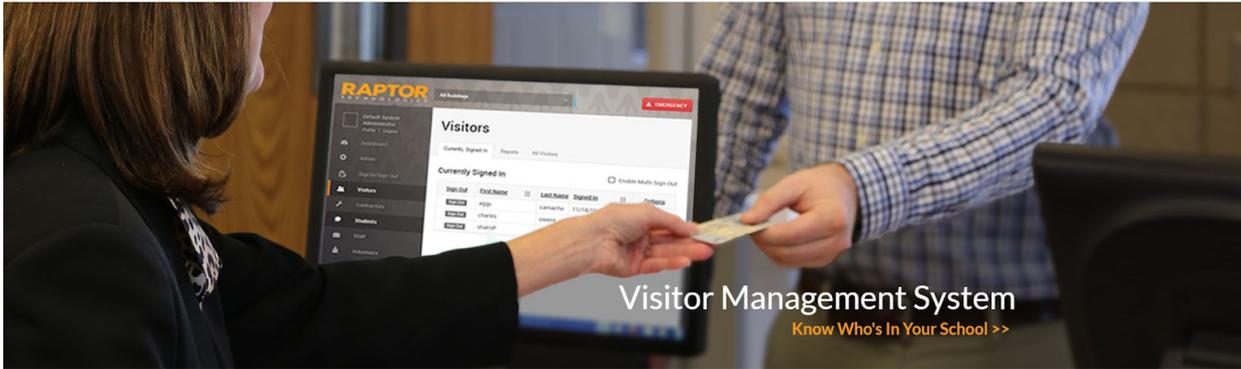


Raptor Technologies



Procedures Manual: Implementation 2018

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Raptor Visitor Management System Overview

Each time a visitor, contractor or volunteer signs in, or a guardian signs out a student, a photo ID and their name and date of birth are compared against over 750,000 known sex offenders across all 50 states and several territories within the United States. Raptor takes the extra step of comparing all known alias names used by the sex offenders to the name of the person signing in—providing a thorough screening process. By knowing who is in the building, this system allows an extra layer of safety for our students and our staff.

Types of Visitor Modules

There are five modules under which a visitor can register. Front desk personnel is responsible for ensuring that all visitors are signing in/out under the correct module.



Module 1: Visitors

A one time visitor or guest who is visiting to observe or assist in the school or classroom.

Module 2: Contractors

Individuals who are independently contracted through SFPS or hired through a contracted employer or partnering organization. All contracted staff must sign in using this module. Full time contractors working consistently at one particular site will receive permanent badges through Human Resources and will be able to sign in using their permanent badge.

Module 3: Students

This module is used to print out Student Tardy Passes and document early pick up or release.

Module 4: Staff

This module is used to verify when District staff is in the building. Visiting personnel, such as IT support, security personnel, maintenance personnel, and hourly personnel (i.e. Substitute Teachers, etc.) will sign in using this module.

If the school site has a resident staff sign in procedure already in place, the Raptor Visitor Management System can be used for this purpose. Please note that recommending sign in procedures is encouraged, but SFPS administrators can not require resident staff to sign in as it is against the Collective Bargaining Agreement.

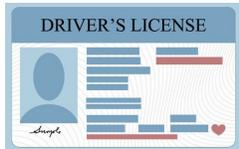
Module 5: Volunteers

A school volunteer is a non-paid individual who gives his/her time to a school or department and performs assigned duties on a regular and consistent basis. If a volunteer record is not found under the Volunteer Module, it is because they have not submitted the required paperwork to be an approved volunteer within the Santa Fe Public Schools. The Volunteer Application is accessible and can be completed online. If a volunteer record cannot be located under this module, please contact the Volunteer Coordinator, Sabra Romero at 505-467-2024. **ALL volunteers must sign in and out using this module.** All school site volunteer liaisons, secretaries and administrators will receive a weekly report indicating all approved volunteers for their school site.

First Time Visitors

Procedure 1: Visitors Signing in with a Government Issued Identification Card

A variety of government issued IDs can be scanned using the Raptor Scanner to create an Official Record for a visitor. Front desk personnel is responsible for verifying that all information captured by the scanner matches the ID presented. This Official Record will be valid at any school or District site and will allow them to sign in using the self service kiosk station every time they visit a school or District site thereafter. These forms of ID are accepted through the scanner:



- State Issued Driver License
- Military Issued ID
- Mexican Consulate Card
- Passport ID Card

Procedure 2: Visitors Signing in with an Alternative Form of ID

Various documents are acceptable for front desk personnel to create an Official Record through the Manual Entry option. Verification of a visitor's full name and date of birth must be confirmed against one of these documents in order to create an Official Record. **All Official Records will be completed manually by front desk personnel and will require a photograph to be taken with the installed webcam.** This Official Record will be valid at any school site and will allow them to sign in using the self service kiosk station.

