

High Desert ESD (HDES) Employee Badge Frequently Asked Questions (FAQ's)

When should I wear my HDES badge?

- Wear your HDES badge when you are representing/working for HDES. This includes wearing your badge within the building that you work in and/or other HDES/non-HDES sites.

How do I get a new badge?

- Call the HDREC Receptionist at 541.693.5600 (ext 2000). Please have your badge with you at the time as there may be questions to determine if you need a new badge or your badge has access. If it is determined that you need a new photo, you'll need to schedule an appointment.

How do I get electronic door access to the HDES buildings?

- Call the HDREC Receptionist at 541.693.5600 (ext 2000). Please have your badge with you at the time as there may be questions to determine if you need a new badge or your badge has access. If it is determined that you need a new photo, you'll need to schedule an appointment.

Does my HDES employee badge give me electronic access to doors at the school district schools?

- No.

I have a barcode/QR code sticker on the back of my badge. What is this for?

- Scan the barcode/QR code at the Bend-La Pine School District schools to sign in to the Raptor system. Raptor is a visitor management system that enhances school security. Only scan the code on your badge when you are representing HDES. If you are at the school for a non-HDES event, use your state issued identification (e.g. Driver License).

Does the barcode/QR code on the back of my badge give me electronic access to doors?

- No

The barcode/QR code on the back of my badge is not working to sign in to the Raptor system? What should I do?

- Call the HDREC Receptionist at 541.593.5600 (ext 2000).

My badge has been lost/stolen! What should I do?

- Call the HDREC Receptionist at 541.693.5600 (ext 2000) immediately to notify that your badge has been lost/stolen so the appropriate steps can be taken to deactivate the badge. If they don't answer, please leave a message with your first and last name, your phone number and the details about what happened.
- After you notify the HDREC Receptionist, if your badge is lost, although we understand this may cause issues with door access, we ask that you look for it for a few days as the badges are costly (time and supplies) to reprint. If you aren't able to find the badge call the HDREC Receptionist at 541.693.5600 (ext 2000) to schedule an appointment for a new one. If we have your picture on file we can print a new one and you can schedule a time to pick it up.