Raptor Alert
Notification Guide

Contents

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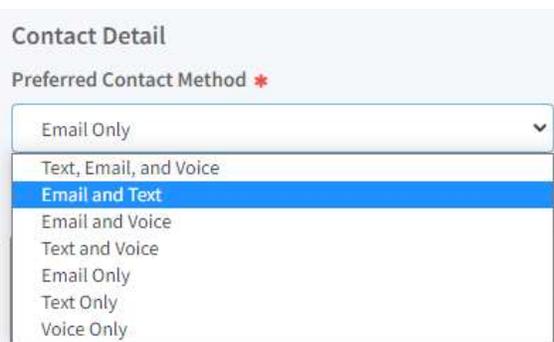
Push Notification: An automated message sent by an application to a user when the application is NOT OPEN. Push notifications look like SMS text messages and mobile alerts, but they only reach users who have installed the app.

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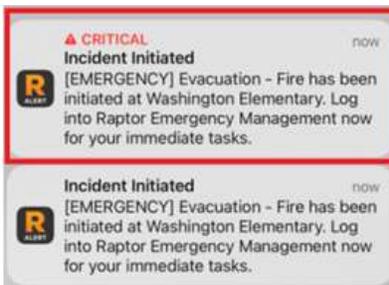
Note: If you have the Raptor Alert mobile app open or you were the one that initiated the drill or emergency, you will NOT receive a notification.

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.
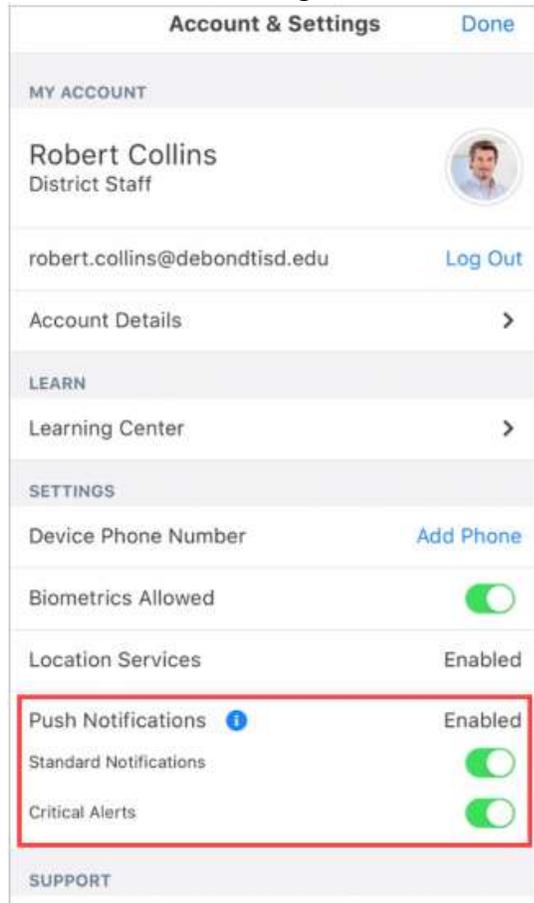
Note:

