Manage your Subscription Account in the Jackrabbit Customer Portal

In **Jackrabbit's Customer Portal** (aka Billing Portal), you can:

- ⭐ **Update payment & billing contact information**

- ⭐ **View and print your transaction history (fees charged and payments made)**

- ⭐ **Make a payment for overdue fees**

- ⭐ **Review Jackrabbit's billing policies, referral bonus plan, service "hold" options & more!**

Access to the Jackrabbit Customer Portal is located on the *My Account* page from the *Tools* menu.

Any user who has the authority / ability to Manage User & Permissions (*Tools* menu) is able to see the *My Account* page.

This permission can be removed by updating the user's

permissions in *Tools > Manage Users & Permissions.*

First Time Portal Access

The first time you access your organization's Billing Portal, you will create your password by requesting a reset which sends you a time sensitive email with a link to reset your password. The email is sent to the address our Billing Department has on file as the Billing Contact email.

1. Point to **Tools (menu)** and select **My Account.**

2. Scroll to the *Billing Info* section and select the **Billing Portal** link.

3. Click **Reset Password**.

4. Enter the email address that billing has on file as the Billing Contact for your organization and click **Send Reset Email.** In the password reset email select the **Click Here to Reset Your Password** link to create your password.

   Note: The link in the reset email is only valid for 24 hours.

    Use your Jackrabbit login credentials (User ID and password) to access the Billing Portal.

Update Payment and Billing Contact Information

Your payment and billing contact information can be updated in the **Billing & Payments** area of your Portal.

Get to the Billing & Payments main page using the **Billing & Payments** link at the top of your Portal, or by dropping down the side menu and selecting **Billing**

& Payments.

Update Billing Contact Information

To update your Billing Contact information, select**Contacts**. Use the**EDIT** link in the contact card to edit the Billing Contact currently on file with our Billing Department.

Update Payment Information

Your payment information is updated in the**Billing & Payments** section, with the **Saved Payment Methods** Quicklink.

See **Manage Credit Cards in the Parent Portal**for a full step through.
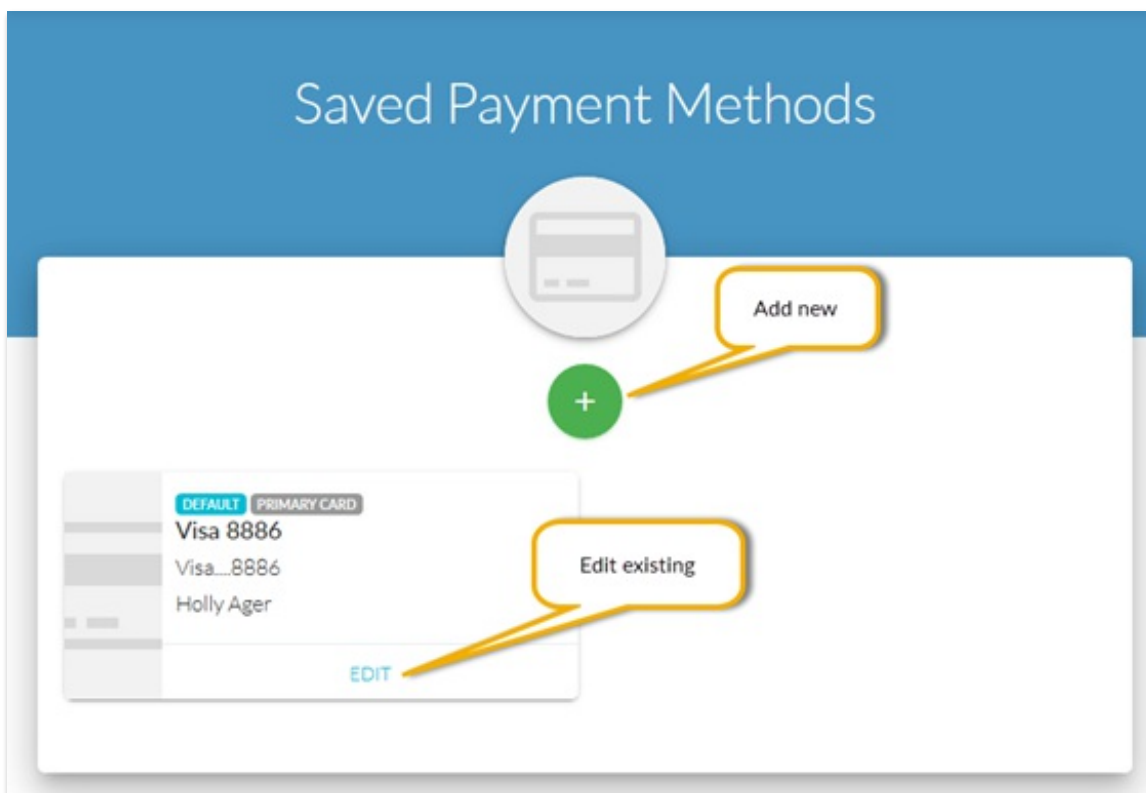
Only Credit/Debit card information can be changed via the portal. Bank Draft (routing and account number) information must be taken over the phone. Email carebilling@jackrabbittech.com to request an update of Bank Draft information.