- Passport (U.S. or Foreign)
- Birth Certificate
- Permanent Resident Card or Alien Registration Receipt Card
- Employment Authorization Document
- Voter's Registration Card
- Native American Tribal Document
- Driver's License Issued by a Canadian Government Authority
- Any Official Document Indicating Visitor's Full Name and Date



of Birth (e.g. insurance card, medicaid card, bank card, etc.) If there is uncertainty about what type of documentation is acceptable, contact Mario Salbidrez at 505-467-3440 or msalbidrez@sfps.k12.nm.us.

Procedure 3: Visitors Signing in as Minors with an Alternative Form of ID

Visiting minors may come in to a school or District site to visit a family member or to volunteer. The following documents are acceptable for front desk personnel to create an Official Record through the Manual Entry option for a minor. Verification of the minor's full name and date of birth must be confirmed with one of these documents in order to create an Official Record. **All Official Records will be completed manually by front desk personnel and will require a photograph to be taken with the installed webcam.** This Official Record will be valid at any school site and will allow them to sign in using the self service kiosk station.



- School Photo ID
- Birth Certificate
- School record or Report Card

- Clinic, Doctor, or Hospital Record

Procedure 4: Manual Entry for an Unofficial Record

Visitors without a valid form of ID or any of the documents previously indicated can be signed in using the Manual Entry feature. Visitors signed in using the manual entry feature can still have a sex offender check performed by capturing the visitor’s first name, last name, and date of birth. Please encourage recurring visitors to present at least one verification document to create an official record. Visitors without an official record will be required to sign in with front desk personnel each time they visit and will not have access through the self service kiosk station. If the visitor is not known by administration or front desk personnel, the principal may require the visitor to be supervised while on campus.

Procedure 5: Visitor refusing to submit any form of ID

- Be polite. Ask the person to wait while we call the Assistant Principal.
- Call a direct supervisor, such as an Assistant Principal or Principal.
- Assistant Principal or Principal should determine the capacity of supervision this visitor should have while on campus. If the visitor is not known by administration or front desk personnel, the principal may require the visitor to be supervised while on campus.

Returning Visitors

Procedure 1: Returning Visitors with an Official Record

Returning visitors with an official record can sign in using the self service kiosk station. To avoid signing in under a false name, returning visitors can sign in using only the ID scanner. Manual entry will not be available at the self service kiosk station. Returning visitors who forget their photo ID or do not have one, can sign in with front desk personnel.

Once a visitor signs in through the self service kiosk station, a ID sticker will print out and the visitor will be granted access according to the school or District site’s protocol.

Procedure 2: Returning Visitors with an Unofficial Record

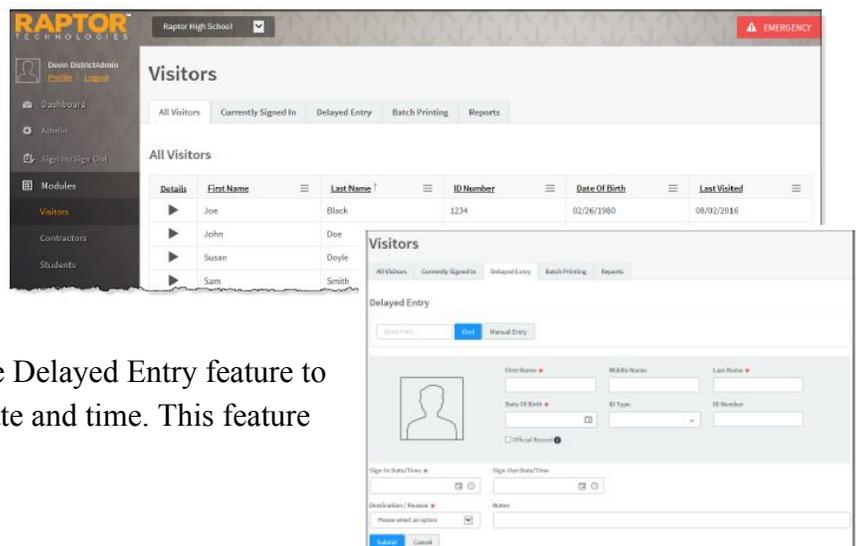
Please encourage recurring visitors to present at least one verification document to create an Official Record. Returning visitors with an unofficial record will need to check in with front desk personnel for every visit. The self service kiosk station will not be available for visitors with an Unofficial Record.

