

# Raptool Visitor Management system



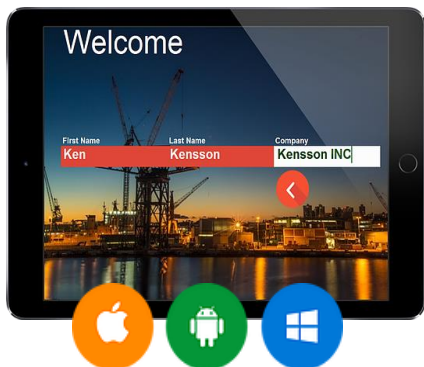
**Raptool Visitor management is a complete solution for managing visitors to your buildings. The system can be customized to fit many types of companies.**

The visitor management system consists of the following parts (some are add-on options):

- **Back-end.** Back-end where the administrator can manage employees, settings and create reports. GDPR security settings: Clear visitor data automatically after x weeks.
- **Visitor kiosk.** Kiosk software where the user checks in (Windows, Mac, Android or iPad).
- **Phone app.** iPhone/Android app for evacuation, delivering parcels and checking parked cars.
- **Notifications.** Email and SMS options to notify the employee that the visitor is there.
- **Pre-registration web-form.** Pre-register groups or let the visitor register in the customizable web registration form.
- **GDPR Webform.** "Right to be forgotten", You can allow the user to delete their data for the system in a webform.
- **Integration server.** Integrate with other systems and databases with employee registers, time and attendance etc.

## Hardware setup

There are many hardware options available. Our partners can help you with the setup or you can order the remote installation option from Raptool.



# Raptool Client

The Raptool client runs the apps that your system needs. Download the Raptool Client for your selected device or computer.

- Windows and Mac client: <https://www.raptool.com/files>
- iPad/iPhone:  
<https://itunes.apple.com/se/app/raptoolclient/id1007599453?mt=8>
- Android:  
<https://play.google.com/store/apps/details?id=com.raptool.raptool>

When you ordered the Raptool visitor system you received an activation code. Enter the activation code or push # to scan a QR-barcode if your device has a camera. If you are required to change server, push the settings icon, set server address and push Save to go back to the main screen. Push login.

## App-list

You will be presented with a list of apps you can select from depending on the function you want to access from the specific device.

- **Create Groups.** Available as a web app or Client App. Let's you create pre-registered groups.
- **Administration app** – This is where you setup your system
- **Evacuation app** – Use on a phone or tablet for evacuation, car registration check and parcel delivery.
- **Visitor app** – The reception app where the visitors sign in.

## Exiting an app from full screen mode

On android or iOS you swipe down anywhere on the screen where there are no tables (tables will only scroll down). An Exit Buttons (arrow) and an Info button will appear for 3 seconds. Push the exit button. If the application is in Kiosk-mode you will need an exit password. Default password is 7139.

## PC Client ini-file

For the PC client there is a file called Raptool.ini where you can set the behaviour of the client. **If you have ordered Raptool Installation, you can skip this part.** Some of the important settings:

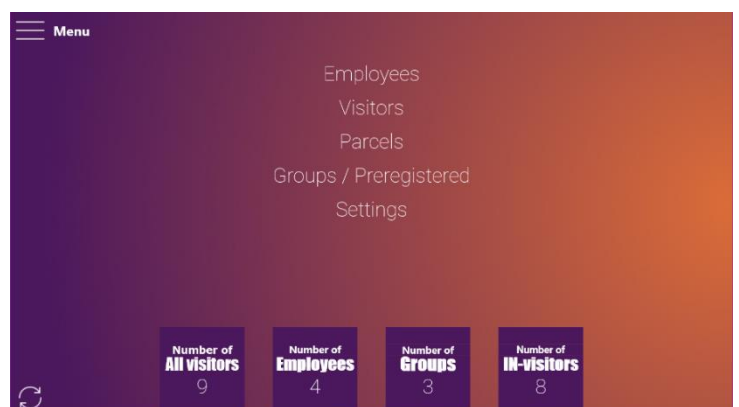
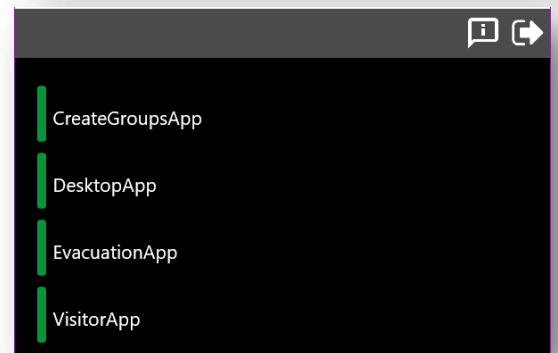
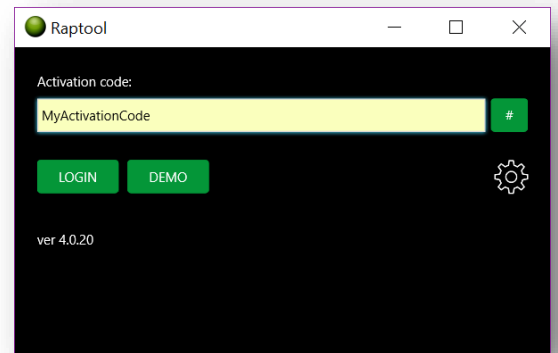
- FullScreen=0 – Change 0 to 1 to run in full screen kiosk mode.
- OnScreenKeyboard=0 – If you wish to run a tablet with a touch screen keyboard.
- FontName= - If you have a company specific font, enter the name here
- Portable=0 – If you want to run multiple installations on the same PC, set this to 1 and copy the Raptool Client folder.

