



Raptor University

Raptor System Entry Admin Training

Instructor:

Learning Objectives

This training will provide you with the skills necessary to perform the following functions within the Raptor System:

- Sign-In Procedures
 - First-time Visitors
 - Returning Visitors
 - Visitors with no ID
- Possible Offender and Custom Alerts
- Sign-Out Procedures
 - Sign-Out Visitors
 - Multiple Sign-Out
- Delayed Sign-In and Sign-Out

Agenda

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

- Navigating Raptor
- Sign-In/Sign-Out
- Managing Visitors
- Generating Reports

Log In and Log Out

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

Maintenance Notifications

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

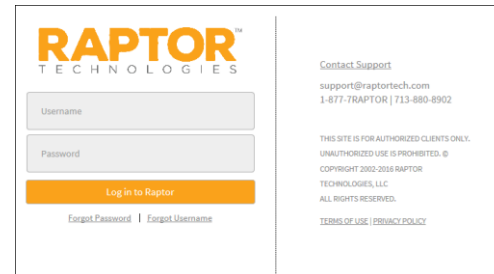
Click **Continue** to complete the login.

Change Password for First Time Users

1. If your district requires users to change their password after the first login, you will be prompted to change your password.
2. Enter a new password in the **Password** field.
Note: The password must contain a minimum of 8 characters and must include 1 uppercase character and 1 special character.
3. Re-enter the password in the **Confirm New Password** field and click **Save New Password**.

Log Out of Raptor

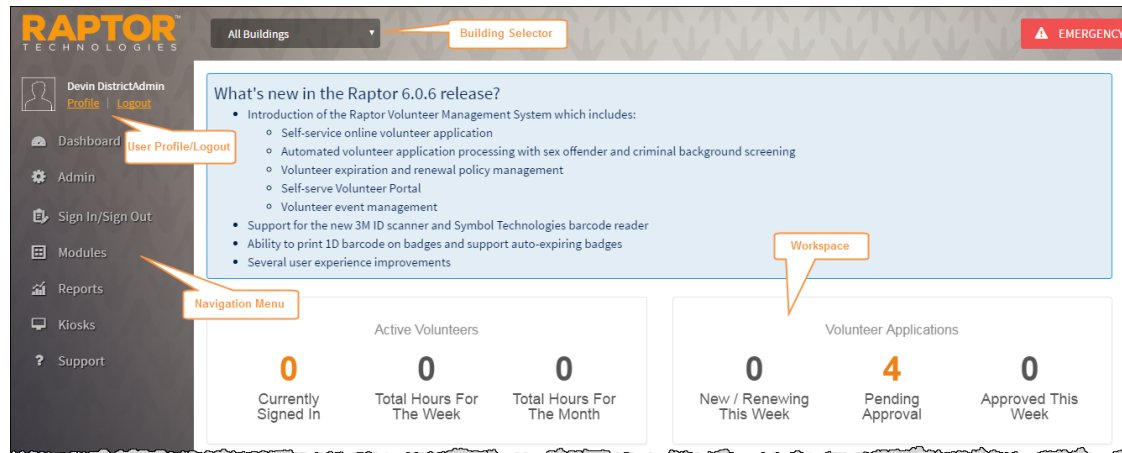
To log out of Raptor, select the **Logout** link in the upper area of the navigation menu.

The image shows a web login interface for Raptor Technologies. At the top left is the 'RAPTOR TECHNOLOGIES' logo. Below it are two input fields: 'Username' and 'Password'. Under the 'Password' field is an orange button labeled 'Log in to Raptor'. Below this button are two links: 'Forgot Password' and 'Forgot Username'. To the right of the login fields, there is a 'Contact Support' section with the email 'support@raptortech.com' and phone number '1-877-7RAPTOR | 713-880-8902'. Below that 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'.

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



Request Forgotten Password/Username

Forgotten Password

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

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

Forgotten Username

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

RAPTOR
TECHNOLOGIES

Username

Send Reset Email Cancel

To reset your password, enter your username and click the Send button.

Contact Support
support@raptortech.com
1-877-7RAPTOR | 713-880-8902

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RAPTOR
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Password

Confirm New Password

Save New Password Cancel

Contact Support
support@raptortech.com
1-877-7RAPTOR | 713-880-8902

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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.

The screenshot displays the 'Profile' workspace with three tabs: 'Profile', 'Preferences', and 'Change Password'. The 'Profile' tab is active. It features a profile picture placeholder with a 'Select File' button. Below this are input fields for 'First Name' (Devin), 'Last Name' (DistrictAdmin), 'Email Address/UserName' (devin@raptor6.com), and 'Title' (Assistant Principal). A 'Contact Detail' section includes 'Primary Building' (Raptor High School), 'Preferred Contact Method' (Email), and 'Text Messaging Phone' ((832) 771-6491). The 'User Detail' section shows 'User Status' (Active) and 'Role' (District Admin). A 'Save' button is at the bottom.

