

# Raptor Alert Notification Guide

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## Overview

This guide will provide a detailed overview of Raptor Alert.

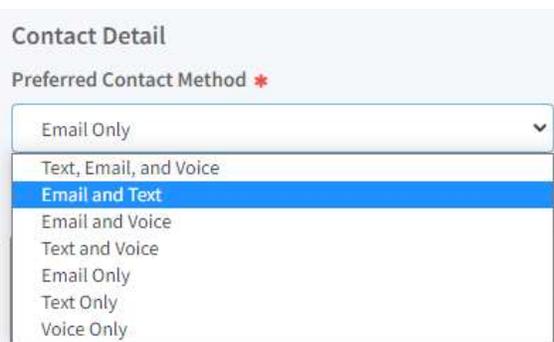
### What is Raptor Alert?

Raptor Alert is a silent panic alert system that works on the devices your schools use every day. Raptor Alert expedites and streamlines emergency response by allowing users to initiate an emergency directly through 911 and provide critical information first responders, law enforcement, and campus personnel.

## Glossary

**Geofencing:** The functionality that the Raptor System uses to determine true emergency or drill initiations. If enabled, a geofence is designated for your building and when an incident is initiated, you will know if the initiating user is in the location of said building.

**Notification Methods:** Email, Text, and Voice call are configurable in the Users/Contacts grid in Raptor. Based on the users “Preferred Contact Method” and the contact information provided, Raptor will send any combination of these notifications to the user during a drill or emergency.



**Push Notification:** An automated message sent by an application to a user when the application is NOT OPEN. Push notifications look like SMS text messages and mobile alerts, but they only reach users who have installed the app.

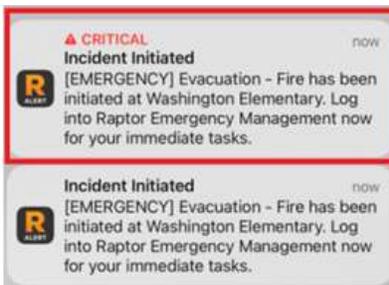
**Critical Notification:** A form of push notification. An automated message sent by an application to a user when the application is NOT OPEN. This notification can break through silent and Do Not Disturb settings on a mobile device (dependent on model and OS). Critical alerts only reach users who have installed the app.

## Notification Troubleshooting

**\*If you have the app open or initiated the drill or emergency you will NOT receive a notification\***

What type of notification did you not receive?

- Push Notification displayed as a pop up on the mobile app
- Critical Alert Notification and/or audible notification (highlighted red in the screen shot below)
- Text or Email Notification



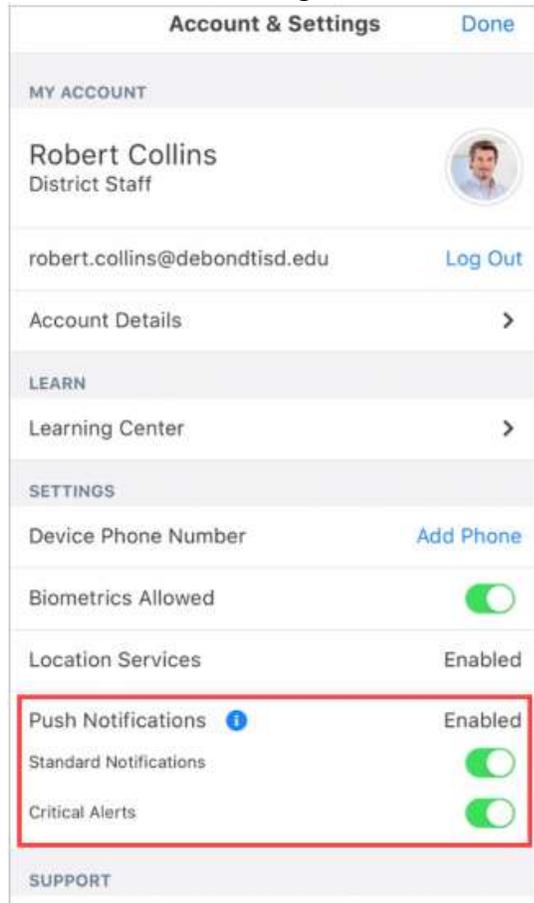
**Note:** If you have the Raptor Alert mobile app open or you were the one that initiated the drill or emergency, you will NOT receive a notification.

