



# CCPS

Collier County  
Public Schools

# RAPTOR<sup>®</sup>

TECHNOLOGIES

THE **GOLD STANDARD** IN SCHOOL SAFETY





# Visitor & Volunteer Management System

Watch the video



[How it Works](#)



# Logging In

You were sent an email with a link to this sign-in page.

<https://apps.raptortech.com>

You will be prompted to reset your password after this initial sign in.

The password you choose is not linked to your CCPS district password.

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Username **Complete CCPS email address**

Password **Raptor2019!**

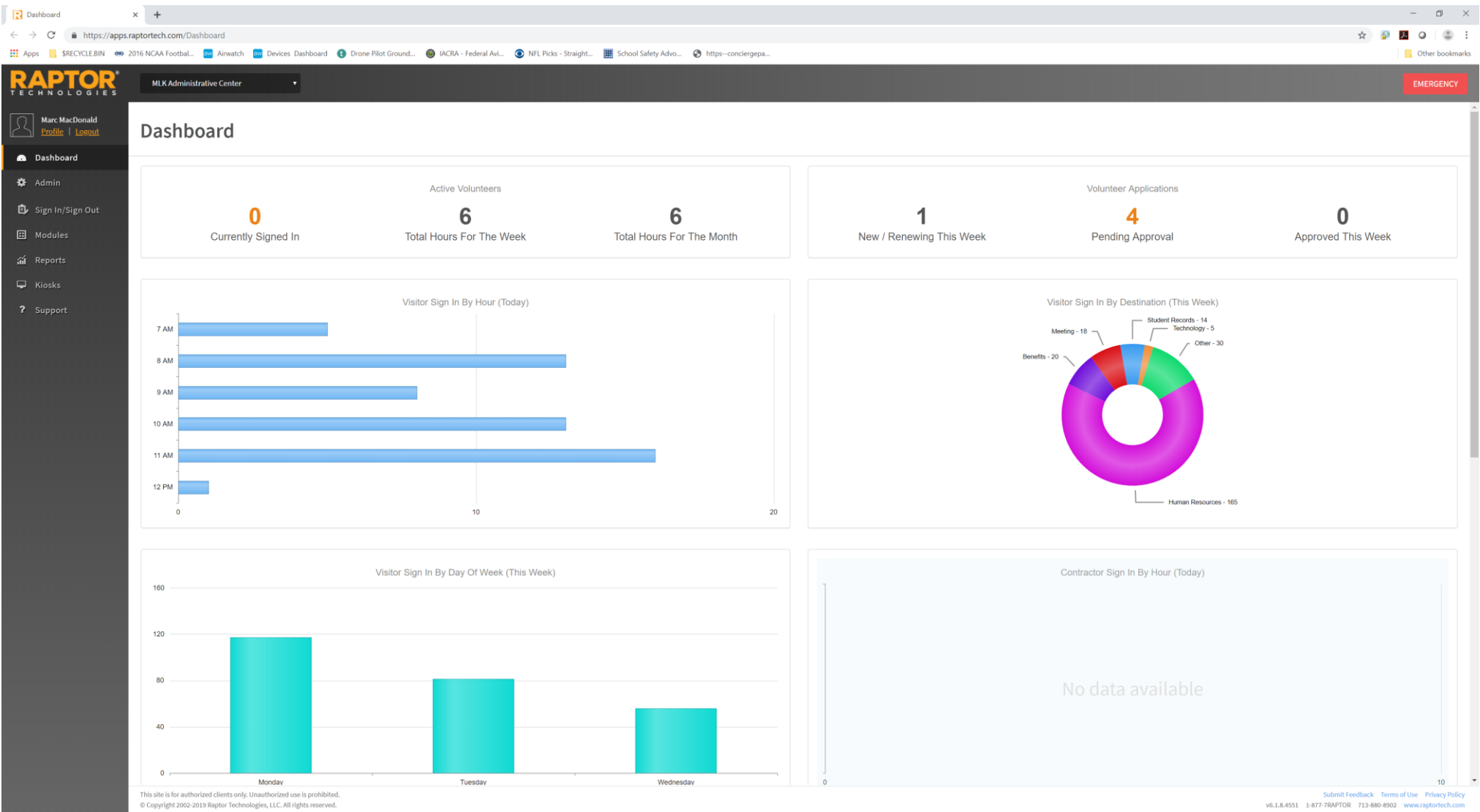
**Log in to Raptor**

[Forgot Password](#) | [Forgot Username](#)