Profile

Profile Preferences Change Password

Select File

First Name * Last Name * Email Address/UserName * Title *

Devin DistrictAdmin devin@raptor6.com Assistant Principal

Contact Detail

Primary Building * Preferred Contact Method * Text Messaging Phone

Raptor High School Email (832) 771-6491

User Detail

User Status Role

Active District Admin

Save

User Profile, cont.

Upload Your Photo

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

Modify User Information

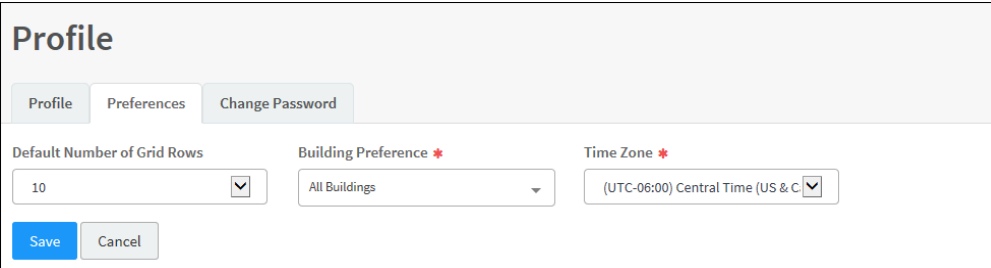
You can update your name and title and view other information that is included in your user profile from the Profile tab.

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

User Profile—User Preferences

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

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



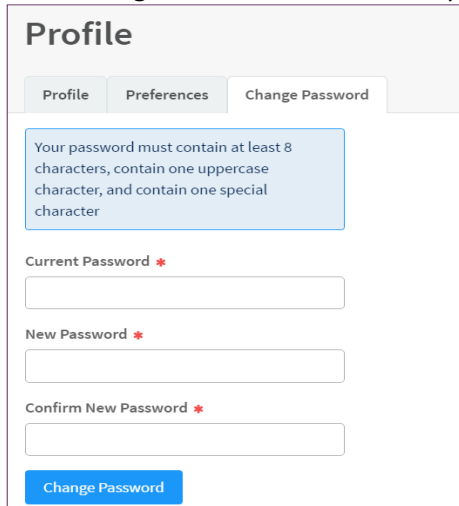
The screenshot shows the 'Profile' workspace with three tabs: 'Profile', 'Preferences' (which is active), and 'Change Password'. Under the 'Preferences' tab, there are three settings: 'Default Number of Grid Rows' with a dropdown menu showing '10', 'Building Preference' with a dropdown menu showing 'All Buildings', and 'Time Zone' with a dropdown menu showing '(UTC-06:00) Central Time (US & C)'. Below these settings are two buttons: 'Save' (in blue) and 'Cancel' (in grey).

- **Default Number of Grid Rows** – Select the number of grid rows from the drop-down list. This is the default number of rows that displays on each page in the user interface based on the size of your monitor.
 - **Building Preference*** – For users who have access to more than one building, select the building that displays as your default. When you log in to Raptor, this building will display in the Building Selector.
 - **Time Zone*** – Select the time zone for which you would like to view data (typically for customers who have buildings in two or more time zones).
2. Click **Save**.

User Profile—Change Password

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

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



The screenshot shows a web interface titled "Profile". It has three tabs: "Profile", "Preferences", and "Change Password". The "Change Password" tab is active. A blue box contains the password requirements: "Your password must contain at least 8 characters, contain one uppercase character, and contain one special character". Below this are three text input fields labeled "Current Password *", "New Password *", and "Confirm New Password *". A blue "Change Password" button is at the bottom.

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

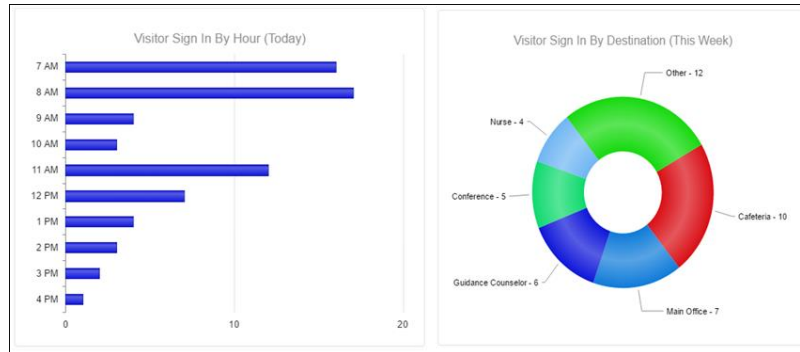
Note: The password must contain a minimum of 8 characters and must include 1 uppercase character and 1 special character.

3. Click **Change Password**.

Visitor Dashboard

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 Sign-In By Hour (Today) – A graphical view of visitor sign-in events by hour for the current day.
- Visitor Sign-In By Destination (This Week) – A graphical view of visitor sign-in events based on reason for the current week. The top five reasons are shown and the remaining reasons display as Other.
- Visitor Sign-In By Day of Week (This Week) – A graphical view of visitor sign-in events for each day of the current week.