Verify Push, Critical Alert and/or Audible Notifications are Enabled on the Raptor Alert Mobile App

1. From the Home screen, click the **Account and Settings** button.



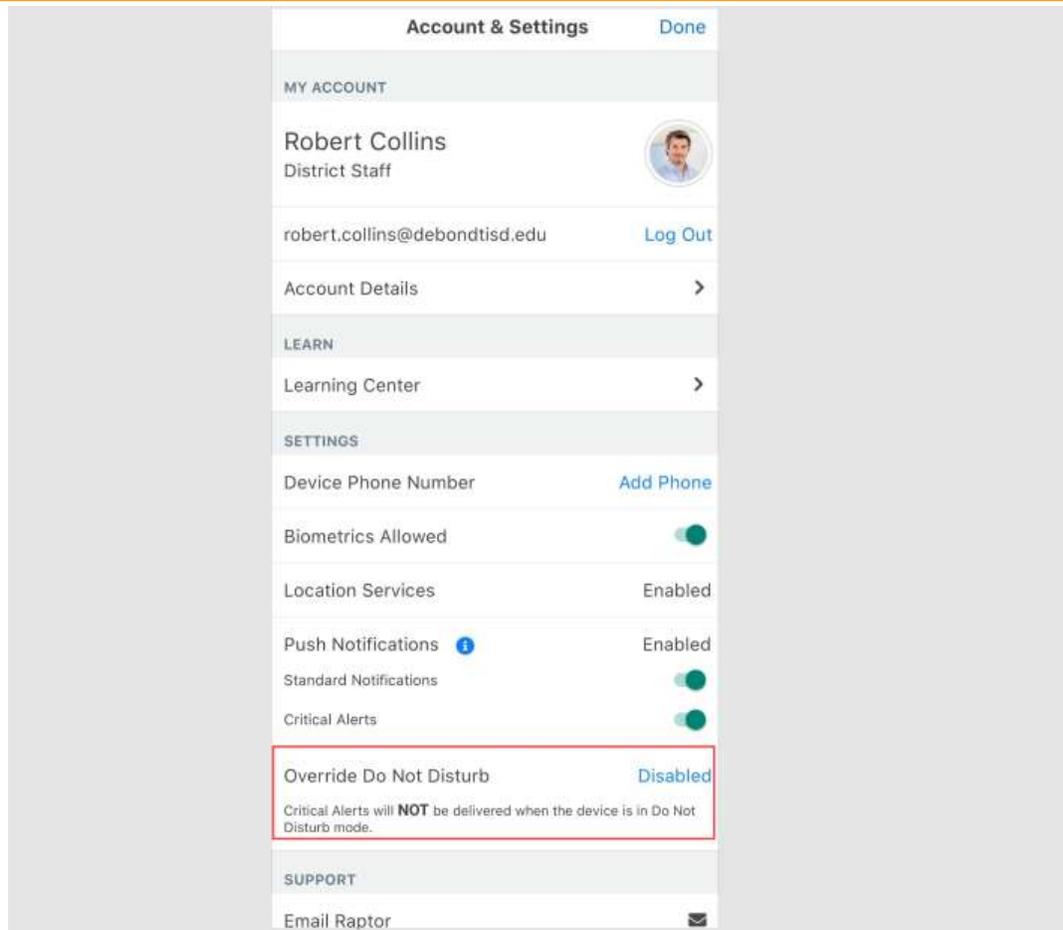
2. If you need to update or change the Push Notification settings for either Standard Notifications or Critical Alerts, either click  or simply click the appropriate slider to display a pop up that will enable you to access your mobile device's settings.



**Note:**

If Critical Alerts are enabled for an iPhone, this overrides your phone's Do Not Disturb (DND) setting.

For Android devices, you'll have an extra permission that displays enabling you to override your phone's DND setting.



3. After enabling, restart the app.

If the **Override Do Not Disturb** setting for an Android is **Disabled**, then the following is true:

1. Regardless of your Android settings, audible sound from notification is dependent on volume settings. Volume will come in quietly if the volume is set to low.
2. If the Android is on DND, audible notification will be heard if the volume is audible.
3. If the Android is on vibrate or silent, no audible notification will be heard.

