# Send an Individual Email

There are a few different ways to email an individual family or staff member in Jackrabbit:

- Email button on a *Family* or *Staff* record.
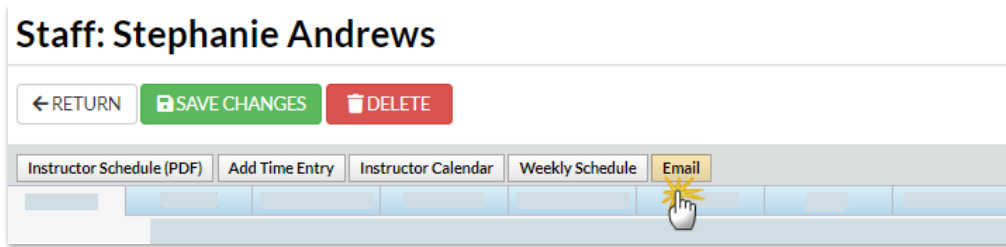- Email links in multiple locations within Jackrabbit.

Use Email Button in Family or Staff Record

To send an individual email from Jackrabbit's email program use the **Email** button located in either the *Family* and *Staff* records.

1. Select the Family or Staff member you would like to email.
2. Click the **Email** button.
   - In a *Family* record - **Select Recipients** from the menu listed: *Send additional email to...*, select *Send replies to...* (emails shown come from *Tools > Edit Settings > User IDs > Email*).
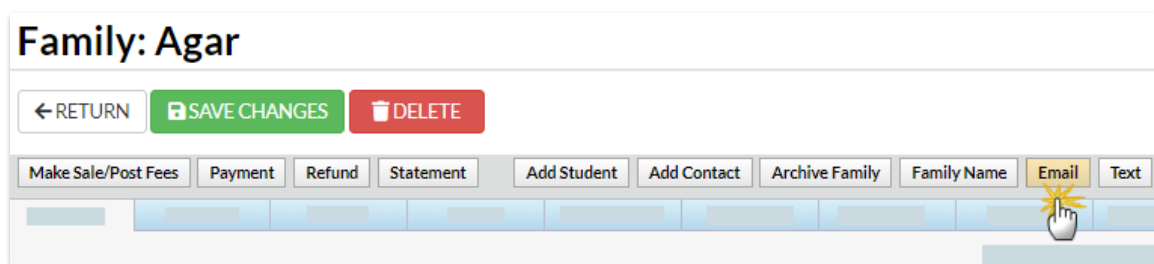
   - In a *Staff* record - *Email replies sent to* and *Send Additional Emails to* are located below the email message section (emails shown come from *Tools > Edit Settings > User IDs > Email*).

Staff: Stephanie Andrews

RETURN   SAVE CHANGES   DELETE

Instructor Schedule (PDF)   Add Time Entry   Instructor Calendar   Weekly Schedule   Email

3. Choose a pre-existing email **Template**, a saved **Favorite**, or create a new email by choosing either **Email Type=HTML** or **Email Type=Plain Text**. If you are not using a template, add an **Email Subject Line.**

4. Type the email **Message** text.

5. Click **Attach File**, **Insert Image**, or **Choose from Dropbox** to attach files and add images if needed. See **Email Attachments and Images** for more details.

6. Click **Preview & Send** (*Family* record) or **Preview List** (*Staff* record).

7. Review the *Matched Recipients* information. Uncheck any emails you do not want to send.

8. Click **Send Now** to send the email immediately or click **Send Later** to schedule a date/time for the email to be sent. See **Schedule an Email** for more details.

   ○ If you selected *Send Now* a green box will display to indicate the email is on its way.

   ○ If you opted to *Send Later* you will see a blue box confirming that your email has been scheduled.

A confirmation email is automatically sent from the Jackrabbit mail server to the email address you defined as the reply email (*Email Replies Sent To*). This email is not the 'real' message sent to the customer. It is simply an excerpt (1st 1,000 characters) of the email notifying you that the email was sent and listing the recipients' email addresses.

An **Email Log** can be accessed from the *Family* record on the *Misc* tab. Email history is retained for 365 days. At this time there is no email log for staff emails.

*It is not possible for Jackrabbit to indicate if your email was not received or opened by the recipient, however, the **Email Bounce Report** **will** alert you to email addresses that are having certain delivery issues.*
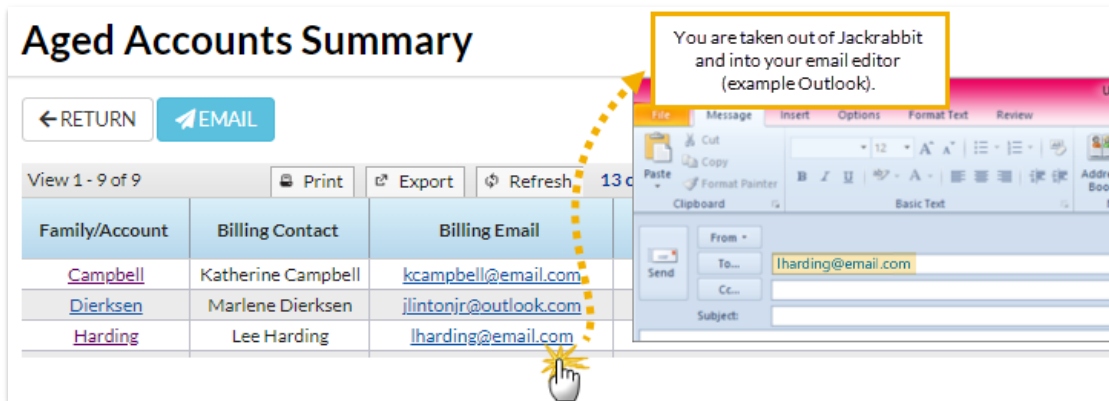
Use Email Links

In multiple areas of Jackrabbit a family, contact, student, or staff email address may be linked (underlined & clickable). When you click the email address, Jackrabbit will launch whatever email program is installed on your computer locally (if there is one). **Examples:** *Outlook, Microsoft Mail, Thunderbird, Outlook Express.* The email program will open a new email with the recipient (*To* field) pre-

filled.

Note: If you have Outlook or another email program installed but not set up, clicking the link may trigger an email client setup wizard and prompt you to specify an email address, etc. Jackrabbit can not assist you with set up of email programs.

If you access your email via a web-based client (Yahoo, Gmail, Hotmail, etc.) clicking the link may not work, however, the email address may be copied from Jackrabbit and pasted into the web-based email *To* field.

*When you use a link in Jackrabbit to create an email it is sent by your email program (as opposed to being sent by Jackrabbit's email program). These emails are **not** tracked in Jackrabbit, there will be no record of that email in View Sent Emails on the Family record > Misc tab and it will not be reported in your Jackrabbit email activity. Families will not see those emails in their Parent (Customer) Portals.*