

# General FAQ

Last Modified on 01/16/2019 5:27 pm EST

## General frequently asked questions

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### What are the requirements for using Jackrabbit?

#### What internet browser should I use?

We want you to have the BEST Jackrabbit experience possible while being safe and secure online! Therefore, we recommend you stay up-to-date by using the latest version of the following recommended browsers:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Internet Explorer](#)
- [Microsoft Edge](#)
- [Safari](#)

To determine what browser version you are using, go to <https://www.whatismybrowser.com>.

To locate the most recent browser versions available, visit <https://www.whatismybrowser.com/guides/the-latest-version/>.

#### How much bandwidth (internet speed) do I need?

Bandwidth refers to the amount of data that can flow through an internet connection in a given period of time. The company that provides you with internet service is called an Internet Service Provider (ISP).



***A broadband internet connection is required.***

We recommend at least 5 Mbps (Megabits per second) download speed in order to have a good user experience, preferably hard wired via Ethernet. Wireless connections can be dropped and will lose speed when there is high traffic.

Check your current speed by going to [www.speedtest.net](http://www.speedtest.net).

If you do not have at least 5 Mbps download speed, contact your Internet Service Provider to increase your bandwidth.

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## What are the terms of my subscription agreement with Jackrabbit?

You can review the terms and conditions of the subscription agreement in Step 3 of the [Jackrabbit Care Software - Buy Now form](#).

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## How do I move from a Free Trial to a Jackrabbit subscription?

When you are ready to move to a paid Jackrabbit subscription, from your Free Trial database, the Jackrabbit Billing Team will need you to confirm your *Business Information*, submit your *Billing Information*, and agree to Jackrabbit's *Terms and Conditions*.

To supply this information to the Billing Team, click the **Buy Now** option on the blue menu bar in your database.

The screenshot shows the Jackrabbit Executive Dashboard. The top navigation bar includes links for Families, Students, Classes, Events, Staff, Transactions, Store, Reports, Staff Portal, Tools, and a highlighted **Buy Now** button. Below the navigation bar, the dashboard displays various alerts on the left and a Revenue Summary table on the right. The Revenue Summary table shows aged accounts with columns for 0-30, 31-60, 61-90, > 90, Total, and Balance (incl. Credits). All values are 0.00.

This will open up the *Buy Now* form where you can enter the required information.

The screenshot shows the 'Jackrabbit Software — Buy Now' form. It includes a section for 'Step 1 — Business Information' with fields for Business Name, Phone, and a User ID. There are also radio buttons for 'Do you have an existing (trial/past) account?' and 'Is the business part of a corporate franchise who has an agreement with Jackrabbit?'. Annotations with yellow callouts provide instructions: 'Leave this as the default of "Yes". You will be accessing this form from within your Free Trial database.' points to the 'Yes' radio button for the existing account question; 'Enter any User ID that you have added to your database.' points to the User ID input field.

Do not use the *Buy Now* form that is located on our brochure site (jackrabbitclass.com) as this is intended for clients who have not had a Free Trial and it will create a brand new database.

Jackrabbit Care Pricing			
We can accommodate your needs no matter how large or small.			
\$29/mo 0-29 students	\$49/mo 30-69 Students	\$69/mo 70-99 Students	\$99/mo 100-149 Students
\$119/mo 150-199 Students	\$149/mo 200-299 Students	\$189/mo 300-499 Students	500 or more students Please call for a quote (704) 895-4034
			
Monthly billing based on the number of students in your database at the end of each month. Included in the price: One concurrent (simultaneous) user. Each additional concurrent user is \$20/month. One Time Clock user. Each additional Time Clock user is \$20/month.			

You will likely have entered a lot of information into your Free Trial and you don't want to lose it! When you use the **Buy Now** option located within your database, the Billing Team will convert the Trial database to a subscription without you losing any of your data!



