

I merged the wrong 2 family accounts, how can I undo this?

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If you discover that you made an error when merging 2 family accounts, please submit a Support Ticket through your database with the account names and IDs for the records affected. Our Support Team will be able to un-merge the records for you.

To locate the family IDs go to the *Family* record and at the bottom right of all pages you will see the family ID:

The screenshot shows the Jackrabbit software interface. At the top left is the logo 'Jackrabbit'. At the top right, the text 'Family: Allen' is displayed in a box. Below the logo are three buttons: 'Return', 'Save Changes', and 'Delete'. A row of buttons includes 'Make Sale/Post Fees', 'Payment', 'Refund', 'Statement', 'Add Student', 'Add Contact', 'Archive Family', 'Family Name', and 'Email'. Below these are tabs for 'Summary', 'Contacts', 'Classes', 'Events', 'Transactions', 'Billing Info', and 'Misc'. The main content area shows 'Account#' and 'Family ID' fields, both empty. Below them is 'Balance Date 5/28/2017' with a help icon. At the bottom left, there is a box containing 'Id: 12881246' with a yellow arrow pointing to it. Above this box, it says 'Last Updated: 3/12/2018' and 'Data Created: 2/9/2017 by Kristiadmin'.