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

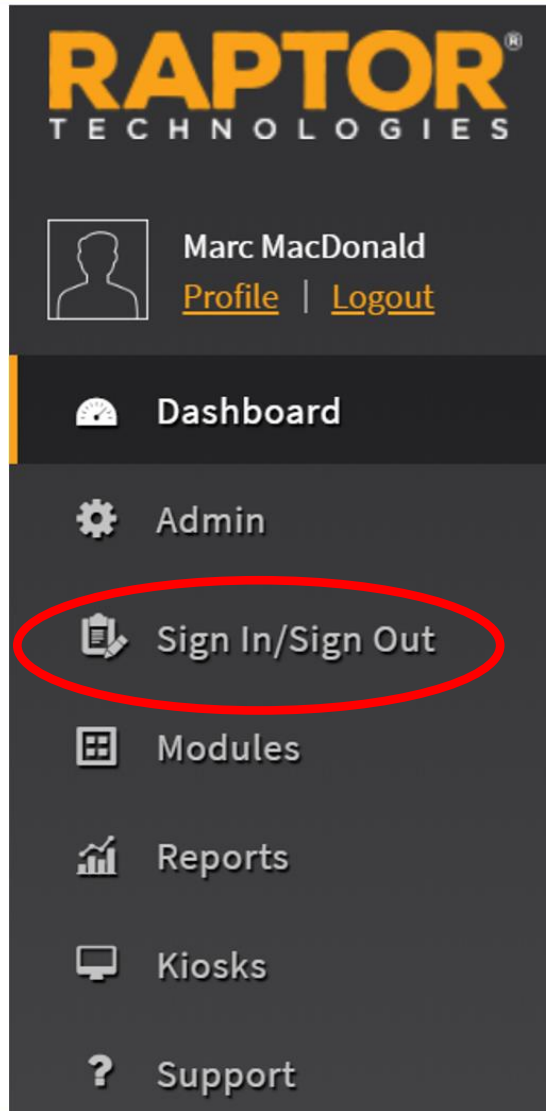
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# Raptor Dashboard



# Raptor Menu Options

Click on “**Sign In/Sign Out**” to go to the visitor sign-in screen.



# Visitor Sign In & Sign Out

SIGN IN SIGN OUT

VISITOR CONTRACTOR STAFF VOLUNTEER

Scan ID Enter First and/or Last Name... Find Manual Entry

All visitors will need to sign in using their **US issued ID**. The drivers license will be scanned using the Raptor Scanner, or the visitors name and date of birth can be entered manually.

To sign out a visitor, simply click “**sign out**” next to their information.



| Currently Signed In      |                                                                                     |                   |  |                    |                 |                   |
|--------------------------|-------------------------------------------------------------------------------------|-------------------|--|--------------------|-----------------|-------------------|
| <u>Sign Out</u>          | <u>Photo</u>                                                                        | <u>First Name</u> |  | <u>Last Name</u> ↑ |                 | <u>Signed In</u>  |
| <a href="#">Sign Out</a> |  | Kenneth           |  | Gunther            | Human Resources | 07/02/19 12:50 PM |
| <a href="#">Sign Out</a> |  | Marina            |  | Hodo               | Student Records | 07/02/19 2:25 PM  |
| <a href="#">Sign Out</a> |  | Anne              |  | Knechtges          | Human Resources | 07/02/19 1:16 PM  |

# Visitor Destination

Before submitting and printing a visitor badge, a destination must be selected. All fields with an \* must be filled in before submission.

Click on the **Destination** dropdown box, and select where the visitor is going.

You may add a note next to the destination if needed.

Example:  
Destination: Classroom  
Note: Mrs. Smith

SIGN IN SIGN OUT

VISITOR CONTRACTOR STAFF VOLUNTEER

Scan ID Enter First and/or Last Name... Find Manual Entry

Update Photo  
Flip Scan

First Name \* Middle Name Last Name \*

Date Of Birth \* ID Type ID Number

Florida DLID \*\*\*\*\*6740

Destination \* Notes

Submit & Print Submit Cancel

# Possible Offender

**Possible Offender Alert**  
Please confirm a match based on the information below.

Match No Match

1 of 3

**VISITOR**

First Name: John  
Middle Name: Doe  
Last Name: Doe  
Date Of Birth: 01/01/1983

**OFFENDER**

First Name: John  
Middle Name: Doe  
Last Name: Doe  
Date Of Birth: 01/01/1983  
Gender: Male  
Eye Color: Brown  
Race: White  
Hair Color: Brown  
Height: 5'10"  
Weight: 180  
Street: 1234 Main St  
State: FL  
Zip: 32109  
Offender Status: Active

**Possible Custom Alert**  
Please confirm a match based on the information below.

Match No Match

1 of 1

**VISITOR**

First Name: Edmund  
Middle Name: Moore  
Last Name: Moore  
Date Of Birth: 12/01/1983

**CUSTOM ALERT**

First Name: Edmund  
Middle Name: Moore  
Last Name: Moore  
Date Of Birth: 12/01/1983  
First Name Alias: Ed  
Notes: Edmund is NOT allowed to have contact with Sam. Court Record on File # 46543 in the RED folder.  
Created By: Mary Kathleen McCreary

## Match

If the information displayed on the screen is a match, click **Match**. Click **Yes** to proceed with sign in and print a badge, or click **No** to cancel the sign in process.

Follow your school's procedures for handling alerts. A notification will be sent to the school's emergency email group.

