

# Use the Parent Portal Log to View Portal Activity

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The **Parent Portal Log** (under *Reports*) is your best resource to quickly see all portal activity. See our Help article [View Parent Portal Activity](#) for more options to monitor Portal activity.

The Parent Portal Log allows you to easily determine if parents are using invalid Login IDs or an incorrect password. You can also run general reports on various Portal activities.

**Jackrabbit** **Parent Portal Log**

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Date/Time (Local)	Loc	Family/Acct	Contact	Portal User ID	Login:	Contact Email	Message
4/9/2018 11:41:00 PM	EDU	<a href="#">Ager</a>	<a href="#">Holly Ager</a>	hollyager41@gmail.com	64	hollyager41@gmail.com	Login successful for UserID: hollyager41@gmail.com
4/9/2018 11:40:00 PM							Login failed. Unknown UserID: lanceolson@gmail.com
4/9/2018 11:29:00 PM	EDU	<a href="#">Harris</a>	<a href="#">April Harris</a>	aprilharris@gmail.com	6	aprilharris@gmail.com	Password reset
4/9/2018 11:29:00 PM	EDU	<a href="#">Harris</a>	<a href="#">April Harris</a>	aprilharris@gmail.com	6	aprilharris@gmail.com	Login successful for UserID: aprilharris@gmail.com
4/9/2018 11:29:00 PM	EDU	<a href="#">Harris</a>	<a href="#">April Harris</a>	aprilharris@gmail.com	6	aprilharris@gmail.com	Incorrect Password for UserID: aprilharris@gmail.com
4/9/2018 11:29:00 PM	EDU	<a href="#">Harris</a>	<a href="#">April Harris</a>	aprilharris@gmail.com	6	aprilharris@gmail.com	Incorrect Password for UserID: aprilharris@gmail.com
4/9/2018 11:28:00 PM	EDU	<a href="#">Harris</a>	<a href="#">April Harris</a>	aprilharris@gmail.com	6	aprilharris@gmail.com	Password has been reset by Staff and emailed to 'aprilharris@gmail.com'.
4/9/2018 10:27:00 PM	EDU	<a href="#">Ager</a>	<a href="#">Holly Ager</a>	hollyager41@gmail.com	64	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	<a href="#">Ager</a>	<a href="#">Holly Ager</a>	hollyager41@gmail.com	64	hollyager41@gmail.com	Login successful for UserID: hollyager41@gmail.com

The Log is a great troubleshooting tool! You will be able to see if the parent used an incorrect password or maybe an unknown User ID. Know when passwords have been reset and much more.