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.
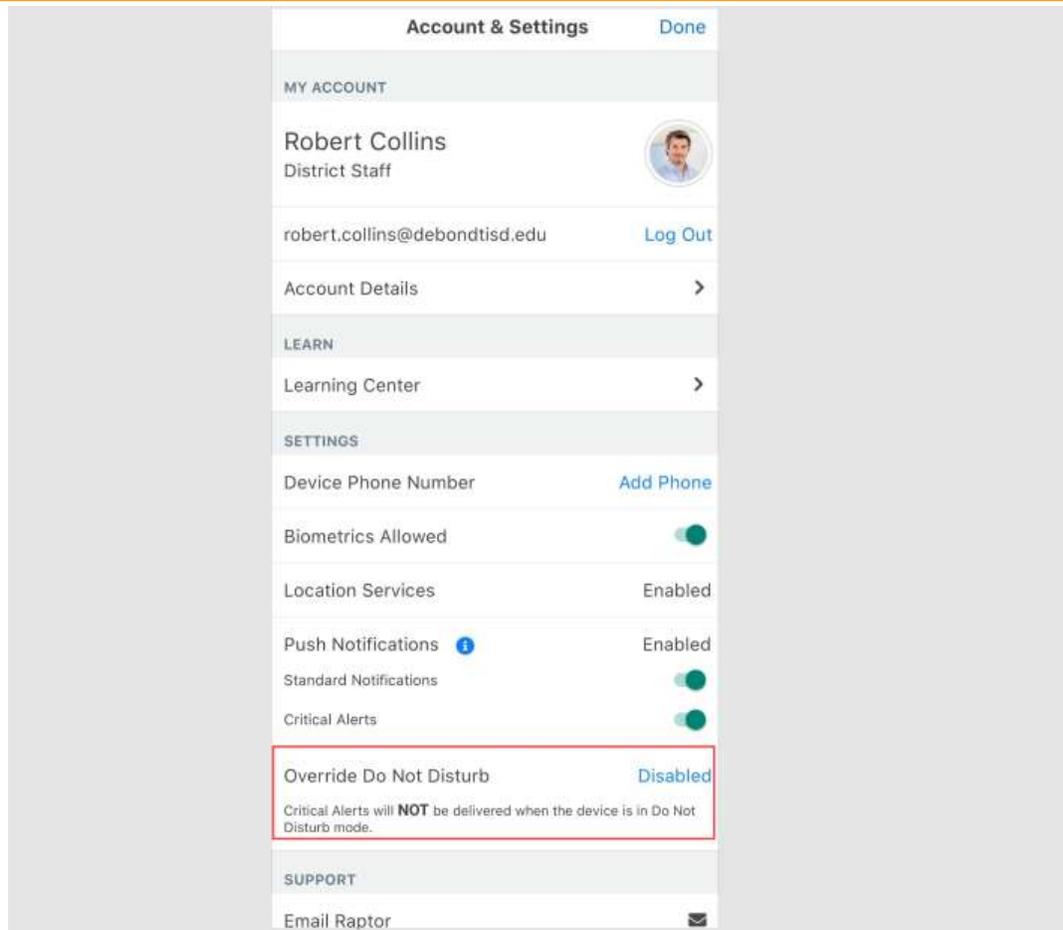
3. After enabling, restart the app.

> 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.

Note:

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

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

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

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

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.

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.
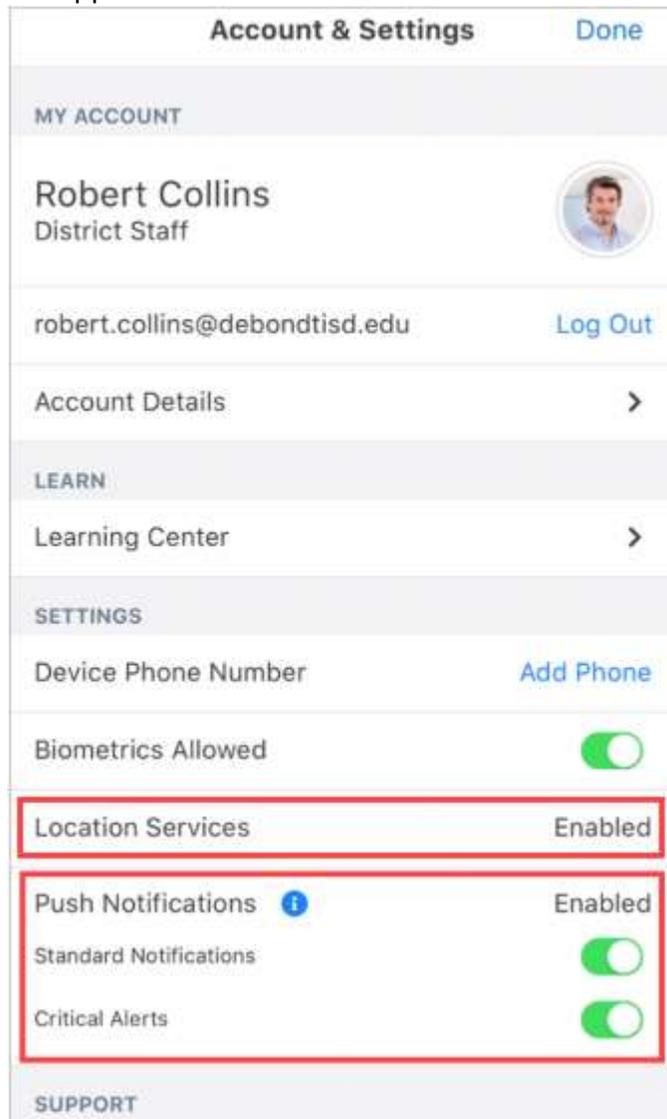
Apple Watch

