Parent Portal Communication - An Overview

Emails are not always the best or most reliable way to communicate with your parents. Emails can get blocked, spammed, lost, or deleted.

Jackrabbit offers a more reliable way to reach your parents - via their Parent Portal! Even if you emailed the parent and they claim they did not get the email, they can still access that email via their Portal.

Through the Portal you can:

- Send a private message to a specific family. The message will appear on their Portal Dashboard. See **Send a Private Message to a Specific Family's Parent Portal**

- Send a public message out to all Portal users. The message appears on the Latest Announcement page (from the sidebar menu). See **Send a Public Message to all Parent Portal News Tabs**

- Allow your parents to view their email and text history, view their agreements to your policies and see their registration confirmations. These are accessible on the My Messages page (from the sidebar menu).
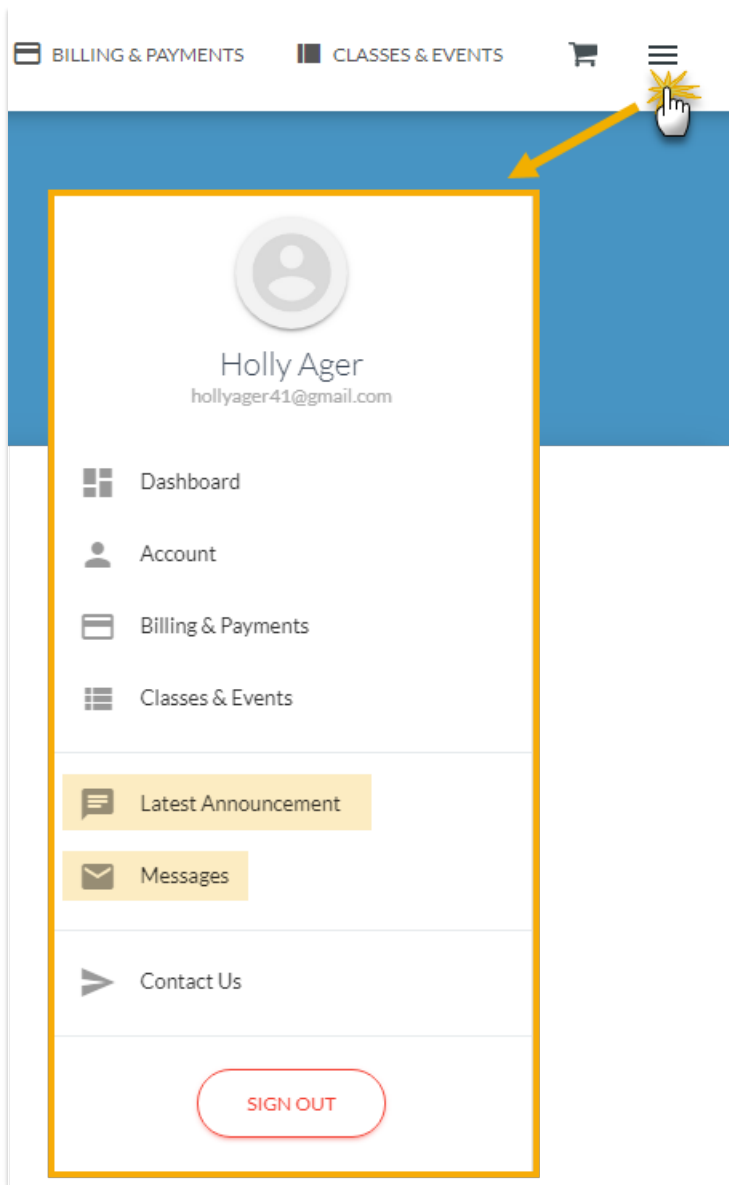
My Messages

On the *My Messages* page, parents can view the past 365 days worth of sent emails, sent registrations, and sent text messages (if your organization uses texting). Click each sent email, registration, or text to view the content.

Through the Portal your parents can use the**Contact Us** page (from sidebar menu) to send you an email or to find your phone number and address. The email will be sent to the address you designated as the "Reply to" and "Send Alert to" Email Address *(Tools > Parent Portal > Settings > Communication)*. *Note: No record of this email is recorded in the Family record.*

Contact Us

EMAIL US

Subject

Drop Dani from Pointe

Your Message

Hi There - Dani would like to drop the Pointe class. She is finding it too much with her already busy schedule. Thank you!

SEND

OTHER WAYS

This is your **Organization** phone number.

By Phone

(704) 895-4034

Drop By

This is the **Location** name and address (Tools > Edit Settings > Locations) not your Organization name/address.

Jackrabbit Education
9820 Northcross Center Ct
Huntersville, NC 28078

QUICK tip!

Emails sent from the *Contact Us* page in the Parent Portal can be viewed in the **Sent Emails Report**.