

# Email Notification Settings

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Many actions in Jackrabbit create email notifications that will be sent to your staff, for example online registrations and Parent Portal payments. From the *Tools* menu > *Edit Settings*, the **Notifications** page provides a centralized location to designate or edit the email addresses that these notifications are sent to.

The page is divided into three sections, each containing links that allow you to quickly navigate to other areas of your database where related settings are maintained. Some of the settings found on the Notifications page can also be found on the related settings pages. Any changes made to fields on this main Notifications page will also be changed on those related settings pages and vice versa.



To specify multiple email addresses in any one email field, list them separated by a semicolon. Example:  
email1@jackrabbithelp.com; email2@jackrabbithelp.com.

## Organization, Location, and User ID Emails

These email addresses are options displayed for the **Reply To** email address in the following tasks/actions: *Email Families*, *Email Leads*, *Email Student Schedules*, *Email Class*, *Email Staff* and *Statements-Email*. **Note: The Reply To email address will default to the User ID email address (the User currently logged in and performing the task).**

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Organization, Location, and UserID Emails ?

Organization Email:  [Organization Defaults](#)

Location Email:

Code ↕ 1	Name	Email
<a href="#">EDU</a>	Jackrabbit Education	education@jackrabbittech.com
<a href="#">SUP</a>	Jackrabbit Support	support@jackrabbittech.com

[Locations](#)

User ID Email:

User ID ↕ 1	First Name	Last Name	Email
<a href="#">camillejohns</a>	Camille	Johns	cjohns@email.com
<a href="#">diharris</a>	Dianne	Harris	dilinth@gmail.com
<a href="#">evasargeant</a>	Eva	Sargeant	esargeant@email.com
<a href="#">gbronwell</a>	Graham	Bronwell	gbronwell@email.com

[Manage Users](#)

Click on a link to go to that area of your database to easily make any needed changes.

## Example (Email Families)

**Recipients**

Send message to  ▼

Include mass email opt-out  ▼

Email replies sent to  ▼

- cjohns@email.com
- dilinth@gmail.com
- education@jackrabbittech.com
- esargeant@email.com
- gbronwell@email.com
- stephandrewsjr@gmail.com**
- support@jackrabbittech.com

## Notifications from Customers using Online Web Registration or the Portal

Email alerts are sent to the email addresses assigned in this section when new families register online or existing families use their Parent Portals to register students, make payments, update contact and student information, etc.

When there are multiple Locations in your database, you can choose **either** to use the Location email address (*Tools > Edit Settings > Locations*) **OR** use the email address entered in the *Online Web Registration Notification Email* field and the *Parent Portal Notification Email* field. When Use Location Email Address = Yes, it will override the email addresses listed in the *Online Web Registration Notification Email* and *Parent Portal Notification Email* fields.

Notifications from Customers using Online Web Registration or the Portal [?](#)

Use Location Email Address:  When set to Yes, this setting overrides the other two fields in this section

Online Web Registration Notification Email:  [Online Web Registration Settings](#)

Parent Portal Notification Email:  [Parent Portal Settings](#)

## Notifications for ePayments, Texting, and Event Emails

If you will be utilizing **ePayments in Jackrabbit**, assign an **ePayment Receipt Reply To Email**. This email address will receive notifications for credit card and bank draft payments. It will also be the Reply To email address where you will receive any replies to your ePayment receipt emails.

If you will be utilizing **Texting in Jackrabbit**, designate a **Texting Notification Email**. This email address will receive any replies to texts that you have sent from your database. (When a recipient of a text sends a text reply it is converted to email.)

Review the **Event Type Notification Emails** which are assigned on the *Event Type > Summary* tab. Use the **Event Type** link to make any necessary changes.

Notifications for ePayments, Texting, Events, and Staff Portal Emails [?](#)

ePayment Receipt Reply To Email:  [Credit Card/Bank Account Settings](#)

Texting Notification Email:  [Text Messages](#)

Event Type Notification Email:

Location	Event Type <sup>1</sup>	Notification Email
EDU	<a href="#">Closure</a>	
EDU	<a href="#">Dance Fever Birthday</a>	solson@jackrabbitech.com
EDU	<a href="#">Namaste Birthday Party</a>	dliinlh@gmail.com
EDU	<a href="#">Parent's Night Out</a>	solson@jackrabbitech.com
FDLL	<a href="#">Text</a>	

[Event Types](#)

Staff Portal reply to email:

First Name	Last Name	Notification Setting	Reply To Email
<a href="#">Stephanie</a>	<a href="#">Andrews</a>	Organization Email	education@jackrabbitech.com
<a href="#">Dianne</a>	<a href="#">Harris</a>	Staff Person Email	dliinlh@gmail.com
<a href="#">John</a>	<a href="#">Linton</a>	Organization Email	education@jackrabbitech.com

[Active Staff](#)