Monitor Makeups Scheduled in the Parent Portal

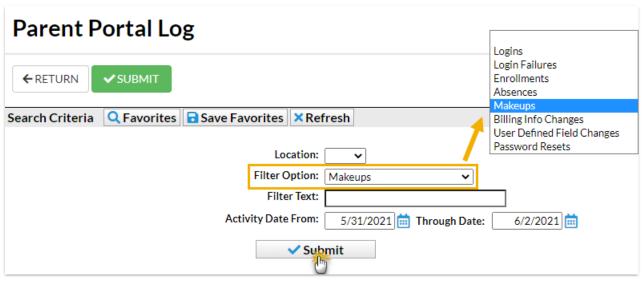
Last Modified on 10/17/2022 2:23 pm EDT

When you **Allow Parents to Schedule Makeups** in the Parent Portal, there are a couple of ways to monitor the makeups that are scheduled by your customers through their portals.

Parent Portal Log Report

To access the Parent Portal Log report go to Families (menu) > Family Reports and select Parent Portal Log (on the *Recommended* tab).

Use the *Filter Option* **Makeups** to report on all makeups scheduled in the Parent Portal during a specified date range.



Parent Portal Log ←RETURN							
Date/Time (Local)	Family/Acct	Contact	Portal User ID	Logins	Conta	act Email	Message
6/1/2021 4:18:00 PM	Smith	Tory Smith	sandibunnytest@gmail.com	1	tsmith@email.com		Ali Smith is scheduled to makeup an absence from Tumbling L3 - Wed 7:30pm on 06/16/2021. Makeup Class is Tumbling L3 - Wed 6pm on 06/16/2021.
5/31/2021 1:42:00 PM	Ager	Holly Ager	hollyager41@gmail.com	249	hollyager41@gmail.com		Dave Ager is scheduled to makeup an absence from Cheer Ready - Fri 6pm on 06/18/2021. Makeup Class is Cheer Essentials on 06/24/2021.
5/31/2021 1:41:00 PM	Ager	Holly Ager	hollyager41@gmail.com	249	hollyager41@gmail.com		Barbie Ager is scheduled to makeup an absence from Ballet L1 - Mon 5pm on 06/14/2021. Makeup Class is Ballet L1 - Tues 5pm on 06/22/2021.
5/31/2021 1:36:00 PM	<u>Ager</u>	Holly Ager	hollyager41@gmail.com	249	hollyager41@gmail.com		Canceled Dave Ager's Makeup Class 'Cheer Essentials' that was scheduled for 06/03/2021
5/31/2021 12:26:00 PM	<u>Ager</u>	Holly Ager	hollyager41@gmail.com	249	hollyager41@gmail.com		Barbie Ager is scheduled to makeup an absence from Ballet L1 - Mon 5pm on 05/31/2021. Makeup Class is Ballet L1 - Mon 5pm on 06/07/2021.



Save this as a frequently used report! Click the heart (icon) next to a report name, the heart will change to red and the report will be listed under the *Reports* (*menu*) > **My Reports** for quick and easy access!

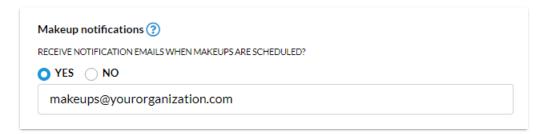
Makeup Notifications

When a makeup is scheduled in the Parent Portal, Jackrabbitimmediately sends an email notification to:

- The instructor of the makeup class. Only the first instructor (Instructor 1) will receive the email if there are multiple instructors.
- The primary contacts in the family record of the student enrolled in the makeup class.
- The email address for the Portal Login ID that scheduled the makeup.

Additionally, you can choose to send email notifications to a specified email address. Go to the Gear icon > Settings > General > Organization Defaults (left menu) and scroll down to the Parent Portal Absence & Makeup Settings.

Go to the **Makeup notifications** setting and select**Yes** to receive notification emails when makeups are scheduled in the parent portal.





Consider creating a dedicated email address for makeup notifications and assign that email address to a staff member or supervisory role.