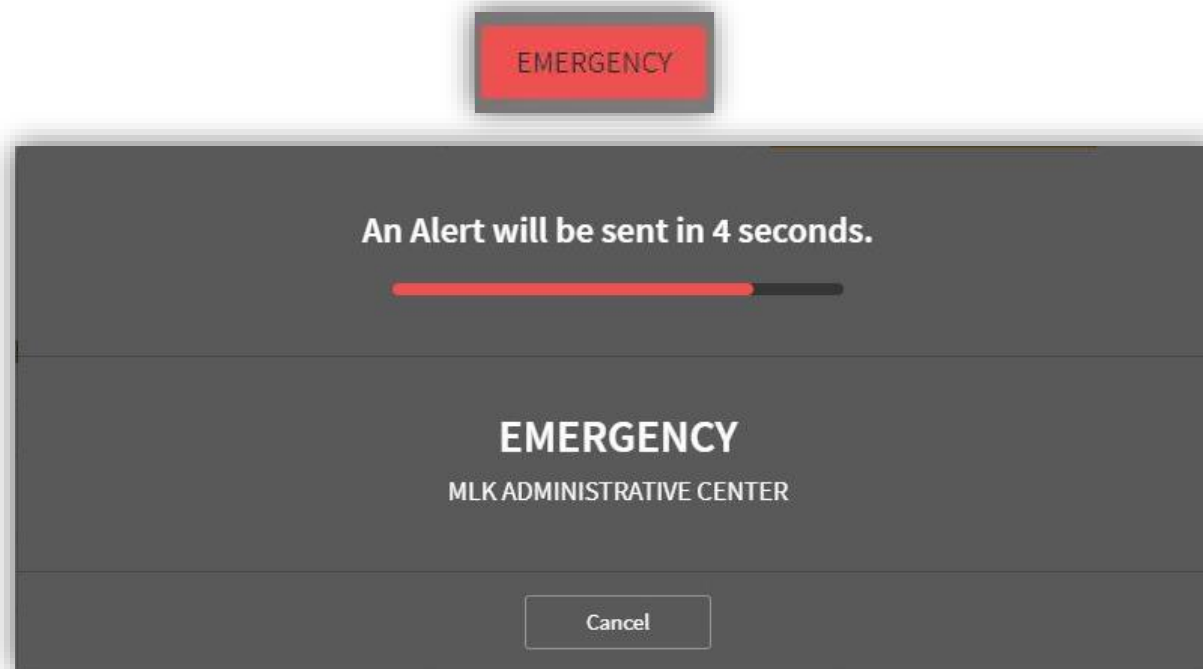
## No Match

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

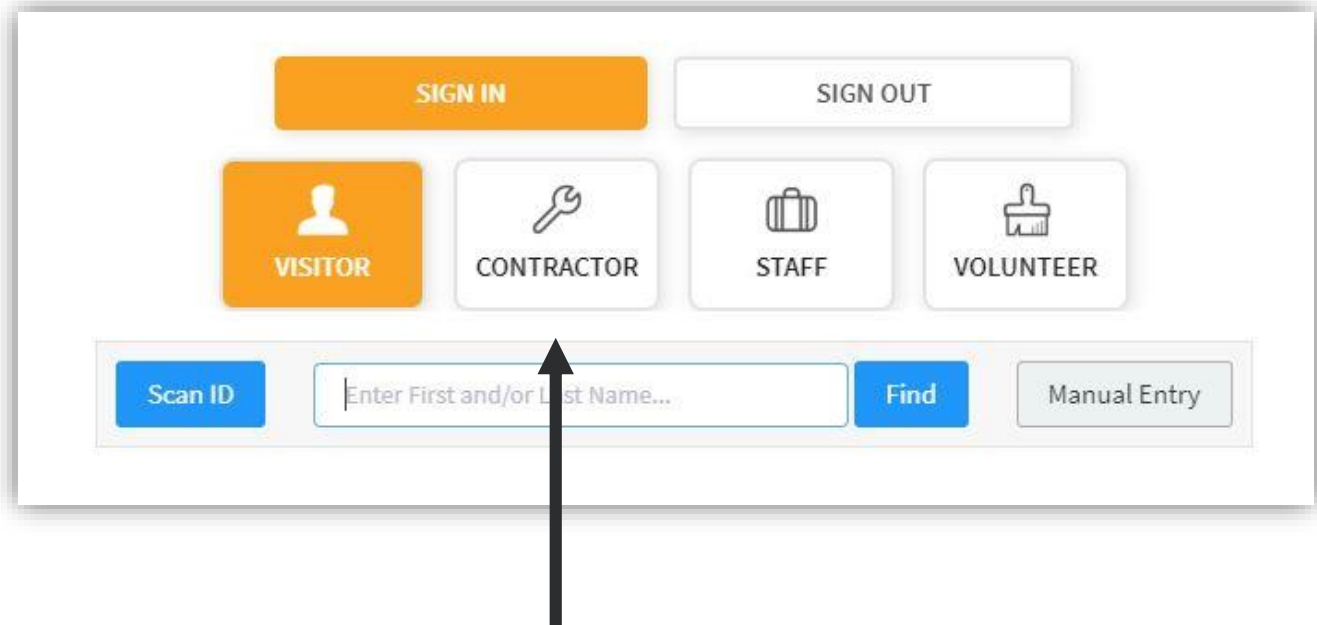
*When **No Match** is selected, the record for that person is flagged by Raptor on the backend so that it does not display on subsequent sign-ins.*

