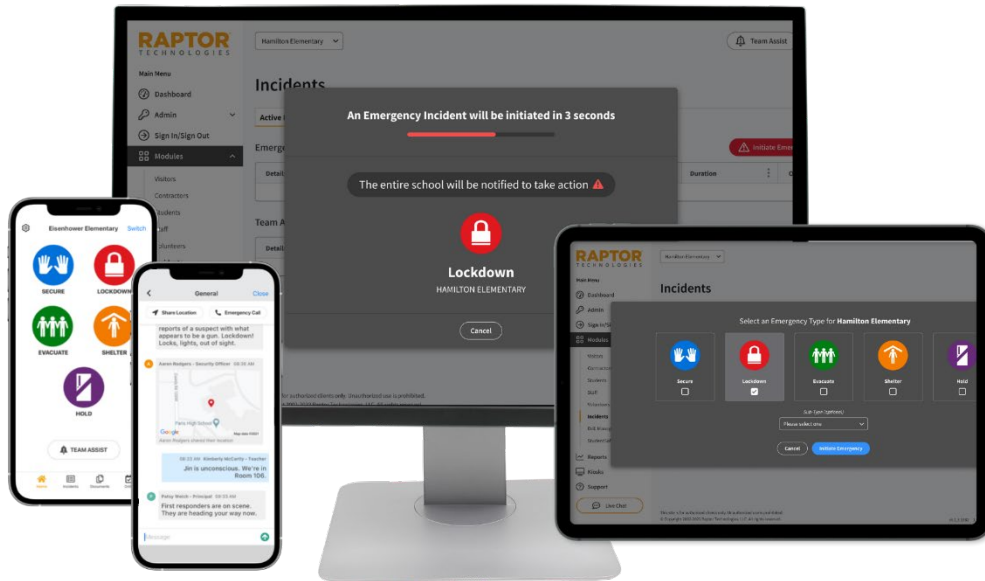


# 10-Step Guide To Launching Raptor Alert + Accountability At Your School



- Familiarize yourself with Raptor Alert
- Understand your role with Raptor Alert
- Schedule time to train your school on Raptor Alert
- Tell your staff about Raptor Alert
- Print the Training Checklist
- Print Critical Alert Documentation
- Create the online survey
- Watch the training video
- Host the training
- Send the survey results to the Raptor district administrator

## Step 1 – Familiarize yourself with Raptor Alert



The responsibility of initiating emergencies at schools has historically been owned by administrators. Over the last several years, that thinking has changed – everyone, school staff included, needs the ability to see something and do something. Everyone should feel empowered to initiate an emergency alert.

Raptor Alert is a mobile panic alert system that enables school staff to initiate an emergency alert. Each district configures its panic buttons differently, but a popular example is shown on the left. Once an emergency response is initiated, staff can access emergency documents, connect with 911, use group messaging to communicate, and more. While Raptor Alert is a powerful system, it is just one more tool for the school to use. Normal protocols should always be followed, such as pulling the fire alarm for fire, providing an announcement over the PA, etc.

## Step 2 – Understand your role with Raptor Alert

You are the **Raptor Administrator**. You are responsible for training your staff on how to use Raptor Alert, sending policy questions to the district, escalating IT issues to the appropriate parties, holding staff accountable for using the app regularly, and answering questions from staff as they arise. Please watch the video that will be shown to your staff – it's 23 minutes long and will set you up for success during this process. [Raptor Alert Training \(vimeo.com\)](https://vimeo.com)

## Step 3 – Schedule time to train your school on Raptor Alert

Who should be at the training? **All school staff**

Where should the training take place? **Gather all staff together in a library, cafeteria, etc.**

How long is the training? **One hour**

### Training Agenda:

Topic	Duration	Owner
Explain What Raptor Alert Is + Why It's Important	5 min	Raptor Administrator
Play Training Video + Pause as Appropriate	30 min	Raptor Administrator
Practice	15 min	All
Fill out Survey	10 min	All

## Step 4 – Tell your staff about Raptor Alert

At least one week ahead of the training, the Raptor Administrator should send an email to all staff asking them to do the following:

1. Download Raptor Alert from the Google Play Store (if Android) or the App Store (if iPhone)
2. Login
3. Sign up for Notifications

### Sample Email Template:

(Remember to fill in the highlighted segments)

Hi all,

Next week, you'll be receiving training on Raptor Alert.

