

# Parent Portal Settings [Share](#)

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Parent Portal Settings are organized into several sections. These settings allow you to customize the information families can access and the actions they can perform in the portal.

Go to the **Gear icon > Settings > Parent Portal** and follow the instructions in this article to help you set up your Parent Portal.

Note: Changes made on the Parent Portal Settings page are saved automatically.



[Preview your Parent Portal](#) to ensure everything is set up just the way you want it!

Select a heading to expand the section and learn more.

Expand/Collapse All

## Display Settings

Click the Go to the Parent Portal quick link to access the login page. Make sure the *Activate Portal* checkbox is selected – this enables Parent Portal access and will also add a direct login link for existing customers to the top of the [Online Registration Form](#).

The screenshot shows the 'Parent Portal Settings' page. At the top, there is a navigation bar with tabs for 'Getting Start...', 'News & Announcements', and 'Settings'. Below the navigation bar, there are two main sections: 'Display the following:' and 'Communication'. The 'Display the following:' section has five checkboxes, all of which are checked: 'Transactions', 'Students', 'Student Schedule', 'Enroll', and 'Event Registration'. The 'Communication' section has a checkbox for 'Activate Portal' which is checked. Below this checkbox is a text input field for '"Reply to" and "Send Alert to" Email Address(es):'. A callout box points to the 'Go to the Parent Portal' link, stating 'Quick access to the login page.' Another callout box points to the 'Activate Portal' checkbox, stating 'Select the checkbox to turn the Parent Portal on.' At the bottom of the 'Communication' section, there is a note: '(For portal emails to be sent to location email instead, go to the Gear Icon > Settings > Online Registration > Settings and set the "Use location email if available" to "yes")'.

The following settings control what families will be able to see when they are logged into their Parent Portal accounts.

Transactions	Determines what appears on the Billing & Payments page. When selected, recent transaction activity is shown, and parents can view, sort, and filter their account transaction history.
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<p><b>Students</b></p>	<p>Controls the visibility of the Students section under Account. When selected, families can quickly view each student’s schedule, summary details, and photo (if one is uploaded). They can also click on a student’s card to see more detailed information. Additionally, new students can be added directly from this section.</p>
<p><b>Student Schedule</b></p>	<p>Controls the My Schedule section on the Dashboard and the Enrollment option on the Student page. Both sections show the student’s classes, <a href="#">Appointments</a>, and any waitlisted classes.</p>
<p><b>Enroll</b></p>	<p>When selected, the Enroll menu option lets parents search for classes by selecting Activities &gt; Find Classes. If enrollment through the Parent Portal is disabled, parents can still view class details but will see a message prompting them to contact your organization directly to enroll.</p>
<p><b>Event Registration</b></p>	<p>Controls the ability to enroll in <a href="#">Events</a>. When selected, a Find Events option becomes available under the Activities menu. Parents can browse events and register either a student or the whole family, depending on event settings.</p>

## Communication Settings

These settings manage your email communications, login message, and if the Parent Portal video is visible on the login page.

### Communication

"Reply to" and "Send Alert to" Email Address(es):\*   
(email; email2)

(For portal emails to be sent to location email instead, go to the Gear Icon > Settings > Online Registration > Settings and set the 'Use location email if available' to 'yes')

Send email alert to your organization for:

- Updates to Policies  [?](#)
- Updates to Payment Method
- Student Enrollments

Send email alert to parent for: Student Enrollments

Show Class Dates in Email Confirmation

Show Category 1 in Email Confirmation

Login Page Message:  
(max 500 characters)

Welcome to your Help Center Parent Portal!

Show link to Portal video on Login Page?  [Click here](#) to preview video.

Portal Video Message:  
(max 500 characters)

New to our Portal? Watch this quick video to see how to access and manage your account with us.

URL Slug for SEO:  
No spaces or special characters other than hyphens and underscores (e.g. your-center-name)