Processing Visitors in Bulk

Offline Option

Delayed Sign In and Sign Out

If you are unable to sign in or sign out visitors due to equipment issues or internet connection issues, you can use the Delayed Entry feature to manually enter the sign-in and sign-out date and time. This feature



allows front desk personnel and administrators to record the actual sign-in and sign-out times of visitors. Once the system is available and online, the system will run all checks and update all data recorded in the Delayed Sign In and Sign Out feature.

If there is absolutely no access to the equipment or system, revert back to previous protocols and have the visitor physically sign in using the appropriate binder.

Alerts: Sex Offender Alert Protocol

When a Possible Sex Offender Alert displays on the screen, **it is important to note that it is the responsibility of the front desk personnel and/or that person's supervisor to determine if this Possible Offender Alert is an actual match. During all confirmation procedures, front desk personnel must be discreet and maintain confidentiality on all data and records provided.**

Step 1: Verify to Confirm Actual Match

It is possible for there to be multiple possible matches detected by the Raptor Visitor Management System for each visitor. These matches will appear on the front desk personnel's computer screen. Compare **at least one** of the following data points for each possible match that appears on the computer screen for this visitor:

- Photo
- Middle name
- Sex
- Race
- Height
- Weight
- Eye Color
- Date of Birth

Possible Offender Alert
Please confirm a match based on middle name and physical description.

Match No Match

1 of 4

VISITOR		OFFENDER	
First Name	John	First Name	John
Middle Name		Middle Name	
Last Name	Doe	Last Name	Doe
Date Of Birth	01/01/1981	Date Of Birth	01/01/1981
Gender		Gender	Male
Eye Color		Eye Color	Brown
Race		Race	White
Hair Color		Hair Color	Brown
Height		Height	6'3"
Weight		Weight	175
Street		Street	TEST ALERT
State		State	TX
Zip		Zip	77009
		Offender State Registry: TX	Click here for more information.

Disclaimer: Raptor Technologies LLC cannot guarantee the records you obtain through this site relate to the person about whom you are seeking information. Searches based on names, dates of birth and other alphanumeric identifiers are not always definitive. The only way to definitively identify someone to a criminal record is through fingerprint verification.

This is the data that should be included in each sex offender registry. If for any reason the photo is missing, you can compare it against other points of verification (i.e. Date of Birth, Eye Color, etc.)

Step 2: Depending on the Outcome

A. If Inadequate Data is Available

If there is no offender picture displayed, and you can't determine a match based on other details (address, race, weight, etc.), front desk personnel should notify their supervisor(s). Supervisors should use their discretion to determine if the visitor is allowed access, and if it should be with or without district supervision.

B. If the Alert is Unsubstantiated

If front desk personnel has determined that this is not a match, the system records this and the alerts will not show up the next time that visitor signs in. Front desk personnel can print a sticker to be worn by the visitor and the visitor is allowed to enter the building for the visitor's stated purpose without additional supervision. When an alert is deemed unsubstantiated, front desk personnel must notify their direct supervisor and the Security Support Specialist, Maggie Romero at 505-467-3420 or margaretr@sfps.k12.nm.us and the Director of Safety and Security, Mario Salbidrez at 505-467-3440 or msalbidrez@sfps.k12.nm.us.

C. If an Alert is Verified as a Match

If a match is confirmed, immediately an email, text message, and/or voice message will be sent to our customized recipient list, including the front desk personnel, their supervisors (assistant principal, principal, director, etc), the Security Support Specialist, and the Director of Safety and Security. Front desk personnel and their supervisors should use discretion when a Sex Offender Alert is verified. **If an alert is verified as a match, please abide by the following guidelines:**

- **Front desk personnel must be discreet and maintain confidentiality on all data and records provided. Do not share the information of this alert with anybody other than a direct supervisor.**
- Verify the purpose of the visit. Is the visitor a parent?
 - If the visitor is a parent and there are no custom alerts, Administrators should provide the visitor with supervised visitation or access to their child(ren) pursuant to a court order, terms of release, and/or Board Policy 617.
 - If the visitor is a contractor, volunteer, or random visitor, please notify the Assistant Principal or Principal and do not allow the person inside the building.