Sign-In Procedures

Use the **Sign In/Sign Out** workspace to sign in and sign out people entering and leaving your building.

1. Select **Sign In/Sign Out** in the navigation menu. By default, the **Sign In** button is selected.
2. Click the button for who you are signing in (Visitor, Contractor, Student, Staff or Volunteer).
3. Use one of the following methods (Scan ID, Find, or Manual Entry) to complete the sign in process.

The screenshot displays the Raptor Technologies Sign In/Sign Out 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', 'Sign In/Sign Out' (which is highlighted), and 'Modules'. The main content area has a header with 'Raptor High School' and a dropdown arrow, with a callout 'Select Building' pointing to it. In the top right corner of the main area is a red 'EMERGENCY' button with a warning icon. Below the header, there are two buttons: 'SIGN IN' (highlighted in orange) and 'SIGN OUT'. A callout 'Select Sign In or Sign Out' points to the 'SIGN IN' button. Under these buttons is a row of five role selection buttons: 'VISITOR' (highlighted in orange), 'CONTRACTOR', 'STUDENT', 'STAFF', and 'VOLUNTEER'. A callout 'Select Who' points to the 'VISITOR' button. At the bottom, there are three method selection buttons: 'Scan ID' (highlighted in blue), 'Find' (highlighted in blue), and 'Manual Entry' (disabled). A callout 'Select Method' points to the 'Scan ID' button. Between the 'Scan ID' and 'Find' buttons is a text input field labeled 'Enter First and/or Last Name...'.

Sign In – Scan ID

Scanning an ID is the easiest and recommended method for signing in visitors, contractors and volunteers. You must have the Raptor Optical Scanner attached to your computer to use this feature.

1. Insert the state-issued identification card into the scanner, face up, and click **Scan**.



2. Carefully verify that the information on the screen matches the information on the ID. If any of the information is incorrect, click the Edit button located to the right of the Last Name field, and modify any incorrect information before continuing the sign-in process.
3. From the **Destination/Reason** drop-down list, select the purpose for the visit.
4. Click **Submit & Print** to print a badge, or click **Submit** to enter the information into the system without printing a badge.

When the record is submitted, if the information matches the criteria for an offender or custom alert, a Possible Offender Alert or Possible Custom Alert displays on the screen.

Sign In – Find

The Find feature allows you to find people who are already in the Raptor system, quickly pull up their profile and sign them in.

Note: This sign-in method can be used to sign in anyone who was previously scanned into the system. *This method **must** be used to sign in students, staff members and volunteers.*

1. In the **Find** text box, type the **First Name** and/or **Last Name** and then click **Find**.

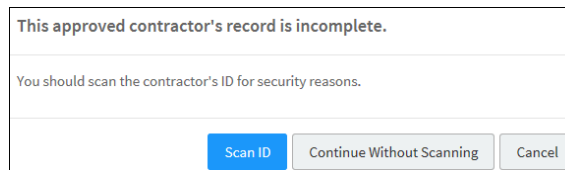
A search interface consisting of a text input field with the placeholder text "Enter First and/or Last Name..." and a blue button labeled "Find" to its right.

If the system finds the exact match during the search, the person's information displays.

2. If the system returns multiple matches, find the name in the Search Results list and then click **Sign In** next to the name of the person you are signing in.

Contractor, Guardian and Volunteer Sign-In

When signing in a contractor, guardian or volunteer who has not been scanned into Raptor (for example, if their information was added or imported into Raptor and the ID wasn't scanned), a window displays informing you that the record is incomplete.

A dialog box with a light gray background. It contains two lines of text: "This approved contractor's record is incomplete." and "You should scan the contractor's ID for security reasons." At the bottom, there are three buttons: a blue "Scan ID" button, a gray "Continue Without Scanning" button, and a gray "Cancel" button.

Sign In – Find

3. Click one of the following buttons to continue the sign in:

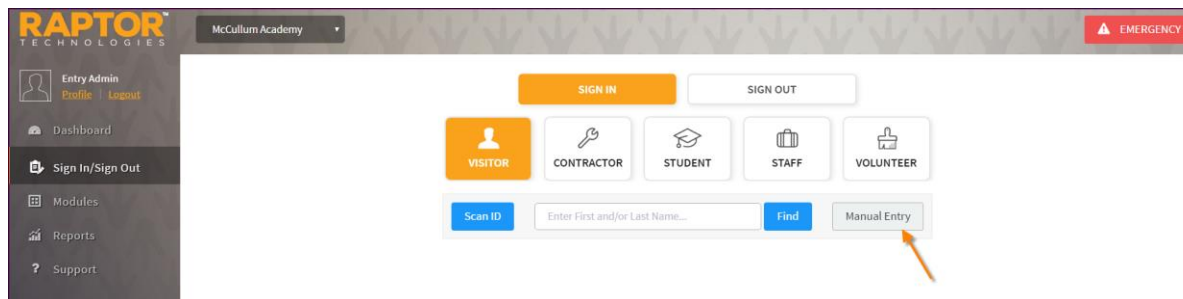
- **Scan ID** – Insert the person's ID in the scanner and click Scan ID. If there is a problem with the scan, the user can click Rescan ID or click Edit to modify the record.