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.
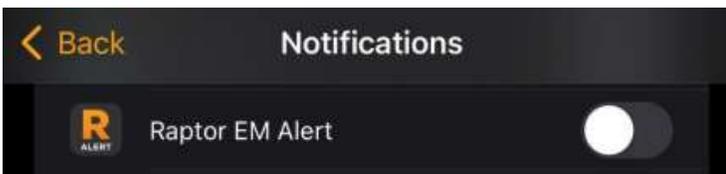
1.   Find the 'Watch' app on your iPhone

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.
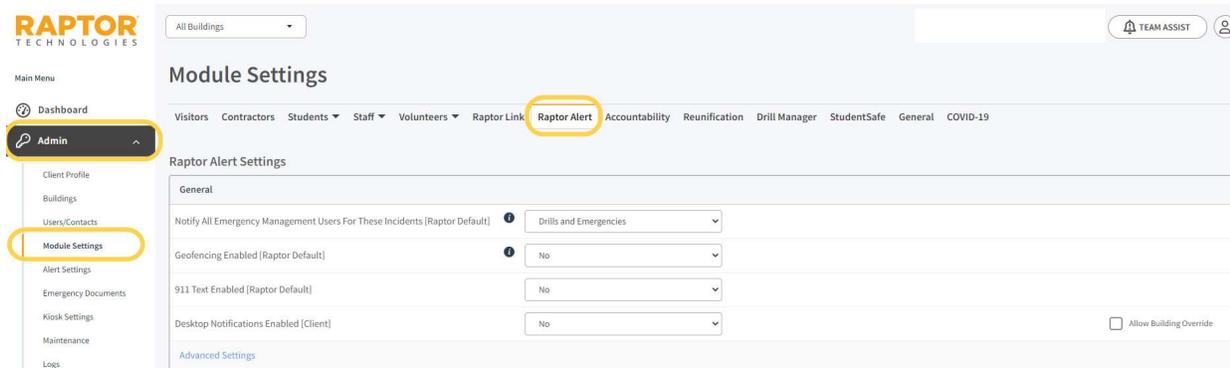
Client Administrators

Checking System Configurations

Please note: These settings must be done at the "All Buildings" level.
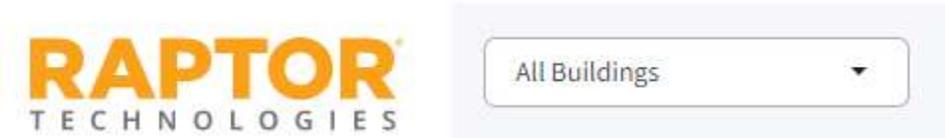
1. Locate "Raptor Alert" Module Settings

    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

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**

b. **Drill System Notifications**
   i. **Recipient = All Emergency Management Users and Client Contacts**
   ii. **Enabled = Yes**

