

Raptor Visitor Management System

LOGIN TO RAPTOR

1. Click the Raptorware icon on your desktop or visit <https://apps.raptorware.com/vsoft/Login> (*you may wish to bookmark this site*)
2. Your username is your email address
3. Your password is the one you set up during Raptor training

SIGNING IN DCSD STAFF

(ONLY FOR STAFF NOT ASSIGNED TO YOUR BUILDING)

1. Confirm the staff member's name from their district ID badge.
2. In Raptor, hover over the Faculty tab at the top of the page and choose "Sign in Faculty"
3. Enter the first few letters of the staff members last name in the "Quick Find" field and hit "Find"
4. If there is one match, it will automatically populate the faculty information.
5. If there is more than one match, click on the name of the person you are checking in when the list of options opens.
6. Click "Submit" to check the staff member in.
7. Remind the staff member to check out when leaving the building.

SIGNING OUT DCSD STAFF

1. Hover over the Faculty tab and select "View Faculty"
2. Check the box of the staff member(s) you are signing out
3. When the correct ones are checked, hit the "Sign Out" button.
4. If a staff member forgets to check out, the visitor will be checked out automatically at the end of the day.
5. If you know they have left the facility, you may check them out.

SIGNING IN VISITORS

1. Greet the visitor and ask them to present a state-issued photo ID or another form of identification approved by the district.
2. If they present a valid ID, scan it through Raptor OR
If they DO NOT HAVE an ID, ask them to complete a Visitor Approval Identification Verification form
- 3. During the remainder of the 2013-14 school year, if a visitor does not have an ID, you may enter them manually in the system and we allow entry. Please explain the new protocol and that the next time the visitor arrives, they should have their ID.**
4. Keeping the person's ID in plain sight, put the ID in the scanner and click the Scan button next to the quick find box.
 - a. If necessary, manually enter the person's name and birthday
- 5. If there is a possible alert for the visitor, skip to the 'ALERT PROTOCOL' section on next page.**
6. If the Raptor scan comes back clear, select the "Submit and Print" button
7. Give the visitor their visitor pass and ID.
8. Remind the visitor to check out at the office when the leaving the building.

SIGNING OUT VISITORS

1. When the visitor checks out, ask for their visitor pass.
2. Hover over the Visitors tab and select View Visitors.
3. Check the box of the visitor you are signing out
4. When the correct one(s) are checked, hit the "Sign Out" button.
5. Tear the badge in half so it can't be reused.
6. If a visitor forgets to check out, the visitor will be checked out automatically at the end of the day.
7. If you know they have left the facility, you
8. may check them out.

QUESTIONS about Raptor protocol or user permissions:

Mike Cyze, Director of School and Community Relations
563/552-3020
mcyze@dbqschools.org

QUESTIONS about technical problems:

Raptor Support
877/7-RAPTOR (877/772-7867)
support@raptorware.com

DCSD Help Desk
563/552-3050
helpdesk@dbqschools.org

LARGE GROUP GATHERINGS

1. At the discretion of the building administrator, large group/public events during a school day may be held without using system Raptor System.

ALERT PROTOCOL

If the Raptor scan comes back with a possible match:

1. Use the on-screen prompts to determine if it is an actual match. If you question whether it is or not, always default to selecting “yes.”
2. If you confirm that it is not a match, print the visitor badge and allow access.
3. **IF THE MATCH IS CONFIRMED**, an email and text will be sent to the individuals you have selected to be notified of a sex offender signing in.
4. Remain calm and ask the visitor to take a seat to wait for a building administrator, without providing any further details or explanations.
5. When notified staff arrive, they will have a conversation with the visitor about why they were flagged and the district’s visitor process for sex offenders.

SIGNING IN VISITORS ON A COMPUTER WITHOUT A RAPTOR SCANNER OR PRINTER

If the main Raptor computer in your office is unavailable to check a visitor in, you may check them in on another computer. To do this, please follow the following steps:

1. Click the Raptorware icon on your desktop or visit <https://apps.raptorware.com/vsoft/Login> (you may wish to bookmark this site)
2. Your username is your email address
3. Your password is the one you set up during Raptor training
4. Greet the visitor and ask them to present a state-issued photo ID or another form of identification approved by the district.
5. If they present a valid ID, select the “Visitor” tab and “Sign in Visitor.”
6. Manually enter the visitor’s first name, last name and date of birth
7. If the Raptor scan comes back clear, select the “Submit” button
8. Give the visitor your building’s hand written visitor pass and return their ID.
9. Remind the visitor to check out at the office when the leaving the building.

SIGN-IN QUICK REFERENCE

CATEGORY	HOW TO SIGN IN	ID TO WEAR
DCSD STAFF	SIGN IN UNDER FACULTY TAB	DISTRICT ID
AEA STAFF	SIGN IN UNDER FACULTY TAB	AEA ID
SUBSTITUTES	SIGN IN UNDER VISITOR TAB	RAPTOR ID
CHILDREN ACCOMPANIED BY ADULT	NO RAPTOR SIGN IN	SCHOOL VISITOR ID
VISITORS	SIGN IN UNDER VISITOR TAB	RAPTOR ID
STUDENT TEACHERS	NO RAPTOR SIGN IN	DISTRICT ID
MENTORS	SIGN IN UNDER VISITOR TAB	RAPTOR ID