

RAPTOR FAQs

1. Where do I find the Dividends application? The Dividends application is also the Raptor application; the application is located on the SCPS Dividends Homepage and your school website. Please make sure you have the current link on your school website. Please see the link below.

<https://dvd.scps.k12.fl.us/>

2. Where do I enter my Dividend Hours? Dividend hours are collected when you sign in to the Raptor System on your school campus.

3. What if I volunteer before or after school hours? The Volunteer Portal is located on the SCPS Dividends Homepage. The username is the email address you used on your Dividend application; the password can be created by selecting Forgot Password. Once the site opens select Hours, Add Hours and Save. Volunteer Portal link is below.

<https://apps.raptortech.com/Volunteer/Login/NDM6Vm9sdW50ZWVyOmVuLVVT>

4. The Raptor printer and 2D reader are not working? When you log into Raptor there is a tiny link in the bottom right that says Start Hardware Service. If the Hardware Service has not been running, the hardware is not communicating with the system.

5. A Volunteer is showing approved, but are unable to sign in to the Dividend/Volunteer Kiosk? Please check their Drivers License, the name on their Drivers License must match the name on the Raptor/Dividends application. If the names are different, the system will not allow them to sign in as a Volunteer only as a Visitor. Please call or email the office, we will make the change.

*Remember everyone must have their Drivers Licenses scanned the first time they are on a school campus. The only exceptions SCPS students, and approved volunteers using passports or visas.

6. How do I delete a Drivers License photo? You cannot delete a photo. When the photo is ready to be replaced, you will see RESCAN in the right corner of the visitor's profile. This will capture the new photo for the profile.

7. Can I add Volunteer Hours for a Dividend? We would prefer for a Dividend to create a Volunteer Portal account, so they can add their own hours. On the school side, the Building Admin needs to add hours. Select Modules, Volunteers, Delayed Entry.

8. The Front Desk is only showing Visitor Sign In? The Front Desk should show Visitor and Volunteer Sign In. Please contact Misa Mills.

Please remember there are training videos and information under Support.