

School District Name

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**Electronic Visitor Management Procedure Guide**

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**Frequently Asked Questions**

**What is an Electronic Visitor Management?** Ident-A-Kid’s Visitor Management System (IVM) is a computerized visitor management system that enhances school security and efficiency. Visitors provide information, are cleared through multiple background checks, and obtain a printed visitor badge. IVM can also track employee and volunteer hours as well as students arriving late or leaving early.

**How does it work?** IVM can work in self-service Kiosk mode or monitored mode. Visitors, or staff enter requested data (ie: D/L scan, reason, and location) on the screen, then a sexual offender check (SOC) is performed and a visitor badge is printed (if the visitor is not an offender). Drivers’ license information is compared to a database that consists of registered sex offenders from all 50 states. If a match is found, district administrators and law enforcement personnel can take appropriate steps to keep the school/site safe.

**Why is the School District using this system?** Safety of our students is our highest priority. IVM 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.

**Can I change the settings in my system?** The District wants a consistent look and feel across every school across the district. Please do not change the settings for the badges we have created for you. You do have the option to add new badges specific to your school. You may edit the answers for additional information collected for each badge and you may modify your schools NoGo list, used for banned or monitored individuals and custody issues. This will help us keep a standard visitor policy for all schools.

**Who Should I call if I need help?**

Tech support - all technical questions should be addressed directly with Ident-A-Kid at 800-890-1000 Option 2, [support@identakid.com](mailto:support@identakid.com), or support.identakid.com.

Questions or assistance concerning a person on your campus call Schools Police XXX-XXX-XXXX.

**Privacy Information**

Ident-A-Kid Services of America (ISA) warrants that the confidentiality of data from our clients will be maintained according to all Federal and State laws, and any local policies that are communicated to us. IVM acts as an agent and representative for the client in the storage, import, and/or analysis of data. Access to personally identifiable data will not be allowed for anyone other than IVM staff directly responsible for the storage, import, and/or analysis of the data. Data will be provided by IVM only to persons or entities authorized by the client. Data will be used by us only according to the terms of our signed agreements. The data will be physically stored and backed up on servers either in secure IVM offices or on servers co-located at an Internet service provider secured site. When the project ends, data will be copied to storage media and returned to client or destroyed upon the client's request. No back-up or other copies will be maintained by us.

**Data Security**

IVM utilizes some of the most advanced technology for Internet security available. Transport Layer Security (TLS) technology protects the data using both server authentication and data encryption, ensuring that the data is secure and only available to the subscribing school or facility when at rest, storage or transit. The protected data is inaccessible to anyone not authorized to view the information. At Ident-A-Kid security is of the utmost importance. Strict access policies, 128-bit encryption, firewalls, and private secure bandwidth are in use to ensure the highest standards for our security requirements.

**Visitor Management System Procedures Introduction**

IVMis a hybrid local and web-based software application that has been developed with the purpose of aiding K12 facilities in tracking their visitors, students and faculty. IVMnot only provides an effective, efficient method for tracking, but also goes beyond conventional applications by utilizing available public databases to help control building security. IVM is capable of replacing many paper-based logs. It will allow schools and facilities to produce visitor badges, monitor volunteer hours, and electronically check all visitors against registered sexual offender databases. The overall goal is to better control access to all district buildings; thus providing enhanced protection for our students and staff.

**Usage Questions**

**What information is the school taking from drivers’ licenses?**

IVM is only scanning the visitor’s name, date of birth and state 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. See privacy and security information.

**Should we scan every visitor into the system, including School District employees?**

School District employees who do not have a registered employee badge that can be scanned, must be scanned the first time and wear the visitor badge. Employees who visit other locations will use their door access employee badge to easily scan in. All registered staff can check in manually through IVM if their badge is misplaced. Substitute employees without district issued ID badges, should be scanned at all times. You do not need to have all employees scan in every day if this is their base location.

**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 in your building, 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 with.

