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

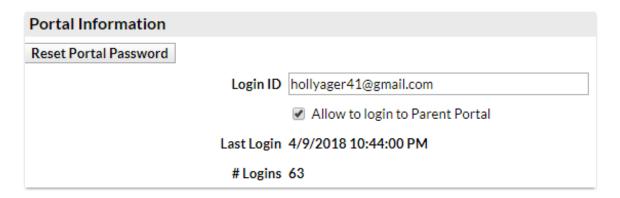
Jackrak • Return	Parent Portal Log													
View 1 - 39 of 3	9	Print	☑ Export											
Date/Time (Local)	Loc	Family/Acct	Contact	Portal User ID	Login:	Contact Email	Message							
4/9/2018 10:27:00 PM	EDU	<u>Ager</u>	Holly Ager	hollyager41@gmail.com	63	hollyager41@gmail.com	Registered for Event: 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	<u>Harris</u>	<u>April Harris</u>		5		Christine Harris enrolled in class: Hip Hop (Spring 2018) 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.

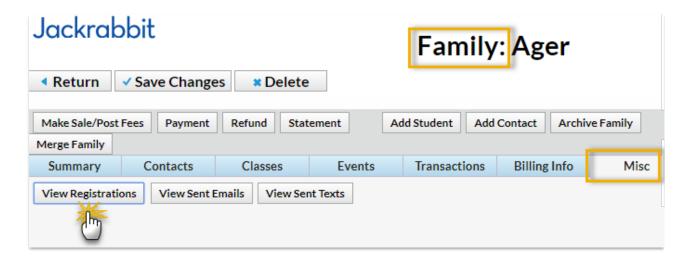
Contact Page

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.



Misc Tab

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



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		Date	Status ?	Туре	To Address			
for details	View	4/9/2018 10:27:00 PM	Sent	Event-PortalReg	hollyager41@gmail.com			
	View	4/9/2018 8:27:00 PM		Portal				
	<u>View</u>	4/6/2018 1:07:00 PM		Agreement				