<p><b>"Reply to" and "Send Alert to" Email Address(es)</b></p>	<p>Provide the email address where you want to receive notifications for enrollments, payments, and parent messages.</p> <p>If you prefer the portal notifications emails be sent to the location email instead, use the Gear icon &gt; Settings &gt; Online Registration &gt; Settings &gt; Email Confirmation Settings and set <i>Use Location Email Address if Available</i> to Yes.</p>
<p><b>Send email alert to your organization for</b></p>	<p>Select which Parent Portal activities you would like to receive an email alert for – Updates to Policies, Updates to Payment Method, and/or Student Enrollments.</p>
<p><b>Send email alert to parent for</b></p>	<p>Select the checkbox to send an email to the parent's email address on file when a student is enrolled in a class.</p> <p>Optionally:</p> <ul style="list-style-type: none"> <li>• <b>Show Class Dates in Email Confirmation</b> When set to Yes, the Class Start and End dates will be included in the email.</li> <li>• <b>Show Category 1 in Email Confirmation</b> This setting defaults to No. If you would like to include the Category 1 value of the class in the email confirmation, set this to Yes.</li> </ul>
<p><b>Login Page Message</b></p>	<p>Text entered here appears in a pop-up window on the Parent Portal login page, which is visible to all users before they sign in. This is a great spot for a welcome message or important announcements you'd like to share with all families. HTML is supported for formatting.</p>
<p><b>Show link to Portal video on Login Page</b></p>	<p>When selected, a <i>Watch Video</i> link will be available for your parents to watch a quick <a href="#">instructional video</a> on the Parent Portal.</p>
<p><b>Portal Video Message</b></p>	<p>This text field is only available when the <i>Show link to Portal video on Login Page</i> is selected. Text entered here will appear before the <i>Watch Video</i> link and can be used to bring attention to what the video offers.</p>

<p>URL Slug for SEO</p>	<p>Customize the last part of your Parent Portal link to include keywords that reflect your program or organization (e.g., <a href="http://app.jackrabbitclass.com/ParentPortal/your-slug-here">app.jackrabbitclass.com/ParentPortal/your-slug-here</a>).</p> <p>This helps search engines recognize your portal and improve its visibility in search results, making it easier for new families to find you online and register.</p>
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## Family Information Settings

This section determines what parents can do inside their Parent Portal.

### Family / Student Information

- Update Contact and Student Information
- Add Students
- Update ePayment Schedule
- Show Student Skills
- Update Membership Type
- Show Student Absences/Attendance
- Hide School/Grade Fields
- Show Attendance Issues

Gender Can Update - Optional ▾

Can Update - Optional

Can Update - Required

Hidden

Select the *Gender* option that matches your company policy. The *Gender* option will not be displayed if *Hide Gender* is set to *Yes* in Organization Defaults.

<p>Update Contact and Student Information</p>	<p>Controls the ability to update phone numbers, email, addresses, student birthdate, etc.</p>
<p>Update ePayment Schedule</p>	<p>Allows the parent to update the family's <a href="#">ePayment Schedule</a> (located on the <i>Billing Info</i> tab of the family record).</p>
<p>Update Membership Type</p>	<p>Allows the parent to update the family's <i>Membership Type</i> (located on the <i>Billing Info</i> tab of the family record).</p>
<p>Hide School/Grade fields</p>	<p>Option to hide these fields in student details.</p>
<p>Gender</p>	<p>Controls the options for student gender selection. If hidden, the gender option will not be displayed in the Parent Portal.</p> <p>Note: The gender option setting will not be shown if the Student Settings for <i>Hide Gender</i> is set to <i>Yes</i>. (Gear icon &gt; Settings &gt; General &gt; Organization Defaults (left menu) &gt; Student Settings)</p>

<b>Add Students</b>	Allows the parent to add new student to their family account.
<b>Show Student Skills</b>	If tracking <a href="#">skills</a> in Jackrabbit, parents can see student skills and instructor notes on each Student's page.
<b>Show Student Absences/Attendance</b>	Controls whether or not the Absence or Attendance tab is available in the student record in the portal.
<b>Show Attendance Issues</b>	Attendance issues are when a student has been marked present and additional details have been added (Late, Left Early, Observing). Choose to show this information to parents in the Parent Portal or hide it.

## Family and Student User Defined Fields

Define which of your custom [User Defined Fields](#) are able to be seen and edited in the portal. User Defined Fields are customized from the Gear icon > Settings > General > User Defined Fields (left menu) and can be used on the Online Registration Form as well as shown inside the Portal. Responses that parents provide through their portal appear on the Misc tab of both Family and Student records.

### Family User Defined Fields [?](#)

Family field1: Alternate Pick Up Person

Family field2: Agree to Photo Release?

Family field3: Membership #

Family field4: Promo Code

Family field5: <-blank->

### Student User Defined Fields [?](#)

Student field1: Photo Release

Student field2: Pronouns

Student field3: <-blank->

Student field4: <-blank->

Student field5: <-blank->

These settings control how the fields are used in the Parent Portal.

Family and Student User Defined Fields are customized from the Gear icon > Settings > General > User Defined Fields.



To view recent changes to these fields made in the Parent Portal, go to **Reports > Find Reports > Families/Students > Recommended** tab, and open the Parent Portal Log report. Enter a date range and filter by User Defined Field Changes.

## Fees & Payments Settings

These settings determine which transaction details are shown in the Transaction History section under Billing & Payments in the Parent Portal.

