Email Classes

Save time with the ability to compose and send class emails from multiple locations in Jackrabbit. You can also email specific groups directly from the relevant place in Jackrabbit. For example, you can email students on a specific waitlist directly from that waitlist.

> When you are entering the text for your email message, use Shift+Enter to create single spacing between lines and the Enter key for double spacing.

Expand/Collapse All

Click on any location below to learn how to send an email from that location.

Class Record

1. Locate a class under the **Classes** (menu) > **All Classes** or from the global search at the top of every page.
2. Click the **Email/Text Class** button to open the **Email/Text Class** page. The class name and current enrollment are displayed.

3. Select a **Template** if desired and the email **Type** (plain text or HTML).
4. Enter an **Email Subject Line** and **Message**.
   - We recommend you compose your email message in the Jackrabbit email editor. If you copy/paste from another application (i.e., Microsoft Word), there may be hidden code that will affect how your email appears to your intended recipient.
5. Click **Attach File, Insert Image, or Choose from Dropbox** to attach files and add images if needed. See the Help Article **Email Attachments and Images** for more details.
6. Using the Search Criteria, select whether or not you want to include waitlisted students, future enrollments, and future drops.
7. In the Recipients section:
   - Select who to **Send message to**. You can send to *Contacts, Students and Staff, Contacts and Students, Contacts and Staff, Contacts Only, Students Only,* or *Staff Only.*
   - If you want to **Include mass email opt-out**, change the drop-down to *Yes.*
   - Select a reply email address from **Email replies sent to**, which includes the email addresses of all User IDs and Locations in your system. Note: The main email address in Organization Defaults is also sent a copy of the email.
   - Optionally, use the **Send additional emails to** drop-down to include selected User IDs or Location email addresses.
8. Click **Preview List**.

9. Clear the checkbox for any families you want to omit. You can clear the **Check All** header checkbox to remove every email address and select only specific families.

10. Click **Send Now** to send the email right away, or select **Send Later** to schedule the email to be sent later. See our Help article **Schedule an Email** for more information.

Waitlist

Email an Individual Student

1. From the Class record > Waitlist tab, click the **More Options** icon on the Student card.

2. Click **Send A Message**, then select **Email**.

3. In the Define Audience window, choose if you want to send the email to contacts or staff in addition to the student.

4. Click **Next: Add'l Settings**.

5. Complete the **Additional Settings**, then click **Next: Composer**.

6. Select a **Template** if desired and the email **Type** (plain text or HTML).

7. Enter an **Email Subject Line** and **Message**.

   - We recommend you compose your email message in the Jackrabbit email editor. If you copy/paste from another application (i.e., Microsoft Word), there may be hidden code that will affect how your email appears to your intended recipient.

8. Click **Attach File, Insert Image**, or **Choose from Dropbox** to attach files and add images if needed. See the Help Article **Email Attachments and Images** for more details.

9. Click **Preview List**.

10. The list shows everyone who will receive the email. Review the list and clear the checkbox for any person you want to remove.

11. Optionally, click the **Show Message** link to preview the message before sending.

12. Click **Send Now** to send the email right away or select **Send Later** to schedule the email to be sent later. See our Help article **Schedule an Email** for more information.

Email Multiple Students

1. From the Class record > Waitlist tab, choose recipients.

   - Select checkboxes on Student cards to choose specific students to message.
   - Clear all checkboxes to message all students.

2. Click the **More Options** icon at the top of the waitlist.

3. Click **Send A Message**, then select **Email**.

4. Define your audience in the pop-up window. Choose if you want to send the email to contacts or staff in addition to students.

5. Click **Next: Add'l Settings**.

6. Complete the **Additional Settings** and click **Next: Composer**.

7. Select a **Template** if desired and the email **Type** (plain text or HTML).

8. Enter an **Email Subject Line** and **Message**.

    ○ We recommend you compose your email message in the Jackrabbit email editor. If you copy/paste from another application (i.e., Microsoft Word), there may be hidden code that will affect how your email appears to your intended recipient.

9. Click **Attach File, Insert Image**, or **Choose from Dropbox** to attach files and add images if needed. See the Help Article **Email Attachments and Images** for more details.

10. Click **Preview List**.

11. The list shows everyone who will receive the email. Review the list and clear the checkbox for any person you want to remove.

12. Optionally, click the **Show Message** link to preview the message before sending.

13. Click **Send Now** to send the email right away or select **Send Later** to schedule the email to be sent later. See our Help article **Schedule an Email** for more information.

All Classes (Classes menu)

Email an Individual Class

1. Go to the **Classes** (menu) > **All Classes**.

2. Click the row menu ≡ > select **Email/Text Class** to open the **Email/Text Class** page. The class name and current enrollment are displayed.

3. Select a **Template** if desired and the email **Type** (plain text or HTML).

4. Enter an **Email Subject Line** and **Message**.

    ○ We recommend you compose your email message in the Jackrabbit email editor. If you copy/paste from another application (e.g., Microsoft Word), hidden code may affect how your email appears to your intended recipient.

5. Click **Attach File, Insert Image,** or **Choose from Dropbox** to attach files and add images if needed. See the Help Article **Email Attachments and Images** for more details.

6. Using the Search Criteria, select whether or not you want to include waitlisted students, future enrollments, and future drops.

7. In the Recipients section:

    ○ Select who to **Send message to**. You can send to *Contacts, Students and Staff, Contacts and Students, Contacts and Staff, Contacts Only, Students Only,* or *Staff Only.*

    ○ If you want to **Include mass email opt-out**, change the drop-down to *Yes*.

    ○ Select a reply email address from **Email replies sent to**, which includes the email addresses of all User IDs and Locations in your system. Note: The main email address in Organization Defaults is also sent a copy of the email.

    ○ Optionally, use the **Send additional emails to** drop-down to include selected User IDs or Location email addresses.

8. Click **Preview List**.

9. Clear the checkbox for any families you want to omit. You can clear the **Check All** header checkbox to remove every email address and select only specific families.

10. Click **Send Now** to send the email right away, or select **Send Later** to schedule the email to be sent later. See our Help article **Schedule an Email** for more information.

1. Go to the **Classes** (menu) > **All Classes**.

2. Select the checkbox in the 1st column for the classes you want to include in the email. To select all classes in the grid, leave the checkboxes in the 1st column blank.

3. Click the **Send a Message** (icon)   and select **Email** from the drop-down menu.

4. Define your audience in the pop-up window and click **Next: Add'l Settings**.

5. Complete the **Additional Settings** and click **Next: Composer** to open the **Message Classes** page.

6. Select a **Template** if desired and the email **Type** (plain text or HTML).

7. Enter a **Subject line** and **Message**.

    - We recommend you compose your email message in the Jackrabbit email editor. If you copy/paste from another application (i.e., Microsoft Word), there may be hidden code that will affect how your email appears to your intended recipient.

8. Click **Attach File, Insert Image, or Choose from Dropbox** to attach files and add images if needed. See the Help Article **Email Attachments and Images** for more details.

9. Click **Preview List**.

10. Clear the checkbox for any families you want to omit. You can clear the **Check All** header checkbox to remove every email address and select only specific families.

11. Click **Send Now** to send the email right away, or select **Send Later** to schedule the email to be sent later. See our Help article **Schedule an Email** for more information.

> Emails sent to contacts and students will be retained in the family email history for 365 days (Misc tab > View Sent Emails). Currently, there is no log for emails sent to staff/instructors.