Manage Your Account in the Jackrabbit Billing Portal

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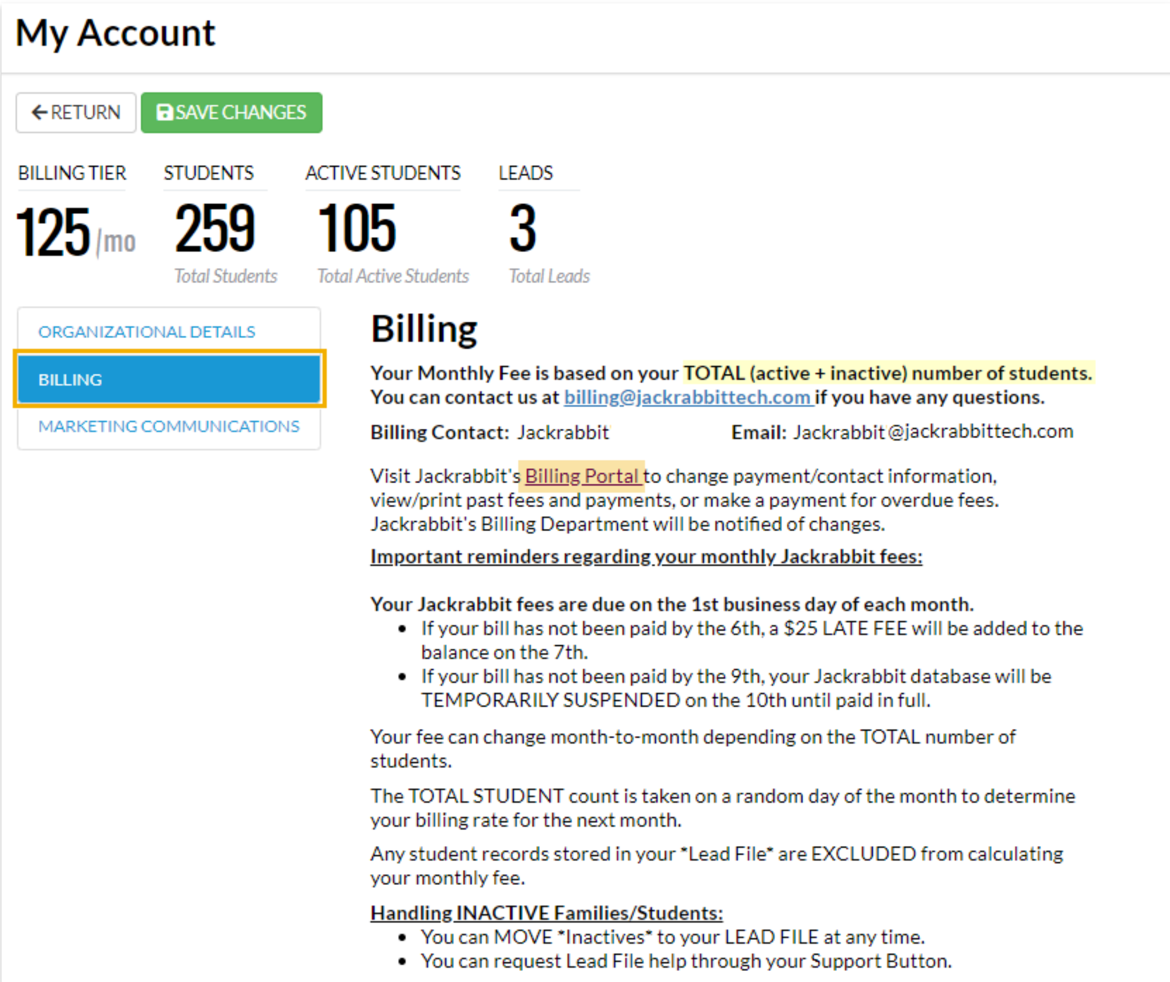
In **Jackrabbit's Billing Portal,** you can:

- **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.



Any user who has the authority/ability to manage User & Permissions (*under the Gear Icon > Settings > Users & Permissions*) is able to see the *My Account* page. This permission can be removed by updating the user's permissions.

Expand each section below to see more information on the Billing Portal.

