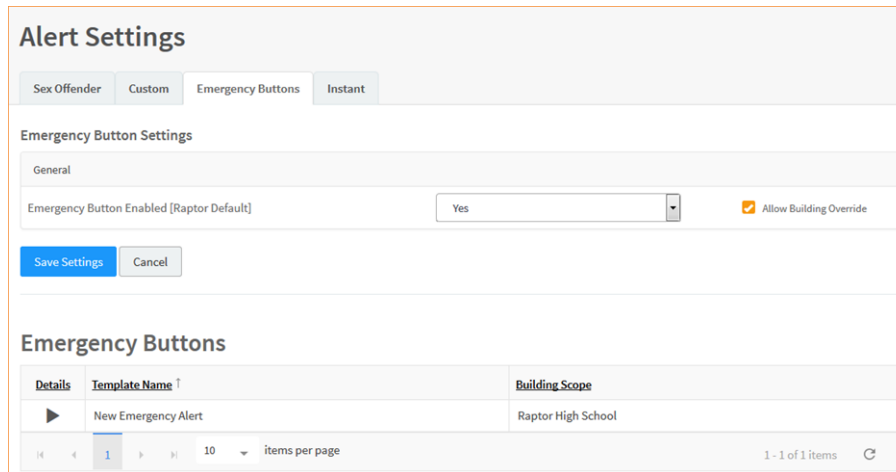
# Emergency Buttons

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.



**Alert Settings**

Sex Offender Custom **Emergency Buttons** Instant

**Emergency Button Settings**

General

Emergency Button Enabled [Raptor Default] Yes ☐ Allow Building Override

Save Settings Cancel

**Emergency Buttons**

| Details | Template Name ↑     | Building Scope     |
|---------|---------------------|--------------------|
| ▶       | New Emergency Alert | Raptor High School |

1 - 1 of 1 items


# 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.

Active Alert: School shutting down early today. [Click here for more information.](#)

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**.

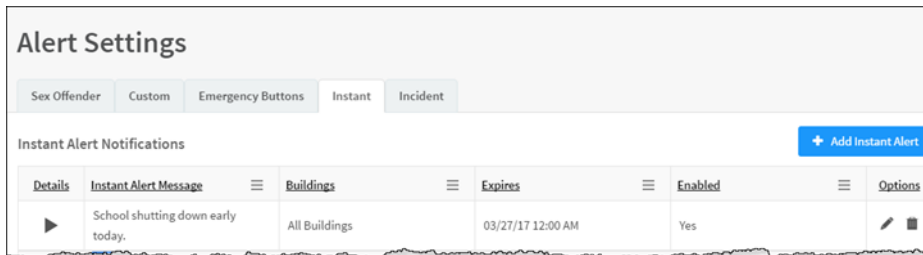
The alert message, the buildings where it is applicable, the expiration date and time, and whether the alert is enabled display in the data grid.

| Alert Settings              |                                   |                   |                   |          |         |                                     |
|-----------------------------|-----------------------------------|-------------------|-------------------|----------|---------|-------------------------------------|
| Sex Offender                | Custom                            | Emergency Buttons | Instant           | Incident |         |                                     |
| Instant Alert Notifications |                                   |                   |                   |          |         | <a href="#">+ Add Instant Alert</a> |
| Details                     | Instant Alert Message             | Buildings         | Expires           | Enabled  | Options |                                     |
|                             | School shutting down early today. | All Buildings     | 03/27/17 12:00 AM | Yes      |         |                                     |

# Manage Instant Alerts, cont.

## Add Instant Alert

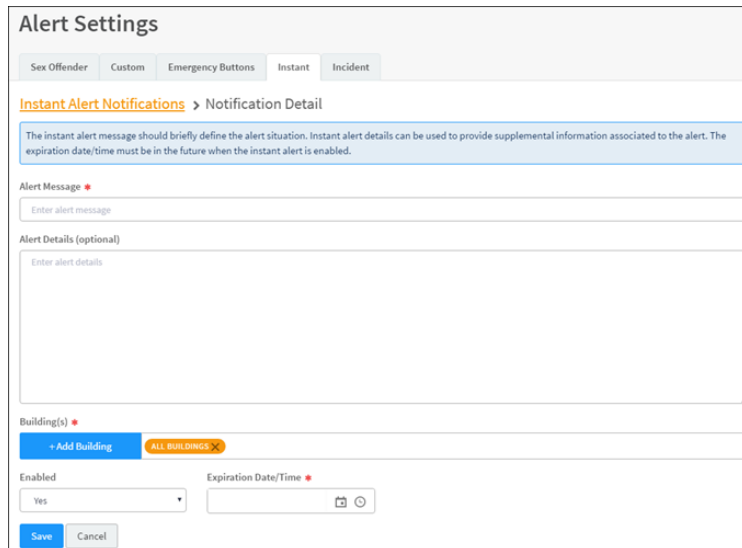
1. In the navigation menu, select **Admin > Alert Settings** and click the **Instant** tab.
2. In the **Instant Alert Notifications** area, click **Add Instant Alert**.