Alerts: Custom Alert Protocol

Custom alerts are tailored to meet the specific needs of your students and their families. Custom alerts are used to notify relevant personnel that a potentially unwanted person is attempting to sign in to a building to visit or sign out a student. Custom alerts can be used for;

- custody arrangements,
- restraining orders,
- and banned visitors

These alerts will be pulled from PowerSchool and uploaded into the Raptor System on a daily basis by our automated system set up by the Information Technology Department. As custodial arrangements often evolve throughout the year, it would be best for each school site to update PowerSchool with each custom alert as it changes and documentation is received. It is very important that all custom alerts are entered correctly per the Accountability and Strategy Department protocol. If the alerts are not entered correctly within PowerSchool, they will not work with the Raptor System.

Custom alerts perform similar to the sex offender alerts except that the matching criteria, such as Last Name, First Name and Last Name, or First Name, Last Name and Date of Birth, is defined by your school and/or the District. When a visitor or contractor is signed in, Raptor compares that person to each of the custom alerts defined.

When a Possible Custom Alert displays on the screen, **it is important to note that it is the responsibility of the front desk personnel and/or that person's supervisor to determine if this**

Possible Custom Alert is an actual match. During all confirmation procedures, front desk personnel must be discreet and maintain confidentiality with all provided data and records.

Step 1: Verify to Confirm Actual Custom Alert Match

The front end user must carefully compare the information displayed in the Possible Custom Alert to determine if it is an actual match. It is recommended that the details in the alert, such as the photo, middle name, and notes be reviewed to confirm an accurate match.

Step 2: If a Custom Alert is Verified as a Match

If a match is confirmed, immediately an email, text message, and/or voice message will be sent to our customized recipient list, including the front desk personnel, their supervisors (assistant principal, principal, director, etc), the Security Support Specialist, and the Director of Safety and Security. For positive matches, users are instructed to notify the Assistant Principal or Principal to confirm and explain the situation discreetly.

Alerts: Emergency Alert

The Emergency button continually displays in the upper right corner of the screen. The emergency alert feature constitutes the following options;

- general emergency,
- fire,
- active shooter,
- and hostile visitor.



Once the Emergency button is activated, it will send an immediate emergency message via email, text message, and voice message to our customized recipient list including the front desk personnel, their supervisors (assistant principal, principal, director, etc), the Security Support Specialist, and the Director of Safety and Security. The Safety and Security Department will assist with emergency protocol when an alert is received, but would still require the school site to notify authorities once it is safe to do so.

Visitor Sign Out

- Please ensure that all visitors sign out when they leave.
- This will give everyone valid information about who is in the building and when they leave.
- If a visitor forgets to sign out, they will be signed out using the Auto-Sign Out Feature.
- The District has set all buildings to automatically sign out at all visitors 6 PM every night if they didn't sign out prior to this time.
- All Building Administrators have access and can change the sign out time for their site if they feel it is necessary.
- If a site is interested in changing their sign out time, contact Sabra Romero at 505-467-2024 for support and instruction on how to complete the change.

Raptor Support and Ordering Supplies

Support for Maintenance or Technical Issues:

When front desk personnel experiences difficulties in functionality with their software or hardware:

- Contact Help Desk 505-467-4357 or LeeAnn Archuleta at 505-467-2059
- Submit a SchoolDude IT Request for any technical or equipment issues

Ordering Visitor Stickers and Student Tardy Passes:



If Visitor Stickers or Student Tardy Passes are discolored due to extreme heat, they will not respond to the heat sensor on the printer. Therefore, please store stickers at room temperature.

One case of Visitor Stickers (item #51892RAPM) holds ten (10) rolls of 300 stickers, which totals 3,000 Visitor Stickers. One case of Student Tardy Passes (item# 51892RAP2) holds twelve (12) rolls of 300 passes, which totals 3,600 Student Tardy Passes. Each case costs \$100 and will be ordered directly by each individual site.

