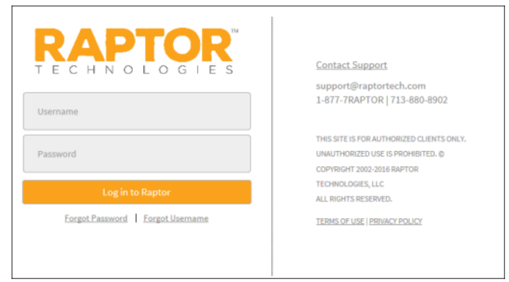
Raptor University

Raptor System Training

Instructor:

Log In and Log Out

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



Maintenance Notifications

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

Click **Continue** to complete the login.

Change Password for First Time Users

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

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

Log Out of Raptor

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

Request Forgotten Password/Username

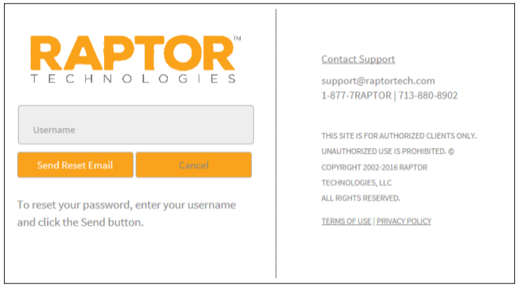
Forgotten Password

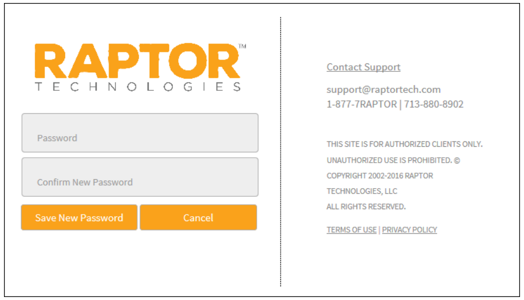
1. On the Raptor Log In screen, select the **Forgot Password** link, enter your **Username** and click **Send Reset Email**.
2. Open the email and click the *Please click **here*** link to confirm your request and reset your password.
3. On the Password Reset screen, enter a new **Password**, re-enter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

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

Forgotten Username

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

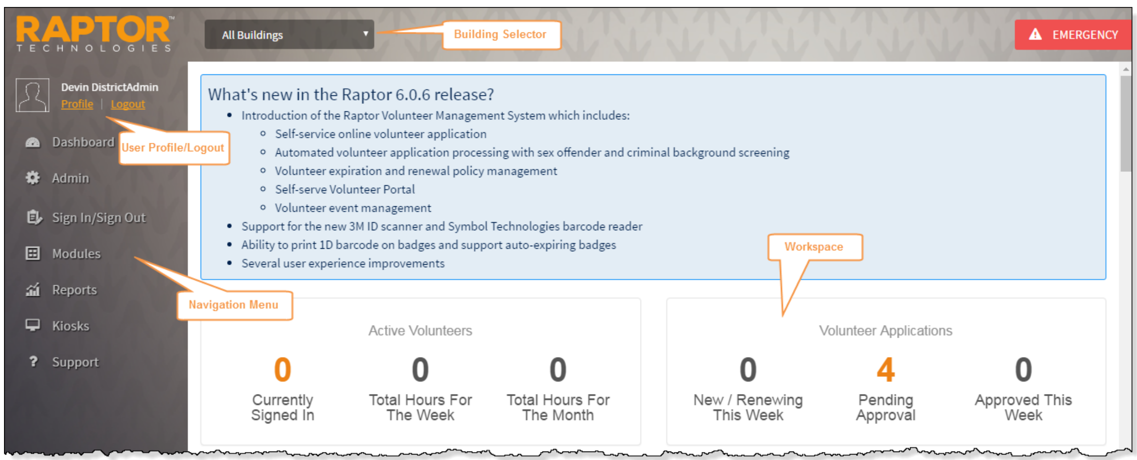




Understanding Raptor Interface

The Raptor user interface consists of the following main elements:

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

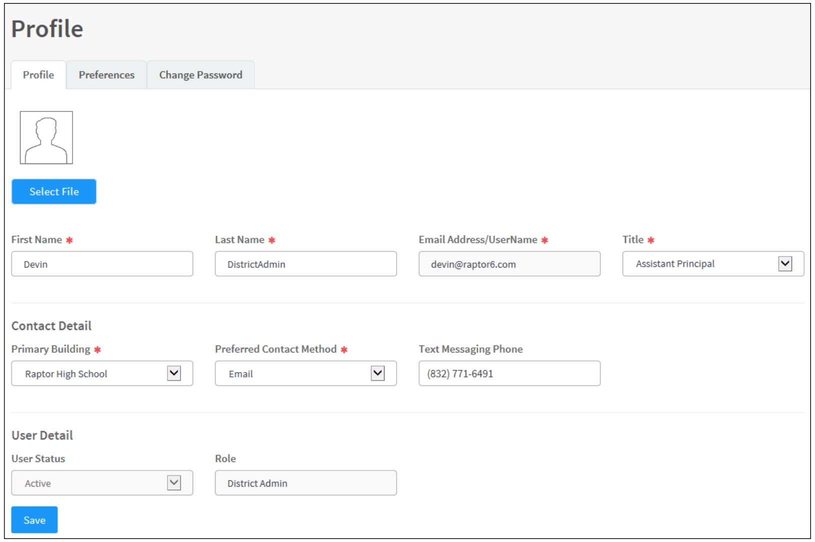


User Profile

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

From this workspace, you can:

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



User Profile, cont.