## Fees & Payments

- Show Transaction SubType:
- Show Session:
- Show Payment Method:
- Show Check Number:
- Show Discounts:
- Show Tax:
- Show Unpaid Amount:
- Show Balance:
- Show Transaction ID:

# Transaction History

PRINT

TRANSACTIONS

## 179

SORT BY

DATE: NEWEST FIRST

FILTER RESULTS

ADD A FILTER

Payment	
05/10/2023	
41.00	30.00
AMOUNT	BALANCE
<a href="#" style="color: #0070c0; text-decoration: none;">DETAILS</a>	

Tuition Fee	
05/10/2023	
41.00	71.00
AMOUNT	BALANCE
<a href="#" style="color: #0070c0; text-decoration: none;">DETAILS</a>	

PAYMENT POSTED 05/10/2023

✓ Thank You

NOTE: Monitor ACH Settlement in Virtual Terminal and Bank Account

BANK DRAFT ENDING IN 9002

41.00	123456	478488561
AMOUNT	CONFIRMATION #	TRANSID

OK

TUITION FEE POSTED 05/10/2023

CLASS	SESSION	STUDENT
Ballet L1 - Mon 6pm	Spring 2023	Barbie Ager

NOTE: May, Class=0.50hrs, Student=1.00hrs/79.00, Hours Disc=33.00

Subtotal	75.00
Discount	-34.00
Total	41.00
Unpaid Amount	0.00
Trans ID	478488560

OK

## My Classes Settings


These settings control what information is displayed in the class cards seen in My Schedule (Dashboard). If a student is on a waitlist for a class, the class will be shown below the enrolled Classes.

## My Classes

- Show Instructors (Displays Public Nicknames): Yes  1
- Show Substitutes (Displays Public Nicknames): Yes  2
- Show Student Start Date: Yes  3
- Show Student Drop Date: Yes  4
- Show Class Start and End Dates: Yes  5
- Show Category 1 Value: Yes  6

 **BARBIE** [VIEW BARBIE](#)

CLASSES (2)



**Upcoming Substitutions (1)** ×

SUBSTITUTION DATE	SUBSTITUTE	ABSENT INSTRUCTOR
07/03/2023	Ms. Dianne	Livy

[GOT IT](#)

Dolphins - Mon 4:00pm  
4:00pm - 4:30pm

**M** T W T F S S

Main

Swim **6**

Pool B with Livy **1**

Next Substitution: 07/03/2023

[Upcoming Substitutions](#)

CLASS STARTS **5** 01/01/2023 CLASS ENDS 12/31/2027

STUDENT STARTS **3** 03/06/2023 STUDENT DROPS **4** -

[VIEW DETAILS](#)

<p><b>Show Instructors (Displays Public Nicknames)</b></p>	<p>To display instructors on class cards in the Parent Portal, set this option to Yes. If a nickname is entered in the staff member's record, it will be shown. When set to No, instructor details will be hidden from view.</p>
<p><b>Show Substitutes (Displays Public Nicknames)</b></p>	<p>To have substitute information displayed on class cards in the Parent Portal, set this to Yes. Parents can select the Upcoming Substitutes link to view details. When set to No, no information about the substitute will display.</p>
<p><b>Show Student Start Date</b></p>	<p>This displays the student's enrollment date. If the class hasn't started yet, the class start date will be shown instead.</p>
<p><b>Show Student Drop Date</b></p>	<p>Display a scheduled future drop date for a student, if one has been set.</p>
<p><b>Show Class Start and End Dates</b></p>	<p>When selected, this option displays the class start and end dates as defined on the Summary tab of the Class record.</p>

## Show Category 1 Value

When set to Yes, the Category 1 value on the class will be displayed in the Parent Portal on all schedule pages.

# Class Enrollment Settings

### Class Enrollment Settings

- Enroll Students
- Hide Instructor Filter
- Allow enrollment at any location
- Prevent Inactive Families from enrolling
- Prevent Problem Families from enrolling in Classes and Events
- Require policy agreement for each enrollment
- Hide Category 1 Filter
- Hide Category 2 Filter
- Hide Category 3 Filter
- Hide Day Filter
- Show Class Start Date
- Show Instructors (Displays Public Nicknames)
- Show Category 1 Value

Class Enrollment Openings (includes Makeups)

Show   
Show   
Hide

Enrollment Comment Label

Comments

Required:  No

*The Age Filtering setting can be found under the Gear Icon in Settings > Online Registration. This setting prevents students, who are not within a class's age range, from enrolling into that class.*

Inactive Family Enrollment Message:  
(max 500 characters)

Only families/accounts that have a student currently enrolled may register for a class. Please contact us with any questions.