If the **Override Do Not Disturb** setting for an Android is **Enabled**, it will override your phone's DND settings and create an audible sound (if your volume is on low, your volume will be raised).

4. After enabling, restart the app.
5. For an Apple Smart Watch, all notifications will go to the Apple Watch, whereas other smart watches will have the audible notification go to the phone.
6. Check the Wi-Fi and/or cell signal.
7. If still having issues, reinstall the app.

## Verify Text and/or Email Notification Settings on Raptor

1. From the navigation menu, select **Admin > Module Settings**.
2. Click the **Raptor Alert** tab.
3. Scroll to the appropriate **Emergency, Drill, or Team Assist** section and click **Details** for the appropriate **Emergency, Drill, or Team Assist** type.

Details	Template Name	Type	Delivery
<a href="#">Details</a>	Incident Initiation - Fight in Progress	Team Assist	Sent when a team assist is initiated
<a href="#">Details</a>	Incident Closure - Fight in Progress	Team Assist	Sent when a team assist has ended
<a href="#">Details</a>	Incident Initiation - Irate Parent	Team Assist	Sent when a team assist is initiated
<a href="#">Details</a>	Incident Closure - Irate Parent	Team Assist	Sent when a team assist has ended
<a href="#">Details</a>	Incident Initiation - Medical Assistance	Team Assist	Sent when a team assist is initiated
<a href="#">Details</a>	Incident Closure - Medical Assistance	Team Assist	Sent when a team assist has ended
<a href="#">Details</a>	Incident Initiation - Principal to Front Office	Team Assist	Sent when a team assist is initiated
<a href="#">Details</a>	Incident Closure - Principal to Front Office	Team Assist	Sent when a team assist has ended

### Note:

You can also click **Download** to get a list of the **Recipients** for each **Emergency, Drill, or Team Assist** notification.

Washington Elementary

### Module Settings

Visitors Contractors Students Staff Volunteers Raptor Link **Raptor Alert** Accountability Reunification Drill Manager Student

#### Raptor Alert Settings

**General**

Notify All Emergency Management Users For These Incidents (Client)  Drills and Emergencies

Geofencing Enabled (Client)  No

911 Text Enabled (Client)  No

Desktop Notifications Enabled (Client)  No

**Advanced Settings**

[Save Settings](#) [Cancel](#)

#### Emergency System Notifications

Notifications for Emergencies will be sent to configured users and contacts. When geofencing is enabled, outside geofence templates will also be sent.

Details	Template Name	Type	Delivery	Recipients
<a href="#">Details</a>	Incident Initiation - Evacuation	Emergency	Sent when an emergency is initiated	<a href="#">Download</a>
<a href="#">Details</a>	Incident Closure - Evacuation	Emergency	Sent when an emergency has ended	<a href="#">Download</a>
<a href="#">Details</a>	Incident Initiation - Shelter	Emergency	Sent when an emergency is initiated	<a href="#">Download</a>
<a href="#">Details</a>	Incident Closure - Shelter	Emergency	Sent when an emergency has ended	<a href="#">Download</a>

	A	B	C	D	E	F	G	H	I	J	K	L
1	First Name	Last Name	User Or Co	User Role	Preferred Notificati	Email Alert	SMS Alert	Voice Ale	Desktop A	Push Notification	Critical Alert	
2	Tessie	Smith	User	Client Adr	Email Onl	Emergency	Yes					
3	Trisha	Bautista	User	Client Admin	Emergency	Yes	Yes					
4	Gwen	Ly	User	District En	Email Onl	Emergency	Yes					
5	em	user	User	Emergency Manager	Emergency	Yes	Yes			Yes	Yes	

#### 4. Verify if the contacts are properly assigned to the correct notification types.

[Team Assist System Notifications](#) > Team Assist System Notification Detail

The Email, Text and Voice message content displayed has been set by the District. Additional Building Contacts can be added for Email, Text and Voice message Notifications.