Upload Your Photo

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

Modify User Information

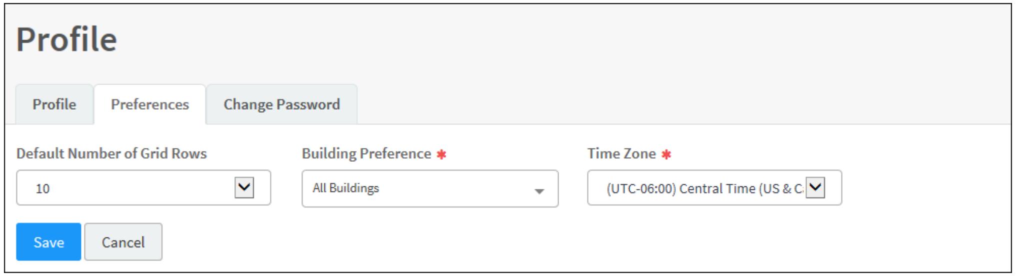
You can update your name and title and view other information that is included in your user profile from the Profile tab.

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

User Profile—User Preferences

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

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



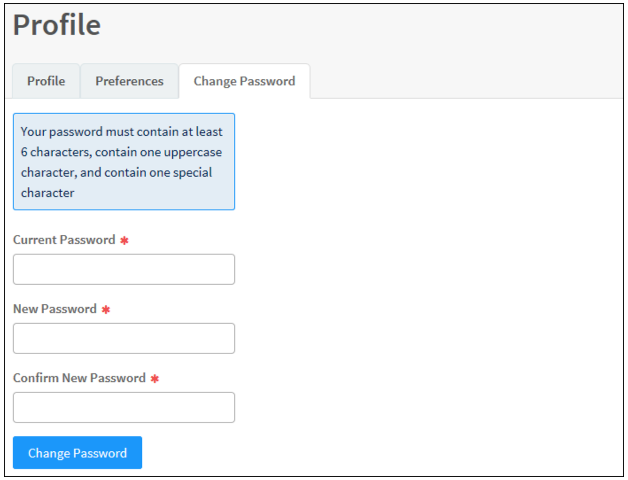
   - **Default Number of Grid Rows** – Select the number of grid rows from the drop-down list. This is the default number of rows that displays on each page in the user interface based on the size of your monitor.
   - **Building Preference*** – For users who have access to more than one building, select 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.



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

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

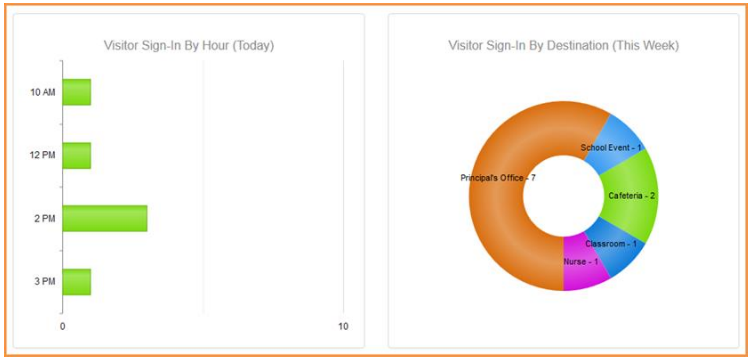
3. Click **Change Password**.

Dashboard—Visitor

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

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

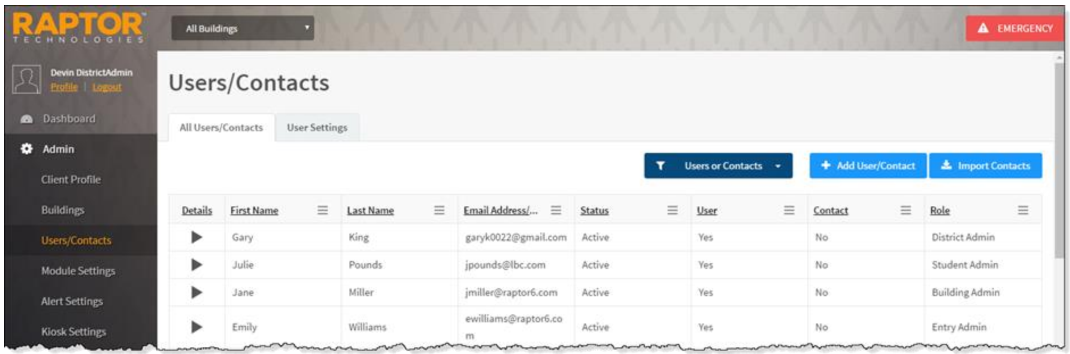
Visitor Dashboard



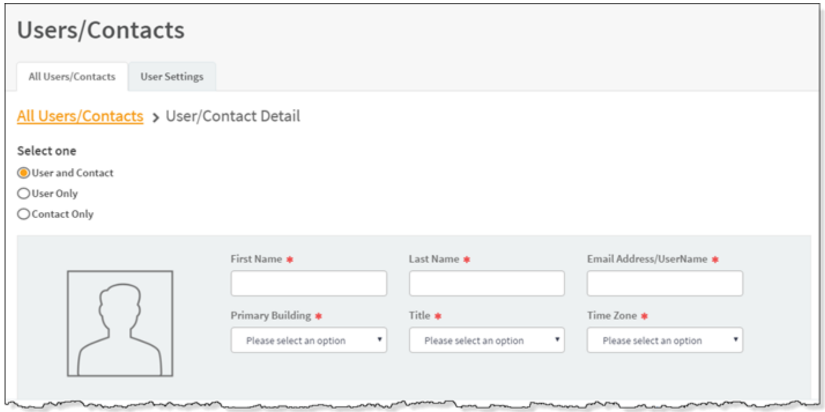
- Visitor Sign-In By Hour (Today) – A graphical view of student sign-in events by hour for the current day.
- Visitor Sign-In By Destination (This Week) – A graphical view of student sign-in events based on reason for the current week.
- Visitor Sign-In By Day of Week (This Week) – A graphical view of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

Add User/Contact

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

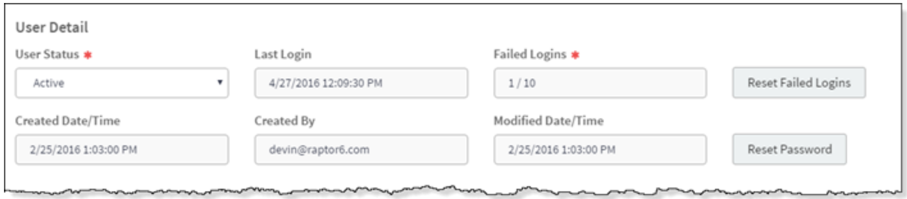


1. In the navigation pane, select **Admin > Users/Contacts**.
2. On the **All Users/Contacts** tab, click **Add User/Contact**.
3. Select the **User and Contact** option.