**What if the person refuses to show identification?**

Contact a building 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, or at the administrator’s discretion, the student and visitor can meet in the office. The administrator can choose to manually enter information for a visitor.

**Who can I not scan? Do I scan police officers, firemen and other uniformed or similar governmental officials into the system?**

You may not scan the ID of a Child Protection Investigator or Health Department Inspector. You must scan and check in all others. This is to allow you to know who is in the building at all times. However, law enforcement personnel visiting a campus on official business can be given the option to have their information entered manually at the administrator’s discretion.

**What if someone bypasses the system?**

You have the ability to check them in after the fact through the FlexTime Feature, running them through a sexual offender check as well as adding their visit to your logs.

**General Procedures**

All front office staff will receive training on visitor check-in procedures to ensure that all persons who are not assigned to the building have a visitor’s badge or School District photo ID card visible. Any person who does not have a building visitor badge with the current date displayed or a School District ID badge should be immediately escorted to the office.

**Visitors, L1 and L2 Volunteers, Vendors** - log check-ins/outs to track why they are here, where they are going, perform background checks and report who else is on your campus.

1. When the visitor arrives, they will be greeted and asked for photo identification and/or their District Issued ID. Photo Identification may include a valid driver’s license (any state) or official state photo identification card (any state).
2. If the visitor has a valid form of ID, but it cannot be scanned (IDs with exception, ruined barcode, or IDs without barcodes to be scanned), the administrator does have the ability to manually enter the name and DOB.
3. Parents/guardians refusing to produce such ID may be asked to leave the school/site as their identify cannot be verified. School principals and site administrators may allow limited access based on their personal understanding of the situation and/or knowledge of the person in question. Such persons, however, and should be manually entered into the system and have their names checked by the sexual offender/predator database.
4. If it is a first-time visit, the designated staff member will select the appropriate visitor badge, scan their ID, answer a few questions (reason and destination) and a badge will be printed with the visitor’s collected information, barring no alert indicated on the database.
5. The visitor will return to the office to check-out with the front office staff when they are leaving the building. The visitor will be instructed to discard the badge.

**Visiting Staff** - The IVM system will provide reports of staff visiting your location.

1. Each Staff member visiting a location that is not their primary location will scan their district issued ID at the JiffyPass scanner at each location. The reader will beep and say “Successful” when logged in.
2. The visiting staff member must come back to the front office when they leave to check out.

**Reviewing Alerts**

**Sexual Offender Check - Positive Match**

**If a match comes back indicating that the person just scanned is a registered sex offender, do I have reason to fear?**

Many sexual predators/offenders are going to be relatives of one of your students. Alerts will arise on individuals that may not be an offender. 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. Many times these alerts are only false positives.

The database will show a match if the visitor has the same name and birth year as that of a registered sex offender. Ident-A-Kid relies on the different data models and sometimes inaccurate data provided by each state, and we will display everything we can to you within the notification to make a comparison. In some cases, the match will be the visitor in front of you and other times it may register as a false positive. See instructions below to determine how to proceed. If in doubt, call Ident-A-Kids support team for assistance 800-890-1000 option 2.

**To determine if this match is a false positive, please do the following:**

* Compare the person in front of you to the picture from the database and compare name, gender and race.
* If the picture is unclear, check the date of birth, aliases and other identifying information, such as height and eye color if provided. Note the DOB may be close, but not match. Please use your best discretion.
* The IVM system will have a screen for you to view and compare the photo of the visitor with the photo of the person on the sex offender registry and in some cases a link to the offender registry record.
* If the pictures or identifying characteristics are clearly not of the same person, press “Allow Entry” on the screen.
* The person will then be issued a badge and general procedures will be followed.
* ***Note****:* If there is a false positive and Allow Entry is selected, the person will be put in the preapproved list, so on their next visit the admin will select their name from the preapproved list and enter their valid birth date.

