

Raptor[®] Visitor Management System Implementation

The Raptor Visitor Management system is quick and easy to implement. The process below is our general process. It can be customized to meet your needs and timeline.

Step 1: Attend “The Essentials Workshop” Webinar

You will receive a Welcome email from your dedicated Raptor Client Services Manager with a link to the Raptor “Essentials Workshop” webinar. This live training webinar ensures your team understands Raptor and how to configure your account to align with your visitor policy and district needs. After this training, attendees receive administrative rights and can begin to configure their Raptor accounts.

Key Players: Primary Raptor project manager, policy decision maker, safety/security resource

Type of Engagement: Webinar

Duration: One Hour

Homework: You’ll receive a follow-up email that details your homework assignment:

- ✓ Create Users and/or Contacts
- ✓ Configure Alert Settings
- ✓ Configure Module Settings
- ✓ Install Raptor
- ✓ Extra Credit: Conduct Initial Test Scan (equipment required)

Step 2: Participate in One-on-One Implementation Call

Following your participation in “The Essentials Workshop,” you will receive an email with a link to schedule an Implementation Call with your Raptor Client Services Manager. On the implementation call, you will discuss your intended use of Raptor, configuration of your Raptor account, installation of equipment, and end-user training. Your Raptor Client Services Manager will answer any questions.

Key Players: Primary Raptor project manager, policy decision maker, safety/security resource

Type of Engagement: Phone Call

Duration: One Hour

Step 3: Attend “Train-the-Tech Workshop” & Install Equipment

The brief “Train-the-Tech Webinar” will provide an overview of the Raptor® system, how to install Raptor equipment, and how to troubleshoot.

Key Players: IT staff

Type of Engagement: Webinar

Duration: 30 Minutes

There are two options for equipment installation: self-installation through your Raptor system or assisted remote installation with a Raptor Technician.

Step 4: Attend End-User Training

When a new Entry Admin user logs into the Raptor system for the first time, they’ll be prompted to watch a quick overview of the sign-in and sign-out process.

Key Players: Entry Admins

Type of Engagement: Online Tutorial Video

Duration: <10 Minutes

Additional training is available on demand via Raptor University or by attending a Going Live Webinar.

Step 5: Go Live

Your system is set up, your end-users are trained, and you are now ready to go live with your Raptor system.

“

The support from installation to full implementation was unbelievable. Any questions or problems we ran across were addressed immediately and explained thoroughly to ensure every stakeholder knew how to operate the system.

Kade Rogers, Coordinator of Safety, Security & Emergency Services St. Charles Parish, LA

”