Name: Incident Initiation - Fight In Progress

Description:

Enabled:  Yes  No

Type: Team Assist

Can customize description of Team Assist

Email Notifications

Email Message: [%TEAMASSISTTYPE%] has been initiated at [%BUILDINGNAME%] - [%LOCATIONINFORMATION%]. Log into Raptor Emergency Management now for your immediate tasks.

Email Message Contacts:

Select to add contacts that are enabled for email

Text Message Notifications

Text Message: [%TEAMASSISTTYPE%] has been initiated at [%BUILDINGNAME%] - [%LOCATIONINFORMATION%]. Log into Raptor Emergency Management now for your immediate tasks.

Text Message Contacts:

Select

**Note:** Only individuals added as contacts to each **Emergency, Drill, or Team Assist** type will receive the notifications.

Verify the User has Previously Logged in to the Raptor Alert Mobile App

## Reports



### Raptor Alert Reports

 **All Initiated Activities by Building**

Emergency and drill activity organized by building.

 **Configuration Details**

Mobile application configuration details by user.

 **User Learning Center Progress**

Mobile application Learning Center topic completion by user.

 **Users Never Logged Into Mobile App**

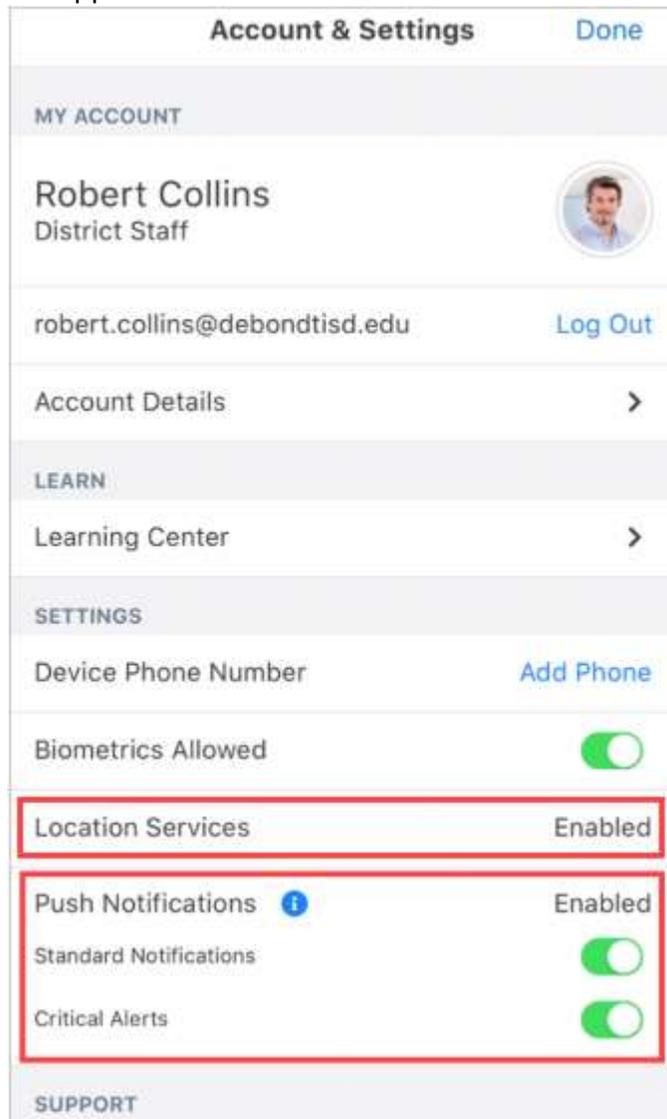
List of users that have not logged in to the mobile application.

**Note:** If they have not yet logged in to the mobile app, they will NOT display on this report.

If you are still having issues with any notifications, please contact Raptor Support for additional assistance.

## Did User Skip Raptor Alert Mobile App Onboarding

If the user does not have **Location Services** or **Push Notifications** enabled, most likely they skipped the onboarding process and would need to reinstall the app.



## Apple Watch

Please note, by default the critical alert will go to your Apple Watch if connected.

**Issue:** Emergency Critical Alert will not sound on your phone

**Reason:** If you allow notifications on the Apple Watch, the Emergency Critical Alert will bypass your phone and be passed to the watch, which will then react as a normal push notification being passed to the watch, and not a critical alert.

