

# Raptor Link and PowerSchool FAQs

## Frequently Asked Questions

### **Q 1. What is Raptor Link?**

Raptor Link provides direct API integration with your Student Information System. Districts no longer need to manually manage SIS data. Instead, Raptor Link provides automated data synchronization that integrates student, guardian, staff, and roster/schedule data, ensuring that the most current information is available.

### **Q 2. My district has some instances where multiple schools (for example, Middle School and High School) reside in the same physical building (which means there's one Raptor System for the single physical building) but PowerSchool organizes data into individual schools. Can Raptor sync data from multiple PowerSchool buildings into a single Raptor System?**

Raptor Link currently requires a one-to-one mapping between a PowerSchool's understanding of a school and a Raptor System.

For example: A single Raptor System was purchased for a single physical building because there is a single-entry point where all visitors are required to enter. The building contains both the Middle School and the High School, and PowerSchool's data is separated as individual schools.

In this case, one school's data can be synced via the integration with Raptor Link, and the other school can be imported utilizing Raptor's automated CLI import tool.

### **Q 3. What version(s) of PowerSchool do you support?**

Raptor Link supports PowerSchool Version 9, 10, 11 and 12.

### **Q 4. Are you a PowerSchool partner?**

Yes, Raptor Technologies is proud to be a PowerSchool partner.

### **Q 5. I have data that I would like to get into the Raptor System, but it does not reside in our SIS. Will Raptor Link sync this information as well? If not, how can I get this data into the Raptor System?**

Raptor Link's data integration will only sync data that originates from your SIS. The Raptor System's manual or CLI import process can be set up to accept data from other systems if the data is in an acceptable format for the Raptor System.

**Q 6. Does Raptor Link integrate at the district level for all my buildings, or can we set up individual buildings?**

Raptor Link is configurable and can be set up either at the district level or at the individual building level. At the district level, the integration configuration needs to be set up only once and will be applied to all buildings that are set up within your Raptor client. At the building level, each building within your Raptor Client will need its own integration configuration; however, this allows for increased flexibility.

**Q 7. How long does it take to prepare my PowerSchool to begin syncing data to Raptor?**

The process of preparing your PowerSchool to sync data with Raptor is very simple and quick—we're talking minutes. The process requires installing a plug-in, which you may already be familiar with. For detailed steps, please contact your Client Services Representative for the *Installing Raptor Plug-In for PowerSchool* document.

**Q 8. How long does it take Raptor to set up their system to begin syncing data from my PowerSchool?**

The process for configuring the Raptor System and Raptor Link to sync data typically takes 24 hours to turn around.

**Q 9. How often can Raptor Link's integration sync data with my SIS?**

Raptor Link can be configured to sync data from PowerSchool into Raptor every 8 or 24 hours. Student tardy information (attendance code and sign-in time) is written back to PowerSchool in near-real time (within seconds).

**Q 10. What data syncs from PowerSchool to the Raptor System?**

Students, Guardians, Staff, and Roster/Schedule data are synced from PowerSchool to the Raptor System. For more technical details about the integration, please reference the *Raptor Link: PowerSchool Technical Specifications* document or contact your Client Service Representative.

**Q 11. Where does Raptor Link pull the parent/guardian information from within PowerSchool?**

Data provided to the Guardians data grid in Raptor is comprised of Parent Information (mother and father) and any emergency contacts defined for the student.

Note: The guardian information found on the Parents page in PowerSchool is not populated in Raptor.

**Q 12. We store custody issues in PowerSchool; can Raptor sync those to create custom alerts?**

Raptor Link currently does not support syncing custody information from PowerSchool to the Raptor System due to data integration sharing limitations from PowerSchool.

**Q 13. Does Raptor Link have a way to stop data synchronization while the new school schedules are created and configured?**

Yes, just provide the date when the data sync should stop and when the data sync should begin. Please provide these dates to your Client Services representative at least 7 days before the data sync should be stopped.