Add User/Contact, cont.

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



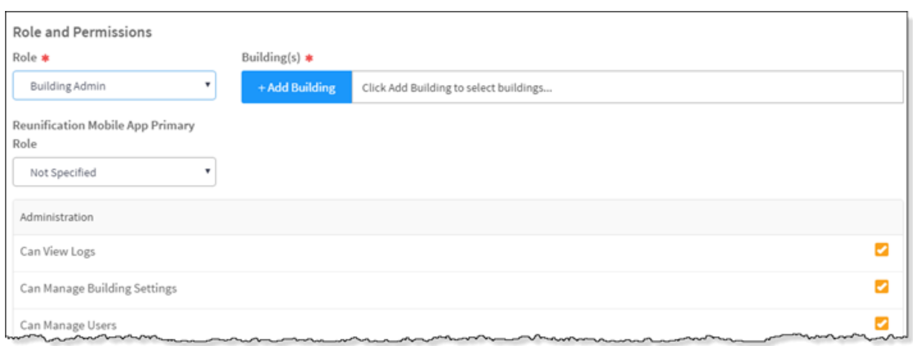
   - **Enter New Password*** – Enter a password; the password must contain 8 or more characters, at least one character in uppercase, and at least one special character.
   - **Confirm New Password*** – Re-enter the password to confirm it.
   - **User Status*** – Select the user's status from the drop-down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

Add User/Contact, cont.

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

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

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



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**.

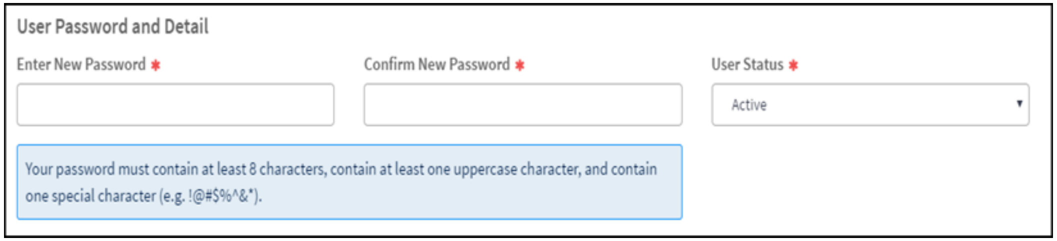
Add User Only

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.

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

Add User Only, cont.

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



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

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

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

9. Click **Save**.

Add Contact Only

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

4. On the **User/Contact Detail** workspace, enter the following user information in the fields (all fields are required):

   - **First Name** – Enter the user's first name.
   - **Last Name** – Enter the user's last name.
   - **Email Address/User Name*** – Enter the user's email address. This becomes their user name when logging in to Raptor.
   - **Primary Building*** -- Select the user’s primary building from the drop-down list.
   - **Title*** – Select the user’s title from the drop-down list.

Add Contact only, cont.

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

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

6. Click **Save**.

Module Settings — Official Record

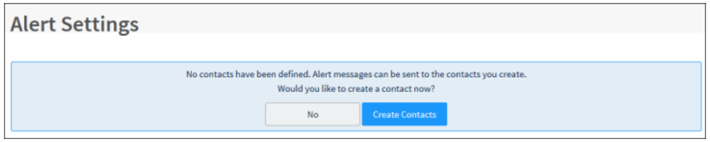
Users with the *Can Manage Visitor Settings* permission use the **Visitor Module Settings** workspace to manage visitor sign-in settings.

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.

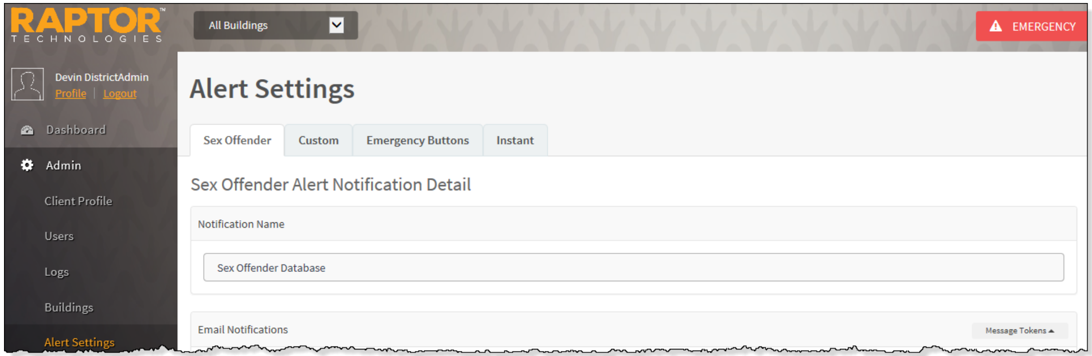
Alert Settings Workspace

You use the **Alert Settings** workspace (**Admin > Alert Settings**) to manage alert notifications. When you open the **Alert Settings** workspace, if there are no contacts defined, the following message displays.

Important: If contacts are not defined and associated to the alerts, then no one will be notified of the alert (other than the user signing in the person).



Click **Create Contacts** or click **No** to open the **Alert Settings** workspace.



Notifications can be created at the All Buildings level or for a specific building. If you define a notification message and contacts for any of the alert types at the All Buildings level, these contacts will receive the notification message when the alert is triggered in any building.

