



Frequently Asked Questions

What is the RAPTOR or V-Soft system?

RAPTOR/V-Soft is a visitor registration system that enhances school security by reading visitor drivers' licenses, comparing information to a sex offender database, alerting campus administrators if a match is found, then (assuming no match was made) printing a visitor badge that includes a photo.

How does it work?

Drivers' license information is compared to a data base that consists of registered sex offenders from all 50 states. If a match is found, campus administrators and law enforcement personnel can take appropriate steps to keep the campus safe.

Why is Richland One using this system?

Safety of our students is our highest priority. Raptor will provide a consistent system to track visitors and volunteers while keeping away people who present a danger to students and staff members. The system quickly prints visitor badges that include a photo, the name of the visitor, time and date.

What other information is the school taking from drivers' licenses?

Raptor is only scanning the visitor's name, date of birth and photo for comparison with a national database of registered sex offenders. Additional visitor data will not be gathered and no data will be shared with any outside company or organization.

How is the district paying for this system?

The Raptor system costs approximately \$1,500 per campus, which is being paid by the district.

Should we scan every visitor into the system, including district employees?

Richland One employees who do not have an employee badge visible must be scanned and wear the Raptor badge. Employees who have their employee badge visible may use a paper sign in log. Substitute teachers should be scanned at all times.

Do we have the right to require visitors, even parents, to produce identification before entering the campus?

Yes. You need to be sure of who is on your campus, why they are there and particularly if a student is involved (e.g., early pickup) – be able to confirm that an individual has the authority to have access to the student. You can only do this by knowing exactly with whom you are dealing.

What if the person refuses to show identification?

Contact the campus administrator immediately. The administrator can question the individual and explain the process to them. The administrator, based on this knowledge of the person and situation, can make a determination to allow entry or refuse access to the facility and/or a student. The administrator can choose to manually enter information up to two times for a visitor.

Do I scan police officers, firemen and other uniformed or similar governmental officials into the system?

Yes. Again, this is to allow you to know who is on campus at all times. However, law enforcement personnel visiting a campus on official business can be given the option to have their information entered manually by presenting their badge or state-issued identification.

If a “hit” comes back indicating that the person just scanned is an alleged sexual predator or offender, do I have reason to fear?

No. Many sexual predators/offenders are going to be relatives of one of your students. And, as the title suggests, if there is a danger, it is to a child – not an adult. Normal caution should always be followed and paying attention to the individual’s demeanor, body language and verbal cues is, as in any situation, the key to your personal safety. If in doubt, always summon help immediately. Remain calm and ask the person to take a seat and contact designated school officials to approve the visit. Do not go into detail or give further explanations.

Do we have to give listed sexual offenders and predators access to our school?

Generally speaking, unless the individual is wanted by the police, as long as they have a legitimate reason to be on campus (e.g., visiting a legal dependent) you cannot give a blanket “no.” However, such individuals should only be given limited access and should be accompanied at all times by an adult representative of the school. When in doubt, consult designated school administrator or School Resource Officer.

Who do schools call for support?

Most minor technical issues can be resolved by following the steps in this User's Guide, checking the Richland One Visitor Tracking System web page, or checking the vendor website Knowledge Base <http://www.raptorware.com/>. If schools still have technical issues, call the IT Help Desk at 231-7436. For security issues, please contact the Director of Safety and Emergency Services at 231-7090.