


The Family Record

Last Modified on 12/05/2023 4:36 pm EST

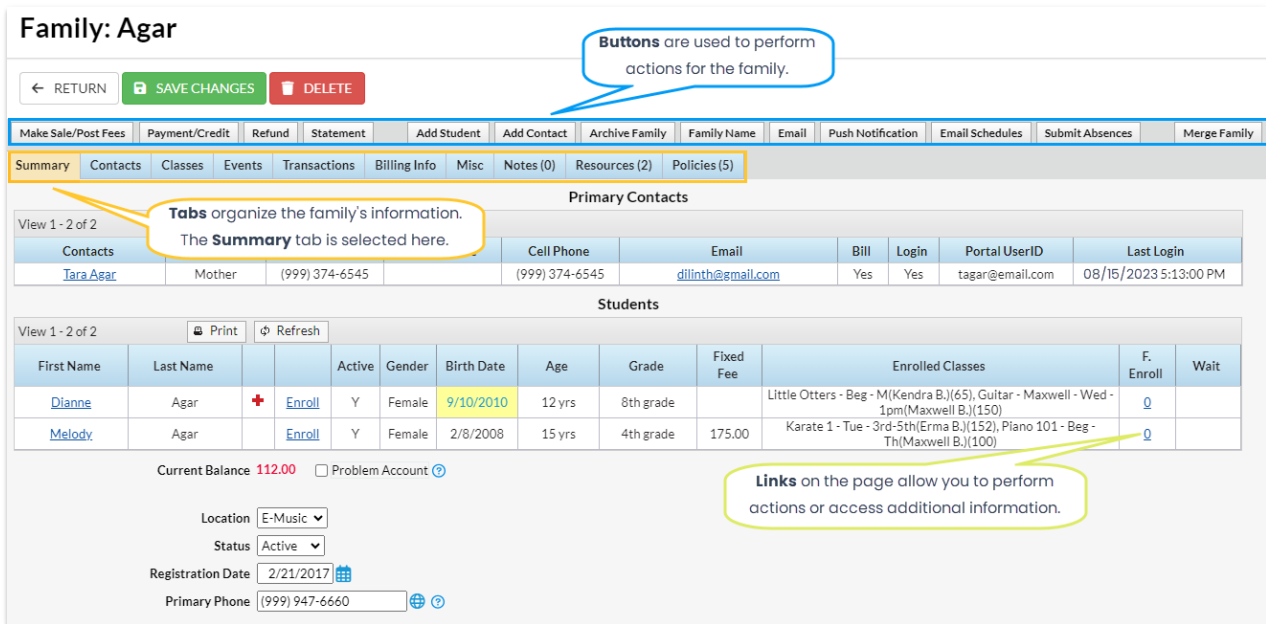
The **Family** record provides a centralized area to keep all information related to a specific family. It's like a file cabinet; it stores and organizes important information.

You can access a Family record from the following locations in Jackrabbit:

- *Families (menu)* > *All Families* and click on a family name to open the record.
- *Families (menu)* > *All Families* > row menu  > *View/Edit* to open the record.
- Use the global search at the top of each page to find a family.

Refer to [Work with All Families - View, Search, and Take Action](#) for more information on the *All Families* grid.

In the Family record, the information is grouped and organized on different **tabs**. **Buttons** allow you to perform an action for the family, for example, post a fee, and many links are provided throughout the record for convenient access to additional relevant information. Other links can be used to do things like enrolling a student.



Family: Agar

Buttons are used to perform actions for the family.

Buttons: RETURN, SAVE CHANGES, DELETE

Menu: Make Sale/Post Fees, Payment/Credit, Refund, Statement, Add Student, Add Contact, Archive Family, Family Name, Email, Push Notification, Email Schedules, Submit Absences, Merge Family

Tabs: Summary, Contacts, Classes, Events, Transactions, Billing Info, Misc, Notes (0), Resources (2), Policies (5)

Primary Contacts

Tabs organize the family's information. The Summary tab is selected here.

Cell Phone	Email	Bill	Login	Portal UserID	Last Login
(999) 374-6545	dilinth@gmail.com	Yes	Yes	tagar@email.com	08/15/2023 5:13:00 PM

Students

First Name	Last Name	Active	Gender	Birth Date	Age	Grade	Fixed Fee	Enrolled Classes	F. Enroll	Wait	
Dianne	Agar	+ Enroll	Y	Female	9/10/2010	12 yrs	8th grade	Little Otters - Beg - M(Kendra B.)(65), Guitar - Maxwell - Wed - 1pm(Maxwell B.)(150)	0		
Melody	Agar	Enroll	Y	Female	2/8/2008	15 yrs	4th grade	175.00	Karate 1 - Tue - 3rd-5th(Erma B.)(152), Piano 101 - Beg - Th(Maxwell B.)(100)	0	

Current Balance **112.00** Problem Account

Location: E-Music
Status: Active
Registration Date: 2/21/2017
Primary Phone: (999) 947-6660

Links on the page allow you to perform actions or access additional information.



The *Current Balance* displayed here is pulled from the *Transactions* tab. A **black** balance means a zero balance, a **red** balance indicates an amount is owed to you, and a **green** balance indicates a credit. This color code feature is applied on the *Transactions* tab as well.

**Expand/Collapse
All**

- ▼ Family Tab Descriptions
- ▼ Family Button Descriptions
- ▼ Frequently Asked Questions



If the *Birth Date* column is highlighted in yellow, this indicates the student's birthday is coming soon.