At the specific building level, the notification created at the All Buildings level can be used or a different notification message can be entered and contacts specific to the building can be entered. Notifications created at the building level do not affect the content or recipients of the notification at the All Buildings level.

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 recipient 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**.

Email Notifications

- **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.

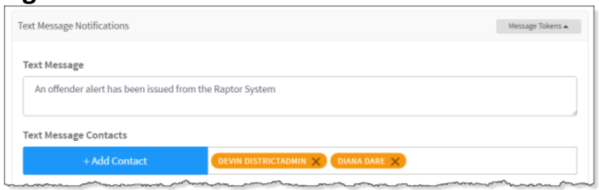
  Note: In the **Add Contact** drop-down list, the icons that display represent the contact's preferred method of notification. This applies to all notifications.

  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.

Sex Offender Alert Notifications, cont.

Text Message Notifications



- **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.

Message Tokens for Sex Offender Alert Notifications
You can also use Message Tokens, which are variables, in the notification message so that when the message is sent, the tokens will be replaced by their associated value. Click **Message Tokens** to view the variables that can be entered in the message.

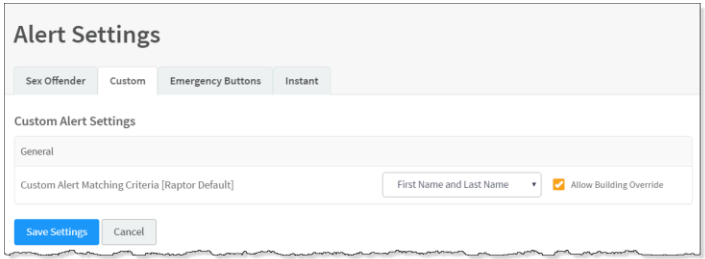
%CLIENTNAME% - District Name
%BUILDINGNAME% - Building Name
%USERFULLNAME% - User's First and Last Name
%ALERTFULLNAME% - Visitor's First and Last Name
%JUSTTIME% - Time Logged - hh:mm: tt
%JUSTDATE% - Date Logged - MM/DD/YYYY

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

Custom Alerts – Matching Criteria

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

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

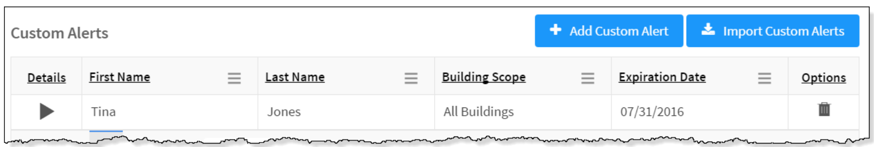


1. In the navigation menu, select **Admin > Alert Settings** and then click the **Custom** tab.
2. In the **General** area under **Custom Alert Settings**, select the criteria that must be matched from the **Custom Alert Matching Criteria** drop-down list. Matching criteria can be based on the following:
   - Last Name
   - First Name and Last Name
   - First Name, Last Name, and Date of Birth (best option for reducing number of false positive matches)
3. 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.
4. Click **Save Settings**.

Add Custom Alert

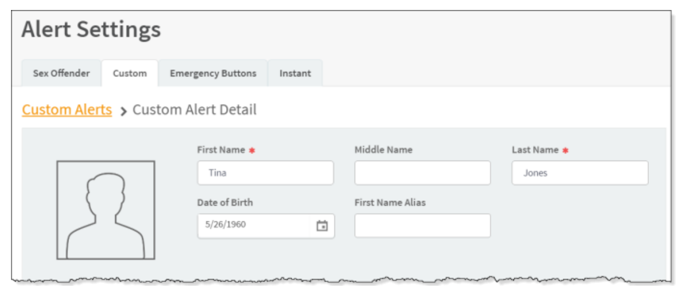
Note: Contacts must be defined prior to setting up notifications.

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



3. Use one of the following methods to specify the person in the alert:
   - **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 fields.

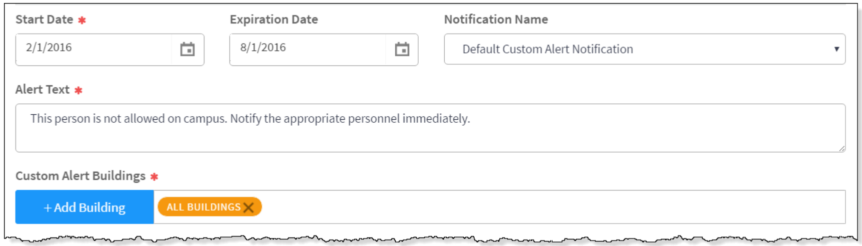


Notes:

- Required fields are determined by the Custom Alert Matching Criteria setting in Custom Alert Settings and indicated with an asterisk *.
- If the person uses a nickname instead of their first name, enter it in the First Name Alias text field.

Add Custom Alert, cont.

4. Enter the following alert information:

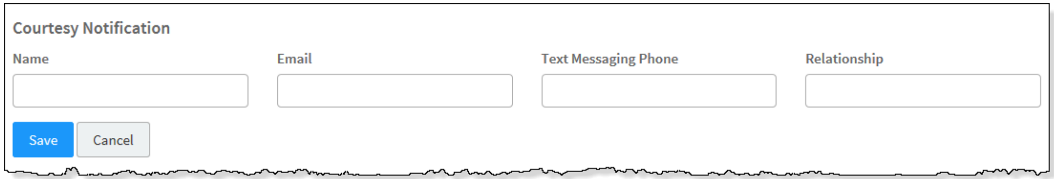


- **Start Date** – Select the date from the calendar to indicate the date the alert should become active.
- **Expiration Date** – Select the date from the calendar to indicate the date the alert should become inactive. If left blank, the alert will not be expired until you enter an expiration date or delete the alert.
- **Notification Name** – Select the notification that contains the default notification message and who to notify.

  Note: If you want notifications to be sent when the alert is issued, you must complete the information in the **Custom Alert Notification** prior to adding the custom alert.
- **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.