# Emergency Alert

In the case of an emergency, simply click on the EMERGENCY button at the top of the screen. An email alert will go out to the school's emergency email group. You will have 5 seconds before the alert goes out. You can cancel the alert. The alert will include the location and the name of the office staff logged in to Raptor.



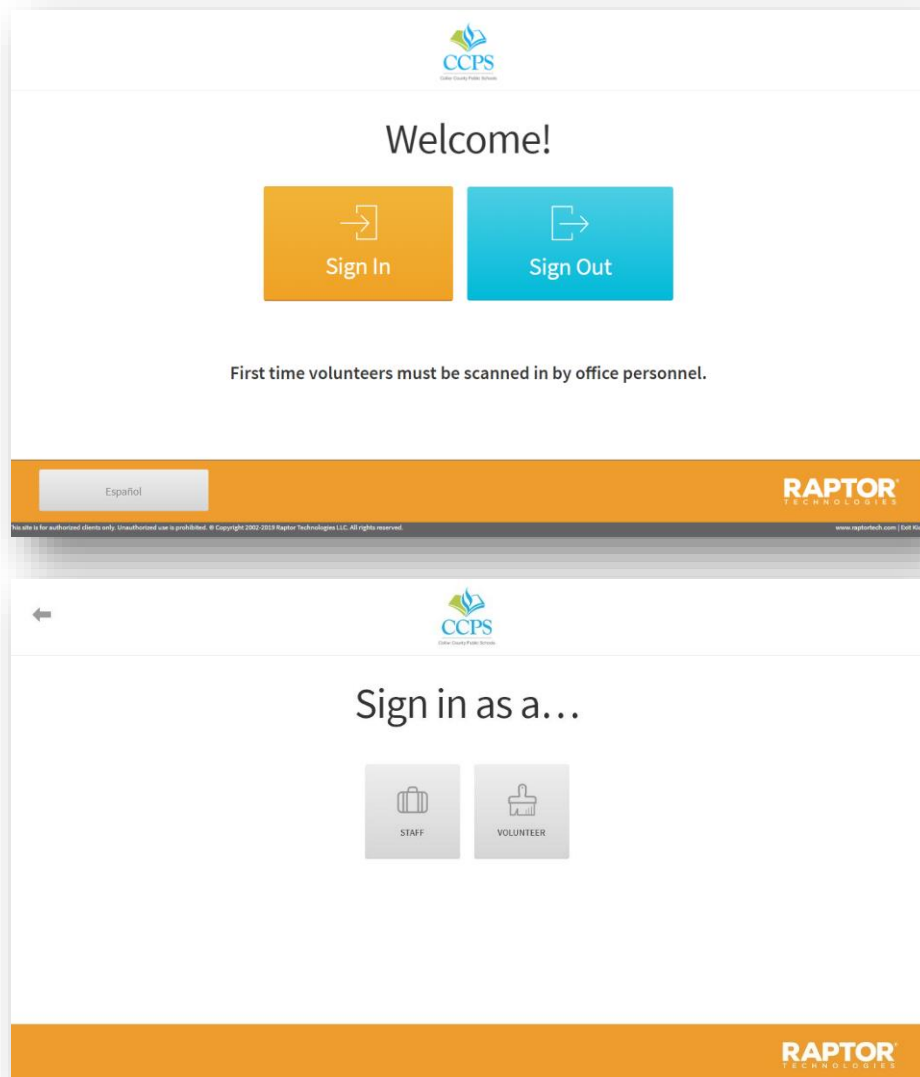
# Contractor Sign In



The screenshot shows a web interface for signing in. At the top, there are two buttons: "SIGN IN" (orange) and "SIGN OUT" (white). Below these are four role selection buttons: "VISITOR" (orange with a person icon), "CONTRACTOR" (white with a wrench icon), "STAFF" (white with a briefcase icon), and "VOLUNTEER" (white with a paintbrush icon). At the bottom, there is a search bar with the placeholder text "Enter First and/or Last Name...". To the left of the search bar is a "Scan ID" button, and to the right are "Find" and "Manual Entry" buttons. A black arrow points from the text below to the search input field.

At this point, continue to sign in contractors using your school's current method. More information is to come regarding using Raptor to sign in contractors.

