

Event Registration and Enrollment from within Jackrabbit

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Enroll an Existing Customer in an Event Date/Time

Follow the steps below to enroll an existing customer (family or student) in an event.

1. Go to the **Events** menu > **Calendar**.
2. Locate the appropriate date and time and click the **Event Name**.
3. Select **Enroll Existing Family** or **Enroll Existing Student** to enroll a family or student who already exists in your Jackrabbit system.
4. Click the Search link in the Event Enroll pop-up box to locate the family or student's existing record.
 - Once a student or family name has been selected, the name will appear in the *Event Enroll* window.
5. Click **Enroll** and **OK** to confirm.

Instructors for Events do not automatically receive an email enrollment notification. Event enrollments can be viewed on the *My Schedule* tab in the Staff Portal (see [View Events Schedule](#)). In addition, the instructor's email address can be added to the *Notification Email(s)* on the *Event Type > Summary* tab.

Register and Enroll a New Customer in an Event Date/Time

Follow the steps here to register and enroll a new customer (family or student) in an event.

1. Go to the **Events** menu > **Calendar**.
2. Locate the appropriate date and time and click the **Event Name**.
3. Select **Quick Registration** to register the new family.
4. Complete the fields on the *Registration Form* for this family or student. **Note:** *The Registration form will allow students to be enrolled only if the event is set to allow for Student Enrollment.* See [Add an Event](#) for details on the difference between student-based and family-based event enrollment.
5. Click **Submit Registration**.

Quick Registration does not display any agreement text as the Jackrabbit user can't e-sign (check I Have Read and Agree) for a customer. For this reason, Jackrabbit recommends that the customer register from the Event Calendar on your website.

Transfer a Student/Family Between Event Type Dates

Occasionally, you may have the need to move a student or family's event registration from one date to another. Jackrabbit makes it easy to transfer an enrollment between dates within the same Event Type.

Follow this process to avoid having to delete the event enrollment and recreate it in the new date/time.

1. Go to the **Family** or **Student** record (depending on the enrollment) and select the **Events** tab.
 2. Select the **Transfer** link to open the *Transfer Student* modal.

 3. Click **Select Date & Time** to open a window to search for and select the Event Date/Time to transfer the enrollment to. The only Event Dates/Times that will appear are events that have an *Open* status. Use **Show Details** to see the instructor for an Event Date/Time. Click **Save**.
TIP: The search field will look for events that contain your search term, e.g., a specific instructor or a specific time of day.

 4. The *Transfer Family/Student* window will display the Event Date/Time you've selected in the *Transfer To* section. Confirm your selection and click **Transfer**. The event enrollment, along with answers to any questions recorded during the original event enrollment, are transferred to the new date/time.
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