Add Custom Alert, cont.

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



   - **Name** – First and last name of the person to be notified.
   - **Email** – If preferred method of contact is email, enter their email address.
   - **Text Messaging Phone** – If preferred method of contact is text message, enter their mobile phone number.
   - **Relationship** – Enter their relationship.

6. Click **Save**.

   A confirmation message displays in the lower right corner of the screen indicating the alert was successfully added.

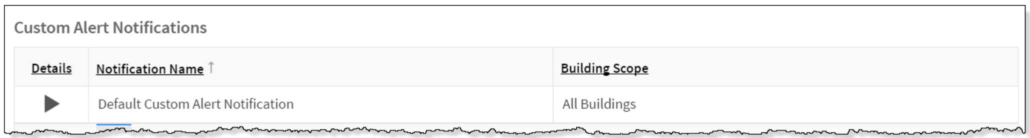
RAPTOR TECHNOLOGIES

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.

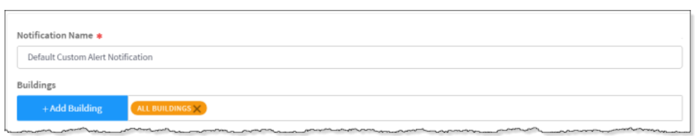
1. In the navigation menu, select **Admin > Alert Settings** and then click the **Custom** tab.
2. Navigate to the **Custom Alert Notification** area, click the ▶ icon to expand the **Notification Detail**.



3. Specify the following information and then click **Save**.

Buildings

In the Buildings area, click **Add Building** and select the building from the drop-down list.

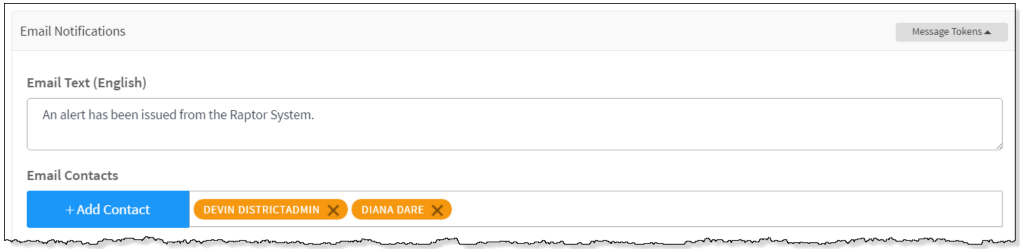


When **All Buildings** is selected, the notification is enabled for all schools in the district. The **All Buildings** option is only available at the district level (the Building Selector is set to **All Buildings**).

Note: If **All Buildings** is selected, and a user views this field for an individual school, only the school's name appears in the Buildings field.

Custom Alert Notifications, cont.

Email Notifications



- **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.

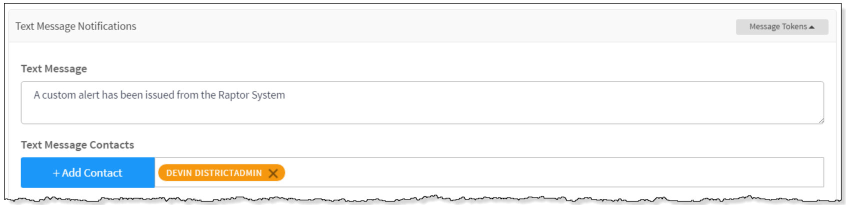
  Note: In the **Add Contact** drop-down list, the icons that display represent the contact's preferred method of notification.

  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.

Custom Alert Notifications, cont.

Text Message Notifications



- **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.

Message Tokens for Custom Alerts

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

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

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

Example:

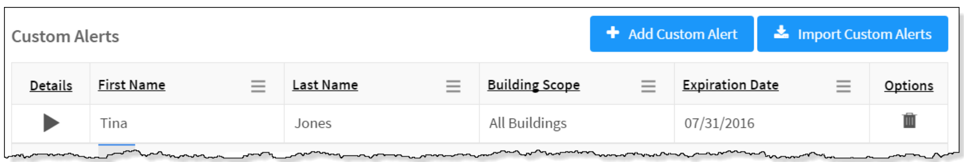
An alert has been issued by %USERFULLNAME% at %CLIENTNAME% %BUILDINGNAME% on %JUSTDATE% at %JUSTTIME%.

Import Custom Alerts

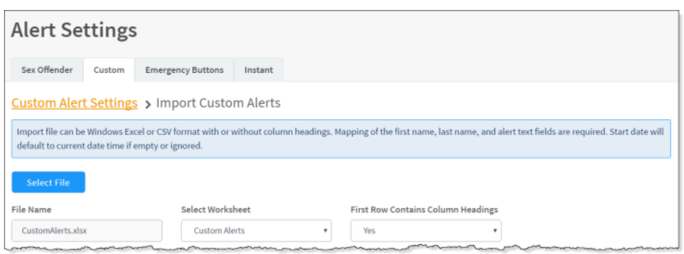
Administrators with the *Can Manage Alerts* permission can also import custom alerts, which provides the flexibility to configure multiple custom alerts in one process. The import utility also includes the ability for unattended import of custom alerts by creating a manifest file that includes information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

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



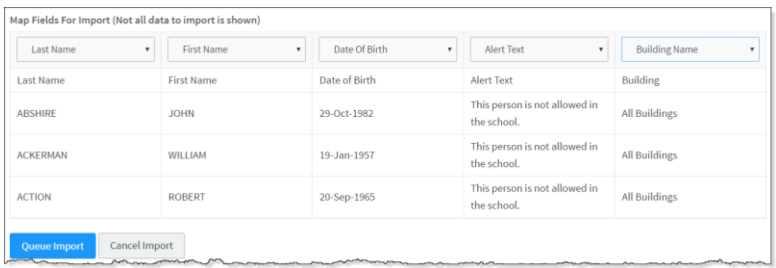
3. On the **Import Custom Alerts** workspace, click **Select File** and navigate to the location where the file is saved on your computer. Select the **Excel** or **CSV** file and click **Open**.