View and Print your Transaction History

Your **Recent Activity** is displayed on the*Billing & Payments* main page.

View and print your entire transaction history with the **Full Transaction History** Quicklink.
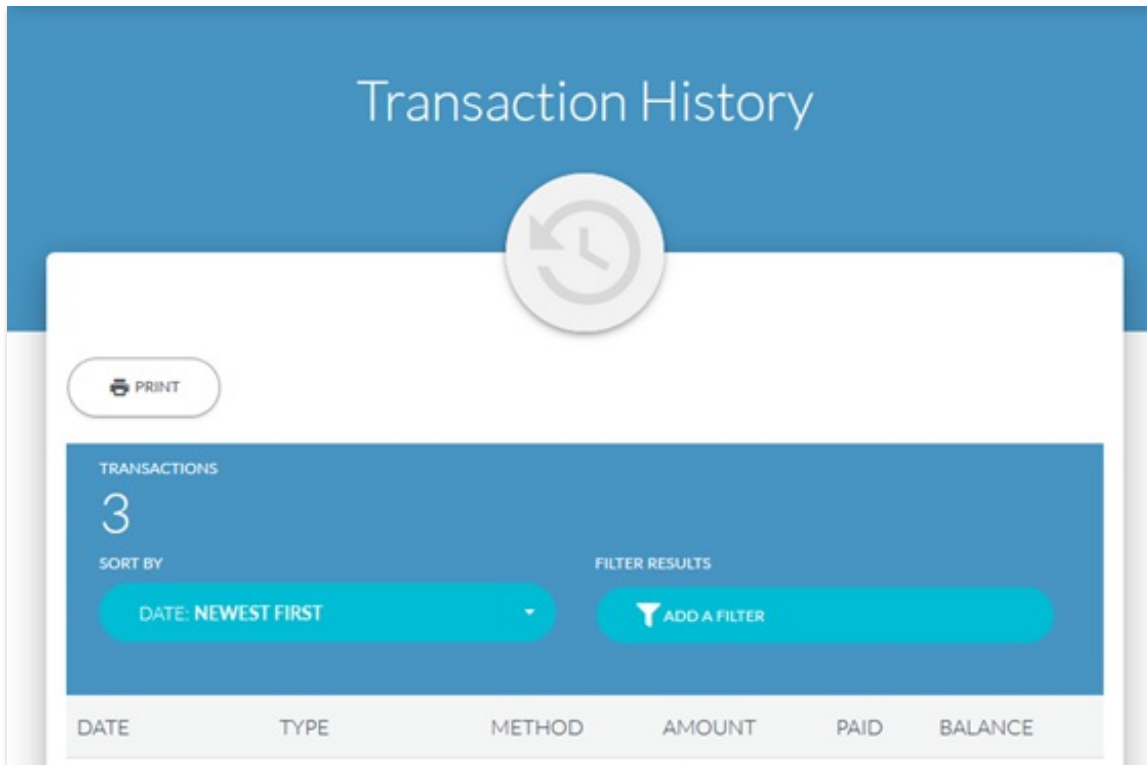
Make a Payment for Overdue Fees

Bank Draft payments are not accepted if the account is overdue. Overdue fees must be paid via Credit or Debit card.

Regular Credit Card Paying Clients

Once logged into your Billing Portal, navigate to the **Account** page (from either the *Billing & Payments* option or from the sidebar menu) and add a new Credit or Debit card to your account to clear your overdue fees.

1. Under the *Quicklinks* click **Saved Payment Methods**.

2. To add a Credit or Debit card, click the '+' icon.

3. On the *New Payment Method* page choose **Credit / Debit Card** as the type,

enter the card information, and click **Save**.

The Credit/Debit card is now shown on the *Saved Payment Methods* page.

From the *Billing & Payments* page, or the *Dashboard*, use the **Pay Now** button to make your overdue payment. If the payment is approved, your Jackrabbit account will be automatically reactivated.

Regular Bank Draft Paying Clients

Overdue accounts must be paid via Credit or Debit card. Follow the above instructions to add a Credit or Debit card to your *Saved Payment Methods.*

Send an email to **carebilling@jackrabbittech.com** and request that a Credit/Debit card payment be initiated for your overdue fees.

Review Jackrabbit's Billing Policies

To review Jackrabbit's billing policies, learn about our Referral Credit program, and more, go to the **Policies** section of the *Account* page.