

Once you have decided to delete a family from Jackrabbit, it must be done in the following order:

- Drop students from all classes.
- Delete all students.
- Delete the family.

Drop and Delete Students from All Classes

- 1. Locate the family you want to delete:
 - Go to Families (menu) > All Families > select the row menu for the family > click View/Edit to open the family record.
 - Use the global search at the top of each page to locate the family.
- 2. Click on the student's first name to open their Student Record > Summary (tab).
- 3. Click the **Drop** link in the last column.
- 4. Complete the **Drop from Class** information. Select the *Drop Date* and a *Drop Reason*. Add *Notes* if applicable.
- 5. Click **Drop**. The student will be removed from the class on the selected drop date.
- 6. Click **Delete** after all classes are dropped. The *Student Record* will be deleted.

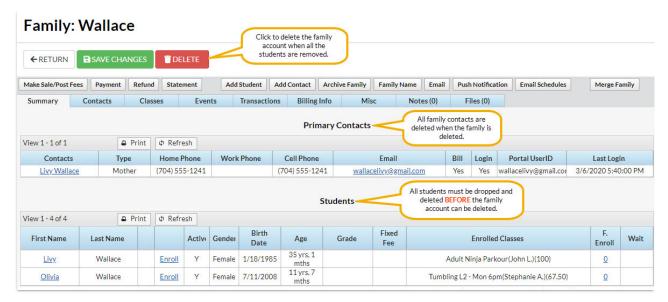
Repeat the process until all students in the family have been dropped from their classes and their records deleted.

Delete the Family

If a family has no students and no enrollment, it may be deleted by clicking the **Delete** button in the *Family Record*. You also have an option to archive a family. If you choose to archive a family, the family will be moved to the Lead File and the family can be restored at a later date. Families in the Lead File do not count towards your Jackrabbit subscription fee.

When you choose to permanently delete a family you are presented with two options:

- Delete Family and Save Transactions keeps the financial information and it will appear on reports with but no Family/Acct name associated with it.
- Delete Family and Transactions all family information is deleted from the system and can't be restored.





Once deleted, family information is not recoverable. As a Best Practice, consider archiving a family to the **Lead File** instead. Families moved to the Lead File retain basic information and can be restored. Families in the Lead File are not considered when determining your Jackrabbit subscription fee.