If your Free Trial has expired, and you wish to move to a Jackrabbit subscription, please email our Onboarding Team at [onboarding@jackrabbittech.com](mailto:onboarding@jackrabbittech.com) and one of our Reps will get your Free Trial extended so that you will be able to log in and use the Buy Now option.

## Who do I contact for help with my Jackrabbit subscription account?

If you have questions about your Jackrabbit subscription account, or your access to your billing portal, contact our Care Billing Team directly at [carebilling@jackrabbittech.com](mailto:carebilling@jackrabbittech.com). They may also be reached by telephone at 704 895 4034 ext 103 or 145.

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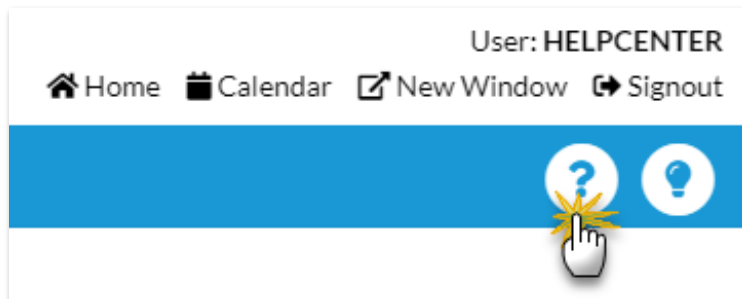
## How do I get help setting up my Jackrabbit database?

We offer a free Jumpstart Coach Program which is designed to help new users get set up for success. Click [here](#) for more information on the program and to book your first call.

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## How do I contact Jackrabbit Support?

When logged into your Jackrabbit database, click the [?](#) button on any page to access your options for contacting the Support Team.



### Support Options

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# Need Help in Jackrabbit?



Help Center



Video Help



Training Options  
& Checkup Calls



Submit a Ticket



Quick Chat



Request a Call

## Submit a Ticket

Support tickets allow the Support Team to log into your database, research, or re-route your issue to a specialist. Correspondence is through email.

**Jackrabbit Support is open Monday through Friday 8am to 8pm Eastern.**

## Quick Chat

Quick Chat is for SIMPLE questions, on basic topics, where no research is required.

**Quick Chat is open Monday through Friday 10am to 6pm Eastern.**

## Request a Call

Request a Call is for SIMPLE questions, on basic topics, where no research is required.

Request a Call is open Monday through Friday 10am to 6pm Eastern.

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## Will Jackrabbit time me out after a period of inactivity?

If you are logged into Jackrabbit and are not active within a 2 hour window, you will be automatically logged out.

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## What is the format for entering time in Jackrabbit?

The time fields in Jackrabbit are 'masked' to force the correct format which is the 12 hr format with am and pm. Military time is not accepted. The mask will prompt you for the time of day and either an 'a' or a 'p'. *Note when entering 1 o'clock times: you must either enter a "0" before the 1 or enter the ":" after the 1.*

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## Why is there an globe icon next to every phone number field? What is phone validation, masked mode and international mode?

The globe icon is an indicator that the phone number field is in 'masked' mode and follows the standard US and Canada format of (###)###-####. Jackrabbit adds the ( ) and - for the user so that phone numbers remain consistent throughout your database. When a user hovers over the phone field, the

masking format (###)###-#### appears. US and Canadian organizations are automatically pre-set to masked mode, however, international phone numbers that are not in the standard masked format can be entered by clicking the globe icon to 'turn off' masked mode. When masked mode is turned off, it is called international mode.

The screenshot shows a registration form with the following fields and values:

- Location:
- Registration Date:  Status:  (auto-updated based on enrolled students) Account#:
- Home Phone:  (with a globe icon to the right)
- Address 1:  Addr 2:
- City:  State:  Zip:
- Neighborhood:  Family ID:  (for Imported Data)
- Problem Account:  (See Notes, Misc. tab=red)
- Balance Date:  (Valid when Balance > 0)
- Balance:

A blue callout box points to the Home Phone field with the text: "Hover over or place your cursor in any blank phone number field to see the masked format."