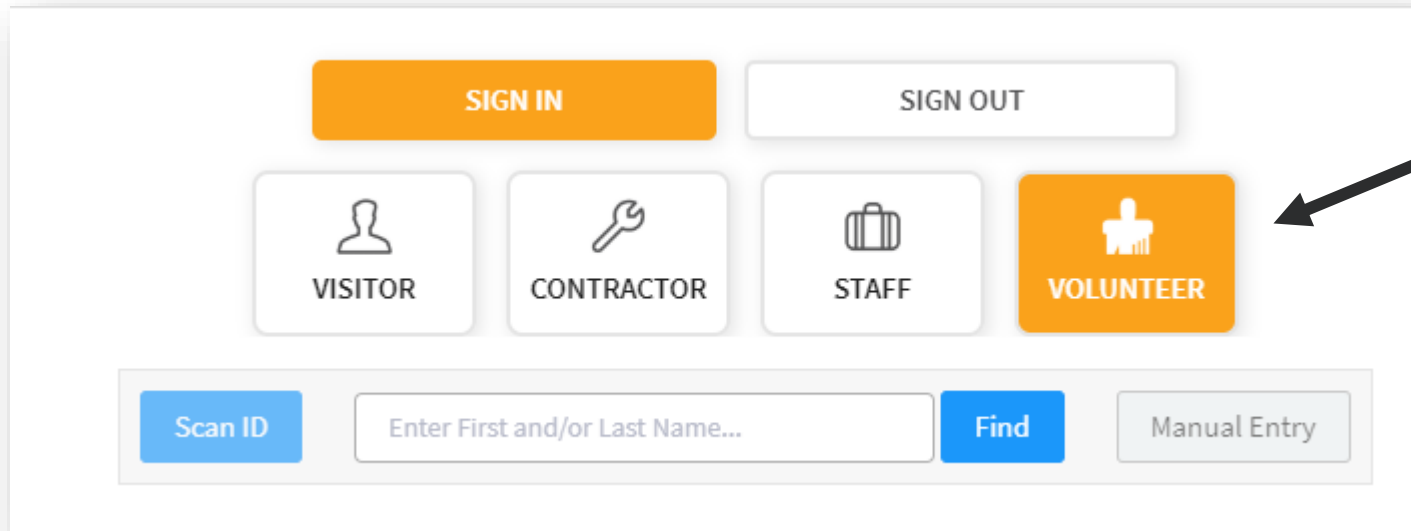
# Volunteer & Staff Sign In



CCPS Staff members and volunteers will check in and check out themselves through the use of a kiosk by scanning their CCPS issued ID.

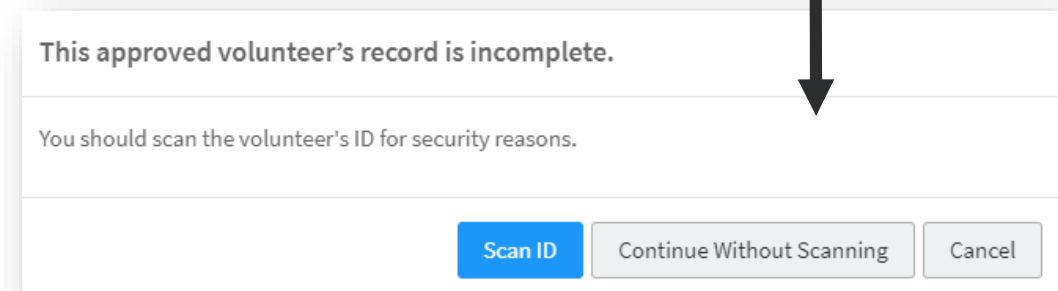
The kiosk is the touch screen laptop.