**If it appears that there is a match:**

* Compare the person in front of you to the picture from the database and compare name, gender and race.
* If the picture is unclear, check the date of birth, aliases and other identifying information, such as height and eye color if provided. Note the DOB may be close, but not match. Please use your best discretion.
* The IVM system will have a screen for you to view and compare the photo of the visitor with the photo of the person on the sex offender registry, and in some cases a link to the offender registry.
* If they appear to be the same person, add any notes desired, and press “Deny Entry”. This will trigger another alert to go out to administrators that need to address the situation.
* Remain calm and ask the person to take a seat, as school officials must approve the visit. Do not go into detail or give further explanations. 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.”
* The visitor may ask for his/her ID back and want to leave, school personnel should comply with this request.
* Appropriate parties (the Principal(s), Law Enforcement, and district administrators) should then be notified, and may have already be responding from the alert triggered to deny entry.
* Stand by for further instructions and assistance from the responding administrator.
* If the individual becomes agitated or you fear for your safety, follow your normal emergency procedures for summoning assistance.

**Special Circumstances**

**Parents/Legal Guardians Who Are Registered Sex Offenders**

In the event an identified parent or legal guardian of a student is listed on the database, he/she can still be granted *limited* access to the building, while being escorted by school district personnel. The building administrator will decide when and where this person can go and who will supervise his/her visit.

* Building administrator or school representative will privately notify the parent or guardian that they are / appear to be matched with a person on IVM database.
* If the individual indicates that there is a mistake, please encourage them to contact the state listing their name to rectify the matter. Staff members may choose to give the parent a print out of the alert, if desired.
* The building administrator or school representative will send a letter on the guidelines that the parent or guardian must follow when at a school/site. Administrators may add specific guidelines as appropriate.
* The Law Enforcement representative for that building may be contacted to determine status of this individual and if there any conditions of their probation or parole that impact their access to the school/site
* The parent or guardian should not be permitted to mingle with students or walk through the school unescorted.
* Parents or guardians who require a teacher conference shall be encouraged to do so when other children are not in class and separated from the student population.
* Failure to follow these procedures may result in parents or guardians being banned from district buildings.

**Power Failure**

In the event that there is no power, please use paper logs. The logs should be entered into the system once the power has been restored by use of the FlexTime feature. The FlexTime feature allows you to preprint badges and add entries of visitors after the fact.

**Internet Connection Failure**

Internet connection failure – Visitors, volunteers, etc. are still able to check-in with a driver’s license or staff ID and are checked against the NoGo list and preapproved visitor list if they are a returning visitor. However, the system cannot perform the Sexual Offender Check. When internet connection is restored, all the data collected locally will be synced with the main cloud database. If an offender check needs to be performed, a check in station can be created on any device connected to a mobile network and the visitor can be processed.

**Customized NoGo Alerts**

There may be situations where certain visitors can be flagged as posing a danger to students or staff or need to be addressed like in cases of custody or truancy. One of the features of the IVM is the ability to program customized alerts, specific to the students and faculty at the building. These persons are entered into the NoGo list within the IVM setting. Examples of persons that can be entered into the NoGo list are:

* Non-custodial parents or family members
* Parents or other family members with restraining orders banning contact with a student or staff member
* Parents with very limited visitation of students
* Expelled students
* Habitually tardy students
* Students from rival districts
* Persons who have threatened students or faculty members
* Persons who have committed a crime on or near a school building

The building and district administrators will have the ability to add private alerts. If a private alert is added, please ensure the following:

* Upload a copy of the court order, restraining order, legal document or communication from law enforcement/administrators which supports the alert.
* Notify the office staff and all School District leaders via email about the nature of the alert.
* Review the district emergency procedures that address hostile persons on district property.

**NoGo List Match**

When a person is added to the NoGo list notes and/or documentation for the reason should have been added. This will show within your notification. Please make sure to review the reason why to see if it is appropriate to allow the visitor entry to the school or to pick up the student. If you are approving entry or pick up of a student for someone on the NoGo list, please add a note as to why, the administrator who approved this or is monitoring this individual on campus and approve entry. This will not remove them from the list.

For further information, go to <https://support.identakid.com/>