This rollout will be divided into two phases –

**PHASE 1: Login & Account Setup (TODAY THROUGH THE DAY BEFORE TRAINING)**

**PHASE 2: Training/Go-Live (INSERT TRAINING DATE HERE)**

#### NEXT STEPS:

1. Download the Raptor Alert mobile app
2. Log in with your district email address
3. Complete Account Setup (video included)
  - a. First Time Login [Training Video](#)

**IMPORTANT:** Please login and sign up for alerts by **INSERT DAY BEFORE TRAINING**. Bring a pen or pencil with you to the session.

#### Frequently Asked Questions:

**What is Raptor Alert?** [Raptor Alert Overview](#)

#### **Do I have to put the Raptor Alert mobile app on my personal cell phone?**

To get the most out of Raptor Alert, it is recommended that you download the app onto your smartphone; however, you have the option of using Raptor Alert on a laptop or PC. To access the web version, please go to [apps.raptortech.com](https://apps.raptortech.com) and enter your district email address to log in. Critical Alerts are only delivered to those who download the mobile app and sign up for Critical Alerts.

#### **What training will I receive?**

Training is scheduled for **INSERT TRAINING DATE HERE**. We'll show you how the system is used and how to sign up for notifications. We will conclude with a hands-on practice drill in the system.

## Step 5: Print the Training Checklist

Throughout the training, your staff may encounter issues with logging in, notifications, rosters, etc. Each staff member will be expected to fill out their checklist as appropriate. At the conclusion of the training, anyone who encountered issues will transcribe their answers to a digital form. Please print one checklist per person.

**The checklist is on the next page.**

## Step 6: Print Critical Alert Documentation

One of the key objectives of the Raptor Alert training is to ensure each staff member is properly signed up for Critical Alerts. Critical Alerts function like Amber Alerts – if the phone is on silent or Do Not Disturb, Raptor Alert will still make a sound. Unfortunately, getting the phones configured to receive these alerts is not as straightforward as it sounds. Please read the instructions below carefully to render the best results. Raptor recommends printing 20 copies of each document to be passed around the room.

### iPhone + Apple Watch

For anyone with an Apple Watch, they will need to configure one additional setting. By default, Raptor Alert notifications are sent to the Apple Watch – not the phone. This is outlined in the Apple Watch Notification Override document.

### Android

Androids require that the user formally give permission for Raptor Alert to override the device when it's on Do Not Disturb. This override must be performed in two places. The instructions are outlined in the Android Do Not Disturb Override document.

### General

At the conclusion of the training video, you will initiate an emergency. In anticipation of the alert, staff will be tempted to open the app and wait for the alert. If someone is already in the app (looking at the screen with the panic buttons), they will not get the alert. Please ask all staff to lock their phones and put them in their laps or on the table in front of them.

# Raptor Alert + Accountability Training Checklist

Throughout the training, please select 'Yes' or 'No' next to each item as appropriate. If you select 'No' for any of the below, please fill out the online form after the training so the district can assist.