The screenshot shows a registration form titled "Registration" with the following fields and values:

- How did you hear about us?  Referral Name:  \*- denotes required fields
- Location:
- Family Information: [Family Information:](#)
- Family Name:  Duplicate Search
- Contact #1 First Name:  Last Name:  Type:
- Home Phone:  Cell #:  Work #:  (with globe icons to the right of each phone field)
- Email:  (Emails are kept confidential)
- Employer:
- Employer Phone:
- Employer Notes:

A blue callout box points to the Home Phone field with the text: "Click the Globe icon to change to International mode."

## Tips for Masked Mode (globe icon appears)

- Cell phone fields allow entry of 10 digits only (no letters/symbols).
- Home, Work, Fax, and Other phone fields will allow the user to enter the 10 digits first and then 10 letters/symbols. This allows the user to enter a note about the phone number. For example, you might enter (555)555-5555 *Call first!* in the field.

## Tips for International Mode (no globe icon appears)

- Cell phone fields allow entry of 10 digits only (no letters/symbols).
- Home, Work, Fax, and Other phone fields allow the user to enter 20 characters (digits, letters, symbols).

If masking is on and a phone number is entered in an incorrect format, Jackrabbit will highlight the field red and will not allow the page to be submitted or saved until the number is correctly entered.

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## How do I resize my company logo for use in Jackrabbit?

In order to use the organization logo on statements and other areas of your Jackrabbit database, it must be uploaded in a jpeg, gif, or png format and be no larger than 170 pixels in height and 300 pixels in width. Use photo editing software to resize a logo (MS Paint, MS Photo Editor, PhotoShop, etc.). Once properly sized, the logo can be saved to your Jackrabbit database using the steps provided in [Organization Logo](#). *Logos saved as PNG format will not display on printed statements. If you plan to print statements, use a JPEG or GIF image.*

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## I have many drop downs that we don't use. Can I delete them?

We don't recommend that you delete any of your previously created drop-down values because you may need them for reporting purposes. Many of the drop-down values can be hidden, so that they won't appear in any drop down-lists in Jackrabbit. Currently Categories 1, 2 and 3 Class Session, ePayment Schedule, Family Source and Payment Method drop-downs can be hidden. To hide a drop-down value go to **Tools > Edit Settings > Drop Down Lists** and select

one of the values with the Hide option. Check **Hide from users** and **Hide from customers** next to any of the drop-downs you don't want displayed any longer. **Save Changes**. The hidden values will no longer appear in the drop-down choices for Jackrabbit users or parents when using the Web Registration Form or the Parent Portal. Uncheck a value and save changes to make it visible again.

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## How can I keep up with recent enhancements in Jackrabbit?

The most recent Jackrabbit enhancements are always displayed on your organization's [Executive Dashboard](#). As well you can see a listing of enhancements from the *Tools* menu > *Recent Enhancements*.

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## How do I get help getting Jackrabbit to work with my website?

For help integrating Jackrabbit with your website, contact our Integration Team directly at [onlinereg@jackrabbittech.com](mailto:onlinereg@jackrabbittech.com).

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## Will Joomla work with Jackrabbit?

When determining if your website will integrate with Jackrabbit, the basic answer is always "yes". All websites support basic LINKS (hyperlinks) to other webpages.

Our Class Listings Tables module, which is optional, uses javascript to run directly on your own webpage, so if your site doesn't allow javascript then you will need to use an alternative method for that module.

## Here is how Jackrabbit's 5 online modules integrate with your website:

1. **Registration Form:** a LINK to a form that NEW customers use to create their account (and enroll into classes).
2. **Parent Portal:** a LINK to a login page where the existing customers log into their account to manage their account online (and enroll into more classes).
3. **Event Calendar** (optional): a LINK that opens a calendar showing special Events (not classes).
4. **Class Listings Tables** (optional): html javascript codes that allow you to create custom table grids of your classes that can be embedded directly on your webpages (if your website allows javascript). We have alternative methods if your site doesn't allow javascript.
5. **Staff Portal** (optional): a LINK to a login page for the staff portal where your instructors can use the time clock, manage skills, and take attendance for their classes.