The screenshot shows the 'Alert Settings' interface with the 'Instant' tab selected. Below the tabs is a table titled 'Instant Alert Notifications'. The table has columns: Details, Instant Alert Message, Buildings, Expires, Enabled, and Options. A blue '+ Add Instant Alert' button is in the top right corner of the table area.

| Details | Instant Alert Message             | Buildings     | Expires           | Enabled | Options |
|---------|-----------------------------------|---------------|-------------------|---------|---------|
|         | School shutting down early today. | All Buildings | 03/27/17 12:00 AM | Yes     |         |

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.



The screenshot shows the 'Alert Settings' interface with the 'Instant' tab selected. Below the tabs is a section titled 'Instant Alert Notifications > Notification Detail'. It contains a text box for 'Alert Message' and a larger text box for 'Alert Details (optional)'. Below these is a 'Building(s)' section with a '+ Add Building' button and a list of buildings. At the bottom, there are 'Enabled' and 'Expiration Date/Time' fields, and 'Save' and 'Cancel' buttons.

**Alert Settings**

Sex Offender Custom Emergency Buttons **Instant** Incident

[Instant Alert Notifications](#) > Notification Detail

The instant alert message should briefly define the alert situation. Instant alert details can be used to provide supplemental information associated to the alert. The expiration date/time must be in the future when the instant alert is enabled.

**Alert Message \***

Enter alert message

**Alert Details (optional)**

Enter alert details

**Building(s) \***

+ Add Building ALL BUILDINGS

**Enabled**

Yes

**Expiration Date/Time \***

Save Cancel

# 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.

# 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. Select the **Allow Building Override** check box if the setting can be overridden at the building level. Otherwise, clear the check box.  
**Note:** You must be at the client level (All Buildings) to see the **Allow Building Override** check box.
4. Click **Save Settings**.
5. 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 |                      |                |                                     |                                     |         |
|----------------------------------|----------------------|----------------|-------------------------------------|-------------------------------------|---------|
|                                  |                      |                |                                     |                                     |         |
| Details                          | Description ↑        | Building Scope | Enabled                             | Kiosk                               | Options |
|                                  | <input type="text"/> | All Buildings  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | ✓ ✕     |
| ▶                                | 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**.

The screenshot shows the 'Module Settings' window with tabs for Visitors, Contractors, Students, Staff, Volunteers, and General. The 'Destinations / Reasons for Visit' section is expanded, showing 'Destination Detail'. It includes a 'Description' field with the value 'Nurse', an 'Available in Kiosk' dropdown menu set to 'No', and an 'Enabled' dropdown menu set to 'Yes'. Below these fields is a 'Buildings' section with a '+ Add Building' button and two buttons: 'ALL HIGH SCHOOLS' and 'ALL MIDDLE SCHOOLS'. At the bottom are 'Save' and 'Cancel' buttons.

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

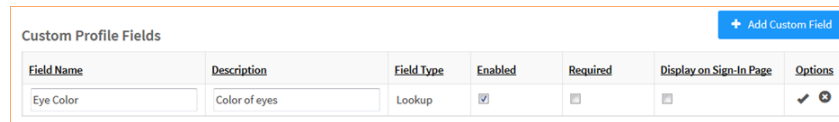
To remove a Destinations/Reasons for Visit item, click the 🗑 icon and then click **OK** on the confirmation dialog.

# 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**.



The screenshot shows a web interface titled 'Custom Profile Fields' with a blue '+ Add Custom Field' button in the top right. Below the title is a table with the following columns: Field Name, Description, Field Type, Enabled, Required, Display on Sign-In Page, and Options. The table contains one row with the following values: 'Eye Color' for Field Name, 'Color of eyes' for Description, 'Lookup' for Field Type, a checked checkbox for Enabled, an unchecked checkbox for Required, an unchecked checkbox for Display on Sign-In Page, and a checkmark icon for Options.

| Field Name | Description   | Field Type | Enabled                             | Required                 | Display on Sign-In Page  | Options                             |
|------------|---------------|------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| Eye Color  | Color of eyes | Lookup     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

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. Click 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 and 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.

The screenshot shows the Raptor Support Center interface. It has a header 'Raptor Support Center' and two main sections: 'Self Help Resources' and 'Contact Us'. The 'Self Help Resources' section contains five tiles: 'GETTING STARTED' (with a right-pointing arrow icon), 'KNOWLEDGE BASE' (with a lightbulb icon), 'PRODUCT NEWS' (with a megaphone icon), 'RAPTOR UNIVERSITY' (with a graduation cap icon), and 'COMMUNITY' (with a group of people icon). The 'Contact Us' section has a blue button 'Send Email To Support'. Below it, it lists 'Support Phone: (713) 880-8902. Choose option 2.' and 'Support Email: [support@raptorware.com](mailto:support@raptorware.com)'. There is also a 'Raptor Live Support' section with a text input field for a support session code. At the bottom, there is a footer with copyright information and contact details.

