

Manage Your Account in the Jackrabbit Billing Portal

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Use your Jackrabbit login credentials (User ID and password) to access the Billing Portal. In Jackrabbit's Billing Portal, you can:

- ★ Update payment & billing contact information
- ★ View and print your transaction history (fees charged and payments made)
- ★ Make a payment for overdue fees
- ★ Review Jackrabbit's billing policies, referral bonus plan, service "hold" options & more!

Located on the *My Account* page accessed from the *Gear (icon) > Account > My Account > Billing* (left menu), click the *Billing Portal* link to open your portal. See [First Time Billing Access](#) below for more instructions.

My Account

[← RETURN](#) [SAVE CHANGES](#)

BILLING TIER	STUDENTS	ACTIVE STUDENTS	LEADS
125/mo	259 <small>Total Students</small>	105 <small>Total Active Students</small>	3 <small>Total Leads</small>

ORGANIZATIONAL DETAILS

BILLING

MARKETING COMMUNICATIONS

Billing

Your Monthly Fee is based on your **TOTAL (active + inactive) number of students**. You can contact us at billing@jackrabbittech.com if you have any questions.

Billing Contact: Jackrabbit **Email:** Jackrabbit@jackrabbittech.com

Visit Jackrabbit's [Billing Portal](#) to change payment/contact information, view/print past fees and payments, or make a payment for overdue fees. Jackrabbit's Billing Department will be notified of changes.

Important reminders regarding your monthly Jackrabbit fees:

Your Jackrabbit fees are due on the **1st business day of each month**.

- If your bill has not been paid by the 6th, a \$25 LATE FEE will be added to the balance on the 7th.
- If your bill has not been paid by the 9th, your Jackrabbit database will be TEMPORARILY SUSPENDED on the 10th until paid in full.

Your fee can change month-to-month depending on the TOTAL number of students.

The TOTAL STUDENT count is taken on a random day of the month to determine your billing rate for the next month.

Any student records stored in your "Lead File" are EXCLUDED from calculating your monthly fee.

Handling INACTIVE Families/Students:

- You can MOVE "Inactives" to your LEAD FILE at any time.
- You can request Lead File help through your Support Button.



A user with the authority/ability to manage User & Permissions (under the *Gear Icon > Settings > Users*

& Permissions) can see the *My Account* page. This permission can be removed by updating the user's permissions.

**Expand/Collapse
All**

- ▼ [First-Time Portal Access](#)
 - ▼ [Update Payment & Contact Information](#)
 - ▼ [View & Print Your Transaction History](#)
 - ▼ [Make a Payment for Overdue Fees](#)
 - ▼ [Review Jackrabbit's Billing Policies](#)
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The Billing Department is open Monday - Friday from 9 am to 5 pm EST. Call us at (704) 895-4034 (option 4), and we'll be happy to take your payment information over the phone.