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## Will Wordpress work with Jackrabbit?

When determining if your website will integrate with Jackrabbit, the basic answer is always "yes". All websites support basic LINKS (hyperlinks) to other webpages.

Our Class Listings Tables module, which is optional, uses javascript to run directly on your own webpage, so if your site doesn't allow javascript then you will need to use an alternative method for that module.

## Here is how Jackrabbit's 5 online modules integrate with your website:

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3. **Event Calendar** (optional): a LINK that opens a calendar showing special Events (not classes).
4. **Class Listings Tables** (optional): html javascript codes that allow you to create custom table grids of your classes that can be embedded directly on your webpages (if your website allows javascript). We have alternative methods if your site doesn't allow javascript.
5. **Staff Portal** (optional): a LINK to a login page for the staff portal where your instructors can use the time clock, manage skills, and take attendance for their classes.

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## Will Wix work with Jackrabbit?

When determining if your website will integrate with Jackrabbit, the basic answer is always "yes". All websites support basic LINKS (hyperlinks) to other webpages.

Our Class Listings Tables module, which is optional, uses javascript to run directly on your own webpage, so if your site doesn't allow javascript then you will need to use an alternative method for that module.

## Here is how Jackrabbit's 5 online modules integrate with your website:

1. **Registration Form:** a LINK to a form that NEW customers use to create their account (and enroll into classes).
2. **Parent Portal:** a LINK to a login page where the existing customers log into their account to manage their account online (and enroll into more classes).
3. **Event Calendar** (optional): a LINK that opens a calendar showing special Events (not classes).
4. **Class Listings Tables** (optional): html javascript codes that allow you to create custom table grids of your classes that can be embedded directly on your webpages (if your website allows javascript). We have alternative methods if your site doesn't allow javascript.
5. **Staff Portal** (optional): a LINK to a login page for the staff portal where your instructors can use the time clock, manage skills, and take attendance for their classes.

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## I want to use Jackrabbit features with my website, where can I find the HTML codes for linking?

Jackrabbit provides links or HTML codes that you (or your webmaster) place into your web editor to integrate (display and use) features with your website.

As long as your website will allow you to LINK to another external webpage, you can use all four **Online Integration** modules. Note: The Class Listing module is designed to be scripted into your own webpage, but, if your website doesn't allow scripting, you can still use an alternate version of it.

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*In all of the following links, replace 'XXXXXX' with your **Organization ID**.*

### Web Registration Form

<https://app3.jackrabbitclass.com/regv2.asp?id=XXXXXX>

### Parent Portal

<https://app.jackrabbitclass.com/jr3.0/ParentPortal/Login?orgID=XXXXXX>

### Class Listings Tables

[https://app.jackrabbitclass.com/jr3.0/Openings/OpeningsDirect?  
OrgID=XXXXXX](https://app.jackrabbitclass.com/jr3.0/Openings/OpeningsDirect?OrgID=XXXXXX)

### Events Calendar

<https://app.jackrabbitclass.com/eventcalendar.asp?orgid=XXXXXX>

Remember, each website is unique and it is your webmaster who can add "flair" to your integrations. Also, Jackrabbit has an *Integration Team* that can assist you or your webmaster with set up on any of these modules - for free! (See the **Integration Assistance** page after you have reviewed the FAQs for the particular module).

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## Does Jackrabbit support integration with third-party systems?

Currently, Jackrabbit offers direct integration with QuickBooks Desktop and Online versions only. Throughout Jackrabbit, however, there are many reports that can be exported into other systems such as a CRM or ERP system.

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