**Raptor Support Center**

**Self Help Resources**

GETTING STARTED KNOWLEDGE BASE

PRODUCT NEWS RAPTOR UNIVERSITY COMMUNITY

**Contact Us**

[Send Email To Support](#)

Support Phone: (713) 880-8902. Choose option 2.  
Support Email: [support@raptorware.com](mailto:support@raptorware.com)

**Raptor Live Support**

Are you on the phone with us right now? Enter the code provided by the support engineer to start the support session.

Name

9-Digit Code

[Start Support Session](#)

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Support  
1-877-TRAPTOR 713-880-8902 [www.raptortech.com](http://www.raptortech.com)

## 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**.

# Navigation Menu

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This area is used to select the workspace in which you want to work. When a menu item is selected in the navigation menu, the workspace displays in the right pane.

- **Dashboard** – Displays up-to-date statistics such as visitor, contractor, student, staff and volunteer sign-in by hour, current day or current week.
- **Admin** – Contains sub-menu items for users with Administrative permissions to set up and manage Raptor.
- **Sign In/Sign Out** – Used to sign in and sign out visitors, contractors, and students.
- **Modules** – Contains sub-menu items for each of the enabled modules:
  - **Visitors** – View currently signed in visitors, sign out visitors, run visitor reports, view details about all visitors, and access the delayed entry feature.
  - **Contractors** – View currently signed in contractors, sign out contractors, run contractor reports, view details about all contractors, add contractors, and access the delayed entry feature.
  - **Students** – Run student reports, view details about all students, add students, and access the delayed entry feature from this workspace.
  - **Staff** – View currently signed in staff, sign out staff, run staff reports, view details about staff, add staff, and access the delayed entry feature from this workspace.
  - **Volunteers** – View currently signed in volunteers, sign out volunteers, run volunteer reports, view details about volunteers, add volunteers, and access the delayed entry feature from this workspace.
- **Reports** – Run visitor, contractor, student, staff, volunteer and security reports.
- **Kiosks** – Launch a kiosk for self-sign in and sign out.
- **Support** – Access Self Help Resources for using Raptor.

# Icons

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The following icons are used in the Raptor interface:

| Icon  | Description   |
|---|---|
|    | Calendar – Select a date, normally when specifying a date range.                  |
|    | Clock – Select a time, normally when specifying a time range.                     |
|    | Cancel – Exit Edit mode without saving your changes.                              |
|    | Save – Save changes when in Edit mode.  |
|    | Delete – Remove an entry.   |
|    | Details – Expand an entry or row in the data grid to view the details.            |
|    | Edit – Modify an entry.   |
|    | Excel – Export a report to Excel format.  |
|    | Not Allowed   |
|   | PDF – Export a report to PDF format.  |
|  | Print – Print a badge.  |
|  | Menu – Choose columns, and sort and filter information.                           |
|  | Lock – Indicates an entry is locked and cannot be modified at the building level. |

# Workspace

This area displays in the right pane when a Navigation menu item is selected. Upon login, this area displays the Dashboard by default. Depending on the selected menu item, the workspace may contain the following elements.

- Data Grid – Table containing information specific to the area on the workspace.
- Details – Expanded view of a specific item in the grid.
- Navigation Path – Indicate where you are in the user interface.
- Column Menu – Choose columns to display, and sort and filter the information.

The screenshot displays the 'Users' workspace interface. It features a header with 'All Users' and 'User Settings' tabs, and a '+ Add User' button. Below the header is a data grid with columns: Details, First Name, Last Name, Status, and Role. The grid contains three rows of user data. A callout labeled 'Data Grid' points to the table. Below the grid, an expanded view for a user is shown. This view includes a navigation path 'All Users > User Detail' (labeled 'Navigation Path'), input fields for First Name, Last Name, Email Address/UserName, and Title, and dropdown menus for User Status and Time Zone. It also displays 'Failed Logins' (0 / 10) and a section for user metadata including Created Date, Created By, Modified DateTime, and Last Login. A callout labeled 'Expanded Details' points to this section.

| Details | First Name | Last Name     | Status | Role           |
|---------|------------|---------------|--------|----------------|
| ▶       | Devin      | DistrictAdmin | Active | District Admin |
| ▶       | Julie      | Pounds        | Active | Student Admin  |
| ▶       | Sam        | Jones         |        |                |

**Users**

All Users > User Detail

First Name \*  
Diana

Last Name \*  
Dare

Email Address/UserName \*  
ddare@comcast.com

Title \*  
Assistant Principal

User Status \*  
Active

Time Zone \*  
(UTC-06:00) Central Time (US & C)

Failed Logins \*  
0 / 10

Created Date  
2/25/2016 1:03:00 PM

Created By  
devin@raptor6.com

Modified DateTime  
2/25/2016 1:03:00 PM

Last Login  
4/27/2016 12:09:30 PM

# Contact Us

## Raptor Technologies Support

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