

Options for Viewing the Activity in your Parent Portal

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

Whether you are monitoring enrollments coming in through the Portal or are trying to help one of your parents who is having trouble using their Portal, having the right tools is essential.

Jackrabbit has provided several options to help you monitor Portal activity.

Parent Portal Log

Detailed activity reporting is provided in the **Parent Portal Log** (found in the *Reports* menu).

Several filter options allow you to search for specific actions:

- Logins
- Login Failures
- Enrollments
- Password Resets
- Billing Info Changes
- User Defined Field Changes

Jackrabbit							
Parent Portal Log							
Return							
View 1 - 39 of 39 Print Export Refresh Show/Hide Columns							
Date/Time (Local)	Loc	Family/Acct	Contact	Portal User ID	Login:	Contact Email	Message
4/9/2018 10:27:00 PM	EDU	Ager	Holly Ager	hollyager41@gmail.com	63	hollyager41@gmail.com	Registered for Event: Parent's Night Out - Date/Time: 4/13/2018 Friday 6:00pm-10:00pm
4/9/2018 9:46:00 PM	EDU	Ager	Holly Ager	hollyager41@gmail.com	63	hollyager41@gmail.com	Login successful for UserID: hollyager41@gmail.com
4/9/2018 8:17:00 PM	EDU	Harris	April Harris		5		Christine Harris enrolled in class: Hip Hop (Spring 2018) <ul style="list-style-type: none">• First Class: 04/09/18• Class End Date: 05/31/18• Days: Mon• Time: 6:00pm-7:00pm (Duration: 1:00)• Loc: EDU• Instructor: Dianne Harris Fee posted for 120.00

Family Record

Another option for viewing Portal activity is on an individual level, from the *Family* record.

Contact Page

A summary of a parent's portal activity (last login and number of logins) is displayed in the *Portal Information* section of the *Contact* record.

Portal Information
[Reset Portal Password](#)

Login ID
 Allow to login to Parent Portal

Last Login 4/9/2018 10:44:00 PM

Logins 63

Misc Tab


On the *Misc* tab of the *Family* record you can click **View Registrations** to see a list of recent activity.

The screenshot shows the Jackrabbit Parent Portal interface for a family named "Family: Ager". At the top, there are navigation buttons: "Return", "Save Changes", and "Delete". Below these are several action buttons: "Make Sale/Post Fees", "Payment", "Refund", "Statement", "Add Student", "Add Contact", and "Archive Family". A "Merge Family" button is also present. The main navigation bar includes tabs for "Summary", "Contacts", "Classes", "Events", "Transactions", "Billing Info", and "Misc". The "Misc" tab is highlighted with a yellow box. Below the tabs, there are three buttons: "View Registrations", "View Sent Emails", and "View Sent Texts". The "View Registrations" button is highlighted with a yellow box and has a hand cursor icon pointing to it.

The details of class enrollments, event registrations, and agreements to your legalese that are done through the Parent Portal (and through Online Web Registration) are able to be viewed by clicking the **View** link.

Registrations/Agreement Legalese

Use the
View links
for details

	Date	Status 	Type	To Address
View	4/9/2018 10:27:00 PM	Sent	Event-PortalReg	hollyager41@gmail.com
View	4/9/2018 8:27:00 PM		Portal	
View	4/6/2018 1:07:00 PM		Agreement	