# Scanning a Volunteer's Drivers License



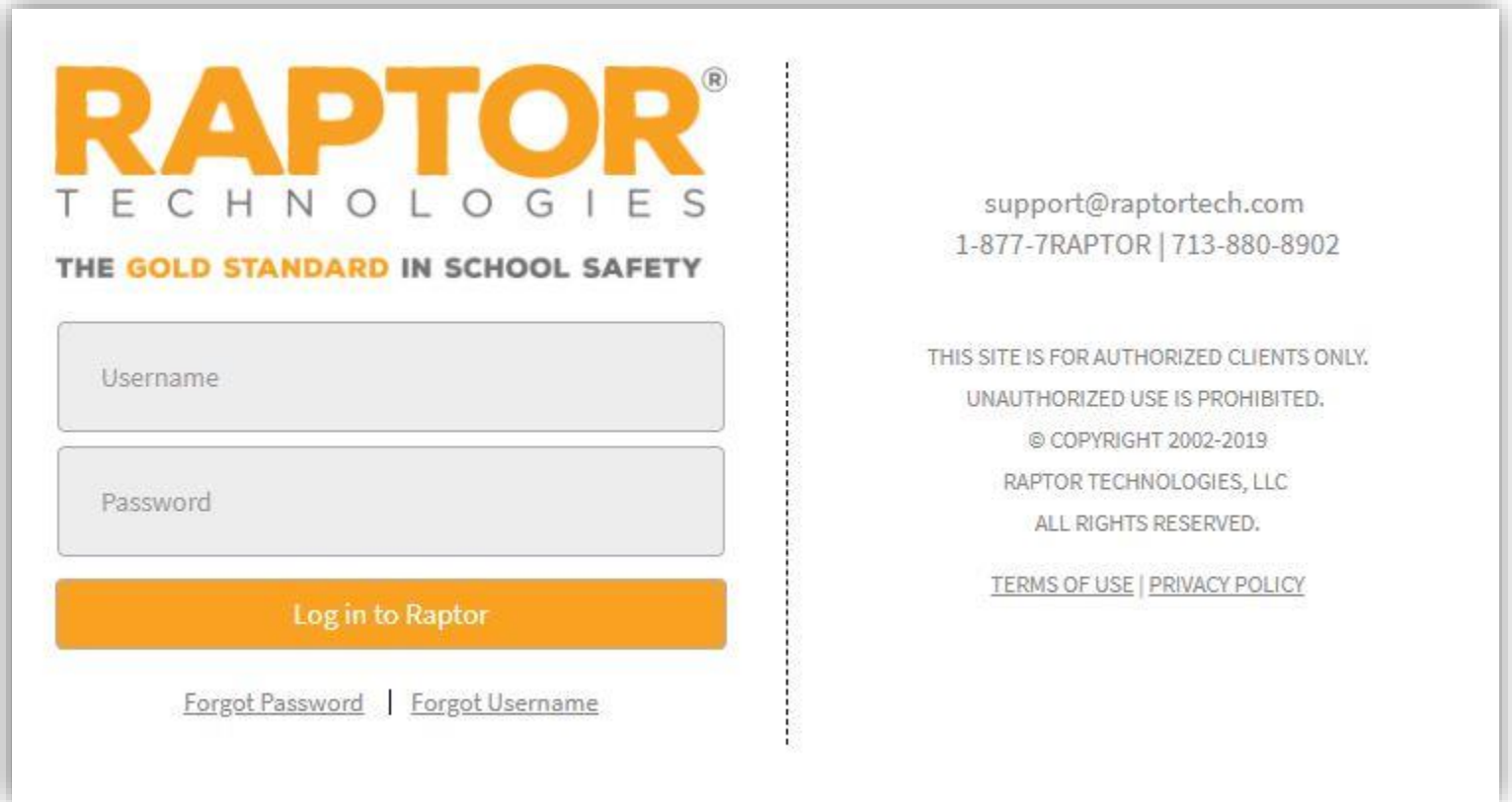
- 1) Click on “**Volunteer**” then enter either their first or last name, then “**find**”.
- 2) When the person has been found, click on the small “**sign in**” button . If they have not signed in before as a volunteer, you will be prompted to scan their drivers license.

When a volunteer checks in for the first time at the beginning of the school year, **they must present their driver's license to be scanned by the office staff at the front desk computer.** This will merge their license and CCPS volunteer information. After this initial sign in, they will be able to sign in by themselves at the kiosk.



# Launching the Kiosk: Logging In

1. Start the laptop.
2. The CCPS network log-in screen will appear with a generic username and password. Push “Enter” on the keyboard to log in.
3. Click on the Raptor Icon on the screen. 
4. Login to Raptor with YOUR Raptor username and password.



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Username

Password

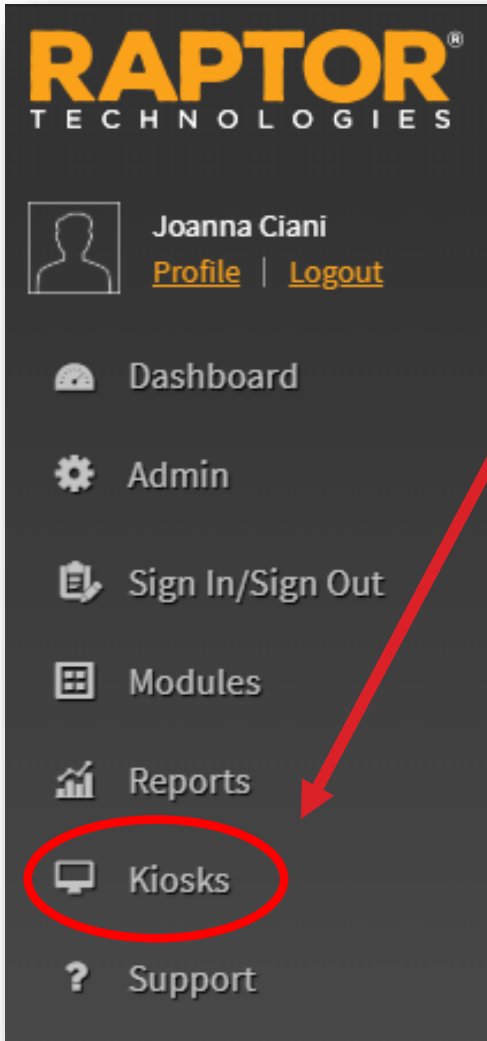
Log in to Raptor

[Forgot Password](#) | [Forgot Username](#)