# Administration App

## Main menu

**Overview numbers.** Displays an overview of number of visitors and some other data from your system. Hit the update button to update the numbers.

**Select.** Select the function you want to access by pushing Employees for example.



# Employees

**Search.** To search for an employee, start typing the name and the table will update automatically.

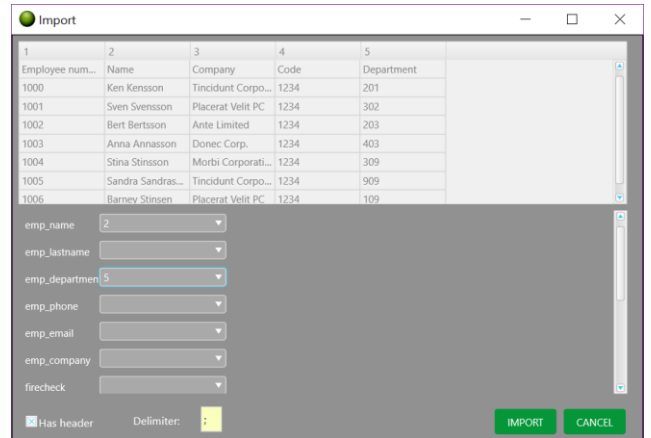
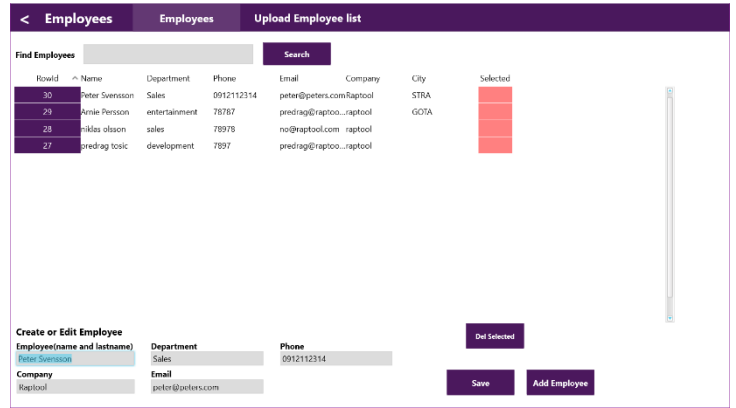
**Edit.** To edit an employee's data, push on the RowID (purple) in the table. The information will appear below the table and you can click on the field you want to edit. Push save to confirm.

**Add Employee.** Push the button Add Employee and fill out the information. Push save to confirm.

**Delete.** Select the employees you want to delete by pushing the pink field in the table. A checkbox will appear. Push Delete selected and Yes on the confirmation screen

## Upload Employee List

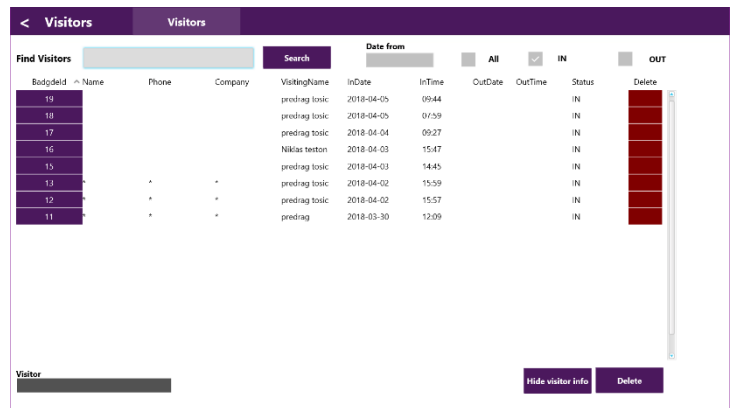
Push the "Upload Employees List"-text in the top menu (Purple control bar on the top of the screen) and push Yes. A file browse window will appear. Select a CSV file on your computer. CSV can be exported from Excel for example. The import wizard will allow you to match the fields in your CSV with the right columns in the visitor management system. "Has header" removes the first line in your file. Push import when you are ready. For automated imports see the Raptool Integration Server.