Expand/Collapse All

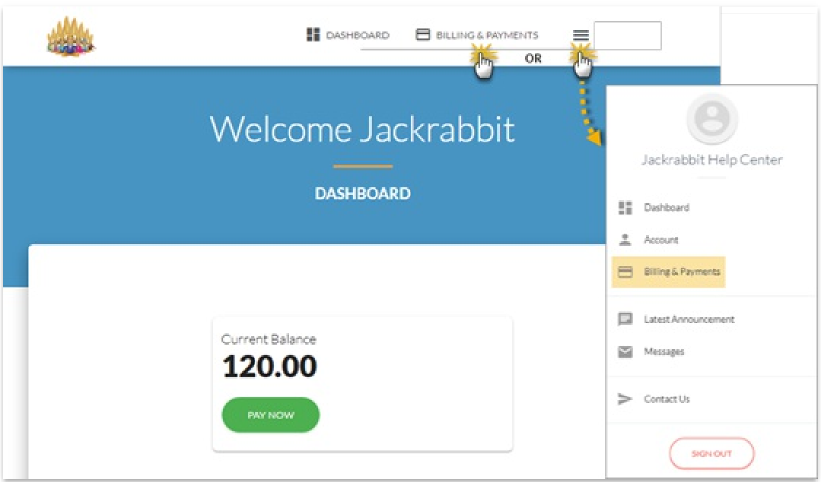
First Time Portal Access

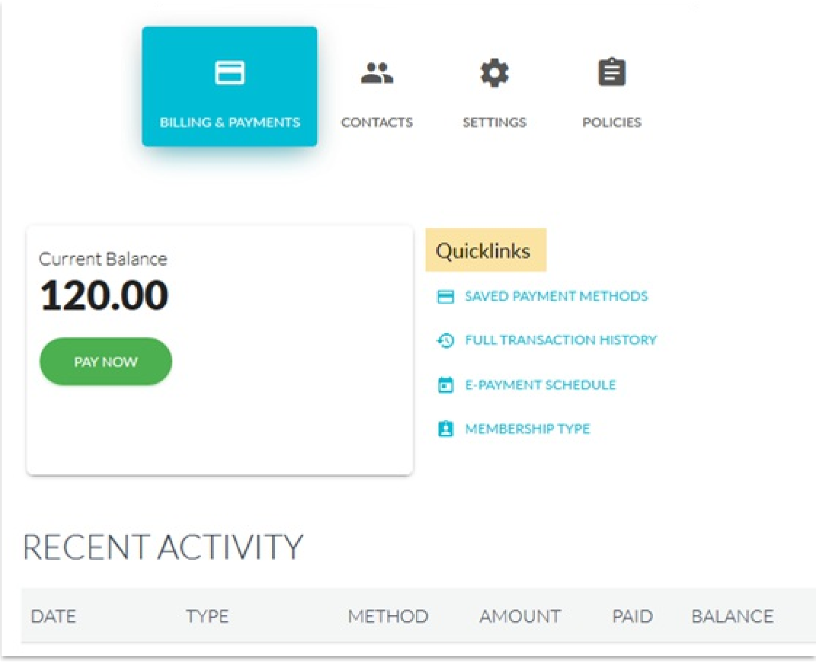
The first time you access your organization's Billing Portal, you will create your password by requesting a reset which sends you a time-sensitive email with a link to reset your password. The email is sent to the address our Billing Department has on file as the Billing Contact email.

1. Go to the **Gear** (icon) > **Account** > **My Account** > **Billing** (left menu).
2. Click the **Billing Portal** link.
3. Click **Reset Password**.
4. Enter the email address that billing has on file as the Billing Contact for your organization and click **Send Reset Email**. In the password reset email select the **Click Here to Reset Your Password** link to create your password.
   Note: *The link in the reset email is only valid for 24 hours.*

Update Payment & Billing Contact Information

Your payment and billing contact information can be updated in the **Billing & Payments** area of your Portal. Click the **Billing & Payments** link at the top of the main page, or from the menu and select **Billing & Payments**.





