

# Integration Assistance

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Are you having an issue or problem using any of the four online integration features on your website? Our Integration Specialists can help.\*

Reach our Specialists directly at: [OnlineReg@JackrabbitTech.com](mailto:OnlineReg@JackrabbitTech.com). Your email needs to include the following information:

- Your name
- Your Organization name
- Your phone number, including area code
- Your website name (URL address) and which webpage the code or link is on.
- Feature you are working with (Registration Form, Class Listings tables, Parent Portal, or Event Calendar)
- Description of the issue you are experiencing - include specific details

This automatically generates and assigns a ticket to our specialists, and you will receive a direct response (usually within 4 business hours). A phone call may be scheduled as well; if your issue can not be answered adequately via email, click the button below:



*\* Our Integration Specialists troubleshoot HTML-based websites for free. We can view your source code and troubleshoot errors with your code. We do not recommend the use of Flash websites. We cannot support or troubleshoot a site built entirely on Flash since the source coding and content are not available for inspection. Specialists can not log into your web editor or edit your pages for free.*

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**Expand/Collapse  
All**

 **Frequently Asked Questions**

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