**Resolution:** Disable Raptor Alert Notifications on your Apple Watch

**Note:** If you decide to turn off notifications on your Apple Watch, you will not receive any Raptor Alert notifications to your watch. This includes group messages, team assists, and other alerts. If you allow notifications on the Apple Watch, the Emergency Critical Alert will not sound on your phone.

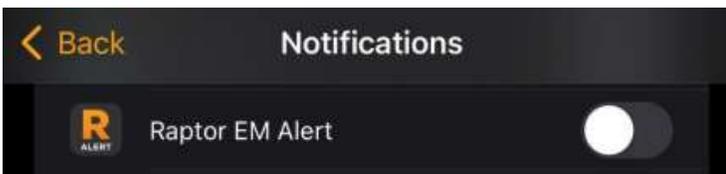
1. Find the 'Watch' app on your iPhone



2. Select 'Notifications'



3. Scroll to find 'Raptor Alert' and toggle on or off



## Bluetooth Devices

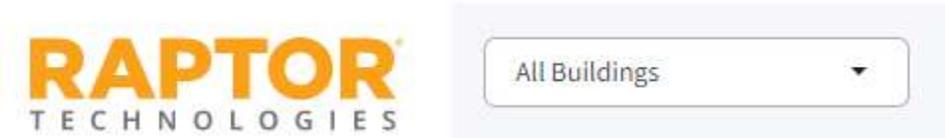
If utilizing **Bluetooth headphones**, including but not limited to: Air Pods, Beats, etc. Please note that the notification may come through the earphones at a **very low volume**.

If utilizing a **smart watch**, including but not limited to: Apple Watch, Samsung Galaxy Watch, etc. Please note the notification including the audible Emergency Critical Alert may come through your watch and may not notify your phone.

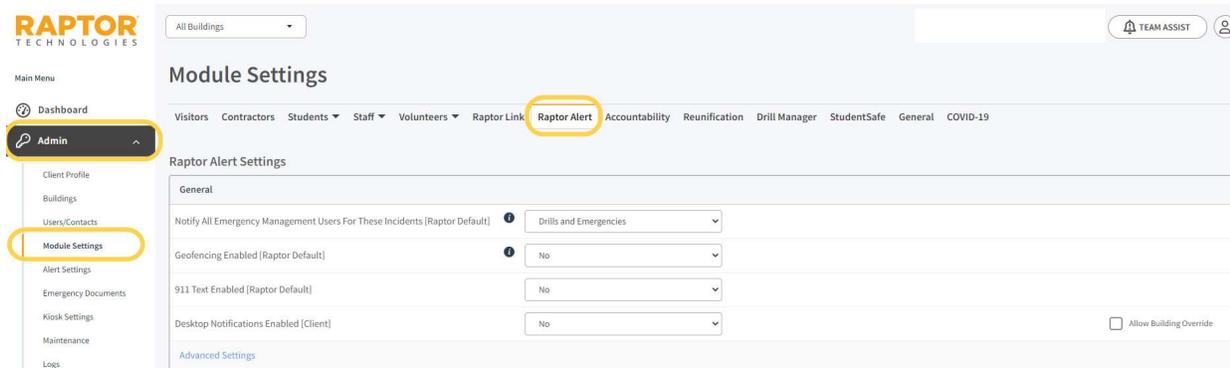
## Client Administrators

### Checking System Configurations

Please note: These settings must be done at the “All Buildings” level.



1. Locate “Raptor Alert” Module Settings
  - a. Select **Admin** and then **Module Settings** from the **Navigation Menu**
  - b. Select the **Raptor Alert** tab



- c. Locate the **General** section under the **Raptor Alert Settings** workspace
      - i. Select **Drills and Emergencies** from the **Notify All Users For Incident Types** drop-down field

### Module Settings



2. Next, ensure all notifications are enabled for emergency management users and client contacts:

**a. Emergency System Notifications**

- i. Recipient = All Emergency Management Users and Client Contacts**
- ii. Enabled = Yes**

Emergency System Notifications

Details	Template Name	Type	Delivery	Recipient	Enabled	Options
<a href="#">Details</a>	Incident Initiation - Evacuation	Emergency	Sent when an emergency is initiated	All Emergency Management Users and Client Contacts	Yes	