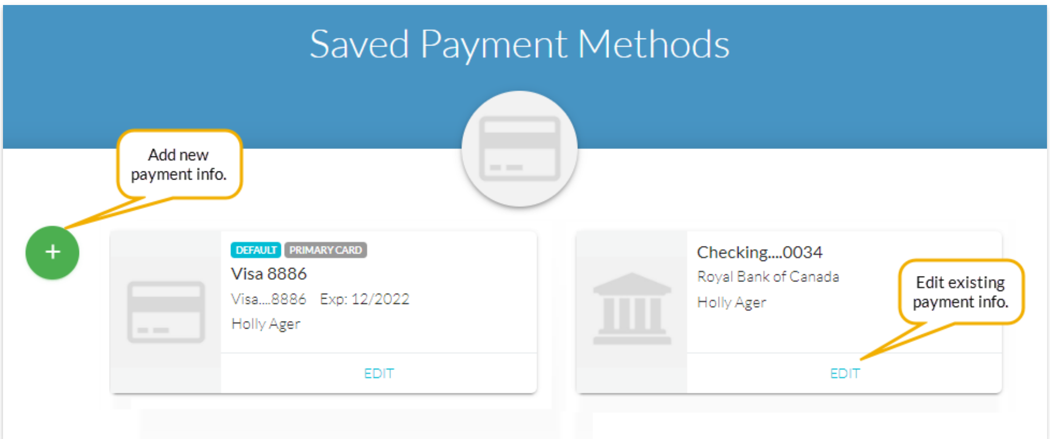
Update Billing Contact Information

To update your Billing Contact information, select **Contacts**. Use the **EDIT** link in the contact card to edit the Billing Contact currently on file with our Billing Department.

Update Payment Information

Your payment information is updated in the **Billing & Payments** section, with the **Saved Payment Methods** quick link.

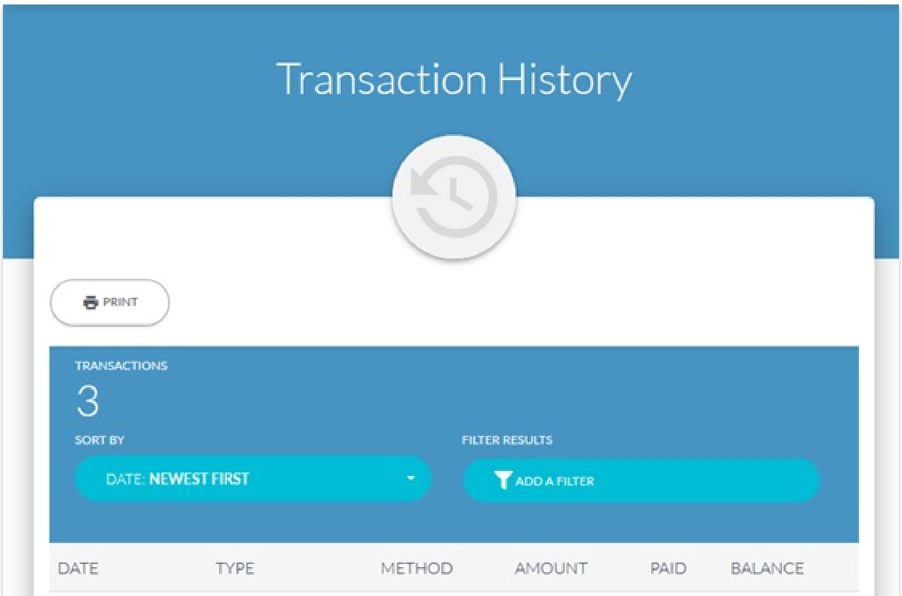
See **Manage Credit Cards in the Parent Portal** for a full step through.



Only Credit/Debit card information can be changed via the portal. Bank Draft (routing and account number) information must be taken over the phone. Email billing@jackrabbittech.com to request an update of Bank Draft information.

View & Print your Transaction History

Your **Recent Activity** is displayed on the *Billing & Payments* main page. View and print your entire transaction history with the **Full Transaction History** Quicklink.



Make a Payment for Overdue Fees

Bank Draft payments are not accepted if the account is overdue. Overdue fees must be paid via Credit or Debit card.

Regular Credit Card Paying Clients

Once logged into your Billing Portal, navigate to the **Account** page (from either the *Billing & Payments* option or from the sidebar menu) and add a new Credit or Debit card to your account to clear your overdue fees.

1. Click **Saved Payment Methods** under *Quicklinks*.
2. To add a Credit or Debit card, Click + icon.
3. Enter the card information on the New Credit/Debit Card page.
4. Click **Save**.

The Credit/Debit card is now shown on the *Saved Payment Methods* page.

From the *Billing & Payments* page or the *Dashboard*, use the green **Pay Now** button to make your overdue payment. If the payment is approved, your Jackrabbit account will be automatically reactivated.

Regular Bank Draft Paying Clients

Overdue accounts must be paid via Credit or Debit card. Follow the above instructions to add a Credit or Debit card to your *Saved Payment Methods*.

Send an email to **billing@jackrabbittech.com** and request that a Credit/Debit card payment be initiated for your overdue fees.

Review Jackrabbit's Billing Policies

To review Jackrabbit's billing policies, learn about our Referral Credit program, and more, go to the **Policies** section of the *Account* page in the Billing Portal.

Use your Jackrabbit login credentials (User ID and password) to access the Billing Portal.