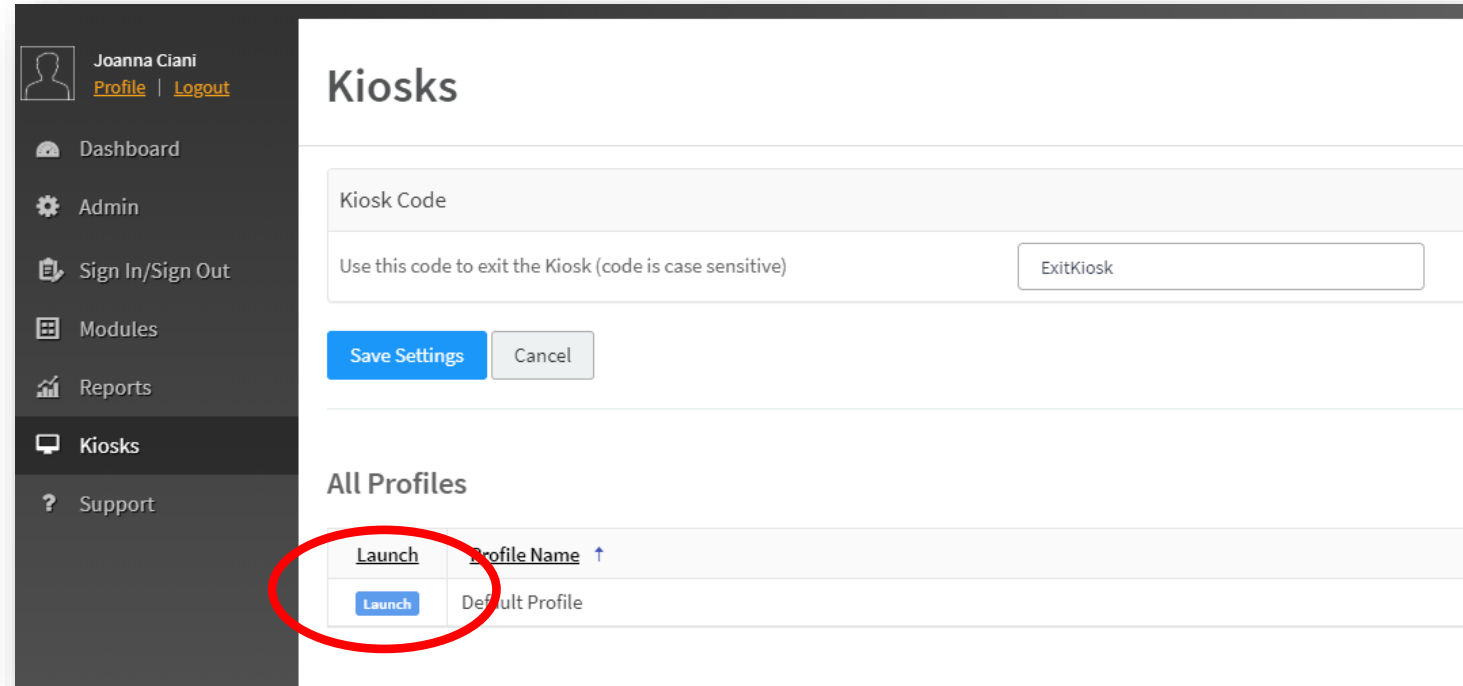
support@raptortech.com  
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# Raptor Menu Options



1. On the left side of your screen click on “Kiosks”, just above “Support”.



2. Click the blue “Launch” button to launch the Kiosk.

# Exiting the Kiosk



Welcome!



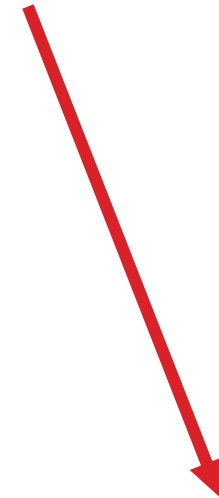
Sign In



Sign Out

First time volunteers must be scanned in by office personnel.

To exit Kiosk mode, click on “Exit Kiosk” at the bottom right of the screen.