**b. Drill System Notifications**

- i. Recipient = All Emergency Management Users and Client Contacts**
- ii. Enabled = Yes**

Drill System Notifications

Details	Template Name	Type	Delivery	Recipient	Enabled	Options
<a href="#">Details</a>	Incident Initiation - Evacuation	Drill	Sent when a drill is initiated	All Emergency Management Users and Client Contacts	Yes	

**3. Finally, confirm Emergency Management users have the correct primary school assigned:**

- a. Select **Admin** and then **Users/Contacts** from the **Navigation Menu****

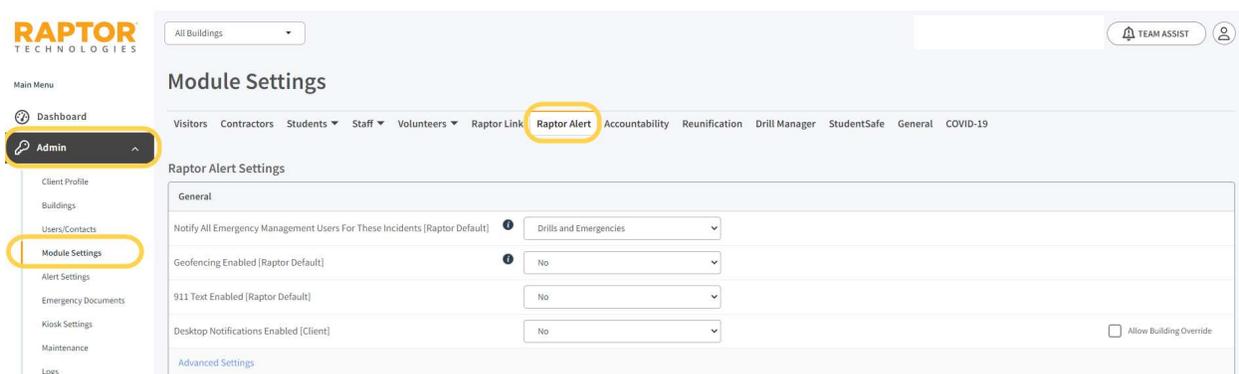
The screenshot shows the Raptor Technologies Admin interface. On the left is a navigation menu with 'Admin' selected. The main content area is titled 'Users/Contacts' and shows a form for adding a new user or contact. The form includes a dropdown for 'All Buildings' (set to 'All Buildings'), a search bar, and a 'TEAM ASSIST' button. Below the title, there are tabs for 'All Users/Contacts' and 'User Settings'. The 'All Users/Contacts' tab is active, showing a breadcrumb 'All Users/Contacts > User/Contact Detail'. The form asks to 'Please select one' with three radio buttons: 'User and Contact' (selected), 'User Only', and 'Contact Only'. Below this, there is a profile picture placeholder and several input fields: 'First Name' (Gly), 'Last Name' (Test), 'Email Address/Username' (gly@ye.com), 'Primary Building' (Bautista High School), and 'Title' (Front Desk Employee).

## Configuration Details Report

Client Admins will be able to run a Configuration Details Report which will provide information to search a user to verify if they have the notification settings enabled properly. If they did not, refer to the notification troubleshooting for iOS/Android.

- Major settings this report shows:
  - Email/Text Notification Enabled
  - Push Notification Enabled
  - Critical Alerts Enabled
  - Location Services Enabled
  - Phone Number Configured
  - Last Login

1. Locate “Raptor Alert” Module Settings
  - a. Select **Admin** and then **Module Settings** from the **Navigation Menu**
  - b. Select the **Raptor Alert** tab



2. Locate the **Emergency System Notifications** section under the **Raptor Alert** settings workspace
  - a. Underneath **Recipients** column download the most recent Incident type **Template Name**.

### Emergency System Notifications

Notifications for Emergencies will be sent to configured users and contacts. When geofencing is enabled, outside geofence templates send notifications to a limited number of users.