Note:

- If a contractor's scanned data is different from the information in their profile, they will be prompted to **Continue Sign In Without Changes** (the scanned data will not be saved), **Continue Sign In – Create New Contractor** (a new contractor profile will be created with the scanned data), or **Cancel** the sign in.
 - If an approved volunteer's scanned data is different from the information in their profile, they will be prompted to **Continue Sign In Without Changes** (the scanned data will not be saved) or **Cancel** the sign in.
 - **Continue Without Scanning** (the next time the person signs in, the user will be asked again to scan their license). The Details workspace displays where the user can update the information. Proceed to Step 4.
 - **Cancel** – Exit the dialog and cancel the sign in.
4. From the **Destination/Reason** drop-down list, select the purpose for the visit or enter another destination/reason in the text field (if signing in visitor, contractor or staff). If signing in a student, select the reason for late sign in.
5. Click **Submit & Print** to sign in and print a badge, or click **Submit** to enter the information into the system without printing a badge.

When the record is submitted, if the information matches the criteria for an offender or custom alert, a Possible Offender Alert or Possible Custom Alert displays on the screen.

Sign In – Manual Entry



The manual entry feature allows you to sign in a person by entering their information in the fields on the screen. This sign in method is often used when the ID cannot be scanned.

Note: This method *cannot* be used to sign in students, staff or volunteers.

1. Click **Manual Entry** and then complete the fields on the screen. The following fields are required:
 - First Name
 - Last Name
 - Date of Birth
2. If you are signing in a contractor, select the **Company Name** from the drop-down list or select **Other** and then enter the company name.
3. From the **Destination/Reason** drop-down list, select the purpose for the visit.
4. Optionally, enter information in the **Notes** text box.
5. Click **Submit & Print** to sign in and print a badge, or click **Submit** to enter the information into the system without printing a badge.

Possible Offender or Custom Alert

If an alert (Possible Offender Alert or Possible Custom Alert) displays on the screen during sign-in, perform the following steps.

1. Carefully analyze the search results. It is recommended that you compare the middle name, height, weight, race, and other physical details to verify a match. Not all states provide a photo and details of their offenders.
2. Confirm whether the information displayed on your screen is a match to the person being signed in.

- Click **Match** if the information displayed on the screen is a match and then click **Yes** to confirm.

Follow your school/district policies and procedures for handling alerts.

- Click **No Match** if the information displayed on the screen does not match your visitor's information. If there are multiple records, the next possible match will display on the screen.

Note: Raptor also matches on offender alias names. If this occurs, an Alias Match message displays below the offender's photo.


Possible Offender Alert

Please confirm a match based on middle name and physical description.

[Match](#) [No Match](#)


1 of 4

VISITOR



First Name	John
Middle Name	
Last Name	Doe
Date Of Birth	01/01/1981

OFFENDER



First Name	John
Middle Name	
Last Name	Doe
Date Of Birth	01/01/1981
Gender	Male
Eye Color	Brown
Race	White
Hair Color	Brown
Height	6'3"
Weight	175
Street	TEST ALERT
State	TX
Zip	77009

Offender State Registry: TX
[Click here](#) for more information.

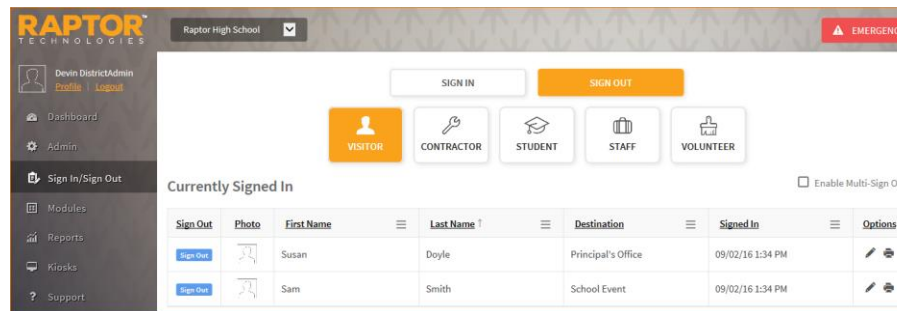
Disclaimer: Raptor Technologies LLC cannot guarantee the records you obtain through this site relate to the person about whom you are seeking information. Searches based on names, dates of birth and other alphanumeric identifiers are not always definitive. The only way to definitively link someone to a criminal record is through fingerprint verification.

Sign Out Procedures

Sign Out Visitors, Contractors, Staff or Volunteers

To sign out visitors, contractors or staff when they leave the building, perform the following steps:

1. From the navigation menu, select **Sign In/Sign Out** and then click **Sign Out**.



2. Click the button for who you are signing out (**Visitor, Contractor, Staff** or **Volunteer**).
3. Find the name of the person in the **Currently Signed In** list and then click **Sign Out**.

