

# Integration Assistance

Last Modified on 06/05/2019 8:44 pm EDT

Have an issue or problem using any of the four modules on your website? Our Integration Specialists can help.\*

Reach our Specialists directly at: [OnlineReg@JackrabbitTech.com](mailto:OnlineReg@JackrabbitTech.com). Your email needs to include the following information:

- Your name
- Your Organization name
- Your phone number including area code
- Your website name (url address) and which webpage the code or link is on.
- Module you are working with (Registration Form, Class Listings tables, Parent Portal, or Event Calendar)
- Description of the issue you are experiencing - include specific details

This automatically generates and assigns a ticket to our specialists and you will receive a direct response (usually within 4 business hours). A phone call may be scheduled as well, if your issue can not be answered adequately via email, click the button below:



\* Our Integration Specialists troubleshoot HTML-based websites for free. We can view your source code and troubleshoot errors with your code. We do not recommend the use of Flash websites. We cannot support or troubleshoot a site built entirely on Flash since the source coding and content are not available for inspection. Specialists can not log into your web editor nor edit your pages for free.



response.

If your issue deals with **e-Commerce**, or any **non-integration** issue, please use the **Jackrabbit Help** button within your database to submit your inquiry. Using the **Support** button logs your request and routes it to the Support Representative on duty for the fastest