# Visitors

**Search.** To search for a visitor, start typing the name and the table will update automatically. Select a date or change the checkbox to "All", "In" or "Out".

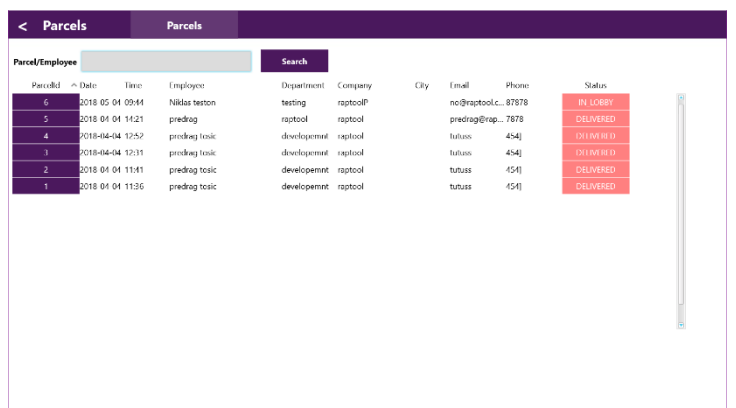
**Delete/Hide data.** Select the visitors you want to delete by pushing the pink field in the table. A checkbox will be set on the rows you selected. Push Delete selected and Yes on the confirmation screen. The button "Hide visitor info" will delete personal information about the visitor. All delete and hide actions are permanent and can not be undone, this is due to GDPR (personal data protection) compliance.



# Parcel delivery

**Search.** To search for a delivery, start typing the name and the table will update automatically.

**Change status.** Push the pink field to mark the delivery as "Delivered".

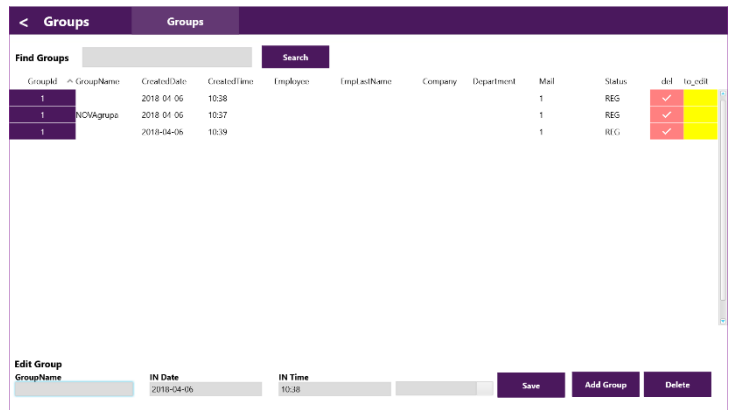


# Groups

**Search.** To search for a delivery, start typing the name and the table will update automatically.

**Edit.** To edit group data, push on the RowID (purple) in the table. The information will appear below the table and you can click on the field you want to edit. Push save to confirm.

**Edit group members.** Push the yellow field to the left in the table on the row for the group you want to edit. You can now edit the participants in the group by pushing the person you want to edit.



# Phone App

Download the app from the app store to your phone or tablet. See instructions above in the Raptool Client section.