Español

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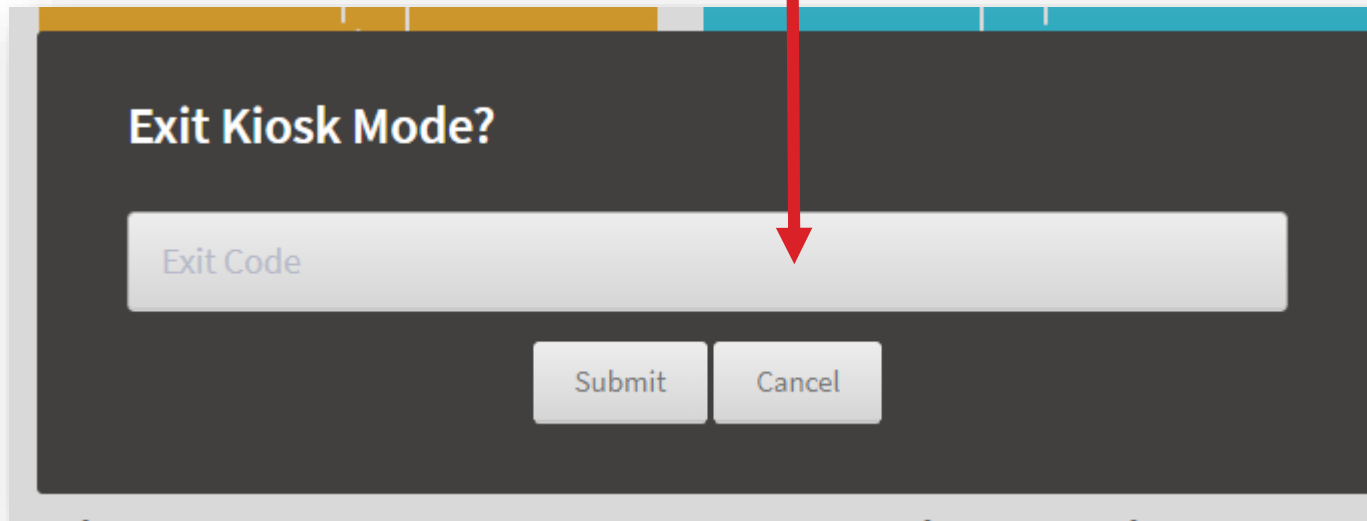
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www.raptortechnologies.com | Exit Kiosk



# Exiting the Kiosk

1. Enter the exit code: **ExitKiosk**
2. Click “Submit”



The screenshot shows a dark gray dialog box titled "Exit Kiosk Mode?". Inside the dialog, there is a light gray input field labeled "Exit Code". A red arrow points from the text "Click 'Submit'" in the instructions above to the input field. Below the input field are two buttons: "Submit" and "Cancel".

You will now be able to shutdown the laptop.

# Raptor Technologies Support

Raptor offers great tech support. Call or email them with any issues you have. Simply click on the “**Support**” button in the dashboard then “**Go to Community**”.

## Need Support Information? Check out Our Community Knowledge Base!

Explore our new Raptor Knowledge Base. We have created a collection of in-depth articles that cover several aspects of the Raptor software with simple step-by-step instructions. Here you will find answers to the most common questions asked to our support team in the form of articles. The articles are designed to be easy-to-read and understand, while being comprehensive.



[Go to Community](#)

## Welcome to your Raptor Community!

A place where you can easily find solutions and ask questions

Back-To-School Checklist



Troubleshooting - Scanner



Troubleshooting - Printer



Transitioning (vSoft to R6)



Still Can't Find What You're Looking For?

[Contact Support](#)

Support Phone: 1-877-772-7867. Choose option 2.



# Purchasing Badge Stickers and Additional Hardware

- Each school is responsible for purchasing their own badge stickers or additional hardware.
- Simply go to “**Support**” then to “**Go to Store**”.
- The stickers are \$10 a roll. Ten rolls for \$100 (3,000 badges).

## Need Supplies?

Purchase additional equipment, replacement items and badges.



[Go to Store](#)

Our Products >> Raptor Visitor Badges (Adhesive)

### Raptor Visitor Badges BLUE (Adhesive)



10 rolls/3,000 badges, BLUE

Price: \$100.00

[ADD TO CART](#)

### Raptor Visitor Badges GREEN (Adhesive)



10 rolls/3,000 badges, GREEN

Price: \$100.00

[ADD TO CART](#)

### Raptor Visitor Badges MULTI BOX (Adhesive)



10 rolls/3,000 badges, MULTI BOX

Price: \$100.00

[ADD TO CART](#)

### Raptor Visitor Badges ORANGE (Adhesive)



10 rolls/3,000 badges, ORANGE

Price: \$100.00

[ADD TO CART](#)

### Raptor Visitor Badges RED (Adhesive)



10 rolls/3,000 badges, RED

Price: \$100.00

[ADD TO CART](#)

### Raptor Visitor Badges WHITE (Adhesive)



10 rolls/3,000 badges, White

Price: \$100.00

[ADD TO CART](#)

### Raptor Visitor Badges YELLOW (Adhesive)



10 rolls/3,000 badges, YELLOW

Price: \$100.00

[ADD TO CART](#)

### Raptor Self-Expiring Badges (Adhesive)



4 rolls/1,000 badges, SELF-EXPIRING

Price: \$200.00

[ADD TO CART](#)

# Safety and Security Contact Information

- Department phone number 377-0270
- Department email [security@collierschools.com](mailto:security@collierschools.com)
- Please use these to report issues with any security system (Alarms, Cameras, Access Control, Visitor Management, Video Doorbell)