Import Custom Alerts, cont.

4. 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.
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**.
6. Map each of the columns to be imported by selecting the appropriate fields in the drop-down menu above each column that displays.

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



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

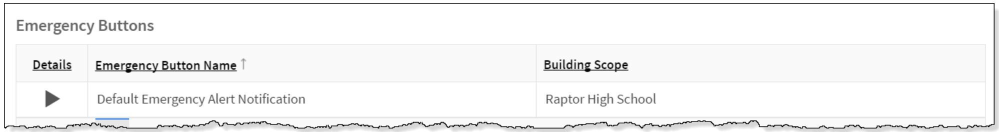
1. In the navigation pane, select **Admin > Alert Settings** and then click the **Emergency Buttons** tab.

2. 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.
3. Click **Save Settings**.

Specify 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.

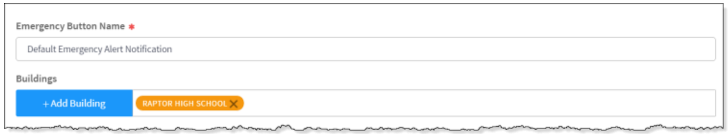
1. In the navigation pane, select **Admin > Alert Settings** and click the **Emergency Buttons** tab.
2. In the **Emergency Buttons** area, click the ▶ icon to expand the **Emergency Button Detail**.



3. Specify the following information and then click **Save**.

Buildings

In the Buildings area, specify the building(s) where the emergency alert notification will be implemented.



Click **Add Building** and select the building from the drop-down list.

When **All Buildings** is selected, the notification is enabled for all schools in the district. The **All Buildings** option is only available at the district level (the Building Selector is set to **All Buildings**).

Note: If **All Buildings** is selected, and a user views this field for a specific school, only the school's name appears in the Buildings field.

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

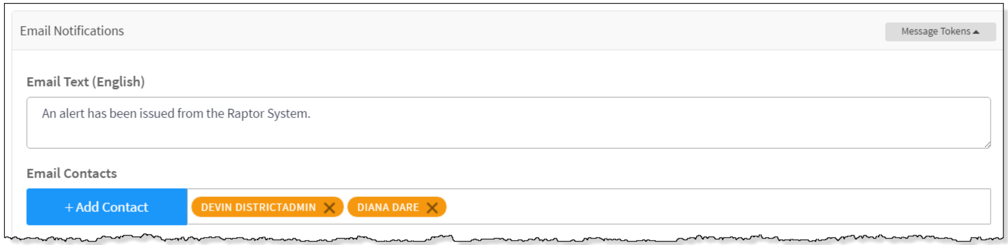
You can specify recipients of an emergency alert notification and the message that is sent in the notification. The contacts specified in the notification will be notified whenever an emergency alert is issued.

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 Alert Notification, cont.

Email Notifications



- **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.

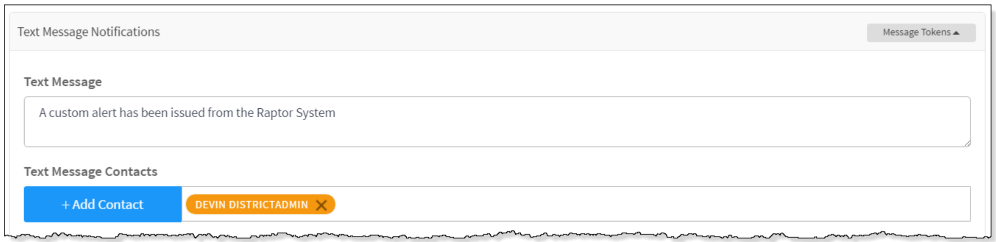
  Note: In the **Add Contact** drop-down list, one or more icons display next to the contact's name that represent their preferred method of notification. This applies to all notifications.

  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.

Emergency Alert Notification, cont.

Text Message Notifications



- **Text Message** – Optionally enter any additional message to be sent with notification. By default, the text will contain the alert as it appeared in the user's display.
- **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. Only those contacts that provided a text message phone can be selected from the list.

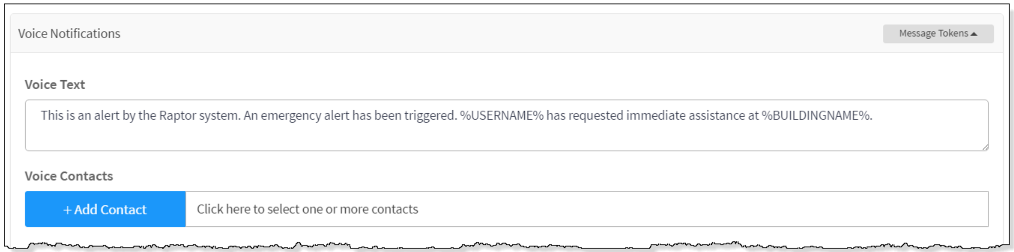
  Note: In the **Add Contact** drop-down list, the icons that display represent the contact's preferred method of notification.

  To remove a text 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.

Emergency Alert Notification, cont.

Voice Notifications



- **Voice Text** – Optionally enter the message to be sent via voice messaging to the phone number specified in the contact.
- **Voice Contacts** – For those who want to be notified via a voice 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 voice message notification. Only those contacts that provided a voice message phone can be selected from the list.

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

  To remove a text 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.

Manage Instant Alerts

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

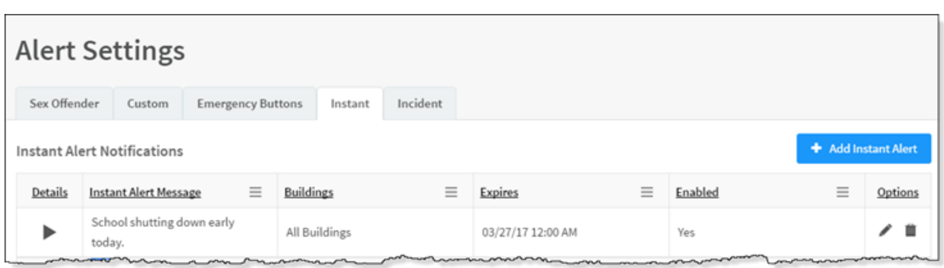
Typically, instant alerts are used to notify users of an early dismissal of students (for example, due to weather) or to immediately inform front desk employees of a special situation.