Multiple Sign Out

You can also sign out multiple people at one time.

1. On the **Currently Signed In** workspace, select the **Enable Multi-Sign-Out** check box in the upper right corner.
2. In the **Sign Out** column, select the check box next to the name of all the people to be signed out, and then click **Sign Out**.

Sign Out Students

To sign out students when they leave the building, perform the following steps:

1. From the navigation menu, select **Sign In/Sign Out** and then click **Sign Out**.
2. Click **Student**.
3. In the **Find** text box, type the **First Name**, **Last Name** or **ID Number** and then click **Find**.

A screenshot of a search interface. It consists of a light gray rectangular text box with rounded corners. Inside the box, the text "Enter First and/or Last Name or Student ID..." is displayed in a light gray font. To the right of the text box is a blue rectangular button with the word "Find" in white text.

If the system finds the exact match during the search, the person's information displays.

4. If the system returns multiple matches, find the name in the Search Results list and then click **Sign Out** next to their name.

Use one of the following methods to complete the student sign out process:

- Guardian Pickup
- One-Time Pickup
- Self-Sign Out

Sign Out Students, cont.

Guardian Pickup

1. If the person picking up the student is listed in the Guardian area, select the check box next to their name and click **Guardian Sign-Out**.
2. If the selected guardian does not have a complete record, a window displays informing you that the guardian's record is incomplete. Click one of the following buttons to continue:
 - **Scan ID** – Insert the guardian's ID in the scanner and click **Scan ID**. If there is a problem with the scan, the user can click **Rescan ID** or click **Edit** to modify the guardian's record.

Note: If a guardian's scanned data is different from the information in their profile, they will be prompted to **Continue Sign In Without Changes** (the scanned data will not be saved) or **Cancel**.
 - **Continue Without Scanning** (they will be prompted to scan license on subsequent visits)
 - If the guardian is signing out additional students at the same time (and is authorized to sign out), click **Add Students** and enter the name(s) of the students the guardian is authorized to sign out.
 - Select the check box next to the name of each student the guardian is signing out and then click **Continue**.
 - **Cancel** – Exit the dialog and select a different guardian or perform a One-Time Pickup.
3. Select the **Destination/Reason** for sign out from the drop-down list and then click **Submit & Print** or **Submit**.

Note: If **Submit & Print** is selected, a Student Pickup badge is printed that includes the guardian's name and the name of the student(s) being signed out.

Sign Out Students, cont.

One-Time Pickup

1. If the person picking up the student is not listed in the Guardian area, click **One-Time Pickup**.
2. Specify the person who is picking up the student by scanning their ID, entering their name in the **Find** text box, or manually entering their information.
3. Select the **Destination/Reason** for sign out from the drop-down list and then click **Submit & Print** or **Submit**.

Note: If **Submit & Print** is selected, a Student Pickup badge is printed that includes the guardian's name and the name of the student(s) being signed out.

Self Sign-Out

If the student has permission to perform Self Sign-Out, their profile will display **Yes** in the **Allow Self Sign-Out** field. In this scenario, perform the following steps to sign out the student:

1. Click **Self Sign-Out**.
Note: The **Self Sign-Out** button will not display for students when the **Allow Self Sign-Out** field is set to **No**.
2. Select the appropriate **Destination/Reason** from the drop-down list.
3. Click **Submit & Print** or **Submit**.

Note: If **Submit & Print** is selected, a Student Pass is printed.

Visitors Workspace

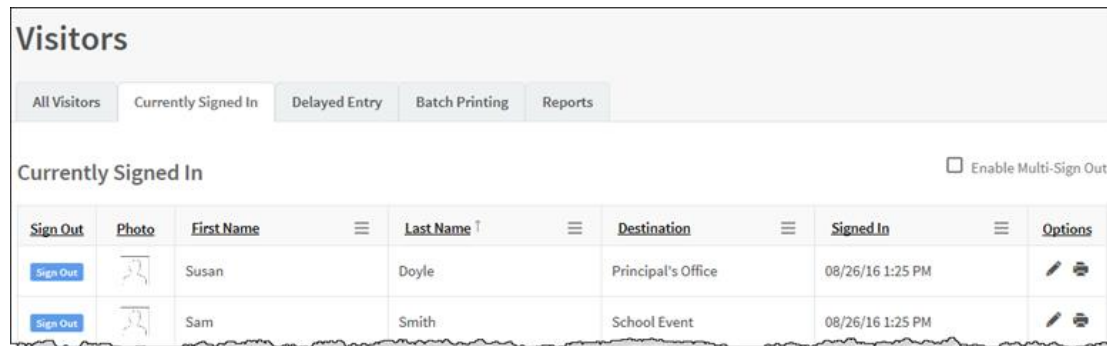
You can manage the visitors to the building using the **Visitors** workspace. Select **Modules > Visitors** in the navigation menu to access the workspace.







