



Raptor Safe™ FAQ



How do I download the Raptor Safe app?

You can download the Raptor Safe app for free from the Apple App Store or Google Play Store by searching for “Raptor Safe.”

Do I need to create an account to use the app?

Yes, you’ll need to create a profile within the app to use features such as creating a Raptor Passport for quick check-in and managing dismissal preferences.

How is my identity verified?

When creating a Raptor Safe account, you’ll scan your driver’s license, and the app will take a live selfie to verify that you match the photo on the ID card. The photo taken during this process is not stored in the app, ensuring your privacy.

How does the Raptor Safe app improve school safety?

The app allows for secure, easy check-ins for visitors which help maintain a safe environment for students and staff.

What should I do if I forget my login credentials?

The Raptor Safe App uses your mobile phone number for login. If you have access to your cell phone, you will receive a one-time password via SMS when you log in. If you lose access to your phone number, contact Raptor for assistance.

What information is being stored when I create a Raptor Safe account?

When creating a Raptor Safe account, including a Raptor Passport, we only store the information necessary to verify your identity and enable secure access to your school. This includes your name, date of birth, the last four digits of your driver's license or passport, and the license photo. Any additional information is entered directly by the user.

How do visitors check in using the Raptor Safe app?

Visitors can use the Raptor Passport to scan a QR code at your school's visitor entrance, allowing them to quickly and securely check-in without waiting in line.

What if someone has issues with the app?

If you encounter any issues, you can direct users to the Raptor Safe help page: <https://raptortech.com/raptorsafe-app/>.

We're Reimagining School Safety



raptortech.com