Yes	No	Item	Notes (Optional)
		Downloaded the mobile app successfully	
		Logged in successfully	
		Signed up for text messages successfully	
		Signed up for Critical Alerts successfully	
		Connected to the school Wi-Fi	
		Panic buttons display successfully	
		My schools are correct	
		Received the fog-horn alert	
		Received the text alert	
		Able to set my Status	
		Able to set my Location	
		Rosters were correct (if you have rosters)	

## Notification Reference Guide:

### Apple Watch Override

1. Find the 'Watch' app on your iPhone
2. Select 'Notifications'
3. Scroll down to Raptor Alert and toggle the notification off

### Android Do Not Disturb Override #1

1. Find the Settings app in your Android
2. Select 'Notifications'
3. Select 'Do Not Disturb'
4. In the Exceptions area, select 'Apps'
5. Add Raptor Alert
6. Enable each of the notifications

### Android Do Not Disturb Override #2

1. Find the Settings section in the Raptor Alert app
2. Ensure the Do Not Disturb override is Enabled

*Reminder: You will not get an alert if the app is open.*

## Accountability Reference Guide:

1. Login to Raptor Alert and click on the active incident
2. Send a Group Message, if necessary
3. Select the three horizontal lines in the upper right-hand corner
4. Select 'My Profile and Roster'
  - a. Can't find yourself? Account for yourself by selecting 'Add a Person' in Directory.
5. Set your Status
6. Set your Location
7. If you want to account for students on your roster:
  - a. Select the green 'View Roster' button
  - b. Select the individual roster you have with you
  - c. Click the checkboxes next to each student's name
  - d. Select 'Update Status' in the lower left-hand corner
  - e. Set their Locations
8. If you want to account for students not on your roster:
  - a. Hit the back icon in the upper left-hand corner until you see the menu (My Profile and Roster, Reunification, Directory, etc.)
  - b. Select 'Directory'
  - c. Search for the student's name in the top search bar
  - d. Select the checkbox next to their name
  - e. Select 'Update Status' in the lower left-hand corner
  - f. Set their location
  - g. Repeat as necessary

## Step 7: Create the Online Survey

In a digital form of your choosing (Survey Monkey, Google Forms, etc.) please insert the following questions.

1. Provide your first and last name.
2. Provide your school email address.
3. What kind of phone do you have?
  - a. Answer 1: iPhone
  - b. Answer 2: Android
4. Do you have an Apple Watch?
  - a. Answer 1: Yes
  - b. Answer 2: No
5. With which of the following do you need assistance? (Multiple answers should be able to be selected)
  - a. Answer 1: I tried to download the app but couldn't
  - b. Answer 2: I could not log in to Raptor Alert

- c. Answer 3: I signed up for texts but did not receive one during the training
- d. Answer 4: I signed up for Critical Alerts but did not receive one during the training
- e. Answer 5: I need help connecting to Wi-Fi
- f. Answer 6: I could not see the panic buttons
- g. Answer 7: My schools were incorrect
- h. Answer 8: I was not able to set my Status and Location
- i. Answer 9: My roster(s) were not correct

## Step 8: Watch the Training Video

During the training session with all school staff, you will play a training video. If you haven't already, watch the training video so you know what to expect. [Video Link](#)

## Step 9: Host the Training

1. Send the survey immediately before the training begins so it's already in their inbox.
2. Distribute the checklists as staff members enter the room.
3. Explain why Raptor Alert is important and show the agenda. Ask them to fill out the checklist throughout the training.
4. Play the training video, pausing throughout as necessary.
5. At the end of the training video, you will be asked to practice. Click one of the panic buttons in the app. Staff will receive the notification(s) they signed up for and will be able to account for themselves and their students.
  - a. **Pro Tip #1:** During the training video, staff will likely be confused and report that they "can't see anything in their app", or "I don't have that button". Remind them that they will first be watching the trainer, then they will get an opportunity to practice.
  - b. **Pro Tip #2:** You may also have staff "accidentally" click a panic button during the training. If this happens, please pause the training video, end the incident, then resume the training video.
6. For anyone who selected 'No' at any point on their checklist, request that they fill out the online survey.

## Step 10: Send the survey results to the district Raptor administrator

Export the survey results to Excel and send them to your district's Raptor administrator. They will work with you, IT, etc. to resolve the issues, if any.