<b>Enroll Students</b>	Select to allow parents to enroll students in classes and events in the Portal.
<b>Hide Instructor Filter</b>	Hide the option to filter classes by an instructor.
<b>Allow enrollment at any location</b>	Select this option if you have multiple locations and want to allow families to enroll in classes or events at any location.
<b>Prevent Inactive Families from Enrolling</b>	Select to prevent inactive families (no actively enrolled students) from enrolling in classes.
<b>Prevent Problem Families from enrolling in Classes and Events</b>	When selected, this setting will prevent families flagged as a <b>Problem Account</b> from enrolling in classes and events.
<b>Require policy agreement for each enrollment</b>	Select this checkbox to require families to agree to your policies each time they enroll a student.



<b>Class Enrollment Openings (includes makeups)</b>	<p>Display or hide the number of available spots in each class listing. Scheduled makeups are included in the opening count.</p> <p>Classes with 5 or fewer openings appear highlighted in orange. If you plan to use online waitlisting, we recommend keeping the Openings column visible.</p>
<b>Enrollment Comment Label</b>	<p>Use this text field to ask a custom question during enrollment. The response will appear in the enrollment notification email. Define whether this is required or not.</p>
<b>Inactive Family Enrollment Message</b>	<p>Use this when you have also selected <i>Prevent Inactive Families from enrolling</i>. Text entered here will display to an inactive family if they attempt to enroll.</p>

On the right are settings that control the listing of classes in the Parent Portal.

- Hide Category 1 Filter
- Hide Category 2 Filter
- Hide Category 3 Filter
- Hide Day Filter
- Show Class Start Date
- Show Instructor Nickname
- Show Category 1 Value

Control whether parents can narrow their class search by showing or hiding the Category and Day filters. This only removes the filtering options - the columns will still be visible in the class listings.

Choose whether or not to show the Class Start Date, Instructor Nickname, and/or Category 1 Value in the listing of classes.

The screenshot shows the 'CLASSES' section with 4 results. At the top, there are controls for 'SORT BY' (CLASS: A - Z) and 'FILTER RESULTS' (ADD A FILTER). A callout points to the 'SESSION: 2025 SUMMER' filter with the text 'Click the X to remove the applied filters.' Another callout points to the 'Show Instructor Nickname' setting with the text 'This is controlled by the Show Instructor Nickname setting.' A third callout points to the filter dropdown menu with the text 'Select filters here.' The dropdown menu lists filter categories: CATEGORY 1, CATEGORY 2, CATEGORY 3, SESSION, GENDER, AGE, START DATE, TIME OF DAY, DAYS OF THE WEEK, LOCATION, and INSTRUCTOR.

CLASS	FOR	SESSION / START	WHEN	WHERE	WITH	TUITION
<b>1 SPOTS LEFT!</b> Ballet	All Genders 7 years 0 months or younger	2025 Summer 05/01/2025	7:30pm - 8:30pm [M] [T] [W] [T] [F] [S] [S]	Main	Ms. Dianne	100.00
<b>8 SPOTS LEFT!</b> Camp	All Genders All Ages	2025 Summer 05/05/2025	12:00pm - 3:00pm [M] [T] [W] [T] [F] [S] [S]	Main	Coach Stephanie	150.00
<b>15 SPOTS LEFT!</b> Dance Team	All Genders All Ages	2025 Summer 05/01/2025	10:00am - 11:00am [M] [T] [W] [T] [F] [S] [S]	Main	Coach Stephanie	200.00
<b>7 SPOTS LEFT!</b> Swim Team Prep	All Genders All Ages	2025 Summer 05/01/2025	6:15pm - 7:30pm [M] [T] [W] [T] [F] [S] [S]	Main	Ms. Dianne	125.00

## Tips regarding filters

- You can change the Category labels to words that are more descriptive to your parents. For example, you can rename Category 1 to Program or Type. Go to the **Gear icon > Settings > Online Registration > Settings (left menu) > Class Search Settings**.  
Note: This affects both the Portal and Online Registration Form display.
- You can eliminate certain **Categories** from the drop-down selection list. For example, you may have a Category 1 called Costume Fees that you use for revenue reporting only and don't want your parents to see this in the Portal. To prevent non-applicable Categories from being listed as a choice in the drop-down filter list, go to the **Gear icon > Settings > General > Drop-down Lists (left menu) > Category 1 (or 2 or 3)**, and select the *Hide from customers* checkbox by any Category that you do not want to appear as a filter selection  
Note: This affects both the Portal and Online Registration Form display.

## Accepting Donations

Jackrabbit offers the ability to collect charitable donations from your families in the Parent Portal and allows you to set the donation amounts.

### Accepting Donations

Would you like to accept donations on behalf of a charity?  Yes  No

Select charity\*

See our Help Center article [Accept Charitable Donations in Jackrabbit](#) for setup instructions and more details.