The screenshot shows the Raptor Technologies Visitors Workspace interface. The top header includes the Raptor Technologies logo, the school name 'Raptor High School', and an 'EMERGENCY' button. The left sidebar contains a user profile for 'Devin DistrictAdmin' and a navigation menu with options: Dashboard, Admin, Sign In/Sign Out, Modules, Visitors (highlighted), Contractors, and Students. The main content area is titled 'Visitors' and features a tabbed interface with 'All Visitors' selected. Below the tabs is a table titled 'All Visitors' with columns: Details, First Name, Last Name, ID Number, Date Of Birth, and Last Visited. The table contains four rows of visitor data.

Details	First Name	Last Name	ID Number	Date Of Birth	Last Visited
▶	Joe	Black	1234	02/26/1980	08/02/2016
▶	John	Doe		01/01/1981	05/03/2016
▶	Susan	Doyle	****3518	04/11/1957	09/02/2016
▶	Sam	Smith	**3456	04/04/1959	09/02/2016

Currently Signed In Visitors

Use the **Currently Signed In** tab to view all visitors who are currently signed in. You can also perform the following tasks from this tab.



Visitors						
Currently Signed In <input type="checkbox"/> Enable Multi-Sign Out						
Sign Out	Photo	First Name	Last Name ↑	Destination	Signed In	Options
Sign Out		Susan	Doyle	Principal's Office	08/26/16 1:25 PM	 
Sign Out		Sam	Smith	School Event	08/26/16 1:25 PM	 

View Currently Signed In Visitor Information

View the visitors who are currently signed in, the sign in date and time, the reason for the visit, and any notes associated with the visitor.

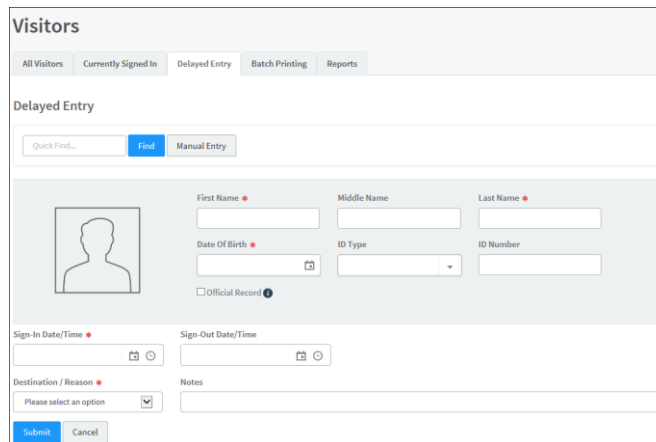
Note: If a signed in visitor matches a custom alert, their first name and last name will be highlighted in blue. If a visitor's name is highlighted in red, it indicates they were a match to an offender alert.

Delayed Sign In and Sign Out

If you are unable to sign in or sign out visitors due to equipment issues or internet connection issues, you can use the **Delayed Entry** feature to manually enter the sign-in and sign-out date and time. This feature allows Administrators to record the actual sign-in and sign-out times but the entry is delayed until the system is available.

Note: This feature is not visible at the All Building level.

1. Select the school from the Building Selector (you must select a specific building to use the Delay Entry feature).
2. From the navigation menu, select **Visitors** and then click the **Delayed Entry** tab.
3. If the person has previously been entered into Raptor, enter their **First Name** or **Last Name** in the text field and click **Find**.







The screenshot shows the 'Visitors' section of the Raptor system interface. At the top, there are tabs for 'All Visitors', 'Currently Signed In', 'Delayed Entry' (which is selected), 'Batch Printing', and 'Reports'. Below the tabs, the 'Delayed Entry' section is active. It features a 'Quick Find...' input field with a 'Find' button and a 'Manual Entry' button. The main form area includes a profile picture placeholder, fields for 'First Name', 'Middle Name', and 'Last Name', and fields for 'Date Of Birth', 'ID Type', and 'ID Number'. There is also an 'Official Record' checkbox. At the bottom, there are fields for 'Sign-In Date/Time', 'Sign-Out Date/Time', 'Destination / Reason' (with a dropdown menu), and a 'Notes' text area. 'Submit' and 'Cancel' buttons are located at the bottom left.

Delayed Sign In and Sign Out, cont.

4. If the person has not previously been entered into Raptor, click **Manual Entry** and enter the following required information on the Delayed Entry workspace:

Note: If you manually enter the person's information, their information will not be found using the Find feature on future visits until their ID has been scanned into Raptor.

- **First Name***
- **Last Name***
- **Date of Birth***
- **Sign-In Date/Time*** – Click the  icon to select the date and then click the  icon to select the time that the person actually signed in.
- **Sign-Out Date/Time** – Click the  icon to select the date and then click the  icon to select the time that the person actually signed out.

Note: The **Sign-In Date** and **Sign-Out Date** must be the same date.

- **Destination/Reason*** – From the drop-down list, select where the person is going in the building or the reason for the visit.