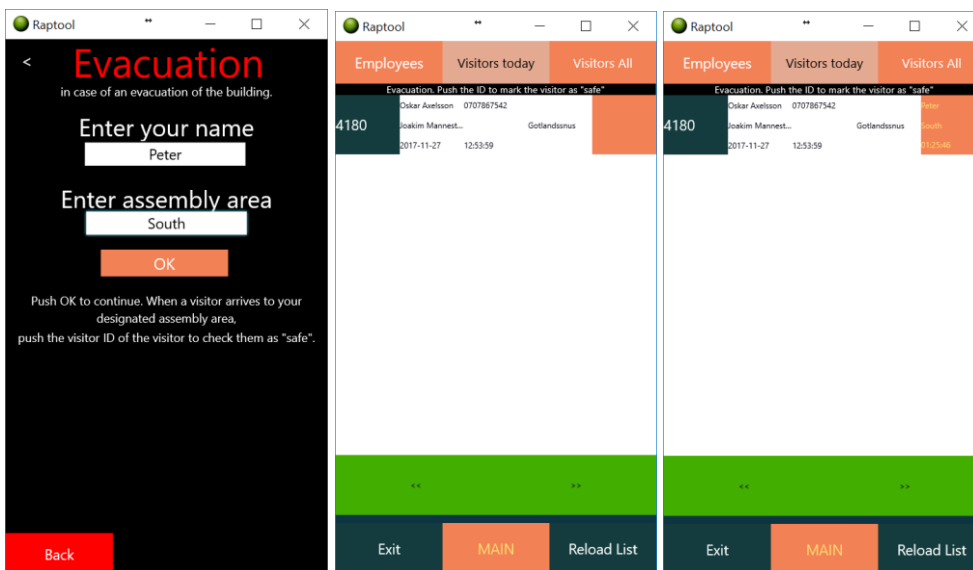
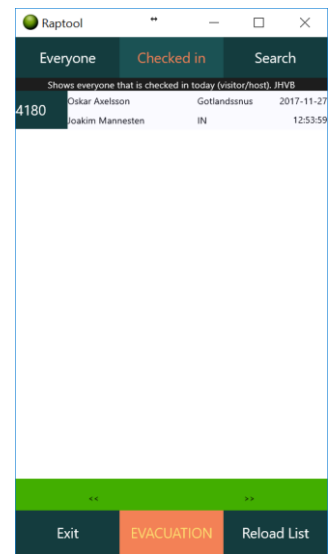
The "checked in" button allows you to see all checked-in visitors. "Everyone" You can see all visitors. Search allows you to search for visitors.

For evacuation, click on the button "Evacuation".

## Evacuation.

Enter your name and the evacuation point you are at (click on the input field to select it), then click on the OK button.

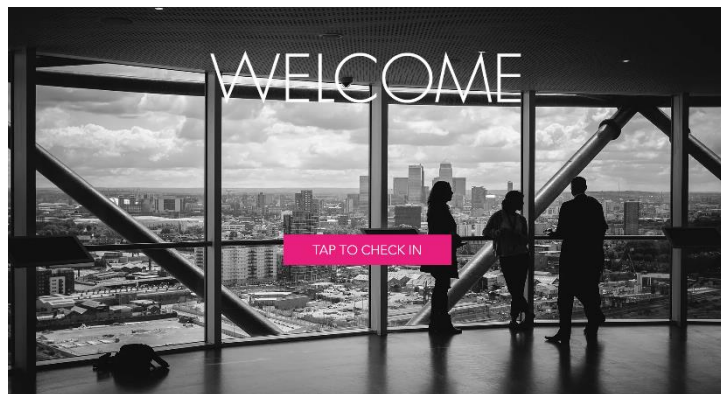
You'll see a list of logged in visitors. Click the green field in the table (Visitor ID) to mark the person as safe. The person is marked with your name, assembly area, and time. Push on "Reload list" to reload the list if multiple people are handling evacuations.



## Visitor sign-in kiosk App

**Welcome screen.** Can be customized with your company profile. The user selects the feature he wants to use. Selectable buttons can be activated/ deactivated in Backend settings:

- Sign in
- Group/pre-registered visitors
- Delivery (parcels, food delivery...)
- Language (change the language of the app).



**Sign in new visitor.** The users enter their information. To find the employee they are visiting they start typing the name and the list to the right appears. Click on the name on the touch screen to select. Push OK Print my badge.

**Printing.** A badge is printed.

## Notifications

An Email or SMS is sent to the Employee notifying him that the visitor is there. Integrations to other systems can also be made.



**Scan to exit.** An optional feature is that the visitor scans his visitor label barcode to tell the system he has exited the building. This is the best and safest way make sure you know who is in the building at all times.



## Group/Pre-registration

**Web app.** In the web-app you can pre-register groups and individuals before the arrive, making their sign in faster and easier.

**Create a group.** Select the employee they are visiting by starting to type the name of the employee. A table with the names listed will appear. Select the right person. Give the group a name, something easy for the visitors to understand that it is their group. For example, lunch sales training, yearly review meeting... Select the date and time the group should be valid.

Add visitors. Type in the company name and go to the Visitor name field and fill that out. Push Add Visitor. Type in the name of the next visitor and push Add. When you are ready, push the ready button on the bottom.

The screenshot shows a web application interface for group registration. The title is "Group registration". The form includes the following fields and buttons:

- Employee: Input field with "niklas olsson" and a search icon.
- Group name (for example: Management Meeting): Input field with "Lunch Training".
- Date for visit: Input field with "2018-04-11".
- Time: Input field with "09:00".
- Buttons: "Create group" and "Edit existing groups".
- Company Name: Input field with "Peters Pies INC".
- Visitor (first and last name): Input field.
- Button: "Add visitor".
- Registered people table:

Registered people:		
peter persson	Peters Pies INC	0
Lina Larsson	Peters Pies INC	0

At the bottom, there is a "Ready, close registration" button.

# Raptool

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