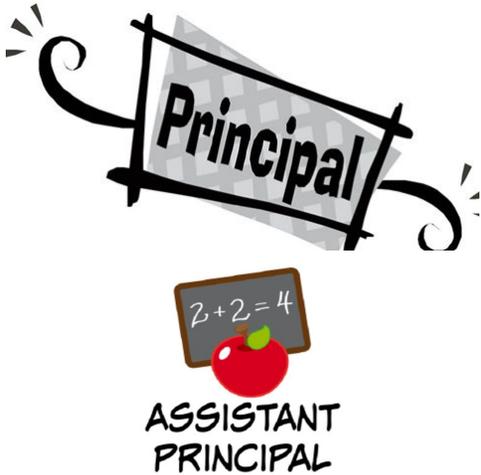
1. Order new Visitor Stickers or Student Tardy Passes when you get down to five (5) total rolls
2. School sites can order individual cases directly with a credit card at <http://shop.raptortech.com>
3. School sites can order individual cases directly with a purchase order sent to orders@raptortech.com. The District has set up a blanket purchase order to come out of operational funds to cover the cost of this expense: (https://drive.google.com/file/d/1giVoiZaVEgY-M_0moMImPUKO_f-MJfKD/view?usp=sharing)

Note: In case you run out of stickers unexpectedly, the District will have a supply of excess Visitor Stickers and Student Tardy Passes available. Please contact Sabra Romero at 505-467-2024 for emergency sticker replacements.

School Site Roles and Responsibilities

Job Title

Raptor Role



1. Supervises visitor management at their site
2. Supervises emergency management at their site
3. Receives confirmed alerts via text, email, and phone
4. Determines access for confirmed alerts
5. Receives emergency alerts via text, email, and phone
6. Ability to add/remove custom alerts and student data



1. School secretary and front desk personnel
2. Controls visitor management at their site
3. Ensures that visitors are signing in using the correct module
4. Assists with emergency management at their site
5. Verifies and confirms visitor identification and information
6. Verifies and confirms potential matches
7. Notifies Building Administration for any confirmed matches
8. Ability to add/remove custom alerts and student data

District Administration Roles

Name, Job Title and Contact Info	Raptor Role
<p>Mario Salbidrez, Director of Safety and Security E-mail: msalbidrez@sfps.k12.nm.us Phone: 505-467-3440</p>	<ol style="list-style-type: none"> 1. Supervises security aspects 2. Supervises emergency management aspects
<p>Maggie Romero, Security Support Specialist, Safety and Security E-mail: margaretr@sfps.k12.nm.us Phone: 505-467-3420</p>	<ol style="list-style-type: none"> 1. Runs day to day security needs for visitor management and Safety and Security Department 2. Manages adding and removing users 3. Manages imports for staff, students, and custom alerts
<p>Jeff Gephart, Associate Superintendent for Community Engagement and Communication E-mail: jgephart@sfps.k12.nm.us Phone: 505-467-2085</p>	<ol style="list-style-type: none"> 1. Supervises Volunteer Module 2. Supervises Community Engagement aspects
<p>Sabra Romero, Volunteer Coordinator, Community Engagement Department E-mail: saromero@sfps.k12.nm.us Phone: 505-467-2024</p>	<ol style="list-style-type: none"> 1. Manages day to day needs for visitor management, Contract Module and Volunteer Module 2. Manages Community Engagement aspects 3. Manages adding and removing users 4. Manages imports for volunteers and contractors
<p>Patricia Nordby, Director of Information Technology E-mail: pnordby@sfps.k12.nm.us Phone: 505-467-2585</p>	<ol style="list-style-type: none"> 1. Supervises technology aspects 2. Manages technical issues and concerns 3. Manages and maintains data imports
<p>Jessica Montoya, SW Applications Manager, Information Technology E-mail: jessicamontoya@sfps.k12.nm.us Phone: 505-467-2586</p>	<ol style="list-style-type: none"> 1. Supervises Technology aspects 2. Manages technical issues and concerns 3. Manages and maintains data imports
<p>Michael Gurule, Support Center Supervisor and Program Manager, Information Technology E-mail: michaelg@sfps.k12.nm.us Phone: 505-467-2528</p>	<ol style="list-style-type: none"> 1. Supervises Technology aspects 2. Manages technical issues and concerns 3. Manages and maintains data imports
<p>LeeAnn Archuleta, Administrative Assistant, Information Technology E-mail: learchuleta@sfps.k12.nm.us Phone: 505-467-2059</p>	<ol style="list-style-type: none"> 1. Manages and resolves all reported technical issues