5. Click **Submit**.

A *Delayed Entry Successful* message displays in the lower right corner of the screen.

Batch Printing

The Batch Printing feature enables users to run a batch of visitors through the sex offender and custom alert checks, and then print their badges in advance of a school event where many visitors are expected to sign in for the same event at the same time.

Using this feature speeds up the sign in process for an event and helps prevent a long line of visitors at the Front Desk. When the visitors arrive, you simply look at their ID and hand them their badge.

While running the batch, if one or more visitors are flagged with an offender or custom alert, the user can view the alerts and decide if the person is a match. If they are a match, no badge is created and they will not be signed in at the time designated in the Batch Detail.

Note: This feature is not visible at the All Building level.

Add Batch Print Job

1. Select the school from the Building Selector (you must select a specific building).
2. From the navigation menu, select **Modules > Visitors** and click the **Batch Printing** tab.

Visitors								
All Visitors Currently Signed In Delayed Entry Batch Printing Reports								
Current Batches + Add Batch								
Details	Name	Sign-In Date/Time	Sign-Out Date/Time	Printed	Not Print	Alert Match	Status	Options
There is no data to show here								
0 items per page No items to display								
Completed Batches								
Details	Name	Sign-In Date/Time	Sign-Out Date/Time	Visitor Count	Status	Options		
	PTA Meeting	05/04/16 7:00 PM	05/04/16 9:00 PM	3	Completed	Close		

Batch Printing, cont.

3. Click **Add Batch**. You can also copy a Completed Batch job and modify it to create a new batch job.

Visitors

All Visitors | Currently Signed In | Delayed Entry | **Batch Printing** | Reports

Current Batches + Add Batch

Details	Name	Sign-In D...	Sign-Out...	Printed	Not Print...	Alert Match	Status	Options
There is no data to show here								

Items per page: 10

Completed Batches

Details	Name	Sign-In Date/Time	Sign-Out Date/Time	Visitor Count	Status	Options
▶	PTA Meeting	05/04/16 7:00 PM	05/04/16 9:00 PM	3	Completed	ⓘ

4. Enter the following information (the asterisk * indicates a required field):
 - **Batch Name*** – Enter a name for the batch job.
 - **Batch Description** – Enter a description for the batch job.
 - **Sign-In Date/Time*** – Click the icon to select the sign-in date and then click the icon to select the sign-in time.
 - **Sign-Out Date/Time*** – Click the icon to select the sign-out date and then click the icon to select the sign-out time.

Note: The Sign-In Date and Sign-Out Date must be the same date.
 - **Destination/Reason*** – Select where the person is going in the building or the reason for the visit from the drop-down list. You can also enter a custom value in the text field.
5. Click **Save**.

Batch Printing, cont.

6. In the **Visitor List** area on the **Batch Detail** workspace, click **Add Visitor**.

Note: You can only add visitors to the batch if they have previously signed in and have an official record in the Raptor system.

Visitor List							
				Print Batch Now		Add Visitor	
Details	First Name	Last Name	ID Number	Date Of Birth	Status	Status Date	Options
▶	Susan	Doyle	****3518	04/11/1957	Not Printed	08/02/2016	Print Delete
▶	Joe	Black	1234	02/26/1980	Not Printed	08/02/2016	Print Delete
▶	John	Doe		01/01/1981	Not Printed	08/02/2016	Print Delete


7. Enter the visitor's name in the text box and then click **Find**.
8. On the **Visitor Detail** workspace, click **Add Person**.

Visitors

All VisitorsCurrently Signed InDelayed EntryBatch PrintingReports

Batch Printing > Batch Detail > Visitor Detail

Quick Find...Find



First NameMiddle NameLast Name

SamDate Of BirthID TypeID Number

04/04/1959Driver License**3456


Add PersonCancel

9. Repeat Step 6 and Step 7 for all visitors to be added to the batch.

Batch Printing, cont.

Execute Batch Printing

You can execute and print the batch from either the Batch Printing workspace or the Batch Detail workspace.

1. Use one of the following methods to execute and print the batch:
 - From the Current Batches area on the Batch Printing workspace, click the  icon in the **Options** column to execute the batch.
 - From the **Visitors List** area on the **Batch Print Details** workspace, click **Print Batch Now**.

The Print Confirmation dialog displays.

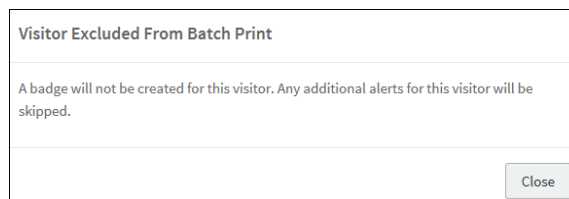
2. Click **Continue**.
3. If a Possible Offender alert displays for any of the visitors in the batch, review the information and determine if it is a match.



Print Confirmation

School Event will be the destination / reason displayed on the visitor badges.