Details	Template Name	Type	Delivery	Recipients ⓘ	Enabled	Options
<a href="#">Details</a>	Incident Initiation - Evacuation	Emergency	Sent when an emergency is initiated	<a href="#">Download</a> 📄	Yes	🔗
<a href="#">Details</a>	Incident Closure - Evacuation	Emergency	Sent when an emergency has ended	<a href="#">Download</a> 📄	Yes	🔗
<a href="#">Details</a>	Incident Initiation - Shelter	Emergency	Sent when an emergency is initiated	<a href="#">Download</a> 📄	Yes	🔗
<a href="#">Details</a>	Incident Closure - Shelter	Emergency	Sent when an emergency has ended	<a href="#">Download</a> 📄	Yes	🔗
<a href="#">Details</a>	Incident Initiation - Lockdown	Emergency	Sent when an emergency is initiated	<a href="#">Download</a> 📄	Yes	🔗

b. Open the downloaded **Excel** file and verify the settings enabled for the user

	A	B	C	D	E	F	G	H	I	J	K	L
1	First Name	Last Name	User Or Co	User Role	Preferred	Notificati	Email Alert	SMS Alert	Voice Ale	Desktop A	Push Notification	Critical Alert
2	Tessie	Smith	User	Client Adr	Email Onl	Emergency	Yes					
3	Trisha	Bautista	User	Client Admin		Emergency	Yes	Yes				
4	Gwen	Ly	User	District En	Email Onl	Emergency	Yes					
5	em	user	User	Emergency Manager		Emergency	Yes	Yes			Yes	Yes

3. Verify if the user has logged into the app previously
  - a. Select **Reports** module > **Raptor Alert** tab > **Configuration Details**
  - b. If the users have **NOT** logged into the app, they will **NOT** show up on this report.

## Reports

- Visitors
- Contractors
- Students
- Staff
- Volunteers
- Raptor Alert
- Drill Manager
- Security

### Raptor Alert Reports

**All Initiated Activities by Building**  
Emergency and drill activity organized by building.

**Configuration Details**  
Mobile application configuration details by user.

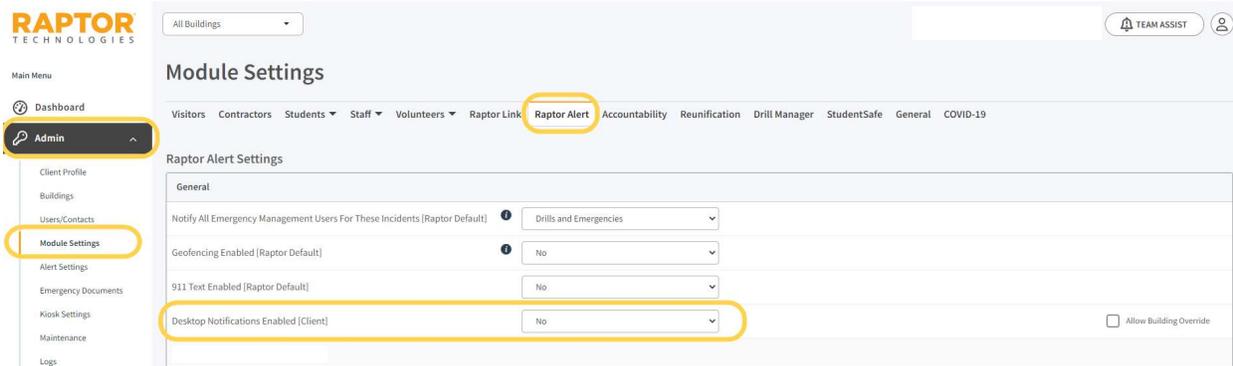
**User Learning Center Progress**  
Mobile application Learning Center topic completion by user.

**Users Never Logged Into Mobile App**  
List of users that have not logged in to the mobile application.

## Desktop Notifications

If using Raptor on your computer, **Client Admins** can enable whether to allow desktop notification or not.

1. Locate “Raptor Alert” Module Settings
  - a. Select **Admin** and then **Module Settings** from the **Navigation Menu**
  - b. Select the **Raptor Alert** tab
2. Verify if **Desktop Notifications Enabled** are set to yes or no.



3. Save settings if Desktop Notifications are set to Yes.
  - a. Upon re-login you will be prompted to allow apps.raptortech.com to allow notifications as well as a pop up within Raptor.