**Q 14. I understand that Raptor Link writes back student tardy information to PowerSchool, but:**

**Q a. What is the different between a Raptor tardy code and a PowerSchool attendance code?**

There is no difference. Normally, only the PowerSchool attendance codes that refer to excused and unexcused tardy instances will be mapped to student sign-in reasons; in Raptor, these attendance codes are referred to as tardy codes.

**Q b. Does Raptor Link support daily, meeting, time and interval attendance recording methods?**

Raptor Link only supports daily attendance. Meeting, time, and interval attendance are not supported due to limitations in the PowerSchool API.

**Q c. How do our PowerSchool attendance codes align to a student signing into the Raptor System?**

Within the Student Sign-In/Sign-Out Settings area of the Raptor System, you simply associate your PowerSchool attendance code to the Raptor Sign-In Reason by entering the value into the open text field. For more information, please reference the *Raptor User Guide*, found on the Raptor System's Support page under the Raptor University > Documentation.

**Q d. My PowerSchool updates attendance codes from time to time. Will those automatically update in the Raptor System?**

Changes to attendance code values within your PowerSchool will not automatically be updated within the Raptor System. Your Raptor Administrator will need to modify the tardy code value(s) directly associated to the Raptor Sign-In Reason.

**Q e. What information does Raptor write back to PowerSchool?**

Raptor Link writes back the time that the student was signed in through the Raptor System and the attendance code value if the reason chosen during sign in contains a tardy code value.

**Q f. Where does Raptor write this information to in PowerSchool?**

Raptor Link writes the time and attendance code to the *Comments* field in the Daily Attendance page for the date that student sign in occurred.

**Q g. Can Raptor write the student sign-in time to the *Daily Attendance Time In* field?**

Currently, the sign-in time is written to the *Comments* field. However, we plan to write this data to the *Daily Attendance Time In* field in a future release.

**Q h. What is the frequency of the student tardy data writing to PowerSchool?**

The student tardy data writes back to PowerSchool in near real time after the successful sign in of a student through the Raptor System.

**Q i. If there are multiple sign ins for a student, does Raptor overwrite previous entries?**

Yes, it does overwrite previous entries. If you sign in a student as tardy and then 10 minutes later sign in the same student with an excused tardy, the excused tardy attendance code will appear in PowerSchool. The last entry is what is recorded.

**Q j. If we sign in a student and the tardy information is written to PowerSchool, then we edit or remove that sign in information within the Raptor System, does that update the entry inside PowerSchool?**

If a student is signed in through the Raptor System and a sign in time and tardy code is written to their Daily Attendance in PowerSchool, then that sign in is edited or removed within the Raptor System; currently no changes will be made within PowerSchool. Your PowerSchool administrator will need to ensure that any edits to student sign in records within the Raptor System are also updated within PowerSchool.

**Q k. We use daily and meeting attendance at my school. Will the Raptor System write-back interrupt entries we make to a student's period attendance record?**

Raptor Link's daily attendance write-back does not interrupt any of your meeting or period attendance.

**Q l. Will Raptor write back tardy information for student sign ins that occur at a front desk, kiosk and as a delayed entry?**

Yes to all.

**Q m. What happens if a student presents an approved reason for a previous day's tardy; is it possible to update this information in Raptor? How do we need to manage this in PowerSchool?**

Using the delayed entry method to sign in the student for the previous day will update the *Attendance Code* field and the sign-in date will be added to the *Comments* field. Any adjustment to the *Daily Attendance Time In* field must be done manually in PowerSchool.

**Q n. Does the Raptor Link integration with PowerSchool support my custom fields?**

No, not at this time. Raptor Link will only retrieve and write back data to specific fields defined as part of the integration.

**Q 15. Once implemented, does Raptor manage the integration, or will my IT staff be able to manage and have access?**

Raptor will continue to own the management of the specific Raptor Link integration configuration. If modifications are needed, please contact your Raptor Client Services manager. Your IT staff will have access to view the status of the latest syncs including a detailed log of exactly what synced and failed to sync.

**Q 16. If there is a maintenance window or the integration is down, will my IT staff be notified?**

Yes. The Raptor System will send email notifications to any contacts set up by you to receive notifications regarding maintenance or system down time.