If the visitor is a match to an offender or custom alert, the badge will not be printed and the following dialog displays.



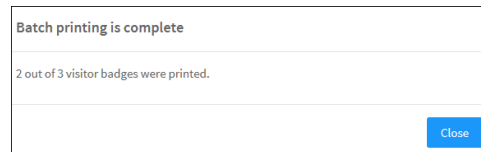
Visitor Excluded From Batch Print

A badge will not be created for this visitor. Any additional alerts for this visitor will be skipped.

Batch Printing, cont.

3. Click **Close** to exit the dialog and continue with the batch printing.

When all the badges have printed, a dialog displays indicating the *Batch printing is complete* and displays how many badges were printed.



4. Click **Close** to exit the dialog.

On the date and at the time specified in the Batch Print **Sign-In Date/Time**, the visitors will be automatically signed in to the Raptor system.

On the date and at the time specified in the Batch Print **Sign-Out Date/Time** field, the visitors will be automatically signed out.

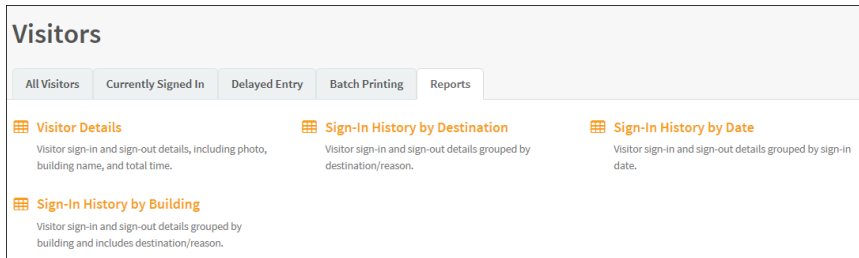
Note: A batch print is not complete until both the sign-in and sign-out times have elapsed. Up until the sign-out time has elapsed, the batch print is still considered active and can be modified.

Once the sign-out time has elapsed, the batch print is considered complete and will be moved to the **Completed Batches** grid.


Running Reports

Generate Report

1. Access the reports using one of the following methods:
 - Select the module in the navigation menu (**Visitors**, **Contractors**, **Students**, **Staff** or **Volunteers**) and then click the **Reports** tab in the module workspace.
 - Select **Reports** in the navigation menu and click the tab for the type of report you want to run (**Visitors**, **Contractors**, **Students**, **Staff**, **Volunteers** or **Security**).
2. Select the report that you want to generate.



The screenshot shows the 'Visitors' module workspace. At the top, there are five tabs: 'All Visitors', 'Currently Signed In', 'Delayed Entry', 'Batch Printing', and 'Reports'. The 'Reports' tab is selected. Below the tabs, there are four report options, each with a calendar icon and a title: 'Visitor Details' (Visitor sign-in and sign-out details, including photo, building name, and total time), 'Sign-In History by Destination' (Visitor sign-in and sign-out details grouped by destination/reason), 'Sign-In History by Date' (Visitor sign-in and sign-out details grouped by sign-in date), and 'Sign-In History by Building' (Visitor sign-in and sign-out details grouped by building and includes destination/reason).

3. Select specific building or All Buildings from the **Building Selector**.
4. Click the  icon to select the **Start Date** and **End Date** for the date range to include in the report.



The screenshot shows a date selection interface. At the top, it says 'All Reports > Visitor Details'. Below this, there are two date pickers: 'Start Date' and 'End Date'. Both are set to '1/8/2017'. To the right of the date pickers are two buttons: 'Generate Report' (in blue) and 'Clear' (in grey).

5. Click **Generate Report**.

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. At the top, there's a header "Raptor Support Center". Below it, the page is divided into two main sections: "Self Help Resources" and "Contact Us".

Self Help Resources: This section contains five icons in a grid. The top row has "GETTING STARTED" (with a right-pointing arrow icon) and "KNOWLEDGE BASE" (with a lightbulb icon). The bottom row has "PRODUCT NEWS" (with a megaphone icon), "RAPTOR UNIVERSITY" (with a graduation cap icon), and "COMMUNITY" (with an icon of two people).

Contact Us: This section includes a blue button labeled "Send Email To Support". Below it, the text reads: "Support Phone: (713) 880-8902. Choose option 2." and "Support Email: support@raptorware.com".

Raptor Live Support: This section has the text: "Are you on the phone with us right now? Enter the code provided by the support engineer to start the support session." Below this is a form with two input fields: "Name" (containing "Devin DistrictAdmin") and "9-Digit Code". At the bottom of this section is a blue button labeled "Start Support Session".

At the bottom of the page, there is a footer with the following text: "This site is for authorized clients only. Unauthorized use is prohibited. © Copyright 2002-2016 Raptor Technologies, LLC. All rights reserved." On the right side of the footer, there are links: "Submit Feedback", "Terms of Use", "Privacy Policy", and "Start Hardware Service Support". At the very bottom right, the contact information is listed: "1-877-TRAPTOR 713-880-8902 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**.