

# Delete a Family

Last Modified on 06/05/2019 8:48 pm EDT

Watch a (1:29) video tutorial on how to Delete a Family

Once you have decided to delete a family from Jackrabbit, it must be done in the following order:

- Drop students from all classes.
- Delete all students.
- Delete the family.

## Drop and Delete Students from All Classes

1. Open the *Family Record* and click on the student's first name to open their *Student Record*.
2. Click the *Drop* link in the last column.
3. Complete the **Drop from Class** information. Select the *Drop Date* and a *Drop Reason*. Add *Notes* if applicable.
4. Click **Drop**. The student will be removed from the class on the selected drop date.

5. Click **Delete** after all classes are dropped. The *Student Record* will be deleted.

Repeat the process until all students in the family have been dropped from their classes and their records deleted.

## Delete the Family

If a family has no students and no enrollment, it may be deleted by clicking the **Delete** button in the *Family Record*. You also have an option to archive a family. If you choose to archive a family, the family will be moved to the Lead File and the family can be restored at a later date. Families in the Lead File do not count towards your Jackrabbit subscription fee.

When you choose to permanently delete a family you are presented with two options:

- *Delete Family and Save Transactions* - keeps the financial information and it will appear on reports with but no Family/Acct name associated with it.
- *Delete Family and Transactions* - all family information is deleted from the system and can't be restored.

**Family: Wallace**

← RETURN   **SAVE CHANGES**   **DELETE**

Click to delete the family account when all the students are removed.

Make Sale/Post Fees   Payment   Refund   Statement   Add Student   Add Contact   Archive Family   Family Name   Email   Push Notification   Email Schedules   Merge Family

Summary   Contacts   Classes   Events   Transactions   Billing Info   Misc   Notes (0)   Files (0)

**Primary Contacts**

All family contacts are deleted when the family is deleted.

Contacts	Type	Home Phone	Work Phone	Cell Phone	Email	Bill	Login	Portal UserID	Last Login
<a href="#">Livy Wallace</a>	Mother	(704) 555-1241		(704) 555-1241	<a href="mailto:wallacelivy@gmail.com">wallacelivy@gmail.com</a>	Yes	Yes	wallacelivy@gmail.com	3/6/2020 5:40:00 PM

**Students**

All students must be dropped and deleted BEFORE the family account can be deleted.

First Name	Last Name	Enroll	Activ	Gender	Birth Date	Age	Grade	Fixed Fee	Enrolled Classes	F. Enroll	Wait
<a href="#">Livy</a>	Wallace	<a href="#">Enroll</a>	Y	Female	1/18/1985	35 yrs, 1 mths			Adult Ninja Parkour(John L.)(100)	<a href="#">0</a>	
<a href="#">Olivia</a>	Wallace	<a href="#">Enroll</a>	Y	Female	7/11/2008	11 yrs, 7 mths			Tumbling L2 - Mon 6pm(Stephanie A.)(67.50)	<a href="#">0</a>	





*Once deleted, family information is not recoverable. As a Best Practice, consider archiving a family to the **Lead File** instead. Families moved to the Lead File retain basic information and can be restored. Families in the Lead File are not considered when determining your Jackrabbit subscription fee.*

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