View Instant Alert Notifications

Perform the following steps to view all instant alerts:

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

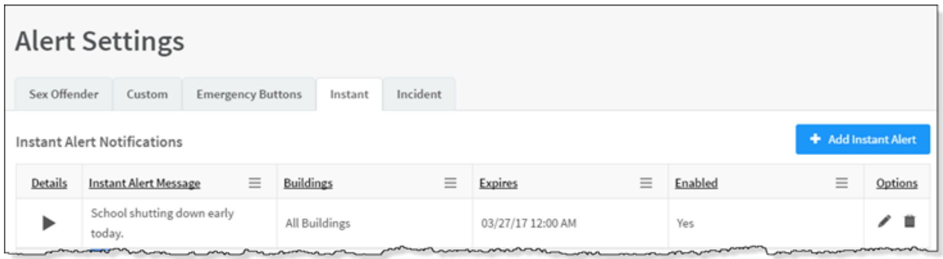
The alert message, the buildings where it is applicable, the expiration date and time, and whether the alert is enabled display in the data grid.



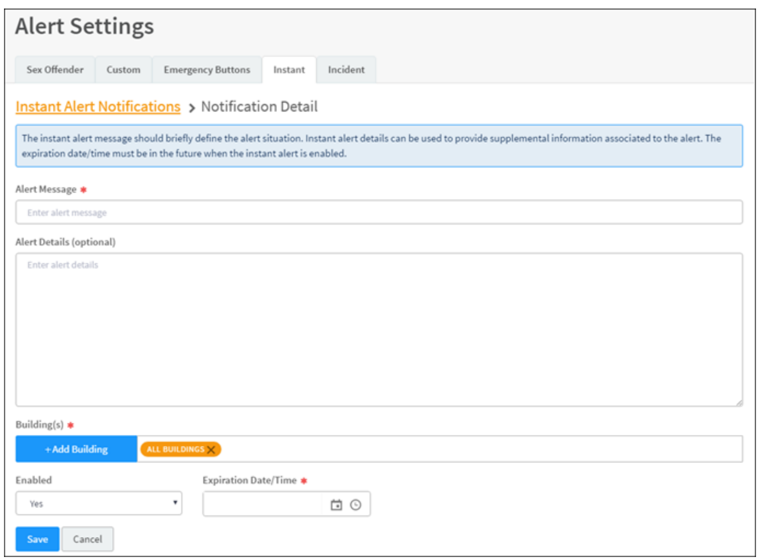
Manage Instant Alerts, cont.

Add Instant Alert

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



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



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

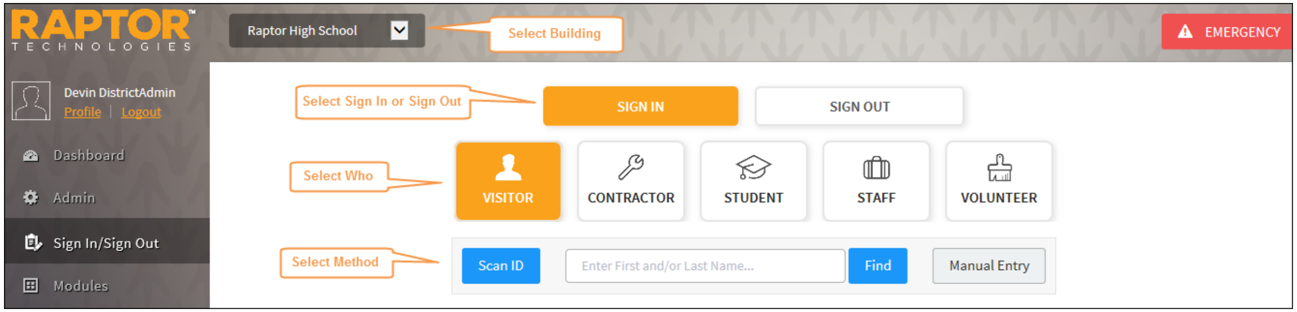
Perform the following steps to delete an instant alert.

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.

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.



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.

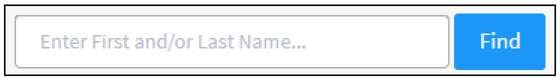
When the record is submitted, if the information matches the criteria for an offender or custom alert, a Possible Offender Alert or Possible Custom Alert displays on the screen.

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**.

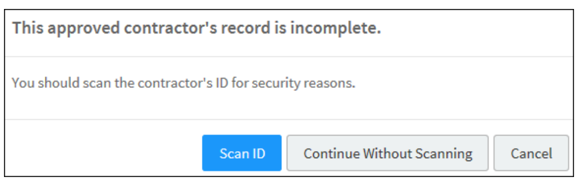


   If the system finds the exact match during the search, the person's information displays.

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.