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

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

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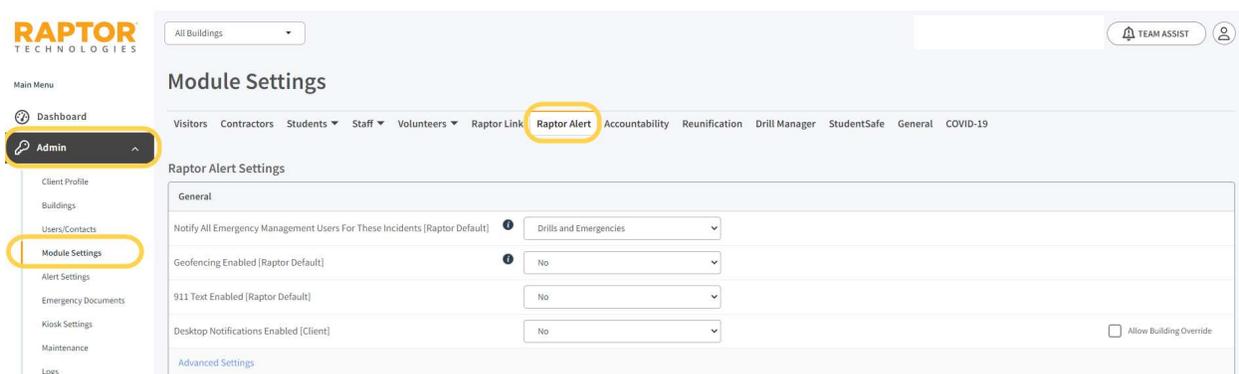
2. Locate the **Emergency System Notifications** section under the **Raptor Alert** settings workspace
    a. Underneath **Recipients** column download the most recent Incident type **Template Name.**

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
Details	Incident Initiation - Evacuation	Emergency	Sent when an emergency is initiated	Download ⬇	Yes	⧉
Details	Incident Closure - Evacuation	Emergency	Sent when an emergency has ended	Download ⬇	Yes	⧉
Details	Incident Initiation - Shelter	Emergency	Sent when an emergency is initiated	Download ⬇	Yes	⧉
Details	Incident Closure - Shelter	Emergency	Sent when an emergency has ended	Download ⬇	Yes	⧉
Details	Incident Initiation - Lockdown	Emergency	Sent when an emergency is initiated	Download ⬇	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	Emergenc	Yes					
3	Trisha	Bautista	User	Client Admin		Emergenc	Yes	Yes				
4	Gwen	Ly	User	District En	Email Onl	Emergenc	Yes					
5	em	user	User	Emergency Manager		Emergenc	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**
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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.
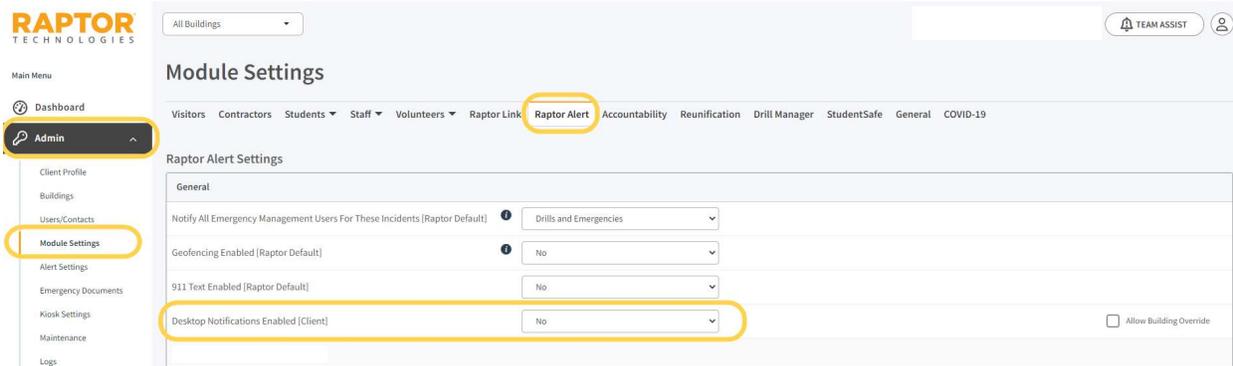
3. Save settings if Desktop Notifications are set to Yes.
    a. Upon re-login you will be prompted to allow apps.raptortech.com to allow notifications as well as a pop up within Raptor.