Sign In – Find

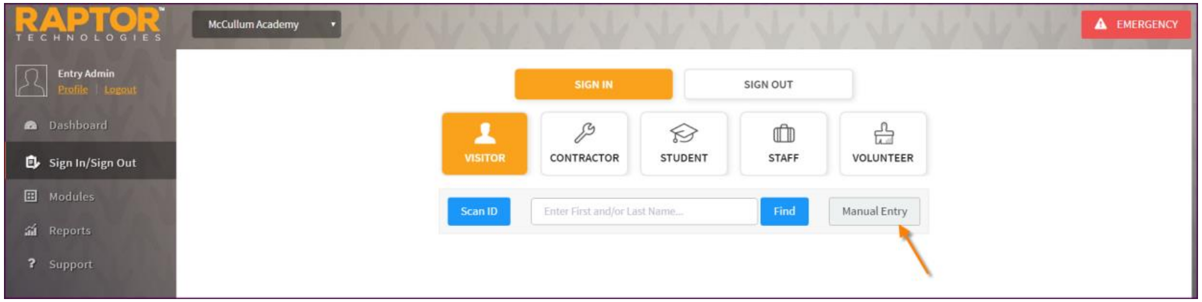
3. Click one of the following buttons to continue the sign in:
   - **Scan ID** – Insert the person's ID in the scanner and click Scan ID. If there is a problem with the scan, the user can click Rescan ID or click Edit to modify the record.

     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.

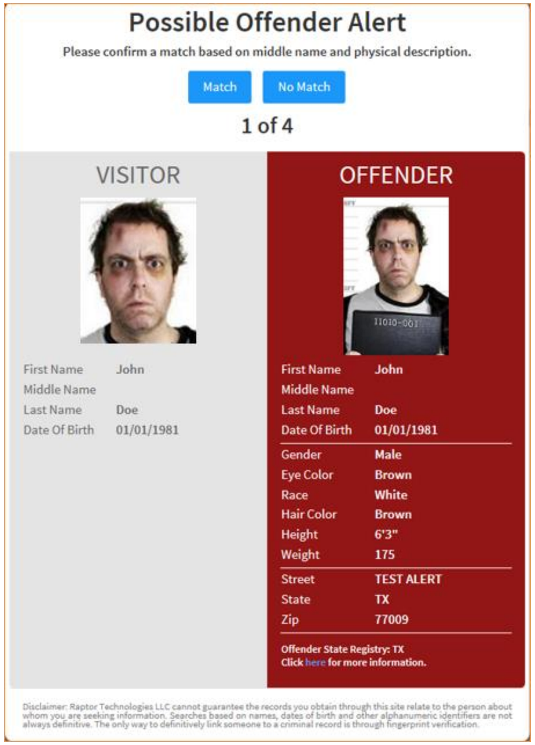
Possible Offender or Custom Alert

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.

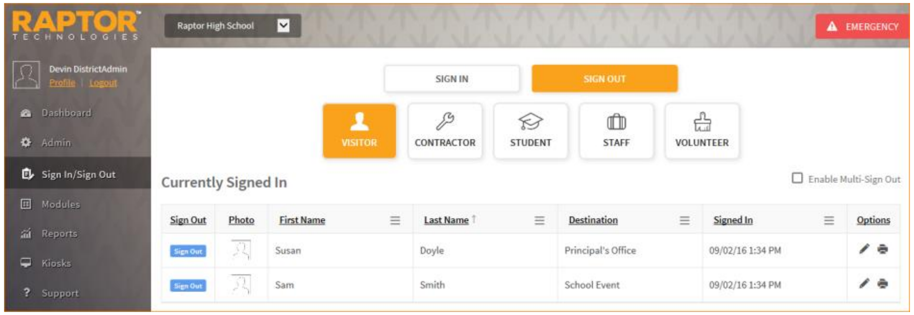


Sign Out Procedures

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

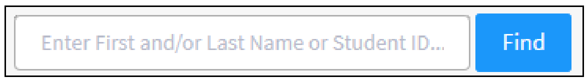
You can also sign out multiple people at one time.

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**.

   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**.

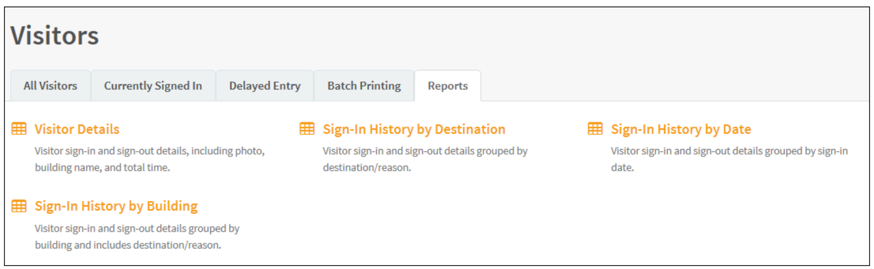
2. Select the appropriate **Destination/Reason** from the drop-down list.
3. Click **Submit & Print** or **Submit**.

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

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.

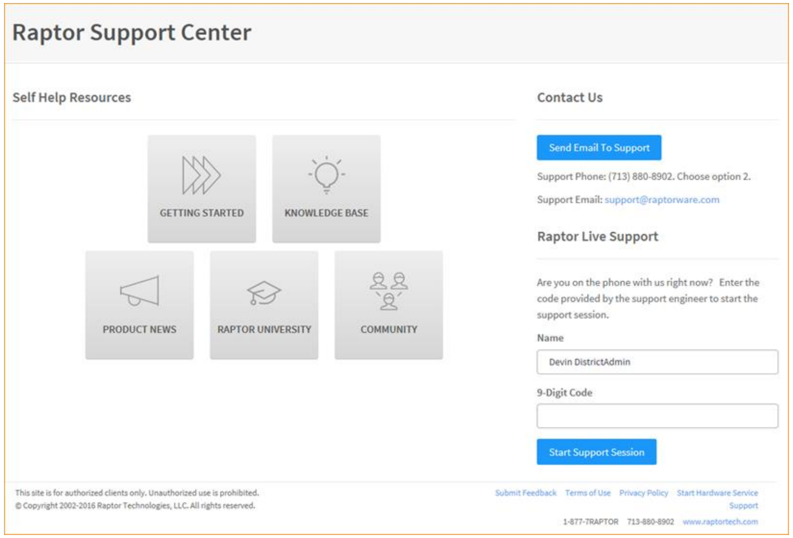


3. Select specific building or All Buildings from the **Building Selector**.
4. Click the icon to select the **Start Date** and **End Date** for the date range to include in the report.

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.



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**.